



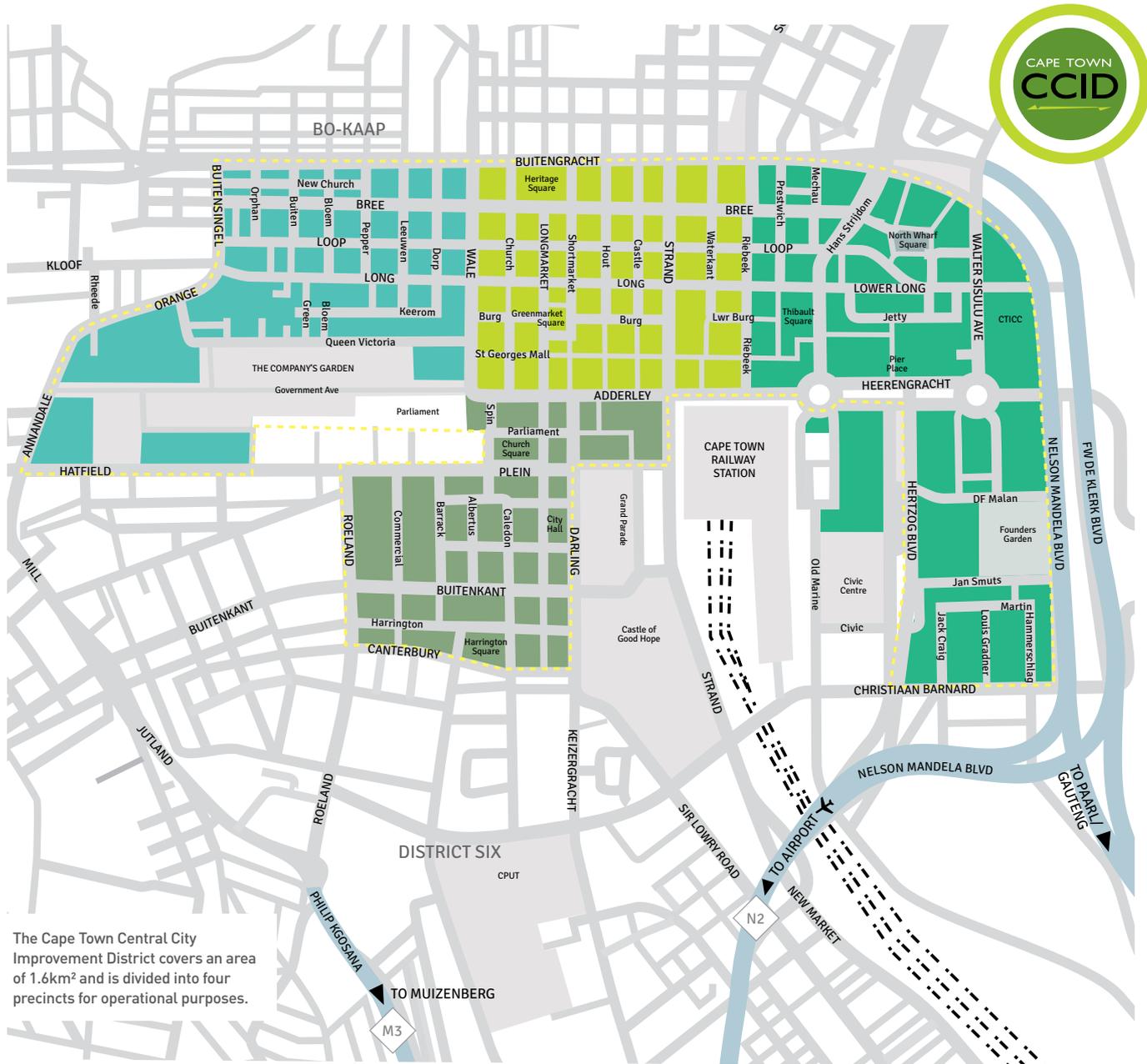
CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

# ANNUAL REPORT 2018

MOVING TOWARDS A 24-HOUR CENTRAL CITY



SAFE | CLEAN | CARING | OPEN FOR BUSINESS



The Cape Town Central City Improvement District covers an area of 1.6km<sup>2</sup> and is divided into four precincts for operational purposes.

# VISION AND MISSION

## CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT:

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

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

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

of Cape Town and the South African Police Service (SAPS). Operating as an NPO with its own board of directors, the CCID liaises across both the public and private sectors, working together with each to develop, promote and manage the Cape Town Central City.

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



ANNUAL REPORT 2018  
FOR THE YEAR ENDED 30 JUNE 2018

# TABLE OF CONTENTS



Chairperson's review:  
A 24-hour CBD: A dream  
being realised



Chief executive officer's message:  
Moving the Central City forward  
on the clock



Building blocks for a  
24-hour CBD: Working towards  
a common goal



Safety & Security



Urban Management



Social Development



Communications



CCID 2017-18 surveys and  
reflecting on CCID's 18 years  
in operation



Annual financial statements:

- 27 Directors' Responsibility Statement
- 28 Directors' Report
- 29 Independent Auditor's Report
- 30 Statement of Comprehensive Income
- 31 Statement of Financial Position
- 32 Statement of Changes in Equity
- 33 Statement of Cash Flows
- 34 Accounting Policies
- 36 Notes to the Financial Statements
- 42 Detailed Income Statement



CCID staff and  
board members



Acknowledgments:  
thanks and credits

# CHAIRMAN'S REVIEW

A 24-HOUR CBD: A DREAM BEING REALISED

Looking back at the Cape Town Central City Improvement District's (CCID) vision, which was formulated 18 years ago, and my own vision for the Central City when I began my tenure exactly eight years ago as chairman, it makes me proud that our dreams are being realised.



In 2017-18, the CCID delivered its 18th clean audit in a row. Turn to page 26 to read the CCID's financial statements.

The CCID was founded with a vision for the Cape Town CBD to rise from the "crime and grime" scenario it had fallen into in the late 1990s, to once again become a safe, clean and caring urban environment. On a personal note, when I began my tenure as chairperson in 2010, I stated in that year's report that: "It is my wish for the Central City to become a truly 24-hour city." Eighteen years down the line, our CBD has risen to become a vibrant CBD for investment. And, with it being eight years since I uttered those words, we can boldly say, we are moving towards a 24-hour city.

Getting to where we are now didn't happen overnight and it has not been an easy road. However, through the help of our partners and stakeholders, action was taken and results have been achieved. We began with the end in mind and along the way we have learnt (and continue to learn) what to do day-by-day and week-by-week to get there. We can even go so far as to say hour-by-hour with the CCID itself being a 24-hour, 7-days-a-week operation.

In 2010, the Central City was still recovering from the 2008 global financial crisis and, like all CBDs, we had taken quite a knock. However, hard work, creativity and determination from the CCID team hastened the recovery of our downtown and today we are fortunate to be in a strong position. What is encouraging is that we have seen material advances in every sector of the Central City's economy despite tough economic times.

A perfect example is Bree Street which, in 2010, was still considered to be the poor cousin of Long Street. It is now heralded as a foodie and entertainment destination.



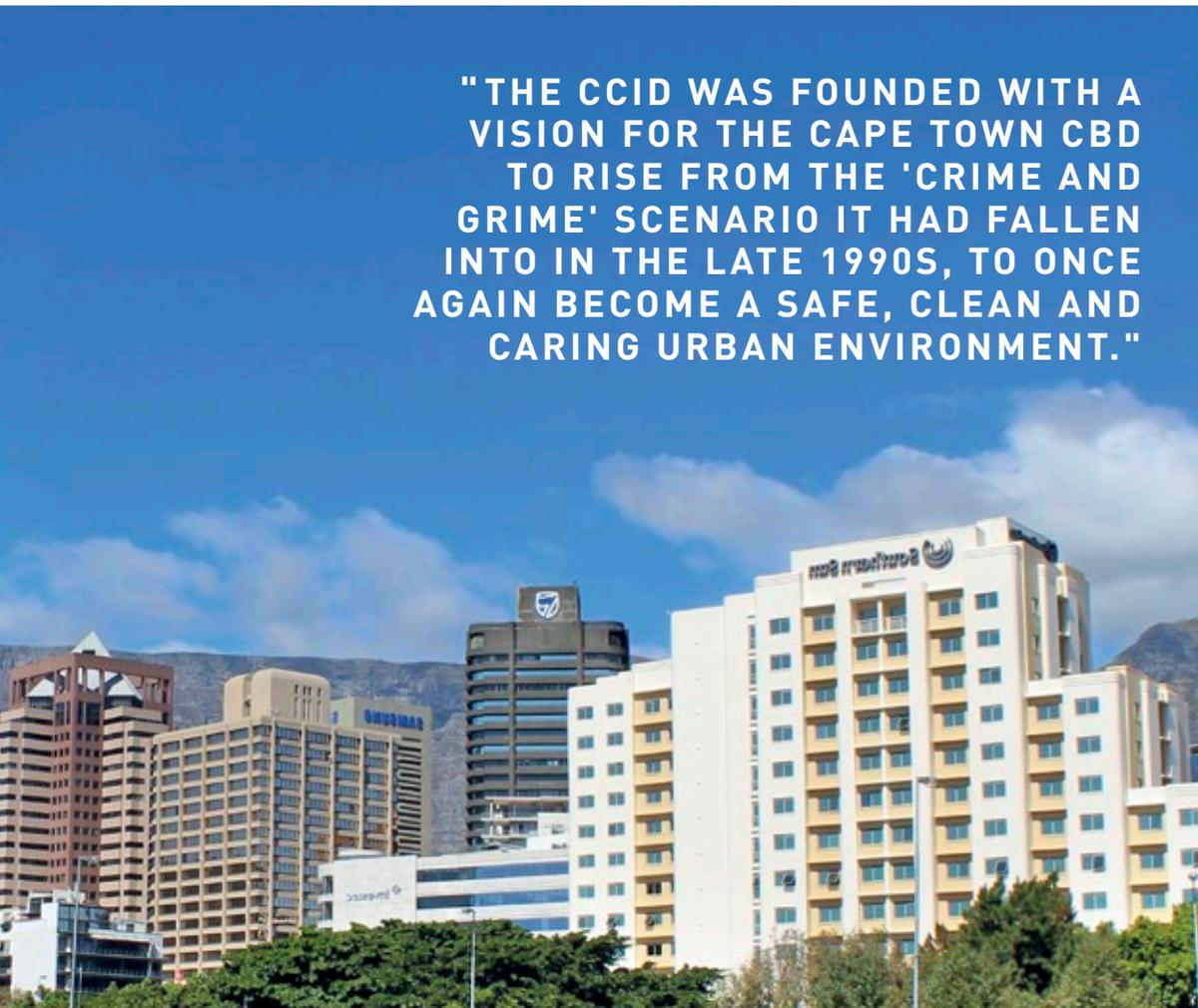
The latest wave of residential development in the Precinct 1 (Foreshore) area will cement Bree Street and its surrounds as a great place to live, and this is set to trigger other opportunities for growth, further enriching the Central City as a whole. Another example is the resurgence of the East City (Precinct 4) area which also appeared to stagnate for a while following the bursting of the residential property bubble around 2008. But today, with new developments and refurbishments in the area, the investment value of the East City is rising.

The CCID's recently published annual investment guide, *The State of Cape Town Central City Report – 2017: A year in review* reveals that there is a total of R24 billion worth of development either on the go or on the cards across the entire CCID footprint, including all the buildings that opened their doors in 2017. In addition, there are 3 157 businesses in various categories operating in the CBD. This, and the fact that we are now moving towards a 24-hour CBD, is a further testament that our downtown continues to experience a vote of confidence from both business and residents.

## WHAT, EXACTLY, IS A 24-HOUR ECONOMY?

A 24-hour economy is one in which there is economic activity throughout the day and night. It begins with the accepted 08h00-to-17h00 workday, before moving on to the early evening when workers and other downtowners turn their attention to the leisure hours, perhaps having drinks after work or engaging in retail therapy. It then moves

"THE CCID WAS FOUNDED WITH A VISION FOR THE CAPE TOWN CBD TO RISE FROM THE 'CRIME AND GRIME' SCENARIO IT HAD FALLEN INTO IN THE LATE 1990S, TO ONCE AGAIN BECOME A SAFE, CLEAN AND CARING URBAN ENVIRONMENT."



Left: The cityscape of the Cape Town Central City Above: The 28-storey Metlife Centre situated opposite the CTICC

into "dinner time" as restaurants fill, and from there on to night entertainment that goes into the early hours of the morning. As those who have enjoyed the clubs and bars make their way home, nighttime cleaning crews move in, servicing office complexes or cleaning the streets, while call centre staff conduct their business right through the night. Then follow those who favour crack-of-dawn visits to gyms, coffee shops that open at first light, and early-bird workers making their way to their places of employment. And then, at 08h00, the 24-hour clock begins again. Cities such as New York and London spring to mind.

### SO, WHAT DOES A 24-HOUR CBD LOOK LIKE IN RELATION TO THE CAPE TOWN CENTRAL CITY?

A 24-hour downtown is one where the entire CBD is completely at ease and fully functional throughout that cycle, and primary service providers provide services around the clock. Most importantly, all stakeholders need to be able to look at their CBD and say: "This place really works for me, irrespective of how and when I spend my hours here. It meets my needs, and I have the confidence to remain here." This also speaks to sustainability and resilience, which we addressed in last year's report.

For the moment, we can consider our CBD to be largely an 18-hour economy, pretty much active from the early hours of the day until the late hours of the night. Many of the elements required to take us forward to a 24-hour clock are emerging, but there is still work to be done: we have a

thriving day-time economy and late-night economy, but we could do with more retailers being prepared to stay open in the early evening, particularly to encourage families to spend their hours here. We have call centres that operate until late at night, but an undersupply of public transport in the early hours of the morning places certain limitations on running a 24-hour enterprise. We have primary services available during the daylight hours, but only limited supply of these services at night.

Nevertheless, while our CBD may not yet be at a level of your international 24-hour downtowns, that is certainly where we are headed. And where it concerns the CCID, we're already there in terms of our own operations. Around the clock, seven days a week.

The most recent edition of our investment guide reveals that there's an increasing need for people in downtowns to access more public-friendly spaces where they can interact with their surroundings in more ways than just the traditional ones: public spaces that enable you to enjoy free WiFi, or participate in a sporting activity. Retail that offers more than just stock but a multi-dimensional customer "experience".

These trends have also seen the emergence of the "Third Space" in successful downtowns. These are locations people visit between home (their "first" space) and work (their "second" space). It is heartening to see that the Central City is starting to see venues that are embracing this "third space" concept. In terms of retail spaces, we now have restaurants that also function as

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**Left:** Events such as First Thursdays are bringing people back to town to enjoy what the CBD has to offer  
**Bottom left:** Patrons enjoying the nighttime on Bree Street  
**Bottom right:** The Auto Atlantic BMW Building in the Foreshore

coffee shops, tattoo parlours and bars, all in one venue. Or laundries that function as art galleries, wine bars and a place to enjoy dim sum.

We see First Thursdays bringing people back to “town”, many for the first time in years or even the first time ever, to enjoy the vibrant mix on offer between galleries, retailers, eateries and other establishments. Or Open Streets, where pedestrians and bicyclists rule the day, quite literally.

**WHAT LIES AHEAD AS WE MOVE TOWARDS A 24-HOUR CBD?**

As a city improvement district, we provide top-up services to those of the primary service providers, the City of Cape Town and the South African Police Service (SAPS), and as the demands increase on our own top-up services, we look forward to the day when all service providers step up to meet the challenges together of the ever-increasing hours in our “day”.

In terms of our own desire to meet the challenges of a 24-hour economy, in this report we’ve asked the teams in each of our departments to provide their priorities towards achieving this goal, and we’ve summarised these from page 12 onwards. This helps us to realise that, while we have made significant strides, a great deal of work still lies ahead of us, particularly in nurturing and expanding our existing government partnerships and exploring new collaborations.

Another important challenge that we will need to face as a CBD, if we are serious about maintaining our status as a thriving downtown and moving towards a 24-hour economy, is encouraging and creating affordable housing close to people’s places of work. Current property prices in the CBD make this largely financially unfeasible. That said, the CCID is still committed to achieving this aim and an opportunity lies in underutilised government-owned buildings and land, many of which could be redeveloped into affordable housing and, hopefully, in partnership with the private sector.

Also key to a thriving 24-hour CBD is enabling collaboration between the public and private sectors. This will become even more important as we move collectively into somewhat uncharted waters in a South African context.

Over the past 18 years, there has been no question that the CCID has evolved and grown enormously. To be a part of what those visionaries founded years ago, and to work with my fellow board members, past and present, as well as all those individuals and partners who continue to be connected to our organisation, is a privilege that I treat with great respect. Thank you. And when you see the dedication of the CCID team, from the CEO, Tasso Evangelinos, to staff members and contractors on the ground (over 600 of them!), it is a very humbling experience – and I thank you all for making a difference in the Central City.

**ROB KANE**  
 CHAIRPERSON OF THE CCID





# CHIEF EXECUTIVE OFFICER'S MESSAGE

MOVING THE CENTRAL CITY FORWARD ON THE CLOCK

**Learning and adapting to changing circumstances is what we have become accustomed to as we strive to efficiently render top-up services, in addition to those of the primary services providers (City of Cape Town and SAPS), that speak to the needs of our stakeholders and move the Central City steadily towards a 24-hour economy.**



**Above:** CCID night manager Martinus "TJ" Jenkins walking the beat at night with CCID impact team member

We have made significant strides over the years while learning and adapting, and the progress made in the year under review also speaks to that. The dashboard figures for each department (from page 12 onwards) cover the extent and detail into which our teams go to ensure the CCID delivers on its mandate to provide top-up services in the spaces between the buildings of the Central City.

Having been with the organisation since it was founded 18 years ago, I am incredibly proud of the undying commitment and passion that each member brings, day in and day out, to ensure we have a thriving downtown that is growing by leaps and bounds.

## SUPPORTING THE NEEDS OF A GROWING CBD

A growing Central City such as ours must be one capable of meeting the needs of an ever-increasing "population" as this expands into the night. And this is much bigger

than just the entertainment sector. It's about economic growth, investment, jobs, the retention of business and the creation of new entrepreneurs as well as acknowledging the importance of social cohesion and engagement.<sup>1</sup>

As we move towards a 24-hour CBD, what's crucial is finding effective and practical solutions to manage it well and this requires collaboration. In fulfilling our mandate of providing complementary top-up services in addition to those rendered by our primary partners, namely the City of Cape Town and the South African Police Services, we must develop initiatives that speak to supporting a 24-hour downtown economy.

For example, during the year under review, the CCID together with the Western Cape Government formed a partnership to launch an ATM Fraud awareness project. The project is funded by two Western Cape Government departments [namely, the Ministry of Economic Opportunities and Community Safety (DOCS)] and managed by the CCID's Safety & Security department.

The expansion of the project in its current form (utilising students from Western Cape Government's Chrysalis Academy) follows a successful pilot which resulted in a significant reduction in the number of ATM fraud incidents at seven hotspot ATMs within the CBD. During the 2017/18 festive season (between 15 December 2017 and 15 January 2018), DOCS piloted the ATM Fraud Project using their own security services, and covered the top seven problematic ATMs through the deployment of 15 additional officers. These officers were directly connected to the CCID's 24-hour control centre and requested assistance when necessary. Then, from 15 January to 28 February 2018, the Ministry of Economic Opportunities, DOCS and the CCID launched the second phase of the project funding 15 security officers who the CCID managed and deployed, again to the seven hotspot ATMs within the CBD.

The project today involves the Chrysalis Academy students deployed as ambassadors and still backed up by the CCID's own public safety officers (PSOs), maintaining a visible presence at 23 hotspot ATMs in the CBD, with the focus being both

1. Source: *A guide to managing your night time economy* by Sound Diplomacy & Andreina Seijas

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on crime prevention and public awareness. For the students themselves, the project empowers them towards gaining valuable work experience. Utilising the Chrysalis Academy students in this way is also an extension of the successful ambassadorial programme run with them in The Company's Garden, on which we reported in the previous annual report.

In addition, to enhance its management structure and improve quality-control measures, CCID Safety & Security introduced 12 precinct commanders within its portfolio. The commanders are on the streets daily, visiting each and every member under their command and responding to incidents. They're also equipped with New York City-style commuter bikes so that they can navigate the streets of our CBD as rapidly as possible.

Managing and improving public spaces is another important component of a 24-hour CBD. In last year's report, I mentioned that we embarked on a programme with the City of Cape Town to provide dedicated services to stabilise Greenmarket Square and St Georges Mall.

Special project funding by the City of Cape Town towards services in these spaces by the CCID continued in the year under review. The CCID's services have once again made a considerable difference in those spaces by not only ensuring the areas are safe but in also ensuring a clean and risk-reduced environment. For example, to date (from inception of the project in 2016 to June 2018), CCID Urban Management has removed approximately 150.6 tons of waste, Safety & Security has made 137 arrests together with our dedicated CCID-funded City Law Enforcement

Officers (LEOs) and in addition these LEOs have also issued fines to a total of R2.590 million. In turn, the project has been instrumental in providing work opportunities as, to date, 9 534 such opportunities have been created through shift work via our NGO partner Straatwerk.

In December 2017, Urban Management in partnership with NGO Khulisa Social Solutions also tackled the Long Street stretch between Hout and Church streets in a project aimed at ensuring that the urban environment is clean and works at its best for all Central City stakeholders. A total of 15 buildings and 38 retailers were the initial participants.

On 22 January, coverage was extended to include the block between Hout and Castle streets resulting in an additional 15 businesses participating. Through the pilot project, a cleaning team – who are assembled via Khulisa Social Solutions' Streetscapes initiative – micro manage the waste collection process, helping to prevent litter ending up on the streets when people rummage through bins for recyclable materials in waste collections areas.

The project is unique in that not only does it create work opportunities for street people while at the same time combatting litter in the CBD, Khulisa Social Solutions also provides its participants with valuable social services. These include daily sessions with a counsellor, psycho-educational training, as well as assistance towards accessing health services and, hopefully, to ultimately move off the streets.

Indeed, a thriving 24-hour CBD is also one that is inclusive and creates opportunities wherever it can for the less fortunate. To this end, CCID Social Development also

**Above:** Urban Management street sweepers from J&M Cleaning Services with night manager Gary Dysse!

partnered with Khulisa Social Solutions' Streetscapes programme to assist social development clients to participate in work opportunities via the Greenmarket Square project. With Khulisa's involvement, the chronic homeless and repeat offenders who are often unable to stay at shelters due to heavy drinking or drug use, are empowered in a process that entails building skills, targeting aggressive behaviour and giving individuals responsibility so that they can move towards becoming functional members of the community.

Among the 30 participants on the Greenmarket Square programme, daily attendance stands at 86% and homelessness among the group dropped from 91% to 10%. This shows that responsibility enables self improvement and a sense of pride, and it has shown that streetpeople in the CBD are interested in and prepared to engage with well-thought-out programmes aimed at improving their circumstances. This encourages us to apply ourselves with even more determination to coming up with increasingly innovative and sustainable solutions to social challenges. In the year under review, the partnership with Khulisa clearly crossed over between our Social and Urban Management departments, showing once again what can be achieved when working together.

Another crucial element to supporting a 24-hour CBD that's safe and inclusive is in recognising that all voices matter. The bottom line is that, on any given day or night, there are people working or sleeping while others party, and they are all equally important to a downtown. In line with this, the

Communications department continues to conduct surveys to gauge the opinions of those who live, work or play in the Central City. The results have been very insightful in terms of what people want from their downtown. Turn to page 21 to discover, for example, what the online residential survey uncovered during the period this report covers.

As we move towards a round-the-clock CBD, learning from best practice is also crucial. In the year under review and with the aim of continuing to be connected to what is happening around us as well as promoting Cape Town as a whole, the CCID formed part of gatherings such as the Responsible Hospitality Institute's (RHI) Sociable City Summit in New Orleans in the USA and the World Towns Leadership Summit in Berlin.

The year under review is also noteworthy as it marks 18 years since the CCID was formed, and we invited a number of our partners and stakeholders to reflect on this.

As the oldest city improvement district in Cape Town, we remain committed to exploring options, together with our partners, to develop a strategy to support the CBD's own growing economy. There is also no question that times are tough, but we would like to assure you, as our stakeholders, that we are here for you as we continue to strive for a Central City that is safe, clean, caring, open for business and a centre for all.

**TASSO EVANGELINOS**  
CHIEF EXECUTIVE OFFICER

## STAFF NEWS

During the year under review, the CCID bid farewell to Ederies Majiet and Jon Tully (business manager and interim business manager respectively), Bianca Phillips (front of house & database administrator), Joseph Maganga (social worker) and Brent Smith (staff writer). The CCID also welcomed three new staff members.

**ERNESTINE SMITH**  
FRONT OF HOUSE & DATABASE ADMINISTRATOR

Ernestine joined the organisation in June 2018 as front of house and database administrator. She took over from Bianca Phillips who had been with the organisation since 2014. Ernestine interrupted her university studies to pursue a position with Estée Lauder, where she worked for well over 10 years. She then went on to complete her TEFL CELTA accreditation at The College of English Language Training in Athens where she taught English for five years. Her driving force in life is the empowerment and upliftment of women and children.

**KALLY BENITO**  
ASSISTANT MANAGER FOR URBAN MANAGEMENT

Kally has been with the CCID since October 2017 in a role that entails coordinating Urban Management's operations. She has experience in administration, sales and

marketing, children's education and literature (the latter two combined being a field in which she spent 19 years in children's educational publishing). A very creative person, she also has communication skills and expertise in business management and operations.

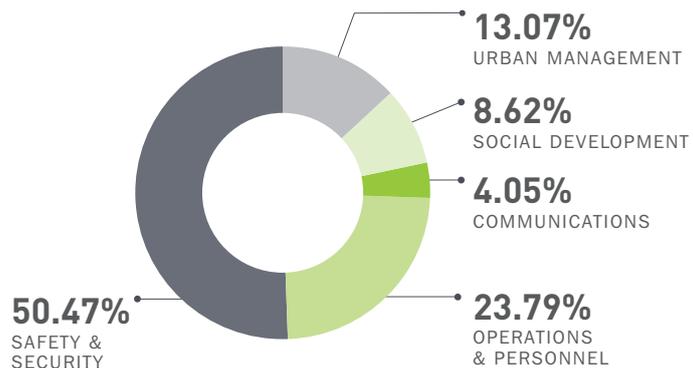
**SIMANGELE "SIMS" MZIZI**  
STAFF WRITER

Originally from KwaZulu-Natal, Sims joined the CCID in late 2017, taking over from

Brent Smith. With a diploma in Journalism and a PR qualification, she has worked across the media spectrum, from online and print to television, and has experience in the business-to-business environment and the non-profit sector. With a first name that, in isiZulu, means "amazement" or "we're surprised", she looks forward to years of surprising, amazing, entertaining and informing readers across the CCID's many media platforms.

## CCID FUNDING

The CCID received **R56 394 621** via CBD ratepayers in the financial year 2017-18. Expenditure was divided as follows:



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# BUILDING BLOCKS FOR A 24-HOUR CITY

WORKING TOWARDS A COMMON GOAL

**A downtown that embraces life at night and recognises that it exists against the full spectrum of business, leisure and residential activities stands to reap great gains, economically, socially and culturally. <sup>1</sup> As a top-up service provider to the City of Cape Town and the South African Police Service (SAPS), the CCID deems the following as some of the key building blocks that will be critical to managing a 24-hour CBD.**

## FORMING ALLIANCES

### GETTING ALL DIVERSE STAKEHOLDERS ON BOARD TO BE PART OF THE SOLUTIONS

Exploring the benefits of a 24-hour CBD and dealing with the requirements that come with managing it requires collective action. Forming alliances will therefore play an important role in guiding the evolution of the Central City's burgeoning night economy, which will also require the allocation of additional resources, as well as the gathering of relevant information towards designing and implementing sustainable interventions.<sup>2</sup> Additionally, a 24-hour CBD requires the same management policies, structures and strategies as a daytime economy. This is where primary partners play an important role in terms of the expertise and workforce required to develop a thriving 24-hour CBD. Over the years, the CCID has built strong partnerships and is continually looking to strengthen these and work with new partners who share the same goals.

<sup>1</sup> Source: *A guide to managing your night time economy* by Sound Diplomacy & Andreina Seijas  
<sup>2</sup> Source: *Responsible Hospitality Institute (RHI)*

## PLANNING WITH PEOPLE IN MIND

### RECOGNISING WHO THE STAKEHOLDERS OF A 24-HOUR CBD ARE AND THEN MEETING THEIR NEEDS

According to the United Nations, by 2050 over 80% of the world's population will live in urban areas. An opportunity exists here for downtowns not only to grow in size but also in their management of time, effectively using the nighttime hours to provide more jobs, support community cohesion and develop inclusion.

As shown already by the CCID's residential surveys, residents in a rapidly-growing and active CBD such as ours also expect a high quality of life and services. This requires clear guidelines in terms of policies, the use of public spaces, law enforcement and infrastructure changes. In addition, in a 24-hour CBD, ensuring accessibility to various modes of transport, and at a reasonable cost, is key.





Take a look at what each of the CCID's department is already prioritising towards a 24-hour CBD in terms of Safety & Security (pg 12), Urban Management (pg 14), Social Development (pg 16) and Communications (pg18).



## MAINTAINING A SAFE ENVIRONMENT

**NOT ONLY DO PEOPLE WANT TO LIVE, WORK AND PLAY IN A VIBRANT DOWNTOWN, BUT THEY WANT IT TO BE SAFE AND COLLECTIVELY THEY CAN DO SO**

Streets can feel less safe both when there are too many people or not enough. According to the CCID's own experience and international best-practice examples studied, it is in a thorough understanding of how and why populations density at night that creates safe and welcoming spaces.

To help ensure safety, partnerships including SAPS, the City's law enforcement agencies, CIDs, private security, managers of venues and residents are required to work together to proactively prevent crime and disorder in a 24-hour CBD. Everyone has a role to play in creating a welcoming and safe environment for all.

## CREATING VIBRANCY AND EMBRACING CREATIVE INDUSTRIES

### DIVERSITY IS SOMETHING TO STRIVE FOR IN ALL ASPECTS OF A 24-HOUR CBD

According to the Responsible Hospitality Institute (RHI) – a leading international source for events, resources and consultation services on nightlife – vibrancy is created through a variety of social experiences in bars, restaurants, cafés and live music venues. Spontaneous events in public spaces also create vibrancy. Once again, primary partners, as well as partnerships, play an important role.

For vibrancy to be created, systems must be in place to support venues, nurture performers and provide opportunities for people to showcase their talent. Policies also need to be in place to ensure compliance. Creating vibrancy also means embracing creative industries. According to *The State of Cape Town Central City Report: 2017 – A year in review*, creative industries are among the primary occupations for residents living in the Cape Town CBD. The report also reveals that Central City residents would like to see more live music, First Thursdays type of events and street art (murals and temporary installations).

While opportunities exist to make improvements in terms of this building block, it is important to note that the Central City, through the support of the City of Cape Town, has made inroads. Events such as Tweede Nuwe Jaar, the official switching on of the festive lights at the end of the year, and the free community jazz concert in Greenmarket Square (to coincide each year with the Cape Town International Jazz Festival) are all examples of this.

**Opposite page, bottom:** Patrons enjoying lunch outdoors at one of the CBS's many venues  
**Top:** The Central City at sunrise **Left:** CCID PSOs on duty

# SAFETY & SECURITY



**BODY-WORN VIDEO UNITS**  
 All CCID PSOs are equipped with body-worn video units, a system originally rolled out in 2016 that continues to yield positive results as an immediate behaviour modification tool.



Above: CCID Night Managers, Martinus "TJ" Jenkins (left) and Gary Dyszel (right) with CCID-funded City of Cape Town Law Enforcement officers, and CCID public safety officers including members from the impact and precinct commander teams

**The CCID's Safety & Security department works diligently around the clock to provide top-up services to those delivered by its primary safety partners, the City of Cape Town's Law Enforcement agency and the South African Police Service (SAPS). These collaborative efforts with its partners help to maintain a safe environment in the Cape Town Central City 24/7.**

## 2017-18 HIGHLIGHTS

### CRACKING DOWN ON ATM FRAUD

A project aimed at fighting ATM fraud in the Central City kicked off in December 2017. It is funded through a partnership between the Western Cape Government's Ministry of Economic Opportunities and the Department of Community Safety (DOCS). With its expertise with on-the-ground public safety operations, the CCID's Safety & Security department performs an operational support role.

The project entails students trained by Chrysalis Academy (which is funded by DOCS), being deployed as ambassadors to hotspot ATMs within the CBD at certain times of the day in order to provide a visible presence to substantially deter ATM fraudsters and give ATM users peace of mind. The project follows a successful pilot programme which resulted in a significant reduction in the number of ATM fraud incidents in seven hotspot ATMs within the CBD during the 2017/18 festive season, and the project has since been expanded to incorporate a total of 23 ATMs. The ATM Fraud Project is scheduled to run until March 2019.

### IMPROVING SAFETY SERVICES IN CBD

On 1 June, Safety & Security introduced 12 precinct commanders within its portfolio to enhance its management structure and improve quality control measures. With a total of four commanders deployed each and every shift, they oversee that the CCID public safety officers (PSOs) carry out their functions as stipulated by the service-level agreement between the CCID and its service provider. They also play a vital role in being the bridge between the four full-time Safety & Security team members who oversee the 230 PSOs. To enable them to visit each and every member under their command, the precinct commanders are equipped with New York City-style commuter bikes so that they can navigate the streets of the CBD as rapidly

as possible. They also regularly visit stakeholders to foster relationships within the Central City.

### MITIGATING TRAFFIC CONGESTION

Last year's annual report contained details of a pilot project aimed at alleviating traffic congestion at major intersections within the CBD. Following its introduction in April 2017, the pilot (which sees six City of Cape Town traffic wardens contracted directly to the CCID) ran until the end of June 2017 and was rated as so successful that the CCID signed an additional contract with the City's Traffic Services Department to continue the project until June 2018.

The initiative sees the six traffic wardens being deployed during the afternoon rush hour to alleviate traffic on Strand Street at Buitengracht and Adderley Street. During off-peak times, the CCID deploys its wardens in other parts of the CBD to enforce non-moving violations such as cars parking on red and yellow lines and blocking loading zones.

### IMPROVING CRIME PREVENTION EFFORTS

Following intensive planning which began in 2017, Safety & Security officially upgraded its incident reporting system in May 2018. The new system is aimed at streamlining and enhancing the work of the Safety & Security team so that it is able to optimise the capturing of accurate information and plan more effectively when allocating resources.

### CREATING A VISIBLE PRESENCE IN THE COMPANY'S GARDEN

The 2016 annual report formally introduced the details behind the Chrysalis Academy ambassadorial programme, originally a collaboration between the City, the Provincial Department of Community Safety (DOCS) and the CCID. Since then, the programme has become a beacon of what can be achieved when working together. It has continued to make great strides in not only creating a visible presence in this iconic space with the deployment of 15 ambassadors during the daytime, but in terms of assisting people in general in this popular visitor attraction as well as creating work experience opportunities for youths. The ambassadors on the programme are trained by the Chrysalis Academy and managed by the CCID. The ambassadors are deployed to various institutions for a period of 12 months after receiving three months of training at Chrysalis. And, to date, a number of those deployed to the CCID have been able to move successfully onto gainful, fulltime employment, including with the CCID's own Safety & Security team.

### ENFORCING THE LAW

The 16 CCID-funded City Law Enforcement Officers (LEOs) continue to make great strides, giving the CCID full reach of the law throughout the CBD. These LEOs have the power to issue fines for all bylaw contraventions.

13:00 14:00 15:00 16:00 17:00 18:00 19:00 20:00 21:00 22:00 23:00 24:00



Above left: CCID Precinct Commanders from left to right: Mhlanguli Nkwali, Mgibantaka Siyavuya, Dumisani Stali and Khetani David Joni Above middle: Chrysalis Academy student ambassadors involved in The Company's Garden project, assemble to take their instructions for the day Above right: Members of the CCID's impact team on the beat

### BUILDING RELATIONSHIPS WITH CENTRAL CITY BUSINESSES

CCID Safety & Security has a concerted approach when it comes to building and maintaining vital relationships with the businesses of the Central City, creating and ensuring a broad network of eyes and ears.

### MAKING AN IMPACT

The CCID's eight-person dedicated impact team continues to provide a visible presence in hotspot areas as required without in any way depleting the usual PSO on-the-ground visibility.

### PUBLIC SPACE MANAGEMENT

Last year's annual report revealed details of the CCID's public space management programme to stabilise Greenmarket Square and St Georges Mall. Safety & Security has made significant progress in addressing prioritised challenges in these spaces, which include aggressive begging, managing informal trading, vehicles parking in St Georges Mall, ATM fraud and pickpocketing, illegal dumping and littering and general safety concerns.

### THE TEAM

- 4 full-time team members (a manager, an assistant manager and 2 night managers)
- 230 PSOs in total deployed on a 24/7, 365-day rotational shift basis
- 16 CCID-funded City of Cape Town LEOs deployed via the City's Expanded Public Works Programme (EPWP)
- 6 City of Cape Town traffic wardens deployed from Monday to Friday
- 5 response vehicles
- 9 public safety and information kiosks

### PRIORITIES FOR MOVING TOWARDS A 24-HOUR CBD

- Strategic visible deployment
- Embracing technology to improve safety
- Increasing partnerships with law agencies and CBD stakeholders
- Addressing social issues
- Enforcing bylaws
- Alleviating peak-hour traffic congestion

## 2017-18 IN NUMBERS

During the past 12 months, the Safety & Security department:

Made  
**850**  
arrests together with  
the CCID's law  
enforcement partners



Assisted at the  
scene of  
**758**  
motor vehicle  
accidents



Issued  
**9 393**  
fines totalling  
**R2 643 000** during  
the day and totalling  
**R3 001 750** at night



Assisted with medical  
and rescue callouts  
**535**  
times



Issued  
**2 212**  
fines totalling  
**R1 303 500** during the  
St Georges Mall public  
safety management programme



Dealt with  
**310**  
illegal trading  
offences



Issued  
**36 617**  
warnings



Rendered public and  
vehicle assistance  
**590**  
times



Conducted  
**105 292**  
crime prevention  
initiatives



CCID-funded traffic  
wardens issued  
**36 067**  
fines totalling  
**R16 203 400**



# URBAN MANAGEMENT



**Above left:** Member of CCID graffiti removal team removing graffiti on the wall **Above right:** Urban Management street sweepers contracted from service provider, J&M Cleaning Services

The CCID's Urban Management department works tirelessly to provide a clean, attractive and risk-reduced urban environment in the Central City for all to enjoy. The services that the department renders are top-up services to those of the CBD's primary service provider, the City of Cape Town.

## 2017-18 HIGHLIGHTS

### ENABLING BETTER MANAGEMENT OF THE URBAN ENVIRONMENT

In December 2017, Urban Management embarked on a bin project in partnership with Khulisa Social Solutions to micro manage the waste collection process along portions of Long Street (the stretch between Hout and Church street) in the CBD. This was done to prevent litter from ending up on the streets when people rummage through bins for recyclable materials in waste collections areas. The project provided work opportunities as well as valuable social services via Khulisa while enabling better management of the urban environment. Here's a breakdown of what the department achieved during the project's tenure in the year under review:

- Emptied **88 bins weekly**
- Provided services to **38 businesses in the area**
- Provided job opportunities to **5 street people beneficiaries and a supervisor**

### WORKING TO CREATE A GRAFFITI-FREE ZONE

The CCID's graffiti removal team put together via Straatwerk plays an important role in providing an attractive urban environment in the CBD. The team comprising of seven members has achieved a high level of expertise and has been part of CCID Urban Management for 12 years, dealing with a wide range of surfaces such as paving, metal surfaces, granite and both painted and facebrick walls.

### MAINTAINING ST GEORGES MALL AND GREENMARKET SQUARE

Last year's report detailed Urban Management's extensive role in providing a cleaner, more attractive and risk-reduced space in St Georges Mall and Greenmarket Square. The project continued once again during the period under review with the teams achieving the following outcomes:

- Removed **11 723** bags of refuse
- Cleaned municipal drains **2 632 times**
- Cleaned storm water drains and channels **5 482 times**
- Cleaned benches **4 050 times**
- Maintained tree wells **3 831 times**
- Removed **167** illegal posters
- Removed **1 715** tons of waste

**LAST YEAR'S REPORT DETAILED URBAN MANAGEMENT'S EXTENSIVE ROLE IN PROVIDING A CLEANER, MORE ATTRACTIVE AND RISK-REDUCED SPACE IN ST GEORGES MALL AND GREENMARKET SQUARE. THE PROJECT CONTINUED DURING THE YEAR UNDER REVIEW.**



Above: Khulisa participant Zamo Masabalala managing the waste collection process

**THE CCID ROAD MAINTENANCE TEAM**

Urban Management's upskilled road maintenance team consisting of six members from partner NGO Straatwerk continues to repair damaged pavement surfaces, minor potholes and damaged signage and undertakes roadmarking painting, all within the CCID area. Some of the successes of this team were as follows:

- Conducted **321** paving repairs
- Repaired **229** potholes
- Repaired **108** curb stones
- Repaired and replaced **193** drain covers

**THE TEAM**

**4** full-time staff members (a manager, assistant manager and 2 precinct managers)

**60** professionally-skilled cleaners deployed via J&M Cleaning Services

**300** work opportunities provided via Straatwerk each year

**1** vehicle

**PRIORITIES FOR MOVING TOWARDS A 24-HOUR CBD**

Increasing interaction and relationship building with stakeholders

Providing and maintaining a clean environment, including

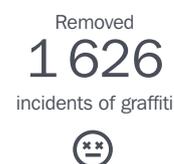
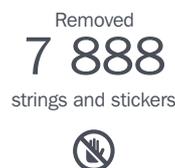
- Hotspot cleaning
- Cleaning nighttime debris

Reporting incidents to relevant departments within the City of Cape Town

- Streetlight outages and other malfunctions
- Faulty traffic lights
- Burst pipes
- Blocked drains

**2017-18 IN NUMBERS**

During the past 12 months, Urban Management department:



# SOCIAL DEVELOPMENT




Above: Social development client with a "Show you care" Street Sleeper bag

The CCID's Social Development department, through its fieldworkers, engages with the Central City's most vulnerable on a daily basis, concentrating much of its effort on assisting streetpeople towards the services they need and, most importantly, forming partnerships that will alleviate the CBD's own social challenges.

## 2017-18 HIGHLIGHTS

### REDUCING HARMS ASSOCIATED WITH SUBSTANCE USE

In an effort to reduce the harms associated with substance use among people who live on the street, Social Development teamed up with TB HIV Care's Step Up Project in March 2018. The Step Up Project provides people who inject drugs (PWID) with harm reduction, HIV prevention and wellness services, based on the World Health Organisation's recommendations. This includes the provision of sterile injecting equipment and the safe collection and disposal of used equipment, as well as the offering of HIV testing and other medical services, including opioid substitution therapy (OST). The project proved to be remarkably effective in the following areas:

- **Modifying behaviour change:** Of the 74 people that attended the programme, 15 have become regulars and there has been a noticeable decrease in usage and increase in personal care and grooming.
- **Ensuring adherence to OST programme:** A few participants are on the OST programme and have greatly benefited from the counselling sessions, life-skills work, and health screenings all of which have supported adherence to the programme. OST provides people who are dependent on opioid-type drugs with medication that replaces the illicit drug as part of a structured treatment programme.
- **Addressing the disposal of needles:** Part of the pilot project involves participants in an initiative that enables the careful cleanup and removal of needles from public spaces. These participants, in turn, receive a stipend for their service and this has also resulted in them developing a sense of pride in their work and moderating their behaviour. This aspect of the project has not only resulted in participants improving their lives but in rendering a great service to the CBD.

### EMPOWERMENT THROUGH THE BUILDING OF SKILLS

In August 2017, Social Development teamed up with Khulisa Social Solutions' Streetscapes programme to provide structured work opportunities for social development clients on Greenmarket Square as part of the CCID's public space management programme. Here are some of the outcomes of the programme:

- There are 30 people on the programme and daily attendance is at 86%.
- Homelessness among people on the programme has dropped from 91% to 10%.
- Participants on the programme (who are the chronic homeless and repeat offenders who are often unable to stay at shelters due to heavy drinking or drug use) have shown an improvement in anti-social behaviour, have had increased contact with family members and have shown a desire to move off the street.
- Close partnerships with the City of Cape Town and the Provincial Department of Social Development as well as five corporates have been established.

### MAKING WINTER A LITTLE BEARABLE

To help make Cape Town's cold conditions a little bearable for the most vulnerable in the CBD and surrounding communities, Social Development partnered with Youth Solutions Africa once again, providing an additional 20 bed spaces at the facility as well as blankets, food and social services for three months. Throughout the year, the CCID subsidises 18 beds all year round at the facility and the additional beds brought the total number of beds available to the CCID to 38. In addition, the department donated care bags and shoes to a variety of partner NGOs, and provided waterproof ponchos and instant soup to people on the streets. It also placed 10 donation bins at various establishments in and around the Central City to collect food, shoes, clothing and toiletries, which was also distributed to its partner NGOs.

### EXTRA FESTIVE SEASON FIELD WORKERS

To address social issues and reports of aggressive begging especially during the festive period (December 2017 to March 2018), the Social Development team and the City of Cape Town's Department of Social Development partnered



**Above Left:** CCID fieldworker Mark Williams (left), and CCID Social Development manager, Pat Eddy (third from right) with the City's EPWP fieldworkers  
**Above Right:** Khulisa Streetscapes garden at Roeland Street

to deploy additional field workers in the Central City to engage and assist streetpeople. Here are some of the project's highlights:

- Eight additional field workers from the City's Expanded Public Works Programme (EPWP) were deployed in the CBD.
- The fieldworkers targeted five areas namely: The Company's Garden, Greenmarket Square, Long Street, St George's Mall and Adderley Street.
- The project was successful in addressing aggressive begging and short-term behavioural change.
- 68 males and 15 females were interested in obtaining shelter.
- 47 males and 9 females were interested in employment opportunities.
- Fieldworkers placed 20 people in shelters and there were three family reunifications.

**THE TEAM**

5 full-time staff members (a qualified social worker manager and 4 fieldworkers)

2 vehicles

9 primary partners: The Homestead, Ons Plek, Youth Solutions Africa, The Carpenter's Shop, Khulisa Social Solutions, Straatwerk, U-turn Homeless Ministries, The Haven, and TB HIV Care

**PRIORITIES FOR MOVING TOWARDS A 24-HOUR CBD**

The increased deployment of fieldworkers on call after hours and who can respond to emergencies that arise.

Ongoing liaison with NGO partners so that they can intervene in cases where children need immediate care and protection in terms of the *Children's Act*.

Being able to increasingly assist seriously ill clients to hospital when an ambulance is not required.

Being able to increasingly assist with the emergency overnight placement of mothers with children as well as frail and vulnerable older people.

**2017-18 IN NUMBERS**

During the past 12 months, the Social Development department:

Engaged with client on the streets

4 989

times



Referred

11

adults to Straatwerk for a work opportunity



Assisted 294

adults to shelters



Transported 124

people home for potential family reunification



Assisted 70

people to healthcare facilities



Assisted 89

children with preventative services



Assisted 46

mothers with children



Distributed 2 800

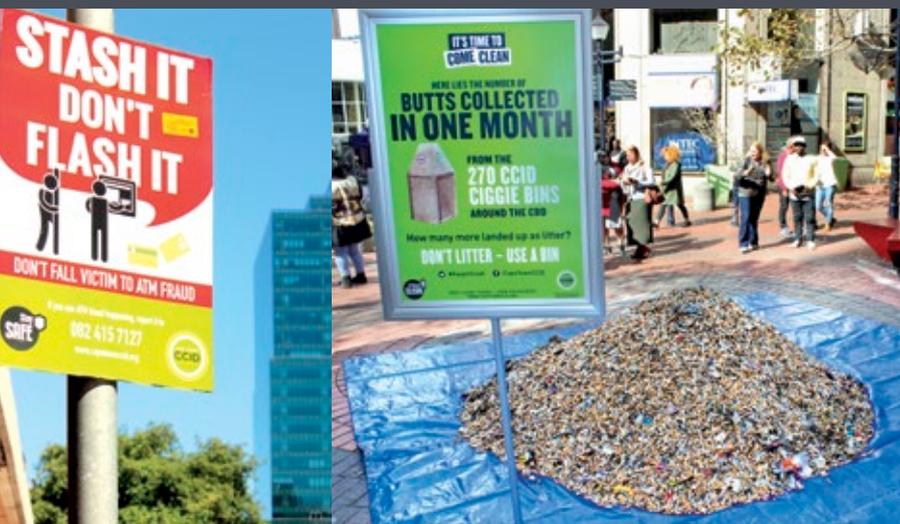
care bags\* and 420 pairs of shoes\*\* to partner NGOs



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

\*\*150 pairs of women's pumps and 270 pairs of men's black leather shoes.

# COMMUNICATIONS



Above left: "Stash it, don't flash it" street pole posters Above right: Ciggie butts display in St Georges Mall

The Communications department collaborates across all the CCID's departments to promote the work of the organisation, which in turn benefits its CBD stakeholders. Apart from being on call around the clock to deal with media and public enquiries, a bulk of the department's work is also aimed at encouraging investment into the Central City and promoting the area as a "live, work, play, stay and invest" destination that is inclusive and welcoming to all.

## 2017-18 HIGHLIGHTS

### CONCEPTUALISING CAMPAIGNS

In 2017-18, Communications rolled out the following campaigns and had a positive response in terms of reaching the right audiences and generating engagement with the public.

#### A. "STASH IT, DON'T FLASH IT"

This all-year-round campaign is amplified during the festive season and is aimed at educating the public at large on how to avoid becoming victims of crime. The campaign targets theft out of vehicles, pickpocketing and ATM fraud.

**Duration:** 1 December 2017 until 31 March 2018

**Elements:**

- 1 200 "Stash it, don't flash it" street pole posters.
- "STOP" crime disruption posters on 1.8-metre-tall lollipop stands placed at random intervals reminding the public how to stay safe in the CBD.
- Street distribution of safety tips to create public awareness.
- Social media campaign empowering people to keep themselves safe by being aware at all times.
- Press releases and various media interviews.

#### B. "IT'S TIME TO COME CLEAN"

Urban Management's 2018 annual campaign launched with the new message "It's time to come clean" to drive home the message that the responsibility of a clean CBD starts with the people who use it daily.

**Duration:** 1 April until 31 May 2018

**Elements:**

- A highly-visual display in St Georges Mall in the Cape Town CBD to demonstrate what 240kg of ciggie butts, collected just from the 270 CCID-branded cigarette bins in one month, looks like. This was a call for smokers to "come clean" and imagine how many more butts end up on the ground.
- The display of 1 000 posters in the CBD targeting illegal dumping, littering and graffiti tagging.
- The roll out of the popular mobile ciggie butt voting bin, inviting smokers to engage by voting with their butts.
- Press releases and various media interviews.

#### C. "SHOW YOU CARE"

Social Development's annual campaign aims to raise awareness about the plight of homeless people during the colder months as well as highlighting the work of this department which engages daily and often around-the-clock with the Central City's most vulnerable individuals.

**Duration:** 1 June until 31 September 2018

**Elements:**

- 1 500 posters across the CBD.
- A special four-page supplement called *The Tough Times* in the CCID's quarterly newspaper, *City Views*. An additional 5 000 copies of the supplement were made available to the publishers of the *Big Issue* magazine to reach a wider audience across the city, while 2 500 copies were distributed to members of the public within the CBD by the CCID's student intern team.
- Distribution of "Show You Care" brochures (which also happens throughout the year).
- Donation bins placed at 8 large corporates.
- SnapScan donation stands given out on request for retailers to display on their premises.
- Press releases and various media interviews.

### RETAINING INSTITUTIONAL MEMORY

The Communications department has an archive of close to 40 000 images. To ensure these are preserved and are easily searchable, a photo library system and database was implemented between November and December last year.

### MAKING THE WEBSITE EXPERIENCE RELEVANT TO CBD STAKEHOLDERS

The Communications department is always looking for ways to enhance the functionality of the CCID website and the information it contains to ensure it remains relevant

13:00 14:00 15:00 16:00 17:00 18:00 19:00 20:00 21:00 22:00 23:00 24:00



Above left: The CCID's quarterly newspaper *City Views* being distributed in the CBD Above right: *The State of Cape Town Central City Report* comes out in the first quarter of every year

to CBD stakeholders. In 2017, a page displaying the four precincts in which the CCID operates and which also enables users to search for anything in and around a particular venue just by switching on or off certain search features was introduced. Not only does this make it easier to search venues in the categories of "Eat", "Stay", "Play", "Visit", "Shop", "Learn" and "Services", investors may also now use the site to spot investment opportunities.

**INFLUENCING DECISION MAKERS**

The CCID's annual publication, *The State of Cape Town Central City Report*, that provides insights into the economic climate of the Cape Town CBD, continues to be a source for reliable information that can both influence decision makers towards creating new investments in a resilient CBD, as well as retain confidence in those that have already invested.

The publication's prediction in its 2016 "year in review" edition - that the East City area would see its full potential realised into the very near future - came to fruition as, in the past year alone, the investment value of East City has risen significantly. The area has seen phenomenal growth with many new developments and refurbishments, and a number of new retailers opening their doors.

**THE TEAM**

4 full-time team members (a manager, a project coordinator, an online coordinator and a staff writer)

6 service providers: Design Infestation, Alex Jongens (researcher during the period under review), Geocentric Information Systems (databases), Sean Robertson (art direction) and professional photographers Anita Reed and Ed Suter

**PRIORITIES FOR MOVING TOWARDS A 24-HOUR CBD**

Continuing to respond around the clock to public and media enquiries about the Central City in general and the work of the CCID, including the maintenance of a social media presence.

Increasingly promoting businesses, venues and events that contribute to both vibrant daytime and nighttime economies.

Promoting the work of the CCID through growing, targeted campaigns that speak directly to stakeholders who use the CBD for business or pleasure.

**2017-18 IN NUMBERS**

During the past 12 months, the Communications department:

Generated a total of

**582**

clips across broadcast (33), print (265) and online (284)



Produced and distributed

**62 250**

copies of the CCID's other publications

(The State of Cape Town Central City Report, the Best of Cape Town Central City guide and the CCID Annual Report)



Achieved total media exposure to the value of

**R19 872 686**



Produced and distributed

**107 500**

items of collateral associated with the CCID's many campaigns



Reached an estimated audience of

**462 141 901**

readers/viewers across a broad spectrum



Distributed

**35 000**

Smart Smoker ciggie pouches, primarily during the Urban Management "It's time to come clean" campaign



Produced and distributed

**200 000**

copies of the CCID's quarterly newspaper, *City Views*



Reached

**15 000**

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

Conceptualised and ran campaigns for each of the CCID's three operational divisions

**3**

# CCID SURVEY 2017-18

The CCID's vast database of knowledge and information is a vital resource in its day-to-day management of the Central City, and for promoting investment into the area. In line with this, the CCID conducts biannual retail opinion surveys aimed at determining the economic climate of this sector. Overall, these surveys showed a strengthening in confidence in the CBD over the course of the past year. In addition, towards the end of 2017, the organisation released the results of its annual online residential survey, the highlights of which follow.\*

## RESIDENTIAL SURVEY (2017)

The CCID annually conducts this dipstick survey to touch base with the Central City's residential community. A total of 174 respondents took part in the 2017 survey which also revealed some interesting shifts over the course of the previous 12 months, in comparison to results contained in the 2016 survey.

### WHAT IS YOUR AGE (IN YEARS)?

- 18 to 24 - **7.01%**
- 25 to 34 - **27.39%**
- 35 to 44 - **22.29%**
- 45 to 54 - **22.93%**
- 55 to 64 - **15.92%**
- 65 to 74 - **4.46%**

### WHAT GENDER DO YOU IDENTIFY WITH?

- ♀ **36.94%** - female
- ♂ **62.42%** - male
- ➡ **0.64%** - other

### HOW LONG HAVE YOU LIVED IN THE CENTRAL CITY?

- 0 to 6 months - **5.26%**
- 6 months to 1 year - **5.85%**
- 1 to 2 years - **9.94%**
- 2 to 3 years - **7.02%**
- 3 to 5 years - **19.88%**
- 5 to 10 years - **19.88%**
- 10 or more years - **32.16%**

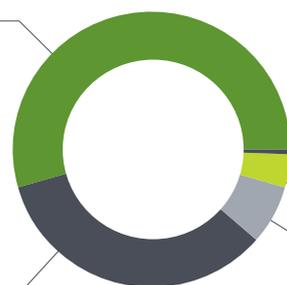
### DO YOU RENT OR OWN THE PLACE YOU LIVE IN?

- 40.70%** - rent
- 51.74%** - own
- 7.56%** - own but rent to tenants

### HOW HAPPY ARE YOU WITH YOUR CHOICE TO MOVE TO THE CENTRAL CITY?

**54.19%**  
very happy

**34.19%**  
pretty happy



**0.65%**  
not happy at all

**3.87%**  
not very happy

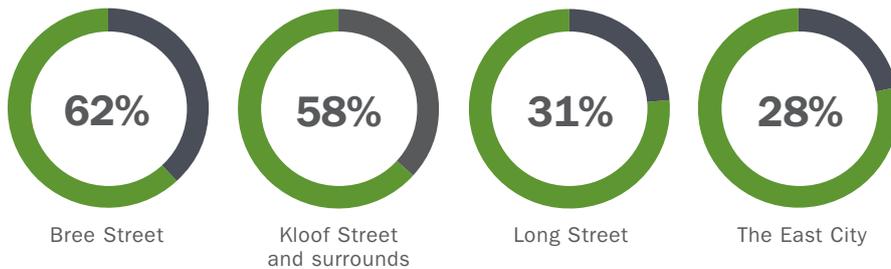
**7.10%**  
indifferent

13:00 14:00 15:00 16:00 17:00 18:00 19:00 20:00 21:00 22:00 23:00 24:00

**WHAT WOULD YOU LIKE TO HAVE MORE OF IN THE CBD?**

- Extended shopping hours
- Movie theatres
- Public toilets and particularly ones with changing facilities for babies

**WHAT'S YOUR FAVOURITE PLACE TO HAVE FUN IN OR BE ENTERTAINED?**



**TOP FOUR REASONS FOR LIVING IN THE CENTRAL CITY**

- 1.** It is close to my place of work
- 2.** I like the downtown feel
- 3.** I like the entertainment options
- 4.** It's a safe environment

**WHAT WOULD YOU LIKE TO SEE MORE OF IN THE CBD?**

Trees

Parks

Markets

Live music

First Thursdays type of events

Street art (murals and temporary installations)

**WHAT'S YOUR FAVOURITE ASPECT ABOUT LIVING IN THE CBD?**

- Walkability
- Convenient access to services
- The Central City's vibrancy

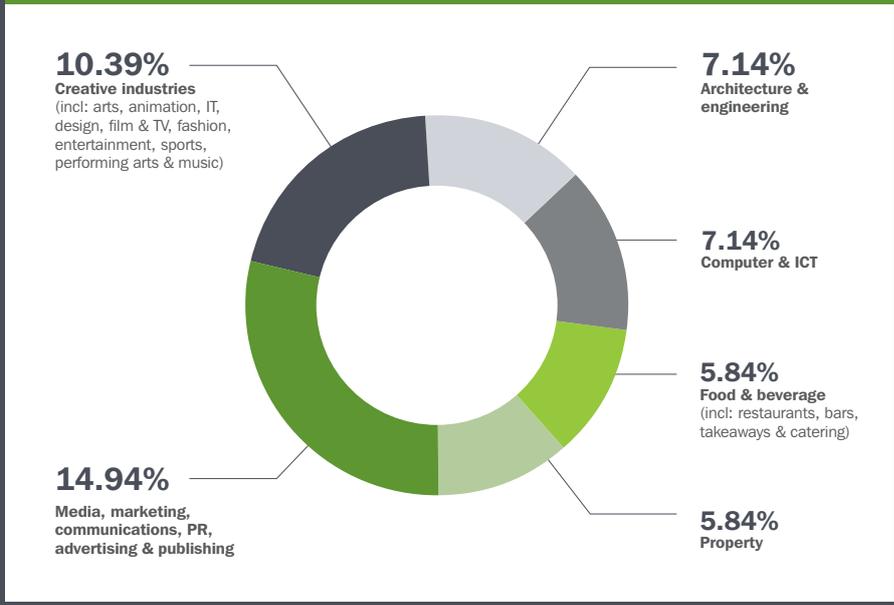
**TOP THREE PUBLIC PLACES RESIDENTS LIKE TO SPEND TIME IN:**

- 1. The Company's Garden**
- 2. St Georges Mall**
- 3. Greenmarket Square**

**AGE FACTOR**

While Millennials (27% of respondents between 25 and 34 years of age) still made up the largest group of respondents to the survey, there has been a significant increase in the responses of those aged 55 and older. In 2016, this stood at 13%, while for 2017 this rose to 20%.

**TOP SIX INDUSTRIES IN WHICH RESIDENTS WORK**



\*Highlights from the Central City Retail Opinion Surveys, as well as the results of the Online Residential Survey are contained in *The State of Cape Town Central City Report*, produced and published annually by the CCID and accessible online via the CCID website, [www.capetown.org.za](http://www.capetown.org.za).

# REFLECTING ON THE CCID'S 18 YEARS IN OPERATION

The CCID turns 18 in November 2018, and has come a long way from those humble beginnings with a handful of employees, a tiny office and one computer. The organisation has gotten to where it is today thanks to the collective efforts, partnerships and the trust and support of the stakeholders it services. As it marks this milestone, a number of individuals who have walked the journey with the CCID reflect on key changes that the organisation has helped bring about in the Central City.

## 1 SAFETY & SECURITY



### 1.1 BARRY SCHULLER

Director for Cape Town Metropolitan Police Department (CCTV, Radio Communication, Camera Response & Video Unit)

*"We have a special bond with the CCID as the organisation was established at the same time the City of Cape Town invested in the camera network in the CBD and when it seemed that the Mother City would not be able to hold on to its splendour. Today, the CBD is a better place for all who work, play and live in it. The CCID brought the 'Bobby-on-the-beat' back onto our streets. Whether you're a tourist or a local, we all love to see a uniform on the streets."*



### 1.2 NICOLA JOWELL

Former Chairperson of the Cape Town Central Community Policing Forum

*"The hard work, dedication and investment have paid off and the CBD is what it should always have been – the centre of economic activity both day and night. My greatest interaction has been with the Safety & Security team who have led the transformation of the CBD – they are a fantastic resource working in partnership with SAPS and the Community Policing Forum. And their management of the CCID public safety officers in the CBD is what makes all the difference. **They have turned these members into passionate ambassadors who are interested in ensuring the safety of the community rather than just merely seeing this as work to get through.**"*

### 1.3 LOUIS RADEMEYER

Managing Director for Iiso Protection Services

*"It has been a remarkable journey from the first day of commencing operations in the CCID when the Central City was fast becoming a ghost town to the vibrant CBD it is today. I've seen far more people being out and about, day and night, and can say the Central City has become a truly cosmopolitan centre that offers something for everyone. **The CCID has also assisted in bringing parties and ideas together to enable symbiosis.**"*



# 2 SOCIAL DEVELOPMENT



## 2.1 PAUL HOOPER

**Director for The Homestead Projects for Street Children**

*"We have seen a dramatic reduction in the number of children living, working and begging on the streets in the Cape Town Central City since the CCID came into existence. **The organisation has also played an important role in the development of a collective community response to caring for the less fortunate.**"*

## 2.2 JOHN PHILMON

**Director for Youth Solutions Africa**

*"With the establishment of the CCID's Social Development department, assistance became freely available to the destitute and vulnerable children, youths and adults living on the streets. Before this department came to life, people had to search for help themselves, but now it's offered to them on the streets by field workers daily."*



## 2.3 PAM JACKSON

**Director for Ons Plek Projects**

*"The CCID's Social Development team has been very helpful in terms of finding and bringing girl children on the street to Ons Plek and **this has meant us being able to take vulnerable girls in and change their lives.**"*

# 3 COMMUNICATIONS



## 3.1 TAMRA CAPSTICK-DALE

**CCID Board Member and Managing Director of Corporate Image**

*"I believe that had we not had enabling legislation and the formation of the CCID, we would not have a CBD to speak of today. The fact that Capetonians are generally very attuned to their CBD and want it to succeed has been significant and we've capitalised on that and it has worked."*

## 3.2 CHRISTO MARITZ

**Owner and Strategic Director for Design Infestation**

*"Having lived in the Central City for the past 25 years, I have witnessed the decline of the crime and grime. The first noticeable change was seeing branded public safety officers, and as the years progressed, cleaner streets became noticeable. Almost without noticing, businesses returned, new ventures started opening, restaurants and cafes started spilling out onto pavements, new buildings were built and old ones refurbished. **The CCID changed my perception of town and I am very proud to live and work in the CBD.**"*



## 3.3 GENE LOHRENTZ

**Founder of Geocentric Information Systems**

*"The CCID has become known for its intricate knowledge of the urban dynamics of the Central City and has shown its dynamic leadership among African cities in the way it collects and disseminates key information to investors and stakeholders. This has been recognised by international organisations such as the International Downtown Association, through the numerous awards given to the CCID. **Similar initiatives in other cities regard Cape Town and the CCID as the benchmark.**"*

# 4 URBAN MANAGEMENT



## 4.1 SHARON FORTUNE

CEO of J&M Cleaning Services

*"The CBD has come a long way since the CCID was implemented. It has gone from being a place of work to one where we work, stay and play. It is an example to the country and the tourists that visit our beautiful city. And the commitment shown by the J&M cleaning staff, day and night, through all seasons, is to be applauded."*



## 4.2 HANNES VAN DER MERWE

CEO of Straatwerk Ophelp Projekte

*"Straatwerk OPHELP Projekte had its inception in the time when the CCID was initiated. It was trial and error as the question was how to deal with vulnerable persons who, at times, can act quite desperate. Out of that rose the collaboration OPHELP currently has with the CCID and other local partners. The most significant achievement is not the obvious one of a cleaner, safer and more pleasant city centre, but the nature of the collaboration achieved where we're giving something meaningful as partners and are benefiting in a really meaningful way."*

## 4.3 KIRBY KING

Functional Operational Manager at the City of Cape Town's Transport and Urban Development Authority (TDA)

*"The drive, initiative and make-it-happen attitude shown by the Urban Management team has contributed greatly to the growth of the partnership between the CCID and the City's departments. And the most significant result has been a clean and well-maintained City."*



**"THE SUCCESS OF THE CCID REMINDS US THAT GOOD PRECINCT OR URBAN MANAGEMENT IS A NECESSARY CONDITION FOR CITY DEVELOPMENT."**

– Andrew Boraine

# 6 PUBLIC AND PRIVATE SECTOR



## 6.1 MICHAEL EVANS

Former partner and head of Mallinicks and today a partner at Webber Wentzel. Also a key role player in drafting the CCID's founding legislation.

*"Two years before the establishment of the CCID, Mallinicks moved from its offices at 2 Long Street to the Waterfront. One of the main reasons was because of the lack of security in the CBD – our clients and staff were fairly frequently mugged. Eight years after the establishment of the CCID, the CBD had been transformed completely. We were desperate to return and did so very soon after the merger with Webber Wentzel. So, if you ask what the significant improvement or shift that I have seen in the CBD, it is the complete transformation as far as security and cleanliness are concerned."*

## 6.2 ANDREW BORAINÉ

CEO of Western Cape Economic Development Partnership and former CEO of the Cape Town Partnership.

*"The success of the CCID reminds us that good precinct or urban management is a necessary condition for city development. At present, the CID model has been rolled out to 41 areas in Cape Town. Now, the challenge is to find ways of introducing alternative precinct management models in poorer areas that don't have a property rates base to establish a CID-type management model. I'd like to see the CCID and the other CIDs actively working together with the City of Cape Town to help find a solution in 2019."*



# 5 BOARD MEMBERS



## 5.1 RICHARD HARRIS

**CCID Board Member and Woodheads Chief Executive**

*"The CCID has tirelessly promoted the CBD. The biggest shift over the years is the multi-cultural look and feel of the city. One experiences all types of accents and cultures all enjoying the energy and vibrancy that a CBD has to offer. In addition, the CCID's constant innovative, sensitive approach and lobbying towards the homeless community has seen public and city officials change their perception towards the homeless."*

## 5.2 NAWAL RAMASAR

**CCID Board Member and MD of Active Blue Valuation Solutions**

*"I have seen the CBD grow and become increasingly popular among younger folk. The key focus of cleanliness and safety have paid dividends both among local residents and visitors and we have put in a great deal of effort to address social issues in the CBD. But a great deal more still has to be done in conjunction with and with the support of key government institutions."*



## 5.3 MARTIN RIPPON

**CCID Board Member, Former Western Cape Regional Manager of Eris Property Group and founding member of the CCID**

*"The detailed and reliable statistics contained in the CCID's annual State of Cape Town Central City Reports clearly illustrate how the public-private partnership which we formed 18 years ago has managed to maintain a clean, safe, caring and open for business environment for office users, residential inhabitants, tourists and visitors. This has culminated in sustained confidence in the CBD resulting in the rates base growing exponential as property owners and developers poured vast sums of money into new builds and refurbishments."*



## 6.3 ALDERMAN JP SMITH

**City of Cape Town Mayoral Committee Member for Safety and Security and Social Services**

*"The CCID has been a key driver of addressing and reversing the crime and grime that characterised the CBD before 2000 and has allowed the CBD to grow beyond these obstacles. The CCID has also acted as an important organisational spindle for driving progress and new ideas. Gains are never carved in stone and constant adaptation is required to keep making progress. The critical voice and partnership presented by the CCID is invaluable in driving reflection and action."*

## 6.4 EDDIE SCOTT

**The City of Cape Town's Manager for CIDs (Area Based Service Delivery)**

*"The CCID makes significant contributions and drives various initiatives that enrich the lives of those who work and play in the Central City. The day and night economy, the public safety and general attractiveness has greatly improved as evidenced by the growth and commitment to development resulting from the partnering between the CCID and the City."*



**"THE CCID HAS BEEN A KEY DRIVER OF ADDRESSING AND REVERSING THE CRIME AND GRIME THAT CHARACTERISED THE CBD BEFORE 2000 AND HAS ALLOWED THE CBD TO GROW BEYOND THESE OBSTACLES."**

– Alderman JP Smith

CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

# ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018 AUDITED:  
(REGISTRATION NUMBER 1999/009132/08)

# DIRECTORS' RESPONSIBILITY STATEMENT 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 2019 and, in the light of this review and the current financial position. They are satisfied that the company has or has access to adequate resources to continue in operational existence for the foreseeable future.

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

The annual financial statements have been examined by the company's external auditors and their report is presented on page 29.

The annual financial statements set out on pages 30 - 43, which have been prepared on the going concern basis, were approved by the board of directors on 27 August 2018 and were signed on its behalf by:



**R Kane**  
Chairman (Authorised Director)



**JM Rippon**  
Authorised Director

## FINANCIALS

**DIRECTORS' REPORT**

FOR THE YEAR ENDED 30 JUNE 2018

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 2018.

**1. BUSINESS ACTIVITIES**

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

There have been no material changes to the nature of the company's business from the prior year.

**2. REVIEW OF FINANCIAL RESULTS AND ACTIVITIES**

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

The company has applied the International Financial Reporting Standard for Small and Medium-sized Entities, for the first time for the 2018 year end. On principle this standard has been applied retrospectively and the 2017 comparatives contained in these annual financial statements do not differ from those published in the annual financial statements published for the year ended 30 June 2017.

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

**3. DIRECTORS**

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

**Directors**

R Kane (Chairperson)  
D Stoll  
CEP Keefer  
RN Harris  
R van Wyk  
T Capstick-Dale

NK Ramasar  
J van Rooyen  
L Robinson  
G Elliot  
JD Leibman  
JM Rippon  
HC Truter

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

**BUSINESS ADDRESS**

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

**POSTAL ADDRESS**

PO Box 7517  
Roggebaai  
South Africa  
8012

**4. EVENTS AFTER THE REPORTING PERIOD**

There have been no facts or circumstances of a material nature that have occurred between the accounting date and the date of this report, which would have a material impact on the statement of financial position 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 material non-compliance with statutory or regulatory requirements or of any pending changes to legislation which may affect the company.

# 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 set out on pages 30 to 41, which comprise the statement of financial position as at 30 June 2018, 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 as at 30 June 2018 and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards for Small and Medium-sized Entities, and the requirements of the Companies Act of South Africa.

## BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the company in accordance with the 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 International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (Parts A and B). 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 Directors' Report as required by the Companies Act of South Africa and the supplementary information set out on pages 42 to 43. 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 Standards 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 financial statements that are free from material misstatement, whether due to fraud or error.

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

## AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

## BDO Cape Incorporated

FB Mohamed  
Partner  
Registered Auditor

6th Floor, BDO House  
123 Hertzog Boulevard  
Foreshore, Cape Town  
8001

*BDO Cape Inc.*

Date: 28 August 2018

## FINANCIALS

## STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2018

	Notes	2018 R	2017 R
<b>Revenue</b>	2	<b>62 981 504</b>	54 817 528
Other income	3	<b>7 644</b>	317 364
Expenditure		<b>(58 563 645)</b>	(52 732 659)
<b>Surplus from operations</b>	4	<b>4 425 503</b>	2 402 233
Finance income	5	<b>1 739 283</b>	1 320 048
<b>Surplus for the year</b>		<b>6 164 786</b>	3 722 281
Other comprehensive income for the year		-	-
<b>Total comprehensive income for the year</b>		<b>6 164 786</b>	<b>3 722 281</b>

## STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2018

	Notes	2018 R	2017 R
<b>ASSETS</b>			
<b>Non-Current Assets</b>			
Plant and equipment	7	1 101 064	1 619 313
<b>Current Assets</b>			
Trade and other receivables	8	439 686	319 814
Cash and cash equivalents	9	28 158 873	20 908 305
		28 598 559	21 228 119
<b>Total Assets</b>		<b>29 699 623</b>	<b>22 847 432</b>
<b>EQUITY AND LIABILITIES</b>			
<b>Equity</b>			
Accumulated surplus	10	27 341 807	21 177 021
<b>LIABILITIES</b>			
<b>Non-Current Liabilities</b>			
Operating lease obligation		-	117 832
<b>Current Liabilities</b>			
Trade and other payables	11	2 357 816	1 552 579
<b>Total Liabilities</b>		<b>2 357 816</b>	<b>1 670 411</b>
<b>Total Equity and Liabilities</b>		<b>29 699 623</b>	<b>22 847 432</b>

## FINANCIALS

## STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2018

	Accumulated surplus R	Total equity R
<b>Balance at 1 July 2016</b>	<b>17 454 740</b>	17 454 740
Surplus for the year	<b>3 722 281</b>	3 722 281
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>3 722 281</b>	<b>3 722 281</b>
<b>Balance at 1 July 2017</b>	<b>21 177 021</b>	21 177 021
Surplus for the year	<b>6 164 786</b>	6 164 786
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>6 164 786</b>	<b>6 164 786</b>
<b>Balance at 30 June 2018</b>	<b>27 341 807</b>	27 341 807

# STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2018

	Notes	2018 R	2017 R
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Cash generated from operations	12	5 549 618	2 743 474
Finance income		1 739 283	1 320 048
<b>Net cash inflow from operating activities</b>		<b>7 288 901</b>	<b>4 063 522</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Acquisition of plant and equipment	7	(38 333)	(436 016)
Proceeds from disposals of plant and equipment	7	-	150 000
<b>Net cash outflow from investing activities</b>		<b>(38 333)</b>	<b>(286 016)</b>
<b>Net increase in cash and cash equivalents</b>		<b>7 250 568</b>	<b>3 777 506</b>
Cash and cash equivalents at the beginning of the year		20 908 305	17 130 799
<b>Cash and cash equivalents at the end of the year</b>	9	<b>28 158 873</b>	<b>20 908 305</b>

## FINANCIALS

## ACCOUNTING POLICIES

FOR THE YEAR ENDED 30 JUNE 2018

**General information**

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

**1. BASIS OF PREPARATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

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

These accounting policies are consistent with the previous period.

**1.1 SIGNIFICANT JUDGEMENTS AND SOURCES OF ESTIMATION UNCERTAINTY****Use of judgements and estimates**

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

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

**1.2 PLANT AND EQUIPMENT**

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

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

**Subsequent costs**

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

**Depreciation**

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

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

Item	Depreciation method	Average useful life
Computer hardware	Straight line	3 years
Computer software	Straight line	2 years
Fittings	Straight line	3 years
Furniture	Straight line	6 years
Leasehold improvements	Straight line	shorter of lease term and useful life
Motor vehicles	Straight line	5 years
Office equipment	Straight line	6 years

Residual values, if significant, are reassessed annually.

# ACCOUNTING POLICIES

FOR THE YEAR ENDED 30 JUNE 2018

## 1.3 FINANCIAL INSTRUMENTS

### Measurement

#### *Non-derivative financial instruments*

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

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

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

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

#### Trade and other receivables

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

#### Cash and cash equivalents

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

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

#### Trade and other payables

Payables are recognised at amortised cost.

## 1.4 IMPAIRMENT

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

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

#### Calculation of recoverable amount

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

#### Reversals of impairments

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

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

## 1.5 REVENUE

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

## 1.6 FINANCE INCOME

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

## 1.7 OTHER INCOME

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

## FINANCIALS

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018 R	2017 R
<b>2. REVENUE</b>		
ATM project	787 082	-
Public space management project	1 050 000	1 000 000
Revenue - services rendered	56 394 621	51 387 948
Retention of revenue refunded	4 316 505	1 631 359
Company Gardens project	433 296	277 341
Long Street association project	-	520 880
	<b>62 981 504</b>	<b>54 817 528</b>

**3. OTHER INCOME**

Profit on sale of plant and equipment	-	150 000
Sundry income	7 644	167 364
	<b>7 644</b>	<b>317 364</b>

**4. SURPLUS FROM OPERATIONS**

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

Depreciation on plant and equipment	556 582	556 014
Salaries	10 881 625	10 033 333
Operating lease payments - equipment and premises	347 860	678 576
Security expense	28 438 185	24 118 271
Social services	4 859 258	3 992 888
Cleaning	7 365 345	6 954 771
Marketing expense	2 283 100	2 737 871

**5. FINANCE INCOME**

Interest income		
Interest received on bank balance	1 739 283	1 320 048

# NOTES TO THE FINANCIAL STATEMENTS...CONT

FOR THE YEAR ENDED 30 JUNE 2018

## 6. TAXATION

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

## 7. PLANT AND EQUIPMENT

	Cost R	Accumulated depreciation R	Carrying value R
<b>2018</b>			
Computer hardware	534 372	(482 693)	51 679
Computer software	48 100	(48 100)	-
Fittings	90 857	(67 429)	23 428
Furniture	335 164	(173 792)	161 372
Leasehold improvements	780 658	(503 937)	276 721
Motor vehicles	1 191 933	(674 017)	517 916
Office equipment	135 916	(65 968)	69 948
	<b>3 117 000</b>	<b>(2 015 936)</b>	<b>1 101 064</b>

## 2017

Computer hardware	534 372	(347 611)	186 761
Computer software	48 100	(47 934)	166
Fittings	54 759	(54 609)	150
Furniture	332 931	(118 087)	214 844
Leasehold improvements	780 658	(347 805)	432 853
Motor vehicles	1 191 933	(499 485)	692 448
Office equipment	135 916	(43 825)	92 091
	<b>3 078 669</b>	<b>(1 459 356)</b>	<b>1 619 313</b>

## FINANCIALS

## NOTES TO THE FINANCIAL STATEMENTS...CONT

FOR THE YEAR ENDED 30 JUNE 2018

## 7. PLANT AND EQUIPMENT (CONTINUED)

	Opening balance	Additions	Depreciation	Closing balance
	R	R	R	R
<b>2018</b>				
Computer hardware	186 761	-	(135 082)	51 679
Computer software	166	-	(166)	-
Fittings	150	36 099	(12 821)	23 428
Furniture	214 844	2 234	(55 706)	161 372
Leasehold improvements	432 853	-	(156 132)	276 721
Motor vehicles	692 448	-	(174 532)	517 916
Office equipment	92 091	-	(22 143)	69 948
	<b>1 619 313</b>	<b>38 333</b>	<b>(556 582)</b>	<b>1 101 064</b>

## 2017

Computer hardware	310 919	35 145	(159 303)	186 761
Computer software	2 166	-	(2 000)	166
Fittings	1 332	-	(1 182)	150
Furniture	263 963	6 050	(55 169)	214 844
Leasehold improvements	588 984	-	(156 131)	432 853
Motor vehicles	495 281	360 000	(162 833)	692 448
Office equipment	76 666	34 821	(19 396)	92 091
	<b>1 739 311</b>	<b>436 016</b>	<b>(556 014)</b>	<b>1 619 313</b>

Assets with book value of R0 was sold for R150 000 during the prior year.

# NOTES TO THE FINANCIAL STATEMENTS...CONT

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	R	R
<b>8. TRADE AND OTHER RECEIVABLES</b>		
Trade receivables	-	12 972 907
Prepayments	<b>102 475</b>	134 917
VAT	<b>202 803</b>	-
Other receivables	<b>134 408</b>	184 897
Less: Allowance for doubtful debts	-	(12 972 907)
	<b>439 686</b>	<b>319 814</b>

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 City Improvement District (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 Management	<b>27 117 803</b>	19 931 073
Operational	<b>1 041 070</b>	977 232
	<b>28 158 873</b>	<b>20 908 305</b>

## 10. ACCUMULATED SURPLUS

The Board has followed a prudent approach in managing the reserves.

The reserves include the following:

Projects to be funded from reserves: law enforcement and traffic officers	<b>R 2 881 283</b>
Refund of revenue received from the City of Cape Town from the 3% retention	<b>R 4 316 505</b>
Three months working capital for contingencies	<b>R 15 000 000</b>

## FINANCIALS

# NOTES TO THE FINANCIAL STATEMENTS...CONT

FOR THE YEAR ENDED 30 JUNE 2018

	2018 R	2017 R
<b>11. TRADE AND OTHER PAYABLES</b>		
Accruals	52 320	153 401
Other payables	756 762	782 202
Project income received in advance	1 548 734	217 659
Tenant inducement allowance	-	246 481
Value Added Tax (VAT) payable	-	152 836
	<b>2 357 816</b>	<b>1 552 579</b>

## 12. CASH GENERATED FROM OPERATIONS

Profit before taxation	6 164 786	3 722 281
Adjustments for:		
Depreciation	556 582	556 014
Profit on sale of plant and equipment	-	(150 000)
Finance income	(1 739 283)	(1 320 048)
Movement in straight-lining lease obligation	(117 832)	3 711
Changes in working capital:		
Trade and other receivables	(119 872)	(220 070)
Trade and other payables	805 237	151 586
	<b>5 549 618</b>	<b>2 743 474</b>

# NOTES TO THE FINANCIAL STATEMENTS...CONT

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	R	R
<b>13. OPERATING LEASE COMMITMENTS</b>		
<b>Operating leases – as lessee (expense)</b>		
Minimum lease payments due		
- within one year	506 574	342 620
- in second to fifth year inclusive	546 979	757 524
	<b>1 053 553</b>	<b>1 100 144</b>

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

The rentals escalation for the premises and equipment is 7.5% and 0% per annum respectively.

## 14. RELATED PARTIES

### Relationships

The services paid by council are the supplementary municipal services the CID is performing on behalf of the City. Council funds these services by way of an additional property rate charged to all property owners within the boundary of the CID.

### Transactions with related parties

#### Material related party transactions

#### Amounts received from the City of Cape Town

Revenue services rendered	56 394 621	51 387 948
Revenue retention refunded	4 316 505	1 631 359

## 15. GOING CONCERN

As at 30 June 2018 and up to the date of signing these financials no events or conditions have occurred that would impact the entity's ability to continue as a going concern.

## 16. EVENTS AFTER THE REPORTING PERIOD

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

## 17. FIRST TIME ADOPTION OF THE INTERNATIONAL FINANCIAL REPORTING STANDARDS FOR SMALL AND MEDIUM-SIZED ENTITIES

The company has applied the International Financial Reporting Standard for Small and Medium-sized Entities, for the first time for the 2018 year end. On principle this standard has been applied retrospectively and the 2017 comparatives contained in these annual financial statements do not differ from those published in the annual financial statements published for the year ended 30 June 2017.

## FINANCIALS

## DETAILED INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2018

	Notes	2018 R	2017 R
<b>Revenue</b>			
Revenue - services rendered		56 394 621	51 387 948
Retention of revenue refunded		4 316 505	1 631 359
ATM Project		787 082	-
Long Street Association Project		-	520 880
Public Space Management Project		1 050 000	1 000 000
Company Gardens Project		433 296	277 341
	2	<b>62 981 504</b>	<b>54 817 528</b>
<b>Other income</b>			
Finance income	5	<b>1 739 283</b>	1 320 048
Profit on sale of plant and equipment		-	150 000
Sundry income		<b>7 644</b>	167 364
		<b>1 746 927</b>	<b>1 637 412</b>
<b>Expenditure</b> (refer to page 43)		<b>(58 563 645)</b>	(52 732 659)
<b>Surplus for the year</b>		<b>6 164 786</b>	3 722 281

# DETAILED INCOME STATEMENT...CONT

FOR THE YEAR ENDED 30 JUNE 2018

Expenditure	2018 R	2017 R
Auditor's remuneration	(94 312)	(87 273)
Bank charges	(36 926)	(33 871)
Cellphone costs	(181 358)	(171 488)
Cleaning	(7 365 345)	(6 954 771)
Communications	(2 283 100)	(2 737 871)
Computer expenses	(379 357)	(357 083)
Courier	(1 493)	(2 541)
Depreciation	(556 582)	(556 014)
Entertainment	(72 758)	(56 329)
Insurance	(129 481)	(119 567)
Lease rentals on operating lease	(347 860)	(678 576)
Legal fees	(68 549)	(173 927)
Licence fees	(4 509)	-
Office expenses	(23 522)	(38 325)
Printing and stationery	(128 823)	(118 627)
Professional fees	(61 995)	-
Project expenditure: ATM Project	(769 354)	-
Project expenditure: Company Gardens Project	(416 685)	(277 341)
Project expenditure: Long Street Association Project	-	(520 972)
Project expenditure: Public Space Management Project	(1 022 731)	(1 159 055)
Repairs and maintenance	(602)	-
Salaries	(10 881 625)	(10 033 333)
Security expenses	(28 438 185)	(24 118 271)
Social services	(4 859 258)	(3 992 888)
Staff costs	(154 338)	(205 774)
Subscriptions	(42 753)	(55 075)
Telephone and fax	(9 606)	(2 147)
Travel	(232 538)	(281 540)
	<b>(58 563 645)</b>	<b>(52 732 659)</b>

# CCID STAFF AND BOARD MEMBERS

BOARD MEMBERS



**Rob Kane**  
Chairperson, Boxwood Property Fund



**Tamra Capstick-Dale**  
Corporate Image



**Grant Elliot**  
Redefine Properties



**Richard Harris**  
Woodheads



**Charles Keefer**  
Property Exponents



**Julian Leibman**  
Investec



**Nawal Ramasar**  
Active Blue Valuations



**Martin Rippon**  
Private



**Laura Robinson**  
Cape Town Heritage Trust



**David Stoll**  
Growthpoint Properties



**Henry Truter**  
Rennie Property



**Riaan van Wyk**  
Woolworths



**John van Rooyen**  
Tsogo Sun

CCID STAFF

OFFICE OF THE CEO ↓



**Tasso Evangelinos**  
Chief executive officer



**Christa Maans**  
PA to the CEO



**Stephen Willenburg**  
Business manager



**Mary-Ellen Joseph**  
Finance & HR assistant



**Ernestine Smith**  
Front of house & database administrator

SAFETY & SECURITY ↓



**Muneeb Hendricks**  
Manager



**Alec Van De Rheede**  
Assistant manager



**Martinus Jenkins**  
Night manager



**Gary Dyszel**  
Night manager

URBAN MANAGEMENT ↓



**Richard Beesley**  
Manager



**Kally Benito**  
Assistant manager



**Mmiselo Ntsime**  
Precinct manager



**Carlisle Marankey**  
Precinct manager

SOCIAL DEVELOPMENT ↓



**Pat Eddy**  
Manager



**Headman Siralalala**  
Fieldworker



**Mark Williams**  
Fieldworker



**Tatenda Mucharunga**  
Social worker



**Shanien Stemmet**  
Fieldworker

COMMUNICATIONS ↓



**Carola Koblitz**  
Manager



**Aziza Patandin**  
Project coordinator



**Scott Arendse**  
Online coordinator



**Simangele Mzizi**  
Staff writer

# WITH OUR THANKS

The Central City has gotten to where it is today because of collaborations and extensive knowledge sharing between various partners. As we move towards a 24-hour CBD – a journey that’s exciting but that also presents its own unique challenges – working together will continue to be key. Thank you to the following partners and collaborators for the unwavering support.

We have many thanks to make, and begin by thanking the Western Cape Government’s Community Safety MEC, Dan Plato and the City of Cape Town Mayoral Committee (Mayco) Member for Safety & Security and Social Services, Alderman JP Smith. I’d also like to thank MayCo councillors Suzette Little (Area North) and Stuart Diamond, (Assets and Facilities Management), as well as councillors Dave Bryant (Ward 115) and Matthew Kempthorne (Chairperson of the Good Hope Sub council). I also extend my gratitude to Alfonso Sauls, the City’s director for Social Development and Early Childhood Development, Fred Watkins from the Western Cape Government’s Department of Community Safety and Rashid Toefy, deputy director general of Western Cape Government’s Department of Economic Opportunities. Also with the City of Cape Town, thanks go to Zolile Siswana (Manager Economic Development Area North) and Thembinkosi Siganda (Director of Economic Development). Another big thank you to Eddie Scott, Joepie Joubert and the rest of the team at the City of Cape Town’s Inter-Service Liaison department for your support.

Also key to promoting and managing a vibrant Cape Town Central City is our board of directors, many of whom have been with us from day one in various capacities. Thank you Rob Kane, Tamra Capstick-Dale, Grant Elliott, Richard Harris, Charles Keefer, Julian Leibman, Nawal Ramasar, Laura Robinson, Martin Rippon, David Stoll, Henry Truter, John van Rooyen and Riaan van Wyk. I am grateful to you for your ongoing support and guidance.

I would also like to formally welcome our new auditors, BDO, and to extend my gratitude for

your hard work and dedication as the CCID once again attained an 18th clean audit.

One of our partners remarked that the CCID is at the coalface, interacting, strategising and coordinating in the CBD, across public and private sectors, bringing out the best of Cape Town, and that the Central City has blossomed into a world-class destination, with the CCID nurturing the various facets from social development and urban management to safety and communications. I agree with the sentiment and would like to thank my management team and all their committed staff in the departments they run for always going beyond the call of duty for our stakeholders. On behalf of Mo Hendricks (Safety & Security), Richard Beesley (Urban Management), Pat Eddy (Social Development), Carola Koblitz (Communications) and Ederies Majiet and Jon Tully (Finance & HR), I would like to thank the following partners and service providers, and the incredible teams with whom they work.

## SAFETY & SECURITY

South African Police Service, City of Cape Town (Law Enforcement, Metro Police, Traffic and Social Development and Early Childhood Development), Western Cape Government (Departments of Community Safety and Economic Opportunities), Iliso Protection Services and Cape Town Central Community Police Forum.

## URBAN MANAGEMENT

City of Cape Town (City Parks, Electricity Services, Environmental Health, Facilities Management,

Outdoor Advertising, Public Lighting, Roads & Stormwater, Solid Waste Cleansing, Traffic Signals and Water & Sanitation), J&M Cleaning and Straatwerk.

## SOCIAL DEVELOPMENT

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

## COMMUNICATIONS

Alex Jongens, Design Infestation, New Media Publishing, Geocentric Information Systems, Paarl Coldset, Sandra Gordon, Sean Robertson, Universal Mail Link, K&A Marketing and Jarovi Trading.

## IN CONCLUSION

To the ratepayers and those who work, live and play in the Central City, thank you for making our downtown unique and vibrant.

**TASSO EVANGELINOS**  
CEO

## CREDITS

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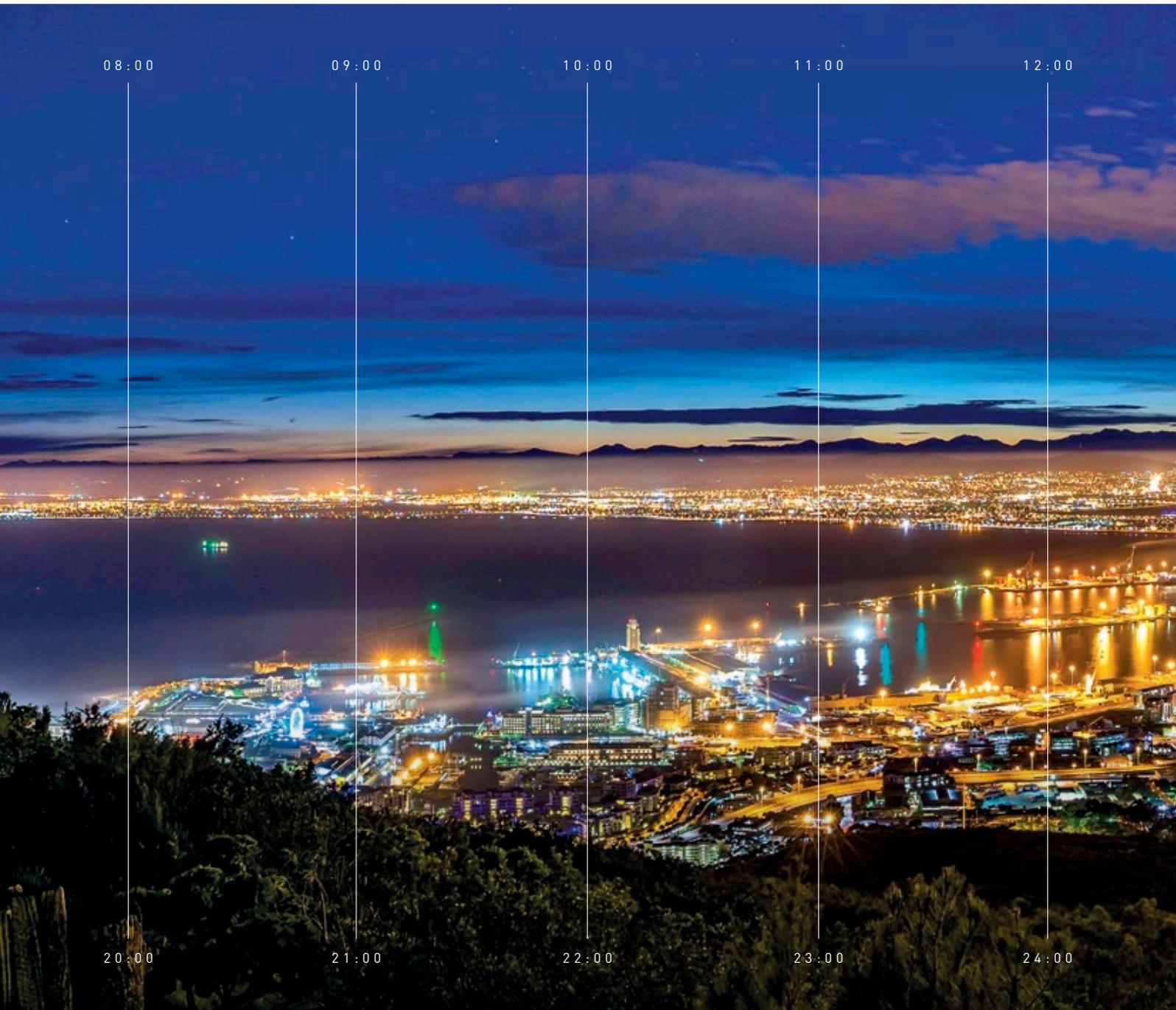
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**Additional sources:** *The State of Cape Town Central City Report – 2017: A year in review, A guide to managing your night time economy* by Sound Diplomacy & Andreina Seijas, Responsible Hospitality Institute (RHI)



**“Cities are ecosystems that are constantly changing, constantly evolving. As the world becomes more urban and our streets become more populated, the night gains more relevance as a space to rethink the way we live. It’s time to design strategies that promote safer, sustainable and more inclusive interactions after dark.”**

- Sound Diplomacy & Andreina Seijas



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