



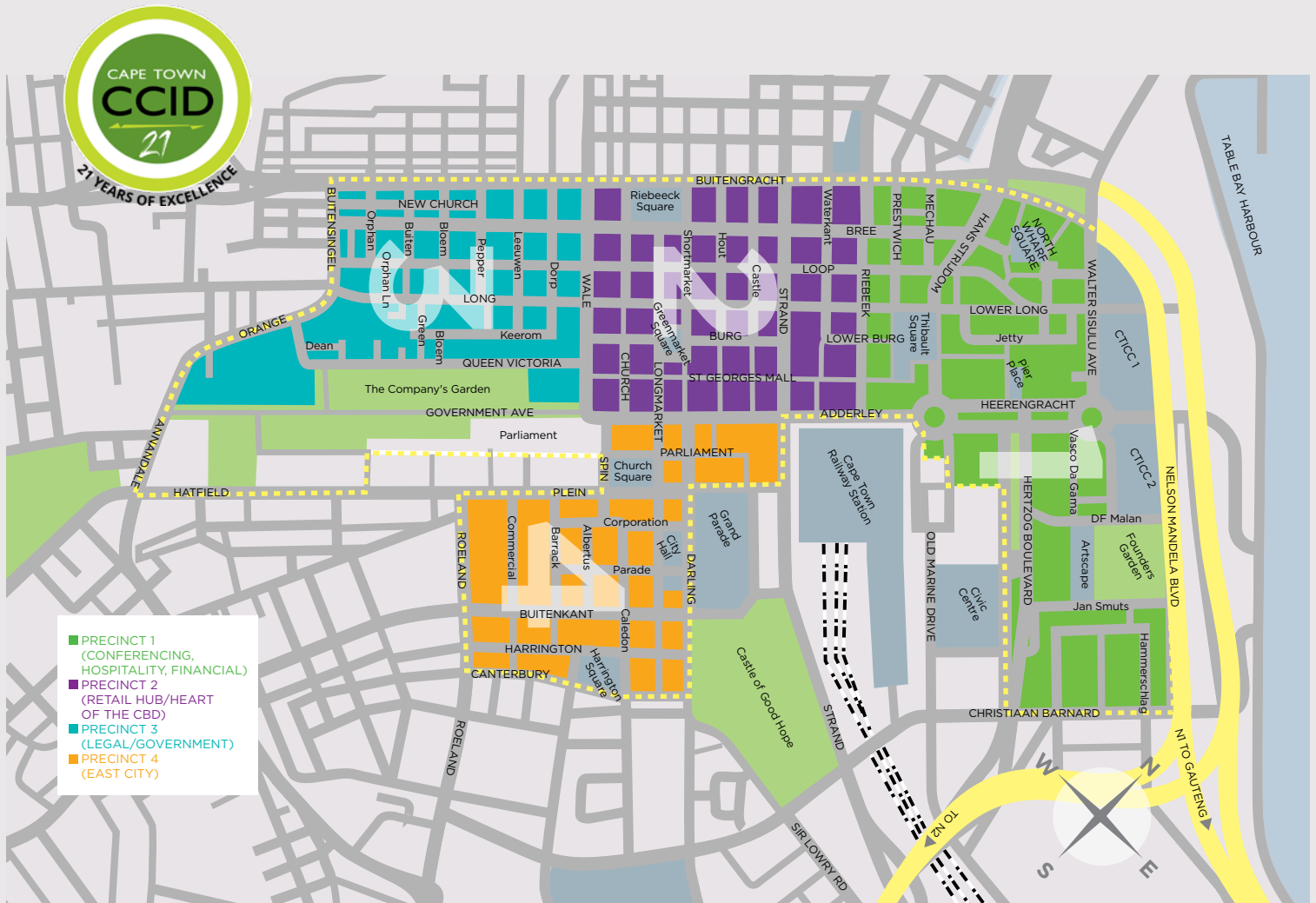
CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

Annual Report 2021



RIISING TO THE COVID-19 CHALLENGE

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 as indicated on the map.



Cape Town CBD - Ryan Warneke

MISSION AND VISION

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 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 in the past few years also turned its sights towards showing the world beyond its boundaries that it is “open for business” and further investment.

Striving for a Central City that is safe, clean, caring, open for business and a centre for all.

Over the course of the past 21 years, the CCID has played an important role in promoting safety, culture, local economy, and service delivery within the inner city. It is for this reason that Capetonians, and those visiting our beautiful city, are able to enjoy our bustling First Thursdays, markets, world-class restaurants, coffee culture, nightlife and art scene. The work done by the CCID also helps tourists from across the world to feel safe when visiting us, wanting only to return.

I want to thank each and every person who has played a part in building and enhancing the CCID over the past 21 years. You are doing important work in ensuring that we live in a city that we can all be proud of. Going forward, we must look critically at how the Covid-19 reality has created a Work From Home and remote-working culture.

As Executive Mayor of the City of Cape Town, I would like to congratulate the Cape Town Central City Improvement District on reaching this significant milestone. A 21st birthday marks a new phase of lessons to be learned, triumphs to be celebrated and growth to be experienced. It is also a point in time that allows us to reflect on the journey thus far.

Two decades ago, the Cape Town CBD looked very different and was turning into a crime-ridden and run-down city centre, leading to businesses vacating the Central City for premises elsewhere. Now, 21 years later, there has been a significant turnaround – in large part due to the critical role played by the introduction of a central improvement district.

While there has been a lot of positive change, there have also been challenges, with the global Covid-19 pandemic bringing unprecedented change to our lives. This city has a good track record of responding positively to change, with the term “resilience” always coming to mind when we talk about Cape Town and its residents.

We have overcome much in the past few years, recovering from a historic drought and then grappling with the impact of the coronavirus pandemic. Our residents, government structures, and many partners have all faced similar challenges and opportunities and it is vital that we continue to work together for economic recovery and further growth.

A “birthday” also allows us to reflect on our many achievements, and in the past year, Cape Town was named Africa’s Leading Festival & Event

This lends itself to tremendous opportunity and we must position our city and CBD accordingly so that we benefit from it. We have a lot to offer.

The inner city is bound to change and the CCID will play a key role in shaping its future along with government partners, business and citizens. I look forward to observing the important role that the CCID will play in further promoting and caring for our city centre.

Alan Winde

PREMIER OF THE WESTERN CAPE



Destination at the World Travel Awards, the Best City in Africa by the Travel & Leisure Awards and received many other accolades confirming our financial sustainability and residents’ trust in us.

All this recognition is the sum of hard work by tourism officials, city staff, safety officers, the CCID and the scores of international visitors who have raised the profile of the Mother City to new heights. While the pandemic has had a temporary negative impact on the Cape Town CBD, as residents of Cape Town and this country, it is now up to all of us to restore the stellar reputation of this beautiful city.

We look forward to seeing the full reopening of our tourism and hospitality sector as vaccinations continue to roll out to all. We encourage everyone to get vaccinated as soon as possible so we can once again enjoy a vibrant city and CBD.

The CCID has been a valuable role player in helping to make the CBD safer, cleaner, more welcoming, and more inclusive through various initiatives.

I am confident that with partners like the CCID, the City of Cape Town will continue to be the best run city in the country, one of the best run cities in the world, and remain a haven of opportunity for all.

Dan Plato

EXECUTIVE MAYOR OF CAPE TOWN



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CHAIRPERSON'S REVIEW

ROB KANE

The resilience and sheer staying power of the Cape Town Central City Improvement District has never been more evident than in the year under review. It has been nothing short of remarkable. It is therefore fitting that this year the CCID turns 21 in the Mother City's Central Business District, which has also displayed remarkable resilience to the economic knocks and blows the global pandemic has wrought.

Tasso Evangelinos and his team, and the CBD's businesses and entrepreneurs, can be applauded for "daring greatly" in 2020/2021. I am reminded of the inspirational words of American president Teddy Roosevelt, from a speech known as "The Man in the Arena".

DARING GREATLY

"It is not the critic who counts; nor the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs ... because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms ... who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat."

Aptly, the late Nelson Mandela handed this speech to Bok captain François Pienaar just before he led his team onto the field to face the favoured, and fearsome, All Blacks in the 1995 World Cup final. The triumphant result is a cherished part of our history.

ADAPTING SWIFTLY

Here, too, the CCID has triumphantly worked in our downtown, displaying once again a commendable work ethic and ability to adapt swiftly and effectively to circumstances on the ground and provide stability for our stakeholders.

The CCID's teams in its operational departments – Safety & Security, Urban Management and Social Development – are our men (and women!) in the "arena". In 2020/21, facing the uncertainty of a dangerous pandemic and ever-changing lockdown regulations, they continued to work diligently and with a positive attitude under very difficult conditions. As regulations changed, so did their strategies. Communications and Finance also went beyond the call of duty to ensure the CCID's success. Communications, with the CCID's PR agency Atmosphere Communications, embarked on a wide-reaching national campaign to promote the CBD economy, while Finance ensured the CCID once again achieved a clean audit.

COLLABORATION IS KEY

In this report, our teams reflect on the extraordinary challenges they faced in this, our first full Covid-19 year. A key theme for all departments is collaboration: the CCID doesn't operate in a vacuum but provides top-up services to the highest possible standards to those delivered by our primary partners, namely the City of Cape Town and the South African Police Service (SAPS).

To this end, the 300 Public Safety Officers in the Safety & Security teams worked night and day, patrolling the streets and doing regular joint crime-prevention operations with SAPS and City Law Enforcement to reassure workers, business owners, landlords, residents and visitors – and ultimately ensure a climate conducive to doing business and making investments prevailed. Cleaners and other workers in the Urban Management department continued to clean and beautify the CBD,

adapting their shifts to meet changing curfew rules and regulations, and adding special greening and upgrading projects to their already full schedules. Social Development continued to work diligently with its six NGO partners to assist the homeless – facing increasing challenges in the winter months and the risk of greater coronavirus infections – to have access to amenities and work opportunities.

A TESTING YEAR

While this past year was one of the most testing in recent history, and the CBD received a battering like most downtowns worldwide, things on the ground are starting to change.

Landlords are seeing a noticeable increase in the number of office workers returning to their workplaces, as the Work From Home experiment increasingly loses its appeal and employers start asking their workers to come back to the office. This bodes well for businesses in town, especially in the retail sector which has been hard-hit by the pandemic, but which has displayed the most admirable tenacity.

While many businesses have closed down or relocated, many others have reopened with vigour and a different offering, while new venues continue to invest in the CBD. The downtown's success is underpinned by the fact that in 2020/21, the total value of CBD property investments (completed, under construction, planned or proposed) is estimated to be R6.68 billion. What's

more, Cape Town remains an excellent investment node for residential and commercial property: the City of Cape Town's 2018/19 property evaluation values property in the CBD at R43.796 billion. With all the residential developments taking place, it is clear that residential living is here to stay, and the CBD's allure as a place to live will only increase.

COPING WITH COVID

In this Covid-19 year, we continued to add value to the Cape Town inner city, and I have no doubt we will continue to “be in the arena” next year, making a huge effort. Like the year under review, and as Roosevelt noted, we might not always be 100 % successful. But if we fail momentarily, we – like many CBD entrepreneurs, business owners and landlords – will strive to succeed by daring greatly.

The one positive thing about Covid-19 is that it has been around for over 18 months now, and we have had no choice but to roll with the punches.

Certainly, it has been a privilege to witness the success of the CCID in downtown Cape Town in its 21st year, and to be part of such a well-run and dedicated organisation.

I extend my congratulations to Tasso and the CCID employees on a job well done. I would also like to thank the CCID's board of directors for their guidance, support, time and wisdom in this challenging year. It gives me faith in the future, and our ability to withstand what lies ahead.

ABOVE LEFT: The Foreshore at night. BELOW and RIGHT: Holyrood, Hotel Sky and 35 Lower Long.





MESSAGE FROM THE CEO TASSO EVANGELINOS

It is fitting that the CCID has come of age at a time when cities and countries are being tested by a global pandemic that has changed the way we work, do business and live. Twenty-one years ago, when the CCID was formed, the Cape Town CBD faced a crisis that also threatened its very existence. Coping with crises and the challenges they bring is therefore not new to our organisation.

Last year, we celebrated two decades of working in the Cape Town CBD and as I noted in the CCID's 2020 Annual Report, this celebration was not only for us but for the whole of Cape Town. The CBD we enjoy today is vastly different from the one we were entrusted with in the 1990s. Our hard work and dedication is evident and, until Covid-19 reached our shores, the CBD was a vibrant business and entertainment hub day and night, an award-winning global conference and events destination and an exciting place to live, work and play.

During the year under review, our structures and partnerships were once again tested to the limit by Covid-19 and the government's subsequent regulations to stem its tide. These deeply affected our retailers and damaged the city centre's economy. However, I am happy to report that we not only survived but succeeded in maintaining a safe and secure CBD for our stakeholders, ensuring that the Central City was open for business, and encouraging office workers and visitors to come back to town.

Once again, our strong partnerships combined with our diligence and determination enabled us to operate effectively under duress, keeping the city centre safe

and clean despite rolling lockdowns and crippling curfews, and upholding the Disaster Management Act.

Of paramount importance to the CCID was ensuring the safety of our staff, including our hundreds of Public Safety Officers (PSOs) and cleaners, who have been on the frontline in town since March 2020.

MAINTAINING A SAFE CBD

One of our biggest challenges was protecting people and possessions in a city centre devoid of its usual hustle and bustle.

CCID Safety & Security moved fast to change its operational strategy, collaborating with our primary partners, SAPS and the City of Cape Town, as well as the City's Law Enforcement agency, City Traffic, Metro Police, and the City's specialised CCTV Cyclops Unit.

Overall, the department conducted **37 716** crime prevention initiatives and its revised strategy saw **97 921** checks being conducted on residential and commercial buildings. The CCID's dedicated City LEOs, who work alongside our PSOs, made **202** arrests while CCID-funded Traffic Wardens issued **9 576** fines with an estimated value of **R6 091 600**.

With Covid-19 looming large, the department joined efforts to curb the spread of the coronavirus, deploying **40** safety ambassadors and tourism monitors provided by the Western Cape Department of Community Safety (DOCS) and the National Department





ABOVE, from left: A Public Safety Officer on patrol in Long St; Urban Management teams painting a post box; City Views quarterly newspaper; spraying weeds in the CBD.

of Tourism respectively, to high-traffic areas to sensitise the public about protection measures.

A CLEAN SWEEP

A CBD with less people is still a dirty CBD. CCID Urban Management absorbed the Covid-19 shocks, continuing to provide a clean and risk-reduced urban environment with its partners.

In the period under review, the CCID's hardworking sweepers removed over **1 148** tonnes of litter and illegally dumped waste to landfill. Urban Management also embarked on various beautification projects in the CBD. This included installing **89** floral baskets in St Georges Mall, refurbishing 28 red post boxes and repainting **854** items of the CBD's blue infrastructure. The department also focused on greening the CBD by planting **40** Spekboom plants and **66** Cape Ash trees in partnership with the City's Recreation and Parks Department.

Joining the fight against rising Covid-19 infections, Urban Management introduced a four-man Sanitising Squad to disinfect all high-touch surfaces in the city centre.

PROVIDING SOCIAL SERVICES

While we have worked hard to create a successful CBD, over the past few years it has become increasingly challenging especially during tough economic times. Before Covid-19 hit, we were already facing a very tight economy which only worsened once the government restricted business activity to fight the pandemic.

With Covid-19 now at play and South Africa's unemployment rate at an all-time high of 34.4 %, the challenges have multiplied especially for our Social Development department which is facing increasing numbers of homeless people in town. With the express aim of helping street people to live a better life and move off the streets of the CBD, in the year under review, Social Development interacted with **1 176** street people, transporting **54** willing adults back home. Working closely with six partner NGOs, the department pulled out all the stops to help safeguard homeless individuals from Covid-19 and provide services to improve their conditions.

While the challenges are huge when it comes to social issues, I am encouraged by the results of Social Development's partnerships with NGOs like Khulisa Social Solutions as well as TB HIV Care to uplift chronic homeless individuals. Khulisa's Streetscapes initiative has a **74 %** success rate when it comes to people moving off the streets and an **81 %** retention rate on its work rehabilitation programmes.

Social development's partnership with TB HIV Care helped to provide **485** psychosocial support sessions and **6 217** meals, which is up by **3 964** compared to last year. Both projects continue to demonstrate what could be done to deal with social issues holistically.

PROMOTING THE CBD

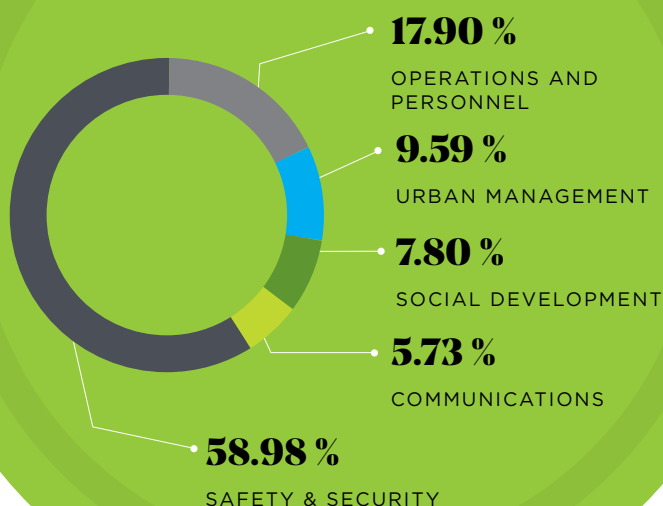
In the period under review, the CCID's Communications department proved that over-communicating is the way to go in a crisis. It collaborated across all the CCID's departments to promote the work of the organisation and promote business and investment into the CBD while giving accurate information about Covid-19 and lockdowns through the CCID's various online platforms which have a total of **78 654** online subscribers.

To counteract the pandemic's impact on the CBD, Communications launched one of its biggest and most successful campaigns to date – in collaboration with the CCID's PR agency Atmosphere Communications – to help revive the Central City's economy. Called Come Back to Town, the five-month initiative targeted employees, businesses, and local, national, and international visitors by encouraging them to visit, work and invest in the Cape Town Central City.

The campaign's widespread reach of **80 million** across various touchpoints, including **77** pieces of media coverage with an AVE of **R2.8 million**, positioned the Central City as the place to be and do

CCID FUNDING

The CCID received R76 715 522 via CBD ratepayers in the financial year 2020/21. Expenditure was divided as follows:



RIGHT, from top to bottom:
A cleaner checks in with
his supervisor; Social
Development receiving
a donation; Khulisa's
LaundReCycle initiative;
Communications' Come
Back To Town campaign.



business. Outdoor advertising on **23** digital billboards delivered **720 971** views while Google Display adverts, shown more than **8.58 million** times, targeted a wider national and international audience. The campaign also included a social media influencer campaign, inner-city busking programme, a social media campaign and a CBD Eateries' map promoting destination Central City restaurants.

Over and above this campaign, Communications worked hard to promote the work of the CCID and the CBD, achieving an AVE of over **R20 million** and reaching an estimated audience of more than **910 million** people across a broad spectrum.

I am extremely proud of my team and salute their hard work, commitment and dedication under very difficult circumstances. I would also like to thank the CCID's knowledgeable and committed board members for their time and invaluable contribution to the CCID's ongoing success.

As an NPO, we remain vigilant and resolute, intent on steering the CCID's ship through the choppy waters that inevitably lie ahead. While the pandemic is currently under control, and things are looking up for the Festive Season, we are wise and experienced enough to know that things can change in the blink of an eye. We remain ready to weather any storm.



YEAR IN REVIEW

The year in review has been tumultuous, characterised by the chaos that swept the world due to the coronavirus pandemic. The country's economy buckled, and with it the economies of its main metropolises. The Cape Town Central City, the area in which we operate, was deeply affected. Here we give a brief overview of the CCID's Covid-19 year.

1. A WELCOME RESPITE

The CCID's new financial year, which started on 1 July 2020, coincided with the start of Level 3 lockdown which was not as onerous as levels 5 and 4 in the previous year. This was a welcome relief and heralded some economic recovery. However, the CBD was facing an exodus of tens of thousands of office workers thanks to the Disaster Management Act decree that anyone who could work from home, should do so. The alcohol and cigarette bans were in place and only food deliveries and collections were allowed.

2. PROTECTING AND MAINTAINING THE CBD

While the city centre had reduced foot traffic, the CCID's operational departments – which had nimbly adapted to the unusual business environment – continued to deliver on their mandate of keeping the city centre safe and clean. Safety & Security protected property, people, and possessions. Urban Management changed their shifts and focussed on daytime cleaning while Social Development collaborated with NGO partners to ensure homeless clients had access to essential services. Communications continued to effectively communicate the work of the CCID's operational teams, inform stakeholders on the status quo, promote retailers and get ready to embark on an unprecedented campaign to reinvigorate the CBD economy.

3. REIGNITING THE CBD

After months of doom and gloom, a ray of light appeared in September when the country moved to Level 1 lockdown. Travel restrictions eased, but most retailers traded at 50 % capacity with alcohol sales being allowed from Monday to Friday between 09h00 and 17h00, as well as onsite consumption. With this window of opportunity,

SOUTH AFRICA'S LOCKDOWN LEVELS 2020/21

- **Level 3:** 1 June – 17 August 2020
- **Level 2:** 18 August – 20 September 2020
- **Level 1:** 21 September – 28 December 2020
- **Level 3:** 29 December 2020 – 28 February 2021
- **Level 1:** 1 March – 15 June 2021
- **Level 3:** 16 June – 27 June 2021
- **Level 4:** 28 June – 25 July 2021

the CCID launched a multi-dimensional, five-month Come Back To Town Campaign to encourage employees, businesses and local, national and international visitors to return to the Central City. Communications also continued to highlight the extraordinary resilience of stakeholders in adapting to the “new normal”: businesses not only survived but reinvented themselves. While some stakeholders closed down, many others opened their doors for the first time.

4. SPEED BUMP

The second wave of Covid-19 infections, which hit in Quarter 4 of 2020, were driven by a new, highly contagious variant of the SARS-CoV-2 virus. This resulted in another tightening of lockdown restrictions in late-December with the country back to Lockdown Level 3, scuppering hopes of a good Festive Season in the CBD. Beaches were closed, and alcohol sales were banned once more. Hopes for the revival of the hospitality sector were dampened, and further losses were suffered by hotels in the Central City.

5. THE YO-YO EFFECT

The final six months of the year under review, from January to June 2021, saw the country go from Level 3 to levels 1, 3 and 4 respectively. With vaccination numbers increasing, and the Central City playing host to the Vaccination Centre of Hope at the CTICC, the financial year ended on a high with restrictions easing to Level 4. It was also encouraging to note that economic activity in the Central City picked up, with visitors enjoying the buzz of the CBD at weekends, office workers starting to trickle back to work slowly but surely, and property developments continuing unabated. According to the CCID's economic publication *State of Cape Town Central City Report 2020 – A year in review [Covid-19 edition]*, the estimated value of property developments completed in 2020 was R972 million with those under construction valued at R2.9 billion.

NO MASK
NO ENTRY

I LOVE THE
DOUGH



ABOVE and RIGHT: A CBD under siege: the effects of the coronavirus pandemic could be seen in the inner city during 2020/21.



LEFT: The Safety & Security team, from left to right: Alec van de Rhee (assistant manager), Muneeb Hendricks (manager), Gary Dyssel (night manager) and Martinus Jenkins (night manager).
ABOVE: Public Safety Officers on the beat.

SAFETY & SECURITY



With the Central City in flux thanks to an ever-changing Covid-19 environment, CCID Safety & Security proved its mettle in the year under review by constantly adapting its strategy to maintain a safe CBD.

COVID CHALLENGES

- Keeping a team of 300 Public Safety Officers safe to minimise disruption of the department's shifts and crime-prevention efforts.
- Protecting the public against criminal activities in an unfamiliar pandemic and lockdown environment.
- Enforcing Disaster Management Act directives.
- Dealing with anti-social behaviour in public, including drinking, fighting, and using drugs.
- Maintaining relationships with safety partners, residents, businesses and NGOs while adhering to Covid-19 protocols.

STRATEGIES & SUCCESSES

Safety & Security focused on protecting people, and the property and possessions of CBD stakeholders by introducing the following measures:

- Applying Covid-19 safety protocols, including moving daily briefings to a large parking area, wiping down equipment before and after shifts, and fogging the CCID's 24-hour centre weekly.
- Introducing routine checks on commercial and residential buildings and a courtesy safety escort service for employees and business owners, and responding to alarm activations.
- Deploying the CCID's 45-strong team to manage anti-social behaviour in the CBD.

- Conducting regular joint crime-prevention operations with safety partners in hotspot areas, focusing on stop-and-search operations to locate dangerous weapons, vehicle break-in implements, drugs and possible stolen items.
- Opting for online and Covid-19 safe in-person meetings to maintain relationships.

KEY PANDEMIC PROJECTS

Body-worn video units

In 2016, Safety & Security furnished the CCID's Public Safety Officers (PSOs) with body-worn cameras, which have become a positive behaviour modification tool for both officers and the public. In the period under review, 60 new units were purchased to ensure each PSO had a device when on duty. For the first time, the six City of Cape Town Traffic Wardens – contracted to the CCID to enforce non-moving violations – were also issued with cameras. The units were also upgraded, resulting in faster download speeds and improved sound and video quality. Additionally, PSOs were issued with new sturdy harnesses to secure them and make them visible.

Crime-prevention operations

Collaboration remained a priority for CCID Safety & Security, particularly during the pandemic. The department partnered with SAPS, the City of Cape Town's Law Enforcement agency, City Traffic and Metro Police to conduct regular and extensive joint crime-prevention operations. There were four operations per day, targeting issues such as Disaster Management Act contraventions, common robbery, theft out of motor vehicles and traffic-related offences. Vehicle check-point and stop-and-search operations (for dangerous weapons, stolen property and drugs) also formed part of the operations.

Securing possessions

As foot traffic in the CBD dropped drastically in the CBD during 2020/21, Safety & Security implemented proactive policing measures to protect the property and possessions of stakeholders. This resulted in 97 921 checks on residential buildings in the period under review. CCID teams also responded to 83 alarm activations and 36 unsecured premises.

Ambassadorial programme

In response to the pandemic, Safety & Security repurposed the function of its 20 Safety Ambassadors, seconded via the WC Department of Community Safety (DOCS). Before the pandemic, the team was a visible presence in the Company's Garden and at certain hotspot ATMs to prevent fraud. In the year under review, the strategy changed to educating people about the importance of physical distancing, wearing masks and sanitising. The team targeted areas with large queues like supermarkets, SASSA, SARS, Home Affairs and SAPS. This strategy also applied to the 20 Tourism Monitors, seconded via the National Department of Tourism in collaboration with the Expanded Public Works Programme.

Relationship building

Despite the pandemic and lockdown, CCID Safety & Security continued to establish and maintain relationships with Central City businesses. The team also offered support to business projects to promote the CBD economy, including the Long Street Association's drive to reinvigorate the economy of Upper Long St. Safety & Security manager Muneeb Hendricks represented the CCID on the association's executive committee, comprising business owners and landlords. In the period under review, the initiative promoted the establishment of business-enhancing parklets, the safety of visitors and the beautification of the area (in collaboration with CCID Urban Management) by planting trees.

Branding kiosks

Safety & Security rebranded and serviced its nine security and information kiosks stationed across the CBD. These are manned 24/7 by PSOs and remain an invaluable tool in improving visibility, creating a safety presence, and assisting members of the public.

Collaborating with NGOs

As the department is responsible for policing the City's bylaws, including the so-called "nuisance" bylaws that involve anti-social behaviour, Safety & Security engaged with NGOs that work with the homeless in the CBD, in conjunction with Social Development, to identify spaces where drug-dependent individuals could "safely" use drugs instead of doing so in public spaces. The initiative also looked at educating those who inject about the importance of disposing of used needles appropriately to reduce health risks to visitors and workers in the Central City.



2020 – 2021 IN NUMBERS

Safety & Security provides top-up services to those delivered by its primary partners, SAPS and the City of Cape Town's Law Enforcement Agency. The following outlines the work of this team:

Made 202 arrests together with the CCID's Law Enforcement partners	Conducted 37 716 crime-prevention initiatives	Conducted 97 921 checks on residential buildings	The CCID preventative strategy for 2020/21 yielded 61 670 interactions
CCID-funded Law Enforcement Officers issued 2 929 fines	Assisted with medical and rescue callouts 119 times	CCID-funded Traffic Wardens issued 9 576 fines with an estimated value of R6 091 600	Dealt with 122 illegal trading offences
Rendered public and vehicle assistance 677 times	Issued 18 248 warnings	Removed 2 972 illegal structures	Recorded 9 593 anti-social interactions
Responded to 83 alarm activations	Detected 36 unsecured premises	Addressed 57 incidents of illegal dumping	

THE TEAM

- 4 full-time staff members
- 300 PSOs deployed via Iliso Protection Services, on duty 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

PRIORITIES FOR THE YEAR AHEAD

- Investigating licence plate and facial recognition technology as well as intruder detection cameras to assist with crime prevention efforts.
- Deploying 50 Tourism Monitors, funded by the Department of Tourism, to educate tourists on safety and promote the CBD.
- Collaborating with the SA Human Rights Commission, street people and business sectors on ways to improve the plight of the CBD's homeless population.
- Maintaining and building new relationships with stakeholders to ensure a broad network of "eyes and ears".

“

21 YEARS OF SAFETY & SECURITY

Initially, the department's biggest challenge was establishing trust. My response to sceptics was that they judge us by our actions and, over time, we formed lasting relationships. The game-changer was the deployment alongside our teams of dedicated City LEOs who have powers of arrest and can issue fines for all bylaw contraventions.

This made us an independent agency with a bite to our bark. Incorporating technology to enhance and improve our crime-prevention efforts is also notable.

Muneeb Hendricks: CCID Safety & Security manager

”



TOP LEFT and RIGHT: Safety & Security teams in action in the CBD.



LEFT: CCID Urban Management, from left: Kally Benito (manager) and Carlisle Marankey (precinct manager); members of the Gardening Services team.



URBAN MANAGEMENT

Providing a clean city centre despite the exodus of workers and visitors from the CBD, maintaining its infrastructure and initiating beautification projects was Urban Management's focus in the year under review.

COVID CHALLENGES

- Ensuring the safety of over 40 team members, who clean and maintain the CBD daily from 08h00 to 17h00, so they don't contract Covid-19.
- Managing overflowing bins due to waste collection delays caused by positive Covid-19 cases at the City of Cape Town's Solid Waste Management Department's various depots, particularly in July 2020.
- Increasing the frequency of cleaning around waste collection points and attending to litter spilling out of bags (torn open by people searching for recyclable materials) and bins.
- Repairing broken and damaged CCID cigarette-butt bins during the cigarette ban, which prompted people to empty the cylinders to look for stompies.

STRATEGIES & SUCCESSES

To deal with challenges, Urban Management revised its cleaning deployment strategy in the CBD due to Covid-19 curfews, taking the following measures:

- Implementing daily Covid-19 safety protocols – such as social distancing, the issuing and correct use of PPE and temperature checks – to keep its teams safe. As a result, Urban Management didn't experience any

positive Covid-19 cases in the year under review.

- With less foot traffic at night, 12 night shift cleaners were moved to the day shift. This increased the tally to 40 cleaners per day shift and allowed Urban Management to cope with additional demands and to concentrate on detailed cleaning such as washing green street-pole refuse bins and scrubbing around them to remove dirt and sticky substances.
- Introducing a Sanitising Squad to regularly disinfect and sanitise high-touch surfaces in the CBD to help reduce the risk of Covid-19 and other infections (see below).

KEY PANDEMIC PROJECTS

Disinfecting the CBD

Urban Management spearheaded efforts to contain the spread of Covid-19 in the Central City by introducing a Sanitising Squad in July 2020. The team traversed the CBD every weekday from 08h00 to 17h00, deep-cleaning the many high-touch surfaces in the city centre including pedestrian buttons, railings, benches, bollard tops, the top part of electrical boxes, and the lids of green street-pole refuse bins. Using high-pressure spray backpacks and squirt bottles, the team used 1 620 litres of 70 % + alcohol-based sanitiser in the year under review.

Protecting marine life

Urban Management helped the City's Environmental Management Department to promote its marine conservation message in a pilot project aimed at encouraging people to discard of waste responsibly. St Georges Mall was one of three pilot areas in Cape Town. Urban Management's Road Maintenance team stencilled anti-litter messages on the grids of 40 storm water drains in February 2021.

Beautification projects

Urban Management undertook the following beautification projects:

1. Installing floral baskets

The Gardening Services team installed 89 floral baskets in St Georges Mall to enhance the area.

2. Greening efforts

Road Maintenance, in partnership with the City's Recreation and Parks Department, planted 66 Cape Ash trees and 40 Spekboom plants between December 2020 and June 2021, all supplied by City Parks.

3. Revamping CBD infrastructure

To improve the aesthetics of the CBD and support plans to revive the CBD's struggling economy, Urban Management initiated:

- Project Red: the refurbishment of 28 red post boxes in the CBD, including five heritage post boxes upgraded with permission from Cape Mail.
- Project Blue: the repainting of 854 items of blue infrastructure, including railings, benches, and bollards.
- Project Brown: the sanding and varnishing of 73 wooden benches in St Georges Mall and surrounds.
- Concrete slabs: the recoating of concrete slabs in black and white in Spin St.

4. Block-by-block improvements

A Block-by-Block Evaluation Project began in September 2020 to improve areas where a high concentration of people occupy outdoor spaces. This included deep cleaning, weeding, repainting parking bay lines, fixing road defects, and cleaning dirty drains.

Partnership with Philip Morris

The CCID continued its ongoing collaboration with Philip Morris South Africa (PMSA) to urge people to stop smoking and to tackle cigarette-butt litter in the CBD. In the year under review, the collaboration – which started in 2019 – continued with new brand messaging on the CCID's 300 cigarette-butt bins.

Supporting Long Street's renewal

In May 2021, Urban Management cut and varnished 45 barrels (creating 90 half-barrels) for tree-planting in Long St as part of the Upper Long Inner City Rejuvenation Project to restore and reinvigorate the area. This also gave the Urban teams the opportunity to learn new skills.

Upskilling Urban teams

A training session was held at The Company's Garden in February 2021 to upskill the Road Maintenance team on the use and upkeep of power tools. It was done by tool manufacture company, STIHL. In April 2021, the CCID's Urban Management and Social Development departments teamed up to train cleaning teams on how to safely remove needles from public spaces. The session was conducted by Social Development's NGO partner TB HIV Care near the Artscape Theatre Centre to allow for social distancing and demonstrations.

Drain cleaning

Efforts to help prevent floods in the city centre continued with Urban Management cleaning 1 088 municipal and storm water drains. This year also saw Urban Management partnering with the Transport and Urban Development Authority (TDA) in a pilot project to prevent litter from flowing into drains and into the sea, causing damage to the environment. Seven drains were fitted with metal grids and this will be analysed by both parties with a view to roll out the project to all drains in the city centre.

Managing waste

In the period under review, 38 businesses in Long St and 10 in Loop St benefited from the CCID's Bin Project with Khulisa Social Solutions, which set out to control spillage from black bins on waste-collection days. The project began in 2017 to enable better management of the urban environment while providing participants with an opportunity to earn an income.

2020 – 2021 IN NUMBERS

CCID Urban Management provides top-up services to those of various departments within the City of Cape Town. Its primary purpose is to clean and maintain the CBD. The following outlines the work of this team over the past 12 months:

Street sweepers removed over

1 148

tonnes of litter and illegally dumped waste to landfill



Cleaned

1 088

municipal and storm water drains and removed 38 tonnes of waste



Emptied the CCID's 300 cigarette bins of

443 kg

of cigarette butts



Identified and removed

1 142

illegal posters



Removed

1 406

incidents of graffiti



Repainted

854 CBD infrastructure items in blue: **491** bollards, **87** steel benches, **255** lamp posts and **21** railings



Removed

12

tonnes of gardening debris to landfill



Undertook

1 071

road maintenance repairs



Removed

857

strings and stickers



Painted

728

road markings



ABOVE and RIGHT: Various Urban Management teams at work in the Central City.

THE TEAM

- 2 full-time staff members
- 40 professional, skilled cleaners deployed via J&M Cleaning Services
- 300 work opportunities provided via Straatwerk each year
- 1 vehicle
- 1 bicycle



PRIORITIES FOR THE YEAR AHEAD

- Planting 28 new trees in collaboration with City Parks.
- Repainting all green infrastructure in the CBD.
- Implementing new beautification projects.
- Partnering with TDA to install metal grids in storm water drains.

“

21 YEARS OF URBAN MANAGEMENT

The department has, over two decades, strived to maintain a clean and risk-reduced urban environment which is crucial to the success of a modern city.

Our triumphs would not be possible without the contribution and hard work of our teams, who face the elements and give it their all on every shift, to ensure the reputation that the Cape Town CBD as the cleanest in South Africa remains intact. It has been our mission for 21 years and will be our mission for the next 21, too.

Kally Benito: CCID Urban Management manager

”



SOCIAL DEVELOPMENT

As Covid-19 persisted, CCID Social Development worked tirelessly to ensure the CBD's homeless population, without shelter and often unable to social distance, were protected and could access essential services.

COVID CHALLENGES

- During Level 3 lockdown, City and Provincial Social Development did not have staff on the ground and the CCID's social and field workers became sole responders, taking on additional tasks.
- As shelters limited numbers inside their premises to enforce social distancing, securing accommodation for homeless clients became more difficult.
- With the focus predominantly on Covid-19, hospital admittance procedures changed, resulting in homeless clients struggling to access healthcare facilities at the beginning of the pandemic.
- Due to Covid-19 limitations, only 12 winter bed spaces at partner NGO Youth Solutions Africa (YSA) could be secured. Pre-Covid-19, as many as 40 were obtained.

STRATEGIES & SUCCESSES

To overcome challenges, Social Development improved its partnerships with various NGOs to deal with the crisis and provide support. Successes included:

- Assisting clients with Covid-19 screenings at community health facilities to increase chances of securing accommodation.
- Accompanying clients to access healthcare where possible.
- Supporting clients on the streets with raincoats, sleeping bags and basic food items; rolling out the department's Winter Readiness Programme to ease their plight and referring clients for ablution facilities to NGO partners Straatwerk and The Hope Exchange.

- Social and field workers getting vaccinated when Covid-19 vaccines were made available.

KEY PANDEMIC PROJECTS

Meeting winter needs

Last year we reported that the homeless faced additional challenges in winter and their plight was exacerbated by the pandemic. As Covid-19 raged on, this continued in this financial year. Social Development therefore continued to roll out its annual Winter Readiness Programme to support its partner NGOs. The following items were supplied:

- **1 200** care bags
- **100** raincoats
- **2** electric dryers
- **810** packets of soup, noodles, and oats
- Additional Winter Readiness bed space at YSA for three months for **12** people and food, blankets, and mattresses. Throughout the year, the CCID subsidises **18** beds at YSA and pays for a facility manager and social worker.
- **A total of R14 168** to each of the six partner NGOs after **R85 012** was raised by the department's annual Show You Care campaign, Hope for the Homeless.

FAR LEFT and LEFT: Social worker Sameegah Hoffmeyer with a donation bin; the Social Development team, from left: Sameegah Hoffmeyer (social worker), Headman Siralarala (field worker), Mark Williams (field worker) and Pat Eddy (manager). **RIGHT:** Participants in a needle-collection project with TB HIV Care.

Harm-reduction training

To help the growing number of substance users living on the streets, Social Development enrolled in a rigorous training programme organised by the SA Network for People Using Drugs. It was facilitated by Jos Luteijn, an experienced trainer in the harm-reduction field, and after six sessions, the team was awarded their certificates in February 2021.

Recruitment for work rehabilitation

At the tail end of this financial year, Social Development began recruiting, screening, and assisting with ID applications for a 12-month Expanded Public Works Programme (EPWP) work rehabilitation programme to uplift chronic homeless drug users living on the streets of the CBD. The programme is a joint venture between NGO Khulisa Social Solutions, the CCID and the City of Cape Town, which is providing funding. It will be rolled out in the next financial year and could provide lessons on how work-based rehabilitation programmes should be structured to help beneficiaries improve their conditions.

Substance-use interventions

Social Development's ongoing project with TB HIV Care, dating back to 2018, continued to make great strides despite being impacted by ongoing lockdowns – especially from July to December 2020. During this time, the country kept moving between lockdown levels 3, 2, 1 and 3 again. Deprived of their accustomed routine and support during these lockdowns, some clients reverted to old habits. Below is a breakdown of the past year:

- **485** psychosocial support sessions provided to adults (down by 1 301)
- **32 118** needles collected in public spaces (up by 22 415)
- **6 217** meals provided (up by 3 964)
- **302** hygiene packs provided (down by 332)
- **58** people provided with clothing and shoes (down by 32)
- **13** adults assisted with ID applications (down by 7)



- **12** shelter linkages set up (down by 4)

Uplifting chronic homeless clients

Social Development's partnership with NGO Khulisa Social Solutions' Streetscapes, which offers chronic homeless clients the opportunity to clean public spaces and get accommodation and psychosocial services with social workers and coaches in return, continued in the year under review. Beneficiaries continued to manage the waste-collection process on Long and Loop streets, to limit the amount of litter on the streets when people search for recyclables. They also swept Greenmarket Square and St Georges Mall and worked at Khulisa's Roeland St Garden. With this work rehabilitation project across various areas in Cape Town including in the CBD, Streetscapes secured a 74 % moving (and staying) off the streets rate, 81 % retention rate, 19 % drop-out rate, and an 87 % attendance rate. Throughout the year, Social Development supported beneficiaries at Khulisa's microsite in Chester Road (Walmer Estate) with food items, clothing, and hygiene packs. The CCID also donated two new electric dryers.

Donation bins

Central City stakeholders rallied behind the CCID and supported the Social Development department's Hope for the Homeless campaign (see page 25) by placing CCID branded donation bins in the foyers of 17 city centre buildings. The bins have become an integral part of the campaign and as the organisation's partner NGOs faced additional needs, the 2 480 items collected and distributed made a huge difference.



TOP: A homeless person dries the masks at Straatwerk; watering the garden at Khulisa Social Solutions' Streetscapes Roeland St garden.
RIGHT: Staff of the Service Dining Rooms, Khulisa Social Solutions' Streetscapes garden; John Philmon of Youth Solutions Africa.

2020 – 2021 IN NUMBERS

Social Development works with NGO partners and the homeless in the CBD to help them move off the streets. The following outlines the work of the team over the past 12 months:

Interacted with
1 176
people living on the streets



Referred **151** clients to Streetscapes, Straatwerk and TB HIV Care



Placed
174
adults in shelters



Assisted
55
adults to healthcare facilities



Referred
83
people to NGOs for general services



Assisted
3
children with preventative services



Assisted
20
mothers with babies



Transported back home
54
adults



Assisted
35
people with applications for IDs and social grants



Assisted **20** people with job applications, **10** with skills and training and **7** with counselling and support



Distributed **2 400** care bags to partner NGOs*



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



THE TEAM

- 4 full-time staff members
- **NGO partners:** The Homestead, Ons Plek, Youth Solutions Africa, The Hope Exchange, Khulisa Social Solutions, Straatwerk, U-turn Homeless Ministries, The Haven, TB HIV Care.
- 2 vehicles



SOCIAL DEVELOPMENT'S JOURNEY

When I joined the CCID in 2008, we were called the Social Welfare department. I struggled with that as a social worker because welfare provides short-term responses. In 2009, I proposed a name-change to professionalise the department and ensure the team adheres to social work principles. Over time, we moved away from that approach and formed partnerships with NGOs to focus on rehabilitation programmes and the reintegration of individuals, which has allowed for sustainable solutions.

Pat Eddy: Social Development manager



PRIORITIES FOR THE YEAR AHEAD

- Ensuring homeless clients who wish to be vaccinated have access to Covid-19 vaccinations and supporting them around healthcare issues.
- Exploring additional work-based rehabilitation programmes with accommodation.
- Finding ways in which the homeless and businesses can coexist in the CBD and looking at how retailers can support those ready for formal employment opportunities.
- Focussing on additional support and programmes to address substance use on the street.



COMMUNICATIONS

With the country facing its first year of Covid-19 and various lockdowns levels, the Communications department met the challenge head on, promoting the work of the CCID, giving stakeholders and visitors accurate information, boosting the CBD's struggling economy and campaigning to encourage workers and visitors to come back to town.

COVID CHALLENGES

- Keeping stakeholders informed not only about the work of the CCID but changing Covid-19 restrictions.
- Writing about a CBD that was in flux following lockdown restrictions and curfews. This impacted the e-Newsletter, events and the CCID's quarterly newspaper City Views, which has a three-month shelf life.
- Gaining access to people when writing stories and presenting the Cape Town CBD as a vibrant space to visit and do business while visitors and office workers (including the CCID's own employees) were either isolating or working remotely.
- Researching and writing the CCID's flagship economic report, *State of Cape Town Central City Report 2020 – A Year in Review [Covid-19 edition]* (SCCR), in a time of uncertainty due to the changing nature of doing business.
- Ensuring people understood that the CCID was fully operational and that its frontline teams were on the beat, working to keep the CBD safe, clean, caring and open for business.
- Formulating a message for each of the CCID's stakeholders – from corporates, to business owners, landlords, office workers and visitors – on the status quo in the CBD.
- Reigniting the CBD economy by reminding Capetonians of the Central City's unique offering, and encouraging them to come into town through an extensive Come Back To Town campaign.
- Producing all the CCID's marketing collateral to support and promote the organisation's operational departments and Social Development's Show You Care Hope for the Homeless campaign.

KEY PANDEMIC PROJECTS

Data and research

Working with the CCID's Research unit, Communications produced a 72-page bumper edition of the SCCR, now in its ninth year. Business Confidence and Residential Surveys were also conducted to assess how stakeholders were faring.

STRATEGIES & SUCCESSES

Communications had to be extremely agile, having to consider how to communicate key information, how best to get the message across and how often to touch base with the CCID's stakeholders. This included:



TOP and ABOVE: CCID campaign marketing material; an e-Newsletter story. LEFT: The Communications team, from left: Aziza Patandin (project coordinator), Scott Arendse (online coordinator), Sharon Sorour-Morris (manager), Simangele Mzizi (staff writer).

Fundraising campaign

During this period, Communications created and rolled out the Social Development department's Show You Care campaign, Hope for the Homeless, which aimed to raise a total of R100 000 for the CCID's six NGO partner organisations. With Covid-19 at play, the campaign was run on social media. For the first time in its history, it was promoted online with a campaign video that highlighted the work of the NGOs and the plight of street people in the CBD. In total, R85 012 was collected, as were items of clothing and dry goods through 17 Hope for the Homeless campaign donation bins placed in the foyers of commercial and residential CBD buildings.

Website update

With more people using online platforms, the CCID's website was reviewed with the aim of updating and modernising it to enhance its functionality and ensure it supports the changing needs of the organisation. The website was redesigned in the year under review, and a Search Engine Optimisation audit carried out to bring it in line with current industry trends, make it more

user- and mobile-friendly, visually appealing and highly responsive. The new website will go live early in 2022.

Social services directory

A Social Services Directory, with information on all the social services available in the CBD and greater City Bowl with respect to the homeless, was produced for the Social Development department. The comprehensive brochure contains information such as access to shower and ablution facilities, meals and coffee, shelter space, medical assistance, skills training, and job opportunities. It was distributed to residential buildings in the CBD and City Bowl, to CBD retailers and the CCID's NGO partners.

Digital and print platforms

The department promoted the CCID's work, CBD happenings and retail stakeholders on its digital and print channels, including its three Facebook pages, WhatsApp status messaging, LinkedIn, Instagram, its website, monthly e-Newsletter and quarterly City Views publication. The print run and distribution strategy of City Views was changed due to the lack of visitors and office workers in town. To keep the CBD top of mind, the print run was increased to 70 000 copies, with the bulk of copies being distributed to residential post boxes in greater Cape Town. In the period under review, the department also increased its social media and e-Newsletter following and its engagement rates. The latter is impressive considering the POPI Act came into effect in this time period.

Come Back To Town Campaign

In a bid to counter the devastating economic impact of the pandemic, Communications assisted Atmosphere Communications to launch a wide-ranging campaign to promote and drive footfall into the CBD. Called Come Back To Town, the campaign ran from 22 October 2020 to mid-March 2021. The first of its kind for a South African city, it was spread across multiple channels and included:

- A "round table" meeting of key CBD stakeholders, including WC Premier Alan Winde, City officials and

key CBD business and property stakeholders.

- Digital Out of Home ads on electronic billboards across the CBD and greater Cape Town.
- A social media influencer campaign promoting CBD venues and hotels.
- Google Display Network ads.
- A four-week retail campaign to promote destination CBD eateries, supported by the production and distribution of a map with 92 venues. In total, 50 000 copies were distributed to CBD buildings, at traffic intersections, in public spaces and to featured eateries.
- A three-week busking programme, which also gave young entertainers an income-generating platform.
- A social media campaign with organic and boosted posts on the CCID's Facebook and Instagram pages.
- Potential total campaign reach of 80.6 million people locally, nationally and internationally.
- Widespread media coverage comprising nearly 80 clippings in traditional media with an AVE of R2.8 million and reaching 70.2 million people.



2020 – 2021 IN NUMBERS

Communications promotes the CCID's operational work, and the Central City as a property investment node, as well as communicating with stakeholders through print and digital channels.

Generated a total of
638
clips across broadcast,
print and online



Achieved total media
exposure to the value of
R20 128 826



Reached an estimated audience
of
910 134 022
readers/viewers across
a broad spectrum



Produced and distributed
280 000
copies of the CCID's publication,
City Views



Produced and distributed
1 200
copies of the CCID's economic
publication *State of Cape Town
Central City Report 2021 – A
year in review [Covid edition]*



Produced and/or distributed
55 000
items of collateral associated with
the CCID's campaigns

Conceptualised and ran
2
campaigns to promote the CBD
(Come Back To Town) and raise
funds for Social Development's
six partner NGOs
(Hope for the Homeless)

Produced **10**
e-Newsletters and
13 Newsflashes



Reached
78 654
subscribers across the CCID's
online platforms (three
Facebook pages, Twitter,
Instagram, YouTube, Issuu,
LinkedIn, the CCID website and
via the monthly e-Newsletter)



Reached
562 539
people through organic
Facebook posts with sponsored
posts reaching
347 073
people



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

PRIORITIES FOR THE YEAR AHEAD

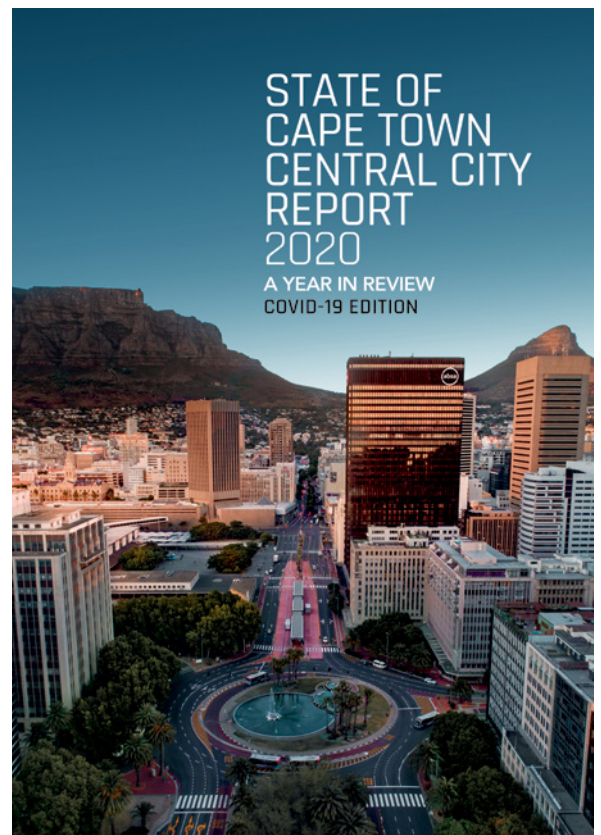
- Continuing to showcase and promote the work of the CCID's operational departments.
- Driving business back to the Cape Town Central City to support the downtown economy and retain investor confidence during the pandemic.
- Conducting research to keep stakeholders informed and understand trends.
- Upholding the CCID's reputation as an effective and essential city improvement district.



COMMUNICATIONS' JOURNEY

The success of the Communications department in supporting and highlighting the work of the CCID's operational departments, upholding the reputation of the organisation, and promoting property and business investment into the CBD can be attributed to its ability to swiftly adapt its "comms" strategy. The past decade, which included the CBD and Atlantic Seaboard playing host to world sporting, business and entertainment events, has been exciting to cover, and we have no doubt that the years ahead hold new challenges and rewards with respect to reaching audiences on digital platforms and how to communicate with them most effectively.

Sharon Sorour-Morris: Communications manager



LEFT and ABOVE: Publications and marketing collateral produced by CCID Communications.

21 YEARS OF THE CCID

The CCID comes of age this year. Here we tell its remarkable story through the eyes of the many people who have worked closely with the organisation to ensure its success.

1. ROB KANE

CEO BOXWOOD PROPERTY FUND AND CCID
BOARD CHAIRPERSON (2010 TO PRESENT)

Over the past 21 years, the CCID has been instrumental in transforming our downtown from a “no-go” area into an economically successful Central Business District that attracts businesses big and small, visitors from all over the world, and global corporate events and conferences. Our CBD is also the safest and cleanest inner centre in the country. This has been achieved through hard work, clarity of purpose, vision and dedication from the CCID team, ably led by CEO Tasso Evangelinos. Tasso has been at the CCID since Day 1, and his leadership and passion have enabled the organisation to successfully navigate enormous challenges, including the greatest one in the past two decades, namely the Covid-19 pandemic. Through the rolling lockdowns, the CCID has been a steady, unwavering presence in the CBD, quick to adapt its operational strategy and serve its stakeholders. These are the hallmarks of an excellent organisation, and it’s been an honour to be the chairperson of such a well-run outfit for the past 11 years.



2. TASSO EVANGELINOS

CEO OF THE CCID

The CCID’s coming of age is a proud moment for the organisation. It has grown, not only in size but in stature, and it has been extremely rewarding to have had the privilege of being at its helm since 2007 – having been part of the team since its inception. The CCID has come a long way in two decades. As the oldest City Improvement District (CID) in South Africa, and the only one operating in a CBD, it has achieved great success thanks to collaborations and extensive knowledge-sharing between various partners. Over the years, these partnerships have yielded great results, despite many curve balls and challenges. With our key service providers, we have worked hard to maintain the Central City through thick and thin.

During our 21st year, we have grappled with a pandemic that is threatening downtowns globally. We will work hard to ensure the vibrancy of the CBD so that it remains a hub where entrepreneurs want to do business, people want to live, and tourists want to visit.



3. ANDREW BORAINÉ

CHIEF EXECUTIVE, WESTERN CAPE ECONOMIC DEVELOPMENT PARTNERSHIP (EDP); FORMER CEO OF THE CAPE TOWN PARTNERSHIP (2003 – 2012)

When we started the CCID in 2000, we had a model which focused, firstly, on urban management followed by security. The aim was to get the basics right and to do the fundamentals well. The second phase was communicating what we were doing, and the third phase was attracting investors. Being able to implement this model meticulously has been at the heart of the CCID's success: it has been very responsive to a need, has paid attention to detail and has been in tune with the needs of people.

My own journey with the CCID started many years ago with a minor car accident in the CBD due to a traffic sign that was facing in the wrong direction. The responsible department was contacted but we were told there would be a four-week delay in correcting the sign. The CCID managers took matters into their own hands and fixed the sign themselves – and that's a great example of the difference the CCID makes in the city centre every day.



4. MICHAEL FARR

FORMER CEO OF THE CAPE TOWN PARTNERSHIP AND CCID (1999-2003)

The CTP/CCID started in a single rented office with a single desk and chair. I worked alone, and three months later was joined by a secretary. We had funds to last six months! Our first order of business was to negotiate a Service Level Agreement (SLA) with the City of Cape Town while we approached Central City property owners for seed funding. Taking almost a year, an SLA containing 30 levels of guaranteed services was signed. It was historic as it effectively launched the first successful CID in South Africa.

The CCID, managed by the CTP, was designed to deliver a substantially safe and clean urban environment, which was seen as the basis on which to build and develop the broader product offering that soon placed Cape Town among the premier cities of the world. By November 2000, projects valued at R2.4 billion were under construction in the Central City, with a further R3.2 billion planned in the short to medium term. By 2003, new investments worth over R8 billion were implemented.

The CBD has made great progress over the last two decades. Investment inflows have been consistent and urban decay is minimal. The role the CCID has played in catalysing change has been enormous. The Central City would not be what it is today had it not been for the CCID, which has thrived on partnerships that require a common vision.



5. MARTIN RIPPON

FORMER CCID BOARD MEMBER (2000–2018)

The CCID's resilience and success is in large part due to its string of highly competent chairpersons, who have led with passion and commitment, backed by strong and dedicated board members. I have glowing memories of the trials and tribulations we faced as a committed band of people intent on tackling some of the Central City's key challenges. The CCID team – which has never been more than 25 people – has also been led with distinction by Tasso Evangelinos.

The organisation has never deviated from focusing on a clean, safe, caring and inclusive CBD, and we have also been fortunate to have successful working relationships with our partners. While there are various ongoing challenges, as well as those presented by the current Covid-19 pandemic, I have no doubt that the CCID team will continue to deliver service of the highest level.



The role the CCID has played in catalysing change is enormous.

The Central City would not be what it is today were it not for the CCID ... the CBD has preserved both its fabric and its history, unlike other major cities in South Africa



– Michael Farr



6. MICHAEL FLAX

EXECUTIVE DIRECTOR, SPEAR REIT LIMITED;
FORMER CCID CHAIRPERSON (2003–2006)

The CCID's 21-year journey has been a success story for all to see. In its early days, the CCID required massive input from its non-executive directors. These were all titans of the Cape Town property industry who had seen their property values tumble as the CBD went into decline. People such as the late Theodore Yach, Geoff Chait, Martin Rippon, Julian Leibman, Charles Keefer, Andrew Boraine, Bulelwa Ngewana, Tamra Capstick-Dale, Allan le Roux, to name a few, dedicated hours to the cause.

During this era, the dream of a permanent Central City population was realised. This came about through a multitude of residential conversions of older office blocks into swish, new inner-city pads. It was only due to the reduction in crime and grime that people wanted to live in town again. Another of the many positive knock-on effects was the absorption of much vacant office space by these conversions so vacancy rates started to drop.

The popularity of Cape Town as an international city has grown in tandem with the CCID's success. Over the past 21 years, the CCID has delivered on its mandate in bucketloads, and continues to do so to this day.



7. RICHARD HARRIS

CHIEF EXECUTIVE, WOODHEADS; FORMER
CCID BOARD MEMBER (2003–2018)

The CCID is an indispensable part of the social fabric in this city and CBD. I don't think people properly understand its impact and efforts unless they have been actively involved within the organisation as I was for 15 years.

Every year throws a new challenge at the city and the CCID, and the CCID, ably led by Tasso and his active board, has this ability to adapt and keep making things happen, from reducing crime and improving public spaces to social development and marketing the city to the wider world. Highlights that spring to mind are the 2010 FIFA World Cup and the World Design Capital Cape Town 2014, both of which showcased how successful the CCID was in improving the CBD and its image in collaboration with other organisations and City structures.

Since then, the CCID has continued to be at the forefront of showing how a CID is supposed to perform, from the best transparent administration to active participation on the streets.

The incredible collaboration with the City in supporting landlords, tenants and the general public – who come into the city centre day and night – as well as the sensitive manner in which the street people are attended to – is a real highlight and success story.

8. LAURA ROBINSON

CAPE TOWN HERITAGE TRUST AND CCID
BOARD MEMBER (2015 TO PRESENT DAY)

For me, being able to walk safely in the streets of central Cape Town is so important, and thanks to the dedicated officers of the CCID – who are always around to help, and to offer information as well – I am able to do so, along with other local and international visitors to our downtown.

I am also proud of the clean state of our city centre and the hard work that is undertaken daily to keep it neat and beautiful – especially the planting of many trees and shrubs – to bring joy to residents, office workers, pedestrians and motorists alike. Thank you to everyone at the CCID for ensuring that the Cape Town CBD remains the best city centre in the country



9. TAMRA CAPSTICK-DALE

CEO OF CORPORATE IMAGE AND CCID
BOARD MEMBER (2011 TO PRESENT DAY)

The formation of the CCID resembles one of those seminal moments when you don't realise that it is, in fact, one – until you reflect on it sometime later. Back in the late 1990s, Cape Town was rapidly descending into organised chaos ... and there was no positive sign that it would get any better.

With the formation of the Cape Town Partnership in 1999, a more focused approach was adopted to promote and protect the CBD. The understanding was that a CCID might be the perfect delivery vehicle to rejuvenate the CBD, as it had in many other global cities. The Partnership looked closely at New York and Coventry, took the best of both, and by working closely with the City to enable new CCID legislation, we put a plan in place. When the CCID was finally approved, we didn't fully realise how sharp a corner had been turned. We didn't appreciate that history was being made. We can see that now.

That the CCID has been successful in its two primary objectives – cleansing and security – is obvious. The overwhelming success of the CCID is illustrated by the numbers. But the impact has been both practical and psychological, and these are often overlooked in assessing the CCID over 21 years.

The practical impact was to turn the investment tide. This was delivered fairly quickly, and some of today's best-known developments arose during this period of confidence in the CBD. Investment continues unabated, as more and more people realise that living in the Central City has enormous benefits.

10. ALDERMAN JP SMITH

MAYORAL COMMITTEE MEMBER FOR SAFETY
AND SECURITY, CITY OF CAPE TOWN

The CCID's resilience knows no bounds – and has been built on the many partnerships it has formed. These continue to deliver positive outcomes for the city, its residents and its visitors. I have had the privilege of witnessing the City's CCTV operations detect crime incidents and call for available responders; the CCID is often the first to be on the scene to effect an arrest or intervene in a crime. The CCID has further spearheaded urban regeneration, helped reduce crime and grime in the city, and operates as an "ideas and coordination" hub to explore campaigns. Here's wishing it 21 more years of success in these areas.



“What the CCID returned to the city – and this will be its abiding gift to Capetonians – is a sense of pride. Life without the CCID is simply unthinkable

– Tamra Capstick-Dale

”

But the psychological impact is best understood by Capetonians themselves. The place they call “town” had become the subject of pity, disappointment, and even derision. What the CCID returned to the city – and this will be its abiding gift to Capetonians – is a sense of pride. Life without the CCID is simply unthinkable.





11. ALDERMAN GRANT TWIGG,
MAYORAL COMMITTEE MEMBER FOR URBAN
MANAGEMENT, CITY OF CAPE TOWN

The past 21 years have proven that the CCID has added value to the CID community as well as the broader city. The board and staff of the CCID are a passionate and committed team, driven to make positive and sustainable changes by keeping abreast of the latest international developments and best practice, and applying these to local circumstances.

This passion and commitment have seen the CCID become instrumental in working with the City of Cape Town and the relevant authorities to turn Cape Town into a world-class tourist and conference destination of choice year after year. There is no doubt in my mind that the CCID will continue this great work into the post-pandemic era.

12. MATTHEW KEMPTHORNE
CHAIR OF SUBCOUNCIL 16 (WARD 115),
DEMOCRATIC ALLIANCE (DA)

Over the last 21 years, the CCID has been at the forefront of transforming the Cape Town CBD by getting the basics right, including safety and security, social development and urban upgrades. The CCID works extremely well with all inner-city stakeholders and has a very visible presence on the ground. The management and staff have a proactive work ethic, ensuring residents and business owners feel safe, secure and welcome. No job is too small for them.

Today, without doubt, the CBD is the premier investment, entertainment and leisure destination in South Africa. This was not the case 21 years ago: Cape Town was in decline, with businesses relocating to other business nodes in the metropole. The CCID has played a major role in turning the situation around with its model of partnerships with the City and businesses, and its operational work to keep the city safe and clean, and attract investment so that Cape Town remains Africa's gateway and a major global city.



Cape Town Central City Improvement District NPC

ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021
(REGISTRATION NUMBER 1999/009132/08)



Contents

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Directors' Responsibilities 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 2022 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 pages 37 - 38.

The annual financial statements set out on pages 40 - 52, which have been prepared on the going concern basis, were approved by the board of directors on 23 August 2021 and were signed on its behalf by:

Approval of annual financial statements



R Kane
Chairperson (Authorised Director)



JD Leibman
Authorised Director

Independent Auditor's Report

TO THE MEMBERS OF CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT NPC

Opinion

We have audited the financial statements of Cape Town Central City Improvement District NPC (the "Company") set out on pages 40 to 52, which comprise the statement of financial position as at 30 June 2021, 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. In our opinion, the financial statements present fairly, in all material respects, the financial position of Cape Town Central City Improvement District NPC as at 30 June 2021, and its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa.

Basis of 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 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 in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the corresponding

sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards). 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 NPC Annual Financial Statements for the year ended 30 June 2021", 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

Fayaz Mohamed
Director
Registered Auditor

24 August 2021

119-123 Hertzog Boulevard Foreshore
Cape Town, 8001

Directors' Report

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 2021.

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.

As a result of the continued effects of the COVID-19 pandemic this financial year, certain services were impacted. Cleaning within the Special Rating Area (SRA) was focused on day-time services as the night-time economy during lockdown was almost non-existent compared to levels prior to the Pandemic. Security contracted from the City was severely impacted resulting in a far smaller budget being expended for EPWP Law Enforcement Officers. Private security, funded by the Cape Town CCID, however, continued, and strategic operations with Law Enforcement partners ensured adequate coverage within the SRA at all times. Social development services were also negatively impacted due to lockdown which resulted in a lower spend than originally budgeted. Marketing and communications was boosted during this period, mainly as a result of the "Come Back To Town" campaign which attempted to bring workers and visitors back to Town when it was safe to do so. Mainly due to these factors which are a direct result of the Pandemic the Cape Town CCID is recording a surplus for this financial year, which will be utilised to fund future strategic projects for the benefit of the SRA.

3. Directors

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

DIRECTORS

Total equity

R Kane (Chairperson)

DS Stoll

CEP Keefer _____ Resigned 16 November 2020

R van Wyk

T Capstick-Dale

NK Ramasar

J van Rooyen

L Robinson

G Elliott

JD Leibman

HC Truter

P Raimondo _____ Appointed 16 November 2020

M Bauer _____ Appointed 16 November 2020

M Makeka _____ Appointed 16 November 2020

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 2021 and the date of this report, which would have a material impact on the statement of financial position at 30 June 2021. It is, however, worthy to note that the COVID-19 pandemic is still in existence, and may impact future spending projects and revenue.

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 undisclosed, material non-compliance with statutory or regulatory requirements or of any pending changes to legislation which may affect the company.

Statement of Comprehensive Income

FIGURES IN RAND	Notes	2021	2020
Revenue	2	76 925 554	70 959 682
Other income	3	428 102	579 692
Expenditure		(74 192 151)	(75 041 234)
Surplus / (deficit) from operations	4	3 161 505	(3 501 860)
Finance income	5	1 251 807	2 150 963
Finance costs		(2 139)	(3 428)
Surplus / (deficit) for the year		4 411 173	(1 354 325)
Other comprehensive income		-	-
Total comprehensive income / (loss) for the year		4 411 173	(1 354 325)

Statement of Financial Position as at 30 June 2021

FIGURES IN RAND	Notes	2021	2020
Assets			
Plant and equipment	7	1 505 491	1 411 830
Current Assets			
Trade and other receivables	8	101 997	107 490
Cash and cash equivalents	9	34 630 268	30 775 094
		34 732 265	30 882 584
Total Assets		36 237 756	32 294 414
Equity and Liabilities			
Equity			
Project funded reserve		651 200	2 634 700
Working capital contingency reserve		21 637 455	19 493 880
Accumulated surplus		12 185 008	7 933 910
		34 473 663	30 062 490
Liabilities			
Current Liabilities			
Trade and other payables	10	1 764 093	2 231 924
Total Equity and Liabilities		36 237 756	32 294 414

Statement of Changes in Equity

FIGURES IN RAND	Project funded reserve	Working capital contingency reserve	Accumulated surplus	Total equity
Balance at 01 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 01 July 2020	2 634 700	19 493 880	7 933 910	30 062 490
Surplus for the year	-	-	4 411 173	4 411 173
Other comprehensive income	-	-	-	-
Total comprehensive income for the year	-	-	4 411 173	4 411 173
Transfer between reserves	(1 983 500)	2 143 575	(160 075)	-
Total changes	(1 983 500)	2 143 575	(160 075)	-
Balance at 30 June 2021	651 200	21 637 455	12 185 008	34 473 663

Statement of Cash Flows

FIGURES IN RAND	Notes	2021	2020
Cash flows from operating activities			
Cash generated from / (used in) operations	11	3 187 753	(2 396 535)
Finance income		1 251 807	2 150 963
Finance costs		(2 139)	(3 428)
Net cash from operating activities		4 437 421	(249 000)
Cash flows from investing activities			
Purchase of plant and equipment	7	(582 247)	(203 456)
Total cash movement for the year		3 855 174	(452 456)
Cash at the beginning of the year		30 775 094	31 227 550
Total cash at end of the year	9	34 630 268	30 775 094

Accounting Policies

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
Digital screens	Straight line	6 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 Annual Financial Statements

FIGURES IN RAND	2021	2020
2. Revenue		
ATM Project	210 032	-
Revenue - services rendered	76 715 522	68 191 085
Retention of revenue refunded	-	1 868 615
Combined ATM and Company Gardens Project	-	899 982
	76 925 554	70 959 682
3. Other income		
Sundry income	428 102	579 692
4. Surplus / (deficit) from operations		
Surplus / (deficit) from operations for the year is stated after accounting for the following:		
Depreciation on plant and equipment	488 586	578 465
Salaries	10 574 740	12 309 112
Operating lease payments - equipment and premises	816 161	856 775
Security	43 635 910	42 419 550
Social services	5 767 961	6 507 413
Cleaning	7 097 901	7 810 189
Communications	4 238 066	2 094 309
5. Finance income		
Interest income	1 251 807	2 150 963
Interest received on bank balance		

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.

7. Plant and equipment

	FIGURES IN RAND					
	2021			2020		
	Cost	Accumulated Depreciation	Carrying value	Cost	Accumulated Depreciation	Carrying value
Body-worn cameras	405 080	(47 864)	357 216	98 900	(2 747)	96 153
Computer hardware	617 847	(576 877)	40 970	587 430	(552 406)	35 024
Computer software	48 100	(48 100)	-	48 100	(48 100)	-
Containers	494 289	(141 460)	352 829	494 289	(92 031)	402 258
Digital screens	205 075	(24 229)	180 846	-	-	-
Fittings	90 857	(90 857)	-	90 857	(90 857)	-
Furniture	360 549	(341 556)	18 993	360 549	(291 087)	69 462
Leasehold improvements	821 232	(783 746)	37 486	780 658	(780 658)	-
Leasehold improvements- Company Gardens	47 896	(39 425)	8 471	47 896	(15 477)	32 419
Motor vehicles	1 535 784	(1 044 556)	491 228	1 535 784	(797 181)	738 603
Office equipment	149 825	(132 373)	17 452	149 825	(111 914)	37 911
Total	4 776 534	(3 271 043)	1 505 491	4 194 288	(2 782 458)	1 411 830

Reconciliation of plant and equipment – 2021

FIGURES IN RAND	Opening balance	Additions	Depreciation	Closing balance
Body-worn cameras	96 153	306 180	(45 117)	357 216
Computer hardware	35 024	30 418	(24 472)	40 970
Containers	402 258	-	(49 429)	352 829
Digital screens	-	205 075	(24 229)	180 846
Furniture	69 462	-	(50 469)	18 993
Leasehold improvements	-	40 574	(3 088)	37 486
Leasehold improvements - Company Gardens	32 419	-	(23 948)	8 471
Motor vehicles	738 603	-	(247 375)	491 228
Office equipment	37 911	-	(20 459)	17 452
	1 411 830	582 247	(488 586)	1 505 491

Reconciliation of plant and equipment – 2020

FIGURES IN RAND	Opening balance	Additions	Depreciation	Closing balance
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 property - 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

8. Trade and other receivables

FIGURES IN RAND	2021	2020
Trade receivables	117	-
Prepayments	<u>101 880</u>	<u>107 490</u>
	<u>101 997</u>	<u>107 490</u>

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:

FIGURES IN RAND	2021	2020
Cash management	33 563 570	29 811 781
Operational	<u>1 066 698</u>	<u>963 313</u>
	<u>34 630 268</u>	<u>30 775 094</u>

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

FIGURES IN RAND	2021	2020
Accruals	534 008	973 802
Other payables	<u>1 018 211</u>	<u>977 184</u>
Project income received in advance	-	210 032
Value Added Tax (VAT) payable	<u>211 874</u>	<u>70 906</u>
	<u>1 764 093</u>	<u>2 231 924</u>

FIGURES IN RAND	2021	2020
Surplus / (deficit) for the year	4 411 173	(1 354 325)
Adjustments for:		
Depreciation	488 586	578 465
Finance income	(1 251 807)	(2 150 963)
Finance costs	2 139	3 428
Changes in working capital:		
Trade and other receivables	5 493	302 451
Trade and other payables	(467 831)	224 409
	3 187 753	(2 396 535)

12. Operating lease commitments

Operating leases – as lessee (expense)

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

13. Contingencies Non-taxable remuneration classification error

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 has been calculated and provided for in the prior year 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. 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 interest calculated only pertains to the period up until the date of the submission to SARS at the end of February 2020. 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 amount of the USP not being considered material by the directors, interest on the total outstanding liability cannot

be measured reliably and is therefore not provided for in the annual financial statements. As of 30 June 2021, SARS has acknowledged our submission, but has not provided any further response on the matter to date.

Re-registration of Cape Town CCID with the Compensation Commissioner

The Cape Town CCID has secured the services of a consultant to re-register it with the Compensation Commissioner as previous registration attempts were not successful. On two occasions application forms dated, 3 December 2015 and 15 February 2018, were physically submitted to the Department of Labour, stamped by them, but not processed to finality. For this reason a Return of Earnings submission cannot be submitted online as the Cape Town CCID's profile on the Department of Labour's Online Submission Portal has not been activated. Liabilities for current and potential back-dated Return of Earnings submissions cannot be measured reliably, as registration is still pending, and for this reason a liability has not been provided for in the annual financial statements.

14. Related parties

Relationships

The services paid by council are the supplementary municipal services the CCID 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 CCID. 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

FIGURES IN RAND	2021	2020
Revenue services rendered	76 715 522	68 191 085
Revenue retention refunded	-	1 868 615

Amounts paid to the City of Cape Town

FIGURES IN RAND	2021	2020
EPWP Auxiliary Law Enforcement Officers	91 164	781 362
Learner Law Enforcement Officers	-	508 800
Traffic Wardens	557 691	843 025

15. Going concern

As at 30 June 2021 and up to the date of signing these financial statements, 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 COVID-19 Pandemic has continued to impact this current financial year, just as it did the final quarter of last year. Over this period it has 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 removed in the final quarter of last year, continue not to be incurred 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 year-and-a-quarter have been cancelled as a direct result of the pandemic.

Detailed Income Statement

FIGURES IN RAND	Notes	2021	2020
Revenue			
ATM Project		210 032	-
Revenue - services rendered		76 715 522	68 191 085
Retention of revenue refunded		-	1 868 615
Combined ATM and Company Gardens Project		-	899 982
	2	76 925 554	70 959 682
Other income			
Finance income	5	1 251 807	2 150 963
Sundry income		428 102	579 692
		1 679 909	2 730 655
Expenditure (Refer to page 21)		(74 192 151)	(75 041 234)
Operating (deficit) / surplus	4	4 413 312	(1 350 897)
Finance costs		(2 139)	(3 428)
(Deficit) / surplus for the year		4 411 173	(1 354 325)

Detailed Income Statement

FIGURES IN RAND	Notes	2021	2020
Expenditure			
Auditor's remuneration		(100 600)	(94 900)
Bank charges		(36 362)	(36 714)
Cellphone and telephone costs		(157 495)	(177 384)
Cleaning		(7 097 901)	(7 810 189)
Communications		(4 238 066)	(2 094 309)
Computer expenses		(356 199)	(302 869)
Courier		(6 168)	(4 040)
Depreciation		(488 586)	(578 465)
Donations		(9 538)	-
Entertainment		(88 230)	(77 821)
Insurance		(155 793)	(158 518)
Lease rentals on operating lease		(816 161)	(856 775)
Legal fees		-	(9 258)
Licence fees		(5 984)	(4 083)
Office expenses		(40 613)	(34 040)
Personal protective materials for COVID-19		(15 447)	(91 495)
Printing and stationery		(128 157)	(138 699)
Professional fees		(86 018)	(90 823)
Project expenditure: Combined ATM and Company Gardens Project		(210 032)	(899 982)
Salaries		(10 574 740)	(12 309 112)
Security expenses		(43 635 910)	(42 419 550)
Social services		(5 767 961)	(6 507 413)
Staff costs		(94 699)	(149 418)
Subscriptions		(81 190)	(29 732)
Travel		(301)	(165 645)
		(74 192 151)	(75 041 234)

CCID BOARD AND STAFF MEMBERS

BOARD MEMBERS



ROB KANE
Chairperson,
Boxwood Property Fund



TAMRA CAPSTICK-DALE
Corporate Image



GRANT ELLIOTT
Redefine Properties



JULIAN LEIBMAN
Investec



NAWAL RAMASAR
Active Blue Valuations



MOKENA MAKEKA
Dalberg Advisors



MICHAEL BAUER
SAproperty.com



LAURA ROBINSON
Cape Town Heritage
Trust



DAVID STOLL
Growthpoint
Properties



HENRY TRUTER
Rennie Property
Management



RIAAN VAN WYK
Woolworths



JOHN VAN ROOYEN
Tsogo Sun



PETER RAIMONDO
Wild Life

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 DYSEL
Night manager

URBAN MANAGEMENT



KALLY BENITO
Manager



CARLISLE MARANKEY
Precinct manager

SOCIAL DEVELOPMENT



PAT EDDY
Manager



HEADMAN SIRALARALA
Field worker



MARK WILLIAMS
Field worker



SAMEEGAH HOFFMEYER
Social worker

COMMUNICATIONS



SHARON SOROUR-MORRIS
Manager



AZIZA PATANDIN
Project coordinator



SCOTT ARENDSE
Online coordinator



SIMANGELE MZIZI
Staff writer

WITH THANKS

One of the reasons we were able to deliver effectively to our stakeholders in these turbulent times is because we work with committed partners and their teams. We are sincerely grateful for their invaluable contribution.

Last year, in our 20th year, I reflected on the contribution of past board members, and their role in guiding the CCID. People like the late Theodore Yach, founding member and chairperson of the CCID for many years, and others like Michael Farr, Michael Flax, Martin Rippon, Richard Harris, Abu Varacchia and Faieda Jacobs.

Our coming of age also marks the year we achieved our 21st clean audit, which would not have been possible without the support of our current board of directors, namely Tamra Capstick-Dale, Grant Elliott, Henry Truter, Laura Robinson, David Stoll, Julian Leibman, Nawal Ramasar, Riaan van Wyk, John van Rooyen, Mokena Makeka, Peter Raimondo, Michael Bauer and, last but not least, our chairperson Rob Kane. Thank you for your incredible guidance over the past year.

I would also like to acknowledge Andrew Boraime, former CEO of the Cape Town Partnership, the CCID's managing agent from 2000 until 2015, who now heads up the Western Cape Economic Development Partnership, as well as Associate Professor François Viruly from the University of Cape Town's Urban Real Estate Research Unit. We appreciate your input in dealing with a constantly changing CBD.

Every day our work relies on our partnerships, particularly those at the City of Cape Town: Cape Town Executive Mayor Dan Plato, Mayoral Committee members Aldermen JP Smith (Safety & Security) and James Vos (Economic Opportunities) as well as Advocate Brent Gerber (the City's Acting Executive Director for Urban Management). We are also grateful to councillors Ian McMahon (Ward 115), Matthew Kempthorne (chairperson of the Good Hope subcouncil) and Girshwin Fouldien (manager Council 16). To Eddie Scott and Joepie Joubert at the City of Cape

Town's Inter-Service Liaison department, Zolile Siswana (Manager: Economic Development Area North), Brendon Abrahams (Head: Roads), Rachel Schnackenberg (Manager: Property Holdings) and Lance Greyling (Directorate: Economic Opportunities & Asset Management), thank you for your contribution.

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

The past year, as the pandemic progressed from a health catastrophe to an economic crisis, will be remembered for many things. At the CCID, we acknowledge our ratepayers and stakeholders, who remained steadfast under unimaginable difficulties. We are grateful for your vote of confidence.

My heartfelt thanks go to the CCID's management team and staff. On behalf of Mo Hendricks (Safety & Security), Kally Benito (Urban Management), Pat Eddy (Social Development), Sharon Sorour-Morris (Communications) and Stephen Willenburg (Business Manager), I would like to thank:

SAFETY & SECURITY

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

members and body corporates of CBD 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, Straatwerk, WC Street Children's Forum, Street People's Forum, ACVV, The Ark City of Refuge, 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, Ladies of Love, New Somerset Hospital and Caledon Square Police Station.

COMMUNICATIONS

Atmosphere Communications, Design Infestation, Media Machine, Sandra Gordon, Sean Robertson, Paarl Coldset, Tandym Print South Africa, Novus Print, Crisis Couriers, Jarovi Trading, Carmen Lorraine, Ed Suter, Wendy Masters, Cathy Harrison and Renee Moodie.

Tasso Evangelinos
CEO

CREDITS:

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“ During this pandemic, the most vulnerable have been the hardest hit ... we must increase our resilience. We must work together and take an integrated approach to health, hunger, climate and equity crisis. No one is safe from Covid-19 until everyone is safe

”



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