



**FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC
2017/18 IMPLEMENTATION PLAN
1st July 2017 to 30th June 2018**

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – MANAGEMENT & OPERATIONS

APPENDIX A

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1.	Annual General Meeting.	FHBID Manager/ Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM..	Once a year.
2.	Board Meetings.	FHBID Manager/ Board	12	12	12	12	12	12	Monthly Board Meetings and Minutes kept.	
3.	Audited Financial Statements.	FHBID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits.	Submitted to the City by 31 August of each year.
4.	Submit Management Report and Annual Financial Statements to Sub-Council(s).	FHBID Manager/ Board	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits and Comprehensive Management Reports within 2 month of the AGM.	
5.	Financial Reports to CoCT.	FHBID Manager	12	12	12	12	12	12	Submit Reports timeously by the 15 th of the following month.	Refer to Financial Agreement.
6.	Appointment of Staff.	FHBID Manager/ Board	Ongoing	▶	▶	▶	▶	▶		Staff appointments will be done as required.
7.	Continued operation of the FHBID Management Office.	FHBID Manager/ Board	Ongoing	▶	▶	▶	▶	▶	Operation FHBID office	
8.	Appointment of relevant Service Providers.	FHBID Manager/ Board	1	1Y		1Y			Appointment of appropriately qualified Service Providers. Annual review of performance and cost evaluation.	Service Providers to be reappointed or new providers to be appointed at end of initial contracts.
9.	Successful day-to-day Management and Operations of the FHBID.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Monthly feedback to FHBID Board of Directors present at every Meeting.	
10.	Establish and maintain Website.	FHBID Manager/ Board	Ongoing	▶	▶	▶	▶	▶	Website with all the relevant documents as required by the By-Law and Policy	
11.	Monthly Reports to the SRA Directors.	FHBID Manager	12	12	12	12	12	12	Report back on all FHBID related business to be measured and signed off.	Provide monthly reports to the SRA Directors.

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				Y1	Y2	Y3	Y4	Y5		
12.	Communicate with Property Owners.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Keep Property Owners informed through monthly newsletters.	
13.	Visit FHBID Members.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Communicate and visit FHBID Members.	
14.	Promote and develop FHBID NPC Membership.	FHBID Manager/ Board	Ongoing	▶	▶	▶	▶	▶	Have a NPC Membership that represents the FHBID community.	
15.	Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the FHBID.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Successful and professional relationships and Sub-Council Management and Officials resulting in enhance communication, co-operation and service delivery.	
16.	Tax Clearance Certificate. Apply Timeously for new TCC	FHBID Manager	1	1Y	1Y	1Y	1Y	1Y	Hand in at CITY's SCM department within 1 month after expiry of old certificate	
17.	Vat reconciliation / tax returns	FHBID Manager	1	1Y	1Y	1Y	1Y	1Y	Liase with Auditors	
18.	Draw up following years budget	FHBID Manager/ Board	1	1Y	1Y	1Y	1Y	1Y	Liase with ISL. Approved at AGM	
19.	Montly Managers report to Board	FHBID Manager	12						Hand in monthly report to Board on all matters of concern	

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – SECURITY/LAW ENFORCEMENT INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1.	Deploy security resources accordingly and effectively on visible patrols. Security	FHBID Manager/ Security Service Provider	Ongoing	▶	▶	▶	▶	▶	Effective safety and security patrols in the FHBID.	

	personnel and patrol vehicles to be easily identifiable.									
2.	Maintain a manned centrally located office(s) open to the members and residents of the SRA to request security assistance or report information.	FHBID Manager/ Security Service Provider	Ongoing	▶	▶	▶	▶	▶	Appropriately manned and equipped Control Room with skilled staff.	
3.	Utilize the “eyes and ears” of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches.	FHBID Manager/ Security Service Provider	Ongoing	▶	▶	▶	▶	▶	Incorporate feedback and information in security and safety initiatives of the FHBID.	

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – SECURITY/LAW ENFORCEMENT INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
4.	Assist the Police through participation by FHBID in the local Police Sector Crime Forum.	FHBID Manager/ Security Service Provider	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the FHBID. Report on any security information of the FHBID to the CPF.	
5.	Determine the Crime Threat Analysis of the FHBID area in conjunction with the SAPS	FHBID Manager/ Security Service Provider	Ongoing	3M	▶	▶	▶	▶	Incorporate in Security Management Strategy Plan.	
6.	Determine strategies by means of an integrated approach to address/decrease crime.	FHBID Manager/ Security Service Provider	Ongoing	3M	▶	▶	▶	▶	Incorporate in Security Management Strategy Plan.	
7.	Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available crime statistics.	FHBID Manager/ Security Service Provider	Ongoing	3M	▶	▶	▶	▶	Incorporate in Security Management Strategy Plan.	This is done comprehensively at the beginning of term and then modified continuously.
8.	In liaison with other security role players and the SAPS, identify current security and policing shortcomings and develop and implement effective crime prevention strategy.	FHBID Manager/ Security Service Provider	Ongoing	▶	▶	▶	▶	▶	Incorporate in Security Management Strategy Plan. Attending Joint SAPS meetings.	
9.	Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed Service Provider and evaluate levels of service provided.	FHBID Manager/ Security Service Provider	Revise as often as required but at least Annually	3M	1Y	1Y	1Y	1Y	Documented Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed Service Provider and evaluate levels of service provided.	This is done comprehensively at the implementation of the FHBID and then modified continuously
10.	On-site Inspection of Security Patrol Officers.	FHBID Manager/ Security Service Provider	Daily	▶	▶	▶	▶	▶	Report findings to the FHBID Board with recommendations where applicable.	
11.	Weekly Security Reports from Contract Security Company.	Security Service Provider	Weekly	52	52	52	52	52	Report findings to the FHBID Board with recommendations where	Incorporate into monthly Management Report to FHBID Board.

applicable. Provide feedback to Forum Meeting.

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – SECURITY/LAW ENFORCEMENT INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
12.	Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis.	FHBID Manager/ Security Service Provider/SAPS Crime Intelligence Officer	Quarterly	4	4	4	4	4	Report findings to the FHBID Board with recommendations where applicable.	

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – CLEANSING INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1.	Cleansing each of the streets within the FHBID Boundary at least once within every week.	FHBID Manager	Monthly	12	12	12	12	12	Provide clean streets and sidewalks in the FHBID.	
2.	Co-ordinate the provision of additional litter bins and emptying of litter bins Service Providers and the relevant City of Cape Town Departments (Solid Waste).	FHBID Manager/ Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status reports to Local Authority regarding progress of identified shortcomings.	
3.	Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis.	FHBID Manager	Quarterly	4	4	4	4	4	Modify Cleansing Strategy to guide cleansing and delivery.	
4.	Monitor and combat illegal Dumping.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Removal of illegal dumping as required and applying applicable penalties through Law Enforcement against transgressors.	
5.	Identify environmental design contributing to grime such as wind tunnels	FHBID Manager	Quarterly	4	4	4	4	4		
6.	Identifying Health and Safety issues within the area and reporting to Council with C3 Notification Reference No's e.g.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Monthly evaluations and inspections. Provide an improved healthy urban environment in the	Work with Brian February ito Water pollution.

water pollution leading to Fish Hoek Beach.									FHCID.	
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FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – CLEANSING INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
7.	Promoting waste minimization through education and awareness on waste and water pollution with.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Monthly evaluations and inspections. Report findings.	
8.	Encourage Property Owners to act responsibly in terms of Waste Management and encourage recycling initiatives.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Monthly evaluations and inspections. Report findings.	Attend the 3 monthly meeting with other SRA's and Waste Management
9.	Co-ordinate with local NGO to assist in cleaning programs where applicable (clean sea and solid waste). Project "Clean Sea"	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	As required. First Saturday of the month. Community project that cleans Beach area.	

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – URBAN MANAGEMENT INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, 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 markings/traffic signs Use the established service levels to design the provision of supplementary services without duplication of effort.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Urban Management Plan with clear deliverables and defined performance indicators to guide delivery.	This is done comprehensively at the implementation of the FHBID and then modified continuously.

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – URBAN MANAGEMENT INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
2.	Identify and report infrastructure supplementing existing Council Services: 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.	FHBID Manager	Daily/Weekly and Monthly Reports to the C3 notification process and daily recording of references in the register.						Monitor and evaluate. Report findings to the FHBID Board with recommendations where applicable.	
3.	Illegal Poster Removal Notify and monitor the removal of illegal posters by the City of Cape Town.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	City of Cape Town infrastructure free from illegal posters.	

FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – SOCIAL INTERVENTION INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, 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 through soccer programs.	FHBID Manager/ NGOs	Ongoing	▶	▶	▶	▶	▶	Social Intervention Plan with clear deliverables and defined performance indicators to guide delivery.	This is done comprehensively at the implementation of the FHBID and then modified continuously.
2.	Work in conjunction with local social welfare and job creation organizations and develop the	FHBID Manager/ NGOs	Ongoing	▶	▶	▶	▶	▶	Social Intervention Plan with clear deliverables and defined performance indicators to	This will be a long term plan of action that will take time to develop.

delivery of the supplementary services to improve the urban environment in conjunction with Councilors.									guide delivery. Project “Give Responsibly”.	
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FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC – MARKETING INITIATIVES

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1.	Regular Press releases in Local Newspapers covering: a. Local Development b. Promoting Local Projects c. Social Issues.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Regular Media exposure.	
2.	Branding of Fish Hoek with project “Fabulous Fish Hoek” and other projects	FHBID Manager/Board	Ongoing	▶	▶	▶	▶	▶	Regular meetings. Get involved with project with T-shirts. Community assure businesses participate.	
3.	Establish and maintain Website.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Informative Website.	
4.	Regular Member visits and meetings with Partners.	FHBID Manager	Ongoing	▶	▶	▶	▶	▶	Monthly feedback to FHBID Board at Directors Meeting.	