

**Report on the 2016/17 Policing Needs and Priorities workshop for the
Nyanga Police Cluster held on 21 & 22 October 2016**

TABLE OF CONTENTS

- 1. INTRODUCTION AND BACKGROUND..... 4
 - Workshop methodology..... 5
 - Limitations 7
- 2. CLUSTER DEMOGRAPHICS 8
- 3. HANDING OVER OF NHW CERTIFICATES AND EQUIPMENTS TO AHR VOLUNTEERS 9
- 4. PRESENTATION BY THE DEPARTMENT OF HEALTH..... 9
- 5. REPORT FROM THE CPF CLUSTER CHAIRPERSON..... 9
- 6. SAPS REPORTBACK 10
- 7. RESULTS OF SAFETY CONFIDENCE SCORECARD 12
 - Participants..... 12
 - Professional Policing 15
 - Perceptions of safety in public spaces and at home..... 17
 - Partnerships 19
- 8. THE 2016 SAFETY PLAN..... 21
- 9. CONCLUSION 21
- 10. ANNEXURE 1: 2016 SAFETY PLAN 23
 - Annexure 2: Safety Confidence Scorecard 44
 - Annexure 3: Nyanga Cluster Briefing Report 51
- 11. ACKNOWLEDGEMENTS..... 55

ACRONYMS

AHR	Alcohol Harms Reduction
CBO	Community Based Organisation
CID	City/ Central Improvement District
CoCT	City of Cape Town
CPF	Community Police Forum
CSC	Community Service Centre
CSF	Community Safety Forum
CSIP	Community Safety Improvement Partnership
DoCS	Department of Community Safety
EMS	Emergency Medical Services
EPP	Expanded Partnership Programme
FBO	Faith Based Organisation
GBH	Grievous Bodily Harm
LG	Local Government
NGO	Non-Governmental Organisation
NHW	Neighbourhood Watch
NPO	Not for Profit Organisation
PNP	Policing Needs and Priorities
SAPS	South African Police Service
VEP	Victim Empowerment Programme
VPUU	Violence Prevention through Urban Upgrading

1. INTRODUCTION AND BACKGROUND

As part of its annual Policing Needs and Priorities (PNP) consultations the Western Cape Department of Community Safety (DoCS) hosted a workshop for the Nyanga Police Cluster on 21 and 22 October 2016. This workshop aimed to feed into the consultative process, mandated by section 206 of the Constitution and section 23 of the Western Cape Community Safety Act,¹ in terms of which the Minister of Police is obliged to seek input from provincial governments about their policing needs and priorities.

The key aims of the 2016 PNP workshops were to:

- Consult with strategic stakeholders in each police cluster about their policing needs and priorities;
- Review and update the 2015 community Safety Plans;² and
- Determine perceptions of safety in the communities that populate each cluster.

These workshops are part of a departmental 'whole of society' approach that seeks to build safety, not for the community but with it. The aim is to ensure that provincial government departments are responsive to the safety needs of communities, to enhance efficiency through the integration of security services, to establish partnerships and, to include communities in local structures created around safety.³ The PNP workshops feed into the DoCS Community Safety Improvement Partnership (CSIP) which has as its objectives the:

- promotion of professional policing through effective oversight;
- making public buildings and spaces safe; and
- establishing viable safety partnerships within communities.

¹ Act 3 of 2013.

² See section 6 of the Report: 'The 2016 Safety Plan' for an explanation of what the Safety Plan is.

³ CSIP Blueprint, 2016.

Workshop methodology

Target group



16 workshops were planned, based on the number of policing clusters in the Province. Invitations were extended to as wide a range of organisations and individuals as possible including:

- SAPS Cluster commanders and precinct station commanders and members;
- CPFs and Cluster executives;
- Community Safety Forums;
- Neighbourhood Watches;
- Non-governmental, community and faith-based organisations;
- National and Provincial Government Departments as well as other state agencies such as National Prosecuting Authority (NPA)
- Office of the Ombudsman and IPID;
- Integrated Development Plan managers ;
- Ward councillors and;
- Representatives from businesses, Central Improvement Districts and private security service providers.

The workshop was also advertised in the local media and on the radio and members of the public were invited to attend.

Structure

At the start of the workshop each participant was handed a file containing certain key documents which were intended to contextualise and guide the discussions – these included the 2015 Safety Plan, a briefing report on the official crime statistics for the Cluster, an outline of the services rendered by DoCS over the previous financial year and copies of various presentations. The workshop was opened by Mr Sandile Martin (CPF Cluster Chairperson) with the Honourable Dan Plato (Minister of Community Safety) delivering the keynote address. After the keynote address the minister of Health Dr Nomafrench Mbombo handed first aid kits and certificates to 8 Neighbourhood Watch (NHW) volunteers from Nyanga who had recently completed training. After the handing over of first aid and certificates to NHW, Mr Heinrich Hendricks, Station Manager of Emergency Medical Services (EMS) from the Western Cape Department of Health delivered a presentation on the attacks of EMS staff while they are on duty. Thereafter, SAPS, the CPF Cluster chairperson and DoCS reported on implementation of the 2015 Safety Plan. This was followed by questions and answers and the completion of the 'Safety Confidence Score Card' questionnaire. In the afternoon the plenary was divided into three randomly assigned groups (Professional Policing, Partnerships and Public Spaces) with approximately 20-30 participants per group to discuss the Safety Plan.⁴ The aim of the group discussions were to review, revise and update the Safety Plan.⁵ On the second day the new accreditation process for Neighbourhood Watches was discussed - as per the regulations to the Western Cape Community Safety Act, and the roles and responsibilities of Community Police Forums were explained. Mr Zwele Matwa from the office of the Western Cape Police Ombudsman explained how and when to make use of the services offered by the office. Finally, the updated Safety Plan was presented to all participants.

Safety Confidence Scorecard

This questionnaire is designed to ascertain:

- whether participants were victims of a crime and/or police action during the previous year;
- to measure their perceptions of police professionalism;
- whether they feel safe in public and private spaces, and;
- their perceptions of existing safety partnerships (particularly CPFs and NHWs).

To this end participants answered a questionnaire containing a series of statements with a range of possible reactions, four being 'strongly agree' and one being 'strongly disagree'. Police professionalism was elicited via 16 questions aimed to measure the ways in which police interactions with the public were perceived by participants; there were 17 questions on feelings of safety in public and private spaces and; 12 questions on partnerships with the police via CPFs, CSFs, NHWs and, the SAPS reservist programme.⁶ After the workshop the data were physically captured and entered into the Survey Monkey software programme for subsequent organisation on a spreadsheet, in terms of the main issues identified.

⁴ The discussions around professional policing, partnerships and public spaces complement the CSIP objectives referred to on page 4 under 'Background'.

⁵ See Annexure 1 for the updated 2016 Safety Plan.

⁶ See Annexure 2 for the questionnaire.

Non-plenary group discussions



The three thematic focus group discussions were moderated by a facilitator, and written up by a scribe, both of whom were DoCS employees. The facilitator was responsible for updating the 2015 Safety Plan in real time with each group's updated inputs collated into one document, which was discussed in the plenary on the second day. The group discussions centred around the implementation of the activities identified in 2015 and the way forward.⁷ Each group also discussed the continuing relevance of the 'Safety Concerns' and whether any new concerns needed to be added into the plan.

Limitations

- The workshops were primarily attended by those who were part of NHWs and CPFs, in SAPS and/or involved in these sectors to some extent or other. Thus, perceptions of safety and the research sample may have been somewhat skewed and not representative of the many communities that make up each neighbourhood within individual police precincts in the Nyanga Cluster.
- Due to a high turnover of incumbents in SAPS, CPFs and NHWs many participants who attended the 2015 PNP workshop, and were involved in drafting the 2015 Safety Plan, did not attend the 2016 meeting. As such there was a lack of continuity in the discussions.
- Given the size of the groups and the time taken up by preceding presentations there was insufficient time to have an in-depth and detailed discussion around the Safety Plan. Whilst these discussions

⁷ The activities contained in the 2015 Safety Plan were planned to remedy the specific safety concerns relevant to each group.

certainly stimulated debate and gave opportunities (which might not otherwise have arisen) for people to discuss local safety issues, further discussion would be required to develop more concrete plans.

- Without supplementation by other methodologies, such as in depth interviews and focus group discussions, questionnaires have limited value as research tools. To give an example: the statement 'I have confidence in the Department of Correctional Services (Prisons)' is open-ended and should be followed up with questions that probe the reasons for this lack of confidence.⁸
- Although 295 people attended the workshop, only 112 completed the survey. The sample size of people who completed questionnaires was small and the process did not lend itself to disaggregation of data or trend analyses.

2. CLUSTER DEMOGRAPHICS

The Nyanga Cluster has a population of 1 090 577 and consists of six precincts⁹ - Bishop Lavis, Elsie River, Gugulethu, Manenberg, Nyanga and Phillipi East – all of which fall under the jurisdiction of the City of Cape Town Metropolitan Municipality. The population of Nyanga police precinct increased by 72.8% compared to Elsie River and Bishop Lavis police precincts which increased by 3.5% and 6.8% respectively between 2001 and 2011 (Table 1).

The reader is referred to Annexure 3 for a detailed breakdown of the SAPS crime statistics between 2010 and 2015. The breakdown of the main crime categories in the Cluster for this period is as follows:

- Crime detected as a result of police action (42.3%): This includes illegal possession of firearms, drug-related crime (use, possession and dealing in drugs) and, driving under the influence of alcohol or drugs. These crimes are generally not reported to the police by members of the public but, instead, are the result of roadblocks, searches and intelligence collection.¹⁰
- Contact crime (39.6%):¹¹ this involves physical contact between the perpetrator and the victim and ranges from assault, bag snatching (robbery) to kidnapping, rape and murder. Thus contact crime involves some form of violence against the person.¹²
- Property-related crime (18.1%): This includes burglary at residential and non-residential premises, theft of motor vehicles and/or motorcycles, theft out of motor vehicles and stock theft. These crimes usually occur in the absence of victims and involve no violence.¹³

⁸ Whilst lack of confidence in the Department of Correctional Services is often caused by perceptions of inadequate consultation when prisoners are released on parole it might also be caused by a perception that prisons fail to rehabilitate or, that prisoners have it too easy and/or are released too soon.

⁹ SAPS (2016). 'Back to Basics. Towards a Safer Tomorrow.' Presentation at PNP 2016 Nyanga Cluster. Policing Needs and Priorities, 21 October 2016.

¹⁰ Institute for Security Studies. (2010). 'The Crime Situation in South Africa', http://issafrica.org/crimehub/uploads/3/crime_situation.pdf (accessed on 23 July 2016).

¹¹ http://www.saps.gov.za/resource_centre/publications/statistics/crimestats/2015/crime_stats.php (accessed on 29/10/2015).

¹² Institute for Security Studies. (2010). 'The Crime Situation in South Africa', http://issafrica.org/crimehub/uploads/3/crime_situation.pdf (accessed on 23 July 2016).

¹³ Institute for Security Studies. (2010). 'The Crime Situation in South Africa', http://issafrica.org/crimehub/uploads/3/crime_situation.pdf (accessed on 23 July 2016).

Table 1: Murders per police precinct 2010 to 2015¹⁴

Police precinct	Period				
	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
Bishop Lavis	54	59	73	82	77
Elsies River	36	40	60	69	58
Gugulethu	120	129	149	165	184
Manenberg	29	35	41	63	60
Nyanga	232	261	305	300	279
Phillipi East	57	47	73	87	122
Total	528	571	701	766	780

Many of the stations in this precinct record the highest number of murders in the country, and Nyanga has recorded the highest in South Africa in 2015/16. Murder in Nyanga cluster increased by 47.7% (252) from 528 in 2011/12 to 780 in 2015/16. Murder in Nyanga police precinct increased by 20.3% (47) from 232 in 2011/12 to 279 in 2015/16. Of concern is that Nyanga (41.2%) and Gugulethu (22.3%) police precincts contributed 63.5% of all murders committed in Nyanga cluster for the period 2011/12 to 2015/16.

3. HANDING OVER OF NHW CERTIFICATES AND EQUIPMENT TO AHR VOLUNTEERS

Doctor Nomafrench Mbombo, Minister of Health in the Western Cape, together with Minister Dan Plato handed over first aid kits and certificates to eight AHR neighbourhood watch volunteers. When addressing the gathering Minister Mbombo said the Western Cape is known as the most unsafe Province in the world. She said that safety impacts on everyone and everything. She expressed concern for the number of attacks against ambulance personnel and property when responding to calls for assistance in Nyanga and other high risk areas. She said that NHWs could help ambulances drive safely through the area. Furthermore, she said that the equipment that was handed over would help the community in the long run.

4. PRESENTATION BY THE DEPARTMENT OF HEALTH

Mr Heinrich Hendricks, Station Manager of Emergency Medical Services (EMS) from the Western Cape Department of Health delivered a presentation on attacks against of EMS staff while they are on duty. He said EMS lost 50% of the operational hours in 2016 due to staff attacks. He indicated that the reported incidents have resulted in them not being able to render their service to the best of their abilities (i.e. staff have been robbed, threatened and assaulted). The majority of areas in the City marked as red zones are in the Nyanga cluster. About 23 incidents of assault took place in one week in the cluster. Most of the assault cases happen in areas where there are liquor outlets. Most of these incidents occur in the early hours of the morning when shebeens and taverns are still open. He said that regulating the operating hours of liquor outlets would let to a reduction in violent injuries.

5. REPORT FROM THE CPF CLUSTER CHAIRPERSON

Mr Sandile Martin, CPF cluster chairperson, said that the community still complains that the police do not identify themselves clearly. He was encouraged that the new cluster commander, Major General Memela, and the station commanders were doing their best to ensure that the police do the right thing. Complaints about feedback not being given by the detectives is still a major issue. He further stated that all stations have active neighbourhood watches (NHW). He encouraged CPFs to form the youth desk. He also talked of the importance of community meetings, such as an upcoming imbizo meeting in Nyanga with stakeholders. He

¹⁴ Department of Community Safety. (2016). 'Nyanga Police Cluster Overview', Table 2.

said there is a strong partnership with police in the cluster. Mr Martin said there are lot of open spaces in the cluster and it is not only the work of the police or NHW to guard open spaces.

6. SAPS REPORT BACK

Major General Memela, Nyanga cluster commander reported that there are 6 police stations in the cluster, 1 satellite station and two contact points. The estimated population in the cluster is 1 090 577 with 26 informal settlements and 144 schools. The cluster area size is 93.32 km² and the cluster. Unfortunately, the cluster is rated as the murder capital with 780 murders for 2015/16 financial year alone.

Whereas in the previous year the Cluster had reported personnel shortages, this year the Cluster was one of the 30 priority police stations in the Province to benefit from the allocation of additional human resources. Nyanga received 41 additional members, Gugulethu 38, Manenberg 38, Bishop Lavis 16 and Elsie's River received 23. The only police station not to benefit from this was Philippi East.

Major General Mamela also reported on the status of vehicles in the Cluster, noting that 37 more were needed.

Table 2: Human and Physical Resources

Station	Operational members	Support members	Detectives	Vehicles
Bishop Lavis	149	57	61	54
Elsie's River	131	31	48	46
Gugulethu	138	39	49	52
Manenberg	166	24	44	41
Nyanga	180	60	61	74
Philippi East	71	29	26	34
Total In Cluster	835	240	289	301

The cluster commander indicated that unemployment, poverty, drugs, liquor, domestic violence, owner's negligence and repeat offenders/ parolees are the main contributors to crime in the Nyanga cluster.

In terms of the implementation of the 2015 Safety Plan the Cluster Commander provided the following feedback:

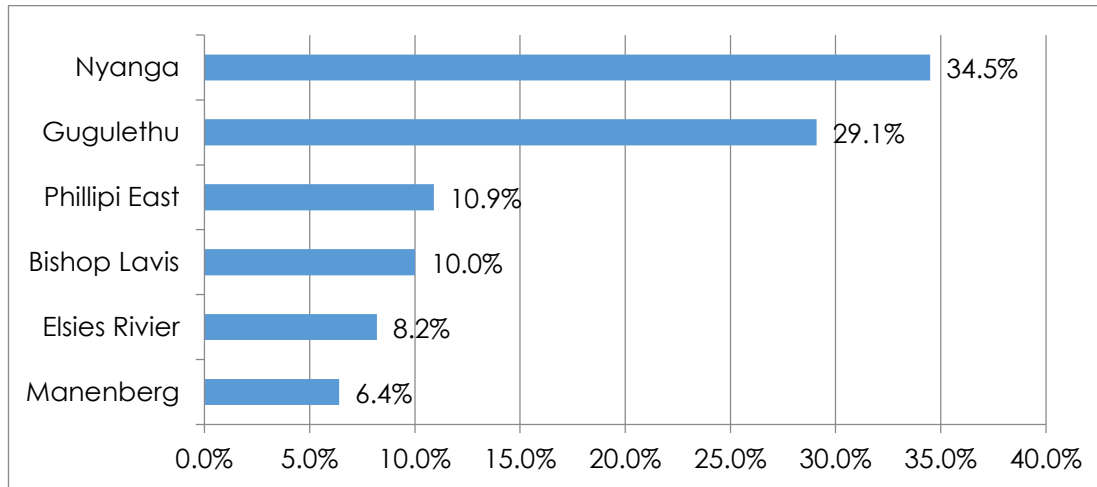
Safety plan objective	Status
1. To ensure that SAPS are effectively addressing operational issues so as to improve service delivery.	All shifts are paraded and inspected by officers. Regular inspections are also conducted by Station Commanders, Vispol Commanders and Cluster Commander.
2. To build a sense of trust and good relations between police and community	Police conduct school holiday camps. Regular visits and awareness campaigns conducted at schools. Community is given feedback on complaints against police. CPF take part in meetings when policing and safety issues are addressed.

Safety plan objective	Status
3. To find effective ways to manage with limited human resources and physical resources.	Shortage of members were addressed in the Manenberg, Nyanga, Guguletu and Elsies River policing precincts through the allocation of new members to each of the aforementioned stations. To recruit new NHW members and to train current NHW groups.
4. To ensure SAPS are operating according to requirements.	Regular inspections are conducted to ensure compliance. Refresher workshops are conducted to keep members abreast with requirements of Domestic Violence Act. Members not adhering to the set standards are dealt with accordingly. Stations must apply with the Domestic Violence Act and the coordinators appointed.
5. To get DoCS to pay a monthly stipend to NHW and provide training and resources.	Department of Community Safety (DOCS), CPF and NHW. DoCS pays a stipend to the NHW operating at Nelson Mandela High School.
6. To improve the relationship between SAPS, CPF, Law Enforcement and the different government departments.	Regular meetings held by SAPS, CPF and joint operations are conducted between SAPS and other law enforcement agencies. However, relationships between other departments, such as Social Development needs improvement in other stations.
7. Raise awareness regarding drugs in the community and get young people involved in other activities.	Awareness campaigns conducted, schools visits continuing. Provincial Youth Desk and Department of Community Safety are working on youth programmes.
8. To get DoCS to pay a monthly stipend to the CPF and provide them with training and resources, facilitate payment through the EPP program.	Awareness campaigns conducted, schools visits continuing. Provincial Youth Desk and Department of Community Safety are working on youth programmes.
9. To improve the maintenance of street lighting in the Cluster.	CPF and City of Cape Town.

7. RESULTS OF SAFETY CONFIDENCE SCORECARD

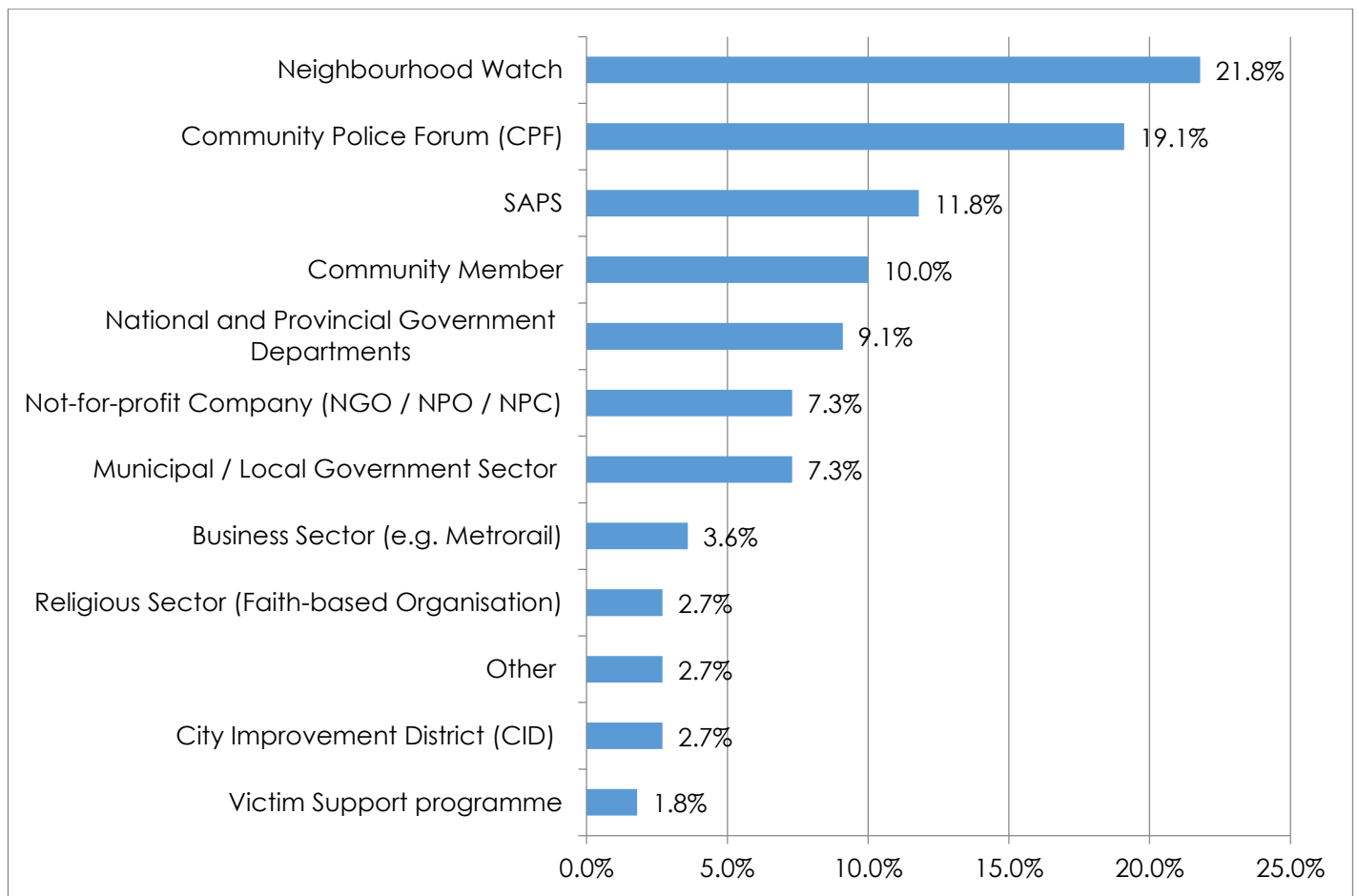
Participants

Figure 1: Respondents per precinct



In total 112 people completed the questionnaires. As the above bar-graph shows the majority of participants (34.5%) were from Nyanga Police Precinct. Most (62.5%) of the participants were males with 37.5% females.

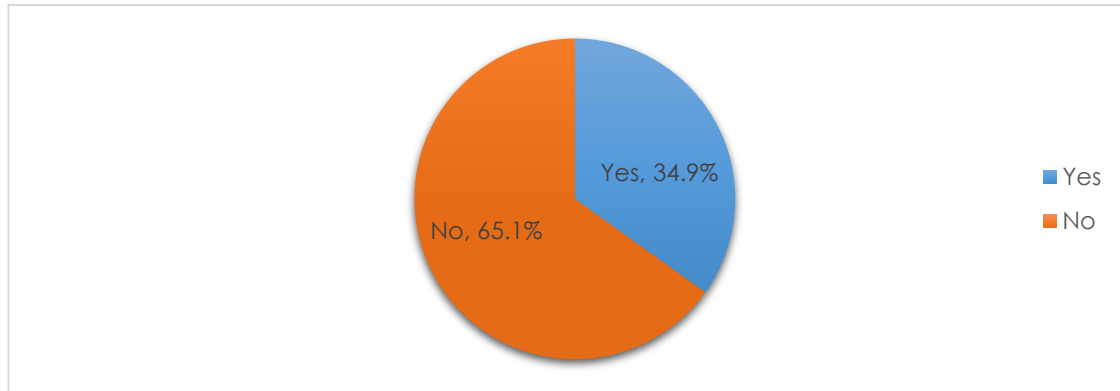
Figure 2: Participants per stakeholder group



As indicated in Figure 2 above, the majority of participants (21.8%) were from Neighbourhood Watches (NHW), followed by CPF (19.1%), SAPS (11.8%), community members (10.0%), national and provincial government departments (9.1%). Non-governmental organisations (NGO/NPO) and municipal/ local government sector (Mayors) constituted 7.3% each. The business sector had 3.6% of attendees while the religious sector, City Improvement District and others constituted 2.7% each. Only 1.8% were from the Victim Support services.

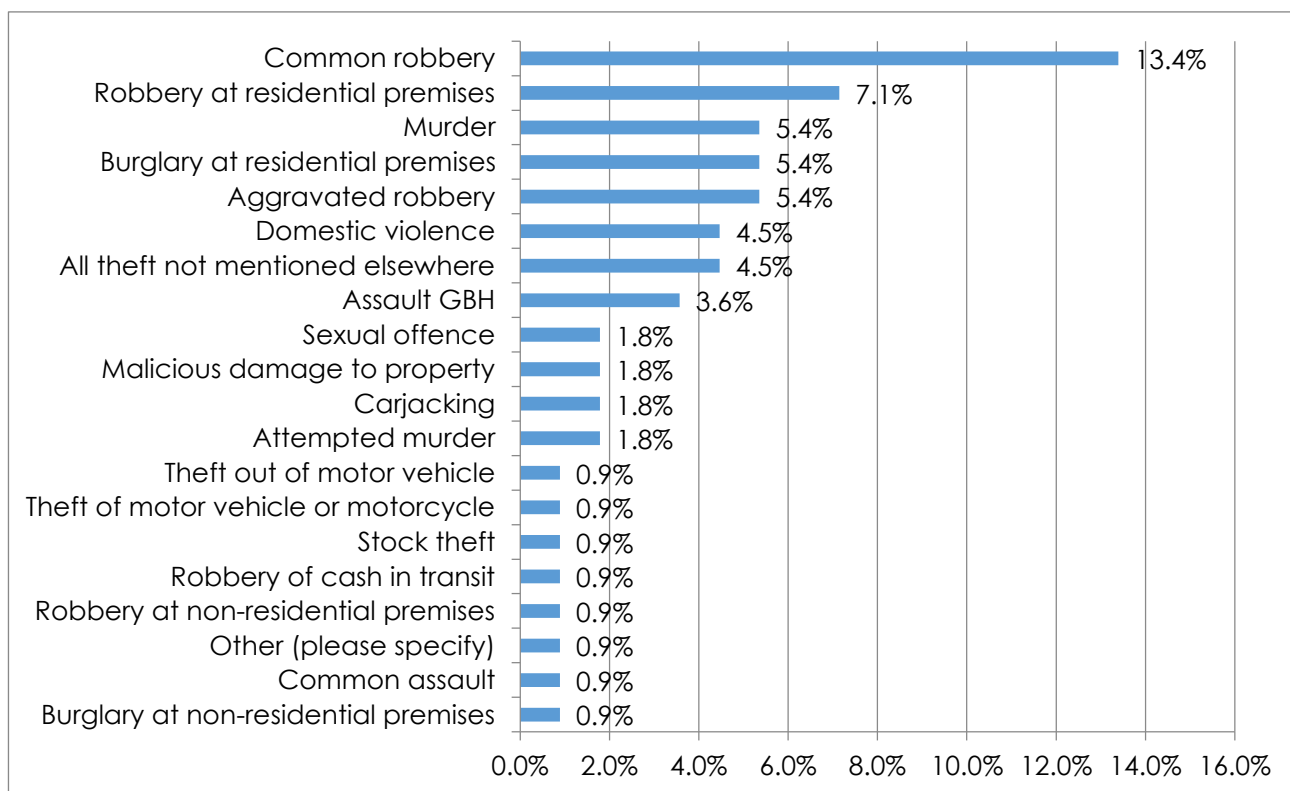
Contact with the Criminal Justice System

Figure 3: Household crime victimization - Have you or a member of your household been a victim of crime in the last 12 months?



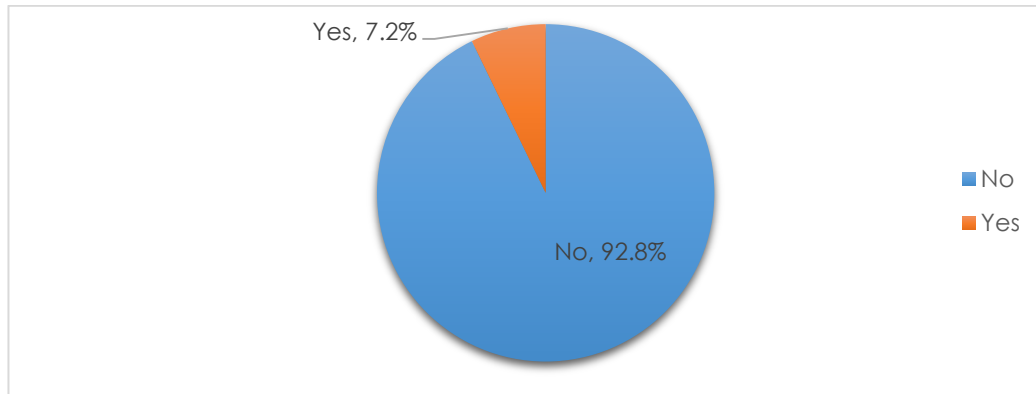
As indicated in Figure 3 above, 65.1% of the sample had not been victims of crime and 34.9% had.

Figure 4: Nature of crime



The majority of respondents who had been a victim of crime in the last 12 months reported being victims of common robbery (13.4%) and robbery at residential premises (7.1%) (Figure 4). 5.4% of participants reported they or a member of their household had been victims of murder, burglary at residential premises and aggravated robbery.

Figure 5: Have you or a member of your household been charged with crime detected as a result of police action?



Just 7.2% of the sample had been charged with crime as a result of police action.

Professional Policing

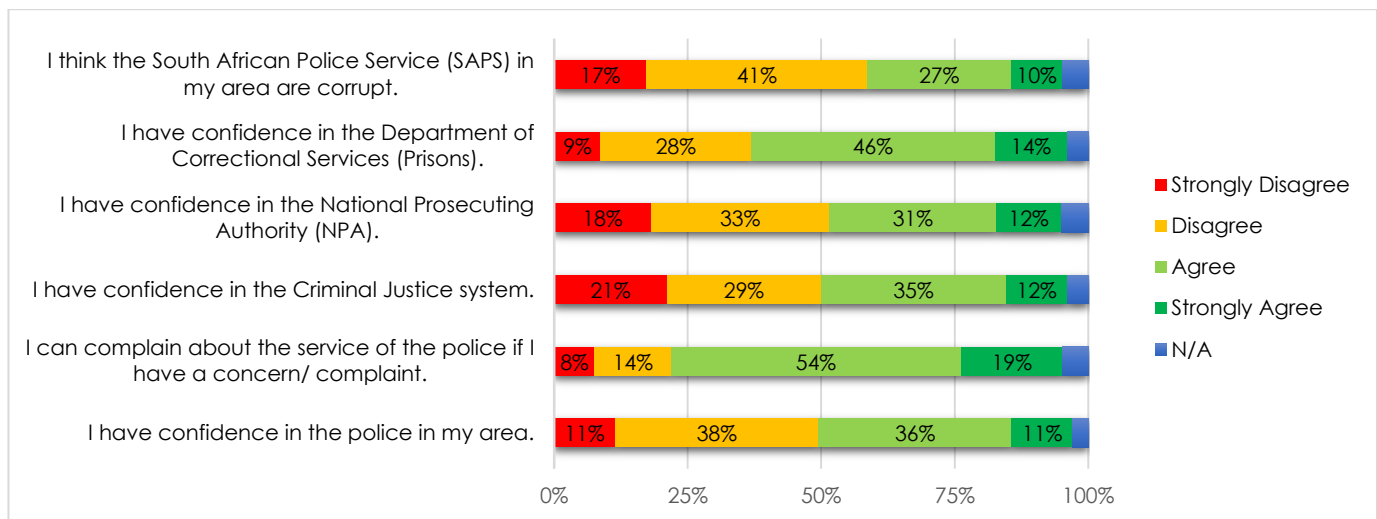
Professional policing relates to perceptions about the manner in which the police conduct their services and the relationship they have with communities. It is linked to the notion of legitimacy, which is related to objective ideas of fairness and procedural justice.¹⁵ The promotion of professional policing through effective oversight is one of the three pillars of the DoCS Community Safety Improvement Partnership (CSIP).

It should be emphasized that the questionnaire sought to measure *perceptions* as to whether policing was professional or not. The intention was not to make any factual findings about whether police in fact act professionally but to gauge the perceptions of survey participants.

The bar graph below represents responses in respect of levels of confidence in SAPS.

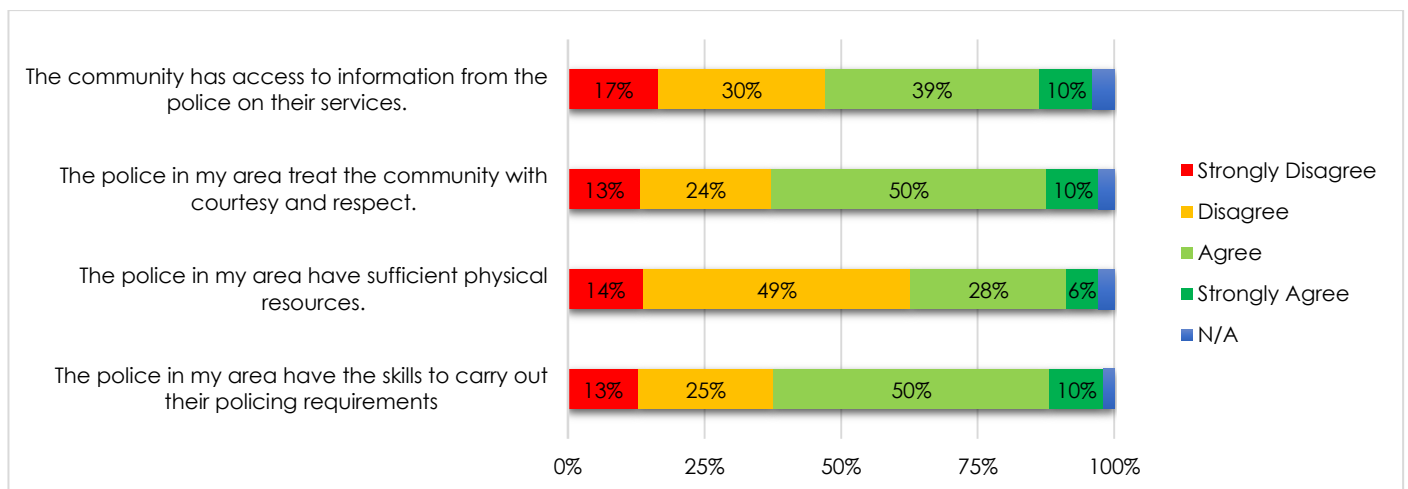
¹⁵ Sunshine, J. and Tyler, T. (2003). 'The Role of Procedural Justice and Legitimacy in Shaping Public Support for Policing', *Law and Society Review*, Vol 37(3), 513.

Figure 6: Perceptions of confidence



The majority (58%) of the respondents did not think that the SAPS in their area are corrupt, 73% indicated that they could complain about the police (they were not asked whether these complaints were satisfactorily resolved) and, 47% were confident in the police. The majority of the responses (60%) showed confidence in the Department of Correctional Services while 43% showed confidence in the National Prosecuting Authority and, 47% in the overall criminal justice system. This figure is higher than that of the PNP 2015/16 which was 32%.¹⁶

Figure 7: SAPS interaction with communities

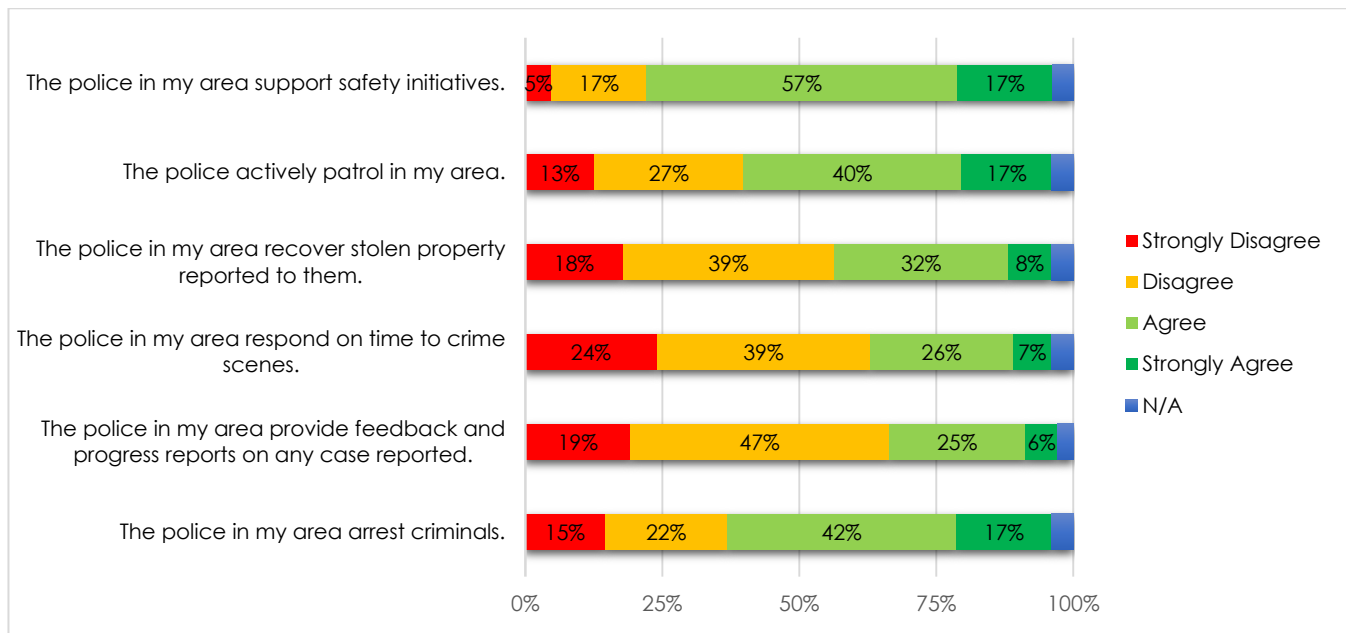


Only 49% of the respondents thought that the community had access to information from the police, 60% felt that the police in their area treated the community with courtesy and respect and, 60% agreed that the police had the skills to carry out their policing functions. Only 34% of the respondents thought that the police had sufficient physical resources. This figure was lower than that of 2015/16 PNP where 39% felt that the police in their area had sufficient physical resources.¹⁷

¹⁶ Department of Community Safety. (2015). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government: p. 22.

¹⁷ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government: p. 23.

Figure 8: Police service delivery and performance of functions



The majority (74%) of the respondents agreed that the police supported safety initiatives and 57% thought that the police actively patrolled in their areas. 40% agreed that the police recovered stolen property. 33% indicated that the police arrived at crime scenes timeously which is a decline on the findings of the previous year's PNP as 37% felt that the police arrived on time.¹⁸

Only 31% of the respondents agreed that the police provided feedback on cases reported in their areas. This is lower than 39% figure of the previous year.¹⁹ About 59% of the respondents agreed that the police in their area arrest criminals. This is lower than 82% figure of the previous year.²⁰

Perceptions of safety in public spaces and at home

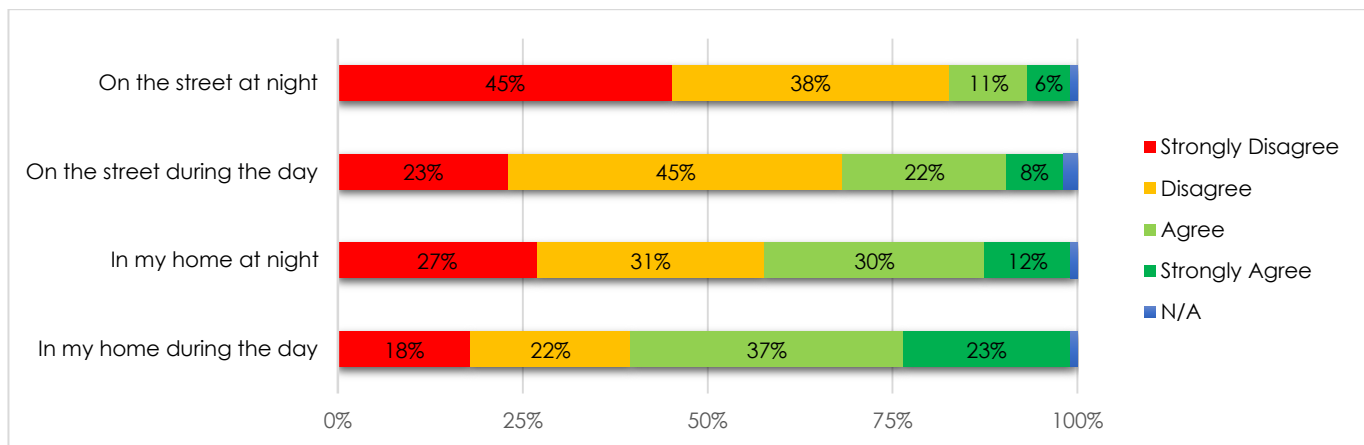
The bar graphs in Figures 9, 10 and 11 focus on respondents' perceptions of safety in their homes and in public spaces. Making all public buildings and spaces safe is the second pillar of the CSIP.

¹⁸ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government: p. 24.

¹⁹ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government: p. 24.

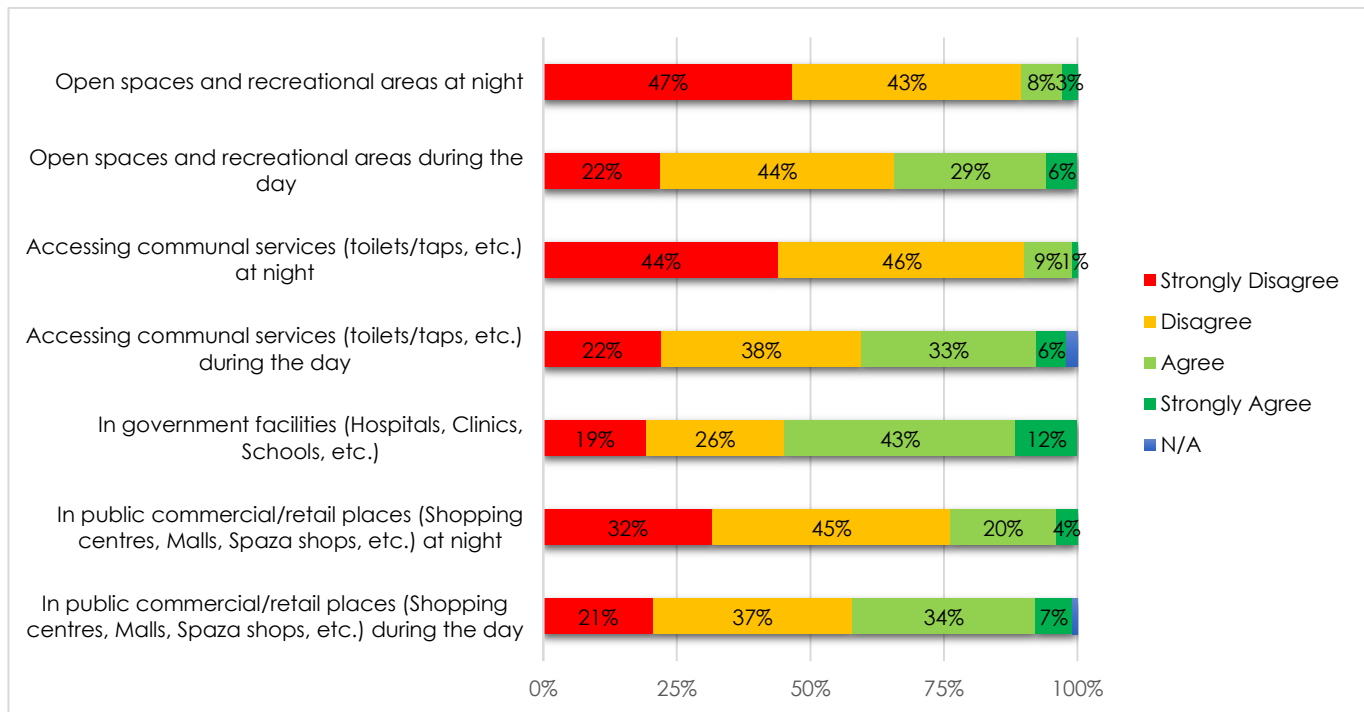
²⁰ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government: p. 24.

Figure 9: Safety at home and in public



Only 17% of the respondents felt safe on the street at night whereas 30% felt safe during the day. This is marginally different to the previous year's figures where 13% of the respondents felt safe on the street at night, with 26% feeling safe during the day.²¹ Only 42% felt safe in their homes at night with 60% feeling safe during the day.

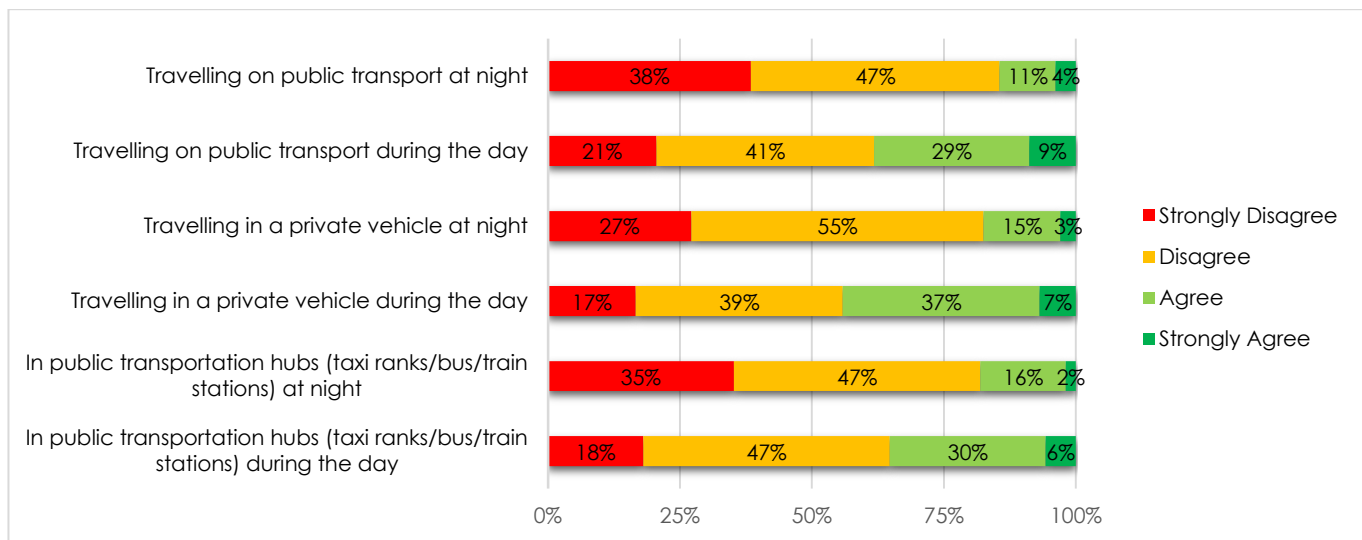
Figure 10: Perceptions of safety in community spaces and public commercial buildings



Unsurprisingly, 11% of the respondents felt safe in open spaces and recreational areas at night, while 35% felt safe during the day. Similarly, 10% felt safe accessing communal services at night and 39% during the day. The majority (55%) of the respondents felt safe in government facilities. About 24% of the respondents felt safe in public commercial or retail places at night whereas 41% felt safe during the day.

²¹ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government, p. 25.

Figure 11: Perception of safety around public and private transport



Fewer respondents (15%) felt safe travelling on public transport at night than during the day (38%). However, the day-time figure is higher than that of the 2015/16 PNP findings where it was 33% during the day.²² It is worth noting that the 2014/15 Victims of Crime Survey found that, at 25.4%, the Western Cape had the highest percentage of households that were prevented from using public transport because of crime.²³ Only 18% of the respondents felt safe in public transportation hubs at night, with 36% feeling safe during the day. This is an improvement on the findings of the 2015/16 PNP where only 13% felt safe at night and 25% during the day.²⁴ Only 18% of the respondents felt safe travelling in a private vehicle at night, with 44% feeling safe during the day. This is a slight improvement on the findings of the 2015/16 PNP where only 16% felt safe at night and 40% during the day.²⁵

Partnerships

This section discusses how participants view the role and contribution of partnerships between SAPS and civil society. These include CPFs, Neighbourhood Watches, Community Safety Forums and SAPS Reservists. In terms of its 'whole of society' approach DoCS views partnerships as being central to community safety. As such the third pillar of its CSIP programme is to establish viable safety partnerships within communities.

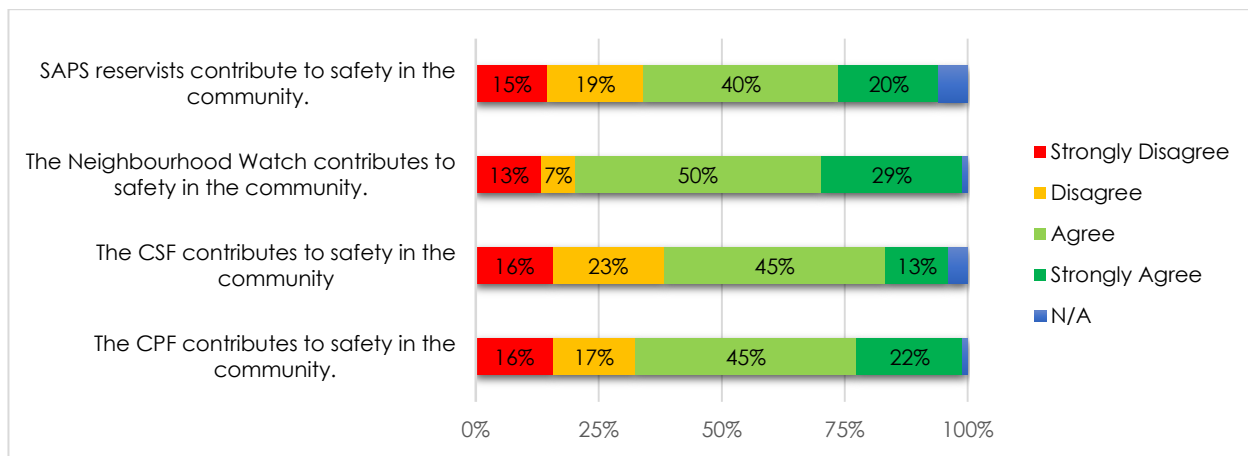
²² Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government, p. 27

²³ Statistics South Africa (2015), 'Victims of Crime Survey 2014/15, p 14.

²⁴ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government, p. 27

²⁵ Department of Community Safety. (2016). 'Policing Needs and Priorities (PNP) 2015/16 Report for the Nyanga Police Cluster', Western Cape Government, p. 27

Figure 12: Partnerships contributing to safety

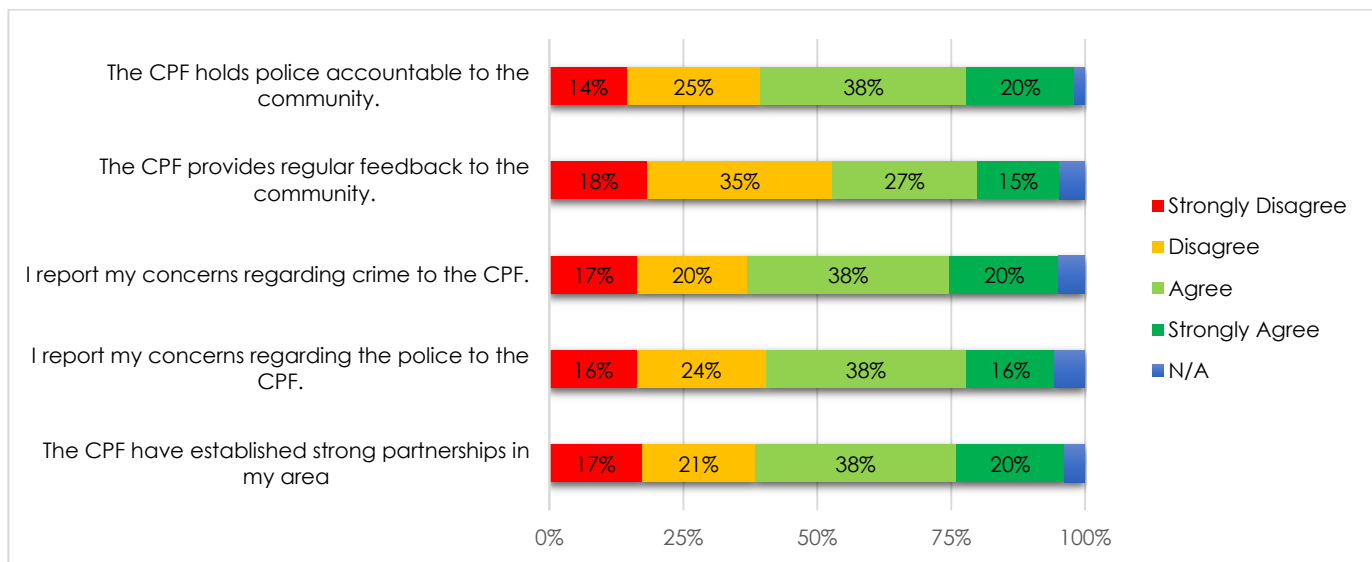


In terms of the ranking listed below, NHWs received the highest approval:

1. NHWs: 79% (It was 71% in 2015/16)
2. CPFs: 67% (It was 75% in 2015/16)
3. SAPS Reservists: 60% (It was 60% in 2015/16)
4. CSFs: 58% (It was 60% in 2015/16)

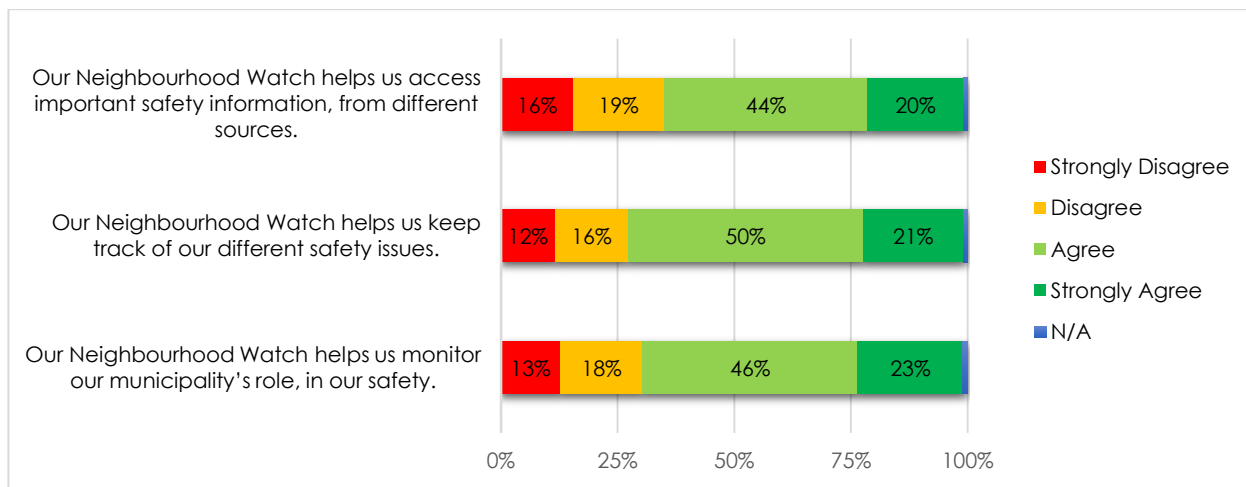
As already indicated earlier in the report the sample is somewhat skewed given that the majority of participants were connected to the SAPS and to safety partnerships and thus the positive rankings for NHWs and CPFs were to be expected.

Figure 13: Holding the police accountable through the CPF



The majority of the respondents (58%) agreed that the CPF holds the police accountable to the community and 42% indicated that the CPF provides regular feedback. About 58% indicated that they reported their concerns regarding crime to the CPF with 54% reporting their concerns about the police. Most of the respondents (58%) agreed that CPFs have established strong partnerships in their area.

Figure 14: Neighbourhood Watch as a monitoring mechanism



Most of the respondents (64%) agreed that their Neighbourhood Watch helped them to access important safety information from different sources, 71% thought that it helped them to keep track of various safety issues and, 69% agreed that it assisted in monitoring the municipality's role in their areas.

8. THE 2016 SAFETY PLAN

The Safety Plan is intended as a guide for implementation, to be filtered down to each CPF in the Cluster, via the Cluster CPF. It aims to highlight the priority areas of intervention so that the CPFs can make detailed plans for implementation. The plan is divided into three parts (Professional Policing, Public Spaces and Partnerships) in terms of the overarching framework of the CSIP. Whereas the 2015 Safety Plans sought to address the safety concerns identified during the 2015 PNP workshops and identify the roles and responsibilities of implementing parties, the 2016 PNP workshops focused on reviewing and updating the 2015 plans. DoCS supports and monitors the implementation of the safety plans, at all times seeking to increase community involvement in safety.

It should be noted that, due to time constraints, there was insufficient time to address all of the safety concerns identified in the 2015 Safety Plan, or to identify comprehensive and detailed activities for the 'Way Forward'. Nevertheless, it was still constructive to revisit the previous year's plan and to discuss the concerns of participants. As was the case in 2015, the 2016 Plan will be signed by representatives of the two main implementers: SAPS and the Cluster CPF. DoCS funding (including matching grants) is available through its Expanded Partnership Programme (EPP), once CPFs have complied with certain minimum standards, as laid out in the Western Cape Community Safety Act. DoCS also will enter into Memoranda of Understanding (MOUs) with local municipalities to enable implementation of the CSIP programme on a local level. The monthly reporting mechanisms provided for in the CPF EPP framework are intended to be a mechanism for monitoring the implementation of the plan. The details of the 2016 Safety Plan are contained in Annexure 1.

9. CONCLUSION

This PNP workshop brought together local (Cluster) level stakeholders in order to identify policing needs and priorities. It did so via a process that involved presentations, discussions (both in plenary and non-plenary sessions) and questionnaires. As such the workshop was a methodology for both consultation as well as research.

There is no doubt that PNPs succeed in bringing those stakeholders (and others) who are engaged in safety into one room to discuss policing on a local level. This represents the start of a fundamentally important process, namely consultation with local communities about their policing needs and priorities, their perceptions of safety and concrete suggestions about how to improve local problems. In and of itself this is a massive achievement and a positive development. However, there is also a need to engage in in-depth and targeted research that deploys a mix of methodological approaches in order to understand the detailed needs of all sectors of a particular community.

The DoCS has a great number of contacts in a multitude of localities, and on many different levels, throughout the Western Cape. This reach constitutes a solid point of departure from which to engage in processes that seek to increase safety for all who reside in the Province. The PNP workshops have sought to contribute to this objective.

10. ANNEXURE 1: 2016 SAFETY PLAN



Safety Plan for the Nyanga Cluster:
Initially prepared on 09 October 2015, updated 21-22 October 2016

PROFESSIONAL POLICING

Safety Concern: There are some operational issues which are a concern: SAPS is short staffed but their numbers are further reduced when they have to police protest action, and transport mental patients to hospital. There is a need for SAPS to conduct more unannounced raids and operations.

There is a need for all law enforcement agencies to become involved, especially the metro police to ensure by-law enforcement.

Objectives: To ensure that SAPS are effectively addressing operational issues so as to improve service delivery.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
<p>SAPS must ensure proper command and control of its members, and to report on these to the CPF through the EPP mechanism.</p> <p>SAPS must inform members of its operations via the CPF and public Imbizos.</p>	<p>Command and control is applied at all police stations.</p>	<p>All SAPS members are effectively instructed and managed.</p>	<p>SAPS to outline to CPF what operational issues are.</p> <p>SAPS Station Commander, CPF Chairperson.</p>		
<p>Community and CPF must inform SAPS when they see the misuse of vehicles or members.</p>	<p>To ensure that effective action is taken against members misusing resources.</p>	<p>Disciplinary action is taken against these SAPS officials.</p>	<p>CPF to inform community that misuse of vehicles should be reported to the CPF.</p> <p>CPF, SAPS</p>		

<p>Community to be informed of the DoCS complaints and compliments hotline and to SMS their comments to 'info' on 35395.</p>	<p>To recognise good performing SAPS members and to initiate complaints around those police officials who are not performing at an acceptable level.</p>	<p>Number of SMS complaints or compliments received by DoCS.</p>	<p>CPF and SAPS to inform community of the hotline. CPF, SAPS, DoCS.</p>	<p>Docs received a total of 43 complaints of which 11 relate to poor communication, poor investigation 12, poor response 6, unacceptable behaviour 13, and 1 general complaint. Nyanga lodged 4 complaints, Bishop Lavis 8, Elsie's River 10, Gugulethu 13, Manenberg 6 and Phillipi East 2.</p>	<p>CPF to raise awareness around submitting complaints.</p>
<p>Activities</p>	<p>Desired Outcome</p>	<p>Indicator (how do we know the outcome is met?)</p>	<p>First Step</p>	<p>Progress as at 21 October 2016</p>	<p>Update with regard to implementation of Safety Plan</p>
<p>Joint operations between SAPS and Law Enforcement officials.</p>			<p>Joint planning of operations between SAPS and CCT Law Enforcement Agencies</p>	<p>SAPS reported that there was some progress here and joint operations were taking place. Also NHW and CPF operations over weekends, especially at shebeens and taverns. Participants noted that joint operations between law enforcement and police should be improved and increased.</p>	<p>More joint operations between SAPS and CCT Law Enforcement resulting in more successes.</p>

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
Experienced SAPS members should be selected as Sector Commanders to encourage better working relations between the communities in the sector and police and to ensure adequate policing in high need areas.	Improved relationship between SAPS Sector Commander and the stakeholders of his/her sector.	An improvement in the quality of relationships build in the sector that can enhance the level of sector policing	CPFs can provide feedback on their engagement with Sector Commanders.	New issue	
Development of Standard operational procedure [SOP] for dealing with mentally ill persons between the SAPS and health institutions in the province.	An effective SOP where SAPS and the DOH setting out the requirements of both SAPS and DOH and which seeks to minimise wastage of time.	An effective SOP leading to compliance with all prescripts in dealing with the processing of mentally ill persons.	SAPS and DOH to develop and consult on SOP.	New	
Increase in the number of contact points – improvement of accessibility of SAPS to the community.	In some areas, community have to travel more than 5 km, and don't always have funds to do so.		Provincial Commissioner's Office to urgently investigate viability of opening a satellite at Sector 2 of Gugulethu SAPS.	New issue Nyanga SAPS opened a satellite police point next to Browns Farm – notorious for high level of contact crime. Community members of Sector 2 of Gugulethu reported that SAPS services have improved.	SAPS to improve its sector policing to ensure regular patrols and faster response time in the communities. SAPS to determine whether it can open further contact points in Samora Michelle.

Safety Concern: There is a lack of trust between the community and the police.

Objectives: To build a sense of trust and good relations between the police and the community.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
SAPS to continue with its schools programme (Sector Manager and Social Crime Prevention Unit), and to share its activities with the community and CPF.	To build awareness around crime prevention among young children, and to start building community police relationships with children.	SAPS report on activities held with schools and with children.	All Station Commanders to hold meetings with the community to talk about activities done in schools. SAPS Station Commanders, Crime Prevention Unit, CPF.	The group did not discuss this in detail.	
Hold community awareness activities to encourage community involvement – for e.g. Fun walk in Philippi East.	To create community awareness and encourage participation.	Number of community outreach activities held.	CPF and SAPS to plan activities for the next quarter. SAPS, CPF		
Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan

CPF to hold outreach activities in the community, and form linkages between the community and CPF [especially in Valhalla (Bishop Lavis)]	Create awareness of policing and safety issues in the community and awareness of the role of CPFs.	The community participates in safety issues. VEP workers are participating in CPF meetings.	Station Commander, CPF Chairperson and VEP volunteers in Valhalla Park.		
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Safety Concern: Organisational concerns include a shortage of human resources. Although there are some new recruits at police stations, it will take two years before they are trained. In the meantime, police officials are leaving the Service. SAPS need to find effective ways to manage with limited resources. Duty arrangements and absenteeism create a drain on existing human resource allocation at police stations.

Objectives: To find effective ways to manage with limited human resources, and physical resources.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
SAPS to report to CPF on regular basis on its fixed establishment, vacancies and new recruits. SAPS to ensure recruitment of officials who are committed and passionate about their work.	CPF and community are kept informed on SAPS staff establishment. Appropriate people are recruited into the SAPS.	Regular reports are reflected in CPF minutes.	SAPS to report at next CPF meeting. SAPS, CPF.	SAPS reported on increases in human resources at all stations except Philippi East. Nyanga received 41 additional members; Gugulethu 38; Manenberg 38; Bishop Lavis 16; Elsie's River 23.	DoCS will obtain details on duty arrangements, absenteeism and sick leave and report to CPF.

<p>The CPF must mobilise the community to recruit neighbourhood watch members to play a crime prevention role.</p> <p>Communities need to strengthen street committees – through the sector crime forum.</p>	<p>Strengthen visibility in the community and support role on safety promotion.</p>	<p>Functioning and effective NHW groups.</p>	<p>CPF to meet with communities to recruit NHW members.</p> <p>SAPS, Sector managers, metro police, law enforcement.</p>	<p>There is still a need to work with NHW groups.</p> <p>CPF and NHW members conducting joint patrols with SAPS.</p>	<p>NHW, SAPS and Sector forum to conduct more awareness visits to liquor outlets (Nyanga CPF as a good practice.).</p>
<p>Request DoCS to supply safety kiosk which can serve as a mobile safety zone in the communities.</p>	<p>To create safety zone in hot spots in the community.</p>	<p>Safety kiosk is supplied and set up in the community.</p>	<p>CPF to request DoCS to supply a safety kiosk, and enter a MOU with DoCS.</p> <p>CPF Cluster, SAPS</p>	<p>During 2015/16 the DoCS placed 2 safety kiosks in the Nyanga cluster at a total cost of R106 000.00</p>	

Safety Concern: Need to strengthen SAPS compliance with laws and procedures, and encourage communities to lodge complaints. SAPS need to comply with the Domestic Violence Act, and better support the needs of victims.

Objectives: To ensure SAPS are operating according to requirements.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
<p>SAPS management need to identify SAPS members who are stressed and need counselling. Refer these members to counselling through Employee Health and Wellness (EHW) or private counselling.</p>	<p>To ensure the mental health of SAPS members.</p>	<p>SAPS members are effectively managing their stress and trauma.</p>	<p>SAPS to report to CPF how stressed members are being handled.</p> <p>SAPS Station Commander, CPF.</p>		

<p>SAPS to appoint and manage a member who is responsible for dealing with sexual violence and domestic violence complaints.</p> <p>DVA representative to attend CPF meetings.</p> <p>SAPS members to refer domestic violence victims to VEP counsellors.</p>	<p>To provide sympathetic service to victims.</p>	<p>Victims receive professional services from SAPS and VEP counsellors.</p>	<p>Train SAPS members on interacting with victims of domestic violence and sexual violence.</p> <p>SAPS Station Commander, CPF, VEP counsellors. Department of Social Development.</p>	<p>18 VEP volunteers were trained during the year. Most of the police stations have them.</p> <p>Many police stations had their victim support rooms upgraded with the support of Business against Crime.</p>	<p>There is still a need to train additional volunteers.</p>
Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
<p>CPF to monitor compliance with SAPS procedures through EPP.</p> <p>DoCS to monitor compliance with DVA, and to report on findings to SAPS and CPF.</p>	<p>To ensure compliance with Domestic Violence Act.</p>	<p>DVA is fully implemented in each precinct.</p>	<p>Inform CPF of the requirements of DVA.</p> <p>SAPS Station Commander, DoCS, CPF.</p>	<p>DoCS: Directorate Monitoring and Evaluation conducted a DVA assessment at Nyanga in the third quarter of 2015/16 several areas were identified for improvement such as:</p> <ul style="list-style-type: none"> •List of organisations not updated for support of DVA victims, •Recording in pocket books of DVA incidents not always done correctly 	

				<ul style="list-style-type: none"> •Not all DVA incidents are properly recorded and •There is room for improvement in the training of SAPS members in DVA and SAPS NI 7/1999, especially VISPOL members. <p>SAPS haven't been reporting on compliance at CPF meetings, but CPF is sometimes present during SAPS inspectorate visits and inspects the registers then.</p>	
Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
There is a need to work with the perpetrators of domestic violence. Need to learn from best practice of other police stations, e.g. Ceres, which works with Men for Change	The establishment of programme to work with male perpetrators of domestic violence: either as a court order or as part of diversion. Ask SAPS Men for change and CCT Metro Police Men for change to become involved.	More men attend the programme to create awareness around domestic violence prevention. A decrease in repeat offenders.	CPF and SAPS to liaise with Men for Change & SAPS and CCT Metro Police to take the process forward and consultation with the courts.	New issue	CPF to engage with organisations providing programmes and awareness work around domestic violence (such as Men for Change, Sonke Gender Justice, FAMSA)
PARTNERSHIPS					

Safety Concern: Neighbourhood watch groups need a stipend to support their basic needs.

Objectives: To get DoCS to pay a monthly stipend to NHW and provide training and resources.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
CPF to write and submit a letter to DoCS for the stipend payment and training for the NHW.	To establish functional NHW in areas that does not have a NHW.	Areas to receive feedback regarding stipend, training and resources.	To write a letter requesting an update on the NHW with regards to the stipend, training and resources. DoCS, CPF, NHW.	Neighbourhood Watches are volunteers and therefore cannot be paid a stipend as they are not employed by DOCS. However, DoCS may enter into an arrangement in priority areas as in the case of Nelson Mandela High School. NHW members deployed at the school. SAPS reported that there are NHWs in all 6 precincts.	DoCS to consider expanding the current pilot at Nelson Mandela High School NHW to other areas where the need exist taking into consideration the lessons learnt.

Safety Concern: The relationship between the CPF, SAPS, Law Enforcement and the various Government Departments need to improve in the various areas.

Objective: To improve the relationship between SAPS, CPF, Law Enforcement, and the different Government Departments.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
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<p>Improve communication between various Government Departments (Department of Trade and Industry, Department of Health, Education, Social Development, etc.), CPF, SAPS, Metro Police and Law Enforcement.</p>	<p>To have a better relationship between all Stakeholders</p>	<p>Hold quarterly Imbizos with the community giving feedback regarding accountability and monitoring.</p>	<p>DoCS to facilitate first meeting between all stakeholders and send bulk sms for the Nyanga Cluster. Department Heads must be included</p> <p>Cluster CPF Chairperson and DoCS.</p>	<p>DoCS is in the process of drafting a MOU with the CoCT to amongst others improve communications between the 2 spheres of government. Safety issues that emanated from the 2015/16 PNP were referred to the relevant departments.</p>	
<p>Develop street committees in the areas and have quarterly meeting with SAPS, CPF, NHW and Communities.</p>	<p>Improve communication and awareness in the community.</p>	<p>Functional Street Committees.</p>	<p>Inform communities of the importance of Street Committees.</p> <p>CPF, SAPS</p>		
<p>Workshops to be arranged to clarify different roles for SAPS, CPF and NHW in the community.</p>	<p>Different roles that have been clarified.</p>	<p>Each role player knows what is expected from them.</p>	<p>Set up a meeting between SAPS, CPF and NHW.</p> <p>SAPS, CPF, DOCS</p>	<p>213 NHW members received Basic NHW training in the cluster. On 14-15 November 2015 in Elsie's River 22 members were trained, on 22-23 May in Gugulethu 26, on 07-08 November and 23-24 July in Manenberg 60, on 12-15 October and 09 November in Nyanga 61, and on 18-19 July 2015 and</p>	

				<p>28-29 May 2016, 44 members were trained in Phillipi East.</p> <p>17 NHW structures from 4 police precincts received provisional accreditation.</p> <p>On 07 November 2015, 23 CPF members were trained i.e. Bishop Lavis 5, Elsie's River 4, Gugulethu 1, Manenberg 10, Nyanga 2 and Phillipi East 1.</p>	
Invite Ward Councillors to attend a meeting with the CPF to discuss and plan around shared concerns.	Plans are developed to address concerns.	Meetings have been held and commitments made.	Send invitation to Ward Councillors. SAPS, CPF. Ward Councillor.		
<p>Safety Concern: Drug related crimes are the biggest problem in the cluster. There is a lack of alternatives for young people.</p> <p>Objective: Raise awareness regarding drugs in the community, and get young people involved in other activities.</p>					
Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan

<p>Conduct awareness programmes and campaigns at schools and in the communities.</p>	<p>Regular programmes targeted at schools that highlight the abuse of drugs.</p>	<p>Programmes in schools and in the community.</p>	<p>Consult with structures which could offer programmes.</p> <p>CPF, SAPS, DoCS, DoE and DSD. DCS (community service).</p>	<p>The DoCS School Safety Programme placed 126 youth i.e. Nyanga 16, Manenberg 38, Bishop Lavis 20, Gugulethu 25, Phillipi East 20 and Elsie's River 7 at a total cost of R2 021 040.00</p> <p>Various outreach programmes were implemented in Nyanga. Youth were successfully enrolled at Northlink College to further their education.</p> <p>The Chrysalis Academy yielded 72 trained youth in the cluster at a cost of R1 186 000 and are now placed into temporary job opportunities on the EPWP at CoCT LEA and at various CIDS in Cape Town.</p> <p>In terms of the Youth Placement Programme 24 youth were placed from Nyanga at a cost of R470 160, 3 from Manenberg (R58 770), 2 from</p>	
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				<p>Bishop Lavis (R39 180), 29 from Gugulethu (R568 110), 9 from Phillip East (R1760210) and 9 from Elsie's River (R176 310) at an overall cost of R1 488 840.</p> <p>During 2015/16 the DoCS funded and supported the Nyanga Yethu programme until 31 March 2017. The programme is now further supported by the CoCT.</p>	
Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
Implement integrated parental skills programmes at schools and in communities.	Give parents and teachers the skills to deal with drug abusing children.	Parents and teachers are effectively managing drug abusing children.	Contact all schools in communities to introduce programmes. DSD, CPF, DoCS, WCED.		
Conduct debriefing sessions for people who work with traumatic drug situations.	Sessions have been held at different institutions such as schools.	Regular debriefing sessions.	Contact with all relevant role players DSD, CPF, WCED, VEP volunteers.		

<p>After school sports and recreational programmes will be held for the children.</p> <p>Organise youth religious holiday programmes.</p> <p>To refer children to MOD centres where they exist. And SAPS to become more involved in these.</p>	<p>A regular after school sports and recreational programme is available for school children.</p> <p>Young people are actively engaged over holidays and learn pro-social skills.</p>	<p>Feedback from SGBs, parents, school teachers and principals regarding recreational programmes.</p> <p>Number of youth attending holiday programmes, duration of programme and content of programme.</p>	<p>CPFs and street committees to Inform parents and communities regarding after school recreational programmes. CPF, DoCS.</p> <p>CPF to invite organisations to submit proposals for youth holiday programmes and submit them to DoCS. SAPS, DSD and the City of Cape Town.</p>	<p>The DoCS Youth Safety and Religious Programme funded 7 religious entities in Nyanga at a cost of R523 300; 9 in Manenberg (R422 500); 16 in Bishop Lavis (R588 600); 10 in Gugulethu (R466 250); 2 in Phillipi East (R47 500); and 11 entities in Elsie's River (R291 250) at an overall cost of R2 339 400.</p>	
<p>Look at the possibility of establishing local drug rehabilitation centres within the communities.</p>	<p>DSD and other stakeholders to assess the need for rehabilitation centres.</p>	<p>Follow up discussions with regards to rehabilitation centres.</p>	<p>DSD set up meeting with relevant authorities.</p> <p>DSD, CPF</p>		
<p>Safety Concern: CPFs needs a stipend to support their basic needs.</p> <p>Objective: To get DoCS to pay a monthly stipend to the CPF and provide them with training and resources – facilitate payment through the EPP programme.</p>					
Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan

<p>To provide support to CPFs through training, resources and financial needs.</p>	<p>The CPF to be capacitated and have adequate support from DoCS with the provision of resources.</p>	<p>Monthly submission of EPP reports to DoCS in order to receive regular funds.</p>	<p>CPFs to receive training from DoCS on EPP system.</p> <p>DoCS, CPF.</p>	<p>Bishop Lavis received 15 torches, Elsie's River 19, Gugulethu 20, Manenberg 13, Nyanga 12 and Phillipi East 15.</p> <p>Elsie's River received 74 pairs of boots, Gugulethu 26, Manenberg 16 and Nyanga 117.</p> <p>All the precincts in the cluster accessed EPP funding at a total cost of R73 539.11 (37.7%) out of a possible R195 000. Bishop Lavis accessed R211 622.22, Elsie's River R8 002.50; Gugulethu R2 500.00; Nyanga R30 079.04, and Phillipi East R9 295.35.</p>	<p>DoCS must provide capacity building and training of CPF members to maximise the available EPP funding.</p> <p>CPFs are encouraged to share the EPP information with their stakeholders.</p>
<p>Activities</p>	<p>Desired Outcome</p>	<p>Indicator (how do we know the outcome is met?)</p>	<p>First Step</p>	<p>Progress as at 21 October 2016</p>	<p>Update with regard to implementation of Safety Plan</p>
<p>CPFs can raise additional funds to support their activities from appropriate organisations or donors.</p>	<p>CPFs to seek additional funding but be cautious about accepting funds from local liquor outlets. Need to tap into State</p>	<p>Additional funds are secured to support activities.</p>		<p>NEW ISSUE (2016)</p>	

	Owned Enterprises, such as ACSA, Telkom and Eskom.				
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Safety Concern: Although there are various partners operating within a specific police precinct, is it difficult to determine what they are contributing to the partnership and how their relationships are contributing towards increasing safety in that area. (NEW CONCERN - 2016)

Objective: To develop a partnership framework where the value and contribution of each partner can be assessed and measured in terms of their mandate and value-add to the partnership.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
To develop a partnership framework which sets out plans to improve coordination and integration.	To be able to assess the contribution each partner has made in increasing safety within a geographical area.	Bi-annual assessment of the partnership status which should include: Envisaged services rendered Proposed outputs Resources available Timelines Boundaries Service standards Communication protocols Coordination Reporting protocols, etc.	DoCS, Cluster Board and the SAPS to develop a draft partnership framework for the cluster within three months. CPFs in the cluster needs to engage with their stakeholders for input and regular monitoring.		

Safety Concern: Lack of an integrated approach to increase safety at a local level (NEW CONCERN 2016).

Objective: To empower CPFs, community organisations, religious sector, NGO's, etc. to align their activities and programmes in increasing safety.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
To conduct a needs analysis amongst CPFs	Develop and implement an	Common set of indicators to monitor and evaluate	CPFs to arrange a workshop with all		

with all their stakeholders and partners.	integrated approach in increasing safety.	the inputs of the different stakeholders and partners.	stakeholders in their precinct to assess what programmes are being implemented, where gaps exist and type of training needed.		
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PUBLIC SPACES

Safety Concern: There are lights in the area but they are not working. It takes days to be attended to. Criminals rob the people when lights are off. Illegal connections also contribute to lights not working.

Objective: To improve the maintenance of street lighting in the cluster.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
<p>CPFs to request the City of Cape Town to put up high mast lights in the area.</p> <p>Request CPF to identify the areas where streets lights are insufficient and send the requests to City of Cape Town.</p> <p>Popularise the contact numbers or SMS no. the community can use to report lights which are not working.</p>	To improve street lighting to reduce crime in the areas identified.	When the lights in the area are on and functioning at all the correct times.	CPFs and NHW to identify the areas with no functioning lights and report it to the City of Cape Town. CPF and NHW	<p>Nyanga CPF reported the problem to the CoCT and the lights were fixed.</p> <p>Lights were reported to CoCT in Elsies River but were not fixed. The CPF in Elsies River complained that CoCT officials and ward councillors are rude to community members when incidents are reported.</p> <p>Drains do not have covers/lids. There are</p>	<p>Elsies River CPF to call a meeting with ward councillors of ward 28 and 30 and the sub-council together with NPOs and NGOs to discuss their challenges and way forward.</p> <p>The City must instruct ward councillors to account to their communities.</p>

<p>Raise awareness of illegal connections and ask Eskom to attend to matter.</p> <p>Request the City of Cape Town to have a toll free no. to report faults.</p>				<p>also problematic houses in Elsie's River that are used by criminals. There are lots of open spaces in Clarke Estate that criminals use to rob people.</p> <p>There are no lights in section 39 of the KTC informal settlement. In Crossroads street lights are not working normally and stop working almost as soon as they are repaired.</p>	
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Safety Concern: CCTV cameras are in some of the areas in Nyanga but they are not being managed or operated as it was intended. Crimes are occurring in the area, but it is hard to find the perpetrators. There's a need to increase the working CCTV cameras in the areas. The NHW are willing to monitor the cameras.

Objective: To improve the response time of SAPS and conviction rate assisted by CCTV cameras.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
<p>Request the City of Cape Town to assess existing CCTV cameras in the cluster and identify where the CCTV cameras must be placed.</p> <p>Present the report about the CCTV cameras to councillors, business</p>	<p>To improve the response times of SAPS.</p>	<p>Less crime and higher conviction rate in the area.</p>	<p>DoCS to compile a report on how operational the CCTV cameras are and recommend where more cameras must be installed.</p> <p>DoCS, CPF, Business, NHW</p>	<p>The DoCS is not responsible for the procurement and placement of CCTV cameras. This issue must be taken up with the CoCT.</p>	<p>Cluster Operation room could monitor the CCTV cameras in the cluster.</p> <p>CoCT must install cameras to encourage proactive response to crime.</p>

and other stakeholders in the cluster and request that funds are raised to expand the present network of CCTV cameras.			and SAPS, CoCT, Ward Councillors.		
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Safety Concern: Selling of drugs to youngsters in public spaces e.g. parks, schools, etc.

Objective: To assist the community to take control of public spaces and reduce the selling of drugs in these areas.

Activities	Desired Outcome	Indicator (how do we know the outcome is met?)	First Step	Progress as at 21 October 2016	Update with regard to implementation of Safety Plan
<p>Deploy NHW to patrol the public spaces in the area.</p> <p>Mobilise the community to make public spaces more attractive and clean.</p> <p>To request the station commissioners to provide the list of the people who are to be released from prison and encourage NGOs and Faith-based Organisations to support them.</p> <p>To deploy ex-prisoners and those on community corrections to assist with the beautifying of</p>	To improve the control of communities in public spaces.	Less gang and drug related crime activities in public spaces.	<p>CPFs to identify public spaces where drugs and gang activities are taking place.</p> <p>CPF, DCS, SAPS, NHW, The Department of Sports and Recreation.</p>		Effective implementation of NHWs programme at schools can be helpful in preventing the accessibility of drugs to learners.

public spaces.					
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Community Safety Plan signed by:

Department of Community Safety Representative:

Date:

SAPS Cluster Commander

Date:

CPF Cluster Chairperson

Date:

ANNEXURE 2: SAFETY CONFIDENCE SCORECARD



SAFETY CONFIDENCE SCORE CARD

A. INTRODUCTION

The Provincial Department of Community Safety adopted the Community Safety Improvement Partnership (CSIP) as its approach to contribute towards Strategic Goal 3 “*Increasing wellness, safety and tackle social ills*”. The CSIP has three elements namely *promoting professional policing; promote safety at all public buildings and spaces, and establish safety partnerships*. These elements were adopted as the strategic priorities for increasing safety. The outcome indicator for Strategic Goal 3 is the percentage of people in communities reporting that they feel safe (perception /confidence).

The safety confidence score card perception survey is an attempt to refine the outcome indicator to measure the perception of safety within different communities, and the impact on interventions over a period of time. The key indicators focus on the elements of the CSIP.

The safety confidence scorecard perception survey will be administered as part of the Department of Community Safety's 2016/17 Policing Needs and Priorities process per police cluster. It will be administered to respondents attending the consultative meeting.

B. DEMOGRAPHIC DATA

Please indicate which stakeholder group you represent: **Please tick ONE relevant box.**

1 = SAPS		2 = Community Police Forum	
3 = Neighbourhood Watch		4 = City Improvement District / Private Security Company	
5 = Community member		6 = Business Sector (ie Metrorail)	
7 = Not for profit company (NGO/ NPO / NPC)		8 = Religious Sector (Faith-Based Organisation)	
9 = Victim Support programme		10 = Municipal/Local Government Sector (Mayors, Councillors, CSF, IDP Rep, Law Enforcement, Traffic, Rate Payers' Association and Ward Committee)	

11= Media		12 = National and Provincial Government Departments (NPA, Provincial Traffic, Ombudsman, Provincial Parliament, IPID, SASSA, Social Development, Correctional Services, Justice)	
13 = Other (specify please)			

Please indicate in which police precinct you reside/represent:

1 = Bishop Lavis		2 = Elsie Rivier	
3 = Gugulethu		4 = Manenberg	
5 = Nyanga		6 = Phillipi East	

Please indicate your gender:

1 = Male		2 = Female	
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Please indicate how did you hear about the meeting?

1= Received PNP invitation		2 = Received a telephone call from DoCs	
3 = Heard on Radio		4 = SAPS informed me	
5 = Read it in the Newspaper		6 = CPF informed me	
7 = Received a SMS		8 = Received invitation, SMS and telephone call	
9 = Word of mouth		10 = Other, specify please	

C: KEY INDICATORS

Have you or a member of your household been a victim of crime in the last 12 months?

1 = Yes		2 = No	
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If yes, please indicate which kind of crime/s you have been a victim of by ticking the relevant box/es below:

1 = Contact crime			
If you ticked 1 above, please indicate the category by ticking the relevant box/es below:			
1 = Assault GBH		2 = Sexual offence	
3 = Common assault		4 = Aggravated robbery *	
5 = Domestic violence		6 = Murder	
7 = Attempted murder		8 = Common robbery	

2 = * Subcategories of Aggravated robbery			
If you ticked 2 above, please indicate the category by ticking the relevant box/s below:			
9 = Carjacking		10 = Truck hijacking	
11 = Robbery of cash in transit		12 = Bank robbery	
13 = Robbery at residential premises		14 = Robbery at non-residential premises (Business robbery)	
3 = Contact-related crime			
If you ticked 3 above, please indicate the category by ticking the relevant box/es below:			
15 = Arson		16 = Malicious damage to property	
4 = Property-related crime			
If you ticked 4 above, please indicate the category by ticking the relevant box/es below:			
17 = Burglary at residential premises		18 = Burglary at non-residential premises	
19 = Theft of motor vehicle and motorcycle		20 = Theft out of or from motor vehicle	
21 = Stock-theft			
5 = Other serious crimes			
If you ticked 5 above, please indicate the category by ticking the relevant box/es below:			
22 = All theft not mentioned elsewhere		23 = Commercial crime	
24 = Shoplifting			

Have you or a member of your household been charged with crime detected as a result of police action?

1 = Yes		2 = No	
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If yes, please indicate the category by ticking the relevant box/es below:

1 = Drug related crime		2 = Illegal possession of firearms and ammunition	
3 = Driving under the influence of drugs or alcohol		4 = Sexual offences detected as a result of police action	

SCALE

To record the answers we will use a **4 point scale**: Four (**4**) means you **strongly agree**. One (**1**) means you **strongly disagree**. There is no right or wrong answer; the purpose of the exercise will be to assess your views and experience in terms of safety in the community. If you have no experience or do not know the answer please choose **0**.

1. PROFESSIONAL POLICING

This part will focus on the character, attitude, excellence, competency and conduct of the police.

To what extent do you agree or disagree with the following statements?				
	Strongly Disagree	Disagree	Agree	Strongly Agree
1. The police in my area have the skills to carry out their policing requirements.	1	2	3	4
2. The police in my area have sufficient physical resources.	1	2	3	4
3. The police in my area treat the community with courtesy and respect.	1	2	3	4
4. The police in my area arrest criminals.	1	2	3	4
5. The police in my area provide feedback and progress reports on any case reported.	1	2	3	4
6. The police in my area respond on time to crime scenes.	1	2	3	4
7. The police in my area recover stolen property reported to them.	1	2	3	4
8. I have confidence in the police in my area.	1	2	3	4
9. The community has access to information from the police on their services.	1	2	3	4
10. The police actively patrol in my area.	1	2	3	4
11. I can complain about the service of the police if I have a concern/ complaint.	1	2	3	4
12. The police in my area support safety initiatives.	1	2	3	4
13. I have confidence in the Criminal Justice system.	1	2	3	4
14. I have confidence in the National Prosecuting Authority (NPA).	1	2	3	4
15. I have confidence in the Department of Correctional Services (Prisons).	1	2	3	4
16. I think the South African Police Service (SAPS) in my area are corrupt.	1	2	3	4

2. PUBLIC SPACES

This part will focus on the perception of safety of members of the public when they utilise public spaces and buildings.

I feel safe at the following places in my area:					
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
17. In my home during the day	1	2	3	4	0
18. In my home at night	1	2	3	4	0
19. On the street during the day	1	2	3	4	0
20. On the street at night	1	2	3	4	0
21. In public commercial/retail places (Shopping centres, Malls, Spaza shops, etc.) during the day	1	2	3	4	0
22. In public commercial/retail places (Shopping centres, Malls, Spaza shops, etc.) at night	1	2	3	4	0
23. In government facilities (Hospitals, Clinics, Schools, etc.)	1	2	3	4	0
24. In public transportation hubs (taxi ranks/bus/train stations) during the day	1	2	3	4	0
25. In public transportation hubs (taxi ranks/bus/train stations) at night	1	2	3	4	0
26. Travelling in a private vehicle during the day	1	2	3	4	0
27. Travelling in a private vehicle at night	1	2	3	4	0
28. Travelling on public transport during the day	1	2	3	4	0
29. Travelling on public transport at night	1	2	3	4	0
30. Accessing communal services (toilets/taps, etc.) during the day	1	2	3	4	0
31. Accessing communal services (toilets/taps, etc.) at night	1	2	3	4	0
32. Open spaces and recreational areas during the day	1	2	3	4	0
33. Open spaces and recreational areas at night	1	2	3	4	0

3. ESTABLISH SAFETY PARTNERSHIPS

This part will focus on the knowledge of the public of existing partnerships and willingness to participate and support these partnerships.

3.1 Community Policing Forum (CPF)

Community Policing Forum (CPF)				
	Strongly Disagree	Disagree	Agree	Strongly Agree
34. The CPF have established strong partnerships in my area	1	2	3	4
35. I report my concerns regarding the police to the CPF.	1	2	3	4
36. I report my concerns regarding crime to the CPF.	1	2	3	4
37. The CPF provides regular feedback to the community.	1	2	3	4
38. The CPF holds police accountable to the community.	1	2	3	4
39. The CPF contributes to safety in the community.	1	2	3	4

3.2 Community Safety Forum (CSF)

Community Safety Forum (CSF)				
	Strongly Disagree	Disagree	Agree	Strongly Agree
40. The CSF contributes to safety in the community	1	2	3	4

3.3 Neighbourhood Watch (NHW)

Neighbourhood Watch (NHW)				
	Strongly Disagree	Disagree	Agree	Strongly Agree
41. The Neighbourhood Watch contributes to safety in the community.	1	2	3	4
42. Our Neighbourhood Watch helps us monitor our municipality's role, in our safety.	1	2	3	4
43. Our Neighbourhood Watch helps us keep track of our different safety issues.	1	2	3	4
44. Our Neighbourhood Watch helps us access important safety information, from different sources.	1	2	3	4

3.4 Reservist Programme of SAPS

Reservist Programme of SAPS				
	Strongly Disagree	Disagree	Agree	Strongly Agree
45. SAPS reservists contribute to safety in the community.	1	2	3	4

Thank you for your participation!

Annexure 3: Nyanga Cluster Briefing Report



DEPARTMENT OF COMMUNITY SAFETY

NYANGA POLICE CLUSTER OVERVIEW: 2016/2017

1. INTRODUCTION

The Nyanga police cluster comprises of six police precincts namely Bishop Lavis, Elsies River, Gugulethu, Manenberg, Nyanga and Philippi East.

The current report provides an analysis of the crime landscape in the cluster with specific reference to the broader crime categories and sub-categories per police precinct. Furthermore, it outlines Nyanga cluster safety needs which were compiled in the 2015/16 financial year.

Finally, the report addresses the number of registered community organisations that are involved in safety and security in the area and the status of the Community Police Forum (CPF) per police precinct.

Table 1: Population growth from 2001 to 2011

NAME OF PRECINCT	2001 CENSUS	2011 CENSUS	% Δ
Bishop Lavis	99 722	106 484	6.8%
Elsies River	68 568	70 974	3.5%
Gugulethu	105 741	126 336	19.5%
Manenberg	74 554	82 903	11.2%
Nyanga	116 289	200 913	72.8%
Philippi East	44 931	56 285	25.3%
TOTAL	509 805	643 895	26.3%

2. POPULATION GROWTH

- The population in Nyanga cluster increased by 26.3% from 509 805 in 2001 to 643 895 in 2011.
- In the same period, the population of Nyanga police precinct increased by 72.8% compared to Elsies River and Bishop Lavis police precincts which increased by 3.5% and 6.8% respectively during the same period as indicated in Table 1.

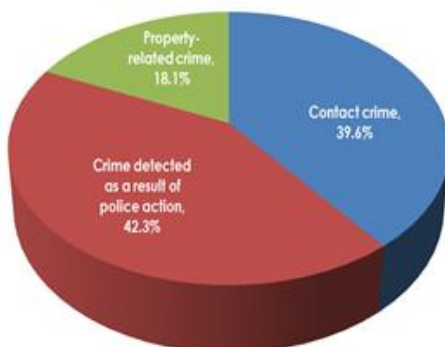
3. NYANGA POLICE CLUSTER MURDER TRENDS

- Murder in Nyanga cluster increased by 47.7% (252) from 528 in 2011/12 to 780 in 2015/16.
- Murder in Nyanga police precinct increased by 20.3% (47) from 232 in 2011/12 to 279 in 2015/16 as per Table 2.
- Of concern is that Nyanga (41.2%) and Gugulethu (22.3%) police precincts contributed 63.5% of all murders

Table 2: Murder per police precinct 2010/11 to

PERIOD	Bishop Lavis	Elsies River	Gugulethu	Manenberg	Nyanga	Philippi East
2011/2012	54	36	120	29	232	57
2012/2013	59	40	129	35	261	47
2013/2014	73	60	149	41	305	73
2014/2015	82	69	165	63	300	87
2015/2016	77	58	184	60	279	122

Figure 1: Main categories of crime: 2010/11 to 2014/15



4. MAIN CATEGORIES OF CRIME

Based on the reported crime for the period 2011/12 to 2015/16, crime detected as a result of police action is reported more frequently in Nyanga police cluster as per Figure 1.

- Crime detected as a result of police action contributed **42.3%** of all reported crime for the period 2011/12 to 2015/16 in the cluster. It mainly consists of drug-related crime, driving under the influence of alcohol or drugs and illegal possession of firearms and ammunition.
- Contact crime contributed **39.6%** of all reported crime over the same period. Contact crime consists of murder, attempted murder, common assault, assault with the intent to inflict grievous bodily harm, common robbery, robbery aggravated and sexual offences.
- Property-related crime contributed **18.1%** of all reported crime. It mainly consists of burglary at residential premises, burglary at non-residential premises, theft of motor vehicles/ motorcycles, theft out of motor vehicles and stock theft.

5. CONTACT CRIME

- During the period 2011/12 to 2015/16, common assault (24.6%) and assault GBH (22.8%) contributed 47.4% of all contact crime reported in the cluster as per Figure 2.
- Robbery with aggravating circumstances (22.6%) and common robbery (10.7%) contributed a third (33.3%) to the contact crime in Nyanga cluster.
- Total sexual offences accounted for 8.1% of contact crime in the cluster.

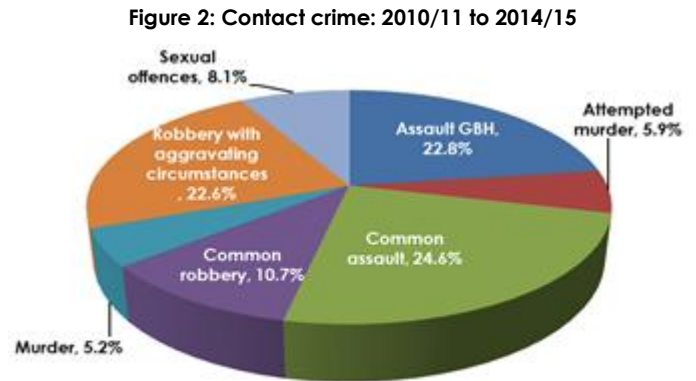
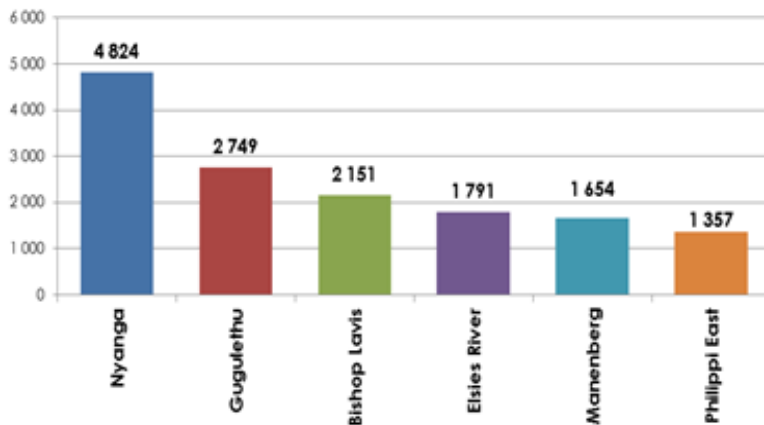


Figure 3: Reported contact crime for the period 2014/15



- Figure 3 indicates that contact crime was more rife in Nyanga (4 824) and Gugulethu (2 749) police precincts during the period 2015/16 financial year.
- Police precincts such as Phillippi East (1 357) and Manenberg (1 654) had the least number of contact crime reported in Nyanga cluster during the 2015/16 period financial year.
- Notably, Phillippi East police precinct's contact crime is three times less than Nyanga precinct (Figure 3).

Figure 4: Property-related crime: 2010/11 to 2014/15

6. PROPERTY-RELATED CRIME

- Figure 4 indicates that burglary at residential premises (41.6%) and burglary at non-residential premises (13.8%) contributed 55.4% of all property related crime during the period 2011/12 to 2015/16.
- During the period 2011/12 to 2015/16, theft out of motor vehicles contributed an additional 34.4% of the property related crime in Nyanga cluster (Figure 4).

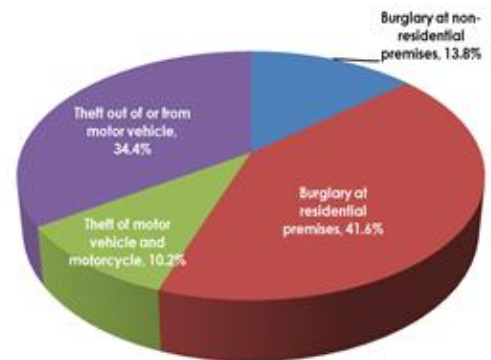
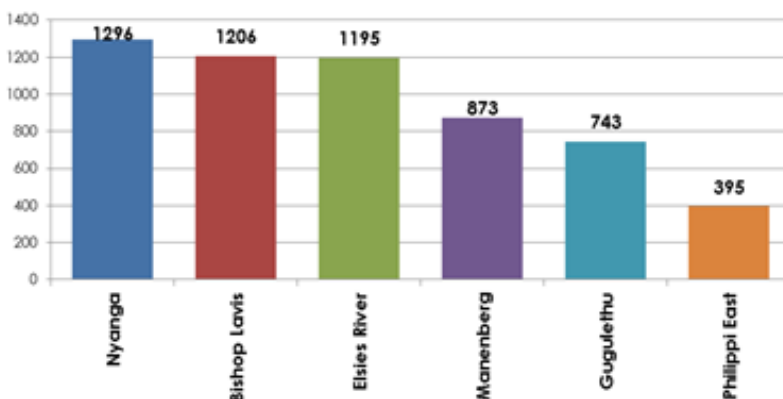


Figure 5: Reported property-related crime for the period

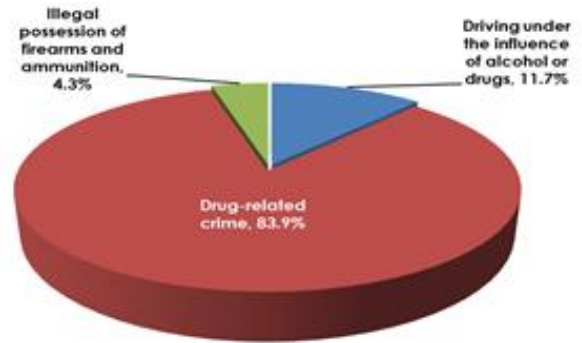


- More property related crimes were reported in Nyanga police precinct (1 296) in the 2015/16 financial year (Figure 5).
- Bishop Lavis police precinct came second with 1 206 reported property related crime cases for the 2015/16 financial year [Figure 5].
- In contrast, the least property related crimes were reported in Phillippi East (395) as shown in Figure 5 over the period 2015/16. Phillippi East police precinct has the smallest population in the cluster.

7. CRIME DETECTED AS A RESULT OF POLICE ACTION

- Figure 6 indicates that during the period 2011/12 to 2015/16, drug-related crime contributed 83.9% to crime detected as a result of police action in Nyanga police cluster.
- Driving under the influence of alcohol or drugs followed with 11.7%.
- The analysis in figure 6 shows that drug related crime is a huge challenge in the cluster.

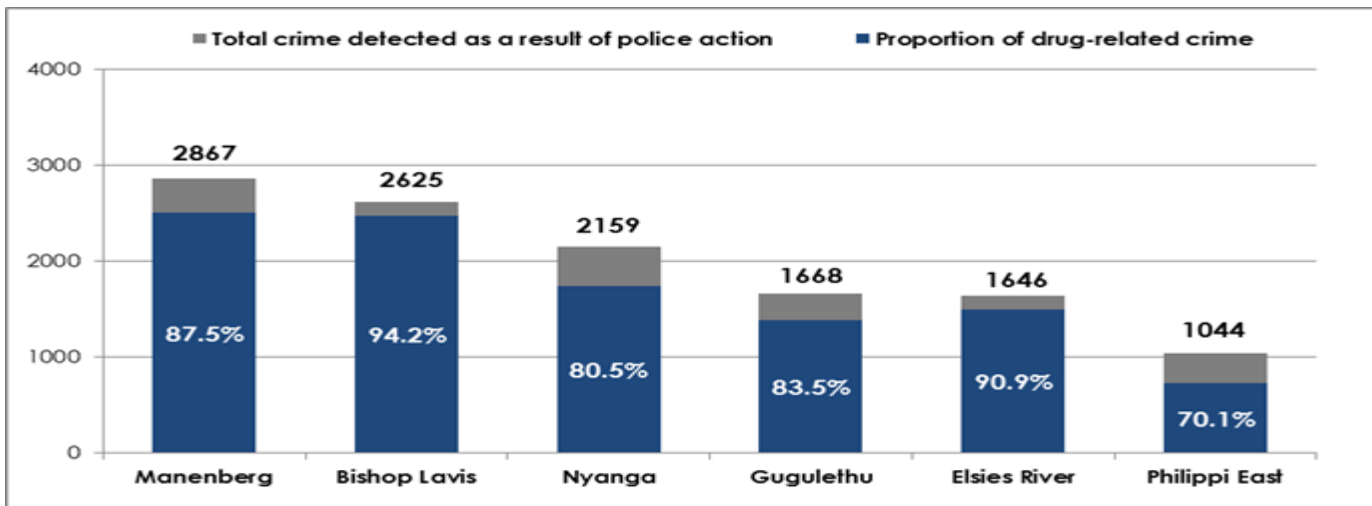
Figure 6: Crime detected as a result of police action: 2010/11 to 2014/15



8. DRUG RELATED CRIME

- In terms of crime detected as a result of police action, Manenberg (2 508) and Bishop Lavis (2 472) police precincts had the highest number of reported cases compared to the other police precincts in the cluster (Figure 7).
- The percentage of drug related crime per police station in the cluster ranges from 70.1% recorded in Philippi East police precinct to 87.5% recorded in Manenberg police precinct (Figure 7).
- Of the 2 867 crimes detected as a result of police action recorded in Manenberg police precinct, 87.5% (2 508) is drug related crime. Similarly, Bishop Lavis police precinct recorded 94.2% (2 625) of the 2 625 cases as drug related crime. Driving under the influence of alcohol and drugs, illegal possession of firearms and ammunition and sexual offences detected as a result of police action account for the difference (Figure 7).

Figure 7: Crime detected as a result of police action per police precinct for the period 2014/15



NOTE:

It should be noted that the population size of the police stations does affect the number of reported cases.

9. 2015/16 NYANGA POLICE CLUSTER SAFETY NEEDS

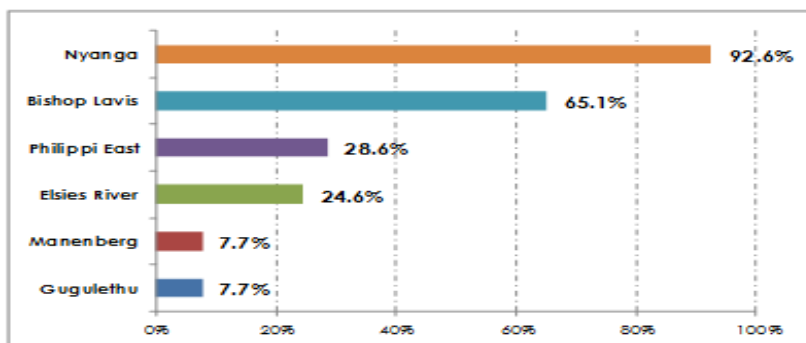
The safety needs were determined based on three themes aligned to the Community Safety Improvement Partnership (CSIP) which is the department's strategic vehicle to contribute towards increasing safety in the province.

PROFESSIONAL POLICING: SAPS is short staffed but their numbers are further reduced when they have to police protest action, and transport mentally ill patients to hospital; there is a need for SAPS to conduct more unannounced raids and operations; there is a need for all law enforcement agencies to become involved, especially the metro police to ensure by-law enforcement; there is a lack of trust between the community and the police; although there are some new recruits at police stations, it will take two years before they are fully trained and meantime, police officials are leaving the Service; SAPS need to find effective ways to manage with limited resources; duty arrangements and absenteeism create a drain on existing human resource allocations at police stations; and there is a need to strengthen SAPS compliance with laws and procedures, and encourage communities to lodge complaints and SAPS need to comply with the Domestic Violence Act, and provide better support to victims.

PUBLIC SPACES: There are lights in the area but they are not working and it takes days to be attended to; criminals rob the people when lights are off and illegal connections also contribute to lights not working; There are CCTV cameras in some of the areas in Nyanga but they are not being managed or operated as it was intended; crimes are occurring in the area, but it is hard to find the perpetrators; there's a need to increase the working CCTV cameras in the areas and the NHW are willing to monitor the cameras and selling of drugs to youngsters in public spaces, such as in parks, school, etc.

PARTNERSHIPS: NHW groups need a stipend to support their basic needs; the relationship between the CPF, SAPS, Law Enforcement and the various government departments needs to improve in the various areas; drug-related crimes are the biggest problem in the cluster; there is a lack of alternatives for young people and the CPFs need a stipend to support their basic needs.

Figure 9: EPP participation for period 2015/16



10. EXPANDED PARTNERSHIP PROGRAMME (EPP) CPF PARTICIPATION

- The EPP is a funding model whereby each CPF qualifies for R32 500 annually if they participate fully on the programme.
- From April 2015 to March 2016 an amount of R195 000 was available for the cluster, of which R73 539.11 (37.7%) was accessed by CPFs as per Figure 8.

Table 3: Registered organisations per police precinct 2015/16

NAME OF PRECINCT	NO OF ORGANISATIONS	DISTRIBUTION
Bishop Lavis	3	7.1%
Elsie River	15	35.7%
Gugulethu	7	16.7%
Manenberg	5	11.9%
Nyanga	9	21.4%
Philippi East	3	7.1%
TOTAL	42	100.0%

11. COMMUNITY ORGANISATION DATABASE

- There are currently 42 community organisations that are registered on the Community Organisation Database of the Department of Community Safety (DoCS) in this cluster. Fifteen (15) of these organisations are based in Elsie River police precinct as per Table 3.
- Of concern is the limited number of community organisations that are registered with the Department in Bishop Lavis and Philippi East. Community organisations are needed the most in these areas to contribute meaningfully in an attempt to increase safety.

11. CONCLUSION

Common assault, assault GBH, robbery with aggravating circumstances, burglary at residential premises and theft out of motor vehicles should be a concern for the residents of Nyanga cluster. Over a 5 year period, drug related crime dominated crime detected as a result of police action which could be a contributing factor to most of the contact and property related crime in the cluster. Overall, the CPFs claimed 37.7% of the R195 000 allocated to the cluster. The long term success in terms of addressing crime in the cluster depends on the willingness of the different stakeholders, including government, to redirect their resources to respond to the community needs in the context of the whole of the society approach.

11. ACKNOWLEDGEMENTS

The Department of Community Safety thanks all of the participants in the workshop for giving up their work time and Saturdays in order to participate.

Amanda Dissel
(Director: Policy and Research)

Theresha Hanekom
(Project Manager)

Research Report Team

Louis Brown, Amanda Dissel, Winston Cogill, Theresha Hanekom, Khumbulani Mfanta and Bhekithemba Simelane.

Logistics Team

Jo-Anne Fortuin, Ebrahim Jackson, Glenda Malan, Charmaine Marman, Tamlyn Muller, Gerhard Palvie, Nandipha Matutu, Monde du Preez, Azola Mabuto, Sinethemba Seyisi, Urna Speak, Samuel Roman, Athenkosi Musoke .

Additional Facilitators

Werner Bezuidenhout, Nomahlubi Mjijima and Jerome Norris.