

FREE STATE PROVINCE



DEPARTMENT OF PUBLIC SAFETY, SECURITY AND LIAISON

SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

VISION: To ensure a safe, secure and prosperous Free State Province underpinned by quality policing.

MISION: To realise the aforementioned vision we will:

- Monitor ,oversee and assess the delivery of police services in the Free State Province;
- Promote Crime Prevention initiatives by strengthening Community Policing Forums(CPFs),sector policing and structures of the Criminal Justice System, and
- Promote good relations between the South African Police Services and Communities in the Free State Province

| KEY SERVICE TO BE IMPROVED | SERVICE BENEFICIARY | CURRENT STANDARD | | DESIRED STANDARD | |
|--|---|------------------|---|------------------|---|
| | | Quantity: | | Quantity: | |
| Management of Suggestion Boxes in the police stations <i>TASK</i> | Victims of crime - police - Communities | Quantity: | 60 | Quantity: | 109 |
| | <i>R.</i> | Quality: | In all 60 police stations the suggestion boxes are not properly managed by both the police and the DPSSL.. They themselves are of poor material as they break easily and can open easily. | Quality: | Installation of new quality suggestion boxes in all 109 police stations and Improved management of all by both the police and the DPSSL |
| | | • Consultation | The police were consulted but the communities were not consulted on the installation of suggestion boxes. They are informed of their existence | • Consultation | The issue of suggestion boxes must be a standing agenda issue of the Quarterly meetings with the SAPS. During public meetings the issue should always form part of the discussion |

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BUT GOOD*

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| | | <ul style="list-style-type: none"> • Access | They are placed at the entrance or foyer of each and every police station. No information posters or leaflets informing the communities about them and their usefulness | <ul style="list-style-type: none"> • Access | Large posters and information leaflets encouraging communities to use them should be placed near them. Pictures should also be used for those who cannot read. A uniform proforma that is regularly adapted should be placed near them for people to just tick on services and there should be space for those who wish to right and space for contact details. |
| | | <ul style="list-style-type: none"> • Courtesy | Depends on who is handling the case at hand | <ul style="list-style-type: none"> • Courtesy | Field workers making follow up on cases should all be trained on Customer Care. |
| | | <ul style="list-style-type: none"> • Open & Trans | Ad Hoc. No structured mechanism in place | <ul style="list-style-type: none"> • Open & Trans | The service recipient to be regularly updated telephonically and in writing about progress regarding their cases. Resource Implications should also be communicated in writing. |
| | | <ul style="list-style-type: none"> • Information | Normally communities are informed during public meetings about this service and that is not adequate | <ul style="list-style-type: none"> • Information | Information leaflets and posters detailing the service and its benefits should be developed, placed near the suggestion box and also distributed during the public meetings. |
| | | <ul style="list-style-type: none"> • Redress | Ad Hoc – no structured | <ul style="list-style-type: none"> • Redress | Service recipients should be informed in |

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WHEN?
WHERE?
WHAT COURSE? (R)

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WHEN?
COST?

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| | | | mechanism | | writing of the steps to be taken regarding the complaint as well as the estimate or envisaged date of closure. |
| | | • Value for Money | Information not available | • Value for Money | Determine the cost per police station |
| | | Time: | - | Time: | End of 2007/8 financial year |
| | | Cost: | Present budget of Civilian Oversight and Communications | Cost: | All directorates must put aside some funds for this exercise. |
| | | HR: | 1 Director (Civilian Oversight) 2 Deputy Directors 10 assistant Directors 1 admin Clerk | HR: | 3 directors All personnel within Directorates. |

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I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER: _____

DEPARTMENT: _____

DATE: _____

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF _____ FOR THE 2007/2008 FINANCIAL YEAR

MEMBER OF THE EXECUTIVE COUNCIL: DEPARTMENT OF _____

DATE: _____

I APPROVE THE SERVICE DELIVERY IMPROVEMENT PLAN AND CONCOMMITANT FINANCIAL IMPLICATIONS, WHERE APPLICABLE, FOR THE DEPARTMENT OF _____ FOR THE 2007/2008 FINANCIAL YEAR

HEAD OF DEPARTMENT: _____

DATE: _____

| KEY SERVICE TO BE IMPROVED | SERVICE BENEFICIARY | CURRENT STANDARD | | DESIRED STANDARD | |
|-------------------------------|---|------------------|---|------------------|---|
| Management of the Call Centre | Victims of crime Communities CPFs | Quantity: | 1 | Quantity: | 1 |
| | G | Quality: | Some reports from the public meetings show that the Call Centre does not meet their expectations. Sometimes the phone is not answered sometimes there is no feedback on the reported cases. | Quality: | Improve telephone answering time. Give swift response. Provide Details of the official tasked to handle the case and give regular feedback. Employees at the call centre should be knowledgeable and be able to give direct responses. Complicated cases should be referred to Deputy Director in charge of Complaints Registry. Personnel t be increased so that the service could run for 24 hours. |
| | | • Consultation | Communities are consulted during Public meetings | • Consultation | A questionnaire to be developed where communities could input on the improvement of the service. During public meetings communities should be afforded space to comment on the service and how it can be improved. |
| | | • Access | It is accessible as it is a toll free number. It | • Access | Put up billboard in 25 more schools bearing |

RESponsibility
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| | | | per call | | Department run the Service and the costs involved published in the annual report |
| | | Time: | - | Time: | End of 2007/8 financial year |
| | | Cost: | Present budget of Civilian Oversight and Communications | Cost: | Present budget of Civilian Oversight and Communications |
| | | HR: | 1 Director (Civilian Oversight) 2 staff members 1 admin Clerk | HR: | 1 director 3 staff members 1 admin clerk |







GIVE APPROVAL

I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

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 DEPARTMENT: _____
 DATE: _____

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF _____ FOR THE 2007/2008 FINANCIAL YEAR

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DATE: _____

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_____ FOR THE 2007/2008 FINANCIAL YEAR

HEAD OF DEPARTMENT: _____

DATE: _____

| KEY SERVICE TO BE IMPROVED | SERVICE BENEFICIARY | CURRENT STANDARD | | DESIRED STANDARD | |
|---|---|------------------|---|------------------|--|
| Improvement of victim empowerment services at police stations | Victims of crime Communities Department of Social Development | Quantity: | 21 | Quantity: | 21 |
| | ARE THESE THE SERVICE BENEFICIARIES | Quality: | Some structures of the Victim Support Rooms need to be renovated. Some Rooms are not adequately resourced. Some not adequately serviced as they are serviced by volunteers. | Quality: | Rectify structural defects at those affected VSR. Report monthly on the functionality of each VSR. Appoint Victim Support Officers for the 10 VSR as a pilot project |
| | | • Consultation | Ad-Hoc meetings with the Department of Social Development and the Police. Communities are not consulted | • Consultation | Structured meetings with affected Departments and the Communities through Public meetings |
| | | • Access | Only 19 police stations are able to access the service | • Access | The ideal is to have all stations having VSRs but because of financial constraints focus will be to ensure that victims access the 19 that are in existence. |
| | | • Courtesy | Depends on the individual servicing the room. | • Courtesy | All victim support officers and volunteers should be trained on Customer Care. |
| | | • Open & Trans | Ad Hoc - no structured mechanism. Resource implications | • Open & Trans | Communicate in writing the resource implication of running the service. Use medium accessible |

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WHERE IS THE IMPROVEMENT? ✓

OPS.

Focus ON BENEFICIARIES
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BY WATER
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| | | | do reflect in the Annual Report which is not really accessible to all | | to all to share information. |
| | | • Information | Ad Hoc – No structured mechanism in place | • Information | Develop information leaflets to make the communities aware of the service |
| | | • Redress | | • Redress | The Department will apologise when necessary and Beneficiaries to be informed of the steps to be taken when there has been dissatisfaction with the service. |
| | | • Value for Money | The use of volunteers ensure that the service is the is run economically but it is not efficiently sometimes as the CSR are serviced by Volunteers | • Value for Money | The VSR can be effectively run if volunteers are employed and paid as they will be required to report monthly and be evaluated on services rendered. They will be accountable. |
| | | Time: | End of 2006/7 financial year | Time: | End of 2007/8 financial year |
| | | Cost: | Budget of Crime Prevention Directorate | Cost: | Budget of Crime Prevention directorate |
| | | HR: | 1 Director Crime Prevention 1 Deputy Directors 1 Assistant Director 1 admin Clerk 21 Volunteers | HR: | 1 Director Crime Prevention 1 Deputy Directors 1 Assistant Director 1 admin Clerk 10 Victim Support Officers |

How many?
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