

2023 ANNUAL REPORT

**CAPE TOWN CENTRAL CITY
IMPROVEMENT DISTRICT**

SAFE | CLEAN | CARING | OPEN FOR BUSINESS





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ANNUAL REPORT 2023

FOR THE YEAR ENDED 30 JUNE 2023

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GENERAL INFORMATION



1

NPC'S GENERAL INFORMATION

Registered name

Cape Town Central City Improvement District NPC

Registration no

1999/009132/08

VAT no

4010190603

Physical address

13th floor, One Thibault, cnr Long St & Hans Strijdom Ave, Cape Town, 8001

Postal address

PO Box 7517, Roggebaai, 8012

Telephone number

021 286 0830

Email address

christa@capetownccid.org (CCID Office)

Website address

www.capetownccid.org

External auditors

BDO South Africa Incorporated

Company Secretary

Sabrina Lee Hallett-Hardenberg (RSFCOSEC Corporate Secretarial Services)

CCID CEO

Tasso Evangelinos
021 286 0830 | tasso@capetownccid.org

Business Manager

Stephen Willenburg
021 286 0832 | stephen@capetownccid.org

Public Safety Service

082 415 7127 (24-hr emergency number)

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LIST OF ACRONYMS & ABBREVIATIONS

CCID Cape Town Central City Improvement District

CID City Improvement District

CEO Chief Executive Officer

CFO Chief Financial Officer

COCT City of Cape Town

KPIs Key Performance Indicators

LEOs Law Enforcement Officers

PSOs CCID Public Safety Officers

SAPS South African Police Service

Safety & Security

CCID Safety & Security Department

Urban CCID Urban Management Department

Social CCID Social Development Department



CHAIRPERSON'S REVIEW

ROB KANE

CREATING A STABLE ENVIRONMENT FOR BUSINESS SUCCESS IS WHAT THE CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT DOES BEST. IN THE YEAR UNDER REVIEW, THE ORGANISATION ONCE AGAIN PROVED THAT WHEN IT COMES TO GETTING THE BASICS RIGHT – CREATING AN URBAN ENVIRONMENT THAT IS SAFE, CLEAN, CARING AND A WELCOMING SPACE FOR VISITORS, BUSINESS AND PROPERTY OWNERS, INVESTORS, AND OFFICE WORKERS – IT IS IN A LEAGUE OF ITS OWN.

When the CCID was established in 2000, a group of local property owners got together to take matters into their own hands. The Cape Town CBD was going to rack and ruin and, alarmed by the “crime-and-grime” scenario it had fallen into, they decided to act.

Today, 23 years later, the organisation they created – the Cape Town Central City Improvement District – is arguably one of the best of its kind in a global business district today. Operating in collaboration with the City of Cape Town, the CCID’s private-public partnership model has since been rolled out to scores of CBDs in the country.

The success of the CCID lies in the organisation’s ability to pivot swiftly, read the mood on the ground, understand what is required to preserve, change, or improve the status quo – and then act.

As a result, Cape Town is now the most economically successful CBD in the country, where the value of all property in 2023 is estimated by the City of Cape Town to be R42.9 billion. In 2006, it was R

EFFECTIVE OPERATIONS

The 2022/23 financial year was not without operational challenges: the CCID strategically deployed its 317 Public Safety Officers to provide a visible safety presence 24/7 in an increasingly busy CBD.

CCID Urban Management’s cleaning teams, working in tandem with Safety & Security, sprang into action to deal with the increased amount of litter, waste and illegal dumping in town caused by the surge in the numbers of people returning to the CBD, to work, do business, live, or visit.

The field and social workers of the Social

The success of the CCID lies in the organisation’s ability to pivot swiftly, read the mood on the ground, understand what is required to preserve, change, or improve the status quo – and then act.

Development department, contending with an ever-growing homeless population, made huge strides in meeting the demands and challenges of this scenario, providing work opportunities and shelter solutions for those living on the streets. In turn, Safety & Security faced an increasing number of illegal structures in the public domain and the resulting rise in anti-social behaviour in town, including aggressive begging.

These three operational departments of the CCID were ably supported by the Communications department, which promoted their work and achievements through print and digital channels, as well in the media, securing coverage that highlighted the excellent business and property investment opportunities in the Cape Town CBD.

The CCID’s Finance team expertly guided the other departments, and once again ensured the organisation achieved its 23rd consecutive clean audit, with the support of the CEO and the board of directors.

COLLABORATING IS KEY

This kind of consistent collaboration across the CCID’s departments is carried over into its key partnerships. It does not operate in a vacuum, but works closely and successfully with its main partners, the City of Cape Town, and the South African Police Service (SAPS), providing top-up services to those provided by these institutions.

I would like to single out our close partnership with City of Cape Town Executive Mayor Geordin Hill-Lewis, who has actively worked with the CCID and other key parties to ensure the CBD (and its surrounding precincts) retains its stature as the country’s most dynamic, investment friendly inner city that is able



to continue to attract local, national, and international business and property investment.

If you travel overseas, you will find many of the world's most famous cities still struggling to regain their downtown economic success. Commercial landlords throughout the world, struck by the Work from Home experiment, have struggled to fill their buildings with quality tenants as the hybrid work model became the order of the day.

In the Cape Town CBD, we are bucking the trend. With more and more Cape Town office workers returning to work, total office space available for rent in 2023 declined by over 2 000 m².

The overall office vacancy rate in the CBD also dropped to 11.2 % in Q2 of 2023, compared to the average of 13.3 % in 2022. This compares very favourably to 2019 when the pre-pandemic vacancy rate was 10.8 %.

Office rentals also continued to go up, unlike in many other business nodes outside Cape Town.

Despite Covid, the CBD has not lost its banking, legal and corporate tenants. In fact, in the CCID's investment report, *State of Cape Town Central City Report 2022 – A year in review*, the top three business entities operating in the Central City, after the retail sector, were legal services, medical practices and finance, investment, insurance and banking institutions respectively.

POST-PANDEMIC RECOVERY

While we have put Covid well and truly behind us, this reporting period is the first financial year in which we have operated with no restrictions whatsoever. I am very proud of the way CCID CEO Tasso Evangelinos, guided by

my fellow board members, led the CCID over the past two years, when the tight economy put enormous strain on resources and the CCID faced increased demands from all quarters as its varied stakeholders grappled with the economic uncertainty of the pandemic and how to survive it.

Unshackled from restrictions, some of which were nothing short of ludicrous, entrepreneurs and property owners in the city centre have turned to doing what they do best: making things work.

Just as it was up to us in 2000 to initiate change, in 2023 it is more important than ever before to continue doing so.

No one is coming to do the hard graft for us: in the commercial property field that I am in, the landlords who have made the necessary improvements to their buildings to attract tenants back to the workplace are the ones who are now reaping the benefits. It's the landlords who are taking initiative to improve the streetscapes around their buildings and make them attractive to pedestrians and office workers that are seeing good returns. In the last two years we have learnt that if you create a welcoming office environment for workers, they will start coming back to work.

I remain confident that this "can-do" proactive attitude – that prevails from the Executive Mayor's Office to councillors and key stakeholders – will continue to result in the CBD's ongoing success.

I extend my congratulations to Tasso and his team on delivering yet another impressive set of results and would like to also thank the members of the CCID board sincerely for their guidance, time and expert advice.

It is a privilege to be part of the CCID's success story and create change with colleagues who share my passion and purpose.



CHIEF EXECUTIVE OFFICER'S OVERVIEW

TASSO EVANGELINOS

THIS FISCAL YEAR CAN BE SUMMED UP AS A PERIOD OF RECOVERY, ACTION AND TRANSFORMATION IN WHICH THE CCID PROVIDED CERTAINTY, RELIABILITY AND A CONSISTENT LEVEL OF SERVICE.

When our financial year commenced, signs that we were heading towards a post-Covid recovery of the CBD's economy were evident. Office workers started returning to physical offices full-time or in line with their respective hybrid working policies, big events that drew tens of thousands of people were being hosted in the Cape Town CBD again and the retail sector, which makes up 1 243 of the 3 116 entities doing business in town, increased its footprint with more than 80 stores. There was an uptick in the tourism and hospitality sectors and construction cranes could also be seen going up at various locations, including in Loop St where a R500-million mixed-use development, The Rubik, is taking place. There were also more young and creative people who were moving to the CBD, sparking interesting trends such as the conversion of

... nearly 80 % of the 230 retailers surveyed in the City Centre during Q1 of 2023 indicated that they were "satisfied" with current business conditions.

BELOW

Cape Town Executive Mayor Geordin Hill-Lewis with CCID CEO Tasso Evangelinos and CCID Board chairperson Rob Kane.

commercial buildings into mixed-use spaces, combining residential living with an interesting retail offering that includes co-working spaces, delis and coffee shops.

Confidence in the CBD was further confirmed by results of the CCID's Q1 2023 Business Confidence Survey where nearly 80 % of the 230 retailers surveyed in the City Centre during Q1 of 2023 indicated that they were "satisfied" with current business conditions.

Like a shepherd protecting his flock, the CCID's operational departments, namely Safety & Security, Urban Management and Social Development, were a consistent and steady hand in supporting this rebirth by providing a clean, safe and hospitable environment for all. The Communications department continued to drive investment into the CBD and promote what South Africa's most successful CBD has to offer while informing the public about the organisation's work.

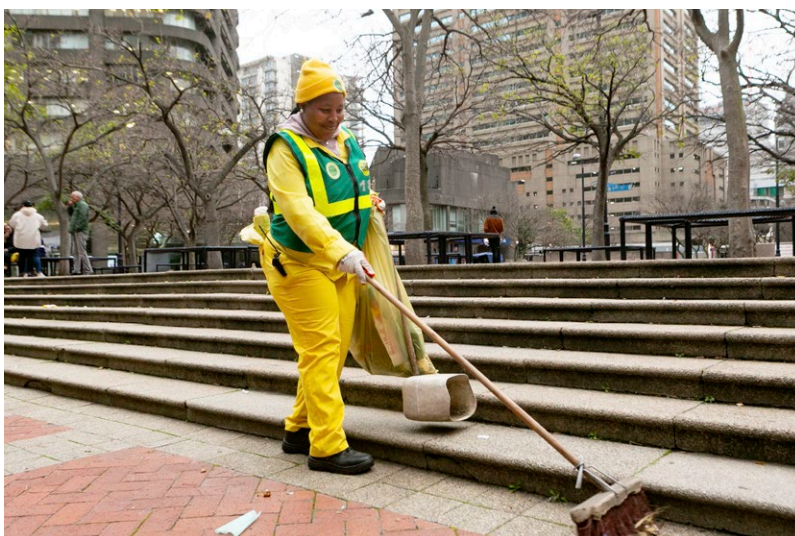
A PERIOD OF ACTION

While the CCID had proved its mettle in delivering a crucial and stabilising service during the pandemic, the CBD's post-Covid recovery demanded even greater effort and agility to support a growing inner city.

SAFETY & SECURITY

To support the CBD's resurgence, CCID Safety & Security stepped up its crime prevention measures and worked diligently with its partners to maintain a safe CBD. In the period under review, 22 350 safety interventions were conducted, and 253 arrests were secured for various crimes in the CBD. There was a strong visible policing presence with 817 daytime and night-time joint crime prevention operations with SAPS and City Law Enforcement agencies. Safety & Security's partnership with the City continued to yield positive results as the team of City of Cape Town Traffic wardens, funded by the CCID, helped to ease congestion in town





ABOVE AND BELOW

A member of Safety & Security's Impact Team on duty in St Georges Mall;
a cleaner sweeps in Thibault Square.

during peak hours. They issued 45 073 fines to a total of R11 697 000 while the twelve CCID-funded Law Enforcement Officers issued 5 808 fines for non-moving traffic infringements to the value of R5 485 933 and 822 fines for bylaw contraventions to a total of R840 633.

The support of Executive Mayor Geordin Hill-Lewis was invaluable in the year under review, including in terms of maintaining a safe CBD. His cohort of 100 new City Law Enforcement Officers (LEOs), introduced in August 2022 to ensure a 24-hour security presence in the CBD, had an instant impact. In three short months after their introduction, for example, the LEOs who work closely with CCID teams secured 185 arrests for various offences and issued 5 011 fines for traffic and bylaw offences.

URBAN MANAGEMENT

As the CBD got busier each day, CCID Urban Management focused on creating a welcoming environment by installing 89 floral and festive baskets in St Georges Mall, providing safe ablution facilities, which were utilised by 115 607 people, maintaining infrastructure and keeping the CBD litter free. This year, there were 527 paving repairs (252 more than the previous year), municipal drains were cleaned 10 504 times and 1 254 tonnes of litter and illegally dumped waste were removed by street sweepers.

Unfortunately, illegal dumping continued to be a challenge with an astonishing 317 219 bags used to clear waste and illegal dumping to landfill. This was an increase of 133 219 compared to last year. To address this challenge, the department introduced a three-month anti-litter campaign targeting illegal dumping, graffiti tagging, cigarette-butt litter and the huge financial and environmental implications thereof. It was also a year of new projects as the department partnered with the City's Urban Waste Management department to collect fallen leaves in the CBD and distribute them to organic farms. A total of 12 608 bags of organics were collected in the year under review.

**ABOVE**

Participants in Social Development's "PEP" project.

LEFT

Flyers were distributed to educate visitors to the CBD on public safety.

SOCIAL DEVELOPMENT

While our country is confronted with enormous economic and social factors such as poverty, unemployment and rising homelessness, I am incredibly proud of how CCID Social Development, with its partner NGOs, worked diligently to assist the CBD's homeless community in the year under review. The CCID's social and field staff were responsible for 9 439 interventions with the CBD's homeless population, a notable increase compared to last year's figure of 1 989.

Remarkable partnerships include a new seven-month work-based rehabilitation programme with TB HIV Care which resulted in 8 084 interventions by the eight employed peer field workers as well as the CCID's City of Cape Town Public Employment Programme (PEP) which was introduced last year. The project, funded by National Treasury and administered by Khulisa Social Solutions, assisted 47 participants with

While our country is facing a range of serious challenges, Cape Town is increasingly bucking all those trends and one of the significant reasons for this is that it has a vibrant, attractive and safe city centre.

— Executive Mayor
Geordin Hill-Lewis

substance abuse and mental health issues, provided 49 job opportunities and offered 133 counselling sessions.

COMMUNICATIONS

With exciting developments within the CCID's departments and a vibrant CBD that was increasingly opening for business, the Communications department had its work cut out supporting our operational departments, informing stakeholders, promoting the CBD to visitors and investors, and upholding the CCID's reputation. The department did exceptionally well and managed to launch three campaigns for the CCID's operational departments. It achieved total media exposure for the CCID and the CBD to the value of R12 754 231 – an increase of R622 603 compared to the last reporting period. Communications also produced an 80-page bumper issue of its sought-after investment report, *State of Cape Town Central City Report 2021 – A year in review*, and launched a revamped CCID website and the 4th edition of the Cape Town CBD Eateries Map with 120 listed venues. Two of the department's print publications, *State of Cape Town Central City Report 2020 – A year in review*, and *City Views* were once again acknowledged with awards at the SA Publication Forum's 2022 Corporate Publication Competition.

A PERIOD OF TRANSFORMATION

As the CBD was experiencing its transformation, so did the CCID in terms of strengthening its departments and ensuring they continued to perform efficiently. During the year under review, the CCID welcomed the following staff members:

Lucky Mangezi

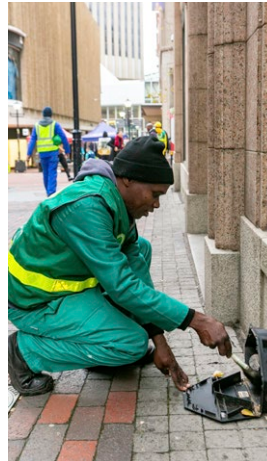
Junior precinct coordinator:
Urban Management

In July 2022, Mangezi joined CCID Urban Management as a junior precinct coordinator following his aptitude for space management. He had been contracted to the CCID since July 2020 when he became a member of our four-strong Sanitising Ambassador team tasked with disinfecting public spaces at the height of Covid.

Tara Gerardy-Bissolati

Manager: Social Development

Following the retirement of its long-standing Social Development manager Pat Eddy, the



CCID appointed Gerardy-Bissolati in August 2022. She is a seasoned professional with 12 years' experience in the social development sector. Before joining the CCID, she was a national project manager at TB HIV Care, one of the CCID's NGO partners, where she headed the People Who Inject Drugs (PWID) programme. She is also a pioneer in the harm reduction field and was at the forefront of establishing drop-in centres that offer psychosocial and other services to marginalised people.

Edward Edwardes

Night manager: Safety & Security

Edwardes joined our security department in December 2022. His role involves monitoring the CCID's night-time security operations as we continue to support the CBD's night-time economy which is growing by leaps and bounds. He is an experienced former SAPS member with 18 years' experience and an award-winning detective.

Herbert November

Auxiliary social worker: Social Development

CCID Social Development department welcomed Auxiliary social worker Herbert November to its ranks in March 2023. November (previously with Khulisa Social Solutions) is experienced in his field and since 2019 has overseen participants in the CCID/Khulisa Streetscapes' Bin Project, which is aimed at keeping sections of Long and Loop Sts clean. His appointment has bolstered the department as it continues to find sustainable solutions for the homeless community, create awareness around homelessness and address stigma.

Jurie Bruwer

Manager: Safety & Security

At the end of the CCID's financial year in June 2023, CCID Safety & Security was bolstered with the appointment of Jurie Bruwer as the department head. Bruwer has been in the private

FROM LEFT TO RIGHT

Homeless people receive a meal from the CCID and other stakeholders on the Foreshore; Urban Management teams inspect rodent boxes in the CBD; student ambassadors hand out safety pamphlets in the CBD during a Safety & Security campaign roll-out.

security sector for nearly 30 years. Before joining the CCID, he was a branch manager for a national security company, responsible for the East Rand in Gauteng. His experience includes setting up security companies and services, developing policies and procedures, and emergency response planning and management in various African countries. He also served as a Lieutenant Colonel in the South African National Defence Force for 12 years.

IN CLOSING

The organisation remained in good financial standing, and I am proud to report that we achieved our 23rd consecutive unqualified audit, which is a testament to a reliable board of directors and supportive management team as well as committed staff.

Times are tough and there are many challenges before us. However, I am encouraged by remarks by the Executive Mayor who noted that while our country is facing a range of serious challenges, Cape Town is increasingly bucking all those trends and one of the significant reasons for this is that it has a vibrant, attractive and safe city centre.

He added that much of the credit for this must go to the tireless work done by the CCID in its undertaking to manage and position Cape Town's Central City as a premier investment destination and business hub.

I am hopeful that together we will continue to buck these trends and find long-lasting solutions through our ongoing collaboration with our partners at the City of Cape Town, SAPS, the Western Cape Government, partner NGOs and service providers, who are as committed to the CBD's success as we are.

TASSO EVANGELINOS

CEO: CCID



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. Through hard work, innovation and determination, the CCID continues to ensure a vibrant downtown that attracts tourists,

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.

residents and investors alike.

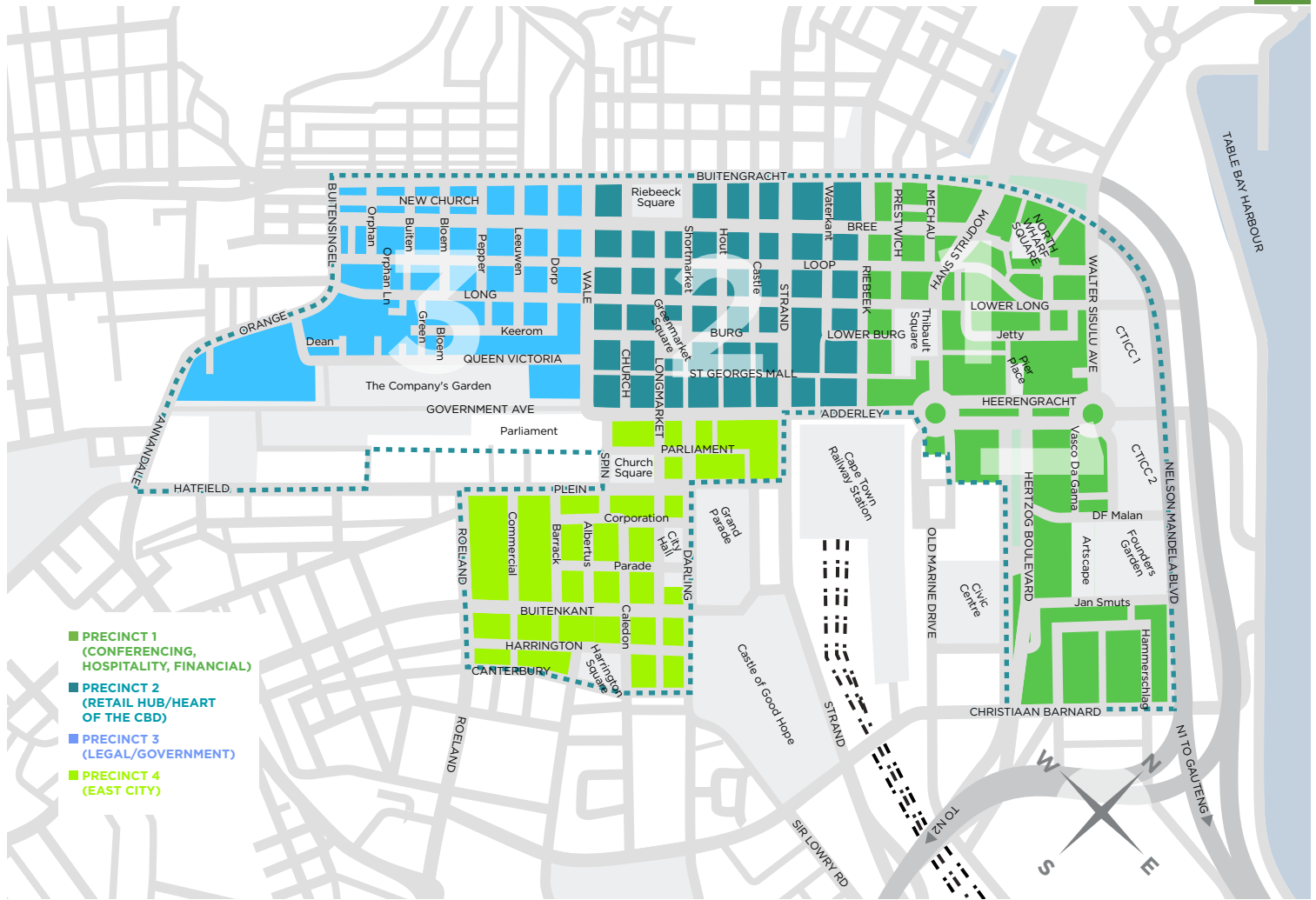
The CCID’s strategy for promoting that vision is detailed in its Business Plan available online at www.capetownccid.org.

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.

Property investment in the Cape Town CBD exceeded R3.555 billion in 2022.



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.

**LEFT**

The CCID management team, from left: Tara Gerardy-Bissolati, Tasso Evangelinos, CEO, Sharon Sorour-Morris, Jurie Bruwer, Kally Benito and Stephen Willenburg.

**BOARD**

ROB KANE (CHAIRPERSON)

**DIRECTORS**

MICHAEL BAUER
TAMRA CAPSTICK-DALE
MURRAY CLARK
SAMANTHA CLINGHAM
GRANT ELLIOTT

TIM HARRIS
SAMANTHA LAMBERT
JULIAN LEIBMAN
JOY MILLAR
NAWAL RAMASAR

PETER RAIMONDO
DAVID STOLL
RIAAN VAN WYK

**CEO**

TASSO EVANGELINOS

**MANAGER
FINANCE & HR**
STEPHEN
WILLENBURG

**MANAGER
SAFETY &
SECURITY**
JURIE BRUWER

**MANAGER
URBAN
MANAGEMENT**
KALLY BENITO

**MANAGER
COMMUNICATIONS**
SHARON
SOROUR-MORRIS

**MANAGER
SOCIAL
DEVELOPMENT**
TARA
GERARDY-BISSOLATI



After two nail-biting years in the grip of the pandemic, the past year ushered in change as more people returned to town to work, do business, shop and experience the wide range of offerings in the inner city.





PERFORMANCE INFORMATION



SITUATIONAL ANALYSIS

1

SERVICE DELIVERY ENVIRONMENT

After two nail-biting years in the grip of the pandemic, the past year ushered in change as more people returned to town to work, do business, shop and experience the wide range of offerings in the inner city. This presented challenges, which were met head-on, and provided new opportunities for the CCID's various departments.

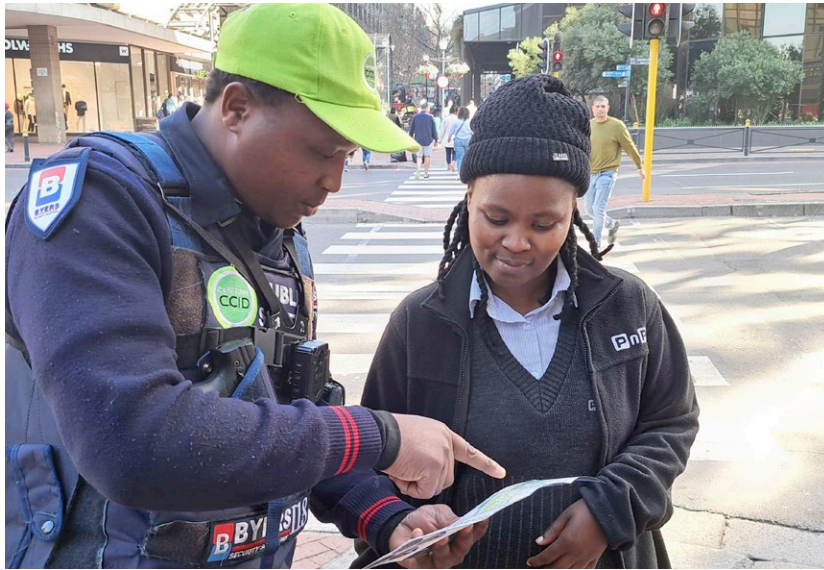
With increased footfall, Urban Management had to contend with additional cleaning demands in public spaces and streets, waste that spills out of torn litter bags, which occurs when people search for recyclables, as well as illegal dumping perpetrated by some businesses without waste management plans.

To address this, the department effectively deployed its Sweeping teams and continued to utilise its Broom Brigade, which complements existing Sweeping teams by cleaning high pedestrian streets and along St Georges Mall and the Golden Acre block. The department also launched a three-month anti-litter campaign aimed at educating the public and business owners about illegal dumping, graffiti tagging, cigarette-butt litter and waste that spills out of torn litter bags. The public toilet project, introduced last year, also continued to alleviate cleaning challenges.

While welcomed, the return of people to the CBD sparked an increase in incidents of ATM fraud as sophisticated scammers convinced visitors that they need a "permit" to walk in the CBD and that ATMs issue permits. To counteract this, the department introduced a two-month informative campaign to educate the public on how to avoid being victims and how to stay safe in the CBD. The department also ramped up its crime prevention operations with safety partners, SAPS, City Law Enforcement and Metro Police. Operations were also strengthened with the appointment of a new service provider, department head and night manager.

Homelessness remains prevalent in the CBD as the country continues to shed jobs and experience low economic growth as well as the implications of the pandemic. Contributing factors include gender-based violence, cases of child abuse and neglect, substance misuse, mental illness, poor physical health, and the lack of empowerment opportunities.

To give the homeless in Cape Town CBD a chance to move off the streets, the department collaborated with its primary and NGO partners on ground-breaking work rehabilitation projects. It also expanded its programmes to help reintegrate homeless clients into society and break down stigma around homelessness. The department, along with Safety & Security, is one of the CCID's biggest after it was bolstered with



an auxiliary social worker and a new manager who has built on the excellent foundation laid by Pat Eddy, who established the department and managed it for over 13 years.

The CCID's Communication department collaborated with its various partners to promote the CCID's operational work, uphold its reputation, communicate with stakeholders, and drive investment into the CBD. It reached an estimated audience of 495 365 978 readers/viewers across a broad spectrum and achieved an advertising value equivalent (AVE) of R12 754 231 through stories in the media. Three successful campaigns for the CCID's operational departments were also rolled out to assist the NGOs that aid the homeless and curb ATM fraud and other petty crimes as well as illegal dumping.

One of the major challenges during this period was encouraging those who were skeptical about returning to physical offices or the CBD post-Covid. Similar to last year, shifting people's perceptions and attitudes around littering and illegal dumping, homelessness and petty crimes including ATM fraud, theft out of motor vehicles and remote jamming continued to be a challenge. This is why educational campaigns and the sharing of credible information were at the forefront.

The organisation did not experience external factors that impacted its service delivery in the period under review. That said, there was a change in the organisation's safety service provider.

This was managed by the organisation's management team, CEO and board of directors. As a result, the transition was stable, ensuring that safety in the CBD was not compromised.

ORGANISATIONAL ENVIRONMENT

In the previous financial year, it was reported that plans were being implemented to find a replacement for the CCID's Social Development manager, Pat Eddy, who retired after 13 years with the organisation. That process was successfully carried out and led to Tara Gerardy-Bissolati being appointed as the new department head in August 2022. In line with charting a new course for the department, Gerardy-Bissolati appointed a new auxiliary social worker to the team in March 2023. This was after the resignation of social worker Sameegah Hoffmeyer who had been with the CCID for seven years.



ABOVE AND BELOW

A Public Safety Officer uses a CCID map of the CBD to give directions to a member of the public; street-pole posters formed part of the messaging of Urban Management's anti-litter campaign.

Aside from the forementioned appointment of a new safety service provider, the Safety & Security department hired night manager Edward Edwardes in December 2022 and Jurie Bruwer as department head in June 2023. Both members have a wealth of security knowledge and have enhanced the team's performance.

Overall, it was a great year of service by the organisation's robust board of directors, proficient management team and committed staff members. All operations were carried out successfully as the organisation achieved its 23rd consecutive clean audit. Strong controls by the CCID's skilled board and business manager ensured that there was no wasteful expenditure and that corporate governance principles were adhered to.

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 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 operational work**, upholding the organisation's reputation and brand identity, communicating with stakeholders through various mediums, promoting business and property investment into the CBD.



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.

3 PERFORMANCE INFORMATION OF DEPARTMENTS







SAFETY & SECURITY

Safety is a crucial element of a successful inner city that is able to attract business, investment, residents and visitors. CCID Safety & Security's reputation as a trusted and reliable first-responder to crime and other incidents in the Cape Town CBD in the year under review ensured its ongoing success.

The combined efforts of CCID Safety & Security and its partners contributed to a stable environment in the Cape Town Central City in the year under review. The continued commitment and success of the department in this period was the result of various factors, including collaboration with key stakeholders (including residential and commercial building managers, event organisers, retailers, and informal traders), SAPS and other City of Cape Town law enforcement agencies, who all played a vital part in safeguarding the CBD.

Through continuous analysis, and the dissecting of criminal trends, the department successfully drafted and rolled out a safety plan for the CBD, focusing on being proactive rather than reactive in preventing criminal activity and policing of bylaw offences. To ensure the Central City was a safe environment for all, the department set its sights on the following:

- **Creating a visible presence 24/7** by deploying its team of Public Safety Officers (PSOs), contracted via its security service provider, to conduct visible foot patrols backed up by seven response vehicles 24/7.
- **Averting crime** through strategic deployments, joint crime prevention operations with SAPS and the City of Cape Town law enforcement agencies, as well as the ongoing and continuous tracking and analysis of crime trends.
- **Managing relationships** with service providers, primary law enforcement partners and CBD stakeholders.
- **Ensuring that the periphery of all events** held in the CBD were secured through a targeted plan for the tourism sector.

TOP FOUR HIGHLIGHTS

- 1 A highly visible two-month ATM awareness campaign aimed at curbing rampant ATM fraud was rolled out.
- 2 Safety & Security's new manager, Jurie Bruwer, came on board. An additional night manager was appointed to assist the night-time teams to manage increasing challenges in the CBD.
- 3 The CCID appointed a new security service provider, Byers Security Solutions, with the department pulling out all the stops to ensure a smooth transition.
- 4 Effective use of technology was instrumental in managing officers on the ground optimally to ensure quick response to crime incidents in the CBD.

- **Engaging with the public and stakeholders in the CBD** through public awareness campaigns and presentations in collaboration with primary law agencies and other role-players, and by disseminating safety information.
- **Utilising technology** including the live tracking of deployed Public Safety Officers (PSOs) and mobile response units via digital two-way radios, monitored on screens at the CCID Safety & Security control room to ensure a rapid response and to improve the performance and service rendered.

The department's mandate and objectives were met through an effective strategy and commitment by an experienced team (comprising a manager, two day-time security managers and two night-time security managers).

The strategy included the deployment of:

- **317 PSOs**, deployed in shifts 24/7, 365 days a year.
- **12 CCID-funded City of Cape Town Law Enforcement Officers (LEOs)** working 24/7 on a roster, with three on duty, per shift, day and night.
- **6 City of Cape Town Traffic Wardens** deployed from Monday to Friday to ease traffic congestion at robot intersections during peak times and monitor non-moving traffic violations during their duties.
- **4 lock-up response units** on a 24/7 basis.
- **3 management vehicles** on a 24/7 utilised by 10 dedicated Security Service Provider managers.



ATM FRAUD AT A GLANCE

**31 CASES
RECORDED
BEFORE THE
CAMPAIGN
BETWEEN 1
FEBRUARY TO 31
MARCH 2023.**

**18 CASES
RECORDED
DURING THE
CAMPAIGN
BETWEEN 1 APRIL
TO 31 MAY 2023.**

**11 CASES
RECORDED AFTER
THE CAMPAIGN
BETWEEN 1 JUNE
2023 TO 31 JULY
2023.**

SPOTLIGHT ON 2022-23 PROJECTS

CRIME PREVENTION OPS

Public Safety Officers (PSOs) and mobile response units 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. On average, the department took part in 18 to 25 crime prevention operations per week.

TACKLING ATM FRAUDSTERS

With assistance from the CCID's Communication department, Safety & Security ran a two-month ATM awareness campaign in May and April to help curb ATM fraud, a prevalent crime in the CBD. During the campaign, 20 student ambassadors were deployed daily in public spaces with pop-up stands displaying A3 posters educating the public on how to avoid becoming a victim of ATM fraud. They also handed out **140 000** pamphlets with safety tips around ATM fraud and how to stay safe in the CBD. The initiative was highly successful and contributed to a reduction in ATM fraud incidents.

The campaign was used to complement the CCID's existing measures to tackle this crime including being on a special ATM fraud task team comprising SAPS's provincial commercial ATM fraud unit, City Law Enforcement agencies, hospitality industry and the banking sector.

In the year under review, there was a change of service provider to Byers Security Solutions. The department was instrumental in ensuring a smooth transition and maintaining a stable and effective security presence in the CBD.

STRENGTH IN NUMBERS

The department welcomed an additional night manager, Edward Edwardes, in December 2022 and in June 2023, a new Head of Department, Jurie Bruwer. Bruwer has a wealth of experience and extensive knowledge of the security industry. Edwardes assists in monitoring the CCID's night-time security operations while Jurie Bruwer, who immediately streamlined the roles and responsibilities to increase the overall effectiveness of the department, is in charge of the team's accomplishments, strategy and vision. With the new staff members, the department now comprises five team members who support both daytime and night-time operations.

ENHANCED TRACKING ABILITIES

The security team's digital radio network with tracking capabilities and the introduction of the geofencing application continued to prove invaluable in effectively managing its security officers on the ground. Rapid response deployment to any reported incidents made it possible for the department's 24-hour control centre to manage critical to low-impact situations within the shortest time periods possible.

The consistent deployment identification and rapid response strategy enabled the CCID teams to remain the first respondents to various issues in the CBD including medical emergencies, motor vehicle accidents and breakdowns, incidents of aggressive begging, anti-social behaviour, and public enquiries.

ENFORCING THE LAW

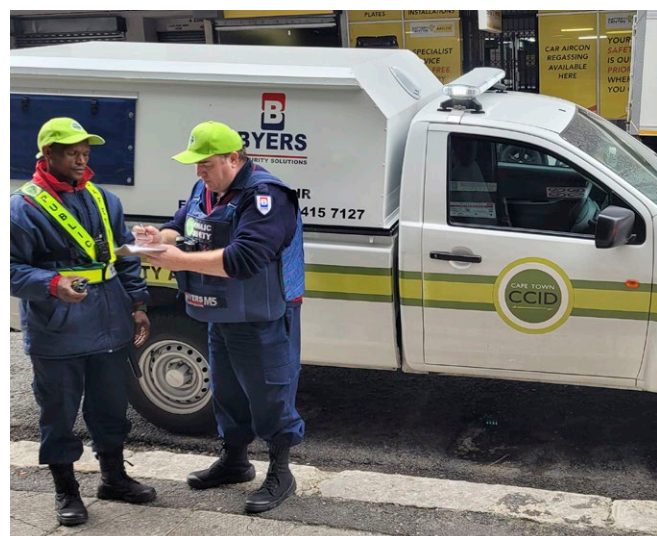
During this period, the 12 CCID-funded City Law Enforcement Officers (LEOs), who have become a key element in the department's arsenal, continued to play a pivotal role in safeguarding the CBD. The LEOs, who work alongside the CCID's Public Safety Officers, have powers of arrest and give the CCID the full reach of the law by being able to issue fines for all bylaw contraventions.

In addition, the department's six CCID-funded City of Cape Town traffic wardens made great strides in assisting with rush hour traffic flow as the CBD experienced increased traffic volumes as people returned to physical offices.

Outside of rush hour, these members are tasked with addressing non-moving violations such as vehicles illegally occupying loading zones, cars parked in disabled parking bays, public spaces and in yellow and red lines. The deployment of traffic wardens is among the department's success stories since it was first introduced in 2017.

IMPROVED PARTNERSHIPS

In September 2022, the department's crime-fighting efforts received a welcome boost when 100 City Law Enforcement Officers (LEOs) were introduced to the Cape Town CBD by Executive Mayor Geordin Hill-Lewis to keep visitors, businesses, and residents safe. The CCID's



PSOs worked closely with the new LEOs whose involvement greatly assisted in crime prevention efforts. The deployment also strengthened the relationship between the partners. In addition to this, the department continued to enhance its relations with SAPS, the City of Cape Town (Law Enforcement, Traffic, Metro Police, Cyclops Camera Unit), the Western Cape government (departments of Community Safety

CLOCKWISE FROM TOP LEFT

Safety & Security campaign roll-out; a Public Safety Officer at the CCID's kiosk in St Georges Mall; one of the department's four lock-up response units; members of the Impact Team report for an integrated operation.

and Economic Opportunities), the Cape Town Central Community Police Forum, Cape Town Tourism and the Cape Chamber of Commerce and Industry.



RESOURCE ALLOCATION

Service/ Project components	2021/2022 EXPENDITURE			2022/2023 EXPENDITURE		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Security expenses	49 254 338	47 281 862	1 972 476	52 705 301	52 034 965	670 336

The underspend in 2021/2022 was significantly due to credits received by the Cape Town CCID in relation to non-deployment and penalties in terms of contracted services with the CCID's security service provider as well as City contracted law enforcement and traffic services. Similarly in 2022/2023 savings were realised due to: (1) credits received; (2) lower than anticipated spend on fuel and maintenance; and (3) timing and review of special projects.

STRATEGIC OBJECTIVES



CRIME PREVENTION

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Keeping up to date with trends, modus operandi and focus areas of selected crimes.	Meeting with SAPS' Crime Intelligence Unit on crime trends and focus areas. Keeping the CCID's incident reporting system up to date.	Daily	All people visiting, living, and working in the CBD feel safe, secure and welcome.
Conducting a crime threat analysis.	Identifying threats and specific crime "hotspots" within the CCID's footprint using SAPS crime statistics and statistics from the CCID's incident desk.	Weekly	The implementation of a preventative deployment strategy minimised crime within hotspot areas.
Conducting joint crime-prevention operations.	Planning and conducting crime-prevention operations with SAPS and City Law Enforcement. Planning and conducting high-density operations with all partners.	Daily & Weekly Weekly	Planning and deployment of joint resources create effective team management reduced and/or mitigated crimes in specific hotspot areas.



RELATIONSHIP MANAGEMENT

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Monitoring, evaluating and proactively managing the Service Level Agreement with security service provider.	Evaluating service levels compliance and implementation of required corrective action plans.	Daily/Weekly/ Monthly	Consistent level of compliance was ensured.
Developing and maintaining positive and constructive working relationships with primary safety partners.	Conducting regular joint agency operations. Providing logistical support. Attending Community Policing Forum meetings. Attending SAPS sector meetings.	Daily/Weekly/ Monthly	Consistent collaborative effort in the fight against crime.
Developing and maintaining relationships with CBD stakeholders.	Regular interaction with stakeholders to address concerns and complaints.	Daily	Identified concerns and complaints addressed timeously.



AWARENESS

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Implementing a targeted awareness programme to support the tourism sector and to create safety awareness for visitors, the public and within the business and residential sectors.	Regular meetings with the tourism sector. Distribution of safety collateral to hotels, Airbnbs and on street level. Giving safety talks and advice on crime trends and safety tips when requested. Visiting existing and new clients and supplying them with CCID information packs and safety collateral.	Daily/Weekly	Pertinent information is shared via interaction on street level, briefings, email, WhatsApp groups and distribution of safety pamphlets to ensure that all stakeholders are conscious of, and accept, their roles and responsibilities in reducing the risks to people and assets.



PROVIDING PUBLIC ASSISTANCE

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Responding swiftly to render public assistance when required.	Consistency is measured by keeping monthly statistics of the type and total cases of assistance rendered as well as feedback from the public.	When required.	CCID teams respond to: Vehicle accidents/emergencies. Medical emergencies. Alarm activations. Requests for courtesy safety escorts. Requests for courtesy building safety inspections.



LEFT AND ABOVE

Public Safety Officers have been issued with maps of the CBD to enable them to assist the public; Jurie Bruwer, Safety & Security manager, engages with security guards on duty in St Georges Mall.



MANAGING PERSONNEL

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Planning and initiating ongoing training and skills development programmes.	Planned training and skills development for PSOs, supervisors and management is monitored and feedback is provided.	Ongoing	Improved morale and employee engagement which inspired better performance.
Introducing incentive programmes to boost employee morale	Improved productivity and reduced staff turnover.	Monthly	Top performers received bonuses and accolades.
Accountability	Holding staff accountable for their actions and performance and providing mediation in resolving conflicts.	When required	Public complaints about staff were investigated and addressed. This way, a communicative and cooperative environment was cultivated.



ASSISTING WITH EVENTS

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Identifying events taking place in the Central City.	Meeting with event organisers and reviewing and compiling safety and security plans.	When required	An events map was drawn up to effectively deploy PSOs to support the safety plan. The deployment of PSOs was monitored as well as incidents in and around the event footprint. There was a debriefing on any negative incidents so as to proactively plan and prevent their recurrence.

RIGHT

Impact Team members with Safety & Security team members TJ Jenkins (far left) and Alec van de Rheede (middle).



SAFETY & SECURITY IN NUMBERS



PUBLIC SAFETY INCIDENTS

NUMBER OF ARRESTS MADE WITH LAW ENFORCEMENT PARTNERS

TOTAL
ARRESTS **253**

ASSAULT

11

ATM CARD SWAPPERS

3

FIGHTING IN PUBLIC

9

GENERAL THEFT

16

HIJACK OF VEHICLE

1

HOUSEBREAKING

1

INTIMIDATION

1

ILLEGAL FIREARM

4

MALICIOUS DAMAGE TO
PROPERTY

12

POSSESSION OF CAR/
HOUSE BREAKING
IMPLEMENTS

4

POINTING A FIREARM

1

POSSESSION OF A
DANGEROUS WEAPON

6

POSSESSION OF
ILLEGAL SUBSTANCES

44

POSSESSION OF
STOLEN PROPERTY

26

RAPE / ATTEMPTED
RAPE

2

ROBBERY

51

SHOPLIFTING

14

SOLICITATION

2

THEFT OUT OF MOTOR
VEHICLE

29

THEFT OF CELL PHONE

14

TRESPASSING

2



SAFETY INTERVENTIONS

RENDERING OF PUBLIC ASSISTANCE

TOTAL SAFETY
INTERACTIONS
CONDUCTED

22 350

REPORTS OF FIRES

35

ILLEGAL TRADING
OFFENCES

120

JOINT CRIME
PREVENTION
OPERATIONS WITH
LAW ENFORCEMENT
PARTNERS

817

MEDICAL ASSISTANCE

513

MOTOR VEHICLE
ACCIDENTS

1 153

NATURAL DEATHS
REPORTED

14

PUBLIC ASSISTANCE

5 268

SUSPICIOUS
BEHAVIOUR DETECTED

2 894

SUSPECTS
TRANSPORTED TO
CAPE TOWN CENTRAL
POLICE STATION

259

STOP-AND-SEARCHES

5 102

UNSECURED PREMISES
DETECTED

39

UNSECURED VEHICLE
DETECTED

23

VEHICLE ASSISTANCE

22

DANGEROUS WEAPONS
CONFISCATED

52



CCID-FUNDED CITY TRAFFIC WARDENS

ISSUING & VALUE OF FINES

■ VALUE OF FINES

■ FINES ISSUED

TOTAL FINES
ISSUED

45 073

TOTAL VALUE
OF FINES

R11 710 000

DRIVING AN
UNLICENSED CAR

10 314
R2 343 000

DRIVING WITHOUT A
LICENSE

426
R89 500

PARKING IN RED LINES

3 046
R658 000

PARKING IN YELLOW
LINES

1 999
R479 000

PARKING IN LOADING
ZONES

11 090
R4 214 400

PARKING ON ISLANDS
& SIDEWALKS

9 153
R1 408 000

DOUBLE PARKING

26
R8 400

EXCEEDING PARKING
LIMIT

23
R13 800

PARKING IN DISABLED
BAYS

1 189
R470 400

PARKING IN MINIBUS
BAYS

1
R500

PARKING IN BUS BAYS

1 306
R460 800

PARKING IN
MOTORCYCLE BAYS

207
R64 500

PARKING ON A
PRIVATE DRIVEWAY

3
R1 500

PARKING IN A MANNER
CAUSING DANGER AND
OBSTRUCTION

1 528
R771 000

PARKING AT A
PEDESTRIAN
CROSSING

37
R15 000

PARKING OUTSIDE
DEMARCATED LINES

2
R900

PARKING OUTSIDE
WHITE LINES

31
R900

PARKING IN A TAXI
ZONE

2 291
R349 500

PARKING IN A FIRE
ZONE

112
R13 600

PARKING IN A
PROHIBITED AREA

1 158
R82 500

PARKING ON THE
WRONG SIDE OF THE
ROAD

81
R18 000

PARKING 5 METRES
FROM INTERSECTION

18
R3 000

FAILURE TO DISPLAY A
NUMBER PLATE

336
R84 500

NO REAR MIRROR

4
R1 400

FAILURE TO STOP AT A
STOP SIGN

406
R59 000

OUTSTANDING
TRAFFIC FINES

3
R900

FAILURE TO COMPLY

18
R33 000

DISREGARDING A
PEDAL CYCLE LANE

234
R54 000

JAYWALKING

20
R6 000

LITTERING

11
R5 000



CCID-FUNDED LAW ENFORCEMENT OFFICERS

ISSUING & VALUE OF FINES



FINES ISSUED



VALUE OF FINES

TOTAL VALUE OF
FINES

R6 326 566

NON-MOVING VIOLATIONS

5 808

R5 485 933

CONTRAVENING BYLAWS

822

R840 633



CLOCKWISE FROM TOP LEFT

A CCID-funded Traffic Warden on duty; CCID Safety & Security, from left, TJ Jenkins, Alec van de Rheede, Jurie Bruwer, Gary Dysson and Edward Edwardes; Alec van de Rheede with Traffic Wardens.



THE YEAR AHEAD

“We care about the safety and security of everybody in our footprint and are committed to fulfilling our responsibilities and making a difference. We will continue to work to the highest level of integrity, accountability, and consistency to get it right”



Jurie Bruwer, CCID Safety & Security manager



URBAN MANAGEMENT

A familiar sight in the CBD, cleaners and technical teams in yellow and green from CCID Urban Management work diligently to keep the CBD clean and welcoming, enabling the city centre to retain its desirability as an investment destination. The department renders top-up services to those provided in town by the CBD's primary service provider, the City of Cape Town.

Urban Management worked with its partners to ensure the Central City remained a clean and risk-reduced urban environment despite challenges such as illegal dumping and littering. To support a growing CBD teeming with residents, office workers, business owners and tourists, the department rolled out a public space management strategy focusing on:

- **Cleaning:** Sweeping, picking up litter, emptying green bins and CCID ciggie-butt bins and removing waste.
- **Clearing:** Cleaning out stormwater drains, municipal inlets and drains, channels and gulleys.
- **Fixing:** Reinstating paving and kerb stones, repairing potholes and minor road defects, painting road signs and markings and straightening street signs and bollards.
- **Removing:** Graffiti, tags, illegal posters and stickers.
- **Monitoring:** Checking rodent boxes and reporting defects and faults to the City of Cape Town.
- **Gardening:** Planting and trimming trees, weeding and maintaining tree wells.
- **Beautifying:** Installing floral and festive baskets.
- **Sanitising:** Cleaning and sanitising hotspots.

The space management strategy involved the following:

- A team comprised of **three full-time staff members** (a manager and two precinct managers offering an 18-hour, seven-day service).

TOP FOUR HIGHLIGHTS

- 1 This year saw the relaunch of the CCID's anti-litter campaign which was last held in 2019 and shelved in 2020 due to the pandemic.
- 2 Junior precinct coordinator Lucky Mangezi joined the department, increasing precinct managers to two and bolstering the team's capabilities.
- 3 Free public toilets, installed by the department, were used by 115 607 individuals, demonstrating the need for safe and clean ablution facilities in the CBD.
- 4 The introduction of the Organics Project with City of Cape Town Urban Waste Management ensured that fallen leaves were disposed of responsibly and distributed to organic farms.

- **37 professional daytime cleaning members and 16 night members** deployed via J&M Cleaning Services for 18 hours seven days a week. The daytime team includes four supervisors, a driver and a manager while the night team has two supervisors, a driver and a manager.
- **15 positions per day** of litter-picking by "Opruim" teams contracted via Straatwerk.
- **6 positions per day of litter-picking on the outskirts of the CCID's footprint** by Special Response "Opruim" teams contracted via Straatwerk.
- **18 Broom Brigade sweepers per day** in St Georges Mall and the Golden Acre block by "Opruim" teams, contracted via Straatwerk who complement existing sweeping teams.
- **15 positions per day of hotspot cleaning** by "Opruim" teams, contracted via Straatwerk, tackling unhygienic areas.
- **17 team members**, contracted via Straatwerk, who perform Technical services including gardening, cigarette-bin maintenance, graffiti removal, tree well maintenance and rodent baiting inspections.
- **6 team members**, contracted via Straatwerk, who make up the Road Maintenance team and do road maintenance, clean storm water and municipal drains and carry out aesthetic repairs.

Note: A minimum of 150 people at any given time benefit from opportunities offered by "Opruim" teams, via Straatwerk, on a rotational basis.



SPOTLIGHT ON 2022-23 PROJECTS

BEAUTIFICATION

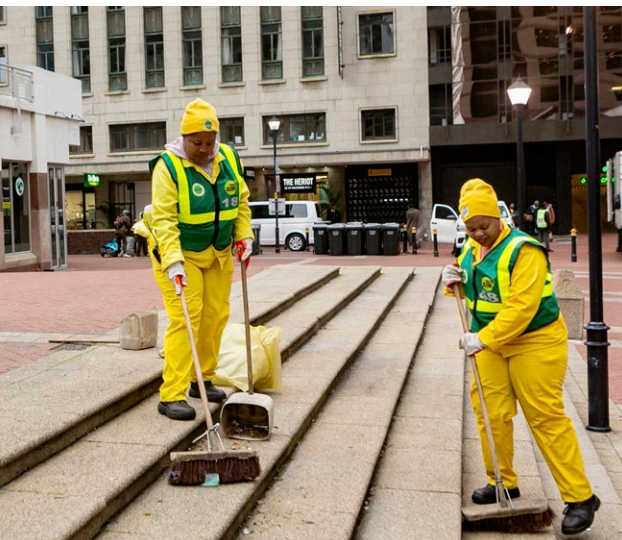
To inject life into St Georges Mall and brighten the space, CCID Urban Management's Gardening services team installed 89 floral baskets in the space. As the seasons changed, these were replaced with cheerful Christmas-themed baskets. This beautification project was initially introduced in November 2020 and has been a great success ever since it was implemented.

WASTE MANAGEMENT

Urban Management's bin project with partner NGO Khulisa Social Solutions began in 2017 and continues to make a positive difference in keeping sections of Long and Loop Streets clean. In the period under review, 9 510 black bins were serviced and 22 businesses in these areas benefited. This project allows for better management of the urban environment while providing participants with an opportunity to earn an income and receive psychosocial support from Khulisa. The project participants monitor the bins in these areas to prevent litter from ending up on the streets when people search for recyclable materials. They also ensure bins are not vandalised or stolen and help with sweeping operations in Greenmarket Square and St Georges Mall.

EMPOWERING TEAMS

Upskilling the team remained firmly on the agenda for CCID Urban Management this year. In February 2023, Urban's Road Maintenance and Technical teams attended a practical horticultural training session in the Company's Garden. It was facilitated by the City of Cape Town's Recreation and Parks department – with assistance from the maintenance and landscaping contractor of the Company's Garden – and focused on how to properly grow Iresine and Plectranthus plants from cuttings and nurture them. In previous years, City Parks has trained Urban teams on how to prune trees and shrubs, identify weeds and spray them safely, prepare greenery for planting, divide existing plants and fertilise them.



CLOCKWISE FROM TOP LEFT

Members of the department's Graffiti Squad remove unsightly tags from a wall in Church St; a supervisor from the CCID's professional cleaning contractor, J&M Cleaning Services, on duty; sweepers clean Thibault Square.

COMBATING ILLEGAL DUMPING

In response to illegal dumping, which continues unabated in town, Urban Management rolled out a hard-hitting anti-litter campaign with assistance from the Communications department. The campaign was launched at the beginning of May to encourage the public not to litter and to educate them on the cost and other implications of littering, and to alert CBD business owners about illegal dumping. It involved two public activations on St Georges Mall and Thibault Square, which were supported by the City of Cape Town's Urban Waste Management Department, Public Awareness and Education Department and Revenue and By-Law Enforcement departments, which joined the activations to reinforce the anti-litter and anti-illegal dumping message.

SAFE ABLUTION FACILITIES

Urban's highly successful public toilet project, which was introduced last year, continued to be a success and proved to be highly popular in the year under review. It is part of the department's efforts to alleviate the chronic shortage of public ablution facilities in the inner city. In the period between 1 July 2022 to June 2023, a total of 115 607 people used the free facilities comprising a unit with two toilets on the corner of Adderley and Darling Streets and two separate toilets in Longmarket Street.

BROOM BRIGADE

The Broom Brigade, which was introduced last year, made a considerable difference once more in terms of complementing Urban's existing Sweeping teams as footfall into the CBD increased dramatically. They ensured that St Georges Mall and the Golden Acre block were in good condition daily.

COMMUNITY SUPERVISION

Urban's ongoing successful partnership with Khulisa Social Solutions' Streetscapes saw the commencement of a community supervision programme in July 2022. With this initiative, parolees, managed by Khulisa, carry out a four-hour litter-picking programme in shifts.

In the year under review, a total of 201 parolees logged 126 hours of work and used 2 416 litter bags. According to the Department of Correctional Services, community corrections contribute to the reintegration of offenders as law-abiding citizens into communities by



ensuring that probationers are rehabilitated, monitored and accepted by communities.

DEEP-CLEANING THE CBD

In March 2023, Urban Management and the City of Cape Town's Urban Waste Department implemented a weekly cleaning programme to scrub down and disinfect areas including Buitenkant, Parade, Albertus and Barrack streets. The initiative forms part of ongoing efforts to eliminate odours and disinfect public spaces.

ENVIRONMENTALLY FRIENDLY INITIATIVES

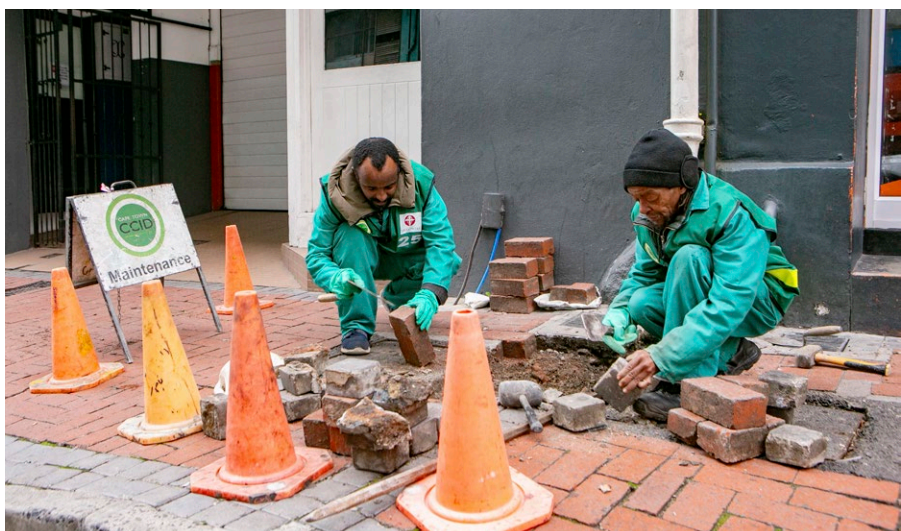
- **Organics Project:** Caring for the environment is a big focus for CCID Urban Management. In February 2023, the department collaborated with the City's Urban Waste Management department to dispose of fallen leaves responsibly. With this initiative, CCID Sweeping teams collect fallen leaves in

ABOVE AND BELOW

Members of Project Opruim sweep in St Georges Mall; the Hotspot Team, tasked with sanitising areas of the CBD, at work in Castle St.

town daily and place them in clear bags for City Urban Waste Management to collect and distribute to organic farms where they can be turned into fertiliser instead of going to landfill. A total of 12 608 bags of organics were collected in the year under review.

- **Recycling Pilot Project:** To minimise waste spillages that occur when people search for recyclable materials, CCID Urban Management introduced a Recycling Pilot Project in June 2020/23. With the pilot, a team of three people using trolleys collects tins, plastic bottles and cardboard from 392 green bins in the CCID's operational area. They then drop off the materials at the Woodstock recycling depot.



LEFT, ABOVE AND BELOW

A department brochure detailing the extent of its work and providing stakeholders with useful contact numbers; the Road Maintenance team at work reinstating paving in the CBD; Urban Management manager Kally Benito, centre, with precinct managers Lucky Mangezi (left) and Carlisle Marankey (right) with cleaners at an anti-litter campaign activation.



RESOURCE ALLOCATION

Service/ Project components	2021/2022 EXPENDITURE			2022/2023 EXPENDITURE		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Cleaning	9 220 934	7 963 017	1 257 917	12 840 400	12 137 071	703 329

Savings in 2021/2022 were 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. The underspend in 2022/2023 mainly relates to urban project costs which were delayed - the allocated budget for these has been rolled over into the new financial year.

STRATEGIC OBJECTIVES



CLEANING

ACTION STEPS	KPI	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 cleaned 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 and emptying overflowing green litter bins.	Deploying detailed cleaners to ensure the space is clean and well-maintained.	Daily	J&M Sweepers were deployed in St Georges Mall from 07h30 to 16h30 to ensure the mall was kept clean. This was in addition to the daily sweeping provided across the CCID's footprint from 07h30 to 16h30. (These teams were 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 were deployed daily to pick up litter.
Conducting a green-bin audit to ensure there are sufficient bins.	Providing City Solid Waste Management with accurate information on where to place additional bins or replace damaged ones.	Quarterly	Urban Waste Management Department was responsible for replacing bins.
Addressing illegal dumping.	Providing the City of Cape Town with a list of locations prone to illegal dumping.	Daily	City of Cape Town Law Enforcement addressed non-compliant businesses.
	Removing illegally dumped litter from public spaces during the evening shifts.	Daily	Urban Management's waste truck collected illegally dumped waste throughout the CBD and handed it over to the City's waste truck at 23h00 in the evening and at 02h00 in the morning.
Clearing litter trapped in electrical substations.	Ensuring electrical substations are litter-free.	Monthly	Urban Management asked the City to open electrical substations so its teams could clean them. These areas were not part of Urban's duties but were cleaned to enhance the city centre.
Cleaning and disinfecting areas with bird droppings and hotspots (unsightly areas where people do their ablutions in public spaces).	Ensuring public spaces are clean and don't pose health risks.	Daily	Hotspot cleaning teams were deployed from 06h00 to 17h00 daily to attend to unsightly areas.
Conducting deep cleaning in Albertus Street with the City's Urban Waste Management Department.	Deep-cleaning Albertus Street.	Weekly	Urban Waste Management assisted CCID Urban Management to scrub pavements on Albertus Street on Sundays.



MAINTENANCE

ACTION STEPS	KPI	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	KPI	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.	Three times per year.	
Removing plastic.	Ensuring unsightly plastic caught in the trees is removed.	When required.	
Installing floral and festive baskets.	Floral baskets St Georges Mall	Biannually	Floral and festive baskets were checked and maintained monthly.



MAINTAINING INFRASTRUCTURE AND CONDUCTING ROAD MAINTENANCE

ACTION STEPS	KPI	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 kerbstones.	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 installed missing poles and repaired 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 and installation of lids.	Fixing damaged water meter drains and replacing missing lids.	Weekly	
Repainting road markings.	Ensuring faded road markings are repainted.	Weekly	Fire hydrants, intersections, loading zones, and white, yellow, and red lines were repainted
Bollards.	Repairing or replacing bollards.	Weekly	
Pest control.	Installing new rodent boxes to prevent infestations.	When required	CCID teams regularly inspected rodent boxes to assess if they were in good condition or if bait needed to be replaced by the City's Environmental Health Services Department.
Cigarette-butt bins.	Installing additional cigarette bins to curb cigarette-butt litter.	When required	Cigarette-butt bins were emptied monthly.
Public lighting.	Ensuring loose covers are replaced or secured.	When required	
Green litter bins.	Securing loose straps of green bins.	When required	

URBAN MANAGEMENT IN NUMBERS



URBAN MANAGEMENT INTERVENTIONS NUMBER OF TIMES SERVICE WAS RENDERED

INCIDENTS OF
GRAFFITI REMOVED

1 996

ILLEGAL STICKERS
REMOVED

539

UNSIGHTLY STRINGS
REMOVED

443

NUMBER OF TIMES
MUNICIPAL DRAINS
WERE CLEANED

10 504

DEBRIS REMOVED
FROM MUNICIPAL
DRAINS

6 200 KG

NUMBER OF TIMES
STORM WATER DRAINS
CLEANED

3 455

DEBRIS REMOVED
FROM STORM WATER
DRAINS

35 259 KG

CHANNELS CLEANED

1 522

WASTE REMOVED
FROM CHANNELS

2 184 KG

CIGGIE-BUTT LITTER
REMOVED FROM THE
CCID'S 307 CIGARETTE
BINS

1 900 KG

BAGS FOR REMOVING
WASTE AND ILLEGAL
DUMPING TO
LANDFILL

317 219

BAGS USED TO
REBAG TORN BAGS
AND WASTE AROUND
OVERFLOWING BLACK
WHEELIE BINS

2 479

TONNES OF LITTER
AND ILLEGALLY
DUMPED WASTE
REMOVED TO
LANDFILL

**1 254
TONNES**



ROAD MAINTENANCE REPAIRS

PAVING REPAIRS

527

POTHoles REPAIRED

370

DAMAGED KERB-STONES REPLACED

131

ROAD SIGNS REINSTATED

119

ROAD SIGNS REPLACED WITH THE CITY'S ROAD INFRASTRUCTURE MANAGEMENT DEPARTMENT

35

9X9 DRAIN COVERS REPLACED

49

12X12 DRAIN COVERS REPLACED

51

STORM WATER DRAINS REPAIRED

2

COMPLETED CEMENT REINSTATEMENTS

50

SIGN POLES INSTALLED

2

SIGN POLES REMOVED

12

BOLLARDS REPAIRED OR INSTALLED

14

WATER METER DRAINS REPAIRED

7

FIRE HYDRANT MARKINGS PAINTED

14

FIRE HYDRANTS REPAIRED

16

INTERSECTIONS REPAINTED

6

YELLOW, WHITE AND RED LINES REPAINTED

46

BLACK AND WHITE KERBSTONES AND BLOCKS PAINTED

186

BLACK AND WHITE SLABS PAINTED

228

LOADING ZONES REPAINTED

30

YELLOW ARROW REPAINTED

2

LINES BLACKED OUT

41

RODENT BAITING BOXES INSPECTED

680

BAGS OF CLOTHING REMOVED FROM MUNICIPAL DRAINS

162

BAGS OF LITTER REMOVED FROM MUNICIPAL DRAINS

1 019

CHANNELS REPAIRED

2



GARDENING SERVICES' TEAM OUTCOMES

FLORAL AND FESTIVE BASKETS INSTALLED IN ST GEORGES MALL TO ENHANCE THE AREA

89

GARDENING DEBRIS REMOVED TO LANDFILL

5 974 KG

TREE WELLS MAINTAINED IN THE CBD

1 229

DEBRIS REMOVED WHILE MAINTAINING TREE WELLS

1 890 KG

TREES TRIMMED IN THE CBD

32

DEBRIS REMOVED WHILE TRIMMING TREES

115.5 KG

DEBRIS REMOVED AFTER WEEDING

2 977 KG



KHULISA SOCIAL SOLUTIONS' BIN PROJECT

NUMBER OF BLACK BINS SERVICED

9 510

JOBS CREATED

10

BUSINESSES BENEFITING FROM THE SERVICE IN LOOP & LONG STS

22



CLOCKWISE FROM LEFT

Road Maintenance at work; the department was joined by City of Cape Town officials to promote an anti-litter message at a Thibault Square campaign activation; the activation saw hundreds of bags of litter being dumped on the square.



THE YEAR AHEAD

“I’m honoured and delighted to thank our Cleaning, Technical, Opruim, Road Maintenance and Khulisa teams for their outstanding service and dedication in keeping the Central City clean as well as maintaining the infrastructure, together with our partners the City of Cape Town.

As we continue to enhance the beauty and appeal of our inner city, we look forward to attracting more visitors and investors and implementing new and exciting projects”

Kally Benito, CCID Urban Management manager



SOCIAL DEVELOPMENT

CCID Social Development collaborates with several inner-city NGOs in a concerted and combined effort to improve the lives of the CBD's homeless population. The services complement those of the City of Cape Town's Department of Social Development, the provincial Department of Social Development (DSD) and its Early Childhood Development unit.

Functioning as an empathetic pillar of the CCID, in the period under review Social Development placed a strong emphasis on extending social assistance to marginalised individuals, including children, who live on the streets of the CBD. These endeavours were carried out successfully with key partners, notably Khulisa Social Solutions' Streetscapes, TB HIV Care, Youth Solutions Africa and DSD's Early Childhood Development unit. The incidence of substance abuse in the CBD escalated to unprecedented levels in the year under review, necessitating a strategy to meet the needs of individuals grappling with both homelessness and substance-use disorders. To work effectively, the strategy revolved around their rehabilitation, ensuring their successful reintegration into society, while promoting their overall well-being.

To meet the needs of individuals grappling with both homelessness and substance use, the department focused on providing the following services:

- **Basic needs**, feeding schemes and clothing.
- **Basic shelter** for individuals.
- **Referrals** for ablution services, general health and mental health services, inclusive of medication adherence, and substance abuse treatment and for medical assisted treatment (MAT) and opioid substitution therapy (OST).
- **Assistance** with Identity Documents and social grant applications as well as transport to aid family reunifications, inclusive of relocations.
- **Aiding destitute mothers with children** and assisting with Form 22's for child protection through DSD. A Form 22 is used to report homeless children formally.

Functioning as an empathetic, pillar of the CCID, Social Development placed a strong emphasis on extending social assistance to marginalised individuals, including children, who live on the streets of the CBD.

**OPPOSITE PAGE:
CLOCKWISE
FROM LEFT**

Khulisa Social Solutions' Roeland St Garden; Social Development partnered with CBD hotel Radisson Blu Hotel & Residence to feed the homeless; Needle-picking in town; clothing donations from stakeholders are distributed to the homeless.

- **Outreach**, inclusive of behaviour change interventions.
- **Societal reintegration projects**, inclusive of skills development and employment support.
- **Psychosocial support.**

The prevailing economic circumstances, exacerbated by the repercussions of the Covid-19 pandemic, resulted in increased instances of poverty and unemployment, subsequently leading to a rise in homelessness within the CBD. Contributing factors included job losses among individuals in the low to middle-income bracket, incidents of gender-based violence, elevated levels of substance abuse, cases of child abuse and neglect, as well as challenges related to mental health.

These complex problems necessitated an approach that acknowledged the fact that homelessness constituted a diverse array of experiences and street people were not a uniform group that required a one-size-fits-all approach. It was imperative to acknowledge that the existing solutions were inadequate to address the substantial demands that needed to be met. Faced with this challenging scenario, the Social Development department collaborated closely with its primary NGO partners. Collectively, they made encouraging progress by making use of available resources, introducing innovative treatment approaches, broadening the scope of services offered and implementing new strategies to assist and cater to the homeless population in the CBD, with the ultimate goal of facilitating their reintegration into society.

The foundation of the department's effectiveness in the year under review lay in its proactive outreach approach and a committed team that included:



- **Three full-time staff members** comprising social and field workers who engaged every day with the marginalised community of the CBD.
- **A manager:** The team operates under the guidance of a social development manager, who not only supervises their activities but also shapes the social development strategy and manages various projects.
- **Six primary NGO partners:** Drawing upon extensive expertise, the team has cultivated strong relationships with their clients and collaborating NGOs over time.

SPOTLIGHT ON 2022-23 PROJECTS

CHANGING LIVES WITH PEER FIELD WORKER OUTREACH PROJECT

In December 2022, CCID Social Development introduced a new seven-month work-based rehabilitation programme with TB HIV Care. It was initiated to empower eight previously homeless stable substance users with employment opportunities, skills development and psychosocial support for societal reintegration. The peer workers involved are mentored by CCID Social Development social field workers. They engage with homeless clients in town, assisting with referrals or linkage to care as well as assisting with the careful pick-up and removal of needles from public spaces.

The implementation of the project, conceived as an extension to strengthen the department's



TOP FOUR HIGHLIGHTS

- 1 The Social Development team recorded 1 517 social interventions.
- 2 Of these, a new work-based rehabilitation project was initiated with NGO partner TB HIV Care, which resulted in 639 interventions by eight employed peer field workers. Additionally, a total of 7 431 needles were collected in a seven-month period.
- 3 A new manager and an auxiliary social worker were appointed following the retirement of former department head, Pat Eddy.
- 4 Since the appointment of a psychosocial counsellor through the "PEP" work-based rehabilitation project (with the City and Khulisa Social Solutions), a total of 49 job opportunities were created and 133 counselling sessions were conducted.



proactive outreach approach, has significantly broadened the department's impact. This expansion is evident in increased community interactions, an elevated standard of care and a socially aware team that possesses a deep understanding of the essential requirements and services needed by the homeless population.

Under the guidance and mentorship of the CCID social and field workers, the Peer Field Worker Project has not only contributed to the professional growth of these individuals, nurturing their leadership skills but has also provided a pathway for peers themselves to reintegrate into society. Leveraging their understanding of substance abuse and the realities of homelessness, these peers have become agents of positive change, aiding others in changing their behaviour and lives for the better. Importantly, this initiative bridges the gap between field workers and the homeless, establishing rapport more swiftly and effectively.

CHARTING A NEW COURSE

Throughout the fiscal year, the department experienced a series of transformations. The initial change involved the retirement of Pat Eddy and the subsequent appointment of Tara Gerardy-Bissolati as the new Social Development manager. Auxiliary social worker Herbert November was also appointed to strengthen the department after the resignation of social worker Sameegah Hoffmeyer after seven years at the CCID.

As the months unfolded, the team embraced

a fresh social development approach, tailored to the homeless community within the CBD, in alignment with the broader CCID business plan. This adaptation led to the introduction of additional targeted services aimed at catering to a variety of needs. The outreach team responded to these changes with renewed enthusiasm and determination, striving to provide essential interventions through collaborative partnerships. Noteworthy initiatives included:

- **Fulfilling the requirement for shelter beds** in collaboration with Youth Solutions Africa (YSA).
- **Mitigating the environmental and health consequences stemming from public intravenous drug use**, simultaneously enhancing the holistic health and psychosocial welfare of adult substance users within the CBD, accomplished through a partnership with TB HIV Care. This included the collection of used needles within the CBD. An added element included TB HIV Care's opioid substitution project which offers medical-assisted treatment for individuals dependent on opioids. From December, this project was enhanced to include the upskilling of formerly homeless individuals with substance use backgrounds as peer field workers to expand our reach and facilitate consistent behaviour change through their outreach work.
- **Needle collections facilitated by peer workers** over seven months were 7 431. While this data is significantly lower than the previous reporting period, there was a five-month period during which the CCID did not fund the project due to management changes. In addition, towards the conclusion of this fiscal year, a feeding initiative named "The Homeless Feeding the Homeless" was introduced, aiming to incentivise clients to return needles. Although the collected data cannot be incorporated into this report, it's worth noting that the project has shown encouraging results since its inception and holds the potential to contribute to the CCID's efforts in maintaining clean streets.
- **Scaling up behaviour change interventions** and referrals prevalent within the CBD. The department addresses aggressive begging, substance abuse using a harm reduction approach, and other behavioural issues, including mental health problems, through an ongoing partnership with Khulisa Social Solutions' Streetscapes' work rehabilitation initiatives encompassing



ABOVE AND BELOW

Participants in the CCID's "PEP" work-based rehabilitation project, which is based in the grounds of the Artscape Theatre Centre, take a lunch break; CCID Social Development field worker Mark Williams (far left) with Radisson Blu Hotel & Residence staff during a soup-kitchen initiative on the Foreshore.

The team embraced a fresh approach, tailored to the homeless community that lives in town.

transitional housing, TB HIV Care and psychiatric facilities.

- **Actively engaging in a work-based rehabilitation project** that began in January 2022 with 17 homeless individuals struggling with substance abuse and later expanded to encompass 34 participants. With the objective of empowering the individuals, the focus was on furnishing them with skills development, psychosocial support services, job prospects, and initiatives aimed at addressing mental health and substance abuse issues with the ultimate aim of successful societal reintegration. This pioneering undertaking, facilitated through the City of Cape Town, reinforced by financial support from the National Treasury, and executed in partnership with Khulisa Social Solutions – an NGO affiliated with CCID – proved to be a resounding success in facilitating homeless clients' transition away from street life. Beyond its immediate impact, the project firmly emphasised the further indispensable necessity of holistic collaborations that involve the broader community in addressing the challenges faced by the homeless in the CBD.

- **Collaborating with the Western Cape Street Children's Forum and DSD** to eradicate the presence of children who are homeless within the CBD.
- **Maintaining consistent engagement with a range of stakeholders** to tackle pertinent issues. The team also takes an active role in sector meetings alongside SAPS and initiates dialogue with prominent corporations to explore workable solutions and share progress on ongoing projects.
- **Generating funds and gathering contributions via the Hope for the Homeless, Show You Care fundraising campaign** aimed at providing support to partner NGOs dedicated to enhancing the quality of life for the homeless community within the CBD. In the year under review, R41 938.95 was raised and disbursed to partner NGOs and 8 669 items were collected via 14 CCID-branded donation bins in the foyers of various Cape Town CBD buildings.

IMPLEMENTING AN EVIDENCE-BASED APPROACH

Through direct interactions with the homeless population and collaborative endeavours with diverse partners, the CCID's Social Development department has made significant progress in implementing an evidence-based approach to social development and other developmental initiatives.



ABOVE AND BELOW

Two of the CCID's NGO partners, namely Youth Solutions Africa (top) and The Hope Exchange.

This proactive stance is reflected in the department's active participation in a variety of forums, including the Homeless Action Committee, DSD, Western Cape Street Children's Forum, local health centres, mental health facilities, substance abuse organisations, and the UCT Knowledge Co-op.

Tackling homelessness requires a comprehensive and cooperative strategy, rather than a quick-fix solution. Unfortunately, the current landscape lacks such an integrated approach, as various government departments continue to operate in silos without effective communication to address these complex issues.

This period marked the initiation of several new developmental initiatives. These accomplishments, in conjunction with additional projects introduced, resulted in facilitating a significant number of interventions for those who are homeless.

Additionally, there has been consistent progress in addressing the issue of children who are homeless. In recent months, only a minimal number of such cases have been reported, and each one has been promptly communicated and handed over to DSD. Despite these occurrences, there is still a significant improvement when compared to the situation in previous years.



RESOURCE ALLOCATION

Service/ Project components	2021/2022 EXPENDITURE			2022/2023 EXPENDITURE		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Social services	6 726 422	6 620 590	105 832	7 748 403	7 265 619	482 784

In 2021/2022 the underspend on the social services budget represented 1.5 % of the Projected Expenditure. There were no significant spending variances to report on for the financial year. The underspend in 2022/2023 related mainly to sundry projects and the Winter Programme/Campaign.

STRATEGIC OBJECTIVES



ASSISTANCE

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Referrals and placements into shelters.	Shelter space placements.	Daily	Dependant on availability. Clients seeking shelter were accommodated in various shelters located in and around the city centre.
Facilitating family reunifications.	Providing travelling fare to adults to get home.	When required.	Most clients remained at home.
Partner referrals.	Referring clients for specific services such as substance abuse treatment.	Daily	Clients seeking assistance were referred to NGO partners for programmes.
Conducting referrals to government entities.	Assisting with Identity Documents and social and disability grant applications.	When required.	Clients looking for Identity Documents and social and disability grant applications were given money to apply or re-apply.
Making referrals for employment and skills training.	Referrals for skills and employment.	When required.	Clients were referred and placed on projects to bring about change in behaviour and find employment.
Conducting referrals to assist children.	Liaising with statutory social workers.	When required.	In cases where children were found in the CBD, CCID social and field workers contacted DSD and ACVV to assist.
Conducting interventions involving mothers with children.	Aiding to ensure both the mother and their child or children are off the streets.	When required.	In cases when mothers with children were found in the CBD, CCID social and field workers liaised with statutory social workers from communities to assist.
Engaging with the homeless.	Making daily contact with homeless people on the streets of CBD.	Daily	CCID social and field workers and peer fieldworkers liaised, advised and made referrals.

RIGHT AND FAR RIGHT

Donations from stakeholders form part of the Hope for the Homeless initiative, and are collected regularly; with the assistance of Communications, the department promoted the plight of the homeless and raised funds for the CCID's NGO partners.



Help us raise R100 000 for the NGOs that work hard to help those less fortunate.



Hope
For the homeless



PARTNERSHIPS



ACTION STEPS	KPI	FREQUENCY	COMMENTS
Meeting with the Department of Social Development and Western Cape Street Children's Forum.	Monitoring children living on the streets of the CBD.	Quarterly	CCID social and field workers monitored and assisted government statutory departments to prevent children from staying on the streets.
Engaging with various stakeholders and contributing to a variety of forums.	Ensuring timeous responses to concerns and continuous engagements to improve the plight of the homeless.	Ongoing	Challenges meeting with the City of Cape Town's Department of Social Development. Otherwise, monthly meetings with collaborating partners.
Collaborating with the UCT Knowledge Co-op.	Seeking solutions to assist mothers with children on the streets and looking at housing for the homeless community.	Six months	The CCID collaborated with the UCT Knowledge Co-op around research. The Co-op aims to make it easier for community partners to access UCT's skills, resources, and professional expertise.
Collaborating with Khulisa's PEP project.	Discuss new deliverables or challenges.	Monthly	Meetings attended by all partners engaged with this project.
Participation in sector policing meetings.	Discuss challenges, successes and new projects.	Monthly	Provided an update on social activities, plans and projects.



HOPE FOR THE HOMELESS CAMPAIGN

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Roll out of the Hope for the Homeless campaign, a Show You Care initiative.	Raising funds for six NGO partners. Creating awareness around the campaign. Placing donation bins in the foyers of city centre buildings and collecting and distributing donations collected.	Ongoing	In the period under review, a sum of R41 938.95 was raised and evenly distributed among the CCID's six main partner NGOs. A total of 8 669 items, collected via 14 donation bins in the foyers of CBD buildings, were distributed throughout the year to partner NGOs.



PROJECTS

YOUTH SOLUTIONS AFRICA

KPI: Addressing the need and shortage of shelter beds.

Throughout the year, the CCID subsidises 30 beds at the facility and CCID social and field workers use these to refer clients during the year, subject to availability. The Social Development department implemented a four-month Winter Readiness Programme, from 1 June to 30 September, to relieve some of the challenges faced by the CBD's most vulnerable during winter months. It included the provision of 25 additional bedspace at YSA and the distribution of 50 blankets, dry goods, sanitary pads and care bags.

FREQUENCY: Monthly meetings and bi-weekly clinical meetings.

CCID NATIONAL TREASURY FUNDED PROJECT ADMINISTERED BY KHULISA SOCIAL SOLUTIONS, A PARTNER NGO OF THE CCID

KPI: Uplifting homeless clients with substance and mental health issues.

The PEP project continued during this period. A new team was recruited to provide structure, especially from a psychosocial and work perspective. During the period under review, participants increased from 17 to 34. The participants benefit from a holistic package of services with the aim of societal reintegration. The work-based component is to maintain the area around Artscape and assist CCID Urban Management by cleaning green bins in the CBD.

FREQUENCY: Ongoing

KHULISA STREETSCAPES PROJECTS

KPI: Addressing anti-social behaviour in the CBD through CCID-funded work-based rehabilitation projects incorporating transitional housing.

The CCID-funded programmes address the needs of chronic homeless participants who clean public spaces in the city centre while benefiting from accommodation and psychosocial services with an aim towards reintegration. Public spaces maintained daily include managing the waste collection process along sections of Long and Loop Sts and toilet projects in the CBD. The teams also sweep on Greenmarket Square and St Georges Mall.

FREQUENCY: Ongoing

TB HIV CARE DROP-IN CENTRE

KPI: 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.

This five-year partnership continues to benefit the CBD and its participants who recovered 7 431 needles in public areas, improving the health and safety of the community. It is important to note that there was a delay in the continuation of the project by five months of this annual period due to management change. Through TB HIV Care, the Peer Field Worker Outreach Project was introduced. CCID social and field workers mentor this group within their precincts. The CCID, through a successful funding proposal, was also able to assist TB HIV Care in developing a bigger space for their drop-in centre.

FREQUENCY: Ongoing

THE YEAR AHEAD

“CCID Social Development is committed to putting the lives of homeless individuals first, guided by our core values of empathy, compassion, integrity and respect. We are committed to shaping a future where reintegration opportunities serve as a source of motivation, bringing hope and positive change, while strongly upholding the highest standards of care and support”



Tara Gerardy-Bissolati, CCID Social Development manager

SOCIAL DEVELOPMENT IN NUMBERS



PEP PROJECT

NUMBER OF PARTICIPANTS

47

TRAINING AND SKILLS DEVELOPMENT OPPORTUNITIES PROVIDED

11

REFERRALS FOR SUBSTANCE USE AND MENTAL HEALTH

15

JOB OPPORTUNITIES PROVIDED

49

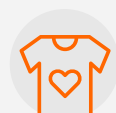
COUNSELLING SESSIONS PROVIDED

133

TOTAL INTERVENTIONS

208

(Excluding the number of participants)



WINTER READINESS PROGRAMME & DONATIONS

CARE BAGS* PROVIDED

500

Each care bag contains basic toiletries, a beanie and socks.

BLANKETS PROVIDED

47

FOOD ITEMS PROVIDED

192 packets of noodles
40 boxes of soup
4 000 cups for a special four-month feeding scheme in which **90** homeless people are served noodles, soup and rolls twice a week on the Foreshore.

WINTER AMENITIES

500 raincoats
120 beanies
740 bars of soap, facecloths, toothbrushes & tubes of toothpaste
500 pairs of socks.

BED SPACE

Provided additional bed space for four months for **25 PEOPLE** at NGO Youth Solutions Africa. Throughout the year, **30** beds are subsidised here.

ITEMS COLLECTED & DISTRIBUTED VIA CCID DONATION BINS

8 669



PEER FIELD WORKER PROJECT

PEER FIELD WORKERS EMPLOYED

8

NEEDLES COLLECTED IN PUBLIC SPACES FROM DECEMBER 2022 TO JUNE 2023

7 431

REFERRALS MADE BY PEER FIELD WORKERS

639

SKILLS TRAINING OPPORTUNITIES PROVIDED TO PEER FIELD WORKERS

6

TOTAL INTERACTIONS

8084



FIELD WORKERS' INTERVENTIONS

SHELTER PLACEMENTS

121

REFERRALS TO NGO PARTNERS

45

NATIONAL FAMILY REUNIFICATIONS

34

INTERACTIONS/ INTERVENTIONS WITH CLIENTS

221

PEOPLE ASSISTED WITH APPLICATIONS FOR IDS

13

ASSISTANCE WITH SKILLS TRAINING AND JOB REFERRALS

17

HOSPITAL AND PRIMARY CLINIC VISITS

16

ONGOING COUNSELLING & SUPPORT SERVICES

76

NIGHT-TIME AND WEEKEND VISITS BY SOCIAL AND FIELD WORKERS

11

SUBSTANCE USE TREATMENT REFERRALS

13

ASSISTANCE TO CHILDREN AT RISK

2

EXTERNAL STAKEHOLDER ENGAGEMENTS

53

GENERAL INTERVENTIONS

48

TOTAL INTERVENTIONS

670



COMMUNICATIONS

The Communications department offers a full bouquet of media services to the CCID, which in turn benefits its CBD stakeholders. Through its various services, the department has consistently grown the organisation's total media exposure value, cemented the organisation's reputation and encouraged economic investment in the Cape Town Central City.

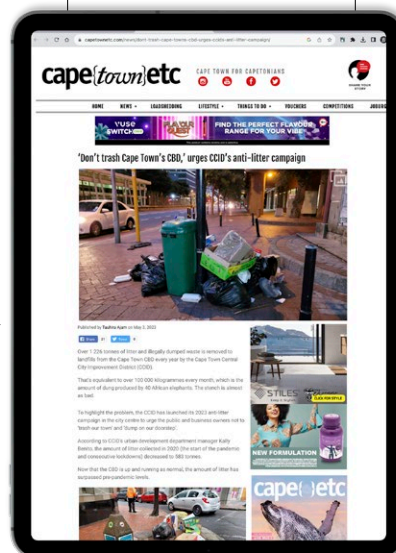
The period under review was one of the most fruitful for the Communications department, which worked tirelessly to promote the work of the CCID's operational departments (Safety & Security, Urban Management and Social Development), uphold the organisation's standing, promote CBD retailers, and position the Central City as an attractive destination to live, work and invest. The department's strategy focused on:

- **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.

Communications worked with its various partners and service providers to carry out its mandate. The team comprised **four full-time team members**: the Communications manager, project co-ordinator, online co-ordinator and staff writer. The greater team, which includes a **research division**, comprises a research economist and two field workers.

The department also collaborated with **service providers** to effectively carry out its numerous

projects and fulfil its Business as Usual mandate (promoting the work of the CCID) and its Open for Business mandate (promoting property and business investment in the CBD). These comprised Accenture Song, Property Flash, Media Support, Sean Robertson, freelance writers and copy editors, Media Machine, Universal Mail Link, Jarovi Trading, Novus Print, Crisis Couriers and Tandym Print South Africa.



The CCID's branded kiosk in St Georges Mall with its two LED screens.

SPOTLIGHT ON 2022-23 PROJECTS

DATA AND RESEARCH

– **Quarterly Business Confidence Index:** Since the start of the pandemic, the CCID has tracked the confidence levels of retailers in the Cape Town CBD in a quarterly Retail Confidence Survey. During each quarter of the period under review, more than 200 retailers across major categories were surveyed to assess their business confidence levels. In September 2022, 77 % of those surveyed indicated they were satisfied with current business conditions although almost 20 % cautioned they was a risk of closure. However, as tourism numbers surged during the first half of 2023, confidence levels continued to rebound and by Q2 of 2023 nearly 91 % of those surveyed indicated that they were satisfied – the highest reading since the survey began.

– **Residential Survey:** 2023 marked the tenth year of the annual dipstick Residential Survey, conducted to determine the satisfaction levels of people who live in the inner city as well as their living habits, likes and dislikes and investment preferences. The results of the surveys are published in the CCID's annual flagship investment publication on the Cape



Town Central City economy, *State of Cape Town Central City Report – A year in review*.

- **First Thursdays Survey:** An annual dipstick survey was conducted in December 2022 using a team of student ambassadors. This evaluation helped the CCID to better understand how First Thursdays Cape Town contributed to the night-time economy, and interest shown in it by members of the public following the pandemic.
- **Property and research data for the *State of Cape Town Central City Report 2021 – A Year in Review*:** CCID field workers working alongside the CCID's researcher collected extensive data for the CCID's flagship economic publication, *State of Cape Town Central City Report 2021 – A year in review (SCCR)*. The research was used to provide insights into the economy of the CBD in 2022 and an analysis of retail trends, commercial and residential property trends, occupancy and vacancy rates.

PRINT AND DIGITAL PUBLICATIONS

- ***State of Cape Town Central City Report 2021 – A year in review*:** The Communications department produced and published a 78-page bumper issue of its sought-after investment report, the biggest to date. The report's editor, Communications manager Sharon Sorour-Morris, co-authored the report with research economist Sandra Gordon. The findings of the report were presented to Cape Town business and property leaders at the Cape Town International Convention Centre (CTICC) during the launch of the economic publication. The report has become a sought-after tool that is indispensable to investors and property developers seeking to invest in the CBD. A total of 3 000 copies were printed

TOP FOUR HIGHLIGHTS

- 1 **Communications generated 346 media clips (across broadcast, print and online) to an advertising value equivalent (AVE) of R12 754 231.**
- 2 **A 78-page bumper issue of the *State of Cape Town Central City Report 2021 – A Year in review* was produced.**
- 3 **The excellent work of the department was acknowledged at the SA Publication Forum's 2022 Corporate Publication Competition with the *State of Cape Town Central City Report 2020 – A year in review* coming second in the Annual Reports category with *City Views* a finalist in the Best Cover Design and Best Newspapers/Newsletters category.**
- 4 **The revamped 4th edition of the Cape Town CBD Eateries Map, which lists 120 venues, was launched.**

and distributed nationally, to business and industry leaders and the diplomatic corps in Cape Town, Johannesburg and Pretoria, as well as to airport lounges in Cape Town, Johannesburg and Durban. The hard work of the small team that works on the publication was also rewarded during this financial year.

In December, the *State of Cape Town Central City Report 2020 – A year in review* won Silver (1st runner up) in the Annual Reports category at the SA Publication Forum's 2022 Corporate Publication Competition. The report was also a Finalist in the Best Cover Design category, with an overall score of 92 %.

- ***City Views*:** Four issues of the CCID's quarterly publication, *City Views*, were produced during this financial year. In each print run, 70 000 copies of the lifestyle-oriented urban newspaper were distributed to airports, residential post boxes in greater Cape Town and to retailers, restaurants, and visitor information centres in downtown Cape Town. *City Views* was also acknowledged at the SA Publication Forum's 2022 Corporate Publication Competition. It was a Finalist in the Best Cover Design and Best Newspapers/Newsletters categories with an overall score of 84 %.

DIGITAL COMMUNICATION

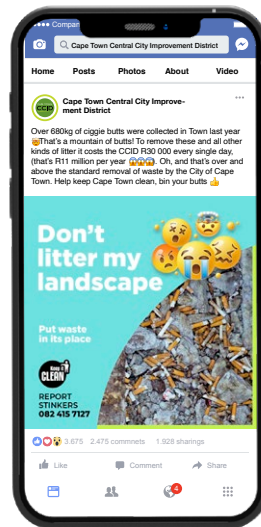
- **LED screens:** The department's three outdoor LED screens continue to be a valuable information-sharing tool and have assisted Communications to reach more audiences. They were used to promote the CCID's work and campaigns and advised visitors and tourists on how to stay safe when in the CBD, and how to contribute to the Social Development department's Hope for the Homeless campaign. Two screens are on the CCID's permanent kiosk on the corner of St Georges Mall and Castle Street and the third screen is to be found on the Safety & Security department's mobile trailer on the corner of St Georges Mall and Waterkant Street.
- **e-Newsletter:** The CCID's e-Newsletter continued to experience steady growth. It reached over 6 000 national and international subscribers each month in the period under review. In the previous reporting period, its reach was just over 5 000 subscribers. Nine editions were

produced in the current financial year and contained interesting stories on new developments in town such as the improvement of Heritage Square into a hub of creative entrepreneurship, the rebounding cruise economy and the transformation of the former Fugard Theatre complex into a vibrant cultural hub. The e-Newsletter also had informative updates on the CCID's operational work and departments, including the appointment of new department heads for CCID Safety & Security and Social Development.

- **Social media platforms:** It is reported that an estimated 4.9 billion people use social media across the world and that this number will increase to approximately 5.85 billion users by 2027. The Communications department continued to provide CBD stakeholders with informative updates through its three Facebook pages as well as Twitter, Instagram, YouTube and LinkedIn. These channels were also used to promote CBD retailers and the work of the CCID's operational departments. In the period under review, the CCID Facebook page, which is the CCID's main social media platform, reached 10 000 followers and 8 200 likes.
- **Newsflashes:** Communications kept stakeholders informed with five urgent e-Newsflashes on a range of issues including road closures in the city centre, planned power cuts happening in the CBD and important updates from the City of Cape Town.
- **Website:** The CCID's website is the first port of call for information on the CCID and its stakeholders. To ensure the platform remained fresh, modern and user-friendly, the department worked on a new website with improved functionality. It has not yet been officially launched even though it went live during the period under review as intensive research is in the process of being done to improve Search Engine Optimisation.

MARKETING COLLATERAL

- **Safety Pocket Map:** To make it easier for CCID Safety & Security Public Safety Officers to assist members of the public in town, 1 000 handy pocket maps were produced. These outline the CCID's operational area and places of interest in town such as Cape Town City Hall, Artscape Theatre Centre, South African Jewish Museum and Planetarium and Digital Dome. The map, with the CCID's 24-hour emergency number, also pinpoints where the essential services are including the SARS office, Cape Town Central Police Station, Home Affairs and the Netcare Christiaan Barnard Memorial Hospital.



Comms achieved a total media exposure value of R12 754 231 in this period. This was an increase from the R12 131 627 achieved last year through online, print and broadcast media.



Branded CCID cigarette-butt bins, with anti-litter campaign messaging.

- **Cape Town CBD Eateries Map:** Another milestone for the Communications department was the launch of the 4th edition of CCID's popular Cape Town CBD Eateries Map. The number of venues listed increased from 98 to 120, which is another indicator of recovery that occurred in the CBD this year. The map, with useful contact numbers and major tourist attractions in town, was distributed to featured restaurants as well as residential complexes, visitor centres, embassies and consulates.
- **CCID Urban Management Brochure:** Communications designed and printed 1 000 brochures for CCID Urban Management. The brochure listed all the services the department in its quest to ensure a clean and welcoming CBD and included useful contact details for stakeholders looking to report urban matters to the City of Cape Town. The brochure was handed to CBD stakeholders by Urban Management.
- **CCID Ciggie Pouches:** About 40 000 CCID-branded ciggie pouches were handed out around hotels, ATMs and other key visitor areas in town to help curb cigarette-butt litter in the CBD. The pouches were also handed out during the Urban Management anti-litter campaign activations. After the Cape Town CBD Eateries map, the pouches are the second most popular CCID collateral item and are regularly requested by individuals and organisations.

MEDIA COVERAGE

Communications achieved a total media exposure value of **R12 754 231** in this period. This was a considerable increase from the R12 131 627 achieved last year through online, print and broadcast media. This accomplishment in promoting the work of the CCID and the CBD involved the department's partnership with its PR agency, Atmosphere Communications. To ensure maximum coverage, the department also partnered with Property Flash editor Alistair Anderson who focused on stories promoting the Cape Town CBD as a prime property and business investment destination.

CCID CAMPAIGNS:

Communications conceptualised and implemented the following campaigns:

ATM awareness

- The department partnered with CCID Safety & Security on a two-month educational campaign aimed at alerting the public on how to avoid becoming victims of ATM fraud. The

following measures were applied:

- Communications produced and designed an A5 flyer with safety tips.
- With the assistance of 20 student ambassadors deployed in 10 key visitor areas in town, 140 000 flyers were handed out.
- Social media posts promoting the campaign were published on the CCID's Facebook page for the duration of the campaign.
- An article alerting the public of the initiative was published in the autumn issue of *City Views*.
- Valuable safety tips were shared on the CCID's LED screens.

Show You Care

Communications continued to promote the Hope for the Hopeless campaign, a Show You Care initiative, by CCID Social Development. The campaign raised funds for the CCID's NGO partners and non-perishable food and clothing items via the CCID's 14 donation bins in the foyers of various Cape Town CBD buildings. A total of R41 938.95 was raised during the department's 2022/2023 campaign. During this period, 8 669 items were collected through the 14 donation bins.

Anti-litter

In May 2023, an anti-litter campaign was launched to create awareness about an increase in illegal dumping in town and its dire consequences. The Urban

BELOW AND RIGHT

Marketing collateral, including 50 000 ciggie-butt pouches, was distributed by Communications; the department also produced a map of the CBD to assist Public Safety Officers when giving directions to the public; an anti-litter campaign was produced for the Urban Management department.



Management campaign involved the following:

- Two disruptive public activations during which hundreds of bags of litter were dumped to raise awareness about the scourge of illegal dumping.
- Promoting the campaign in the media: there were 15 online and broadcast clips with an AVE of **R337 028.59**, reaching an audience of over 48 million people, was achieved.
- A social media campaign, which educated businesses on managing waste and encouraged the public to report illegal dumpers to the CCID's 24-hour control centre.



RESOURCE ALLOCATION

Service/Project components	2021/2022 EXPENDITURE			2022/2023 EXPENDITURE		
	Projected	Actual	(Over)/ Under	Projected	Actual	(Over)/ Under
	(R)	(R)	(R)	(R)	(R)	(R)
Communications	3 338 000	2 986 795	351 205	4 668 105	3 126 407	1 541 698

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 the *City Views* newspaper; (2) cancellation of budgeted events as a result of government restrictions related to the Covid Pandemic; and (3) less than anticipated spend on development of research databases. In 2022/2023, 33% of the projected expenditure was unspent - the reasons therefore are as follows: (1) delayed production of publications; (2) unutilised project funding; (3) less than anticipated spend on collateral; and (4) lower actual spend in relation to research expenditure.

STRATEGIC OBJECTIVES



SUPPORT THE WORK OF THE CCID

OBJECTIVES	KPI	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 495 365 978 readers/viewers across a broad spectrum.



PROMOTE THE CBD

OBJECTIVES	KPI	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 91 % of retailers interviewed in the CCID's Q2 2023 Business Confidence surveyed said they were satisfied with current business conditions. <i>The State of Cape Town Central City Report 2021 – A year in review (SCCR)</i> revealed that property investment in the Cape Town CBD exceeded R3.555 billion in 2022.



UPHOLD THE CCID'S REPUTATION

OBJECTIVES	KPI	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.

THE YEAR AHEAD

“Operating in a fast-paced, ‘always-on’ milieu, the department is all set to pull out all the stops to continue to fly the CCID flag high and promote the country’s most economically effective CBD”



Sharon Sorour-Morris, CCID Communications manager

COMMUNICATIONS IN NUMBERS



COMMUNICATIONS INTERVENTIONS

NEWSLETTERS
PRODUCED

9

NEWSFLASHES
PRODUCED

5

SUBSCRIBERS REACHED
ACROSS THE CCID'S
ONLINE PLATFORMS

138 285

*Via three Facebook pages,
Twitter, Instagram, YouTube,
Issuu, LinkedIn, the CCID
website and the e-Newsletter*

PEOPLE REACHED
THROUGH ORGANIC
FACEBOOK POSTS

802 682

PEOPLE REACHED
THROUGH SPONSORED
POSTS

418 117

FACEBOOK POSTS

1 824

*1 106 for CCID page,
538 for City Views page,
180 for Show You Care page*

TWITTER POSTS

96

CAMPAIGNS
CONCEPTUALISED AND
ROLLED OUT

3

*Hope for the Homeless
campaign for CCID Social
Development, ATM awareness
campaign for CCID Safety
& Security and Anti-litter
campaign for Urban
Management*

RESIDENTIAL SURVEY
CONDUCTED

1

BUSINESS CONFIDENCE
INDEX SURVEYS

2

INTERNAL EVENTS
ORGANISED

2

*(CCID Business Breakfast and
Annual General Meeting)*



COLLATERAL PRODUCED FOR THE CCID'S CAMPAIGNS

SAFETY & SECURITY
A5 FLYERS WERE
DESIGNED, PRINTED AND
DISTRIBUTED

140 000

CCID SAFETY & SECURITY
POCKET MAP PRODUCED
TO AID 317 CCID SAFETY &
SECURITY PUBLIC SAFETY
OFFICERS

1 000

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

40 000

URBAN MANAGEMENT
SERVICES FLYER WAS
PRODUCED

1 000

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

70 000



PRINTED PUBLICATIONS

CITY VIEWS

70 000

COPIES DISTRIBUTED
& PRODUCED
4 TIMES A YEAR

STATE OF CAPE
TOWN CENTRAL
CITY REPORT 2021 -
A YEAR IN REVIEW

3 000

COPIES PRINTED AND
PRODUCED ONCE A
YEAR



MEDIA EXPOSURE

TOTAL MEDIA EXPOSURE ACHIEVED

R12 754 231

TOTAL MEDIA EXPOSURE
VALUE ACHIEVED
THROUGH PRINT MEDIA

R4 839 010

TOTAL MEDIA EXPOSURE
VALUE ACHIEVED VIA
BROADCAST MEDIA

R1 165 113

CLIPS GENERATED
ACROSS BROADCAST,
PRINT AND ONLINE

346

ESTIMATED AUDIENCE
OF READERS/VIEWERS
REACHED ACROSS A
BROAD SPECTRUM

495 365 978

TOTAL MEDIA EXPOSURE
VALUE ACHIEVED
THROUGH ONLINE MEDIA

R6 750 108

The CCID Communications team, from
left, Scott Arendse, Aziza Patandin,
Simangele Mzizi and Sharon Sorour-
Morris.





CORPORATE GOVERNANCE

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.

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 bylaw, 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 CCID 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 nonexecutive 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 financial 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 2023 are: Rob Kane; Julian Leibman; Tamra Capstick-Dale; and David Stoll. Four meetings were held during the financial year ending 30 June 2023.

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 Veley; 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, four ordinary meetings were convened.

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 2023 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 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.





FINANCIAL INFORMATION

CONTENTS

THE REPORTS AND STATEMENTS SET OUT BELOW COMPRISE THE ANNUAL FINANCIAL STATEMENTS PRESENTED TO THE MEMBERS:

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GENERAL INFORMATION

Country of incorporation and domicile
South Africa

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
G Elliott
JD Leibman
P Raimondo
M Bauer
S Clingham
S Lambert

M Clark
T Harris
J Millar

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)



ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

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 7 to 19, which comprise the statement of financial position as at 30 June 2023, 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 2023, 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 2023", which includes the Directors' Report as required by the Companies Act of South Africa and the detailed income statement. The other information does not include the financial statements and our auditor's report thereon.

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

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

Responsibilities of the Directors for the Financial Statements

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

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related

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.

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.



Ian Scott

Partner

Registered Auditor

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.

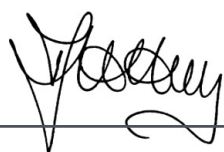
The directors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial 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 2024 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 xxx

The annual financial statements set out on pages 64 – 77 which have been prepared on the going concern basis, were approved by the board of directors on 28 August 2023 and were signed on its behalf by:

Approval of annual financial statements



T Capstick-Dale



G Elliot

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 2023.

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.

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	
L Robinson	Resigned 10 October 2022
G Elliott	
JD Leibman	
P Raimondo	
M Bauer	
S Clingham	
S Lambert	
M Clark	Appointed 18 November 2022
T Harris	Appointed 18 November 2022
J Millar	Appointed 18 November 2022

4. EVENTS AFTER THE REPORTING PERIOD

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

5. GOING CONCERN

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

STATEMENT OF COMPREHENSIVE INCOME

Figures in Rand	Notes	2023	2022
Revenue	2	92 195 844	86 276 801
Other income	3	479 273	181 190
Expenditure		(92 767 662)	(80 545 818)
(Deficit) surplus from operations	4	(92 545)	5 912 173
Finance income	5	2 672 601	1 726 029
Finance costs		(4 945)	(3 001)
Surplus before taxation		2 575 111	7 635 201
Taxation	6	(706 263)	-
Surplus for the year		1 868 848	7 635 201
Other comprehensive income		-	-
Total comprehensive income for the year		1 868 848	7 635 201

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2023

Figures in Rand	Notes	2023	2022
Assets			
Non Current Assets			
Plant and equipment	7	2 096 542	1 717 202
Current Assets			
Trade and other receivables	8	368 875	2 405
Cash and cash equivalents	9	44 354 464	43 391 571
		44 723 339	43 393 976
Total Assets		46 819 881	45 111 178
Equity and Liabilities			
Equity			
Project funded reserve		8 364 977	2 849 376
Working capital contingency reserve		24 600 034	22 950 071
Accumulated surplus		11 012 701	16 309 417
		43 977 712	42 108 864
Liabilities			
Current Liabilities			
Trade and other payables	10	2 135 906	3 002 314
Current tax payable		706 263	-
		2 842 169	3 002 314
Total Equity and Liabilities		46 819 881	45 111 178

STATEMENT OF CHANGES IN EQUITY

Figures in Rand	Project funded reserve	Working capital contingency reserve	Accumulated surplus	Total equity
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 01 July 2022	2 849 376	22 950 071	16 309 417	42 108 864
Surplus for the year	-	-	1 868 848	1 868 848
Other comprehensive income	-	-	-	-
Total comprehensive income for the year	-	-	1 868 848	1 868 848
Transfer between reserves	5 515 601	1 649 963	(7 165 564)	-
Total changes	5 515 601	1 649 963	(7 165 564)	-
Balance at 30 June 2023	8 364 977	24 600 034	11 012 701	43 977 712

STATEMENT OF CASH FLOWS

Figures in Rand	Notes	2023	2022
Cash flows from operating activities			
Cash generated from operations	11	(703 386)	7 704 200
Finance income		2 672 601	1 726 029
Finance costs		(4 945)	(3 001)
Net cash from operating activities		1 964 270	9 427 228
Cash flows from investing activities			
Purchase of plant and equipment	7	(1 063 877)	(735 708)
Proceeds from sale of plant and equipment	7	62 500	69 783
Net cash to investing activities		(1 001 377)	(665 925)
Total cash movement for the year		962 893	8 761 303
Cash at the beginning of the year		43 391 571	34 630 268
Total cash at end of the year	9	44 354 464	43 391 571

ACCOUNTING POLICIES

GENERAL INFORMATION

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

1. BASIS OF PREPARATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

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

These accounting policies are consistent with the previous period, except for the policy on tax which is applicable to the 2023 financial year following a reclassification of the tax-exempt status of the company.

1.1 Significant judgements and sources of estimation uncertainty

Use of judgements and estimates

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

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are

recognised in the period in which the estimate is revised and in any future periods affected.

1.2 Plant and equipment

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

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

Subsequent costs

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

Depreciation

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

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

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

Residual values, if significant, are reassessed annually.

1.3 Financial instruments

Measurement

Non-derivative financial instruments

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

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

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

Non derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses. Subsequent to initial recognition these instruments are measured as set out below.

Trade and other receivables

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

Cash and cash equivalents

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

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

Trade and other payables

Payables are recognised at amortised cost.

1.4 Tax

Current tax assets and liabilities

Current tax for current and prior periods is, to the extent unpaid, recognised as a liability. If the amount already paid in respect of current and prior periods exceeds the amount due for those periods, the excess is recognised as an asset.

Tax expenses

Tax expense is recognised in the same component of total comprehensive income or equity as the transaction or other event that resulted in the tax expense.

1.5 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.

1.6 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.

1.7 Finance income

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

1.8 Other income

Other income includes surplus on sale of plant and equipment and sundry income.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

Figures in Rand	2023	2022
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2. REVENUE

PEP Project	1 071 705	453 985
Additional Rates Received	91 124 139	85 768 767
Additional Rates Retention Received		54 049
	92 195 844	86 276 801

3. OTHER INCOME

Surplus on sale of plant and equipment	62 500	69 783
Sundry income	416 773	111 407
	479 273	181 190

4. (DEFICIT) SURPLUS FROM OPERATIONS

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

Surplus on sale of plant and equipment	62 500	69 783
Depreciation on plant and equipment	684 537	523 997
Salaries	12 663 330	12 163 244
Operating lease payments - equipment and premises	718 955	723 444
Security	52 034 965	47 281 862
Social services	7 265 619	6 620 590
Cleaning	12 137 071	7 963 017
Communications	3 126 407	2 986 795

5. FINANCE INCOME

Interest income

Interest received on bank balance	2 672 601	1 726 029
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6. TAXATION

Major components of the tax expense

Current taxation

South African normal tax - current year	706 263	-
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Reconciliation of the tax expense

Reconciliation between accounting surplus and tax expense.

Accounting surplus	2 575 111	7 635 201
Tax at the applicable tax rate of 27% (2022: 28%)	695 280	2 137 856

Tax effect of adjustments on taxable income

Gross receipts and accruals not subject to income tax under s10(1)(e)(i)(cc)

Revenue: Additional Rates Received	(24 603 517)	-
Non-taxable receipts	(401 889)	-
Receipt of capital nature	(16 875)	-
	(25 022 281)	-

Deductions / exemptions

s11(a) deductions - Expenditure	25 047 269	-
s11(a) deductions - Finance costs	1 335	-
s10(1)(e)(i)(cc) Basic exemption	(13 500)	-
s10(1)(e)(i)(cc) Allowable deductions	(1 840)	-
Exemption in terms of section 10(1)(cN) of the Income Tax Act	-	(2 137 856)
	25 033 264	(2 137 856)
	706 263	-

Finance income	2 672 601	-
Less: Allowable expenditure	(56 813)	-
Net taxable income	2 615 788	-
Tax at 27%	706 263	-

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.

7. PLANT AND EQUIPMENT

	2023			2022		
	Cost	Accumulated depreciation	Carrying value	Cost	Accumulated depreciation	Carrying value
Body-worn cameras	529 609	(328 833)	200 776	405 080	(182 891)	222 189
Computer hardware	787 355	(572 142)	215 213	753 380	(457 804)	295 576
Computer software	42 891	(42 891)	-	42 891	(42 891)	-
Containers	494 289	(240 318)	253 971	494 289	(190 889)	303 400
Digital screens	306 955	(125 132)	181 823	306 955	(73 973)	232 982
Fittings	90 857	(90 857)	-	90 857	(90 857)	-
Furniture	368 231	(353 498)	14 733	360 549	(348 352)	12 197
Leasehold improvements	896 452	(827 556)	68 896	896 452	(804 398)	92 054
Leasehold improvements Company Gardens	47 896	(47 896)	-	47 896	(47 896)	-
Motor vehicles	2 419 173	(1 284 499)	1 134 674	1 686 881	(1 137 064)	549 817
Office equipment	174 045	(147 589)	26 456	149 825	(140 838)	8 987
Total	6 157 753	(4 061 211)	2 096 542	5 235 055	(3 517 853)	1 717 202

RECONCILIATION OF PLANT AND EQUIPMENT - 2023

	Opening balance	Additions	Depreciation	Closing balance
Body-worn cameras	222 189	124 529	(145 942)	200 776
Computer hardware	295 576	33 975	(114 338)	215 213
Containers	303 400	-	(49 429)	253 971
Digital screens	232 982	-	(51 159)	181 823
Furniture	12 197	7 682	(5 146)	14 733
Leasehold improvements	92 054	-	(23 158)	68 896
Motor vehicles	549 817	873 471	(288 614)	1 134 674
Office equipment	8 987	24 220	(6 751)	26 456
	1 717 202	1 063 877	(684 537)	2 096 542

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 property	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

Motor vehicles with a nil book value were traded in for R62,500 during the year.

Figures in Rand	2023	2022
8. TRADE AND OTHER RECEIVABLES		
Trade receivables	185 575	-
Prepayments	7 193	-
Other receivables	172 500	-
Staff loans	3 607	2 405
	368 875	2 405

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	39 162 125	37 289 549
Operational	5 192 339	6 102 022
	44 354 464	43 391 571

10. TRADE AND OTHER PAYABLES

Accruals	856 397	1 913 073
Other payables	1 214 333	1 006 384
Value Added Tax (VAT) payable	65 176	82 857
	2 135 906	3 002 314

11. CASH GENERATED FROM OPERATIONS

Surplus for the year	2 575 111	7 635 201
Adjustments for:		
Depreciation	684 537	523 997
Surplus on sale of plant and equipment	(62 500)	(69 783)
Finance income	(2 672 601)	(1 726 029)
Finance costs	4 945	3 001
Changes in working capital:		
Trade and other receivables	(366 470)	99 592
Trade and other payables	(866 408)	1 238 221
	(703 386)	7 704 200

12. OPERATING LEASE COMMITMENTS

Operating leases – as lessee (expense)

Minimum lease payments due

- within one year	800 907	745 264
- in second to fifth year inclusive	872 959	1 640 794
	1 673 866	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) may be raised 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 2023, 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. The reclassification took effect from 1 July 2022.

14. RELATED PARTIES

Relationships

City of Cape Town

By agreement with property owners in central Cape Town, the CCID recovers additional rates through the City of Cape Town's billing system. The City transfers these additional rates to the CCID who perform additional services including security, cleansing, maintenance, marketing and social development services.

Thibault Investments Proprietary Limited

The Cape Town CCID entered into lease agreement for office premises initially in 2015. The lease agreement was extended and became a related party on 1 August 2021 when the lease premises were transferred to Thibault Investments Proprietary Limited. 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 Elliot recused himself from any discussions as well as the decision-making process in this regard.

14. RELATED PARTIES

Figures in Rand	2023	2022
Transactions with related parties		
Material related party transactions		
Amounts received from the City of Cape Town		
Revenue services rendered	91 124 139	85 768 767
Revenue retention refunded	-	54 049
Amounts paid to (received from) the City of Cape Town		
EPWP Auxiliary Law Enforcement Officers	-	(296 334)
Learner Law Enforcement Officers	1 866 445	1 104 650
Traffic Wardens	438 961	733 711
Other sundry amounts	2 878	-
Amounts paid to Thibault Investments Proprietary Limited		
Lease rentals on operating lease	838 927	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 2023 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.

17. EVENTS AFTER THE REPORTING PERIOD

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

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	2023	2022
Revenue			
Additional Rates Received		91 124 139	85 768 767
Additional Rates Retention Received		-	54 049
PEP Project		1 071 705	453 985
	2	92 195 844	86 276 801
Other income			
Finance income	5	2 672 601	1 726 029
Surplus on sale of plant and equipment		62 500	69 783
Sundry income		416 773	111 407
		3 151 874	1 907 219
Expenditure (Refer to page 79)		(92 767 662)	(80 545 818)
Operating surplus	4	2 580 056	7 638 202
Finance costs		(4 945)	(3 001)
Surplus before taxation		2 575 111	7 635 201
Taxation	6	(706 263)	-
Surplus for the year		1 868 848	7 635 201

DETAILED INCOME STATEMENT

Figures in Rand	Notes	2023	2022
Expenditure			
Auditor's remuneration		(124 300)	(106 450)
Bank charges		(34 613)	(31 213)
Cellphone and telephone costs		(172 601)	(140 443)
Cleaning		(12 137 071)	(7 963 017)
Communications		(3 126 407)	(2 986 795)
Computer expenses		(355 379)	(389 368)
Courier		(2 756)	(2 679)
Depreciation		(684 537)	(523 997)
Donations		(1 500)	-
Entertainment		(110 683)	(81 519)
Insurance		(217 444)	(166 649)
Lease rentals on operating lease		(838 640)	(799 857)
Legal fees		(934 065)	(171 342)
Licence fees		(6 488)	(6 283)
Office expenses		(36 391)	(30 946)
Personal protective materials for COVID-19		-	(10 780)
Printing and stationery		(132 318)	(89 935)
Professional fees		(476 937)	(316 811)
Project expenditure: PEP Project		(1 071 705)	(453 985)
Salaries		(12 663 330)	(12 163 244)
Security expenses		(52 034 965)	(47 281 862)
Social services		(7 265 619)	(6 620 590)
Staff costs		(100 578)	(126 011)
Subscriptions		(81 206)	(82 042)
Travel		(158 129)	-
		(92 767 662)	(80 545 818)

Cleaning: The number of contractual cleaners were increased in the current financial year as opposed to the prior year. In addition, there were several projects included in the current year spend, namely: (1) Public toilets; (2) Broom brigades (St Georges Mall and Adderley Street); and (3) Informal trader kiosk development.

Security expenses: The increase in the security expenses from 2022 to 2023 is as a result of the following: (1) Inflationary increase for services driven by statutory wage increase; (2) Additional deployment of contracted security officers; and (3) Increased deployment of Learner Law Enforcement Officers.

THE WORK OF THE CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT OVER THE PAST YEAR MAKES ME INCREDIBLY PROUD AND IS A TESTAMENT TO THE SHARED PASSION WE HAVE WITH ALL OUR PARTNERS TO MAKE THE CBD A MORE LIVEABLE, SAFE, ATTRACTIVE, AND INCLUSIVE AREA.

As the Interim SA Tourism Board chairperson and new CCID board member Tim Harris mentioned during the launch of our economic publication, the SCCR, there is a direct link between the CBD's success story and that of the broader South African and African story and we need to keep believing in this and holding on to this link. Otherwise, the gains we have worked so hard for to rise from the crime and grime scenario will be reversed.

I am grateful to the many partners who believe in this wholeheartedly including Executive Mayor Geordin Hill-Lewis. We are incredibly thankful for his steadfast leadership and commitment to addressing the plight of the homeless and efforts to ensure Cape Town and the inner city has energy security, is safe and clean and is an attractive destination for doing business.

I would also like to extend my appreciation to his supportive and hands-on executive team which includes Deputy Mayor Alderman Eddie Andrews and Alderman James Vos, MayCo member for Economic Opportunities and Asset Management. We are also thankful for councillors Ian McMahon (Ward 115), Matthew Kempthorne (chairperson of the Good Hope subcouncil) and Girshwin Fouldien (manager Council 16). Many thanks also go out to our supportive partners at the City of Cape Town, including Joepie Joubert (Head: Special Rating Areas and Tariffs), Brendon Abrahams (Head: Roads) and Lance Greyling (Directorate: Economic Opportunities & Asset Management).

This year, the CCID turns 23 years old which also marks our 23rd consecutive unqualified audit. This achievement not only speaks to collaboration which has been fundamental from day one, but a strong CCID board of directors whose blood is CCID green. I would like to thank chairperson Rob Kane, Michael Bauer, Tamra Capstick-Dale, Samantha Clingham, Grant Elliott, Samantha Lambert, Julian Leibman, Peter Raimondo and Riaan van Wyk, Nawal Ramasar (who marks 20 years as a CCID board member) and David Stoll (who celebrates 15 years with the CCID). Thank you for your invaluable guidance. To Joy Millar, Murray Clark and Tim Harris, welcome to the CCID board.

In closing, I am thankful to the CCID's management team and staff who worked tirelessly to ensure that we support the CBD's

recovery post-Covid.

On behalf of Jurie Bruwer (Safety & Security), Kally Benito (Urban Management), Sharon Sorour-Morris (Communications) Tara Gerardy-Bissolati (Social Development) and Stephen Willenburg (Business Manager), I would like to thank:

SAFETY & SECURITY

South African Police Service, City of Cape Town (Law Enforcement, Traffic, Metro Police, Cyclops Camera Unit, Social Development and Early Childhood Development), Western Cape Government (departments of Community Safety and Economic Opportunities), Cape Town Central Community Police Forum, National Department of Tourism, Cape Town Tourism, The Tourism & Business Institute of South Africa 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, Urban Waste Management, Traffic Signals and Water & Sanitation), J&M Cleaning Services, Straatwerk and Khulisa Social Solutions and Straatwerk Technical, Road Maintenance and Opruim teams.

SOCIAL DEVELOPMENT

The City of Cape Town's Social Development and Early Childhood Development departments, ACVV, Haven Shelter, Khulisa Social Solutions, New Somerset Hospital, Saartjie Baartman Centre for Women and Children, Service Dining Rooms, Straatwerk, Street People's Forum, TB HIV Care, 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, District 6, Souper Troupers.

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TASSO EVANGELINOS, CEO

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EDITORIAL

Communications manager: Sharon Sorour-Morris

Assistant Editor: Simangele Mzizi

Managing Editor: Aziza Patandin

Online and image coordinator: Scott Arendse

Images: Carmen Lorraine, Ed Suter, Scott Arendse, Sharon Sorour-Morris

Design: Sam Bainbridge | Sam@bainbridgeandco.online

WITH THANKS





13th floor | 1 Thibault Square | Cnr Long St & Hans Strijdom Ave | Cape Town 8001
Tel: +27 21 286 0830 | Email: christa@capetownccid.org

www.capetownccid.org