CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

BUSINESS SUPPORT POLICY
(POLICY NUMBER 74689)

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ABBREVIATIONS/ACRONYMS

BSMS	Business Support Management System
DTI	Department of Trade and Industry
EGS	Economic Growth Strategy
IDP	Integrated Development Plan
MATR	Municipal Asset Transfer Regulations, 2008
MSA	Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000)
MFMA	Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003)
MSME	Micro, Small and Medium Enterprises
NDP	National Development Plan
NGO	Non-Government Organisation
POPIA	Protection of Personal Information Act, 2013 (Act No. 4 of 2013)
SCM	Supply Chain Management
SEDFA	Small Enterprise Development Finance Agency
SPB	Strategic Policy Branch
SPV	Special Purpose Vehicle
TVET	Technical and Vocational Education and Training

DEFINITIONS

For the purposes of this policy, except where clearly indicated otherwise, the terms below have the following meanings:

"blended finance"	means an investment approach that strategically combines public, philanthropic and commercial capital with the objective to share the risk associated with particular investments and thus increase the attractiveness of those risky investments;
"business activity"	means any commercial activity conducted by a person for gain as contemplated in the National Small Enterprise Act, 1996 (Act No. 102 of 1996);
"Business Hub"	Refers to the City of Cape Town's business support facility established as a point of contact for MSMEs looking for access to growth and development support from the City;

"business incubators"	means physical or virtual facilities that support the development of early-stage MSMEs through a combination of business development services, funding, and access to the physical space necessary to conduct business;
"City"	means the City of Cape Town, a municipality established by the City of Cape Town Establishment Notice No. 479 of 22 September 2000, issued in terms of the Local Government: Municipal Structures Act, 1998, (Act No. 117 of 1998) or any structure or employee of the City acting in terms of delegated authority;
"City Manager"	means the person appointed as the municipal manager of the City, as contemplated in section 54A of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000);
"commercially viable"	means a product, service or business that has the ability to make a profit and survive in a competitive market;
"community enterprise zones"	means designated geographic areas where governments apply special tax breaks, relaxed rules, and financial support for business growth and to create jobs;
"Council"	means the Municipal Council of the City;
"early-stage enterprise"	means a newly established business that is operational but has not yet reached the point of stable and predictable performance;
"ecosystem actors" or "ecosystem organisations"	means the individuals, groups, or organisations within a shared network that interact and contribute resources to support the system;
"entrepreneurship"	means any attempt at new business or new venture creation, such as self-employment, a new business organisation, or the expansion of an existing business, by an individual, a team of individuals, or an established business;
"Executive Mayor"	means the person elected in terms of Section 55 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) to be the Executive Mayor of the City;

"historically disadvantaged areas"	means a geographic location within the City that has suffered from systemic discrimination, chronic underinvestment, and socioeconomic marginalisation, rooted in past governmental policies (such as colonialism or apartheid);
"incubation"	means a unique and flexible combination of business development processes, infrastructure, and people designed to nurture new and small businesses by assisting them through the early stages of their development when they are most vulnerable;

“innovation”	means the application in practice of creative new ideas, which may include the introduction of inventions into the marketplace;
“maker spaces”	means a place that provides hands-on, creative ways for students and MSMEs to design, experiment, and invent as they engage with a variety of tools and technology;
“Mayoral Committee”	means the committee appointed by the Executive Mayor to assist the Executive Mayor in terms of Section 60 of the Municipal Structures Act;
“metro growth nodes”	means urban areas targeted for concentrated economic investment, higher-density mixed use, and infrastructure development. Their function is to manage urban sprawl, create localised jobs and improve public transit efficiency;
“micro factory”	means a compact, highly automated, and modular manufacturing facility designed for localised, small batch, or on-demand production;
“Micro-warehousing”	Means a logistics strategy that utilises small, localised storage facilities positioned close to densely populated urban areas;
“MSMEs *or* small businesses”	Micro, Small and Medium Enterprises (MSMEs) or small businesses are governed by the National Small Enterprise Act, 1996 (Act No. 102 of 1996), which provides the legal framework for their definition, classification, development, and support;
“Municipal Structures Act”	means the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998);
“necessity-driven entrepreneurs”	means those entrepreneurs who have started a business because they have no other means to fulfil their economic needs and are unable to obtain formal employment;
“opportunity-driven entrepreneurs/businesses”	means those entrepreneurs who start a business because they see an opportunity;
“pilot procurement”	means a small-scale, controlled test run of a new product, software, or supplier relationship before committing to a large-scale or long term-contract;
“place-based development outcomes”	means tailored economic, social and environmental results achieved by focusing public and private investments on unique features, needs, and assets of a specific geographic community;

"property entrepreneurs"	means a business owner who builds, manages and scales business focused on the acquisition, development or rental of real estate;
"Special Economic Zone"	means a geographically designated area set aside for targeted economic activities, supported through special arrangements, fiscal incentives and infrastructure tailored to promote national growth and exports;
"Special Purpose Vehicle or SPV"	means a legal entity created to support development in a priority sector of the economy;
"Township Economy and Inclusive Economy Plan"	A plan designed to address the requirements for the promotion of a township economy as well as an inclusive economy;
"Total Early-stage Entrepreneurial Activity"	means the indicator measuring the percentage of the adult population (18-64 years) who are in the process of starting a business or who have just started a business

1. PROBLEM STATEMENT

The City faces a range of interconnected structural, spatial, and regulatory challenges that constrain the growth and sustainability of small businesses.

1.1 Unemployment remains a critical challenge in South Africa. In the first quarter of 2026 32.7% of the national working population was unemployed and approximately 19.6% of the local population in Cape Town[1].

1.2 The City has therefore resolved to prioritise economic growth as a strategic objective, with the intention of creating an enabling economic environment that attracts investment and supports sustainable job creation.

1.3 Job creation and economic growth rely on the growth and expansion of existing enterprises or the establishment of new businesses[2].
In 2025, South Africa's Total Early-stage Entrepreneurial Activity (TEA) rate was estimated at 14.7%, with only 3.4% of the adult population (18–64 years old) as owner-managers of an established business. These figures highlight persistent structural barriers within the entrepreneurial ecosystem that limit business formation, early-stage business survival, and employment growth.[3]

[1] Stats SA. Quarterly Labour Force Survey, Q1 2026.

[2] GEM (Global Entrepreneurship Monitor) (2026). Global Entrepreneurship Monitor 2025/2026 Global Report: From Uncertainty To Opportunity. London: GEM

[3] Hill, S. (2026). Global Entrepreneurship Monitor 2025/2026 Global Report: From Uncertainty To Opportunity. Economy Profile South Africa (p. 190). London: GEM.

1.4 MSMEs create employment: Across South Africa, MSMEs account for just over 40% of employment in the formal sector. This is well below the global average of close to 70%[1].

1.5. Limited market access: Despite a large supplier base (more than 14 000 vendors), City procurement opportunities are constrained, and economic activity remains mostly concentrated in established areas, with underserved communities facing weaker local markets.

1.6 Spatial inequality: Legacy planning patterns continue to limit access to well-located economic opportunities, increasing costs and reducing competitiveness for township-based businesses (manifests in limited access to infrastructure and markets, higher transport costs, reduced customer base).

1.7 Small business growth in Cape Town is further constrained by exposure to crime — including extortion, business premises hijacking and armed robbery — which disproportionately affects informal and township-based enterprises and has, in documented cases, forced business closures, suppressed investment and undermined trading confidence in affected precincts.

1.8 Shortage of business premises: There is a significant under-supply of affordable, compliant workspaces, particularly for light manufacturing and micro-enterprises, forcing many businesses to operate informally.

a) Regulatory and administrative burdens: Lengthy and complex approval processes increase the cost and difficulty of doing business, threatening viability, especially for small and emerging enterprises.

b) Enforcement without alternatives: Law enforcement shut down home-based enterprises, particularly in light manufacturing sectors, without providing viable relocation options, resulting in loss of livelihoods. These businesses often operate in residential areas due to lack of alternative workspace options.

c) Low investment in underserved areas: Private sector investment is limited due to crime, extortion, vandalism, and infrastructure constraints, reinforcing spatial and economic exclusion.

d) Housing and development constraints: The City cannot meet housing demand alone, yet property entrepreneurs face regulatory barriers, limiting their ability to contribute to supply.

[1] The Top 10 Micro, Small, and Medium Enterprises Trends for 2026 | ICSB | International Council for Small Business

e) Policy misalignment: There is insufficient coordination between key City instruments (e.g., land release, planning, and business support), reducing the overall effectiveness of interventions.

1.9 Many business owners struggle to find workers with the appropriate skills, and this is exacerbated for MSMEs who do not have the resources to source talent. They have to compete with large employers who have more advanced human resources infrastructures and can offer higher salaries.

Overall, these challenges highlight the need for a coordinated, enabling, and reform-oriented policy approach to unlock MSME growth and support inclusive economic development.

1.10 Furthermore, the City recognises that ease of communication between the City and business is important to the successful incubation of a business. A number of informal businesses are unaware of the procedures necessary to formalise their business. The City must, therefore, look to guide and support entrepreneurs through the early phases of the development of their businesses so that they might formally establish themselves and qualify for further development and funding.

1.11 The revised policy is therefore a response to the identified challenges to ensure that MSMEs and entrepreneurs within the City are given the full support of the City to establish themselves and achieve sustainable growth. This is achieved through expanded business support services, enhanced access to business enablement infrastructure, improved coordination and collaboration with stakeholders with a vested interest in economic growth (internal and external to the City) and improved access to skills through our Workforce development programme.

2. PURPOSE OF POLICY

The purpose of the Business Support Policy is to establish a coherent, enabling, and outcome-driven framework through which the City will support the establishment, growth, competitiveness, and formalisation of MSMEs, entrepreneurs, and innovators.

The City recognises the critical role of MSMEs in driving inclusive economic growth, job creation, innovation, and spatial transformation.

This Policy sets out the City's commitment to creating an entrepreneur-friendly environment through the strategic use of its levers, including land and assets, planning and regulation, service delivery, and partnerships.

2.1 The purpose of the Business Support Policy is to—

a) Enable the growth, sustainability, and formalisation of MSMEs;

b) Reduce systemic barriers to doing business;

c) Expand access to affordable and compliant workspaces;

d) Promote an integrated and coordinated entrepreneurship ecosystem;

e) Establish mechanisms to identify, review, and reduce administrative and regulatory constraints that inhibit the establishment, operation, and expansion of MSMEs, including streamlining processes, improving regulatory clarity, and enhancing ease of compliance;

f) Outline and consolidate the City's business support services and programmes available to MSMEs, entrepreneurs, and innovators, including; business advisory and support services, access to information, networks, and markets and enterprise support. This Policy will ensure that such services are accessible, coordinated, and responsive to the needs of small businesses by defining clear service levels, response times, and expected support outcomes for all business support services;

g) Provide for the strategic utilisation of City-owned land and facilities, not required for core municipal service delivery, to support business incubation and acceleration as well as the development of affordable workspaces for MSMEs etc.); and

h) Define and promote clear, accessible pathways for the formalisation of informal businesses, enabling (progressive compliance with regulatory requirements, improved access to finance, infrastructure, and markets etc.).

3. DESIRED OUTCOMES

3.1 An efficient and business-friendly regulatory environment that lowers the cost and complexity of doing business and supports MSME growth.

3.2 An accessible and well-coordinated Cape Town entrepreneurship support ecosystem, enabling MSMEs to identify and access appropriate business development and small business workspaces (for e.g. incubation etc.) opportunities, including those linked to municipal resources.

3.3. Increased growth and sustainability of MSMEs. Expanded supply of affordable, compliant workspaces.

3.4. Growth in employment and income-generating opportunities.

3.5. Strengthened light manufacturing, agri-preneurship, knowledge, and digital sectors.

3.6. Enhanced private sector investment in MSME infrastructure.

3.7. Increased digital adoption and competitiveness of small businesses.

3.8 Improved alignment across City Directorates and ecosystem stakeholders.

3.9 Support the establishment of integrated precinct-based ecosystems by coordinating partnerships between public institutions, private-sector anchor firms, academic institutions, investors, business support organisations, and communities to drive place-based development outcomes.

4. POLICY PARAMETERS

4.1 This Policy applies to MSMEs that:

a) Operate within the jurisdiction of the City of Cape Town; or

b) Seek business support, incubation, or enterprise development services from the City.

This Policy is specifically focused on small business development and support and does not extend to the City's investment promotion and large-scale development facilitation mandate, which primarily targets large and strategic investors.

The City's Manufacturing Support Policy governs the provision of incentives to businesses within designated sectors and geographic areas. While that policy is primarily targeted at investment attraction, certain incentives may be accessible to qualifying MSMEs.

The policy does not regulate informal trading permits, activities, or sites. However, it may offer support for enterprise development, formalisation, referrals, workspace, market access, and capability development to informal traders and enterprises in coordination with the City instruments governing informal trading.

Where overlap exists, this Policy will:

a) Facilitate referral and coordination; and

b) Direct qualifying MSMEs to the appropriate administrative structures responsible for various services such as investment incentives, trading permitting etc.

4.2 This policy is intended to assist MSMEs with—

a) Their issues regarding Ease of Doing Business within the identified municipal compliance areas via the BSMS;

b) Access to business support services offered by the City; and

c) Their request for appropriate facilities, within the City, for business incubation and establishment.

4.3 This policy applies to all levels of business including informal traders. Note that although the support provisions of this policy may be applied to informal traders, this policy does not regulate informal trading and developing markets which would be governed by the City's Informal Trading Policy, 2013 and Informal Trading By-law, 2009.

4.4 This policy strengthens the City's ability to facilitate and promote business support opportunities on local and national economic development platforms.

5. STRATEGIC ALIGNMENT

This Policy gives effect to, and aligns with—

5.1 National Development Plan (NDP) (2012)

a) In the NDP, the National Planning Commission argues that job creation is South Africa's most important challenge; that the majority of jobs will be created in the private sector; and that private sector growth is reliant on the development of and support for an entrepreneurial ecosystem that can identify and seize business opportunities.

b) This policy aligns with the priorities outlined in the NDP regarding support for entrepreneurs as potential job-creators, the need to create an enabling environment for entrepreneurs to thrive and recognises the role of entrepreneurs and enterprise development in transforming ownership in the economy.

The policy also supports the proposals of the NDP to develop a culture of entrepreneurship, lower the cost of doing business and reduce barriers to entry in various value chains.

5.2 City of Cape Town's Integrated Development Plan (IDP)

The Business Support Policy aligns with the City's Integrated Development Plan's (IDP) Strategic Focus Areas, particularly in relation to:

a) **Ease-of-doing-business (1.1):** Reducing administrative burdens and red tape for MSMEs.

b) **Investment and partnership development (1.2):** Collaborating with stakeholders to remove barriers to growth.

c) **Inclusive economic development (1.3):** Providing specific support for informal traders and township-based enterprises.

d) **Targeted urban development and Land release (1.4 & 1.5):** Repurposing underutilised City assets and land to achieve inclusive economic growth.

5.3 City of Cape Town's Inclusive Economic Growth Strategy (IEGS) (2021)

a) This policy draws its strategic thrust from the City's IEGS, particularly with a focus on–

i. Creating a resilient and inclusive environment for entrepreneurship and business development by prioritising quality service delivery as the essential foundation for economic activity and fostering transversal collaboration across all City departments.

ii. Accelerating regulatory reform through the Ease of Doing Business (EoDB) reform programme to reduce the time, cost, and complexity of municipal processes, thereby cultivating Cape Town's reputation as a globally competitive and supportive business hub.

iii. Facilitating business formalisation by lowering barriers to entry for the informal sector and providing targeted support to transition enterprises from informal practices to compliant operations, enabling them to access formal value chains and financing.

iv. Optimising City-owned assets by leveraging the City's immovable property portfolio – specifically vacant or underutilised land and buildings – to stimulate economic activity, clustering, and entrepreneurial incubation through an integrated property management system.

5.4 The City of Cape Town's Social Development Strategy (2013)

a) The Social Development Strategy is closely connected to the Integrated Economic Growth Strategy as social development interventions promote people's ability to engage in economic productive activity. Similarly, economic growth is essential for facilitating social development. The Business Support Policy supports the following levers of the Social Development Strategy:

i. Maximising income generating opportunities for those who are excluded or at risk of exclusion specifically in respect of supporting entrepreneurship activity in the formal and informal sector; and

ii. Supporting skills provision and growth to enable a productive and skilled workforce.

5.5 The City of Cape Town's Human Settlement Strategy (2021)

This policy aligns with the City's Human Settlements Strategy, especially with regards to promoting the activities and practices of micro-developers who develop affordable rental dwellings and consequently supply housing at scale within an affordability bracket not usually targeted by traditional commercial developers.

6. REGULATORY CONTEXT

This Policy gives effect to applicable national, provincial, and local legislative and policy frameworks, including–

a) Constitution of the Republic of South Africa, 1996 – mandates local government to promote social and economic development;
b) National Development Plan (NDP) 2030 – identifies small business development as key to employment and inclusive growth;
c) National Small Enterprise Act, 1996 (Act No. 102 of 1996), – provides for small business promotion, the institutional support framework, and the National Integrated Small Enterprise Development (NISED) Framework for MSME growth;
d) Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) – requires municipalities to promote local economic development (LED) through integrated development planning;
e) Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998)
f) Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) (MFMA) (includes the Municipal Asset Transfer Regulations) – governs effective, efficient, and transparent use of municipal resources;
g) The Supply Chain Management Policy, 2008. Amended 2026.
h) City of Cape Town: Municipal Planning By-law, 2015
i) Department of Small Business Development (DSBD) MSME One-Plan;
j) The Companies Act, 2008 (Act No. 71 of 2008) including updates of the Companies Amendment Act 16 of 2024 and the Companies Second Amendment Act 17 of 2024.
k) Businesses Act, 1991 (Act No. 71 of 1991)
l) Deeds Registries Act, 1937 (Act No. 47 of 1937)
m) The Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000), and applicable regulations, pending their repeal or replacement upon commencement of the relevant provisions of the Public Procurement Act, 2024 (Act No. 28 of 2024)
n) Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).
o) Broad-Based Black Economic Empowerment Regulations, 2016 (Gazette no. 40053), 6 June 2016
p) Western Cape Department of Economic Development and Tourism (DEDaT) economic development programmes particularly the Growth for Jobs (G4J) Strategy and the Western Cape Export Strategy 2035;
q) The City's Integrated Development Plan (IDP), Economic Growth Strategy (EGS), and Spatial Development Framework (MSDF);
r) National Business Licensing Policy, approved by Cabinet (Government Gazette No. 52914), 7 June 2025; and
s) Amended Codes of Good Practice (Gazette no. 36938), 11 October 2013.

7. STAKEHOLDERS AND ROLEPLAYERS

7.1 Internal Stakeholders	Roles
City of Cape Town Internal Departments	Provide efficient services and information from a cost of doing business perspective aimed at reducing time it takes to process requests, cost and complexity. Periodic review of business processes. Participate or undertake regulatory impact assessments.
Economic Development and Investment	Custodians of the Business Support Policy and responsible for transversal implementation. Custodians of the City's Business Support Management System to assist MSMEs and entrepreneurs with— a) Enterprise and Supplier Development Regulatory processes that create red tape navigating City services; b) Implementing enterprise development programmes such as business incubators; and c) Implementing a workforce development programme to enable MSMEs to meet their workforce needs through speeding up their recruitment and selection processes and ensuring skills matching/ development meet their needs.
Public Trading	Informal Trader management and business development (micro enterprise development). Local Tourism Business Development.
Supply Chain Management (SCM)	Implement the City's SCM Policy which empowers MSMEs through preferential procurement and the community-based supplier's initiative.
City Health	Processing applications for trade licences for business activities covered by the Businesses Act, 1991 (Act No. 71 of 1991) prior to commencement of operations.
Development Management Department	Provide a regulatory land use and building development service to facilitate appropriate development of small businesses.
Property Transactions Department	Facilitate property transactions and assist with surplus property identification for business incubation by the Economic Development and Investment Department.
Urban Investment and Development Portfolio	Advisory services, spatial planning for industrial parks, business incubators, markets, etc.
Social Development and Early Childhood Development	Implement youth development entrepreneurship programmes such as the "YouthStart" competition and business in a box for disabled entrepreneurs.

Growth Coalitions	Implement the investment incentives programme and the Catalytic Sector Branch supports the SPVs.

7.2 External Stakeholders	**Roles**
Micro, Small and Medium sized Enterprise (MSMEs); Non-profit Companies; opportunity-driven entrepreneurs/ businesses; necessity-driven entrepreneurs	Transact with the City. Notify the City of red-tape constraints. Apply to utilise City facilities/ land. Propose economically innovative proposals.
Public agencies such as: Small Enterprise Development and Finance Agency (SEDFA); National Youth Development Agency (NYDA); Department of Trade, Industry and Commerce (DTIC); Technology Innovation Agency (TIA) Western Cape Government's Department of Economic Development and Tourism (DEDAT); Western Cape Government's Department of Agriculture etc. Atlantis SEZ	Public Agencies and other spheres of government who collaborate with the City's Enterprise Development branch to offer business development services and financing to Entrepreneurs and MSMEs.
Special Purpose Vehicles such as– Furniture Technology Business Incubator (FurnTech); UVU Africa Craft and Design Institute, Cape Clothing and Textile Cluster, Cape Town Fashion Council, etc.; Member based MSME networks such as– Accelerate Cape Town; Various Chambers of Commerce/ Business; Representative Organisations.	Business development services supported by the City, and through which engagement is sought to place MSMEs and entrepreneurs within appropriate incubation sites. Support the development of identified MSME stakeholders. The City will collaborate with public, private, academic, and civil society partners within the business support ecosystem to coordinate and strengthen the delivery of business support services.

7.3 Partnering with chambers of commerce and business associations

The City recognises the potential contribution of chambers of commerce and other business associations as delivery partners in business retention and expansion, business support, and related economic development interventions.

Accordingly, the City will, where feasible and required:

(a) develop and publish objective, transparent criteria against which any Chamber of Commerce or business association may be assessed for recognition as a City delivery partner, including factors such as demonstrated representation, geographic and sectoral coverage, governance and financial accountability, membership base, and track record in business support delivery;

(b) may invite qualifying organisations to apply for recognition through an open Expression of Interest process, conducted at defined intervals, rather than through single-source or unsolicited designation;

(c) explore maintenance of a panel or register of recognised delivery partners, which may include more than one Chamber of Commerce or business association operating within the same geographical area or sector, provided each meets the published criteria;

(d) review recognised partner status periodically to ensure continued compliance with the criteria and alignment with the City's economic development priorities; and

(e) ensure that any resourcing, co-branding or collaborative implementation arrangements with recognised partners are concluded through appropriately documented agreements consistent with applicable supply chain management and governance requirements.

8. POLICY PRINCIPLES

8.1 The following general principles will guide the provision of business support services by the City:

8.1.1 Inclusivity and redress

The City will prioritise historically disadvantaged areas and enterprises, responding to spatial and economic inequalities.

8.1.2 Economic transformation and job creation

Interventions will support structural transformation and maximise employment, particularly in labour-absorbing sectors.

8.1.3 Entrepreneur-centric approach

While keeping within the legislative framework governing public procurement, policies, systems, and services will be designed around the needs and realities of small businesses.

8.1.4 Enabling regulation

The City will adopt proportionate, flexible, and enabling regulatory approaches that reduce compliance burdens while maintaining standards.

8.1.5 Spatial efficiency and accessibility

Workspaces and economic opportunities will be located in accessible, well-connected areas. The City commits to making information about procurement, procedures and support opportunities available and accessible on the City's website and other related platforms.

8.1.6 Partnership and co-delivery

The City will act as an enabler and facilitator, leveraging private sector and ecosystem collaboration.

8.1.7 Innovation and future readiness

The City will support digital transformation, new business models, and emerging sectors.

8.1.8 Evidence-based decision making

Policy and programme design will be informed by data, monitoring, and continuous learning.

9. POLICY DIRECTIVES

The policy directives noted below articulate the high-level programmes and initiatives that are being (or will be, subject to the availability of the requisite budget and resources) undertaken by the City to achieve the desired policy outcomes and to address the challenges noted in the problem statement above.

9.1 Ecosystem Coordination and Institutional Leadership

9.1.1 The City will play a central coordinating role in the Cape Town entrepreneurship ecosystem to improve alignment, reduce fragmentation, and maximise impact.

9.1.2 The City may establish strategic partnerships with business chambers, universities, TVET colleges and recognized research institutions for entrepreneurship education, applied research, innovation commercialization, ecosystem intelligence, programme evaluation, and venture-development initiatives.

9.1.3 The City will–

a) map and regularly update the entrepreneurship support ecosystem; maintaining a current register of active enterprises, their focus areas, target segments and geographic reach, to inform coordination and identify gaps in coverage;
b) promote the ecosystem by providing entrepreneurs and small businesses with a single, accessible point of reference — such as a digital directory or referral platform — through which they can identify and connect with appropriate support organisations, rather than relying on fragmented, word-of-mouth awareness;
c) facilitate structured referral pathways and collaboration between ecosystem organisations, City programmes such as the Metro Growth Nodes and Small Business Workspaces, and Ease of Doing Business services, so that entrepreneurs move seamlessly between support offerings appropriate to their stage of growth;
d) convene the ecosystem through regular, structured engagement — such as an annual or biannual ecosystem forum — bringing together ecosystem organisations to align on priority gaps, avoid duplicated effort, and coordinate around shared City economic priorities, including the Metro Growth Nodes and Township Economies and Market Linkages Programme;
e) establish common standards for data sharing and impact reporting among enterprises that receive City support, funding or recognition, to enable the City to measure the ecosystem's collective impact rather than only the impact of individual, isolated interventions;
f) apply an open, transparent and criteria-based process for any formal recognition, co-branding, or resourcing arrangements the City enters with individual ecosystem organisations, to ensure fair and equitable treatment across all 300-plus active organisations.
g) facilitate partnerships and referrals between ecosystem actors;
h) establish a single business support gateway with case management;
i) utilise formal partnerships with local universities to support intellectual property (IP) commercialisation, student enterprise development and MSME access to research infrastructure and innovation;
j) establish formal linkage programmes between local MSMEs and international innovation networks to integrate Cape Town-based firms into global knowledge clusters and value chains;
k) align City programmes within the Economic Development and Investment Department with private sector initiatives;
l) promote Cape Town as an entrepreneur-friendly and investment-ready city;
m) partner with the Cape Investor Centre and provincial agencies to provide 'soft landing' services for international entrepreneurs and foreign technical talent; and
n) partner with the Atlantis Special Economic Zone as a strategic implementation partner for industrial enterprise development, supplier development, innovation, investment attraction and workforce development.

9.1.4 The City will act as an advocate for economic growth through MSME development and, as such, will leverage our resources and influence.

9.2 Ease of Doing Business (EoDB) Programme

The integration of Ease of Doing Business reforms and Mayoral Priority Projects shifts the City's role to a *proactive facilitator of economic growth,* ensuring that both everyday business interactions and high-impact investments are enabled through efficient, coordinated, and customer-centric municipal processes.

In order to limit regulatory red tape and create an enabling environment for businesses to thrive, the City will—

a) With the support of City departments, periodically review the "Ease of Doing Business Indicators" in relation to time, cost and complexity, with a specific focus on reducing the regulatory burden on MSMEs, entrepreneurs, and investors. For example,
   (i) Business licence registration;
   (ii) Land use approvals;
   (iii) Building plan approvals;
   (iv) Environmental health requirements;
   (v) Safety requirements; or
   (vi) Infrastructure availability.

b) Develop and annually implement a Directorate-wide EoDB Index to measure performance across relevant Directorates (e.g. Spatial Planning and Environment, Economic Growth, Urban Mobility, Safety and Security) on regulatory efficiency, responsiveness, and ease of doing business. Results will inform regulatory reform, be reported to Council annually, and set performance targets and accountability measures across Directorates.

c) Implement established clear internal service standards and target turnaround times for all business-facing regulatory approvals that affect MSMEs, including business licences, permits, land-use applications, building plan approvals, environmental health approvals, and other development-related applications. These standards should define target processing times, application requirements, and decision-making responsibilities across relevant departments.

d) Augment the scope of the "Ease of Doing Business Indicators" over time so that additional business-facing processes are proactively brought within the monitoring framework, with particular attention to processes that disproportionately affect small, micro, and informal businesses. Introduce process simplification targets for each indicator, including permissible turnaround times (e.g. building plan approval, land use and rezoning, and rates clearance certificates), digital application requirements where feasible, and continuous customer journey reviews to identify friction points.

e) Establish a digital tracking system which monitors the digital status of applications across all identified indicators, making performance data available to applicants and publishing aggregated performance metrics at least annually so that progress is transparent and publicly accountable. The EoDB index must specify its set of indicators, weighting schemes, baseline parameters, data sources, reporting periods, procedures for handling incomplete applications, and the differentiation between statutory and internal turnaround times.

f) Conduct annual or bi-annual Ease of Doing Business assessments, including structured surveys and engagement with MSMEs, entrepreneurs, and business representative bodies, to understand business sentiment and the operational challenges facing businesses.

g) Establish formal communication and facilitation mechanisms between the City's Enterprise and Investment Department and all relevant City departments, so that regulatory blockages identified through the tracking system or business assessments can be escalated, unravelled, and resolved in a coordinated manner.

h) Provide proactive facilitation and coordinated, transversal support for high-impact economic development projects and catalytic investments that are material to Cape Town's economic growth, ensuring that such projects receive streamlined, multi-departmental engagement to reduce delays and improve investor confidence.

i) Investigate piloting new models (e.g. micro-warehousing, shared manufacturing, digital platforms) with temporary regulatory flexibility (subject to approval).

9.3 Regulatory reform

9.3.1 The City is committed to positioning itself as a proactive facilitator of economic growth rather than a reactive service provider. This requires an ongoing, transversal effort to reduce the time, cost, and complexity of interacting with the City as a regulatory authority. The City prioritises economic growth and job creation, and this is only realisable if businesses – from emerging micro-enterprises to catalytic investors – experience the City as an enabling, transparent, and responsive institution.

9.3.2 Regulatory reform is therefore not a single-department responsibility. It is a cross-cutting reform programme that requires coordinated action across all City directorates whose processes directly affect the business environment.

9.3.3 The City will implement a responsive, enabling regulatory environment that reduces barriers to entry and supports diverse forms of enterprise activity, while maintaining appropriate compliance standards. The City will actively identify and reform regulatory constraints that inhibit small business growth.

9.3.4 The City will establish a structured regulatory reform programme to identify by-laws, legislation, and regulatory provisions that constrain small business growth. The City will address such City by-laws by amending its own by-laws or lobbying for other spheres of government to make the requisite amendments to their legislation.
This programme will─

a) prioritise high-impact regulatory constraints affecting MSMEs, including (but not limited to) zoning restrictions, licensing regimes, development charges, trading regulations, and sector-specific City by-laws;
b) develop evidence-based reform proposals for consideration by Council; and
c) where constraints fall outside municipal competence, undertake intergovernmental advocacy to Provincial and National Government.

9.3.5 The City will publish and maintain a priority reform agenda, updated annually, detailing identified regulatory barriers, proposed amendments or reforms and implementation status and timelines.

9.4 Small Business Support Service

The City will endeavour to implement targeted, evidence-based interventions to systematically remove key constraints to small business growth and improve enterprise performance.

9.4.1 Identification of Priority Barriers

9.4.1.1 The City will, on an annual basis, identify the top 10 barriers to small business growth, drawing on─

a) Business surveys and stakeholder engagement;
b) Ecosystem partner inputs;
c) Administrative and regulatory data; and

d) Sector-specific analysis.

9.4.1.2 These barriers may include (but are not limited to):

a) Awareness of support programmes;
b) Access to finance;
c) Access to affordable workspace;
d) Regulatory compliance burden;
e) Access to markets;
f) Access to infrastructure and services; or
g) Access to skills and talent.

9.4.1.3 The City will design and implement targeted interventions to address publicly identified barriers, including measurable outcomes and implementation timelines.

9.4.1.4 The City will establish or support initiatives to address skills and talent constraints, including a "Jobs Connect" or equivalent platform, aimed at—

a) Connecting small businesses with appropriately skilled entry-level talent;
b) Facilitating access to entry-level, technical, and specialised skills;
c) Supporting employers in facilitating structured pathways into employment, including internships, learnerships, apprenticeships, and other work-integrated learning opportunities; and
d) Promoting collaboration between MSMEs, education and training providers, and government to address current and emerging skills needs.

9.4.2 Private Sector Collaboration and Property Entrepreneur Support

The City will—

9.4.2.1 actively partner with the private sector to scale the delivery of small business infrastructure and support the growth of local property entrepreneurs. These may include partnerships with financial institutions and development finance institutions and agencies, in part to introduce blended finance partnerships and MSME funding readiness programmes.

9.4.2.2 actively support emerging property entrepreneurs and small-scale developers, including through access to City land and development opportunities, streamlined approvals and technical support.

9.4.2.3 utilise and expand existing instruments such as the Development Charges Subsidy Programme to improve project viability.

9.4.2.4 introduce targeted incentives to encourage private sector delivery of affordable MSME workspaces.

9.4.2.5 promote build-to-rent and managed workspace models to improve affordability and access for small enterprises.

9.4.3 Awareness about City programmes and available support

The City is committed to ensuring that relevant information and support requested by MSMEs and entrepreneurs is available by providing information services such as advisory on—

a) City procedures, business assistance programmes and regulatory compliance;
b) Appropriate City officials and resources;
c) Suitable external and internal sources of funding;
d) Support Organisations and programmes;
e) Economic trends and market opportunities; and
f) Industry-specific information for targeted sectors.

9.4.4 Business support services available to local businesses

The City will provide enterprise development support (for entities that do business with the City as well as for entities that don't do business with the City) in the form of—

a) Business enablement support. This includes—

i. programmes designed to support decision-makers in start-ups, early-stage growth businesses, established MSMEs and high-growth enterprises to understand the mechanics of the business and the supply of tools to advance that understanding;
ii. consideration of findings from external impact evaluations within the MSME support sector to inform the design and improvement of MSME support programmes.
iii. facilitation of demand-led support to qualifying businesses through early warning systems. Through this proactive identification process, the City aims to engage affected businesses and provide relevant support interventions to

assist them in overcoming constraints, improving compliance, and strengthening their long-term viability.

b) Capacity building and access to market. This includes—

i. training , mentorship and investment readiness programmes;
ii. Workshops and conferences to support interactions intended to facilitate business transactions, such as investment readiness, local and global market access;
iii. the supply of content aimed at developing entrepreneurs and business leaders that assist them to self-manage and adapt, such as digital business support tools; and
iv. targeted support for MSMEs to achieve accredited certifications to enhance their attractiveness to global capital and enable participation in offshoring services.

c) Digital Enablement for Small Business

The City's digital transformation programme (including the Core Applications Refresh) will result in more City processes — including business licensing, permitting, procurement and payment systems — becoming fully digitised and automated. This shift mirrors a broader global transition toward digital economies, in which businesses of all sizes are increasingly required to operate through digital platforms, digital payment systems and online markets to remain competitive and relevant. The City recognises that without deliberate support, MSME's (including informal and township-based enterprises) risk being left behind by both the City's own digital transition and this wider global shift, given uneven access to digital tools, connectivity, and digital skills.

To ensure the benefits of digital transformation are equitably accessible, the City will implement a Digital Enablement intervention, which will:

i. provide small businesses, prioritising MSME's, with access to shared digital infrastructure and tools — including connectivity, hardware access points and onboarding support — through Small Business Workspaces and other City-supported facilities;
ii. facilitate digital literacy and e-commerce training to build small business owners' capability to transact through digitised City systems and participate meaningfully in wider digital and online markets;
iii. provide cybersecurity awareness training, covering safe use of digital payment systems, protection of business and customer data, and recognition of common online fraud and scam risks;
iv. support vendors and business partners of the City in transitioning their business models and systems to remain compatible with the City's digitised processes

and Core Applications Refresh, including guidance on the technical and procedural changes required;

v. explore appropriate partnerships and collaborations with private sector technology providers, academic institutions, and non-profit and donor organisations to extend the reach, funding base and sustainability of digital enablement support beyond the City's own resourcing; and

vi. monitor digital adoption and access gaps among small businesses to inform the ongoing prioritisation and resourcing of this intervention.

d) Ecosystem support. This includes—

i. The management of relationships with stakeholders within as well as those outside of the City's organisational structure who are important to facilitate access to the support and resources required to grow MSMEs; and

ii. The management of City infrastructure that is intended to be used to support the development of MSMEs.

9.4.5. The City will facilitate industry forums to coordinate business support for MSMEs and entrepreneurs with the intention of leveraging access to industry expertise and strengthening communication and outreach initiatives to ensure MSMEs are aware of available support programmes and funding opportunities.

9.4.6 The City will prioritise the development and strengthening of industrial, commercial, innovation, tourism, Special Economic Zone (SEZ), and township precincts as key nodes for investment to enable enterprise growth, job creation, and place-based economic development in these sectors of the local economy.

9.4.7 The City is committed to providing business support using the relevant tools and systems, as a communication channel through which MSMEs and entrepreneurs can contact the Economic Development and Investment (ED&I) department to raise the obstacles that hinder their business development at a local scale. In return, the ED&I department will seek to increase the Ease of Doing Business by steering MSMEs and entrepreneurs in the direction of the correct department or liaising with the department. The Enterprise Development Branch will further develop the BSMS tool to track the electronic submission of support requests. Furthermore, the City is committed to enhancing and increasing the availability of digital tools that facilitate direct engagement between businesses and the Business Hub.

9.5 Business support through City procurement and Supplier Development

Recognising that procurement is one of the major levers for business development, subject to the legislative provisions of the MFMA and other relevant procurement regulations, the City will:

a) implement business support services that are appropriately aligned to the business stage and sector, and establish formal business coaching programmes on mega City projects;

b) implement Enterprise and Supplier Development programmes targeted at improving the competitiveness of City vendors;

c) form partnerships with support organisations to develop suppliers to meet entry and contractual obligations for City procurement opportunities;

d) investigate options to encourage businesses that secure large contracts to form joint ventures with small businesses to support value chain linkages and ensure business growth;

e) utilise the City's SCM Policy to support MSME development through transparent, fair and efficient procurement practices;

f) provide City suppliers the option of giving third parties access to their data as held by the City, subject to the relevant access to information and data sharing legislation and regulations (e.g. POPIA), and so reduce the friction for new customers to access City suppliers, and therefore opening up access to new customers for City suppliers;

g) consider the development of an open data portal providing Application Programming Interface (API) access to selected City datasets to support entrepreneurship and innovation. The City will define data governance standards including ownership, consent and interoperability in accordance with the City's Open Data policy, 2020;

h) support corporate supplier development partnerships such as market access platforms linking MSMEs to private-sector buyers and local supplier development programmes to improve supplier localisation and industrial competitiveness; and

i) promote stronger Enterprise and Supplier Development (ESD) partnerships, shared supplier development facilities, coordinated support across public and private sectors.

9.6 Sector support for MSMEs

9.6.1 The ED&I department will provide additional support for MSMEs based on the following development criteria:

a) SPVs and NGOs are required to demonstrate how City-funded initiatives will contribute to a high growth economic sector or sub-sector, clustering or a regulatory environment which is conducive to such growth;

b) Preference will be given to SPVs and NGOs who facilitate collaboration and market opportunities for, and between, MSMEs and are focused on creating new competitive advantages together;

c) SPV and NGO proposals must clearly show how it will contribute to workforce development and attraction of investment;

d) SPV and NGO funding or support should complement or attract private sector investment by enabling private sector partnership potential;

e) SPVs and NGOs must deliver outcomes which are sustainable beyond the funding period;

f) City-funded initiatives should build on and contribute to inclusive and cost sharing, resource commitment partnerships between all the players within a particular sector and sub-sector; and

g) The ED&I department will prioritise sector initiatives that create MSME-SEZ linkages, incentivising large-scale foreign fixed direct investors within Special Economic Zones to utilise local MSMEs as primary or secondary suppliers.

9.6.2 There are several organs of state and private sector business support organisations that provide leverage incentives for MSME development in Cape Town.

9.7 Promoting Business Innovation

9.7.1 The City is committed to transition from traditional business support toward an innovation-led enterprise ecosystem, where entrepreneurs are enabled to develop, test, scale, and commercialise new solutions across value chains by embedding entrepreneurial innovation as a core driver of enterprise growth, competitiveness, and economic transformation.

9.7.2 The City has invested in a number of innovation assets and interventions, including an Innovation Framework and an Idea Management Platform, which have to date been oriented primarily toward internal staff and City service improvement, although the Idea Management Platform has, to a limited extent, also recently been used to support public participation processes. The City recognises the opportunity to build on this early experience and extend its innovation infrastructure and orientation further outward, to actively stimulate and support innovation within Cape Town's broader entrepreneurship ecosystem.

In pursuit of this, the City will:

(a) extend access to relevant elements of the City's existing innovation assets — including the Innovation Framework's methodology and the Idea Management

Platform, building on its recent use in public participation — to entrepreneurs, small businesses and ecosystem partners more broadly;

(b) establish testing spaces, including physical and digital environments within Small Business Workspaces and other City-supported facilities, where entrepreneurs can prototype, test and iterate on new products, services and business models;

(c) pilot regulatory sandboxes, in defined and time-bound arrangements, allowing entrepreneurs to test innovative products, services or business models — particularly in regulated or emerging sectors such as digital payments and fintech — under relaxed or supervised regulatory conditions, informed by the City's own regulatory and advocacy work;

(d) co-create with entrepreneurs, using City service delivery challenges as a live testing ground, inviting entrepreneurs and start-ups to propose and pilot innovative solutions to City service delivery problems — a "living lab" approach that benefits both the City and participating businesses;

(e) explore new service delivery models for business support itself, including digitally enabled, self-service and data-driven approaches to case management, compliance support and business advisory services, consistent with the City's Digital Enablement interventions;

(f) track and report on innovation outcomes — including the number of pilots supported, products or services successfully brought to market, and City service improvements arising from entrepreneur-led solutions — to demonstrate the ecosystem-wide return on the City's innovation investment;

(g) develop Innovation-Linked Supplier Development Programmes and innovation-friendly procurement mechanisms, including Pilot procurement (testing new solutions taking relevant municipal regulations into account); and

(h) promote the advancement of professional standards and certification for MSME businesses, including co-funding mechanisms and alignment with procurement incentives to enable access to formal supply chains.

9.7.3 The City will also be positioned as a facilitator of innovation-driven supplier development, which includes —

a) Scaling high-impact business models;

b) Enabling technology adoption;

c) Structured youth entrepreneurship;

d) Supporting entrepreneur wellbeing;

e) Implementing a progressive access pathway enabling informal and startup entrepreneurs to access appropriate support prior to maturing to early-stage enterprises and thereafter to commercially viable firms;

f) Support business model innovation, and

g) Promote cluster-based and cooperative business models.

9.8 MSME Infrastructure Planning and Small Business Workspaces

9.8.1 The City will incorporate mainstream MSME needs into planning and infrastructure pipelines.

9.8.2 The City will, where feasible and subject to approval by delegated authority, utilise its surplus immovable assets, including land and buildings, as strategic instruments to expand access to affordable, well-located workspaces for small businesses.

9.8.3 Where feasible, the City will:

a) establish a dedicated Small Business Land Release Programme, prioritising the release of suitably located City-owned land for MSME workspace development;
b) prioritise leasing models over land disposal to ensure long-term affordability and strategic control. Where a leasing model is used, a long-term lease of between 30 to 50 years is required with clear market-related contractual terms relating to the development and renewal of the property, in accordance with Municipal Asset Transfer Regulations (MATR) and SCM Regulations. Where a decision is made to dispose of the property, provisions about how the property may be used after the sale may be incorporated into the sale agreement;
c) require, inclusion of affordable MSME workspace in developments on City-owned land and incentivise similar provision in private developments;
d) repurpose underutilised City properties in the Economic Development and Investment Department into incubators, micro-industrial hubs, co-working facilities, and micro-warehousing sites; And
e) develop a Small Business Workspaces framework to co-develop and manage with the private sector and non-profit sector; small-scale industrial parks, co-working and innovation hubs and micro-factories and micro-warehousing facilities.
f) promote decentralised incubation using community spaces such as schools, halls, and modular units.
g) support development of shared specialist facilities for niche sectors.

9.8.4 With regards to the City's immovable asset portfolio, with the objective to promote and support sustainable MSMEs, as far as it is practicable to do so, the City is committed to:

a) Periodically identifying opportunities for using facilities or land not required for municipal service provision, for business incubation;
b) Ring-fence City-owned land for MSME workspaces (industrial, hybrid or co-working);
c) Prioritise well-located sites near transport and economic nodes;
d) Expand zoning opportunities for economic space (not just housing);

e) Repurposing underutilised assets;

f) Convert vacant buildings in the Economic Development and Investment Department property portfolio into—

   i. Business incubation environments;

   ii. Maker spaces;

   iii. Micro-industrial hubs;

   iv. Micro-warehousing facilities; or

   v. Lease-Based Access (Not Sale).

g) Provide long-term, leases to ensure sustained access and prevent speculation;

h) Develop a framework to leverage partnerships to scale workspace provision and innovation ecosystems (industrial parks for small manufacturers, co-working and innovation hubs, micro warehousing facilities);

i) Develop an incentives process to incentivise private developers in exchange for inclusion of affordable MSME workspaces (de-risk investments in underserved areas, etc.);

j) Partner with experienced operators to manage shared workspaces, industrial clusters and innovation hubs;

k) Design and make a case for investment in MSME digital infrastructure and startup ecosystems (support integration of small businesses into digital marketplaces, including fibre and wireless connectivity infrastructure to small business workspaces);

l) Evolve the Small Business Workspace typology from basic space provision to global innovation hubs, designed to attract international digital nomads and startup capital through world-class digital infrastructure and high-speed global connectivity.

m) Advertising underused City facilities or land for business incubation, through the MATR disposal programme;

n) Establishing a dedicated Small Business Land Release Programme;

o) Seek to support innovative methodologies of early-stage enterprises and MSMEs by calling for innovative solutions through a competitive public tender process to undertake pilot projects which aim to solve localised or unique problem sets; and

p) Develop and implement guidelines on how to partner with private land owners, in such a way that it complements existing provisions for the use of City-owned land to expand opportunities for business accommodation and economic development.

9.9 MSME Township Economies & Market Linkages support through township and inclusive economy focus

9.9.1 The City will stimulate township economies by fostering structural linkages between township-based enterprises and large enterprises, and by actively attracting large enterprises to invest in identified township economic nodes. Township business support has historically been delivered through isolated, standalone packages; the City will instead implement a dedicated Township Economies and Market Linkages Programme to move toward a coordinated, investment-ready model.

9.9.2 The City will:

a) identify and designate township priority nodes for focused investment and support;
b) develop node-level investment plans and measures tailored to the economic profile and opportunities of each priority node;
c) design and implement an anchor market linkages programme, connecting township enterprises to anchor buyers, large retailers and procurement pipelines, and supporting supplier development to enable township businesses to meet the requirements of these markets;
d) package business precincts within priority nodes to present a coordinated, investment-ready offering to prospective large-enterprise and blended-finance investors;
e) improve the enabling environment within priority nodes by coordinating across spatial planning, Safety & Security and other relevant City functions, so that township nodes become easier and safer places in which to trade and invest;
f) Pilot Community Enterprise Zones to enable informal and home-based businesses to transition into formal economic participation through shared infrastructure, progressive compliance, and targeted business support;
g) Advocate for the provision of entry-level, low-cost spaces with simplified compliance requirements (where feasible) and targeted incentives to encourage formalisation; and
h) Facilitate integration of informal businesses into formal systems through gradual transition models by for instance prioritising historically underserved areas for: workspace provision, infrastructure upgrades, integrated enterprise support, including, as it relates to the prevention of extortion and crime against businesses, the coordination of City departments.

9.9.3 Establish an Early Partnership Engagement Process to facilitate the assessment of place-based partnership proposals at the concept stage. Through an Expression of Interest mechanism, strategic proposals may be screened for alignment with City priorities and provided with guidance, referrals, and opportunities for collaborative development. Participation in this process shall not constitute a commitment by the City to provide funding, land, assets, or approvals, but will serve as a mechanism to support the exploration and maturation of strategic partnership opportunities with ecosystem actors.

9.9.4 With consideration for promotion of economic inclusion, informal and formal business development and growth, the City will:

a) Identify area-based enterprise development programmes focussed on informal, micro enterprises and local tourism development; and
b) Facilitate workforce development opportunities for residents.

9.10 Overlay Zoning for MSME Development

9.10.1 The City's Development Management Scheme (DMS) will provide for the use of innovative planning instruments, which may include the overlay zoning mechanism, to give effect to Council-approved economic development policies and strategies aimed at stimulating inclusive economic growth and supporting MSMEs.

9.10.2 Establishment of MSME Overlay Zoning

a) The City may establish one or more MSME-focused overlay zonings within the Development Management Scheme.
b) Such overlay zoning may be applied to specific geographic areas, corridors, precincts, or on a citywide basis, as provided for in the City's Municipal Planning By-law, 2015.
c) The purpose of these overlay zonings may include, to:
   i. Enable a broader range of land use rights, including hybrid and mixed-use economic activities;
   ii. Facilitate intensification of economic activity along targeted routes and nodes; and
   iii. Support sectors such as light manufacturing, micro-enterprises, and local service economies.

9.11 Crime and Business Safety

9.11.1 The City acknowledges that exposure to crime including extortion, business robbery and premises hijacking, directly undermines small business sustainability, investment confidence and job retention, with informal and township-based enterprises disproportionately affected.

9.11.2 The City is an enabler of economic growth and development and is committed to use all available resources, including the expertise of our community safety and our law enforcement teams as well as the South African Police service to fight crime and protect the integrity of the business community across our city

9.11.3 The City will:

a) coordinate with the South African Police Service, through the City Safety & Security Directorate (Law enforcement and the LEAP programme) to strengthen safety in identified high-risk trading areas and economic nodes;
b) work through the established accessible, confidential channels through which affected business owners can report extortion and other business-related crime;
c) support affected businesses through appropriate referral to relevant City and law enforcement services; and
d) participate in cross-sector initiatives combating organised extortion targeting the construction, retail and informal trading sectors.

10. MONITORING, EVALUATION AND REVIEW

10.1 Monitoring and evaluation of this policy will be undertaken by the Economic Development and Investment Department in conjunction with the SPB and submitted to the relevant portfolio committee for monitoring.

10.2 The following evaluation targets are set:

10.2.1 Regulatory reform and business support services─

a) Systematic incorporation of business feedback into City programmes and reform priorities;
b) Measurement─
    i. Business Satisfaction Survey completed and analysed;
    ii. Top 5 business constraints identified and communicated to Directorates;
    iii. The evaluation targets must be described as:
        A. EoDB index improvements;
        B. regulatory agenda; or
        C. improvement plans;
b) Tracking EoDB: Annual EoDB Index published, Regular performance reporting to: Executive structures and Mayoral Priority Programme
c) Regulatory barriers reduced;
d) Digital adoption rates;
e) Number of red-tape constraints unblocked following receipt of a complaint from MSMEs and entrepreneurs;
f) Number of enquiries responded to and completed by the City business enquiry service within a 48-hour period;
g) Quarterly reports produced by the City Business Enquiry Service indicating business types and service requests to determine Entrepreneur and MSMEs needs within the marketplace;

h) Number of City vendors supported through Enterprise and Supplier Development programmes implemented;

i) Results of representative surveys undertaken with MSMEs and entrepreneurs supported through implemented Enterprise and Supplier Development programmes to identify jobs created, revenue growth, survival rates after 2–5 years, value of procurement secured, investment leveraged, as well as the number of tax certified and formalised businesses;

j) Number of partnerships formed with support organisations to offer access to markets and opportunities;

k) The development of a tracking system to measure progress with compliance applications;

l) Revenue growth of supported businesses;

m) Survival rates of businesses supported;

n) Private investment leveraged;

o) The proportion of business that leverage digital platforms and channels to manage their businesses;

p) Number of organisations connected through business-to-business programs; and

q) Value and proportion of City procurement directed towards micro, small and medium-sized enterprises (MSMEs), women-owned enterprises, youth-owned enterprises, township-based enterprises, and enterprises owned by persons with disabilities.

10.2.2 Promoting access to infrastructure and Small Business Workspaces—

a) Number of facilities identified/maintained for Business Incubators;

b) Number of businesses supported through Business Incubators; and

c) Number of potential partners/ property entrepreneurs engaged for the future development of workspaces.

10.2.3 MSME Support through the City's Business Hub—

a) Number of issues raised by MSMEs;

b) Number of unblocked issues; and

c) Number of MSMEs registered on the City's support database.

10.2.4 Sector support for MSMEs

a) Number of MSMEs and entrepreneurs assisted through SPVs; and

b) Number of residents assisted through workforce development initiatives by SPVs.

10.3 City departments must advise the Economic Development and Investment Department in writing of any constraints, blockages or factors that impact negatively on the implementation of this policy.

10.4 The Economic Development and Investment Department will use tools such as the Social Accounting Matrix, E-Camp portal and Business Support Management System (BSMS) men to further monitor and regularly measure departmental performance, economic impacts of the policy and its actions.

10.5 The review cycle of the policy is to take place at least every five (5) years or as the need arises.

11. REPORTING

11.1 The Economic Development and Investment Department will provide annual policy implementation progress reports to the relevant executive and portfolio committees for monitoring of progress. These will include re-costed operational models based on observed demand.

11.2 The Economic Development and Investment Department, along with relevant line departments and partners, will engage with the business sector, support agencies and other interested stakeholders to share progress with regards to implementation of this policy and to gain insight into potential improvements required.