

WOODSTOCK IMPROVEMENT DISTRICT

5 YEAR IMPLEMENTATION PLAN

1st July 2017to 30th June 2022

PROGRAM 1 –MANAGEMENT& OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Board meetings	WID Manager / WID Board	6	6	6	6	6	6	Bi-monthly board meetings	
2. Financial reports to CoCT	WID Manager	12	12	12	12	12	12	Submit report timeously	
3. Audited financial statements	WID Manager	1	1Y	1Y	1Y	1Y	1Y	Qualified financial audits	
4. Feedback to members and annual general meeting	WID Manager	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM	
5. Successful day-to-day management and operations of the WID	WID Manager/WID Operations Manager	Ongoing						Bi-monthly feedback to directors at board meetings	
6. Monthly reports to the WID directors	WID Manager	12	12	12	12	12	12		
7. Submit input to integrated development plan	WID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Annual submission to sub-council manager	
8. Submit input to Capital Budgets	WID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Annual submission to sub-council manager	
9. Communicate with property owners	WID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Keep property owners informed.	
10. Mediate issues with or between property owners	WID Manager / Council Manager / Law Enforcement	Ongoing	1Y	1Y	1Y	1Y	1Y	Provide an informed opinion on unresolved issues and assist where possible	
11. Visit WID members	WID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Communicate and visit members	

PROGRAM 1 –MANAGEMENT& OPERATIONS									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
12. Promote and develop WID NPO membership	WID Manager / WID Board	Ongoing	1Y	1Y	1Y	1Y	1Y	Have a NPO membership that represents the WID community	
13. Build working relationships with sub-council management and CoCT officials and departments that deliver services in the WID.	WID Manager / WID Board	Ongoing	1Y	1Y	1Y	1Y	1Y	Successful and professional relationships with sub-council management and officials resulting in enhance communication, co-operation and service delivery	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Investigating and implementing wireless camera's	WID Manager/Security Service Provider	1	1Y	1Y				Implementation	
2. Identify the root causes of crime in conjunction with SAPS, Local Authority and existing security service using their experience as well as available crime statistics	WID Manager/Security Service Provider	Ongoing	3M	1Y	1Y	1Y	1Y	Incorporate in Security Management Plan	This was done comprehensively at the implementation of the WID and then modified continuously.
3. Determine the Crime Threat Analysis of the WID area in conjunction with SAPS	WID Manager/Security Service Provider	Ongoing	3M	1Y	1Y	1Y	1Y	Incorporate in Security Management Plan	
4. Determine strategies by means of an integrated approach to address/decrease crime	WID Manager/Security Service Provider	Ongoing	3M	1Y	1Y	1Y	1Y	Incorporate in Security Management Plan	
5. In liaison with other security role	WID Manager/Security	Ongoing						Incorporate in Security	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
			Y1	Y2	Y3	Y4	Y5			
players and SAPS, identify current security and policing shortcomings and develop and implement effective crime prevention strategy	Service Provider								Management Plan	
6. Develop a Security Management Plan with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	WID Manager/Security Service Provider	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y		Documented Security Management Plan with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	This was done comprehensively at the implementation of the WID and then modified continuously.
7. Maintain a manned centrally located office open to the members and residents of the WID to request security assistance or report information.	WID Manager/Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y		Appropriately manned and equipped control room with skilled staff.	
8. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	WID Manager/Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y		Effective safety and security patrols in the WID	
9. Utilise the "eyes and ears" of all security and street cleaning staff, as well as own staff, to identify any breaches	WID Manager/Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y		Incorporate feedback and information in security and safety initiatives of the WID	
10. Assist the police through participation by WID in the local Police Sector crime forum	WID Manager/Security Service Provider	Monthly	12	12	12	12	12		Incorporate feedback and information in security and safety initiative of the WID Report on any security information of the WID to the CPF	
11. Monitor and evaluate the security plan and performance of all service delivery on a quarterly	WID Manager/Security Service Provider/SAPS Crime Intelligence	Quarterly	4	4	4	4	4		Report finding to the WID Board with recommendations where applicable	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
basis	Officer								
12. On-site inspection of Security Patrol officers	Operations Manager/Security Service Provider	Daily	1Y	1Y	1Y	1Y	1Y	Report findings to the WID Manager and Board with recommendations where applicable	
13. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	1Y	1Y	1Y	1Y	1Y	Report findings to the WID Board with recommendations where applicable. Provide feedback to forum meeting	Incorporate into monthly management report with WID Board
14. Monitor the objectives of the WID employed Law Enforcement	WID Manager/CoCT Safe and Security Directorate	Monthly	12	12	12	12	12	Provide effective Law Enforcement in the WID and adjust where applicable	

PROGRAM 3 - CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Investigating vacant council owned properties	WID Manager/WID Operations Manager	Ongoing	1Y	1Y	1Y			Secured council owned properties	
2. Develop a cleansing strategy document with clear deliverables and defines performance indicators to guide cleansing and delivery from the service provider.	WID Manager/WID Operations Manager/Cleansing Service Provider	Revise as often as required but at least annually	1Y	1Y	1Y	1Y	1Y	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery	This was done comprehensively at the implantation of the WID and then modified continuously
3. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	WID Manager/WID Operations Manager/Cleansing Service Provider	Quarterly	4	4	4	4	4	Modify Cleansing strategy to guide cleansing and delivery	
4. Co-ordinate the provision of additional litter bins and emptying of litter bins and the relevant City of Cape Town	WID Operations Manager/Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status report to Local Authority regarding progress of identified shortcomings	

PROGRAM 3 - CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
departments									
5. Cleansing each of the streets within the WID Boundary at least 3 times a week.	WID Operations Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Provide clean streets and sidewalks in the WID	
6. Monitor and combat Illegal Dumping	WID Operations Manager/Security Service Provider/Cleansing Service Provider/ Law Enforcement Officers/Solid Waste Department	Ongoing	1Y	1Y	1Y	1Y	1Y	Removal and of illegal dumping as require and applying applicable penalties through law enforcement against transgressors.	

Program 4 - URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Identify problem areas with respect to: a. Street lighting; b. Missing drain covers/cleaning of drains c. Maintenance of road surfaces; sidewalks d. Cutting of grass/removal of weeds e. Road marking/traffic signs Use the established service levels to design the provision of supplementary services without duplication of effort	WID Operations Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Urban management plan with clear deliverables and defined performance indicators to guide delivery	This was done comprehensively at the implementation of the WID and then modified continuously
2. Identify and report infrastructure	WID Operations	Ongoing	1Y	1Y	1Y	1Y	1Y	Monitor and evaluate. Report	

Program 4 - URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
supplementing existing Council Services: <ol style="list-style-type: none"> a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs 	Manager							findings to the WID Board	
3. Compile a list of prioritized needs to enhance the objectives of the WID and liaise with the relevant departments to correct	Operations Manager	4	1Y	1Y	1Y	1Y	1Y	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the WID board with recommendations where applicable	
4. Greening Project: Develop a greening strategy document with clear deliverables and defines performance indicators to guide the planting of trees in the WID area.	WID Manager/WID Operations Manager/Trees and Forestry Department	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Greening strategy document with clear deliverables and defined performance indicators to guide the planting of trees	
5. Work in conjunction with local social welfare and job creation organization and develop a supplementary services document with clear deliverables and defined performance indicators to improve the urban environment	WID Manager/WID Fieldworker	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Supplementary strategy document with clear deliverables and defined performance indicators to guide the planting of trees	
6. Submissions to Ward Allocation, IDP and Capital Budgets	WID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the WID Board with recommendations where applicable	

Program 5 - SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Identify and determine strategies by means of an integrated approach to address homelessness and the relief measures available, current and future	WID Fieldworker	Ongoing	1Y	1Y	1Y	1Y	1Y	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	
2. Work in conjunction with local social welfare and job creation organizations and develop the delivery of the supplementary services to improve the urban environment	WID Manager/WID Fieldworker/NGOs	Ongoing	1Y	1Y	1Y	1Y	1Y	Social intervention plan with clear deliverable and defined performance indicators to guide delivery	This will be a long term plan of action that will take time to develop

Program 6 - MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Quarterly newsletters	WID Manager	Quarterly	4	4	4	4	4	Informative newsletter	
2. Maintain Website	WID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Informative website	