

KALK BAY ST. JAMES SRA

LITTER AND CLEANLINESS/MAINTENANCE OF PUBLIC SPACES: STRATEGY

SITUATIONAL OVERVIEW

Policies, strategies and operations under this portfolio are based on the results of the Perception Survey (Dec 2012) and KBSJSRA Business Plan (Oct 2013), and in accordance with the Memorandum of Incorporation, with the aim of preserving the area as a clean, safe and well-maintained area for the benefit of property owners, residents, businesses and visitors.

Salient points from the Perception Survey:

- Most respondents identified public safety as their biggest concern. Most respondents were happy with the overall cleanliness of the area, but 44% rated the overall cleanliness as only fair or poor.
- Litter in public areas, general refuse removal and illegal dumping were highlighted as problem issues.
- Although not highlighted by respondents, significant graffiti was identified by the survey team.
- 77% of participants indicated that there is a need for recycling.
- Most respondents rated the overall quality of the public environment as good to excellent. Only 32% rated it fair to poor.
- Most respondents were happy with the maintenance of safety of pavements and verges, but photo survey results were in contrast to this perception. The survey noted that the sidewalks in Main Road are quite good while some side streets and other areas are bad in terms of surface and safety, as well as plant overgrowth.
- Some portions of the public environment can be described as “in distress” with many elements suffering from neglect and general deterioration. These elements include street furniture such as benches and public signage and items such as public phones, and fences.
- 59% of respondents indicated dissatisfaction with the maintenance of infrastructure such as water supply, storm water drains and street gutters.

Synopsis of Business Plan points related to this portfolio:

- Because most residents have identified Public Safety as their biggest concern, and because of the relative cost involved, the biggest single allocation in the SRA’s budget is for Public Safety.
- For this reason, and because:
 - the City Council actively and regularly maintains the cleanliness of the Main Road,
 - and because a number of public spaces (e.g. Lever Street Park) are actively maintained by private voluntary initiatives,

the portfolios of Litter and Cleanliness and Maintenance of Public Spaces have relatively small budgets.

- The core policy and strategy of this portfolio is therefore the cleanliness and maintenance of streets and public spaces not normally covered by the City Council in their operations or by private voluntary initiatives.
- Cleansing staff will be employed to clean designated streets and public spaces.
- Cleansing performance to be monitored.
- Health and safety issues will be identified and reported on.
- Maintenance of public spaces to include issues relating to public parks and gardens, street lighting, maintenance of roads and sidewalks, road markings and traffic signs.

PLANNING AND IMPLEMENTATION

The SRA will liaise with the relevant departments of the City of Cape Town to determine and define the scope, extent and frequency of the services for which the City is responsible. These municipal services will be monitored by the SRA through feedback from residents. The expected service levels by the City will serve as a baseline for planning the requirements for additional and augmented services under the SRA mandate.

While the services relating to the mandate and vision of the SRA will be applied over the whole area, the SRA will also identify priority areas and facilities of special interest and concern, which may include:

- Beaches and public open space alongside the shoreline
- Public parks and gardens
- Harbour precinct
- Main Road commercial areas
- Schools
- Community Centre
- Sports facilities
- Places of worship

In accordance with the Implementation Plan the following strategic initiatives will be developed and followed:

- Development of a Cleansing Service document with specific deliverables and performance indicators for a regular and ongoing service.
- Appointment and monitoring of cleansing staff and/or contractors to comply with the required additional cleansing services.
 - Employment of two full time cleaners, preferably local residents. Our policy is to try to promote the employment of local people, rather than the much higher cost of contractors, and this is a key strategy.

- Currently, the target is for two cleaners employed by the SRA to clean all streets in the SRA not normally cleaned by the City Council at least once per week.
- Development of systems and procedures to identify, monitor and address problems or issues of concern relating to the cleanliness and maintenance of public spaces and facilities within the area. This may include, if applicable, public health and safety issues.
- Development of systems and procedures to identify, monitor and address problem issues within the area related to heritage, conservation and the natural environment.

Due to the limited resources available to the SRA, much of the identification and monitoring referred to above will be based on reports and feedback received from residents. The SRA will thus encourage residents to report issues of concern, and the SRA will keep records of such reports for analysis and action where necessary.