

AGM REPORT

November 2017

ABOUT

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-2017/>





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Chair's Report

This has been a year of significant change, not only in our team but also in our approach to service implementation. A special resolution was passed at the 2016 AGM which resulted in our board numbers decreasing from a maximum of 12 to 7. This ushered in an unusual dynamic of a predominantly female management team within a male dominated sector! We managed the year, for the most part, with 5 directors, and I would like to take this opportunity to thank all of them (Karen, Megan, Heide and Kevin) for their passion and time committed in helping us achieve the goals set out.

Resilience is a key characteristic required to be a director of the MID. Particularly when people's perceptions regarding services are not aligned with our mandate. This is experienced mainly in areas such as policing and social development challenges, fuelled by fear for personal safety and frustration that change doesn't happen fast enough.

Our team however soldiered on with the excellent support of our manager – Chevone, along with our service providers, the community and many other stakeholders. Asking questions, analysing the challenges and identifying workable short- and long term solutions. Helping us improve service delivery and drive advocacy.

To this end we implemented a social work service, and held to account both provincial and municipal social development services which saw an increase in coordinated intervention services.

We also continued to develop and retain relationships (often difficult to establish), resulting in our team being able to work in partnership with stakeholders such as Metrorail/PRASA, Law Enforcement, Social Development and SAPS. These have been the leading agencies for many joint operations initiated in and around the MID area.

During this period we also reviewed our cleaning and environmental upliftment services which led to a new approach to bolster "ears and eyes on the ground". Combining cleaning and public safety service implementation using the same service provider. Enabling a more holistic and practical approach to the "Broken Windows" concept.

The work of an improvement district constantly evolves as the environment we operate in is also impacted by various political challenges. It has therefore been imperative for us to focus on 'on the ground' service delivery, while driving advocacy for accountability, independent of any local or national political rhetoric – and working to optimise the strength of our phenomenal team.

As Chair, I would again like to thank our board, our manager and our service providers for their outstanding commitment. Without their support, the year in review would not have been possible. On behalf of the MID team, our thanks extend to our ratepayers for your MID/SRA levies which fund the SRA "top-up" municipal services and to all our members, the community and our stakeholders for their continued support.

As many of you know, extending a MID boundary takes a lot of time in terms of feasibility analysis and obtaining approvals so a thank you extends to previous MID directors for driving the process which has enabled Wherry, Henley, Vlei and Cromer Roads to be included as from 1 July 2017. We welcome all new property owners to the MID.

In closing, our thoughts are also with those who have lost their lives while living on the streets of Muizenberg. Your life mattered – every life matters.

Marion Wagner – Chair November 2017



"We like the transparency which currently prevails in the MID; we like the financial controls that the MID has introduced; we like the way the MID and its security provider work together, and we like the way security and cleaning have been effectively combined."

Well done!" – MID Member, M. Dugmore



Public Safety

They say it takes a village to raise a child, and this very same can be applied to public safety. It takes an entire community and all stakeholders to improve safety and advocate for service delivery! This year has been a year of change, collaboration and a solution driven partnership approach to addressing challenges around public safety.

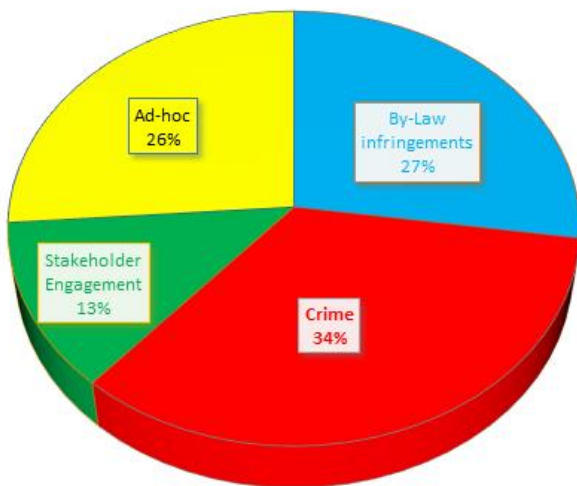
The year reported on saw MID go through another public safety tender process which was awarded to GRIT Security Services in October 2016. The transition from Securitas to GRIT was a seamless one, and the MID still has close relationships with Securitas as one of the stakeholders on the beachfront.



Collaborative partnerships enabled MID to drive accountability and access control implementation at the booms in Albertyn Road after an accident resulted in the entire signalling infrastructure being destroyed. The MID's relationship with Metrorail/PRASA also resulted in an occupied enclosure under the railway reserve being addressed and closed up with a sense of urgency, as well as the regular removal of structures inside and alongside the railway reserve between False Bay and St. James station.

In addition, various Joint Operations were initiated with City Law Enforcement, Street People Unit, Displaced People's Unit and where required, the Department of Social Development. All Joint Operations were led by Law Enforcement and supported by MID Public Safety.

A Safety Consultant was brought on board to assist with strengthening the relationship with the neighbourhood watch, Muizenberg Community Safety Initiative (MCSI). Providing support and guidance around developing a closer relationship with SAPS in order to drive crime prevention activities and highlight key areas contributing to opportunistic crimes in, and around the MID area.

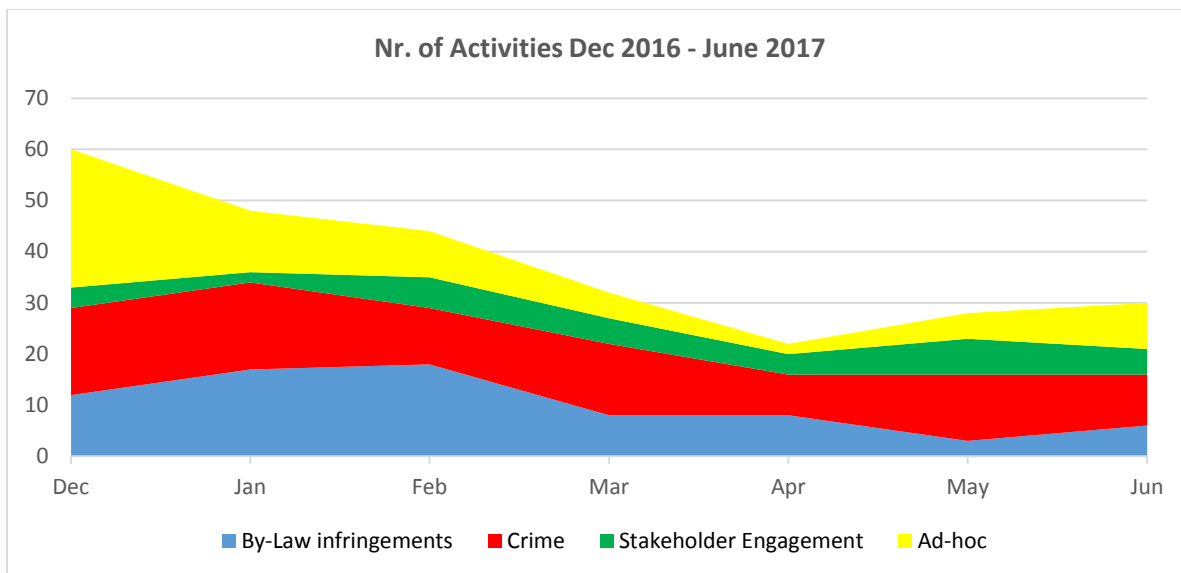


Throughout this period the MID Patrollers continued to provide a consistent public safety top-up service. They have complemented the City and Provincial Law Enforcement Authorities, SAPS, MCSI, Social Development and Metrorail/PRASA intervention and services. Employing a holistic approach to strategic patrolling, observations and information sharing has shown positive results.

As part of our public safety contract, GRIT has been tracking all their activities and responses by incident type (excluding routing activities). These are shown in the graph, for the period Dec 2016 – end June 2017.

When looking at activities that are non-routine, crime related incidents dominate in the MID area:





The 2016 festive season saw two dedicated public safety patrollers support Law Enforcement efforts on the beachfront, together with MCSI “eyes and ears”, ensuring the biggest confiscation of liquor on the beachfront in the history of the MID.

Public safety is particularly challenging as the service cannot operate in isolation and partner resources are often constrained, resulting in limited intervention and response from leading authorities in the MID area. We therefore encourage the community to become active citizens, and to join the MCSI neighbourhood watch. We urge residents to report all crimes to SAPS and to lodge an official complaint when unhappy with service delivery.

We thank GRIT Security Services for their continued services and also Securitas for their services during the first quarter of the 2016 financial year. We would also like to thank all our stakeholders for their support which has helped to enable collaboration and form partnerships which better serve the community and all who interact within the MID public space environment.



For more information about public safety, please see the monthly reports listed on our website:

<http://www.mid.org.za/safety-security-report/>

" Security: I've found GRIT to be very responsive to requests to attend to anti-social/criminal behaviour in public. I have had to call them on numerous occasions to attend to gatherings of teens/young adults drinking/taking drugs on the raised pavement in Royal Road. Response has been fast and in most cases broken up the groups.

Greening: Karen and her team have really helped to make in improvement in the public spaces in Royal Road. The garden at corner Royal/Alexander often benefits from their attention and is currently looking well maintained." – MID Member, T. Chalmers"





Cleaning & Environmental Upliftment

“Consider a building with a few broken windows. If the windows are not repaired, the tendency is for vandals to break a few more windows. Eventually, they may even break into the building, and if it’s unoccupied, perhaps become squatters or light fires inside. Or consider a sidewalk where litter accumulates. Eventually, people even start leaving bags of trash from take-out restaurants there or even break into cars.” - Broken Windows Theory: James Q Wilson.

This is a challenge within the MID. The lack of understanding of how waste management and property

maintenance impacts on the public space environment and how quickly an area can appear as unsafe, not cared for and not looked after.

An example of this is the open space area next to the transformer in Church Road which has become a dumping ground for residential waste. No one in the City has taken ownership of this space – leaving MID (and at times Solid Waste) with the challenge of continuously clearing out the dumped rubbish. This has resulted in further deterioration of the street despite the fact that it has been tarred AND traffic calming measures being implemented.

In addition to this, litter is generated around areas experiencing heavy foot traffic, such as Church Road subway, the beachfront and Atlantic Road – which results in a monthly collection averaging 900 bags of waste between Monday to Friday alone! This excludes the litter that accumulates on the railway reserve as a result of people disposing of their litter as trains pass through the MID area.

If you then include the structures in various places around the MID, such as the Civic Centre garden, the Park, Atlantic Road and the railway reserve – joint intervention is required. This then no longer becomes a challenge for cleaning and environmental upliftment, but one of social development and public safety.

Given all of the above, the MID recognised a need for a closer relationship between public safety and cleaning which resulted in GRIT taking on cleaning and greening services from 1 July 2017. This really impact positively in addressing the broken windows theory.

The various MID established and managed gardens have also improved the aesthetic appeal of Muizenberg. Maintaining these gardens has not been without its challenges given the drought and water restrictions in place. Thanks to our landscaper and director, Karen Hultzer, we have managed to keep things going by encouraging community members to use any excess grey water on the MID gardens.

Our festive season cleaning programme also saw an amazing collaborative effort between Believe in Schatzi Organisation, City’s Solid Waste Department and the broader community. It meant that visitors arrived to a clean Muizenberg first thing in the morning during.

Whilst the influx of visitors to the MID area is an enormous strain on resources, we are thrilled that people can benefit from this vast recreational space all year round. It is, after all, the place to live, work and surf!

For more information about cleansing, please see the monthly reports listed on our website: <http://www.mid.org.za/cleansing-reports/>.

*“The MID: Always ready to take hands and build partnership across the spectrum to served their mandate at best.
– G. Kiewiets – Metrorail Special Projects”*



Social Development

“He said I must turn around and take off my pants for R5” – a vulnerable child on the street. “I’m alone” – the lone voice of the child on the street.

“Whatever people think, I do not live on the streets by choice. I have no family to turn to, I am haunted by my past and I drink to forget and make life easier. Everyone judges me – they do not know my story. I was not always like this. Now, no shelter will take me...” – the sad voice of many of our homeless.



In February the MID and Department of Social Development, Metro South, mobilised an urgent joint intervention within hours of being alerted to children at risk at a location within the MID. Between the hours of 22h00 and 03h00 this joint operation resulted in nine children, under the influence of self-induced substances, being interviewed, assessed and placed in a safe facility.



This intervention was not without challenges, some of which the MID are still working on in partnership with the Department of Social Development and other stakeholders. To date, this has resulted in the Department intervention boundary being changed to ensure both Fish Hoek and the Retreat office can assist with and support the MID going forward. All parties will continue the partnership with the Western Cape Street Children’s Forum to advocate for the rights of vulnerable children in need of care and protection.

The MID social work service is not something that was implemented as a knee-jerk reaction to the MID mandate. It was a strategic decision which led on from the weekend cleaning project run for the homeless people from 2014 – 2016. While the project restored dignity and allowed some to get the necessary work experience that led them to get further employment with the City, it lacked a person-centred approach to intervention. At the time it was challenging to obtain a commitment from the City for service delivery when homeless residents indicated that they want to go into a shelter.

The social work service implementation has created an access point for counselling support, guidance and enabling integration and reunification with family should a client wish to take this next step. This service implementation supports not only the homeless, but is an Open Door space for community members and the broader public requiring access to social work support and referral.

The MID, with support from various partner organisations and individuals have assisted more than fifty people this year. Sadly we have also lost three homeless who passed away on our streets. It is this reality that drives us to continue our service delivery with objectivity and empathy.

Having worked on the Street People Forum with the City, we are under no illusion as to the challenges that we face in the Far South. Limited shelter facilities, limited NPO’s operating in this field and a constantly evolving environment that requires a tenacity and a special group of individuals willing to make the difference.

We thank our Fieldworkers Samantha and Emma for developing relationships and building trust that enables intervention on our streets, and we express our gratitude to our social worker, Marion Thomas, for her dedication and passion.

“My experience with MID was very pleasant, and I appreciate everything that Mrs. Thomas and Chevone did for me. They allowed me to get the help that I needed to rehabilitate myself of drugs. They helped me get off the streets and to move away from the gang and street life. I am very grateful for Mrs. Thomas and Chevone’s help and I thank them with a humble heart for changing my life. I am currently at Oasis, I am 7 months clean next week on the 16th of November and I feel great and I thank God for giving me another chance to restore my life and gain back what I’ve lost” – Zach.



Finance Report

The below will give you an idea of how our funds are spent based on the MID mandate i.e. management, public safety, cleaning, environmental upliftment and social development.

The expenses for the financial year amounted to **R1,615,044** and can be summarised as follows (main budget):

Public Safety & Security	R	730,471
Cleansing	R	346,282
Environmental Upliftment	R	3,000
Management	R	378,044
Social Development	R	87,139
	R	1,544,936

Surplus Budget Core Business Expenses

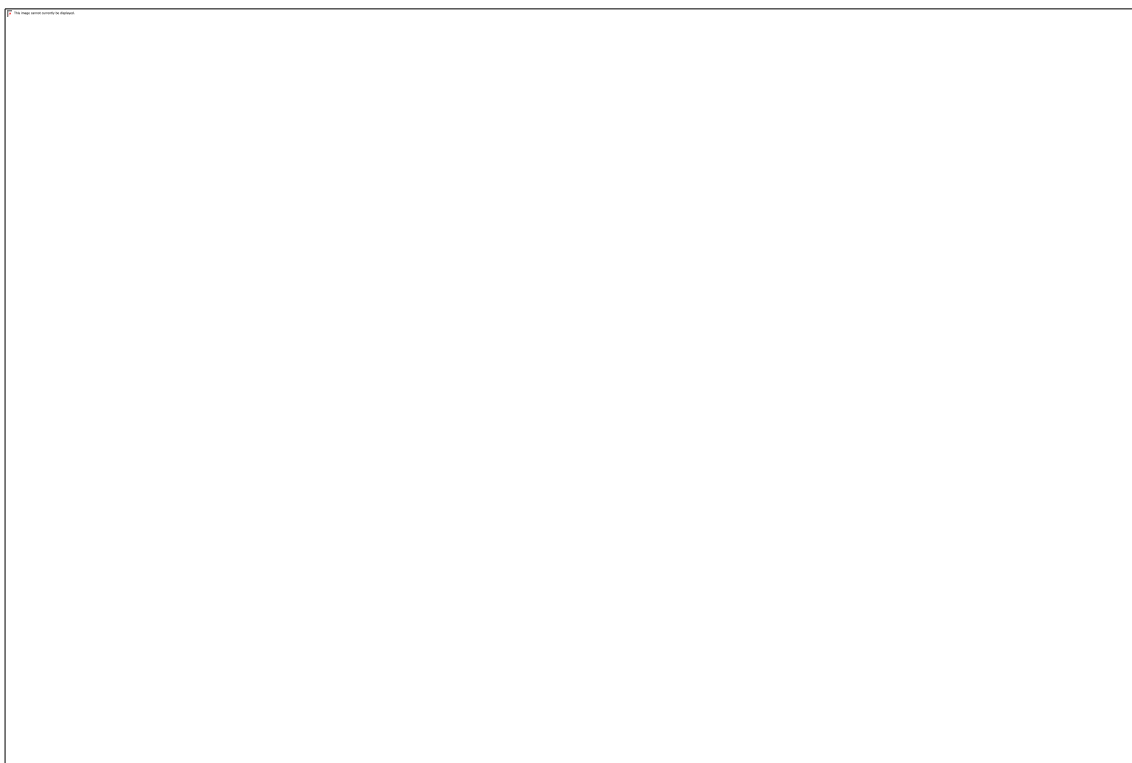
Environmental Upliftment	R	20,945
Marketing & Communications	R	9,558
Social Development	R	24,003

Donations Budget Core Business Expenses includes donations from various individuals and

Safer Together to support Social Work and Fieldwork Services

Social Development	R	15,600
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The percentage spend on the core business areas are show below:



General Information

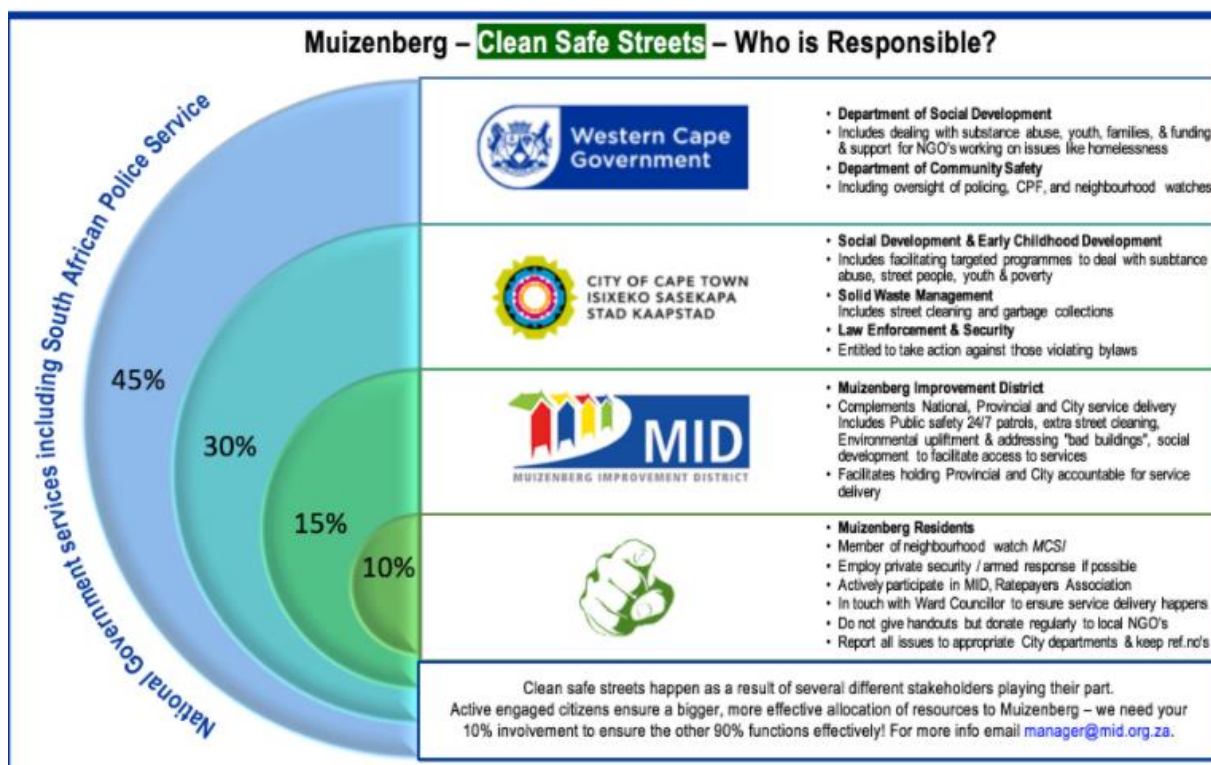
The Muizenberg Improvement District is a legal not-for-profit company under the City's Special Rating Areas by-law and also governed by the South African Companies Act 2008.

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 services. 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



Important Contact Details

Social Development:

- Department of Social Development – Street 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
- Disaster Risk Management 080 911 4357 or disaster@capetown.gov.za
- Electricity Services 0860 103 089 or power@capetown.gov.za
- Roads & Storm water 0860 103 089 or watertoc@capetown.gov.za
- Solid Waste (incl dumping) 0860 103 089 or wastewise@capetown.gov.za
- Water & Sanitation 0860 103 089 or watertoc@capetown.gov.za



MID Office

082 463 1525 or manager@mid.org.za

