

CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

ANNUAL REPORT'25



25
YEARS

SAFE | CLEAN | CARING | OPEN FOR BUSINESS



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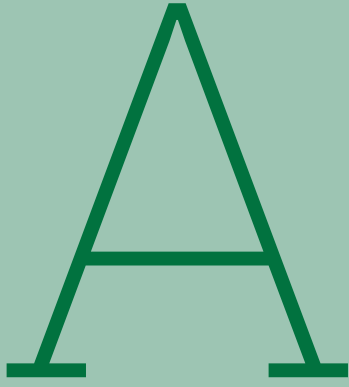
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GENERAL INFORMATION



NPC'S GENERAL INFORMATION

Registered name

Cape Town Central City Improvement District NPC

Registration no

1999/009132/08

VAT no

4010190603

Physical address

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

Postal address

PO Box 7517, Roggebaai, 8012

Telephone number

021 286 0830

Email address

christa@capetownccid.org (CCID Office)

Website address

www.capetownccid.org

External auditors

BDO South Africa Incorporated.
Eight uninterrupted financial years
as the CCID's auditors

Company Secretary

Sabrina Lee Hallett-Hardenberg
(RSFCOSEC Corporate Secretarial Services)

CCID CEO

Tasso Evangelinos
021 286 0830 | tasso@capetownccid.org

Business Manager

Stephen Willenburg
021 286 0832 | stephen@capetownccid.org

LIST OF ACRONYMS & ABBREVIATIONS

ACVV Afrikaanse Christelike Vrouevereniging (Afrikaans Christian Women's Association)

CCID Cape Town Central City Improvement District

CID City Improvement District

CEO Chief Executive Officer

CFO Chief Financial Officer

CoCT City of Cape Town

Comms CCID Communications department

DSD Western Cape Government Department of Social Development

KPIs Key Performance Indicators

LEOs Law Enforcement Officers

PSOs CCID Public Safety Officers

Safety & Security CCID Safety & Security department

Social CCID Social Development department

SAPS SA Police Service

SANPUD SA National Network of People who use Drugs

UCT University of Cape Town

Urban CCID Urban Management department



CHAIRPERSON'S REVIEW



ROB KANE

At the heart of the Cape Town Central City Improvement District lie two very simple beliefs: to get the basics right and to do them well, year in, year out. This consistency over a quarter century has ensured that we have a CBD we can be proud of.

Twenty-five years ago, the Cape Town Central Business District (CBD) was in dire straits. Businesses were fleeing the CBD to decentralised business nodes and regional shopping centres; office vacancies of all grades were increasing at an alarming rate; public spaces were badly managed; buildings were losing their value; and increasing crime and grime was the order of the day.

No one wanted to live, work, visit or do business here. The situation was untenable. The centre could not hold.

To stop the urban decay, a group of concerned business and property owners came together in 1999, through the Cape Town Partnership, to address the pressing problem. They concluded that the solution was to set up a City Improvement District (CID) to halt the degeneration of the CBD. The Cape Town Central City Improvement District (CCID) was formally established in November 2000.

Today, investor confidence in the Cape Town inner city is buoyant, with the total nominal value of all property in the CBD set at R42.5 billion, according to the City of Cape Town's 2022 property evaluation. In 2024/2025, the value of new property investment was over R9.03 billion thanks to bold property developers and confident investors. Most of these new developments are residential or mixed-use builds with a residential component, revealing a great demand for inner-city accommodation.

Today, the CBD is a lively, vibrant city centre, filled with life. It is home to one of the world's coolest streets in Bree St, and to innovative entrepreneurs and cosmopolitan urbanites who appreciate edgy urban living. It is a CBD that stood firm during an economic recession, the 2017-2018 water crisis, sluggish economic growth, political uncertainty and a global pandemic.

During these times of crisis, CBD business owners pioneered new ways of doing things, building resilience during the pandemic and into the future. While many global CBDs are still recovering from the aftershocks five years later, Cape Town's inner city has pivoted, with business and property owners grabbing new opportunities and spurring transformation.

At the CCID, we are very proud to have played an integral part in the CBD's transformation and its continued success. Through vision, determination and sheer hard work, sound urban management practices were put in place to create a safer and cleaner inner city. Only then did the focus shift to other needs, including social upliftment and sustainable development. This was followed by promoting the CBD as a business-friendly environment and an excellent place to do business.

Creating a safe environment has always been paramount, and the CCID's Safety & Security department has made great strides in the past quarter century to reduce crime, and to effectively and strategically collaborate with our partners at SAPS and the City of Cape Town's Law Enforcement agencies.

It has not been an easy road to travel. But the CCID has been steadfast about those fundamental basics. Adhering to a philosophy not unlike New York City's "Broken Windows" theory in the 1990s – the policing strategy based on the theory that if minor acts of disorder such as broken windows, graffiti and public drinking and disorder are addressed, it can deter more serious crimes – the organisation has doggedly gone about its business humbly and steadfastly. No stone is left unturned, no pothole is left unfilled, no homeless person is ignored, and no criminal act goes unnoticed.

As a member of the CCID Board since 2007 and Board chairperson since 2010 (the year the city hosted the successful FIFA World Cup), this is also an auspicious year for me. It has been a real privilege to walk this road with the CCID. I took over from the late Theodore Yach, who was a founding member of the Cape Town Partnership and an inspiring and loyal Capetonian. It would be amiss of me not to pay tribute to his contribution to steering this ship through choppy waters.

Twenty-five years of regeneration in the Cape Town CBD is in large part due to the commitment, knowledge and dedication of the board members, past and present, who dared to live the CCID dream of a CBD free of crime and grime. I'd like to thank them all for their tenacity in believing that change was possible. I'd like to thank my other predecessors Alan le Roux and Mike Flax, and former Chief Operating Officer, Derek Bock, for their contribution.

To Tasso Evangelinos, the current CEO who has been at the CCID since its inception, and has served ably as CEO since 2016, thank you for your admirable dedication. Your leadership, passion, expertise and drive have ensured the CCID has not faltered in its quest to maintain the CBD's reputation as the safest, cleanest, most welcoming CBD in South Africa. Under your leadership, the CCID staff have also worked hard and with pride to ensure their CID, and their CBD – the oldest City Improvement District in the country – remains the best of the best. They have succeeded in no small measure.

While we are 25 years young, there is still a lot to do to ensure the CBD is inclusive, that we are a people-centric inner city where everyone is welcome and where relationships are built through action and collaboration. But with the CCID creating a climate of stability and growth, I believe all things are possible.

TASSO EVANGELINOS



This fiscal year we celebrated the CCID's constant and steadfast presence in the ever-growing Cape Town CBD, where we once again delivered a commendable level of service, of which I am very proud. Our work this year crowned 25 years of working in "town" to create a world-class inner city that is safe, clean, welcoming and business friendly. As a result, this 1.6 km² footprint has become a magnet for property developers, investors, business owners, entrepreneurs, residents, visitors and workers. It is a bustling, vibrant node that has much to offer. To say it's been a ride is an understatement.

The CCID's 25th anniversary is an extraordinary milestone that bears testimony to the vision of the small but determined group of property owners who decided in 1999 that "enough was enough". Unwilling to continue witnessing the rapid decline of the CBD, which was beset by antisocial behaviour, litter, graffiti, and opportunistic crime, they devised a plan together with the City of Cape Town (CoCT) to turn things around.

This plan, implemented in 2000, heralded the start of the City Improvement District (CID) model in Cape Town whereby property owners fund services (complementing those already supplied by local authorities) through an additional levy in a defined geographical footprint known as a Special Rating Area (SRA).

Initially, the CCID operated under the auspices of The Cape Town Partnership – an independent non-profit private-public organisation set up in 1999 to develop and promote the CBD. In so doing, the CCID became the custodian of a 1.6 km² SRA in Cape Town's traditional CBD.

Interventions were put in place immediately with the aim of ensuring the CBD was safe and clean. The establishment of the CCID's Safety & Security and Urban Management departments made a huge difference from Day One.

Working in a very challenging environment 24/7 in collaboration with key partners, both departments set new standards for accountability in Cape Town. In 2008, a Social Development department was established to assist homeless individuals. A Communications department was created in 2015 to promote the CCID and its stakeholders, and to promote economic activity in the CBD. These two departments added huge value to the CCID offering.

Fast forward 25 years and the CBD is a thriving business node, where people want to live, work, invest and visit. It is South

Africa's most successful inner city, largely due to the work of the CCID, its primary partners and many other stakeholders.

While all departments still focus on getting the basics right, they continue to move agilely with the times, meeting challenges strategically every year – including during a global pandemic – by using state-of-the-art technology, new approaches, and by implementing ground-breaking projects. Research has also become integral to the CCID offering, with the Communications department using key information to promote the city centre and to communicate property and business trends to encourage investment.

Over the years, the CCID has formed and retained key partnerships to meet the expectations of stakeholders, from the CoCT (including the Office of the Mayor and its executive and ward councillors), to SAPS, specialist service providers and NGOs.

In the year under review, the City signed off on the CCID's fifth five-year Business Plan. This is the greatest vote of confidence of our work and the impact we could achieve.

The four departments once again delivered stellar work.

'Fast forward 25 years and the CBD is a thriving business node, where people want to live, work, invest and visit. It is South Africa's most successful inner city, largely because of the work of the CCID'

SAFETY & SECURITY

To support the huge influx of visitors to the CBD, CCID Safety & Security strategically deployed 327 PSOs in shifts 24/7. The department stepped up its crime-prevention measures and worked diligently with its partners to maintain a safe CBD. In the period under review, 53 044 safety interventions were conducted, and 920 arrests were secured for various crimes in the CBD. There was a strong visible policing presence with 6 538 daytime and night-time joint crime-prevention operations with SAPS and City Law Enforcement agencies. Safety & Security also conducted

CEO'S OVERVIEW





LEFT AND RIGHT: Urban Management “hotspot” teams at work; a participant in Social Development’s Roeland St Urban Garden project in collaboration with NGO partner Streetscapes.

educational awareness drives in the CBD to alert members of the public to petty crimes.

URBAN MANAGEMENT

CCID Urban Management focused on cleaning the CBD, removing 1 245 tonnes of litter and illegal waste. Intent on tackling cigarette-butt litter, they removed 2 851 kg of ciggie butts from the CCID’s cigarette-butt bins. Maintaining the infrastructure of the CBD was also a key priority: the teams repainted loading zones, kerbstones, parking bays and fire-hydrant markings. They repaired broken paving, potholes, bollards, channels and storm-water drains. They also replaced drain covers, and damaged kerbstones. Key projects included the Public Toilet Project in conjunction with the CoCT and NGO Khulisa Streetscapes, and a recycling initiative whereby 25 tonnes of recyclables were collected from green bins and participating CBD businesses. Beautification projects included the hanging of seasonal baskets in St Georges Mall, wrapping 580 trees, painting 82 bollards and painting 18 wooden wine barrels.

SOCIAL DEVELOPMENT

Our Social Development department, with its partner NGOs, once again worked diligently to assist and engage with the CBD’s homeless community. The CCID’s auxil-

iary social and field workers were responsible for 1 244 interventions with people experiencing homelessness in town. The department’s key project, the Peer Field Worker Project, once again continued to strengthen the department’s outreach efforts, with a new night shift providing social support after hours. In total, these workers interacted with homeless individuals 1 682 times, which included 1 071 initial engagements. The department’s Winter Readiness Campaign ensured that additional bed space was provided at shelters Youth Solutions Africa and The Haven Moira Henderson House. Great work was also done in collecting used needles in town through a Needle Team Project with Streetscapes as well as an incentivised needle-collection project whereby a meal is provided to people who hand in used sharps.

COMMUNICATIONS

Communications came up with creative solutions to communicate effectively with stakeholders about the work of the CCID and the allure of the Cape Town CBD. It upheld the CCID’s organisational reputation, highlighted the successes of our operational departments, promoted stakeholders, and worked hard to drive investment into the area through high-calibre print and digital publications and other collateral. Working with Magna Carta PR, the department achieved a total media exposure for the



LEFT AND RIGHT: Distributing cigarette-butt pouches in town; the Safety & Security department's mobile kiosk on North Wharf square on the Foreshore.

CCID and the CBD to the value of R7 705 549, generating 238 clips in broadcast, print and online media. Communications also produced an 84-page bumper issue of its highly regarded investment report, *State of Cape Town Central City Report 2024 – A Year in Review*, the 6th edition of the *Cape Town CBD Eateries Map*, and an updated Bree St map. The department's excellent publications, the *State of Cape Town Central City Report 2023 – A Year in Review*, and *City Views* were once again acknowledged with awards at the SA Publication Forum's 2024 Corporate Publication Competition.

IN CLOSING

The organisation remained in good financial standing, achieving its 25th consecutive unqualified audit.

This is testament to a vigilant Finance department, a reliable Board, and supportive CCID staff.

While the number of fulltime staff is small, indirectly through its service providers, the CCID provides employment to over 650 people and employment opportunities through its NGO

partners to vulnerable members of society. This is no small feat, and of this we remain very proud.

While Cape Town and the CBD has grappled with challenges over the past year, including pressing socio-economic and environmental issues, I am confident the city centre is well placed to meet these and other challenges with innovative and sensitive solutions. To quote Executive Mayor Geordin Hill-Lewis in this year's *State of Cape Town Central City Report 2024 – A Year in Review*: "Cape Town is unique among South African cities. Ours is the only CBD that has resisted the urban decay and business flight that has afflicted all other metros ... in the Cape Town CBD, the high occupancy rates along with the calibre and diversity of tenants speak of reassurance and confidence in the area."

With our collaborative approach, we will continue to fight the good fight together with our partners at the CoCT, SAPS, the Western Cape Government, partner NGOs and service providers.

TASSO EVANGELINOS
CEO: CCID

'While the number of fulltime staff is small, indirectly through its service providers, the CCID provides employment to over 650 people and employment opportunities through its NGO partners to vulnerable members of society. This is no small feat, and of this we remain very proud'

25 YEARS STRONG



Our partners, stakeholders, service providers and board members reflect on the impact of the CCID's quarter century in the Cape Town CBD.

COCT / PROVINCE

ALAN WINDE

PREMIER OF THE WESTERN CAPE

It is no accident that the Cape Town CBD enjoys and benefits from strong and stable business confidence, drawing impressive job-creating investment. It is not an anomaly that the city centre, the heart of the Mother City, continues to attract tens of thousands of visitors each year. And it is not by some miracle that crime in the CBD has declined steadily.

All of this is made possible through hard work, dedication and, most importantly, partnerships. As the Western Cape Government, we cannot build a strong economy that creates jobs by ourselves. We cannot fight crime in isolation. We rely on strong partnerships to continue attracting investment. Collaboration is critical. For years, the CCID has been a valued partner of the provincial government, sharing the same priorities as we do: to boost growth and opportunity, and to create as many jobs as we can. For 25 years, the CCID has stood as a beacon of hope, putting not just this remarkable city of ours on a different path from other metros, but also the Western Cape.



ALAN WINDE

'From the street cleaners to Public Safety Officers, I thank you for your tireless commitment to making the CBD and Cape Town the best city in the world. Here's to another 25 years!'

— Alan Winde

To the remarkable people who have taken the CCID from strength to strength over the years, from the street cleaners to Public Safety Officers, I thank you for your tireless commitment to making the CBD and Cape Town the best city in the world. Here's to another 25 years!



GEORDIN HILL-LEWIS

GEORDIN HILL-LEWIS

EXECUTIVE MAYOR OF CAPE TOWN

Twenty-five years of the Cape Town CCID certainly is a milestone worth celebrating. I am so grateful for the enormous contribution the CCID has made to the economic health and vibrancy of our central city since its founding in 2000. I could not be prouder of this partnership.

Cape Town is quite unique among the metros of South Africa for having a CBD that has resisted the decline and decay seen in every other major central city in the country. And this did not happen by accident. It took a sustained effort to combat the constant creep of crime and grime, and to preserve this critical 1.6 km² of our city for businesses, residents and visitors alike.

What the CCID has achieved over the past two-and-a-half decades is testament to the work ethic and the sound values of the organisation. It truly is a pleasure to work with a partner so closely aligned with the City's own vision. I wish the CCID a very happy 25th anniversary, and I look forward to the next 25 years of Cape Town Central City excellence.

EDDIE ANDREWS

DEPUTY MAYOR OF CAPE TOWN

It gives me great pleasure to extend heartfelt congratulations to the Cape Town CCID on its 25-year celebration. For a quarter of a century, the CCID has stood as a model of excellence in urban management; a tangible expression of what can be achieved when business, government and communities work together towards a shared vision of a

vibrant, inclusive and well-managed city centre.

Your consistent commitment to maintaining safety, cleanliness and social development in the Central City has not only enhanced the daily experience of residents, workers and visitors, but has also contributed significantly to Cape Town's economic resilience and global reputation as one of the most liveable cities in the world.

Through your collaborative work in public safety, urban maintenance, social outreach and stakeholder engagement, you have demonstrated the true spirit of partnership that lies at the heart of effective city governance. The CCID's proactive approach has complemented the City's own efforts in creating spaces that are safe, welcoming and conducive to investment and opportunity.

As we reflect on these 25 years of impact, I wish to acknowledge the leadership, dedication and vision of all who have been part of this remarkable journey, from the founding partners to the many men and women who have

served – and still serve – daily on the streets of our city centre.

On behalf of the City of Cape Town, I thank you for your unwavering contribution to building a City of Hope: one that continues to thrive through collaboration, care and collective action.

May the next 25 years be marked by even greater innovation, inclusivity and shared success. Congratulations once again on this milestone achievement.

'Cape Town is quite unique among the metros of South Africa for having a CBD that has resisted the decline and decay seen in every other major central city in the country. And this did not happen by accident'

— Geordin Hill-Lewis



EDDIE ANDREWS



ANDREW BORAINÉ

ANDREW BORAINÉ

ADJUNCT PROFESSOR: AFRICAN CENTRE FOR CITIES,
UNIVERSITY OF CAPE TOWN | FORMER CEO: CAPE
TOWN PARTNERSHIP (2003-2013)

City placemaking is about creating spaces that are functional, beautiful and meaningful to those who live, work, visit and play there. In the late 1990s, Cape Town's Central City had fallen into serious decline. In response, a group of visionary leaders from the public, private and professional sectors came together to turn things around. Their collaboration led to the formation of the Cape Town Central City Partnership (CTP) in July 1999.

The idea was simple but powerful: get the basics right – safety, cleansing, and urban management; keep citizens informed that things were improving; and, by restoring confidence, encourage private investment to follow. Out of this pragmatic and collaborative approach, the CCID

was established in November 2000 as the urban management arm of the CTP. The rest, as they say, is history.

I would like to pay tribute to all those who were there at the beginning – including Saleem Mowzer, the late Theo Yach, the late Shaun Johnson, Michael Farr, Denis Skeate, Alan le Roux, Derek Stuart-Findlay, Paul Williamson, Hanief Tiseker and

'The idea was simple but powerful: get the basics right – safety, cleansing and urban management; keep citizens informed that things were improving; and, by restoring confidence, encourage private investment to follow'

– Andrew Boraine

Tamra Velej (Capstick-Dale) – and to the remarkable team who walked the streets day after day to make the vision real, including Terri Carter, Tasso Evangelinos, Derek Bock, Mo Hendricks, Abdul Kerbelker, Abe Abrahams, Clive Justus and Rhonda Snyders.

Special recognition also goes to the late Zayd Minty, who designed and led the hugely impactful Creative Cape Town programme, and to Pat Eddy, who crafted the CCID's pioneering social-development programme. These pioneers – and the many dedicated people who have since followed – showed what can be achieved through partnership, persistence and sheer bloody hard work in turning complex urban challenges around. A simple model, drawn on the back of an envelope by Mike Marsden of the CoCT after a visit to the Coventry Central City Partnership in the UK in 1998, provided the initial impetus for the work of the CTP and CCID.

SERVICE PROVIDERS / PARTNERS

BRIGADIER GERDA VAN NIEKERK

STATION COMMANDER: CAPE TOWN CENTRAL POLICE
STATION

On behalf of SAPS Cape Town Central, we congratulate you on 25 years of dedicated partnership and exceptional professionalism. Your unwavering commitment to safety, reliability and collaboration has greatly contributed to our shared mission of protecting our community. We value this enduring relationship and look forward to continued success together. Over the past year your team's consistent support and proactive approach have made a meaningful difference in our joint operations. Your presence has strengthened our ability to serve the public with excellence, and I commend the high standards you uphold in every aspect of your work.

HANNES VAN DER MERWE

MANAGER: OPHELP PROJEKTE, STRAATWERK

We congratulate the CCID on its 25th year of existence and celebrate it with appreciation. If it were not for the CCID team's great achievements, we, as a humble partner, would not have been able to achieve our own growth and development. The CCID has always been our biggest (and a most loyal) partner. We remain ever willing to serve.

CHRIS WICKHAM

MANAGING DIRECTOR: J&M CLEANING SERVICES

On behalf of J&M management and staff, we warmly congratulate the CCID on 25 remarkable years of partnership with Cape Town Central City citizens.



TAMRA CAPSTICK-DALE

This milestone reflects our shared dedication to excellence and cleanliness, and to enhancing Cape Town's vibrancy. We have proudly worked alongside the CCID teams and our staff, contributing to safer, cleaner urban spaces for residents, businesses and visitors. Cape Town is ranked amongst global leaders as the cleanest city in the world and for delivering world-class standards, let alone being the cleanest city in South Africa.

Equally important, we have collaborated in uplifting cleaners' lives through employment and other opportunities, skills development and fair treatment, empowering those who keep our city shining.

We celebrate your 25 years of trust, collaboration, dedication and ever improving our commitment to service assurance.

PRESENT / FORMER CCID BOARD MEMBERS

TAMRA CAPSTICK-DALE

CCID BOARD MEMBER SINCE 2011 & CEO: CORPORATE IMAGE

It's difficult to imagine that 25 years have gone by since we gathered at the offices of the Cape Town Partnership, celebrating the final vote needed to institute the country's first legally binding city-improvement district. So much work had been put into researching the best method for Cape Town, with the team finally settling on a combination of Times Square and Coventry.

It is no exaggeration to say that the Central City would almost inevitably have experienced the same fate as its South African counterparts had the CCID not been formed when it was. It made an immediate and demonstrable difference to Cape Town and all who work, live and play in this magnificent and historic piece of South African real estate.

This continues today. Congratulations to a committed, loyal, patriotic and supremely efficient team who work so hard to make Cape Town a truly world-class city.

JOHN VAN ROOYEN

FORMER CCID BOARD MEMBER; FORMER DIRECTOR OF OPERATIONS (WESTERN & EASTERN CAPE, TSOGO SUN, RETIRED AFTER 38 YEARS)

To Rob, Tasso, board members and the entire CCID team: huge congratulations on your 25th year. The Cape Town CBD would never have been the same without the CCID. This achievement highlights the professionalism, teamwork and creative drive that makes the CCID exceptional. I say this for many reasons.

I served on the CCID board for seven years and experienced first-hand how Rob, as chairperson, led the board and how Tasso, as CEO, executed all the required duties bestowed on him.

The CCID has transformed the city centre into a thriving, safe area, offering numerous benefits to residents, businesses and visitors. The current value of property investment of over R9 billion is testament to the significant achievements they have made. Congratulations once again.



JOHN VAN ROOYEN



HENRY TRUTER

HENRY TRUTER

FORMER CCID BOARD MEMBER; DIRECTOR: RENNIE KNIGHT FRANK

It was great to be part of the CCID journey from the early days when the focus was (as it is today) to save the CBD from further decay and for the streets to become safe and clean. It was a mammoth task, taken on by a few forward-thinking property owners and business leaders who realised that if something was not done, the CBD would decline, and major investments would simply erode. The result of the hard work of a board of directors, the City and especially the dedicated Management Team under the leadership of Tasso Evangelinos, led to the success that was envisaged – a successful, world-class central city. Well done to all, and I wish you continued success.

STAKEHOLDERS

JONATHAN ISAACS

OWNER: NAMAQUA TRADING

When the CCID was formed, I was disappointed that property owners had to pay more for additional services that were included in rates and taxes. With the benefit of hindsight, it's clear, and thanks to great leadership, communication and teamwork, that the CCID has provided excellent service and visibility over 25 years.

STEPHEN FOX

CEO: C.D. FOX

The Cape Town CCID is, in my humble opinion, one of the most important and significant contributors to the success and continued improvement to the status of Cape Town as a top international destination.

Over the past 25 years – which is, in itself, an amazing milestone – the men and women of the CCID – working largely behind the scenes – have made the Cape Town CBD the envy of every major city in South Africa.

You have my grateful thanks and deep admiration for the tireless and sometimes thankless work that you do every day and, whilst there is still much to achieve, our city is a beacon to the rest of the country.

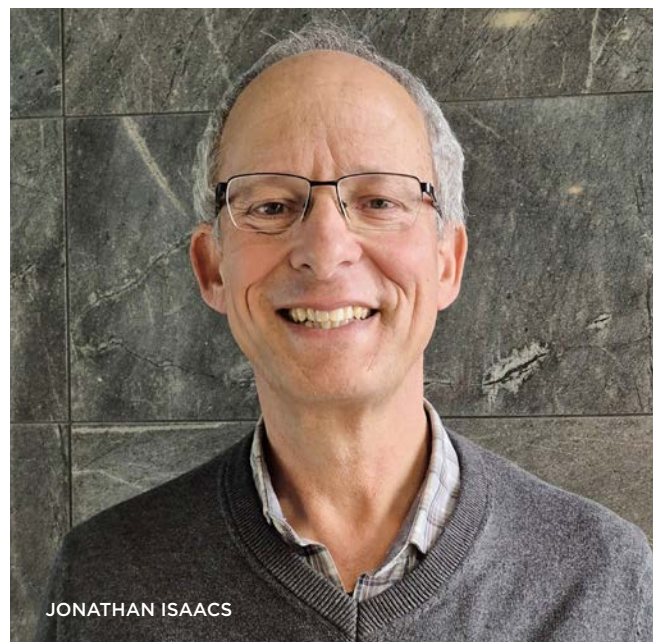
Congratulations on this anniversary. As a business and property owner in your footprint, I am proud to be a part of the continued effort of preserving “The Fairest Cape In All The World”.

CCID MANAGEMENT TEAM

TARA GERARDY-BISSOLATI

MANAGER: SOCIAL DEVELOPMENT

Since 2008, the Social Development department has transformed the way the Cape Town inner city cares for its most vulnerable. What began under former manager Pat Eddy as basic emergency relief has grown into a programme of empowerment and inclusion, supported by initiatives like the “Show You Care” winter drive and strong NGO partnerships. In recent years, a harm-reduction approach and peer-led outreach have led to the department building on its reputation, thereby garnering trust, restoring dignity, and helping to reduce homelessness. In so doing, we have helped to shape a CBD that is more inclusive for all.



JONATHAN ISAACS



ABOVE: The CCID Management team, from left: Tasso Evangelinos (CEO), Stephen Willenburg (Finance), Sharon Sorour-Morris (Communications), Jurie Bruwer (Safety & Security), Tara Gerardy-Bissolati (Social Development), and Kally Benito (Urban Management).

'Since inception, requirements have necessitated change within the organisation but our resilience and willingness to innovate and adapt has enabled us to deliver high-end services even under difficult economic circumstances'

— Stephen Willenburg

KALLY BENITO

MANAGER: URBAN MANAGEMENT

With a quarter century of care, commitment and cleaner streets under its belt, Urban Management has progressed from challenge to renewal through dedicated management. For 25 years, the department has helped transform the CBD into a cleaner, safer and more vibrant space. Working with our partners, stakeholders and residents, we have moved mountains to ensure the central city evolves from a once grimy and crime-ridden urban environment to one that is clean, well-managed and attractive.

We are proud to have contributed through constant innovation and steadfast service delivery – from cleaning, litter-picking and beautification to road maintenance, greening and recycling. These efforts have strengthened the CBD, attracting investment, welcoming visitors, and ensuring the area continues to thrive as the heartbeat of Cape Town.

JURIE BRUWER

MANAGER: SAFETY & SECURITY

In 2000, CCID Safety & Security launched its quest for a safer CBD with two vehicles, 18 security officers and 6 horse-mounted units. Previously vacant retail space started filling up, and the CBD became busier – day and night. The next 10 years saw a steady increase in the deployment of Public Safety Officers, with their numbers increasing to 200.

The department formalised its partnerships with City of Cape Town Law Enforcement agencies and SAPS to enhance its service. In the past 15 years, the department has had to keep up with rapid growth in the CBD, pivoting to monitor and prevent crime and safeguard the city centre through the introduction of technology, strategic deployment, mobile response units and collaborative partnerships. Today, the department's visibility and effectiveness in the CBD is ensured by the deployment of 327 PSOs in shifts 24/7. Crime statistics

in town are at an all-time low thanks to the department's successes.

STEPHEN WILLENBURG

MANAGER: FINANCE

Supporting the business by ensuring financial resources are well managed and employed for the benefit of the CBD is a rewarding and satisfying role. During my seven-year tenure, I, together with accountant Mary-Ellen Joseph, have continued to ensure unqualified audit reports are issued, a testament to all at the CCID who have valued good governance and financial control over the past 25 years. Since inception, requirements have necessitated change within the organisation but our resilience and willingness to innovate and adapt has enabled us to deliver high-end services even under difficult economic circumstances.

SHARON SOROUR-MORRIS

MANAGER: COMMUNICATIONS

Upholding the CCID's excellent reputation and promoting the work of its hard-working operational departments has formed the key component of the department's raison d'être over the past quarter century. Working in a capricious and ever-changing media milieu, the department has maintained its strong vision to tell the CCID's story in the most appealing, accurate, engaging and well-balanced way with great success.

From using all the platforms at its disposal – from digital communication and social media channels to award-winning print publications – the department has tracked trends and kept abreast of the fast-changing way people consume news and information. The challenges of the past 25 years have been exciting, as has been reporting on the extraordinary economic success of the inner city and helping to drive business and investment into what is essentially South Africa's CBD powerhouse. It's a huge privilege to look back, and to be able to look forward, too.

STATEMENT OF DIRECTORS' RESPONSIBILITY

AND CONFIRMATION OF ACCURACY

We confirm that, to the best of our knowledge:

All information and amounts disclosed in the 2025 Annual Report are consistent with the annual financial statements audited by BDO South Africa Incorporated.

The directors consider the Annual Report, taken as a whole, to be accurate, fair, balanced and free of material omissions.

The financial statements, prepared in accordance with the



Rob Kane
Chairperson of the Board
September 2025

applicable accounting standards, give a true and fair view of the assets, liabilities and financial position of the company.

The external auditors have been engaged to express an independent opinion on the annual financial statements.

Approved by the board on 27 August 2025 and signed on its behalf by:



Julian Leibman
September 2025

STRATEGIC OVERVIEW

VISION AND MISSION

A public-private partnership, the Cape Town CCID was established in November 2000 by local property owners as the operational arm of the then Cape Town Partnership. The vision was for the Cape Town CBD to rise from the “crime and grime” scenario it had fallen into, to once again become a safe, clean, caring and dynamic urban environment. Since then, the CCID, which was the first CID to be established in South Africa, has gained a reputation internationally as an acclaimed model of public-private partnership.

Today the Cape Town CBD is considered to be South Africa’s most successful downtown. With the CCID having achieved its original mandate to establish the area as a vibrant work, live and play destination where it is “business as usual” for all stakeholders, in 2011 it expanded its original vision to include an “Open For Business” mandate geared towards promoting further investment in the inner city. Operating as a not-for-profit company with its own board of directors, the CCID liaises across both the public and private sectors, working together with each to develop, promote and manage the

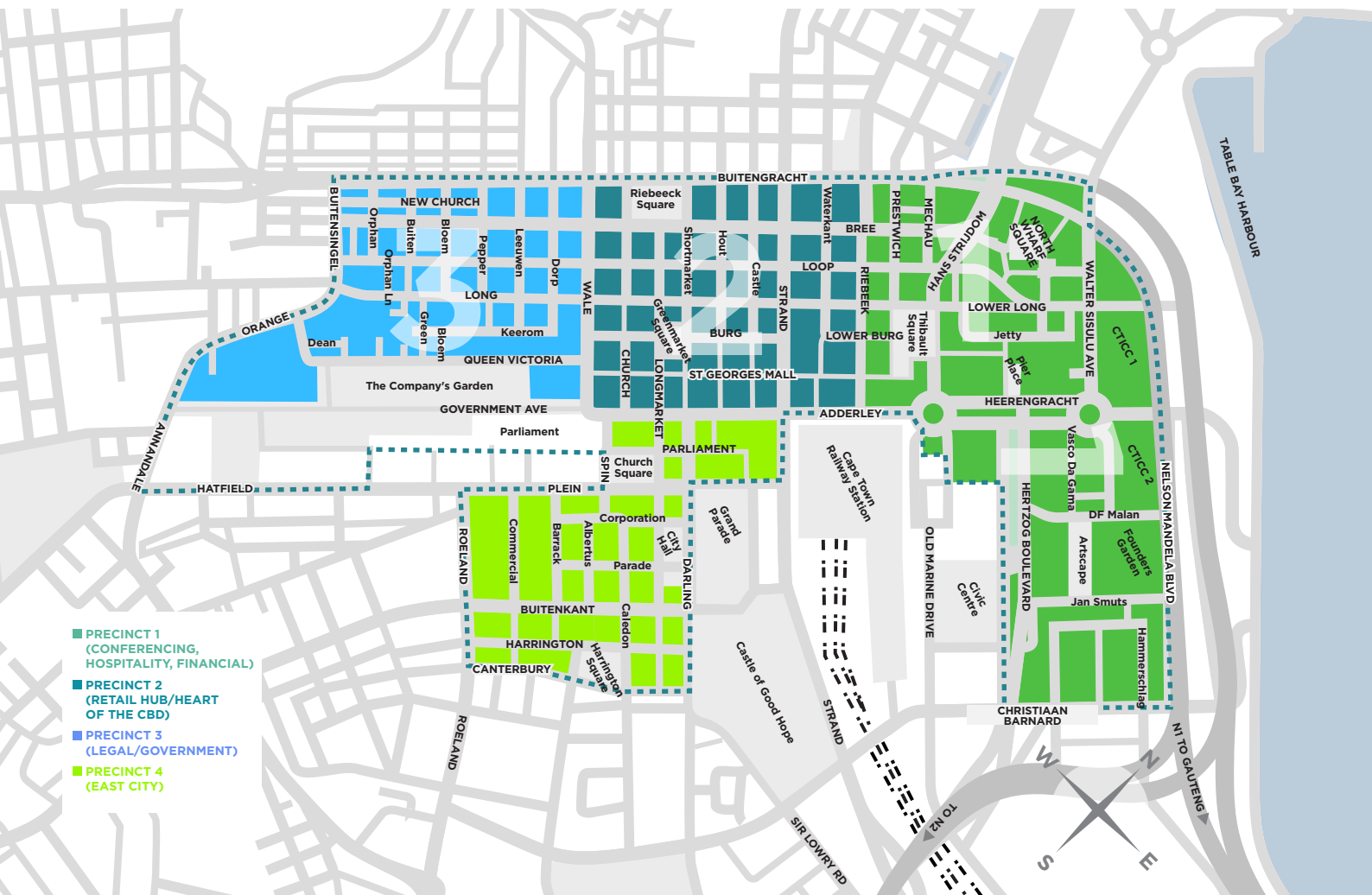
Cape Town Central City. Through hard work, innovation and determination, the CCID continues to ensure a vibrant CBD that attracts tourists, residents and investors alike.

The CCID’s strategy for promoting that vision is set out in its 2025-2030 Business Plan available online at www.capetownccid.org.

VALUES

Our core values are reliability, commitment, accountability, consistency and integrity. These are upheld through detailed quarterly board reports, and through personal communication to stakeholders on operational endeavours through Urban Management precinct managers, Social Development field and social workers, and Safety & Security managers and night managers.

The CCID also regularly communicates with its stakeholders via print, digital, e-mail and social media channels – including the Annual Report – and by reporting on its successes and challenges at its AGM.



STATUTORY MANDATE

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

The CCID operates in the traditional Central Business District of Cape Town across 1.6 km².

This area is bordered in the northeast by Table Bay Harbour, including the

V&A Waterfront, and by the residential suburbs around the rest of the perimeter known as the Atlantic Seaboard (in the northwest), the City Bowl (to the west and south), and District Six and Woodstock (to the southeast).

The geographical boundaries are indicated on the map above, which is divided into the CCID's four operational precincts: Precinct 1 (the Foreshore), Precinct 2 (which stretches from Riebeeck St to Wale St), Precinct 3 (which is between the Company's Garden and Buitengracht, Wale and Buitensingel Sts), and Precinct 4 (East City).

This geographical footprint of the organisation is marked out by the broken dark green line on the map above.

Property investment in the Cape Town CBD exceeded R9.031 billion in 2024/5

ORGANISATIONAL PROFILE & STRUCTURE

The CCID works within its 1.6 km² footprint to provide top-up services in the areas outlined by its operational departments, namely Safety & Security, Urban Management and Social Development in the traditional CBD of the Cape metropole. A public-private partnership, the CCID was established by local property owners 25 years ago to ensure the Cape Town CBD remains a safe, clean, caring and

business-friendly city centre that is welcoming to all. The activities of the organisation ensure it meets its mandate for the CBD to retain its stature as South Africa's most economically sound downtown. Its many stakeholders are primarily commercial and residential property owners, business owners, people who work, do business and live in the CBD, and local, national and international visitors.



BOARD

ROB KANE (CHAIRPERSON)



DIRECTORS

MICHAEL BAUER | TAMRA CAPSTICK-DALE | MURRAY CLARK | SAMANTHA CLINGHAM |
GRANT ELLIOTT | TIM HARRIS | JEFF KLEU | SAMANTHA LAMBERT | JULIAN LEIBMAN |
JOY MILLAR | NAWAL RAMASAR | RIAAN VAN WYK | WOUTER DE VOS



CEO

TASSO EVANGELINOS



**MANAGER
FINANCE & HR**

STEPHEN WILLENBURG

**MANAGER
SAFETY & SECURITY**

JURIE BRUWER

**MANAGER
URBAN MANAGEMENT**

KALLY BENITO

**MANAGER
COMMUNICATIONS**

SHARON SOROUR-MORRIS

**MANAGER
SOCIAL DEVELOPMENT**

TARA GERARDY-BISSOLATI



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



SECTION

B

PERFORMANCE
INFORMATION



SITUATIONAL ANALYSIS

SERVICE DELIVERY ENVIRONMENT

In the financial year under review, the CBD continued to thrive, once again proving to be resilient in a lukewarm economic climate. Footfall into the area increased dramatically. More employers demanded workers return to the office, either fulltime or in a hybrid arrangement – in line with global trends. What's more, the rapid expansion of the business process outsourcing (BPO) industry saw workers coming into town during “normal” office hours as well as after hours. This is because many international call centres, which are based in the city centre, operate in different time zones to South Africa. This boded well for the day- and night-time economies of the CBD.

The CBD also experienced an influx of students following the completion of the mixed-use development Cape Station by Eris Property Group. While just outside the CCID's geographic area, the precinct accommodates over 3 000 students, who visit the CBD day and night.

The noticeable increase in the number of leisure and business tourists to Cape Town, which won many accolades in the review period as a top tourist destination, also added to the huge influx of people to the inner city

The noticeable increase in the number of leisure and business tourists to Cape Town, which won many accolades in the review period as a top tourist destination, also added to the huge influx of people to the inner city. The rise in residential property developments and mixed-use developments with a residential component, which came on stream in the year under review, also added to the rise in footfall.

While welcomed, this increase in visitors and workers created challenges for the

CCID's operational departments. They all pivoted with agility and resilience to meet new demands on time and resources, strategically collaborating with partners to ensure the CBD remained safe, clean, caring and open for business.

The organisation did not experience external factors that impacted its service delivery in the period under review.

CCID Safety & Security remained persistent and consistent, working hard to leave no stone unturned in its quest to keep crime at bay in town. This was underpinned by a significant increase in planned joint crime-prevention operations with its partners at SAPS and City of Cape Town Law Enforcement agencies. This resulted in over 900 arrests in the year under review. There was also a dramatic decrease in the number of crime incidents in the CCID's footprint over the festive season following successful planning and redeployment of CCID security officers. Strategic use of technology, intelligence-driven operations and real-time partnerships also led to a reduction in crime.

Urban Management contended with additional cleaning demands in public spaces and streets, building on the gains it made in the previous financial year. Maintaining infrastructure, addressing cleaning issues in high-pedestrian areas such as St Georges Mall, and collaborating with other communities to ensure a cleaner CBD were on the agenda. Two key Urban Management projects, namely its Toilet Project which provides clean, serviced, mobile ablution facilities in town, and a recycling project to reduce waste and promote environmental awareness amongst stakeholders (while providing employment), continued to make an impact. The department also rolled out several beautification initiatives to promote its vision of a vibrant and welcoming urban environment.

Homelessness remained prevalent in the CBD, with aggressive begging an increasing problem, as unemployment and other social challenges led to people becoming homeless. While the Western Cape continues to record the lowest unemployment rate in South Africa, the country continued to shed jobs amid a climate of low economic growth. Incidences of substance misuse, mental illness, poor physical health and a lack of empowerment opportunities continue to plague people experiencing homelessness. To give homeless people in the Cape Town CBD a chance to move off the streets, CCID Social Development continued to collaborate with its primary and NGO partners to provide more shelter space. New collaborations led to ground-breaking work-rehabilitation projects. The department's peer-

to-peer field-worker programme, in which formerly homeless individuals who are now stable offer support to those living on the street in a structured programme, continued to make a substantial difference. Through two programmes, Social Development also amplified its efforts to remove used needles off the streets to create a safer CBD.

The CCID's Communication department continued to vigorously promote the CCID's operational work, uphold its reputation, communicate with stakeholders, and drive business and property investment into the CBD. Several innovative new projects were undertaken, including a keepsake map of Bree St retailers, and a campaign for CCID Safety & Security to highlight the main petty crimes prevalent in town.

1.2 ORGANISATIONAL ENVIRONMENT

In the financial year under review, the CCID consolidated the performance and output of each department.

Overall, it was another year of exceptional service by the organisation's highly skilled, knowledgeable and experienced CEO and board of directors, proficient management team and committed staff members

Urban Management secured the services of a contracted precinct support staff member and a night-time co-ordinator to ensure the smooth running of both day and night professional cleaning shifts, liaise with the CCID Safety & Security team where necessary, and to monitor illegal dumping, which takes place at night.

Safety & Security consolidated its second year working with service provider Byers Security Solutions, which now fully understands what is expected and required to excel at safeguarding a busy urban city centre. This impact was felt by

stakeholders, visitors and residents alike.

The Communications department continued to deliver on its mandate. An editorial writer/editor position in the department remained vacant in the year under review as the department reassessed its needs in an ever-changing media and corporate communications milieu. A new research analyst, employed on a contract basis, came on board to move the research department's technological needs to the next level.

Overall, it was another year of exceptional service by the organisation's highly skilled, knowledgeable and experienced CEO and board of directors, proficient management team and committed staff members.

All operations were carried out successfully as the CCID achieved its 25th consecutive clean audit. Strong controls by the CCID's board and business manager once again ensured there were no wasteful expenditures and corporate governance principles were strictly adhered to.

STRATEGIC OBJECTIVES

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

- Improving public safety and securing the CBD by working with partners including SAPS, the City's Law Enforcement agency, Community Police Forum, neighbourhood watches and other CID.
- Maintaining, cleaning and upgrading public areas by working with the CoCT.
- Engaging in sustainable social development to uplift the Central City's most vulnerable individuals by collaborating with partner NGOs, various City departments and the Western Cape Government Department of Social Development;
- Promoting the CCID's day-to-day operations, upholding the organisation's reputation, giving stakeholders and visitors accurate information and driving economic investment in the CBD by promoting retailers, property-investment opportunities and what the CBD has to offer to all stakeholders.

COMPLAINTS PROCESS

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

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





SAFETY & SECURITY

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URBAN MANAGEMENT

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DEPARTMENT REVIEWS



SOCIAL DEVELOPMENT

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COMMUNICATIONS

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THE CCID'S DEPARTMENTS
EXCELLED IN 2025. HERE IS
AN OVERVIEW OF THEIR
WORK AND ACHIEVEMENTS
IN THE YEAR UNDER REVIEW

SAFETY & SECURITY

Safety is paramount in a bustling CBD. However, to quote Nelson Mandela, “Safety and security don’t just happen; they are the result of collective consensus and public investment.” At the CCID, this is a priority, and we strive to ensure that people who work, live, do business in and visit the CBD feel safe and secure by providing an effective and efficient service that complements that of our primary partners, SAPS and the CoCT.

Two things underpinned the work of CCID Safety & Security and its partners in the past year: consistency and persistence. Despite ever-present challenges, we worked hard and left no stone unturned to ensure stability in our geographical footprint.

Our success was a result of various factors. Firstly, with our service provider Byers Security Solutions completing its second year of service, the company fully understands what is expected and required to excel at the job of safeguarding the CBD.

Secondly, improved commitment and collaboration with SAPS and other City of Cape Town Law Enforcement agencies, including Cyclops – the City’s strategic surveillance unit; and thirdly, dedicated interaction with valued stakeholders, from residential and commercial building managers to retailers, event organisers and informal traders.

By focusing on proven strategies, and improving our strategic analysis of crime trends, the department improved its operational model and the management of its safety-plan roll-out for the CBD.

TOP FIVE HIGHLIGHTS

01 / Improved collaboration with the CoCT’s surveillance unit, Cyclops, resulting in the highest-ever number of monthly arrests (114).

02 / The significant increase in planned, joint crime-prevention operations with Law Enforcement partners from 3 019 to 6 538, resulting in 920 arrests.

03 / Successful management of the Festive Season Preparedness Plan, leading to a dramatic decrease in recorded crime from 406 to 268 incidents from 15 Nov 2024 to 15 Jan 2025.

04 / Reduction of crime in the CBD in the CCID’s footprint through use of technology, intelligence-driven operations and real-time partnerships with SAPS, City Law Enforcement agencies and stakeholders.

05 / Training and upskilling of Safety & Security night managers in First Aid (Level 3), and advanced firefighting qualifications so they can provide first-responder help.

To ensure the Central City was a safe environment for all, the department:

- **Improved the round-the-clock visible presence of our PSOs**, through well-planned visible foot patrols within our footprint, backed up by 4 mobile units and 3 supervisory vehicles.
- **Averted crime** through well-planned joint crime-prevention operations in identified crime “hotspots” with SAPS, City of Cape Town Law Enforcement agencies, and CCID-funded Law Enforcement Officers on mobile response units.
- **Ensured a safe festive season for visitors and tourists**, by devising and implementing a targeted Festive Season Preparedness Plan.
- **Introduced upgraded facial-recognition technology**, enabling the teams to register suspects, screen potential suspects on the ground, and secure arrests based on incidents linked to specific suspects.
- **Managed and improved relationships** with service providers, primary Law Enforcement partners and CBD stakeholders.



TOP A Public Safety Officer on duty at the North Wharf mobile kiosk.

ABOVE Safety & Security teams report with crime-prevention partners for an integrated operation.

MEET THE TEAM



ABOVE Back from left: Edward Edwardes, Jurie Bruwer (manager), Gary Dyssel and Martinus Jenkins. Front from left: Alec van de Rhee and Bennie Jacobs.

The department met its mandate through the commitment of a highly experienced team comprising a manager, two day managers and three night managers. The department's strategy included the deployment of:

- **327 PSOs**, deployed in shifts 24/7, 365 days a year.
- **16 CCID-funded City of Cape Town Law Enforcement Officers (LEOs)** working 24/7 on a roster, with 4 on duty during the day and night respectively.
- **6 CCID-funded City of Cape Town Traffic Wardens** deployed from Monday to Friday to monitor non-moving traffic violations, and ease traffic congestion at traffic-light intersections during peak times.
- **4 lock-up response vehicles** on a 24/7 basis.
- **5 management vehicles** used by 2 dedicated Byers Security Solutions' managers and 9 supervisory staff on a 24/7 basis.

RIGHT A CCID PSO with a CCID-funded City of Cape Town Traffic Warden.

SPOTLIGHT ON 2024-25 PROJECTS

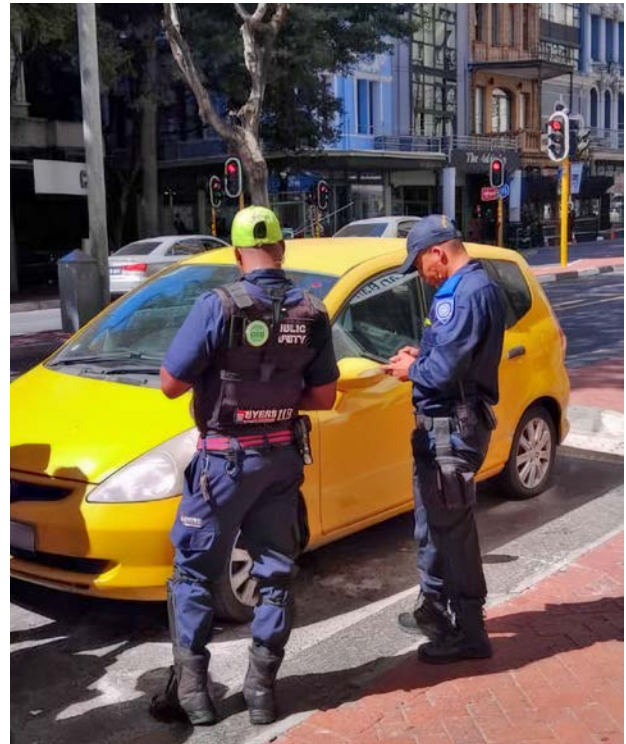
01 / CRIME-PREVENTION OPERATIONS

PSOs and mobile-response units patrolled the CCID's 1.6 km² footprint 24/7, collaborating with SAPS, City Law Enforcement and Traffic to conduct joint crime-prevention operations to tackle various crimes. The number of ops increased dramatically from 3 019 to 6 538 year-on-year, helping to secure 920 arrests compared with 720 in the previous period.

02 / ENFORCING THE LAW

The number of CCID-funded City LEOs increased to 16. They were deployed in the department's 4 mobile response vehicles and played a pivotal role in safeguarding the CBD. There was a significant increase in the number of ad hoc crime-prevention operations with the LEOs. They work alongside PSOs, but as they have the powers of arrest, they give the CCID the full reach of the law by being able to issue fines for all bylaw contraventions. A total of 2 631 crime-prevention operations were conducted with our LEOs compared to the 1 438 operations during the previous year.

In addition, the department's 6 CCID-funded City of Cape Town Traffic Wardens continued to improve rush-hour traffic flow at specific problematic intersections. Outside of rush hour, they addressed non-moving violations such as vehicles illegally occupying loading zones, cars parked in disabled parking bays, public spaces and on yellow and red lines. Traffic-warden deployment has been one of the department's success stories since the project started in 2017.



03 / TACKLING CARD SCAMMING

Sharing of information in addition to weekly operational planning meetings to track card-scramming incidents, plot trends and highlight "hotspot" areas continued to form the basis of the department's collaborative operations with SAPS and its Crime Intelligence Unit. This information was successfully used to plan and conduct undercover operations with SAPS, Crime Intelligence and Cyclops. Even though the number of recorded incidents dropped from 144 last year to 122 this year, card scamming remains a huge concern.

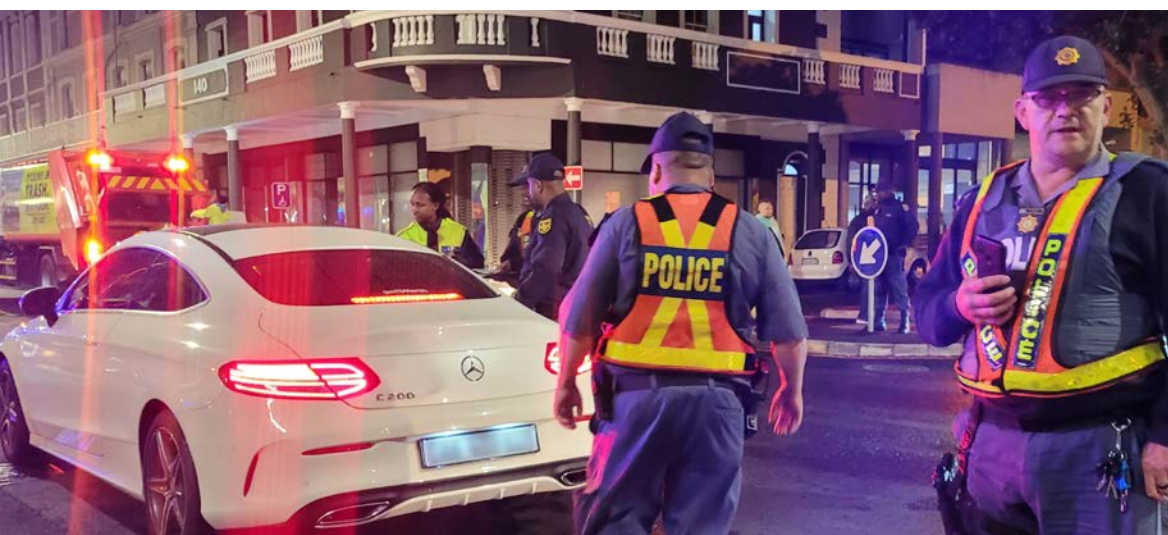
04 / SKILLS TRAINING

The department invested a great deal of available resources and opportunities to equip team members with skills training and technology, enabling them to become more effective and efficient with planning and executing operations. All CCID night managers now have Level 3 First Aid training and Advanced Fire Fighter accreditation.

RESOURCE ALLOCATION

Service/Project components	2023/2024 Expenditure			2024/2025 Expenditure		
	Projected	Actual	Over/Under	Projected	Actual	Over/Under
	(R)	(R)	(R)	(R)	(R)	(R)
Public Safety	60 038 528	59 042 048	996 480	67 084 572	66 930 978	153 594

Underspend in 2023/2024 largely relates to: (1) credits and penalties imposed on the security-service provider for short-postings and officer infringements; (2) delayed (by half a month) implementation of strategic revision of the security-service provider's management structure and officer deployment; (3) illegal-structure removal team not deployed – deemed unnecessary in 2023/2024 due to delays experienced in the evictions of people living illegally on public spaces. Projected expenditure included utilisation of R3.6 m reserves to fund the changes enhancing direct management and officer deployment of the security-service provider. In 2024/2025, the underspend represents only 0.23 % of the budget or projected expenditure and is therefore immaterial. Actual expenditure is represented by the following items in the Annual Financial Statements: Law Enforcement Officers (R213 524); Project – Public Safety (Additional Law Enforcement) (R4 641 877); Project – Public Safety (additional Resources) (R5 030 634); Project Public Safety DPU (Illegal Structure Removal) (R1 511 131); Public Safety (R55 533 812).



CLOCKWISE FROM TOP

Night manager Edward Edwardes (left) with PSO sand a CCID-funded LEO; one of the CCID's mobile units; Edwardes with fellow night manager Gary Dyssel; a Vehicle Check Point crime-prevention operation with SAPS; a PSO assisting a member of the public.

STRATEGIC OBJECTIVES

CRIME PREVENTION



ACTION STEPS	KPI	FREQUENCY	OUTCOME
Keeping up to date with trends, modus operandi and focus areas of selected crimes.	Meeting with SAPS' Crime Intelligence Unit on crime trends and focus areas. Keeping the CCID's incident reporting system up to date.	Daily	To safeguard the CBD so that all stakeholders – from people working and doing business in town to those living and visiting the inner city – feel secure and welcome.
Conducting a crime-threat analysis.	Identifying threats and specific crime “hotspots” within the CCID's footprint using SAPS & CCID incident-desk crime statistics.	Weekly	Implementing a preventative deployment strategy to minimise crime within “hotspot” areas.
Conducting joint crime-prevention operations.	Planning and conducting crime-prevention operations with SAPS and City Law Enforcement. Planning and conducting high-density operations with all partners.	Daily & Weekly Weekly	Strategically deploying joint resources to create effective team management to reduce and/or mitigate crimes in specific “hotspot” areas.

RELATIONSHIP MANAGEMENT



ACTION STEPS	KPI	FREQUENCY	OUTCOME
Monitoring, evaluating and proactively managing the Service Level Agreement with the CCID's security-service provider.	Evaluating service-level compliance and the implementation of required corrective action plans.	Daily/Weekly/ Monthly	To ensure a consistently high level of compliance is reached and upheld.
Developing and maintaining positive and constructive working relationships with primary safety partners.	Conducting regular joint agency operations. Providing logistical support. Attending Community Policing Forum meetings. Attending SAPS sector meetings.	Daily/Weekly/ Monthly	To collaborate consistently and effectively to pool knowledge and resources to fight crime.
Developing and maintaining relationships with CBD stakeholders.	Regular interaction with stakeholders to address concerns and complaints.	Daily	To identify concerns and complaints, and to ensure they are timeously addressed.

AWARENESS

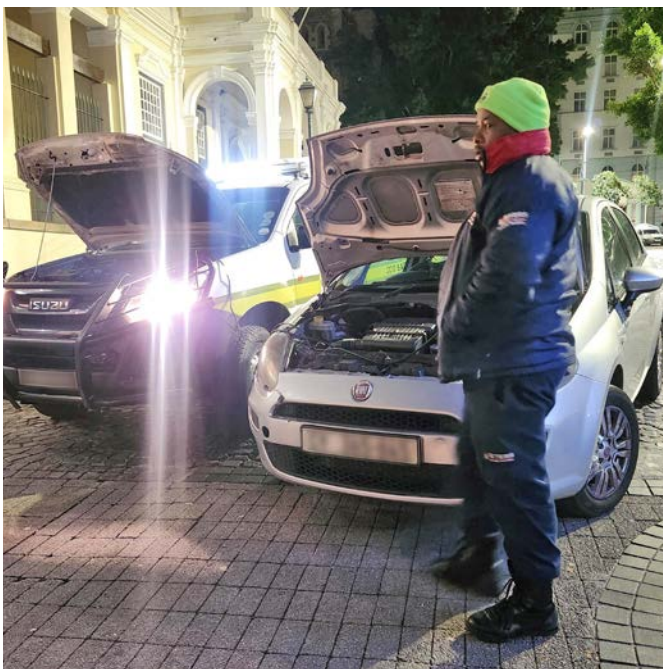


ACTION STEPS	KPI	FREQUENCY	OUTCOME
Implementing a targeted awareness programme to support the tourism sector and create safety awareness for visitors, the public and within the business and residential sectors.	Regular meetings with the tourism sector. Distribution of CCID Safety & Security marketing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

PROVIDING PUBLIC ASSISTANCE



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



LEFT Safety & Security members assist a person whose car had a flat battery. **RIGHT** A CCID-funded LEO on duty.

MANAGING PERSONNEL



ACTION STEPS	KPI	FREQUENCY	OUTCOME
Planning and initiating ongoing training and skills-development programmes.	Planned training and skills development for PSOs, supervisors and management was monitored and feedback provided.	Ongoing	To improve morale and employee engagement, which inspires better performance.
Introducing incentive programmes to boost morale.	Improved productivity and reduced staff turnover.	Monthly	To reward top performers through bonuses and accolades.
Accountability.	Holding staff accountable for their actions and performance and providing mediation in resolving conflicts.	When required	Public complaints about staff are investigated and addressed in order to create a cooperative working environment.

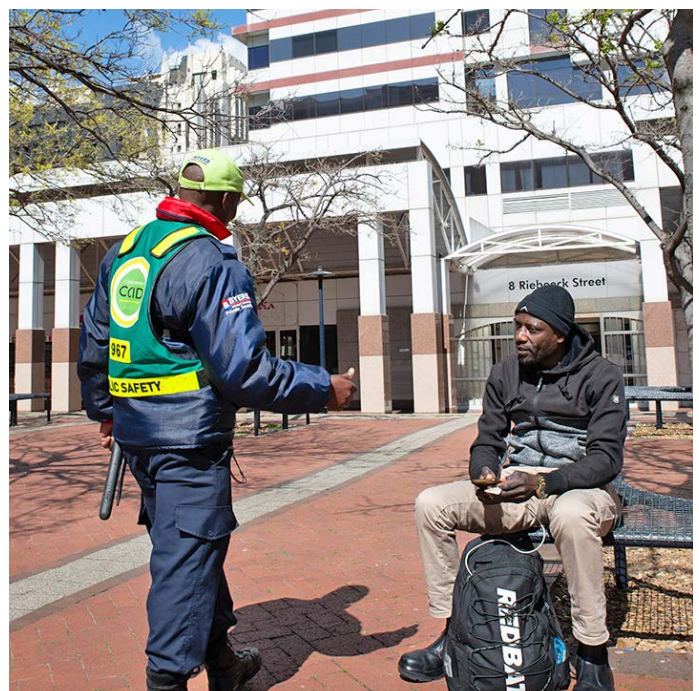
ASSISTING WITH EVENTS



ACTION STEPS	KPI	FREQUENCY	OUTCOME
Identifying events taking place in Cape Town.	Meeting with event organisers, and reviewing and compiling safety and security plans.	When required	The drawing up of an events map to effectively deploy PSOs to support the safety plan. Monitor the deployment of PSOs and incidents in and around the event footprint. Debrief on any negative incidents to be able to proactively plan and prevent similar incidents.



Despite ever-present challenges, we worked hard and left no stone unturned to ensure stability in our geographical footprint



ABOVE From left: A PSO on duty in Shortmarket St; the CCID's PSOs interact with members of the public hundreds of times a week.

SAFETY & SECURITY IN NUMBERS

PUBLIC SAFETY INCIDENTS

TOTAL NUMBER OF PUBLIC SAFETY INCIDENTS

920

TOTAL NUMBER
OF ARRESTS



Common assault & GBH 77	Possession of illegal firearm 2	Possession of an illegal substance 296	Armed robbery 10	Cell phone theft 116	Murder 1
Card scamming 122	Malicious damage to property 77	Possession of stolen property 151	Business robbery 1	Chain-snatching 71	Attempted murder 0
General theft 62	Possession of car/house-breaking implements 4	Rape/attempted rape 2	Shoplifting 38	Trespassing 11	Fighting in public 181
Attempted theft 10	Pointing a firearm 10	Robbery 102	Theft out of motor vehicle 188	Drinking & driving 33	Drinking in public 379
House-breaking 19	Possession of a dangerous weapon 80	Attempted robbery 17	Attempted theft out of motor vehicle 32	Theft of motor vehicle 5	
Illegal immigration 9				Fraud 6	

MAJOR SAFETY INTERVENTIONS

RENDERING OF PUBLIC ASSISTANCE

53 044

TOTAL SAFETY INTERACTIONS RECORDED



Reports of fires 9	Natural deaths reported 17	Unsecured vehicles detected 21	Alarm activations 24	Dangerous weapons confiscated 196	Joint crime-prevention operations with Law Enforcement partners 6 538
Illegal trading offences 106	Public assistance 153	Vehicle assistance 22	Noise complaints 296	Stop-and-search operations 13 059	Other interventions reported 28 382
Medical assistance 385	Suspicious behaviour detected 1 866	Unsecured premises detected 78	Fire arms/imitation firearms confiscated 21	Suspects transported to Cape Town Central Police Station 882	
Motor vehicle accidents 989					



CCID-FUNDED CITY TRAFFIC WARDENS

ISSUING & VALUE OF FINES

Driving an unlicensed car

6 681

R3 340 500

Driving without a licence

37

R18 500

Parking on a red line

2 146

R1 073 000

Parking on a yellow line

1 613

R806 500

Parking in a loading zone

7 129

R5 703 200

Parking on an island or pavement

1 803

R901 500

Double parking

80

R24 000

Exceeding parking limit

336

R109 800

Parking in a bay for the disabled

965

R771 900

Parking in minibus bays

33

R16 500

Parking in bus bays

1 464

R1 171 200

Parking in motorcycle bays

382

R191 000

Parking in private driveways

19

R9 500

Parking in a manner causing danger and obstruction

2 267

R2 267 000

Parking at pedestrian crossing

3

R1 500

Parking outside white lines

0

R0

Parking in a taxi zone

1 360

R680 000

Parking in a Fire Zone

6

R4 800

Parking in prohibited areas

233

R116 500

Parking on wrong side of road

70

R35 000

Parking 5 m from intersection

0

R0

Number plates not SABS approved

5

R2 500

Not displaying a number plate

96

R48 000

Smooth tyre

0

R0

Failure to stop at stop sign

417

R208 500

Abusive language

4

R2 000

Outstanding traffic fines

14

R4 200

Failure to comply

8

R12 000

Disregarding pedal-cycle lane

382

R382 000

Police bay

0

R0

Jay walking

0

R0

Littering

1

R500

TOTAL FINES
ISSUED

27 554

FINES ISSUED

TOTAL VALUE
OF FINES

R17 901 600

VALUE OF FINES

CCID-FUNDED LAW ENFORCEMENT OFFICERS ISSUING & VALUE OF FINES



TOTAL VALUE OF FINES

R4 518 100

■ VALUE OF FINES ■ FINES ISSUED

Non-moving violations

4 512

R4 007 200

Contravening bylaws

597

R510 900



ABOVE CCID Safety & Security PSOs taking part in a City parade in front of the Cape Town City Hall.

THE YEAR AHEAD

We will continue to analyse our visible deployment and operational approach to strengthen our capabilities and enhance our effectiveness within the CCID footprint. By consistently evaluating our performance and outcomes, we will adapt our tactics and strategies to maximise our performance output (improved measurable results and successes). Finally, we will vigorously explore and invest in suitable technologies to strengthen our operational strategies. We are committed to working hard to safeguard the inner city.



JURIE BRUWER, CCID Safety & Security manager

URBAN MANAGEMENT

Keeping the CBD clean and enhancing its visual appeal is the mission and vision of CCID Urban Management. Day in and day out, its dedicated teams work hard to ensure the urban environment is litter-free, safe, welcoming and attractive for everyone who works, lives, visits, does business and invests in the Cape Town CBD.

In striving to maintain a clean, welcoming and safe city centre 24/7, CCID Urban Management built on the progress and gains made in previous years.

The department focused on driving innovative and sustainable urban management practices, strengthening partnerships with its service providers – the CoCT, J&M Cleaning Services, Straatwerk, Khulisa Social Solutions, and other stakeholders – and responding proactively to the challenges presented by illegal dumping, littering, and urban infrastructure.

Fully committed to amplifying the visual appeal of the CBD, Urban Management continued to create opportunities in town for beautification and landscaping projects, as well as public art initiatives, while continuing to assist in infrastructure maintenance and responsive service delivery. The strategy and objectives of the department focused on:

- **Maintaining and cleaning the CBD**, including professional sweeping and street-cleaning, litter-picking, re-bagging of waste and emptying of green bins.
- **Providing and maintaining 324** CCID-branded cigarette-butt bins.
- **Clearing out** storm-water drains, municipal inlets, drains and channels.
- **Removing** debris, graffiti, tags, illegal posters and stickers.
- **Monitoring** rodent boxes monthly.
- **Auditing** of green bins.
- **Repairing, restoring, replacing and/or reinstating** paving, potholes, sidewalks, bollards, street signs, minor road defects, drain covers and public benches.
- **Painting** infrastructure and street markings.
- **Enhancing** the CBD's aesthetic appeal through beautification projects.
- **Addressing challenges** such as illegal dumping and



removing it to landfill.

- **Gardening services** including tree trimming, weeding and spraying, cleaning tree wells and verges, watering.

Ultimately, the department's goal was to ensure that the Central City remained a vibrant, inclusive and resilient hub that reflected excellence in every aspect of its management.



LEFT A sweeper on Thibault Square. **TOP AND ABOVE** Graffiti Squad members at work; bollards in Waterkant St. **ABOVE RIGHT** From left: Lucky Mangezi, Carlisle Marankey, Kally Benito (manager), Peter Chirwa and Daniel Makalani.

TOP FIVE HIGHLIGHTS

01 / A strategic collaboration with Young Urbanists saw the installation of 102 flexible bollards and 62 kerbstones along Strand and Bree Sts as part of Phase 1 to improve safety for cyclists and pedestrians. We also contributed to the creation of the first motorcycle-bay hub opposite Woolworths in Strand St.

02 / The department engaged with other CBD communities to promote cleanliness. A stand-out event was the Spring Clean-Up Campaign with Gardens Commercial High learners to promote awareness and environmental responsibility.

03 / The late-afternoon sweeping shift made a huge difference in high-footfall areas, with reduction of litter during peak pedestrian times.

04 / The Recycling Project continued to expand, reflecting the department's determination to reduce waste volumes and to promote waste separation and environmental responsibility.

05 / The Public Toilet Project continued to be an indispensable part of maintaining dignity and hygiene. Many people benefited from these conveniences.



MEET THE TEAM

The department met its mandate through the commitment of a dedicated, skilled and knowledgeable team comprising a manager, a precinct manager, a precinct co-ordinator and a contracted precinct support staff member. They were assisted by a night co-ordinator.

Through its service providers it employed:

- **64 professional day- and night-time cleaning members** deployed via J&M Cleaning Services. The 44-member day team included 37 sweepers, 4 supervisors, 2 managers and a driver who worked from 07h30 to 16h30. The 20-member night shift included 16 sweepers, 2 supervisors, 1 manager and 1 driver who worked from 19h30 to 04h30. Both teams worked 7 days a week.
- **A late-afternoon shift sweeping team** comprising 6 members (5 sweepers and 1 supervisor) was also deployed via J&M Cleaning Services. They worked from 16h00 to 20h00.
- **Semi-skilled cleaning, litter-picking, technical, road maintenance and other staff** provided by NGO Straatwerk who were divided into 3 teams namely Technical, Road Maintenance and Opruim, which created work opportunities 6 days a week.
- **The 6-member Road Maintenance team** included 2 team leaders and 4 operators, while the Technical team had 3 team leaders and 7 operators.
- **With respect to Opruim participants,** 305 four-hour-shift job opportunities were created for participants every week involving supervision, hotspot cleaning, litter picking, recycling, general admin, storekeeping and gatekeeping. A total of 650 people participated in this rotation.
- **19 job opportunities** were created for laundering CCID uniforms by the disabled.

SPOTLIGHT

ON 2024-25 PROJECTS

01 / PUBLIC TOILET PROJECT

The Public Toilet Project, launched in 2022 with NGO Khulisa Streetscapes, continued to provide clean, safe, and accessible facilities in the CBD across 6 sites: mobile toilets on the corner of Darling and Adderley Sts, Longmarket St and Barrack St, and the public toilets on Greenmarket Square, and urinals at Longmarket St and Hertzog Boulevard. In the year under review, a total of **396 315 used the toilets**, and **27 304 used the urinals**. The project created **24 job opportunities**, ensuring stable employment for community members. After a usage review, the Hertzog Boulevard urinal was closed on 31 October 2024. With regular cleaning schedules, constant monitoring and dedicated staff, the facilities consistently met high standards of hygiene.

02 / RECYCLING

The department's recycling initiative with Opruim participants from NGO Straatwerk remained the cornerstone of its waste-reduction strategy. Two teams of four members used special trolleys to collect and remove **25 tonnes of recyclable material** from over **350** green bins and several CBD businesses every weekday during the review period. By ensuring that less waste reached landfill, this project directly supported Urban Management's sustainability goals while providing work opportunities for **8** people.

03 / DEEP-CLEANING THE CBD

Launched in January 2025, the strategic deep-cleaning of the CBD through weekly high-pressure hosing significantly uplifted public spaces. By removing stubborn grime and dirt from pavements, public squares and key hotspots, this project reduced the use of harsh chemicals, enhanced the environment and neutralised unpleasant odours. High-

pedestrianised areas remained fresh and welcoming for all. Approximately **80 sites were cleaned weekly**, ensuring that priority areas remained fresh and welcoming for businesses, residents and visitors.

04 / BEAUTIFICATION PROJECTS

Urban Management invested in several projects designed to enhance the vibrancy, identity and charm of the Central City. These beautification efforts created a more attractive and welcoming environment. Key highlights included the **hanging of 134 seasonal baskets** in St Georges Mall, which were refreshed to reflect the changing seasons; **wrapping 580 trees** in colourful fabric during the festive season; **transforming 103 street poles** in St Georges Mall with vibrant vinyl art, complementing the floral baskets; **painting 34 bollards** in Thibault Square and **48 bollards** in Waterkant St by well-known street artists HandCantral360 to reflect themes of wildlife and the ocean; **painting 18 wooden wine barrels** in Waterkant St that were planted with "lollipop" trees which are maintained by the department; painting and relocating pot plants to Waterkant St, thereby adding further colour and charm.

05 / ENVIRONMENTALLY FRIENDLY INITIATIVES

Greening the CBD: In October 2024, the CCID partnered with City Parks and NGO Straatwerk to plant **10 trees** across all 4 precincts. This initiative contributed to the long-term greening of the inner city, softening hard urban landscapes, improving air quality, and creating shaded spaces for the public.

Collecting organic waste: Launched in February 2023, this project once again proved successful. Working with the CoCT's Urban Waste Department, the CCID collected **over 92 250 kg of organic waste** (only leaves) by June

RESOURCE ALLOCATION

Service/Project components	2023/2024 Expenditure			2024/2025 Expenditure		
	Projected	Actual	(Over)/Under	Projected	Actual	(Over)/Under
	(R)	(R)	(R)	(R)	(R)	(R)
Security expenses	12 224 634	12 133 060	91 574	13 364 067	13 390 458	-26 391

In both financial years, the actual spend versus budget variance is barely negligible, with 99.25 % of the budget being spent in 2023/2024 (0.75% saving) and 100.2 % in 2024/2025 (0.2% overspend). In 2023/2024, project costs included actual expenditure for a street-lighting pilot initiative and various beautification projects. Similarly, project costs for 2024/2025 included in actual expenditure related to further beautification of the CBD as well as recycling services.

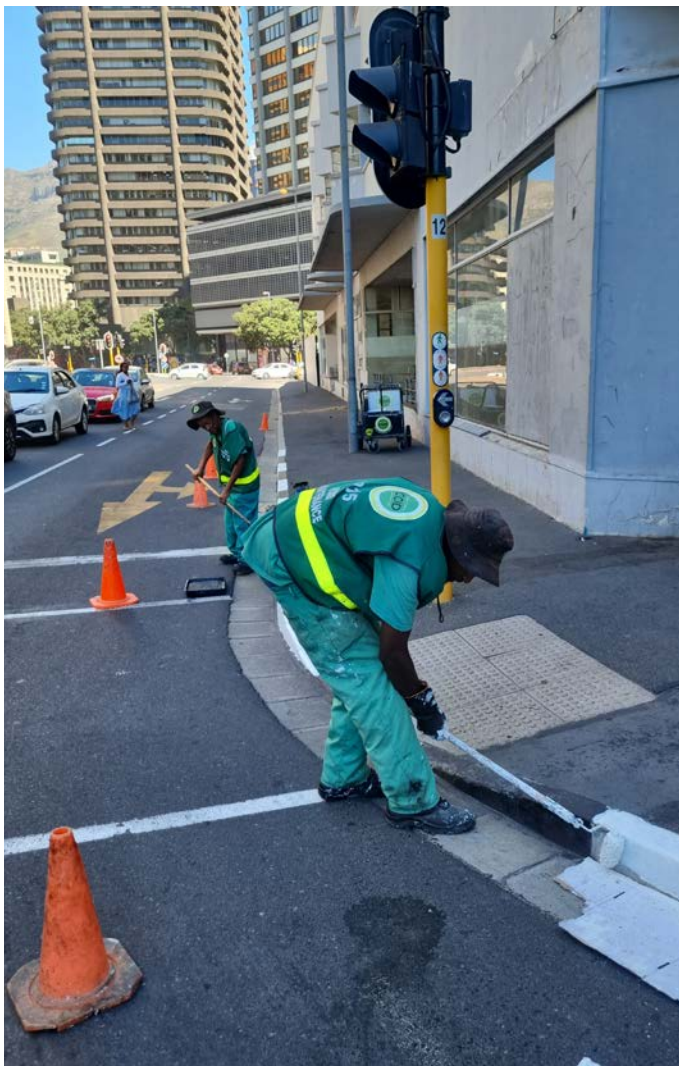
CLOCKWISE FROM TOP

A member of the recycling team at work on Thibault Square; the Road Maintenance team reinstating paving stones on St Georges Mall (left); and painting road markings in Lower Long St.

2025. This material was diverted from landfill and repurposed for composting and soil enrichment.

06 / GREEN-BIN MANAGEMENT

Green bins in the CBD were emptied regularly to prevent litter overflowing onto the streets. Audits were performed every 6 months during which damaged or broken bins, bins without lids or inners, bins without strapping and bins needing replacement were identified. The information was forwarded to the CoCT's Urban Waste Management Department.



STRATEGIC OBJECTIVES

CLEANING



ACTION STEPS	KPI	FREQUENCY	COMMENTS
Developing a cleaning strategy and ensuring service providers comply with the service level agreement (SLA).	Conducting checks on cleaning and measuring performance and effectiveness through stats collected.	Daily, 7 days a week	Sweepers and litter-pickers clean the CBD throughout the CCID's footprint 24/7.
Providing daily sweeping and emptying of green bins in St Georges Mall.	Daily checks on cleaning and performance and effectiveness measured through stats and on-the-ground checks.	Daily: 7 days a week 24/7: 365 days a year	Detailed street sweeping and litter picking throughout CCID footprint, including green-bin emptying and re-bagging of broken bags
The Bridging-the-Gap Team ensures continuous sweeping during the day.	Detailed sweeping to ensure the space is clean and well-maintained.	Tuesday to Saturday	5 sweepers and 1 supervisor are deployed in high-pedestrian areas from Tuesday to Saturday from 16h00 to 20h00. This bridges the gap between the end of the day shift and the start of the night shift.
Providing clean streets and sidewalks through additional litter-pickers.	Ensuring litter-pickers attend to litter on pavements, in pots, tree wells and middle islands.	Daily	Litter-pickers are deployed daily to pick up litter.
Conducting a green-bin audit to ensure there are sufficient bins.	Providing CoCT Solid Waste Management with accurate information on the placing of additional bins or replacing of damaged ones.	Biannually	The City's Urban Waste Management Department is responsible for replacing bins.
Addressing illegal dumping.	Providing the CoCT with a list of locations prone to illegal dumping.	Daily	CoCT Law Enforcement addresses non-compliant businesses.
	Removing illegally dumped litter from public spaces during the evening shifts.	Daily	Urban Management's waste truck collects illegally dumped waste throughout the CBD and hands it over to the City's waste truck at 23h00 in the evening and at 02h00 in the morning.
Clearing litter trapped in electrical substations.	Ensuring electrical substations are litter-free.	Monthly	Urban Management asks the City to open electrical substations so its teams can clean them. These areas are not part of the department's duties but are cleaned to enhance the city centre.
Cleaning and disinfecting areas with bird droppings and hotspots (unsightly areas where people do their ablutions in public spaces).	Ensuring public spaces are clean and don't pose health risks.	Daily	Hotspot-cleaning teams are deployed from 06h00 to 17h00, Monday to Sunday, to attend to unsightly areas.

CLEANING CONTINUED



ACTION STEPS	KPI	FREQUENCY	COMMENTS
Recycling Project.	Collection of recyclables from green litter bins and businesses.	Daily	Two teams of 4 members per team during the week go into each precinct with trolleys and collect recyclables – cardboard, paper, glass, reusable plastic and cans. A total of 25 079 kg of recycling was collected during this period.
Long and Loop Sts Bin Project.	The project participants monitor the bins in these areas to prevent litter from ending up on the streets when people search for recyclables. This also ensures that the bins are not vandalised or stolen.	Daily	7 people worked from Monday to Friday from 08h00 to 11h30. This project came to an end on 28 February 2025.

GREENING AND BEAUTIFICATION SERVICES



ACTION STEPS	KPI	FREQUENCY	COMMENTS
Planting new trees and new shrubs.	Partnering with City Parks to green the CBD.	Winter months.	A total of 10 trees were planted in all 4 precincts during the months of September and October 2024.
Providing gardening services.	Doing landscaping work in communal areas such as traffic circles and centre islands.	Weekly	
Trimming trees.	Ensuring there are no overgrown trees.	When required	The department maintains safety in the CBD in this way.
Tree-well maintenance.	Making sure tree wells are uncluttered and litter-free.	Monthly	
Weed control.	Removing weeds.	Three times per year	
Removing plastic.	Ensuring unsightly plastic caught in the trees is removed.	When required	
Installing floral and festive baskets.	Floral baskets St Georges Mall.	Biannually	Floral and festive baskets are checked and maintained monthly.
Tree-wrapping.	Trees are draped with fabric for the festive season.	Annually	580 trees draped during the 2024 festive season.
Organics (Autumn leaf collection – tree shedding).	Collection of fallen leaves from trees in all 4 precincts; taken to Organics Farms by CoCT.	Seasonal (Autumn)	Working in partnership with CoCT and J&M Cleaning Services, about 92 250 kg of leaves were collected and distributed to organic farms by CoCT during this period.
Tree watering.	Watering of trees in CBD, particularly new trees.	Fortnightly	Done by Straatwerk's Technical teams. Total of 54 trees watered fortnightly.

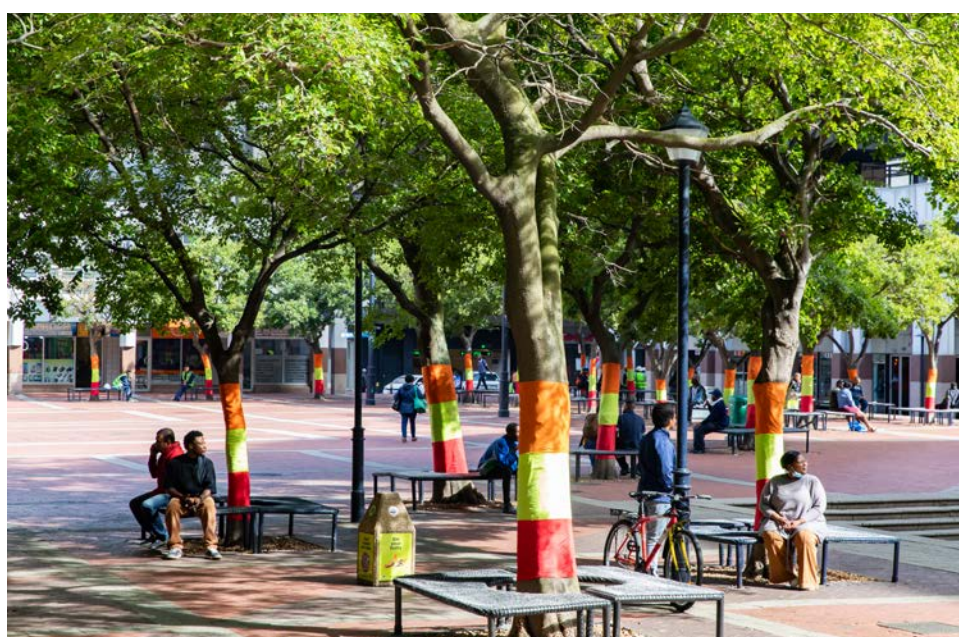
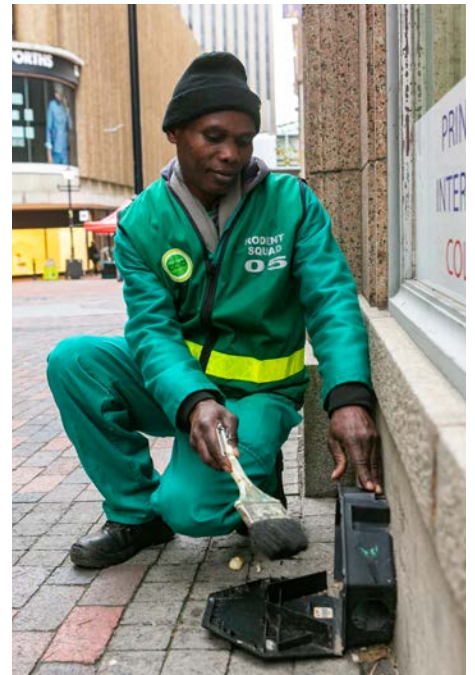
MAINTAINING INFRASTRUCTURE AND CONDUCTING ROAD MAINTENANCE



ACTION STEPS	KPI	FREQUENCY	COMMENTS
Storm water drain cleaning.	Cleaning storm-water drains to curb flooding during winter. Monitoring drains and unblocking them when needed.	Monthly	As a result, there is very little flooding in the Central City during the wet winter months.
Cleaning drainage channels.	Ensuring channels are free of debris/litter.	Monthly	
Municipal drain cleaning.	Ensuring municipal drains are unblocked and free of litter.	Monthly	
Fixing paving.	Ensuring damaged paving is restored and doesn't result in tripping hazards.	Weekly	
Reinstating loose kerbstones.	Attending to wobbly kerbstones.	Weekly	
Repairing potholes.	Ensuring potholes are identified and repaired timeously.	Weekly	
Fixing road signs and poles.	Repairing defective street signs and installing missing poles.	Weekly	Urban teams regularly install missing poles and repair road signs, including adjusting those facing the wrong direction.
Attending to drain covers.	Identifying and replacing missing/damaged 9x9 and 12x12 drain covers as well as 6-hole drain lids.	Weekly	
Reinstatements – cement/brick.	Conducting cement reinstatements timeously.	Weekly	
Water-meter drain repairs and installation of lids.	Fixing damaged water-meter drains and replacing missing lids.	Weekly	
Repainting road markings.	Ensuring faded road markings are repainted.	Weekly	Repainting fire hydrants, intersections, loading zones, and white, yellow and red lines.
Bollards.	Repairing or replacing bollards.	Weekly	
Pest control.	Installing new rodent boxes to prevent infestations.	When required	CCID teams regularly inspect rodent boxes to assess if they are in good condition or if bait needs to be replaced by the City's Environmental Health Services Department.
Cigarette-butt bins.	Installing additional cigarette bins to curb cigarette-butt litter.	When required	Cigarette-butt bins are emptied monthly.
Public lighting.	Ensuring loose covers are replaced or secured.	When required	
Green litter bins.	Securing loose straps of green bins.	When required	

MAINTENANCE

ACTION STEPS	KPI	FREQUENCY	COMMENTS
Removing graffiti and tags in public spaces.	Ensuring graffiti tags are removed and measuring this through stats collected.	Weekly	
Removing illegal stickers, strings and posters from public infrastructure.	Ensuring an inner city that's free of unsightly stickers, strings and posters.	Weekly	



CLOCKWISE FROM TOP LEFT

Professional sweepers from J&M Cleaning Services; a member of the Rodent Squad cleans a rodent-baiting box; tree-wrapping is done seasonally as part of the department's beautification projects; wine barrels were rejuvenated and planted with "lollipop" trees in Waterkant St.

URBAN MANAGEMENT IN NUMBERS



URBAN MANAGEMENT INTERVENTIONS

Incidents of graffiti removed

1 456

Illegal stickers removed

1 412

Illegal posters removed

361

Unightly strings removed

3 613

Number of times municipal drains were cleaned

8 028

Debris removed from municipal drains

5 460 KG

Number of times storm-water drains cleaned

1 877

Debris removed from storm-water drains

33 936 KG

Channels cleaned

565

Ciggie-butt litter removed from the CCID's 324 cigarette bins

2 851 KG

Bags used to clear waste and illegal dumping to landfill

226 314

Waste removed from channels

3 050 KG

Tonnes of litter and illegally dumped waste removed to landfill

1 245 TONNES

Bags used to rebag torn bags and waste around overflowing black wheelie bins

6 933



ABOVE The department collaborated with the City of Cape Town and Gardens Commercial High School on a litter-picking exercise in the Company's Garden and surrounds.



GARDENING SERVICES' TEAM OUTCOMES

Gardening debris removed to landfill

3 334 KG

Tree wells maintained in the CBD

1 566

Debris removed while maintaining tree wells

1 617 KG

Trees trimmed in the CBD

133

Debris removed while trimming trees

126 KG

Debris removed after weeding

1 155 KG



ROAD MAINTENANCE REPAIRS

Paving repairs

382

Potholes repaired

390

Damaged
kerbstones
replaced

222

Road signs
reinstated

240

9x9 drain covers
replaced

19

12x12 drain covers
replaced

22

Storm water drains
repaired

6

Channels repaired

14

Cement
reinstatements
completed

108

Sign poles removed

8

6-hole drain lids
attended

8

Bollards repaired
or installed

49

Traffic lights
straightened

11

Fire-hydrant
markings painted

104

Benches varnished
and secured in
St Georges Mall

64

Parking bays
painted

23

Bollards and
railings painted

8

Yellow, white and
red lines repainted

30

Loading zones
repainted

1

Lines blacked out

14

Disabled parking
bays painted

3

Rodent-baiting
boxes inspected

680

Curbstones
painted black

3 726

Kerbstones painted
white

4 487

Bags of clothing
removed from
municipal drains

266

Bags of litter
removed from
municipal drains

774

LOGGED INCIDENTS

Road Maintenance
incidents logged

1 727

CoCT incidents
logged

508

Technical
incidents logged

715

Total logged
incidents this
period

5 649

KHULISA SOCIAL SOLUTIONS' BIN PROJECT



Number of black
bins serviced

9 504
(ENDED
FEB 2025)

Jobs created

27

Businesses
benefiting from
the service in
Loop and Long Sts

12



THE YEAR AHEAD

By combining daily operational excellence with long-term sustainability and beautification projects, Urban Management will continue to ensure that the CCID footprint remains a world-class environment for residents, workers, visitors and investors. It will continue to build on its successes by focusing on innovation, sustainability and service excellence in the CBD.

KALLY BENITO, CCID Urban Management manager

SOCIAL DEVELOPMENT

Social Development played a pivotal role in the past year in creating a safer, more inclusive and supportive environment for homeless and marginalised individuals living on the street in the Cape Town CBD.

In the year under review, the Social Development department responded to the complex challenges facing socially vulnerable individuals experiencing homelessness and substance use in the CBD.

The team provided psychosocial services, facilitated access to resources, implemented interventions and responded to rising levels of homelessness through targeted strategies that promote safety, dignity and inclusivity.

The 2024-2025 period was defined by compassionate, innovative and collaborative action that addressed urgent needs to empower and build resilience among people who were most at risk.

Collaboration was key to the department's success. Partnerships with NGOs and CoCT stakeholders led to family reunifications and skills-development opportunities, connecting people to support networks and enabling them to start becoming self-reliant.

Behaviour-change initiatives were implemented to reduce incidents of aggressive begging and public substance use.

A cornerstone of Social Development's progress was the continued expansion of the peer-to-peer field-worker programme whereby former street-dwellers and recovering substance users are trained to interact with and assist homeless individuals, thereby enhancing trust and engagement.

In the year under review, peer field workers were trained in first aid, how to bring about behaviour change, mental-health awareness and harm reduction.

This strengthened the department's outreach capacity and efficacy in intervening in social situations in the Central City.

To address the intertwined challenges of homelessness and substance use, the department prioritised the delivery of the following essential services:

A cornerstone of the department's progress was the continued expansion of the peer-to-peer field worker programme whereby former street-dwellers and recovering substance users are trained to interact with and assist homeless individuals, thereby enhancing trust and engagement

- **Meeting basic needs:** Access to feeding schemes, clothing and emergency shelter.
- **Healthcare and treatment:** Referring people to general and mental healthcare, medication-adherence programmes, and substance-use treatment, including opioid-substitution therapy (OST).
- **Legal and social assistance:** Providing support with identity documents, social grants and family reunification or relocation transport.
- **Supporting vulnerable families:** Assisting destitute mothers and children, including filing Form 22 child-protection reports.
- **Outreach and behaviour change:** Promoting healthier lifestyles and addressing behaviour change to reduce public substance use and aggressive begging.
- **Reintegration and skills development:** Assisting with finding employment, attaining skills and sustainable reintegration in a community.
- **Psychosocial support and peer engagement:** Building emotional resilience and trust.

TOP FIVE HIGHLIGHTS

01 / The peer field worker programme continued to strengthen the department's outreach, especially with a new night shift providing social support after hours.

02 / The department collaborated with NGO partners The Haven Night Shelter and Youth Solutions Africa (YSA) as part of its Winter Readiness Plan to expand shelter capacity and bed space for winter.

03 / The Needle Return Incentive Project promoted harm reduction and safeguarded public health in the CBD. By offering meals in exchange for the safe disposal of used needles, 266 896 needles were collected.

04 / We strengthened cooperation with a wide range of stakeholders to streamline referrals and deliver holistic support, such as psychosocial services, rehabilitation, skills, and family reunification.

05 / Crucial support offered to peer field workers by the team to ensure their wellbeing and to enable them to deliver consistent, effective services to vulnerable individuals in the CBD.



ABOVE A Streetscapes participant in the Roeland St Urban Gardens Project.

MEET THE TEAM

Social Development met its mandate through the tireless work of a dedicated team comprising 1 manager, 1 auxiliary social worker and 2 auxiliary field workers. They were assisted by 1 contract night field worker, and 8 day-time peer field workers (who are on duty every weekday from 08h00 to 16h00), and 6 night-time peer field workers (who work from 19h00 to 02h00 from Wednesday to Saturday).



ABOVE From left: Herbert November, Tara Bissolati-Gerardy, Abygayle Arendse-Dyani and Headman Sirala-rala.



ABOVE A collaborative feeding-scheme initiative, part of The Haven Night Shelter's Dignity Project.

SPOTLIGHT ON 2024-25 PROJECTS

01 / PEER FIELD-WORKER PROJECT

Through the continuation of this ground-breaking project – whereby formerly homeless individuals provide support for people on the street – CCID Social Development focused on behaviour-change interventions and targeted service delivery. Peer field workers were able to engage effectively with vulnerable individuals while expanding outreach and strengthening trust within the community.

02 / NEEDLE TEAM PROJECT

Implemented by CCID NGO partner Streetscapes as part of its job-readiness programme, this project played a crucial role in addressing a pressing public health issue while helping homeless individuals to improve their situation. The project continued to encourage the safe disposal of used needles across the CBD, promoting public health and safety while creating opportunities for peer engagement and education on harm reduction.



LEFT AND RIGHT Participants in the CCID's Peer Field Worker programme; collecting used needles as part of the Needle Team Project.



CLOCKWISE FROM TOP CCID auxiliary field worker Headman Sirala-rala interacts with peer field workers on Greenmarket Square; a pillow on a bed at a Streetscapes transitional housing shelter supported by the CCID; participants in the Streetscapes Gardening Project in Rugley Rd, Vredehoek.

03 / STREETSCAPES GARDENING PROJECTS

Urban farms managed by CCID partner NGO Streetscapes in Rugley Rd, Vredehoek, and Roeland Sts, Gardens, provided participants with practical horticultural skills, and encouraged work readiness, responsibility and a sense of accomplishment through hands-on experience and community engagement.

04 / NEEDLE INCENTIVE FEEDING SCHEME

The project was implemented to support TB HIV Care with needle returns. It provided nutritious meals to encourage clients to return used needles. Conducted twice a week, the initiative proved highly effective. All clients who returned needles benefited from engagement

opportunities with peer field workers. Apart from reducing the number of discarded needles in public spaces, the project fostered trust, encouraged responsible disposal, and created consistent contact points for offering harm-reduction education, healthcare referrals and psychological support.

05 / WINTER READINESS

The annual Winter Readiness Project provided support during the cold season. Through partnerships with The Haven Night Shelter and Youth Solutions Africa, the CCID sponsored an additional 75 beds so that more people had access to safe, warm shelter. Essential commodities were also distributed, including clothing, blankets, beds and 400 hygiene “care packs”.

RESOURCE ALLOCATION

Service/Project components	2023/2024 Expenditure			2024/2025 Expenditure		
	Projected	Actual	(Over)/Under	Projected	Actual	(Over)/Under
	(R)	(R)	(R)	(R)	(R)	(R)
Social Services	9 264 403	9 223 681	40 722	8 112 554	8 101 374	11 180

The Social Services budget was well managed in both financial years as per the slight underspends illustrated above. In 2023/2024 funding of R951 055 was included in the projected expenditure in relation to the PEP Project (discontinued at the end of June 2024), hence the significant difference in the amount of the projected expenditure in the following year.

STRATEGIC OBJECTIVES

HOPE FOR THE HOMELESS CAMPAIGN



ACTION STEPS	KPI	FREQUENCY	COMMENTS
The Hope for the Homeless campaign, a Show You Care initiative.	Raising funds for 6 NGO partners. Creating awareness around the campaign. Placing donation bins in the foyers of city centre buildings and collecting and distributing donations collected.	Ongoing	In the period under review, a sum of R 17 150.32 was raised and donated to The Haven Night Shelter.

Collaboration was key to the department's success. Partnerships with NGOs and CoCT stakeholders led to family reunifications and skills development opportunities, connecting people to support networks and enabling them to start becoming self-reliant



ABOVE A CCID peer field worker assists CCID auxiliary field worker Headman Sirala-rala to set up at the launch of the Winter Readiness Programme.



CLOCKWISE FROM TOP

Social Development's weekly feeding scheme at Artscape (left and right); collecting donations from Mount Nelson, A Belmond Hotel, as part of the department's donation bin drive; Social Development manager Tara Gerardy-Bissolati with City of Cape Town Mayoral Committee Member for Community Services and Health Francine Higham (left) and The Haven Night Shelter CEO Shaddie Valayadum; Social Development peer field workers at the launch of The Haven's Dignity Project in collaboration with the CCID.

ASSISTANCE



ACTION STEPS	KPI	FREQUENCY	COMMENTS
Referrals and shelter placement.	Shelter placements.	Daily	Clients accommodated.
Family reunifications.	Support travel fare nationwide.	When required	Clients returning home remained there.
Partner referrals.	Referring clients for specific services.	Daily	Referrals to other NGO partners.
Government entity referrals.	Assisting with ID documents.	When required	Clients seeking IDs/social-welfare grants are supported financially.
Employment and skills training referrals.	Employment and skills training referrals.	When required	Clients referred to projects focused on behaviour change and employment, while also receiving upskilling through a range of courses to enhance their skills and job readiness.
Referrals to assist children.	Liaising with statutory social workers.	When required	Where children were found in the CBD, CCID social field workers contact DSD and ACVV to assist.
Interventions with women and children.	Help women and children to move off the streets.	When required	When mothers with children were found in the CBD, CCID social and field workers liaised with statutory social workers from communities to assist.
Engaging with the homeless.	Making daily contact with homeless people on the streets of CBD.	Daily	CCID social field workers and peer field workers collaborated to advise, support and refer homeless individuals.
Providing wound care to the homeless.	Providing wound care to the homeless.	Daily	Addressing clients with wound care and adherence to medication.



LEFT AND ABOVE Shelter beds at The Haven Moira Henderson House; A CCID Winter Readiness Programme care package.



LEFT AND ABOVE CCID auxiliary field worker Headman Sirala-rala and auxiliary social worker Herbert November engage with clients in the city centre.

PARTNERSHIPS



ACTION STEPS	KPI	FREQUENCY	COMMENTS
DSD and the Western Cape Street Children's Forum.	Monitoring children living on the street.	Monthly	CCID social and field workers collaborate with government statutory departments to prevent children from remaining on the street.
Engaging with various stakeholders and contributing to a variety of forums.	Ensuring timeous responses to concerns and continuous engagements to improve the plight of the homeless.	Monthly	Partnering with the CoCT Social Development Homeless Task Team.
Collaborating with the UCT Knowledge Co-op.	Placement of students to complete their practical assignments.	Annually	The CCID partnered with UCT for research collaboration, facilitating the placement of students to complete their practicals in the field of Social Development.
Collaborating with partners implementing CCID-funded projects.	Project updates, successes, challenges and deliverables.	Monthly	Meeting all project partners.
Participation in sector policing meetings.	Discuss challenges, successes and new projects.	Monthly	Provide an update on social activities, plans and projects.
Collaboration with SA Network of People who use Drugs (SANPUD).	Training sessions and webinars covering all aspects of harm reduction and substance use.	Quarterly	To upskill CCID operational staff and peer field-worker teams on overdose management and substance use.

PROJECTS



ORGANISATION	KPI	FREQUENCY	COMMENTS
Youth Solutions Africa.	Addressing the need for and shortage of shelter beds.	Monthly meetings and bi-weekly clinical meetings	The CCID subsidises 18 beds at the facility, which CCID social and field workers use to refer clients as space becomes available. Additionally, the department launched a four-month Winter Readiness Programme to alleviate the challenges faced by the CBD's most vulnerable during the winter. Supported with hygiene packs, mattresses, etc.
The Haven Night Shelter.	Addressing the need for and shortage of shelter beds.	Monthly meetings and bi-weekly clinical meetings	The CCID subsidises 25 beds at The Haven Napier Street and 14 beds for third-phase peer accommodation at The Haven Moira Henderson House, also part of Winter Readiness. Supported with hygiene packs, mattresses, beds, etc.
Streetscapes.	Addressing anti-social behaviour in the CBD through CCID-funded work-based rehabilitation projects, incorporating transitional housing.	Monthly finance and project meetings	The CCID-funded programmes support chronically homeless participants by offering accommodation and psychosocial services while they contribute to maintaining public spaces in the city centre, aiming towards their reintegration. These efforts include gardening, needle collection and peer projects.
Incentivised Needle Collection Project.	Addresses the environmental health impact of intravenous drug use and improper disposal of needles in public spaces; improves health and psychosocial outcomes for adults who use drugs in the CBD.	Weekly	The feeding scheme was implemented as an incentive to encourage individuals who use injectable substances to return used needles.

BELOW NGO partner Streetscapes, which creates work opportunities for homeless individuals.



SOCIAL DEVELOPMENT IN NUMBERS

TOTAL SERVICES PROVIDED 1 244



Special operations

49

Interactions/intervention

360

Shelter assistance

122

Government applications

9

Medical referrals

80

Peer counselling/ support

255

Employment assistance

31

Skills/ training assistance

3

Children at risk

2

Referrals

372

Admin

26

Stakeholder management

73

Substance-use treatment referrals

12

Family reintegration

40

Field worker assessments

64

First engagement

1 071

Follow-ups

231

Skills training

TOTAL GENERAL INTERACTIONS 1 682



FEEDING SCHEME

Number of meals served and engagements

3 482

Number of needles returned to TB HIV Care on feeding-scheme days

266 896



DONATIONS

Items collected and distributed

4 917



ABOVE A soft toy on the bed at a Streetscapes transitional shelter.

THE YEAR AHEAD



Social Development will strengthen partnerships, expand outreach and enhance community-based support, maintaining a focus on holistic interventions that promote sustainable reintegration, improve the quality of life for homeless individuals, and foster an inclusive CBD where every vulnerable person is acknowledged and supported.

TARA GERARDY-BISSOLATI, CCID Social Development manager

COMMUNICATIONS

The Communications department upheld the reputation and promoted the work of the CCID in the year under review, supporting and amplifying the vision of the NPO's operational departments. With investor confidence in the CBD going from strength to strength, and visitor numbers soaring thanks to Cape Town's global allure, the department also vigorously promoted the Central City as South Africa's superior business, tourist and property-investment destination.

By actively and diligently promoting the work of the CCID's operational departments (Safety & Security, Urban Management and Social Development), the Communications department upheld the organisation's standing amongst its many stakeholders.

This included promoting CBD retailers and businesses, as well as the Central City as an attractive destination to live, work, do business, invest and enjoy. The department's strategy focused on:

- **Developing and rolling out an all-encompassing communications strategy** for the organisation to fulfil its mandates, namely Business As Usual (promoting the work of the CCID in the CBD) and Open For Business (encouraging business investment into the area by promoting the CBD as South Africa's most successful city centre).
- **Researching and writing content** for various print and digital publications and platforms.
- **Liaising with the media** and promoting the work of the CCID and the CBD as an investment destination to the media.
- **Working with service providers**, including its PR agency, Magna Carta, to enhance its offering and optimise media coverage on the CCID and the CBD.
- **Producing and distributing marketing collateral** to inform the public, promote the organisation, and publicise events and the excellent retail offering in town.
- **Creating content** for the CCID's social media and other online platforms, including its website.
- **Conceptualising and rolling out** departmental campaigns.
- **Organising the CCID's special events and functions.**
- **Maintaining stakeholder relationships.**

TOP FIVE HIGHLIGHTS

01 / Communications generated 238 media clips (across broadcast, print and online media) to an advertising value equivalent (AVE) of R7 705 549.00 and a potential reach of 224 026 584 people.

02 / The department published the 13th edition of the CCID's flagship publication, *State of Cape Town Central City Report 2024 - A Year in Review* - the largest issue to date.

03 / Over 280 000 copies of its award-winning quarterly lifestyle newspaper, *City Views*, were produced, printed and distributed in the CBD, greater Cape Town and airports in Durban and Johannesburg.

04 / Communications won 4 awards at the SA Publication Forum's 2024 Corporate Publication Competition.

05 / Exceptional and innovative marketing collateral to promote the CBD was produced and distributed, including the 2nd edition of the *Bree Street Map*, and the 6th edition of the popular *Cape Town CBD Eateries Map*.



ABOVE AND LEFT CEO Tasso Evangelinos addresses the 2024 AGM; the Comms team, from left: Scott Arendse, Sharon Sorour-Morris (manager) and Aziza Patandin.

MEET THE TEAM

The Communications department met its mandate through the expertise of a hard-working team which comprised **3 full-time team members**: the Communications manager, a project co-ordinator and an online co-ordinator. (The department staff-writer position remained vacant during the year under review while the needs of the department were being reassessed. Positions will be filled in the new financial year.)

The department also has **1 research unit** made up of 1 data analyst and 2 field workers. It also collaborates with **various service providers** to effectively carry out its numerous projects and fulfil its mandate.

In the year under review these comprised: Magna Carta, Media Support and Jarovi Trading (distribution), Media Machine (website maintenance), Silicon Overdrive (data website maintenance), Lightstone (property research), Citi Sprint, CTP (printers), Tandym Print South Africa, and Crisis Couriers. Editorial and creative freelancers also worked with the team.



SPOTLIGHT

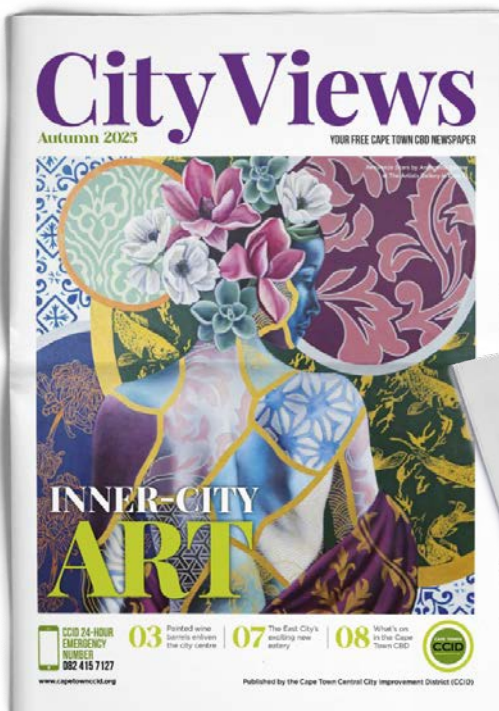
ON 2024-25 PROJECTS

01 / DATA AND RESEARCH

Property and research data for the *State of Cape Town Central City Report 2024 – A Year in Review* (SCCR) (which was published in September 2025): CCID data capturers collected extensive data for the CCID's flagship economic publication. The research was used to provide insights into the economy of the CBD in 2024 and an analysis of the economic activity that defines the CCID's 4 precincts, property-investment trends, retail trends, commercial and residential property trends, occupancy and vacancy rates, the visitor economy and more.

Business Confidence Index Survey: The CCID's data capturers engaged with over 200 retailers in the inner city during Q4 of 2024 and Q1 of 2025 to assess their business-confidence levels. Confidence rebounded to an all-time high of 91 % in Q4 of 2024, with nearly half of all respondents indicating that business activity had fully recovered post-pandemic. The survey started in 2020 to monitor the impact of Covid-19 on business owners in town and has been successful in not only gauging confidence but also in building relationships between the CCID and entrepreneurs.

First Thursdays Survey: Another annual dipstick survey was conducted in December 2024 using a team of student ambassadors to analyse the impact of the monthly First Thursdays Cape Town event on the CBD's night-time economy. Survey feedback also enabled the CCID's operational departments to plan adequately for the event to ensure the CBD is a safe and welcoming environment.



The flagship publication
State of Cape Town Central City Report 2024 – A Year in Review (SCCR).

Residential Survey: The CCID's annual dipstick Residential Survey was conducted in January 2025 to construct and create a profile of people living in the inner city with respect to their line of work, their homeowner status, their likes and dislikes, their retail habits and investment preferences. Results of the survey were published in the *State of Cape Town Central City Report 2024 – A Year in Review*.

02 / PRINT AND DIGITAL PUBLICATIONS

State of Cape Town Central City Report 2024 – A Year in Review (SCCR): The Communications department produced and published the 84-page bumper issue of its highly regarded investment report. The 13th edition is the largest to date. The findings were presented at the CCID's annual Business Breakfast in September 2025 to influential Cape Town business and property leaders at the Cape Town International Convention Centre (CTICC 2). A total of 3 000 copies of the report – a sought-after tool, indispensable for business and property investors seeking to invest in the CBD – were printed. Print and digital copies were distributed to business leaders in Cape Town and Johannesburg as well as airport lounges and embassies.

Once again, the publication was recognised for publishing excellence, being named Second Runner-Up in the Annual Reports category at the SA Publication Forum's 2024 Corporate Publication Competition. The publication was also in the Top 10 in the Best Cover Design category.

City Views: 4 issues of the CCID's quarterly publication, *City Views*, were produced. In each print run, 70 000 copies of the lifestyle-oriented newspaper were distributed to CBD retailers, visitor information centres, and





ABOVE FROM LEFT The flagship CCID event, the Business Breakfast, where the *State of Cape Town Central City Report* is launched every year, was held at the CTICC; Communications manager Sharon Sorour-Morris presented the findings of the 2024 report.

inner-city residents, as well as to residential post boxes in the greater Cape Town metropole and SLOW lounges at Cape Town International Airport, Oliver Tambo International Airport and King Shaka International Airport.

City Views once again scooped the top award in its category at the 2024 SA Publication Forum Corporate Publication Competition, winning the Best Newspapers/Newsletters category and was included in the Top 10 list for Best Cover Design.

e-Newsletter: The CCID's bimonthly e-Newsletter continued to experience steady organic growth with the number of national and international subscribers increasing from **7 234** subscribers in July 2024 to **10 102** in May 2025. Six editions were produced with stories ranging from ground-breaking CCID projects, surveys and campaigns to stories promoting the CBD by writing about new eateries and retailers, the business successes of innovative entrepreneurs, new property developments and trends and the state of the Cape Town CBD economy.

LED screens: The department's outdoor LED screens continued to be a valuable information-sharing tool, ensuring the CCID's messaging reached a wider audience. The screens were used to promote the CCID's work and campaigns, with messaging advising visitors and tourists on how to stay safe when in the CBD, and educational messages on the consequences of litter. Two screens, which were on 2 adjacent walls of the CCID's kiosk in St Georges Mall, were taken

down during the reporting period as the CCID no longer manages the kiosk. The third LED screen remained on the CCID Safety & Security mobile trailer on the corner of St Georges Mall and Waterkant St.

Social media platforms: Social media continued to be an important tool for CCID Communications to reach and communicate with its stakeholders and share informative updates through its 3 Facebook pages – CCID Facebook, City Views and Show You Care – as well as LinkedIn, Instagram and YouTube. These channels were also used to promote CBD retailers and the work of the CCID's operational departments. Facebook was the most effective platform in the year under review. During the reporting period, the total amount of Facebook followers across the three pages increased from **13 000** followers to over **20 000** followers, with CCID Facebook making up the bulk of support with **16 967** followers.

Newsflashes: Communications kept stakeholders informed with four e-Newsflashes on a range of issues including important updates from the CoCT, requests for public comment, road closures, etc.

Website: The CCID's website not only informed the public about the organisation and how it operates in the CBD but is also a repository of departmental information and the latest stories about the CCID and/or the CBD that are featured in the e-Newsletter, as well as media releases.

03 / MARKETING COLLATERAL

CCID Cape Town CBD

Eateries Map: The department produced and distributed the 6th edition of its popular *Cape Town CBD Eateries Map*. A total of **132** eateries, from fine-dining establishments to casual dining, African, Asian and Italian establishments were listed along with wine bars and coffee shops. The map, with useful contact numbers and major tourist attractions in town, was distributed to featured restaurants as well as residential complexes, visitor centres, embassies and consulates.

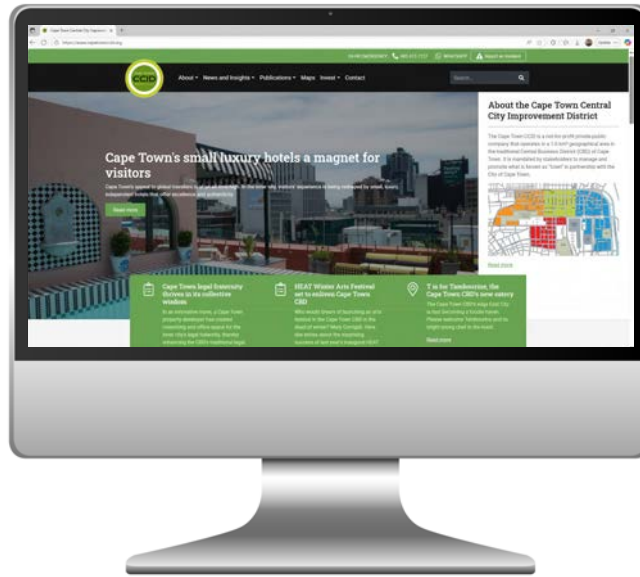
CCID Bree Street Map: Communications produced the 2nd edition of the unique map designed by Brian Paul to promote retailers in Cape Town's coolest street – Bree. This followed an extremely positive response from stakeholders and members of the public. With a sub-title, "The Ultimate Guide to the Coolest Street in Cape Town," the map was distributed to retailers represented in the map, visitor centres, residential complexes and hotels. A total of **30 000** maps were distributed in the period under review.

CCID Loop & Long Streets Map: A map highlighting popular destination retail venues in Long and Loop Sts was conceived and designed to complement the *Bree Street Map*. The map will go into production in the next financial year.

CCID Ciggie Pouches: A total of **40 000** CCID-branded anti-litter ciggie pouches – another popular CCID marketing collateral item – were handed out in the CBD, at Urban Management anti-litter campaign activations and around key visitor areas in town to help curb cigarette-butt litter in the CBD. After the *Cape Town CBD Eateries Map*, the pouches are the second-most popular CCID collateral item and are regularly requested by individuals and organisations.

04 / MEDIA COVERAGE

Communications achieved a total media-exposure value of R7 705 549.00 in the period under review, potentially



reaching more than 220 million readers through online, print and broadcast media. The department worked closely with its new PR agency, Magna Carta, to get airtime, and print and online space. It must be noted that due to the tumultuous time the media experienced in the year under review, with several print and digital outlets closing or scaling down, it was increasingly difficult to match coverage achieved in previous reporting periods.

05 / CCID CAMPAIGNS

Communications conceptualised and / or implemented the following campaigns

Safety-awareness campaign: The department amplified the message of the educational campaign created for CCID Safety & Security in the 2023/24 period, "Stroll Smart, Stay Sharp", which highlighted the most prevalent petty crimes in the CBD and how the public – especially local and international visitors – could avoid becoming victims of credit card-card scamming, theft out of motor vehicles, car jamming, cell-phone theft, chain-snatching, etc. Working with creative agency, Yellow Door Collective, the following measures were applied:

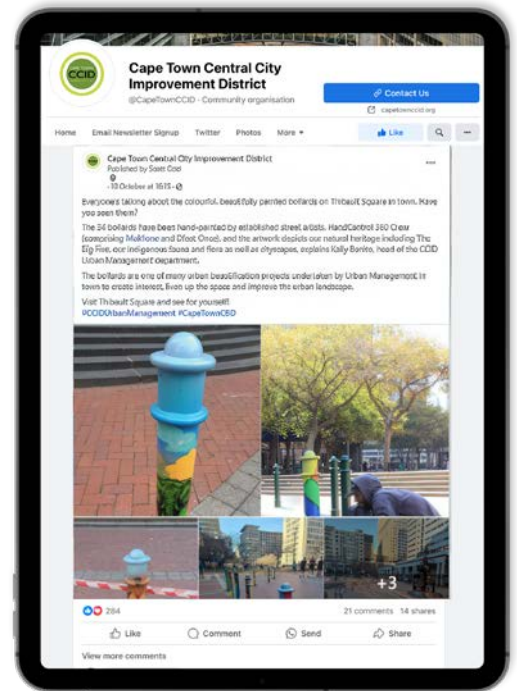
- The informative A5 flyer revealing the main petty crimes in the CBD and emergency-contact numbers was updated with a focus given to credit-card fraudsters and their modus operandi.
- An animated video, using an AI-generated voice-over, which was produced for the CCID's YouTube channel and for distribution to key partners and stakeholders, was also updated.
- A total of **50 000** flyers were distributed by CCID Safety & Security to important and relevant stakeholders during 2024/25 year under review.
- Social media posts promoting the campaign were published on the CCID's Facebook pages and the outdoor LED screens.

Urban Management & Social Development campaign

videos: In the year under review the department decided to move away from traditional campaigns with collateral

and activations to promote the work and vision of the 2 other operational departments, namely Social Development and Urban Management, opting instead for video campaigns that capture a different market through storytelling. The team has been working with a new agency, Firecracker, in this regard. The videos will be completed in the new financial year.





CLOCKWISE FROM TOP LEFT Communications organised an activation to launch the Urban Management anti-litter campaign; communicating via Facebook; the team scooped awards at the SA Publication Forum's annual awards; Comms' bimonthly e-Newsletter.

RESOURCE ALLOCATION

Service/Project components	2023/2024 Expenditure			2024/2025 Expenditure		
	Projected	Actual	(Over)/Under	Projected	Actual	(Over)/Under
	(R)	(R)	(R)	(R)	(R)	(R)
Communications	4 463 982	4 153 203	310 779	4 900 929	4 116 535	784 394

2023/2024 saw an underspend of R310 779 being incurred for the year. This was mainly as a result of R187 111 less spent (due to time constraints) on the Projects Budget of R800 000. A consultant research economist terminated service provision to the CCID resulting in unspent funding within the research component. Similarly the CCID sought to secure services from another Public Relations agency, resulting in the annual budget not being spent in this financial year. In 2024/2025, the total allocated budget was underspent by R784 394, which was directly related to: (1) lower than anticipated spend on Public Relations (R288 000); (2) unutilised Projects Budget (R245 488); and (3) savings of R194 761 related to the International Downtown Association summit hosted in Cape Town in March 2025.

STRATEGIC OBJECTIVES

PROMOTE THE CBD



OBJECTIVES	KPI	FREQUENCY	COMMENTS
Promote the CBD as a welcoming and inclusive destination that's ideal to invest in, do business, live, work, play and visit.	Continued new property and business investment into the CBD. Stable commercial vacancy rates. High percentage of business confidence in the CBD.	Daily	The <i>State of Cape Town Central City Report 2024 – A Year in Review</i> (SCCR) reported that property investment in the Cape Town CBD exceeded R9.031 billion in 2024/25, an increase of 23 % compared with the R7.285 billion recorded in 2023. 9.4 % office vacancy rate recorded in the Cape Town CBD (SAPOA Office Vacancy Report Q2 2025). 16 445 m² retail vacancy rate. 91 % of retailers interviewed in the CCID's Q4 2024 Business Confidence said they were "satisfied" with current business conditions.

SUPPORT THE WORK OF THE CCID



OBJECTIVES	KPI	FREQUENCY	COMMENTS
To provide support across all CCID departments.	Comprehensive and reputation-enhancing media exposure as well as continuous engagement and reach on social media.	Daily	An estimated audience of readers/viewers across a broad spectrum.

UPHOLD THE CCID'S REPUTATION



OBJECTIVES	KPI	FREQUENCY	COMMENTS
Manage the CCID's reputation.	Created awareness of the CCID and its work. Managed and reduced negative media exposure.	Daily	The CCID retained its reputation and cemented its position as an effective, reliable, consistent organisation intent on managing the CBD with its partners.



THE YEAR AHEAD

With the media landscape changing rapidly, and the way stakeholders absorb news and information being influenced by social media, the team plans to pivot where necessary to continue to promote the work of the CCID and the CBD in the most profitable way. We also face the challenge of how best to play the AI game. We look forward to meeting these challenges in 2026.

Sharon Sorour-Morris, CCID Communications manager

COMMUNICATIONS IN NUMBERS



COMMUNICATIONS INTERVENTIONS

Newsflashes produced

4

Subscribers reached across the CCID's various online platforms (3 Facebook pages, X, Instagram, YouTube, LinkedIn, the CCID website and via the e-Newsletter)

162 782

(up from 146 548 recorded during the previous period)

People reached

through organic Facebook posts

1 634 016

(up from 1 556 904 recording during the previous period)

People reached through sponsored posts

105 758

e-Newsletters produced

6

Number of Facebook posts

1 137

(834 for CCID page, 258 for City Views page, 45 for Show You Care page)

Residential Survey conducted

1

Events organised

2

(CCID Business Breakfast and Annual General Meeting)

Business Confidence Index Surveys

4

Campaigns conceptualised/ updated and executed

3

("Stroll Smart, Stay Sharp" crime-educational campaign for CCID Safety & Security updated; and video campaigns being produced for Urban Management)



COLLATERAL PRODUCED FOR THE CCID'S CAMPAIGNS

Safety & Security A5 flyers reprinted and distributed

50 000

CBD Eateries Map updated, reprinted and distributed to featured restaurants, residential complexes, visitor centres, embassies and consulates

30 000

CCID Bree Street Map 2nd edition – *The Ultimate Guide to the Coolest Street in Cape Town*; distributed to retailers on the map, visitor centres, residential complexes and hotels

30 000

CCID-branded ciggie pouches distributed around hotels, ATMs and other key visitor areas

40 000



PRINTED PUBLICATIONS

CCID newspaper *City Views* produced

4 TIMES A YEAR

280 000

COPIES DISTRIBUTED IN TOTAL

CCID economic publication, *State of Cape Town Central City Report 2024 – A Year in Review*

3 000

COPIES PRINTED

MEDIA EXPOSURE

TOTAL MEDIA EXPOSURE ACHIEVED

R7 705 549



Clips generated across broadcast, print and online

238

(down from 339 during the previous reporting period)

Estimated audience of readers/viewers reached across a broad spectrum

224 026 584

Total media exposure value achieved through broadcast media

R755 999

(up from R733 580)

Total media exposure value achieved through online media

R5 176 559

(down from R7 599 353)

Total media exposure value achieved through print media

R1 774 991

(down from R4 068 010)

SECTION

C

CORPORATE GOVERNANCE

APPLICATION OF KING IV

1.1. IN RECOGNITION OF THE FACT THAT THE NPC IS ENTRUSTED WITH PUBLIC FUNDS, PARTICULARLY HIGH STANDARDS OF FISCAL TRANSPARENCY AND ACCOUNTABILITY ARE DEMANDED.

To this end, the NPC voluntarily subscribes to the King Code of Corporate Governance for South Africa 2016 ("King IV"), which came into effect on 1 April 2017. King IV contains a series of recommended reporting practices under the 15 voluntary governance principles. The practices applied by the company are explained in this part (Part C), of the Annual Report. In determining which reporting practices to

apply, the Board took account of, among other things, the CCT's policy and the reporting protocols appropriate to a nonprofit entity such as the NPC.

1.2. COMPLIANCE WITH KING IV FOR THE REPORTING PERIOD.

The Board is satisfied that the NPC has complied with the applicable principles set out in King IV during the period under review, to the extent reasonably possible, which are provided fully below.

GOVERNANCE STRUCTURE

2.1. BOARD COMPOSITION

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

2.2. BOARD OBSERVER

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

2.3. APPOINTMENT OF THE BOARD

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

2.4. OVERVIEW OF THE BOARD'S RESPONSIBILITIES

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

the Board is responsible for:

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

2.5. BOARD CHARTER

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

2.6. DIRECTOR INDEPENDENCE

During the period under review, the Board formally assessed the independence of all nonexecutive directors as recommended by King IV. The Board has determined that all the nonexecutive directors, including the chairperson, are independent in terms of King IV's definition of "independence" and the guidelines provided for in principle 7.28.

2.7. BOARD COMMITTEES

The individual board committees, reflected below, are satis-

fied that they have fulfilled their respective responsibilities in accordance with their terms of reference for the reporting period.

2.7.1 Finance Committee (Fincom)

The role of the committee is to provide independent assurance and assistance to the Board on financial control, governance and risk management. It shall consist of at least three members who are all independent directors. Members of Fincom as at 30 June 2025 are: Rob Kane, Julian Leibman, Tamra Capstick-Dale, and Grant Elliott. Four meetings were held during the financial year ending 30 June 2025.

2.7.2 Remuneration Committee (Remcom)

Remcom's mandate is to review and advise on the company's HR policies and procedures, review and approve annual increases and bonuses, and ensure salaries are market related. Members of the committee as at 30 June 2025 are: Samantha Clingham; Grant Elliott; and Wouter de Vos.

2.7.3 Communications Sub-Committee

Members Tamra Capstick-Dale, Tim Harris and Nawal Ramasar advise the Communications department and keep up to date with quarterly meetings to discuss finances, campaigns and media coverage amongst other topics.

2.7.4 Parking Lot Sub-Committee

The Parking-Lot Sub-Committee was initially formed to assess the viability of the CCID leasing specific public parking lots from the City of Cape Town, and, if viable, to plan, implement and put into action a parking-management system to cater for the identified sites, generating income which would be reinvested in the parking lots, thereby renewing the

specific site and surrounding area. Board members forming the committee include Samantha Lambert, Michael Bauer, Grant Elliott and Murray Clark.

2.7.5 Safety & Security Sub-Committee

This sub-committee comprises of the following directors: Rob Kane, Samantha Clingham, Julian Leibman, Grant Elliott, Wouter de Vos, and Jeff Kleu. The Safety & Security Sub-Committee advises, guides and assesses the CCID's Safety & Security team, especially when it comes to introducing new services and projects.

2.7.6 Social Development Sub-Committee

Evaluating new projects and services as well as providing guidance and oversight on Social Development initiatives is the responsibility of this committee. Members from the Board include Samantha Lambert, Nawal Ramasar, Michael Bauer, Joy Millar, Murray Clark, and Riaan van Wyk.

2.7.7 Urban Management Sub-Committee

This sub-committee provides high level oversight and input into new projects and services being undertaken by the Urban Management Department within the CCID. Directors who volunteered to be a part of this sub-committee include Tim Harris, Samantha Lambert, Michael Bauer, Joy Millar, Murray Clark and Riaan van Wyk.

2.8. ATTENDANCE AT BOARD AND COMMITTEE MEETINGS

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

ETHICAL LEADERSHIP

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

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

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

Transparency in personal or commercial interests ensures that directors are seen to be free of personal or business relationships that may materially interfere with their ability

to act independently and in the best interests of the NPC.

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

As detailed in the 2025 Annual Financial Statements, the Cape Town CCID renewed its lease agreement for office premises from Thibault Investments Proprietary Limited on 1 August 2021. Grant Elliott is both a director of: Thibault Investments Proprietary Limited, the owner of One Thibault; and the Cape Town CCID. The decision to contract with Thibault Investments Proprietary Limited for the leased premises was approved unanimously by the Cape Town CCID Board. In the interest of good governance Grant Elliott recused himself from any discussions as well as the decision-making process.

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



SECTION

D

FINANCIAL INFORMATION

CONTENTS

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GENERAL INFORMATION

Country of incorporation and domicile

South Africa

Nature of business and principal activities

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

Registered office

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

Postal address

PO Box 7517
Roggebaai
South Africa
8012

Directors

R Kane (Chairperson)
R van Wyk
T Capstick-Dale
NK Ramasar
G Elliott (Deputy Chairperson)
JD Leibman
M Bauer
S Clingham
S Lambert
M Clark
T Harris
J Millar
W De Vos
J Kleu

Auditors

BDO South Africa Inc.
Registered Auditors

Company registration number

1999/009132/08

Level of assurance

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

Preparer

The annual financial statements were independently compiled by: Metis Advisory Services Proprietary Limited

A Pangarker CA(SA)



ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2025

INDEPENDENT AUDITOR'S REPORT

To the Members of Cape Town Central City Improvement District NPC

OPINION

We have audited the financial statements of Cape Town Central City Improvement District NPC (the company) set out on pages 75 to 87, which comprise the statement of financial position as at 30 June 2025, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of Cape Town Central City Improvement District NPC as at 30 June 2025, and its financial performance and cash flows for the year then ended in accordance with the IFRS for SMEs Accounting Standard as issued by the International Accounting Standards Board 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 corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

OTHER INFORMATION

The directors are responsible for the other information. The other information comprises the information included in the document titled, "Cape Town Central City Improvement District NPC Annual Financial Statements for the year ended 30 June 2025," which includes the Directors' Report as required by the Companies Act of South Africa. 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 the IFRS for SMEs Accounting Standard as issued by the International Accounting Standards Board and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to

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

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

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

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

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

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

to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.

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

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

BDO South Africa Inc.

Fayaz Mohamed
Director
Registered Auditor

DIRECTORS' RESPONSIBILITIES AND APPROVAL

The directors are required by the Companies Act 71 of 2008 to maintain adequate accounting records and are responsible for the content and integrity of the financial statements and related financial information included in this report.

It is their responsibility to ensure that the 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 IFRS for SMEs Accounting Standard. The external auditors are engaged to express an independent opinion on the financial statements.

The financial statements are prepared in accordance with the IFRS for SMEs Accounting Standard 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 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 2026 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 financial statements. The financial statements have been examined by the company's external auditors and their report is presented on pages 71 – 72 .

The financial statements set out on pages 75 – 90, which have been prepared on the going concern basis, were approved by the board of directors on 25 August 2025 and were signed on its behalf by:

Approval of annual financial statements



R Kane



G Elliott

DIRECTORS' REPORT

The directors have pleasure in submitting their report on the financial statements of Cape Town Central City Improvement District NPC for the year ended 30 June 2025

1. BUSINESS ACTIVITIES

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

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

2. REVIEW OF FINANCIAL RESULTS AND ACTIVITIES

The financial statements have been prepared in accordance with the IFRS for SMEs Accounting Standard and the requirements of the Companies Act 71 of 2008.

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

3. DIRECTORS

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

Directors	Changes
R Kane (Chairperson)	
R van Wyk	
T Capstick-Dale	
NK Ramasar	
G Elliott (Deputy Chairperson)	
JD Leibman	
M Bauer	
S Clingham	
S Lambert	
M Clark	
T Harris	

J Millar

W de Vos

J Kleu

Appointed 18 November 2024

4. EVENTS AFTER THE REPORTING PERIOD

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

5. GOING CONCERN

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

STATEMENT OF COMPREHENSIVE INCOME

Figures in Rand	Notes	2025	2024
Revenue	2	114 238 621	100 826 790
Other income	3	313 808	128 639
Expenditure		(114 117 409)	(104 651 921)
Surplus / (deficit) from operations	4	435 020	(3 696 492)
Finance income	5	3 292 681	3 247 980
Finance costs		(5 330)	(6 926)
Surplus / (deficit) before taxation		3 722 371	(455 438)
Taxation	6	(867 280)	(846 480)
Surplus / (deficit) for the year		2 855 091	(1 301 918)
Other comprehensive income		-	-
Total comprehensive income / (loss) for the year		2 855 091	(1 301 918)

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2025

Figures in Rand	Notes	2025	2024
Assets			
Non-Current Assets			
Plant and equipment	7	2 684 440	2 350 036
Current Assets			
Trade and other receivables	8	84 105	97 545
Cash and cash equivalents	9	47 020 386	44 013 229
		47 104 491	44 110 774
Total Assets		49 788 931	46 460 810
Equity and Liabilities			
Equity			
Project funded reserve		5 464 654	10 462 614
Working capital contingency reserve		30 101 708	26 528 244
Accumulated surplus		9 964 523	5 684 936
		45 530 885	42 675 794
Liabilities			
Current Liabilities			
Trade and other payables	10	2 540 957	2 935 207
Current tax payable		1 717 089	849 809
		4 258 046	3 785 016
Total Equity and Liabilities		49 788 931	46 460 810

STATEMENT OF CHANGES IN EQUITY

Figures in Rand	Project funded reserve	Working capital contingency reserve	Accumulated surplus	Total equity
Balance at 01 July 2023	8 364 977	24 600 034	11 012 701	43 977 712
Deficit for the year	-	-	(1 301 918)	(1 301 918)
Other comprehensive income	-	-	-	-
Total comprehensive loss for the year	-	-	(1 301 918)	(1 301 918)
Transfer between reserves	2 097 637	1 928 210	(4 025 847)	-
Total changes	2 097 637	1 928 210	(4 025 847)	-
Balance at 01 July 2024	10 462 614	26 528 244	5 684 936	42 675 794
Surplus for the year	-	-	2 855 091	2 855 091
Other comprehensive income	-	-	-	-
Total comprehensive income for the year	-	-	2 855 091	2 855 091
Transfer between reserves	(4 997 960)	3 573 464	1 424 496	-
Total changes	(4 997 960)	3 573 464	1 424 496	-
Balance at 30 June 2025	5 464 654	30 101 708	9 964 523	45 530 885

STATEMENT OF CASH FLOWS

Figures in Rand	Notes	2025	2024
Cash flows from operating activities			
Cash generated from (used in) operations	11	657 395	(1 808 974)
Finance income		3 292 681	3 247 980
Finance costs		(5 330)	(6 926)
Tax paid	12	-	(702 934)
Net cash from operating activities		3 944 746	729 146
Cash flows to investing activities			
Purchase of plant and equipment	7	(1 191 414)	(1 084 272)
Proceeds from sale of plant and equipment	7	253 825	13 891
Net cash to investing activities		(937 589)	(1 070 381)
Total cash movement for the year			
Cash at the beginning of the year		44 013 229	44 354 464
Total cash at end of the year	9	47 020 386	44 013 229

ACCOUNTING POLICIES

GENERAL INFORMATION

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

1. BASIS OF PREPARATION AND SUMMARY OF MATERIAL ACCOUNTING POLICIES

The financial statements have been prepared on a going concern basis in accordance with the IFRS for SMEs Accounting Standard, and the Companies Act 71 of 2008. The financial statements have been prepared on the historical cost basis unless otherwise stated, and incorporate the principal accounting policies set out below. They are presented in South African Rands.

These accounting policies are consistent with the previous period.

1.1 Significant judgements and sources of estimation uncertainty

Use of judgements and estimates

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of accounting

policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

1.2 Plant and equipment

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

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

Subsequent costs

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

Depreciation

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

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

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

Residual values, if significant, are reassessed annually.

1.3 Financial instruments

Measurement

Non-derivative financial instruments

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

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

A financial instrument is recognised if the company

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

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

Trade and other receivables

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

Cash and cash equivalents

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

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

Trade and other payables

Payables are recognised at amortised cost.

1.4 Tax

Current tax assets and liabilities

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

Deferred tax assets and liabilities

A deferred tax liability is recognised for all taxable temporary differences.

A deferred tax asset is recognised for all deductible temporary differences and for the carry forward of unused tax losses.

Deferred tax assets and liabilities are measured at an amount that includes the effect of the possible outcomes of a review by the tax authorities using tax rates that, on the basis of enacted or substantively enacted tax law at the end of the reporting period, are expected to apply when the deferred tax asset is realised or the deferred tax liability is settled.

Deferred tax asset balances are reviewed at every reporting date. When necessary, a valuation allowance is recognised against the deferred tax assets so that the net amount equals the highest amount that is more likely than not to be realised on the basis of current or future taxable profit.

Tax expenses

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

1.5 Impairment

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

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

Calculation of recoverable amount

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

Reversals of impairments

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

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

1.6 Revenue

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

1.7 Finance income

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

1.8 Other income

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

Sales and service income are recognised when incurred, once the ownership benefits have been passed to the buyer and upon conclusion of any service obligation.

1.9 Reserves

Project funded reserves are allocated in advance in line with the member approved budget for the upcoming financial year. The working capital contingency reserve represents three months' revenue and interest anticipated in the new financial year. The holding of two months' revenue in reserve is the City of Cape Town's requirement, however, the CCID Board of Directors increased this measure to allow for sufficient working capital ensuring that the company can meet its financial obligations in an emergency situation.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

Figures in Rand	2025	2024
2. REVENUE		
PEP Project	-	951 055
Additional Rates Received	103 025 519	96 304 637
Additional Rates Retention Received	11 213 102	3 571 098
	114 238 621	100 826 790
3. OTHER INCOME		
Surplus on sale of plant and equipment	253 825	13 891
Sundry income	59 983	114 748
	313 808	128 639
4. SURPLUS / (DEFICIT) FROM OPERATIONS		
Surplus / (deficit) from operations for the year is stated after accounting for the following:		
Surplus on sale of plant and equipment	253 825	13 891
Depreciation on plant and equipment	857 010	830 778
Salaries	15 846 172	14 327 391
Auditor's remuneration	159 000	150 000
Public safety	55 533 812	47 064 661
Social upliftment	8 101 374	7 775 150
Cleansing services	12 023 855	11 305 021
Marketing and promotions	3 800 447	3 535 327
5. FINANCE INCOME		
Interest income		
Interest received on bank balance	3 292 681	3 247 980

6. TAXATION

Major components of the tax expense

Current taxation

South African normal tax - current year	867 280	849 809
South African normal tax - prior year adjustment: s18A certificate not initially included in 2023 tax computation at the end of June 2023; subsequently taken into account upon submission of tax return to SARS in December 2023	-	(3 329)
	867 280	846 480

Reconciliation of the tax expense

Reconciliation between accounting surplus / (deficit) and tax expense.

Accounting surplus / (deficit)	3 722 371	(455 438)
Tax at the applicable tax rate of 27% (2024: 27%)	1 005 040	(122 968)

Tax effect of adjustments on taxable income

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

Revenue: Additional Rates Received	(30 844 428)	(26 966 448)
Non-taxable receipts	(16 195)	(287 767)
Receipt of capital nature	(68 533)	(3 751)
	(30 929 156)	(27 257 966)

Deductions / exemptions

s11(a) deductions - Expenditure	30 811 701	28 256 018
s11(a) deductions - Finance costs	1 439	1 870
s10(1)(e)(i)(cc) Basic exemption	(13 500)	(13 500)
s10(1)(e)(i)(cc) Allowable deductions	(8 244)	(13 645)
	30 791 396	28 230 743
	867 280	849 809

Finance income	3 292 681	3 247 980
Less: Allowable expenditure	(80 532)	(100 538)
Net taxable income	3 212 149	3 147 442
Tax at 27%	867 280	849 809

7. PLANT AND EQUIPMENT

	2025			2024		
	Cost	Accumulated depreciation	Carrying value	Cost	Accumulated depreciation	Carrying value
Body-worn cameras	813 391	(514 803)	298 588	868 905	(539 387)	329 518
Computer hardware	691 708	(588 155)	103 553	762 876	(560 381)	202 495
Computer server	140 353	(7 018)	133 335	-	-	-
Computer software	65 191	(55 899)	9 292	65 191	(44 749)	20 442
Containers	505 911	(341 306)	164 605	505 911	(290 715)	215 196
Digital screens	306 955	(227 450)	79 505	306 955	(176 291)	130 664
Fittings	171 590	(124 926)	46 664	162 737	(100 228)	62 509
Furniture	433 922	(373 810)	60 112	419 115	(360 551)	58 564
Leasehold improvements	1 029 811	(913 280)	116 531	1 022 345	(864 796)	157 549
Leasehold improvements - Company Gardens	47 896	(47 896)	-	47 896	(47 896)	-
Motor vehicles	3 002 126	(1 364 659)	1 637 467	2 721 545	(1 573 940)	1 147 605
Office equipment	195 875	(161 087)	34 788	180 112	(154 618)	25 494
Total	7 404 729	(4 720 289)	2 684 440	7 063 588	(4 713 552)	2 350 036

RECONCILIATION OF PLANT AND EQUIPMENT - 2025

	Opening balance	Additions	Depreciation	Closing balance
Body-worn cameras	329 518	142 846	(173 776)	298 588
Computer hardware	202 495	39 347	(138 289)	103 553
Computer server	-	140 353	(7 018)	133 335
Computer software	20 442	-	(11 150)	9 292
Containers	215 196	-	(50 591)	164 605
Digital screens	130 664	-	(51 159)	79 505
Fittings	62 509	8 853	(24 698)	46 664
Furniture	58 564	14 807	(13 259)	60 112
Leasehold improvements	157 549	7 466	(48 484)	116 531
Motor vehicles	1 147 605	821 980	(332 118)	1 637 467
Office equipment	25 494	15 762	(6 468)	34 788
	2 350 036	1 191 414	(857 010)	2 684 440

RECONCILIATION OF PLANT AND EQUIPMENT - 2024

	Opening balance	Additions	Depreciation	Closing balance
Body-worn cameras	200 776	349 186	(220 444)	329 518
Computer hardware	215 213	125 910	(138 628)	202 495
Computer software		22 300	(1 858)	20 442
Containers	253 971	11 622	(50 397)	215 196
Digital screens	181 823	-	(51 159)	130 664
Fittings		71 880	(9 371)	62 509
Furniture	14 733	50 884	(7 053)	58 564
Leasehold improvements	68 896	125 893	(37 240)	157 549
Motor vehicles	1 134 674	320 530	(307 599)	1 147 605
Office equipment	26 456	6 067	(7 029)	25 494
	2 096 542	1 084 272	(830 778)	2 350 036

Motor vehicles with a nil book value were traded-in during the year for R235,000.

Body-worn cameras with a nil book value were sold for R18,825 during the year.

Computer equipment with a nil book value was scrapped during the year.

Figures in Rand	2025	2024
8. TRADE AND OTHER RECEIVABLES		
Trade receivables	5 994	97 545
Prepayments	60 758	-
Other receivables	17 353	-
	84 105	97 545

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

9. CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of:

Cash management	43 733 204	43 289 069
Operational	3 287 182	724 160
	47 020 386	44 013 229

10. TRADE AND OTHER PAYABLES

Accruals	1 179 456	1 715 512
Other payables	1 250 981	1 214 657
Value Added Tax (VAT) payable	110 520	5 038
	2 540 957	2 935 207

11. CASH GENERATED FROM / (USED IN) OPERATIONS

Surplus / (deficit) before taxation	3 722 371	(455 438)
Adjustments for:		
Depreciation	857 010	830 778
Surplus on sale of plant and equipment	(253 825)	(13 891)
Finance income	(3 292 681)	(3 247 980)
Finance costs	5 330	6 926
Changes in working capital:		
Decrease in trade and other receivables	13 440	271 330
(Decrease) / increase in trade and other payables	(394 250)	799 301
	657 395	(1 808 974)

12. TAX REFUNDED / (PAID)

Balance at beginning of the year	(849 809)	(706 263)
Current tax for the year recognised in profit or loss	(867 280)	(846 480)
Balance at end of the year	1 717 089	849 809
	-	(702 934)

13. OPERATING LEASE COMMITMENTS

Operating leases – as lessee (expense)

Minimum lease payments due

- within one year	923 265	821 218
- in second to fifth year inclusive	4 071 540	989 289
	4 994 805	1 810 507

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

The office premises lease was renewed and extended for a further five years from 1 July 2025 until 30 June 2030.

A compounded annual rate of 6%, escalating at the anniversary of the commencement date is in effect per the contract.

The rentals escalation for the equipment is 10% per annum. Equipment operating leases for two printers were commenced on 1 August 2022 and 1 April 2024.

14. CONTINGENCIES

Non-taxable remuneration classification error

A bona fide inadvertent error occurred in the payroll set up during the 2016 - 2018 financial years, which resulted in taxable remuneration being classified as non-taxable. The error gave rise to an employees' tax liability which has been calculated and provided for in the financial statements for the year ended 30 June 2020. SARS has indicated that a 200% Understatement Penalty (USP) may be raised and allowed the company the opportunity to provide reasons as to why the penalty should not be raised accordingly. If raised at 200%, the

penalty will total R179 830.42 and interest calculated on the total tax debt will amount to R88 458.73. The interest calculated only pertains to the period up until the date of the submission to SARS at the end of February 2020. The directors have made use of the opportunity to present reasons to SARS and believe that the circumstances do not warrant such a severe USP. The directors are confident that SARS will not raise the USP at 200%. Due to the amount of the USP not being considered material by the directors, interest on the total outstanding liability cannot be measured reliably and is therefore not provided for in the annual financial statements. As of 30 June 2025, SARS has acknowledged our submission, but has not provided any further response on the matter to date.

15. RELATED PARTIES

Relationships

City of Cape Town

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

Thibault Investments Proprietary Limited

The Cape Town CCID entered into a lease agreement for office premises initially in 2015. The lease agreement was extended and became a related party on 1 August 2021 when the leased premises were transferred to Thibault Investments Proprietary Limited.

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

16. DIRECTORS' REMUNERATION

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

17. GOING CONCERN

As at 30 June 2025 and up to the date of signing these financial statements, no events or conditions have occurred that would impact the entity's ability to continue as a going concern.

18. 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.

Figures in Rand**2025****2024****Transactions with related parties****Material related party transactions****Amounts received from the City of Cape Town**

Revenue services rendered	103 025 519	96 304 637
Revenue retention refunded	11 213 102	3 571 098

Amounts paid to the City of Cape Town

Learner Law Enforcement Officers	3 805 761	2 704 878
Traffic Wardens	1 049 640	988 505
Other sundry amounts	18 056	19 180

Amounts paid to Thibault Investments Proprietary Limited

Lease rentals on operating lease	1 044 711	935 437
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DETAILED INCOME STATEMENT

Figures in Rand	Notes	2025	2024
Revenue			
Additional Rates Received		103 025 519	96 304 637
Additional Rates Retention Received		11 213 102	3 571 098
PEP Project		-	951 055
	2	114 238 621	100 826 790
Other income			
Finance income	5	3 292 681	3 247 980
Surplus on sale of plant and equipment		253 825	13 891
Sundry income		59 983	114 748
		3 606 489	3 376 619
Expenditure (Refer to page 79)			
		(114 117 409)	(104 651 921)
Operating surplus / (deficit)	4	3 727 701	(448 512)
Finance costs		(5 330)	(6 926)
Surplus / (deficit) before taxation			
		3 722 371	(455 438)
Taxation	6	(867 280)	(846 480)
Surplus / (deficit) for the year		2 855 091	(1 301 918)

DETAILED INCOME STATEMENT

Figures in Rand	2025	2024
Expenditure		
Advertising costs	(10 849)	(4 987)
Auditor's remuneration	(159 000)	(150 000)
Bank charges	(33 533)	(36 795)
Books, periodicals & subscriptions	(90 300)	(105 625)
Catering and food	(7 561)	(6 939)
Cleaning costs (office)	(91 946)	(77 261)
Cleansing services	(12 023 855)	(11 305 021)
Communication	(197 266)	(179 269)
Computer expenses	(404 593)	(419 073)
Depreciation	(857 010)	(830 778)
Donations	-	(1 000)
Insurance	(282 599)	(256 568)
Law Enforcement Officers	(213 524)	(3 693 382)
Lease Rental on equipment	(63 930)	(52 208)
Legal fees	(265 525)	(225 772)
Marketing and promotions	(3 800 447)	(3 535 327)
Motor vehicle expenses	(964 382)	(1 012 401)
Office rental	(851 040)	(800 883)
Printing / stationery / photographic	(91 638)	(149 300)
Project - Communications (Various)	-	(612 889)
Project - Environmental Upgrading (Beautification Projects)	(1 046 489)	(668 366)
Project - Environmental Upgrading (Recycling)	(320 114)	-
Project - International Downtown Association Conference (Cape Town Hosting)	(305 239)	-
Project - PEP Project Expenditure	-	(951 055)
Project - Parking (Professional Consulting Fee)	(26 850)	-
Project - Public Safety (Additional Law Enforcement)	(4 641 877)	-
Project - Public Safety (Additional Resources)	(5 030 634)	-
Project - Public Safety (Aggressive Begging Unit)	-	(8 204 400)
Project - Public Safety (CCTV Feasibility Study)	-	(45 000)
Project - Public Safety (Intelligence Gathering Feasibility Study)	-	(34 605)
Project - Public Safety DPU (Illegal Structure Removal)	(1 511 131)	-

DETAILED INCOME STATEMENT - CONT.

Figures in Rand	2025	2024
Project - Social Development (Winter Programme)	-	(497 475)
Project - Urban Management (Electricity Minimisation)	-	(273 783)
Project - Urban Management (Street Lighting Pilot)	-	(159 673)
Public Safety	(55 533 812)	(47 064 661)
Rates & Service Accounts (only CCT)	(9 482)	-
Refreshments and Teas	(130 091)	(108 826)
Salaries and wages	(15 846 172)	(14 327 391)
Secretarial duties	(374 467)	(275 381)
Social upliftment	(8 101 374)	(7 775 150)
Telecommunication	(257 748)	(218 874)
Training	(124 020)	(207 161)
Travel	(219 774)	(202 990)
Utilities (not CCT)	(229 137)	(181 652)
	(114 117 409)	(104 651 921)

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EDITORIAL

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WITH THANKS

As this auspicious year draws to a close, I am very proud of not only the work we have done over the course of the year, but the past 25 years. Collaboration is key to our success, and we are grateful to all the key players who share our goals to ensure the Cape Town CBD is safe, clean, welcoming and business friendly.

At the heart of everything we do, and everything we stand for, is getting the basics right. It's about focusing on the small things, with the bigger picture top of mind. We do this by working hard, and diligently, every single day, making sure that no stone is left unturned, no pothole is left unfilled, no lawbreaker is left unchecked, no homeless person is left unassisted.

As I say every year, we do not rise to this challenge – of maintaining the CBD's status quo – on our own. As I celebrate 25 years at the CCID, I am aware more than ever before that the organisation does not work in a vacuum. We rely on our staff members, our Board, our many partners, stakeholders, service providers and collaborators to help us maintain our high standards and keep the vision of a globally respected inner city alive.

And so, I extend grateful thanks to the many partners and collaborators who share our vision for downtown Cape Town. Firstly, to our First Citizen, Geordin Hill-Lewis, thank you for your impressive leadership, for your intelligent approach, and for your tenacity in positioning the CBD and the city as a City of Hope, and as a world-class destination for investors.

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

To the CCID board of directors, your commitment and expertise was crucial to the smooth running of the organisation in the year under review. I count myself lucky to work alongside you all. I would like to single out chairperson Rob Kane for his ongoing support and guidance. Rob's tenure as Board chair has been remarkable. And to Michael Bauer, Tamra Capstick-Dale, Murray Clark, Samantha Clingham, Wouter de Vos, Grant Elliott, Tim Harris, Jeff Kleu, Samantha Lambert, Julian Leibman, Joy Millar,

Peter Raimondo, Nawal Ramasar and Riaan van Wyk, we are better off for your involvement in our organisation.

In closing, I am thankful to the CCID's highly skilled and committed management team, who work tirelessly and willingly to advance the goals of the organisation, and to the entire CCID staff, for ensuring the CBD retains its excellent reputation. On behalf of Jurie Bruwer (Safety & Security), Kally Benito (Urban Management), Sharon Sorour-Morris (Communications), Tara Gerardy-Bissolati (Social Development) and Stephen Willenburg (Business Manager), I would like to thank:

SAFETY & SECURITY

Byers Security Solutions, South African Police Service, City of Cape Town (Law Enforcement, Traffic, Metro Police and Cyclops Camera Unit), Western Cape Government (departments of Community Safety and Economic Opportunities, Safety and Security Directorate), Cape Town Central Community Police Forum, Cape Town Tourism, and Body Corporates of residential complexes.

URBAN MANAGEMENT

City of Cape Town (City Parks, Electricity Services, Environmental Health, Facilities Management, Outdoor Advertising, Public Lighting, Roads & Stormwater, Urban Waste Management, Bylaw Enforcement: Urban Waste, Collections, Revenue, Traffic Signals and Water & Sanitation), J&M Cleaning Services, Straatwerk, Khulisa Social Solutions, and Straatwerk Technical, Road Maintenance and Opruim teams.

SOCIAL DEVELOPMENT

The City of Cape Town's Social Development and Early Childhood Development departments, ACVV, The Haven Night Shelter Napier Street, The Haven Moira Henderson House, Streetscapes, New Somerset Hospital, Saartjie Baartman Centre for Women and Children, Service Dining Rooms, Straatwerk, TB HIV Care, The Hope Exchange, U-turn Homeless Ministries, Western Cape Government Department of Social Development, Western Cape Street Children's Forum, Youth Solutions Africa, District 6, Souper Troupers, The Trauma Centre and St Anne's Homes.

COMMUNICATIONS

Magna Carta Public Relations, Firecracker Marketing, TCB Media, RunJack, Media Machine, Media Support, Tandym Print, Trident Press, Viking Print, CTP Printers, CitiSprint, Jarovi Trading, Fairstep Print Solutions, Long Life Lettering, Vega Graphics, Charles Chirongoma, Glen Stavridis, Jacqueline Basson, Amanda Thomas, Sean Robertson, Grant Mashonga, Sam Bainbridge, Brian Paul, Carmen Lorraine, Ed Suter, Ryan Warneke, Renee Moodie, Kirsty de Groot, Dave Chambers, Carin Smith and Kim Maxwell.

Tasso Evangelinos, CEO



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