

DEPARTMENT OF SAFETY AND SECURITY



SERVICE DELIVERY IMPROVEMENT PLAN 2006/ 2007

VISION

Make Mpumalanga a safe, secure and crime free province and to encourage community participation in crime prevention

MISSION

Improving public safety in the province by ensuring the following:

- Monitoring and evaluating policing in order to ensure the implementation of the national policing policy in Mpumalanga.
 - Facilitate the building of relationships between the police services, community and the local municipality.
 - Facilitate social crime prevention activities with all stakeholders.
 - Co-ordinate the criminal justice cluster to improve the efficiency and effectiveness of the criminal justice system.
 - Co-ordinate and monitor the security of government property.
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- We will pay all our creditors within 30 days of receipt of an original invoice;
 - We will, on a quarterly basis, publish a newsletter informing the public about the achievements and challenges of the Department;
 - We will, confidentially and without delay, attend to problems and concerns of clients within 14 days and we will immediately investigate transgressions brought to our attention;
 - We will provide all our services promptly and in an economical, efficient and effective manner in order to give you the best possible value for money;

PRIORITIES OF THE DEPARTMENT

- Implementation of PCPF by doing the following:
 - Mobilize communities in fight against crime
 - Facilitate the improvement in border security.
 - Facilitate and enhance tourism safety.
 - Improve the relationship between all stakeholders in the farming community.
 - Facilitate and monitor the implementation of the Presidential Lead Project
- Monitor SAPS service delivery in the Province.
- Improve relations between the police and the communities
- Facilitate the establishment of functioning CPF.
- To facilitate the provision of adequate and reliable security to government assets.

SOCIAL CRIME PREVENTION

KEY SERVICE	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
Social Crime Prevention:	<ul style="list-style-type: none"> • Municipalities • Communities 	Quantity:	<ul style="list-style-type: none"> • 3% reduction of crime 	Quantity:	7-10% reduced crime
		Quality:	<ul style="list-style-type: none"> • Improved public safety 	Quality:	<ul style="list-style-type: none"> • Improved public safety

Function
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What is the service?

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Quantity/Quantity?

Quantity

		<ul style="list-style-type: none"> • Consultation 	Public participation through: <ul style="list-style-type: none"> • Meetings • Campaigns • Workshops • Izimbizo Distribution of pamphlets, posters and media slots	<ul style="list-style-type: none"> • Consultation 	Public participation through: <ul style="list-style-type: none"> • Meetings • Campaigns • Workshops • Izimbizo Distribution of pamphlets, posters and media slots
		<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Walk in • Meetings 	<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Walk in • Deployment of officials to regions • Toll-free number and call centre
		<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • All clients are treated with courtesy and are attended to within 5 minutes • Continuous implementation of Batho Pele principles by all officials 	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • All clients are treated with <u>courtesy</u> and are attended to within 5 minutes • Continuous implementation of Batho Pele principles by all officials • Train front desk official on customer care

(R) SMART
 INFO How many? What?
 (R) How?
 How?
 What?
 SMART Q.Q.T.C.

		<ul style="list-style-type: none"> • Openness and Transparency 	<ul style="list-style-type: none"> • Necessary information is provided when needed 	<ul style="list-style-type: none"> • Openness and Transparency 	<ul style="list-style-type: none"> • Necessary information is provided when needed
		<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • Various interactions with other stakeholders to give progress report on all projects • Distribution of pamphlets, posters, brochures and media slots 	<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • Various interactions with other stakeholders to give progress report on all projects • Distribution of pamphlets, posters, brochures and media slots
		<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • Consult with the communities and give feedback • Use Media slots and izimbizo 	<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • Consult with the communities and give feedback • Media slots and izimbizo to provide feedback • Suggestion box
		<ul style="list-style-type: none"> • Value for Money 	<ul style="list-style-type: none"> • Targets are achieved and there is reduction in the levels of crime 	<ul style="list-style-type: none"> • Value for Money 	<ul style="list-style-type: none"> • To conduct impact studies to all projects implemented in order to ensure value for money
		Time:	12 months	Time:	12 months

		Cost:	R11, 408 000	Cost:	R20 million
		HR:		HR:	

MONITORING AND EVALUATION (Complaints)

KEY SERVICE	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
2 Monitoring and Evaluation / Finalization / SPECIFY THE SERVICE	<ul style="list-style-type: none"> Communities 	Quantity:	<ul style="list-style-type: none"> On average 100 complaints per annum 	Quantity:	To strive for a yearly reduction of the average of 10 complaints
		Quality:	<ul style="list-style-type: none"> Third of complaints are dealt with by the department and the others are forwarded to SAPS for further investigation and finalization. The goal is to resolve at least 60% of complaints by the end of the financial year. 	Quality:	Third of complaints are dealt with by the department and the others are forwarded to SAPS for further investigation and finalization. The goal is to resolve at least 70% of complaints by the end of the financial year.

Quantity STD.
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Quantity STD.

		<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Provide monthly feedback to complainants on all registered complaints. 	<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Provide monthly feedback to complainants on all registered complaints.
		<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Walk ins • Emails • Telephone 	<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Walk ins • Emails • Telephone
		<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • All complainants are treated with courtesy. 	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • All complainants are treated with courtesy.
		<ul style="list-style-type: none"> • Openness and Transparency 	<ul style="list-style-type: none"> • The department communicate results of investigations and try to stay within the goal of providing monthly feedback 	<ul style="list-style-type: none"> • Openness and Transparency 	<ul style="list-style-type: none"> • The department communicate results of investigations and try to stay within the goal of providing monthly feedback
		<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • The sub directorate has a manual system for registering and dealing with complaints 	<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • To implement a computerized programme

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		<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • SAPS to act when members are found to operate outside SAPS Code of Conduct, but SAPS are not obliged to take comments of the Department into consideration. 	<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • SAPS to act when members are found to operate outside SAPS Code of Conduct. The department's civilian oversight role to be expanded, as this will result in SAPS to formally take note of the comments of the department.
		<ul style="list-style-type: none"> • Value for Money 	<ul style="list-style-type: none"> • The department is dealing with complaints, and in the process ensure that the public get more value for money in terms of SAPS service delivery 	<ul style="list-style-type: none"> • Value for Money 	<ul style="list-style-type: none"> • The department is dealing with complaints, and in the process ensure that the public get more value for money in terms of SAPS service delivery
		Time:	8 hours per day per person and hours over the weekends	Time:	8 hours per day per person and hours over the weekends
		Cost:	R1.1 million	Cost:	R4 million

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		HR:	One manager and 2 officials	HR:	3 managers, 3 assistants plus 3 call centre operators = 9 officials
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SERVICE: SECURITY SERVICES (Site Inspections)

KEY SERVICE	SERVICE BENEFICIARIES	CURRENT STANDARD		DESIRED STANDARD	
		Security Services: Monitor the provision of security service for	<ul style="list-style-type: none"> Provincial Departments SAPS 	Quantity:	<ul style="list-style-type: none"> Inspect 2040 sites and conduct audits thereof

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IMPROVEMENT

government buildings and ensure compliance to security standards.	<ul style="list-style-type: none"> Department of Labour 	Quality:	<ul style="list-style-type: none"> Memorandum of agreement is entered into with the Private Security Service Providers Non-compliance are recorded using a manual monitoring tool 	Quality:	<ul style="list-style-type: none"> Memorandum of agreement To record non-compliance using an electronically monitoring tool
		<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> Meetings Verbal communications Written correspondences 	<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> Meetings Verbal communications Written correspondences Toll-free number and call centre
		<ul style="list-style-type: none"> Access 	<ul style="list-style-type: none"> Walk in Meetings 	<ul style="list-style-type: none"> Access 	<ul style="list-style-type: none"> Walk in Deploy more officials to regions Toll-free number and call centre
		<ul style="list-style-type: none"> Courtesy 	<ul style="list-style-type: none"> All clients are treated with courtesy 	<ul style="list-style-type: none"> Courtesy 	<ul style="list-style-type: none"> Train front desk official on customer care
		<ul style="list-style-type: none"> Openness and Transparency 	<ul style="list-style-type: none"> Necessary information is provided when needed 	<ul style="list-style-type: none"> Openness and Transparency 	<ul style="list-style-type: none"> Necessary information is provided when needed

SMART

How many written? R

QQTC

		<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> Through reports internally Various interactions with other stakeholders 	<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> Through reports internally Various interactions with other stakeholders
		<ul style="list-style-type: none"> Redress 	<ul style="list-style-type: none"> Written and verbal complaints 	<ul style="list-style-type: none"> Redress 	<ul style="list-style-type: none"> Complaints register with reference number Verbal complaints Suggestion box
		<ul style="list-style-type: none"> Value for Money 	<ul style="list-style-type: none"> Targets are always achieved 	<ul style="list-style-type: none"> Value for Money 	<ul style="list-style-type: none"> Targets are always achieved
		Time:	9 hrs per day	Time:	8 hrs per day
		Cost:	R3,500 000	Cost:	R5, 000
		HR:	15 officials	HR:	26 officials

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