



Annual Report



**CAPE TOWN CENTRAL CITY
IMPROVEMENT DISTRICT**

SAFE | CLEAN | CARING | OPEN FOR BUSINESS



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ANNUAL REPORT 2022 FOR THE YEAR ENDED 30 JUNE 2022

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PART A

GENERAL
INFORMATION

1. NPC'S GENERAL INFORMATION

Registered name Cape Town Central City Improvement District NPC	Telephone number 021 286 0830	CCID CEO Tasso Evangelinos 021 286 0830 tasso@capetownccid.org
Registration no 1999/009132/08	Email address christa@capetownccid.org (CCID Office)	Business Manager Stephen Willenburg 021 286 0832 stephen@capetownccid.org
VAT no 4010190603	Website address www.capetownccid.org	Public Safety Service 082 415 7127 (24-hr emergency number)
Physical address 13th floor, One Thibault, cnr Long St & Hans Strijdom Ave, Cape Town, 8001	External auditors BDO South Africa Incorporated	
Postal address PO Box 7517, Roggebaai, 8012	Company Secretary Sabrina Lee Hallett-Hardenberg (RSFCOSEC Corporate Secretarial Services)	

2. LIST OF ACRONYMS & ABBREVIATIONS

CCID Cape Town Central City Improvement District	KPIs Key Performance Indicators	SAPS South African Police Service
CID City Improvement District	LEOs Law Enforcement Officers	Urban CCID Urban Management Department
CEO Chief Executive Officer	Safety & Security CCID Safety & Security Department	Social CCID Social Development Department
CFO Chief Financial Officer	PSOs CCID Public Safety Officers	Comms CCID Communications Department
COCT City of Cape Town		

3.



CHAIRPERSON'S REVIEW

Rob Kane

Through hard work and determination, the CCID has recorded another successful year in the Cape Town CBD against the odds. Now is the time to put Covid behind us and look to the future.

If this past year has confirmed anything it is this: "If everyone is moving forward together, then success takes care of itself."

These wise words of American industrialist, Henry Ford – a man who changed the world with his drive, determination, and innovative spirit – can be used to describe the work of the Cape Town Central City Improvement District.

Through disruptive rolling lockdowns caused by Covid-19, the CCID continued to move things forward in the Cape Town CBD together with its partners. As a result, we are once again reporting back on a successful year in downtown Cape Town.

FACING FORWARD

While the 2021/2022 financial year was not without its challenges, it's time to look forward and recreate a new normal. Covid-19 threw many curveballs at us, but we have emerged on the other side of the pandemic.

Traffic volumes flowing in and out of town are almost back to normal, more and more workers are coming back to the office, landlords are creating more people-friendly office environments and urban spaces. Big events are back, restaurants are filling up, new buildings are being constructed, old buildings are being renovated. In short, there's a new energy in town and an urgency to put Covid behind us.



Once again, the CCID has shown what can be achieved with teamwork. The organisation does not operate in a vacuum but provides top-up services to those delivered by our partners.



STAYING POWER

None of this would be possible if the Central City in which we work, live, play, invest and do business was not a welcoming space. For that we have the CCID and its partners to thank.

Playing to its strengths of having a commendable work ethic and an uncanny ability to swiftly adapt to circumstances on the ground, the CCID worked diligently and with a proactive attitude through the second year of the pandemic.

As lockdown levels once again moved up and down, seesawing from Level 3 to levels 4, 3, 2 and 1, Tasso Evangelinos and his team responded swiftly. The organisation's operational departments, namely Safety & Security, Urban Management and Social Development, adapted their strategies to meet ongoing challenges. Communications also pulled out all the stops to promote the work of the organisation, safeguard its reputation and drive property and business investment into downtown Cape Town, while Finance ensured the CCID once again achieved a clean audit.

KEY PARTNERSHIPS

It was Andrew Carnegie who said that "teamwork is the ability to work together toward a common vision ... to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results."

Once again, the CCID has shown what can be achieved with teamwork. The organisation does not operate in a vacuum but provides top-up services to those delivered by our primary partners, namely the City of Cape Town and the South African Police Service (SAPS).

To this end, over 300 Public Safety Officers in the **Safety & Security** department worked 24/7 to reduce crime in the CBD, securing 320 arrests with law enforcement partners, SAPS and City Law Enforcement, in the year under review. The teams also carried out over 4 000 crime-prevention operations in town, while also monitoring non-moving traffic violations, assisting at medical emergencies and motor vehicle accidents, and guiding the public.

Cleaners and other technical and maintenance workers in the **Urban Management** department kept the CBD clean night and day. With increasing numbers of people entering the CBD daily as Covid restrictions eased, the department upped its game, also removing illegally dumped waste at night in conjunction with the City and CCID Safety & Security. It also embarked on several beautification projects to create interest in town and enliven our public spaces.

Social Development had its work cut out in assisting the homeless population in town in various ways, from creating job opportunities through work rehabilitation projects in collaboration with its NGO partners and the City, to addressing anti-social behaviour and other issues.

The department also bade farewell to its manager Pat Eddy, who retired from the CCID after 13½ years. Pat, who created the organisation's first Social Development department from scratch, did ground-breaking work in the sector and leaves a lasting legacy.

MOVING ON

While this past year continued to test everyone who lives, works and does business in town, it's now time to face the future with confidence and renewed vigour.

There is a lot of good news to draw on. With the overall value of all property in the CBD set at R43.8 billion, it's clear that the Central City remains one of the country's top property investment destinations. Business confidence in town among business owners is up, and



the retail sector is in the process of recovering post-Covid.

The CCID has done its part to promote investment and revive the CBD's economy through print and digital publications, campaigns, and its social media platforms. It has continued to add value on so many levels, and it is a privilege to be part of such a dedicated and extremely well-run organisation.

I extend my congratulations to Tasso and his team on delivering another stellar set of results. I also extend my sincere thanks to the members of the CCID board for their guidance and expertise. This year marks my 15th year on the board, and over this time, I have been fortunate to have been able to work with remarkable colleagues who share my vision and purpose in ensuring the Cape Town CBD remains a great success.

An aerial view of Fountains Circle and Adderley Street in the heart of the CBD.

4.



CHIEF EXECUTIVE OFFICER'S OVERVIEW

Tasso Evangelinos

Tough times never last, but tough people do. This title of Robert H. Schuller's book characterized this reporting period after two hard years in the grip of Covid-19.

The CCID's financial year, from 1 July 2021 to 30 June 2022, overlapped with the beginning of adjusted Level 4 lockdown restrictions, which continued to prove challenging for Central City business and property owners. At the CCID, it was business as usual, with our operational departments, namely Safety & Security, Urban Management and Social Development, delivering agilely on their mandates of keeping the city centre safe, clean and welcoming for all. The Communications department continued to promote the organisation's work while keeping visitors and potential property and business investors abreast of what was on offer in South Africa's most successful and vibrant CBD.

There was a collective sigh of relief towards the end of July when the country moved from Level 4 to adjusted Level 3 as coronavirus infections, driven by the Delta variant, began to drop. The easing of restrictions on trade, gatherings, movement and the sale of alcohol came into effect. By September 2021, the country had moved to Level 2, followed by Level 1 in October 2021. Six months later, on 5 April 2022, the Government finally declared that the 750-day National State of Disaster, under the Disaster Management Act, was over. Our financial year ended on a high note with all remaining Covid-19 regulations being repealed on 22 June 2022.

A PERIOD OF REFLECTION

The year under review was a success and our economic viability as an NPC remained strong,



As lockdown restrictions eased, the challenge we faced was how to help revive the local economy, support property owners and residents, and change perceptions...



allowing for reflection and consolidation, and a time of innovation and intrapreneurship within the organisation. As this was our second year of operating in a global pandemic, we were able to draw on our experience and our reputation as a reliable, agile and consistent service provider that could be trusted in uncertain times.

As lockdown restrictions eased, the challenge we faced was how to help revive the local economy, support property owners and residents, and change perceptions to encourage people to return to town to do business, work, stay, support local retailers, and enjoy what the CBD had to offer. I am proud of how all CCID teams tackled this head-on as we created new services, increased budgets on existing services and reinvested in the business in big and small projects to signal that the CBD was open for business.

CCID Safety & Security worked diligently to maintain a safe CBD, making 320 arrests together with the CCID's law enforcement partners, an increase of 118 compared with the previous year. The CCID's team of six City of Cape Town traffic wardens issued 13 908 fines to the value of R8 409 800, while CCID-funded Law Enforcement Officers issued 6 410 fines to a total of R2 277 500. The department's efforts to inspire confidence in the city centre were also complemented by the return of 60 Tourism Monitors, who were deployed around tourism attractions and hotels to educate people about petty crime, especially ATM fraud, and to hand out flyers with safety tips.

CCID Urban Management continued with its beautification projects, which included planting 50 trees in the CBD, repainting public infrastructure, and installing 89 floral baskets



CLOCKWISE FROM TOP

Urban Management workers maintain tree wells on the Foreshore.

Participants in Social Development's work-rehabilitation project.

One of the CCID's Public Safety Officers on duty in Long Street.

on St Georges Mall. The department's various teams also ensured that the CBD was well maintained and were responsible for removing 2 107 incidents of graffiti and 1 226 tonnes of litter and illegally dumped waste to landfill as well as conducting 275 paving repairs.

A YEAR OF INNOVATION

Our year of innovation and also led to great partnerships between our operational departments and the City of Cape Town. One of these was a night-time cleaning operation between CCID Safety & Security and CCID Urban Management, with assistance from the City's Solid Waste Management Department. Using existing resources to address the problem, Safety & Security members drove around the CBD with two Urban Management sweepers, collecting illegally dumped litter which was then handed over to Solid Waste at night. As evening and early morning activity in the CBD increased, this service fell away and Urban reinstated night-cleaning teams. It also introduced additional sweeping teams, dubbed The Broom Brigade, to cover St Georges Mall and the Golden Acre block.

The Communications department promoted the CBD as a destination of choice, through its print and digital publications, online platforms and departmental campaigns. One of the projects it promoted vigorously was Urban Management's eye-catching Rainbow Tree Project, which entailed the wrapping of over 700 trees in colourful cloth to improve the urban environment and encourage people to spend time in town and support the retail economy.

Communications held its own, achieving total media exposure for the CCID and the CBD to the value of R12 131 627. It also produced four issues of the award-winning inner-city newspaper, *City Views*, 12 electronic newsletters, hundreds of social media posts and a bumper edition of the CCID's flagship economic publication, *State of Cape Town Central City Report 2020 - A year in review*.

In the year under review our country and, by extension, our organisations confronted increasing social challenges that were

compounded by slow economic growth, giving rise to unemployment, poverty, and increasing homelessness. Collaboration with our key partners, including the City of Cape Town and SAPS, was therefore critical as we worked hard to find new, sustainable solutions. While the task was daunting, I was encouraged by the strides we made together, especially to assist vulnerable individuals, and proud of how CCID Social Development was at the forefront of finding viable solutions.

The CCID's social and field workers were responsible for 1 989 interventions with the CBD's homeless population. This period was significant for the initiation of new development initiatives, including a work-based rehabilitation project to uplift people with substance and mental health issues living on the street. This City of Cape Town project, funded by National Treasury, and administered by our partner NGO Khulisa Social Solutions, was, and remains, a great example of what can be achieved through collaboration.

RANDS AND CENTS

Financially speaking, the organisation remained in good standing. We were extremely proud to achieve our 22nd consecutive unqualified audit. We consolidated our finances, trimmed where necessary and saved.

In closing, I'd like to thank all our partners at the City of Cape Town, SAPS, the Western Cape Government, partner NGOs and service providers. My gratitude also goes to our board of directors, my management team and all the dedicated staff at the CCID.

We continue to navigate uncharted territory and economic difficulties, with no clear blueprint. That said, we remain proactive and reactive to our changing environment and will continue to strive to remain hands-on and relevant.

TASSO EVANGELINOS

CEO: CCID

CLOCKWISE FROM TOP

Trees along Heerengracht were part of over 700 wrapped by Urban Management.

A participant of Social Development's "PEP" project.

Marketing collateral to curb cigarette-butt litter.

One of Safety & Security's mobile kiosks in Long Street.

The 2021 Annual Report, produced by the Communications department.



The Rainbow Tree Project entailed the wrapping of over 700 trees in colourful cloth to improve the urban environment and encourage people to spend time in town ...



5.

STRATEGIC OVERVIEW

Vision and mission

A public-private partnership, the Cape Town Central City Improvement District (CCID) was established in November 2000 by local property owners as the operational arm of the then Cape Town Partnership. The vision was 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.** Since then, the CCID, which was the first City Improvement District (CID) to be established in South Africa, has gained a reputation internationally as an acclaimed model of public-private partnership.

Today 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 stakeholders, in 2011 it expanded its original vision to include an “Open for Business” mandate geared towards promoting further investment in the inner city.

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,

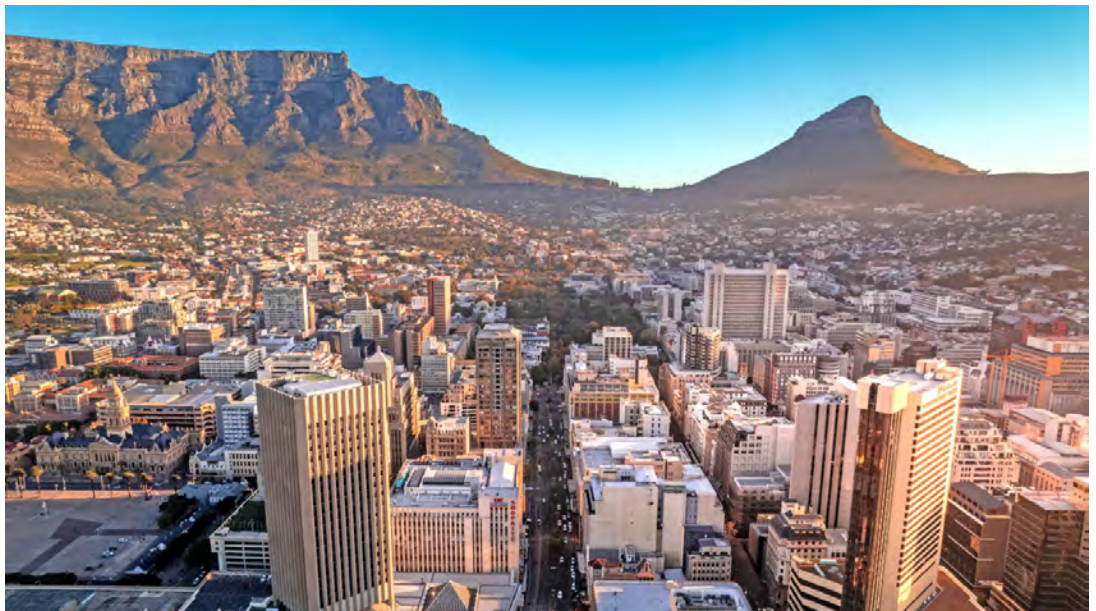
promote and manage the Cape Town Central City. The CCID has weathered difficult times, including an unprecedented Covid-19 pandemic in which it proved its mettle and delivered a crucial, stabilising service. Through hard work, innovation and determination, it continues to ensure a vibrant downtown attract tourists, residents and investors alike.

The CCID’s strategy for promoting that vision is detailed in its Business Plan available online at www.capetownccid.org.

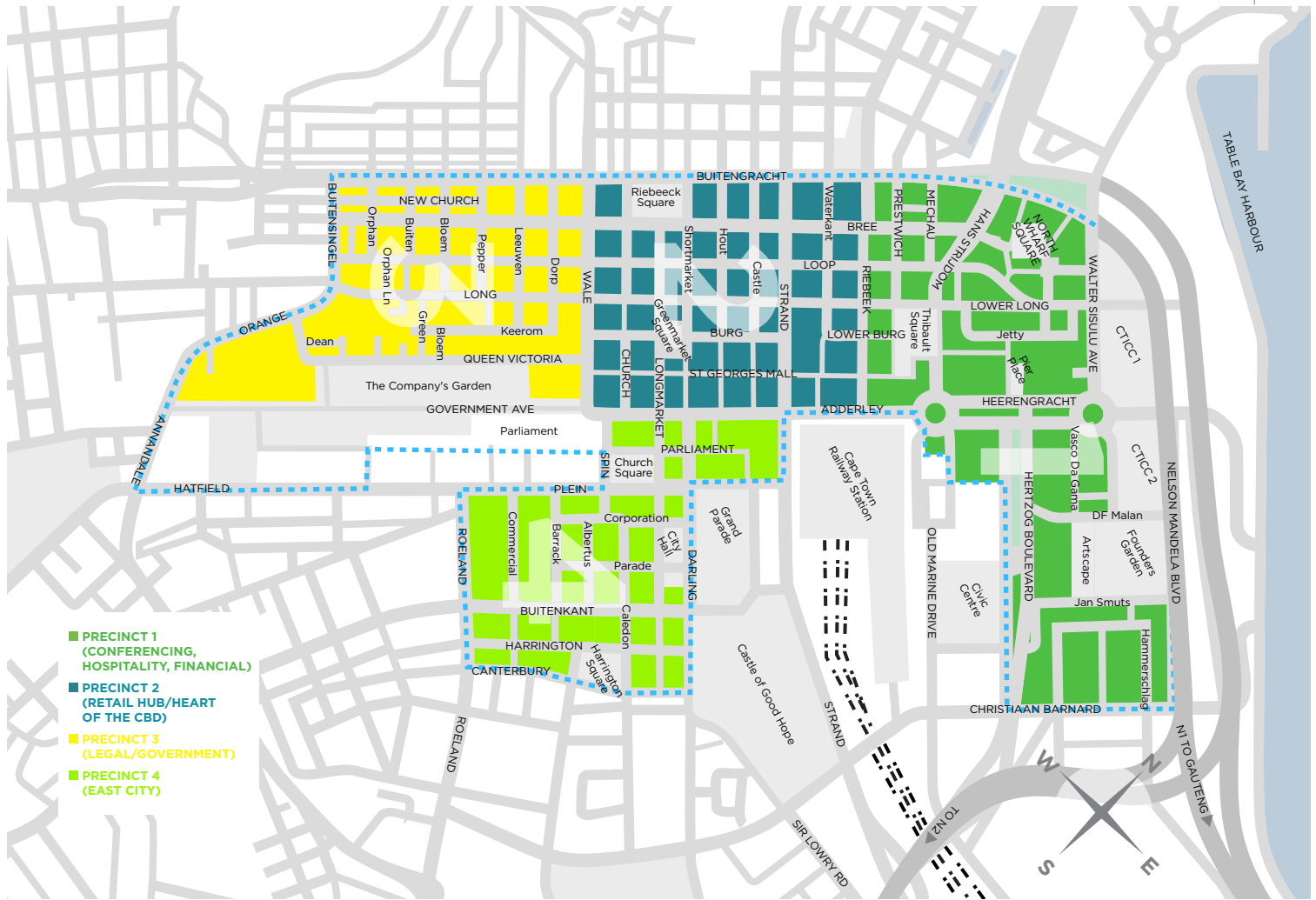
Values

Our core values are reliability, commitment, accountability, consistency and integrity.

These are upheld through detailed quarterly board reports, and through personal communication to stakeholders on operational endeavours through Urban precinct managers, Social Development field and social workers, and Safety & Security managers and night managers. The CCID also regularly communicates with its stakeholders via print, digital, e-mail and social media channels – including the Annual Report – and by reporting on its successes and challenges at its AGM.



The total value of property investment in the Cape Town CBD during 2021 was R5.7 billion.



6.

STATUTORY MANDATE

In terms of the CID bylaw and Section 22 of the Municipal Property Rates Act, the CCID operates in a special rates area (SRA) that offers complementary top-up services to ratepayers in addition to those rendered by its primary partners – the City of Cape Town and the South African Police Service (SAPS) – in the areas of Safety & Security, Urban Management and Social Development. The CCID also has a Communications department and a Finance/HR department.

The CCID operates in the traditional downtown of Cape Town across 1.6 km². This stretches from Buitensingel to FW de Klerk Boulevard, and from Buitengracht to Canterbury Street. The geographical boundaries are indicated on the map above which is divided into four precincts: Precinct 1 (the Foreshore), Precinct 2 (which stretches from Riebeeck Street to Wale Street), Precinct 3 (which is between the Company's Garden and Buitengracht, Wale and Buitensingel sts), and Precinct 4 (East City).

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.

7.

ORGANISATIONAL STRUCTURE



BOARD

ROB KANE (CHAIRPERSON)



DIRECTORS

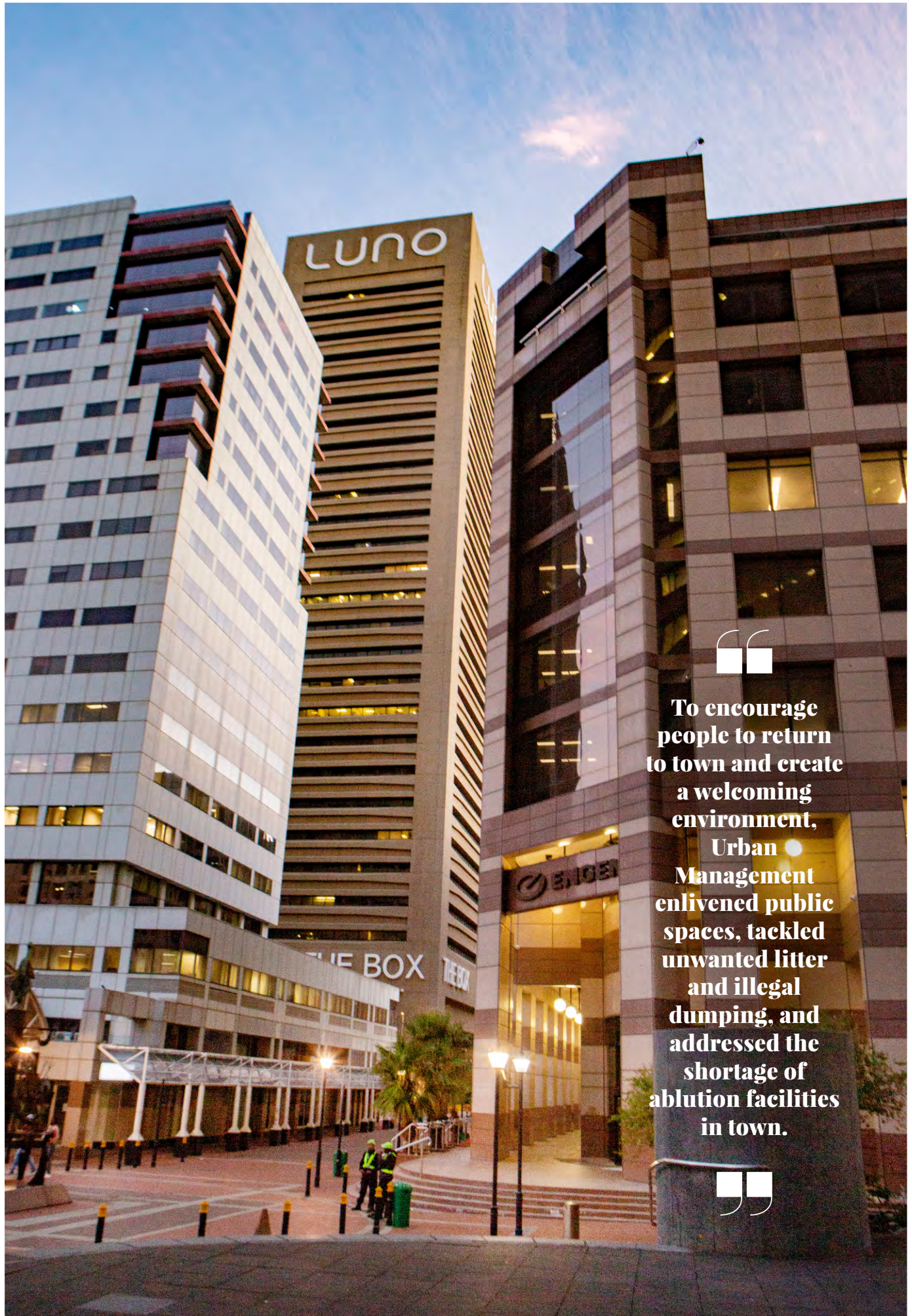
MICHAEL BAUER
TAMRA CAPSTICK-DALE
SAMANTHA CLINGHAM
GRANT ELLIOTT
SAMANTHA LAMBERT
JULIAN LEIBMAN
NAWAL RAMASAR
PETER RAIMONDO
LAURA ROBINSON
DAVID STOLL
RIAAN VAN WYK



CEO

TASSO EVANGELINOS





“

To encourage people to return to town and create a welcoming environment, Urban Management enlivened public spaces, tackled unwanted litter and illegal dumping, and addressed the shortage of ablution facilities in town.

”

PART B

PERFORMANCE
INFORMATION



L.

SITUATIONAL ANALYSIS

Service delivery environment

In the year under review, the CCID worked off the excellent operational base it had established in 2020, the first year of the pandemic, to ensure the Central City remained stable, inviting and open for business. Each department faced challenges but moved swiftly to identify and solve potential problems.

Safety & Security focused on crime-prevention with a concerted effort going into thwarting increasing incidents of ATM fraud and petty crimes such as chain-snatching, pickpocketing and cell phone theft. To address ATM fraud, the CCID was instrumental in the formation of a multi-agency task team which conducted daily operations to identify, deter and catch criminals.

To encourage people to return to town and create a welcoming environment, Urban Management enlivened public spaces, tackled unwanted litter and illegal dumping, and addressed the shortage of ablution facilities in town. The stand-out project was the Rainbow Tree Project, which saw over 700 trees in key CBD open spaces being wrapped in bright

fabric; another essential service was the introduction of The Broom Brigade to support existing Sweeping teams by clearing waste in high pedestrian streets. The CCID also installed four mobile toilets to alleviate the chronic shortage of public ablution facilities in the inner city and addressed illegal dumping through a joint night-time cleaning operation involving CCID Safety & Security and the City's Solid Waste Management department.

The CCID observed growing numbers of homeless people in the inner city, substance use and anti-social behaviour. The plight of the homeless was also compounded by a lack of sufficient social services. To bridge the gap, Social Development collaborated on work-based rehabilitation projects with NGO partners and the City of Cape Town, with the CCID also subsidizing additional bed spaces as part of its Winter Readiness Campaign, and engaged in projects aimed at improving the mental health of adults who use substances.

The organisation's reputation and the CBD's desirability as an investment destination continued to be at the forefront of the work

Hotel Sky was one of 13 property developments completed in the Cape Town CBD in 2021.



Urban Management workers install Christmas flower baskets in St Georges Mall.

FAST FACTS

720 TREES WRAPPED

4 MOBILE TOILETS INSTALLED

R12⁺m
IN MEDIA COVERAGE

R121⁺k
RAISED FOR NGO PARTNERS IN THE HOPE FOR THE HOMELESS CAMPAIGN

of the Communications team. Through stories in the media, an advertising value equivalent (AVE) of R12 131 627 and an estimated audience of 567 933 903 readers/viewers across a broad spectrum was achieved and reached. In addition, the department conceived and rolled out Social Development's Hope for the Homeless Campaign during which R121 514 was raised for NGO partners.

Some of the difficulties encountered in providing relevant services included shifting people's perceptions and attitudes around petty crime, rising ATM fraud, and continued littering and illegal dumping.

Aside from implementing the projects highlighted above, there was a concerted effort on creating awareness and empowering the public with information. Remedial measures in place included:

- Awareness campaigns at hotspot ATMs in the CBD and around hotels and key visitor areas alerting people about how not to become a victim of petty crimes.
- Raising awareness on social media reminding

the public to not litter or dump waste illegally and reporting business dumping waste illegally to the City's Solid Waste Management Department.

- Informing the public about the plight of the homeless and how they can assist the CCID's partner NGOs to help the homeless population.
- Creating awareness about the CBD being a safe and welcoming environment with adequate, safe and clean public ablution facilities.
- Vigorous promoting of CBD hotels and other retail venues to stimulate the hospitality sector and drive national holidaymakers into the CBD following the placing of South Africa on the UK's "red" list.

External factors that impacted the organisation's service delivery included an illegal strike in the CBD by a group of CCID Public Safety Officers, which also led to the destruction of the organisation's branded kiosks and two LED screens in St Georges Mall used to share valuable safety tips.

The CCID worked closely with its primary safety partners, SAPS and City Law Enforcement, to safeguard property and all CBD stakeholders. Response vehicles patrolling the CBD were also increased to ensure safety and increased response times to complaints. A crisis communication plan was also formulated and implemented to communicate with the public quickly and accurately through digital and print platforms.

Organisational environment

Towards the end of the financial year, Social Development manager Pat Eddy retired after 13 ½ years with the organisation. Plans were then implemented to find a replacement to ensure a smooth transition.

It was business as usual for the CCID during this reporting period. Guided by its board and led by its experienced CEO and strong management team, the CCID has a reputation for adhering to corporate governance principles and applying strict financial controls. As a result, the CCID proudly achieved its 22nd unqualified audit during this period.

2.

STRATEGIC OBJECTIVES

The CCID carries out the following measures to achieve its objectives:

- Improving public safety and securing the CBD by working with partners including SAPS, the City's Law Enforcement agency, Community Police Forum, neighbourhood watches and other central improvement districts;
- Maintaining, cleaning and upgrading public areas by working with the City of Cape Town;
- Engaging in sustainable social development to uplift the Central City's most vulnerable individuals by collaborating with partner NGOs, various City departments and the Provincial Department of Social Development;
- Promoting the CCID's day-to-day operations, upholding the organisation's reputation, giving stakeholders and visitors accurate information and encouraging economic investment in the CBD.



3.

COMPLAINTS PROCESS

All complaints are investigated. Below is a framework of how the CCID addresses these:

- **Crime complaints:** Every call, incident, report and complaint is logged electronically. This data is plotted on a map of the CCID's four precincts to show where crime is occurring. The system sends real-time alerts by way of SMS and email, and that information is communicated directly to officers on the ground. While this is a CCID Safety & Security system, it ensures that complaints relating to other CCID departments, or the organisation, are brought forward and addressed.
- **Day-to-day complaints** are received verbally or telephonically, and via the organisation's channels such as the website, social media, office number and 24-hour emergency number (082 415 7127). Depending on the nature of the complaint, these are promptly dealt with by department heads, precinct managers, operational teams on the ground as well as social and field workers who engage with the CCID's homeless daily.
- The CCID's website has contact details of the CEO's office and all department heads, allowing the public to submit specific complaints online to the relevant department for remedial action.
- Critical grievances are referred to the CEO and the CCID board of directors.

4.

PERFORMANCE INFORMATION OF DEPARTMENTS





SAFETY & SECURITY

FAST FACTS

309 SECURITY OFFICERS

4 CCID STAFF MEMBERS

8 CCID-FUNDED CITY LAW ENFORCEMENT OFFICERS

6 CCID-FUNDED CITY OF CAPE TOWN TRAFFIC WARDENS

5 LOCK-UP RESPONSE UNITS

The CBD's night-time economy picked up in the second year of the pandemic.

CCID Safety & Security provided a visible security presence on the streets of the Central City by rendering top-up services to those provided by its primary partners, SAPS and the City of Cape Town.

The department's aim was to protect people, property and possessions by:

- **Strategically deploying Public Safety Officers (PSOs)**, contracted via Phangela Group, in shifts 24/7 365 days a year.
- **Incorporating technology** such as body-worn cameras to enhance its effectiveness.
- **Partnering** with SAPS, the City of Cape Town (Law Enforcement, Traffic, Metro Police, Cyclops Camera Unit), the Western Cape government (departments of Community Safety and Economic Opportunities), the Cape Town Central Community Police Forum, Cape Town Tourism, the Long Street Association and other community and business associations.

The department successfully drafted and rolled out a safety plan for the CBD, not only focusing on preventing criminal activity but also on policing bylaw offences, including those related to the National Disaster Act, and traffic infringements. This included deploying 309 PSOs, four CCID staff members, eight CCID-funded Law Enforcement Officers and six CCID-funded City of Cape Town traffic wardens. The following strategy was applied:

- **109 PSOs** were deployed during the day on foot and in mobile units between 07h00 – 18h00 and 100 deployed at nighttime between 18h00 – 07h00.
- **Five lock-up response units** were made available on every shift on a 24/7 basis.
- **Three management vehicles** were utilised on every shift on a 24/7 basis.

- **City Law Enforcement Officers** worked 24/7 on a roster, with two on duty from 07h00 to 18h00, and two deployed at night from 18h00 to 07h00.
- **Six CCID-funded City of Cape Town traffic wardens** were on duty to ease congestion and monitor non-moving traffic violations from Monday to Friday from 10h00 to 18h30.

Covid-19 continued to present challenges in the year under review. CCID Safety & Security adapted its strategy to accommodate lockdown regulations. PSOs patrolled the CCID's 1.6 km² footprint 24/7, collaborating with SAPS, City Law Enforcement and Traffic to conduct joint crime-prevention operations to tackle various crimes.

Collaborations with primary partners were crucial in maintaining a safe city centre. One of these was a special task team set up to tackle increasing ATM fraud in the CBD. The task team comprised members from CCID Safety & Security, SAPS's commercial crime unit, City Law Enforcement, the City's Cyclops Unit and the banking sector. The team was highly effective in identifying ATM fraudsters and their modus operandi and secured numerous arrests.

With Covid-19 variants causing major disruptions, and the country's lockdown levels going up and down, Safety & Security revised its CBD security strategy. With lockdown levels easing to Alert Level 2 lockdown in September 2021, and moving to Alert Level 1 lockdown from 1 October, the teams had their hands full as more and more people streamed into town.

To effectively carry out its safety plan, the department introduced a new digital radio network with tracking capabilities to effectively manage its security officers on the ground. A new system was also implemented to ensure direct and seamless communication among all CCID patrolling teams, SAPS and City Law



CLOCKWISE FROM LEFT

CCID mobile response units get ready to take part in a crime-prevention operation.

CCID Safety & Security and its crime-prevention partners on Greenmarket Square before a night-time crime-prevention operation.

CCID Public Safety Officers on duty in downtown Cape Town.

Enforcement agencies. These improvements along with new specialised equipment such as earpieces, to reduce the noise created by the two-way radios, and the addition of lockup facilities were crucial to the success of the safety plan and ensured rapid response times to safety incidents.

The success of the safety plan and deployment strategy also led to CCID teams becoming the first respondents to various issues in the CBD including medical emergencies, motor vehicle accidents and break downs, incidents of aggressive begging, and public enquiries.

The success of the CCID's Safety & Security department in this period was a result of stakeholder collaborations, including residential and commercial building management, event organisers, retailers and informal traders. These stakeholders helped to identify issues addressed by the safety plan such as aggressive begging, drug use in public spaces, land invasions, noise-related complaints, general crime, illegal dumping and trading.

CCID Safety & Security's efforts contributed to a conducive environment for businesses to operate. As lockdown regulations eased, some retailers extended their trading hours, new businesses opened, people returned to work and informal traders once again operate freely. Some businesses extended operations to pavements, through the City's open-air

dining experiences, which allowed streets to be closed to cars allowing pedestrians to enjoy great food, drinks and busker entertainment.

At the end of the first half of the year under review, contracts held by the CCID's security service provider, Iliso Protection Services, were bought by Phangela Group. The new arrangement came into effect on 1 March 2022. Shortly thereafter, a group of disgruntled guards expressed their unhappiness about the impact of this development on their working conditions and embarked on an illegal strike in the CBD, with some of the guards damaging CCID property. The action led to the suspension and/or dismissal following disciplinary hearings conducted by Phangela Group.

The CCID was not involved in the dispute, which was heard by the CCMA and the Labour Court. Subsequently the dismissed workers held legal pickets in town and handed a memorandum to the CCID. CCID Safety & Security moved swiftly to ensure the safety of stakeholders, residents and visitors to the CBD by doubling the number of response vehicles patrolling the CBD, and working with its primary partners to secure the Central City. The CCID was not involved in the dispute, but the organisation urged Phangela Group and the union representing the workers, the Democratic Municipal and Allied Workers' Union (Demawusa), to swiftly resolve the issue, and to reach a fair outcome without delay.



RESOURCE ALLOCATION

Service/Project components	2020/2021 Expenditure			2021/2022 Expenditure		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/Under
	(R)	(R)	(R)	(R)	(R)	(R)
Security expenses	45,323,280	43,635,910	1,687,370	49,254,338	47,281,862	1,972,476



STRATEGIC OBJECTIVES



CRIME PREVENTION

Action steps	Key performance indicator	Frequency	Comments
Identifying root causes of crime.	Meeting with SAPS' Crime Intelligence Unit on crime trends and focus areas. Drawing statistics from the CCID's incident reporting system.	Weekly	Information from incident report not always comprehensive enough to formulate a strategy.
Conducting a crime-threat analysis.	Identifying threats, specific crime "hot spots", criminal behaviour and trends.	Weekly	Implementation of preventative measures to address crime patterns and trends.
Crime-prevention operations.	Conducting crime-prevention operations with SAPS and City Law Enforcement.	Weekly	Partnership allows for resource sharing.
Deployment of personnel.	Compiling and implementing a deployment strategy.	Ongoing	Creates effective team management.
Use of technology.	Utilising body-worn video units, digital radios, and a scanning system to record officer patrols.	Daily	Video units are a positive behaviour modification tool for security guards and the public as all interactions are recorded; radios allow for live tracking of guards and patrol regulation.



RELATIONSHIP MANAGEMENT

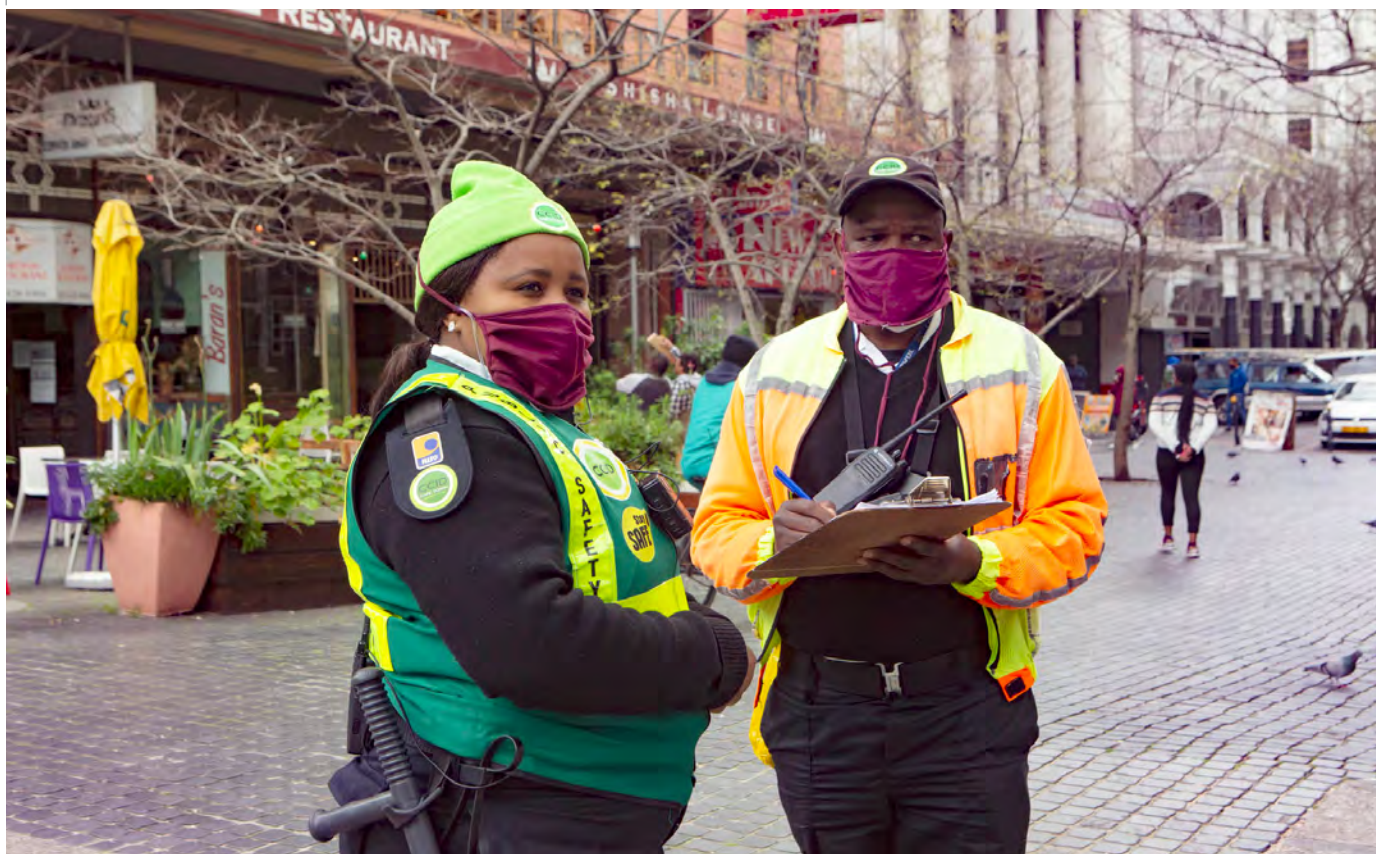
Action steps	Key performance indicator	Frequency	Comments
Working with service providers: Iliso Protection Services/ Phangela Group and SEON.	Evaluating service agreements and attending meetings.	Ongoing	Amendments and rectification systems implemented when required.
Collaborating with primary safety partners.	Conducting joint agency operations. Providing logistical support. Attending Community Policing Forum meetings. Attending SAPS sector meetings.	Daily Weekly Monthly	Members of the CCID's Safety & Security team are involved in chairing these meetings.
Stakeholder engagements.	Visiting CBD stakeholders.	Daily	Identified complaints addressed timeously.

AWARENESS

Action steps	Key performance indicator	Frequency	Comments
Ensuring the CCID has a targeted plan to support the tourism sector.	Keeping up to date with tourism sector. Creating awareness around crime trends that could impact tourists. Attending briefings by tourism bodies and giving safety talks when requested.	Monthly	
Ensuring CBD stakeholders are kept abreast of crime trends.	Giving safety talks. Visiting new CBD businesses and supplying CCID info “welcome packs”. Visiting existing clients.	Daily	
Disseminating safety information to CBD users.	Creating channels of communication.	When needed.	Pertinent information is shared via email and WhatsApp groups and via safety pamphlets.
Engaging with embassies and/or consulates.	Advising consul generals or their representatives on crime trends and safety tips for foreign visitors to the CBD.	Regularly	

PROVIDING PUBLIC ASSISTANCE

Action steps	Key performance indicator	Frequency	Comments
Responding to motor vehicle accidents.	Assisting at accident scenes.	When required.	CCID teams secure the scene and call safety partners when necessary.
Assisting motorists with flat batteries.	Providing a jump-start service.	When required.	
Responding to medical emergencies.	Assisting with ambulance callouts.	When required.	CCID teams secure the scene and wait with the patient until an ambulance arrives.
Building and retail checks.	Conducting courtesy building inspections.	Upon request.	Checking to ensure buildings are secured.
Alarm activations.	Responding swiftly to detected activations or when alerted to these.	When required.	During these checks, CCID teams secure the premises or contact building owners.
Escorting CBD residents and visitors.	Protecting people and possessions.	When required.	Providing a courtesy safety escort service to people and business owners during opening and closing times.



MANAGING PERSONNEL

Action steps	Key performance indicator	Frequency	Comments
Providing training.	Implementing training programmes for PSOs on foot, supervisors and management teams.	Ongoing	
Boosting employee morale.	Introducing programmes aimed at providing incentives, improving productivity and preventing burnout.	Monthly	Top performers receive bonuses and Officer of the Month accolades.
Accountability	Holding staff accountable for their actions and performance.	When required.	Public complaints about staff are investigated and addressed.



ASSISTING WITH EVENTS

Action steps	Key performance indicator	Frequency	Comments
Identifying events taking place in the Central City.	Meeting with event organisers and compiling a safety plan.	When required.	An events map is drawn up to deploy PSOs effectively.

ABOVE AND RIGHT

A CCID Public Safety Officer checks in with her supervisor;

CCID Safety & Security on patrol in Long St at night.

SAFETY & SECURITY

2021 – 2022 in numbers



PUBLIC SAFETY INCIDENTS

Number of arrests made with law enforcement partners

TOTAL ARRESTS **320**

ACTIVE WARRANT OF ARREST

1

ASSAULT

26

ATM CARD SWAPPERS

3

CONTRAVENING THE IMMIGRATION ACT

19

DRINKING AND DRIVING

7

FRAUD

2

GENERAL THEFT

39

HOUSEBREAKING

7

MALICIOUS DAMAGE TO PROPERTY

18

MOTOR VEHICLE THEFT

4

POINTING A FIREARM

1

POSSESSION OF A DANGEROUS WEAPON

25

POSSESSION OF AN ILLEGAL FIREARM

3

POSSESSION OF ILLEGAL SUBSTANCES

45

POSSESSION OF STOLEN PROPERTY

38

RIOTOUS BEHAVIOUR

4

ROBBERY

42

SHOPLIFTING

15

THEFT OUT OF MOTOR VEHICLE

20

TRESPASSING

1







SAFETY INTERVENTIONS

Rendering of public assistance

TOTAL SAFETY INTERVENTIONS CONDUCTED **78 541**

REPORTS OF FIRES

16

ILLEGAL TRADING OFFENCES

135

INJURIES TO STAFF

9

MEDICAL ASSISTANCE

414

MOTOR VEHICLE ACCIDENTS

648

NATURAL DEATHS REPORTED

16

PUBLIC ASSISTANCE

3 959

SUSPICIOUS BEHAVIOUR DETECTED

44 733

SUSPECTS TRANSPORTED TO CAPE TOWN CENTRAL POLICE STATION

212

STOP-AND-SEARCHES

4 050

UNSECURED PREMISES DETECTED

66

UNSECURED VEHICLES DETECTED

36

VEHICLE ASSISTANCE

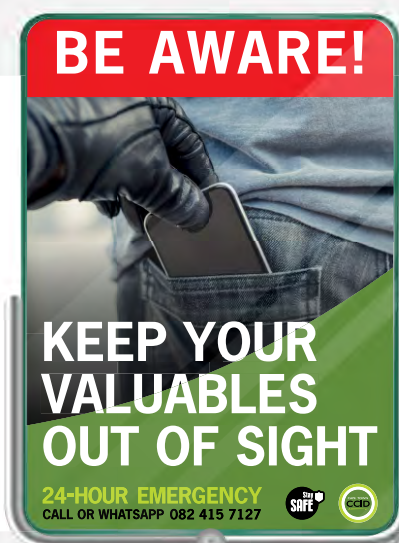
33

WARNINGS ISSUED

24 214

LEFT

CCID Safety & Security Public Safety Officers on duty in Government Avenue.



CCID-FUNDED LAW ENFORCEMENT OFFICERS

Issuing & value of fines

ISSUED FINES TO A TOTAL OF

R2 277 500

FINES ISSUED

NON-MOVING VIOLATIONS

5 238**R1 929 200**

VALUE OF FINES

CONTRAVENING BYLAWS

1 172**R348 300**

A Safety & Security public awareness campaign alerting members of the public on how to stay safe in the CBD.



CCID-FUNDED CITY TRAFFIC WARDENS



FINES ISSUED



VALUE OF FINES

Issuing & value of fines

TOTAL FINES ISSUED **13 908**TOTAL VALUE OF FINES **R8 409 800**DRIVING AN
UNLICENSED CAR**3 398**
R1 699 000PARKING IN DISABLED
BAYS**365**
R292 000PARKING OUTSIDE
WHITE LINES**2**
R600FAILURE TO DISPLAY
A NUMBER PLATE**1**
R500DRIVING WITHOUT A
LICENCE**288**
R144 000PARKING IN MINIBUS
BAYS**4**
R2 000PARKING IN A TAXI
ZONE**945**
R472 500FAILURE TO STOP AT
A STOP SIGN**82**
R41 000

PARKING IN RED LINES

775
R387 500

PARKING IN BUS BAYS

440
R352 000PARKING IN A FIRE
ZONE**49**
R39 200OUTSTANDING
TRAFFIC FINES**1**
R300PARKING IN YELLOW
LINES**665**
R332 500PARKING IN
MOTORCYCLE BAYS**118**
R59 000PARKING IN A
PROHIBITED AREA**325**
R162 500

PARKING OFFENCES

1
R300PARKING IN LOADING
ZONES**3 806**
R3 044 800PARKING IN A PRIVATE
DRIVEWAY**2**
R1 000PARKING ON THE
WRONG SIDE OF THE
ROAD**6**
R3 000

FAILURE TO COMPLY

19
R28 500PARKING ON ISLANDS
& SIDEWALKS**1 238**
R634 000PARKING IN A MANNER
CAUSING DANGER AND
OBSTRUCTION**343**
R343 000PARKING IN A PLACE
OTHER THAN A LEGAL
PARKING BAY**6**
R1 800DISREGARDING A
PEDAL CYCLE LANE**85**
R85 000

DOUBLE PARKING

14
R4 200PARKING AT A
PEDESTRIAN
CROSSING**1**
R500DISPLAYING A NUMBER
PLATE THAT DOESN'T
COMPLY WITH SABS
SPECIFICATIONS**2**
R1 000

JAYWALKING

12
R3 600EXCEEDING PARKING
LIMIT**913**
R273 900PARKING OUTSIDE
DEMARCATED LINES**2**
R600



CLOCKWISE FROM TOP

The department offers vehicle assistance to members of the public.

A Public Safety Officer on duty at the mobile kiosk in St Georges Mall.

A public awareness campaign at the Grand Parade.

CCID-funded City of Cape Town traffic wardens issued fines of over R8.4 million in the year under review.



CCID TOURISM MONITORS

Interventions & services rendered

17 426

PAMPHLETS
DISTRIBUTED

7 793

TIMES
PUBLIC ASSISTANCE
PROVIDED

4 610

TOURISTS
ASSISTED

6 965

CCID CIGGIE POUCHES
DISTRIBUTED



URBAN MANAGEMENT

Urban Management ensured the CBD remained a clean and risk-reduced urban environment. The services the department provide are complementary to those delivered by its primary partners at the City of Cape Town.

They include:

- Sweeping and cleaning the streets of the CBD and taking waste to landfill.
- Emptying overflowing green refuse bins.
- Repacking around overflowing black bins.
- Removing illegally dumped litter bags and taking litter to landfill.
- Cleaning municipal and storm water drains and channels to prevent flooding.
- Conducting road maintenance repairs, including repairing potholes and street signs, reinstating cobbles and restoring damaged paving and sidewalks.
- Picking up needles in public spaces and disposing thereof responsibly.
- Checking rodent baiting boxes in the inner city.
- Maintaining the CCID's 305 cigarette bins of cigarette butts.
- Identifying and removing illegal posters, strings and stickers and graffiti tags.
- Identifying and reporting water faults including leaks, burst pipes and leaking fire hydrants.
- Painting road markings and public infrastructure when required.
- Planting trees when required in partnership with the City's Recreation and Parks Department.
- Maintaining, and removing litter, from tree wells.
- Removing unwanted weeds.

As lockdown restrictions eased in the latter part of 2021, the CCID ramped up its efforts to revive the local economy and present a pristine environment to residents, returning office workers, business owners, and local and

national visitors. Urban Management's work was central to this. The teams include:

A manager who oversees the department, manages the teams, workflow, and projects.

She is assisted by two precinct managers who walk the beat daily, observing changes within the urban environment, acting as intermediaries between the public and private sectors, and communicating with retailers and property owners.

Sweeping teams: There are 41 professional daytime cleaning teams deployed daily via J&M Cleaning Services between 07h30 to 17h00. The team includes four supervisors, a driver and a manager.

Sweeping teams: There are 18 night-cleaning teams deployed daily via J&M Cleaning Services between 20h00 to 05h00. The team includes two supervisors, a driver and a manager.

Technical teams: Technical teams consist of 18 staff members, contracted via Straatwerk, who perform technical services including road maintenance, gardening, cigarette bin maintenance, graffiti removal, tree well maintenance, municipal drain cleaning, rodent baiting inspections, weed removal and storm water drain cleaning. These workers are deployed from Monday to Friday between 08h00 to 17h00.

Litter-picking "Opruim" teams: Urban Management has an "Opruim" team made up of 15 workers who are contracted via Straatwerk. They are deployed Monday to Saturday between 08h00 to 17h00. In addition to this service, Urban Management deploys six Special Response Team members from Monday to Friday to pick up litter on the outskirts of the CCID's footprint to ensure dirt doesn't get blown back into the City Centre.

Hot spot cleaning "Opruim" teams: Urban Management has an "Opruim" team of nine members who tackle unsightly and unhygienic areas. The team scrubs and washes about 75 hotspot areas in the CBD from Monday to Saturday between 06h30 to 17h00 and from 06h30 to 12h30 on Sundays.

The CCID employed 41 professional daytime cleaning teams in the year under review.



FAST FACTS

259 NEW
RODENT
BOXES

10 STEEL
BENCHES
PAINTED

305
CIGARETTE BINS
MAINTAINED

8 886
BLACK BINS
SERVICED FROM

38
BUSINESSES

730
TREES
WRAPPED

The Broom Brigade: This team is made up of 18 members and complements existing Urban Sweeping teams by sweeping in St Georges Mall and around the Golden Acre block from Monday to Saturday between 08h00 to 17h00.

During this reporting period, CCID Urban Management successfully formulated and implemented **a comprehensive public space management strategy** to support the CCID's efforts to promote the inner city as a destination of choice that's clean, risk-free and hospitable. This involved providing the following top-up services:

- **Road maintenance:** Urban Management's Road Maintenance team monitored the wear-and-tear of the Central City's road infrastructure, repairing damaged pavement surfaces, minor potholes, paving and damaged signage, replacing missing drain covers, cleaning channels and stormwater outlets and painting road markings.
- **Broom Brigade:** To combat litter in high-pedestrian areas, Urban Management introduced a Broom Brigade between May and June 2022 in St Georges Mall and its side streets, and on the Golden Acre block. The teams cleared waste in Adderley, Strand, Plein and Darling streets and successfully complemented existing Urban Sweeping teams.
- **Sanitising the CBD:** With Covid-19 still a threat, Sanitising Ambassadors, initially introduced in July 2020, continued to disinfect high-touch areas such as bollards, benches, railings, pedestrian buttons, and green street-pole refuse bins.
- **Marine conservation:** Road Maintenance assisted the City's Coastal Management department to promote its marine conservation message in an ongoing project – launched in February 2021 – which urged people not to litter as it lands up in our water system. Urban teams revisited the project in March 2022, repainting fading anti-litter messaging in St Georges Mall, and redoing 11 stencils on the grids of storm water drains in downtown Cape Town.
- **Greening the CBD:** In this reporting period, Urban Management planted 50 trees, 40 spekboom plants and 34 aloe vera plants in



partnership with the City's Recreation and Parks Department. This is in line with the department's ongoing beautification efforts. The trees are watered weekly by the CCID Gardening services teams which are a part of the Technical Services Team.

- **Rodent baiting:** To keep rats at bay, Technical teams installed 259 new rodent boxes. Currently, there are 680 containers in the CBD and CCID teams inspect them monthly to assess their condition or if bait needs to be replaced by the City's Environmental Health Services Department.
- **Revamping CBD infrastructure:** In this reporting period, 10 steel benches were painted in September 2021 along the Buitengracht Street median between Walter Sisulu Ave and Hans Strydom Ave.
- **Preventing litter:** This year marks five years since the Long and Loop Street Bin Project was initiated. This partnership, between the CCID and Khulisa Social Solutions' Streetscapes, reduces waste in these business hubs. In the period under review, the team serviced 1 746 bins from 38 businesses in Long St and 10 in Loop St. Participants monitor the bins to prevent litter ending up on the streets when people search for recyclable materials. They also ensure bins aren't vandalised or stolen, and help with sweeping operations in

Urban Management's Road Maintenance team reinstate damaged paving in the CBD.

Greenmarket Square and St Georges Mall. The eight workers and one supervisor benefit from the employment opportunity provided and social services via Khulisa.

- **Creating dynamic public spaces:** To enliven the built environment, Urban Management wrapped 730 Cape ash and fever trees in the city centre with more than 3 000 metres of fabric in public spaces such as Thibault Square, Pier Place and North Wharf. High-pedestrian areas such as St Georges Mall, and Bree and Waterkant streets were also included.
- **Additional Festive Season shifts:** CCID Urban Management bolstered its teams on the ground during the Festive Season. Additional Hot spot cleaning teams as well as extra shifts for Litter-picking and Cleaning teams were introduced to cover Strand to Riebeek streets, Strand to Hout streets, Hout to Wale streets, Lower Plein to Darling streets, Walter Sisulu Ave, Hertzog Boulevard and Hans Strijdom Avenue. These shifts started in December 2021 and continued until the end of March 2022.
- **Alleviating shortage of public ablution facilities:** Towards the end of the year, Urban Management launched a four-month pilot project to address the shortage of public ablution facilities in the CBD. A unit with two toilets was installed on the corner of Adderley and Darling streets, while two separate units were placed in Longmarket Street. The toilets are open daily from 07h00 to 23h00 and can be used for free by the public. The chosen sites represent gaps in the location of existing public toilet

infrastructure and opportunities to meet predicted future demand. Since the toilets were installed in May, over 7 922 people have made use of them. The project has provided work opportunities for 16 workers, contracted via Khulisa Social Solutions and Straatwerk, who manage and clean the toilets.

Illegal dumping, graffiti tagging, cigarette-butt litter, non-compliance issues and waste that spills out of torn litter bags, remain the biggest challenges for CCID Urban Management. That said, downtown Cape Town remains one of the country's most well-kept CBDs, which speaks to the department's ability to overcome these obstacles, in collaboration with its partners. Partners include CBD stakeholders, service providers J&M Cleaning Services and Straatwerk as well as the 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).

This reporting period was remarkable in terms of Urban Management's daily operations and public space management initiatives implemented in collaboration with several partners.

Urban Management also continued its efforts to upskill its teams. Training provided included a 10-week training course on soft leadership skills and personal mastery; horticultural training facilitated by the City of Cape Town's Recreation and Parks department; and rodent baiting refresher training in partnership with the Environmental Health department.



... downtown Cape Town remains one of the country's most well-kept CBDs, which speaks to the department's ability to overcome these obstacles, in collaboration with its partners.



RESOURCE ALLOCATION

Service/Project components	2020/2021 Expenditure			2021/2022 Expenditure		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Cleaning	7,636,522	7,097,901	538,621	9,220,934	7,963,017	1,257,917

Savings in 2021/2022 was mostly attributed to underspending on projects which were approved towards the end of the financial year. Savings on contractual cleaning costs were also realised due to curtailed night shifts during lockdowns instituted early in the financial year by the South African Government.

STRATEGIC OBJECTIVES



CLEANING

Action steps	Key performance indicator	Frequency	Comments
Developing a cleaning strategy and ensuring service providers comply with the service level agreement (SLA).	Conducting checks on cleaning and measuring performance and effectiveness through stats collected.	Daily	Sweepers and litter-pickers clean the CBD throughout the CCID's footprint 24/7.
Providing daily sweeping and additional sweeping and cleaning in St Georges Mall and on the side streets.	Deploying detailed cleaners to ensure the space is clean and well-maintained.	Daily	J&M Sweepers are deployed in St Georges Mall from 07h30 to 16h30 to ensure the mall is kept clean. This is in addition to the daily sweeping provided across the CCID's footprint from 07h30 to 17h00. (These teams are not part of the Broom Brigade, introduced as a special project.)
Providing clean streets and sidewalks through additional litter-pickers.	Ensuring litter-pickers attend to litter on pavements, in pots, tree wells and middle islands.	Daily	Litter-pickers are deployed daily to pick up litter.
Emptying overflowing green refuse bins in St Georges Mall and in side streets.	Ensuring litter from overflowing green bins is bagged and removed.	Daily	Sweepers empty green bins in St Georges Mall and its side streets daily. A total of 652 bags of litter were re-bagged last year.
Conducting a green-bin audit to ensure there are sufficient bins.	Providing City Solid Waste Management with accurate information on where they should place additional bins or replace damaged ones.	Quarterly	Solid Waste Management Department is responsible for replacing bins.
Addressing illegal dumping.	Providing the City of Cape Town with a list of locations prone to illegal dumping.	Monthly	City of Cape Town Law Enforcement addresses non-compliant businesses.
Addressing illegal dumping.	Removing illegally dumped litter from public spaces.	Daily	Urban Management's waste truck collects the waste from 18h00 to midnight daily and hands it over to the City's waste truck.
Clearing litter trapped in electrical substations.	Ensuring electrical substations are litter-free.	Monthly	Urban Management asks the City to open electrical substations so its teams can clean them. These areas are not part of Urban's duties but are cleaned to enhance the city centre.
Conducting deep-cleaning in Castle St with the City of Cape Town's Solid Waste Management Department.	Deep-cleaning the city centre.	Once-off	Solid Waste Management assisted Urban Management to scrub Castle St's pavements on a Sunday when traders were not trading.



MAINTENANCE

Urban Management's Rainbow Tree Project enlivened the CBD and encouraged people to return to town.

Action steps	Key performance indicator	Frequency	Comments
Removing graffiti and tags in public spaces.	Ensuring graffiti tags are removed and measuring this through stats collected.	Weekly	
Removing illegal stickers, strings and posters from public infrastructure.	Ensuring an inner city that's free of unsightly stickers, strings and posters.	Weekly	



GREENING AND BEAUTIFICATION SERVICES

Action steps	Key performance indicator	Frequency	Comments
Planting new trees and new shrubs.	Partnering with City Parks to green the CBD.	Winter months.	
Providing gardening services.	Doing landscaping work in communal areas such as traffic circles and centre islands.	Weekly	
Trimming trees.	Ensuring there are no overgrown trees.	When required.	
Tree-well maintenance.	Making sure tree wells are uncluttered and litter-free.	Monthly	
Weed control.	Removing weeds.	Biannually	



MAINTAINING INFRASTRUCTURE AND CONDUCTING ROAD MAINTENANCE

Action steps	Key performance indicator	Frequency	Comments
Storm water drain cleaning.	Cleaning storm water drains to curb flooding during winter. Monitoring drains and unblocking them when needed.	Monthly	
Cleaning drainage channels.	Ensuring channels are free of debris/litter.	Monthly	
Municipal drain cleaning.	Ensuring municipal drains are unblocked and free of litter.	Monthly	
Fixing paving.	Ensuring damaged paving is restored and doesn't result in tripping hazards.	Weekly	
Reinstating loose curb stones.	Attending to wobbly curb stones.	Weekly	
Repairing potholes.	Ensuring potholes are identified and repaired timeously.	Weekly	
Fixing road signs and poles.	Repairing defective street signs and installing missing poles.	Weekly	Urban teams regularly install missing poles and repair road signs, including adjusting those facing the wrong direction.
Attending to drain covers.	Identifying and replacing missing/damaged 9x9 and 12x12 drain covers as well as six-hole drain lids.	Weekly	
Reinstatements.	Conducting cement reinstatements timeously.	Weekly	
Water meter drain repairs.	Fixing damaged water meter drains.	Weekly	
Repainting road markings.	Ensuring faded road markings are repainted.	Weekly	Repainting fire hydrants, intersections, loading zones, and white, yellow, and red lines.
Bollards.	Repairing or replacing bollards.	Weekly	
Improving CBD infrastructure.	Repainted 10 benches in public spaces.	Annually	
Pest control.	Installing new rodent boxes.	When required.	

The Graffiti Squad removed
2 107 incidents of graffiti in the
year under review.

URBAN MANAGEMENT

2021 – 2022 in numbers



URBAN MANAGEMENT INTERVENTIONS

Number of times service was rendered

INCIDENTS OF
GRAFFITI REMOVED

2 107

ILLEGAL POSTERS
REMOVED

1 112

ILLEGAL STICKERS
REMOVED

1 090

UNSIGHTLY STRINGS
REMOVED

300

NUMBER OF TIMES
MUNICIPAL DRAINS
WERE CLEANED

10 520

DEBRIS REMOVED
FROM MUNICIPAL
DRAINS

7 128 KG

NUMBER OF TIMES
STORM WATER DRAINS
CLEANED

2 356

DEBRIS REMOVED
FROM STORM WATER
DRAINS

37 513 KG

CHANNELS CLEANED

708

WASTE REMOVED FROM
CHANNELS

1 207.5 KG

CIGGIE-BUTT LITTER
REMOVED FROM THE
CCID'S 305 CIGARETTE
BINS

682.5 KG

TONNES OF LITTER
AND ILLEGALLY
DUMPED WASTE
REMOVED TO LANDFILL
STREET SWEEPERS

1 226 TONNES

BAGS USED TO CLEAR
WASTE

184 330

BAGS USED TO REBAG
WASTE AROUND
OVERFLOWING BLACK
WHEELIE BINS

652

SANITISER USED TO
DISINFECT PUBLIC
SPACES

458.3 LITRES



URBAN MANAGEMENT STATS

Outcomes of road maintenance repairs

PAVING REPAIRS

275

POTHOLES REPAIRED

96

DAMAGED CURB STONES REPLACED

27

ROAD SIGNS REINSTATED

52

9X9 DRAIN COVERS REPLACED

57

12X12 DRAIN COVERS REPLACED

34

STORM WATER DRAINS REPAIRED

5

CEMENT REINSTATEMENTS COMPLETED

20

SIX-HOLE DRAIN COVERS REPLACED

4

SIGN POLES INSTALLED

3

BOLLARDS REPAIRED OR INSTALLED

26

WATER METER DRAINS REPAIRED

2

FIRE HYDRANT MARKINGS PAINTED

251

INTERSECTIONS REPAINTED

5

YELLOW, WHITE, AND RED LINES REPAINTED

157

LOADING ZONES REPAINTED

41

YELLOW ARROW REPAINTED

1

DISABLED PARKING BAYS REPAINTED

7

LINES BLACKED OUT

16

REPAINTED BENCHES

10

RODENT BAITING BOXES INSTALLED

259

BAGS OF CLOTHING REMOVED FROM STORM WATER DRAINS

200

BAGS OF LITTER REMOVED FROM STORM WATER DRAINS

821

URBAN MANAGEMENT STATS

Outcomes for gardening services team

FLORAL AND FESTIVE BASKETS INSTALLED IN ST GEORGES MALL

89

GARDENING DEBRIS REMOVED TO LANDFILL

4 830 KG

TREE WELLS MAINTAINED IN THE CBD

1 312

DEBRIS REMOVED WHILE MAINTAINING TREE WELLS

1 722 KG

TREES TRIMMED IN THE CBD

14

DEBRIS REMOVED WHILE TRIMMING TREES

147 KG

FICUS TREES PLANTED

32

CAPE ASH TREES PLANTED

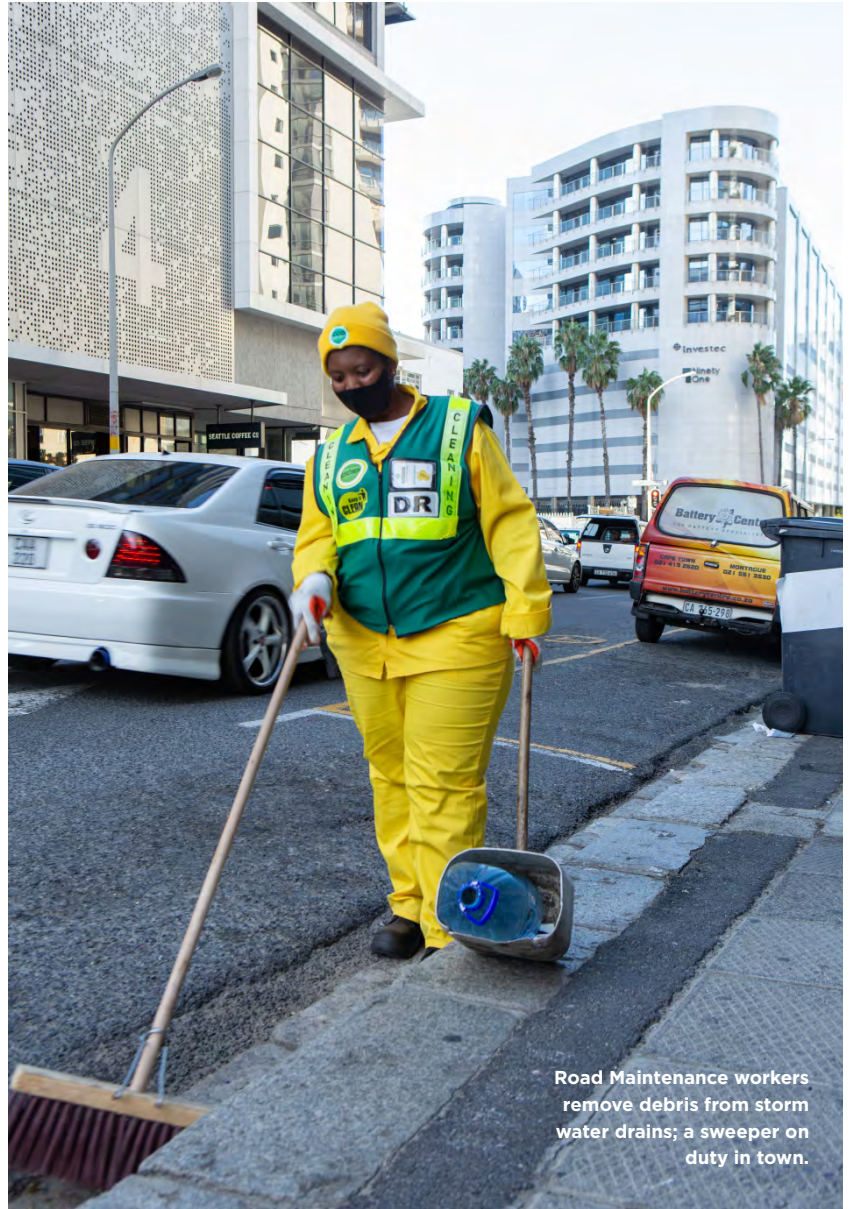
18

SPEKBOOM PLANTS INSTALLED

40

DEBRIS REMOVED AFTER WEEDING

1 444 KG



Road Maintenance workers remove debris from storm water drains; a sweeper on duty in town.



The CCID has 305 cigarette butt bins in the CBD.

LEFT

Urban Management installed four public toilets during the period under review.



URBAN MANAGEMENT STATS

Bin project with Khulisa Social Solutions

NUMBER OF BLACK BINS
SERVICED

8 886

JOB'S CREATED

9

BUSINESSES
BENEFITTING FROM
THE SERVICE IN LOOP
& LONG STS

48



SOCIAL DEVELOPMENT

Social Development focused on providing social assistance to vulnerable individuals living on the street in town. These services complemented those of the City of Cape Town's Department of Social Development and Early Childhood Development (DSED) and the provincial Department of Social Development.

They comprised assistance with the following:

- Basic shelter needs, food, and clothing.
- Referrals to general health and mental health services.
- Identity Document and social grant applications.
- Providing transport and support to facilitate family reunifications.
- Child protection in isolated cases involving destitute mothers with children.
- Referrals to CCID NGO partners, namely Youth Solutions Africa, The Hope Exchange, Straatwerk, The Homestead, Ons Plek, Khulisa Social Solutions and TB HIV Care, for specifically identified services.

During the reporting period, the weak economy, exacerbated by the Covid-19 pandemic, led to increased poverty and unemployment resulting in a marked rise in homelessness and aggressive begging in town.

Complex issues around homelessness were compounded by the fact that the homeless in the CBD was not a homogenous group, and the recognition that current solutions were not adequate. Faced with this challenge, the CCID's Social Development department, in conjunction with its partners, made great strides in the year under review to assist street people in the CBD by using available resources

The core strength of CCID Social Development is its outreach team of experienced social

The weak economy, exacerbated by the Covid-19 pandemic, led to increased poverty and unemployment resulting in a marked rise in homelessness and aggressive begging.



RIGHT

A "PEP" Project participant tends to the grounds next to the Artscape Theatre Centre.

and field workers, who have been interacting with the CBD's most vulnerable for years, assisting them to access services and facilities to improve their conditions. The department comprises a registered social worker, a registered auxiliary social worker, and a field worker with community work experience. All three team members are available 24/7, working in shifts; their combined experience is vast, and they have relationships with their regular clients and partner NGOs. The team is supervised by a manager who also oversees the social development strategy and project management.

In the period under review, Social Development led an integrated and systemic social development strategy for the homeless in the CBD that supported the CCID's business plan. This included introducing specific services to meet the varying needs. The outreach team's interventions, with its partners, included:

- Addressing the need for shelter beds with Youth Solutions Africa (YSA).
- Addressing anti-social behaviour, including aggressive begging, substance use and other behavioural challenges, by partnering with NGO Khulisa Social Solutions' Streetscapes that provides work rehabilitation programmes.
- Reducing the environmental health impact of intravenous drug use in public spaces and improving health and psychosocial outcomes for adults who use drugs in the CBD through a partnership with TB HIV Care.
- Helping vulnerable street people with substance abuse and mental health issues through a City of Cape Town "PEP" project, funded by National Treasury, and administered by Khulisa Social Solutions. In the ground-breaking six-month initiative, 16 chronic homeless were paid a stipend to carry out various daily tasks. They received psychosocial support, and access



FAST FACTS

R121 514

RAISED AND
DISTRIBUTED AMONG
THE CCID'S SIX MAIN
PARTNER NGOS

2 081

ITEMS COLLECTED FROM
17 DONATION
BINS

39 213

NEEDLES COLLECTED IN
PUBLIC AREAS



Straatwerk is one of Social Development's main NGO partners.

to mental health and substance abuse programmes through partner NGOs and existing programmes. The project, based on the Foreshore in the grounds of Artscape Theatre Centre, proved successful and is set to continue.

- Ensuring no children were living on the streets by working with the Western Cape Street Children's Forum and Western Cape Department of Social Development.
- Engaging regularly with stakeholders to address concerns. This included meetings facilitated by the South African Human Rights Commission involving CBD business owners and homeless individuals on how to coexist. The team also attended SAPS sector meetings and liaised with big business to find solutions.
- Collecting donations received through the Hope for the Homeless campaign, which supports the CCID's NGO partners.

There is no quick-fix solution for homelessness in a big global city like Cape Town, and any solution requires an integrated strategy.

“
There is no quick-fix solution for homelessness in a big global city like Cape Town, and any solution requires an integrated strategy.
”

By collaborating with its main NGO partners (Khulisa Social Solutions, Youth Solutions Africa, Straatwerk, The Hope Exchange, The Homestead and Ons Plek) and soliciting input from diverse groups, the department made strides with its own strategy and developmental programmes.

This included taking part in and contributing to forums, including the Street People's Forum, Homeless Action Committee, City Local Networks of Care, the UCT Knowledge Co-op, and the EDP's Homeless Bridging Platform.

During the year under review, staff logged nearly 1 000 incidents using the Incident Desk reporting system. This period included new development initiatives. Through this and other programmes, numerous homeless clients were able to get support and move off the street. Through the interventions of the department and its partners, there are currently no children living on the streets in town. The department's collaboration with TB HIV Care also resulted in fewer needles being collected in the inner city compared to the previous year, demonstrating that the behavioural change interventions offered by the programme are producing favourable outcomes.

STRATEGIC OBJECTIVES



ASSISTANCE

Action steps	Key performance indicator	Frequency	Comments
Referring clients to shelters.	Shelter space placements.	Daily	Clients seeking shelter were placed when space was available.
Facilitating family reunifications.	Providing travelling fare for adults to travel home.	When required.	Some clients stayed at home while others returned to the streets of the CBD.
Making referrals to partners.	Referring clients to TB HIV Care, Straatwerk and Khulisa's Streetscapes.	Daily	Clients seeking assistance were referred to partners for programmes.
Referring clients to government entities.	Assisting with ID Documents and social and disability grant applications.	When required.	Providing application fees for grants or ID Documents and monitoring process.
Employment and skills training referrals.	Referrals for training or work opportunities.	When required.	Clients were placed in projects where they could earn a stipend.
Referrals to assist children.	Liaising with statutory social workers.	When required.	DSD and ACVV asked to assist.
Conducting interventions involving mothers with children.	Ensuring mothers and their child/children were off the streets.	When required.	Staff liaised with statutory community social workers to assist or issue warnings.
Engaging with street people.	Making daily contact with homeless people on the streets of CBD.	Daily	CCID social and field workers liaised, advised, and made referrals.



PARTNERSHIPS



Action steps	Key performance indicator	Frequency	Comments
Meeting with WC Social Development dept. and WC Street Children's Forum.	Monitoring children living on the streets of the CBD.	Quarterly	Monitoring and assisting government statutory departments to prevent children from remaining on the street.
Engaging with various stakeholders and contributing to a variety of forums.	Ensuring timeous responses to concerns and continuous engagements to improve the plight of clients.	Ongoing	
Collaborating with the UCT Knowledge Co-op.	Seeking solutions to assist homeless mothers with children and looking at housing for the homeless community.	Six months	Staff worked with the UCT Knowledge Co-op, which helps community partners to access UCT's skills, resources, and professional expertise.



PROJECTS

Organisation	Key performance indicator	Comments
Youth Solutions Africa.	Addressing the need for and shortage of shelter beds.	When required. Eighteen beds subsidised at YSA every year. CCID staff refer clients to these, subject to availability. As part of Social's Winter Readiness Programme in review period, 25 additional bed spaces were provided at YSA. Blankets, dry goods, sanitary pads, and care bags were distributed.
Khulisa Streetscapes projects.	Addressing anti-social behaviour through CCID-funded work-based rehabilitation projects.	Ongoing Twelve stipends were provided for chronic homeless participants who clean public spaces (incl. St Georges Mall and Greenmarket Square) while benefitting from accommodation and psychosocial services.
TB HIV Care Drop-in Centre.	Addressing the environmental health impact of intravenous drug use in public spaces while improving health and psychosocial outcomes for adults who use drugs in CBD.	Ongoing A total of 39 213 needles were collected in public areas in the period under review – 7 095 more than the preceding period even though the number of clients who accessed psychosocial services dropped from 485 to 138 due to Covid-19.
“PEP” project administered by Khulisa Social Solutions.	Uplifting homeless clients with substance and mental health issues.	Ongoing Project started on 3 January 2022 with 16 participants. The team operated from a sponsored, equipped container on the Foreshore, maintaining the area around Artscape, and assisting with Urban Management tasks such as watering trees.



HOPE FOR THE HOMELESS CAMPAIGN

Action steps	Key performance indicator	Frequency	Comments
Hope for the Homeless fundraising campaign.	Raising awareness on the work of the CCID's six NGO partners and CCID Social Development. Collecting donations from campaign donation bins in CBD building foyers and hotels and distributing donations.	Ongoing	In the period under review, R121 514 was raised and distributed among the CCID's six main partner NGOs. A total of 2 081 items were collected from 17 donation bins.

ABOVE RIGHT

A young man outside Youth Solutions Africa, one of the CCID's partner NGOs.

BOTTOM RIGHT

CCID field worker, Headman Sirala-rala assists a homeless client in town.

SOCIAL DEVELOPMENT

2021 – 2022 in numbers



SOCIAL INTERVENTIONS

Outcomes of social interventions

ADULTS PLACED IN SHELTERS

149

CLIENTS REFERRED TO STREETSCAPES, STRAATWERK AND TB HIV CARE

62

CLIENTS TRANSPORTED HOME FOR REUNIFICATIONS

73

INTERACTIONS WITH THE HOMELESS

1 326

MOTHERS WITH BABIES ASSISTED

25

ASSISTANCE WITH ID APPLICATIONS AND SOCIAL GRANTS

80

SKILLS TRAINING AND JOB REFERRALS

265

COCT SOCIAL DEVELOPMENT DEPT. REFERRALS AND ACVV RELATING TO CHILDREN

9

TOTAL INTERVENTIONS

1 989



SOCIAL DEVELOPMENT STATS

Outcomes for substance-use programme with TB HIV care

CLIENTS GIVEN AN OPPORTUNITY TO BE PEER AMBASSADORS FROM JULY 2021 TO MAY 2022

60

FORMER AMBASSADORS ON OPIOID SUBSTITUTION THERAPY (OST)

33

OPIOID SUBSTITUTION THERAPY (OST) SCREENINGS

81

FORMER AMBASSADORS EMPLOYED

8

FORMER AMBASSADOR REFERRED TO A REHAB FACILITY

1

PEER AMBASSADOR EMPLOYED AS A SUPERVISOR

1

NEEDLES COLLECTED IN PUBLIC SPACES

39 213

HYGIENE PACKS PROVIDED

16

SAFETY BOOTS PROVIDED

20

INDIVIDUALS ASSISTED WITH APPLICATIONS

9

SAFETY VESTS PROVIDED

12

PSYCHOSOCIAL SUPPORT ASSESSMENTS PROVIDED TO ADULTS

138

INDIVIDUAL COUNSELLING SESSIONS PROVIDED

249





SOCIAL DEVELOPMENT CAMPAIGN

Outcomes of winter readiness programme

DISTRIBUTING CARE BAGS CONTAINING BASIC TOILETRIES, A BEANIE AND SOCKS.

1 000

BLANKETS PROVIDED

50

PACKETS OF SOUP, NOODLES, AND OATS PROVIDED

500

SANITARY PADS PROVIDED

2 000

PROVIDED ADDITIONAL BED SPACE AT YSA FOR
4 MONTHS FOR 25 PEOPLE

INCLUDING COST OF FOOD, WATER, AND ELECTRICITY. THROUGHOUT THE YEAR, THE CCID SUBSIDISES

18 BEDS HERE.

ABOVE

Headman Siralala and Sameegah Hoffmeyer.

RIGHT

The Hope Exchange, a CCID partner NGO.





Khulisa Social Solutions' Streetscapes Roeland Street garden.



RESOURCE ALLOCATION

Service/Project components	2020/2021 Expenditure			2021/2022 Expenditure		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Social services	6,758,315	5,767,961	990,354	6,700,779	6,620,590	80,189

In 2021/2022 the underspend on the Social services budget represents 1.2% of the Projected Expenditure. There were no significant spending variances to report on for the financial year.



COMMUNICATIONS

The Communications department promotes the work of the CCID's operational departments (Safety & Security, Urban Management and Social Development), upholds the organisation's reputation and encourages economic investment in the Cape Town Central City.

The team comprises four full-time team members: the Communications manager, project co-ordinator, online co-ordinator and staff writer. The team's work entails:

- Researching and writing content for various print and digital publications and platforms.
- Creating content and creating a strategy for the CCID's four social media and other online platforms, including its website.
- Producing and distributing marketing collateral to inform the public and promote the organisation.
- Conceptualising and rolling out the CCID's departmental campaigns.
- Organising the CCID's special events.
- Assisting in maintaining stakeholder relationships.
- Liaising with the media and promoting the work of the CCID and the CBD as an investment destination to the media.

The department also has a research division made up of a research economist and two field workers. It also collaborates with various service providers to effectively carry out its numerous projects and fulfil its mandate. These comprise: Atmosphere Communications, Media Support, Sean Robertson, Media Machine, Universal Mail Link, Jarovi Trading, Novus Print, Crisis Couriers and Tandym Print South Africa.

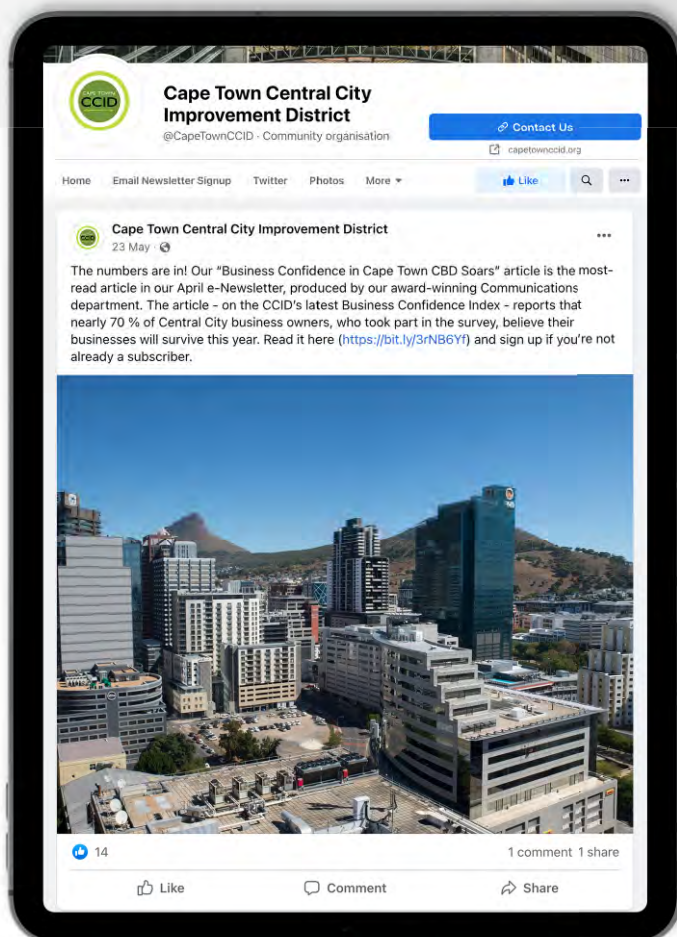
In the year under view, the department successfully implemented and rolled out its

Partnerships are at the centre of the CCID's Comms department, and the great strides made in this financial year are a byproduct of input and involvement by various stakeholders.

communication strategy despite numerous challenges presented by operating in a Covid-19 environment in which regulations were constantly changing and new trends of living, working and consuming information were emerging. The strategy includes the following measures:

1. Data and research

- **Business Confidence Index Survey:** To gauge business confidence in downtown Cape Town, the research division did its second Business Confidence Index survey. This was a follow-up from the one conducted in the previous year (July 2020). CCID field workers engaged with at least 200 retailers doing business in the CCID's 1.6 km² footprint. Results from almost 62 % of the respondents indicated that they were "satisfied" with current business conditions. This was a significant improvement considering business confidence was at 23 %, with nearly 52 % of the retailers surveyed indicating that there was a "medium" or "high" risk that their businesses would shut down before the end of 2020 due to lockdown restrictions.
- **Residential Survey:** An annual dipstick Residential Survey was conducted to assess how people who live in the inner city are finding their living conditions and how they experienced the past year. A total of 445 responses were received, of which 161 were residents of the Central City who live in the CCID's footprint. Results were published in the CCID's flagship investment publication on the Cape Town Central City economy, *State of Cape Town Central City Report 2021 - A year in review* and the quarterly urban newspaper, *City Views*.
- **First Thursdays Survey:** With the assistance of student ambassadors, Communications conducted its annual dipstick survey in December to find out how the initiative is impacting the CBD's economy. The survey also aids the CCID



to improve its offering for people who visit art galleries, cultural attractions, businesses and restaurants during the popular event. Results were published in the CCID's flagship economic publication, *State of Cape Town Central City Report 2020 – A year in review (SCCR)*.

- **Property and research data** During this financial year, CCD field workers worked with the CCID's researcher to collect extensive data for the SCCR, which reflects on the economy of the CBD over the course of the previous year. The information gathered was also used to analyse retail trends, commercial and residential property trends, occupancy and vacancy rates, and highlight the performance of key Central City economies.

2. Publications

- *State of Cape Town Central City Report 2020 – A Year in Review*: The prestigious publication, the largest to date, was launched at the Cape Town International Convention Centre (CTICC) to a packed house of property developers, financiers, academic researchers and public-sector attendees. A total of 2 000 copies were printed and distributed. The publication has become a reliable source of information and a sought-after investment guide.



- **City Views**: During this period, Communications produced four issues of *City Views*, its award-winning lifestyle-oriented urban newspaper. In each print run, 70 000 copies were distributed to residential post boxes in Cape Town and to retailers, restaurants, and visitor information centres in downtown Cape Town. The distribution strategy was amended to include airports to ensure a wider reach.

3. Digital communication

- **LED screens**: In the previous financial year, we reported that Communications introduced two outdoor LED screens to its communication offering. In the year under review, another LED screen was added to its outdoor communication arsenal. The screens are on the CCID Safety & Security mobile trailer on the corner of St Georges Mall and Waterkant Street, while the two are on the CCID's permanent kiosk on the corner of St Georges Mall and Castle Street. Digital content is created to promote the CCID's work and campaigns and advise visitors and tourists on how to stay safe when in the CBD.
- **e-Newsletter**: Twelve editions were produced of the CCID's monthly e-Newsletter, which reaches over 5 000 national and international subscribers each month. The e-Newsletter, which contains articles on exciting developments in the Cape Town CBD and updates on the CCID's operations, attracted new readers and various published articles led to media enquiries, resulting in more coverage for the CCID.

- **Social media platforms**: Communications kept CBD stakeholders informed through its three Facebook pages as well as Twitter, Instagram,



YouTube, Issuu and LinkedIn pages. It also promoted CBD retailers and the CCID's work on these channels, which keep on experiencing steady growth.

- **Newsflashes:** Communications produced nine e-Newsflashes on a range of issues including road closures in the city centre, vaccine mandates, lockdown regulations, the return of parking marshals to the CBD and the strike action of CCID Public Safety Officers.

4. Marketing collateral

- **Social Services Directory:** To make it easier to assist disadvantaged people and the Central City's homeless population, Communications created and distributed a Social Services Directory. It comprised details of the CCID's main partner NGOs as well as information on where to find shelter space, skills training, assistance for refugees, counselling and medical assistance. The map was made freely available on the CCID's website and could be collected from the CCID's offices.
- **Eateries map:** Communications produced and rolled out the third edition of the CCID map of the best CBD Eateries featuring 98 destination venues. It was distributed to featured restaurants, residential complexes, visitor centres, embassies and consulates. The map was first produced in February 2021 as part of the CCID's four-month Come Back To Town campaign aimed at reinvigorating the CBD economy during the pandemic and encouraging people to return to town.

5. Media coverage

Working closely with PR agency Atmosphere Communications, the department achieved maximum coverage to the value of R12 131 627 with articles on the CCID's work, and those promoting the Cape Town CBD as a prime leisure, investment and business tourism destination.

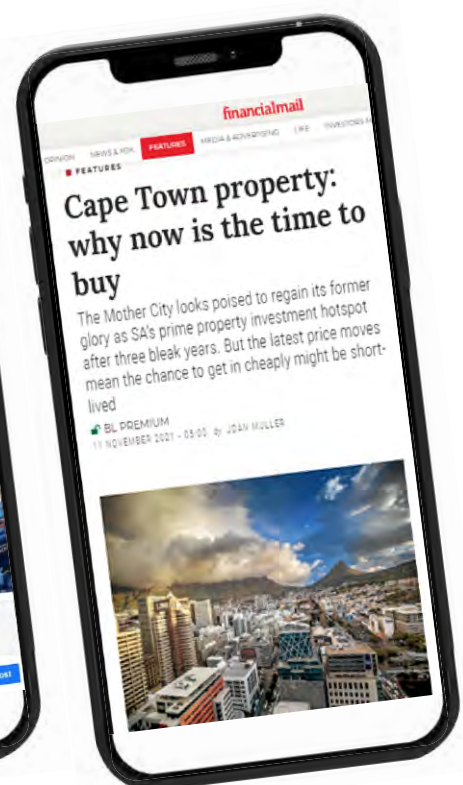
The department was also involved in crisis communication over the period when CCID

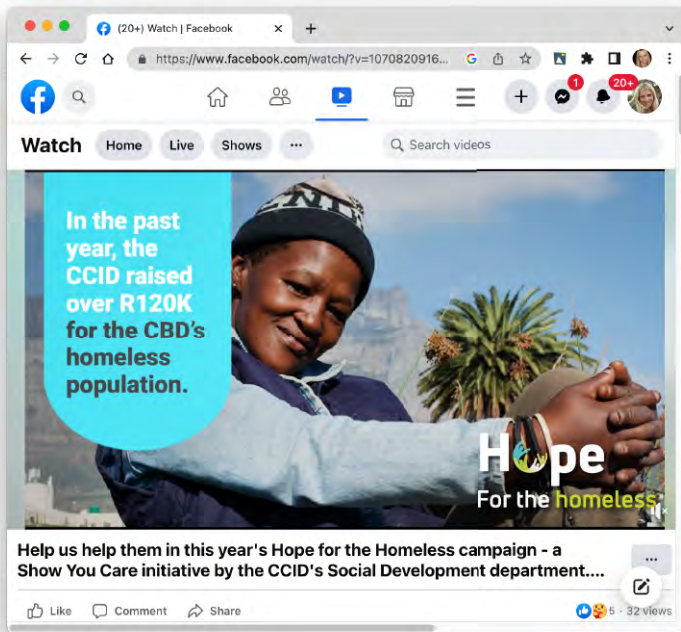
Working with its PR agency, the department achieved maximum coverage to the value of R12 131 627 with articles on the CCID's work, and those promoting the Cape Town CBD ...

Safety & Security Public Safety Officers went on strike in the CBD.

CCID campaigns: Communications conceptualised and implemented the following campaigns:

- **Stash it, don't flash it:** With Covid-19 still at play and limiting physical gatherings, Communications rolled out the "Stash it, don't flash it" campaign for Safety & Security. The campaign advised CBD users on how to avoid becoming victims of crime over the holiday period. The following measures applied:
 - Creating artwork for social media and print communication with messaging on how to avoid various crimes prevalent in the CBD.
 - Sharing valuable safety tips on the CCID's three LED screens in St Georges Mall.
 - Producing and distributing pamphlets with safety tips.
 - Articles on the CCID's online platforms and e-Newsletter, as well as *City Views* quarterly newspaper.





- **Show You Care:** Communications ran one of the most successful “Show you care” campaigns to date for the CCID’s Social Development department, exceeding the goal of raising R100 000 for the CCID’s six NGO partners that work to upfit the lives of the homeless population of the CBD. The campaign (Hope for the Homeless), a Show You Care initiative by CCID Social Development, aims to raise funds for the NGO partners and non-perishable food and warm items via the CCID’s branded donation bins in the foyers of various Cape Town CBD buildings. During the 2020/21 campaign, a total of R121 514 was raised and divided evenly among the NGOs. In addition, a total of 2 081 items were collected through donation bins in 17 city centre buildings.

Partnerships are at the centre of the CCID’s Communications department, and the great strides made in this financial year are a byproduct of input and involvement by various stakeholders. This included service providers, members of the public, CBD residents and retailers who contributed to the CCID’s surveys as well as several thought leaders who added their voices to the CCID’s publications and those working on the CCID’s ongoing night-time economy analysis. Input from the CCID’s operational departments and feedback from CBD stakeholders also formed part of Communications successful communication strategy.

Findings contained in the CCID’s *State of Cape Town Central City Report 2020 – A year in review*

A total of
919 292
people were
reached
through
organic
Facebook posts
via the CCID’s
three
Facebook
pages.



show that in the current financial year, new property investment in the CBD stands at an estimate of R5.717 billion. This improvement, after a tough 2020 marred by high Covid-19 infections and strict lockdown rules, as well as increased business confidence from business owners, surveyed in the CCID’s Business Confidence Index, speaks to the department’s efforts to promote the Central City by encouraging investment and economic growth.

As lockdown rules eased, Communications encouraged people to return to work in town and visit the inner city to enjoy the numerous offerings. As the year ended, foot traffic and cars streaming into the city centre had increased drastically. Additionally, retail trading in the Central City continued to improve with Communications lending a hand in promoting new and existing businesses using its publications and social media platforms. The CCID’s reputation also remained intact due to attempts made by the department to promote the CCID’s work and efficiently manage



STRATEGIC OBJECTIVES



SUPPORT THE WORK OF THE CCID

Objectives	Key performance indicator	Frequency	Comments
To provide support across all CCID departments.	Increased media exposure as well as engagement and reach on social media.	Daily	An estimated audience of 567 933 903 readers/viewers across a broad spectrum.



PROMOTE THE CBD

Objectives	Key performance indicator	Frequency	Comments
Promote the CBD as a welcoming and inclusive destination that's ideal to invest in, live, work, play, and stay in.	New investment into the Cape Town Central City. Low vacancy rates. Increased Business Confidence in CBD.	Daily	Nearly 70 % of business owners surveyed in the CCID's BCI in Q2 of 2022 were confident their businesses would survive.



UPHOLD THE CCID'S REPUTATION

Objectives	Key performance indicator	Frequency	Comments
Manage the CCID's reputation.	Reduced negative media exposure. Created awareness of the CCID and its work.	Daily	The CCID continued to cement its position as an effective and stabilising organisation.

COMMUNICATIONS

2021 – 2022 in numbers



COMMUNICATION STATS

Outcome of media exposure

CLIPS GENERATED
ACROSS BROADCAST,
PRINT AND ONLINE

393

ESTIMATED AUDIENCE
OF READERS/VIEWERS
REACHED ACROSS
A BROAD SPECTRUM

567 933 903

TOTAL MEDIA
EXPOSURE VALUE
ACHIEVED THROUGH
BROADCAST MEDIA

R883 278

TOTAL MEDIA
EXPOSURE VALUE
ACHIEVED THROUGH
ONLINE MEDIA

R6 776 889

TOTAL MEDIA
EXPOSURE VALUE
ACHIEVED THROUGH
PRINT MEDIA

R4 471 460

TOTAL MEDIA
EXPOSURE ACHIEVED

R12 131 627



Collateral associated with the CCID's campaigns

SAFETY & SECURITY
A5 FLYERS DESIGNED,
PRINTED AND
DISTRIBUTED BETWEEN
DECEMBER AND MARCH

20 000

CBD EATERIES
MAP PRODUCED
AND DISTRIBUTED
TO FEATURED
RESTAURANTS,
RESIDENTIAL
COMPLEXES, VISITOR
CENTRES, EMBASSIES
AND CONSULATES

40 000

CCID CIGGIE
POUCHES
DISTRIBUTED
AROUND HOTELS,
ATMS AND OTHER
KEY VISITOR AREAS

40 000



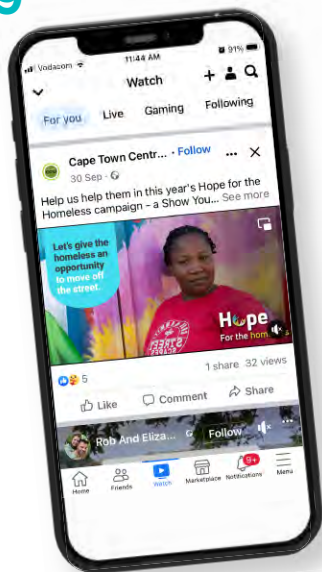
Outcomes of communications interventions

NEWSLETTERS
PRODUCED

12

NEWSFLASHES
PRODUCED

9



PEOPLE REACHED
THROUGH ORGANIC
FACEBOOK POSTS

919 292

PEOPLE REACHED
THROUGH SPONSORED
POSTS

223 575

FACEBOOK POSTS

1 613

(961 for CCID page, 487 for
City Views page, 165 for
Show You Care page)

TWITTER POSTS

118

RESIDENTIAL SURVEY
CONDUCTED

1

BUSINESS CONFIDENCE
INDEX SURVEYS

2

INTERNAL EVENTS
ORGANISED

2

(CCID Business Breakfast and
Annual General Meeting)

CAMPAIGNS
CONCEPTUALISED AND
ROLLED OUT

2

(Hope for the Homeless
campaign for CCID Social
Development and "Stash it,
don't flash it" for CCID
Safety & Security)



Printed publications

CCID PUBLICATION,
CITY VIEWS

**4 PER
ANNUM**

COPIES DISTRIBUTED
PER PRINT RUN

70 000

CCID ECONOMIC
PUBLICATION, STATE
OF CAPE TOWN
CENTRAL CITY
REPORT 2021 - A
YEAR IN REVIEW

**1 PER
ANNUM**

COPIES DISTRIBUTED
PER PRINT RUN

2 000

SUBSCRIBERS
REACHED ACROSS
THE CCID'S ONLINE
PLATFORMS

(three Facebook pages,
Twitter, Instagram, YouTube,
Issuu, LinkedIn, the CCID
website and via the
e-Newsletter)

167 449

RESOURCE ALLOCATION

Service/Project components	2020/2021 Expenditure			2021/2022 Expenditure		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Communications	4,471,830	4,238,066	233,764	3,338,000	2,986,795	351,205

Approximately 10 % of the Communications budget was underspent for the 2021/2022 financial year. The net underspend is a combination of: (1) increased publication and distribution costs associated with **City Views** newspaper; (2) cancellation of budgeted events as a result of Government restrictions related to the Covid-19 pandemic; and (3) less than anticipated spend on development of research databases.

PART C

CORPORATE
GOVERNANCE

1. APPLICATION OF KING IV

- 1.1. In recognition of the fact that the NPC is entrusted with public funds, particularly high standards of fiscal transparency and accountability are demanded. To this end, the NPC voluntarily subscribes to the King Code of Corporate Governance for South Africa 2016 ("King IV"), which came into effect on 1 April 2017. King IV contains a series of recommended reporting practices under the 15 voluntary governance principles. The practices applied by the company are explained in this part (Part C), of the Annual Report. In determining which reporting practices to apply, the Board took account of, among other things, the CCT's policy, and the reporting protocols appropriate to a nonprofit entity such as the NPC.
- 1.2. Compliance with King IV for the reporting period. The board is satisfied that the NPC has complied with the applicable principles set out in King IV during the period under review, to the extent reasonably possible, which are provided fully below.

2. GOVERNANCE STRUCTURE

2.1. BOARD COMPOSITION

The Board is satisfied that the Board of the NPC is compiled by a representative group of directors representing the interests of the varied property owner groups within the CCID footprint.

2.2. BOARD OBSERVER

In terms of the By-law, city councillors are designated as "board observers" by the Executive Mayor to conduct oversight of board functions. This oversight entails receiving board documentation and attending board meetings, with a view to ensuring that the company duly executes its statutory mandate. The Executive Mayor has appointed Cllr. Ian McMahon as the principal board

observer and Cllr. Matthew Kempthorne as his alternate.

2.3. APPOINTMENT OF THE BOARD

An Annual General Meeting is held every year to review the performance of the Cape Town CID and to confirm the mandate of the members. The AGM provides the opportunity to elect new directors to serve on the board of the NPC. Elected Board members take responsibility for the various portfolios in the company and regular board meetings allow the directors to review current operations and apply corrective measures as required.

2.4. OVERVIEW OF THE BOARD'S RESPONSIBILITIES

The Board oversees the day-to-day delivery of the additional services according to the Business Plan. In executing this task, the Board is responsible for:

- identifying strategies to implement the NPC's business plan in a manner that ensures the financial viability of the company and takes adequate account of stakeholder interests.
- monitoring compliance with applicable legislation, codes, and standards.
- approving the annual budget.
- overseeing preparation of and approving the annual financial statements for adoption by members.
- exercising effective control of the NPC and monitoring management's implementation of the approved budget and business plan.

2.5. BOARD CHARTER

The board is satisfied that it has fulfilled its responsibilities under the board charter during the period under review.

2.6. DIRECTOR INDEPENDENCE

During the period under review, the board formally assessed the independence of all non-executive directors, as recommended by King IV. The board has determined that all the non-executive directors, including the chairperson, are independent in terms of King IV's definition

of “independence” and the guidelines provided for in principle 7.28.

2.7. BOARD COMMITTEES

The individual board committees, reflected below, are satisfied that they have fulfilled their respective responsibilities in accordance with their terms of reference for the reporting period.

2.7.1 FINANCE COMMITTEE (FINCOM)

The role of the Committee is to provide independent assurance and assistance to the Board on control, governance and risk management. It shall consist of at least three members who are all independent directors. Members of Fincom as at 30 June 2022 are: Rob Kane; Julian Leibman; Tamra Capstick-Dale; and David Stoll. Four meetings were held during the financial year ending 30 June 2022.

2.7.2 STRATEGIC CENTRAL BUSINESS DISTRICT (CBD) SUB-COMMITTEE

On 19 May 2022, it was resolved that the Board reviewed and approved the formation of the Strategic CBD Sub-Committee. Its mandate is to identify and implement projects targeted at combatting the degeneration of the CBD. Members of the Committee are: Rob Kane; Julian Leibman; Tamra Capstick-Dale; Peter Raimondo; Grant Elliott; and Nawal Ramasar.

2.7.3 COMMUNICATIONS SUB-COMMITTEE

Chairperson Rob Kane and member Tamra Capstick-Dale advise the Communications department with quarterly meetings to discuss finances, campaigns and media coverage.

2.8. ATTENDANCE AT BOARD AND COMMITTEE MEETINGS

The board convenes quarterly. Special board meetings are convened when necessary. Board Information Packs are distributed in advance of meetings. In the period under review, one special board meeting and four

ordinary meetings were convened.

3. ETHICAL LEADERSHIP

Directors are required to maintain the highest ethical standards. To this end, the NPC has adopted a code of conduct for directors, which governs their ethical roles and responsibilities, and provides guidelines on the applicable legal, management and ethical standards.

Upon appointment, directors must declare in writing to the chairperson any private interests which could give rise to a potential conflict of interest. These declarations are kept in a register and are regularly updated.¹

Directors must further disclose in writing to the chairperson if any matter before the board gives rise to a potential conflict of interest. Such a director must recuse himself or herself from consideration and deliberation of, or voting on, the matter giving rise to the potential conflict of interest.

Transparency in personal or commercial interests ensures that directors are seen to be free of personal or business relationships that may materially interfere with their ability to act independently and in the best interests of the NPC.

The board is satisfied that the directors have complied with their duties in terms of the Code during the year under review.

As detailed in the 2022 Annual Financial Statements, the Cape Town CCID renewed its lease agreement for office premises from Thibault Investments Proprietary Limited on 1 August 2021. Grant Elliott is both a director of Thibault Investments Proprietary Limited, the new owner of One Thibault, and the Cape Town CCID. The decision to contract with Thibault Investments Proprietary Limited for the leased premises was approved unanimously by the Cape Town CCID Board. In the interest of good governance Grant Elliott recused himself from any discussions as well as the decision-making process.

¹ The code of conduct provides that the register is under the control of the chairperson and is kept confidential.

PART D

FINANCIAL
INFORMATION



The Cape Town
CBD is considered
to be South Africa's
most successful
downtown.



CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT NPC

ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

CONTENTS

PART D: FINANCIAL INFORMATION

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General Information

Nature of business and principal activities

The company provides additional security, cleansing, maintenance services, marketing and social development in the Cape Town City area

Directors

R Kane (Chairperson)
DS Stoll
R van Wyk
T Capstick-Dale
NK Ramasar
L Robinson
G Elliott
JD Leibman
P Raimondo
M Bauer
S Clingham
S Lambert

Registered office

13th Floor,
1 Thibault Square
Cnr Long St & Hans Strijdom Ave
Cape Town
8001

Postal address

PO Box 7517
Roggebaai
South Africa
8012

Auditors

BDO South Africa Inc.
Chartered Accountants (SA)
Registered Auditors

Company registration number

1999/009132/08

Level of assurance

These annual financial statements have been audited in compliance with the applicable requirements of the Companies Act 71 of 2008.

Preparer

The annual financial statements were independently compiled by:
Metis Advisory Services Proprietary Limited
A Pangarker CA(SA)

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 8 to 20, which comprise the statement of financial position as at 30 June 2022, 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 2022, 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 Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (IRBA Code) 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 2022", 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

BDO South Africa Incorporated
Registration number: 1995/002310/21
Practice number: 905526
VAT number: 4910148685
Chief Executive Officer: LD Mokoena

A full list of all company directors is available on www.bdo.co.za

The company's principal place of business is at The Wanderers Office Park, 52 Corlett Drive, Illovo, Johannesburg where a list of directors' names is available for inspection. BDO South Africa Incorporated, a South African personal liability company, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms.

related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

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

of the company's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

BDO South Africa Inc.
BDO South Africa Inc. (Aug 30, 2022 10:50 GMT+2)

BDO South Africa Incorporated
Registered Auditors

Fayaz Mohamed
Director
Registered Auditor

30 August 2022

119-123 Hertzog Boulevard
Foreshore
Cape Town, 8001



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

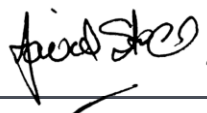
focus of risk management in the company is on identifying, assessing, managing and monitoring all known forms of risk across the company. While operating risk cannot be fully eliminated, the company endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour 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 2023 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 62 – 63. The annual financial statements set out on pages 64 –79, which have been prepared on the going concern basis, were approved by the board of directors on 22 August 2022 and were signed on its behalf by:

Approval of annual financial statements



R Kane



DS Stoll

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 2022.

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 the 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 predominantly focussed 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 again severely impacted resulting in a far smaller budget being expended for 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. The appointment of a new security service provider from 1 March 2022 brought with it some teething issues which resulted in above average credits being received for the first few months of the new contract. 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	Changes
R Kane (Chairperson)	
DS Stoll	
R van Wyk	
T Capstick Dale	
NK Ramasar	
J van Rooyen	Resigned 15 November 2021
L Robinson	
G Elliott	
JD Leibman	
HC Truter	Resigned 15 November 2021
P Raimondo	
M Bauer	
M Makeka	Resigned 17 March 2022
S Clingham	Appointed 15 November 2021
S Lambert	Appointed 15 November 2021

4. Events after the reporting period

Except for: (1) the tax exemption review by SARS disclosed under note 13 Contingencies; (2) the requirement to amend the founding document to comply with the legislation of section 10(1)(e)(i)(cc) of the Income Tax Act; and (3) SARS' intention to implement the change from section 30 to section 10(1)(e)(i)(cc) of the Income Tax Act as of 1 July 2022, 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.

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.

The directors do, however, draw attention to the tax exemption review by SARS, disclosed under note 13 Contingencies.

Statement of Comprehensive Income

Figures in Rand	Notes	2022	2021
Revenue	2	86 276 801	76 925 554
Other income	3	181 190	428 102
Expenditure		(80 545 818)	(74 192 151)
Surplus from operations	4	5 912 173	3 161 505
Finance income	5	1 726 029	1 251 807
Finance costs		(3 001)	(2 139)
Surplus for the year		7 635 201	4 411 173
Other comprehensive income		-	-
Total comprehensive income for the year		7 635 201	4 411 173

Statement of Financial Position as at 30 June 2022

Figures in Rand	Notes	2022	2021
Assets			
Non Current Assets			
Plant and equipment	7	1 717 202	1 505 491
Current Assets			
Trade and other receivables	8	2 405	101 997
Cash and cash equivalents	9	43 391 571	34 630 268
		43 393 976	34 732 265
Total Assets		45 111 178	36 237 756
Equity and Liabilities			
Equity			
Project funded reserve		2 849 376	651 200
Working capital contingency reserve		22 950 071	21 637 455
Accumulated surplus		16 309 417	12 185 008
		42 108 864	34 473 663
Liabilities			
Current Liabilities			
Trade and other payables	10	3 002 314	1 764 093
Total Equity and Liabilities		45 111 178	36 237 756

Statement of Changes in Equity

Figures in Rand	Project funded reserve	Working capital contingency reserve	Accumulated surplus	Total equity
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 01 July 2021	651 200	21 637 455	12 185 008	34 473 663
Surplus for the year	-	-	7 635 201	7 635 201
Other comprehensive income	-	-	-	-
Total comprehensive income for the year	-	-	7 635 201	7 635 201
Transfer between reserves	2 198 176	1 312 616	(3 510 792)	-
Total changes	2 198 176	1 312 616	(3 510 792)	-
Balance at 30 June 2022	2 849 376	22 950 071	16 309 417	42 108 864

Statement of Cash Flows

Figures in Rand	Notes	2022	2021
Cash flows from operating activities			
Cash generated from operations	11	7 704 200	3 187 753
Finance income		1 726 029	1 251 807
Finance costs		(3 001)	(2 139)
Net cash from operating activities		9 427 228	4 437 421
Cash flows from investing activities			
Purchase of plant and equipment	7	(735 708)	(582 247)
Proceeds from sale of plant and equipment	7	69 783	-
Net cash to investing activities		(665 925)	(582 247)
Total cash movement for the year		8 761 303	3 855 174
Cash at the beginning of the year		34 630 268	30 775 094
Total cash at end of the year	9	43 391 571	34 630 268

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.

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. 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.

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 payables

Payables are recognised at amortised cost.

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 surplus on sale of plant and equipment and sundry income.

Notes to the Annual Financial Statements

Figures in Rand	2022	2021
2. Revenue		
PEP Project	453 985	-
ATM Project	-	210 032
Additional Rates Received	85 768 767	76 715 522
Additional Rates Retention Received	54 049	-
	86 276 801	76 925 554
3. Other income		
Surplus on sale of plant and equipment	69 783	-
Sundry income	111 407	428 102
	181 190	428 102
4. Surplus from operations		
Surplus from operations for the year is stated after accounting for the following:		
Surplus on sale of plant and equipment	69 783	-
Depreciation on plant and equipment	523 997	488 586
Salaries	12 163 244	10 574 740
Operating lease payments - equipment and premises	723 444	816 161
Security	47 281 862	43 635 910
Social services	6 620 590	5 767 961
Cleaning	7 963 017	7 097 901
Communications	2 986 795	4 238 066
5. Finance income		
Interest income		
Interest received on bank balance	1 726 029	1 251 807

6. Taxation

Provision has not been made for current taxation, or deferred taxation.

On 14 February 2022, SARS issued notification to the Cape Town CCID that it has reclassified the tax exempt status of the Company to be assessed under section 10(1)(e)(i)(cc) of the Income Tax Act. Previously, the Company was an approved Public Benefit Organisation in terms of section 30 of the Income Tax Act and was exempt from income tax in terms of section 10(1)(cN) of the Income Tax Act. The Company is currently in discussion with SARS in relation to this reclassification to understand the potential financial effects. The Cape Town CCID reserves the right to formally dispute the reclassification, if required by the directors.

7. Plant and equipment

	2022			2021		
	Cost	Accumulated depreciation	Carrying value	Cost	Accumulated depreciation	Carrying value
Body-worn cameras	405 080	(182 891)	222 189	405 080	(47 864)	357 216
Computer hardware	753 380	(457 804)	295 576	617 847	(576 877)	40 970
Computer software	42 891	(42 891)	-	48 100	(48 100)	-
Containers	494 289	(190 889)	303 400	494 289	(141 460)	352 829
Digital screens	306 955	(73 973)	232 982	205 075	(24 229)	180 846
Fittings	90 857	(90 857)	-	90 857	(90 857)	-
Furniture	360 549	(348 352)	12 197	360 549	(341 556)	18 993
Leasehold improvements	896 452	(804 398)	92 054	821 232	(783 746)	37 486
Leasehold improvements - Company Gardens	47 896	(47 896)	-	47 896	(39 425)	8 471
Motor vehicles	1 686 881	(1 137 064)	549 817	1 535 784	(1 044 556)	491 228
Office equipment	149 825	(140 838)	8 987	149 825	(132 373)	17 452
Total	5 235 055	(3 517 853)	1 717 202	4 776 534	(3 271 043)	1 505 491

Reconciliation of plant and equipment - 2022

	Opening balance	Additions	Depreciation	Closing balance
Body-worn cameras	357 216	-	(135 027)	222 189
Computer hardware	40 970	297 516	(42 910)	295 576
Containers	352 829	-	(49 429)	303 400
Digital screens	180 846	101 880	(49 744)	232 982
Furniture	18 993	-	(6 796)	12 197
Leasehold improvements	37 486	75 220	(20 652)	92 054
Leasehold improvements - Company Gardens	8 471	-	(8 471)	-
Motor vehicles	491 228	261 092	(202 503)	549 817
Office equipment	17 452	-	(8 465)	8 987
	1 505 491	735 708	(523 997)	1 717 202

Reconciliation of plant and equipment - 2021

	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 property	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

Motor vehicles with a nil book value were traded in for R65,000 during the year.
 Computer software with a nil book value were scrapped during the year.
 Computer equipment with a nil book value was scrapped during the year.
 Computer equipment with a nil book value was sold during the year for R4,783 (excl. VAT)

Figures in Rand	2022	2021
8. Trade and other receivables		
Trade receivables	-	117
Prepayments	-	101 880
Staff loans	2 405	-
	2 405	101 997

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

9. Cash and cash equivalents

Cash and cash equivalents consist of:

Cash management	37 289 549	33 563 570
Operational	6 102 022	1 066 698
	43 391 571	34 630 268

10. Trade and other payables

Accruals	1 913 073	534 008
Other payables	1 006 384	1 018 211
Value Added Tax (VAT) payable	82 857	211 874
	3 002 314	1 764 093

11. Cash generated from operations

Surplus for the year	7 635 201	4 411 173
Adjustments for:		
Depreciation	523 997	488 586
Surplus on sale of plant and equipment	(69 783)	-
Finance income	(1 726 029)	(1 251 807)
Finance costs	3 001	2 139
Changes in working capital:		
Trade and other receivables	99 592	5 493
Trade and other payables	1 238 221	(467 831)
	7 704 200	3 187 753

12. Operating lease commitments

Operating leases – as lessee (expense)

Minimum lease payments due

- within one year	745 264	-
- in second to fifth year inclusive	1 640 794	-
	2 386 058	-

CCID leases premises and equipment under operating leases. The lease agreements for the majority of the premises and equipment utilised are for the minimum annual payments under non-cancellable operating leases.

The Rentals escalation for the premises and equipment is 6% and 10% per annum respectively. The commencement dates for the premises and equipment rentals are 1 August 2021 and 1 September 2021 respectively

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 financial statements for the year ended 30 June 2020. 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 2022, SARS has acknowledged our submission, but has not provided any further response on the matter to date.

Tax exemption review

On 14 February 2022, SARS issued notification to the Cape Town CCID that it has reclassified the tax exempt status of the Company to be assessed under section 10(1)(e)(i)(cc) of the Income Tax Act. Previously, the Company was an approved Public Benefit Organisation in terms of section 30 of the Income Tax Act and was exempt from income tax in

terms of section 10(1)(cN) of the Income Tax Act. Following discussions with SARS in relation to this reclassification a follow up letter was received on 17 August 2022 noting that the change will only take effect from 1 July 2022. However, the follow up letter also states that in order for the company to maintain its tax exempt status the organisation must amend its founding document to comply with the requirements of section 10(1)(e)(i)(cc) of the Income Tax Act. The Cape Town CCID reserves the right to formally dispute the reclassification, if required by the directors. As SARS has advised that the reclassification will only be applied from 1 July 2022, the directors have considered the issue immaterial and agreed that no tax provision is to be made in the annual financial statements.

14. Related parties

Relationships

City of Cape Town

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.

Thibault Investments Proprietary Limited

The Cape Town CCID entered into a lease agreement for office premises from Thibault Investments Proprietary Limited on 1 August 2021. Grant Elliot is both a director of Thibault Investments Proprietary Limited and the Cape Town CCID. The decision to contract with Thibault Investments Proprietary Limited for the leased premises was approved unanimously by the Cape Town CCID Board. In the interest of good governance Grant Elliott recused himself from any discussions as well as the decision-making process in this regard.

14. Related parties

Figures in Rand	2022	2021
Transactions with related parties		
Material related party transactions		
Amounts received from the City of Cape Town		
Revenue services rendered	85 768 767	76 715 522
Revenue retention refunded	54 049	-
Amounts paid to (received from) the City of Cape Town		
EPWP Auxiliary Law Enforcement Officers	(296 334)	(91 164)
Learner Law Enforcement Officers	1 104 650	-
Traffic Wardens	733 711	557 691
Amounts paid to Thibault Investments Proprietary Limited		
Lease rentals on operating lease	725 219	-

15. Directors' remuneration

No emoluments were paid to the directors or any individuals holding a prescribed office during the year.

16. Going concern

As at 30 June 2022 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.

Attention is, however, drawn to the tax exemption review by SARS disclosed under note 13 - Contingencies.

17. Events after the reporting period

Except for: (1) the tax exemption review by SARS disclosed under note 13 - Contingencies; (2) the requirement to amend the founding document to comply with the legislation of section 10(1)(e)(i)(cc) of the Income Tax Act; and (3) SARS' intention to implement the change from section 30 to section 10(1)(e)(i)(cc) of the Income Tax Act as of 1 July 2022, 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.

18. COVID-19

The COVID-19 Pandemic has continued to impact a significant portion of this financial year, as it did last year. Although the financial impact has been far less than the prior year, nonetheless, it has resulted in additional expenditure being incurred to fund personal protective materials. Savings were realised in respect of night-shift cleaning costs which were not in operation for most of the year due to low demand because of curfew implementation and the restricted trading conditions imposed on the night-time economy. Similarly, any travel and conferences originally planned for this year were cancelled or held virtually as a result of the pandemic.

Detailed Income Statement

Figures in Rand	Notes	2022	2021
Revenue			
ATM Project		-	210 032
Additional Rates Received		85 768 767	76 715 522
Additional Rates Retention Received		54 049	-
PEP Project		453 985	-
	2	86 276 801	76 925 554
Other income			
Finance income	5	1 726 029	1 251 807
Surplus on sale of plant and equipment		69 783	-
Sundry income		111 407	428 102
		1 907 219	1 679 909
Expenditure (Refer to page 79)			
		(80 545 818)	(74 192 151)
Operating surplus			
	4	7 638 202	4 413 312
Finance costs		(3 001)	(2 139)
Surplus for the year			
		7 635 201	4 411 173

Detailed Income Statement

Figures in Rand	Notes	2022	2021
Expenditure			
Auditor's remuneration		(106 450)	(100 600)
Bank charges		(31 213)	(36 362)
Cellphone and telephone costs		(140 443)	(157 495)
Cleaning		(7 963 017)	(7 097 901)
Communications		(2 986 795)	(4 238 066)
Computer expenses		(389 368)	(356 199)
Courier		(2 679)	(6 168)
Depreciation		(523 997)	(488 586)
Donations		-	(9 538)
Entertainment		(81 519)	(88 230)
Insurance		(166 649)	(155 793)
Lease rentals on operating lease		(799 857)	(816 161)
Legal fees		(171 342)	-
Licence fees		(6 283)	(5 984)
Office expenses		(30 946)	(40 613)
Personal protective materials for COVID-19		(10 780)	(15 447)
Printing and stationery		(89 935)	(128 157)
Professional fees		(316 811)	(86 018)
Project expenditure: Combined ATM and Company Gardens Project		-	(210 032)
Project expenditure: PEP Project		(453 985)	-
Salaries		(12 163 244)	(10 574 740)
Security expenses		(47 281 862)	(43 635 910)
Social services		(6 620 590)	(5 767 961)
Staff costs		(126 011)	(94 699)
Subscriptions		(82 042)	(81 190)
Travel		-	(301)
		(80 545 818)	(74 192 151)

WITH THANKS

While we emerged from the dark shadow of Covid-19 towards the end of the reporting period of this Annual Report, the challenges were still very real as we attempted to deliver on our mandate to keep downtown Cape Town safe, clean, caring and open for business.

The fact that we were able to do so – and achieve our 22nd consecutive clean audit in the process – speaks not only to the organisation's resilience and ability to knuckle down and get the job done, but to the invaluable contribution of the many committed partners with which we work. We are sincerely grateful to them for standing beside us as we continue to ensure the success of the Cape Town CBD.

Firstly, I would like to acknowledge the exceptional contribution of the CCID board of directors and their role in expertly guiding the CCID every year through thick and thin. It attests to their dedication, knowledge and hard work. I would like to thank chairperson Rob Kane (who marks 15 years as a CCID board member this year), Grant Elliott (who marks 10 years on the CCID board), David Stoll, Julian Leibman, Tamra Capstick-Dale, Nawal Ramasar, Riaan van Wyk, Peter Raimondo, Michael Bauer and, last but not least, Laura Robinson, who leaves the board after seven years. Thank you for your support over the past year. I would also like to welcome two new board members who joined us this year, namely Samantha Lambert and Samantha Clingham.

Every day our work relies on our partnerships, particularly those at the City of Cape Town. We are grateful to Executive Mayor Geordin Hill-Lewis and councillors Ian McMahon (Ward 115), Matthew Kempthorne (chairperson of the Good Hope subcouncil) and Girshwin Fouldien (manager Council 16) for their input and support. To Eddie Scott and Joepie Joubert at the City of Cape Town's Inter-Service Liaison department, Brendon Abrahams (Head: Roads), Rachel Schnackenberg (Manager: Property Holding) and Lance Greyling (Directorate: Economic Opportunities & Asset Management), thank you for your contribution.

The past year, as we continued to experience rolling lockdown restrictions, our ratepayers and stakeholders remained steadfast under these difficult circumstances and we acknowledge their support and continued vote of confidence in the Cape Town CCID.

My heartfelt thanks go to the CCID's management team and staff. I need to single out retiring Social Development manager, Pat Eddy, who left the organisation at the end of

June 2022 after 13½ years, for her exceptional contribution to the Social Development department and the organisation.

On behalf of Pat, Mo Hendricks (Safety & Security), Kally Benito (Urban Management), Sharon Sorour-Morris (Communications) and Stephen Willenburg (Business Manager), I would also 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), Cape Town Central Community Police Forum, National Department of Tourism, Cape Town Tourism, The Tourism & Business Institute of South Africa, Long Street Association members and Body Corporates of residential complexes.

URBAN MANAGEMENT

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

SOCIAL DEVELOPMENT

The City of Cape Town's Social Development and Early Childhood Development departments, ACVV, Carehaven, Ons Plek, Heaven Shelter House, Khulisa Social Solutions, New Somerset Hospital, Saartjie Baartman Centre for Women and Children, Service Dining Rooms, St Anne's Home, Straatwerk, Street People's Forum, TB HIV Care, The Ark City of Refuge, The Haven, The Homestead, The Hope Exchange, U-turn Homeless Ministries, the Western Cape Government Department of Social Development, Western Cape Street Children's Forum, Youth Solutions Africa.

COMMUNICATIONS

Atmosphere Communications, Transform Marketing, Media Machine, Media Support, Tandym Print South Africa, Novus Print, Crisis Couriers, Jarovi Trading, Carmen Lorraine, Shaen Adey, Ed Suter, Sandra Gordon, Sean Robertson, Sam Bainbridge, Wendy Masters and Renee Moodie.

Tasso Evangelinos, CEO

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