

**MUIZENBERG IMPROVEMENT DISTRICT NPC
IMPLEMENTATION PLAN
1 July 2014 to 30 June 2015**

Program 1 – Chair								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Direction & leadership for the Board and Organization	Director	On-going					Clear vision and measurable objectives for which each individual is accountable and responsible for.	
2. Public face of the Organization	Director	On-going					MID community credibility.	
3. Collaborate with all community stakeholders	Director	On-going					Develop, maintain and grow key stakeholder relations within the community.	
4. Monthly meeting of Directors	Director	12	3	3	3	3	Review of financials and portfolio implementation plan updates and development of strategy plans.	
5. Keep the Board focused on their achievement of the vision	Director	On-going						
6. Ensure the Board operates within the MID value system	Director	On-going						

PROGRAM 2 – Governance, Finance & Administration (formerly Governance and Administration)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. SRA Meetings	Chair & Manager	As required					Well informed Board and good relations with ISL.	
2. Sub-council meetings	Manager	4	1	1	1	1	Well informed Board and ongoing relations with Council.	
3. Banking	Manager	On-going					Responsible financial management.	
4. Monthly Payments	Manager, Governance Director & Bookkeeper	On-going					Good creditor relations and financial accountability.	
5. Financial Reports	Manager, Chair, Governance Director & Bookkeeper	12	3	3	3	3	Facilitates accountability through accurate & transparent reporting and compliance with statutory requirements.	
6. Regular VAT & PAYE submission to SARS on time	Manager & Bookkeeper	6	1	2	1	2	Compliance with legislation.	
7. Audit Preparation: Annual Financial Statements – (July to August)	Manager, Bookkeeper & Auditor	1	1	-		-	Compliance with CoCT & other authorities.	
8. Maintain Directors registration with CIPC	Manager & Company Secretary	On-going					Ensures statutory compliance.	
9. Mid-year report to CoCT (calendar year end)	Manager	1		1			Report on implementation plan progress.	

PROGRAM 2 – Governance, Finance & Administration (formerly Governance and Administration)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
10. Apply for Tax Clearance Certificate (May)	Manager	1				1	Ensure compliance with CoCT requirements.	
11. Preparation for Annual General Meeting	Manager & Board	1	-	1	-		AGM convened Oct or Nov.	
12. Annual review of MID property database	Manager & ISL	1	-	1		-	Confirm boundaries; all properties on database.	
13. Review of arrears	Manager & Governance Director	4	1	1	1	1	Reduced accumulative arrears – refund value.	
14. Membership database management	Manager	1	1	-		-	Membership file up-to-date; members notified of the AGM; all members on register.	
15. Employee relations	Chair & Governance Director	On-going					Ensure compliance with legislation and oversee HR Management in terms of the staff roles and responsibilities.	

PROGRAM 3 – SECURITY (Formerly Law Enforcement Initiatives)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Daily foot patrol in MID area	GRIT Security & Director	24/7 x 365	91	91	92	91	Patrollers visible (tracking device); quick response time.	
2. Rent-a-Cop patrol part of MID area	Securitas & Director	12 days on duty (out of 14)					Attendance per duty roster; daily report of number of by-law infringements.	New initiative (externally funded)
3. CCTV monitoring	GRIT Security & Director	24/7 x 365	91	91	92	91	Weekly report: number of response incidents; number of incidents reviewed by SAPS.	
4. Monthly SAPS Joint Meeting	Grit Security / Director	12	3	3	3	3		
5. Weekly meetings with Security Provider (GRIT)	Director & Grit Security	52	13	13	13	13	Planning, communication and co-ordination: review activity.	
6. Fortnightly meetings with Law Enforcement Officer (Nathan)	Director	52	13	13	13	13	Communication and co-ordination: review activity.	
7. Monthly security report	GRIT Security, Director & Manager	12	3	3	3	3	Report to Board: merged crime stats from GRIT, Rent-a-Cop and SAPS.	
8. Strategic use and placement of MID branded trailer.	GRIT and Director	When needed						Uses: Surveillance, Increased visibility of law and MID influence, Improve database of criminals using cameras on trailer, many more applications.

PROGRAM 4 – Buildings, Maintenance & Cleansing (Formerly Cleansing Initiatives)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Daily street cleaning – Mon to Fri (excluding public holidays)	NCC & Director	270 days					Streets are clean & litter-free; weekly report to Manager.	
2. Clean the beachfront & main roads; empty green bins; remove cleaners’ bags and dumping	NCC, CoCT Solid Waste & Director	On-going					Area is well maintained .	Liaison with CoCT
3. Anti-litter public awareness program & improvement of litter collection points	Director & NCC	On-going					Greater awareness and education to assist with eradication of accumulation on litter in the MID area.	New initiative
4. Refer health issues to CoCT Health Department	Director, NCC & CoCT Health Department	As required					Health Dept. Area Manager responds promptly to requests.	Liaison with CoCT
5. Tags removed	Director, NCC & CoCT Anti-Graffiti Department	As required					Graffiti and gang tags removed within 24 hours.	Liaison with CoCT
6. Monthly meeting with NCC	Director, Manager & NCC	12	3	3	3	3	Relationship management and review of monthly report and intervention required.	
7. Collaborate with Stadco, Fish Hoek CID, MLRA, Kalk Bay/St. James Rate Payers Association regarding Metrorail	Director & Organization Representatives	On-going					Facilitate collaboration between community organizations to approach Metrorail with regard to areas of concern in terms of maintenance, security and cleansing.	New initiative

PROGRAM 4 – Buildings, Maintenance & Cleansing (Formerly Cleansing Initiatives)

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
8. Review derelict buildings in Muizenberg and collaborate with CoCT to facilitate action	Director & CoCT	On-going					Encourage accountability amongst owners regarding property maintenance MID area.	New initiative
9. Encourage property owners to improve their properties	Director	On-going					Improved appearance of buildings in the MID area.	New initiative
10. Collaborate with Muizenberg Historical & Conservation Society	Director	On-going					Restoration and maintenance of historical buildings.	

Program 5 – ENVIRONMENTAL UPLIFTMENT (Formerly Environmental Upgrade Initiatives)

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Collaborate with relevant City Departments	Director & CoCT	As required					Landscaping and general appearance improves.	Liaison with CoCT
2. Collaborate with bodies corporate, managing agents & rental agents	Director & Manager	As required					General improvement of appearance.	
3. Greening projects: new areas to be established and maintained	Director & NCC	On a per project basis					Executed on a project basis.	New initiative
4. Encourage urban art initiatives	Director	On a per project basis					Appearance of public space transformed with urban art .	
5. Research recycling initiatives for possible consideration and implementation in the MID area	Director & NCC	On-going					Reduced environmental waste and encourage greening initiatives.	New initiative
6. Investigate potential artists and contractors	Director	On-going					Development of new project plans.	New initiative

Program 6 – SOCIAL DEVELOPMENT (Formerly Social Intervention Initiatives)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Street People/Displaced Persons*	Director, Safer Together, SAPS, Law Enforcement, CoCT Social Development Directive, Displaced People Unit (DPU)	On-going					Reducing the number of long term homeless people by finding suitable accommodation. Whilst also encouraging rehabilitation and reintegration.	New initiative
2. Identify a Long-Term Shelter in Muizenberg for the Street People/Displaced Persons to rebuild human dignity and self-reliance	Director & Safer Together	On-going					Less people sleeping on the streets and once shelter has been found, rehabilitation and reintegration programmes to counter addictions and enable them to find employment.	Continuation of former community pressure group.
3. Public Awareness programme (Responsible Giving) to support point 1 and 5	Director, Marketing Director, Safer Together , CoCT, Broccoli Project, The Haven Passport	On-going					Reduction in the number of handouts by business and community members as it sustains their life on the streets & prevents the intervention of NGOs and Govt.	New initiative
4. Research opportunities for skills development and employment opportunities for Street People	Director, Safer Together & Muizenberg Festival Team, Sports and Recreation Local Team ito seasonal employment	On-going					Increase in the number of employment opportunities for Street People including skills development enabling income generation.	New initiative

Program 6 – SOCIAL DEVELOPMENT (Formerly Social Intervention Initiatives)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
5. Identify Street Children* and Facilitate Intervention from Social Welfare	Director, Safer Together, SAPS, CoCT , Dept. of Social Development & Working with NPO’s (e.g. Lavender Hill Village Care, Homestead, WCSCF etc.)	On-going					Ensure Street Children are removed (by a social worker or police officer) from the streets as soon as detected.	Continuation of previous projects (Huis Hoop and Safer Together Project in 2012)

Definitions

- Street People are defined as those who are living on the streets of Muizenberg and many have been in the community for many years. Vagrants are defined as those who wander from place to place – with no fixed address. Street People/Displaced People are people who for any reason use the outdoors as a place of abode for a lengthy period of time
- A Street Child is a person aged 6-14 who for any reason leaves his/her family unit and community to live on the street. Some may live on the street with their parents
- Street Adolescent is a person between the ages of 14-18 who for any reason leaves his/her family unit and community to live on the street. According to the Children’s Act, any child, 17 years and under, that begs, works or lives on the street for any period of time is a street child
- Day Strollers are those that come into an area on a regular basis to seek part time employment or the collecting and recycling of materials to supplement their income and return to their communities at night

Program 7 - Village								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Traffic Calming in Albertyn Road	Director, Councilor & Road Traffic	On-going					Improved road safety.	
2. Street Signs and Road Paint Renewal	Director & Councilor	On-going					Improved road safety and aesthetics.	
3. Research alternative traffic measures with regard to Checkers Centre Access in Atlantic & Main Road	Director & Property Managing Agent	On-going					Introduction to decision makers in relevant City Departments i.e. Traffic, Road Works, Councilor, etc. to consider all alternative options.	
4. Research the process to erect a unique Muizenberg Sign at entry and exit points (Main Road & Baden Powell)	Director & CoCT	On-going					Greater visibility.	
5. Find out who is responsible for the subway maintenance and collaborate with them & community members to ensure regular maintenance and cleaning of this area.	Director & Community Members	On-going					Improved aesthetics and cleanliness.	

Program 8 – BEACHFRONT

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Two Rent-a-Cops responds to incidents (privately funded)	Securitas	Full day shift: 7 days/week					Reports of By-law infringement submitted to Law Enforcement.	New initiative
2. Collaborate with Project Management Unit Sport & Recreation Dept on issuing permits to informal traders	Director/s responsible for the Beachfront &/or Manager	As required						Liaison with CoCT
3. Controlled parking: Facilities Management Agreement under consideration by CoCT	Director	On-going						Regular meetings with CoCT to implement a plan
4. 8 Camera’s installed around perimeter of Empire Complex (privately funded)		24/7 x 365	91	91	92	91	Live monitoring of the area; increased and improved safety and security.	New initiative
5. Beachfront parking – daily & evenings		365	91	91	92	91	Controlled parking eliminates informal car guards & associated criminal activity.	New initiative
6. Surfers’ Circle upgrade (privately funded)	Village Director & GWK	On-going					Completion of works.	

Program 9 – MUIZENBERG PARK

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Collaborate with Parks & Recreation Department	Director supported by Village Director	As required					Area is well-maintained – satisfied with service.	Liaison with CoCT
2. Collaborate with Solid Waste Department	Director supported by Village Director	As required					Area is well-maintained – satisfied with service.	Liaison with CoCT
3. Collaborate with Law Enforcement &/or D.P.U.	Director supported by Security Director	As required					Area is well-maintained – satisfied with service.	Liaison with CoCT
4. Privately owned CCTV cameras	GRIT Security on private contract	24/7 x 365	91	91	92	91		
5. Competition: Landscapers to submit proposals for Muizenberg Park	Director supported by Village Director & Environmental Upliftment Director							
6. Constant foot patrols in the lower and upper reaches	Director	On-going					Greater awareness of activities i.e. security, safety and cleansing.	New initiative
7. Develop and action plan for the community to take ownership of the Park	Director	On-going						New initiative

Program 10 – MARKETING & COMMUNICATIONS (Formerly Marketing Initiatives)								
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Maintenance & update of website	Jef Jones, Director & Manager	On-going					Up-to-date with current info: minutes, newsletters, financials, etc.	
2. Media liaison / press releases	Director & Manager	As required					Appearance of articles.	
3. Advertising	Director & Manager	As required					Appearance of adverts; response to adverts .	Mainly for the AGM & Public Meetings
4. Social media initiative	Director & Manager	On-going					Current Information listed.	
5. Marketing and branding	Director	As required					Brand awareness and consistency of brand.	
6. Develop a public feedback initiative	Director	On-going					Platform for members/public to raise queries, compliments, complaints, ideas, etc. to relevant portfolios through online inter-phase (website & Facebook).	New initiative

Program 11 – FUNDRAISING

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
			Q1	Q2	Q3	Q4		
1. Develop a vision statement	Director	On-going						New initiative
2. Review project presentations and budgets	Director, Board & Manager	On-going					Ensure projects are in line with core focus areas and realistic with regard to implementation plans.	New initiative
3. Research alternative funders for proposed projects	Director & Manager	On-going					Develop relationships with potential funders for future referral.	New initiative
4. Prepare final project proposals for alternative funders	Director, Relevant Portfolio Holder & Manager	On-going					Ensure proposals and budgets are in line with potential funder’s core business areas in terms of their corporate social investment initiatives or interest.	New initiative
5. Funder reports	Director, Relevant Portfolio Holder & Manager	On-going					Ensure good governance with regard to compliance with funding agreements and financial management.	New initiative