

SERVICE DELIVERY IMPROVEMENT PLAN

Department: Department of Community Safety

Component: Directorate Civilian Oversight

Vision: The Western Cape will be a Safer Home for All, free from fear of crime

Mission: To promote safety and security through a process of civilian oversight

Key Service <i>(Interactions or transactions you have with the clients to satisfy their needs)</i>	Service Beneficiaries <i>(The recipient of the service)</i>	Current Standard		Desired Standard	
Handling of complaints against SAPS <i>GA</i>	Citizens; Visitors; Residents; Immigrants, and All persons	Quantity: <i>(Refers to the amount, number or aspects that can be measured, weighted or counted)</i>	100% complaints received were acknowledged within 48 hours (of working week) and responded to within 14 days	Quantity:	100% complaints will be acknowledged within 48 hours and complainants will be informed of the progress within 14 days.
		Quality: <i>(Refers to the degree of excellence at which the service is rendered or to be rendered)</i>	All complaints are dealt with professionally and their confidentiality is maintained	Quality:	All complaints are dealt with professionally and their confidentiality is maintained
		<ul style="list-style-type: none"> • Consultation <i>(What mechanisms are in place to consult with clients to obtain their input)</i> 	- Izimbizo	<ul style="list-style-type: none"> • Consultation 	- Izimbizo - Customer satisfaction survey/ poll (bi-annually starting 2007) - One-on-one on 10% of finalised complaints

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		<ul style="list-style-type: none"> Access <i>(Where is the service provided)</i> 	<ul style="list-style-type: none"> - 35 Wale Street, Cape Town 8001 - 24hr Complaint's line - Izimbizo's - Cubicles for consultation purposes 	<ul style="list-style-type: none"> Access 	<ul style="list-style-type: none"> - 35 Wale Street, Cape Town 8001 - 24hr Complaint's line (investigate usefulness of complaints line) - Izimbizo's - Participate in Public Service Week - Signage to indicate service - Cubicles for consultation purposes - Utilise Community Policing Forums
		<ul style="list-style-type: none"> Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	Ad-Hoc	<ul style="list-style-type: none"> Courtesy 	Complaint's line
		<ul style="list-style-type: none"> Openness & Transparent <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	- Annual report	<ul style="list-style-type: none"> Openness & Transparent 	- Annual report (but enhance report with statistics, increase and decrease in complaint etc.)
		<ul style="list-style-type: none"> Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	<ul style="list-style-type: none"> - Izimbizo - Access to internet (Cape Gateway) 	<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> - Izimbizo - Access to internet (Cape Gateway) - Advertising campaign –link up with Dept communication in advertising (magazines, newspaper) - Media interviews - Letters - Publication of a service delivery charter (input into Dept. charter)

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BEHAVIOUR

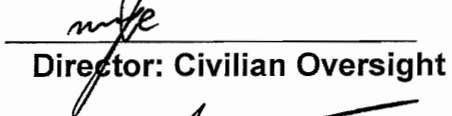
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		<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	- Address of complains/compliments to management	<ul style="list-style-type: none"> • Redress 	- Address complains/compliments to senior management
		<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Provide services within the approved budget	<ul style="list-style-type: none"> • Value for Money 	Provide services within the approved budget
		<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.e. timeframe)</i> 	Achieve by 31 March 2007	<ul style="list-style-type: none"> • Time 	Achieve by 31 March 2008
		<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	R 5 000 000	<ul style="list-style-type: none"> • Cost 	R 5 525 000
		<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	12	<ul style="list-style-type: none"> • Human Resources 	18


SDIP Coordinator

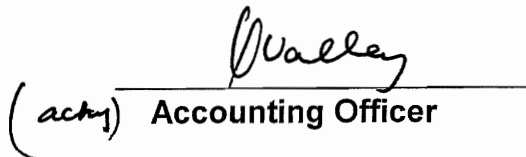
8/03/2007
Date


Director: Civilian Oversight


08/03/2007
Date


Chief Director: Secretariat for Safety and Security

8.3.2007
Date


(actg) Accounting Officer

8.3.2007
Date



Executive Authority

10/3/07

Date

SERVICE DELIVERY IMPROVEMENT PLAN

Department: Department of Community Safety

Component: Directorate Social Crime Prevention

Vision: The Western Cape will be a Safer Home for All, free from fear of crime

Mission: To promote safety and security through a process of the provision of integrated crime prevention programmes

IMPROVE

Key Service	Service Beneficiaries	Current Standard		Desired Standard	
The facilitation of Social Crime Prevention Projects <i>Functional</i> (R)	All people in the Western Cape with a special focus on Youth, Women and Children.	Quantity:	64 crime prevention projects	Quantity:	64 crime prevention projects
		Quality:	To implement social crime prevention projects to support the reduction of crime by 7-10%.	Quality:	To implement social crime prevention projects to support the reduction of crime by 7-10%. To develop crime prevention strategies to influence provincial policy direction to reduce crime.
		<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> - Project planning meetings with Community Policing Forums and SAPS and Municipalities -Provincial Task Team (NGO's, Gov Dept, Business) -Annual meetings with Provincial Community Police Board 	<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> -Quarterly Project planning meetings with Community Policing Forums and SAPS and Municipalities -Creating a platform for input from Communities on Website -Victim support surveys -Monthly Provincial Task Team (NGO's, Gov Dept, Business) -Quarterly meetings with Provincial Community Police Board
<ul style="list-style-type: none"> Access 	<ul style="list-style-type: none"> -35 Wale Street -174 Police Stations (services access via the Community Police Forums) -37 Train stations (in the four regions of the Province) -104 schools 	<ul style="list-style-type: none"> Access 	<ul style="list-style-type: none"> -35 Wale Street -174 Police Stations (services access via the Community Police Forums) -45 Train stations (in the four regions of the Province) -110 schools 		

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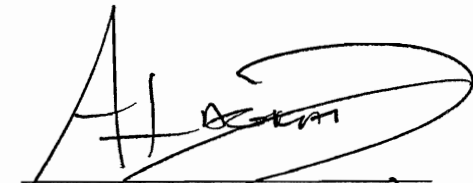
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	<ul style="list-style-type: none"> • Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	Ad-hoc	<ul style="list-style-type: none"> • Courtesy 	Departmental complaints line
	<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	- Annual Report	<ul style="list-style-type: none"> • Openness & Transp 	- Annual Report (understandable language) - Annual Policing Workshops
	<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	- Annual Report in 3 official languages - Adverts in magazines - Adverts in newspaper - Radio interviews - Outside broadcast - Access to internet	<ul style="list-style-type: none"> • Information 	Annual Report in 3 official languages - Adverts in magazines - Adverts in newspaper - Radio interviews - Adverts television - Outside broadcast - Access to internet
	<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Ad-hoc	<ul style="list-style-type: none"> • Redress 	Departmental complaints line
	<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Within approved budget	<ul style="list-style-type: none"> • Value for Money 	Within approved budget
	<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.e. timeframe)</i> 	By 31 March 2007	<ul style="list-style-type: none"> • Time 	By 31 March 2008
	<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	R25,559 Million	<ul style="list-style-type: none"> • Cost 	R 30, 143 Million
	<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	34 employees	<ul style="list-style-type: none"> • Human Resources 	45 employees

SDIP Co-ordinator



Director *(Kerling)*

Date

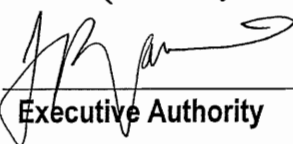
8/03/2007
Date


Chief Director: Secretariat for Safety and Security

8.3.07
Date


Accounting Officer
(acting)

8.3.07
Date


Executive Authority (see comments)

10/3/07
Date

SERVICE DELIVERY IMPROVEMENT PLAN

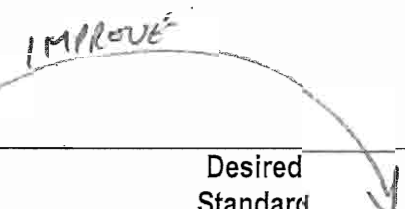
Department: Department of Community Safety

Component: Directorate Traffic Law Enforcement

Vision: The Western Cape will be a Safer Home for All, free from road accidents

Mission: To promote safety and security through effective traffic law enforcement

Key Service <i>(Interactions or transactions you have with the clients to satisfy their needs)</i>	Service Beneficiaries <i>(The recipient of the service)</i>	Current Standard		Desired Standard	
<p>To make our Road users safer on Provincial and National Roads</p> <p><i>Outcome</i> <i>what is the service?</i> <i>R</i></p>	All Road users	Quantity: <i>(Refers to the amount, number or aspects that can be measured, weighted or counted)</i>	Reduction of road fatalities on Provincial and National roads by 5%	Quantity:	Reduction of road fatalities on Provincial and National roads by 5%
		Quality: <i>(Refers to the degree of excellence at which the service is rendered or to be rendered)</i>	Ensuring 24-hour Traffic Law Enforcement Services on Provincial and National roads	Quality:	Ensuring 24-hour Traffic Law Enforcement Services on Provincial and National roads
		<ul style="list-style-type: none"> • Consultation <i>(What mechanisms are in place to consult with clients to obtain their input)</i> 	- Consult with long distance taxi and bus forums	<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> - Izimbizo - Consult with long distance taxi and bus forums -Integrated Development Planning CPF's & CSF
		<ul style="list-style-type: none"> • Access <i>(Where is the service provided)</i> 	12 Traffic Centres around the Province	<ul style="list-style-type: none"> • Access 	12 Traffic Centres around the Province 1 additional satellite traffic centre at Citrusdal
<ul style="list-style-type: none"> • Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	Ad-hoc basis	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> -Structured complaints facility for purposes of creating database -Minimum Norms and Standards -Training interventions to address Batho Pele 		

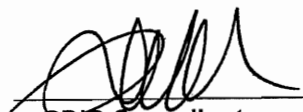


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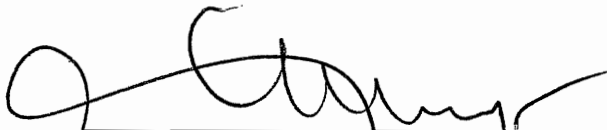
	<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	- Annual Report in 3 official languages	<ul style="list-style-type: none"> • Openness & Transp 	Providing information in Annual Report in 3 official languages and understandable language Adverts in media (newspaper)
	<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	<ul style="list-style-type: none"> - Annual Report in 3 official languages - Posters - Access to internet (Cape Gateway) - During roadblocks 	<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> - Providing information in Annual Report in 3 official languages and understandable language - Pamphlets - Adverts in printed media (magazines, newspaper) - Posters - Media exposure (Radio interviews, adverts in television) - During roadblocks
	<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Ad-hoc	<ul style="list-style-type: none"> • Redress 	-Structured complaints facility -Inspectorate
	<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Within approved budget	<ul style="list-style-type: none"> • Value for Money 	Within approved budget (reduce unit cost per personnel member by) Required competency levels Increase production ratio per officer
	<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.e. timeframe)</i> 	By 31 March 2007	<ul style="list-style-type: none"> • Time 	By 31 March 2008
	<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	R 800.000	<ul style="list-style-type: none"> • Cost 	R 1160000
	<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	490	<ul style="list-style-type: none"> • Human Resources 	540

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SDIP Co-ordinator

7/03/2007
Date




Director: Traffic Law Enforcement

2007.03.09
Date



Chief Director: Traffic Law Enforcement

7-03-07.
Date



Accounting Officer
(acting)

8.03.07
Date



Executive Authority

10/2/07
Date