

Section 206(1) of the Constitution of the Republic of South Africa, Act 108 of 1996, stipulates that the Cabinet Minister responsible for policing should determine national policing policy after consulting with the provincial governments and taking into account the policing needs and priorities of the provinces as identified by the provincial executives.

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Vrywaring

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Inkcazo

Inguqulelo yesiNgesi yale ngxelo ithathwa njengeyona isebenza ngokusesikweni. Isebe alinakubekwa tyala, ngazo naziphi na iziphoso ezengathi zibe khona ngxesha lenguqulelo yezinye iilwimi.

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ABBREVIATIONS

Assault GBH: Assault with the intent to inflict Grievous Bodily Harm

BACWC: Business Against Crime Western Cape

CWDM: Cape Winelands District Municipality

CKDM: Central Karoo District Municipality

CPFs: Community Police Forums

CSC: Community Service Centre

CSVr: Centre for the Study of Violence and Reconciliation

DoCS: Department of Community Safety

PNPs: Policing Needs and Priorities

SAPS: South African Police Service

SIR: Directorate of Safety Information and Research

PCPB: Provincial Community Police Board





FOREWORD BY THE MINISTER FOR COMMUNITY SAFETY

WESTERN CAPE PROVINCE

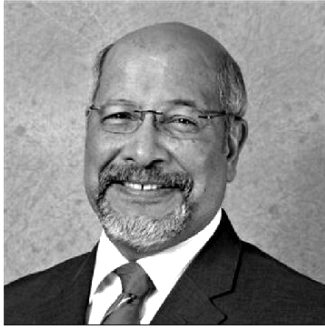
Crime creates a web of fear and impacts on the daily lives of many people in the Western Cape and South Africa as a whole. Increasing safety is imperative to improving the quality of life of all South Africans.

The Constitution of South Africa stipulates that national policing policy may make provision for differing policies in differing provinces after taking into account the policing needs and priorities. The Department of Community Safety consulted with communities across the province during the 2010/11 financial year including members of all 149 Community Police Forums as well as Business Against Crime in order to assess the policing needs and priorities in each respective community. The Policing Needs and Priorities (PNPs) Report, is a culmination of this consultative process and provides an overview of the policing needs and priorities of the Western Cape. The report furthers the Province's civilian oversight role and also aims to assist in increasing safety and reducing the impact of crime in our communities, in line with the Provincial Government's strategic objectives. It is widely recognised that crime needs to be addressed in a multifaceted approach and community involvement is an integral part of the strategy to address crime. The participation of communities, as the recipients of police service, is therefore very important. The Department of Community Safety will monitor the implementation of the recommendations of this report to ensure that policing in the Western Cape is indeed responsive to the needs of the community. The PNPs Report is one of the processes that assists the Department of Community Safety in exercising its constitutional mandate to monitor police conduct. The Department of Community Safety is legally mandated to perform civilian oversight over police, and regards the PNP project as the backbone of this process. Key in reducing crime is the improvement of service delivery by policing agencies. The service delivery issues raised in this report cover a wide range of police services, such as: police resource allocation, service delivery by the officers deployed at the community services centres, detective services, police visibility, police accountability, the levels of satisfaction regarding how law enforcement agencies deal with alcohol and drug related crimes, and the witness protection programme.

I would like to express my sincere gratitude to the representatives of the Community Police Forums who participated in the process and generously shared their ideas and sacrificed their time. I thank the researchers in my Department and recognise their hard work and dedication. I wish to thank General Lamoer for his continued cooperation as well as thank the SAPS members who formed part of the PNPs steering committee for the support they offered. The varied contributions of all the collaborators of this report are greatly appreciated. I trust that the findings of this report will contribute to increasing safety in the Western Cape Province.

A handwritten signature in black ink, appearing to read 'A. Fritz'.

Mr. Albert Fritz
Minister for Community Safety – Western Cape Province



FOREWORD BY THE HEAD OF DEPARTMENT:

DEPARTMENT OF COMMUNITY SAFETY

This is the second year which the Department of Community Safety has compiled a report on the Policing Needs and Priorities (PNPs) as identified by the Community Police Forums and related studies¹. This report forms an integral part of the execution of the Department's legislative mandate to exercise civilian oversight over law enforcement agencies and to improve community police relations. This report serves to assist law enforcement agencies to be more responsive to the policing needs and priorities of communities, to grow the trust of communities in policing services and to encourage more people and institutions to become involved in making their respective communities safer.

The levels of crime (especially contact and drug-related crimes) remain unacceptably high in the province. The nature of these crimes indicates that SAPS or any other government department or civil society organisation on its own will not be able to address the challenge of crime. Government (national, provincial and local spheres) and civil society need to synergise their strategies and resources.

The report is therefore developed in such a way that SAPS (national, provincial, cluster and local police stations) and District Municipalities can benefit from the findings of the report and develop more relevant and appropriate responses. The report will be made available to a wide as possible audience to promote collective ownership and responsibility for the creation of safer environments.

My wish is that this report will challenge government departments, civil society organizations and ordinary citizens to become more aware of our respective roles in creating a safer society.

Dr. Gilbert Lawrence
Head of Department: Department of Community Safety

¹ Community Safety Barometer project 2009/10, South African Police Annual report 2009/10, SAPS Performance Plan 2010/11, SAPS reported crime statistics 2009/10, Business Against Crime Western Cape input, " Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence" in the Western Cape



EXECUTIVE SUMMARY

2.1 INTRODUCTION

Section 206(1) of the Constitution of the Republic of South Africa, Act 108 of 1996, stipulates that the Cabinet Minister responsible for policing should determine national policing policy, after consulting with the provincial governments and taking into account the policing needs and priorities of the provinces as identified by the provincial executives.

In support of the provincial executive of the Western Cape, the Department of Community Safety embarked on a process of identifying the Policing Needs and Priorities (PNPs) of the communities in the Western Cape Province. The MEC will present the results to the South African Police Service (SAPS) Provincial Commissioner to consider incorporating the findings into the provincial annual performance and local station plans of the police for the 2011/12 financial year. The aim is to influence the SAPS operational priorities to be more responsive to the community needs. Therefore the main focus of this report is the policing needs and priorities as identified by the communities in terms of crime, aspects of service delivery and substance abuse. Finally the report focuses on whether the Community Police Forums (CPFs) provide input into the SAPS station and resource utilization plans.

The report can be applied in three ways:

Firstly, it is intended to inform the MEC for Community Safety in the Western Cape about the PNPs as identified by the communities of the Western Cape. Secondly, the identified provincial PNPs will guide the formulation of policing policy at national level in respect of provincial policing needs and priorities. Thirdly, the recommendations included in the PNPS report will aid CPFs in exercising their civilian oversight role. The CPFs will be in a position to monitor the implementation of identified PNPs at local police station level.

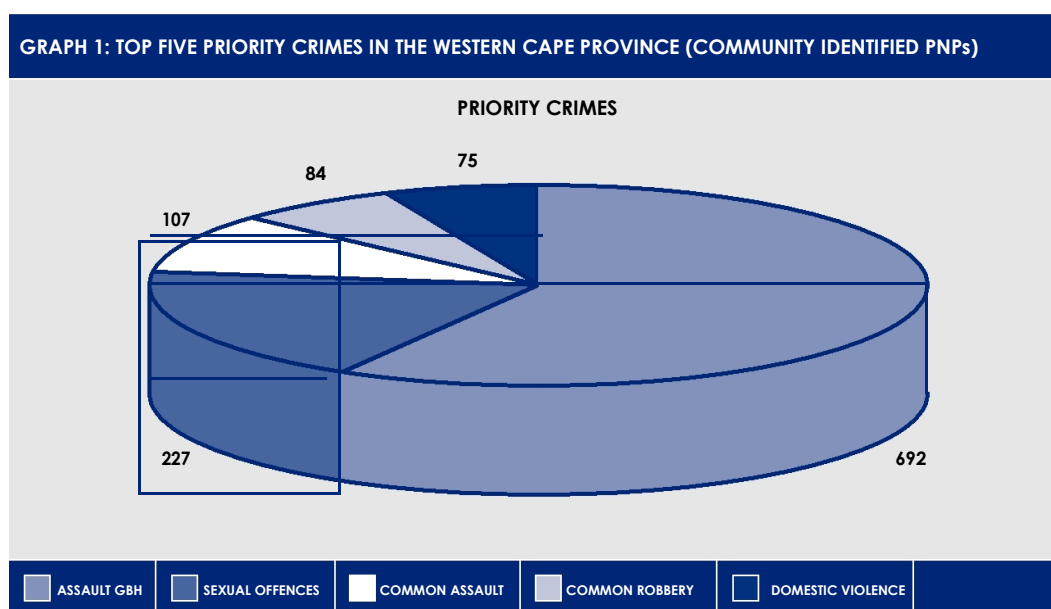
The CPF executive members at the 149 full-fledged police stations in the Western Cape serve as the unit of analysis. A hundred percent response rate was achieved. In total 1,340 questionnaires were completed. Data was gathered through focus groups that were guided by a self-completion questionnaire. Qualitative data gathered in this manner was then triangulated with secondary data that includes the Community Safety Barometer project 2009/10, South African Police Annual report 2009/10, SAPS Performance Plan 2010/11, SAPS reported crime statistics 2009/10 and Business Against Crime Western Cape, "Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence" in the Western Cape to improve the consistency and validity of the findings.

2.2 KEY FINDINGS OF THE STUDY

The key findings of the study comprise of identified priority crimes; the level of satisfaction with different aspects of service delivery; and the input of CPFs in the SAPS station and resource utilization plans and substance abuse. More detail on district municipality and cluster levels are provided in the report.



2.2.1 PRIORITY CRIMES



The communities of the Western Cape Province have identified five priority crimes that they are most concerned about in their respective areas. These are **Assault GBH, sexual offences, common assault, common robbery** and **domestic violence**. In addition to the priority crimes identified, the communities concerned most frequently mentioned **burglary at residential premises** more often than any other crime category, even though it does not form part of the top priority crimes.

TABLE 1: SUMMARY OF CATEGORIES OF TOP-PRIORITY CRIME FOR THE WESTERN CAPE AND SIX DISTRICT MUNICIPALITIES (COMMUNITY PERCEPTIONS)

Province	Cape Winelands	Central Karoo	City of Cape Town	Eden	Overberg	West Coast
Assault GBH	Assault GBH	Assault GBH	Assault GBH	Domestic violence	Assault GBH	Assault GBH
Sexual offences	Sexual offences	Sexual offences	Sexual offences	Sexual offences	Sexual offences	Sexual offences
Common assault	Common assault	Common assault	Common assault	Burglary at residential premises	Common assault	Common assault
Common robbery	Domestic violence	Domestic violence	Common robbery	Common assault	Domestic violence	Domestic violence
Domestic violence	Murder, Common robbery	Common robbery	Domestic violence	Common robbery	Common robbery	Common robbery

During the 2009/10 PNPs² study, communities identified assault GBH, burglary at residential premises drug related crimes, murder and common robbery. The addition of sexual offences and domestic violence may indicate an increase of awareness of these two crime categories. It should be noted that both sexual offences and domestic violence formed part of the frequently mentioned crime categories. Both sexual offences and domestic violence form part of the frequently mentioned crime categories during the 2009/2010 PNPS study.

The district municipalities follow the same pattern in terms of crime categories except the Cape Winelands district municipality that also identified murder as a top priority crime. Drugs and gangs are not identified as top priority crimes, but were identified as priorities during the MEC outreach programmes and the Safety Barometer Study (2009/2010). The Department of Community Safety Journal (1/ 2003) suggests that there is a close relationship between drugs and gang.

2.2.2 SERVICE DELIVERY ISSUES

The service delivery issues include the suitability of resources in addressing crime, resource utilization, services rendered at the Community Service Centre (CSC), services rendered by the detectives, witness protection programme, police visibility and response time as well as the input which CPFs provide to the resource utilization and station plans of the police.

The majority of the participants of the Western Cape are of the view that the police resources are not suitable in addressing crime in their respective communities. The general perception is that most police stations are experiencing staff and vehicle shortages that result in a slow response time to crime situations. The CSCs in some stations are reportedly very small and do not allow privacy to victims of trauma. In the rural areas the long distance between the communities and police stations was identified as a major challenge.

In relation to utilization of resources more than half of the participants indicated that the police officers utilise the resources effectively. The key challenge is the limited resources, which cannot address the needs of the communities. However it should be noted that participants highlighted the misuse of limited resources by police officers for their personal gain.

The majority of participants are of the view that the police officers deployed at the Community Service Centres are sufficient and at the same time polite and helpful to community members. A serious challenge identified at the CSC is the language barrier where the deployed officers at the CSCs cannot communicate with complainants in their preferred language.

More than half of the participants indicated their satisfaction with the services offered by detectives. In general the participants are of the view that with the limited resources detectives are doing their level best. Some of the challenges identified by the participants are the shortage of skilled detectives that result in poor investigations; lack of feedback provided to complainants and long time frames to complete investigations.

² Department of Community Safety, Report on the identification of Policing Needs and Priorities (PNPs) in the Western Cape Province, 2010/11 unpublished.



In relation to the witness protection programme the majority of communities indicated that they do not know whether witnesses of crime are protected. The participants do not seem to be aware of the programme or think that the programme is not effective.

To improve police visibility in the areas the majority of participants proposed that more police patrols during the day and night should be conducted. However, it should be noted that most participants are of the view that foot patrols and 'stop and search' operations would be more effective. The full implementation of sector policing in the communities is identified as a strategy for more effective policing.

The majority of participants agree that the police should respond to a crime situation between 5 to 10 minutes, as this will increase the chances of gathering evidence. This is lower than the SAPS service standard response time of between 15 and 20 minutes.

Regarding CPFs providing input into SAPS station plans and the allocation of resources, participants do not know if CPFs give input into the station plan or the way that they impact on how resources are allocated at their respective police stations.

2.2.3 SUBSTANCE ABUSE

A theme on substance abuse was added to the questionnaire because both national and provincial governments have identified substance abuse as a priority. Furthermore the Western Cape accounts for nearly 50% of the national reported cases on drug related crimes during the 2009/2010 financial year. Lastly, substance abuse is regarded as one of the major contributors to crime

The majority of communities acknowledged that substance abuse is a challenge in their areas. The majority of the participants are not satisfied with the way police address the problem of substance abuse. There is a perception that the shebeen owners and drug lords are bribing police officers.

2.3 CONCLUSION

The SAPS operational priorities are in line with the identified PNPs of the communities. The SAPS operational categories are too broad and do not specify which specific types of crime will be prioritized. Addressing the specific crimes is regarded as the responsibility of local police stations.

The level of satisfaction with police service differs between police stations and therefore need to be addressed at local station level. The services rendered in the CSC are generally regarded as satisfactorily. A major concern in the province is the lack of trust in the witness protection programme and the ability of the SAPS to deal with illegal drug and liquor traders.

The fact that crime priorities and the level of satisfaction with services differ between stations places additional responsibility on CPFs to exercise their civilian oversight role at local station level. This study however indicates that the majority of CPFs do not provide input into the station and resource deployment plans of the police.

2.4 RECOMMENDATIONS

- I) That the findings of this report be incorporated in the Provincial and local SAPS annual plans for the 2011/12 financial year.
- II) That Community Police Forums be assisted to develop indicators to monitor police performance at local police precinct level.
- III) That SAPS develop a strategy to address the problem of weapons and sharp objects since these have been utilized in committing priority offences such as assault GBH.
- IV) Promoting and raising awareness within communities about the Witness Protection Programmes to encourage community members to testify in the prosecution of criminals.
- V) The training and development of skills of detectives need to continue, especially in respect of investigating crimes such as domestic violence and sexual offences.
- VI) Enhance skills of detectives for improved evidence collection and recording and the processing of evidence in order to build strong and prosecutable cases. This will increase the number of cases brought before court and the conviction rate in respect thereof.
- VII) That sector policing be adequately resourced and promoted and receives the necessary support in order to improve response times and to promote police visibility.
- VIII) That Station Commanders be sensitised in respect of the need for CPFs to be engaged for input into the station and resource utilization plans of respective police stations.
- IX) An illegal drug supply reduction strategy should be developed and implemented by SAPS with the assistance of other partners.
- X) The role of organized crime syndicates and gangs as drivers of crime, more especially crime involving drug abuse and violence within the Western Cape Province, cannot be underestimated. Accordingly it is necessary for all policing agencies to focus on how best to neutralize and or mitigate the impact of organised crime and gangs.



3.1 INTRODUCTION AND METHODOLOGY

The South African Police Service (SAPS) has a constitutional mandate with regard to the safety of communities. This includes combating, preventing and investigating crime. Based on this mandate the public have certain expectations from the SAPS and other law enforcement agencies. These expectations of the communities in terms of policing are defined as Policing Needs and Priorities. This report reflects the findings of focus group discussions conducted mainly with the Community Police Forum (CPF) structures within the jurisdiction of the 149 fully-fledged police stations in the Western Cape Province, in order to identify the Policing Needs and Priorities (PNPs) of the communities. In addition to provide information on the legislative mandate guiding the PNPs, the report will sketch the background to the assessment, explain its scope – inclusive of the methodological approach – and present its findings. Finally, following on some concluding remarks, the report will offer certain recommendations.

The Department is inter alia responsible for analysing crime trends and patterns identified by the communities and for improving community/ police relations. As part of this process the Department of Community Safety will conduct a study on the PNPs of the various communities and compile a consolidated report.

Once the consolidated report has been finalised and endorsed by the Minister of Community Safety, it will be submitted to the SAPS Provincial Commissioner for incorporation in the SAPS Annual Performance Plan for the 2011/12 financial year. The implementation of the findings of the PNPs report will be monitored by the Department to ensure that SAPS operations are responsive to the community policing needs. Overall, the PNPs will assist the SAPS to redirect policing in the Western Cape, and to improve the civilian oversight role of the Department and the communities over the police.

3.2 LEGISLATIVE FRAMEWORK

Section 206(1) of the Constitution of the Republic of South Africa, Act 108 of 1996, stipulates that the Cabinet Minister responsible for policing should determine national policing policy after consulting the provincial governments, and taking into account the policing needs and priorities of the provinces as identified by the provincial executives. This report will inform the provincial executive on the policing needs and priorities in the Western Cape.

Furthermore, the White Paper on Transforming Service Delivery (Batho Pele White Paper³) indicates that citizens should be consulted about the level and quality of the public services they receive, and wherever possible should be given a choice as to the services being offered. In keeping with this Batho Pele principle, communities were consulted to determine their PNPs.

Thus it is anticipated that this report on the PNPs will assist the SAPS to be more responsive to the policing needs of the communities.

³ White Paper on Transforming Service Delivery: Department of Public Service and Administration, 1997



Similarly, Section 10.1.4 of the Community Police Forum Uniform Constitution: Western Cape, states that at an annual general meeting, "... the forum shall receive, discuss and adopt the Community Safety Plan. "The Community Safety Plan will be informed by the PNPs as perceived by the people. To this end, this report is presented in such a way that it reflects the PNPs per police station, which ought to facilitate the incorporation of its findings into the Community Safety Plans.

In addition, the Department of Community Safety's Secretariat for Safety and Security - Civilian Oversight: Accountability Framework identified the PNPs as one area that needs to be researched in order to strengthen the Department's civilian oversight role of the police. The identified PNPs will be used as a tool to measure the efficiency and effectiveness of policing in the Western Cape⁴.

Finally, the identification of the PNPs are mandated by Section 18.1(c) of the South African Police Service Act, No. 68 of 1995, which specifies that one of the objectives of a Community Police Forum (CPF) is to promote "co-operation between the service and the community in fulfilling the needs of the community regarding policing". Thus, the police should ensure that the services rendered are transparent and in line with the identified PNPs.

3.3 OBJECTIVES OF THE PNPs REPORT

The key objectives of the report are:

- i) to inform the Minister of Community Safety with regard to the PNPs in the Western Cape Province;
- ii) to guide the formulation of policing policy at national and provincial level, and
- iii) to assist the CPFs in exercising their civilian oversight role by identifying the PNPs in their respective areas.

The policing needs are, however, based on the socio-political context of the community. The main focus of this report will be crime, service delivery issues and CPFs input into the police station plans. The police are responsible for providing services to diverse socio-economic groups of communities.

The more affluent groups are able to provide private security while the poor communities are at the mercy of criminals. Some areas are densely populated with limited resources and infrastructure while other areas are sparsely populated.

Overall the intended outcome of the identification of PNPs is to promote democratic accountability, service delivery and civilian oversight of the police in the province.

⁴ Modernising the Secretariat for Safety and Security, Department of Community Safety, 2010

3.4 METHODOLOGICAL APPROACH

The nature of the Policing Needs and Priorities study necessitated a mixed method approach, where quantitative and qualitative research designs are used to complement each other. The combination of quantitative and qualitative research design provides an insight that would not be obtained had only one of these designs been used. The purposeful sampling was used in the study targeting the CPF members for each of the 149 fully-fledged police stations in the Province.

The CPF was used as unit of analysis in the study for three reasons. Firstly, they represent different community structures beyond the policing function. Secondly, the scope of the project and time frame necessitated that the CPF be used as manageable group of participants to solicit data about the policing needs and priorities of the different community. Thirdly, the CPFs are regarded as the elected members of the community to liaise with SAPS on the policing needs and priorities of a community⁵.

A self-completion questionnaire⁶ was used to collect the data. In total 1340 questionnaires were completed. The CPF members were organised and visited at their preferred location in the community, mostly in the evenings. The purpose of the study was thoroughly explained to them by officials. The engagement took the form of focus group discussions.

The questionnaire data was captured and analysed using an analytical software package i.e. Statistical Package for Social Sciences version 18 (SPSS). Descriptive statistical analysis (frequencies, cross tabulation) was done using the SPSS statistical base software. The open-ended questions were analysed using the SPSS text analytics. The analytical process draws a comparison between the frequencies of different responses and variables. The frequency of different variables used in the study was done at the level of the province, district municipality and police cluster levels to determine trends and patterns of responses. These results were compared with the official SAPS provincial reported crime statistics for the period 2009/2010. The results were presented in the form of graphs and tables.

Since the PNPs project is done for the second time in the province, attempts were made to do a comparative analysis of some variables. Furthermore, the results of the study were synthesized and triangulated with available literature on studies like the Victim Survey (2007), Community Safety Barometer study conducted by the Department of Community Safety (2009/10), SAPS annual report 2009/10 and the SAPS Western Cape Performance Plan (2010/2011) and more importantly, the reports on MEC outreach (izimbizo) programme were used.

5 Section 18 of the South African Police Services Amendment Act, SAPS, 1995

6 See PNPs questionnaires attached as Annexure A



4.1 PRESENTATION OF DATA

The data has been presented by means of the different variables included in the questionnaire. These variables included the identified priority crimes, service delivery issues, CPFs input into the police station plans, substance abuse and other comments made with regard to policing. The data was presented with the aid of graphs and tables in order to enable the reader to understand the general trends of the PNPs within the Province, the respective district municipalities, the police clusters and police stations. The section to follow provides an overview of the province in general, encompassing an overview of the district municipalities, police clusters, police stations, key findings and recommendations.

4.2 OVERVIEW OF THE WESTERN CAPE PROVINCE

According to the StatsSA 2007 community-based survey, the Western Cape Province has an estimated population of 5.30 million people⁷ of which approximately 64% live in the Cape Town metropolitan municipality. The Western Cape has one metropolitan municipality (the City of Cape Town) and five district municipalities (Cape Winelands, Central Karoo, Eden, Overberg and West Coast). The one metropolitan municipality and the five district municipalities encompass 24 local municipalities (see Annexure B). According to Statistics SA, Census 2001, the Western Cape is the second most "affluent" province in South Africa where an estimated 1.8 million persons are deemed to be "vulnerable".

The Western Cape Province has 149 police precincts (see Annexure B), which can be classified as either urban⁸ (59) or rural⁹ (90). The police stations are further grouped into 25 police clusters, which are regarded as an extension of the Provincial Office¹⁰.

4.3 OVERVIEW OF CRIME IN THE WESTERN CAPE PROVINCE

Overall, contact crime decreased by 6% in the Province just below the national target of decreasing contact crime by 7-10%, murder (3.1%), attempted murder (3.3%) and robbery with aggravating circumstances (1.3%). The highest incidence of all reported sexual offences (180.7%) was recorded in the Western Cape¹¹. The Western Cape has recorded the second highest incidence of common assault following the Free State province in the Country.

The Western Cape Province continues to be the province mostly affected by drugs. Provincial crime statistics show that the Western Cape recorded 60,409 drug-related crimes between April 2009 and March 2010. The province has experienced a 14% increase in drug-related crimes compared to the previous period of April 2008-March 2009. This more than tripled the figures recorded for period April 2003-March 2004. When comparing the Western Cape's

7 StatsSA 2007 Community Survey, www.statssa.gov.za

8 Police precincts falling within the Cape metropolitan municipal boundaries are regarded as urban police precincts 9

Police precincts falling outside the Cape metropolitan municipal boundaries are regarded as rural police precincts

10 South African Police Service Performance Plan, 2009 – 2010 year of action, Western Cape

11 South African Police Service, Annual report 2009/10

current figures with the rest of the country, we see that nearly half of the country's drug-related crimes were recorded in the province.

Poverty, unemployment, proliferations of shebeens, high school dropouts, the high influx of people into the province, shortage of community cohesion, environmental circumstances and densely populated settlements all contribute to crime in the province. These factors are in the main concentrated in the disadvantaged communities and combined they make residents more susceptible to crime¹².

A study¹³ done by the Department of Community Safety on xenophobic violence during the FIFA Soccer World Cup 2010, identified xenophobic related violence in at least 12 areas. These areas are Ceres, De Doorns, Genadendal, Houtbay, Milnerton/Du Noon, Khayelitsha, Knysna, Kraaifontein, Nyanga (Samora Machel, Brown's Farm), Ocean View (Masiphumelele), Mbekweni and Wellington¹⁴. Furthermore, the influx of foreign nationals is blamed for the misery in the townships in the province. The perception among South African citizens in the poverty stricken areas is that they are competing for scarce resources with the foreign nationals.

4.3.1 SAPS PROVINCIAL OPERATIONAL PRIORITIES

The South African Police Service strategic priorities in the Western Cape for 2010/11 include amongst other things crime prevention of all crimes, crime perception management, combating corruption, investigating of crime, implementation of sector policing, organised crime and enabling the investigative work of the detective service.

The Western Cape provincial operational priorities did not specify which specific types of crime in the categories contact crime will be prioritized. It should be noted that the SAPS operational crime priorities are broad, making comparisons difficult.

4.3.2 IDENTIFIED POLICING NEEDS AND PRIORITIES OF THE COMMUNITIES

4.3.2.1 IDENTIFIED CATEGORIES OF TOP PRIORITY CRIME IN THE PROVINCE

Graph 1 reflects the frequency of the top priority crimes that were identified by the communities under priority crime one. According to the identified PNPs of the communities the province is mainly faced with contact crime. A contact or violent crime poses a more harmful threat to South Africa than crime in general. This type of crime will always have a more serious psychological impact than other types of crime¹⁵.

12 Department of Community Safety, Provincial Crime Overview, 2010/11, unpublished

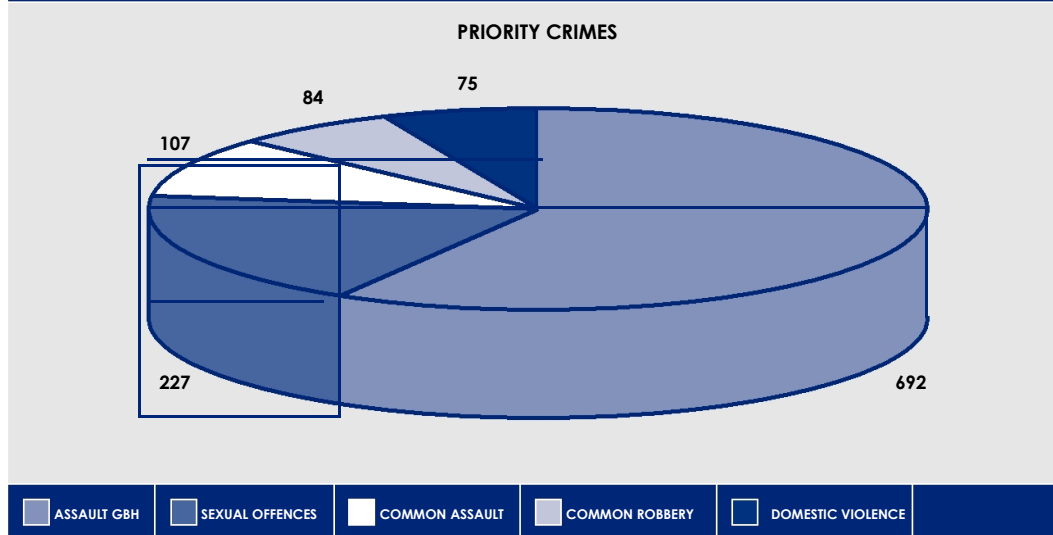
13 Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence" in the Western Cape, 8 July 2010

14 Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence" in the Western Cape, 8 July 2010

15 South African Police Service Annual performance report, SAPS, 2009/10



GRAPH 1: TOP FIVE PRIORITY CRIMES IN THE WESTERN CAPE PROVINCE (COMMUNITY IDENTIFIED PNPs)



The top five crimes in the province as identified by the communities of the Western Cape include **assault GBH, sexual offences, common assault, common robbery and domestic violence.**

In comparison to the previous financial year 2009/10 assault GBH and common robbery seem to remain in the list of top priority crimes in the province. Sexual offences, common assault and domestic violence have replaced burglary at residential premises, drug related crimes and murder which were identified as top priority crimes in the previous financial year (2009/10).

I) ASSAULT GBH

According to the identified PNPs of the communities the province is mainly faced with contact crime¹⁶, with assault GBH identified as the top-priority crime in this instance. The major factors contributing to assault GBH are alcohol, drug abuse and domestic violence. Most perpetrators of assault GBH are men and partners of the victims, with alcohol and drug abuse contributing to these crimes. According to the SAPS Annual Report for 2009/10, most assault GBH involves victims and perpetrators who know one another (whether as family members, friends, acquaintances or colleagues).

Assault GBH mostly takes place at homes, clubs, taverns, places of employment and other places of social gatherings. Assault GBH commonly causes serious physical, psychological and material damage to victims, leaving lasting scars on the psyche of the South African society and on the country's economic well-being. This necessitates that the community members should change their way of living.

A recent study on violence¹⁷, revealed that most of the assaults and murders are committed using knives or sharp objects. Government needs to come up with a strategy to deal with weapons and sharp objects that are being used in such crimes.

¹⁶ Contact crime is a crime against a person and it involves physical contact between the perpetrators and victims.

¹⁷ The Centre for the Study of Violence and Reconciliation (CSV), Tackling Armed Violence, March 2010.

II) SEXUAL OFFENCES

According to the identified PNPs of the communities, sexual offences also give cause for concern. Sexual offence statistics often present a contested terrain because of the nature of such offences. People are reluctant to report these crimes, which result in the under-reporting of cases of sexual offence¹⁸. Alcohol and drug abuse are associated with sexual offences. People under the influence of alcohol and drugs are regarded as promiscuous and vulnerable to being sexually abused. The perpetrators of sexual offences are mainly the partner, lover or spouse of the victim or, in some cases, close relatives. People affected by sexual offences are mostly women and children. It is important to educate the community on responsible use of alcohol and to intensify the fight against drug abuse. There is a need to create an environment in which victims of sexual offences feel safe.

III) COMMON ASSAULT

According to the SAPS crime statistics in the province common assault has increased by 8.6%. Common assault is a social experience that occurs between people who know each other in the privacy of their own homes. This type of crime cannot be covered by conventional policing which put responsibility to the community members to change their lifestyles to prevent them being victims of crime¹⁹.

IV) COMMON ROBBERY

According to the reported crime statistics 2009/10 common robbery has increased in the province by 12.3%. According to the identified PNPs of the communities, common robbery also remains a challenge in the province. Substance abuse, mainly alcohol abuse, has consistently been identified to be at the forefront of causing crime, particularly violent crime in the province. The 2009/2010 crime statistics confirmed that nearly half (45%) of the drug related crimes in the country were recorded in the Western Cape. Drug related crime increased by 14.5% compared to the 2008/2009 figures. Shockingly, these 2009/2010 figures marks 200% from the 2003/2004 figures of drug related crime. In addition, the province is characterised by early darkness in winter, which makes commuters susceptible to common robbery to and from work.

V) DOMESTIC VIOLENCE

The communities identified domestic violence to be a matter of concern in the province. All too often, individuals co-habiting in domestic relationships daily endure perpetual abuse on some or other level. It should be noted that the SAPS does not list domestic violence as one of their crime categories. Incidents of domestic violence are recorded in a separate domestic violence register. The reporting of domestic violence in the province has increased.²⁰

The police do not have a separate crime category for domestic violence and it is important to create this category to improve the reporting on domestic violence to the public. To address the domestic violence problem, social interventions need to be initiated vigorously.

¹⁸ SA Crime Quarterly, no 22, Institute for Security Studies, December 2007

¹⁹ South African Police Service Annual Plan, 2010/11

²⁰ In Loco inspection report, Department of Community Safety, unpublished.



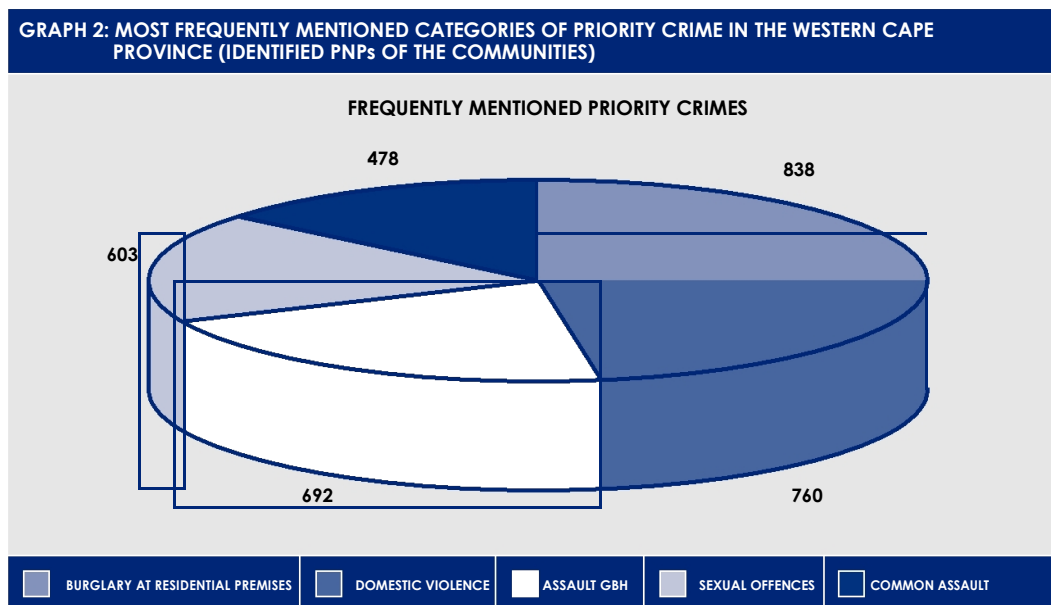
VI) TOP PRIORITY CRIMES IDENTIFIED BY THE BUSINESS FRATERNITY (BACWC)

According to the BACWC the five priority crimes are **armed robbery (robbery at non-residential premises), burglary at business premises, fraud (commercial crimes), hijacking (truck jacking) and theft of motor vehicles**. There are no similarities that exist between the identified top priority crimes by the business fraternity and community-based structures (CPFs). The business fraternity is mostly concerned about property-related crimes and aggravated robberies.

In 2007/8 robbery at non-residential (armed robbery) premises increased by 166% from 635 cases to 1,058 cases reported in 2008/09. In 2009/10 the reported cases of robbery at non-residential premises stabilised with 1,058 cases reported in 2009/10 which is the same number of cases reported in the previous year (2008/9). Burglary at business premises has increased in the province by 10.5% according to the reported crime statistics 2009/10. In 2009/10 commercial crimes increased by 2.9% compared to 2008/9. According to reported crime statistics 2009/10 theft of motor vehicles and truck hijacking have decreased in the province by 7.2% and 52% respectively. Although these crimes decreased the perception of BACWC is still of the opinion that these crime categories need to be prioritized.

4.3.2.2 FREQUENTLY MENTIONED PRIORITY CRIMES

According to the identified PNPs of the community, the five most frequently mentioned categories of priority crime were **burglary at residential premises, domestic violence, assault GBH, sexual offences²¹ and common assault**. Almost all the identified priority crimes were mentioned frequently in the previous financial year 2009/10 by the communities with the exception of **common assault** which replaces drug related crimes. Substance abuse will be discussed in a separate section.



²¹ Domestic violence includes sexual abuse, physical abuse or assault, damage to property, stalking, emotional abuse and any other controlling or abusive behaviour which poses a threat to a person's safety, health or well-being.

I) BURGLARY AT RESIDENTIAL PREMISES

Burglary at residential premises has been identified as one of the frequently mentioned crimes in the province. According to the 2009/10 crime statistics for the province, burglary at residential premises increased by 0.9%. Although the increase in reported cases of burglaries is small the psychological effects on the victims are more serious. In the previous financial year 2009/10 communities identified unemployment and poverty, drug abuse and shortage of police visibility to be major contributors of crime in the province. Different schools of thought exist regarding the influence of socio-economic status on crime. Some are of the view that no link exists between unemployment and crime as most unemployed people living in poverty do not commit crime. It is indicated that the causes of crime lie within the mind of a person²². Added to a criminal mind these factors create an opportunity to commit a crime.

II) GANGSTERISM

"Most gangs in the Cape Flats are involved in drug trafficking to some extent. Gang trafficking ranges from street level sales to whole sale distribution." (Monitor page 29) The general perception is that Gangs and Drugs are closely associated. The majority of participants identified drugs as a problem, but in general participants did not identify gangs as a crime problem. During the MEC for Community Safety's outreach programmes the theme of gangsterism can be clearly identified in the questions raised by community members. Gangsterism normally draws attention when somebody gets killed in a particular area. Gang violence is linked to drug markets. When no act of violence is committed, gang activities like trading with drugs goes relatively unchecked. The absence of gang related violence does not mean that no gang activities are present in these communities. The use of illegal drugs in the community may indicate the presence of gang activity.

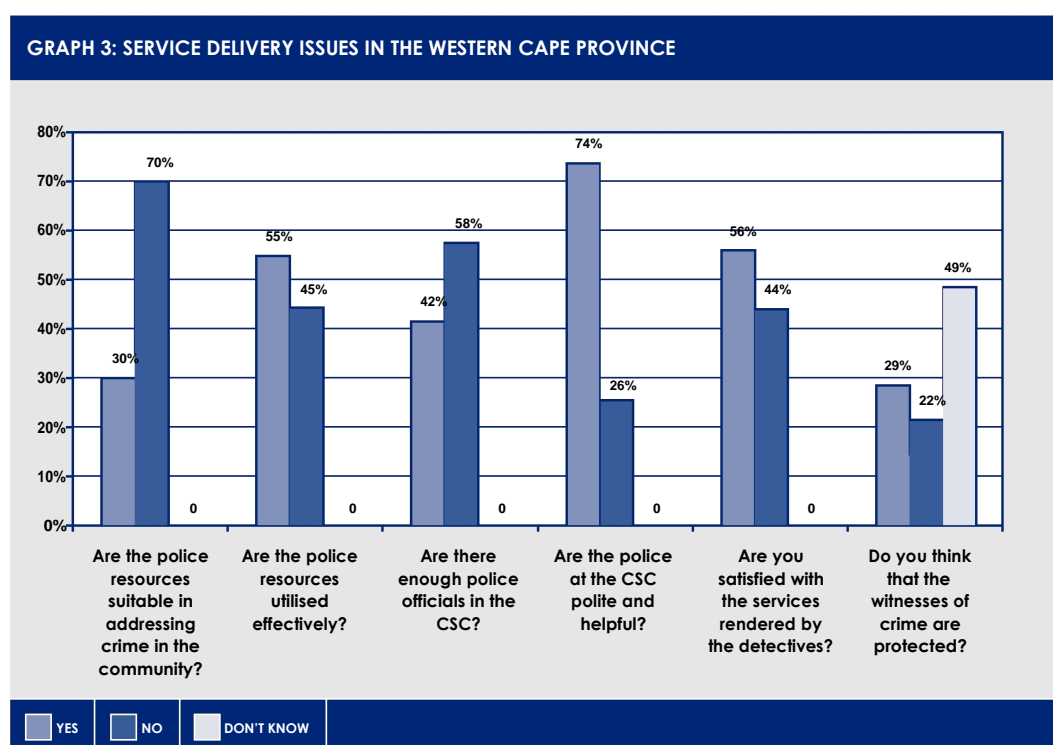
During the PNPs (2009/10) gangsterism was also not identified as a crime, but as one of the causes of crime. The inability of communities to identify "gangsterism" as a criminal act may clearly indicate a lack of understanding or knowledge of the "Prevention of Organised Crime Act" which criminalize people who organise and promote gang activity. This act is generally regarded as being utilized to curb gang activity.

²² Economic adversity on crime trends and issues in crime and criminal justice no 40, Australian Institute of Criminology, D Weatherburn.



4.3.2.3 SERVICE DELIVERY ISSUES

Contact of communities with SAPS is mostly through the CSC, when the communities need the services of SAPS and when they are in need of protection. For those community members who report a crime or who are witnesses in a criminal case, the witness protection programme is vital. The level of satisfaction of the community with these services is crucial to effective policing. These services however are influenced by the allocation and utilization of resources by SAPS. The graph below illustrates the levels of all the above-mentioned service delivery related categories.



I) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

Seventy percent (70%) of participants are of the view that the police are inadequately equipped to manage crime in their area and 30 % identified that the resources are not suitable in addressing crimes in their respective communities. The most identified resource challenges include the shortage of police vehicles and police officers, shortage of police visibility, the size of the police station and sectors and slow response times to attend to complaints. Thirty percent (30%) of participants are of the view that the police are doing their best considering the limited resources. The communities recommend that more police officers and vehicles should be allocated to their respective police stations to improve service delivery.

II) UTILIZATION OF RESOURCES

Fifty five percent (55%) of the participants are of the view that the police officers utilise resources effectively, whereas 45% are of the view that the police do not. Most community members are of the opinion that the police officers misuse the police vehicles for their personal benefit and as a result most of the time the vehicles are not operational. When the community call for assistance they are told that the vehicles are not available.

When asked, "What can be done to improve resource allocation and utilization in the respective areas", 68% of community members indicated that more dedicated police officers should be employed, 57% are of the view that the number of police vehicles should be increased, and 50% are of the view that more police officers should be deployed at the CSC. Some other suggestions offered were instituting dog unit patrols; encouraging the development of local language skills that better reflect the community in which the officers work, and training the officers how to respectfully engage with community members in their home language.

In relation to service delivery issues the BACWC indicated that the resources allocated to the SAPS are not suitable in addressing crime that affects businesses. The overall human resources are not efficient to execute proper sector policing. The resources are reported not to be accessible to the business community at the police stations except by means of Crime Forums or Community Police Forums. In terms of the utilization of resources the business sector is of the opinion that the resources are not utilized effectively. Too many police vehicles are seen driving to and from their homes with family and friends as passengers. The response times to complaints in certain instances are unacceptable.

III) COMMUNITY SERVICE CENTRE (CSC)

To the question, "Are there enough police officials assisting people in the Community Service Centre", 58% of participants are of the opinion that there are enough police officials assisting people at the CSC while 42% are of the view that there are not enough.

(A) POLICE CONDUCT AT THE CSC

Seventy four percent (74%) of participants agree that in spite of a shortage of resources and personnel, those police officials who operate in the CSCs are polite and helpful while 26% do not agree.

This is an important statistic when one considers the institutional importance of soft skills in the pursuit of effective service delivery²³. When a community member is treated with dignity they are more likely to form a trusting partnership with the local police service.

²³ Dutton, Eli; Nickson, Dennis; Warhurst, Chris. (2005) "The importance of attitude and appearance in the service encounter in retail and hospitality". *Managing Service Quality*, 15: 2 (195 – 208).



The communities proposed that bigger and more user-friendly police stations should be built to give privacy to trauma victims. Also, to deploy more trained and dedicated police officers at the CSC on duty that can address the complainants in their home language thus training of police officers at the CSC on communication skills are recommended.

IV) SERVICES RENDERED BY THE DETECTIVES

It is difficult to give an accurate reflection of satisfaction with services rendered in situations where the outcome of investigations may influence the community members' perception of effectiveness. Nonetheless, the graph shows that 56% of the community members are satisfied with the services rendered by the detectives in their area with 44% responding negatively.

Some of the challenges identified by the communities include the shortage of investigators, shortage of feedback given by the detectives to the complainants, no proper investigation of cases, shortage of expertise and long time frames spent on investigating and finalising cases.

When asked "What can be done to improve the services offered by the detectives in your area", 61% of community members agreed that there is a need to recruit more skilled detectives, while 55% are of the view that detectives should be trained, 47% feel that more resources should be provided and 39% are of the opinion that the workload of detectives should be reduced. The detectives need to have more access to transportation, communication devices, and a central location to meet community needs.

The business fraternity BACWC indicated that the services rendered by detectives is not satisfactory as their level of experience is very low. In improving the services more skilled detectives should be recruited, more training should be provided - reducing their workload, and providing the detectives with more resources and reinstatement of the uniform enquiry branch to handle less serious cases.

V) WITNESS PROTECTION PROGRAMME

Graph 3 reflects the breakdown in communication with police sponsored witness protection. Forty nine percent (49%) of the participants do not know if the witnesses of crime are protected, while 29% is of the opinion that they are protected and 22% are of the view that the witnesses are not protected.

The witness protection programme provides space for the police officials to pursue a more holistic method of dealing with crime and criminality in communities. With the shortage of witness- protection programmes, successful prosecution is not possible.

In an open-ended response format participants identified education, anti-corruption measures, and increased witness protection as the three major themes for improving the witness protection programme. The majority of people who answered this optional question focussed on what was revealed in the previous questions in that there was simply a shortage of knowledge about the programme. The other themes deal with the untrustworthiness of the police regarding the protection of witnesses in the eyes of the community.

VI) POLICE VISIBILITY

TABLE 2: POLICE VISIBILITY IN THE WESTERN CAPE PROVINCE			
No	Responses	Frequency	Percentage ²⁴
1.	More police officers doing patrols during the day	444	33
2.	More police officers doing patrols at night	494	37
3.	More police officers doing patrols during the day and night	914	68
4.	More stop and search operations in the area	751	56
5.	Full implementing sector policing in the area	677	50
6.	Other	86	6
7.	No Answer	37	3

When asked to consider what would help to improve police visibility in the community, participants mostly favoured options that involved increased physical presence of police officers carrying out activities like 'stop and search' operations. Sixty eight percent (68%) of participants are of the view that the police should patrol their specific areas day and night, 56% are of the view that more 'stop and search' operations should be conducted in the province.

Fifty percent (50%) of the participants also are of the view that the full implementation of sector policing should be conducted. Police patrols should be conducted in the business sector several times a day. More police patrols during the day and night, more 'stop and search' operations should also be conducted.

Integrated response with Metro Police/ Traffic Department/ Law enforcement of municipalities and the private security companies should be conducted. Reinstatement of the flying squad, to attend to serious complaints, should be fast tracked.

²⁴ Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.



VII) POLICE RESPONSE TIME IN EMERGENCY SITUATIONS

TABLE 3: POLICE RESPONSE IN CASE OF EMERGENCIES IN THE PROVINCE			
	Response time	Frequency	Valid Percent
Valid	5-10 minutes	955	74
	10-15 minutes	218	17
	15-20 minutes	74	6
	20-30 minutes	28	2
	30-60 minutes	21	1
	TOTAL		1296

As reflected in most of the other responses, community members have a desire for the police service to engage with the community in a professional way that is characterized by swift communication. The expected time for the police to respond to emergency situations is 5 to 10 minutes. Seventy four percent (74%) of participants are adamant that police should respond to an emergency call within 5-10 minutes to increase chances of gathering evidence as well as securing the crime scene. However, it should be noted that the SAPS standard reaction time to crime situations is 15 minutes²⁵.

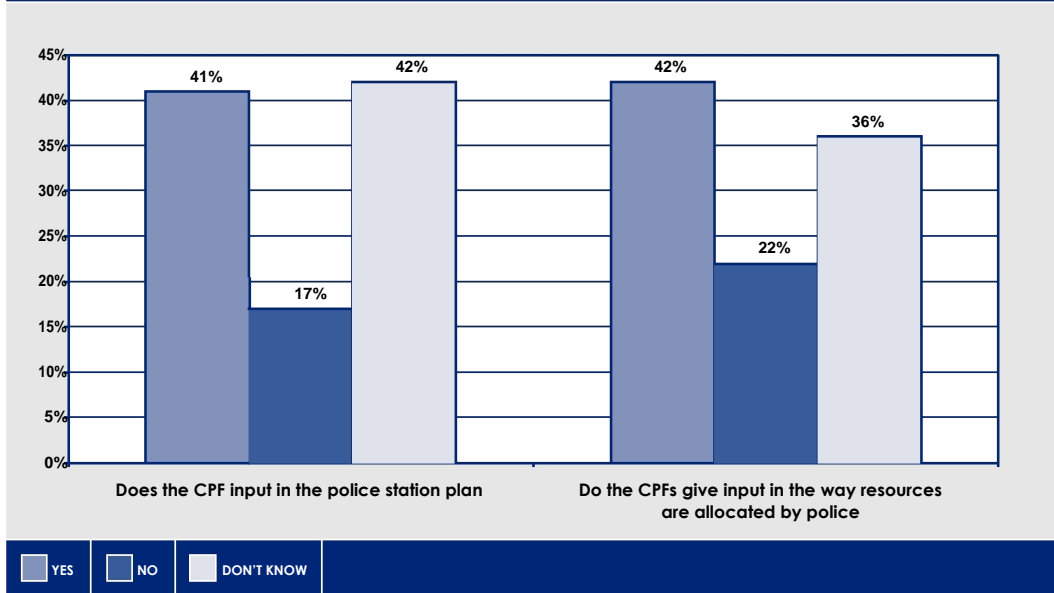
To a response regarding what can be done to improve the police response time to calls for assistance, 57% of Community Police Forums chose for an increase in the numbers of police vehicles and 76% of Community Police Forums chose for an increase in police visibility and patrols. The participants (Community Police Forums) are also of the view that there should be an increase in SAPS personnel-, more effective Community Service Centres- and encouraging neighbourhood watch programmes.

VIII) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of CPFs was to improve community police relations and make police more responsive to the needs of the communities. To achieve this, CPFs need to provide input to the police plan and resource allocation of SAPS. To assess the community police relations the participants were asked to indicate if the CPFs give input into the station plans on how the resources are allocated by the police.

²⁵ SAPS Performance Plan, Year of Community Centres, SAPS, 2010-11.

GRAPH 4: COMMUNITY-POLICE RELATIONS IN THE WESTERN CAPE PROVINCE



There is an indication that communication, education and transparency are areas that need immediate attention. Forty two percent (42%) of participants were unaware of the fact that the CPFs can give input into the station plan of the area. Although it is encouraging that 42 % of the participants reacted positively to the question, “Does the CPF give input in the way resources are allocated by the police in their area”, it is worrying that almost the same percentage has no idea that this dialogue takes place or whether it has any impact on the outcome of decisions. Nearly the same percentage of participants stated that they provide input to the station plan and resource allocation. It seems that the practice of providing input is dependent on the local station preference. CPF members and Station Commanders need to be sensitised on this matter.

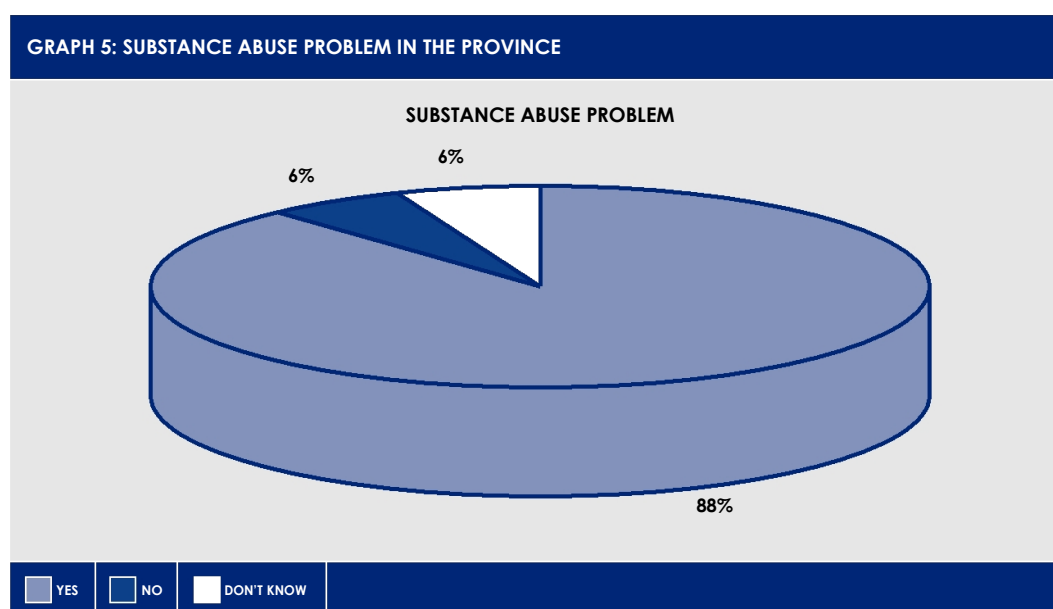
According to BACWC the police do not provide reports on how resources are utilized nor affords them to give input into the police station plan or the way resources are allocated as they are not mandated to do so. However, the police provide information about crime and policing issues at the business sector meetings. To improve police accountability, the organisation suggests that the CPF should play more of a civilian oversight role in terms of budget and crime on police station level. The organisation is not part of the Provincial Community Police Board and does not attend their meetings. It was recommended that the strategic alliance between BACWC and SAPS needs to be enhanced.

4.3.2.4 SUBSTANCE ABUSE

According to the reported crime statistics for the 2009/10 financial year nearly half of the reported crime statistics for “Drug related crimes” were reported in the Western Cape. On closer investigation the number of people who requested assistance at rehabilitation centres have doubled. This coupled with the fact the National and Western Cape government prioritized the fight against substance abuse, and that drug and alcohol abuse are regarded as two of the main facilitators of crime, the report attempts to contribute to the body of



knowledge to understand the phenomena better in terms of policing needs and priorities. Eighty eight percent (88%) of the community members recognize that the emerging national problem of substance abuse is pervasive in their own communities. A recognition that substance abuse is a problem can lead to a better understanding of its impact on criminality in the community and may lead to a more vigilant community that is more prone to identifying areas that encourage substance abuse and report on it.



According to crime statistics, crime dependent on police action for detection, increased by 15.3% from 67 836 in 2008/2009 to 78 234 in 2009/2010, where the bulk of it is drug related crime. Similarly, contact crime in the province increased by 6% from 88 818 in 2008/2009 to 94 146 in 2009/2010).

In the Western Cape, the increase in drug-related crime mirrors the substance abuse challenge. The Western Cape accounts for approximately, 45% of national drug related crime and that is cause for concern. A number of research studies confirmed the nexus between crime and substance abuse; hence, the increase in assault GBH, robberies, and sex crimes is likely to be the result of substance abuse²⁶. As a result, there is a need for the SAPS to develop a comprehensive drug supply reduction strategy, which should be monitored on a quarterly basis.

Those who answered the question above were then asked whether or not they were satisfied with the police's handling of illegal shebeens and drug outlets. Of the 88% of the population who recognised substance abuse as a community problem less than half (44%) were satisfied with police actions aimed at curbing the problem. This reflects a majority are of the opinion that although substance abuse is widely regarded as a problem and factor in criminality by both the police and the community, the hotspots of such detrimental behaviour are often left unchecked.

²⁶ Department of Community Safety, Provincial Crime Overview, 2010/11, unpublished

The communities proposed:

- That illegal shebeens should be raided on a regular basis not only on weekends and shebeen owners be arrested and given hefty fines and harsher punishments.
- The municipality owned houses used by drug lords for their operations should be confiscated by the municipality.
- Specialised units to deal with drug and liquor outlets should be established.
- The closing times of legal shebeens should be monitored..
- The police should work in partnership with the community leaders, community structures and the municipalities in dealing with the substance abuse problem while maintaining transparency.
- As preventative measures, employment and empowerment programmes on the dangers of substance abuse should be rolled out in communities to encourage cooperation of the younger generations.
- Fighting corruption should be done as it adversely affects community and police efforts to fight crime.

The most important of all shortcomings regarding the Western Cape's efforts against drugs, is persistent allegations of police corruption in accepting bribes from the drug lords and shebeen owners to share information on when raids will be done. Corruption destroys the trust between police and community members and blunts initiatives to mitigate the drug trade. Despite the evident seriousness with which Cape Town police have approached the drug trade in recent years, identified perceptions of police corruption and complicity within the drug trade remain high.

4.3.2.5 ADDITIONAL ISSUES RAISED ON POLICING

The communities were asked to give comments on issues which they identified as not being addressed in the study. The key issues identified included the following broad themes:

I) TRANSFORMATION OF THE IMAGE OF THE POLICE SERVICE

The police officers should be dedicated, friendly, and treat the community members with respect and dignity. The image of the police needs to be improved as some corrupt police officers damage the image of the service. The SAPS management should be more vigorous in dealing with corrupt officials and recruit more reservists.

II) INTEGRATED APPROACH

The police should not work in isolation - more role players like the faith based organisations, Non Governmental Organisations, Business sectors and Government departments should be involved and play a role in the fight against crime. Partnerships between the police and the



CPF needs to be improved and CPFs should be recognised as key role players in crime prevention. Participation of the broader community should be encouraged through crime prevention initiatives being rolled out in communities.

III) SAPS MANAGEMENT INVOLVEMENT AND COMMUNICATION WITH COMMUNITIES

The communities are of the view that when new Station Commanders are appointed they should be introduced to the community leaders and the CPF. This might result in improved partnership and community-police relations. Police officials at management level should not be transferred too often as this also affects service delivery. The members of the broader public should be informed through a broad range of media about what is happening at their individual police stations. The communities are of the view that the police should account to them to ensure transparency.

IV) INCENTIVES TO GOOD PERFORMING POLICE OFFICERS

The dedicated good performing police officers should be awarded incentives as a way of motivating them in their performance. For the poor performing police officers, counselling and debriefing sessions should be conducted to boost their morale.

4.4 OVERVIEW OF DISTRICT MUNICIPALITIES' AND METROPOLITAN FINDINGS

The following section provides an analysis of data pertaining to the socio-economic profiles, priority crimes, service delivery issues and recommendations per district municipality.

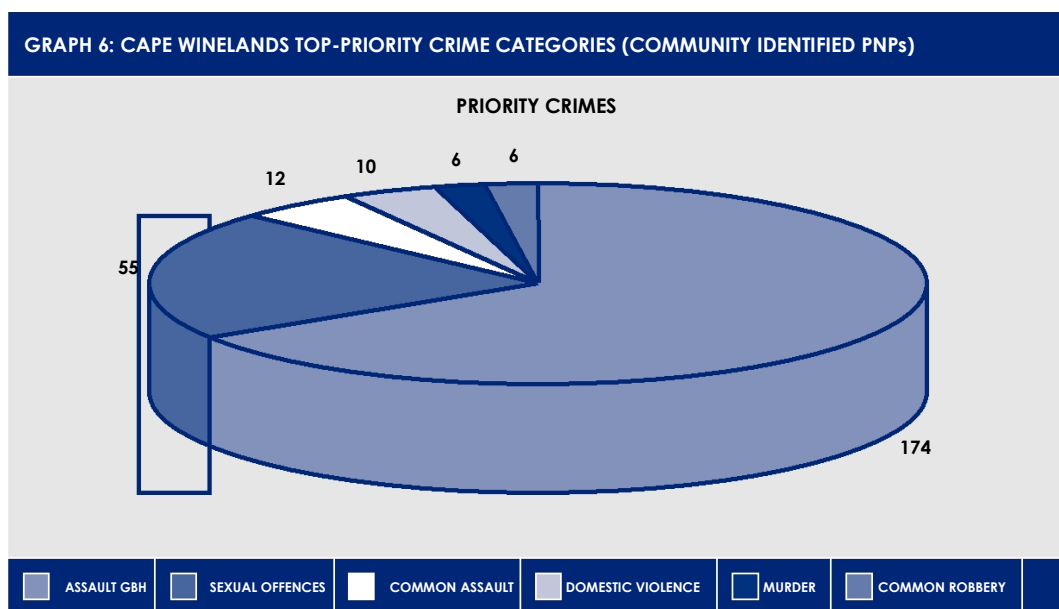
4.4.1 CAPE WINELANDS DISTRICT MUNICIPALITY

The Cape Winelands District Municipality (CWDM) is situated in the centre of the Western Cape Province, covering an area of 22 289 km². This district has the second largest population in the Western Cape after the City of Cape Town. Between 2001 and 2006 the CWDM's average annual population growth rate was 0,6 per cent²⁷. The total population for Cape Winelands is 712 418. Unemployment is higher in the larger rural areas, such as the Stellenbosch area.

Furthermore, it has been estimated that the annual average population growth rate would slow down to 0,3 per cent between 2006 and 2010²⁸, reaching an estimated population of 656 902 by 2010. Substance abuse and violence against women and children are challenges in this area²⁹. The District Municipality consists of 4 police clusters, namely Ceres, Stellenbosch, Paarl and Worcester.

4.4.1.1 OVERVIEW OF THE CAPE WINELANDS MUNICIPALITY'S IDENTIFIED PNPs

1) TOP PRIORITY CRIMES



2 www.capegateway.gov.za, Socio-economic profiles, Cape Winelands, Western Cape Treasury Department

2 www.capegateway.gov.za, Socio-economic profiles, Cape Winelands, Western Cape Treasury Department

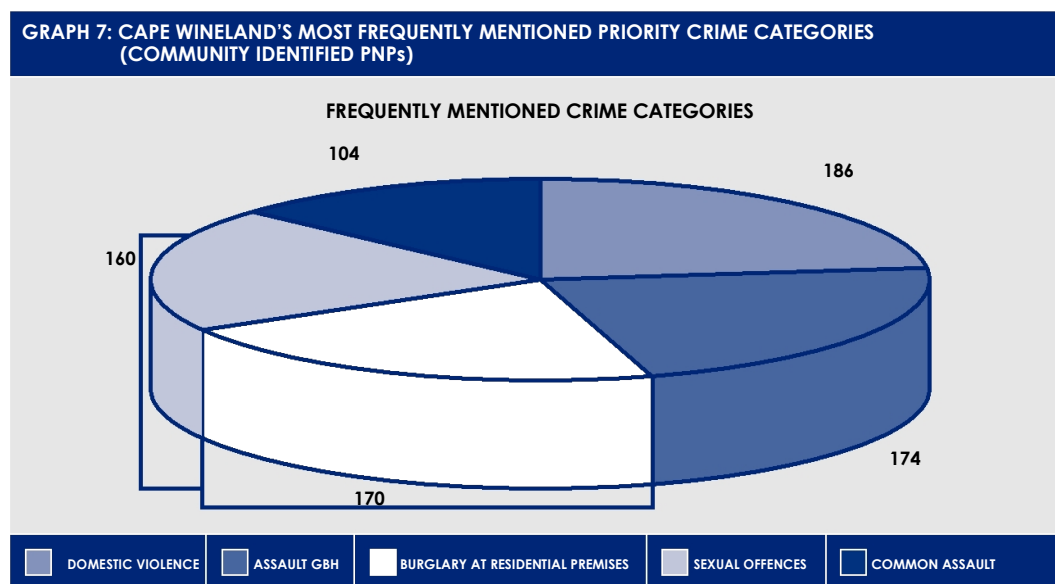
2 IDP, Cape Winelands, 2007-2011



The above graph reflects the top priority crimes identified by participants of the communities that are served by the police stations that fall within the Cape Winelands district municipality.

The top priority crimes in this district are: assault GBH, sexual offences, common assault, domestic violence and murder and common robbery.

II) MOST FREQUENTLY MENTIONED PRIORITY CRIMES



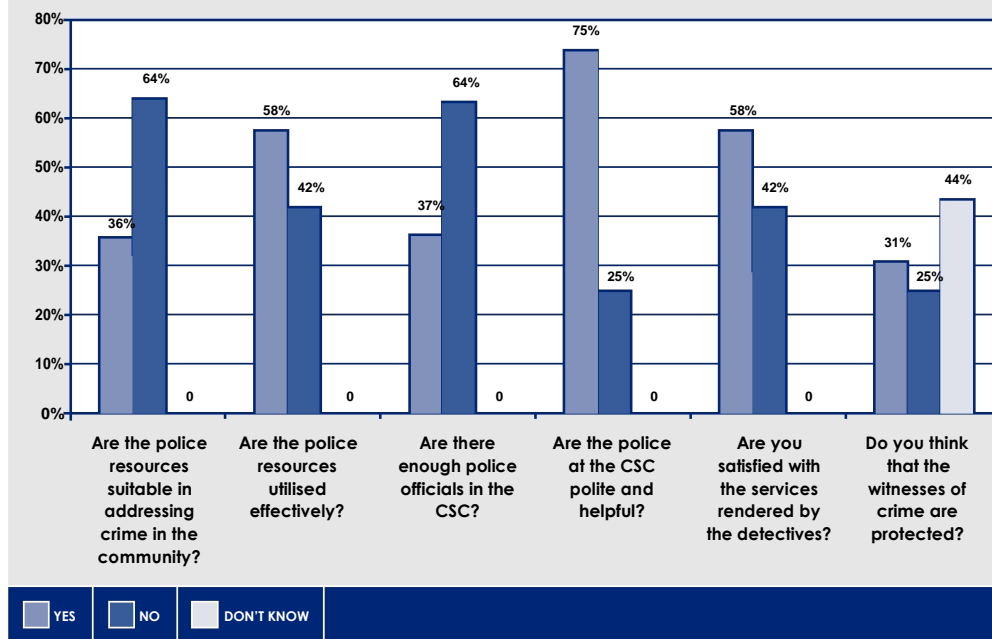
The five most frequently perceived crimes in the Cape Winelands are **domestic violence, assault GBH, burglary at residential premises, sexual offences** and **common assault**. All the frequently mentioned crimes were identified in the previous financial year's study with the exception of drug-related crimes.

III) SERVICE DELIVERY ISSUES

Service delivery issues relate to those issues that influence the shortage of service delivery by the SAPS. The issues consist of questions that relate to the suitability of police resources in addressing crime in the community, utilization of resources, number of police officials in the CSC, the SAPS' interaction with the public, detective services and the witness protection programme as well as police visibility and police response time in emergencies.

The graph below illustrates the perceived levels of the first six of the above-mentioned service delivery categories and a discussion of these follows the graph.

GRAPH 8: SERVICE DELIVERY ISSUES IN CAPE WINELANDS DISTRICT MUNICIPALITY



IV) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The graph shows that the majority of participants (64%) identified that the police resources were not suitable in addressing crime in the community, whilst only 36% of participants identified that these resources were suitable .

V) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (58 %) agreed that the resources were being effectively utilized. Only 42 % of participants indicated that these resources were not being used effectively.

VI) COMMUNITY SERVICE CENTRE

With respect to whether there are enough police officials assisting people in the Community Service Centre (CSC), the majority of participants (64 %) indicated that they did not perceive this to be the case.

(A) POLICE CONDUCT AT THE CSC

In the above graph, it can be seen that the majority of participants, (a consensus of 75 %), indicated that the police officials working within the CSC were polite and helpful towards community members at the CSC.

This is despite perceiving a shortage in resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.



VII) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (58 %) indicated that they were satisfied with the services rendered by the detectives. There is a certain amount of difficulty in accurately analysing how participants are satisfied with the services because they may be influenced by the outcomes of cases. Some suggestions, for instance, about what should be done to improve these services, were to hire more skilled detectives and that more resources should be provided for the detectives to improve their investigations.

VIII) WITNESS PROTECTION PROGRAMME

It is telling that 31 % of participants think that witnesses of crimes are protected. However, 44 % had no idea whether witnesses received protection from the police, while 25 % of participants thought that the police did not protect witnesses at all. This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a shortage of confidence in the actual reporting of crimes in the first place and also of a shortage of expectations of the support, follow-up and outcome of crimes that have been committed in a community.

Ignorance of the protection that the police provide is one aspect of why participants answered that they don't know but other, more sinister aspects, suggest that these participants believe the police to be untrustworthy or as having a non-caring attitude towards witnesses.

IX) POLICE VISIBILITY

No	Responses	Frequency	Percentage ³⁰
1.	More police officers doing patrols during the day	116	43
2.	More police officers doing patrols at night	119	44
3.	More police officers doing patrols during the day and night	190	70
4.	More stop and search operations in the area	160	59
5.	Full implementing sector policing in the area	139	51
6.	No answer	6	2

Table 4 above details community members' responses when asked what can be done to improve police visibility in their respective areas. The majority (70%) identified increasing day and night patrols would improve police visibility. Forty Three percent (43 %) identified increasing police patrols during the day would result in an increase in police visibility, and 44 % identified increasing only night patrols would give the same result. Fifty nine percent (59%) of participants indicated more 'stop and search' operations and 51 % indicated full implementation of sector policing needs to be considered as a means of improving police visibility.

³⁰ Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.

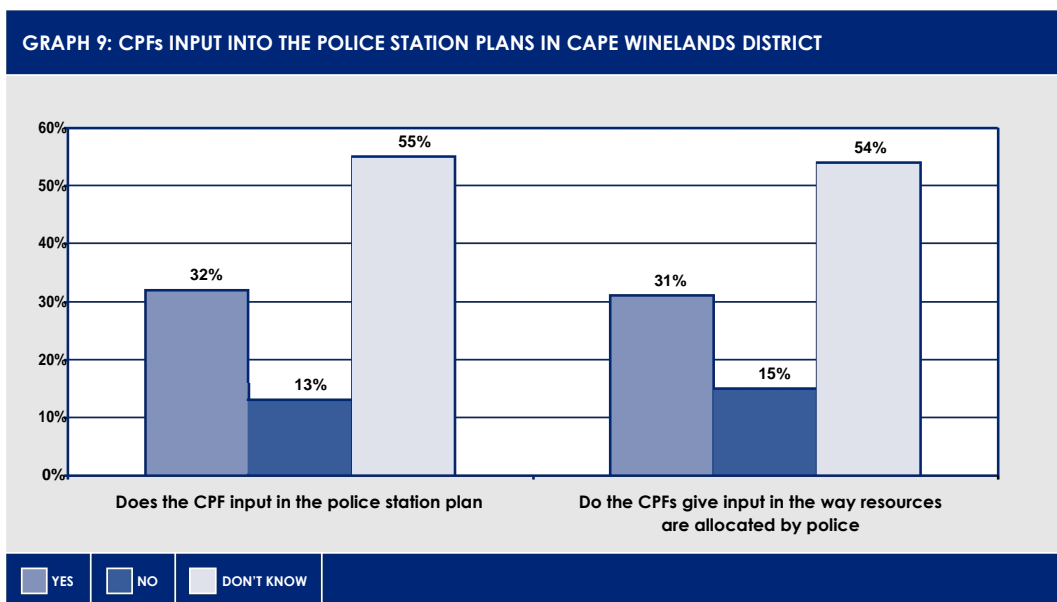
X) POLICE RESPONSE TIME TO AN EMERGENCY

No	Responses	Frequency	Percentage
1.	5-10 minutes	150	68
2.	10-15 minutes	42	19
3.	15-20 minutes	17	8
4.	20-30 minutes	5	2
5.	30-60 minutes	7	3
Total		615	100

To assist in an emergency, a clear majority (68 %) of community members indicated 5-10 minutes as an appropriate police response time while only 19 % identified that 10-15 minutes was acceptable as a response time in the case of an emergency. Suggestions for a better response time included increasing the number of police vehicles, increasing police visibility, better call-centres and operators increasing police personnel and having neighbourhood watch programmes implemented in their respective areas.

XI) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to have input into the plan of the police station and the allocation of its resources by the SAPS.



When asked if the CPF of their area provided input in the plan of the police station, 32 % indicated that they did while 55 % responded that they did not know. Asked about whether the CPF gave input into the way resources are allocated by the police, the majority of members (54 %) indicated that they did not know, while 31 % indicated that they did.

4.4.3 CENTRAL KAROO DISTRICT MUNICIPALITY (CKDM)

The Central Karoo District (CKDM) is one of the five districts situated within the Western Cape Province. The district comprises of three Local Municipalities namely Beaufort West, Prince Albert, Laingsburg as well as the DMA, Murraysburg. With a population of 62,331, Central Karoo is the smallest district in the Province and possibly nationally, area wise the District is quite vast covering a total of 38,853 square kilometres giving the district a population density of about 1.6 hence the lowest population in the country. Central Karoo is the largest district in the Western Cape Province; invariably this means that distances between settlements within the district are vast.

Laingsburg is about 200 km from Beaufort West, while Prince Albert is 170 km³¹. The predominant language in Central Karoo is Afrikaans. Central Karoo has a 20.5% unemployment rate. Thirty five percent (35%) of households earn less than R 9 600 per annum, and they live below the poverty line.

4.4.2.1 CRIME ISSUES

The CKDM has one police cluster, namely Beaufort West. In 2005 the CSIR Crime Prevention Centre (CPC) was tasked to develop a strategy, and to guide the implementation of the strategy. The aim was to protect current and future investments made by Integrated Sustainable Rural Development Programme(ISRDP) partners as well as to address the causes of crime. The main findings of the study suggest that alcohol abuse, illegal shebeens, children being neglected and low level of trust between the police and the community. The abuse of alcohol due to the number of illegal shebeens in the district is a serious concern in the Central Karoo³².

The high numbers of neglected children who are left unsupervised end up begging on the streets, using drugs, and hanging around shebeens and game shops due to a shortage of recreational facilities. Prostitution in the area, as reported, is closely related to N1 national road activities.³³

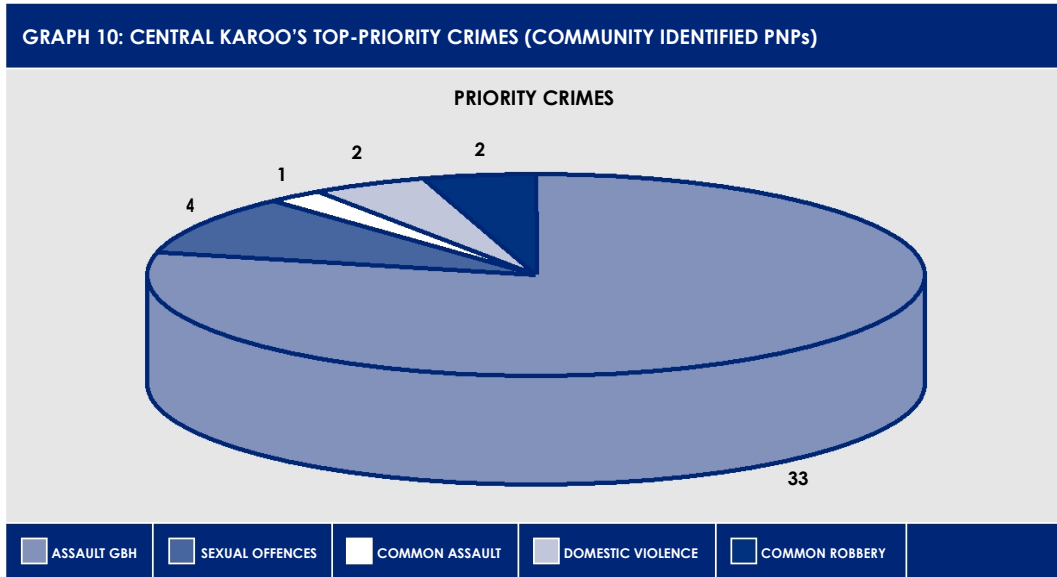
J) Central Karoo IDP, 2007 - 2011

K) Central Karoo IDP, 2007 - 2011

L) Central Karoo IDP, 2007 - 2011

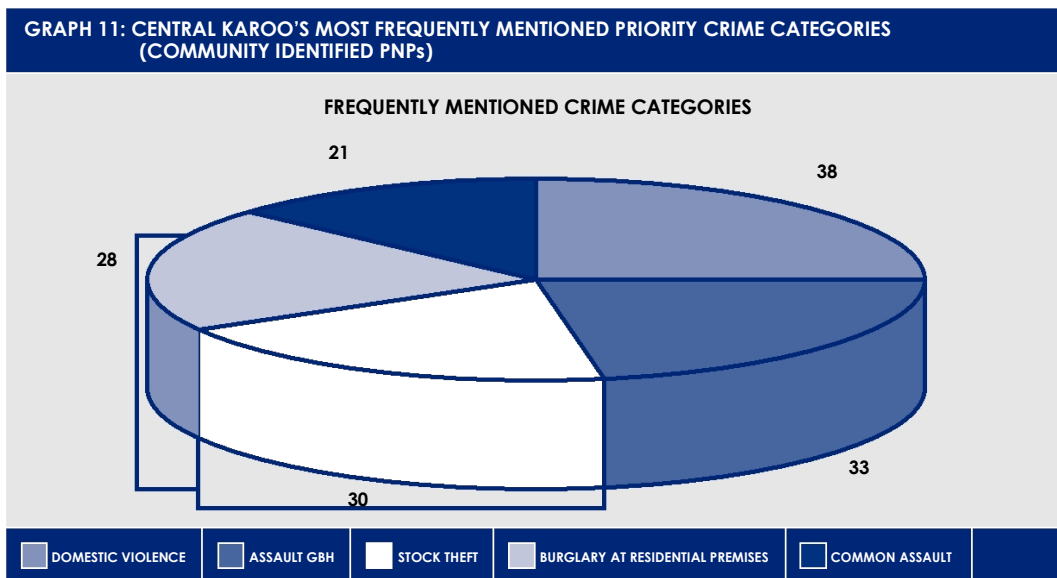
4.4.2.2 OVERVIEW OF THE CKDM'S IDENTIFIED PNPs

I) TOP PRIORITY CRIMES



The graph above reflects the top priority crimes that were identified by the communities under priority crime one. The top priority crimes of the CKDM are **assault GBH, sexual offences, common assault, domestic violence** and **common robbery**.

II) CENTRAL KAROO'S MOST FREQUENTLY MENTIONED PRIORITY CRIMES

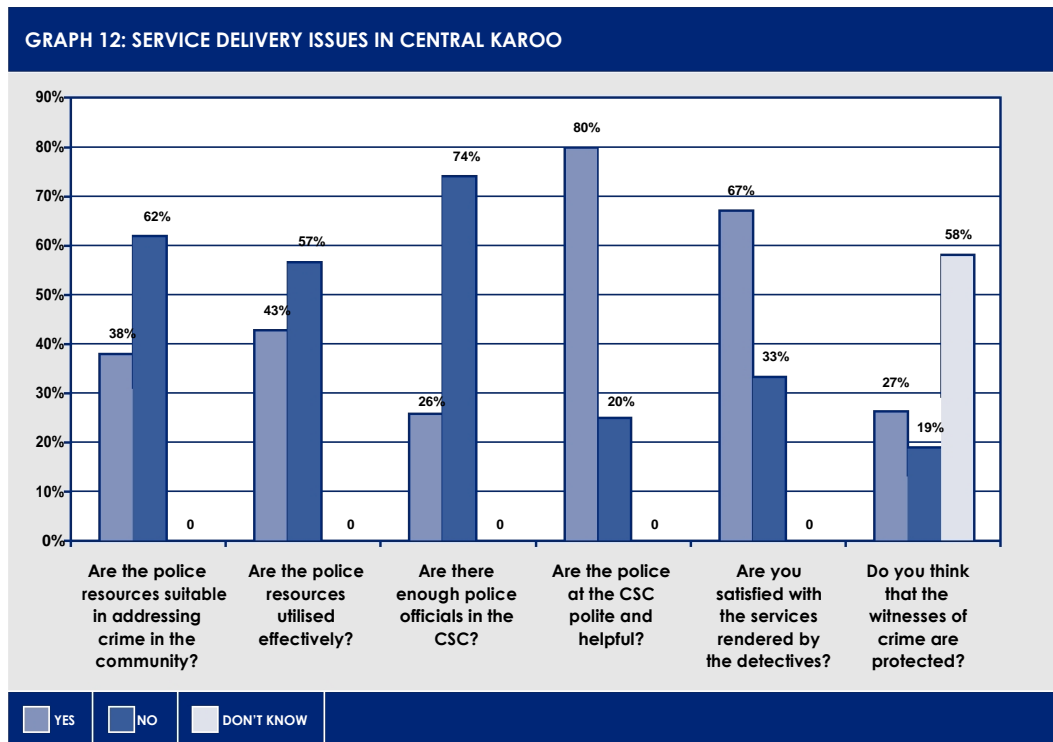


According to the identified PNPs of the community, the top most frequently mentioned priority crime categories are domestic violence, assault GBH, stock theft, burglary at residential premises and common assault.



III) SERVICE DELIVERY ISSUES

Service delivery issues relate to those issues that influence the shortage of service delivery by the SAPS. The service delivery issues consist of questions that relate to the suitability of police resources in addressing crime in the community, utilization of resources, number of police officials in the CSC, the SAPS' interaction with the public, detective services and the witness protection programme as well as police visibility and police response time in emergencies. The graph below illustrates the perceived levels of the first six of the above-mentioned service delivery categories and a discussion of these follows the graph.



IV) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The graph shows that the majority (62 %) of participants identified that the police resources were not suitable in addressing crime in the community while only (38 %) of participants identified that they were. The police station that identified that their resources were least suitable was Beaufort West; while Prince Albert station identified that their resources were suitable.

V) UTILIZATION OF RESOURCES

In response to the question whether police resources are being effectively utilized, the majority of (57 %) responded negatively whilst only 43 % of participants indicated that these resources were being used effectively. This shows a medium disparity between those that are of the view that resources are being effectively used.

VI) COMMUNITY SERVICE CENTRE

The majority of participants (74 %) indicated that they did not perceive there to be enough police officials assisting people in the CSC and 26% are of the view that there are enough police officers at the CSC.

A) POLICE CONDUCT AT THE CSC

The above graph shows 80 % of participants indicated that the police officials working within the CSC were polite and helpful towards community members at the CSC and 20% do not concur. This is despite their perceiving a shortage in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.

VII) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (67 %) indicated that they were satisfied with the services rendered by the detectives while 33% are not. There is a certain amount of difficulty in accurately analysing participants' levels of satisfaction with the services as it may be influenced by the outcomes of cases. Some suggestions, for instance, on what could be done to improve these services, are to hire more skilled detectives and that more resources should be provided for the detectives to improve their investigations.

VIII) WITNESS PROTECTION PROGRAMME

Fifty eight percent (58 %) of participants did not know whether witnesses of crimes are protected, 27 % thought that they were, while 19 % of participants thought that the police did not protect witnesses. This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a shortage of confidence in the actual reporting of crimes in the first place and also of a shortage of expectations of the support, follow-up and outcome of crimes that have been committed in a community. Lack of awareness of the protection that the police provide to witnesses of crime is one aspect why participants answered that they do not know whether witnesses of crime are protected.

IX) POLICE VISIBILITY

TABLE 6: POLICE VISIBILITY IN CENTRAL KAROO			
No	Responses	Frequency	Percentage ³⁴
1.	More police officers doing patrols during the day	12	29
2.	More police officers doing patrols at night	18	43
3.	More police officers doing patrols during the day and night	24	57
4.	More stop and search operations in the area	18	43
5.	Full implementing sector policing in the area	17	40
6.	Other	2	5
7.	No Answer	1	2

The table above details community members' responses when asked, "what can be done to improve police visibility in their area." The majority of community members (57%) indicated

³⁴ Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.



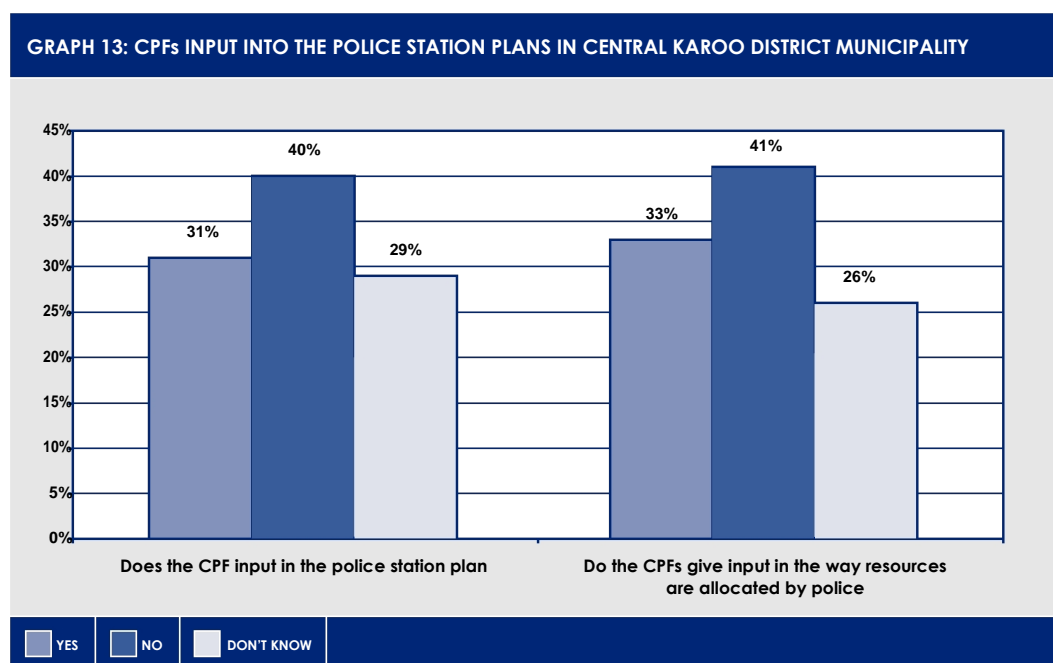
that more police patrols during the day and night would not improve police visibility in their respective areas. Forty three percent (43%) identified that increasing police patrols during the night would increase police visibility. Forty three percent (43%) of participants are of the view that more 'stop and search' operations in the area. Forty percent (40%) of participants are of the view that the full implementation of sector policing would improve police visibility in their areas.

X) POLICE RESPONSE TIME TO AN EMERGENCY

No	Responses	Frequency	Percentage
1.	5-10 minutes	29	68
2.	10-15 minutes	7	17
3.	15-20 minutes	2	5
4.	20-30 minutes	2	5
5.	30-60 minutes	2	5
Total		42	100

To assist in an emergency, a clear majority (68%) of community members indicated 5-10 minutes as an appropriate police response time while only 5% identified that longer than 15 minutes was acceptable as a response time in the case of an emergency. Suggestions for a better response time included increasing the number of police vehicles, increasing police visibility, better call-centres and operators increasing police personnel and having neighbour-hood watch programmes implemented in their respective areas.

XI) CPFs INPUT INTO THE POLICE STATION PLANS



The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to provide input into the plan of the police station and the allocation of its resources by the SAPS. When asked if the CPF of their area provided input into the plan of the police station, 31 % indicated that they did while 40 % responded that the CPF does not provide input in the station plan and 29% did not know.

Asked about whether the CPF gave input in relation to the way resources are allocated by the police, the majority of members (41 %) indicated that they did not, 31% do and 26% does not know whether the CPF gives input in the way resources are allocated in their areas.

4.4.3 CITY OF CAPE TOWN

Over the last 20 years, Cape Town has experienced a rapid trend of urbanization, which has resulted in its population almost doubling to its current total of 3, 5 million people. The first is the 1% annual growth through natural family formation, and the second is the continued in-migration of approximately 50 000 people (18 000 households) per year, primarily from the rural areas of the Eastern Cape, mainly in search of jobs.

The population increase has put additional strain on the province's resources such as housing, sanitation and policing. Crime was rife in densely populated areas. It was encouraging to note that the number of people without education decreased, and that the number of those with degrees nearly doubled between 1996 and 2007³⁵. Unemployment was estimated at 24.5% in 2007, and many of those who were employed were in unskilled occupations. In Cape Town the number of households living below the poverty line increased from 24.7% in 1996 to 38.9% in 2005³⁶.

The City of Cape Town Metropolitan Municipality consists of 13 police clusters, namely Bellville, Bishop Lavis, Cape Town, Claremont, Delft, Khayelitsha, Kuils River, Kraaifontein, Milnerton, Mitchells Plain, Muizenberg, Nyanga and Wynberg.

According to Community Survey 2007, the population of the Western Cape is 5 278 588, and that of the City of Cape Town is 3 497 097. In the City of Cape Town the murder rate per 100 000 is 46. This is higher than the provincial murder rate of 44. Nyanga recorded the highest number of murders in the City of Cape Town and in the province³⁷. According to recent news articles Cape Town is South Africa's stabbing capital with more people knifed to death each year than in any other metropolitan city (Cape Argus, 10 November 2010)³⁸. This suggests that for the murders in Cape Town sharp objects are being used.

4.4.3.1 CRIME ISSUES

Crime is one of the key areas of concern for citizens of, and visitors to, Cape Town. The City works closely with the South African Police Services to ensure a safer Cape Town for all, and secure safe environments for communities and tourists.

JJ) The Status of Cape Town: Development Overview, 2005

KK) The Status of Cape Town: Development Overview, 2005

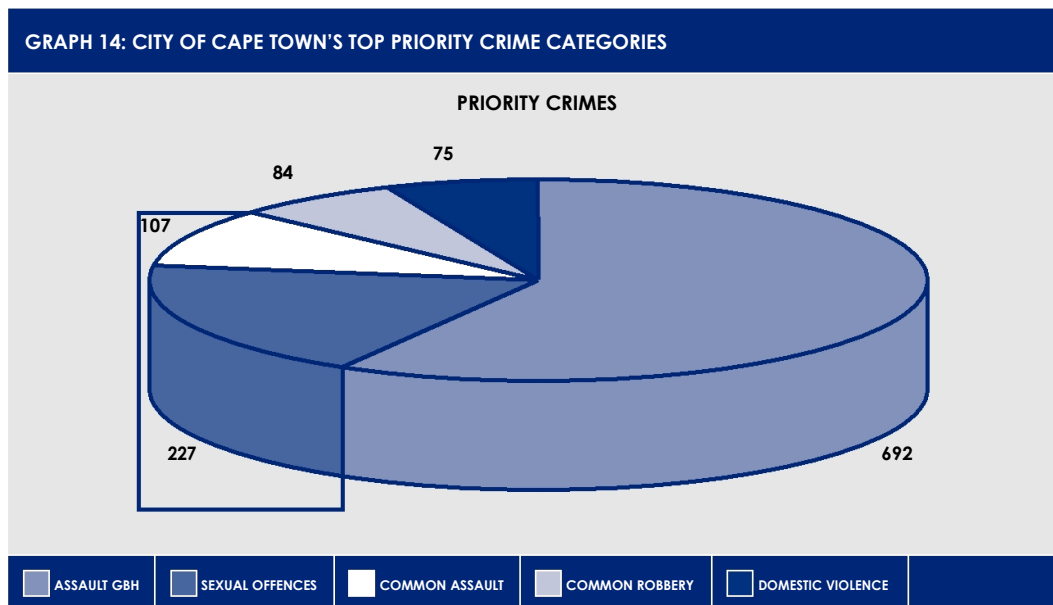
LL) Provincial Crime Statistics, www.saps.gov.za

MM) City is a stab capital, Cape Argus, 10 November 2010, Bronwynne Jooste



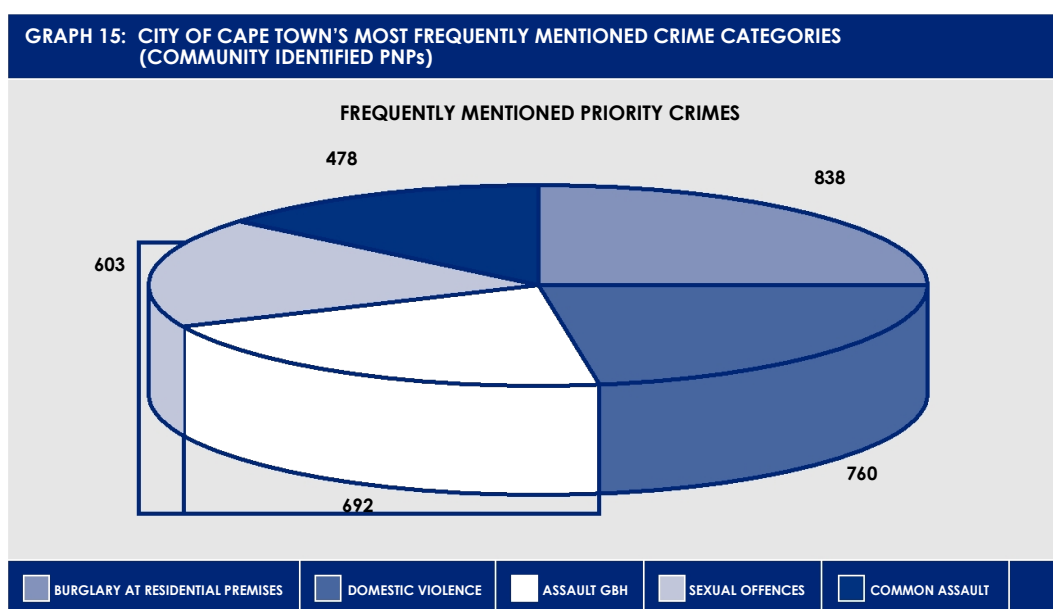
4.4.3.2 OVERVIEW OF THE CITY OF CAPE TOWN'S IDENTIFIED PNPs

I) TOP PRIORITY CRIMES



The table above reflects the top priority crimes that were identified by the communities under priority crime one. The top priority crimes of the City of Cape Town are **assault GBH, sexual offences, common assault, common robbery** and **domestic violence**. The identified priority crimes for the City of Cape Town differs from the identified priority crimes of the previous financial year 2009/10 which included burglary at residential premises, drug related crimes and murder except for common robbery.

II) CITY OF CAPE TOWN'S MOST FREQUENTLY MENTIONED PRIORITY CRIMES



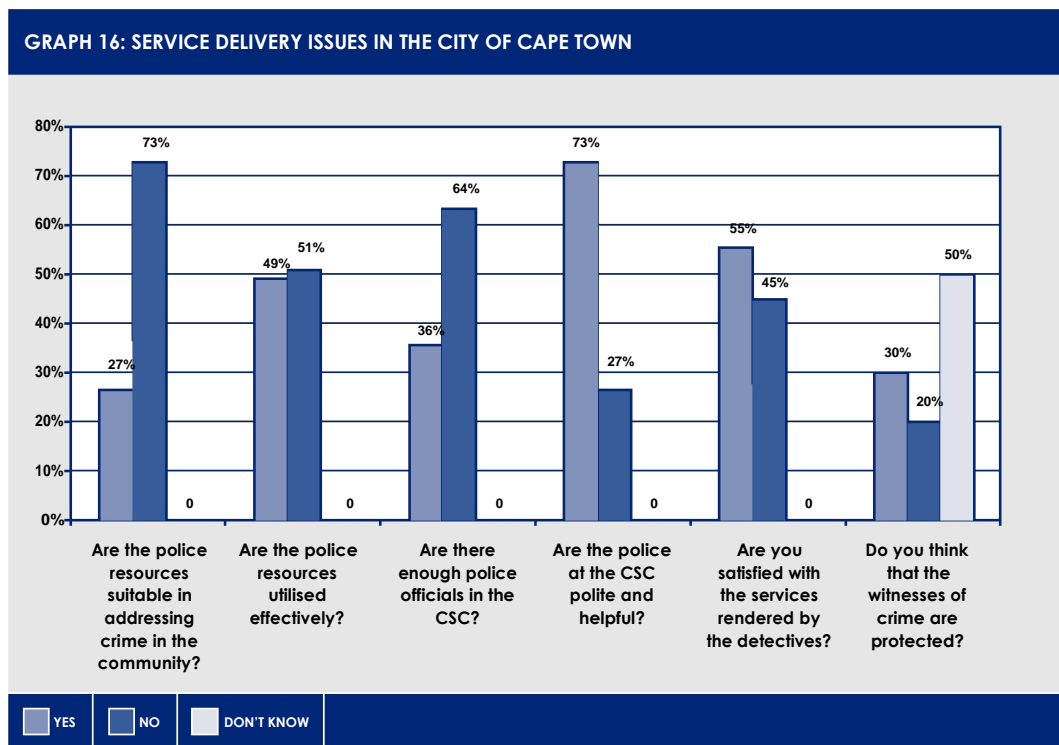
According to the identified PNPs of the community, the top five most frequently mentioned priority crime categories are **burglary at residential premises, domestic violence, assault GBH, sexual offences** and **common assault**. The identified frequently mentioned priority crimes have some similarities and differences compared to the identified frequently mentioned crimes in the previous financial year 2009/10.

Similarities include burglary at residential premises and assault GBH. Differences include domestic violence, sexual offences and common assault compared to theft of motor vehicle, theft out of motor vehicle and common robbery that were mentioned frequently.

III) SERVICE DELIVERY ISSUES

Service delivery issues relate to those issues that influence the shortage of service delivery by the SAPS. These consist of questions that relate to the suitability of police resources in addressing crime in the community, utilization of resources, number of police officials in the CSC, the SAPS' interaction with the public, detective services and the witness protection programme as well as police visibility and police response time in emergencies.

The graph below illustrates the perceived levels of the first six of the above-mentioned service delivery categories and a discussion of these follows the graph.



IV) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The graph shows that the majority of participants (73%) identified that the police resources were not suitable in addressing crime in the community while only (27 %) of participants



identified that these resources were. The participants are of the view that the police officers and police vehicles are not sufficient to cover their policing needs in their respective police stations. Some vehicles are not in proper working condition. This results in the police not responding on time or not responding at all when they are called for assistance in crime situations. In some areas the number of allocated vehicles cannot address community needs due to the size of the area and sectors which makes sector policing difficult to implement fully.

In some areas with informal settlements and rough terrain the types of police vehicles are not appropriate to address crime.. Double cabs and faster vehicles would assist in improving service delivery in such areas. The small size and location which is not at the central point for community members of some of the police stations, also impacts on service delivery in some areas.

A shortage of staff on duty is also identified as a challenge in the areas as police officers are often booked off sick. At some stations there are vehicles available but there is a shortage of personnel to drive the vehicles. The shortage of police visibility due to the shortage of resources poses a challenge as perpetrators commit crime in the absence of police patrolling the area.

The participants in the City of Cape Town identified the language barrier at most police stations in the metropolitan areas as a major challenge. The police officers deployed on duty at the CSC do not understand the language of the complainants. Overall the participants are of the view that the policing needs of the population of the areas exceed the number of resources allocated at the police stations.

V) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. Fifty one percent (51%) of participants are of the view that the resources are not utilized effectively and 49% are of the view that they are. The participants who are of the view that resources are not utilized effectively are of the opinion that the police officers misuse the vehicles by using the vehicles for their personal use. Some police officers are seen driving in places unrelated to work with friends and family members as passengers. Due to reckless driving of these vehicles most of them are due for repair and as a result are just parked at police stations.

In some cases the resources are reportedly not deployed at correct crime hotspots. In certain instances the police officers are indicated to be ignorant and they pass community members without providing them with the required assistance.

On a positive note, 49% of participants indicate that the police are doing their best given the allocated resources at their police stations. The resources are utilized effectively but would be more effective if they were increased in number.

VI) COMMUNITY SERVICE CENTRE

Replying to the question whether enough police officials are assisting people in the Community Service Centre (CSC), the majority of participants (64 %) indicated that there were not enough police officials assisting people in the CSC and 36% are of the view that there are.

The following suggestions were proposed by participants to improve service delivery at the CSC,

JJJ) More vehicles should be made available to reduce time of waiting, in order to get to the place where crime has occurred.

KKK) To employ more dedicated people who are committed to their work and who will improve service delivery.

LLL) Creating a conducive environment like upgrading the small police station with adequate CSCs services and upgrading of computers (data system), safety gates (Surveillance cameras

MMM) That the police officers deployed at the front desk at the CSC should receive training on how to deal with the public and how to assist the public during and after crime situations.

NNN) Finally, participants recommend that SAPS members should treat the community with respect. It is suggested that there should be two members on a shift, one who speaks three languages English, Afrikaans and IsiXhosa should be deployed at the CSC to accommodate the home language of complainants.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (73 %) indicated that the police officials working at the CSC are polite and helpful towards community members and 27% are of a contrary view. This is despite their perceiving a shortage in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.

VII) SERVICES RENDERED BY THE DETECTIVES

Fifty six percent (56%) of the participants indicated that they are satisfied with the services rendered by the detectives and 45% are not. The participants indicate that the detectives work hard, but they can do with more personnel. Some detectives are reportedly knowledgeable, very effective and successful and are committed to solving the cases. In some areas the detectives receive awards for their diligent work.

On the other hand 45% of the participants are not satisfied because the detectives do not provide feedback to the complainants, no thorough investigations conducted that would increase conviction rates and they take too long to solve cases due to backlogs.

The detective sections in most areas are indicated to be under- staffed which result in a backlog of unresolved cases. Most detectives are reportedly not well trained to conduct proper investigations and this result in cases being thrown out of court due to a shortage of evidence.

Overall participants suggest that there is arrogance and disrespect amongst some detectives because they seem to appear frustrated because of the workload and limited resources.

It is indicated that too many detectives lack dedication and passion in their jobs and see their posts as a job and not a vocation to assist community members. On what could be done to improve these services - detectives need to be properly trained in all areas of crime and to take statements correctly. Adequate follow-up and keeping complainants informed of developments should be done. Only dedicated skilled detectives should be appointed.



VIII) WITNESS PROTECTION PROGRAMME

The majority (50%) of participants do not know whether witnesses of crimes are protected, 30% are of the view that they are while 20% are of the view that the witnesses of crime are not protected. This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a shortage of confidence in the actual reporting of crimes in the first place and also of a shortage of expectations of the support, follow-up and outcome of crimes that have been committed in a community. Lack of awareness of the protection that the police provide to witnesses of crime is one aspect of why participants answered that they don't know but other, more sinister aspects, suggest that these participants believe the police to be untrustworthy or as having a non-caring attitude towards witnesses.

IX) POLICE VISIBILITY

No	Responses	Frequency	Percentage ³⁹
1.	More police officers doing patrols during the day	128	29
2.	More police officers doing patrols at night	147	33
3.	More police officers doing patrols during the day and night	310	69
4.	More stop and search operations in the area	281	63
5.	Full implementing sector policing in the area	248	55
6.	Other	59	13
7.	No answer	15	3

The table above details community members' responses when asked what can be done to improve police visibility in their area. The majority of community members (69%) indicated that more police patrols during the day and night would improve police visibility in their respective areas. Thirty three percent (33%) are of the view that increasing police patrols during the night while 28% are of the view that police patrols during the night would increase police visibility.

Sixty three percent of participants (63%) are of the view that more 'stop and search' operations in the area be conducted. Fifty six percent of participants (56%) are of the view that the full implementation of sector policing should be undertaken to decrease crime in their areas.

X) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority (81%) of community members indicated 5-10 minutes as an appropriate police response time and 12% are of the view that the police should respond no longer than 15 minutes to emergencies. The remaining 7% identified that the police could respond from 20 minutes to an hour to crime emergencies.

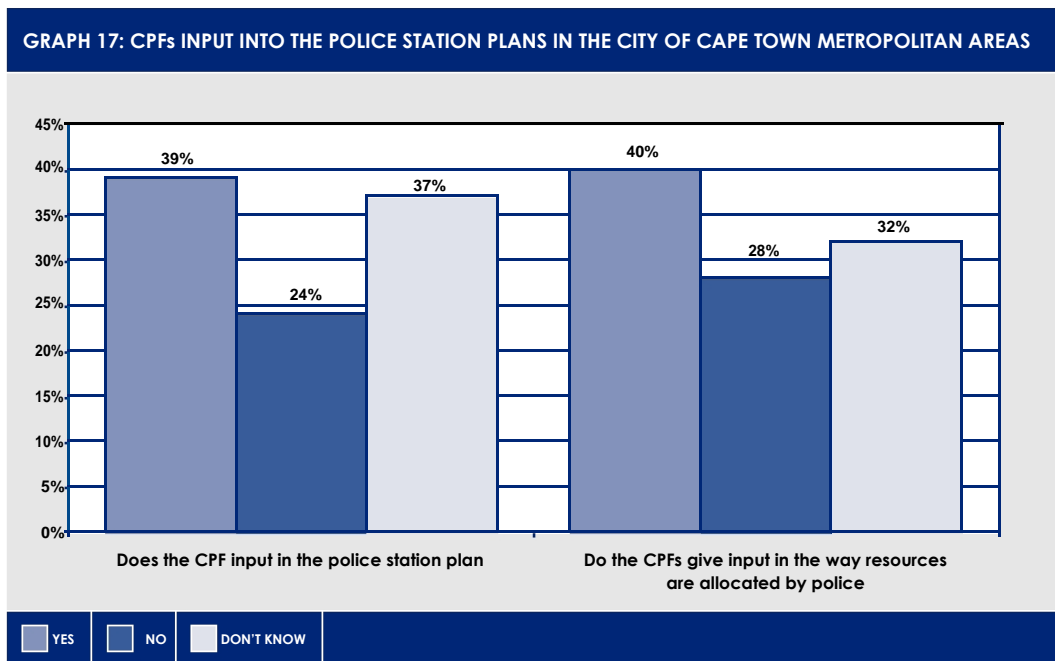
³⁹ Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.

The majority of participants (73%) are of the view that increasing police visibility or patrols in their areas and increasing the number of police vehicles (58%) would improve police response times to calls for assistance. As a recommendation the participants indicated that foot, bicycle and horse patrols could be more effective than vehicle patrols. Furthermore, more police officers and vehicles should be deployed to patrol the crime hotspots like the routes from shebeens, public transport routes etc.

TABLE 9: POLICE RESPONSE TIME TO CRIME SITUATIONS IN THE CITY OF CAPE TOWN			
No	Responses	Frequency	Percentage
1.	5-10 minutes	366	81
2.	10-15 minutes	54	12
3.	15-20 minutes	17	4
4.	20-30 minutes	12	3
5.	30-60 minutes	4	1
Total		453	100

XI) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to have input into the plan of the police station and the allocation of its resources by the SAPS.



When asked if the CPF of their area provided input into the plan of the police station, 24 % indicated that they do while 24 % responded that the CPF does not provide input in the



station plan and 37% do not know whether CPF provide input into the station plan at all. Asked about whether the CPF provides input into the way resources are allocated by the police, the majority of members (40%) indicated that they do, 28% indicated that they do not provide input and 32% do not know whether the CPF inputs in the way resources are allocated in their areas.

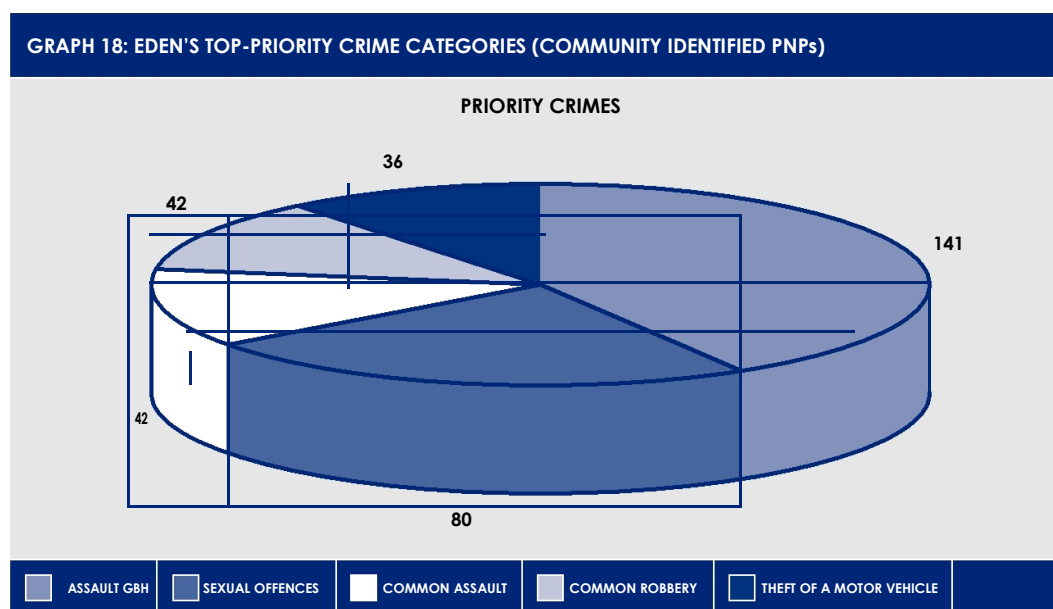
4.4.4 EDEN DISTRICT MUNICIPALITY

With seven local municipalities and the South Cape District Management Area (DMA), Eden District Municipality is the second largest district municipality in the Western Cape Province. The district shares its borders with four other district municipalities, namely Cacadu DM in the Eastern Cape Province, Overberg DM, Winelands DM and Central Karoo DM.

In 1996, 9,6 per cent of the Western Cape's population resided in the Eden District Municipality, rising to 10,1 per cent in 2001 but projected to remain unchanged until 2010. Unemployment is a problem and more pronounced amongst females, Africans and the youth, especially in George and Oudtshoorn. The unemployment rate and the number of residents who had no income in 2001 are key indicators of the level of poverty in Eden District⁴⁰. The Eden District Municipality consists of three police clusters, namely George, Da Gamaskop and Oudtshoorn.

4.4.4.1 OVERVIEW OF EDEN DISTRICT MUNICIPALITY'S IDENTIFIED PNPs

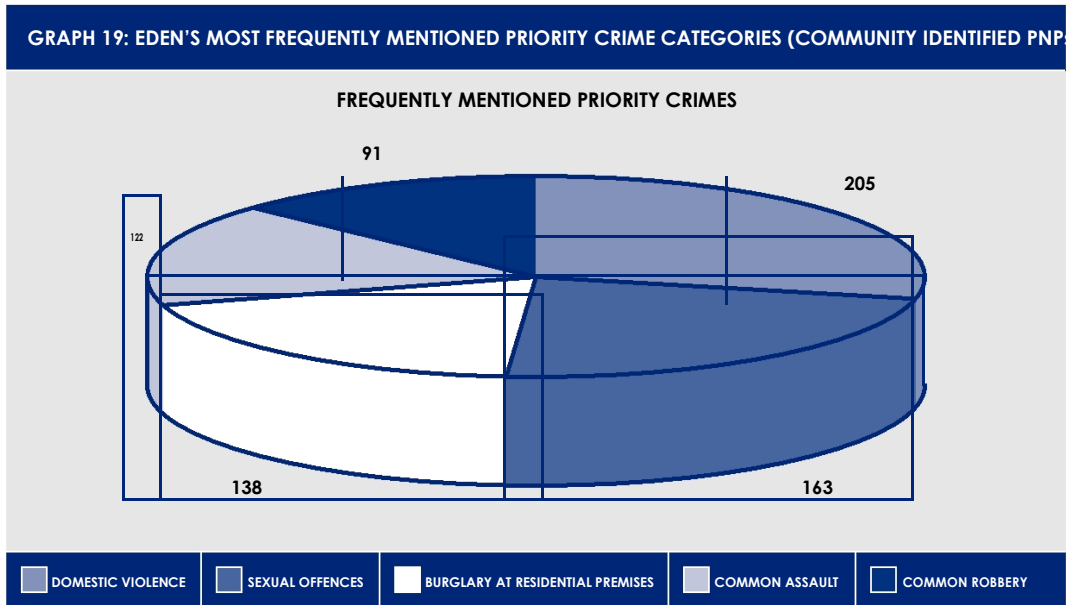
1) TOP PRIORITY CRIMES



The graph above reflects the top priority crimes that were identified by the communities under priority crime one. The top priority crimes of Eden District Municipality are **assault GBH, sexual offences, common assault, common robbery** and **theft of a motor vehicle**.

⁴⁰ www.capegateway.gov.za, Socio-economic profiles, Eden, Western Cape Treasury Department

II) EDEN'S MOST FREQUENTLY MENTIONED PRIORITY CRIMES



According to the identified PNPs of the community, the top five most frequently mentioned priority crime categories are **domestic violence, sexual offences, burglary at residential premises, common assault** and **common robbery**.

Although murder is not prevalent in the district, it has been identified as one of the top priority crimes in areas such as Calitstdorp, De Rust, Ladismith, Kwa-Nonqaba, Knysna and Pacaltsdorp.

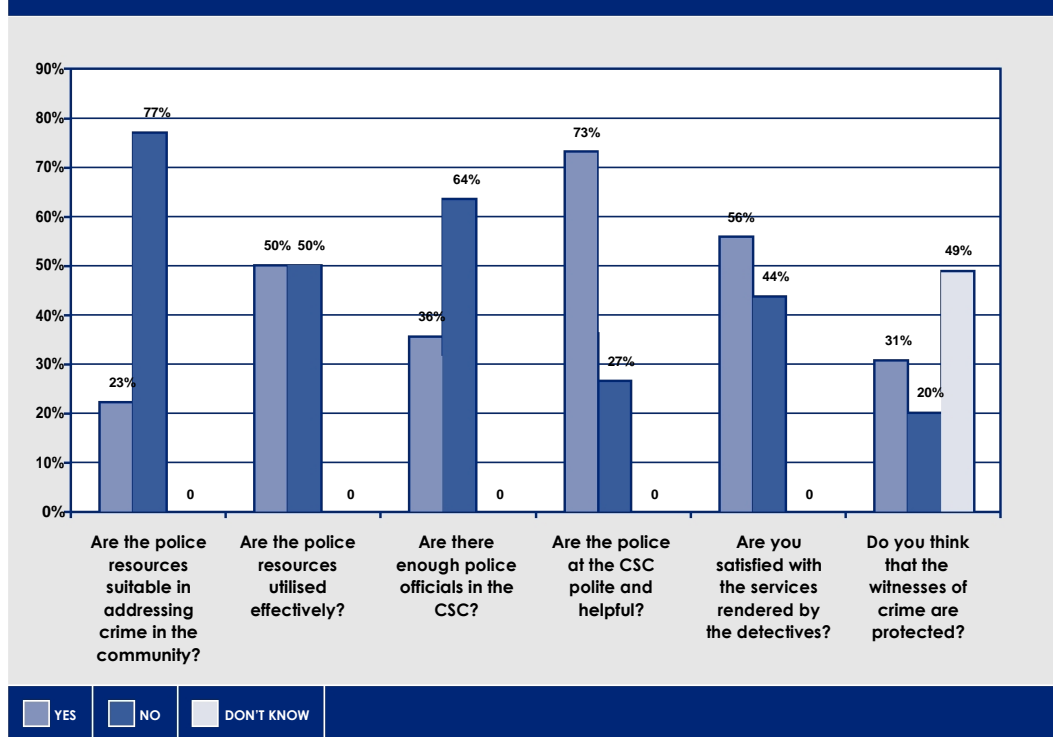
III) SERVICE DELIVERY ISSUES

Service delivery issues relate to those issues that influence the shortage of service delivery by the SAPS. The issues consist of questions that relate to the suitability of police resources in addressing crime in the community, utilization of resources, number of police officials in the CSC, the SAPS' interaction with the public, detective services and the witness protection programme as well as police visibility and police response time in emergencies.

The graph below illustrates the perceived levels of the first six of the above-mentioned service delivery categories and a discussion of these follows the graph.



GRAPH 20: SERVICE DELIVERY ISSUES IN EDEN



IV) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The graph shows that the majority of participants (77%) identified that the police resources were not suitable in addressing crime in the community while only (23%) of participants identified that these resources were suitable. The participants are of the view that the police vehicles are not available for assistance in the areas that they are required. Due to the distance between sectors, the response time to crime situations was also identified as some of the obstacles in service delivery. Some areas and sectors are reportedly too big for the allocated resources. In areas with satellite police stations that rely on main stations, it is very difficult to get police to crime situations on time, due to the shortage of vehicles and personnel.

V) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. An equal number of participants (50%/50 %) responded both positively and negatively.

The participants who are of the view that resources are not utilized effectively are of the opinion that the police officers misuse the vehicles. . Some police officers are allegedly found in places unrelated to work and they ignore community complaints. In some areas the police officers abuse their power and are rude when addressing community members.

On a positive note, 50% of participants indicate that the police are doing their best given the allocated resources at their police stations. The police officers attend to crime situations on time in certain areas.

VI) COMMUNITY SERVICE CENTRE

Community members responded as to whether members perceive there to be enough police officials assisting people in the Community Service Centre (CSC). The majority of participants (64 %) indicated negatively and 36% are of the view that there are enough police officers at the CSC.

The participants suggest, among other things, that the police officers should answer the telephone immediately, police officers should be polite and friendly and more police officers should be deployed on duty to improve service delivery at the CSC.

A) POLICE CONDUCT AT THE CSC

The majority of participants (73%) indicate that the police officials working at the CSC are polite and helpful towards community members and 27% are of a contrary view. This is despite their perception that there is a shortage in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and delivering in creating a trusting relationship between the police and the public.

VII) SERVICES RENDERED BY THE DETECTIVES

Fifty six percent of the participants (56%) indicated that they are satisfied with the services rendered by the detectives and 44% are not satisfied. The participants indicated that the detectives investigate crimes in a satisfactory manner, although they are under-staffed, but they are doing their best in ensuring that the criminals are put behind bars. On the other hand the participants (44%) who are not satisfied claim that the detectives do not provide feedback to complainants, no thorough investigations are conducted that result in conviction rates and they take too long to solve cases due to backlogs.

There is a certain amount of difficulty in accurately analysing how participants are satisfied with the services rendered, because they may be influenced by the outcomes of cases. Some suggestions, for instance, about what could be done to improve these services were to reduce the detectives work load, providing the detectives with more resources and more training could improve their investigations.

VIII) WITNESS PROTECTION PROGRAMME

The majority (49%) of participants do not know whether witnesses of crimes are protected, 31% are of the view that they are while 20% are of the view that the witnesses of crime are not protected at all. This breakdown in understanding the service of protection that the police provide for witnesses, means that there may be a shortage of confidence in the actual reporting of crimes in the first place and also of a shortage of expectations of the support, follow-up and outcome of crimes that have been committed in a community.



IX) POLICE VISIBILITY

TABLE 10: POLICE VISIBILITY IN EDEN DISTRICT MUNICIPALITY			
No	Responses	Frequency	Percentage ⁴¹
1.	More police officers doing patrols during the day	169	37
2.	More police officers doing patrols at night	153	33
3.	More police officers doing patrols during the day and night	326	71
4.	More stop and search operations in the area	237	51
5.	Full implementing sector policing in the area	244	53
6.	Other	34	7
7.	No answer	4	.9

The table above details community members' responses when asked what can be done to improve police visibility in their area. The majority of community members (71%) indicated that more police patrols during the day and night would improve police visibility in their respective areas. Thirty seven percent 37% are of the view that increasing police patrols during the day, while 33% are of the view that police patrols during the night would increase police visibility.

Fifty one percent (51%) of participants are of the view that more 'stop and search' operations in the area and 53% suggested that the full implementation of sector policing should be done respectively.

X) POLICE RESPONSE TIME TO AN EMERGENCY

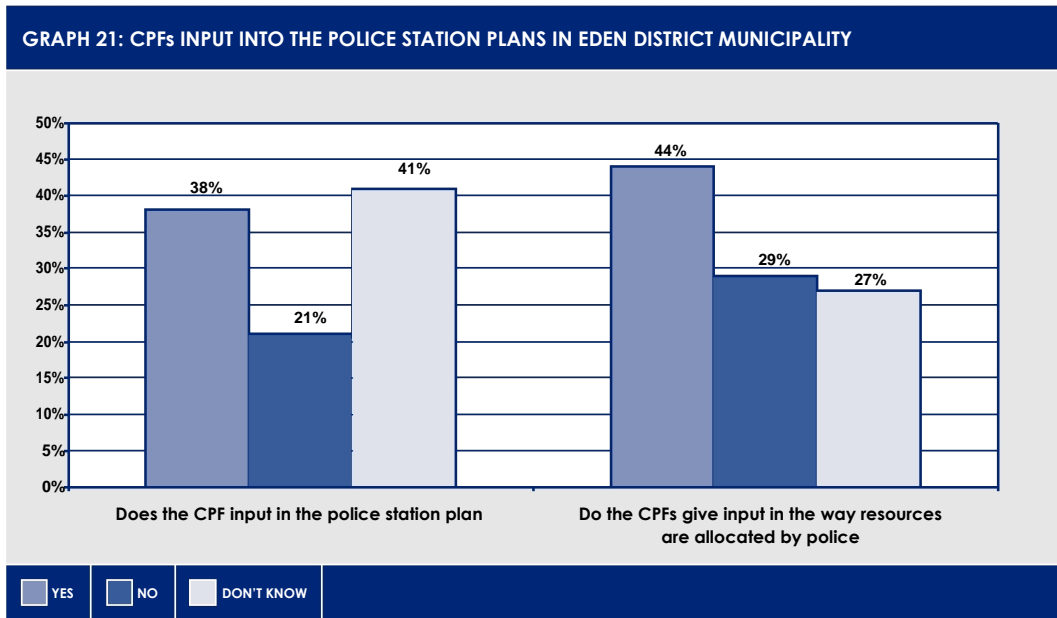
TABLE 11: POLICE RESPONSE TIME TO CRIME SITUATIONS IN EDEN DISTRICT MUNICIPALITY			
No	Responses	Frequency	Percentage
1.	5-10 minutes	29	69
2.	10-15 minutes	7	16
3.	15-20 minutes	2	5
4.	20-30 minutes	2	5
5.	30-60 minutes	2	5
Total		42	100

To assist in an emergency, a clear majority (69%) of community members indicated 5-10 minutes as an appropriate police response time and 16.7% are of the view that the police should respond no longer than 15 minutes to emergencies. Suggestions for a better response time included increasing the number of police vehicles, increasing police visibility, better call-centres and operators increasing police personnel and having neighbourhood watch programmes implemented in their respective areas.

⁴¹ Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.

XI) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to have input into the plan of the police station and the allocation of its resources by the SAPS.



When asked if the CPF of their area provided input into the plan of the police station, 30 % indicated that they did while 29 % responded that the CPF does not and the majority (41%) do not know whether CPFs provide input in the station plan.

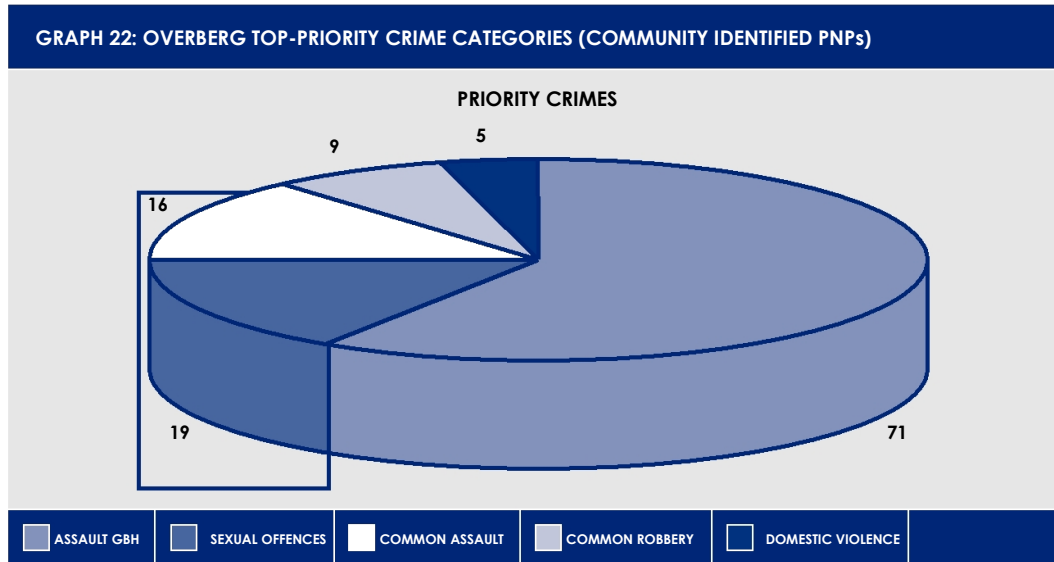
Asked about whether the CPF made recommendations in the way resources are allocated by the police, the majority of members (44 %) indicated that they do, 29% that they do not and 27% do not know at all.



4.4.5 OVERBERG DISTRICT MUNICIPALITY

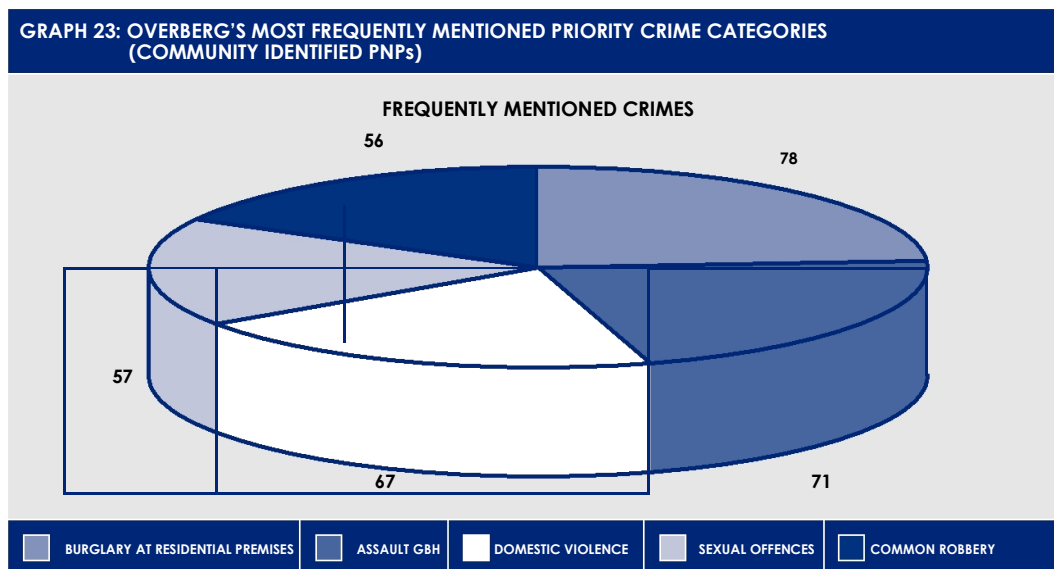
4.4.5.1 OVERVIEW OF OVERBERG DISTRICT MUNICIPALITY'S IDENTIFIED PNPs

I) TOP PRIORITY CRIMES



The graph above reflects the top priority crimes that were identified by the communities under priority crime one. The top priority crimes of Overberg District Municipality are **assault GBH, sexual offences, common assault, common robbery** and **domestic violence**.

II) OVERBERG'S MOST FREQUENTLY MENTIONED PRIORITY CRIMES

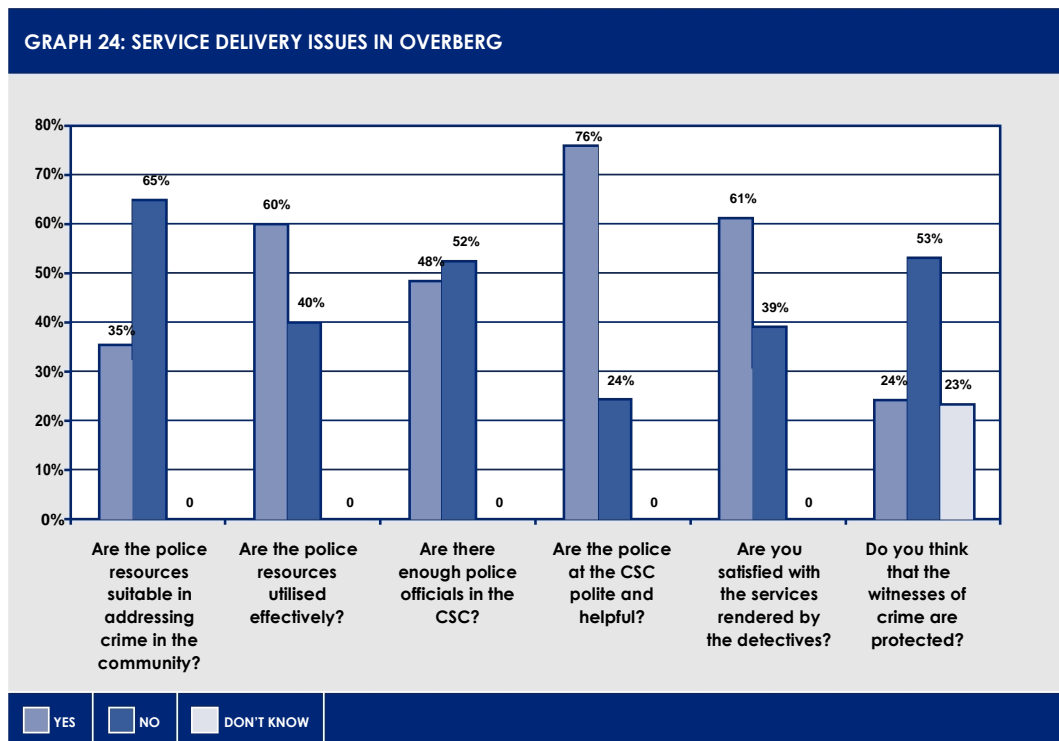


According to the identified PNPs of the community, the top five most frequently mentioned priority crime categories are **burglary at residential premises, assault GBH, domestic violence, sexual offences** and **common robbery**.

III) SERVICE DELIVERY ISSUES

Service delivery issues relate to those issues that influence the shortage of service delivery by the SAPS. These consist of questions that relate to the suitability of police resources in addressing crime in the community, utilization of resources, number of police officials in the CSC, the SAPS' interaction with the public, detective services and the witness protection programme as well as police visibility and police response time in emergencies.

The graph below illustrates the perceived levels of the first six of the above-mentioned service delivery categories and a discussion of these follows the graph.



IV) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The graph shows that the majority of participants (62%) identified that the police resources were not suitable in addressing crime in the community while only 38% of participants identified that these resources were suitable .

V) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (60%) offered that the resources were being effectively utilized. Only 40% of participants indicated to the contrary.

VI) COMMUNITY SERVICE CENTRE

Community members responded as to whether members perceive there to be enough police officials assisting people in the Community Service Centre (CSC). The slight majority of participants (52%) indicated that they did not think there were enough police officials assisting people in the CSC.



(A) POLICE CONDUCT AT THE CSC

In the above graph, it can be seen that the majority of participants, (76 %) indicated that the police officials working within the CSC were polite and helpful towards community members. This is despite perceiving a shortage in resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.

VII) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (61%) indicated that they were satisfied with the services rendered by the detectives.

There is a certain amount of difficulty in accurately analysing how participants are satisfied with the services because they may be influenced by the outcomes of cases. Some suggestions, for instance, about what could be done to improve these services, were to hire more skilled detectives and that more resources should be provided for the detectives to work with to improve their investigations. St Helena Bay scored the best at being perceived as the station where detectives render their services satisfactorily.

VIII) WITNESS PROTECTION PROGRAMME

Twenty four percent of the participants (24%) think that witnesses of crimes are protected. However, 23% did not know if the police protect witnesses, whilst 53% of participants thought that the police did not protect witnesses at all. This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a shortage of confidence in the actual reporting of crimes in the first place and also of a shortage of expectations of the support, follow-up and outcome of crimes that have been committed in a community. Lack of awareness of the protection that the police provide to witnesses of crime is one aspect of why participants answered that they don't know but other, more sinister aspects, suggest that these participants believe the police to be untrustworthy or as having a non-caring attitude towards witnesses.

IX) POLICE VISIBILITY

No	Responses	Frequency	Percentage ⁴²
1.	More police officers doing patrols during the day	42	32
2.	More police officers doing patrols at night	48	36
3.	More police officers doing patrols during the day and night	95	72
4.	More stop and search operations in the area	77	58
5.	Full implementing sector policing in the area	77	58
6.	Other	1	.8
7.	No answer	7	5

⁴² Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.

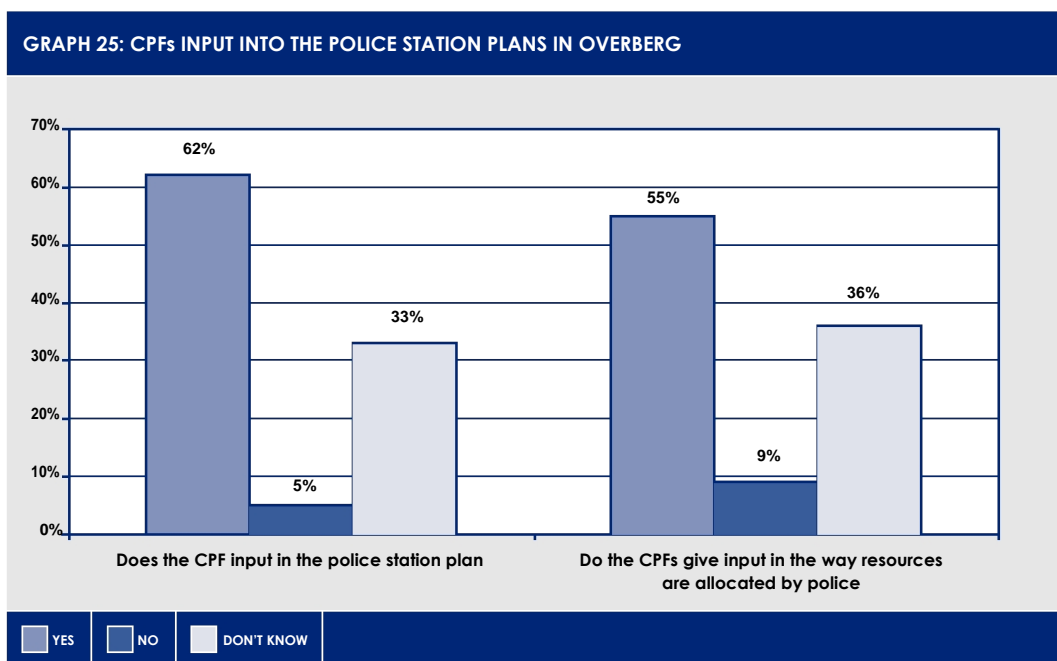
The table above details community members' responses when asked what can be done to improve police visibility in their respective areas. The majority (72%) identified that increasing day and night patrols would increase police visibility. More 'stop and search' operations were considered by 58 % of participants as a means of improving police visibility. Fifty eight percent (58%) identified the full implementation of sector policing as another means of improving police visibility.

X) POLICE RESPONSE TIME TO AN EMERGENCY

No	Responses	Frequency	Percentage
1.	5-10 minutes	95	74
2.	10-15 minutes	19	15
3.	15-20 minutes	12	9
4.	20-30 minutes	1	1
5.	30-60 minutes	2	1
Total		129	100

To assist in an emergency, a clear majority of community members (73.6%) indicated 5-10 minutes as an appropriate police response time and 14.7% are of the view that the police should respond no longer than 15 minutes to emergencies. Suggestions for a better response time included increasing the number of police vehicles and increasing police visibility.

XI) CPFs INPUT INTO THE POLICE STATION PLANS



The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to have input into the plan of the police station and the allocation of its resources by the SAPS.

When asked if the CPF of their area provided input into the plan of the police station, 62 % indicated that they did while 5 % responded that the CPF does not provide input into the station plan and the majority (33%) do not know.

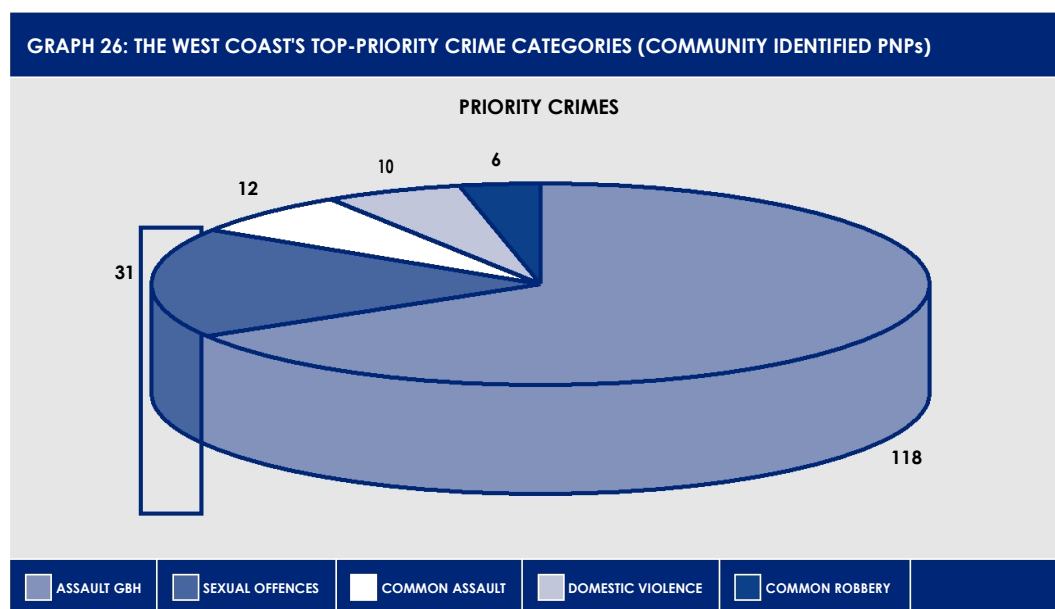
Asked about whether the CPF gave input into how resources are allocated by the police, the majority of members (55 %) indicated that they do, 9% do not and 36% do not know whether the CPF gives input in the way resources are allocated in their areas.

4.4.6 WEST COAST DISTRICT MUNICIPALITY

The West Coast District consists of two clusters, namely Vredendal and Vredenburg. In addition, of 25 police stations that fall into this district, Malmesbury and Riebeeck West fall into the Paarl Cluster and Porterville, which falls under the Ceres Cluster. Both these clusters are looked at in detail in the district analysis of the Cape Winelands Municipal District, which borders on the West Coast District.

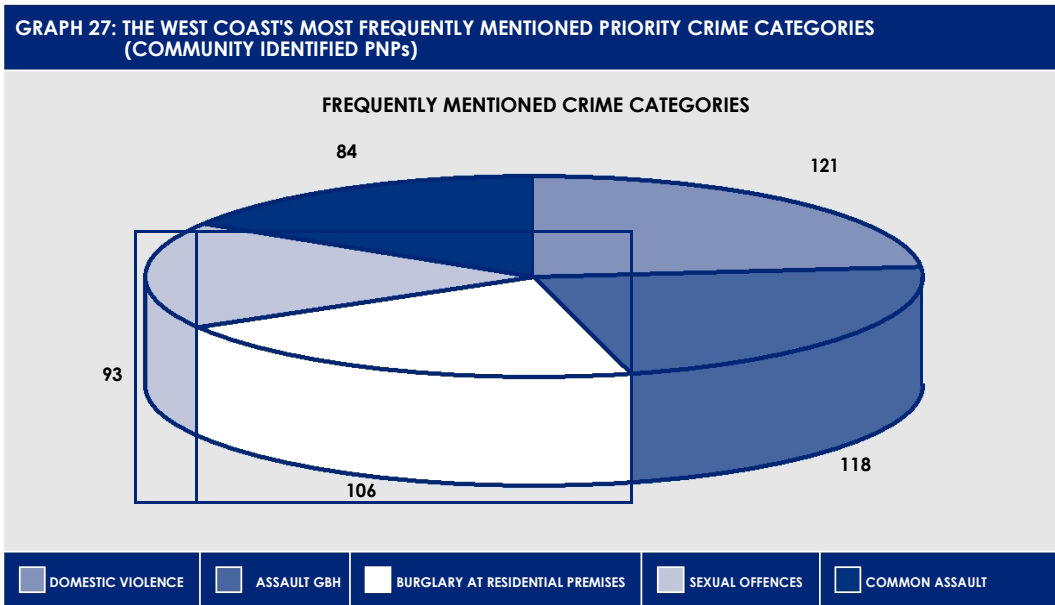
4.4.6.1 OVERVIEW OF WEST COAST MUNICIPALITY'S IDENTIFIED PNPs

1) TOP PRIORITY CRIMES



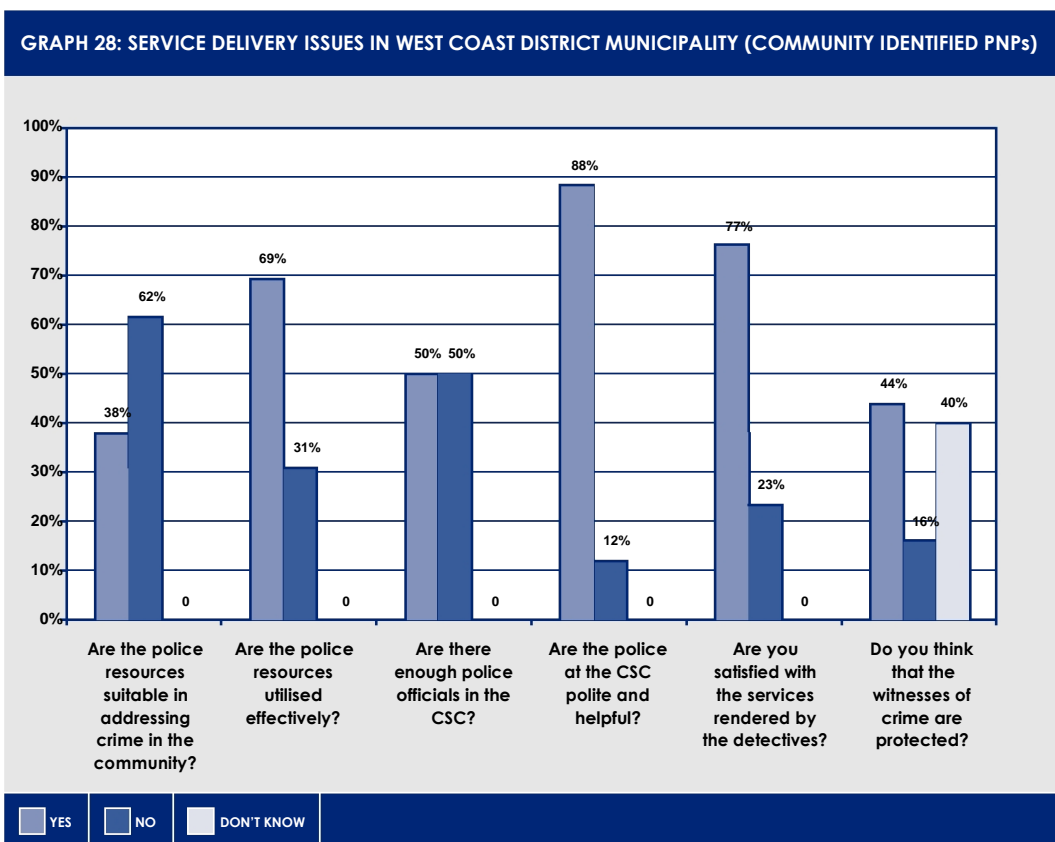
The above graph reflects the top priority crimes identified by participants of the communities that are served by the police stations that fall within the West Coast Municipality district. The top priority crimes in this district are **assault GBH, sexual offences, common assault, domestic violence** and **murder**.

II) MOST FREQUENTLY MENTIONED PRIORITY CRIMES



The five most frequently perceived crimes in the West Coast are **assault GBH**, **sexual offences**, **domestic violence**, **burglary at residential premises** and **common theft**.

III) SERVICE DELIVERY ISSUES



Service delivery issues relate to those issues that influence the shortage of service delivery by the SAPS. These consist of questions that relate to the suitability of police resources in addressing crime in the community, utilization of resources, number of police officials in the CSC, the SAPS' interaction with the public, detective services and the witness protection programme as well as police visibility and police response time in emergencies.

The graph illustrates the perceived levels of the first six of the above-mentioned service delivery categories and a discussion of these follows the graph.

IV) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The graph shows that the majority (62%) of participants identified that the police resources were not suitable in addressing crime in the community while only 38% of participants identified that these resources were suitable .

V) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (69%) indicated that the resources were being effectively utilized. Only 31% of participants indicated that these resources were not being used effectively.

VI) COMMUNITY SERVICE CENTRE

Community members responded as to whether members perceive there to be enough police officials assisting people in the Community Service Centre (CSC). Half of the participants (50%) indicated that they there was not and the other half (50%) are of the view that there are enough police officers

(A) POLICE CONDUCT AT THE CSC

In the above graph, it can be seen that the majority of participants (86%) indicated that the police officials working within the CSC were polite and helpful towards community members at the CSC. This is despite perceiving a shortage in resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.

VII) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (78%) indicated that they were satisfied with the services rendered by the detectives. There is a certain amount of difficulty in accurately analysing how participants are satisfied with the services because they may be influenced by the outcomes of cases. Some suggestions, for instance, about what could be done to improve these services were to hire more skilled detectives and that more resources should be provided for the detectives to work with to improve their investigations.

VIII) WITNESS PROTECTION PROGRAMME

It is telling that 49% of participants did not know that witnesses of crimes are protected. However, 44% did know that the police protect witnesses, while 16% of participants thought that the police did not protect witnesses.

This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a shortage of confidence in the actual reporting of crimes in the first place and also of a shortage of expectations of the support, follow-up and outcome of crimes that have been committed in a community. Lack of awareness of the protection that the police provide to witnesses of crime is one aspect of why participants answered that they do not know, but other more sinister aspects, suggest that these participants believe the police to be untrustworthy or as having a non-caring attitude toward witnesses.

IX) POLICE VISIBILITY

TABLE 14: POLICE VISIBILITY IN WEST COAST			
No	Responses	Frequency	Percentage ⁴³
1.	More police officers doing patrols during the day	54	29
2.	More police officers doing patrols at night	76	41
3.	More police officers doing patrols during the day and night	112	61
4.	More stop and search operations in the area	96	52
5.	Full implementing sector policing in the area	86	47

The table above details community members' responses when asked "what can be done to improve police visibility in their area". The majority of community members (61%), indicated that more police patrols during the day and night would improve police visibility in their respective areas. Forty one percent 41% are of the view that increasing police patrols during the night while 29% are of the view that police patrols during the day would increase police visibility. A clear percent of participants (52%) are of the view that more 'stop and search' operations in the area should be conducted. Forty seven percent (47%) of participants are of the view that the full implementation of sector policing should be done to decrease crime in their areas.

X) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority (65%) of community members indicated 5-10 minutes as an appropriate police response time and 21% are of the view that the police should respond no longer than 15 minutes to emergencies. The remaining 14% identified that the police could respond from 20 minutes to an hour to crime emergencies.

The participants (82%) are of the view that increasing police visibility or patrols in their areas and increasing the number of police vehicles (47%) would improve police response times to calls for assistance. As a recommendation those participants indicated that foot, bicycle and horse patrols could be more effective than vehicle patrols. Furthermore, more police officers and vehicles should be deployed to patrol the crime hotspots like the routes from shebeens, public transport routes etc.

43 Some of the participants selected more than one service delivery category which means that the total of percentages will not add up to 100%.



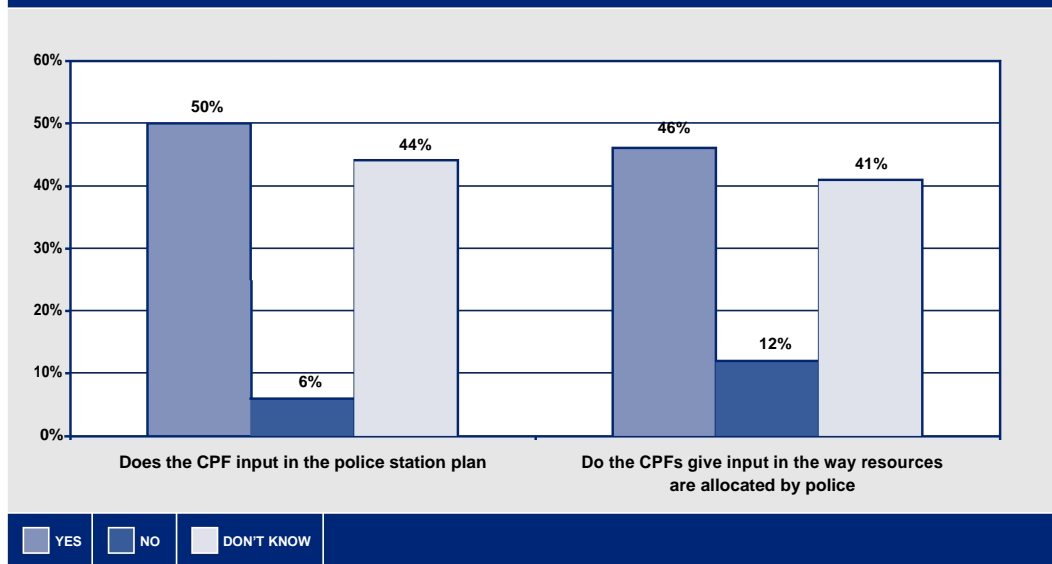
TABLE 15: POLICE RESPONSE TIME TO CRIME SITUATIONS IN WEST COAST

No	Responses	Frequency	Percentage
1.	5-10 minutes	117	65
2.	10-15 minutes	37	21
3.	15-20 minutes	17	10
4.	20-30 minutes	2	1
5.	30-60 minutes	6	3
Total		179	100

XI) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to provide input into the plan of the police station and the allocation of its resources by the SAPS.

GRAPH 29: CPFs INPUT INTO THE POLICE STATION PLANS IN WEST COAST DISTRICT MUNICIPALITY



When asked if the CPF of their area provided input into the plan of the police station, 50% indicated that they did, 6% indicated that they did not while 44% responded that they did not know. Asked about whether the CPF gave input into the way resources are allocated by the police, 46% of participants indicated that they did, 12% indicated that they did not and 41% that they did not know.

4.5 ANALYSIS OF POLICE CLUSTER PNPs

4.5.1 CAPE WINELANDS POLICE CLUSTERS

4.5.1.1 CERES POLICE CLUSTER

The Ceres Police Cluster consists of six police stations, namely Ceres, Porterville, Prince Alfred's Hamlet, Saron, Tulbagh and Wolseley police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 16: CERES CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Ceres	Assault GBH	Sexual Offences	Domestic Violence	Murder	Burglary at Residential Premises
Prince Alfred Hamlet	Assault GBH	Sexual Offences	Murder	Domestic Violence	Burglary at Business Premises
Saron	Assault GBH	Sexual Offences	Common Assault	Domestic Violence, Burglary at Residential Premises	Common Theft
Tulbagh	Assault GBH	Sexual Offences	Domestic Violence	Burglary at Residential Premises	Common Theft
Wolseley	Assault GBH	Sexual Offences	Domestic Violence	Murder	Robbery at residential premises

The survey findings for the Ceres Cluster illustrate assault GBH as the number 1 crime priority in all areas of the cluster. Murder was identified as one of the priority crimes in Ceres and Wolseley. Ceres was identified as one of the twelve xenophobic hotspots⁴⁴ in the province however the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (68%) of participants of the Ceres police cluster indicated that the police resources were not suitable in addressing crime in the community, while 32% of participants felt that these resources were suitable. All the participants in Prince Alfred Hamlet (100%) and Tulbagh (100%) indicated that their resources were not suitable in addressing crime in their areas. The area where the majority of participants indicated that resources are suitable is Wolseley (63%).

² Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished



III) UTILIZATION OF RESOURCES

Many of the participants (64%) indicated that the resources are being effectively utilized and 36% of participants indicated that the police resources are not being used effectively. All the participants in Tulbagh (100%) indicated that resources are utilized effectively while participants in Wolseley (67%) indicated to the contrary.

IV) COMMUNITY SERVICE CENTRE

The majority of the participants (80%) indicated that there are too little police officials assisting people in the CSC and 20% indicated that there are enough police officers at the CSCs. The majority of participants in Tulbagh (100%) and Wolseley (89%) indicated that there are not enough police officers at the CSCs whereas in Saron the majority (84%) indicated that there are enough police officers.

(A) POLICE CONDUCT AT THE CSC

The majority (91%) of participants in the Ceres police cluster indicated that the police officials working within the CSC are polite and helpful and 9% indicated that the police officers are not polite and unhelpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (56%) indicated that they are satisfied with the services rendered by the detectives and 44% are not satisfied with services rendered by detectives. The majority of participants in Wolseley (88%) and Saron (88%) indicated that they are satisfied with the services rendered by the detectives. In Prince Alfred Hamlet (84%) the majority of participants indicated that they are satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (41%) of participants indicated that they think the witnesses of crimes are protected, while (40%) indicated that they do not know and 19% thought that they are not protected. The majority of participants in Tulbagh (100%) indicated that they think that witnesses of crime are protected. The majority of participants in Wolseley indicated that they do not know whether witnesses are protected.

VII) POLICE VISIBILITY

As far as police visibility is concerned, the majority of participants (76%) indicated that more patrols should be conducted during the day and 56% indicated that more patrols should be conducted during the day and night. The majority of participants in Tulbagh (100%) and Wolseley (89%) requested more police patrols during the day and night. More 'stop and search' operations were considered by 63% as being useful in increasing police visibility. In Tulbagh (100%) and Prince Alfred Hamlet (86%) of the participants indicated that more 'stop and search' operations should be conducted.

Full implementation of sector policing was considered by 59% as a means of improving police visibility. The majority of participants in Tulbagh (88%) and Prince Alfred Hamlet (72%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (60%) of community members indicated 5-10 minutes as an appropriate police response time, while 29% felt that 10-15 minutes was acceptable in case of an emergency and another 12% indicated that more than 15-20 minutes is acceptable. The majority of participants in Tulbagh (100%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority of participants (62%) indicated that they do not know whether CPFs make input into the station plans, while 25% indicated that they do and 13% do not provide input into the station plans. The majority of participants in Saron (73%) indicated that they provide input into the station plans.

The majority of participants (58%) indicated that they do not know whether CPFs makes an input in the way resources are allocated by the police in their areas, while 31% indicated that they do and 13% indicated that they do not.

X) ADDITIONAL COMMENTS PERTAINING TO THE CERES POLICE CLUSTER

In **Ceres** participants identified the need for the CPF and the police to work together in fighting crime in the area as well as the need to employ a senior police officer for the Ceres Police Station.

Participants from **Saron** identified the need to unite the workings of the CPF and the police. It is requested that the police increase their 'visibility' and involvement in their community. Additionally, providing the CPF with more personnel is seen as a means to assisting crime prevention in the area. Resources are identified as being outdated and there is a further need for more police officials at the Saron Police Station.

In **Wolseley**, participants specifically identified a shortage of police vehicles, noting that police vehicles were often not available to respond to call outs and investigate crimes. In addition, police visibility was requested to increase.

Participants from **Tulbagh** highlighted the shortage of police vehicles and the effect this has on crime prevention. Participants noted the need for the police to provide the community with greater assistance.

In the **Prince Albert Hamlet**, participants identified the shortage of police personnel due to the large geographical area the station serves. As a consequence, police officials are often unavailable to attend to all call outs and thus police visibility is limited.



4.5.1.2 PAARL POLICE CLUSTER

The Paarl Police Cluster consists of seven police stations, namely Malmesbury, Mbekweni, Paarl, Paarl East, Philadelphia, Riebeeck West and Wellington police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 17: PAARL CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Mbekweni	Assault GBH	Sexual Offences, Common Robbery	Common Assault	Burglary at Residential Premises	Robbery at Residential Premises
Paarl	Common Robbery	Domestic Violence, Murder, Armed Robbery, Theft of a motor vehicle	Theft out of motor vehicle	Burglary at Residential Premises	Robbery at Residential Premises, Common Theft, Stock Theft
Paarl East	Assault GBH	Domestic Violence	Murder	Common Robbery	Burglary at Residential Premises
Philadelphia	Sexual Offences	Common Assault	Burglary at Residential Premises	Common Robbery	Common Theft
Wellington	Assault GBH	Common assault, Domestic violence	Theft out of a motor vehicle	Burglary at Residential Premises	Common theft

The survey findings for the Paarl Cluster illustrate that **assault to do grievous bodily harm (GBH), common robbery** and **sexual offences** are the number 1 crime priorities in the area. Mbekweni and Wellington were identified as one of the twelve xenophobic hotspots⁴⁵ in the province however the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (54%) of the Paarl police cluster identified that the police resources are suitable in addressing crime in the community while 46% of the participants indicated that this was not the case. The majority of participants in Mbekweni (100%) indicated that their resources are suitable in addressing crime in their areas. The majority of participants in Malmesbury (100%), and Paarl (75%) indicated that the resources unsuitable at their police stations.

III) UTILIZATION OF RESOURCES

The majority of participants (60%) indicated that the resources are not being effectively utilized and 40% of participants indicated that the police resources are being used effectively. The majority of participants in Mbekweni (71%), indicated that resources are utilized effectively while participants in Malmesbury (100%), Paarl East (100%) indicated that resources are not utilized effectively.

M) Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished

IV) COMMUNITY SERVICE CENTRE

The majority of the participants (56%) indicated that there are not enough police officials assisting people in the CSC and 44% indicated that there are enough police officers at the CSCs. The majority of participants in Mbekweni (71%) indicated that there are enough police officers at the CSCs whilst the majority of participants in Wellington (87%) do not concur.

(A) POLICE CONDUCT AT THE CSC

The majority (55%) of participants in the Paarl police cluster indicated that the police officials working within the CSC are polite and helpful and 45% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants Philadelphia (100%) and Paarl (75%) indicated that the police officers in the CSCs are polite and helpful to members of the public but the majority of participants in Malmesbury (75%) and Mbekweni (71%) indicated that police officers at the CSC are neither polite nor helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

Half of the participants (50%) indicated that they are satisfied with the services rendered by the detectives and another half of participants (50%) are not satisfied. The majority of participants in Philadelphia (100%) indicated that they are satisfied with the services rendered by the detectives. The majority of participants in Malmesbury (100%) and Paarl (75%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (51%) of participants indicated that they do not know whether witnesses of crimes are protected, while 38% of participants indicated that they think they are not protected and 11% indicated that they think that the witnesses of crime are protected. The majority of participants in Philadelphia (100%) indicated that they think that witnesses of crime are not protected.

VII) POLICE VISIBILITY

The majority of participants (72%) indicated that more patrols should be conducted during the day and night. The majority of participants in Philadelphia (100%), Malmesbury (80%) and Paarl East (80%) request more police patrols during the day and night. More 'stop and search' operations are considered by 64% of participants as being useful in increasing police visibility. The majority of participants in Paarl East (100%) and Wellington (75%) request more 'stop and search' operations to be conducted. Full implementation of sector policing was considered by 69% of participants as a means of improving police visibility. The majority of participants in Riebeeck West (86%) and Malmesbury (80%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority of community members (62%) indicated 5-10 minutes as an appropriate police response time while 28% identified that 10-15 minutes was acceptable as a response time in the case of an emergency, and 10% indicated that 15-20



minutes is an appropriate response time. The majority of participants in Malmesbury (100%), Paarl (100%) and Mbekweni (71%) indicated that 5-10 minutes is the acceptable response time for the police to crime situations. The majority of participants in Riebeeck West (71%) indicated that 10-15 minutes is an appropriate police response time.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (54%) of participants indicated that they do not know whether CPFs provide input into the station plans, while 36% indicated that they do and 10% responded that they do not provide input into the station plans. The majority of participants in Philadelphia indicated that the CPF provides input while in Riebeeck West all participants indicated that they do not know whether the CPF provide input.

The majority of participants (46%) indicated that they do not know whether CPFs give input in the way resources are allocated by the police in their areas, while 39% indicated that they do and 15% indicated that they do not provide input. The majority of participants in Philadelphia (100%) indicated that the CPFs makes input. while the majority of participants in Malmesbury claimed no knowledge of the CPF making input in the way resources are allocated in their area.

X) ADDITIONAL COMMENTS PERTAINING TO THE PAARL POLICE CLUSTER

Residents in **Mbekweni** mentioned drugs as a special concern in their area. Residents were quite satisfied with police visibility in their area and are of the view that the patrols are being executed in an acceptable manner. They believe more police attention is needed in Sector 3 and the squatter camps. While they recognised the monthly community meeting, they lamented the fact that CPFs were not given an opportunity to give input into the police plans for resource allocation. Community members stress the importance of a cooperative effort between the police and community to combat major problems like drug abuse.

In **Paarl** a special concern is the theft of cables. While this could be a prevalent crime, it is not one that is often mentioned in other clusters. Residents are of the view that police resources should be better utilized and that there needs to be a more visible police presence at all times to help combat crime. There is also a feeling that the staff in the community centres should be able to speak the local dominant languages to better serve their constituents. Community members are of the view that more attention needs to be paid to policing the farm areas and to properly allocate resources. In reference to the issue of illegal distribution centres for substances, they are of the view that there needs to be more consistent enforcement of bi-laws.

Community members from **Paarl East** mentioned sexual offences, child abuse, and scrap dealing as special areas of concern. They are also of the opinion that police vehicles are not appropriately matched to the local terrain through which they should navigate to fight crime. Suggestions to rectify this are plans of more motorcycles or off-road vehicles. They are of the view that the police have neither sufficient resources nor do they use the available resources effectively. Members identified it as important to mention that they are not happy with the level of service provided by detectives in their area. There is also a desire that the Chicago area be more tightly controlled. The consensus is that the CPF in their area is dysfunctional and inadequate at representing the community's interests.

In **Philadelphia** the residents reported a growing substance abuse problem in the rural areas. They mentioned a lack of attention paid by the police to petty crimes that may be seen as

less serious than crimes like murder. These petty crimes still need police intervention. They are of the view that the resources are appropriate to combat local crime and suggest the introduction of 4 x 4 vehicles to help police resources be used more effectively. While residents are largely happy with the detectives' services, they feel that continued vigilance and participation is needed. The Klipheuwel area is mentioned as a place where a greater police presence is needed. Community members are of the view that they should be involved and engaged in the processes taking place in their policing area. They also are of the view that police should consider road crimes when patrolling as the N7 road presents major safety hazards for the local community.

The majority of the **Wellington** CPF participants are unhappy with the material preparedness and personnel of the police force, citing this as a growing frustration in the pursuit of community safety. Residents identified that police visibility needs to be increased across all sectors especially 2 and 3. While there is recognition that meetings are held, it is unclear whether community members feel that the relationship between the CPFs and police is effectively promoting safety. Members are also of the view that better communication is needed between the CPF and SAPS. While in most other areas residents thought the police should do more raids of illegal shebeens, in Wellington there is a sense that community members should be responsible for keeping these establishments out of their own area with the support of police.

4.5.1.3 STELLENBOSCH POLICE CLUSTER

The Stellenbosch Police Cluster consists of five police stations, namely Cloetsville, Franschhoek, Groot Drakenstein, Klapmuts and Stellenbosch. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE18: STELLENBOSCH CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Cloetsville	Assault GBH	Common Assault	Common Robbery	Robbery at Residential Premises	Common Theft
Franschhoek	Assault GBH	Domestic Violence	Murder	Burglary at Residential Premises	Common Theft
Groot Drakenstein	Assault GBH	Domestic Violence	Common Robbery	Theft of motor vehicle	Robbery at Residential Premises
Klapmuts	Assault GBH	Domestic Violence	Common Robbery	Burglary at Residential Premises	Common Theft
Stellenbosch	Murder, Common Robbery & Theft of motor vehicle	Theft out of motor vehicle	Burglary at residential premises	Robbery at Residential Premises	Common Theft

The survey findings for the Stellenbosch Cluster illustrate assault to do grievous bodily harm (GBH) as the number 1 crime priority in all areas, apart from the Stellenbosch police station where murder, common robbery and theft of a motor vehicle are the priority crimes.



II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (78%) indicated that the police resources were not suitable in addressing crime in the community while only (22%) of participants identified that these resources were suitable. All the police stations indicated that their resources were least suitable.

III) UTILIZATION OF RESOURCES

The majority of participants (79%) indicated that the resources are not being effectively utilized and 21% of participants indicated positively. The majority of participants in Groot Drakenstein (100%), Cloetesville (90%), Stellenbosch (80%), Franschoek (67%) and Klapmuts (67%) indicated that resources are not utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of participants (76%) indicated that there is not enough police officials assisting people in the CSC and 24% of participants indicated that there are enough police officers.

The majority of participants in Groot Drakenstein (100%) and Klapmuts (100%) indicated that there are not enough police officers at the CSCs. The majority in Stellenbosch (67%) indicated that there are not enough police officers assisting in the CSC.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (65%) in the Stellenbosch police cluster indicated that the police officials working within the CSC are polite and helpful, while 44% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a lack both in personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and forming a trusting relationship between the police and the public. The majority of participants in Franschoek (83%) and Stellenbosch (80%) indicated that the police officers in the CSCs are helpful to members of the public while the majority of participants in Cloetesville (80%) indicated that police officers at the CSC are neither polite nor helpful.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (67%) indicated that they are not satisfied with the services rendered by the detectives and 33% of participants are satisfied with services rendered by detectives. The majority of participants in Cloetesville (100%), Groot Drakenstein (88%) and Stellenbosch (83%) indicated that they are not satisfied with the services rendered by the detectives. In Franschoek the majority of participants (75%) indicated that they are satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (44%) of participants did not know whether witnesses of crimes are protected, while (31%) indicated that the witnesses are protected and 26% thought that the witnesses are not protected. The majority of participants in Groot Drakenstein (89%) indicated that they think witnesses of crime are protected. In Cloetesville (63%), the majority of participants, think that the witnesses of crime are not protected while the majority of participants do not know whether witnesses of crime are protected.

VII) POLICE VISIBILITY

The majority of participants (86%) indicated that more patrols during the day and night be conducted. The majority of participants at all police stations requested more police patrols during the day and night. More 'stop and search' operations were considered by 81% of participants as being useful in increasing police visibility. The majority of participants in Stellenbosch (100%), Cloetesville (90%), Franschoek (88%), Klapmuts (70%) and Groot Drakenstein (67%) indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 65% of participants as a means of improving police visibility. The majority of participants in Franschoek (88%) and Cloetesville (70%) indicated that the full implementation of sector policing should be conducted.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (70%) of community members indicated 5-10 minutes as an appropriate police response time, while 19% identified 10-15 minutes as an acceptable response time in the case of an emergency. Five percent (5%) of participants indicated that 15-20 minutes is acceptable for police to respond to crime situations and another 5% indicated that 30-60 minutes is acceptable. The majority of participants in Cloetesville (90%), Klapmuts (90%), Stellenbosch (83%) and Franschoek (63%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

Thirty nine percent of participants (39%) indicated that they do not know whether CPFs provide input into the station plans, while 39% indicated that the CPFs give input and 22% indicated that CPFs do not provide input into the station plans. The majority of participants in Cloetesville (60%) indicated that they provide input into the station plans.

The majority of participants (50%) indicated that they do not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 31% indicated that they do not and 19% indicated that they provide input in the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE STELLENBOSCH POLICE CLUSTER

Cloetesville participants suggested that more personnel and vehicles are needed and that the police should be more respectful to all members of the community. In addition better training and leadership was needed at the police station. There seemed to be a shortage of availability of personnel. All areas need more visibility and it was suggested that foot patrols be re-implemented. Shortage of information and feedback, off duty drinking and corruption were cited as reasons for the detectives not delivering satisfactory services. More structure and discipline are also called for.

At **Franschoek**, more police and community collaboration was called for as well as more personnel. Not enough police visibility was cited as a problem in some specific areas like Franschoek North and Groondal. More police were requested to help at the CSC. It was noted that the vehicles need to be serviced or replaced and that there are not enough resources at this police station.

Groot Drakenstein indicated that the police should be more involved in their community and have more passion for their work. More visibility was needed on farms in Groot Drakenstein



and its adjacent areas. Participants complained that detectives take too long to solve cases. The area that the police station serves is seen to be too vast for the police to handle.

At **Klapmuts** participants identified that there need to be more teamwork and an increase in police personnel at their station. The police also need to do more for the community. More visibility was required at La Rochelle camp and farms as well as in the rural areas. More personnel are needed.

At **Stellenbosch**, it was indicated that the population growth rate of Khayamandi needs more attention in terms of policing. The area that the station covers is also very vast and detectives are situated too far away from these areas. More police training was suggested for detectives to enable better service delivery. All areas need more police visibility. More human resources and police-community communication are needed.

4.5.1.4 WORCESTER POLICE CLUSTER

The Worcester Police Cluster consists of 13 police stations, namely Ashton, Barrydale, Bonnievale, De Doorns, Laingsburg, McGregor, Montagu, Rawsonville, Robertson, Suurbraak, Swellendam, Touws River and Worcester. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 19: WORCESTER CLUSTER COMMUNITY IDENTIFIED PNPs					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Ashton	Assault GBH	Sexual Offences	Domestic Violence	Burglary at Residential Premises	Common Theft
Barrydale	Assault GBH	Sexual Offences	Common Assault	Burglary at Business Premises	Common Theft
Bonnievale	Sexual Offences	Common Assault	Theft of motor vehicle	Burglary at Residential Premises	Burglary at Business Premises
De Doorns	Sexual Offences	Domestic Violence	Murder	Burglary at Residential Premises	Burglary at Business Premises
McGregor	Assault GBH	Sexual Offences	Domestic violence	Burglary at Residential Premises	Common Theft
Montagu	Assault GBH	Sexual Offences, Common Assault	Domestic violence	Burglary at Residential Premises	Burglary at Business Premises
Robertson	Assault GBH	Sexual Offences	Common Assault	Domestic Violence	Murder
Touws River	Assault GBH	Sexual Offences	Domestic Violence	Burglary at Residential Premises	Common theft, Murder, Robbery at residential premises, stock theft
Worcester	Assault GBH	Sexual Offences	Murder, Armed Robbery	Burglary at Residential Premises	Robbery at Residential Premises

The survey findings for the Worcester Cluster illustrate that assault GBH and sexual offences are the number 1 crime priority in the area. De Doorns was identified as one of the twelve xenophobic hotspots⁴⁶ in the province however the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (68%) of the Worcester police cluster felt that the police resources are not suitable in addressing crime in the community while 32% of participants felt that these resources are suitable. All the participants in Laingsburg indicated that their resources are not suitable in addressing crime in their areas. The majority of participants in Swellendam (89%), Touws River (87%), indicated that the resources are not suitable in addressing crime in their police stations. The participants of McGregor (75%) and Montagu (73%) are the most satisfied with the suitability of the resources to fight crime.

III) UTILIZATION OF RESOURCES

The majority of participants (72%) indicated that the resources are effectively utilized and 28% of participants indicated that the police resources are not being used effectively. All the participants in Ashton and Laingsburg indicated that resources are utilized effectively while participants in Robertson (86%) and De Doorns (53%) indicated that resources are not utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of the participants (56%) indicated that there are not enough police officials assisting people in the CSC and 44% indicated that there are enough police officers at the CSCs. The majority of participants in De Doorns (71%) and Montague (64%) indicated that there are enough police officers at the CSCs. All the participants in Laingsburg (100%) and Barrydale (72%) indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority (81%) of participants in the Worcester police cluster indicated that the police officials working within the CSC are polite and helpful and 19% indicated that the police officers are neither polite nor helpful. All the participants in Barrydale, Laingsburg, McGregor, Suurbraak and Worcester (100%) indicated that the police officers in the CSCs are polite and helpful to members of the public. The majority of participants in Robertson (75%), and Ashton (56%) indicated that police officers at the CSC are neither polite nor helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (66%) indicated that they are satisfied with the services rendered by the detectives and 34% are not satisfied with services rendered by detectives. All of the participants in McGregor (100%) and De Doorns (94%) indicated that they are satisfied with

NN) Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished



the services rendered by the detectives. The majority of participants in Suurbraak (86%) and Worcester (71%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority of participants (41%) indicated that they do not know whether witnesses of crimes are protected, while 38% of participants indicated that they think witnesses are protected and 21% indicated that they do not think that the witnesses of crime are protected. All the participants in Laingsburg (100%) and 72% of the participants in Suurbraak indicated that they think that witnesses of crime are protected. The majority of participants in Ashton (67%) indicated that they do not know whether witnesses of crime are protected. In DeDoorns the highest percentage (65%) indicated that witnesses of crime are not protected.

VII) POLICE VISIBILITY

The majority of participants (62%) indicated that more patrols during the day and night need to take place. The majority of participants in De Doorns (94%), Robertson (89%) and Barrydale (73%) requested more police patrols during the day and night. More 'stop and search' operations were considered by 51% of participants as being useful in increasing police visibility. Full implementation of sector policing was considered by 60% of participants as a means of improving police visibility. The majority of participants in DeDoorns (82%), Robertson and Touws River (56%) suggested the full implementation of sector policing as a means to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (67%) of community members indicated 5-10 minutes as an appropriate police response time, while 21% felt that 10-15 minutes was acceptable as a response time in the case of an emergency. 8% indicated that 15-20 minutes is an appropriate response time.

The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations except in Laingsburg (80%) and De Doorns (59%). These participants indicated that 10-15 minutes or longer is an appropriate police response time.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority of participants (55%) indicated that they do not know whether CPFs provide input into the station plans, while 38% indicated that they do and 7% do not provide input into the station plans. All the participants in Bonnievale and Worcester (87%) indicated that they do not know if the CPF provides input.

The majority of participants (57%) indicated that they do not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 32% indicated

that they do and 11% indicated that they do not provide input in the way resources are allocated. All the participants in Suurbraak (100%) and Laingsburg (90%) indicated that the CPFs do provide input. The majority of participants in Robertson (22%) and Swellendam (22%) indicated that they do not know if the CPF provide input in the way resources are allocated in their area.

X) ADDITIONAL COMMENTS PERTAINING TO THE WORCESTER POLICE CLUSTER

Ashton residents noted that drugs, sexual offences, and housebreaking as crimes of special concern in their area. They are not happy with the limited police personnel in their area, citing this as a possible explanation why police are unable to efficiently assist citizens. Although disappointed with the length of time it takes for police to respond, participants were satisfied with the level of service they received. Participants agreed that they would prefer to have more staff at the CSC to assist community members. Although happy with the quality of service they receive, community members are of the view that there are not enough detectives working in the **Ashton** area.

Participants are of the view like there was enough communication between the CPFs and the police that could also be identified in the shortage of information being made available to the public. **Ashton** residents offered that in addition to increased raids, the police should assist illegal shebeens in obtaining proper operating licenses.

In **Barrydale** community members cited drugs and illegal distribution points for substances to be special areas of concern in their area. While they identified police service and resources as adequate, they would like to see more officers who are conscious on how to respond effectively and sensitively in an emergency situation. As with the CSC, participants were satisfied with the level of service they received, but would like to see the employment of more staff members to hasten the pace of service. When asked what locations residents identified needed more police visibility in **Barrydale**, the most common response was the farm areas. Residents are of the view that the CPF meetings need to be held more regularly for more effective service to the community and build partnerships.

Community members in **Bonnievale** said that drug abuse in adults and children need special attention by police in their area. They expressed concern over the shortage of police officers and police vehicles in their area. While participants indicated that the police are visible, they are not convinced that visibility necessarily leads to a decrease in crime. They would like to see better cooperation between the police and community members.

In **De Doorns** residents would like to see better police visibility to discourage illegal shebeens. The visibility problems are compounded by the shortage of access to police resources like police vehicles, which hinders crime prevention. Community members admit that they received a high quality of service during the few times that they visited the police station in their area. Participants would like to experience a better quality customer service in the CSC.

The farm areas have proven to be an area of low police visibility and need to be patrolled more effectively. Community members say that the monthly CPF meetings serve as a forum



to express their concerns to the police. In the eradication of illegal shebeens, residents say there should be stricter law enforcement and that police officers should stop patronizing such places.

McGregor participants requested that the police be more polite and friendly and treat all community members equally. They need to be more involved in the community.

More police are needed at the CSC. There is a shortage of police vehicles. More police visibility is seen to be necessary at farms and rural areas. It was remarked by several participants that the police are doing a good job.

At **Montagu** more interaction within the community was requested. The participants identified that there could be more police visibility in Sector 1 and Sector 3, rural areas and that foot patrols be conducted during business hours in town.

A suggestion at **Robertson** was to create a focus on the handling of cases that affect abused women. More communication and interaction with the community was requested.

More police visibility in Robertson North needs to be addressed. It was noted that the police should be friendlier and that they should treat all members of the community that way. It was also noted that the police take too long to respond, perhaps either due to a shortage of personnel or shortage of vehicles. This service delivery of the police is seen as unacceptable.

Comments on **Touws River** station included that the police be more polite in dealing with the public and that the police be more committed to their jobs. More community meetings and communication with the public was raised several times as a concern. Police visibility needs to increase in rural areas and in drug infested areas. It was noted that detective services were quickly accomplished. Privacy was seen as an issue at this police station. It was suggested that more police members be employed and present on duty, especially over the weekend. There was a perceived shortage of police vehicles at this station.

Worcester police station's suggestions for improving their service included that the police act more immediately and that they have more interaction with the community. The whole area was perceived to need more police visibility. It was noted that detectives and patrol vehicles do not always respond to call outs and that the station needs its own vehicles.

4.5.2 SAFETY MEASURES

The safety measures for the Cape Winelands district should include the following:

- OOO) Awareness of child abuse and gender based violence, Safe Schools and Substance abuse
- PPP) Visible policing & crime prevention
- QQQ) Public awareness and education
- RRR) Recreational facilities for youth

4.6 ANALYSIS OF CKDM POLICE CLUSTER PNPs

4.6.1 BEAUFORT WEST POLICE CLUSTER

The Beaufort West Police Cluster consists of four police stations, namely the Beaufort West, Leeu-Gamka, Murraysburg and Prince Albert police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 20: BEAUFORT WEST CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Beaufort West	Assault GBH	Common Assault	Domestic Violence	Burglary at Residential Premises	Stock Theft
Leeu- Gamka	Assault GBH	Common Assault	Domestic Violence	Common Theft	Stock Theft
Murraysburg	Assault GBH	Common Assault	Domestic Violence	Burglary at Residential Premises, Burglary at Business Premises	Stock Theft
Prince Albert	Assault GBH	Sexual Offences	Domestic Violence	Burglary at Residential Premises	Stock Theft

The survey findings, in terms of the number 1 priority crime for the Beaufort West Cluster, illustrate assault GBH as the number 1 crime priority. In comparison to the 2009/10 PNPs survey findings, common assault and stock theft were identified as the number 1 priority crime in Beaufort West. Assault GBH was only identified as the 3rd priority crime during 2009/10 survey. Community members of Leeu-Gamka during 2009/10 did not identify a number 1 priority crime; but identified assault GBH harm as the 3rd priority crime. During 2009/10, community members of Murraysburg identified both common assault and assault GBH as the number 1 priority crime. Consistent with this year's survey finding, community members of Prince Albert identified assault GBH as the number 1 crime priority.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

Most of the participants from Leeu-Gamka (86%) and Murraysburg (70%) police precinct indicated that the police resources are not suitable in addressing the crime in their areas. However, 60% of the participants from Beaufort West have indicated that the police resources in their area are suitable in addressing crime.

III) UTILIZATION OF RESOURCES

All the participants from Beaufort West police precinct have indicated that these resources are not utilized effectively. However, 78% of the participants from Murraysburg said that the police resources in their police precinct are utilized effectively.



IV) COMMUNITY SERVICE CENTRE

All the participants from Murraysburg and the majority of the participants from Leeu Gamka (86%) have indicated that there are not enough police officers assisting in the Community Service Centres. On the other hand 67% of the participants from Beaufort West indicated that there are enough police officers assisting in the Community Service Centres.

(A) POLICE CONDUCT AT THE CSC

All the participants from Leeu Gamka and most of the participants from Prince Albert (78%) and Beaufort West (75%) have indicated that the police officers in the CSC are polite and helpful to the community members.

23.5 SERVICES RENDERED BY THE DETECTIVES

Most of the participants from Murraysburg (80%) and Leeu Gamka (75%) have indicated that they are satisfied with the detective services rendered in their police station. However, 75% of the participants from Beaufort West have indicated that they are dissatisfied with the services rendered by the detectives in Beaufort West.

V) WITNESS PROTECTION PROGRAMME

About 71% of the participants from Leeu Gamka seem to think that the police in their area are doing enough to protect witnesses in criminal cases, whereas 74% of the participants from Prince Albert do not know whether or not the police in their area protect the witnesses in criminal cases.

VI) POLICE VISIBILITY

On the question of police visibility most of the participants from Murraysburg (90%), Leeu Gamka (88%) and Beaufort West (80%) do not seem to think that more police officers doing patrols during the day can improve police visibility. Again most of the participants from Murraysburg (80%), Beaufort West (80%) and Leeu Gamka (75%) do not think that more police officers doing patrols at night can improve police visibility.

Roughly 80% of the participants from Beaufort West do not think that more police officers doing patrols during the day and night in their area can improve police visibility. However, 75% of the participants from Leeu Gamka and 70% of the participants from Murraysburg thought that more police officers doing patrols during the day and night can improve police visibility. Most of the participants from Leeu Gamka (88%) and Beaufort West (80%) do not think that more 'stop and search' operations in their areas can improve police visibility and 88% of the participants from Leeu Gamka together with 70% of the participants from Murraysburg do not think that fully implementing sector policing can improve police visibility.

VII) POLICE RESPONSE TIME TO AN EMERGENCY

Most of the participants from Beaufort West (80%), Prince Albert (79%) and Leeu Gamka (75%) have indicated that 5-10 minutes is an acceptable response time for the police. About 60% of the participants from Beaufort West said that their CPF does not provide input in the way resources are allocated by the police in Beaufort West. Moreover, the participants have

indicated that they do not provide input into the police station plan in Beaufort West. Likewise, 50% of the participants from Murraysburg have also indicated that their CPF does not provide input into the police station plan of the area.

VIII) CPFs INPUT INTO THE POLICE STATION PLANS

All the participants from Beaufort West and Murraysburg and most of the participants from Prince Albert (95%) and Leeu Gamka (88%) have indicated that substance abuse is a problem in their areas. However, most of the participants from the above areas particularly from Prince Albert (78%) have indicated that they are not satisfied with the way in which police are dealing with illegal shebeens and drug outlets in their areas.

IX) ADDITIONAL COMMENTS PERTAINING TO THE BEAUFORT WEST POLICE CLUSTER

The participants of the **Beaufort West** police precinct believe that police should promote the general public to become partners in fighting of crime. The police force should roll out more social responsible programmes. It is requested that The police station of Nelspoort should be a fully-fledged police station operating 24 hours a day.

According to participants there are not enough members at the **Leeu-Gamka** police station to do service delivery. Participants suggest that more police officers including detectives should be recruited.

The participants of **Murraysburg** suggest that all state departments and NGOs should come on board to assist the police in fighting crime and to help with awareness campaigns. There is a need to upgrade the police station and make the CSC more community-friendly and to boost the morale of the members. An office should be build for the local detective branch. A new police building and more police officers should be deployed at the station. There should be more interaction between the police and the community.

In **Prince Albert** the participants indicate that the police station building is too small and old with broken pipes. There is a need for administration staff at the station. More police officers need to be deployed at the Klaarstroom police station. Participants request that the station be open 24 hours a day and that officials work in shifts. It is requested that police visibility should be done on the N12 road. To improve communication between the police and the community the internet can be used. The participants suggest that there should be better co-operation between the magistrate, prosecutor, and police to ensure that the community witness that justice is done.

4.6.2 SAFETY MEASURES

Some of the safety measures that can be implemented in the Central Karoo district include the following:

- W) Implementation of crime prevention strategies
- X) Promotion of functional literacy through ABET
- Y) Proper maintenance and preventative maintenance of infrastructure
- Z) To establish a preventive programme regarding addictive substances



4.7. ANALYSIS OF CITY OF CAPE TOWN POLICE CLUSTER PNPs

4.7.1 BELLVILLE POLICE CLUSTER

The Bellville Police Cluster consists of four police stations, namely Bellville, Bothasig, Goodwood and Parow police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 21 : BELLVILLE CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Bellville	Common robbery, theft of motor vehicle	Theft out of a motor vehicle	Burglary at residential premises	Burglary at business premises	Robbery at business premises
Bothasig	Domestic violence	Theft out of a motor vehicle	Burglary at residential premises	Robbery at residential premises	Burglary at business premises
Goodwood	Domestic Violence	Theft of Motor Vehicle	Theft out of motor vehicle	Burglary at Residential Premises	Drug related crime
Parow	Common Robbery	Theft of Motor Vehicle	Burglary at residential premises	Robbery at residential premises	Burglary at business premises

The participants in the Bellville cluster perceive **common robbery, theft of motor vehicle, domestic violence** and **common robbery** to be the top priority crimes.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (77%) of the Bellville police cluster felt that the police resources were not suitable in addressing crime in the community while only 23% of participants felt that these resources were suitable. The police station that felt that their resources were least suitable was Bothasig, while Goodwood station felt that their resources were suitable.

III) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (92%) indicated that the resources are being effectively utilized and 8% of participants indicated that the police resources were not being used effectively. All of the participants of Parow and Goodwood indicated that resources were being effectively utilized. Only 13% of participants from Bothasig and 10% from Bellville indicated that resources were not effectively utilized.

IV) COMMUNITY SERVICE CENTRE

The majority of participants (80%) indicated that there were enough police officials assisting people in the CSC and 20% feel that there are not enough police officers at the CSCs. Both

Goodwood and Parow scored highest in this section with all the participants indicating that there were enough police assisting in the CSC while half of Bothasig participants felt that there were not enough police assisting in CSC.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (92%) indicated that the police officials working within the CSC were polite and helpful towards community members and 8% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (55%) indicated that they are not satisfied with the services rendered by the detectives and 45% are satisfied with services rendered by detectives. The majority of participants 82% in Bellville indicated that they were not happy with the services that detectives render while the majority of participants in Parow (75%) and Bothasig (67%) are satisfied.

There is a certain amount of difficulty in accurately analysing how participants feel satisfied with the services rendered, because they may be influenced by the outcomes of cases. Also since only one respondent answered this question at Goodwood this may not be an accurate reflection of what other participants may have felt if they had responded to the question.

VI) WITNESS PROTECTION PROGRAMME

The majority 56% of participants did not know whether witnesses of crime are protected by the police, 28% thought that they were protected and 16% of participants indicated that the police do not protect witnesses. The majority of participants in Bellville (64%), Parow (60%) and Bothasig (50%) indicated that they do not know whether the police protect witnesses of crimes.

VII) POLICE VISIBILITY

The majority of respondents (73%) indicated that more patrols during the day and night should be conducted. In Parow all participants request more police patrols during the day and night followed by participants from Bothasig (78%) and Bellville (64%). More 'stop and search' operations were considered by 62% as being useful in increasing police visibility. Full implementation of sector policing was considered by 42% as a means of improving police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority (81%) of community members indicated 5-10 minutes as an appropriate police response time while, 12% felt that 10-15 minutes was acceptable as a response time in the case of an emergency. Other participants (8%) felt that



15-20 minutes was acceptable. The majority of participants in Bellville (82%), followed by Parow (80%) and Bothasig indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

Half of the participants (50%) indicated that the CPF provides input into the station plans, while 25% indicated that they did not and 25% do not know. The majority of participants (71%) in Bothasig indicated that they provide input, while more than half of the participants (55%) in Bellville indicated they do not. The majority of participants (60%) indicated that the CPF provides input in the way resources are allocated by the police in their areas station plans, while 24% indicated that they do not and 16% do not know. The majority of participants in Parow indicated that they provide input, while almost half of the participants (45%) in Bellville indicated they do not. Most participants in Bothasig indicated that they do not know if the CPF provides input into the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE BELLVILLE POLICE CLUSTER

The **Bellville** participants are of the opinion that more reservists should be employed. Better management of resources is a priority. Ensure that the Morpho Touch is always available and that a competent member operates it. The area needs more police visibility, more competent members and more vehicles.

According to participants a major problem is the absence of joint action by SAPS and Metro police. It is suggested that the Metro Police that should be on board to police the by-laws are absent. SAPS should make better use of partnerships with business and social development organisations. All relevant role players should get involved in fighting crime i.e. SAPS, City of Cape Town officials, Home affairs and Department of Social Development.

In **Bothasig** there is a problem with language where the police officers deployed at the station, cannot speak the language of the complainants. There is a need to adequately train members to speak English, to have telephone etiquette and properly address the public. The police station needs to be extended.

More resources like police officers and vehicles are requested.

In **Goodwood** the CPF are of the view that the police station should have a crime prevention section that will not only be reactive, but proactive in preventing crime.

In **Parow** language remains a problem. In a dominant Afrikaans area the police officers deployed at the CSC should be able to address the public in preferred language of the complainants. Basic training in customer care and client relations is necessary for the police officers. It is requested that more police operations and community involvement should be implemented. More neighbourhood watches and block watches should be formed. There should be a good partnership between the police and the community.

4.7.2 BISHOP LAVIS POLICE CLUSTER

The Bishop Lavis Police Cluster consists of three police stations, namely Bishop Lavis, Elsie's River and Langa police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 22: BISHOP LAVIS CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Bishop Lavis	Assault GBH , Sexual Offences	Common Assault, Domestic Violence, Murder, Common Robbery	Hijacking, Burglary at business premises	Armed Robbery, Burglary Robbery at Residential Premises	Common Theft
Elsie's Rivier	Assault GBH	Sexual Offences	Domestic Violence	Common Robbery	Burglary at a Residential Premises
Langa	Assault GBH	Sexual Offences	Common Assault, Domestic Violence, Murder	Common Robbery	Armed Robbery, Robbery at a Residential Premises

The participants of the Bishop Lavis cluster perceive **assault BGH and sexual offences** to be the top priority crimes.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (64%) of participants felt that the police resources were not suitable in addressing crime in the community while only 36% of participants felt that these resources were suitable. The police station that felt that their resources were least suitable was Langa (100%) police station while Bishop Lavis (60%) police station felt that their resources were suitable.

III) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (58%) said that the resources were not being effectively utilized. Only 42% of participants said that these resources were being used effectively. This shows a small disparity between those that feel that resources are being effectively used and those who responded that resources are not effectively utilized. Some of the indicators of how this was perceived were by looking at the total of participants who did not know how many policemen were allocated to their police station and how many police vehicles were available to service their police station's district.

IV) COMMUNITY SERVICE CENTRE

Community members responded as to whether members perceive there to be enough police officials assisting people in the Community Service Centre (CSC). The majority of participants (69%) indicated that they did not perceive there to be enough police officials assisting people in the CSC. The most affected station was Bishop Lavis (100%) and the least affected station is Langa (50%).



(A) POLICE CONDUCT AT THE CSC

The majority of participants (60%) indicated that the police officials working within the CSC were polite and helpful towards community members at the CSC. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and forming a trusting relationship between the police and the public. The most satisfied station was Bishop Lavis (83%) and the least satisfied station was Elsie's River (100%)

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (60%) indicated that they were not satisfied with the services rendered by the detectives. There is a certain amount of difficulty in accurately analysing how to measure participants' level of satisfaction, because it may be influenced by the outcomes of cases. The most affected station was Elsie's River (100%) and the least affected station was Bishop Lavis (100%). Some suggestions, for instance, on what could be done to improve these services were to hire more skilled detectives and that more resources be provided for the detectives to work with to improve their investigations.

VI) WITNESS PROTECTION PROGRAMME

It is telling that 38% of participants did not know whether witnesses of crimes are protected. About 19% thought that they were, while 44% of participants indicated that the police do not protect witnesses. This breakdown in understanding the service of protection that the police provide for witnesses can be attributed that there may be a lack of confidence in the actual reporting of crimes in the first place and also of a lack of expectations of the support, follow-up and outcome of crimes that have been committed in a community. Lack of awareness of the protection that the police provide to witnesses of crime is one aspect of why participants answered that they don't know, but other more sinister aspects, suggest that these participants believe the police to be untrustworthy or as having a non-caring attitude towards witnesses.

VII) POLICE VISIBILITY

The majority of community members (63%) indicated that more police patrols during the day and night would improve police visibility in their respective areas. The majority of participants in Elsie's River (100%) and Langa (71%) request more patrols during the day and night. More 'stop and search' operations were considered by 58% as being useful in increasing police visibility.

In Elsie's River (100%) and Langa (57%) the majority of participants indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 68% as a means of improving police visibility. The majority of participants in Elsie's River (100%) and Langa (71%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority (88%) of community members indicated 5-10 minutes as an appropriate police response time while only 12% felt that longer than 15 minutes was acceptable as a response time in the case of an emergency. The majority of

participants at all police stations agree that 5-10 minutes is an appropriate police response time in their respective areas.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

When asked if the CPF of their area provided input into the plan of the police station, 43% said that they did while 50% responded that they did not know. Elsie's River (67%) was the most affected station while Bishop Lavis (50%) and Langa (50%) were the least affected. Asked about whether the CPF provided input into the way resources are allocated by the police, the majority of members (29%) indicated that they did while 57% responded that they did not know. Bishop Lavis (80%) was the most affected station while Langa (50%) was the least affected.

X) ADDITIONAL COMMENTS PERTAINING TO THE BISHOP LAVIS POLICE CLUSTER

It is requested that NHWes should work together with the police to patrol day and night in **Bishop Lavis**. Maintaining a good relationship with community structures by the police is crucial in the fight against crime.

During the Community Safety Barometer project 2008/09, the participants identified **robbery, murder and shootings** as the most feared crimes. Provision of recreational facilities and activities for the youth, eliminate gangsters from their communities, develop neighbourhood watches, deploy police officers outside of the areas in which they themselves live and involving the Metro police in community policing were some of the interventions that government can embark on in addressing the crime challenges in Bishop Lavis.

In **Langa** it is requested that Police should visit schools regularly and search the learners during the intervals as they are sometimes found with dagga and knives.

Police should be visible at four way stops as this is where motorists are robbed of their belongings. Daily patrols are needed. Schools are no longer safe spaces and police should search the learners during their breaks. More police patrols and police visibility at four way stops as the criminals take advantage of vulnerable motorists.

In **Elsie's River** it is requested that police officers be educated in service excellence. More foot patrols and more policing at shebeens. Keep vehicles on patrol and stagger shift changes. Police requests to focus on teenage delinquency and get all school going children re-entering the school. Police should treat communities equally.



4.7.3 CAPE TOWN POLICE CLUSTER

The Cape Town Police Cluster consists of eight police stations, namely Camps Bay, Cape Town Central, Kensington, Maitland, Pinelands, Sea Point, Table Bay Harbour and Woodstock police stations. All the CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 23: CAPE TOWN CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Camps Bay	Theft out of a motor vehicle	Burglary at Residential Premises	Robbery at Residential Premises	Burglary at Business Premises	Common Theft
Cape Town Central	Common Robbery	Theft of motor vehicle	Theft out of motor vehicle	Burglary at residential premises	Robbery at Residential Premises
Kensington	Assault GBH, Sexual Offences	Common Assault	Domestic Violence	Theft out of motor vehicle, burglary at residential premises	Robbery at Residential Premises
Maitland	Assault GBH, Common Assault	Domestic Violence	Theft of motor vehicle	Theft out of motor vehicle	Burglary at Business Premises
Pinelands	Armed Robbery	Theft of motor vehicle	Theft out of motor vehicle	Burglary at residential premises	Robbery at Residential Premises
Sea Point	Common Robbery	Theft of motor vehicle	Theft out of motor vehicle	Burglary at residential premises	Common Theft
Table Bay Harbour	Armed Robbery, Sexual Offences, Theft of a motor vehicle	Theft out of motor vehicle	Common Theft	Stock Theft	Fraud
Woodstock	Common Assault	Common Robbery	Theft out of motor vehicle	Burglary at residential premises	Robbery at Residential Premises, Common Theft

The Cape Town Central police cluster is mainly faced with different crime categories that include contact and property-related crimes. **Common robbery, armed robbery, sexual offences, assault to do grievous bodily harm, theft of a motor vehicle** and **theft out of a motor vehicle** were reported as the number 1 crime priority in the different areas.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (59%) felt that the police resources were not suitable in addressing crime in the community while only 37% of participants felt that these resources were suitable. The police station that felt that their resources were least suitable was Camps Bay and Table Bay Harbour, while Cape Town Central and Kensington stations felt that their resources were suitable.

III) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (57%) found that the resources were being effectively utilized. Only 31% of participants said that these resources were not being used effectively. Woodstock Police Station scored the best where 83% of participants believed that resources were being used effectively.

The one respondent that did answer this question for Camps Bay Police Station indicated that they did not utilize their resources efficiently which makes Camps Bay Police station the lowest scorer on the effective utilization of resources.

IV) COMMUNITY SERVICE CENTRE

Community members responded to the question whether members perceive there to be enough police officials assisting people in the Community Service Centre (CSC). The majority of participants (46%) indicated that they did perceive there to be enough police officials assisting people in the CSC, while 44% thought that there were not enough. Sea Point Station scored the highest on this point while both Camps Bay and Table Bay participants scored lower as these stations do not have enough police officers assisting in their CSC's.

(A) POLICE CONDUCT AT THE CSC

The majority of participants, a consensus of 70%, indicated that the police officials working within the CSC were polite and helpful towards community members at the CSC. This is despite their perceiving a lack in both personnel and other resources.

This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. Again Camps Bay was the police station where the police was considered as the least helpful and friendly, while Table Bay Harbour Police Station, despite the participants believing them to have the least suitable resources and personal assisting in the CSC, scored the highest as having helpful and polite police assisting in their CSC.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (52%) indicated that they were satisfied with the services rendered by the detectives. At the Camps Bay and Sea Point police stations participants were most satisfied with the services that detectives rendered, while Maitland was the station where the participants were least satisfied with detective services. 75% of the participants feel that the detectives rendered satisfactory services.

There is a certain amount of difficulty in accurately analysing why participants feel satisfied with the services, because they may be influenced by the outcomes of cases. Some suggestions, for instance, on what could be done to improve these services were to hire more skilled detectives and that more resources should be provided for the detectives to work with to improve their investigations.



VI) WITNESS PROTECTION PROGRAMME

It is telling that 74 % of participants did not know whether witnesses of crimes are protected. Only 17% thought that they were, while 6 % of the participants thought that the police did not protect witnesses. Camps Bay, Sea Point and Woodstock stations were all equal in their participants not knowing if the police provide protection for witnesses in criminal cases.

Only 38% of participants of Pinelands Police Station said that the police did provide police protection, making this police station the highest scorer in terms of participants that believed that the police provide protection to witnesses in criminal cases. Table Bay Harbour Police Station scored the worst in this respect with 25% of participants thinking that the police did not provide witness protection.

This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a lack of confidence in the actual reporting of crimes in the first place and also of a lack of expectations of the support, follow-up and outcome of crimes that have been committed in a community. Lack of awareness of the protection that the police provide to witnesses of crime is a factor why participants answered that they do not know but other, more sinister aspects, suggest that these participants believe the police to be untrustworthy or as having a non-caring attitude towards witnesses.

Below we look at other aspects that affect the participants' perception of the service delivery of the police in their areas:

VII) POLICE VISIBILITY

About 25.8% of the participants indicated that more police patrols during the day and night would improve police visibility in their respective areas. However only 11.7% felt that increasing police patrols during the day would increase police visibility and 12.5% felt that increasing night patrols would increase police visibility in the area. More 'stop and search' operations were considered by 25% and full implementation of sector policing was considered by 23.4% as a means of improving police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority of community members (92.6%) indicated 5-10 minutes as an appropriate police response time while only 5.6% felt that 10-15 minutes was acceptable as a response time in the case of an emergency.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community needs to provide input into the plan of the police station and the allocation of its resources by the SAPS.

When asked if the CPF of their area provided input into the plan of the police station, 43% said that they did while 35% responded that they did not know. Asked about whether the CPF gave input into the way resources are allocated by the police, the majority of members (46%) indicated that they did give input.

X) ADDITIONAL COMMENTS PERTAINING TO THE CAPE TOWN POLICE CLUSTER

Camps Bay participants agree that improved training, improve calibre of recruits, better work ethics and approach to service, better equipment suitable for environment, better utilization and deployment of resources should be attended to.

In **Cape Town Central** the CPF is of the opinion that more reservists should be recruited and compensated. The number of foot and horse patrols need to be increased day and night. Training of officers, ensuring that SAPS vehicles are roadworthy and fully kitted, more direct community interaction, meeting and knowing your local SAPS officers should be done. SAPS need better working conditions, equipment, training and support.

Police should be trained to be more friendly and competent. The "Shoot to Kill" rule should be revisited as innocent people are killed in crossfire. The selling of toy guns to the children promotes violent behaviour and should be banned. Proper values and principles should be instilled in the growing youth; the selling of firearms and the licences should be stopped. Detectives and investigating officer's units should be brought to the sector teams in order to ensure accountability and a better conviction rate.

Individual SAPS members' performance should be monitored on a daily basis. There is a need to police illegal drug dealers more vigilantly, a zero tolerance approach to criminals and the need to utilise all resources including by-laws in the fight against crime.

Community cohesion should be strengthened; community police relations should be improved, establishment of recreational facilities to keep unemployed youth, shortage of confidentiality create problems. All stakeholders involved including the communities need to go back to basics. There is a need for passion to fight crime in all areas and to gain respect. To ensure that sector teams are retained and do not move officers around.

In **Kensington** the participants are of the view that community watchers should be given more consideration. The police should try to gain the community's trust. The community requests that the sector phone be answered at all times.

In **Maitland** there is a need for more police officials and police vans.

In **Pinelands** the number of police officers, vehicles and sector patrols should be increased. More trained and better equipped staff with a positive attitude towards the community. The CPF is in need of new two-way radios to be used when assisting the police in their operations.

The Department of Community Safety is requested to assist the CPF with resources like two-way radios. The Department should gain clarity of its role over the CPFs. Communication between police and community needs to be improved. Police officers deployed at the CSC should be capacitated to be able to answer telephone in a professional manner when dealing with community complaints. Better and proper training of members is a request. Members need to be trained to deal properly with public. Police visibility should be improved en route to railway stations.

In **Sea Point** the issue of illegal activities like prostitution, rent boys (male prostitutes) and vagrants should be addressed because the police are ignoring these problems. Sector managers are in need of laptops. SAPS members need to receive incentives to encourage them to carry out their work more efficiently. There should be a partnership and trust between the local police and the residents. In **Table Bay Harbour** more police, more patrol vehicles are



requested. It is requested that in **Camps Bay** the police training should be conducted to improve calibre of recruits, better work ethics and approach to service, better equipment suitable for environment, better utilization and deployment of resources.

In **Woodstock** the participants are of the view that the police station is not in an acceptable condition. There is a suggestion that the station needs to be located close to sector 1 where there is more crime. The sector managers should have a team reporting to them and the team should be acquainted with the sector. At present the teams report to shift managers who are not action or operational people. Shift managers should be redeployed to streets and sectors so that they are proactive rather than reactive. More senior officers in the management team are needed. Police in charge of his/her sector should have a database of all known offenders in that community. In **Woodstock** the police should comply with the code of conduct.

In **Maitland** participants requests a bigger police station.

4.7.4 CLAREMONT POLICE CLUSTER

The Claremont Police Cluster consists of three police stations, namely Claremont, Mowbray and Rondebosch police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 24: CLAREMONT CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Claremont	Hijacking	Theft of motor vehicle	Theft out of motor vehicle	Burglary at Residential Premises	Robbery at Residential Premises
Mowbray	Assault GBH, Common Robbery, Armed Robbery	Theft of motor vehicle	Theft out of motor vehicle	Burglary at Residential Premises	Robbery at Residential Premises
Rondebosch	Assault GBH, Common Robbery	Common Assault, Hijacking	Theft out of motor vehicle	Burglary at Residential Premises	Robbery at Residential Premises, Common Theft

The survey findings, in terms of the number 1 priority crime for the Claremont Cluster, illustrate a variety of crimes across the different areas. **Hijacking, common robbery, armed robbery and assault to do grievous bodily harm**, were reported as the number 1 crime priority in the different areas.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (58%) indicated that the police resources were suitable in addressing crime in the community, while only (42%) of participants felt that these resources were not suitable. The police station that felt that their resources were least suitable was Claremont (89%), while Mowbray (89%) and Rondebosch (83%) station indicated that their resources were suitable.

III) UTILIZATION OF RESOURCES

The majority of participants (61%) indicated that the resources are being effectively utilized and 39% of participants indicated that the police resources are not being used effectively. The majority of participants in Rondebosch (100%) and Mowbray (78%) indicated that resources are utilized effectively while participants in Claremont (78%) indicated that resources are not utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of participants (70%) indicated that there was enough police officials assisting people in the CSC and 30% of participants indicated that there are not enough police officers at the CSCs. The majority of participants in Rondebosch (100%) and Mowbray (78%) indicated that there are enough police officers at the CSCs. The majority in Claremont (56%) indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (73%) in the Claremont police cluster indicated that the police officials working within the CSC are polite and helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants in Mowbray (100%) and Rondebosch (100%) indicated that the police officers in the CSCs are helpful to members of the public, while the majority of participants in Claremont (75%) indicated that police officers at the CSC are neither polite nor helpful.

V) SERVICES RENDERED BY THE DETECTIVES

Half of the participants (50%) indicated that they are satisfied with the services rendered by the detectives and another half (50%) are not satisfied with services rendered by detectives. The majority of participants in Rondebosch (100%), and Mowbray (83%) indicated that they are satisfied with the services rendered by the detectives. In Claremont the majority of participants (89%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority of participants (79%) did not know whether witnesses of crimes are protected, while (13%) indicated that the police protect witnesses and 8% thought that they are not protected.

The majority of participants in all three police stations indicated that they do not know whether witnesses of crime are protected.

VII) POLICE VISIBILITY

The majority of participants (63%) indicated that more patrols be conducted during the day and night. The majority of participants in Claremont (67%) and Mowbray (67%) request more police patrols during the day and night. More 'stop and search' operations were considered



by 67% of participants, as being useful in increasing police visibility. The majority of participants in Claremont (78%) and Mowbray (67%) indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 54% of participants as a means of improving police visibility. The majority of participants in Claremont (78%) and Klawer Rondebosch (67%) indicated that the full implementation of sector policing should be conducted.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (92%) of community members indicated 5-10 minutes as an appropriate police response time while 8% felt that 10-15 minutes was acceptable as a response time in the case of an emergency. The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority of participants (46%) of participants indicated that the CPFs provide input into their station plans, while 27% indicated that they do not know and 27% responded that they do not provide input into the station plans. The majority of participants in Rondebosch (67%) indicated that they provide input into the station plans, while in Claremont (56%) the majority indicated that the CPF does not provide input.

The majority of participants (65%) indicated that the CPFs provide input in the way resources are allocated by the police in their areas, while 18% indicated that they do not and 17% indicated that they do not know if CPFs provide input in the way resources are allocated. The majority of participants in Mowbray and Rondebosch (60%) indicated that the CPFs provide input.

X) ADDITIONAL COMMENTS PERTAINING TO THE CLAREMONT POLICE CLUSTER

In **Claremont** it is requested that communication with all parties such as CPF, sectors managers, Neighbourhood watch (NHW) members etc be improved. Polite service in CSC should be rendered by police officers. Other issues raised in Claremont include literate staff, maintenance of vehicles, answering telephones, open communication channel for public transparency and accountability, tactfulness when dealing with victims, instil a sense of pride not power, encourage public involvement, and lead by example.

Mowbray participants request that more on-the- job training is needed to attempt to reach and maintain optimum levels of effectiveness and efficiency. There is a request for consistency with Station Commanders deployed at the station. Police should help clamp down the illegal squatting in abandoned houses.

There are major problems in the area with traffic violations by minibus taxis -illegal stopping, running and hooting are prime problems. These behaviours contribute to a culture of lawlessness that needs to be addressed. Establish strong and personal ties with the community.

Participants in **Rondebosch** indicated that for continuity to exist, able commanding officers should be allowed to stay longer at a station to make the necessary changes. Commanding officers are often moved just when they are making a difference at the station. Students and younger staff seem to need more training in taking statements and telephone communication.

4.7.5 DELFT POLICE CLUSTER

The Delft Police Cluster consists of four police stations, namely Belhar, Bellville South, Delft and Ravensmead police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 25: DELFT CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Belhar	Assault GBH,	Sexual offences	Domestic violence	Burglary at Residential premises	Robbery at residential premises, robbery at business premises
Bellville South	Assault GBH	Domestic Violence	Common Robbery	Burglary at Residential Premises	Common Theft
Delft	Assault GBH	Sexual Offences, Common Assault	Domestic Violence	Common Robbery	Theft out of motor vehicle
Ravensmead	Common Assault	Common Robbery	Theft out of motor vehicle	Robbery at Residential Premises	Vigilantism

The survey findings for the Delft Cluster, illustrate **assault to do grievous bodily harm** and **common assault** as the number 1 crime priorities.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (83%) indicated that the police resources were not suitable in addressing crime in the community, while only (17%) of participants felt that these resources were suitable. All the police stations indicated, feel that their resources were least suitable.

III) UTILIZATION OF RESOURCES

The majority of participants (59%) indicated that the resources are not being effectively utilized and 41% of participants indicated that the police resources are being used effectively. The majority of participants in Delft (75%) and Ravensmead (63%) indicated that resources are not utilized effectively while participants in Bellville South (55%) indicated that resources are utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of participants (55%) indicated that there was enough police officials assisting people in the CSC while 45% of participants indicated that there are not enough police officers at the CSCs. The majority of participants in Bellville South (75%) and Ravensmead (63%) indicated that there are enough police officers at the CSCs. The majority in Delft (78%) indicated that there are not enough police officers assisting in the CSC.



(A) POLICE CONDUCT AT THE CSC

The majority of participants (55%) in the Claremont police cluster indicated that the police officials working within the CSC are neither polite nor helpful and 45% indicated that the police officers are polite and helpful. This is despite them perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants in Ravensmead (75%) indicated that the police officers in the CSCs are helpful to members of the public while the majority of participants in Delft (78%) indicated that police officers at the CSC are neither polite nor helpful.

V) SERVICES RENDERED BY THE DETECTIVES

More than half of the participants (54%) indicated that they are satisfied with the services rendered by the detectives and the other half (46%) are not satisfied with services rendered by detectives. The majority of participants in Delft (78%) indicated that they are satisfied with the services rendered by the detectives. In Ravensmead the majority of participants (71%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority of participants (38%) did not know whether witnesses of crimes are protected, while (35%) indicated that the witnesses are not protected and 35% thought that the witnesses are protected. The majority of participants in Delft (44%) indicated that they think witnesses of crime are protected. In Ravensmead half of participants do not think that witnesses of crime are protected and another half did not know that witnesses of crime are protected.

VII) POLICE VISIBILITY

The majority of participants (55%) indicated that more patrols be conducted during the day and night. The majority of participants in Delft (78%) and Ravensmead (63%) request more police patrols during the day and night. More 'stop and search' operations were considered by 72% of participants as being useful in increasing police visibility. The majority of participants in Ravensmead (88%) and Delft (78%) indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 41% of participants as a means of improving police visibility. The majority of participants in Ravensmead (63%) and Delft (56%) indicated that the full implementation of sector policing should be conducted.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (64%) of community members indicated 5-10 minutes as an appropriate police response time, while 21% felt that 10-15 minutes was acceptable as a response time in the case of an emergency. Eleven percent (11%) of participants indicated that 15-20 minutes is acceptable for police to respond to crime situations and 4% indicated that 30-60 minutes is acceptable. The majority of participants in Bellville South (91%) and Delft (78%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations. The majority of participants in Ravensmead (63%) indicated that 10-15 minutes was acceptable for police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority of participants (44%) indicated that they do not know whether CPFs provide input into the station plans, while 41% indicated that they do not and 15% do provide input into the station plans. The majority of participants in Delft (63%) indicated that they do not provide input into the station plans.

The majority of participants (50%) indicated that they do not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 31% indicated that they do not and 19% indicated that they provide input in the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE DELFT POLICE CLUSTER

In **Belhar** participants indicated that the police station is small and cannot accommodate community needs. The police are requested to get to acquaint themselves with community organisations. Communication skills training for the front desk staff should be conducted to ensure that the police officers are more community-friendly. There is a request that when new police officers are appointed the station commander should introduce them to community leaders. Good police officers should be recognised and bad policing should be reported. Some police officers use drugs and purchase it within the community. This tarnishes the image of the police. A screening process should be in place for officers and action should be taken against those who contravene. Police are requested to break down the barriers in working in isolation, be less autocratic, show less power and be prepared to call on organisations when the need arises.

In **Bellville South** the police officers are seen to be bribed by shebeen owners and drug merchants and such officers should be prosecuted. The police are requested to work hand in hand with the CPF and assist where necessary as they do not have offices and resources. The CPF requests to be invited to management meetings. There is a request for SAPS management to be more visible in the community. Police should improve their human relations when dealing with the community. The response times to crime situations should improved. Training of members and reservists is necessary. The station should get rid of corrupt officers and employ dedicated police officers.

In **Ravensmead** the participants are of the view that SAPS should acknowledge CPF. More police visibility is necessary and community meetings should be conducted.

According to participants, **Delft** is both culturally and racially diverse and more attention should be given on diversity. The need to hold public within the respective sectors and more NHW meetings should be conducted. The domestic violence cases are reportedly not handled effectively. There is a shortage of 'stop and search' operations in the area. The shops of the foreigners that are open till late affect the safety of the community. There is a request that the shebeen owners who do not comply with the closing times should be held responsible and pay heavy fines.

During the Community Safety Barometer project 2008/09 the participants identified housebreakings, car theft, murder, robbery, drug abuse, hijacking, sexual abuse and child abuse as the most feared crimes in Delft. The participants proposed that the government need to provide recreational facilities and activities for youth and to reduction the access to alcohol and drugs. The issue of gangs in the community should be addressed by government.



4.7.6 KHAYELITSHA POLICE CLUSTER

The Khayelitsha Police Cluster consists of eight police stations, namely Gordons Bay, Harare, Khayelitsha, Lingelethu West, Lwandle, Macassar, Somerset West and Strand police stations.

I) TOP PRIORITY CRIMES

TABLE 26: KHAYELITSHA CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Gordon's Bay	Theft out of a motor vehicle, Assault GBH	Sexual Offences, Burglary at Residential Premises	Theft of motor vehicle, Robbery at Residential Premises	Burglary at Residential Premises	Common Theft
Harare	Sexual Offences	Domestic Violence	Murder	Burglary at Residential Premises	Burglary at Residential Premises & Burglary at Business Premises
Khayelitsha	Domestic Violence	Armed Robbery	Burglary at Residential Premises	Burglary at Business Premises	Vigilantism
Lingulethu West	Sexual Offences	Common Assault, Domestic Violence, Common Robbery	Burglary at Residential Premises	Robbery at Residential Premises	Robbery at Business Premises
Lwandle	Assault GBH, Sexual Offences	Domestic Violence	Murder	Armed Robbery	Burglary at Residential Premises
Macassar	Assault GBH	Sexual Offences	Domestic Violence, Theft out of motor vehicle	Murder	Burglary at Residential Premises
Somerset West	Theft of a motor vehicle	Theft of a motor vehicle	Domestic violence, Burglary at residential and business premises	Robbery at residential and business premises	Armed robbery, Common theft
Strand	Common Robbery, Domestic Violence, Assault GBH	Common Assault	Theft out of motor vehicle	Burglary at Residential Premises	Robbery at Business Premises, Burglary Business Premises

The survey findings, in terms of the number 1 priority crime for the Khayelitsha Cluster, illustrate a variety of priority 1 crimes across the different areas. **Common robbery, domestic violence, sexual offences, assault to do grievous bodily harm, theft of a motor vehicle and theft out of a motor vehicle** were reported as the number 1 crime priority in the different areas. Khayelitsha was identified as one of the twelve xenophobic hotspots⁴⁷ in the province however the participants did not identify xenophobia as a top priority crime.

2 Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (66%) felt that the police resources were not suitable in addressing crime in the community, while only 29% of participants felt that these resources were suitable. The police station that felt that their resources were least suitable was Harare while Macassar station felt that their resources were suitable.

III) UTILIZATION OF RESOURCES

Community members were asked whether police resources are being effectively utilized. The majority of participants (50 %) found that the resources were not being effectively utilized. About 43 % of participants said that these resources were being used effectively. Both Harare and Gordons Bay Stations unanimously felt that their resources were being effectively utilized while Macassar Police Station shows that this is where participants most thought that resources were not being effectively utilized.

IV) COMMUNITY SERVICE CENTRE

Community members responded as to whether members perceive there to be enough police officials assisting people in the Community Service Centre (CSC). The majority of participants (66%) indicated that they did not perceive there to be enough police officials assisting people in the CSC with Gordons Bay scoring the highest. Macassar is the police station where there was least thought to be enough police officials assisting at the CSC.

(A) POLICE CONDUCT AT THE CSC

The majority of participants, 50%, indicated that the police officials working within the CSC were neither polite nor helpful towards community members at the CSC. Roughly 47% of participants to this question, however, did feel that the police were polite and helpful. Harare station scored the worst as the participants believe that the police were neither polite nor helpful while Gordons Bay scored the best at their participants indicating that the police at their station were helpful and friendly.

V) SERVICES RENDERED BY THE DETECTIVES.

The majority of participants (55%) indicated that they were not satisfied with the services rendered by the detectives. Lwandle was the station where the participants were least satisfied with the services while Gordons bay again scored the best with all those that responded to this question feeling that the detectives did render satisfactory services.

There is a certain amount of difficulty in accurately analysing why participants feel satisfied with the services, because they may be influenced by the outcomes of cases. Some suggestions, for instance, on what could be done to improve these services were to hire more skilled detectives and that more resources should be provided for the detectives to work with to improve their investigations.

VI) WITNESS PROTECTION PROGRAMME

Thirty eight percent of the participants (38 %) did not know whether witnesses of crimes are protected. However, 31% thought that they were and 21% of participants thought that the police did not protect witnesses. The single respondent to this question said that Gordons Bay did



protect witnesses, but also 90% of participants to this question at Harare Police Station said that the police protected witnesses in criminal cases. Lwandle scored high as the place where the majority of participants thought that the police did not protect witnesses, while all the participants at Somerset West did not know whether the police protected witnesses in criminal cases.

This breakdown in understanding the service of protection that the police provide for witnesses means that there may be a lack of confidence in the actual reporting of crimes in the first place and also of a lack of expectations of the support, follow-up and outcome of crimes that have been committed in a community.

Below we look at other aspects that affect the participants' perception of the service delivery of the police in their areas:

VII) POLICE VISIBILITY

Full implementation of sector policing was considered by 28% of respondents as a means of improving police visibility. More 'stop and search' operations were considered by 23.8% as being useful in increasing police visibility. Of the participants, 26.6% indicated that more police patrols during the day and night would improve police visibility in their respective areas and 11.2% felt that increasing police patrols during the night would increase police visibility. 10.5% felt that increasing day patrols would increase police visibility in the area.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority (60%) of community members indicated 5-10 minutes as an appropriate police response time while only 21.8% felt that 10-15 minutes was acceptable as a response time in the case of an emergency.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The establishment of the CPF was meant to improve community-police relations and make the police more responsive to the needs of the community. To achieve this, the CPF of that community has to have input into the plan of the police station and the allocation of its resources by the SAPS.

When asked if the CPF of their area provided input in the plan of the police station, 41% said that they did while 28% responded that they did not know. Asked about whether the CPF provided input in the way resources are allocated by the police, 50% indicated that they did.

X) ADDITIONAL COMMENTS PERTAINING TO THE KHAYELITSHA POLICE CLUSTER

In **Gordons Bay** participants indicated that street children, vagrants and beggars, street racing at night (Fridays and Saturdays), illegal parking attendants, bars open after 02:00 is a huge challenge in the area that needs to be addressed by the police. Security and control within municipal properties e.g. caravan park and Koggel Bay should be improved. Cable theft seems to be a constant problem. With only one vehicle and an area made up of mostly unlit roads makes this a difficult problem to address.

In **Harare** the participants are of the view that the police should monitor their areas and communicate with community members. Foot patrol of police members should be implemented.

During the Minister of Community Safety's visit in Harare the community members raised service delivery issues that includes the following issues:

- N) Shortage of co-operation from SAPS;
- O) SAPS not patrolling on foot but in vehicles; requesting torches and jackets
- P) An increase in selling of drugs; information about drug merchants leak out when reported to SAPS and patrollers who are possibly injured whilst patrolling;
- Q) SAPS assault people without reason when they conduct patrols and searches,
- R) Shortage of service delivery issues (visibility of SAPS Flying Squad, telephone etiquette, response time) and
- S) Shortage of communication with community structures.

In **Lwandle** participants suggest that CPF members and NHW members should work hand in hand with the police in conducting patrols. Reservists should be trained. CPF should have name tags and the Department of Community Safety should visit CPF members at least once a month. Police are urged not to drink during working hours. The police should patrol the area with the CPF, NHWes. On weekends they should close shebeens. Those licensed shebeens should be monitored to comply with closing times.

There is a request that in **Lwandle** the CPF should be registered. The CPF and NHWes should have benefits so that they should be motivated in their work. Finally, CPF members should have a close relationship with SAPS. They can patrol with the police and SANCO and street committees should account to the CPF and CPF to the police.

Participants in **Somerset West** are of the view that the police should address the problem of vagrants in the area. We know that these people often act as spotters for criminals. With the demographics of Somerset West and taking into account the high number of robberies a dog unit and a horse unit is of paramount importance. Police should provide support and information to the community structure or community leaders, work with them to provide them with more insight on issues to enable them to keep the community informed.

Macassar participants suggested that the police officers should be professional, dedicated, very strict and proud to be members of SAPS. High morale and dignity are recommended. Colleagues and community members need to respect each other. The police should give positive meaning to the word S.A.P.S. To get better police delivery, the station should get rid of corrupt police officers. SAPS should get reliable, honest and hardworking officers. Police are requested to respond faster when they are called to crime situations. The police should plan together with schools and other parts of society in order to prevent the root causes of ill diseases such as drugs. The community is Afrikaans-speaking and therefore Afrikaans-speaking officers should be employed in Macassar police station.

The **Strand** participants cited that more reservists should be deployed and be provided with appropriate training.

In **Lingeletu West** participants propose that more patrols especially on week ends should be conducted in the informal settlements like Monwabisi Park and next to the railway routes. Visit schools to raise awareness on drug, alcohol and sex abuse. The participants request that stations have separate jails for the juveniles and adults. Police should try to commit themselves to the community. Police officers that misbehave toward community members need to attend workshops to improve their human relations.



4.7.7 KRAAIFONTEIN POLICE CLUSTER

The Kraaifontein Police Cluster consists of three police stations, namely Brackenfell, Durbanville and Kraaifontein police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Brackenfell	Domestic Violence	Theft of motor vehicle	Theft out of motor vehicle	Burglary at Residential Premises	Burglary at Business Premises, Common Theft
Durbanville	Assault GBH	Murder, Sexual Offences	Theft out of motor vehicle, Murder, Armed Robbery	Burglary at Residential Premises	Robbery at Residential Premises
Kraaifontein	Common Robbery	Domestic Violence, Hijacking	Burglary at Residential Premises	Robbery at Residential Premises	Common Theft

The survey findings, in terms of the number 1 priority crime for the Kraaifontein Cluster, illustrate a variety of priority 1 crimes across the different areas. **Domestic violence, common robbery and assault to do grievous bodily harm** were reported as the number 1 crime priority in the different areas. Kraaifontein was identified as one of the twelve xenophobic hotspots⁴⁸ in the province however the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (84%) of the Bellville police cluster feel that the police resources were not suitable in addressing crime in the community while only 16% of participants feel that these resources were suitable. All the CPFs, Brackenfell (100%), Kraaifontein (86%) and Durbanville (67%) indicated that their resources were not suitable in addressing crime in their areas.

III) UTILIZATION OF RESOURCES

The majority of participants (53%) indicated that the resources are not being effectively utilized and 47% of participants indicated that the police resources are being used effectively. Most participants in Brackenfell (83%) and Kraaifontein (60%) indicated that resources are not utilized effectively while the majority in Durbanville indicated that resources are utilized effectively in their area.

OO)Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished

IV) COMMUNITY SERVICE CENTRE

The majority of participants (79%) indicated that there were enough police officials assisting people in the CSC and 21% feel that there are not enough police officers at the CSCs. All CPFs, Durbanville (100%), Kraaifontein (71%) and Brackenfell (67%) scored high in this section with all the participants indicating that there were enough police assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (79%) indicated that the police officials working within the CSC were polite and helpful, and 21% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a shortage in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The CPFs in Brackenfell (100%), Kraaifontein (71%) and Durbanville indicated that the police officers at the CSC are polite and helpful to members of the community.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (53%) indicated that they were satisfied with the services rendered by the detectives and 47% are not satisfied with services rendered by detectives. The majority of participants (100%) in Durbanville and Kraaifontein (75%) indicated that they were satisfied with the services rendered by the detectives while all the participants (100%) in Brackenfell are not satisfied.

VI) WITNESS PROTECTION PROGRAMME

The majority of participants (40%) did not know whether witnesses of crimes are protected, 30% thought that they were while 30% of participants indicated that the police do not protect witnesses of crime. The majority of participants in Brackenfell (67%) indicated that witnesses are being protected while the majority (67%) in Durbanville feel that the witnesses are not protected and half of participants (50%) in Kraaifontein indicated that they do not know whether witnesses of crime are protected by the police.

VII) POLICE VISIBILITY

The majority of participants (67%) indicated that more patrols during the day and night should be conducted. In Durbanville the majority (71%) of participants request more police patrols during the day, while in Kraaifontein police patrols during the night are requested and in Brackenfell the majority (67%) requests patrols during the day and night.

More 'stop and search' operations were indicated by 57% of participants as being useful in increasing police visibility. In Brackenfell (100%) all participants indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 71% as a means of improving police visibility. In Kraaifontein all participants suggested the full implementation of sector policing to improve police visibility.



VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, a clear majority of community members (80%) indicated 5-10 minutes as an appropriate police response time, while 10% feel that 10-15 minutes was acceptable as a response time in the case of an emergency. The majority of participants in Kraaifontein (86%), followed by Brackenfell (83%) and Durbanville (71%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority of participants (47%) indicated that the CPFs do not provide input into the station plans, while 29% indicated that they do not know and 24% indicated they do provide input into the station plans. Half of participants in both Brackenfell and Kraaifontein indicated that they do not provide input into the station plans.

The majority of participants (55%) indicated that the CPFs do not provide input in the way resources are allocated by the police in their areas, while 25% indicated that they do not know and 20% responded that the CPF does provide input in the way resources are allocated. The majority of participants (57%) in Durbanville indicated that the CPF provides input, while the majority of participants (50%) in Kraaifontein indicated they do not. Most participants in Bothasig indicated that they do not know whether the CPF provides input into the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE KRAAIFONTEIN POLICE CLUSTER

In Brackenfell the participants indicated that there is a language barrier and a shortage of members to assist the community in problems or emergencies. There are also not enough vehicles to attend to the crime. The police officers are indicated to lack telephone etiquette. They need training in effective communication with community members. The police station as indicated is under staffed. Police corruption and members involved in criminal activities should be rooted out.

In Durbanville the participants request a new police station to accommodate the staff and to deliver the services to the public. It has become known that the police are friends with the owners of drug outlets and shebeen. They also and take bribes from them. Accountability of SAPS to the public needs should be improved. Police should take the acquirement of licenses for shebeens far more seriously. More police presence and resources are required to bring about a fundamental significant reduction in both types of crime in both areas.

At Kraaifontein the participants suggest that the cases at court need more inspection to ensure that the does not fail the community. It is requested that the police should be more accountable to community.

4.7.8 KUILS RIVER POLICE CLUSTER

The Kuils River Police Cluster consists of three police stations, namely Kleinvlei, Kuils River and Mfuleni police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 28: KUILS RIVER CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Kleinvlei	Assault GBH	Sexual Offences	Domestic Violence, Armed Robbery	Burglary at Residential Premises, Burglary at Business Premises	Common Theft and Stock Theft
Kuils River	Assault GBH, Common assault, Domestic Violence	Theft of motor vehicle	Theft out of motor vehicle	Robbery at Residential Premises	Burglary at Residential Premises
Mfuleni	Assault GBH	Sexual Offences, Common Assault	Murder	Hijacking	Burglary at Residential Premises

The survey findings, in terms of the number 1 priority crime for the Kuils River Cluster, illustrate a variety of priority 1 crimes across the different areas. **Domestic violence, common assault, common robbery, theft of motor vehicle** and **assault to do grievous bodily harm**, were reported as the number 1 crime priority in the different areas.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of participants (82%) of the Bellville police cluster feel that the police resources were not suitable in addressing crime in the community, while 18% of participants feel that these resources were suitable. All the CPFs, Kuilsriver (100%), Mfuleni (80%) and Kleinvlei (75%) indicated that their resources were not suitable in addressing crime in their areas.

III) UTILIZATION OF RESOURCES

The majority of participants (56%) indicated that the resources are not being effectively utilized and 44% of participants indicated that the police resources are being used effectively. Most participants in Kleinvlei (75%) and Kraaifontein (75%) indicated that resources are not utilized effectively while all of the participants in Kuils River (100%) indicated that resources are utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of participants (94%) indicated that there were enough police officials assisting people in the CSC and 6% feel that there are not enough police officers at the CSCs. All CPFs, Kleinvlei (100%), Kuilsriver (100%) and Mfuleni (75%) scored high in this section with all the participants indicating that there were enough police assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (65%) indicated that the police officials working within the CSC are neither polite nor helpful and 35% indicated that the police officers are polite and helpful.



This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The CPFs in Kuils River (100%) and Mfuleni (60%) indicated that the police officers at the CSC are polite and helpful to members of the community.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (94%) indicated that they were not satisfied with the services rendered by the detectives and 6% are satisfied with services rendered by detectives. The majority of participants (100%) in Kuilsriver (100%), Mfuleni (100%) and Kleinvlei (88%) indicated that they were not satisfied with the services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

Forty four percent (44%) of the participants did not know whether witnesses of crimes are protected, another 44% indicated that the witnesses are not protected by the police and 12% thought that they are protected. The majority of participants in Mfuleni (80%) indicated that witnesses are not being protected while the majority (63%) in Kleinvlei indicated that they do not know if the witnesses are protected.

VII) POLICE VISIBILITY

The majority (72%) of participants indicated that more patrols during the day and night should be conducted. In Kuilsriver (80%), Mfuleni (80%) and Kleinvlei (67%) participants request more police patrols during the day and night. More 'stop and search' operations were considered by 61% of participants to increase police visibility. In Kuilsriver (80%) and Kleinvlei (63%) the majority of participants indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 71% as a means of improving police visibility. In Kleinvlei (63%) and Kuilsriver (60%) of the participants suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority of community members (61%) indicated 5-10 minutes as an appropriate police response time while 17% felt that 10-15 minutes was acceptable as a response time in the case of an emergency. Another 17% of participants indicated that 15-20 minutes is acceptable. The remaining 6% of participants indicated that 20-30 minutes is still acceptable for police to respond to crime emergencies. The majority of participants in all areas Kleinvlei (63%), Kuilsriver (60%) and Mfuleni (60%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (41%) of participants indicated that they do not know whether CPFs provide input into the station plans, while 35% indicated that the CPFs did not and 24% of the participants indicated that they do give input into the station plans. The majority of participants in Kleinvlei (63%) did not know about CPF input, while in Kuilsriver (60%) the majority indicated that the CPF did not provide input to police stations. The majority of participants (47%) indicated that they did not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 29% indicated that they did not

give input and 24% indicated that they do provide input in the way resources are allocated. The majority of participants (75%) in Mfuleni indicated that they do not know if they give input, while 60% of participants in Kuilsriver indicated they do give input.

X) ADDITIONAL COMMENTS PERTAINING TO THE KUILS RIVER POLICE CLUSTER

In **Kleinvele** the participants indicated that there is high level of corruption and that the police involved should be prosecuted as this leads to mistrust between the police and members of the community. It is requested that bicycle patrols should be used in the severely crime affected areas. There is a request to make sectors smaller in order to make the area more manageable.

The **Kuils River** participants suggest that the rape victims should be assisted more speedily (taken to hospital). The participants request that the corrupt SAPS members should be dealt with. SAPS should focus on sector policing and it should adhere to the national instruction regarding sector policing. CPFs should play a greater oversight role as mandated by legislation. Police officers should be properly trained and equipped.

In **Mfuleni** the participants are of the view that drugs are a major problem that needs to be addressed. The community members wish to have greater ownership of the police station and request that it should be extended. There are a lot of people who are unemployed. The participants request that the police officers take their work seriously. Participants request better police officers and a better functional police station.

4.7.9 MILNERTON POLICE CLUSTER

The Milnerton Police Cluster consists of four police stations, namely Atlantis, Melkbosstrand, Milnerton and Table View police stations. All police stations, participated in the survey.

I) TOP PRIORITY CRIMES

TABLE 29: MILNERTON CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Atlantis	Common Assault	Common Robbery	Domestic Violence	Burglary at Residential Premises	Common Theft
Melkbosstrand	Sexual Offences	Burglary at Residential Premises	Domestic Violence	Burglary at Residential Premises	Drug related crime
Milnerton	Assault GBH, Sexual Offences, Common Assault & Theft out of motor vehicle	Murder, Common Robbery & Burglary at Business Premises	Domestic Violence	Burglary at Residential Premises	Common Theft
Table View	Assault GBH, Theft of motor vehicle	Burglary at Residential Premises	Theft out of motor vehicle	Robbery at Residential Premises	Drug related crime



The survey findings, in terms of the number 1 priority crime for the Milnerton Cluster, illustrate a variety of priority 1 crimes across the different areas. **Common assault, sexual offences, theft out of a motor vehicle, theft of a motor vehicle** and **assault to do grievous bodily harm** were reported as the number 1 crime priority in the different areas. Milnerton was identified as one of the twelve xenophobic hotspots⁴⁹ in the province, although the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of the participants (72%) felt that police resources are not suitable in addressing crime in the Milnerton police cluster. The most affected stations according to the participants are Atlantis (88%), Milnerton (80%) and Melkbosstrand (75%). The least affected station is Table View (50%).

III) UTILIZATION OF RESOURCES

About 52% of the participants have indicated that these resources are not utilized effectively. The most affected station is Atlantis (89%) and the least affected station is Milnerton (100%).

IV) COMMUNITY SERVICE CENTRE

Most of the participants (58%) in the Milnerton cluster have indicated that there are not enough police officers assisting in the Community Service Centres. Atlantis (89%) is the most affected station and Milnerton (75%) is the least affected station.

(A) POLICE CONDUCT AT THE CSC

Approximately 58% of the participants have indicated that the police officers in the CSC are polite and helpful to the community members. The most satisfied stations are Melkbosstrand (75%) and Table View (75%). The least satisfied station is Atlantis (33%).

V) SERVICES RENDERED BY THE DETECTIVES

Most of the participants (62%) have indicated that they are not satisfied with the detective services rendered in their areas. Atlantis (89%) was the most affected area and Melkbosstrand (100%) was not affected at all.

VI) WITNESS PROTECTION PROGRAMME

The majority of the participants (46%) did not know whether or not the police in their area are doing enough to protect witnesses in criminal cases. About 42% of the participants do not think that the police in their area protect the witnesses in criminal cases. The most affected area was Atlantis (100%) and Melkbosstrand (25%) appeared to be the least affected.

SSS) Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished

VII) POLICE VISIBILITY

On the question of police visibility, 69% of the participants do not think that more police officers doing patrols during the day can improve police visibility. In addition to that, 54% of the participants do not think that more police officers doing patrols at night can improve police visibility. About 81% of the participants thought that more police officers doing patrols during the day and night in their areas can improve police visibility, 77% of them thought that more 'stop and search' operations in their areas can improve police visibility and 58% thought that fully implementing sector policing can improve police visibility. Lastly, 81% of the participants did not think of any other measures except those that are mentioned above.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

Roughly 85% of the participants have indicated that 5-10 minutes is an acceptable response time for the police. Atlantis (100%) appeared to be the most satisfied with that.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

About 44% of the participants indicated, that their CPFs do not provide input into the way resources are allocated by the police in their areas. Atlantis (78%) was the most affected and Milnerton (60%) was the least affected.

Most of the participants (60%) have said that their CPFs provide input in the police station plan in their respective areas. Atlantis (89%) was the most satisfied and Milnerton (40%) was the least satisfied.

X) ADDITIONAL COMMENTS PERTAINING TO THE MILNERTON POLICE CLUSTER

In **Atlantis** participants recommended that the Department of Community Safety should be overseers of the CPFs. They are of the opinion there will be a conflict of interest if SAPS take over this responsibility. It is suggested that whistle blowers should be compensated. More drug awareness programmes should be implemented to deal with the drug abuse in Atlantis. More social events should take place in sector meetings with SAPS and community to take place once or twice a month. Community involvement should be improved between SAPS and community.

The findings of the Community Safety Barometer project 2008/09 reveal that the community mostly fear robbery, murder, rape and shootings. Provision of recreational facilities and activities for the youth, skills development and job creation for community members, stricter laws and lengthier punishments for perpetrators of crime, consistent monitoring and evaluation of police activities. Increase police visibility in the area; improve co-operation and liaison between police and ordinary community members as necessary measures to be taken by government in addressing crime in the area.

In **Melkbosstrand** the participants requests that domestic violence and crime against women and children should be dealt with aggressively and without delay. There are disempowered CPFs. Stronger operations focusing on drug and alcohol abuse should be implemented by the police.



In **Milnerton** more staff on foot should be deployed, to avoid contact crimes. There is a need to identify co-operation between the community and the police. It is requested that SAPS should not interfere in checking municipal by-laws, Metro police should be involved in implementing by-laws.

In **Table View** there is a request that police members should be well looked after through improved service conditions, since this will boost their morale and in turn improve service delivery. Currently, the police officers are perceived to be doing a good job and therefore they should be compensated or appreciated for such good work. There is a need to empower the junior staff in taking statements; how to take statements accurately and to avoid spelling mistakes.

4.7.10 MITCHELLS PLAIN POLICE CLUSTER

The Mitchell's Plain Police Cluster consists of two police stations, namely Mitchell's Plain and Strandfontein police stations. This cluster is the smallest of all police clusters in the Western Cape Province. Both police stations participated in the survey.

I) TOP PRIORITY CRIMES

TABLE 30: MITCHELL'S PLAIN CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Mitchell's Plain	Sexual Offences	Domestic Violence	Common Robbery	Burglary at Residential Premises	Robbery at Residential Premises, Common Theft
Strandfontein	Assault GBH	Common Robbery	Burglary at Residential Premises	Common Theft	Fraud

The survey findings, in terms of the number 1 priority crime for the Mitchell's Plain Cluster, illustrate that **sexual offences and assault to do grievous bodily harm** were reported as the number 1 crime priority in the different areas.

During the Community Safety Barometer project 2008/09, the participants identified burglary at residential premises, common robbery and common theft as the most feared crimes in Mitchell's plain. Some of these crimes like burglary at residential premises, common robbery and common theft coincide with the identified crimes in this study.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority of the participants (95%) felt that police resources are not suitable in addressing crime in the Mitchells Plain cluster. The most affected stations are Mitchells (100%) while Strandfontein (90%) is the least affected station.

III) UTILIZATION OF RESOURCES

About 58% of the participants have indicated that these resources are not utilized effectively. The most affected station is Strandfontein (78%) and the least affected station is Mitchells Plain (40%).

IV) COMMUNITY SERVICE CENTRE

Most of the participants (64%) felt that there are not enough police officers assisting in the Community Service Centres. Mitchells Plain (67%) is the most affected station and Strandfontein (60%) the least.

(A) POLICE CONDUCT AT THE CSC

Approximately 64% of the participants have indicated that the police officers in the CSC are polite and helpful to the community members. The most satisfied stations are Strandfontein (90%) and Mitchells Plain (42%) is the least satisfied.

V) SERVICES RENDERED BY THE DETECTIVES

Most of the participants (53%) have indicated that they are satisfied with the detective services rendered in their areas. Strandfontein (78%) was the most satisfied area while Mitchells Plain (30%) was least satisfied.

VI) WITNESS PROTECTION PROGRAMME

The majority of the participants (65%) did not know whether or not the police in their area are doing enough to protect witnesses in criminal cases while 29% of the participants did not think that the police in their area protect the witnesses in criminal cases. Only 6% of the participants indicated that they do. The most affected area was Mitchells Plain (70%). The least affected area is Strandfontein (57%).

VII) POLICE VISIBILITY

On the question of police visibility, 64% of the participants did not think that more police officers doing patrols during the day can improve police visibility. The majority of the participants (64%) did not think that more police officers doing patrols at night can improve police visibility. About 68% of the participants thought that more police officers doing patrols during the day and night in their areas can improve police visibility and 68% of them thought that more 'stop and search' operations in their areas can improve police visibility. However, 68% did not think that fully implementing sector policing can improve police visibility. Lastly, 91% of the participants did not think of any other measures except those that are mentioned above.



VIII) POLICE RESPONSE TIME TO AN EMERGENCY

Roughly 81% of the participants have indicated that 5-10 minutes is an acceptable response time for the police. Strandfontein (100%) appeared to be the most satisfied with that.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

About 50% of the participants indicated that their CPFs provide input in the way resources are allocated by the police in their areas. Mitchell's Plain (67%) was the most satisfied while Strandfontein (33%) was the least satisfied.

Most of the participants (61%) have said that their CPFs provide input into the police station plan in their respective areas. Mitchell's Plain (78%) was the most satisfied while Strandfontein (44%) was the least satisfied.

X) ADDITIONAL COMMENTS PERTAINING TO THE MITCHELL'S PLAIN POLICE CLUSTER

In **Mitchell's Plain** the police are requested to be available when the community needs the police, be friendly and show respect to the community members. SAPS officers are requested to offer immediate trauma debriefing to the victims of crimes. It is reported that there are structures like the victim support programme volunteers in place, however they are not utilized properly.

There is a request that the Tafelsig satellite station should be upgraded and more trained police officers should be deployed to work with the community. There is a request that the gates at the police station should be opened.

During the Minister of Community Safety visit in Mitchell's Plain, issues were raised pertaining to Liquor laws, infighting within CPF structures and the concerns of the community was not addressed. As an intervention the matter was referred to the Department (Community Liaison) for mediation and conflict resolution. A request was made that law enforcement should address the issue about a certain house that sells stolen goods,

Provision of programmes to target substance abuse, provision of recreational facilities and activities for youth, skills development and job creation, closure of illegal shebeens could be some of the preventative measures in addressing crime in the area.

In **Strandfontein** there is a request that dedicated and disciplined staff and more policemen be deployed at the station. Police officers are requested accommodate the elderly and disabled. More visible policing is suggested to prevent breakings in the area.

4.7.11 MUIZENBERG POLICE CLUSTER

The Muizenberg Police Cluster consists of five police stations, namely Fish Hoek, Hout Bay, Muizenberg, Ocean View and Simon's Town police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 31: MUIZENBURG CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Fish Hoek	Common Robbery, Theft of a vehicle	Theft out of motor vehicle	Burglary at Residential Premises	Robbery at Residential premises	Common Theft
Hout Bay	Assault GBH	Common Assault	Domestic Violence	Burglary at Residential Premises	Common Theft
Muizenberg	Assault GBH	Common Assault	Common Robbery	Burglary at Residential Premises	Theft out of Motor Vehicle, Robbery at Residential Premises
Ocean View	Assault GBH	Domestic Violence	Theft of Motor Vehicle	Burglary at Residential Premises	Robbery at Residential Premises
Simon's Town	Common Robbery	Theft out of Motor Vehicle	Burglary at Residential Premises	Robbery at Residential Premises	Common Theft

The survey findings, in terms of the number 1 priority crime for the Muizenburg Cluster, illustrate **common robbery, theft of a motor vehicle** and **assault to do grievous bodily harm** as the number 1 priority crimes. Hout Bay was identified as one of the twelve xenophobic hotspots⁵⁰ in the province however; the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (83%) of respondents of the Muizenberg police cluster felt that the police resources were not suitable in addressing crime in the community while 17% of respondents felt that these resources were suitable. The majority of participants in Fish Hoek (100%), Hout Bay (100%) Muizenberg (100%) and Simons Town (83%) indicated that their resources were not suitable in addressing crime in their areas. The only area where majority of participants (56%) indicated that resources are suitable is Ocean View.

III) UTILIZATION OF RESOURCES

The majority of participants (53%) indicated that the resources are not being effectively utilized and 47% of participants indicated that the police resources are being used effectively. The majority of participants in Hout Bay (83%), Muizenberg (83%) and Fish Hoek

AA) Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished



(71%) indicated that resources are not utilized effectively while participants in Ocean View (80%) indicated that resources are utilized effectively.

VI) COMMUNITY SERVICE CENTRE

The majority of participants (57%) indicated that there were enough police officials assisting people in the CSC and 43% feel that there are not enough police officers at the CSCs. The majority of participants in Simons Town (100%), Fish Hoek (71%) and Muizenberg (67%) indicated that there are enough police officers at the CSCs. The majority in Hout Bay (88%) indicated that there not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (91%) indicated that the police officials working within the CSC are neither polite nor helpful and 9% indicated that the police officers are polite and helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The participants in Fish Hoek (100%), Ocean View (100%), Simons Town (100%), and Muizenberg (67%) indicated that the police officers at the CSCs are polite and helpful.

V) SERVICES RENDERED BY THE DETECTIVES

Half of the participants (50%) indicated that they were satisfied with the services rendered by the detectives and another half (50%) were not satisfied with services rendered by detectives. The majority of participants in Hout Bay (88%), Muizenberg (67%) and Fish Hoek indicated that they were not satisfied with the services rendered by the detectives. In Ocean View (78%) and Simons Town (83%) the majority of participants indicated that they are satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (68%) of participants did not know whether witnesses of crimes are protected, while (18%) indicated that the witnesses are protected by police and 15% thought that they are not protected. The majority of participants in Fish Hoek (83%), Simons Town (83%) and Hout Bay (75%) indicated that they do not know whether witnesses are protected.

VII) POLICE VISIBILITY

The majority (78%) of respondents indicated that more patrols during the day and night should be conducted. The majority of participants in Muizenberg (100%), Hout Bay (88%) and Simons Town (83%) participants request more police patrols during the day and night. More 'stop and search' operations were considered by 64% as being useful in increasing police visibility. In Muizenberg (100%), Fish Hoek (71%) and Hout Bay (63%) the majority of participants indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 53% as a means of improving police visibility. The majority of participants in Fish Hoek (86%) and Muizenberg (67%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (75%) of community members indicated 5-10 minutes as an appropriate police response time while 17% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and another 6% indicated that 15-20 minutes is acceptable. Three percent (3%) of participants indicated that it is acceptable for the police to respond in 30 min – 60 min. The majority of participants in Fish Hoek (100%), Hout Bay (88%), Simons Town (83%) and Ocean View (67%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (47%) of participants indicated that the CPFs give input into the station plans, while 38% indicated that they did not know and 15% do not give input into the station plans. The majority of respondents in Muizenberg (100%), Ocean View (89%) and Simons Town (67%) indicated that they give input into the station plans, while in Fish Hoek (86%) the majority indicated that they did not know if the CPF provide input.

The majority of participants (47%) indicated that the CPFs give input in the way resources are allocated by the police in their areas, while 38% indicated that they did not know and 15% indicated that they do not provide input in the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE MUIZENBERG POLICE CLUSTER

In **Fish Hoek** the participants suggested that police should work together with neighbourhood watch members. Foot patrols by observant officers at the shopping malls and CBD areas should be conducted. It is reported that there is a shortage of personnel at the police stations which affects police visibility and patrols which should be increased.

The participants in **Hout Bay** suggest that training in communication to handle the community in three language groups should be conducted for the police officers. More policing on dangerous roads like the Harbour road is necessary to curb the problem of people driving in high speed.

The **Simon's Town** participants are of the view that the CPF has limited resources to help the community and SAPS.

In **Muizenberg** the participants are of the view that workshops by the police to train people about their responsibility in the community, crime situations in the area, substance abuse, and domestic violence should be conducted with the broader community. Better communication with the community and involving the community is required. Sector policing should be implemented fully in the area. Regular patrols during the night and do 'stop and searches' should be conducted to improve service delivery in the area. Foot patrols are recommended, as they seem to be more effective than police vehicle patrols.

During the Minister of Community Safety visit in **Seawinds**, a concern over the possible closure of the Seawinds NHW, not receiving cooperation of SAPS with regarding to patrolling in the area; no reservists allocated to them; women doing most of the patrolling – leaves them vulnerable, were raised. The Councillor for the area had a problem with the containers donated by the Premier when she was the Mayor. The NHW Equipment was stolen. Cooperation from SAPS was requested.



In **Ocean View** more police officers that can accommodate complainants in their home language (Afrikaans) is needed and more police vehicles should be deployed in the area. The police should get the community involved as much as possible. It is necessary for the police to go back to some of the old ways that used to work in the community like foot patrols, adopt a cop projects and searches at schools. There is a need to educate the community on the Criminal Justice system processes that includes the court interdicts, protection orders and other information.

4.7.12 NYANGA POLICE CLUSTER

The Nyanga Police Cluster consists of seven police stations, namely Athlone, Gugulethu, Lansdowne, Manenberg, Nyanga, Philippi and Philippi East police stations. All the CPFs participated in the PNP survey.

I) TOP PRIORITY CRIMES

TABLE 32: NYANGA CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Athlone	Common Assault	Domestic Violence	Theft of motor vehicle	Theft out of motor vehicle	Burglary at residential premises
Gugulethu	Assault GBH	Domestic Violence	Murder	Burglary and Robbery at residential premises	Theft out of motor vehicle
Lansdowne	Sexual Offences, Common Assault, Domestic Violence	Common Robbery	Theft of motor vehicle	Theft out of motor vehicle	Burglary at residential premises
Manenberg	Assault GBH	Sexual Offences	Armed Robbery	Burglary at residential premises	Robbery at residential premises, Common Theft
Nyanga	Sexual Offences	Domestic Violence	Murder	Armed Robbery	Robbery at Residential Premises
Philippi	Assault GBH	Sexual Offences	Common Assault, Domestic Violence	Murder	Armed Robbery
Philippi East	Assault GBH	Sexual Offences	Domestic Violence, Common Robbery	Murder, Common Robbery	Burglary at residential premises

The survey findings, in terms of the number 1 priority crime for the Nyanga Cluster, illustrate a variety of priority 1 crimes across the different areas. **Common robbery, armed robbery, sexual offences, assault to do grievous bodily harm, theft of a motor vehicle and theft out of a motor vehicle** were reported as the number 1 crime priority in the different areas. It should be noted that murder is identified as a top priority at three police stations, namely **Athlone, Gugulethu** and **Nyanga**.

The Nyanga police cluster seems to be experiencing mainly violent crime like murder, armed robbery and assault GBH. In the recent media articles **Gugulethu** has been put in the media spotlight after a Swedish model was murdered on her honeymoon during a suspected hijacking. Data in the possession of the South African Institute of Race Relations shows that over 700 people have been murdered in Gugulethu since 2005. For the reporting period to March 2010 a total of 110 murders occurred within the Gugulethu police precinct.

Awareness-raising initiatives, on the dangers of walking in unfamiliar areas after dark, should be conducted by the tourism industry to tourists visiting townships to empower them to be vigilant around tourism safety. The Community Safety Barometer project 2009/10 findings reveal that the participants of Nyanga perceive drugs, robbery, rape and burglary at residential premises as the most feared crimes.

Nyanga was identified as one of the twelve xenophobic hotspots⁵¹ in the province however; the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

Most of the participants in the Nyanga police cluster (75%) indicated that the police resources are not suitable in addressing crime in the area. Of those participants, 100% are from Philippi East, 96% from Nyanga police precinct, 83% from Athlone and Lansdowne and 70% from Gugulethu. However, 90% of the participants from Manenberg have indicated that the police resources in their area are suitable in addressing crime.

III) UTILIZATION OF RESOURCES

In relation to service delivery issues, 86% of the participants from Nyanga, 80% from Gugulethu and 64% from Lansdowne have indicated that police resources are not utilized effectively. However, all the participants from Philippi East (100%) and 70% of the participants from Manenberg identified that the police resources in their police precinct are utilized effectively.

IV) COMMUNITY SERVICE CENTRE

All the participants from Philippi East (100%) and the majority of the participants from Nyanga (74%) and Gugulethu (60%) have indicated that there are not enough police officers assisting in the Community Service Centres. On the other hand most of the participants from Manenberg (70%) and Lansdowne (67%) indicated that there are enough police officers assisting in the Community Service Centres.

(A) POLICE CONDUCT AT THE CSC

Approximately 75% of the participants from Philippi East and 64% from Nyanga have indicated that the police officers in the CSC are neither polite nor helpful to the community members whereas 87, 5% of the participants from Gugulethu and 83% from Athlone and Lansdowne indicated that the police officers in the CSC are polite and helpful to community members.

Y) Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished



V) SERVICES RENDERED BY THE DETECTIVES

All the participants from Gugulethu (100%) and 86% of the participants from Nyanga have indicated that they are not satisfied with the detective services rendered in their police station. However, 75% of the participants from Manenberg and Philippi East have indicated their satisfaction with the services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

About 67% of the participants from Gugulethu seem to think that the police in Gugulethu are not doing enough to protect witnesses in criminal cases whereas 75% of the participants from Lansdowne and Philippi East do not know whether or not the police in their area protect the witnesses in criminal cases.

VII) POLICE VISIBILITY

In response to the question, what can be done to improve police visibility, all the participants from Lansdowne and Philippi East did not seem to think that more police officers doing patrols during the day would improve police visibility. In total, 79% of all the participants did not seem to think that more police officers doing patrols during the day would improve police visibility. All the participants from Lansdowne and Philippi East do not think that more police officers doing patrols at night would improve police visibility. Roughly 83% of the participants from Athlone and Nyanga have indicated that more police officers doing patrols during the day and night in their areas can improve police visibility. Approximately 92% of the participants from Lansdowne think that more 'stop and search' operations in their area can improve police visibility whereas 80% of the participants from Manenberg and 71% of the participants from Philippi think that full implementation of sector policing can improve police visibility. Lastly, some of the participants thought that other measures can be taken to improve police visibility but did not specify what those measures are.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (95%) of community members indicated 5-10 minutes as an appropriate police response time while 5% felt that 10-15 minutes was acceptable as a response time in the case of an emergency. The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

Thirty six percent (36%) of participants indicated that the CPFs provide input into the station plans, while 35% indicated that they do not and 29% do not know whether CPFs provide input into the station plans. The majority of respondents in Manenberg (100%) and Lansdowne indicated that the CPFs provide input into the station plans while in Nyanga (70%) participants indicated that they do not provide input. The majority of participants in Philippi (72%) the majority of participants indicated that they do not know whether the CPF provide input into the station plan.

The majority of participants (41%) indicated that the CPFs do not provide input in the way resources are allocated by the police in their areas, while 36% indicated that they do and 23% indicated that they do not know whether the CPFs provide input in the way resources are allocated in their areas. The majority of participants in Manenberg (100) indicated that the CPF input in the way resources are allocated while the majority in Nyanga (70%) indicated that they do not input in the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE NYANGA POLICE CLUSTER

In **Athlone** a closer working relationship between SAPS and the Community Police Forum is suggested. Improvement of the image of the CPF and the police is necessary. Detectives need to communicate more with the complainants and legislation regarding insurance regarding death benefits should be addressed. NHW are no longer operational due to fatalities on duty. The different Departments should assist the police in order for the police to do policing work and not social issues. It is suggested that the police and other safety arms should implement joint operations.

The participants in Athlone request that more police officers at the police station should be deployed. The long serving police officers should be given their pride back in ranking. As a recommendation to improve service delivery at the CSC, desktop and communication training should be provided to the police officers. The participants suggest that the CPF and the police to work separately to improve on their response time. Police officers are requested to be more dedicated in their function and be friendly to the community members.

During the Minister of Community Safety visit in **Athlone** a problem with gangs and gang violence in the Kewtown/ Bokmakierie areas of Athlone were raised. Various incidents where gangs were fighting or shooting were reported to the police. Most gang members are youth. An intervention is required consisting of all stakeholders to find alternative ways to occupy the youth and make them aware of the dangers of belonging to gangs.

Interventions identified include Life skills Training Programme, Parental Skills Training, Behaviour Modification programmes, Substance Abuse Programmes< Sports Programmes, etc. SAPS and Metro Police are focusing on Law Enforcement Strategies, which complements the various social crime prevention initiatives mentioned.

The **Gugulethu** participants indicate that fraudsters are roaming around with no deterrence and community members are losing large sums of their hard earned wages in ATM robberies. The participants advise that invisible policing be instituted to deal with this particular crime. More suitable and competent police officers and proper working police vans by government could improve service delivery at the police. The participants suggest that when SAPS are attending to community meetings they should also invite CPF members. Community policing should be encouraged.

It is requested that the Department of Community Safety help SAPS by funding safety projects in the communities in order to help SAPS to work and to be visible at all times. Furthermore, the CPF requests that the Department organises workshops soon after Annual General Meetings. Departmental officials are advised not do things their own way without the consultation and support from the CPF on things that impact on their safety.



In **Lansdowne** the participants recommend that the police should be more involved and communicate more with the community to get to know people in the area. The management at station level need improvement. More police visibility during the day and night patrols are required. More awareness raising on crime issues and policing should be conducted. Corrupt police officers who accept bribes should be disciplined.

Police officers on duty should refrain from making fun of complainants' problems. The participants request that the Station Commander should be changed as there is no direction or leadership provided at the police station. The changing of police officers occurs too often.

In **Manenberg** it is requested that meetings to raise crime awareness in the community, be conducted. Members at the CSC should be trained to improve communication with the community members. SAPS members should be versatile in all languages of the population of the area. Corrupt police officers who accept bribes from drug lords and gangsters should be disciplined. Build a better relationship between police and community, trust and respect is necessary for improved community-police relations. Quicker response times to crime situations are required to improve service delivery in the area.

In **Nyanga** it is requested that police brutality should be stopped as most police officers are reported to beat suspects. The police should treat people with respect. The police officers are requested stop accepting bribes at the expense of the community. Police working in partnership with the community is very important in the fight against crime. Quick response times to crime situations are requested.

In **Samora Machel** there is a request for the Station Commander to visit the community to listen to the crime issues of the community i.e. shebeen licensing and the lack of respect from the police working in the area. The community requests improved response times and equal treatment for all the community members by the police. The way the police talk to people needs to be improved. All shebeens should be addressed. Provincial government or public works should release land so that a police station can be built in Samora Machel. The police should work very close with the CPF to fight crime. More projects should be implemented for the community. Foot patrols in partnership with the CPF and NHW members everyday and night should be conducted.

In **Brown's Farm** it is requested that trained NHW members and reservists should be deployed at schools. The Government is requested to communicate with all police officers and assist the people on the ground and stop referring them to other police stations because of police boundaries. Police requested to do their work properly and stop arresting innocent people.

Police should close down the parties especially during the festive season because people are murdered at these parties. Police patrols and searches should be conducted at night to combat crimes committed. School premises should be searched because the learners end up being victims of drugs.

Overall at **Nyanga** police precinct, the participants request that the police should be more skilled as some police officers do not know how to deal with the community members. The police should stop being rude and show interest in people's needs.

As proposed measures to be taken by government, the community should work closely with the police, severe discipline for criminals should be implemented, and Community members should take responsibility for crime prevention. Taxi owners should be closely monitored, especially the manner in which they drive. Provision of recreational facilities and activities for youth should be made. Skills development and job creation for community members should be addressed in the community.

In **Philippi East** the police are requested to keep an eye on people selling stolen goods like cellular phones next to the police station. The Department of Community Safety is requested to fund community projects as the youth and children turn to commit crime because of boredom. It is requested that the magistrates should stop giving bail to people arrested of murder; armed robbery etc and justice should be brought closer to the community. The CPF requests transport to and from the meetings. There should be a commitment and effective working relationship between the communities and the police including the Department of Community Safety and other government departments.

More police officers and police vehicles are requested in **Philippi**. The CPF requests to be involved and kept up to date by SAPS initiatives implemented in fighting crime. There are language barriers that exist as most police officers deployed at the station cannot communicate in the preferred language of complainants which necessitates for qualified candidates to be deployed.

During the Minister of Community Safety visit in Hanover Park the community members raised the following issues that impacts on service delivery:

- 1 SAPS is rude and disrespectful to the community
- 1 School dropouts that get involved in gangs
- 1 Illegal shebeens and drug houses
- 1 Gangs need to be removed from the area

According to participants the rude behaviour of SAPS members should not be tolerated and the community members should report unprofessional behaviour to the Department of Community Safety complaints line. The implementation of the Liquor Act should assist SAPS members to deal with illegal shebeens. Awareness-raising to the community to encourage the people not to buy drugs and alcohol should be implemented. Long term strategies to address gangsterism should be implemented.



4.7.13 WYNBERG POLICE CLUSTER

The Wynberg Police Cluster consists of five police stations, namely Diep River, Grassy Park, Kirstenhof, Steenberg and Wynberg police stations. All CPFs participated in the PNP survey.

I) TOP PRIORITY CRIMES

TABLE 33: WYNBERG CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Diepriver	Common Robbery	Armed Robbery	Theft out of Motor Vehicle	Burglary at Residential Premises	Robbery at Residential Premises
Grassy Park	Assault GBH	Common Assault	Burglary at Residential Premises	Robbery at Residential Premises	Common theft
Kirstenhof	Armed Robbery	Theft out of Motor Vehicle	Burglary at Residential Premises	Robbery at Residential Premises	Common theft
Steenberg	Sexual Offences	Domestic Violence, Murder	Burglary at Residential Premises	Robbery at Residential Premises	Burglary at Business Premises, Fraud
Wynberg	Domestic Violence, Common Robbery, Theft out of Motor Vehicle	Theft of Motor Vehicle	Burglary at business premises	Burglary at Residential Premises	Common Theft

The survey findings, in terms of the number 1 priority crime for the Wynberg Cluster, illustrate **common robbery, theft out of a motor vehicle, armed robbery, sexual offences** and **assault to do grievous bodily harm** as the number 1 priority crimes.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (72%) of respondents of the Wynberg police cluster felt that the police resources were not suitable in addressing crime in the community while 28% of respondents felt that these resources were suitable. The participants in Steenberg (100%), Diepriver (91%) Kirstenhof (80%) and Grassy Park (60%) indicated that their resources were not suitable in addressing crime in their areas. The only area where majority of participants (67%) indicated that resources are suitable is Wynberg.

III) UTILIZATION OF RESOURCES

The majority of participants (77%) indicated that the resources are not being effectively utilized and 23% of participants indicated that the police resources are being used effectively. Most participants in Grassy Park (100%), Steenberg (100%), Kirstenhof (75%) and Diepriver (70%) indicated that resources are not utilized effectively while participants in Wynberg (75%) indicated that resources are utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of participants (52%) indicated that there were enough police officials assisting people in the CSC and 48% feel that there are not enough police officers at the CSCs. The majority of participants in Kirstenhof (100%) and Wynberg (100%) indicated that there are enough police officers at the CSCs. The majority in Steenberg (80%), Grassy Park (71%) and Diepriver (56) indicated that there not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority of participants (70%) indicated that the police officials working within the CSC are neither polite nor helpful and 30% indicated that the police officers are polite and helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The participants in Diepriver (100%), Kirstenhof (100%) and Wynberg (100) indicated that the police officers at the CSCs are polite and helpful. The majority of participants in Steenberg (75%) and Grassy Park (70%) indicated that the police officers at the CSC are neither polite nor helpful to members of the community.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (64%) indicated that they were not satisfied with the services rendered by the detectives and 36% are satisfied with services rendered. All the participants (100%) in Grassy Park indicated that they were not satisfied with the services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (80%) of participants did not know whether witnesses of crimes are protected, while (13%) indicated that the witnesses are protected by the police and 7% thought that they are not protected. The majority of participants in Kirstenhof (100%), Grassy Park (90%), Wynberg (80%) and Diepriver (73%) indicated that they do not know whether witnesses are protected or not.

VII) POLICE VISIBILITY

The majority (85%) of respondents indicated that more patrols during the day and night should be conducted. The majority of participants in Diepriver (100%), Kirstenhof (88%), Wynberg (83%) and Grassy Park (80%) participants request more police patrols during the day and night. More 'stop and search' operations were considered by 70% as being useful in increasing police visibility. In Diepriver (91%), Grassy Park (90%), and Wynberg (67) the majority of participants indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 65% as a means of improving police visibility. The majority of participants in Diepriver (91%), Wynberg (67%), Steenberg (60%) and Grassy Park (60%) suggested the full implementation of sector policing to improve police visibility.



VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (83%) of community members indicated 5-10 minutes as an appropriate police response time while 15% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and another 3% indicated that 15-20 minutes is acceptable. The majority of participants in Diepriver (91%), Grassy Park (90%), Steenberg (80%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (59%) of participants indicated that they do not know whether CPFs provide input into the station plans, while 28% indicated that they did and 13% do not provide input into the station plans. The majority of respondents in Kirstenhof (88%) did not know, while in Diepriver (64%) and Wynberg (60%) the majority indicated that they do not provide input.

The majority of participants (59%) indicated that they did not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 28% indicated that they did and 13% indicated that they do not provide input in the way resources are allocated.

X) ADDITIONAL COMMENTS PERTAINING TO THE WYNBERG POLICE CLUSTER

In **Diep River** the participants request additional police vehicles, personnel and equipment to assist in reducing crime in the area. The existing sectors need to be revised and additional two sectors with resources are requested. Training of police officers should be conducted to improve service delivery in the area. More vehicle and foot patrols need to be done in the area. Better communication between the CPF, neighbourhood watch members, broader community and SAPS need to be improved. The participants request that the CPF should not be reporting to SAPS but to the Department of Community Safety.

The **Grassy Park** community requests that SAPS members to be friendlier to community members. The police are requested to involve the neighbourhood watch members in their operations. More communication between SAPS, CPF and NHW members should be conducted.

It is suggested that police officers should be trained on communication skills to enable them to do their work effectively. 'Stop and search' operations and more police visibility should be conducted.

In the **Kirstenhof** area, it is suggested that remuneration for police officers and funding for volunteers should be implemented to boost their morale. The participants request a new police station as the current police station is reportedly inadequate and in a poor condition. More trained police officers are needed. Improvement of the criminal justice system is needed that will lead to more convictions.

In **Steenberg** it is requested that the schools should be part of policing and workshops be conducted to create an interest for youth to join the police service. The suggestion is that the current police management should be replaced with new police officers.

The police are requested to make use of NHW members and more active young friendly officials to be recruited. The Police officers should be equipped to deal with gang violence in the area. A user friendly approach should be adopted especially at the front desk of the police. More visibility is needed in the areas from the police.

In **Wynberg** it is requested that the criminal justice system that will lead to more convictions, should be improved. The language is a problem in the area as some police officers are not fluent in English, which necessitates improved communications skills by police officers.

In general the City of Cape Town metropolitan areas are faced with shortage of resources at the stations, language barriers of police officers deployed at the CSCs, unprofessional behaviour of police officers.

4.7.13 SAFETY MEASURES

The findings of the study reveals that in the City of Cape Town police clusters are generally faced with contact and property related crimes. Problem areas include assault GBH, sexual offences, domestic violence, burglaries at residential and business premises, common robberies, and common theft. Drugs, prostitution and environments around bottle stores and shebeens are a huge problem. The community is aware of and unhappy about these areas, but are of the view they are unable to do anything about them.

A problem of substance abuse due to illegal shebeens and drug outlets seem to be a huge contributor to most of these crimes. There is a sense of community frustration, as in many instances; community members know where the drugs are being sold. There were many calls for improved visible policing, with specific reference to shebeens and drugs. Effective intervention programmes should be implemented.



4.8 ANALYSIS OF EDEN DISTRICT MUNICIPALITY POLICE CLUSTER PNPs

4.8.1 DA GAMASKOP POLICE CLUSTER

The Da Gamaskop Police Cluster consists of eight police stations, namely Albertinia, Da Gamaskop, Groot Brakrivier, Heidelberg, KwaNonqaba, Mossel Bay, Riversdale and Stilbaai police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 34 : DA GAMASKOP CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Albertinia	Assault GBH	Common assault	Domestic violence	Burglary at residential premises	Common theft
Da Gamaskop	Assault GBH	Sexual offences	Domestic violence	Murder, burglary at residential premises	Common robbery, robbery at residential premises
Groot Brakrivier	Assault GBH	Common assault	Domestic violence	Burglary at residential premises	Robbery at residential premises
Heidelberg	Assault GBH	Common assault	Domestic violence	Burglary at residential premises	Common theft
Kwa-Nonqaba	Assault GBH	Common assault	Domestic violence	Theft of motor vehicle	Burglary at business premises
Mossel Bay	Theft out of a motor vehicle	Burglary at residential premises	Burglary at business premises	Robbery at residential premises, common theft	Fraud
Riversdale	Assault GBH	Sexual offences	Domestic violence	Burglary at residential premises, Robbery at residential premises, common theft	Stock theft
Stilbaai	Assault GBH	Sexual offences	Murder	Burglary at residential premises	Burglary at business premises

The participants in the Da Gamaskop cluster perceive **assault GBH** and **theft out of a motor vehicle** to be top priority crimes. Overall, the Da Gamaskop police cluster is perceived to be faced with mostly contact crime like sexual offences, domestic violence and property-related crimes. Of important to note is the areas like Da Gamaskop and Stilbaai that have identified murder as on the priority crimes in their areas.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (85%) of respondents in the Da Gamaskop police cluster felt that the police resources are not suitable in addressing crime in the community while 15% of respondents felt that these resources are suitable. The majority of participants at all police stations indicated that their resources are not suitable in addressing crime in their areas.

III) UTILIZATION OF RESOURCES

The majority of participants (66%) indicated that the resources are being effectively utilized and 34% of participants indicated that the police resources are not being used effectively. The majority of participants in Heidelberg (100%), Still Bay (100%) and Mossel Bay (77%) indicated that resources are utilized effectively while participants in Groot Brakrivier (58%) indicated that resources are not utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of the participants (68%) indicated that there are not enough police officials assisting people in the CSC and 32% indicated that there are enough police officers at the CSCs. The majority of participants in Still Bay (100%) indicated that there are enough police officers at the CSCs. The majority of participants in Heidelberg (100%), Groot Brakrivier (92%), Kwa Nonqaba (75%) and Da Gamaskop (70%) indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority (85%) of participants in the Da Gamaskop police cluster indicated that the police officials working within the CSC are polite and helpful and 15% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (58%) indicated that they are satisfied with the services rendered by the detectives and 42% are not satisfied with services rendered by detectives. The majority of participants in Still Bay (100%), Mossel Bay (85) and Albertinia (70%) indicated that they are satisfied with the services rendered by the detectives. The majority of participants in Groot Brakrivier (83%), Riversdale (63%) and Da Gamaskop (60) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (51%) of participants indicated that they do not know whether witnesses of crimes are protected, while 40% of participants indicated that they think they are and 9% indicated that they do not think that the witnesses of crime are protected. The majority of



participants in Albertinia (67%) indicated that they think that witnesses of crime are protected. The majority of participants in Still Bay (88%) and Mossel Bay (73%) indicated that they think that witnesses of crime are not protected.

VII) POLICE VISIBILITY

The majority (75%) of respondents indicated that more patrols during the day and night would improve police visibility. The majority of participants in Groot Brakrivier (100%), Heidelberg (100%), Still Bay (88%), Mossel Bay (79%) and Albertinia (70%) request more police patrols during the day and night. More 'stop and search' operations were considered by only 27% of participants as being useful in increasing police visibility. Full implementation of sector policing was considered by 52% of participants as a means of improving police visibility. The majority of participants in Kwa Nonqaba (100%) and Still Bay (75%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (76%) of community members indicated 5-10 minutes as an appropriate police response time while 13% felt that 10-15 minutes was acceptable as a response time in the case of an emergency, 9% indicated that 15-20 minutes is acceptable and 3% indicated that 20-30 minutes is an appropriate response time. The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (50%) of participants indicated that the CPFs provide input into the station plans, while 34% indicated that they do not know and 16% do not provide input into the station plans. The majority of respondents in Still Bay (100%) and Groot Brakrivier (86%) indicated that they provide input into the station plans, while in Riversdale (67%) the majority indicated that they do not know if the CPF provides input.

The majority of participants (43%) indicated that the CPFs provide input in the way resources are allocated by the police in their areas, while 38% indicated that they do not and 20% indicated that they do not know if CPFs provide input in the way resources are allocated. The majority of participants in Heidelberg (63%) and Albertinia (63%) indicated that the CPFs give input.

X) ADDITIONAL COMMENTS PERTAINING TO THE DA GAMASKOP POLICE CLUSTER

In **Albertinia** the participants request a new police station in Gouritsmond. The distance between Albertinia and Gouritsmond is an obstacle for effective service delivery. Specialised and committed members and better police vehicles are requested. More interaction between SAPS and ordinary community members like participating in projects together and giving information about crime prevention should be conducted.

In **Ga Gamaskop**, participants request that the police handle cases better and more attention should be given to the community. The National Prosecuting Authority should be serious about crimes against women and children as they at times do not seem to care. More police officers and police vehicles are required.

In **Groot Brak River** participants suggests that the shortage of personnel should be dealt with.

The participants in Heidelberg suggest that the slow computers used at the police station should be updated. More resources in sectors should be allocated. Committed police officers should be deployed on duty. The CPF needs to be trained. The unemployment needs to be addressed. Furthermore, it was suggested that police officers should get involved in the social upliftment of the community, not only during working hours, but also during their time off period / days.

In **KwaNonqaba** the participants' requests a police station to be built to replace the containers being used. More police officers are needed who comply with the code of conduct. The police officers are requested to work hand in hand with the CPF.

In **Mossel Bay** it is proposed that more members should be deployed during patrols. The SAPS management should ensure that police officers are fit for doing their jobs by conducting quarterly evaluations of all the police officers.

The participants believe that the public should be more informed of what is happening in the area e.g. newspapers, police newsletters handed out on a door to door. Awareness campaigns should be conducted to inform and educate the community members. There should not be any boundaries between the police and the community, the relationship should be strengthened. Police reservists are requested to stop assaulting people who are offenders.

In **Riversdale** the participants' requested that more police officers should be deployed and repair vehicles by establishing a service station. The Justice system needs to support the police because of the frustration of police officers when criminals are not convicted. More awareness raising programmes on substance and sexual abuse with the youth should be conducted.

The participants of **Stillbaai** suggest that more police officers should be deployed to improve police visibility and improve service delivery.

In **Mossel Bay**, there is a shortage of police officials to implement sector policing.



4.8.2 GEORGE POLICE CLUSTER

The George Police Cluster consists of eight police stations, namely Conville, George, Knysna, Kwa Nokuthula, Pacaltsdorp, Plettenberg Bay, Thembalethu and Uniondale police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 35 : GEORGE CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Conville	Assault GBH	Sexual offences	Domestic violence	Common robbery, murder	Burglary at residential premises
George	Assault GBH	Common assault	Domestic violence	Common robbery, robbery at residential premises	Armed robbery, robbery at business premises
Knysna	Assault GBH	Theft out of a motor vehicle	Burglary at residential premises	Robbery at residential premises, burglary at business premises	Common theft
Kwa Nokuthula	Assault GBH	Sexual offences	Murder	Burglary at residential premises	Robbery at residential premises
Pacaltsdorp	Assault GBH	Sexual offences	Armed robbery	Burglary at residential premises, theft of motor vehicle	Robbery at business premises
Plettenberg Bay	Assault GBH	Sexual offences	Common assault, common robbery, burglary at residential premises	Robbery at residential premises, robbery at business premises	Common theft
Thembalethu	Sexual offences	Domestic violence	Hijacking, theft of motor vehicle	Robbery at residential premises, burglary at business premises	Common theft
Uniondale	Assault GBH	Sexual offences	Domestic violence	Common robbery	Common theft, stock theft

The participants in the George cluster perceive **common robbery** and **sexual offences** to be the top priority crimes in their respective police station areas. The George cluster is perceived to be affected by contact crimes and property related crimes. Murder is identified as one of the priority crimes in Kwa Nokuthula. Knysna was identified as one of the twelve xenophobic hotspots⁵² in the province however the participants did not identify xenophobia as a top priority crime.

² Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (80%) of respondents of the George police cluster felt that the police resources are not suitable in addressing crime in the community while 20% of respondents felt that these resources are suitable. The majority of participants at all police stations indicated that their resources are not suitable in addressing crime in their areas.

III) UTILIZATION OF RESOURCES

The majority of participants (60%) indicated that the resources are not being effectively utilized and 40% of participants indicated that the police resources are being used effectively. The majority of participants in Conville (85%), George (94%) and Knysna (77%) indicated that resources are not utilized effectively while participants in Plettenberg Bay (96%) indicated that resources are being utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of the participants (66%) indicated that there are not enough police officials assisting people in the CSC and 34% indicated that there are enough police officers at the CSCs. The majority of participants in Tembaletu (100%) indicated that there are enough police officers at the CSCs while the majority of participants in George (94%), Pacaltsdorp (89%), Uniondale (88%) and Conville (88%) indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority (68%) of participants in the George police cluster indicated that the police officials working within the CSC are polite and helpful and 32% indicated that the police officers are neither polite nor helpful. This is despite them perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

The majority of participants (60%) indicated that they are satisfied with the services rendered by the detectives and 40% are not satisfied with services rendered by detectives. The majority of participants in George (100%), Plettenberg Bay (81%) and Uniondale (63%) indicated that they are satisfied with the services rendered by the detectives. The majority of participants in Thembaletu (100%), Knysna (97%) and Kwanokuthula (71%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (69%) of participants indicated that they do not know whether witnesses of crimes are protected, while 28% of participants indicated that they are protected and 20% think that they are not protected. The majority of participants in Albertinia (72%) indicated



that they think that witnesses of crime are protected while the majority of participants in Calitzdorp (81%) think that witnesses are not protected. The majority of participants in George (88%), Still Bay (88%) and Thembalethu (86%) indicated that they do not know whether witnesses of crime are not protected at all.

VII) POLICE VISIBILITY

The majority (67%) of respondents indicated that more patrols during the day and night would improve police visibility. The majority of participants in George (94%), Thembalethu (86%), Plettenberg Bay (76%) and Conville (74%) request more police patrols during the day and night.

More 'stop and search' operations were considered by only 57% of participants as being useful in increasing police visibility. Full implementation of sector policing was considered by 45% of participants as a means of improving police visibility. The majority of participants in George (94%) and Plettenberg Bay (66%) suggested the full implementation of sector policing to improve police visibility. Thembalethu (100%) and Knysna however, do not concur with that suggestion.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (76%) of community members indicated 5-10 minutes as an appropriate police response time while 16% felt that 10-15 minutes was acceptable as a response time in the case of an emergency, 1% indicated that 15-20 minutes is acceptable and 8% indicated that 20-30 minutes is an appropriate response time. The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (51%) of participants indicated that the CPFs give input into the station plans, while 21% indicated that they do not know and 28% do not provide input into the station plans. The majority of respondents in Plettenberg Bay (93%), Thembalethu (86%) and Kwanokuthula (71%) indicated that they provide input into the station plans, while in Conville (48%) the majority indicated that they do not know if the CPF provide input.

The majority of participants (51%) indicated that the CPFs give input in the way resources are allocated by the police in their areas, while 28% indicated that they do not and 21% indicated that they do not know if CPFs provide input in the way resources are allocated. The majority of participants in Plettenberg Bay (93%) and Kwanokuthula (77%) indicated that the CPFs do provide input.

X) ADDITIONAL COMMENTS PERTAINING TO THE GEORGE POLICE CLUSTER

Participants in **Conville** request more skilled police officers and those who dedicate their life to the community be deployed at the police station. Criminals are released and receive bail too easily and the Department of Justice should educate the public about the process followed. More police officers, patrols, visibility, 'stop and searches' should be conducted.

Illegal shebeens and drug outlets should be closed down. The participants request that illegal citizens in the area who misuse and abuse girls should be chased away. Establishment of satellite police stations would assist in fighting crime in the area. Better relationship between SAPS and CPF was recommended.

In **George** the participants indicate that all stakeholders should assist in the fight against crime to improve service delivery. Police vehicles and patrols are requested.

Vagrants, who hang around their shops and pester people for money in areas like **Dana Bay** should be removed.

Participants in **Knysna** indicated that there is a need to build a permanent station with holding cells in Sedgefield. Better training of SAPS with regard to the new Juvenile Justice Act should be provided. An effort should be made to improve the image of the police due to so much involvement in crimes and abuse of power. Police should stop intimidating perpetrators as their operational techniques.

More CPF involvement in reviewing all aspects of policing and better performance is suggested in Knysna. Reservists should be utilized to improve CSC service delivery. More volunteers on service delivery should be deployed and trained. Human resources should look at the appropriate candidate for telecom operators. Reservists should be fully trained to carry weapons to assist permanent members.

During the Minister of Community Safety's visit in Knysna (Sedgefield) the following issues were raised:

- T) The problem with the crime stats; capacity of the police – they cannot have only 2 patrol vehicles.
- U) The issue of Sedgefield CPF becoming a fully fledged CPF. To stop crime the community should not buy stolen goods. Problem with police in Dam-se-Bos, a NHW was started there and the police are saying that the NHW is taking over their work.
- V) No police holding cells in Sedgefield. When transporting detainees to Knysna, there is no service delivery for the one-and-a half hours to Knysna and back, the cells are urgently needed in Sedgefield. A criticism is that Somalis are harassed when reporting and making cases at the police station. A request that police make use of Somali interpreters at the station.

In **KwaNokuthula** participants suggest that the police should be involved and get rid of drug dealers and criminals. The police are requested to use their private cars when they patrol especially when they want to catch culprits. The police station is reportedly not presentable. The police are requested to patrol by foot in partnership with the community volunteers and not only by vehicles. A request is made to update 10111 for Kwanokuthula station as community members need to go via Plettenberg Bay station.

A proper police station with trained police officers should be built for the community members of Kwa Nokuthula.



Participants in **Pacaltsdorp** suggest that more police officers, vehicles, building of a new police station, quicker response times to crime situations should be implemented at the station. It is requested that the police officers at the front desk should be friendly and speak the relevant language of the community to make the station more people-orientated. The satellite and mobile stations should be reinstated as the police station is far from the community.

Owing to large areas on indigenous bush, it is essential that an effective police dog is permanently located in **Plettenberg Bay**. The installation of CCTV cameras throughout the areas is requested.

During the Minister of Community Safety's visit with community stakeholders in Plettenberg Bay the following concerns were raised:

- PP) Substance abuse, which is rife in the Plettenberg Bay area.
- QQ) Programmes and funding is needed for the treatment of addiction, by organisations that can assist.
- RR) There is a problem with crime at local schools, where learners stab each other.
- SS) The problem of rape – where the victim has to wait assistance from **George** for the investigation
- TT) The police station is in an unsatisfactory condition and police morale is reportedly low.
- UU) The CPF wants to build the NHW volunteer group; they need assistance with NHW uniforms.
- VV) Suspicion of mischief with investigation processes where the drug pushers are known in the community, even to the police, but nothing is done to curb the drug problem.
- WW) Shortage of knowledge and awareness-raising from the Department of Justice or the Judiciary on bail process.

In **Thembaletu** the participants believe that the community members should work hand in hand with the police in the fight against crime by providing them with valid information regarding illegal activities. Police need support with information.

In **Uniondale** the participants request that the police should regularly patrol the townships to prevent people from committing crime. Police and community should come close together to fight crime. Police response times to crime situations should be improved by deploying more police officers on duty during weekends. The police should be provided with more resources like computers and fax machines to improve service delivery. Training members of SAPS to be more compassionate towards victims should be provided. All complainants should be treated equally and not be discriminated against in terms of race.

In **Kwa Nokuthula** participants indicated that effective policing demands all role players and all government departments to be involved in the fight against crime.

4.8.3 OUDTSHOORN POLICE CLUSTER

The Oudtshoorn Police Cluster consists of five police stations, namely Calitzdorp, De Rust, Dysselsdorp, Ladismith and Oudtshoorn police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 36: OUDTSHOORN CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Calitzdorp	Assault GBH	Sexual offences	Domestic violence	Murder	Robbery at business premises
De Rust	Assault GBH	Sexual offences	Domestic violence	Murder	Burglary at residential premises
Dysselsdorp	Assault GBH	Sexual offences	Domestic violence	Murder	Robbery at business premises
Ladismith	Assault GBH	Sexual offences	Common assault	Domestic violence	Robbery at business premises
Oudtshoorn ⁵³	Assault GBH	Sexual offences	Common assault	Domestic violence, burglary at residential premises	Common theft

The participants in the Oudtshoorn cluster perceive **assault GBH** to be the top-priority crime in the police precinct. The Oudtshoorn police cluster is perceived to be affected by contact and property related crimes. Of importance to note is that murder has been identified as a priority in De Rust, Dysselsdorp and Calitzdorp.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (67%) of respondents of the Oudtshoorn police cluster felt that police resources are not suitable in addressing crime in the community while 33% of respondents felt that these resources are suitable. In De Rust (87%), Dysseldorp (92%), Calitzdorp (89%), Oudtshoorn (80%), and Ladismith (75%) participants indicated that their resources are not suitable in addressing crime in their areas.

III) UTILIZATION OF RESOURCES

Pertaining to the question on the utilization of resources, the majority of participants (54%) indicated that it was not effectively utilized and 46% of participants indicated that they were.

The majority of participants in Calitzdorp (77%), indicated that resources are utilized effectively while participants in De Rust (77%) indicated that resources are not utilized effectively.

⁵³ The Oudtshoorn police precinct includes the Oudtshoorn CBD, Bongoletu and Bridgton police stations.



IV) COMMUNITY SERVICE CENTRE

As to whether there are enough police officers assisting in the CSC, the majority (57%) felt that there are enough police officials whereas 43% indicated that there are not enough. The majority of participants in De Rust (93%), Dysseisdorp (92%) and Calitzdorp (71%) indicated that there are enough police officers at the CSCs, while in Ladismith (100%) and Oudtshoorn (73%) the contrary was indicated.

(A) POLICE CONDUCT AT THE CSC

The majority (75%) of participants in the Oudtshoorn police cluster indicated that the police officials working within the CSC are polite and helpful and 25% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants Ladismith (100%), De Rust (93%) and Calitzdorp (90%) indicated that the police officers in the CSCs are polite and helpful to members of the public. Stations agree that the police officers in the CSCs are helpful to members of the public. The majority of participants in Dysseisdorp (62%) indicated that police officers at the CSC are neither polite nor helpful to members of the public at all.

V) SERVICES RENDERED BY THE DETECTIVES

Most of the respondents (64%) indicated that they are satisfied with the services rendered by the detectives and 36% are not satisfied with services. The majority of participants in Dysseisdorp (100%), Ladismith (100%) and Calitzdorp (84%) indicated that they are satisfied with the services rendered by the detectives. The majority of participants in De Rust (77%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

When posed the question whether they thought witnesses are protected by SAPS, most of the respondents (60%) indicated that they do not know whether witnesses of crimes are protected, while 30% of participants indicated that witnesses think they are protected and 9% indicated that they do not think that the witnesses of crime are not protected. The majority of participants in De Rust (67%) indicated that they think that witnesses of crime are protected. The majority of participants in Calitzdorp (81%) indicated that they do not know whether witnesses of crime are protected.

VII) POLICE VISIBILITY

The majority (66%) of respondents indicated that more patrols during the day and night would improve police visibility. The majority of participants in Ladismith (92%), Calitzdorp (90%) and Oudtshoorn (77%) request more police patrols during the day and night. More 'stop and search' operations were considered by 56% of participants as being useful in increasing police visibility.

Full implementation of sector policing was considered by 59% of participants as a means of improving police visibility. The majority of participants in De Rust (87%) and Calitzdorp (71%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (73%) of community members indicated 5-10 minutes as an appropriate police response time while 24% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and 2% indicated that 15-20 minutes is an appropriate response time. The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations except in Dysselsdorp where the majority (83%) of participants indicated that 10-15 minutes is an appropriate police response time.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (59%) of participants indicated that they do not know whether CPFs provide input into the station plans, while 23% indicated that they do. Nineteen percent (19%) do not give input into the station plans. The majority of respondents in Calitzdorp indicated that they do not know if the CPF provides input.

The majority of participants (51%) indicated that the CPFs give input in the way resources are allocated by the police in their areas, while 34% indicated that they do not provide input in the way resources are allocated and 15% indicated that they are not aware if the CPFs should provide any inputs. The majority of participants in Dysselsdorp (92%) and De Rust (77%) indicated that the CPFs give input while the majority of participants in Calitzdorp indicated that they do not know whether the CPF provides input in the way resources are allocated in their area.

X) ADDITIONAL COMMENTS PERTAINING TO THE OUDTSHOORN POLICE CLUSTER

In De Rust more police officers as well as the use of reservists is requested. Police officers are requested to stop misusing police vehicles for personal use.

Participants in **Dysselsdorp** believe that the community is in need of a bigger police station. Community meetings should be held with the community members to build relationships in order to create a better society.

At **Calitzdorp** more awareness programmes on crime and policing should be conducted and the police should be more involved with the community members through meetings.

More police officers should be employed in **Ladismith**.



4.9 ANALYSIS OF OVERBERG DISTRICT MUNICIPALITY POLICE CLUSTER PNPs

4.9.1 CALEDON POLICE CLUSTER

The Caledon Police Cluster consists of Caledon, Genadendal, Grabouw, Riviersonderend and Villiersdorp police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Caledon	Assault GBH	Domestic violence	Domestic violence	Robbery at residential premises	Burglary at Residential Premises and Common Theft
Genadendal	Assault GBH	Sexual offences	Common assault and murder	Burglary at Premises	Burglary at Residential Premises and Common Theft
Grabouw	Assault GBH	Sexual offences	Common assault	Burglary at residential premises	Robbery at residential premises and common theft
Riviersonderend	Assault GBH and Sexual offences	Sexual offences	Domestic violence	Theft out of a Motor Vehicle and Stock Theft	Burglary at a Residential Premises and Fraud
Villiersdorp	Assault GBH	Sexual offences	Murder	Murder and Common Robbery and Hijacking	Burglary at a Residential Premises

The participants in the Caledon cluster perceive **assault GBH** and **sexual offences** to be top priority crimes. Overall, the Caledon police cluster is perceived to be faced mostly with contact crime like sexual offences, domestic violence and property-related crimes. Of importance to note is that Villiersdorp recognises murder as a top priority crime. Genadendal was identified as one of the twelve xenophobic hotspots⁵⁴. In the province however the participants did not identify xenophobia as a top priority crime.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (58%) of respondents of the Caledon police cluster felt that the police resources are suitable in addressing crime in the community while 42% of respondents felt that these resources are not suitable. The majority of participants in Villiersdorp (86%), Riviersonderend (83%) and Caledon (75%) indicated that their resources are suitable in addressing crime in their areas. The areas where majority of participants indicated that resources are not suitable are Grabouw (78%) and Genadendal (63%).

TTT) Department of Community Safety, Occasional Paper on the role of Department of Community Safety in addressing the challenges of Xenophobic violence in the Western Cape, 8 July 2010 unpublished

II) UTILIZATION OF RESOURCES

When asked about resources being utilized effectively, the majority of participants (66%) were of the opinion that the resources are being effectively utilized while 34% of participants indicated that the police resources are not being used effectively. The majority of participants in Riviersonderend (83%), Caledon (75%) and Genadendal (71%) indicated that resources are utilized effectively while participants in Grabouw (57%) indicated to the contrary.

III) COMMUNITY SERVICE CENTRE

The majority of the participants (61%) indicated that there are not enough police officials assisting people in the CSC and 39% indicated that there are enough police officers at the CSCs. The majority of participants in Caledon (63%) and Genadendal (56%) indicated that there are enough police officers at the CSCs. The majority in Riviersonderend (100%) and Villiersdorp (88%) indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

In the main (85%) of participants in the Caledon police cluster indicated that the police officials working within the CSC are polite and helpful and 15% indicated that the police officers are neither polite nor helpful. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

In response to the inquiry about services rendered by detectives, the majority of participants (55%) indicated that they are satisfied with the services rendered by them and 45% are not satisfied. The majority of participants in Genadendal (78%), Villiersdorp (75%) and Grabouw (60%) indicated that they are satisfied with the services rendered by the detectives whereas in Riviersonderend, all participants (100%) indicated that they are not satisfied with services rendered by the detectives.

VI) WITNESS PROTECTION PROGRAMME

The majority (55%) of participants did not know whether witnesses of crimes are protected, while (32%) indicated that the witnesses are not protected by the police and 28% thought that they are protected. Most respondents in Genadendal (56%) indicated that they think that witnesses of crime are protected. The majority of participants in Riviersonderend (100%) indicated that they do not know whether witnesses are protected at all.

VII) POLICE VISIBILITY

The majority (67%) of respondents indicated that more patrols during the day and night would increase police visibility. All the participants in Riviersonderend (100%), 80% in Grabouw and 78% in Genadendal request more police patrols during the day and night. More 'stop and search' operations were considered by 57% of participants as being useful in increasing police visibility. The majority of participants in Riviersonderend (100%) and Grabouw (80%)



indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 38% of participants as a means of improving police visibility. The majority of participants in Riviersonderend (100%) and Grabouw (60%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (70%) of community members indicated 5-10 minutes as an appropriate police response time while 18% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and another 5% indicated that 15-20 minutes is acceptable. Three percent (3%) of participants indicated that it is acceptable for the police to respond in 20 min – 30 min is acceptable and 5% indicated that 30 min – 60 min is as an acceptable response time to respond to crime situations. The majority of participants in Riviersonderend (100%), Grabouw (90%) and Villiersdorp (75%) indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

When asked about whether CPFs provide input into station plans, the response was as follows: (57%) of participants indicated that they do not know, 24% indicated that they do while 19% do not provide input into the station plans. The majority of respondents in Caledon (86%) indicated that they provide input into the station plans, while in Riviersonderend (100%) the majority indicated that the CPF does not provide input.

The majority of participants (56%) indicated that they do not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 36% indicated that they do and 8% indicated that they do not. The majority of participants in Riviersonderend (100%), Doringbaai (86%) indicated that the CPFs provide input.

In Genadendal, all respondents (100%) and in Villiersdorp 86% of respondents indicated that they do not know whether CPFs provide input the way resources are allocated by the police in their areas.

X) ADDITIONAL COMMENTS PERTAINING TO THE CALEDON POLICE CLUSTER

Across the entire **Caledon** cluster there was an outcry from for more effective communication between the police officers and the community. Participants from the Caledon station reported that while police visibility is quite high, they are disappointed with the ability of the police to work with the community. They cite language barriers and unnecessarily heavy force used when making arrests as possible reasons for the breakdown in the relationship between the community and the police officers.

In **Genadendal** the residents are especially concerned about the abuse of illicit drugs. They report that the young people are engaging in such behaviour to the detriment of the community. One of the suggestions put forth was to increase the number of police vehicles.

The participants in **Grabouw** expressed their frustration with the dilapidated condition of the police vehicles in the area. They also mentioned a need for more follow up after a crime is reported.

They are of the view that the witness protection programme, the closing of reported illegal shebeens and the eradication of known centres of criminal activity should be handled more efficiently.

The community members from the **Riviersonderend** policing area reported that they have an especially big problem with drug and alcohol abuse. They further are of the view that the shortage of personnel is limiting the police department's ability to effectively and efficiently deal with crime. They suggest that more qualified police officers and detectives be employed.

Participants from the **Villiersdorp** area agree with the rest of the cluster in that substance abuse is a major problem and as a result increases the numbers of crimes that are committed in their area. They identified that while the police were quite visible, their inclusion and protection of witnesses of crimes were absent. They were also the only area to mention a problem with the policing of informal settlements.

4.9.2 HERMANUS POLICE CLUSTER

The Hermanus Police Cluster consists of seven police stations: Bredasdorp, Gansbaai, Hermanus, Kleinmond, Napier, Stanford and Struisbaai police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 38: HERMANUS CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Bredasdorp	Assault GHB, Common Assault	Common Robbery	Domestic Violence	Theft out of a Motor Vehicle	Burglary at Residential Premises
Gansbaai	Assault GHB	Common Assault	Burglary at Residential Premises	Burglary at Residential Premises	Burglary at Residential Premises & Common Theft, Stock Theft
Hermanus	Assault GHB, Sexual Offences	Theft Out of a Motor Vehicle	Burglary at Residential Premises	Burglary at Residential Premises	Common Theft
Kleinmond	Assault GHB	Theft Out of a Motor Vehicle	Burglary at Residential Premises	Burglary at Residential Premises	Common theft
Napier	Assault GHB	Domestic violence	Common robbery	Burglary at residential premises	Stock theft
Stanford	Assault GHB	Sexual Offenses	Domestic Violence	Burglary at Residential Premises	Robbery at Residential Premises
Struisbaai	Assault GHB	Common Assault	Domestic Violence	Burglary at Residential Premises	Burglary at Residential Premises



The participants in the Hermanus cluster perceive **assault GHB, burglary at residential premises** and **theft out of a motor vehicle** to be the top priority crimes in their respective police station areas. The Hermanus cluster is perceived to be affected by contact crimes and property related crimes. Sexual offenses and domestic violence are identified as two of the priority crimes in Stanford and Napier respectively.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (76%) of respondents of the Hermanus police cluster felt that the police resources are not suitable in addressing crime in the community while 24% of respondents felt that these resources are suitable. The majority of participants in Bredasdorp (100%), Kleinmond (100%), Napier (100%) and Struisbaai (71%), indicated that their resources are not suitable in addressing crime in their areas. The area where majority of participants indicated that resources are suitable is Stanford (67%).

III) UTILIZATION OF RESOURCES

In response to question about the utilization of resources, the majority of participants (57%) indicated that the resources are being effectively utilized while 43% of participants felt resources were not utilized effectively. In Stanford (100%), Kleinmond (91%) and Gansbaai (75%), the majority of participants indicated that resources are utilized effectively while participants in Napier (100%) and Bredasdorp (67%) indicated that resources are not utilized effectively.

IV) COMMUNITY SERVICE CENTRE

The majority of the participants (51%) indicated that there are not enough police officials assisting people in the CSC and 49% indicated that there are enough police officers at the CSCs. The majority of participants in Bredasdorp (87%) and Struisbaai (78%) indicated that there are enough police officers at the CSCs. The majority in Napier (100%), Gaansbaai (78%) and Kleinmond (70%) indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

Many of the participants (71%) in the Hermanus police cluster indicated that the police officials working within the CSC are polite and helpful while 29% to the contrary. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public except in Napier where all participants indicated that the police officers in the CSC are neither polite nor helpful.

V) SERVICES RENDERED BY THE DETECTIVES

Responding to this question, many of the respondents (63%) indicated that they are satisfied with the services rendered by the detectives while 37% are not satisfied with services rendered by detectives. The majority of participants in Napier (100%), Stanford (100%), Hermanus (88%) and Kleinmond (70%) indicated that they are satisfied and in Bredasdorp all participants (100%) voiced their dissatisfaction.

VI) WITNESS PROTECTION PROGRAMME

The majority (55%) of participants did not know whether witnesses of crimes are protected, while (32%) indicated that the witnesses are not protected by witnesses and 28% thought that they are protected. The majority of participants in Genadendal (56%) indicated that they think that witnesses of crime are protected. The majority of participants in Riviersonderend (100%) indicated that they do not know whether witnesses are protected.

VII) POLICE VISIBILITY

On the issue of police visibility, most (75%) of the respondents indicated that there is a need for more patrols during the day and night, this was for all police stations. More 'stop and search' operations were considered by 58% of participants as being useful in increasing police visibility. The majority of participants in Bredasdorp (100%), Napier (100%) and Kleinmond (92%) indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 63% of participants as a means of improving police visibility.

The majority of participants in Bredasdorp (100%) and Napier (89%) suggested the full implementation of sector policing to improve police visibility as well

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (75%) of community members indicated 5-10 minutes as an appropriate police response time while 14% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and another 11% indicated that 15-20 minutes is acceptable. All the participants in Bredasdorp, Napier and Stanford as well as 83% Kleinmond, indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

The majority (68%) of participants indicated that the CPFs do provide input into the station plans, while 28% indicated that they have no idea and 5% do not give input into the station plans. In the main respondents in Stanford (100%), Bredasdorp (93%) and Gaansbaai (88%) indicated that they provide input into the station plans, while in Napier (89%) the majority indicated that they do not know if the CPF provides input.

The majority of participants (72%) indicated that the CPFs give input in the way resources are allocated by the police in their areas, while 24% indicated that they do not know and 4% indicated that they do not provide input in the way resources are allocated. The majority of participants in Bredasdorp (100%), Gansbaai (89%), Stanford (89%) and Kleinmond (82%) indicated that the CPFs do provide input. The majority of participants in Napier (100%) and Struisbaai (63%) indicated that they do not know whether CPFs provide input in the way resources are allocated by the police in their areas.

X) ADDITIONAL COMMENTS PERTAINING TO THE HERMANUS POLICE CLUSTER

Participants in **Bredasdorp** consider substance abuse to be a key issue that needs to be addressed. They are of the view that their area is too big for the police to adequately control



crime and are often very difficult to contact due to a shortage of communication resources. Overall there was a sense of disappointment regarding the thoroughness of the police officers in their follow-up to reported crimes.

At **Gansbaai** participants mentioned that there is a problem with criminally inclined vagrants in their area. They are of the view that with more communication and increased information regarding police activities much of the crime experienced would be decreased. They mention Pearly Beach as an area with particularly inadequate police visibility and effectiveness. While they are satisfied with the level of cooperation between CPFs and the police, they are of the view that increased police staff would be an asset.

In **Hermanus** participants identified that police visibility was unacceptably low mentioning that there was only one police vehicle to patrol the large Zwelihle settlement, which is terribly inadequate. One suggestion was to provide the neighbourhood watch with bullet proof vests to encourage community participation in crime prevention.

Participants in **Kleinmond** mentioned poaching and loitering to be areas of concern that were not addressed in the questionnaire. They are of the view that the shortage of police saturation (one police officer for a fairly large rural area) has allowed for a surge in an abusive vagrant community. They feel that increased personnel as well as better communication with community members would help to better prevent crime in their area.

Residents in the **Napier** area site housebreakings and crimes of fraud against elderly persons as special concerns in their area. They are also of the view that there are not enough police vehicles and this is complicated by the fact that the police station is so far away from where residents live. They mention Plakkerskamp as an area with particularly low police visibility. They are upset by the shortage of involvement of the CPFs, reporting that there are rarely community meetings held. They are of the opinion that increased cooperation with the community through holding information meetings would improve the situation. Residents are happy with the level of protection witnesses in criminal cases receive.

In **Stanford** disturbing the peace, centres of distribution for illegal substances and shoplifting are special concerns in their area. Although fairly happy with response time, community members would like more police patrols. They also are of the view that there is not enough racial and cultural diversity in the police staff.

They site a small capacity for languages to be especially problematic. They see the Compound area as being in need of more policing.

While community members from **Struisbaai** are satisfied with the police services overall, they would like to see more and better utilized police vehicles.

Suidgastrand is mentioned as a problem area where police presence should be increased. They are of the view that there should be increased attention paid to the reputation of the police in the community.

BB) ANALYSIS OF WEST COAST DISTRICT MUNICIPALITY POLICE CLUSTER PNPs

4.10.1 VREDENDAL POLICING CLUSTER

The Vredendal Policing Cluster consists of eleven police stations, namely Citrusdal, Clanwilliam, Doringbaai, Elandsbaai, Graafwater, Klawer, Lambertsbaai, Lutzville, Nuwerus, Vanrhynsdorp and Vredendal.

I) TOP PRIORITY CRIMES

TABLE 39: VREDENDAL CLUSTER COMMUNITY IDENTIFIED PNPs					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Citrusdal	Assault GBH	Sexual Offences	Domestic Violence	Burglary at Residential Premises	Burglary at Business Premises
Clanwilliam	Assault GBH	Sexual Offences, Theft out of a motor vehicle	Burglary at Residential Premises	Burglary at Business Premises	Fraud, Stock Theft, Common Theft
Doringbaai	Assault GBH	Common Assault	Domestic Violence	Burglary at Residential Premises	Vigilantism
Elandsbaai	Assault GBH	Common Assault	Domestic Violence	Common Robbery	Vigilantism
Graafwater	Assault GBH	Sexual Offences	Common Assault	Burglary at Residential Premises	Stock Theft
Klawer	Assault GBH	Common Assault	Domestic Violence and Burglary at Residential Premises	Common Theft	Vigilantism
Lambertsbaai	Assault GBH	Sexual Offences	Domestic Violence	Burglary at Residential Premises	None
Lutzville	Assault GBH	Sexual Offences	Theft out of motor vehicle	Common Theft	Vigilantism
Nuwerus	Assault GBH	Common Assault	Domestic Violence	Common Theft	Stock Theft
Vanrhynsdorp	Common Assault	Domestic Violence	Burglary at Business Premises	Common Theft	Vigilantism
Vredendal	Sexual Offences	Sexual Offences	Domestic Violence	Common Theft	Drug related crime

The survey findings, in terms of the number 1 priority crime for the Vredendal Cluster, illustrate a variety of priority 1 crimes across the different areas. **Domestic violence, common assault, common robbery, theft of motor vehicle** and **assault to do grievous bodily harm**, were reported as the number 1 crime priority in the different areas.



II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (67%) of respondents of the Vredendal police cluster felt that the police resources were not suitable in addressing crime in the community while 33% of respondents felt that these resources were suitable. Most of the respondents in Doringbaai (100%), Klawer (100%), Lutzville (90%), Van Rhynsdorp (88%) and Clanwilliam (70%) indicated that their resources were not suitable whereas in Lambertsbaai (64%) and Nuwerus (63%), participants indicated that resources are suitable.

III) UTILIZATION OF RESOURCES

As to the question on the utilization of resources, the majority of participants (71%) indicated that the resources are being effectively utilized and 29% of participants indicated that it was not effectively utilized. The majority of participants in Doringbaai (100%), Klawer (100%), Lambertsbaai (100%), Graafwater (75%), Nuwerus (75%) and Van Rhynsdorp (75%) were of the opinion that resources are utilized effectively while participants in Citrusdal (100%) and Elandsbaai (75%) indicated that it was not.

IV) COMMUNITY SERVICE CENTRE

Half of the participants (50%) indicated that there were enough police officials assisting people in the CSC and another half (50%) indicated that there are not enough police officers at the CSCs. The majority of participants in Doringbaai (100%) and Lambertsbaai (73%) indicated that there are enough police officers at the CSCs. The majority in Citrusdal (71%) indicated that there not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority (94%) of participants in the Vredendal police cluster indicated that the police officials working within the CSC are polite and helpful and only 6% disagreed. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public. The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public.

V) SERVICES RENDERED BY THE DETECTIVES

In response to the question of services rendered by the detectives, the majority of respondents (88%) indicated that they are satisfied with the services rendered by the detectives and 12% are dissatisfied. The majority of participants in Doringbaai (100%), Klawer (100%), Lambertsbaai (100%), Clanwilliam (91%), Graafwater (91%), Vredendal (89%) and Nuwerus (88%) all indicated that they are satisfied with the services rendered by the detectives. In Citrusdal (60%) over half of the respondents were satisfied.

VI) WITNESS PROTECTION PROGRAMME

The majority (47%) of participants did not know whether witnesses of crimes are protected, while (40%) indicated that the witnesses are protected by the police and 13% thought that they are not protected. The majority of participants in Doringbaai (100%) and Vanrhynsdorp (88%) indicated that they think that witnesses of crime are protected while the majority of participants in Nuwerus (86%) and Citrusdal (75%) indicated no knowledge on the subject.

VII) POLICE VISIBILITY

The majority (65%) of respondents indicated that more patrols during the day and 56% indicated that more patrols should be conducted during the day and night. Most of the participants in Doringbaai (100%), Lambertsbaai (91%) and Graafwater (75%) request more police patrols during the day while the majority of participants in Lambertsbaai (82%) and Lutzville (80%) requests more patrols during the day and night.

More 'stop and search' operations was considered by 49% as being useful in increasing police visibility. In Van Rhynsdorp (100%), Lutzville (90%), Klawer (78%) and Vredendal (67%) the majority of participants indicated that more 'stop and search' operations should be conducted. Full implementation of sector policing was considered by 53% as a means of improving police visibility, this was also the case for Lutzville (70%) and Klawer (67%).

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (74%) of community members indicated 5-10 minutes as an appropriate police response time while 11% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and another 7% indicated that 15-20 minutes is acceptable. Six percent (6%) of participants indicated that it is acceptable for the police to respond in 30 min – 60 min. The majority of participants at all police stations indicated that 5-10 minutes is the acceptable response time for the police to respond to crime situations with the exception of **Nuwerus** where the majority of respondents 71% indicated that the police could respond to crime situations in 30-60 minutes.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

Half of the respondents indicated that they do not know whether CPFs provide input into the station plans, while 46% indicated that they do and 4% do not provide input into the station plans. In Doringbaai (86%) and Lutzville (80%), the majority of respondents indicated that they do provide input into the station plans, while in Vredendal (78%) and Graafwater (67%) the majority indicated that they did not know whether the CPF provide input.

The minority of participants (45%) indicated that they do not know whether CPFs provide input in the way resources are allocated by the police in their areas, while 43% indicated that they do and 12% indicated that they do not provide input in the way resources are allocated. The majority of participants in Lutzville (90%), Doringbaai (86%) and Vanrhynsdorp (71%) indicated that the CPFs provide input.



X) ADDITIONAL COMMENTS PERTAINING TO THE VREDENDAL POLICE CLUSTER

Some suggestions at **Citrusdal** were that officers should be more dedicated and that resources should be used more respectfully. It was mentioned that some members in the community are of the view that the police may be corrupt. Members identified that there was a shortage of police presence at farms, at the river-dumping sites and squatter camps/ disadvantaged areas, as well as on the Hexriver Bridge - out of the town.

There was a complaint that the police are not visible at all. Several people identified that more police officers needed to be employed at their station and that confidentiality should be taken seriously. It was also mentioned that sometimes the police are unable to respond to a call out, citing the shortage of police vans as the reason.

At **Clanwilliam** participants identified that service delivery needed to be enhanced. One recurring remark was that language seemed to be a barrier in this respect and that more accountable, committed and trained personnel along with better management was needed. It was also mentioned that "uneducated" police should be evaluated through due process, which again suggests that better training is needed. It was thought that officers' morale could be increased by better debriefing and counselling sessions. It was also suggested that the sharing of information from the police to the public was cited as a problem. More police visibility was requested at sports fields, schools, farms and business areas. It was also raised that there are too few policemen and police vehicles available, but it was suggested that other departments help the SAPS with their workload where they can.

At **Doringbaai** it was indicated that there is a shortage of personnel and resources. To improve police accountability it was suggested that there is more openness between the police and the community.

Elandsbaai identified that more police visibility was needed at Farms, Gereeld Caravan Park and Holiday houses as well as the rural areas. It was suggested that police should patrol the community areas more often to get a sense of what is happening and what might happen. This would also assist them when they see something wrong. To improve service delivery it was suggested that better police facilities were needed and that police needed to deal more quickly and efficiently with cases. More police were needed and that the station was in a terrible state where people identified that they had no privacy. Better communication with the community was also requested while it was suggested that some police overlook crimes because of being bribed and that they did not trust the police. Police should be accountable and gain the respect of the community rather than being forceful. 4X4 vehicles are needed for access to the beach.

Graafwater suggested that there be more police on duty and that police were more involved with the day-to-day running of the police station. More police visibility was needed on the farms and surrounding areas. Better training was cited as allowing for better service delivery but there were also comments that members of the community were happy with the police's performance.

At **Klawer** participants suggested that more police officers were needed at their station and that better leadership was needed. The implementation of a neighbourhood watch was also cited as being a useful measure and that the community needs to work together with the police. The N7, national road, farms and tourist travel areas needed more police visibility. It was noted that the area that the police station covers is too big and that more site-specific vehicles were needed.

Lambertsbaai participants mentioned that they needed more officers and that language and communication with the public was a concern. It was suggested that the police work in conjunction with the community such as other law enforcement departments and that they set up more road blocks, have better visibility and that they don't always wait for residents to complain before they tackle crime. One crime, which needs to be addressed, was crayfish smuggling. More police need to patrol the harbour as well as Harmony Park, public areas and the business centre.

Lutzville's shortage of communication caused by language barriers was perceived as a problem as well as a shortage of personnel and equipment. There needs to be more collaboration and communication between the police and the community. More visibility is needed on farms and Ebenezer, Koekenaap, Lutzville, Lutzville-West Uitkyk and that they set up more road blocks. More vehicles, police members and equipment for quicker response time to emergency complaints are needed. The area that the police station covers is cited as being too large.

Nuwerus participants cited a shortage of personnel. It was often mentioned that Kliprand needs police visibility over weekends, especially on Saturdays. Collaboration between the public and the police was suggested as a way to increase police accountability. Again distance to the police station was seen as a problem.

The participants at **Vanrhynsdorp** indicated that more desk operations are required. It was suggested that the police have better incentives. Police should tackle petty crime as they see it in the street and lead by example. It was identified that the sector police station was not functioning properly in Hopland and Maskamsig as well as sector three areas need more police visibility. Better communication and stopping drug-related crime and drug smuggling was suggested as things that the police in this area needed to improve on.

At **Vredendal** better police communication, language barriers and police friendliness was suggested as needing attention. Farms and Sector 1 and Vredendal North need more visibility as well as the CBD over the weekends.



4.10.2 VREDENBURG POLICING CLUSTER

The Vredenburg Police Cluster consists of 11 police stations, namely Darling, Eendekuil, Hopefield, Laaiplek, Langebaan, Moorreesburg, Piketberg, Redelinghuys, Saldanha Bay, St Helena Bay and Vredenburg police stations. All CPFs participated in the PNPs survey.

I) TOP PRIORITY CRIMES

TABLE 40: VREDENBURG CLUSTER COMMUNITY IDENTIFIED PNPs (COMMUNITY PERCEPTIONS)					
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3	Priority Crime: 4	Priority Crime: 5
Darling	Assault GBH	Sexual Offences and Murder	Common Assault	Burglary at Residential Premises	Stock Theft
Eendekuil	Assault GBH	Sexual Offences	Domestic Violence	Murder and Domestic Violence	Armed Robbery and Stock Theft
Hopefield	Assault GBH	Sexual Offences	Common Assault	Burglary and Robbery at Residential Premises	Burglary at Business Premises
Laaiplek	Assault GBH	Common assault	Domestic violence	Burglary at Residential premises	Common theft
Langebaan	Sexual offences	Domestic violence	Burglary at residential premises	Burglary at business premises	Common theft
Moorreesburg	Assault GBH	Common Assault and Domestic Violence	Domestic Violence, Common Robbery	Murder and Burglary at Residential Premises	Common Theft
Piketberg	Assault GBH	Sexual Offences	Domestic violence	Burglary at Residential Premises	Common Theft
Redelinghuys	Assault GBH	Sexual Offences and Common Assault	Common Assault and Domestic Violence	Domestic Violence	Burglary at Residential Premises
Saldanha	Assault GBH	Common Assault and Domestic Violence	Theft out of motor vehicle	Burglary at Residential Premises	Burglary at Business Premises and Common Theft
St Helena Bay	Assault GBH	Common Assault	Burglary at Residential Premises	Burglary at Business Premises	Common Theft
Vredenburg	Assault GBH	Sexual Offences and Murder	Theft out of motor vehicle & Domestic Violence	Burglary at Residential Premises	Robbery at a residential premises and Common Theft and Fraud

The survey findings, in terms of the number 1 priority crime for the Vredenburg Cluster, illustrate that **assault to do grievous bodily harm** is the perceived crime priority in the area.

II) SUITABILITY OF RESOURCES IN ADDRESSING CRIME IN COMMUNITIES

The majority (57%) of respondents of the Vredenburg police cluster felt that the police resources are not suitable in addressing crime in the community while 43% of respondents felt that these resources are suitable.

All of the participants in Darling (100%) indicated that their resources are suitable in addressing crime in their areas. The areas where the majority of participants indicated the unsuitability of resources are Saldanha (90%), Laaiplek (88%) and Langebaan (75%).

III) UTILIZATION OF RESOURCES

The majority of participants (68%) indicated that the resources are being effectively utilized and 32% of participants indicated that the police resources are not being used effectively. Most of the participants in Redelinghuys (100%), Hopefield (90%), St Helena Bay (89%) and Laaiplek (88%) indicated that resources are utilized effectively while participants in Piketberg (67%) and Langebaan (63%) indicated to the contrary.

IV) COMMUNITY SERVICE CENTRE

Just over half of the participants (51%) indicated that there are not enough police officials assisting people in the CSC and 49% indicated that there are enough police officers at the CSCs. The majority of participants in Langebaan (100%) and Redelinghuys (83%) indicated that there are enough police officers at the CSCs while in Hopefield (100%) and Laaiplek (88%) most of the respondents indicated that there are not enough police officers assisting in the CSCs.

(A) POLICE CONDUCT AT THE CSC

The majority (82%) of participants in the Vredenburg police cluster indicated that the police officials working within the CSC are polite and helpful while 18% indicated that the police officers are neither polite nor helpful at all. This is despite their perceiving a lack in both personnel and other resources. This is an important statistic when considering the manner in which police services are delivered to the public and in creating a trusting relationship between the police and the public.

The majority of participants at all police stations agree that the police officers in the CSCs are helpful to members of the public except in Piketberg where the majority (78%) of participants indicated that the police officers in the CSC are neither polite nor helpful.

V) SERVICES RENDERED BY THE DETECTIVES

Popular opinion of participants (67%) indicated that they are satisfied with the services rendered by the detectives whereas 33% are not satisfied with services rendered by detectives. In the main participants in Redelinghuys (100%), St Helena Bay (100%), Hopefield (90%) and Darling (80%) indicated that they are satisfied with the services rendered by the detectives. However, in Laaiplek (83%), Piketberg (78%) and Langebaan (75%) dissatisfaction was highlighted.



VI) WITNESS PROTECTION PROGRAMME

The majority (52%) of participants think that the witnesses of crimes are protected, while (32%) indicated that they do not know whether witnesses are protected and 17% thought that the witnesses are not protected.

This was the case for participants in Laaiplek (100%) and St Helena Bay (80%) who indicated that they think that witnesses of crime are protected. and the majority of participants in Piketberg (56%) who felt that witnesses are not protected at all.

VII) POLICE VISIBILITY

The majority (65%) of respondents indicated that more patrols during the day and night. This was the case for Laaiplek (100%), Vredenburg (100%), Darling (80%) and Hopefield (80). More 'stop and search' operations were considered by 54% of participants as being useful in increasing police visibility. The majority of participants in Laaiplek (100%), Langebaan (78%) and Eendekuil (75%) were of this opinion.

Full implementation of sector policing was considered by 50% of participants as a means of improving police visibility. The majority of participants in Hopefield (100%) and Laaiplek (100%) suggested the full implementation of sector policing to improve police visibility.

VIII) POLICE RESPONSE TIME TO AN EMERGENCY

To assist in an emergency, the majority (61%) of community members indicated 5-10 minutes as an appropriate police response time while 28% felt that 10-15 minutes was acceptable as a response time in the case of an emergency and 11% indicated that 15-20 minutes is acceptable. The majority of participants in St Helena Bay (90%), Hopefield (80%) and Saldanha (80%) that 5-10 minutes is the acceptable response time for the police to respond to crime situations. The majority of respondents in Laaiplek (71%) indicated that 10-15 minutes is an appropriate police response time.

IX) CPFs INPUT INTO THE POLICE STATION PLANS

In response to the issue about input into station plans, more than half of participants (54%) indicated that the CPFs do provide input into the station plans, while 40% indicated that they do not know and 6% do not provide input into the station plans at all. In the case of Redelinghuys (100%), Laaiplek (100%) and Saldanha (90%), they indicated that they provide input into the station plans, while in St Helena Bay (90%) the majority indicated that they had no knowledge whether the CPF provides input.

The majority of participants (51%) indicated that the CPFs provide input in the way resources are allocated by the police in their areas, while 37% indicated that they do not know and 13% indicated that they do not provide input in the way resources are allocated. The majority of participants in Laaiplek (100%), Redelinghuys (83%), Saldanha (78%) and Eendekuil (75%) indicated that the CPFs give input. The majority of participants in Langebaan (78%) and Darling (67%) indicated that they had no idea whether CPFs provide input in the way resources are allocated by the police in their areas.

X) ADDITIONAL COMMENTS PERTAINING TO VREDENBURG POLICE CLUSTER

In **Darling** participants requested the building of a bigger police station.

In **Eendekuil** one participant requested more motorcycles for patrol in rural areas. Participants also called for the need for the police station to be open 24- hours a day and for more policing staff especially during night shifts. Improvements to the office space at the community centre and toilet facilities at the police station were requested. Participants also commented that police could be more friendly and helpful. More police visibility was requested in farm areas, and communication between the police and the community could be improved.

In **Hopefield** participants commented that the area was very large and farms were being excluded. Participants called for more vehicles and personnel. Participants also requested that more police officers who speak Afrikaans, the predominant language in the community be employed. More administration staff was also requested. Police visibility was indicated to be diminishing in Maxwell Moss Square and the Pluto to Vrede RDP housing area and also in areas of farms and small holdings. Better police station facilities and improved police accommodation was also requested.

Participants in **Laaiplek** requests that more police disciplined and trained officers should be deployed at the police station.

In **Langebaan** participants SAPS suggests that the police should liaise closer with other law enforcement agencies. More SAPS on foot and horse back should be implemented.

In **Moorreesburg** participants commented that the area the police served was too large for the available personnel. Many participants commented on the shortage of police vehicles in the area. The need to employ police officers who speak the language of the community, employ administrative staff and equip office space with suitable equipment was also indicated.

The need for shebeens in the area to be closed to contain the alcohol and drug-related crimes in the area was emphasized. Participants requested that police officers be better trained to handle domestic violence situations. Police visibility was indicated to be diminishing in rural areas in general and more specifically on the farm route end of Hooi Kraal area, the Klopland to Moorreesburg area, and on weekends at shops. Participants praised the work of the colonel and the police staff, commenting that they were satisfied with service delivery despite the shortage of resources.

In **Piketberg** participants requested more policing staff and more vehicles be made available. Better investigation of cases was also requested. Police visibility was indicated to be diminishing in Long Street and in general. The need to investigate illegal smuggling was also emphasized.

In **Redelinghuys** participants indicated the need for a better relationship between police and the community. More police vehicles were also requested. Participants praised the work of detectives in the area. Police visibility was indicated to be diminishing in farm areas. Participants called for police to be better disciplined, and for refresher courses to improve police attitude.



In **Saldanha** participants requested more policing staff and for more police vehicles to be in working condition. More reservists, administrative staff and more telephone operators were requested. More detectives and better training for detectives was requested. Police visibility was indicated to be diminishing in sectors 1 and 2.

In **St Helena Bay** participants requested more police staff and better skilled officials. The need for more space in the police station, and a satellite police station in sectors was indicated. Police visibility in Britannia Bay, Sandy Point and Plakkerskamp; and in shebeens was indicated to be diminishing. To improve police accountability participants requested awareness campaigns be done in the community. Participants also requested better involvement with the community. The need for a mobile police station in Laingville over the festive season was requested.

In **Vredenburg** participants commented that the area was very large and requested better police visibility and more police vehicles. Participants also commented that police were not always available to take calls, and police who could speak all three languages spoken by the community was needed. More detectives, better trained staff and a bigger police station were also requested.

4.11 KEY FINDINGS

This section provides the key findings of the study, highlighting identified top priority crimes, frequently mentioned crimes, causes, perpetrators, victims and proposed interventions, as well as other identified policing needs.

I) PROVINCIAL PRIORITY CRIMES

TABLE 41: CATEGORIES OF TOP-PRIORITY CRIME FOR THE WESTERN CAPE AND SIX DISTRICT MUNICIPALITIES (COMMUNITY IDENTIFIED PNPs)						
Western Cape Province	Cape Winelands	Central Karoo	City of Cape Town	Eden	Overberg	West Coast
Assault GBH	Assault GBH	Assault GBH	Assault GBH	Domestic violence	Assault GBH	Assault GBH
Sexual offences	Sexual offences	Sexual offences	Sexual offences	Sexual offences	Sexual offences	Sexual offences
Common assault	Common assault	Common assault	Common assault	Burglary at residential premises	Common assault	Common assault
Common robbery	Domestic violence	Domestic violence	Common robbery	Common assault	Domestic violence	Domestic violence
Domestic violence	Murder, Common robbery	Common robbery	Domestic violence	Common robbery	Common robbery	Common robbery

The table above reflects the top priority crimes that were identified and ranked priority crime 1 by the communities. The table displays the priority crimes of the entire province and the six district municipalities (Cape Winelands, Central Karoo, City of Cape Town, Eden, Overberg and West Coast). Assault GBH has been identified as a priority crime in all districts except in Eden district municipality. Sexual offences, common robbery, domestic violence and common assault have been identified in all the districts.

2 MOST FREQUENTLY MENTIONED PRIORITY CRIME CATEGORIES FOR THE WESTERN CAPE PROVINCE AND THE DISTRICT MUNICIPALITIES

The table above reflects the top most frequently mentioned priority crime categories from 1-5 by the communities. Most of the frequently mentioned crimes have been identified as priority crimes with the exception of burglary at residential premises, theft of a motor vehicle and stock theft.

4.12 SERVICE DELIVERY ISSUES

4.12.1 POLICING NEEDS AND PRIORITIES (PNPs) IDENTIFIED

I) TOP PRIORITY CRIMES

TABLE 42: MOST FREQUENTLY MENTIONED PRIORITY CRIME CATEGORIES OF THE PROVINCE AND SIX DISTRICT MUNICIPALITIES (COMMUNITY IDENTIFIED PNPs)						
Western Cape Province	Cape Winelands	Central Karoo	City of Cape Town	Eden	Overberg	West Coast
Burglary at residential premises	Domestic violence	Domestic violence	Domestic violence	Assault GBH	Assault GBH	Domestic violence
Domestic violence	Assault GBH	Assault GBH	Sexual offences	Sexual offences	Sexual offences	Assault GBH
Assault GBH	Burglary at residential premises	Stock theft	Burglary at residential premises	Common assault	Domestic violence	Burglary at residential premises
Sexual offences	Sexual offences	Burglary at residential premises	Common assault	Common robbery	Burglary at residential premises	Sexual offences
Common assault	Common assault	Common assault	Common robbery	Theft of a motor vehicle	Common theft	Common assault

The communities of the Western Cape Province have identified five priority crimes that they are concerned about in their respective areas. These are **assault GBH, sexual offences, common assault, common robbery** and **domestic violence**. In addition to the priority crimes identified, the communities frequently mentioned burglary at residential premises more often than any other crime categories even though it does not form part of the top priority crimes. These five identified top priority crimes can help police with the planning of a crime prevention strategy at provincial and local level.

The top five priority crimes identified by the local communities are to be included in the provincial operational priorities⁵⁴ of the SAPS for the period 1st April 2011 to 31 March 2012. This will assist SAPS in deploying resources where they are needed most.

II) SERVICE DELIVERY ISSUES

The service delivery issues related to those services, which are mostly used by the community members. This include the suitability of resources in addressing crime, resource utilization,



service rendered at the CSC; services rendered by the detectives; witness protection programme; police visibility and response time and community-police relations.

In the main the respondents of the Western Cape are of the view that the police resources are not suitable in addressing crime in their respective communities. The general perception is that most police stations have a **shortage of police officers and vehicles** that result in slow response time to crime situations. The CSCs in some stations are reportedly very small and do not allow privacy to victims of trauma. In the rural areas the long distance between the communities and police stations was identified as a major challenge. This suggests more police officers, vehicles; equipment should be allocated to police stations to improve service delivery. More bigger and user-friendly police stations with cubicles should be built to give privacy to the complainants reporting cases at the CSCs.

In relation to utilization of resources more than half of the participants indicated that the police officers utilise the resources effectively. The key challenge is the limited resources, which cannot accommodate the needs of the communities. However, it should be noted that for this area participants highlighted that some police officers are **misusing the limited resources** for their personal use. As a recommendation, participants request that police officers should be held accountable for wrong behaviour and that the number of police officers should be increased.

The majority of participants are of the view that there are sufficient police officers deployed at the Community Service Centre who are helpful and polite to the community members. A serious challenge identified at the CSC is the **language barrier** where the deployed officers at the CSCs cannot communicate with complainants in their preferred language. More trained and dedicated police officers that can communicate with complainants in their home language should be deployed at the CSCs. Training on communication, statement taking and computers are recommended for the police officers working at the CSCs to enable them to treat community members with respect.

More than half of the participants indicated that they are satisfied with services offered by detectives. In general participants are of the view is that with the limited resources detectives are doing their level best. Some of the challenges identified by the participants are the **shortage of skilled detectives that result in improper investigations; shortage of feedback provided to complainants and long time frames** spent on investigating cases as major challenges affecting the services delivered by the detectives.

These challenges suggest that more skilled detective's should be recruited to decrease the case loads of detectives. In addition more resources should be provided to detectives.

In relation to the witness protection programme the majority communities indicated that they do not know whether witnesses of crime are protected. This may suggest that the **witnesses of crime are not safe** which may result in underreporting of crime. Witnesses may not speak up when they witness crime, which may affect the prosecution of perpetrators. To improve the witness protection programme, the participants recommend that education of community members about this programme, anti-corruption measures and follow ups with witnesses of crime should be conducted.

To improve police visibility in areas the majority of participants proposed that **more police patrols during the day and night** should be conducted. However, it should be noted that most participants are of the view that **foot patrols** would be more effective than police vehicles. This suggests that more 'stop and search' operations should be conducted in the areas. Another recommendation made is the full implementation of sector policing in the communities.

The majority of participants agree that the police should respond to a crime situation between **5 to 10 minutes**, as this will increase the chances of gathering evidence. Through police visibility and patrols and increased police vehicles the police response time to crime situations could be improved.

In relation to community-police relations most participants either do not know or CPFs do not provide input into the station plan and the way resources are allocated at their respective police stations. This suggests that most police Station Commanders do not allow CPFs to provide input. This also suggests that the Station Commissioners of the areas should be sensitised to involve the CPFs in the development of station plans and resource allocation.

III) SUBSTANCE ABUSE

Another important aspect that is a major contributor of crime researched during the study is that of substance abuse. The majority (88%) of communities acknowledged that substance abuse is a challenge in their areas. There is a negative perception that most police officers are being bribed by the shebeen owners and drug lords. The communities recommend that a specialised unit should be established to deal with the substance abuse problem. Furthermore, more police raids should be conducted in partnership with the community structures (CPF, NHWes), municipalities to ensure transparency by the police.

4.12 CONCLUSION

The SAPS operational priorities should be in line with the identified PNPs of the communities. The SAPS operational categories are too broad and do not specify which specific types will be prioritized. The research reveals that the resources at most of the police stations are not suitable in addressing crime in communities. Most police stations experience a shortage of resources such as personnel, vehicles and police stations (in the rural areas).

A shortage of police visibility in the communities due to limited resources has been identified. There is a need to deploy more competent and dedicated police officers at the CSCs who can communicate with the communities in their home language, this should be prioritized as it affects service delivery at police stations.

The communities are not confident in the witness protection programme. The Criminal Justice System should conduct education sessions to community members to help communities' understanding of this programme.

The image of the police service needs to be transformed. The police officers should be dedicated and treat people with respect in their respective police stations. The police should not work in isolation in the fight against crime. Partnerships with other law enforcement agencies, community structures, business sectors etc should be established.



4.13 RECOMMENDATIONS

Based on the afore-mentioned findings, a number of recommendations are made to the Department:

- W) That the findings of this report be incorporated in the Provincial and local SAPS annual plans for the 2011/12 financial year.
- X) That Community Police Forums be assisted to develop indicators to monitor police performance at local police precinct level.
- Y) That SAPS develop a strategy to address the problem of weapons and sharp objects since these have been utilized in committing priority offences such as assault GBH.
- Z) Promoting and raising awareness within communities about the Witness Protection Programmes to encourage community members to testify in the prosecution of criminals.
- AA) The training and development of skills of detectives need to continue, especially in respect of investigating crimes such as domestic violence and sexual offences.
- BB) Enhance skills of detectives for improved evidence collection and recording and the processing of evidence in order to build strong and prosecutable cases. This will increase the number of cases brought before court and the conviction rate in respect thereof.
- CC) That sector policing be adequately resourced and promoted and receives the necessary support in order to improve response times and to promote police visibility.
- DD) That Station Commanders be sensitised in respect of the need for CPFs to be engaged for input into the station and resource utilization plans of respective police stations.
- EE) An illegal drug supply reduction strategy should be developed and implemented by SAPS with the assistance of other partners.
- FF) The role of organized crime syndicates and gangs as drivers of crime, more especially crime involving drug abuse and violence within the Western Cape Province, cannot be underestimated. Accordingly it is necessary for all policing agencies to focus on how best to neutralize and or mitigate the impact of organised crime and gangs.

3.5 LIMITATIONS OF THE STUDY

The study is limited to the Policing Needs and Priorities of the fully-fledged police stations in the province. It therefore does not consider the differences that may exist within the different sectors in a policing precinct. Although the CPF structures are legally the representatives of the community, to identify the PNPs, the focus groups were not always representative of the whole community.

The relationship between the CPF structure and the SAPS management may also influence the responses provided. A close relationship may indicate positive responses while a bad relationship may illicit negative responses. In order to counter the above-mentioned limitations the findings, where possible, were triangulated with other studies.

One of the main foci of this report is to influence the SAPS annual plan. A detail study of this nature needs more time and a much bigger budget. Although the report commended on policing needs and priorities up to local police station level, value of the report is applicable to the broad themes that it presents.

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Cape, 8 July 2010 Department of Community Safety, In Loco report, 2010, unpublished
- SSS) City is a stab capital, Cape Argus, Bronwyne Jooste, 10 November 2010
- TTT) The Centre for the Study of Violence and Reconciliation (CSVR), Tackling Armed
Violence, March 2010.
- UUU) United Kingdom woman gets killed in Gugulethu, Cape Times, 16 November 2010

ANNEXURE A

IDENTIFICATION OF POLICING NEEDS AND PRIORITIES (PNPS) IN THE WESTERN CAPE PROVINCE INDIVIDUALS WITH AN INTEREST IN POLICING QUESTIONNAIRE



DATE OF MEETING	TIME OF MEETING	FACILITATOR'S NAME	QUESTIONNAIRE NUMBER

NAME OF THE POLICE STATION			
IS YOUR ORGANISATION AFFILIATED TO THE CPF	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
SECTOR NUMBER			
GENDER	MALE <input type="checkbox"/>	FEMALE <input type="checkbox"/>	

INTRODUCTION AND BACKGROUND TO THE STUDY

UUU) The Department of Community Safety is in the process of identifying the Policing Needs and Priorities as determined by the communities in the Western Cape.

VVV) The survey focuses on police stations in the Western Cape Province.

WWW) This study is conducted annually and the findings are included in the annual performance plan of the SAPS to ensure that the SAPS operations are in line with the policing needs of the community.

XXX) Data is collected through a self-completion questionnaire completed by individuals with an interest in policing.

YYY) When you complete the questionnaire please print.

ZZZ) The facilitator will be able to answer or clarify anything that is unclear or difficult to understand. Please feel free to ask if you are unsure of what to do.

AAAA) Please remember that there is no right or wrong answer to the questions. Your opinion is important to us and we would like you to be open and honest when answering the questions.

BBBB) The questionnaire should take about 45 minutes to complete.

CCCC) Thank you for your willingness to assist in the process.



Q1. PRIORITY CRIMES

Q 1.1. Thinking about the area you live in, what are the five priority crimes in the area? By priority crime, we mean the crimes that the SAPS need to pay most attention to, or the crime that occurs most frequently in your area / community.

Q1.2. Please rank the five priority crimes identified in your area, **1 = the number one priority; 2 = second priority; 3 = third priority; 4 = fourth priority and 5 = fifth priority.**

CRIME CATEGORY	Q1.1: 5 PRIORITY CRIMES	Q1.2: RANKING OF PRIORITY CRIMES
Assault GBH (violent attack to cause serious harm to the person's body)	1	
Sexual offences (rape / sexual assault, sexual harassment)	2	
Common assault (violent attack with no body injuries including street / gang violence)	3	
Domestic violence that (sexual, physical, stalking, emotional or any abusive behaviour takes place in a home or family or spouse/ partner relationships)	4	
Murder	5	
Common robbery	6	
Armed robbery	7	
Hijacking	8	
Theft of motor vehicle	9	
Theft out of a motor vehicle	10	
Burglary at residential premises (breaking into your home and stealing while away)	11	
Robbery at residential premises(breaking into your home and stealing in your presence)	12	
Burglary at business premises (breaking into your business premise and stealing while away)	13	
Robbery at business premises (breaking into your business premise and stealing while away)	14	
Common theft	15	
Stock theft	16	
Fraud	17	
Other: Vigilantism (people taking law in their own hands) / Xenophobia (strong dislike of other people from other countries) etc		

Q1.3. Beside the crime categories listed above, are there any other crimes prevalent in your area / community that you would like to raise or highlight?

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Q1.4. Did you ever report a crime at the police station?

YES		NO	
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Q2. POLICE RESOURCES

Q2.1. How many police officers are allocated to the police station in your area?

NUMBER OF POLICE OFFICERS	
DO NOT KNOW	

Q2.2. How many police vehicles are allocated for your area?

NUMBER OF POLICE VEHICLES	
DO NOT KNOW	

Q2.3. Are these resources suitable in addressing crime in the community?

YES	NO

Q2.3.1. Please explain why if you say yes or no.

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Q2.4. Are these resources accessible to the community members?

YES	NO

Q2.4.1. Please explain why if you say yes or no.

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Q2.5. Are these resources utilized effectively?

YES	NO

Q2.5.1. Please explain why if you say yes or no.

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Q2.6. What can be done to improve resource allocation and utilization in your area?

RESOURCE CATEGORY	Q2.6
Deploy more police officers at the Community Service Centre	1
Employ more dedicated police officers	2
Increase the number of police vehicles	3
Other: Specify	

Q3. SERVICE DELIVERY AT THE COMMUNITY SERVICE CENTRE (CSC)

Q3.1. Are there enough police officials assisting people in the Community Service Centre (CSC)?

YES	NO

Q3.2. Are the police officers in the Community Service Centre (CSC) polite and helpful to members of the community?

YES	NO

Q3.3. When should the complainants at the CSC be provided with case numbers?

IMMEDIATELY	WITHIN 24 HOURS	MORE THAN 24 HOURS	DO NOT KNOW

Q3.4. What could be done to improve service delivery in the Community Service Centre (CSC)?

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Q4. DETECTIVE SERVICES

Q4.1. Do you know how many detectives are allocated for the police station in your area?

NUMBER OF DETECTIVES	
DO NOT KNOW	

Q4.2 Are you satisfied with the services rendered by the detectives?

YES	NO

Q4.2.1 Please explain why if you say yes or no.

Q4.3. What can be done to improve the services offered by the detectives in your area?

SERVICE DELIVERY CATEGORY	Q4.3
Improved and more training for the detectives	1
Reducing the workload of the detectives	2
Recruiting more skilled detectives	3
Providing the detectives with more resources e.g. cell-phones, offices, vehicles etc	4
Other (specify)	5

Q4.4. Are you aware of the witness protection programme?

YES	NO

Q4.5. Do you think that the police in your area protect the witnesses in criminal cases?

YES	1
NO	2
DO NOT KNOW	3

Q4.5.1. What could be done to improve the witness protection programme?

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Q5. POLICE VISIBILITY

Q5.1. Which specific area/s lacks police visibility in the area?

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Q5.2 How often would you like to see the police doing patrols in your area?

SEVERAL TIMES A DAY	ONCE A DAY	SEVERAL TIMES A WEEK	SEVERAL TIMES A MONTH	24 HOURS/7 DAYS
1	2	3	4	5

Q5.3. What can be done to improve police visibility in your area?

SERVICE DELIVERY CATEGORY	Q5.3
More police officers doing patrols during the day	1
More police officers doing patrols at night	2
More police officers doing patrols during the day and night	3
More stop and search operations in the area	4
Full implementation of sector policing in the area	5
Other (specify)	6

Q5.4. How long do you think the police need to respond once they have been called in each of the following situations?

CRIME SITUATIONS	5 – 10 MINUTES	10 – 15 MINUTES	15 – 20 MINUTES	20 – 30 MINUTES	30-60 MINUTES
To assist in an emergency	1	2	3	4	5
	30 MINUTES	1 HOUR	12 HOURS	24 HOURS	48 HOURS
To assist after a crime has already taken place	1	2	3	4	5

Q5.5. What can be done to improve the police response time to calls for assistance?

SERVICE DELIVERY CATEGORY	Q5.4
Increase the number of vehicles available in the community / area	1
Increase police visibility / patrols in the community / area	2
Other (specify)	3

Q6: POLICE ACCOUNTABILITY

Q6.1 Do the police account to the CPFs on how resources are utilized?

YES	NO	DO NOT KNOW

Q6.2.1 Please explain why if you say yes or no.

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Q6.2.2 Does the CPF give input in the way resources are allocated by the police in your area?

YES	NO	DO NOT KNOW

Q6.2.2.1 Please explain why if you say yes or no.

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Q6.2.3 Does the CPF give input in the police station plan of the area?

YES	NO	DO NOT KNOW

Q6.2.3.1 Please explain how if you say yes.

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Q6.4. Do the police in your area do the following?

	YES	NO	DO NOT KNOW
Attend the CPF meetings	1	2	3
Provide information about crime and policing issues in your area at the CPF meeting	1	2	3

Q6.5. What in your opinion can be done to improve police accountability in your area?

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Q7: SUBSTANCE ABUSE

Q7.1 In your opinion is substance abuse a problem in your area?

YES	NO	DO NOT KNOW

Q7.1.1 If yes, are you satisfied with the way in which the police deal with illegal shebeens and drug outlets in your area?

YES	NO	DO NOT KNOW

Q7.1.2 What can the police do to get rid of illegal shebeens and drug outlets in your area?

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Q7.2 What can be done further to address the substance abuse problem in your area?

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Q8. In conclusion, we would like you to raise any other issues that you think are important in relation to police service delivery in your area?

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**THANK YOU FOR YOUR TIME AND EFFORT IN COMPLETING THIS QUESTIONNAIRE.
YOUR INPUT IS GREATLY APPRECIATED!**

ANNEXURE B:

ALPHABETICAL LIST OF POLICE STATIONS IN THE WESTERN CAPE PROVINCE

Albertinia
Ashton
Athlone
Atlantis
Barrydale
Beaufort West
Belhar
Bellville
Bellville South
Bishop Lavis
Bonnievale
Bothasig
Brackenfell
Bredasdorp
Caledon
Calitzdorp
Camps Bay
Cape Town Central
Ceres
Citrusdal
Clanwilliam
Claremont
Cloetesville
Conville
Da Gamaskop
Darling
De Doorns
De Rust
Delft
Diep River
Doring Bay
Durbanville
Dysselsdorp
Eendekuil
Elands Bay
Elsies River
Fish Hoek
Franschhoek
Gaans Bay
Genadendal
George
Goodwood
Gordons Bay
Graafwater
Grabouw
Grassy Park
Groot Brakrivier
Groot Drakenstein
Gugulethu
Harare

Heidelberg (WC)
Hermanus
Hopefield
Hout Bay
Kensington
Khayelitsha
Kirstenhof
Klapmuts
Klawer
Kleinmond
Kleinvele
Knysna
Kraaifontein
Kuil River
Kwanokuthula
Kwanonqaba
Laaiplek
Ladismith
Laingsburg
Lamberts Bay
Langa
Langebaan
Lansdowne
Leeu-Gamka
Lingulethu West
Lutzville
Lwandle
Macassar
Maitland
Malmesbury
Manenberg
Mbekweni
Mc Gregor
Melkbosstrand
Mfuleni
Milnerton
Mitchells Plain
Montagu
Moorreesburg
Mossel Bay
Mowbray
Muizenberg
Murraysburg
Napier
Nuwerus
Nyanga
Ocean View
Oudtshoorn
Paarl
Paarl East

Pacaltsdorp
Parow
Philadelphia
Philippi
Philippi East
Piketberg
Pinelands
Plettenberg Bay
Porterville
Prince Albert
Prince Alfred Hamlet
Ravensmead
Rawsonville
Redelinghuys
Riebeeck West
Riversdale
Riviersonderend
Robertson
Rondebosch
Saldanha
Saron
Sea Point
Simons Town
Somerset West
St Helena Bay
Stanford
Steenberg
Stellenbosch
Still Bay
Strand
Strandfontein
Struisbaai
Suurbraak
Swellendam
Table Bay Harbour
Table View
Thembalethu
Touws River
Tulbagh
Uniondale
Vanrhynsdorp
Villiersdorp
Vredenburg
Vredendal
Wellington
Wolseley
Woodstock
Worcester
Wynberg



NOTES

A series of horizontal dashed lines for taking notes.



