



HPP NPC Registration Number: 1999/015007/08

Chairperson Report – 2024

“Supplementing Municipal Services for a Safe, Clean and Healthy HSRA”

Dear HPP NPC Member

I have pleasure in submitting HPP’s Annual Report for the period 1 July 2023 to 30 June 2024.

The report is available on the HPP website (<https://hpp.org.za/2024-annual-general-meeting/>).

Hermanus SRA Context

A Special Rating Area (SRA) refers to a defined geographical area in which registered property owners contribute additional rates, to supplement specific municipal services.

The Hermanus Special Rating Area (HSRA) is managed by Hermanus Public Protection (HPP), a registered non-profit company (NPC) established in 1999. HPP aims to provide a safe, clean and healthy environment to its property owners and visitors, by supplementing specific municipal services.

The HSRA is funded from the additional rates paid by property owners, based on the municipal valuation of properties within the SRA boundaries. We do not receive any grants or subsidies from the Overstrand Municipality (OM) but are able to raise additional income.

HPP’s strategy and operations are managed by a board of Directors who are appointed by members at an Annual General Meeting. The directors are not compensated for their services.

HPP has an Executive Officer, who manages the outsourced operations provided by service providers and interacts with stakeholders on operational issues.

HPP Board

The HPP board is composed of three registered directors, Jerry van Niekerk, Leon Rauch, and Ann Wright, alongside six additional board members. The registered directors bear legal responsibilities, ensuring compliance with relevant laws, financial oversight, and strategic decision-making. They are accountable for the organisation's performance and actions.

Board members, who are not registered directors, play an advisory role. They contribute strategic input, oversee specific areas, and bring specialised expertise to the organisation.

The past financial year is characterised by the leadership of an expanded board. The members are:

Leon Rauch is the Board's Deputy Chairman and holds responsibility for the Finance Portfolio. He was appointed to the Board in September 2022 and resides in Fernkloof.

The following Board Members were appointed at the Annual General Meeting held on 28 September 2023:

Ann Wright. Ann is responsible for the Cleansing Portfolio and lives in Hermanus Heights.

Nigel Thatcher. Nigel was responsible for the Safety Portfolio and unfortunately resigned in February due to injuries incurred through a serious bicycle accident. Nigel resides in Prestwick Village.

Fransien Koegelenberg oversees HPP's initiative in revitalising the Central Business District and resides in Fernkloof.

Sarah Taylor is responsible for the Education Portfolio. She resides in Westcliff.

Phillip- Ben Kotze heads up the Stakeholder Portfolio and lives in Eastcliff.

Peter Doble is responsible for the Social Development Portfolio and lives in Northcliff.

During the year **Rod MacLeod** and **Stephen Grundlingh** were co-opted onto the Board.

Rod has led the process for the continuation of the Hermanus Special Ratings Area's term for a further five years and lives in Voëlklip.

Stephen replaced Nigel Thatcher on the Board and oversees the Operations portfolio which includes all public safety issues. He resides in Fernkloof Village.

The decision to expand the Board was informed by the desire to ensure representation from the major residential areas in the HSRA, as well as to create focus on each of HPP's strategic initiatives.

To be complete, I was appointed to the Board in September 2022 and I live in Hermanus Heights.

Strategic Priorities

At the commencement of my tenure as Chairman in 2022, I was assisted in determining HPP's strategic priorities by gaining the input of sixteen individuals representing a wide spread of residential areas and interest groups within the HSRA. The exercise was repeated in July 2023,

through the participation of 29 individuals who confirmed the 2022 priorities. At a high level, the Board's strategic priorities for the past year were:

- Deliver safety and cleaning services which bring value for money to ratepayers.
- Build strong relationships with members, the Overstrand Municipality, the business community, the South African Police Services, the neighbourhood watch groups and neighbouring Special Rating Areas in Kleinmond and Onrus/Vermont.
- Contribute towards the revitalisation of the Central Business District.
- Communicate with our members, clearly and often.
- Educate members to manage threats to their personal safety, their property and the environment.
- Plan for the continuation of the HSRA beyond June 2025.
- For those issues (e.g. baboon management, unemployment, vagrancy, homelessness, destruction of the natural environment) which threaten the well-being of Hermanus but fall outside our current mandate:
 - Promote and facilitate change.
 - Support organisations which can best drive initiatives.

I am pleased to report that good progress has been made in the past year in pursuing these strategies and fulfilling the HSRA's mandate.

Socio Economic Circumstances

The 2022/2023 Chairman's report highlighted the pressures brought about by heightened electricity load shedding, inflation, interest rates, unemployment, poverty, and crime levels, which placed extraordinary pressures on South Africans. In the past year these pressures have not abated, other than the recent welcome relief from load shedding. However, the political tension in the run-up to the National and Provincial elections, as well as the uncertainty during the formation of the Government of National Unity, cannot be ignored. South Africans continue to live in uncertain times.

We are fortunate to live in the Western Cape Province where the political leadership is stable and where economic prosperity is more evident.

Crime in the HSRA

Unfortunately, the South African Police Service (SAPS) crime statistics for the fourth quarter has been delayed for release to the public. Therefore, we are unable to provide an overview of the crime patterns in the Hermanus precinct for January through to March 2024. Below follows an update for the third quarter, October to December 2023.

In mid-February, the South African Police Service (SAPS) released its crime data for the third quarter of 2023/2024, comparing it with figures from the same period over the past four years. The statistics for the third quarter nationwide revealed a rise in criminal activities, such as drug trafficking, murders, and sexual offenses, although a decrease in property-related crimes had been noted.

Within the Hermanus precinct, which encompasses Karwyderskraal, Fisherhaven, Hawston, Vermont, Onrus, Sandbaai, Zwelihle, and Hermanus, there was a noticeable uptick in contact crimes, nearing levels seen before the COVID-19 pandemic in 2019.

Particularly concerning is the surge in crimes against individuals, notably common assault and robbery, with many of these incidents concentrated in Zwelihle, Mount Pleasant and Hawston. HPP has been alerted to numerous robbery cases along Swartdam Road and is collaborating with SAPS and Law Enforcement to enhance awareness and conduct active street patrols.

Similar to the national trend, property crimes decreased throughout the Hermanus precinct. However, it's important to approach this decrease with caution, recognising that some homeowners might not report property crimes to the police for various reasons.

Safety through camera surveillance, patrolling and education

HPP brings safety to the HSRA through a multi-pronged approach, i.e. surveillance cameras, patrolling and education. The surveillance and patrolling services are outsourced to Fidelity ADT, with close oversight being kept by HPP's Executive Officer.

Surveillance is done through 147 cameras situated at seventy-four CCTV camera sites which are spread across the area. In the past year, seven new cameras were erected and five new cameras are in the pipeline, either awaiting approval from the OM or funding from the community. Due to storm damage, extensive CCTV camera replacement and infrastructure repairs were done, totalling R122,974.

The value of HPP's surveillance network is evident in its utilisation by the South African Police Services and OM Law Enforcement teams during numerous protest marches throughout the year.

The CCTV cameras and telephone calls for assistance are monitored in the Control Room which is manned by trained Controllers and managed by a Surveillance and Field Supervisor, 24-by-7. Up-to-date analytical software is used to ensure that information gathered from the surveillance cameras is translated into intelligence and crime prevention operations. An increase in crime prevention incidents through surveillance cameras and patrolling continues to be noted.

Patrolling is done by foot, bicycle and vehicle throughout the HSRA. The vehicles patrol 24-by-7. Foot patrol officers are used primarily in the CBD night and day, and on the Cliff Path which stretches from the New Harbour to Grotto Beach. Bicycle patrols are used on waste collection days across the HSRA. Additional patrols (foot, bicycle, and vehicle) are allocated to areas where an increase in burglaries is reported and where counter measures are undertaken, in collaboration with SAPS and OM Law Enforcement.

The activities of patrollers are monitored by the control centre through GPS tracking.

During October 2023 a branded Safety Kiosk was placed at Swallow Park. The kiosk is manned by an HPP guard who patrols the vicinity of the kiosk. In addition, the kiosk can easily be moved to alternative areas during festivals and other public occasions. The kiosk was purchased in adherence to HPP's Procurement Policy.

Education on safety issues was done through a Ladies Safety Workshop, drawing positive feedback from the 25 attendees. Six articles in the printed and social media provided input on a wide range of topics.

Cleaning in the HSRA

HPP's services are outsourced to Iphupha Clearing and Cleaning Services, who cover the Cliff Path, namely Roman Rock to the Marine Hotel; Gearings Point to the New Harbour; Grotto East to Kraal Rock, as well as Hoy's Koppie and Bekker's Park.

In the past year litter collection and cleaning services were increased to 6 days a week, together with a dog waste picker on the Cliff Path, three days a week. Litter collection was done on Public Holidays. Very frequently "nests" where vagrants have slept and spread litter, are cleaned up.

Unfortunately, several incidents of uncontrolled dogs on the Cliff Path were reported during the year. It is however pleasing to note that OM Law Enforcement Officers issued fines to some owners.

Operations Summary

Over the past financial year, July 2023 - June 2024, reported incidents have decreased by 4.23% (5,990 incidents) compared to the previous financial period (July 2022 – June 2023), which had 6,249 incidents. This reduction may be attributed to HPP's effective impact on criminal activities in the area.

Throughout the year, there has been an increase in crime prevention activities within the HSRA. Crime prevention encompasses any intervention by HPP to avert potential crimes or by-law transgressions. Incidents are reported by members of the public (including Neighbourhood Watch groups), HPP CCTV operators, specialised response vehicles, and public safety patrol officers.

CCTV operators have increasingly detected suspicious behaviour, activating response teams accordingly. These interventions include addressing unruly behaviour before it escalates or notifying residents of vulnerabilities, such as an open garage door or an unlocked vehicle. Below is the percentage breakdown of the types of incidents HPP recorded over the year:

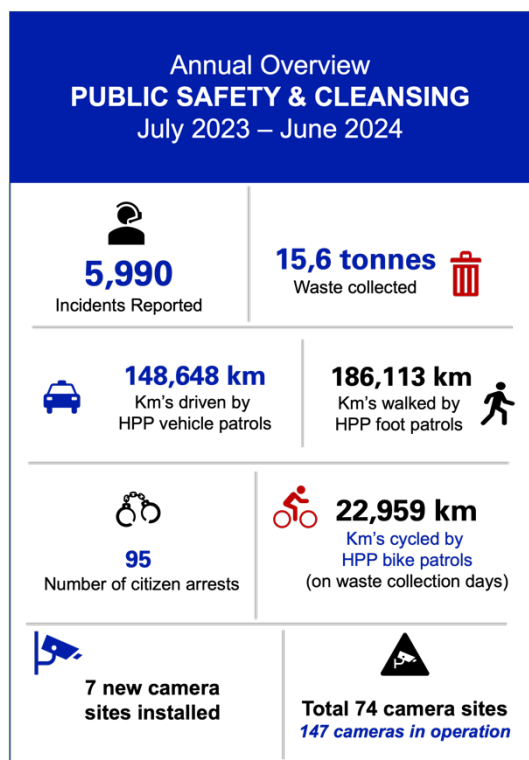
- **Crime Prevention: 46%**
- **Crime-Related (including municipal by-law infringements): 28%**
- **Public Assistance: 26%**

In addition to recovering stolen property, HPP's efforts have led to the arrest of 95 suspects during the year.

HPP's bike patrollers have recorded a total of 22,959 km cycled. Since the inception of the bike patrols on waste collection days, there has been a significant decrease in complaints regarding waste pickers.

HPP foot patrollers have walked 186,113 km over the past year, with each patroller covering an average of 30 km per day, ensuring the safety of the cliff path and CBD both day and night. Vehicle patrols, comprising three vehicles operating 24/7, have driven 148,648 km, enabling rapid incident response, armed backup, and a visible presence across the HSRA.

HPP’s cleansing service has collected over 15.6 tonnes of waste from the cliff path. Working six days a week, they collect litter and dog waste. There has been a noted decrease in the amount of waste collected year-on-year, which we believe is due to the public’s improved adherence to by-laws.



1: Annual Overview - 2023 - 2024



2: Annual Overview - 2022 - 2023

Homelessness and Vagrancy in Hermanus

Homelessness and vagrancy in Hermanus are rooted in the high levels of poverty, unemployment and social disconnection in South Africa and our region.

In the HSRA the increasing occurrence of vagrancy, begging, the spreading of litter and illegal acts (such as setting up temporary shelters, or “nests”, along the Cliff Path, at Hoy’s Koppie and other places) is rising concern from property and business owners, as well as Hermanus’ tourist industry.

In fulfilling our mandate to provide supplementary services to those of the Overstrand Municipality, a large percentage of HPP’s manpower and time is dedicated towards addressing these incidents. We are however not mandated to drive social upliftment initiatives and therefore, at best, can only support the Municipality’s efforts and encourage leadership and cooperation amongst entities such as the Municipality itself, the Hermanus Night Shelter, the Red Cross, the churches and other related organisations.

In the past year HPP combined with the Hermanus Ratepayers Association (HRA) in facilitating a Think Tank to identify solutions to these social problems. A set of recommendations were produced as an output to the Think Tank. Strong leadership and cohesion are however required to achieve success.

HSRA Term Extension Project

The HSRA has a mandated life of five years that will terminate in July 2025, unless the mandate is extended for a further period in compliance with the applicable municipal acts. The HPP Board received approval from the HPP NPC members at the Annual General Meeting, held on 28 September 2023, to seek an extension of the HSRA's term.

A project was accordingly launched in January 2024, during which the business models of several neighbouring Special Rating Areas in Cape Town were examined, together with data related to the City Improvement Districts in eThekweni, Umhlanga, Johannesburg, and Cape Town CID.

To motivate the submission for an extension of term to the OM, an online survey was conducted between 30 April and 31 May 2024, with the aim to gauge property owner and community support for the extension and to determine their preferred priorities. The survey results showed that:

- 90.5 % of respondents indicated support (either strongly or somewhat) for extending the HSRA for another five years.
- The top priorities voiced were public safety in open public spaces, cleanliness and attractiveness of the Hermanus Environment and dealing with vagrancy and homelessness.
- 81% of the respondents were satisfied with the performance of the HSRA and HPP.
- 90% of respondents believe that the HSRA plays an important role in crime prevention, with 90.2 % acknowledging the significant impact made.
- 84.7 % of respondents were either extremely or very confident in the governance and management capabilities of the HPP.
- 85.1 % rated the value for money received through the services provided as very to extremely valuable.

The last question in the survey invited respondents to nominate additional services which should be provided by the HSRA. A relatively low percentage of responses (at or below 5%) voiced the request for the HSRA to take on the following services: baboon management, parking management in the CBD, and for the HSRA to increase its boundaries to include the Fernkloof Nature Reserve.

Growing Relationships and Communication

HPP continued to build strong relationships with property owners, the business community, the Overstrand Municipality, SAPS, the neighbourhood watch groups and neighbouring SRA's.

The Board is thankful for the collaborative efforts of property owners throughout the HSRA, as well as the HRA and the Business Chambers.

In this regard, it was pleasing to see Jonathan Cook applaud the extent to which he enjoyed the safety of our town's environment, in his regular column. Refer **"Impressive citizen collaboration improves our lives,"** Business Day, 9 January 2024.

Monthly newsletters, WhatsApp messages, the HPP website and the printed media were used during the year to communicate with property owners, HPP members and the wider community.

Relationship with Overstrand SRA (OSRA) neighbours

The OSRA Forum, which includes the Kleinmond and Onrus/Vermont SRA's collaborated productively during the year. I am thankful for the input received from the respective Chairpersons on key issues.

Oversight by the Overstrand Municipality

The OSRA Boards met with the OM's Financial Director on a quarterly basis to discuss issues of common concern and to ensure compliance with our respective financial agreements with the OM. The HPP Board extends its thanks to the Financial Director for the healthy working relationship which we enjoyed and wish her well on her retirement.

Governance of HPP

Due to the expansion of the Board , as well as the prevailing higher level of scrutiny of non-profit organisations, two significant policies were implemented by the Board.

In the first instance, a code of conduct (also called a statement of values or code of ethics) was put in place. The Board Members and Executive Officer have thereby agreed to follow a specific set of principles and standards, as well as to adhere to the values of excellence, integrity, honesty, transparency, equity, and confidentiality.

The above policy was followed by a Whistleblower Policy, which encourages and enables HPP stakeholders to raise serious concerns re inappropriate conduct of HPP's Board members, contracted workers and employees, was also implemented.

Please see our website at <https://hpp.org.za/company-documents/> for details of these policies.

To ensure the continued proper governance of HPP and adherence to the Promotion of Access to Information Act of 2000, the Board sought legal opinion in addressing voluminous requests for information from a property owner.

Summary review of the past year

I am pleased to report that HPP met the objectives which were set for the 2023/2024 year. A highlight has again been the level of co-creation which exists between property owners and HPP.

Looking ahead

The priority for the year ahead is to complete the final year of the current term with distinction and to lay a sound foundation for the next term, which commences on 1 July 2025. The task of selecting service suppliers and embedding their work into our operations will be key.

Thank you

My gratitude goes to:

- HSRA property owners for their support.
- Our service providers Fidelity-ADT, WCC Technologies and IPHUPA Clearing and Cleaning Services, for their outstanding work.
- The various security and safety bodies who we work with in the field.
- The Overstrand Municipality for a fruitful relationship.
- Our Board Members who dedicate their time and energy without financial compensation.
- The Deputy Chairperson, Leon Rauch, for his leadership.
- HPP's Executive Officer, Marcia Bown, for her dedication and hard work.

Jerry van Niekerk

Chairperson

7 August 2024