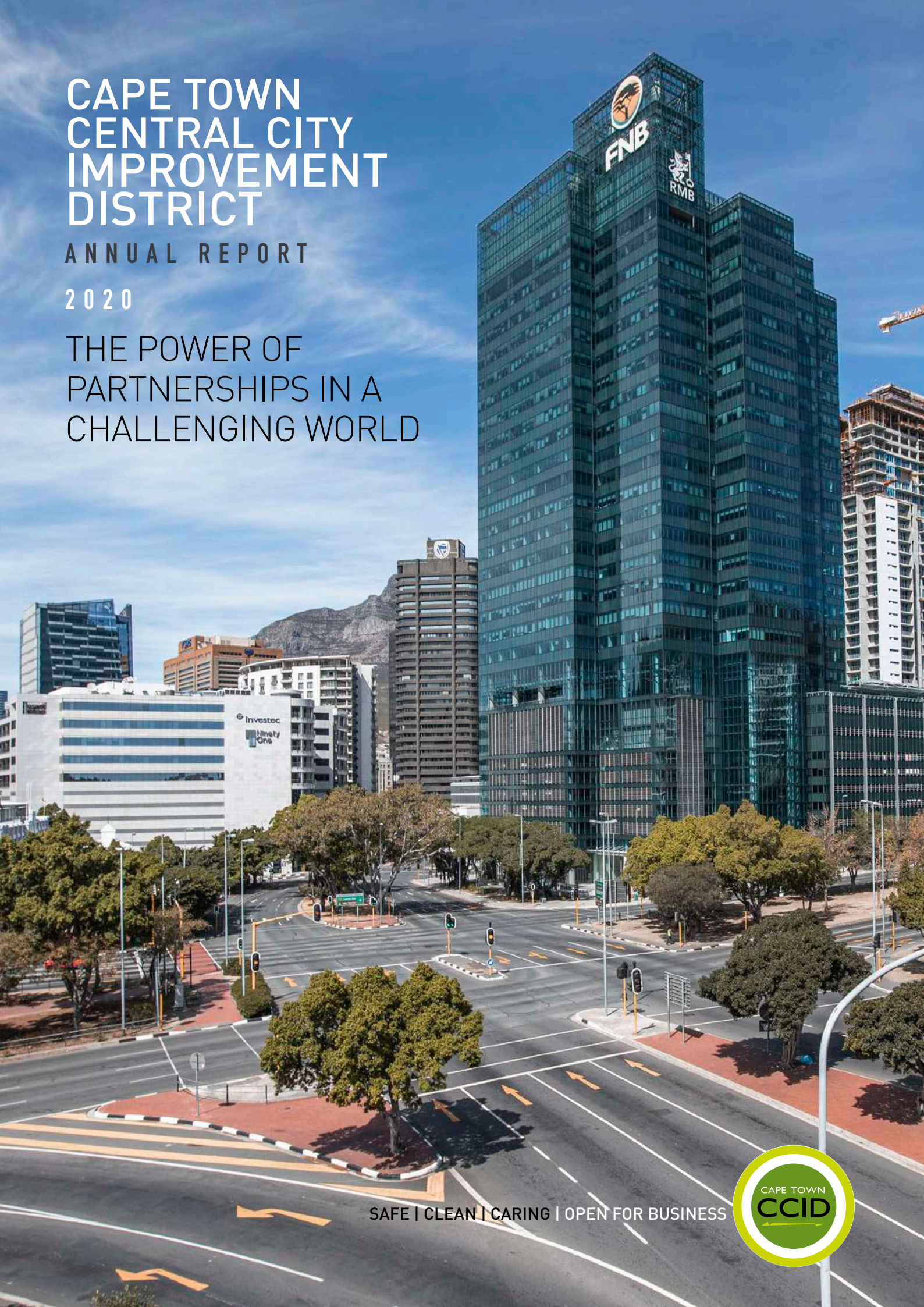


CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

ANNUAL REPORT

2020

THE POWER OF
PARTNERSHIPS IN A
CHALLENGING WORLD



SAFE | CLEAN | CARING | OPEN FOR BUSINESS





THE CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT COVERS AN AREA OF 1.6 KM² AND IS DIVIDED INTO FOUR PRECINCTS FOR OPERATIONAL PURPOSES.

The Cape Town CBD is considered to be South Africa's most successful downtown. With the CCID having achieved its original mandate to establish the area as a vibrant **work, live and play destination** where it is “business as usual” for all its stakeholders, it has also turned its sights towards showing the world beyond its boundaries that the Cape Town Central City is “open for business” and further investment.

MISSION & VISION

“STRIVING FOR A CENTRAL
CITY THAT IS SAFE,
CLEAN, CARING, OPEN
FOR BUSINESS AND A
CENTRE FOR ALL”

A public-private partnership, the Cape Town Central City Improvement District (CCID) was established in November 2000 by local property owners with a vision for the Cape Town CBD to rise from the “crime and grime” scenario it had fallen into, to once again become a safe, clean, caring and dynamic urban environment.

The term “**city improvement district**” (CID) refers to a specific geographical area – approved by the City Council in terms of the municipal Property Rates Act, Section 22 [Special Rates Area (SRA)], and the SRA bylaw – in which complementary top-up services are provided. In the case of the CCID, these top-up services are provided in addition to those rendered by its primary partners in the CBD – the City of Cape Town and the South African Police Service (SAPS).

Operating as a **not-for-profit company** with its own board of directors, the CCID liaises across both the public and private sectors, working together with each to develop, promote and manage the Cape Town Central City.



THE POWER OF PARTNERSHIPS IN A CHALLENGING WORLD

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SECTION

01

The CCID has come a long way in two decades.

As the oldest CID in South Africa, and the only one operating in a Central Business District, the CCID has achieved great success thanks to collaborations and extensive knowledge-sharing between various partners.

As we begin our new five-year cycle – a journey that's exciting but that also presents its own unique challenges – collaborations will continue to be key. There is strength in partnerships.

OUR STORY

WITH OUR KEY SERVICE PROVIDERS, THE CCID WORKED HARD TO MAINTAIN THE CAPE TOWN CBD DESPITE A TIGHT ECONOMY. THE NUMBERS SPEAK FOR THEMSELVES.

REMOVED

783

tonnes of litter and waste to landfill

PRODUCED & DISTRIBUTED

191 400

copies of the
CCID'S
PUBLICATIONS

ASSISTED

50%

of the homeless participants in our
**MAKE LONG STREET
BETTER PROJECT**
to move off the street

MADE

392

arrests, together with
City of Cape Town
Law Enforcement

RAISED

R85 210

to support **SOCIAL
DEVELOPMENT'S**
six primary NGO
partners

TOGETHER

WE

CONDUCTED

404

road maintenance
repairs to roads in
the CBD

**REDUCED CRIME
IN THE CBD BY**

73%

in all crime categories
during Level 4 of the
nationwide lockdown

**ASSISTED THE
PUBLIC**

16 705

times through our
**ATM FRAUD
PROJECT**

A MESSAGE FROM

ROB KANE

CHAIRPERSON, CCID



Collaborations have always been at the heart of our work as an organisation, which is to provide top-up services to those of our primary partners, the City of Cape Town and the South African Police Service (SAPS). These partnerships facilitate our “business as usual” mandate to keep the CBD of Cape Town safe, clean and caring.

Through our work with key institutions, including the Western Cape Department of Community Safety, Cape Town Tourism, Wesgro, the Cape Chamber of Commerce and Industry and the Western Cape Economic Development Partnership, the CCID has sought to fulfil our "open for business" mandate, driving local and national investment into the Cape Town CBD to ensure it maintains its reputation as South Africa's most successful city centre.

While the year under review began in a climate of economic strain, who could have imagined that the start of 2020 would usher in an uncontrollable pandemic that would soon plunge countries throughout the world, including our own, into the most devastating health and economic crisis we have known since the Depression. Yet, thanks to its extraordinary work ethic, commitment to its stakeholders, and its steadfast partnerships, the CCID has maintained its course in incredibly rough waters, unwavering in its call to duty to serve its stakeholders.

THE CCID IN THE PANDEMIC

I am very proud of the way CCID CEO Tasso Evangelinos led his team during the pre-Covid-19 months of the period under review, when the tight economy put enormous strain on resources and the increased demands on the CCID from all quarters was becoming extremely challenging.

When the Government implemented the 21-day hard Level 5 lockdown on 26 March 2020 in an attempt to "flatten the curve" of the Covid-19 pandemic, Tasso and the CCID's teams swiftly strategised on how best to serve stakeholders in a time of panic and uncertainty, becoming admirable and fearless frontline workers.

The Safety & Security department redeployed its 300 Public Safety Officers to protect "property, possessions and people" in a deserted CBD, while Urban Management maintained a core cleaning team to deep-clean the empty city centre. The Social Development department facilitated assisting the vulnerable homeless population and its six NGO partners, while the Communications department kept stakeholders informed on the all-important work of the CCID, as well as providing crucial information via newsflashes, e-Newsletters and on social media on what was happening on the ground.

2019 -2020

**the CCID delivered
its 20th clean audit
in a row**

20

**years of reversing
the urban decay that
characterised Cape
Town's CBD**

A YEAR OF CELEBRATION

It is this modus operandi that has not only stood the CCID in good stead but ensured it has stood the test of time. It is therefore apt that in this year under review, when the CCID has more than proved its mettle, it celebrates 20 years of existence. During this time, it has been instrumental in transforming our downtown from a “no-go area” into a vibrant city centre that is now moving towards having a 24-hour city with a thriving night-time economy.

A key part of the CCID's success over the past two decades has been the leadership, passion and dedication of our CEO. Having been with the CCID from Day 1, Tasso has lived and breathed this city centre for 20 years and we all owe him a huge debt of gratitude for steering us through some very choppy waters. Looking back at what we've achieved, I am very confident that, with the assistance of our partners, we will stay the course for the next 20 years and successfully navigate the challenges we are confronting as we try to counter the harsh effects of Covid-19 on the CBD's economy.

On a personal level, this year marks 10 years of my tenure as CCID chairperson. It has been an honour to be part of such a well-run, dedicated organisation. I have been fortunate to witness the hard work and clarity of purpose that has enabled us to achieve such success. I would like to extend my thanks to Tasso and the CCID board for their invaluable input throughout the years and in the current year in which we attained our 20th clean audit. There is no doubt that the Central City is recognised as the most successful in the country, and to have witnessed the value of CBD property increase to what it is today, namely R44.1 billion, has been very rewarding. My sincere thanks also go to the diligent CCID staff whose hard work is displayed in this report and all our stakeholders who make our city centre such a huge success. ●

BELOW AND RIGHT:
CENTRAL CITY BUILDINGS
IN THE CCID'S FORESHORE
PRECINCT.





A MESSAGE FROM

TASSO EVANGELINOS

CHIEF EXECUTIVE OFFICER, CCID



Thanks to two decades of working hard with our partners and collaborators, we can stand back today and bear witness to a CBD that is no longer characterised by "crime and grime" but by rising skyscrapers, safe and clean streets, a myriad successful companies, inner city residents, retailers and award-winning eateries. In other words, a vibrant CBD that's "open for business".

While celebratory, the 2019-20 annual report also tells the story of one of the worst pandemics in living memory that is threatening major cities and our very existence, and how we rose to the challenge. →

Our 20-year anniversary is not only a celebration for us, but for the whole of Cape Town. The Cape Town Central City we speak of today is vastly different from the one we were entrusted with in the 1990s. As Nicola Jowell, former chairperson of the Cape Town Central Community Policing Forum who is now ward councillor for Ward 54, once put it: “Twenty years ago, you’d think twice before venturing into the CBD. You’d come into town with trepidation during the day, and avoid it after 17h00. Coming in at night was unthinkable. Recollections abound of empty shops, dirty streets, an eerie quiet at night in a desolate place that should have been bustling.”

I am proud to say that two decades’ later, our hard work and dedication have paid off, and the city centre is what it should always have been – a hub of economic activity both day and night. The transformation is evident not only in the increased footfall into the city centre but in the investment in upmarket apartments, shops, restaurants, the construction of new mixed-use developments, renovation of older buildings and the presence of large and small corporates that have made the Central City their home.

Through our departments, namely, Safety & Security, Urban Management, Social Development and Communications, we created a platform for investment by halting the “Broken Window” theory and dealing head-on with problem areas. Through our Public Safety Officers (PSOs) in our Safety & Security department, we introduced the “Bobby-on-the beat” concept in the CBD’s streets, and through our sweeping, road maintenance and graffiti teams in our Urban Management department, we preserved the city centre’s infrastructure. Through partnerships forged with our NGO partners, our Social Development department found creative ways of addressing pressing and challenging social issues. And through signature publications produced by our Communications department, such as the prestigious *State of Cape Town Central City Report*, we promoted not only our own work in the CBD but the Central City as an excellent investment opportunity for local, national and international investors. As a result, the CCID has gained the reputation as a source of reliable information that can influence business and property decision-makers.

I am reminded of the sentiments shared by Michael Evans, who was instrumental in helping to draft the CCID’s founding legislation. Two years ago, Michael, a former partner and head of Mallinicks who is

4 426

**crime-prevention
initiatives conducted
during lockdown**



ABOVE, FROM LEFT:
CHRISTA MAANS (PA TO
THE CEO), MARY-ELLEN
JOSEPH (FINANCE
& HR ASSISTANT), TASSO
EVANGELINOS (CCID CEO)
& STEPHEN WILLENBURG
(BUSINESS MANAGER).

now a partner at Webber Wentzel, recalled that two years prior to the CCID's establishment, Mallinicks moved its offices from 2 Long Street to the V&A Waterfront as clients and staff were being mugged. However, eight years after the CCID started operating in the CBD, thanks to the city centre's striking transformation, Mallinicks was "desperate to return and did so very soon after the merger with Webber Wentzel".

It is this significant improvement or shift that we have always strived for with our partners and will continue to pursue.

OPERATING IN A PANDEMIC

While auspicious, turning 20 in a pandemic year also feels like déjà vu, when many things seemed uncertain and almost apocalyptic. Only this time, it's not the "crime and grime" scenario, it's an invisible enemy. In last year's *Annual Report*, we talked about meeting the increasing demands on the CCID in a very tight economy, of "business as usual" in a very unusual environment. This scenario continued in

the year under review, and we soldiered on. However, our optimism and plans, including hosting an international gathering of the International Downtown Association (IDA), were dealt a huge blow when Covid-19 struck.

As a result, on 26 March 2020, the South African Government imposed a harsh Level 5 21-day lockdown to help curb the spread of the coronavirus. While this ensured limited loss of life, it was shattering economically and the cost in our CBD, as in city centre's throughout the world, has been severe. As lockdown levels have eased from Level 5 to Level 3, there has been some economic recovery but economists widely acknowledge that it will take several years for the economy to return to pre-pandemic levels.

The pandemic also coincided with the CCID having to draft a new five-year plan as our current five-year plan (based on a budget approved in the 2014/15 financial year) is valid only until 30 June 2020. With conditions on the ground having changed substantially over this time, the drafting of a new five-year plan was very challenging, taking place as it did in an already tight economy.

That said, with the pandemic on our doorstep and lockdown imposed, we turned out attention to the task at hand, and prepared to face the ultimate test together with our partners. I'm proud to say we rose to the challenge, using our skills, resources, talents, and experience. We nimbly adapted to "business unusual" and continued to deliver on our mandate of keeping the city centre safe and clean, even when the CBD was not open for business. Safety & Security, for example, conducted 4 426 crime prevention initiatives during lockdown and reduced crime in the CBD in all categories by 73 % during Level 5 (from 26 March to 30 April) and Level 4 lockdown (from 1 May to 31 May). Urban Management dealt with 232 incidents of graffiti, with sweepers removing 201 tonnes of litter and waste to landfill. Social Development's social and field workers interacted with 1 400 people living on the streets, while Communications communicated crucial information to stakeholders to keep them informed, and generated 216 clips to an advertising value equivalent (AVE) of R5 310 314. Our work during the pandemic is detailed on pages 20 to 23. I believe the way we conducted ourselves cemented that city improvement districts like ourselves deliver a crucial, stabilising and relevant service.

PRE-PANDEMIC TIMES

While the pandemic is understandably top of mind, it is important to remember that it only constituted the three final months of the year under review, from 26 March 2020 to 30 June 2020. From 1 July 2019 to 25 March 2020, our operations continued as "usual" even though we were functioning in a strained economic environment as you will see in the departmental sections from

1 400

**interactions with
the homeless during
lockdown**

R19.2

**million achieved in
media exposure before
lockdown**

pages 24 to 45. Despite the increased demands of a busier CBD we were able to deliver thanks to great partnerships.

Safety & Security

From a Safety & Security department perspective, we worked closely with our primary partners, the City of Cape Town and SAPS – as well as partners in the Community Police Forum, other improvement districts and neighbourhood watches on the periphery of the CBD – to maintain safety in the Central City and surrounds. The CCID's dedicated City Law Enforcement Officers continued working diligently together with the CCID's 300 Public Safety Officers and issued 7 566 fines (before lockdown) to a value of R4 622 600. Our Safety & Security department also bolstered its policing capabilities by partnering with technology firm SEON, and introducing a new 45-strong team of CCID Safety Ambassadors to address antisocial behaviour and petty offences in the CCID's precincts. We also partnered with the Department of National Tourism to improve the visitor experience in the city centre. Our safety partnerships with the Western Cape Government's Department of Community Safety (DOCS) and the Chrysalis Academy also continue to make a positive impact.

Urban Management

Our Urban Management department performed exceptionally alongside its partners to provide a clean, attractive and risk-reduced urban environment. The department's collaborations with Khulisa Social Solutions, contractors J&M Cleaning Services and NGO Straatwerk, as well as CBD businesses, remain a great example of what is possible when working together. The department's joint waste management programme with CCID Social Development and Khulisa provided eight job opportunities with 48 businesses benefitting from the services. The department also had an exciting partnership with Philip Morris South Africa (PMSA) to help tackle cigarette-butt litter in the Central City.

Social Development

This year I attended the International Downtown Association's (IDA) 65th Annual Conference & Tradeshow with CCID Social Development manager Pat Eddy. One of the things that struck us was that the number of homeless people is rapidly increasing in all major international cities. The conference also emphasised that collaborating with different partners is key to dealing with the socio-economic challenges that downtowns face in a global recession.

I am proud to say that CCID Social Development, with its partner NGOs, worked diligently to assist the CBD's homeless community in the year under review. Notable partnerships include the Make Long Street Better rehabilitation programme with Long Street Associates and Khulisa's Streetscapes programme, which saw Long Street business owners raise R150 000 to support the



The way the CCID has conducted itself in the Cape Town Central City since lockdown was instituted in March 2020 has cemented the fact that city improvement districts like ourselves deliver a crucial, stabilising and relevant service.



CLOCKWISE FROM TOP: GREENMARKET SQUARE; CCID PUBLIC SAFETY OFFICER DURING LOCKDOWN; SAFETY & SECURITY NIGHT MANAGER MARTINUS JENKINS WITH AN IMPACT TEAM MEMBER.



CCID SWEEPERS
CONTRACTED VIA
J&M CLEANING SERVICES.

homeless and uplift the area. Through our partnership with TB HIV Care's Step Up Project to reduce harms associated with substance use among street people, participants attended psychosocial support services 1 786 times.

Communications

Given the pressured environment in which we operated in the year under review, an additional load fell on our Communications team to uphold the CCID's reputation, support our operational departments, inform stakeholders and promote the CBD to visitors and investors.

Communications, in collaboration with its partners and service providers, especially Atmosphere Communications, Media Machine and Sean Robinson, performed admirably, achieving a total media exposure of over R19 million before lockdown. With digital and social media channels becoming increasingly important, the department continued to improve its offering and reach on these platforms, further enhancing our reputation and contact with stakeholders and members of the public.

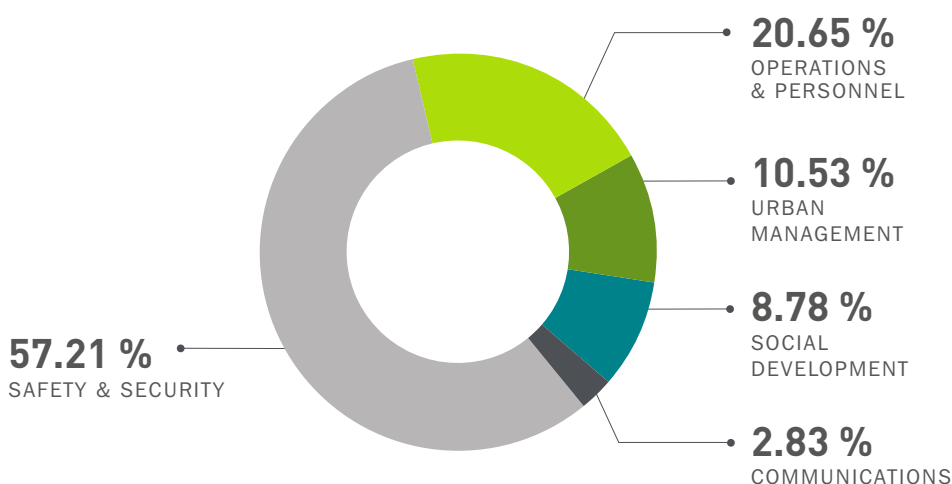
As we celebrate 20 years, we remain humbled to have been entrusted with this work. It has been challenging and will get tougher as cities like ours face additional pressure in low-growth environments. But we've also enjoyed the fruits of our labour with our partners and watching the CBD change for the better. We remain committed, and on the frontline. Let us continue working together to fight for our hard-won gains. ●



Through our departments, Safety & Security, Urban Management, Social Development and Communications, we have created a platform for investment by halting the “Broken Window” theory and dealing with problem areas head on.

CCID FUNDING

The CCID received R70 059 700 via CBD ratepayers in the financial year 2019-20. Expenditure was divided as follows:





THE CCID IN A PANDEMIC

“We don’t rise to the level of our expectations; we fall to the level of our training.” This famous quote attributed to the ancient Greek poet Archilochus best describes the CCID’s ability to absorb the pressure of operating in a pandemic and delivering on its mandate in an unprecedented time.

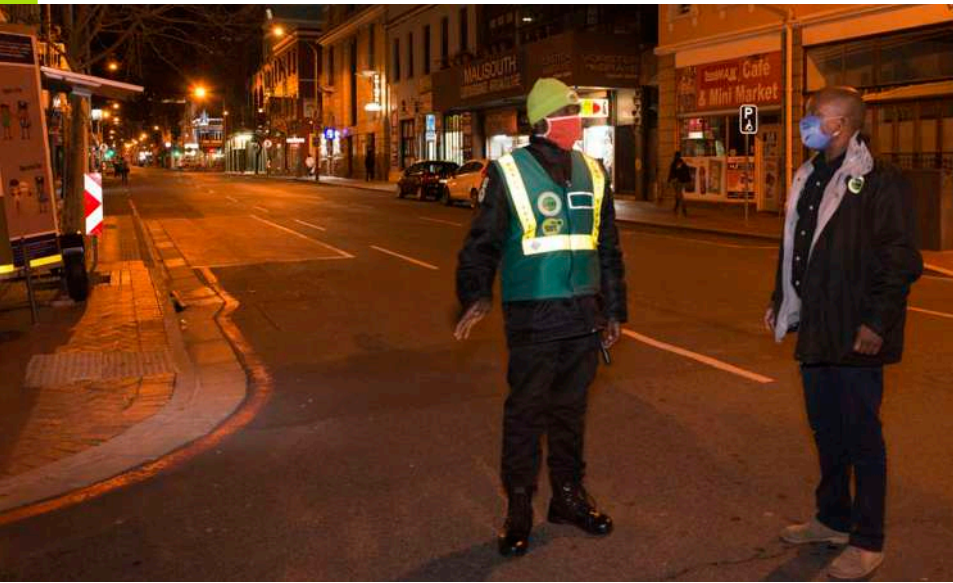


Best-selling author Tim Ferriss, who finds the sentiments inspiring, believes that the secret to success lies in practising and perfecting the skills you would like to have in your arsenal when the stakes are high. “You have to train for that like a sport,” he says. The work of the Cape Town Central City Improvement District can be likened to the above. Come rain or shine, we are honing our skills, and improving our arsenal.

Our Safety & Security department is on the CBD’s streets maintaining a safe presence, the Urban Management department deploys its teams to keep the city centre clean and welcoming, and our Social Development department engages with the Central City’s street people every day. Our Communications department keeps CBD stakeholders informed while also promoting the city centre to investors, while our Finance and Human Resources department handles the budgets and paperwork that keep the wheels turning. This level of consistency in service delivery is what enables us to remain resilient. When the pandemic struck, our ability to adapt and think on our feet was tested and we were able to deliver, thanks to practising and perfecting our skills as Ferriss advises.

EARLY DAYS

When President Cyril Ramaphosa announced on 23 March that South Africa would be going in to a 21-day lockdown from 26 March until midnight on 16 April 2020, we knew our working environment would be altered, but we didn’t know the extent of the change. We soon found out when lockdown was enforced, and our teams were greeted by deserted



ABOVE, FROM LEFT: A SAFETY & SECURITY PUBLIC SAFETY OFFICER TALKS TO NIGHT MANAGER GARY DYSEL; A CCID SWEEPER CLEANS A DESERTED LOCKDOWN STREET; CBD RETAILERS, SHUT DOWN BY LOCKDOWN REGULATIONS.

streets. As we were getting to grips with an invisible enemy, we were conscious of guarding against the CBD degenerating once more into a "crime and grime" scenario. We also had to think about the CBD's homeless individuals and try to protect them from falling prey to the pandemic. Additionally, we had to support our CBD stakeholders, staff, service providers and NGO partners.

In short, we recognised from the get-go that the organisation falls under essential services and we swiftly adapted to these circumstances: this contributed to the CCID's success during lockdown.

COMMUNICATING

With little to no information available on how to deal with lockdown, the CCID filled the gap by adjusting its services based on the prevailing conditions. This included the Communications department producing a map and detailed list of all CBD essential services' outlets that were open during the hard Level 5 lockdown and promoting it through sponsored posts on social media. The department also created a central portal on its website for all Covid-19 notices from the City of Cape Town and sent e-Newsflashes to CBD stakeholders with relevant updates.

MAINTAINING SAFETY

Crucial information we put out included alerting stakeholders that CCID Safety & Security would be fully operational, with the full complement of Public Safety Officers protecting people, property, and the possessions of CBD stakeholders. As lockdown progressed, the department introduced additional services to stakeholders including routine checks on barricaded retail and residential complexes and a courtesy safety escort service for employees and business owners.



KEEPING A CLEAN CBD

Urban Management adjusted its strategy and cut back on night shifts due to the curfew and an empty CBD. The focus turned to litter-picking, “hot-spot” cleaning and deep cleaning. The department expanded its territory to include the borders around the CCID. Surprisingly, tonnes of waste were still generated even though there were fewer people in the CBD. The banning of cigarette sales and the reduced footfall led to less cigarette-butt litter in the CCID’s 300 cigarette-butt bins. The department also sanitised and cleaned all the City of Cape Town’s green street-pole bins during hard lockdown.

SOCIAL MATTERS

With the city centre’s homeless population facing the Covid-19 threat, CCID Social Development responded swiftly, providing meals, PPE and other essential services. The department’s social and field workers were on the frontline from the start, educating clients about the dangers of the pandemic and ways to protect themselves.

SAFETY FIRST

Due to panic buying of PPE pushing up prices, ensuring the safety of CCID teams was a big challenge. However, this was a priority and the CCID invested in equipment and sanitiser for its staff, service providers and NGO partners to ensure their safety. Implementing the necessary Covid-19 safety protocols became standard for J&M Cleaning Services and Iliso Protection Services. J&M changed its deployment strategy to prevent too many staff collecting equipment at the same time.

RESILIENCE

As lockdown eased, CBD retailers resuscitated and reinvented their businesses, proving they were adaptable to change. Through it all, the CCID supported, and continues to support, its stakeholders. ●



The CCID recognised from the get-go that the organisation falls under essential services and we swiftly adapted to these circumstances: this contributed to the CCID’s success during lockdown.



SAFETY & SECURITY

Securing the Central City was the focus of the Safety & Security department, which proved its agility as the changing nationwide lockdown regulations required different levels of policing.

Safety & Security maintained a strong security presence in the city centre in the year under review. The department relied on its partnerships with various CBD stakeholders and its primary partners SAPS and City of Cape Town Law Enforcement to secure downtown Cape Town before the pandemic and once lockdown became a feature of the lives of South Africans. Muneeb Hendricks, manager of CCID Safety & Security, says alliances have proved vital in the year under review. "Pooling resources is crucial when we face an economic downturn followed by a devastating pandemic. It not only strengthens relationships but our ability to effectively provide a safe and stable Central City." Below is a breakdown of the department's partnerships pre-Covid-19.

PRIMARY PARTNERS

Safety & Security joined forces with its primary partners SAPS and City Law Enforcement on crime prevention campaigns and operations to inculcate a culture of law abidance and sector policing meetings to address safety issues.



A CCID PUBLIC SAFETY OFFICER ON DUTY DURING THE LOCKDOWN.

INCORPORATING TECHNOLOGY

To enhance its policing capabilities, Safety & Security aligned with technology firm SEON in June 2019. The CCID is listed as one of the emergency responders on the SEON safety app which enables faster responses to safety concerns in the CBD, sharing of information and live tracking of the CCID's Public Safety Officers (PSOs).

ENHANCING TOURISM

In November 2019, 20 trained Tourism Monitors funded by the Department of Tourism were allocated to be deployed and managed by the CCID's Safety & Security department to educate tourists about the dangers of ATM fraud and promote the CBD's offerings. Additionally, Safety & Security partnered with Cape Town Tourism to educate tourists on how to avoid becoming victims of crime.

WORKING WITH STAKEHOLDERS

To limit opportunities for crime to occur, Safety & Security collaborated with businesses and commercial property owners and their security personnel. Businesses and residential complexes also came on board by ensuring their security services use the CCID's 24-hour emergency number (082 415 7127) to ensure rapid response to safety issues.

300

**Public Safety Officers
on duty day and night
24/7**

20

**dedicated City Law
Enforcement Officers
with powers of arrest**



CLOCKWISE, FROM LEFT: A CITY OF CAPE TOWN TRAFFIC WARDEN DEPLOYED BY THE CCID; AN ACTIVATION OF THE "STASH IT, DON'T FLASH IT" CAMPAIGN; PUBLIC SAFETY OFFICERS ON PATROL IN THE CBD BEFORE LOCKDOWN; A MASKED PSO ON DUTY DURING LOCKDOWN. RIGHT: TOURISM MONITORS WITH SAFETY & SECURITY MANAGER, MUNEEB HENDRICKS.





PROJECTS

Safety & Security's collaboration with the WC Department of Community Safety (DOCS) dates back to 2016 when the Chrysalis Academy ambassadorial programme began. The partnership continued in the year under review with up to 40 student ambassadors being deployed during the day in the Company's Garden to create a visible presence and at certain hotspot ATMs throughout the City Centre to prevent ATM fraud.

EVENTS AND FILM INDUSTRY

To support the events and the film industry, Safety & Security worked with the City's Events Permit Office to ensure safety around film shoots and events and guarantee these are held in accordance with bylaws.

INFORMAL TRADING

Safety & Security collaborated with the Western Cape's Department of Economic Development to regulate informal traders in Greenmarket Square, St Georges Mall and Adderley Street. The department assisted with identifying available trading areas and ensuring compliance.

ASSISTING WITH CONGESTION

The six dedicated City of Cape Town traffic wardens contracted to the CCID through a partnership with the City's Traffic Department were once again instrumental in reducing traffic congestion at major intersections within the CBD, addressing non-moving violations and conducting roadblocks. This partnership has been in place since 2017.

ENHANCING THE NIGHT-TIME ECONOMY

Together with bar and club owners in Long Street, Safety & Security assisted in reviving the Long Street Association in October 2019 to find ways of supporting and enhancing the night-time economy in the area.



FROM LEFT: ALEC VAN DE RHEEDE (ASSISTANT MANAGER), GARY DYSEL (NIGHT MANAGER), MARTINUS JENKINS (NIGHT MANAGER) & MUNEEB HENDRICKS (MANAGER).

SAFETY & SECURITY IN NUMBERS

During the past 12 months, Safety & Security achieved the following:

BEFORE LOCKDOWN (JULY 2019 – MARCH 2020) • DURING LOCKDOWN (APRIL – JUNE 2020)

Crime prevention initiatives conducted

74 629 | **4 426**



Total interactions yielded
by CCID preventative strategy
for the current year (2019-20)

43 822 | **2 402**



Traffic wardens issued

6 590 | **226**

finest to a total value of
R4 408 500 | **R166 400**



Illegal trading offences dealt with

31 | **7**



Warnings issued

22 491 | **1 466**



Tourism Monitors assisted the public

2 502 | **1 618**

times,
identified **562** | **119**
incidents of suspicious activity,
warned **687** people for not
complying with lockdown rules,
assisted **2 886** people with social
distancing and educated **1 504**
people on Covid-19 protocols



Medical and rescue
callouts responded to

317 | **7**



Motor vehicle accidents responded to

299 | **6**



Rendered public & vehicle assistance

562 | **21**

times



Arrests made with CCID-funded
City Law Enforcement

356 | **36**



CCID-funded City Law
Enforcement Officers issued

7 566 | **49**

finest totalling
R4 622 600 | **R43 500**



Chrysalis Academy student
ambassadors working in
the Company's Garden and ATM
Fraud Project ambassadors
assisted the public

23 732 | **1 382**

times, identified **5 989** | **85**
incidents of suspicious activity,
detected **997** incidents of crime,
warned **542** people for not
complying with lockdown rules,
assisted **2 379** people with social
distancing and educated **1 147**
people on Covid-19 protocols*



* During the nationwide lockdown both teams were combined and resumed their duties in May 2020 with added Covid-19 duties.



PUBLIC SAFETY OFFICERS ON DUTY IN THE CAPE TOWN CBD BEFORE THE LOCKDOWN.

COVID-19 STRATEGIES & PARTNERSHIPS

- When the hard lockdown was instituted, the CCID advised stakeholders on how to protect their property and prevent crime; working with stakeholders became a key goal of the department. **“We made sure their alarm systems were operating, that emergency numbers were clearly displayed in shop windows, that stock was removed from window displays ...”**
- Predicting a shift to property-related crimes during lockdown, the department redeployed its Public Safety Officers, ensuring they were on high alert to **prevent business break-ins, malicious damage to property and the destruction of property**. They also did **residential building and retail checks**, and **escorted the public** when requested to so.
- As lockdown levels and regulations changed, Safety & Security did **regular crime-prevention operations** with City Law Enforcement and SAPS to enforce the curfew and regulations on the consumption of alcohol.
- The department worked with service provider Iliso Security Services to **implement strict Covid-19 protocols for PSOs** and with DOCS and National Tourism to repurpose student ambassadors to **inform the public about Covid-19 safety protocols**. ●

THE TEAM

- **4 full-time staff members**
- **300 PSOs** deployed via Iliso Protection Services on duty day and night 24/7, including a **45-man team** dealing with anti-social behaviour and a **12-man Displaced People's Unit** dealing with land invasions
- **20** CCID-funded City of Cape Town **Law Enforcement Officers (LEOs)** deployed via the City's Expanded Public Works Programme
- **6** City of Cape Town **Traffic Wardens** deployed from Monday to Friday
- **5** response vehicles
- **9** public safety & information kiosks
- **4 CCID Precinct Commanders**



SOCIAL DEVELOPMENT

CCID Social Development interacted with the city centre's homeless population daily to help them access the services they needed to improve their conditions and survive Covid-19.

To collectively assist the homeless, the Social Development department collaborated with its six main NGO partners (Khulisa Social Solutions, Straatwerk, The Hope Exchange, Ons Plek, The Homestead, Youth Solutions Africa) and various CBD stakeholders. Says Pat Eddy, manager for CCID Social Development: "We have always valued partnerships but none more so than during the initial Covid-19 period where we jointly ensured our clients were protected from the pandemic." Here's an outline of this year's partnerships:

WORK-BASED REHABILITATION

The Make Long Street Better rehabilitation programme, which started in April 2019 and involves the CCID, Long Street Associates and the Streetscapes programme run by Khulisa Social Solutions, continued in the year under review. Participants, comprising the chronic homeless and repeat offenders, provided cleaning services in Long Street and received a stipend plus psychosocial and medical services. The programme's success led to business owners in the CBD's East City launching a similar project in September 2019. There, participants maintained a deserted parking area prone to



CCID SOCIAL WORKER SHANIÉN RICH HANDS OUT FOOD AT THE SERVICE DINING ROOMS DURING LOCKDOWN.

illegal dumping and worked in Streetscape's vegetable garden in Roeland Street. Highlights of the projects included:

1. MAKE LONG STREET BETTER PROJECT

- 8 job opportunities created with a decrease in aggressive begging;
- 22 businesses funded the project raising **R90 000** during the first six months and **R60 000** in the second six months;
- 50 % of the participants stayed on the programme and moved off the street;
- In August 2019, Social Development teamed up with CCID Urban Management contractor J&M Cleaning Services to train participants in window cleaning.

2. EAST CITY REVIVAL PROJECT

- 4 job opportunities created with a decrease in illegal dumping;
- 4 businesses contributed R500 per month, with one business owner funding the project for six months and mobilising others to follow suit;
- The installation of a container laundromat, with fencing erected to establish flower and vegetable beds, in the Roeland Street parking lot.

2 332

interactions with people living on the streets

6

primary NGO partners



PARTICIPANTS IN THE MAKE LONG STREET BETTER PROJECT.



In June 2020, the CCID rolled out its annual Winter Readiness Programme to alleviate the plight of the Central City's homeless population.

In addition to these projects, the CCID has ongoing successful rehabilitation projects in partnership with Streetscapes in Roeland Street, Greenmarket Square and Long and Loop streets (see page 36).

WINTER READINESS PROGRAMME

In June 2020, the CCID rolled out its annual Winter Readiness Programme to alleviate the plight of the homeless population whose challenges were worsened by Covid-19. The following were provided to the homeless and NGO partners:

- **3** washing machines and tumble driers donated to three primary NGOs, and a financial contribution of **R14 201.80** to each of three other primary partners using funds (**R85 210**) from the Show You Care fundraising campaign (see page 44);
- **1 000** bars of soap and **300** face cloths to the City of Cape Town's new Safe Space;
- **7 x 25-litre** containers of antibacterial soap and **8 x 25-litre** containers of **70 %** alcohol hand sanitiser;

SOCIAL DEVELOPMENT IN NUMBERS

During the past 12 months, Social Development achieved the following:

BEFORE LOCKDOWN (JULY 2019 – MARCH 2020) • DURING LOCKDOWN (APRIL – JUNE 2020)

Interacted with
932 | 1 400
people living on the streets



Referred
121 | 63
clients to Streetscapes,
Straatwerk and TB HIV Care



Placed
173 | 30
adults in shelters



Conducted
139 | 17
interventions with day strollers



Assisted
64
adults to healthcare facilities



Distributed
104
pairs of shoes to partner NGOs



Referred
130 | 26
people to NGOs for general services



Assisted
55
children with preventative services



Assisted
32 | 10
mothers with babies



Transported
97 | 30
adults to their homes



Distributed
2 190
care bags to partner NGOs*



Visited
120
hotspots (where homeless groups gather)



* The CCID's care bags, aimed at assisting with personal hygiene, contain basic toiletries including soap, a facecloth, a toothbrush, toothpaste, deodorant, a razor, tissues, earbuds and lozenges, as well as a beanie and socks.



FROM LEFT: SHANIEN RICH (SOCIAL WORKER), HEADMAN SIRALARALA (FIELD WORKER), MARK WILLIAMS (FIELD WORKER) & PAT EDDY (MANAGER).



THE TEAM

– **5 full-time staff members**

– **2 vehicles**

– **NGO partners:**

The Homestead, Ons Plek,
Youth Solutions Africa,
The Hope Exchange,
Khulisa Social Solutions,
Straatwerk, U-turn
Homeless Ministries, The
Haven, and TB HIV Care

- **2 500** masks, **2 000** pairs of gloves and **270** wool blankets;
- **250** raincoats and **30** "sheltersuits";
- Food to the value **R8 031** during lockdown Level 5 and **11 000** meals to the homeless from 26 March 2020 until 15 June 2020;
- **3 200** packets of soup and noodles for clients;
- **20** family food parcels (worth R500 each) for clients who chose to return home;
- Additional winter readiness bed space at Youth Solutions Africa for **3** months for **25** people and food worth **R30 000**. Throughout the year, the CCID subsidises **18** additional beds at YSA;
- **2** infrared thermometers;
- **8** boxes of sanitary pads (containing **48** packets of **8** pads each) valued at **R3 000**.

TB HIV CARE PARTNERSHIP

In March 2018, the CCID teamed up with TB HIV Care's Step Up Project aimed at reducing harms associated with substance use among street people. The project had the following outcomes in the year under review:

- **9 703** needles collected in public spaces;
- **1 786** psychosocial support sessions provided to adults;
- **703** meals provided before and **1 550** during the lockdown;
- **634** hygiene packs provided;
- **90** people provided with clothing and **18** with shoes;



- 20 adults assisted with ID applications;
- 16 shelter linkages set up;
- In December 2019, TB HIV Care launched a drop-in centre which the CCID supported with various donations;
- Increased engagement with female drug users after introduction of a women's group.

RELATIONSHIPS AND UPSKILLING

Manager Pat Eddy attended the International Downtown Association's (IDA) 65th Annual Conference & Tradeshow in Baltimore in the US in October 2019; two staff members did a Tourism Victim Support course in February 2020; and another staff member received Level 1 First Aid training at St John. ●

ABOVE, FROM FAR LEFT TO RIGHT: DONATION OF TOYS TO THE DEPARTMENT; JESSE LAITINEN FROM KHULISA SOCIAL SOLUTIONS AND ONE OF HER CLIENTS; MARK WILLIAMS TAKING DELIVERY OF DONATIONS; THE SOCIAL DEVELOPMENT TEAM; A MEMBER OF CCID PARTNER NGO, STRAATWERK.

COVID-19 PARTNERSHIPS

Social Development worked with partners to:

- Provide food to the homeless;
- Encourage the City of Cape Town to reopen public toilets;
- Run a hand sanitising station for the homeless;
- Donate masks and hand sanitiser to the homeless & NGOs;
- Facilitate the reunification of clients with their families.



URBAN MANAGEMENT

Urban Management worked with its partners to ensure the Central City remained a clean and risk-reduced urban environment.

To provide a clean and attractive Central City, Urban Management worked with its teams contracted via J&M Cleaning Services and NGO Straatwerk. The department also partnered with NGO Khulisa Social Solutions. Says Kally Benito, assistant manager of CCID Urban Management: “These partnerships were important as they helped us learn from one another, identify problems, implement and work on possible joint projects, as well as celebrate in the success of maintaining a clean and risk-free CBD.” Here’s a snapshot of Urban Management’s partnerships:

WASTE COLLECTION

Urban Management’s bin project in partnership with Khulisa Social Solutions remained a success. It covered business in Long and Loop streets and offered participants from Khulisa work opportunities to ensure litter did not end up on the street when people rummaged through bins for recyclables. The highlights of the project include the:

- Creation of jobs for **8** beneficiaries and a supervisor;
- Emptying of **178** bins in Long Street and **133** in Loop Street every week;
- Provision of services to **48** businesses.

ROAD MAINTENANCE TEAM

In December 2019, the Straatwerk Road Maintenance team, which turned 10 in 2019, was honoured at a ceremony at the CCID’s container depot in the Company’s Garden. The function was attended by dignitaries, including City of Cape Town officials, who have supported the team over the years.



A PROFESSIONAL CLEANER
FROM J&M CLEANING
SERVICES ON DUTY.

60

professional, skilled
cleaners deployed via
J&M Cleaning Services

300

work opportunities
provided via Straatwerk
each year



FROM LEFT: KALLY
BENITO (ASSISTANT
MANAGER) & CARLISLE
MARANKE (PRECINCT
MANAGER).

THE TEAM

2 full-time staff members

60 professional, skilled
cleaners deployed via J&M
Cleaning Services

300 work opportunities
provided via Straatwerk
each year

1 vehicle

KEEPING RODENT NUMBERS DOWN

A total of 200 new rodent boxes were installed in the CBD in terms of Urban Management's annual partnership with the City's Environmental Health Services Department, bringing the total number to over 1 000 boxes. Through this collaboration, the CCID assisted the City by inspecting existing rodent boxes throughout the CBD every month so damaged boxes or bait could be replaced.

CLEANING GRAFFITI

Graffiti taggers were met head-on by the CCID's Graffiti Squad. The team removed 1 441 incidents of graffiti from various surfaces across the CBD.

REDUCING HEALTH AND SAFETY RISKS

In last year's Annual Report, we reported on our partnership with the City of Cape Town's Recreation and Parks Department which saw our Straatwerk Gardening Services team being trained to cut big trees. This team once again helped avert danger in the CBD during stormy weather in the year under review by assisting the City in cutting and disposing of fallen trees and branches. The team also conducted regular tree-well maintenance to reduce health and safety risks in the CBD.

RESTORING INFRASTRUCTURE

Urban Management identified 10 major pipe bursts in the CBD, 17 faulty traffic signals and streetlights that had stopped working. As a result of the partnerships with the City's Water and Sanitation Department, Electricity Services Department and Transport Information Centre (TIC), these were reported and swiftly repaired.

UNSMOKE CAMPAIGN WITH PHILIP MORRIS

September 2019 saw the CCID partner with Philip Morris South Africa (PMSA) to launch the *Unsmoke* campaign aimed at encouraging people to stop smoking or change to a more environmentally friendly alternative in a bid to tackle cigarette-butt litter in the CBD. As part of the campaign, an activation was held in St Georges Mall and messaging was placed on the CCID's 300 cigarette-butt bins around the CBD.

CLEANING THE CBD

The 60 skilled cleaners from the CCID's service provider J&M Cleaning Services were once again instrumental in providing top-up cleaning services to those rendered by the City. During the 21-day hard Level 5 lockdown which started on 26 March 2020, J&M teams were on the frontline deep-cleaning the CBD. ●



COVID-19 PARTNERSHIPS

- Partnered with NGO Straatwerk to create daily work opportunities;
- Worked with J&M to keep CBD clean during lockdown;
- Implemented Covid-19 protocols for staff with service providers;
- Assisted City Solid Waste Management with overflowing bins during lockdown.

CLOCKWISE,
FROM LEFT:
VARIOUS URBAN
MANAGEMENT
TEAMS AT WORK
ENSURING
CLEANING AND
BEAUTIFYING THE
CBD. BELOW:
THE LAUNCH OF
PMI'S UNSMOKE
CAMPAIGN WITH
THE CCID.



URBAN MANAGEMENT IN NUMBERS

During the past 12 months, Urban Management achieved the following:

BEFORE LOCKDOWN (JULY 2019 – MARCH 2020) • DURING LOCKDOWN (APRIL – JUNE 2020)

Street sweepers removed over

582|201

tonnes of litter and waste to landfill



Cleaned municipal
and storm water drains and
channels and removed

38.2|5.5

tonnes of waste.
Replaced **57** | **5** drain covers



Cleaned municipal drains

5 789|632

times and removed
558 | **8** bags of litter



Emptied the CCID's

300

cigarette bins of
1 575 kg | **50** kg of cigarette butts



Maintained

1 373|296

tree wells



Removed

2 198|56

illegal posters



Removed

33.98

tonnes of illegally dumped
waste to landfill



Cleaned

1 733|288

storm water drains
and channels



Undertook

85|11

pothole repairs



Removed

325|60

bags of clothing from
municipal drains



Removed

1 209|232

incidents of graffiti



Removed

1 501|98

strings and stickers



Undertook

211|6

road paving repairs



Undertook

387|17

road maintenance repairs



Cleaned

56

hotspots daily





ROAD MAINTENANCE TEAM
MEMBERS CLEANING DRAINS.



COMMUNICATIONS

Collaboration was key in the Communications department as it promoted the CCID's operational work, upheld its reputation, communicated with stakeholders, and drove investment into the CBD.

To relay its message in a comprehensive manner, the Communications department partnered with the CCID's three operational departments, namely Safety & Security, Urban Management and Social Development, as well as its service providers. CCID Communications manager Sharon Sorour-Morris says these partnerships were crucial to the department reaching its audiences effectively. "The way people read and assimilated news changed at a rapid rate in the period under review, especially when the lockdown was instituted, and we had to review the way we communicated with different audiences, be they stakeholders, visitors, investors or our departments. We were grateful to work with talented and skilled partners in our effort to do our job well and stay ahead of the game."

GETTING THE MESSAGE ACROSS

The department was intent on communicating the extent of the work of the CCID's operational departments to its various audiences, from its stakeholders to people who work, visit and do business in the CBD. This relates to the CCID's "business as usual" mandate and the work the CCID does to maintain the CBD's reputation as the most successful in South Africa. In this task it was ably assisted by its new PR agency, Atmosphere Communications.

DRIVING INVESTMENT

The department also continued to promote the CBD to potential investors. This speaks to the CCID's "open for business" mandate. During the period under review, in spite of the effects of Covid-19 on the CBD economy, the department pressed ahead with the production of its



ONE OF THE MANY PUBLIC ACTIVATIONS TO PROMOTE THE "SHOW YOU CARE" CAMPAIGN.

prestigious report on the Central City economy, as well as increasing its promotion of the many businesses that contribute to the CBD's success as a live, play, work and shop destination. These businesses suffered a severe blow when lockdown regulations threatened their livelihoods.

DIGITAL & PRINT PLATFORMS

The department used various digital and print platforms to get its various messages across. These included:

- **City Views:** the CCID's free quarterly lifestyle newspaper aimed at promoting the CBD continued to highlight the attractions of the city centre. Latterly it was used to disseminate information on the CCID's work during lockdown as well as report on how stakeholders were living through strange times.
- **Website:** the first port of call for information on the CCID and its stakeholders. When the lockdown was instituted, the department collated all information on Covid-19 regulations as well as updates from the City of Cape Town, and promoted these on social media.
- **e-Newsletter:** during the period under review, the monthly e-Newsletter continued to grow in popularity and was put to

77 189

subscribers reached across the CCID's online platforms

R24 507 155

total value of media exposure value achieved



CLOCKWISE FROM TOP:
SHARON SOROUR-
MORRIS (MANAGER),
SIMANGELE MZIZI (WRITER),
AZIZA PATANDIN (PROJECT
COORDINATOR) & SCOTT
ARENDSE (ONLINE
COORDINATOR).

THE TEAM

4 full-time team members

Service providers:

Atmosphere
Communications, Sean
Robertson, Design
Infestation, Media Machine,
Universal Mail Link,
Jarovi Trading, Novus Print,
Crisis Couriers and Tandym
Print South Africa

good use to inform stakeholders and the broader public on CBD happenings, the work of the CCID, and the city centre's investment status. Electronic newsflashes were also used to disseminate key information once lockdown was instituted.

- **Social media channels:** These platforms continued to perform optimally in the year under review, with the CCID growing its online reach and engagement on social media. This cemented the CCID's reputation and its credibility as a reliable source of online information.

RESEARCH

Communications carried out two surveys: the first was on the First Thursdays initiative, aimed at understanding who attended this popular CBD event in 2019 with the aim of comparing the results to those gathered in 2016; the second was the department's annual Residential Survey to better understand CBD residents and their needs, and compare the results to the previous year's survey.

INTERNAL CAMPAIGNS

Communications conceptualised and implemented the following campaigns in the year under review:

1. Stash it, don't flash it

The "Stash it, don't flash it" campaign, under the auspices of the CCID's Safety & Security department, is aimed at educating the public on how to stay safe in the CBD, especially during the Festive Season when there's increased footfall. The campaign ran from December until March, and during this time, Communications conducted the following actions:

- **Issued press releases** and set up media interviews;
- **Conducted public activations** in which teams employed by the CCID distributed 30 000 flyers and brochures with safety tips to the public;
- Ran the campaign on **social media**;
- Displayed **crime-prevention posters** on lollipop stands in various places in the CBD.

2. Show You Care

The "Show you care" campaign, under the auspices of the Social Development department, highlighted the challenges of the CBD's homeless and the work done by the department to alleviate these difficulties. The campaign was conducted on social media and included activations in St Georges Mall. Its aim was to raise funds for, and awareness of, the work of the CCID's six NGO partners in providing assistance, support and opportunities for street people in the city centre to help them move off the street. In the year under review, a total of R85 210 was raised and equally distributed among the CCID's six partner NGOs. Three NGOs opted for a financial donation while the other three opted for washing machines and tumble driers to help with Covid-19 safety protocols. ●

COMMUNICATIONS IN NUMBERS

During the past 12 months, Communications achieved the following:

BEFORE LOCKDOWN (JULY 2019 – MARCH 2020) • DURING LOCKDOWN (APRIL – JUNE 2020)

Produced and distributed

151 400
40 000

copies of the CCID's publications (*City Views*, *State of Cape Town Central City Report*, *Best of Cape Town Central City* guide and the *CCID Annual Report*)



Generated a total of

604 | 216
clips across broadcast
(**70 | 26**), print (**238 | 59**)
and online (**296 | 131**)



Achieved total media
exposure to the value of

R19 196 841
R5 310 314



Produced and distributed

91 600

items of CCID
campaign collateral



Conceptualised and ran

2

campaigns for two
of the CCID's
operational departments



Reached

48 616
28 573

subscribers across the CCID's
various online platforms
(three Facebook pages,
Twitter, Instagram, YouTube,
Issuu, LinkedIn, the CCID
website and via the monthly
e-Newsletter)



Produced

8 | 3

e-Newsletters and **11 | 3**
Newsflashes



Reached

329 715
277 937

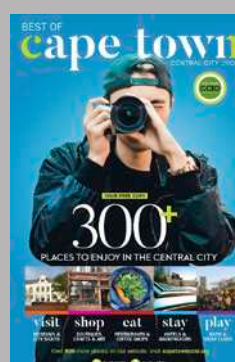
people through organic
Facebook posts with
sponsored posts reaching
63 000 | 85 900 people



Reached an estimated
audience of

619 328 110
388 230 698

readers/viewers across
a broad spectrum



FROM LEFT: THE
CCID'S MONTHLY
E-NEWSLETTER; CITY
VIEWS QUARTERLY
NEWSPAPER & ANNUAL
BEST OF CAPE TOWN
CENTRAL CITY GUIDE.

2000 2020

**Two
decades of
partnerships
and impact**

2020 marks 20 years since the launch of the Cape Town Central City Improvement District.

We look back proudly on the strong and consistent impact we have made on the state of Cape Town's Central City.

We have succeeded in delivering on our mandate by adopting a collaborative approach which has seen us achieve so many of our goals alongside our partners.

The background of the page is a high-angle photograph of a crowded street in the Cape Town CBD. On the left, there are modern white apartment buildings. In the center, a large crowd of people is gathered on a street, many holding flags and banners. A large billboard for "BRUTAL FRUIT" is visible on the left side of the street. In the background, a tall building is under construction, covered in scaffolding. The overall scene depicts a vibrant, busy urban environment.

To understand how far we have come, it is worth remembering that, by the end of the last century, Cape Town's CBD was a derelict environment characterised by litter, graffiti and antisocial behaviour. Businesses were fleeing to other areas in the Cape metropole. Something needed to be done and so the CCID was established in 2000. Our purpose was – and still is – to create a solid stage from which the CBD, the engine of Cape Town's economy, can thrive; a platform from which businesses, hotels, restaurants, shops and residents can flourish and tourists can explore. We set out to take care of behind-the-scenes services, consistently and reliably, and two decades later, we're still at it. →

2010 FIFA SOCCER WORLD CUP
FANS TAKE TO LONG STREET IN
THE CAPE TOWN CBD.

CELEBRATING TWO DECADES IN BUSINESS: HIGHLIGHTS FROM THE LAST 20 YEARS.



2006

The fourth annual Homeless World Cup for street soccer takes place on the Grand Parade.



2006

The **revamp of Church Square** begins – a desolate parking space transforms into a public space with a memorial to mark the city's slave history.

AWARDS & ACCOLADES

- **2008** International Downtown Association (IDA) Downtown Achievement Awards: Special Achievement Award – Social Issues for CCID Social Development.
- **2009 & 2012** International Downtown Association of the Month.
- **2010** Certificate of Excellence from the City of Cape Town to Tasso Evangelinos for Outstanding Contribution during 2010 World Cup.
- **2012** IDA Downtown Awards: Merit Awards for Downtown Leadership and Management & *City Views*.
- **2013** IDA Downtown Achievement Awards: Merit Award for *City Views*.
- **2014** IDA Downtown Achievement Awards: Merit Award for *SCCR*.
- **2015** IDA Downtown Achievement Awards: Merit Award for "Give Responsibly" campaign.
- **2018** IDA Downtown Awards: Certificate of Merit for Best of Cape Town Central City 2018 Guide.



2007

Tasso Evangelinos becomes COO; the CCID starts using data and research for insights that drive improvement. The *Straatwerk* project begins across the CBD.



2000

The CCID begins with **100 community police officers** deployed on the streets along with **30 sweepers**.

2001

The CBD gains another precinct: the **East City comes on board**.

2003

The number of **vacant shops** drops by 66 % in the inner city.



2005

The CCID **assists SAPS** in establishing the pioneering sector policing project and the Cyclops CCTV camera surveillance unit is established by the City, with the CCID acting as a response team.

2005

The CCID assists in the **creation of community courts** to deal with minor offences.

2004

The Safety & Security department begins to provide **supplementary security services** for events such as the Community Chest Twilight Run and Mother City Queer Project.



2008

The CCID wins an International Downtown Association (IDA) Special Achievement **Award for Social Development**.



2010

Four branded **mobile security kiosks** are placed on the streets; the following year this increases to five.

2010

Soccer World Cup fever hits Cape Town. The CCID springs into action, working around the clock to ensure that the CBD is ready to welcome fans to the Mother City. **Eight matches** go off successfully thanks to the hard work of the CCID and its partners. What's more, thanks to the CCID and its NGO partners, **2 000** homeless people watch the games on TV, enjoying food and snacks. As a result of its exceptional organisation and operations, the CCID wins the City of Cape Town Certificate of Excellence for work during the 2010 FIFA World Cup.



2017

The drought and water crisis impacts on the CCID operations.



2016

The St Georges Mall and Greenmarket Square **Public Space Management** project launches.



2015

PSOs are issued with Body Worn Cameras as the CCID capitalises on technology; a special unit is introduced.

2019

The CCID celebrates 15 years working with **Straatwerk**.

2019

CBD property values are recorded as having increased from R6+billion in 2006 to R43+billion in 2018.

2011 & 2012

Our strategy expands to include the "open for business" pillar and our first annual **State of Cape Town Central City Report** launches in 2012.

"Business as usual" remains our other core strategic pillar.



2013

The CCID becomes Cyclops' number one respondent in the CBD, with an average response time of under five minutes.



2015

The CCID breaks away from the Cape Town Partnership with Tasso Evangelinos at the helm: a new era begins.

2014

The CCID **Crime Prevention Unit** launches.



2019

Urban Management's **Road Maintenance Team celebrates 10 years**; work-based programmes with NGOs are set up by Social Development for the **homeless**.

2020

Board member Julian Leibman and CEO Tasso Evangelinos both celebrate **20 years with the CCID**.

2020

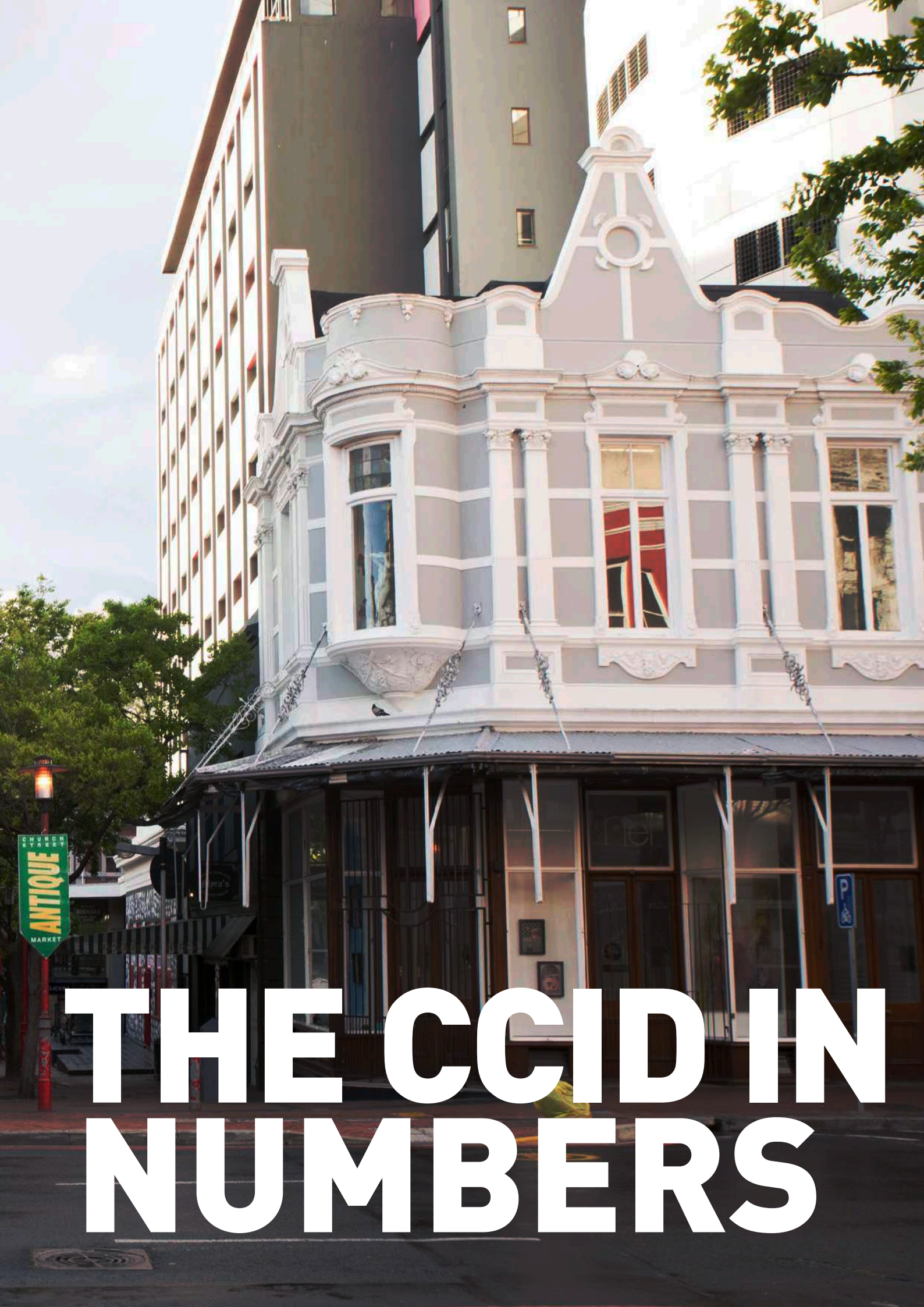
A wide-reaching **economic recovery initiative**, "Come Back To Town", is launched to re-invigorate the CBD economy after Covid-19.

ANNUAL FINANCIAL STATEMENTS

FOR THE FOR THE YEAR
ENDED 30 JUNE 2020

SECTION





THE CCID IN NUMBERS

DIRECTORS' RESPONSIBILITY AND APPROVAL

The directors are required by the Companies Act 71 of 2008, to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the company as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with the International Financial Reporting Standard for Small and Medium-sized Entities. The external auditors are engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates.

The directors acknowledge that they are ultimately responsible for the system of internal financial control established by the company and place considerable importance on maintaining a strong control environment. To enable the directors to meet these responsibilities, the board of directors sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the company and all employees are required to maintain the highest ethical standards in ensuring the company's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the company is on identifying, assessing, managing and monitoring all known forms of risk across the company. While operating risk cannot be fully eliminated, the company endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The directors are of the opinion, based on the information and explanations given by management, that the system of internal control

provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

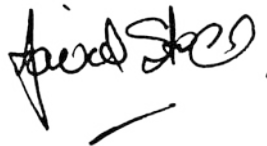
The directors have reviewed the company's cash flow forecast for the year to 30 June 2020 and, in the light of this review and the current financial position. They are satisfied that the company has or has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditors are responsible for independently auditing and reporting on the company's annual financial statements.

The annual financial statements have been examined by the company's external auditors and their report is presented on page 56 - 58. The annual financial statements set out on pages 59 - 75, which have been prepared on the going concern basis, were approved by the board of directors on 26 August 2020 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'R Kane', written over a horizontal line.

R Kane
Chairperson (Authorised Director)

A handwritten signature in black ink, appearing to read 'DS Stoll', written over a horizontal line.

DS Stoll
Authorised Director

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

Opinion

We have audited the financial statements of Cape Town Central City Improvement District set out on pages 61 to 73, which comprise the statement of financial position as at 30 June 2020, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the company in accordance with the sections 290 and 291 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised January 2018), parts 1 and 3 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised November 2018) (together the IRBA Codes) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities, as applicable, in accordance with the IRBA Codes and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Codes are consistent with the corresponding sections of the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) respectively. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the document titled "Cape Town Central City Improvement District Annual Financial Statements for the year ended 30 June 2020", which includes the Directors' Report as required by the Companies Act of South Africa and the detailed income statement. The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Statements

The directors are responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

BDO South Africa Inc.



BDO South Africa Incorporated

Registered Auditors

FB Mohamed

Director

Registered Auditor

119-123 Hertzog

Boulevard Foreshore

Cape Town, 8001

26 August 2020



DIRECTORS' REPORT

FOR THE YEAR ENDED 30 JUNE 2020

The directors have pleasure in submitting their report on the annual financial statements of Cape Town Central City Improvement District NPC for the year ended 30 June 2020.

1. Business activities

The company provides additional security, cleansing, maintenance services, communications and social development in the Cape Town City area. There have been no material changes to the nature of the company's business from the prior year.

2. Review of financial results and activities

The annual financial statements have been prepared in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act 71 of 2008.

During the year under review the company operated independently of any shared services. The main business and operations of the company during the year under review has continued as in the past year and we have nothing further to report thereon. The financial statements adequately reflect the results of the operations of the company for the year under review and no further explanations are considered necessary.

3. Directors

The directors in office at the date of this report are as follows:

Directors

R Kane (Chairperson)
DS Stoll
CEP Keefer
R van Wyk
T Capstick-Dale
NK Ramasar
J van Rooyen
L Robinson
G Elliott
JD Leibman
HC Truter

There have been no changes to the directorate for the period under review.

4. Events after the reporting period

There have been no facts or circumstances of a material nature that have occurred between the accounting date, 30 June 2020 and the date of this report, which would have a material impact on the statement of financial position at 30 June 2020.

5. Going concern

The directors believe that the company has adequate financial resources to continue in operation for the foreseeable future and accordingly the annual financial statements have been prepared on a going concern basis. The directors have satisfied themselves that the company is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable cash requirements. The directors are not aware of any new material changes that may adversely impact the company. The directors are also not aware of any material non-compliance with statutory or regulatory requirements or of any pending changes to legislation which may affect the company.

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 R	2019 R
Revenue	2	70 959 682	66 718 968
Other income	3	579 692	227 819
Expenditure		(75 041 234)	(65 014 984)
Deficit/surplus from operations	4	(3 501 860)	1 931 803
Finance income	5	2 150 963	2 147 972
Finance costs		(3 428)	(4 767)
Deficit/surplus for the year		(1 354 325)	4 075 008
Other comprehensive income		–	–
Total comprehensive (loss)/income for the year		(1 354 325)	4 075 008

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 R	2019 R
ASSETS			
Non-Current Assets			
Plant and equipment	7	1 411 830	1 786 839
Current Assets			
Trade and other receivables	8	107 490	409 941
Cash and cash equivalents	9	30 775 094	31 227 550
		30 882 584	31 637 491
Total Assets		32 294 414	33 424 330
EQUITY AND LIABILITIES			
Equity			
Project funded reserve		2 634 700	8 644 082
Working capital contingency reserve		19 493 880	17 472 771
Accumulated surplus		7 933 910	5 299 962
		30 062 490	31 416 815
LIABILITIES			
Current Liabilities			
Trade and other payables	10	2 231 924	2 007 515
Total Equity and Liabilities		32 294 414	33 424 330

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2020

	Project funded reserve	Working capital contingency reserve	Accumulated surplus	Total equity
	R	R	R	R
Balance at 1 July 2018	–	–	27 341 807	27 341 807
Surplus for the year	–	–	4 075 008	4 075 008
Other comprehensive income	–	–	–	–
Total comprehensive income for the year			4 075 008	4 075 008
Transfer between reserves	8 644 082	17 472 771	(26 116 853)	–
Total Changes	8 644 082	17 472 771	(26 116 853)	–
Balance at 1 July 2019	8 644 082	17 472 771	5 299 962	31 416 815
Deficit for the year	–	–	(1 354 325)	(1 354 325)
Other comprehensive income	–	–	–	–
Total comprehensive loss for the year			(1 354 325)	(1 354 325)
Transfer between reserves	(6 009 382)	2 021 109	3 988 273	–
Total Changes	(6 009 382)	2 021 109	3 988 273	–
Balance at 30 June 2020	2 634 700	19 493 880	7 933 910	30 062 490

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 R	2019 R
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash (used in)/generated from operations	11	(2 396 535)	1 707 644
Finance income		2 150 963	2 147 972
Finance costs		(3 428)	(4 767)
Net cash from operating activities		(249 000)	3 850 849
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of plant and equipment	7	(203 456)	(782 172)
Total cash movement for the year		(452 456)	3 068 677
Cash at the beginning of the year		31 227 550	28 158 873
Total cash at end of the year	9	30 775 094	31 227 550

ACCOUNTING POLICIES

FOR THE YEAR ENDED 30 JUNE 2020

General information

Cape Town Central City Improvement District NPC (the "Company") is a company domiciled in South Africa. The address of the Company's registered office is 1 Thibault Square, cnr Long St & Hans Strijdom Ave, Cape Town.

1. BASIS OF PREPARATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The annual financial statements have been prepared on a going concern basis in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities, and the Companies Act 71 of 2008. The annual financial statements have been prepared on the historical cost basis unless otherwise stated, and incorporate the principal accounting policies set out below. They are presented in South African Rands.

These accounting policies are consistent with the previous period.

1.1 SIGNIFICANT JUDGEMENTS AND SOURCES OF ESTIMATION UNCERTAINTY

Use of judgements and estimates

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

1.2 PLANT AND EQUIPMENT

Plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

When parts of an item of plant and equipment have different useful lives, they are accounted for as separate items of plant and equipment.

Subsequent costs

The company recognises in the carrying amount of an item of plant and equipment the cost of replacing part of such an item when that cost is incurred if it is probable that the future economic benefits embodied with the item will flow to the Company and the cost of the item can be measured reliably. All other costs are recognised in profit or loss as an expense when incurred.

Depreciation

Depreciation is charged to profit or loss on a straight-line basis over the estimated useful lives of each part of an item of plant and equipment.

The estimated useful lives for the current and comparative periods are as follows:

Item	Depreciation method	Average useful life
Body-worn cameras	Straight line	3 years
Computer hardware	Straight line	3 years
Computer software	Straight line	2 years
Containers	Straight line	10 years
Fittings	Straight line	3 years
Furniture	Straight line	6 years
Leasehold improvements	Straight line	shorter of lease term and useful life
Leasehold improvements – Company Gardens	Straight line	2 years
Motor vehicles	Straight line	5 years
Office equipment	Straight line	6 years

Residual values, if significant, are reassessed annually.

1.3 FINANCIAL INSTRUMENTS

Measurement

Non-derivative financial instruments

Non-derivative financial instruments comprise receivables, cash and cash equivalents and payables.

Non-derivative financial instruments are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition non-derivative financial instruments are measured as described below.

A financial instrument is recognised if the company becomes party to the contractual provisions of the instrument. Financial assets are derecognised if the company's contractual rights to the cash flows from the financial assets expire or if the company transfers the financial asset to another party without retaining control or substantially all risks and rewards of the asset. Financial liabilities are derecognised if the company's obligations specified in the contract expire or are discharged or cancelled.

Non-derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses.

Subsequent to initial recognition these instruments are measured as set out below.

Trade and other receivables

Trade and other receivables originated by the company are stated at amortised cost less allowance for doubtful debts.

Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents comprise cash on hand which are available for use by the company unless otherwise stated. Subsequent to initial recognition cash and cash equivalents are measured at amortised cost.

It is policy that 3 months cash reserves are held to mitigate any unforeseen circumstances.

Trade and other payables

Payables are recognised at amortised cost.

1.4 IMPAIRMENT

The carrying amounts of the company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the asset's recoverable amount is estimated.

An impairment loss is recognised whenever the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. Impairment losses are recognised in the statement of comprehensive income.

Calculation of recoverable amount

The recoverable amount of other assets is the greater of their net selling price and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

Reversals of impairments

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount.

An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

1.5 REVENUE

Revenue comprises revenue income from ratepayers which is collected by the City of Cape Town on the entity's behalf, net of retention revenue retained.

1.6 FINANCE INCOME

Finance income comprises interest income on funds invested. Interest income is recognised as it accrues, using the effective interest method.

1.7 OTHER INCOME

Other income includes management fee income and sundry income. Management fee income consists of various dedicated projects funded externally.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

Figures in Rand

2. REVENUE	2020	2019
ATM project	–	862 834
Revenue - services rendered	68 191 085	60 624 218
Retention of revenue refunded	1 868 615	5 123 273
Company Gardens project	–	108 643
Combined ATM and Company Gardens Project	899 982	–
	70 959 682	66 718 968

3. OTHER INCOME

Profit on sale of plant and equipment	–	173 428
Sundry income	579 692	54 391
	579 692	227 819

4. (DEFICIT) SURPLUS FROM OPERATIONS

(Deficit) Surplus from operations for the year is stated after accounting for the following:

Profit on sale of plant and equipment	–	173 428
Depreciation on plant and equipment	578 465	602 687
Salaries	12 309 112	11 927 446
Operating lease payments - equipment and premises	856 775	801 111
Security	42 419 550	32 676 379
Social services	6 507 413	5 877 650
Cleaning	7 810 189	8 059 592
Communications	2 094 309	2 254 018

5. FINANCE INCOME

Interest income

Interest received on bank balance	2 150 963	2 147 972
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6. TAXATION

Provision has not been made for current taxation, or deferred taxation as the Company is an approved Public Benefit Organisation in terms of Section 30 of the Income Tax Act and is exempt from income tax in terms of section 10(1)(cN) of the Income Tax Act.

Figures in Rand

7. PLANT AND EQUIPMENT

	Cost	Accumulated depreciation	Carrying value
2020			
Body-worn cameras	98 900	(2 747)	96 153
Computer hardware	587 430	(552 406)	35 024
Computer software	48 100	(48 100)	–
Containers	494 289	(92 031)	402 258
Fittings	90 857	(90 857)	–
Furniture	360 549	(291 087)	69 462
Leasehold improvements	780 658	(780 658)	–
Leasehold improvements -	47 896	(15 477)	32 419
Company Gardens			
Motor vehicles	1 535 784	(797 181)	738 603
Office equipment	149 825	(111 914)	37 911
	4 194 288	(2 782 458)	1 411 830

2019

Body-worn cameras	–	–	–
Computer hardware	582 790	(532 044)	50 746
Computer software	48 100	(48 100)	–
Containers	453 489	(43 622)	409 867
Fittings	90 857	(79 461)	11 396
Furniture	353 246	(231 411)	121 835
Leasehold improvements	780 658	(660 068)	120 590
Leasehold improvements -	–	–	–
Company Gardens			
Motor vehicles	1 535 784	(519 780)	1 016 004
Office equipment	145 907	(89 506)	56 401
	3 990 831	(2 203 992)	1 786 839

NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2020

7. RECONCILIATION OF PLANT AND EQUIPMENT

	Opening balance R	Additions R	Depreciation R	Closing balance R
2020				
Body-worn cameras	–	98 900	(2 747)	96 153
Computer hardware	50 746	4 640	(20 362)	35 024
Containers	409 867	40 800	(48 409)	402 258
Fittings	11 396	–	(11 396)	–
Furniture	121 835	7 303	(59 676)	69 462
Leasehold improvements	120 590	–	(120 590)	–
Leasehold improvements – Company Gardens	–	47 896	(15 477)	32 419
Motor vehicles	1 016 004	–	(277 401)	738 603
Office equipment	56 401	3 917	(22 407)	37 911
	1 786 839	203 456	(578 465)	1 411 830

	Opening balance R	Additions R	Scrapped R	Depreciation R	Closing balance R
2019					
Computer hardware	51 679	54 470	–	(55 403)	50 746
Containers	–	453 489	–	(43 622)	409 867
Fittings	23 428	–	–	(12 032)	11 396
Furniture	161 372	18 082	–	(57 619)	121 835
Leasehold improvements	276 721	–	–	(156 131)	120 590
Motor vehicles	517 916	759 000	(6 570)	(254 342)	1 016 004
Office equipment	69 948	9 991	–	(23 538)	56 401
	1 101 064	1 295 032	(6 570)	(602 687)	1 786 839

Assets with a book value of R6,570 were scrapped during the prior year.

	2020 R	2019 R
8. TRADE AND OTHER RECEIVABLES		
Prepayments	107 490	261 188
VAT	–	146 553
Other receivables	–	2 200
	107 490	409 941

The Company receives revenue income from the City of Cape Town (“the City”), which the City collects from ratepayers. In terms of the agreement, the City retains a reserve of 3% of all payments due to the CID. This reserve covers any short fall which may be suffered by the City as a result of non-payment or short payment of the CID revenue by property owners. The 3% retention revenue is only recognised as income once received. The retention revenue is not recognised in accounts receivable.

9. CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of:

Cash Management	29 811 781	30 380 907
Operational	963 313	846 643
	30 775 094	31 227 550

A guarantee of R50,000 has been in place since 19 May 2015 and serves as security to the landlord in relation to the CCID's leased office premises.

10. TRADE AND OTHER PAYABLES

Accruals	973 802	514 228
Other payables	977 184	916 030
Project income received in advance	210 032	577 257
Value Added Tax (VAT) payable	70 906	–
	2 231 924	2 007 515

NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2020

	2020 R	2019 R
11. CASH (USED IN)/GENERATED FROM OPERATIONS		
(Deficit) / surplus for the year	(1 354 325)	4 075 008
Adjustments for:		
Depreciation	578 465	602 687
Profit on sale of plant and equipment	–	(173 428)
Finance income	(2 150 963)	(2 147 972)
Finance costs	3 428	4 767
Reallocation of containers previously expensed	–	(332 859)
Changes in working capital:		
Trade and other receivables	302 451	29 745
Trade and other payables	224 409	(350 304)
	<u>(2 396 535)</u>	<u>1 707 644</u>

12. OPERATING LEASE COMMITMENTS

Operating leases – as lessee (expense)

Minimum lease payments due	
Within one year	<u>–</u> <u>540 587</u>

CCID leases premises and equipment under operating leases. The lease agreements for the majority of the premises and equipment utilised are for the minimum annual payments under non-cancellable operating leases. The Rentals escalation for the premises and equipment is 7.5% and 0% per annum respectively. No new operating lease agreements have been concluded as of the signature date of these Annual Financial Statements.

13. CONTINGENCIES

A bona fide inadvertent error occurred in the payroll set up during the 2016 - 2018 financial years, which resulted in taxable remuneration being classified as non-taxable. The error gave rise to an employees' tax liability which is calculated and provided for in these financial statements. SARS has indicated that a 200% Understatement Penalty (USP) will be raised on the grounds that "failure to declare such income constitutes intentional tax evasion" and allowed the company the opportunity to provide reasons as to why the penalty should not be raised accordingly.

**13. CONTINGENCIES (CONT.)****2020
R****2019
R**

If raised at 200%, the penalty will total R179 830.42 and interest calculated on the total tax debt will amount to R88 458.73. The directors have made use of the opportunity to present reasons to SARS and believe that the circumstances do not warrant such a severe USP. The directors are confident that SARS will not raise the USP at 200%. Due to the materiality of the USP, interest on the total outstanding liability cannot be measured reliably and is therefore not provided for in the annual financial statements.

14. RELATED PARTIES**Relationships**

The services paid by council are the supplementary municipal services the CID is performing on behalf of the City. Council funds these services by way of an additional property rate charged to all property owners within the boundary of the CID. In addition to the amounts received, the CCID pays the City for security and traffic services. This expenditure is allocated to Security expenses in the Detailed Income Statement.

Transactions with related parties**Material related party transactions****Amounts received from the City of Cape Town**

Revenue services rendered	68 191 085	60 624 218
Revenue retention refunded	1 868 615	5 123 273

Amounts paid to the City of Cape Town

EPWP Auxiliary Law Enforcement Officers	781 362	1 224 808
Learner Law Enforcement Officers	508 800	558 233
Traffic Wardens	843 025	863 536

15. GOING CONCERN

As at 30 June 2020 and up to the date of signing these financials no events or conditions have occurred that would impact the entity's ability to continue as a going concern.

16. EVENTS AFTER THE REPORTING PERIOD

There have been no facts or circumstances of a material nature that have occurred between the reporting date and the date of this report that have a material impact on the financial position of the company at the reporting date.

17. COVID-19

The current COVID-19 Pandemic predominantly impacted the final quarter of this financial year and resulted in additional expenditure being incurred to fund personal protective materials and office restructuring to comply with the Disaster Management Act: Regulations relating to COVID-19. Night-shift cleaning costs were removed in the last quarter due to low demand as a result of curfew implementation and the restricted trading conditions imposed on the night-time economy. Similarly any travel and conferences planned in the last four months of this financial year was cancelled as a direct result of the pandemic.

DETAILED INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 R	2019 R
Revenue			
ATM Project		–	862 834
Revenue - services rendered		68 191 085	60 624 218
Retention of revenue refunded		1 868 615	5 123 273
Company Gardens Project		–	108 643
Combined ATM and Company Gardens Project		899 982	–
	2	70 959 682	66 718 968
Other income			
Finance income	5	2 150 963	2 147 972
Profit on sale of plant and equipment		–	173 428
Sundry income		579 692	54 391
		2 730 655	2 375 791
Expenditure (refer to page 75)			
		(75 041 234)	(65 014 984)
Operating (deficit)/surplus	4	(1 350 897)	4 079 775
Finance costs		(3 428)	(4 767)
(Deficit)/surplus for the year		(1 354 325)	4 075 008

Figures in Rand
2019

EXPENDITURE**2020**

Auditor's remuneration	(94 900)	(88 268)
Bank charges	(36 714)	(32 764)
Cellphone and telephone costs	(177 384)	(170 082)
Cleaning	(7 810 189)	(8 059 592)
Communications	(2 094 309)	(2 254 018)
Computer expenses	(302 869)	(329 247)
Courier	(4 040)	(2 375)
Depreciation	(578 465)	(602 687)
Entertainment	(77 821)	(84 534)
Insurance	(158 518)	(145 954)
Lease rentals on operating lease	(856 775)	(801 111)
Legal fees	(9 258)	(8 931)
Licence fees	(4 083)	(4 965)
Office expenses	(34 040)	(38 475)
Personal protective materials for COVID-19	(91 495)	–
Printing and stationery	(138 699)	(122 611)
Professional fees	(90 823)	(78 027)
Project expenditure: ATM Project	–	(862 834)
Project expenditure: Combined ATM and Company Gardens Project	(899 982)	–
Project Expenditure: Company Gardens Project	–	(117 254)
Project expenditure: Public Space Management Project	–	(214 324)
Salaries	(12 309 112)	(11 927 446)
Security expenses	(42 419 550)	(32 676 379)
Social services	(6 507 413)	(5 877 650)
Staff costs	(149 418)	(205 576)
Subscriptions	(29 732)	(31 776)
Transport and freight	–	(183)
Travel	(165 645)	(277 921)
	(75 041 234)	(65 014 984)

CCID STAFF AND BOARD MEMBERS

BOARD MEMBERS



Rob Kane
Chairperson, Boxwood
Property Fund



Tamra Capstick-Dale
Corporate Image



Grant Elliott
Redefine Properties



Charles Keefer
Property Exponents



Julian Leibman
Investec



Nawal Ramasar
Active Blue Valuations



Laura Robinson
Cape Town
Heritage Trust



David Stoll
Growthpoint
Properties



Henry Truter
Rennie Property
Management



Riaan van Wyk
Woolworths



John van Rooyen
Tsogo Sun

CCID STAFF

Office of the CEO ↓



Tasso Evangelinos
Chief Executive Officer



Christa Maans
PA to the CEO



Stephen Willenburg
Business Manager



Mary-Ellen Joseph
Finance & HR Assistant

Safety & Security ↓



Muneeb Hendricks
Manager



Alec van de Rheede
Assistant Manager



Martinus Jenkins
Night Manager



Gary Dyssel
Night Manager

Urban Management ↓



Kally Benito
Assistant Manager



Carlisle Marankey
Precinct Manager

Social Development ↓



Pat Eddy
Manager



Headman Siralarala
Field Worker



Mark Williams
Field Worker



Shanien Rich
Social Worker

Communications ↓



Sharon Sorour-Morris
Manager



Aziza Patandin
Project Coordinator



Scott Arendse
Online Coordinator



Simangele Mzizi
Staff Writer

WITH THANKS

At the beginning of the report, Rob Kane and I unpacked the scenarios the CCID has experienced in this year under review. While the impact of the coronavirus only caught the tail-end of this period, its impact has been severe. I am certain Rob will agree with me when I say that key to our success has been working with committed partners and their teams. We are sincerely grateful for their invaluable contribution.

In our 20th year, we reflect on the contribution of our previous board members and thank them for their invaluable support and advice in guiding the CCID on its journey. I would like to thank the late Theodore Yach, one of the CCID's biggest supporters, having been a founding member and chairperson for many years. My thanks also go to previous board members, Abu Varacchia, Faieda Jacobs, Gary Fisher, Imraan Ho-Yee, Martin Rippon and Richard Harris.

My gratitude also goes to Andrew Boraine, CEO of the Western Cape Economic Development Partnership, former Cape Town City Manager and CEO of the Cape Town Partnership, the CCID's managing agent from 2000 until 2015. Your contribution has been invaluable.

This year also marks our 20th clean audit which would not have been possible without the support of our current board of directors. Many thanks to board chairperson Rob Kane as he marks 10 years with the CCID. Another special acknowledgement goes to Julian Leibman who celebrates 20 years at the organisation. To Tamra Capstick-Dale, Grant Elliott, Charles Keefer, Nawal Ramasar, Laura Robinson, David Stoll, Henry Truter, Riaan van Wyk and John van Rooyen, we're grateful for your guidance. The ratepayers of the Cape Town Central City and all our stakeholders, who have made the Cape Town CBD the most successful in South Africa, thank you for your support.

Most days, we work with our partners at the City of Cape Town. Thank you to Executive Mayor Dan Plato, Mayoral Committee members Aldermen JP Smith (Safety & Security) and James Vos (Economic Opportunities), as well as councillors Dave Bryant (Ward 115) and Matthew Kempthorne (chairperson of the Good Hope Sub Council) amongst others. We're also appreciative of the support from Eddie Scott and Joepie Joubert at the City Improvement Districts (CIDs) department. My thanks also go to Zolile Siswana (Director: Economic Development Area North), Brendon Abrahams (Head: Roads and Stormwater), Xolisile Mama (Head: Solid Waste Cleansing), Eugene Hlongwane (Manager: Cleansing – Solid Waste Management), Zahid Badroodien (Cape Town Mayoral Committee member for Community Services and Health) and Rachel Schnackenberg (Manager: Property Holdings).

We would also like to acknowledge the support of the City's Executive Director of Safety and Security, Richard Bosman, and Petrus "Robbie" Roberts, Director for Law Enforcement, Traffic and Co-ordination for working with us to ensure a safe CBD.

We also extend our thanks to the Western Cape Government, especially Premier Alan Winde, and the Department of Community Safety (DOCS).

Our research into the CBD's night-time economy continues and I would like to recognise the contribution by Associate Professor François Viruly from UCT's Urban Real Estate Research Unit and Dr Kathy Michell, Associate Professor and Head of the Construction Department at UCT.

My heartfelt thanks goes to the CCID's management team and staff in the various departments. On behalf of Mo Hendricks (Safety & Security),



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Kally Benito (Urban Management), Pat Eddy (Social Development), Sharon Sorour-Morris (Communications) and Stephen Willenburg (Business Manager), I would like to thank the following partners and service providers, and the teams they work with:

Safety & Security

South African Police Service, City of Cape Town (Law Enforcement, Metro Police, Traffic and Social Development and Early Childhood Development), Western Cape Government (departments of Community Safety and Economic Opportunities), Iliso Protection Services and the Cape Town Central Community Police Forum, SEON, National Department of Tourism, Cape Town Tourism, The Tourism & Business Institute of South Africa, Members of the Long Street Association and Body Corporates of Residential Complexes.

Urban Management

City of Cape Town (City Parks, Electricity Services, Environmental Health, Facilities Management, Outdoor Advertising, Public Lighting, Roads & Stormwater, Solid Waste Cleansing and Collections Department, Traffic Signals and Water & Sanitation), J&M Cleaning Services and Straatwerk.

Social Development

The Hope Exchange, the City of Cape Town's Social Development and Early Childhood Development departments, The Haven, The Homestead, Ons Plek, Salesian Institute Youth Projects, Straatwerk, WC Street Children's Forum, Street People's Forum, ACVV, The Ark City of Refuge, Booth Memorial Hospital, Cape Town Drug Counselling Centre, Carehaven, Happy Valley Shelter, Heaven Shelter House, Khulisa Social Solutions, Saartjie Baartman Centre for Women and Children, the Scalabrini Centre, Service Dining Rooms, St Anne's Home, TB HIV Care, U-turn Homeless Ministries, the Western Cape Government Department of Social Development, Youth Solutions Africa, Ladles of Love, New Somerset Hospital and Caledon Square Police Station.

Communications

Atmosphere Communications, Design Infestation, Media Machine, Paarl Coldset, Sandra Gordon, Sean Robertson, Universal Mail Link, Novus Print, Tandym Print South Africa, Jarovi Trading and Crisis Couriers.

In conclusion

If we were to list each person by name, we would need a publication twice the size of this one. So, if you have touched the CCID in any way, we are thankful.

Tasso Evangelinos
CEO



CREDITS

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“There is no better approach to solving challenges than the famous saying ‘two heads are better than one’. Whether creating internal partnerships between colleagues or departments, to larger partnerships between businesses, harnessing the strengths and abilities of others from different corners of your ecosystem is one of the most strategic ways for businesses to scale their innovation and solve complex challenges.”

– Paul Parisi, Head of Silicon Valley Bank Canada