EPPING CITY IMPROVEMENT DISTRICT (NPC)
IMPLEMENTATION PLAN
1st July 2021 to 30th June 2022

PROGRAM 1 - MANAGEMENT & OPERATIONS				
ACTION STEPS	**KEY PERFORMANCE INDICATOR**	**FREQUENCY per year**	**RESPONSIBLE**	**COMMENTS**
1. Fully operational ECID Management Office	Functional and accessible	Ongoing	ECID Coordinator ECID Manager	
2. Appointment of relevant service providers	Appointment of appropriately qualified service providers	3 Years	ECID Coordinator ECID Board	Service providers to be reappointed or new providers to be appointed in last year of contract period by means of a competitive process. Well Documented.
3. Board meetings	Bi-monthly Board meetings	6	ECID Coordinator ECID Manager	Quorum of directors' present at every meeting. Feedback per portfolio. Keep minutes and file resolutions.
4. Monthly Progressive Income and Expenditure Report to CCT	Submit reports to the CID Department timeously	12	ECID Manager	Refer to Financial Agreement. Submit reports to the CID Department by the 15th of the following month.
5. Audited Annual Financial Statements	Audited Annual Financial Statements with an Unqualified finding	1	ECID Coordinator ECID Manager	Submitted to the City by 31 August of each year.

6. Communicate ECID arrears list	Board Members in arrears cannot participate in meetings	12	ECID Manager	Observe and report concern over outstanding amounts to Board and CID Department.
7. Annual General Meeting	Annual feedback to members at AGM and complying with legal requirements	1	ECID Coordinator ECID Manager	Host successful AGM before 31 December.
8. Submit Annual Report and Annual Audited Financial Statements to Sub-council(s)	Submit AFS and annual report to Subcouncil within 3 months of AGM	1	ECID Coordinator	Submit proof of submission to CID Department.
9. Successful day-to-day management and operations of the ECID	Monthly feedback to ECID Board	Ongoing	ECID Coordinator ECID Manager	
10. Maintain website	Informative website with all the relevant documents displayed as required by the By-Law and Policy	Ongoing	ECID Manager	Refer to Program 6-3.
11. CIPC Compliance Directors change Annual Returns Auditors change	CIPC Notifications of changes	1	ECID Board/ ECID Coordinator	Directors & Auditors change within 10 business days of change. Annual returns within 30 business days after the anniversary date of the NPC registration.
12. Monthly Reports to the Directors	Report back on all CID related business to be measured and signed off	12	ECID Manager	Provide monthly reports to the Directors.
13. Manage and monitor the C3 notification Process	Complete daily reports of C3 notifications and monitor outstanding issues	12	ECID Manager	Also forms part of Urban Management

14. Input to the Integrated Development Plan	Annual submissions to Subcouncil Manager	1	ECID Board/ ECID Coordinator	October to February of every year.
15. Input to the City Capital/Operating Budget	Annual submissions to Subcouncil Manager	1	ECID Board/ECID Coordinator	By September of each year.
16. Communicate with property owners	Monthly Reports	Monthly	ECID Manager	Keep property owners informed.
17. Mediate issues with or between property owners	Provide an informed opinion on unresolved issues and assist where possible	Ongoing	ECID Manager & City of Cape Town Departmental Managers and Law Enforcement	
18. Visit ECID members	Communicate and visit 60 members	Biannually	ECID Manager/ECID Admin Assistant	Refer also to Program 6-4
19. Promote and develop ECID NPC membership	Have a NPC membership that represents the ECID community Update NPC membership. Ensure that membership application requests are prominent on webpage	Ongoing	ECID Manager	
20. Build working relationships with Subcouncil Management and relevant CCT officials and departments that deliver services in the Epping Area. Attend meetings with City of Cape Town departments if and when required	Successful and professional relationships with subcouncil management, Area Based Manager and City Departments resulting in enhanced communication, cooperation and	Ongoing	ECID Coordinator ECID Manager	

	service delivery. Meetings attended or apologies sent.			
21. SRA renewal application and survey.	Submit a comprehensive renewal application for approval by the members and the City of Cape Town	In year 5	ECID Coordinator ECID Manager ECID Board	
22. Annual Tax Compliance Status	Within one month after expiry date	Annually	ECID Manager ECID Admin Assistant	Submit PIN to CCT Supply Chain Management Department.
23. Budget Review	Board approved budget review to the CCT by end of February	Annually	ECID Manager	Submit Board minutes and approved adjustment budget to the CCT by end of February.
24. Perform Mid-year performance review.	Board approved mid-year review submitted to the CCT by end of February	Annually	ECID Coordinator ECID Manager ECID Board	Submit Board minutes and approved Mid-year performance review to the CCT by end of February. Ensure under/non-performance areas are addressed before the end of the financial year.
25. All Directors to receive relevant CID Documents	At the 1st Board meeting after the AGM, supply all directors with all relevant CID documents	Annually	ECID Coordinator ECID Manager ECID Board	
26. Allocation of portfolios	At the first Board meeting after the AGM, assign portfolios to Directors	Annually	ECID Coordinator ECID Manager ECID Board	
27. Declaration of interest	Ensure all Directors, Coordinator and Manager sign DOI at every Board Meeting	Bi-monthly	ECID Manager ECID Board	

28. Vat reconciliation and tax returns	BI-monthly VAT returns and annual tax returns submitted to SARS on time	Bi-monthly	ECID Manager ECID Board Bookkeeper	
29. Annual approval of Implementation Plan and Budgets	Obtain approval from members at AGM for Implementation Plan and Budget	Annually	ECID Manager ECID Board	Budget approved by Council, the Board and Members
30. Process service provider payments	1. Processed within 3 days of receipt. 2. Authorised within in 2 days of submitting to Board members	Monthly	ECID Finance Committee ECID Manager	
31. Monitor payment of sponsorships.	All sponsorships to be recorded monthly	Monthly	ECID Manager	
32. Table and/or ratify expenditure at Board meeting.	Financial Portfolio Committee & ECID Coordinator Quarterly/ Annually Minutes to support major budget deviations. AGM to confirm all major budget deviations. City reviews major budget deviations	Bi-monthly	ECID Coordinator	
33. Monitor financial accounts	Book keepers appointed and all accounts are up to date by the 15th of each month and sent to the City. All accounts support audit and all	Monthly	ECID Coordinator ECID Manager ECID Admin Assistant	

	accounts kept as required by Auditors			
34. Compile annual report	Yearly annual report drafted and finalised by ECID Board. Presented at the AGM	Annually	ECID Manager	
35. Keep the Epping database updated.	Database updated as changes are noted	Ongoing	ECID Manager	
36. Cross reference property database wrt. valuations as received from Council.	Valuations updated within 1 month of receiving	Annually	ECID Manager	

PROGRAM 2 - ECID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES				
ACTION STEPS	**KEY PERFORMANCE INDICATOR**	**FREQUENCY per year**	**RESPONSIBLE**	**COMMENTS**
1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing Public Safety service using their experience as well as available crime statistics	Incorporate in Public Safety Management Strategy Plan	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	This is done comprehensively at the beginning of term and then modified continuously
2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	Incorporate in Public Safety Management Strategy Plan	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	
3. Determine strategies by means of an integrated approach to improve public safety	Incorporate in Public Safety Management Strategy Plan	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	
4. In liaison with other Public Safety role players and the South African Police Service, identify current Public Safety and policing shortcomings and develop and implement effective public safety strategy	Incorporate in Public Safety Management Strategy Plan	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	

5. Approve a Public Safety Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	Documented Public Safety Management Strategy with clear deliverables and defined performance indicators to guide public safety services by the appointed service provider and evaluate levels of service provided.	Revise as often as required but at least annually	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider and approved by the Board	This is done comprehensively at the implementation of the CID and then modified continuously
6. Maintain a manned centrally located office(s) open to the members of the CID to request Public Safety assistance or report information	Appropriately manned and equipped office with skilled staff	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	As per Program 1-1
7. Deploy Public Safety resources accordingly and effectively on visible patrols. Public Safety personnel and patrol vehicles to be easily identifiable	Effective safety and Public Safety patrols in the CID boundary	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	
8. Utilise the "eyes and ears" of all Public Safety and gardening/street cleaning staff, as well as own staff, to identify any breaches	Incorporate feedback and information in Public Safety and safety initiatives of the ECID	Ongoing	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	

9. Assist the police through participation by the ECID Coordinator and / or the ECID Security Liaison Officer in the local Police sector crime forum	Incorporate feedback and information in Public Safety and safety initiatives of the ECID. Report on any Public Safety information of the ECID boundary to the CPF	Monthly	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider	
10. Monitor and evaluate the Public Safety strategy and performance of all service delivery on a quarterly basis	Report findings to the ECID Board with recommendations where applicable	Quarterly	ECID Coordinator ECID Security Liaison Officer Public Safety Service Provider SAPS Crime Intelligence Officer	Refer to Program 1-9
11. On-site inspection of Public Safety Patrol officers	Report findings to the ECID Board with recommendations where applicable	Daily	Security Liaison Officer Public Safety Service Provider	
12. Daily Public Safety Reports from Public Safety Service Provider	Report findings to the ECID Board monthly recommendations where applicable. Provide feedback to forum meeting	Daily	Public Safety Service Provider ECID Manager ECID Admin Assistant	Incorporate into monthly management report to ECID Board and Members
13. Liaise with SAP, Law Enforcement & Traffic Department.	Attend meetings as required & update electronic communication as required. Attendance log completed and all e-mails/calls attended to.	Ongoing	Security Liaison Officer	

14. Security complaints followed up by visiting the company	Log to record details of complaint, suggestions to be noted, and coordinator informed. Company visited within 72 hours.	Ongoing	Security Liaison Officer	Coordinator and Manager informed at weekly meeting
15. Hold weekly meetings with site manager of security provider.	Log to record details, all discrepancies attended to within 48 hours and coordinator informed	Weekly	Security Liaison Officer ECID Coordinator	
16. Hold monthly meetings with senior management of security provider.	Log to record details, all discrepancies attended to within 48 hours and coordinator informed	Monthly	Security Liaison Officer ECID Coordinator ECID Manager	
17. Compile security monthly report.	Report compiled and sent to Board and all Companies by the 15th of each month.	Monthly	ECID Manager ECID Admin Assistant	
18. Deploy CCTV cameras monitored by a CCTV Control Room	Effective use of CCTV cameras through monitoring	Ongoing	Security Liaison Officer	
19. Appoint a CCTV Monitoring service provider	Appointment of appropriately qualified service providers.	3 Years	ECID Coordinator ECID Board	

20. Register CCTV Cameras with the City of Cape Town	Cameras registered with the CCT	Ongoing	ECID Coordinator	
21. Monitor ECID security vehicle tracking	Download and check Geotab. Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	Daily	Security Liaison Officer	
22. Vehicle Inspections	Vehicle check sheets monitored daily. Maintenance and repairs done as required	Daily	Security Liaison Officer ECID Coordinator	
23. PO issued for all fuel related expenses. Monitor weekly fuel intake. Monitor the fuel monthly statement from the Shell Garage and durable goods related expenses as per the monthly report from Standard Bank	All exceptions on Standard Bank report and the Shell Garage statement to be noted and actioned.	Monthly	Security Liaison Officer ECID Manager ECID Coordinator ECID Admin Assistant	Manager issues a PO for all fuel related purchases. Security Liaison Officer monitors fuel intake, assist with the completion of the log books. The manager checks the log books and petrol slips and the monthly statement from the Shell Garage The Manager & Admin assistant monitor the Standard Bank expenses and ensures the invoices tie in with the expenses
24. Arrange for servicing and repairs of ECID vehicles	Vehicles serviced annually and repaired as required	Annually	Security Liaison Officer	

	PROGRAM 3 - ECID CLEANSING & ENVIRONMENTAL INITIATIVES			
ACTION STEPS	**KEY PERFORMANCE INDICATOR**	**FREQUENCY per year**	**RESPONSIBLE**	**COMMENTS**
1. Develop a cleansing strategy document	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery	Annually	ECID Coordinator Cleansing Service Provider	Revise as often as required but at least annually. Refer to 1.2
2. Cleansing Strategy to guide cleansing and delivery	Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	Quarterly	ECID Coordinator Cleansing Service Provider	
3. Appointed Cleaning service provider.	Appointment of appropriately qualified service provider.	3 Years	ECID Coordinator ECID Board	Service providers to be reappointed or new providers to be appointed in last year of contract period by means of a competitive process. Well Documented.
4. Additional litter bins and emptying of litter bins.	Quarterly status reports to CCT regarding progress of identified shortcomings	Quarterly	ECID Manager Solid Waste Department	
5. Cleaning of streets and sidewalks within the CID boundary	Cleansing each of the streets within the CID boundary at least once within every month period	Monthly	ECID Manager Cleansing Service Provider	

6. Health and safety issues reported to CCT with C3 notifications	Monthly evaluations and inspections of reported C3. Report to the Board. Provide an improved healthy urban environment in the CID boundary	Ongoing	ECID Manager ECID Admin Assistant	
7. Monitor and combat Illegal dumping	Removal of illegal dumping when required and applying applicable penalties through law enforcement against transgressors.	Ongoing	ECID Manager ECID Security Liaison Officer Cleansing Service Provider Public Safety Officers Camera Control Room Staff	
8. Identify environmental design contributing to grime such as wind tunnels	Quarterly evaluation of the causes of waste. Quarterly evaluation of measures implemented and identification of remedial actions.	Quarterly	ECID Manager Cleansing Service Provider	
9. Promoting waste minimization through education and awareness on waste and water pollution	Monthly evaluations and inspections. Report findings to Board	Ongoing	ECID Manager Cleansing Service Provider Solid Waste Department	
10. Local NGO to assist in cleaning programs where applicable	As required coordinate cleaning programs and report to the Board	Ongoing	ECID Manager Solid Waste Department	Refer to program 4-6 and 5-2
11. Recycle waste	Recycle waste collected by cleaning staff where possible and report progress to the Board	Ongoing	ECID Manager Cleansing Service Provider	Waste recycling is included in the monthly reports

12. Greening campaigns – Arbor Day	Report to the ECID Board with recommendations where applicable	1	ECID Manager	
13. Hold weekly meetings with service provider.	Check attendance / wage sheets. 80% of items raised completed within stipulated time frame and monthly reports submitted. Number of workers paid for to match with wage sheet	Weekly	ECID Manager ECID Admin Assistant	

PROGRAM 4 - ECID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	RESPONSIBLE	COMMENTS
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 markings / traffic signs	Urban management plan with clear deliverables and defined performance indicators to guide delivery – Report monthly to the Board	Ongoing	ECID Manager	Use the established service levels to design the provision of supplementary services without duplication of effort.
2. Identify and report infrastructure supplementing of existing Council Services: f. Street lighting g. Dumping h. Refuse Removal i. Waterworks g. Sewerage h. Roads and Storm water i. Traffic signals and line painting j. Pedestrian safety k. Road repairs	Monitor and evaluate. Report findings to the ECID Board with recommendations where applicable	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register	CCTV Controllers Public Safety Officers ECID Admin Assistant	

3. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the ECID Board with recommendations where applicable	4	ECID Coordinator ECID Manager	
4. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	Development of a long-term sustainable work program	Ongoing	ECID Coordinator	This is done comprehensively at the term renewal and then modified and managed continuously Also refer to Program 5-2 and 3-10
5. Illegal Poster Removal Notify and monitor the removal of illegal posters by the City of Cape Town	City of Cape Town infrastructure free from illegal posters	Ongoing	ECID Coordinator Cleansing contractor	

PROGRAM 5 – ECID SOCIAL INITIATIVES				

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	RESPONSIBLE	COMMENTS
1. Identify and determine needs of homeless/less fortunate persons in Bonteheuwel & Langa	Church run soup kitchens identified in Bonteheuwel & Langa	Annually	ECID Manager	Refer to program 5.2
2. Hand out food donations to the homeless/less fortunate persons in Bonteheuwel & Langa	Food donations sourced and handed out to soup kitchens in Bonteheuwel & Langa	Monthly	ECID Manager ECID Security Liaison Officer ECID Admin Assistant	Receipt of goods received signed by the recipients; photos taken of hand overs. Receipt and photos sent to donors and placed on website.
3. Liaise with the City of Cape Town's Social Development Department		Annually	ECID Manager Social Development Department	Meeting held with the City of Cape Town's Social Development Department and assist with the implementation of their policies.
4. Determine needs of the Cart Horse Protection Association	Needs identified and funds raised by the selling of scrap metal and funding from the ECID	Ongoing	ECID Manager ECID Security Liaison Officer	Funding from the ECID and funds raised are handed over to the CHPA to be used for harnesses, shoes, gelding drives etc. NB: The horses and carts are used by the unemployed to earn a living

PROGRAM 6 - ECID MARKETING INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	RESPONSIBLE	COMMENTS
1. Newsletters / Newsflashes	Informative newsletters distributed.	Quarterly	ECID Manager	Refer to Program 1-16
2. Maintain website	Up to date and informative website in compliance with CID legislation.	Ongoing	ECID Manager	Refer to Program 1.10
3. Regular Member visits and meetings	Bi-Monthly feedback to ECID Board at Directors Meeting	Ongoing	ECID Manager	Refer to Program 1.18
4. Establish the ECID Business \ Directory and link to website	Up to date directory	Every 6 months	ECID Manager	
5. Entrance board signage	Signage to be visible and maintained	Ongoing	ECID Coordinator ECID Manager	

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	RESPONSIBLE	COMMENTS

PROGRAM 7 – COVID 19

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	RESPONSIBLE	COMMENTS
1. Keep all property owners and businesses updated with new legislation etc.	All items placed on the website	Ongoing	ECID Manager	Placed on website within 2 days of receiving
2. Measures in place when arriving at the ECID offices for all visitors and JFU staff	COVID 19 screening assessment register, steri stand and thermometer at the entrance of the ECID offices	Ongoing	Security CCTV Controller	a) No visitors or JFU staff allowed into offices without a mask b) All visitors to sanitise their hands c) COVID 19 screening assessment register must be completed by all visitors d) Temperatures taken of all visitors e) Any visitor displaying any covid 19 related symptoms will be denied entry
3. PPE for the security service provider's staff and the ECID vehicles	a) Sanitiser, hand wash, masks supplied by service provider. b) Sanitiser for vehicles supplied by the ECID	Ongoing	Security Service Provider ECID	a) Sanitiser and hand wash replenished as required by the service provider. b) Sanitiser for vehicles replenished by the ECID as required
4. PPE for the security service provider officer's downstairs cloak room and upstairs toilet	a) Antiseptic soap and paper towel in the downstairs cloak and the upstairs toilet to be provided by the security service provider. b) Bins with black bags provided by the ECID	Ongoing	Security Service Provider ECID	a) Antiseptic soap and paper towel replenished as required by security service provider. b) Bins with black bags for all used paper towels provided in the down stairs cloak room and upstairs toilet, the black bags are replenished by the ECID as required

5. PPE for the cleansing service providers staff	The cleaners are not based in the ECID office's	Ongoing	Cleansing Service Providers	Refer to program 7.6
6. Weekly Meetings held with security and cleansing service providers	COVID 19 registers from the cleansing service providers to be presented to the manager at each meeting.	Weekly	Cleansing Service Provider Security Service Provider ECID Manager	Weekly meetings held, COVID 19 registers presented by the cleansing service providers and signed off by the ECID Manager. Confirm with all service providers that COVID 19 protocols are being adhered to. Minutes of meeting sent to all Board members
7. Shift hand overs	Only 2 vehicles and 2 officers at the office a time. All vehicles to be spayed out with sanitiser and temperatures taken of all officers arriving for duty	Twice Daily	Security Shift Senior Security Liaison Officer	2 vehicles and 2 officers in at a time, vehicle sprayed out with sanitiser, officer arriving for duty has his temperature taken and the COVID 19 screening assessment register is completed. All temperatures are also noted on the shift register, once completed the officers go out to patrol and the next 2 vehicles and officers come in. A copy of the COVID 19 assessment register is sent to the ECID Manager at the start of each and every shift.
8. Documents required from all service providers	a) Return to Work Policy b) Contingency Plan	Once Off	All Service Providers	Return to Work Policy and Contingency Plan received from all service providers and accepted by the ECID Chairman.