			Staff disputes resolved in line with principles of procedural and substantive fairness	
	Appropriate levels of staff retention		CID receives allocated share of retention fund annually	
Ongoing	Community relationships managed and effective		No financial irregularities reported through annual audit or other review	
	Relationships managed in line with mission statement and to the benefit of the CID		No formal objections lodged with the City / special resolutions passed by members to remove SRA status / dissolve the CID	The City of Cape Town is satisfied with OBSID's management and operations.
	General management systems in place and effective		Increases in property values	services delivered, are actively engaging with our work and give positive feedback when asked
	OBSID is legislatively compliant	OBSID is effectively managed in line with CID's MOI requirements, NPC registration requirements and	Positive feedback from member surveys	The Observatory rate payers continue to support the SRA / CID and see value in the
	Output indicator:	Output statement:	Outcome indicators:	Outcome statement:
Timing:	ts:	Outputs:	es:	Outcomes:
	and operations	Programme 1 : Management and	Prog	
3'd term – 4" year	TATION PLAN 2020-21 -	OBSERVATORY IMPROVEMENT DISTRICT NPC - IMPLEMENTATION PLAN 2020-21 - 3" term - 4" year	Y IMPROVEMENT D	OBSERVATOR

Actions:

Manage and maintain with the City of Cape Town CID office: ensure compliance to City of Cape Town reporting requirements (financial reporting, implementation plans, budgets- annual mid-year reviews, plans and budgets), attend all CID meetings, provide ad hoc reports as requested

Activities

Finance management: ensure compliance with GAAP principles as regards cash management, procurement, creditors and debtor's management, preparation of management accounts, adherence to budget, financial record keeping, annual audit protocols, annual financial statements, asset registers, investment and call account management and related.

0.0 .7 တ က 4 ယ ဖ Ω Ensure community complaints and reports are addressed and attended to and feedback given as appropriate Ensure adherence to MOI and sound CID membership practices, including but not limited to processing of membership applications, coordination and management of AGM Ensure that HR systems and practices comply with legal and best practice frameworks - recruitment and selection, employment contracts, leave administration, employee Maintain appropriate office systems and functionality: IT infrastructure (hardware and software), shared drives, data management, telephony, printing, internet, time and Participate proactively in various meetings as and when requested to do so by partners (OCA, ONW), other CID's, City of Cape Town, service providers and Board of Ensure that CID complies with all legislative requirements as regards NPC registration, SRA renewals, CIPC requirements, tax and VAT Preparation and submission of all reports to agreed timelines: City of Cape Town, Board of Directors, member reports and others Maintenance of performance review system for all activities of OBSID (including Board metrics) attendance systems files, working hours, overtime management, job descriptions, performance reviews, training and development, misconduct and incapacity management processes

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Complete annual review of policies and procedures manual with Board input to ensure continued relevance, effectiveness and suitability

Outcome statement: Observatory is recognised for its consistent and effective safety programme, leading to steady programme, leading to steady programme, leading to steady services and nearby organisations (neighbourhood watches, CID's and neighbourhood watches, CID's deproyed minimities and others) The Observatory community perceives the area as "safe" and expenses this in interactions with others Community takes responsibility programme (i.e. take joint responsibility programme) (and using services as needed) and using services as needed) Activities: OBSID has an effective, efficient eartine, directly, contributing to a reduction in crime and the creation programme manager with suitably qualified and expensione safety programme manager operations in all color operations in all color operations in all contents opporations are programme (i.e. take joint responsibility by being aware as early and using services as needed) Activities: Output indicator: OBSID has an effective, efficient earling to a reduction in crime and the creation gerations) are ductions: OBSID is viewed as a professional experience staff and as a result experience staff and as a result experience staff and as a result experience staff and as a result. SAPS, traffic publy and metro police or money' SaPS, traffic publy and metro police or money' Ongoing Outsourced cervice additional experience staff and as a result. Fight comment (i.e., the public safety service and the creation in the metro police or money) Ongoing Outsourced cervice provider devices of support and experience staff and as a result. Fight comment (i.e., the public safety service provider is rated as professional experience services provider is responsible) by being levels of support and experience service and metro police or money' Fight provided and effective, additional experience services as well as PSSP's traffic DUI and metro to reduce service provider in a defense or money' Fight provided and force the comment of the public safety programme in a respo	Outcomes:	is:	Outputs	its:	Targets and timing:
Improved community perception of public safety services and relevant public safety services services Response times to incident reports are improved simple incident levels remain within norms OCrime incident levels cooperation from law enforcement, remain within OBSID boundaries Public safety programme manager with suitably qualified and experience staff and as a result enjoys high hevels of support and cooperation from law enforcement, safety resources are proactively allocated within OBSID boundaries Public safety resources for money" Public safety resources service provider is rated as professional and "excellent value properties) Public safety resources deprovider is rated as professional entropolice savel as professional and "excellent value properties) Public safety programme, directly contributing to acting as deterrent to criminal as deligions and foot patrols in all mobile and foot patrols in all mobi	Outcome statement:	Outcome indicators:	Output statement:	Output indicator:	
cions improved public safety programme manager with suitably qualified and commercial remain within norms rare proactively allocated ededd) within OBSID boundaries rededdy and commercial ededdy and commercial ediversity and ediversity and commercial ediversity and editional resources deployed and effective, additional resources deployed and effective additional resources de	Observatory is recognised for its consistent and effective safety programme, leading to steady reductions in crime, better	Improved community perception of public safety services	OBSID has an effective, efficient and relevant public safety programme, directly contributing to a reduction in crime and the creation	Effective public safety service acting as deterrent to criminal element (includes planned operations)	
incident reports are improved	relationships with the authorities	Response times to	of a safer community	By law enforcement, visible	
improved improved constraints (CID's improved constraints) in the fer and fer and constraints (Crime incident levels remain within norms (Crime incident levels of support and cooperation from law enforcement, SAPS, traffic, DPU and metro police as well as PSSP's (residential and commercial properties) (Crime statistics are accurately reported, analysed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective, additional experience staff and as a result enjoyed and effective working relationships in place with law enforcement, SAPS, traffic, DPU and metro police as well as PSSP's (residential and commercial properties) Crime staffic, DPU and metro police as well as PSSP's (residential and commercial properties) Crime staffic, DPU and metro police doily as a properties. Crime staffic, DPU and metro police as well as PSSP's (residential and commercial properties) Crime staffic, DPU and metro police as well as PSSP's (residential and commercial p	and nearby organisations	incident reports are		mobile and foot patrols in all	
inity afe" and crime incident levels icons isibility sibility service provider is rated as professional and "excellent value properties) crime statistics are accurately reported, analysed and effective, additional resources deployed on "spike/high crime" shifts SAPS, traffic, DPU and metro police so well as PSSP's cresidential and commercial properties) Crime statistics are accurately reported, analysed and effective, additional resources deployed on "spike/high crime" shifts SAPS, traffic, DPU and metro police as well as PSSP's cresidential and commercial properties) Crime statistics are accurately reported, analysed and effective, additional resources deployed on "spike/high crime" shifts SAPS, traffic, DPU and metro police as well as PSSP's cresidential and commercial properties) Crime statistics are accurately reported, analysed and effective, additional resources deployed on "spike/high crime" shifts SAPS, traffic, DPU and metro police as well as PSSP's cresidential and commercial properties) Crime statistics are accurately reported, analysed and gresources deployed on "spike/high crime" shifts Cresidential and commercial properties) Crime statistics are accurately reported, analysed and gresources as well as PSSP's cresidential and commercial properties) Crime statistics are accurately reported, analysed and preventive actions inplemented to address crime spikes or provent provider delivers actions in line with OBSID solutions in lateration	(neighbourhood watches, CID's	improved	OBSID is viewed as a protessional public safety programme manager	Space monitoring systems	
ions cremain within norms Crime incident levels remain within norms that reded) Rare proactively allocated ededs) Activities: Rare and Crime incident levels remain within norms Crime incident levels enjoys high levels of support and conces deployed on "spike/ enjoys high levels of support and conces support and remain within norms Crime incident levels cooperation from law enforcement, SAPS, traffic, DPU and metro police as well as PSSP's service provider is rated as professional and "excellent value reported, analysed and preventive actions implemented to address crime spikes or prevent predicted crime trends from occurring Outsourced service provider delivers services in line with OBSIDs quality standards and SLA criteria			with suitably qualified and	deployed and effective, additional	
ions crime incident levels cooperation from law enforcement, remain within norms Crime incident levels Crime incident levels cooperation from law enforcement, SAPS, traffic and metro police SAPS, traffic and metro police service provider is rated as professional and "excellent value within OBSID boundaries Public safety resources are proactively allocated within OBSID boundaries within OBSID boundaries Activities: high crime" shifts Effective working relationships in place with law enforcement, SAPS, traffic, DPU and metro police as well as PSSP's (residential and commercial properties) Crime statistics are accurately reported, analysed and preventive actions implemented to address crime spikes or prevent predicted crime trends from occurring Outsourced services in line with OBSIDs quality standards and SLA criteria	The Observatory community		experience staff and as a result	resources deployed on "spike/	
Crime incident levels remain within norms Crime incident levels remain within norms Crime incident levels remain within norms Cooperation from law enforcement, SAPS, traffic, DPU and metro police service provider is rated as professional and "excellent value are proactively allocated within OBSID boundaries Crime incident levels SAPS, traffic, DPU and metro police as well as PSSP's (residential and commercial properties) Crime safety resources for money" Crime statisfics are accurately reported, analysed and preventive actions implemented to address crime spikes or prevent predicted crime trends from occurring Outsourced service provider delivers services in line with OBSIDs quality standards and SLA criteria	perceives the area as "safe" and		enjoys high levels of support and	high crime" shifts	
remain within norms SAPS, traffic, DPU and metro OBSID's outsourced security service provider is rated as professional and "excellent value are proactively allocated within OBSID boundaries Public safety resources are proactively allocated within OBSID boundaries Activities: SAPS, traffic, DPU and metro police as well as PSSP's (residential and commercial properties) Crime statistics are accurately reported, analysed and prevent predicted crime trends from occurring Outsourced service provider delivers services in line with OBSIDs quality standards and SLA criteria	expresses this in interactions	Crime incident levels	cooperation from law enforcement,	Effective working relationships in	Ongoing
Sibility Service provider is rated as professional and "excellent value for money" Activities:	WILL CHICLS	e i di i		SAPS, traffic, DPU and metro	
service provider is rated as professional and "excellent value for money" ware are proactively allocated within OBSID boundaries Activities:	Community takes responsibility		OBSID's outsourced security	police as well as PSSP's	
t Public safety resources are proactively allocated within OBSID boundaries Activities:	for staying safe inside of		service provider is rated as	(residential and commercial	
Public safety resources are proactively allocated within OBSID boundaries Activities:	OBSID's public safety		professional and "excellent value	properties)	
are proactively allocated within OBSID boundaries Activities:	programme (i.e. take joint	Public safety resources	for money"	Crime statistics are accurately	
within OBSID boundaries Activities:	responsibility by being aware	are proactively allocated		reported, analysed and	
Activities:	and using services as needed)	within OBSID boundaries		preventive actions implemented	
Activities:				to addites cities apixes of	
Activities				prevent predicted crime trends	
Activities				Outsourced service provider	
Activities:				delivers services in line with	
Activities:				OBSIDs quality standards and	
			Activities	OLD CHECK	
	Actions:				

- Active participation in sector CPF as well as Woodstock CPF (subject to SAPS providing framework for establishment and support)
- ယ Consistent application of arrest incentive policy in cases where actions directly contribute to arrests being made and cases being recorded with SAPS
- **4** 10 0 Manage LPR programme, maintain relationships with LPRUG, and develop improvements in reporting mechanisms for LPR linked activities / arrests.
 - Maintaining working relationships with SAPS Crime Prevention Sector Manager (Woodstock), law enforcement, traffic and metro police teams
- Ongoing liaison with law enforcement, DPU, traffic, SAPS and metro police to plan and execute effective operations enforcement of bylaws, crime prevention and etc.
- Accurate data capturing of all incidents and events daily using Incident Desk, publishing suitable reports on statistics, trends and etc.

- Ongoing case follow up and management tracking of case numbers, court dates, sentences/ fines and etc. and reporting on same, attending court as and when required
- 9 Ensure effective working relationship / shared synergies explored with community partners (PSSP's) - establishing and chairing public safety monthly meetings
- 10. Ongoing safety related communication campaigns activated across all platforms

11. Programme projects:

- Continuation of CCTV / overview camera mapping within OBSID boundaries, exploring opportunities to allow OBSID access to camera feeds for incident investigation
- b. Actively support re-establishment of ONW when approached asked to do so

v	Programme 3 : Cleansing	ng initiatives	
Outcomes:	Outp	uts:	Targets and timing:
Outcome indicators:	Output statement:	Output indicator:	
OBSID area is perceived /	OBSID provides effective and efficient top up cleaning services	Streets cleaned on a daily basis from Monday to Friday, high litter	
effective cleaning	over and above the City's cleaning	areas / high use public litter bins	
programme in place	programmes, focussed on litter,	also cleaned over weekends	
City responds to reports in good time due to	graffiti, dumping, posters and signage	Public litter bins in good repair, emptied as needed and enough	
consistent community pressure		bins are sited in litter not spots	Ongoing
Reduction in number of serious infrastructure		Public cleaning campaigns supported and effective	
damage caused by faults			
not being reported or		Cleaning team are equipped to	,
addressed in good time		carry out their duties effectively	
•		(skills, training and right	
		equipment / PPE)	
	BSID area is perceived / sen as clean with an ffective cleaning rogramme in place ity responds to reports in cood time due to consistent community ressure eduction in number of erious infrastructure amage caused by faults of being reported or ddressed in good time	eduction in number of erious infrastructure amage caused by faults of ddressed in good time dates and en are amage caused by faults of the large of	**Courte indicators: **Dutput statement: **Dutput Statement: **Dutput Statement: **Dutput Statement: **Dutput Statement: **Output

Activities:

Actions:

- Ensuring that cleaning schedules are adhered to, hotspots are checked and cleaned daily, vehicle based pick-ups increased in frequency and team is working to capacity, pilot the introduction of an afternoon cleaning shift (outsourced provider to be contracted)
- Ы are trained in street cleaning and refuse removal, continue to expand work scope to drain cleaning / tree trimming / weeding Ensuring that Streetscapes sheltered employment programme integrates with cleaning priorities and tackles agreed hotspots and high traffic areas, and that beneficiaries
- ယ Maintaining watching brief on public litter bins, reporting damages / losses to City, working with other providers to install additional litter bins
- 4. Continue work in support of Parks and Recreation to maintain and clean access controlled parks
- Ġ Graffiti identified, removed if not authorised / permitted by property / site owner, management of Straatwerk SLA focussed on graffiti remova
- တ Maintaining functioning relationships with relevant City officials - Area Director, Solid Waste unit
- Taking zero tolerance approach with dumpers and businesses without sufficient wheelie bins for their waste law enforcement to issue fines when warranted

Outcomes:	les:	Ou	Outputs:	Targets and timing:
Outcome statement:	Outcome indicators:	Output statement:	Output indicator:	
OBSID's public areas are accessed by a wide range of residents for a range of reasons	Increase in property prices	"making places for people" is brought to life	Infrastructure is maintained within City budget constraints	
Greening and cleaning initiatives are considered as good examples for other CID's	Awareness is raised outside of our geographic boundaries about urban management in action in Observatory		Green areas are expanded, healthy and attractive to the eye	Ongoing
	Public spaces become gathering places - cared for by the community		Streets, public areas, parks and gardens are generally free from litter and weeds and other waste	
	Vendors and traders see		Public hazards (human waste,	
	increases in revenue		needles, damaged road and pavement surfaces) are reduced	

Actions:

- 1. Join up with other partners working on public spaces to explore ways to improve sociability, comfort, uses and access of public spaces
- Activate approved placemaking projects through public calls or internal opportunity identification that address public spaces, social cohesion, and ecological sustainability

Activities:

Programme 5 : Social intervention initiatives
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Outcomes:	es:	Outputs:	uts:	Targets and timing:
Outcome statement:	Outcome indicators:	Output statement:	Output indicator:	
Observatory is known for its	The Observatory	OBSID has an up to date view of	Street dweller database is up to	
humane, proactive and	community is educated	those living on the streets and can	date and information integrity is	
considered approach to dealing	about responsible giving	engage with law enforcement and	assured	
with its transient and or	and enables providers to	other providers to offer collaborative		
homeless community through	offer support through	solutions and services		
the offering of a range of	financial support and			
integrated and holistic	donations in kind and stop	Effective, compassionate and		
interventions whilst still ensuring	enabling drug dealers	appropriate case management,		Ongoing
that by laws are enforced,	through cash hand-outs to	facilitates access to those living on	Case management reviews,	9
human rights are respected and	those asking	the streets by choice and those	client files, additional record	
no-one feels harassed to give to		living on the street due to	keeping and outcomes of	
those asking (but give through		circumstances beyond their control	applications for documents,	
structured mechanisms)		to services, shelters, work readiness	grants and other services and	
		programmes, sheltered employment	support	
OBSID is seen as an example	Those individuals and	and supportive housing placement,		
as regards transient community	organisations working	Terraphilation programmes and other	Relationships with other	
engagement and management	with the nomeless do so	compart (identity decomparts social	Relationships with other organisations are established,	
	and actively work together	support (identity documents, social welfare grants, referrals for	Relationships with other organisations are established, effective and deliver value	
	to reduce dependency on	support (identity documents, social welfare grants, referrals for specialist services)	Relationships with other organisations are established, effective and deliver value	
		support (identity documents, social welfare grants, referrals for specialist services)	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated	
	handouts whilst not	support (identity documents, social welfare grants, referrals for specialist services)	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns	
	handouts whilst not neglecting basic human needs (e.g. for nutrition)	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets view the support they	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to improve their sense of belonging and neighbourhood care.	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with Streetscapes offers a work based diversion programme with	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets view the support they receive as being	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to improve their sense of belonging and neighbourhood care	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with Streetscapes offers a work based diversion programme with	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets view the support they receive as being respectful of their choices	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to improve their sense of belonging and neighbourhood care	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with Streetscapes offers a work based diversion programme with supportive housing and access to support services on an individual	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets view the support they receive as being respectful of their choices	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to improve their sense of belonging and neighbourhood care	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with Streetscapes offers a work based diversion programme with supportive housing and access to support services on an individual basis	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets view the support they receive as being respectful of their choices	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to improve their sense of belonging and neighbourhood care	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with Streetscapes offers a work based diversion programme with supportive housing and access to support services on an individual basis Vulnerable community members	
	handouts whilst not neglecting basic human needs (e.g. for nutrition) Those living on the streets view the support they receive as being respectful of their choices	support (identity documents, social welfare grants, referrals for specialist services) Other vulnerable members of the community are listened to and offered a range of support to improve their sense of belonging and neighbourhood care	Relationships with other organisations are established, effective and deliver value Local organisations are supported through coordinated individual giving campaigns OBSID's partnerships with Streetscapes offers a work based diversion programme with supportive housing and access to support services on an individual basis Vulnerable community members are offered support	

Activities:

Actions:

- Assess supportive housing vs safe space vs drop in centre concepts and develop strategies to access services in Observatory
- Ņ Street dweller / day walker database - maintain database. Engage with other organisations working with the homeless to compare case notes and build a more accurate
- ယ Formulate mechanisms and strategies to engage with those living on the streets/transient to determine needs and ensure transparency and accountability to those record of services offered and accessed via different organisations
- Ongoing individual case management of persons engaging with social development department needs assessment, support for document applications, grant affected (AAP principles to be applied to programme design and delivery)
- 4 ģ Continue to develop and enhance relationships with NPOs' working with same client base - e.g. Tb / HIV care, SANPUD, SWEAT, Gender Dynamix to improve case applications, access to shelters, referrals to medical services/specialised services - providing linkage officer support as needed to clients
- Expand outreach work ensure that contact is kept with all those living on the streets on a weekly basis- assess needs, offer support as regards options and etc. conferencing and ensure complementary offering of services (not competing services being offered)
- 7. တ Work actively with outsourced security service provider to offer ongoing training and sensitisation of staff towards those living on the streets and to develop a culture of
- ω Work actively with cleaning team to offer ongoing training and sensitisation of staff towards those living on the streets and to develop a culture of tolerance, respect and tolerance, respect and humanity within the confines of by law enforcement humanity within the confines of by law enforcement

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Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, comments OBSID's communications referred to positively on other forums / on other platforms	Improvements in member satisfaction survey scores Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, communications referred to positively on other forums / on other platforms Donations in kind /	Outcome Indicator: putable Improvements in member satisfaction survey scores Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, communications referred to positively on other forums / on other platforms Donations in kind /
nents tions on er	nents ions on er	provements in member tisfaction survey scores proved web analytics proved Facebook alytics – e.g. page gaged, likes, communications ferred to positively onner forums / on other afforms OBSID's communication strategy clearly defined, applicable to its mission and vision and is activate and effective across all communication channels. The strategy is reviewed at agreed intervals to ensure that it remains applicable, effective and relevant.
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Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, comments OBSID's communications	Improvements in member satisfaction survey scores Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, comments OBSID's communications	Outcome Indicator: ole Improvements in member satisfaction survey scores Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, communications OBSID's communications
Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, comments	Improvements in member satisfaction survey scores Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, comments	Outcome Indicator: ble Improvements in member satisfaction survey scores Improved web analytics Improved Facebook analytics – e.g. page visits, reach, people engaged, likes, comments
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	putable Improvements in member satisfaction survey scores	Outcome Indicator: putable Improvements in member satisfaction survey scores

- Ensure that OBSID's communication strategy is effective and maintained (social media, website, webletters, publication inserts and etc.)
- ωN Develop PR strategy for OBSID - more regular contact with local media, submission of opinion pieces
- Activate approved communications projects in support of programmes and themes arts, sport, heritage, culture, public spaces, public safety, social cohesion, local economy, ecological sustainability, business support

Observatory has and services that are needed and wanted by the community Outcome statement: Outcome indicators: Outcome indicators: Outcome indicators: Outcome indicators: Outcome indicators: Outcome indicators: OBSID provides a one stop location with business groupings to develop issue based action plans start to give back to social growth Developers are committed to preservatory whilst doing businesses employ staff community and services that are needed and wanted by the community Observatory supports its own - small pusinesses in the area who indicates are encouraged, supported and services providers are well attended and supported by and service providers are well attended and supported by and service providers are well attended and supported by the community. All well of the community and services that are needed and wanted by the community. Outcome statement: OBSID provides a one stop location with business groupings to develop issue based action plans accommodation and other products and traders are encouraged, supported and businesses and traders are events and happenings (press platforms). Festivals, events and happenings in location with businesses groupings to develop issue based action plans accommodation and other products and traders are events and traders are events and happenings (press platforms). Festivals, events and happenings in location plans advertising of the community of the community. Observatory has a developed and initiatives of the community of the community of the community. Observatory are surveyed and information platforms. Festivals, events and happenings in location plans advertising of the products and services provided by platforms. Observatory are surveyed and platforms. Obs	Outcomes:		Programme 7: Business development initiatives	pment initiatives	Targets and timing:
me statement: Outcome indicators: Output statement: Output indicator: OBSID provides a one stop location closures, empty premises ve location for business releases see revenue initiatives OBSID provides a one stop location with business groupings to develop issue based action plans accommodation and other products start to give back to social initiatives OBSID provides a one stop location with business groupings to develop issue based action plans accommodation and other products initiatives OBSID provides a one stop location with business groupings to develop issue based action plans accommodation and other products initiatives OBSID provides a one stop location with business groupings to develop issue based action plans accommodation and other products community sexperience of Observatory Observatory supports its own - small mentored and from the local community OBSID rovides a one stop location with business groupings to develop issue based action plans accommodation and other products community sexperience of Observatory Observatory OBSID has regular engagement with business groupings to develop issue based action plans accommodation and other products community sexperience of Observatory Observatory OBSID's community events and happenings free well attended and supported by infographics advertising Observatory are surveyed and infographics advertising Observatory as a NGO observatory as a NGO observatory as a NGO observatory are surveyed and infographics advertising observatory as a NGO observatory are surveyed and encourages visitors / residents / business owners to participate	Curcom				
ratory is seen as an closures, empty premises businesses form strong it to operate businesses form strong start to give back to social start to give back to social start to give back to social observatory whilst doing ss in the area mits buy locally! The provides and service provider and services that are needed and anted by the community and service provider unity, delivering products roces that are needed and service strate an eached and services that are needed and service strate an eached and service provider unity. Sexperience of community and locally! Reduction in business commusite for the public to access to search for the public to access to search for with business groupings to develop issue based action plans accommodation and other products almed at improving the business community sexperience of Observatory as a mentored whilst becoming self-self-self-self-self-self-self-self-	Outcome statement:	Outcome indicators:	Output statement:	Output indicator:	
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Businesses employ staff from the local community free well attended and supported by the community	Observatory whilst doing		mentored whilst becoming self-	releases, SEO, tourism	
Businesses employ staff from the local community are well attended and supported by the community	business in the area		sustainable	platforms)	
from the local community are well attended and supported by the community		Businesses employ staff		NGO's with offices / centres in	
the community	Residents buy locally!	from the local community	Festivals, events and nappenings	Observatory are surveyed and	
the community			are well attended and supported by	infographics advertising	
	Observatory has an active retail,		the community	Observatory as a NGO	
i i	wholesale and service provider			welcoming environment are	
	community, delivering products			publicised	
	and services that are needed			OBSID has a developed place	
encourages visitors / residents / business owners to participate	and wanted by the community			marketing strategy and	
business owners to participate				encourages visitors / residents /	
				business owners to participate	

Activities

Actions:

- Engage with business groups within Observatory (North Obs Biz, OCA Business Forum, Obs Bizz Security WhatsApp group and develop issue based action plans for further consideration
- Activate approved projects that support businesses (projects originating from public calls, business engagements or internal discussions) and the local economy

Outcome statement: Outcome indicators: Output statement: Output indicator: Observatory's rich history is remembered, preserved and known Community members are actively involved with heritage preservation of memories and narratives in opportunitity to engage with the Observatory of the area, to get active, to opportunitities for interaction of known Observatory in the active, to opportunitities for interaction of the arts, preserving heritage, defining and respecting diversity and culture and enjoying recreational activities Annual project planning and implementation cycle commences implementation cycle commences implementation cycle commences implementation cycle commences and neer their opportunities for interaction of the arts, preserving heritage, defining and respecting diversity and culture and enjoying recreational activities Annual project planning implementation cycle commences implementation cycle commences implementation cycle commences and project planning and culture and enjoying recreational activities	Outcomes:		Programme 8 : Arts, heritage, cultu	culture and sport	Targets and timing:
community members are actively involved with heritage preservation has Art and culture thrives in Observatory Observation of Observatory Observatory Observatory Observatory Observation of Observatory Observator	Outcome statement:	Outcome indicators:	Output statement:	Output indicator:	
Art and culture thrives in Observatory Art and culture thrives in Observatory Observatory Observatory Observatory Observatory OBSID develops partnerships with other organisations that support our vision for promoting the arts, preserving heritage, defining and respecting diversity and culture and enjoying recreational activities	Observatory's rich history is remembered, preserved and known	Community members are actively involved with heritage preservation	OBSID contributes to the preservation of memories and narratives, encourages the community to engage with the	OBSID supports projects intended to claim back public spaces	
vatory's narrative is	Observatory's community has access to different artistic programmes	Art and culture thrives in Observatory	active, eation	OBSID develops partnerships with other organisations that support our vision for promoting the arts, preserving heritage,	Annual project planning and implementation cycle commences May annually)
	Observatory's narrative is known			defining and respecting diversity and culture and enjoying recreational activities	

Activities:

Actions:

1. Develop and activate projects that address programme themes through OBSID public spaces project policy or internal identification of partnerships and opportunities