



# AGM REPORT

November 2018



The Muizenberg Improvement District {MID} is a clearly defined geographical area where property owners have contracted to pay a levy to facilitate a joint effort by the City of Cape Town and the local community to ensure more effective management of public areas and promote economic growth and sustainable development. MID is a legal not-for-profit company under the City's Special Rating Areas by-law and also governed by the South African Companies Act 2008.

<http://www.mid.org.za/agm-2018/>



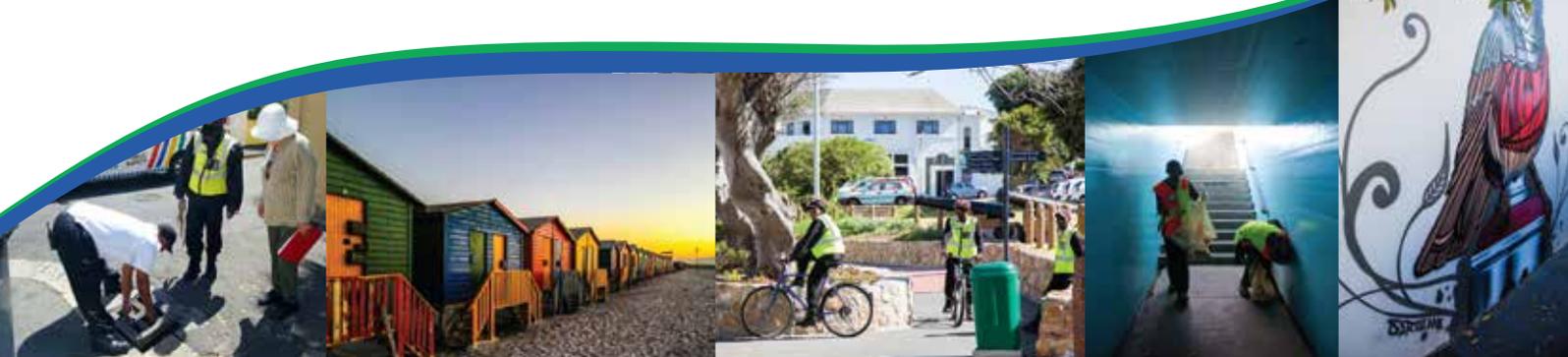


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*"Improvement Districts have become an important partner in addressing local service delivery issues. Against the backdrop of the city's growing population and pressure placed on the infrastructure – the MID has assisted greatly in making local community's needs heard by city officials. The problems that come with rapid urbanization require joint action between private and public stakeholders. I thank the MID board for pushing the bar of their mandate by actively putting pressure on TDA to make Muizenberg universally accessible." – Cllr. Aimee Kuhl, Ward 64.*

*"Working in partnership with the Muizenberg Improvement District has done the Muizenberg Law Enforcement base station the 'world of good'! It has most definitely launched our own approach to 'combatting/preventing crime' into a very altered dimension by means of achieving the most amazing results in a very short period of time. The synergy that runs through the veins of the MID's higher echelon and it's very special people, is astounding and herewith remains totally admirable. The MID's continued support and efforts to assist law enforcement in its various community safety initiatives and drives, is truly appreciated and most welcoming. The said organization's willingness to contribute so generously in the sense of sharing and applying its own knowledge and expertise with us to attain effective and efficient service delivery at all times, (undoubtedly in our opinion), remains second to none. We are so very, very proud to be associated with the MID and its amazing staff as a whole." – PI Ivor Ramsay, Area West Law Enforcement Services.*



## Chair Report

Within the framework of our mandate (as a top up service to the City of Cape Town), our focus this year has been on facilitating change. We have identified challenges which have led to opportunities for transformation and resulted in upliftment, empowerment and commitment to service. The success of this approach is evident across all four distinct but integrally related areas of cleaning, environmental upliftment, social development and public safety. The festive season planning was initiated by Chevone, our MID manager who brought together all relevant stakeholders including community NHWs. The result – an amazing collaboration, community support, a zero-tolerance strategy and a significant reduction in liquor consumption in public spaces. Muizenberg was ranked the top area in Cape Town for enforcement and confiscation of alcohol.

As the Chair, I would like to thank all our amazing MID Directors and manager who never fail to rise to the challenge! The nature of what we do means we receive more complaints than compliments and resilience is part of the game. The team have worked together and supported each other, navigating the minefield of service delivery within an environment where public expectation far outweighs the resources and mandate of the MID.

We have taken the time to review each core business area within the framework of the City's Integrated Development Plan and looked at ways to best align with it whilst also improving service delivery within the MID. We recognised the need for increased focus on social development due to the changing landscape of life on the streets of Muizenberg and the economic opportunity that it presents. In addition, given the important role of street cleaning and the impact it has on the overall perception of Muizenberg, it was agreed to bring the service in-house and to uplift and upskill existing EPWPs working within the MID area. As these changes kicked off in the new financial year, it will only be reported on in the next annual report. To read more about activities over the last financial year, please refer to our website and Facebook page.

There is a quote from H.E. Luccock, an American minister and Yale professor, who said: "No one can whistle a symphony. It takes an orchestra to play it". We could not have achieved what we have working in isolation and therefore I would like to thank the City and all provincial, parastatal, NPOs, business and community partners who have helped us in our service delivery; and in some areas, through sheer tenacity, helped us exceed our own expectations.

### Marion Wagner - Chair November



*"This year has been very successful in our efforts with MID and the partnership has proven to be very fruitful. Since April 2018 we have tackled several projects with all objectives achieved. Without the help and efforts of MID we would not have been able to position Muizenberg as a destination. While this is an ongoing effort, we are so thankful that we have you in our corner. Not only are we changing perceptions but creating opportunity for development in the Muizenberg area. The model that MID is currently using to build the area, will form an integral part in developing other areas." – Keith Edwards, Marketing and Communications – Rail Tourism, Metrorail.*



## Social Development

Restoring dignity is a term often used when working with street people, including those who find themselves without any form of shelter. Restoring dignity is however fraught with human rights challenges.

How can one restore dignity when there is no access to shelter or ablution facilities? We receive a barrage of complaints from those who are in a position to be part of the change. What about the health, safety and security hazards that the man, woman and child, living on the streets face?

Basic human rights are not attainable – if you find yourself struggling with your inner being – the self, lost in despair, unable to accept a hand up when many continue to enable life on the streets instead of fighting for access to basic needs - adequate shelter and ablution facilities.

Fulfilling a mandate that focusses on support services for street people can be debilitating when one considers all these challenges. Our social development team have however not allowed these realities to dull the light of hope and potential for change.

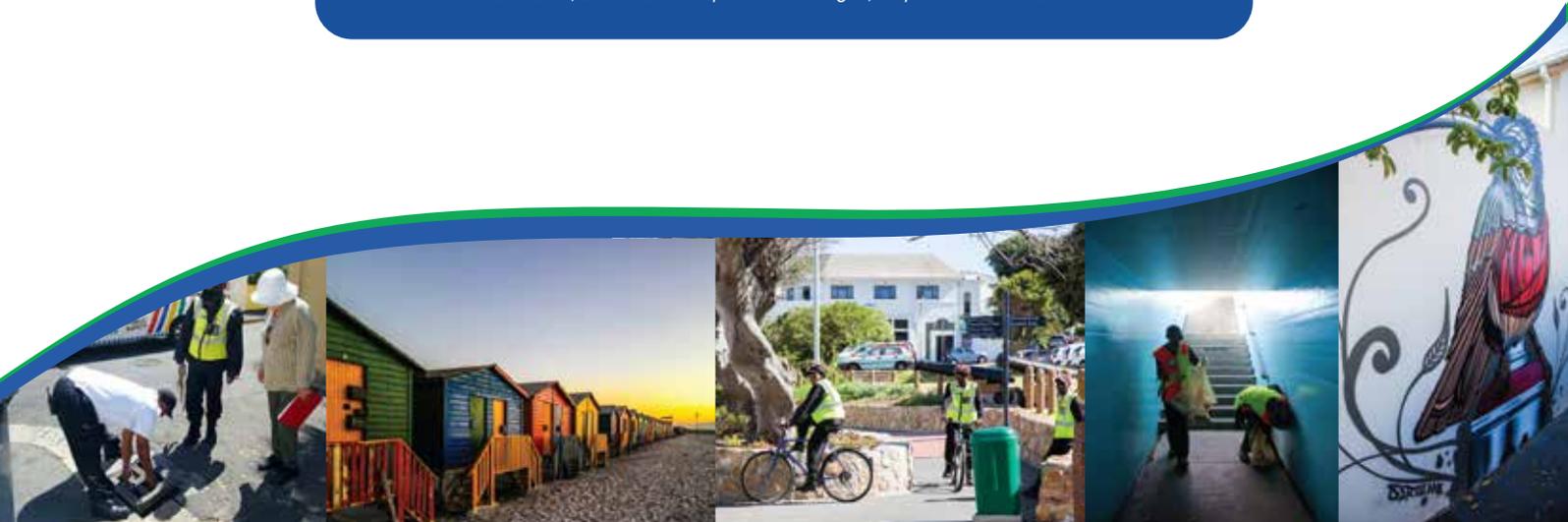
Through social- and fieldwork services we assisted ten street people with access to identity documents, enabling them to apply for social service grants and register on the City's EPWP database. Those in need of health care were referred to hospitals and many families were reunited with individuals who have lived on the streets of Muizenberg for many years. Restoring dignity through access to identification, health care and family reunification.

We celebrated the resilience of women on the streets through a "Pretty Pride" Art Workshop and addressed the need for a better understanding of responsible outreach through hosting a workshop in partnership with DSD and the National Prosecuting Authority. We also partnered with a number of organisations in the planning of the Far South Consultative Seminar on Street Children, hosted at the Peninsula Hotel.

An annual highlight for many living on the streets of Muizenberg is the Cape Mental Health Kite Festival. Having proven themselves as a reliable workforce since 2013, a group of homeless people take pride in being given the responsibility for site set-up and cleaning over the four days around the festival.

Access to basic human rights is a challenge, but by giving a hand-up, and not a hand-out, we know that we can facilitate the restoration of dignity for those who wish to accept the help that is available, and we remember those who have lost their lives as a result of living on the streets of Muizenberg.

*"The success of our event can also be attributed to the quality of the partnerships that we have forged, amongst which features the social development programme of MID. Through this initiative, the kite festival was fortunate to benefit from the work of a team of ten homeless persons on each of the two days of the event who were deployed to assist with litter removal on the festival site and in the surrounding public spaces (including the water's edge of the vlei). We have received favourable feedback from stakeholders regarding the improvement in litter management compared to previous years and are determined to build on this next year with our 21st Cape Town International Kite Festival. We hope to enjoy the support of MID going forward and can testify to the contribution that the homeless persons made to the success of our event." – Sandra Ellis, Donor Development Manager, Cape Mental Health.*



## Public Safety

Management changes as we headed into the festive season required a very hands-on approach to seasonal safety planning and pooling together like we've never done before! This had a positive knock-on effect throughout the South and the debrief at sub-council offices had many referring to it being the most "successful" season yet.

Collaboration saw relationship and resource development with organisations outside of Muizenberg, recognising that public safety in the MID is not only about residents, but about everyone who engages within the environment. Those outside of MID played a pivotal role as change-makers – occupying the space responsibly, making it safer for families with a zero-tolerance approach towards the introduction of liquor on the beaches, and other recreational spaces.

As a result of the successful festive season safety planning, an additional opportunity was recognised for participants to sign-up for Auxiliary Law Enforcement training in preparation for the next festive season. This was successfully completed and a number of Auxiliary Law Enforcement Officers from various neighbourhood watches in the South participated.

Engagement with local liquor outlets led to positive results as retail hours were shortened on peak days identified for the Easter Weekend. Our thanks go to the Muizenberg Lakeside Ratepayers Association for leading this after the festive season debriefing.

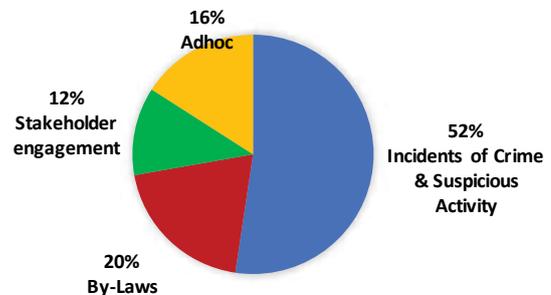
What many don't know, is that the MID's public safety entails far more than the public safety patrollers that are visible on the streets. Our work also involves on-going management of relationships, identifying concerns and workable solutions with a number of partners – including advocacy for accountability, whilst remaining a-political and focussing on service delivery in a challenging climate.

Unfortunately, due to a delay with the Ward 64 Control Room, the MID has not been able to implement the LPR and CCTV overview support as agreed at the last year's AGM. Many hours have been spent on identifying and advising on what is needed in order for the control room to go live. The MID has ring-fenced the amount committed

Informal car guarding has remained a challenge with concerns for the behaviour of some of the car guards, and discussions have been on-going with Law Enforcement on how best to manage this, as well as City Officials on alternatives to informal car guarding to assist with ensuring a safer experience – free of harassment for beachgoers.

We continue to remain objective in our approach and together with Law Enforcement and SAPS, we focus on ways in which we can help strengthen the resources of our enforcement authorities through management support and solution implementation through collaboration.

Routine Patrols	4 385
Incidents of Crime & Suspicious Activity	211
By-Law Infringements	80
Stakeholder Engagement including Joint Ops	48
Ad-Hoc (e.g. car breakdown, directions, etc.)	64



Routine patrols accounted for the bulk of incidents (4,385) and therefore not shown on the graph

*"Muizenberg Lakeside Residents Association has forged a good working relationship with the MID following the successful Public Safety campaign that was launched last December (2017). The success of the safety campaign led to further collaboration between ourselves and the MID in addressing alcohol misuse in public spaces. A joint task team subsequently approached local business with the focus on good practice and social responsibility in respect of trade hours. We value the input and support we have received from the MID Exco and look forward to continued successes going forward" – Catherine Dillon, MLRA Chairperson*



## Cleaning & Greening

This year we focussed significantly on James Q. Wilson & George Kelling's Broken Windows Theory, identifying high risk areas that negatively impact on the perception of the MID area. The MID landscaping team, led by Karen Hultzer, repaired the fencing along the railway reserve in Milner Road and trimmed back the vegetation to ensure visibility for public safety patrols. We also planted along the railway reserve fence to change the aesthetic appeal of this area, and regularly painted the subway in Church Road. In addition to this, the area next to the electricity transformer, in Church Road, was enclosed to prevent the ongoing dumping of residential waste in this space.

The upper reaches of Muizenberg Park has also been a challenging area with street people seeking refuge in the park. This has resulted in a significant amount of waste generated which negatively impacted on the indigenous fauna and flora. Joint intervention by various City departments, often led to an increase in residents under the bridge, which further exacerbated environmental health concerns.

We report on this to highlight the complexities the MID faces in fulfilling the mandate and how each area impacts on the next. We believe that an integrated approach based on strong relationships, can positively lead to ongoing improvements and balanced intervention.

Throughout the year the MID also collaborated with NPO, Believe in Schatzi Organisation (BISO), for regular beach clean-ups and driving Universal Accessibility (UA) for Muizenberg. Advocacy in this area is slowly starting to yield results with the City. The UA plan for Muizenberg was presented at the sub-council meeting early in 2018. Once budget is allocated by the relevant City department, Muizenberg will meet UA requirements that will complement the inclusive nature of the area.

MID continued to maintain a number of gardens, including the newly established garden at Surfers' Corner near Muizenberg station in memory of all those who passed away while living on the streets of Muizenberg. Unfortunately, we still face the reality of people removing plants and rocks from the MID gardens for their own use.

During the year in question, the cleaning team ensured that each street was swept once a week and all C3 service requests were referred to the City via the control room.

We would like to thank the City's Solid Waste, Parks and Recreation and the various EPWPs and community volunteers who throughout the peak season, worked together with MID to ensure efficient waste management and awareness amongst the public who assisted with litter control.

*"I would like to thank the MID for being inclusive minded. For supporting local organisations with community initiatives and for helping drive Universal Access in Muizenberg. I am so stoked to call Muizenberg my home town." - Ashtan Davids, Believe in Schatzi Organisation.*



## Finance

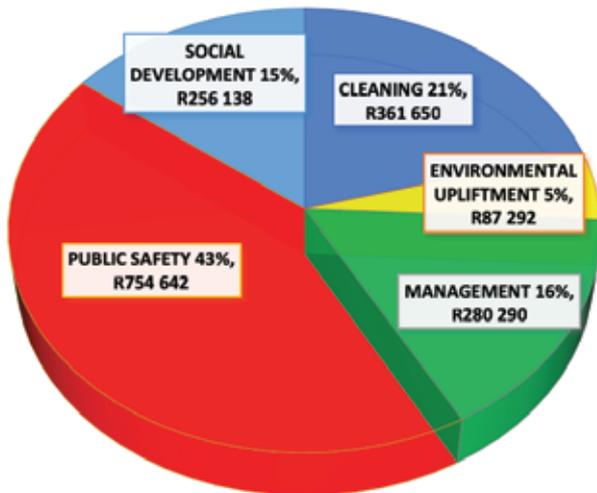
The expenses for the financial year amounted to R1,740,012 and can be summarised as follows (main budget):

Public Safety & Security	R 717,293
Cleansing	R 361,650
Environmental Upliftment	R 72,292
Management	R 266,825
Social Development	R 236.847
	<b>R 1,654,907</b>

### Surplus Budget Core Business Expenses

Public Safety	R37,348
Environmental Upliftment	R15,000
Management	R13,466
Social Development	R19,291
	<b>R85,105</b>

The percentage spend on the core business areas are show below:



## General Information

The Muizenberg Improvement District is a legal not-for-profit company under the City's Special Rating Areas by-law and also governed by the South African Companies Act 2008.

It is within this governance framework that the MID implements its mandate. This is driven by collaboration and the provision of top-up services in four distinct but integrally related areas of cleaning, environmental upliftment, social development and public safety.

The MID collaborates with city and provincial departments, state owned entities, NGOs and a wide range of residents and business people to improve Muizenberg. Improving means 'adding to', not taking away, the responsibility for service delivery from The City of Cape Town. Therefore the MID provides strategic direction and puts focused pressure on City and Government agencies whose job it is to police and deliver services.

While payment of levies is obligatory for ratepayers please be aware that you need to apply to become a member. All property owners are encouraged to join the MID so that we can pool our resources and work together to make Muizenberg a safe and attractive place to live, work and surf. See: [www.mid.org.za](http://www.mid.org.za)

### What is the relationship between the City, SRA and member?



## Important Contact Details

### Social Development:

- Dept of Social Development – Children 0800 220 250
- City of Cape Town Street People Unit 0800 872 201

### Policing and Public Safety

- South African Police Service Muizenberg 021 788 9000
- Flying Squad 10111
- Ambulance 10177
- Metro Police & Traffic 0860 765 423
- Law Enforcement 021 596 1999
- MID Public Safety Patrol Vehicle 060 850 6260

### City of Cape Town Service Inquiries and Faults

- General & Account Enquiries 0860 103 089 or [accounts@capetown.gov.za](mailto:accounts@capetown.gov.za)
- Disaster Risk Management 080 911 4357 or [disaster@capetown.gov.za](mailto:disaster@capetown.gov.za)
- Electricity Services 0860 103 089 or [power@capetown.gov.za](mailto:power@capetown.gov.za)
- Roads & Storm water 0860 103 089 or [watertoc@capetown.gov.za](mailto:watertoc@capetown.gov.za)
- Solid Waste (incl dumping) 0860 103 089 or [wastewise@capetown.gov.za](mailto:wastewise@capetown.gov.za)
- Water & Sanitation 0860 103 089 or [watertoc@capetown.gov.za](mailto:watertoc@capetown.gov.za)

