

19/12/2014

PROGRAMME ON GRANT FUNDING

For the period July 2015 to June 2016

1. MAIN OBJECTIVE

For the UIP Company to provide a safe and clean environment in all three SRA's as well as target urban improvement..

2. SPECIFICS OF GRANT FUNDING FOR THE PRECINCTS (SRA's)

2.1 CENTRAL BUSINESS DISTRICT SRA.

Security:

The three year Enforce Security service contract, renewable annually, effective from July 2012 terminates on 30 June 2015. New tender/quotation documents will be sent out in February 2015 to enable early awarding of contracts entered into for the period July 2015 to June 2018.

Because of the R350,000 reduction in the CBD Budget in 2014/15 the 22 patrolling Enforce Security personnel had to be reduced to 19. Known as "Crime Monitors" they operate from the Bay Passage control room under guidance of an Enforce security manager. Hours of work are in line with commercial and retail operations, from 6am to 7pm Mondays to Saturdays inclusive of public holidays, and 8am to 3pm on Sundays. Visible Policing is a priority, ensured by the Crime Monitors being dressed in bright orange and black outfits and reflective jackets when necessary.

The CBD is divided into four blocks and guards are allocated to each block on a daily basis. Their routes cover all nooks and crannies, passages, streets and pavements. The positioning of these Enforce guards varies on a daily basis and can be interrupted in accordance with a strategic plan of city hotspots in terms of commuter arrival and departures and general trade patterns of the retail shops.

These guards besides being security aligned, are also trained as ambassadors to handle all aspects of every day life, such as MVA's, sick members of the public, PR exercises as examples, as well as to ensure the public's safety, and render retail in-house assistance if requested. These "Crime Monitors" also work in unison with the likes of Metro Police, and the SAP on an operational level, and in terms of special projects.

Seventy registers positioned at different retail premises are signed twice daily by the Crime Monitors on patrol in the area. These registers are checked every day by supervisors to ensure continuity and consistency and are returned to the control room at the end of the month, for scrutiny and filing. Registers are also maintained at the Bay Passage control room and are signed every two hours by each Crime Monitor thus ensuring movement and visibility in the precinct. Lunch breaks and teas are staggered to ensure that at any stage at least two thirds of the guards are on patrol. Occurrence books are kept and recorded in detail.

Weekly and monthly reports are also written up detailing individual incidences that occurred in the precinct as well as action taken. Independent checks are regularly conducted.

Street / Pavement Cleaners

The three year contract, renewable annually, in place with Cwebezela Trust effective July 2012 terminates on June 2015. As a result new tender/quotation documents will be sent out during February 2015 to ensure new three year contracts are awarded early to be in place by 1 July 2015.

The street cleaners operate in the four blocks that make up the CBD.

Shifts comprise of ten persons working under the control of a supervisor with two shifts operating Monday to Saturday from 7am to 5pm, and one shift on Sunday's and public holidays from 10am to 3pm. Staff are signed in for their shifts, positioned in place, and constantly checked on by the supervisor on duty.

Each city block has personnel who sweep the pavements and the street gutters, and have designated areas for the day. A further two cleaners sweep the passages and lanes in the precinct as well as tending to the two "Pissoires" five times a day. All refuse bags are positioned for collection by DSW on a daily basis.

Their corporate and UIP logos promote the brand and the wording "Street Cleaners" is also evident on the rear of their reflective jackets. Each cleaner is very visible by being dressed in yellow golf-shirts, long black trousers and shoes and is equipped with a broom and identifiable colour refuse bags. The Cwebezela street manager liaises with clients and the municipality when necessary to ensure problem areas are resolved and tenants conform to city bylaws. Snag lists are also compiled from time to time and assistance sought from the various municipal departments. Monthly reports are produced elaborating on occurrences and assistance required, if any. Independent checks are constantly undertaken.

2.2 NORTH EAST BUSINESS SRA

Security:

Similarly the three year contract, renewable annually, in place with Enforce Security terminates as at 30 June 2015 and new three year contracts will be in place effective July 2015.

There are five patrolling Enforce Crime Monitors in the area with two of them on bicycles.

The method of patrolling is different to the CBD in that the pavements and streets are not as heavily occupied with pedestrian and vehicular traffic. These guards operate from the same control room as above and are rotated with the guards in the CBD ensuring fine tuning of senses. All aspects of liaison and training are in line with CBD requirements. Ten registers signed twice daily are in place at commercial and business outlets to ensure greater visibility and create pull-through of the guards.

Shifts and strategies are in line with the CBD requirements.

A separate monthly report detailing occurrences in the NEB Precinct is also compiled.

Independent checks are constantly undertaken.

Street / Pavement Cleaners

Not considered necessary at this stage due to the traffic flow.

2.3 SOUTH BEACH SRA

Security:

The three year contract, with Siyabuya Security (formerly Bhejane Special Events), also terminates 30th June 2015, June 2015 and as described above a new contract will be in place from July 2015 for a three year period.

Corporate/UIP logos promote the brand and “Crime Monitors” is reflected on the rear of their reflective jackets.

Siyabuya Security operates from 6pm to 6am the following morning from Mondays to Sundays and from 6am to 6pm on Saturdays and Sundays, giving a 24 hour weekend service. Each shift comprises eight personnel which includes a supervisor.

Being mainly a residential area, these guards patrol the streets of the SRA throughout the night and weekends with designated venues for signing registers to ensure pull through. A route plan has been drawn up reflecting all streets in the precinct and advising the times that the guards patrol those streets ensuring visibility.

The strategy adopted in this SRA is to keep the area free of intimidators by not allowing them on to this Precinct.

Fourteen registers are in place signed three times a day by each shift.

Registers of attendance and Occurrence Books are kept and recorded in detail.
 A monthly report is submitted.
 Independent checks are constantly undertaken.

Street / Pavement Cleaners

As above, the three year contract with Shanela Environmental Management ends on 30th June 2015, and a new contract will be entered into for the period July 2015 to June 2018, renewable annually.

Shanela operate a single shift comprising of six cleaners working under supervision from 11pm to 6am seven days a week.
 They provide their own refuse bags which are collected daily by DSW.
 Staff are dressed in orange overalls and carry both their corporate and UIP logo
 Registers of attendance and occurrences are kept.
 A monthly report is submitted detailing incidences and giving statistics of bags collected monthly and year to date.
 Independent checks are continually undertaken.
 Management are very independent in following through problems with municipal employees, such as lights not working, and always ensure their best efforts are directed to ensure the cleanliness and security of the area.

3. KEY PERFORMANCE AREAS

	<u>SERVICE</u>	<u>ACTIVITY</u>	<u>PERFORMANCE INDICATOR</u>
3.1	Address concerns of rate payers, and tenants	Record matters raised. Monitor resolution of issues, and record reason for unresolved issues each month.	Number of resolved matters each month.
3.2	Inhibit crime	Guard and patrol the area.	Number of incidents reported by category each quarter.
3.3	Keep area clean	Collect refuse	Number of bags collected each quarter.