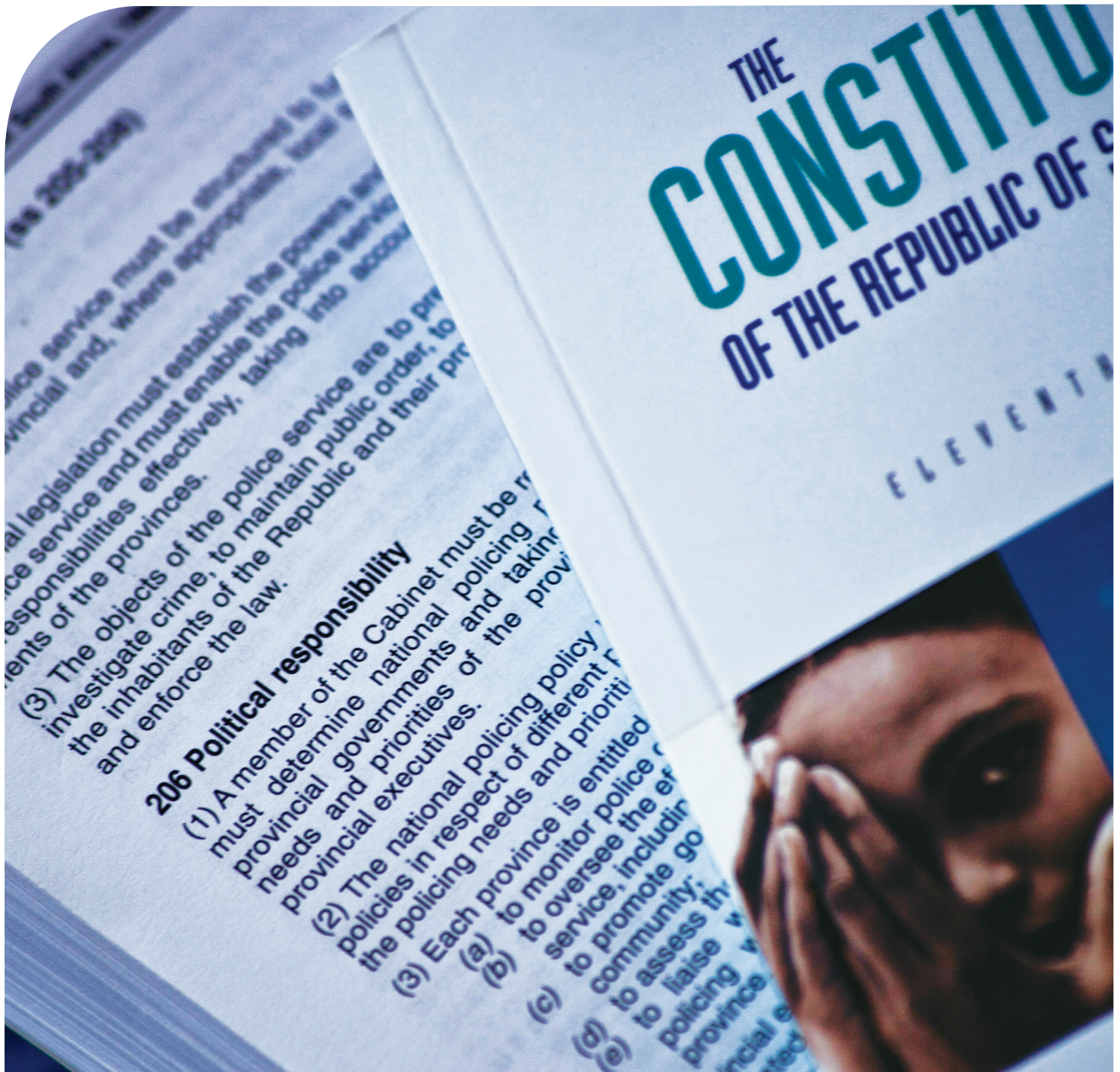




Western Cape
Government

Community Safety

BETTER TOGETHER.



REPORT ON THE WESTERN CAPE POLICING NEEDS AND PRIORITIES

2011/2012

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PART 1: GENERAL INFORMATION



ACKNOWLEDGEMENTS

The Western Cape Government (Department of Community Safety) expresses its sincere thanks and appreciation to the Western Cape Provincial Community Police Board, the Community Police Forums (CPFs) and the Western Cape local communities, business and civil society organizations for their willingness to participate in the identification of Policing Needs and Priorities (PNPs) in the Western Cape. Without them the compilation of this report would not have been possible. Furthermore, a word of thanks is extended to the senior management and officials within the Department of Community Safety (DoCS) for their input and guidance during the compilation of this report. This cannot be concluded without special thanks to the research team within the DoCS (Directorate Policy and Research).

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ABBREVIATIONS

Assault (GBH)	–	Assault with the intent to inflict Grievous Bodily Harm
AWC	–	Agri Wes – Cape
BACWC	–	Business Against Crime Western Cape
CPFs	–	Community Police Forums
CPOA	–	Cape Peninsula Organization for the Aged
CSCs	–	Community Service Centres
DSD	–	Department of Social Development (Western Cape)
DoCS	–	Department of Community Safety (Western Cape)
IDPs	–	Integrated Development Plans
ISS	–	Institute for Security Studies
MEC	–	Member of Executive Council
NGOs	–	Non Governmental Organizations
NMET	–	National Monitoring and Evaluation Tool
WCG	–	Western Cape Government
PNPs	–	Policing Needs and Priorities
SACCWC	–	South African Council of Churches Western Cape
SAPS	–	South African Police Service
SJC	–	Social Justice Coalition

FOREWORD BY THE MINISTER FOR COMMUNITY SAFETY: WESTERN CAPE PROVINCE

It is common cause that the South African Police Service (SAPS) resorts under the control of the National Minister of Police and that the Western Cape Government has no control over the day-to-day running of SAPS.

The Constitution of the Republic of South African 108 of 1996 (The Constitution) however, provides for the National Minister to develop policing policies, taking into account the policing needs and priorities of the provinces as determined by the provincial executives. Section 206 (2) of the Constitution explicitly states that "The national policing policy may make provision for different policies in respect of different provinces after taking into account the policing needs and priorities of these provinces."

This is particularly important because it allows for the amplification of police resources within a province by means of firstly, the alignment of policing resources with the often unique needs that may exist. Secondly, the development of policing policies for a particular province which should greatly enhance the ability of SAPS to move away for the current "one-size-fits-all" solution to crime to a situation in which the unique needs of communities are taken into consideration. This is especially critical when considering the different needs of communities many of which are based on the lasting effects of the racial segregation policies of apartheid. A system based on uniformity, one set of policing policy and resource allocation norms are systemic weak and increasingly unable to respond to the specific needs within our communities.

The Constitution is clear, in that it places the responsibility to determine the policing needs and priorities of the communities on the shoulders of the Provincial Executive. It is for this purpose that this report was prepared by the Department of Community Safety and although it is not the first report of its nature to be published, some significant changes have been made, and continue to be made, to its content namely;

- a) The methodology of gathering information about policing needs are changing from a perception based research project – relaying only on information collected via household surveys about peoples fear of crime- to a report based also on real performance information which is gathered during structured oversight visits and the regular evaluation of police stations.
- b) Information which is based on watching briefs conducted by the department on criminal cases involving SAPS members. These watching briefs are a focused attempt to identify some of the systemic weaknesses within the functioning of courts.
- c) Greater emphasis on the partnership between the community and government in determining the policing needs and priorities of any particular community. This report on Policing Needs and Priorities is a culmination of a broad consultative process and provides an overview of the policing needs and priorities of the Western Cape.

In promoting the philosophy of Better - Together, the Department of Community Safety consulted with communities across the province during the 2011/12 financial year including executive members of the Community Police Forums (CPFs) from all 149 police precincts in the Western Cape as well as various other stakeholders and role players.

These steps, aimed at expanding on the content of the policing needs and priorities report, have been taken in support of the strategic direction that has been outlined for Strategic Objective 5: Increasing Safety (SO:5).

It is the view of the Western Cape Government that safety underpins almost all of our daily activities. Whether we are safe to live, work, learn, relax and move about directly impacts on the quality of life that we experience. The Department of Community Safety's strategic objective is to increase safety in the Western Cape. In order to achieve this objective, one of the Department's focuses is on effective civilian oversight over the South African Police Service and other law enforcement agencies however, our strategy is also based on the understanding that increasing safety can never be a function of SAPS only. Every person should take responsibility for her/his own safety and should contribute to the safety of all other people.

It is therefore important that all provincial departments, CPFs, NHW, etc. also consider the content of the report with a view of understanding the safety concerns that exist in various communities and to develop adequate responses within their fields of responsibilities.

As stated, crime needs to be addressed in a multifaceted approach and community involvement is an integral part of our strategy to address crime. The continued participation of communities, who are the recipients of police service, therefore remains important.

I would like to express my sincere thanks to the representatives of the CPFs who participated in the process and generously shared their community policing insights and offer my thanks to the Western Cape Community Police Board for the support offered. I thank the Head of Department Dr Lawrence, Chief Director Mr Morris and the research team in my Department and recognise their hard work in putting this report together. I wish to thank the South African Police Service for their continued cooperation. Finally, I offer my deepest gratitude to all of our stakeholders.

I trust that this report will contribute to increasing safety for the people of the Western Cape.



Mr. Dan Plato
Minister for Community Safety – Western Cape Province

FOREWORD BY THE HEAD OF DEPARTMENT: DEPARTMENT OF COMMUNITY SAFETY

This is the third year in which the Department of Community Safety compiles a comprehensive report on the Policing Needs and Priorities of the Province as identified by the local communities and the relevant stakeholders. 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 in the Province. The report serves to assist law enforcement agencies to be more responsive to the policing needs and priorities of the local communities, to build the trust of communities in the police service and to encourage more people and institutions to become more involved in making their respective communities safer.

The levels of crime (especially contact and drug-related crimes) are still unacceptably high in the province. The nature of these crimes indicates that SAPS or any other government department or civil society organization 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.

This report is therefore developed in such a way that the South African Police Service (SAPS) (national, provincial, clusters and local police stations) can benefit from the findings and develop more relevant and appropriate interventions. The report will be made available to as wide as possible an 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 their respective roles in creating a safer society.



Dr Gilbert Lawrence
Head of Department: Department of Community Safety





PART 2: EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

The Department of Community Safety's strategic objective is to increase safety in the Western Cape. In order to achieve this objective, one of the Department's focuses is on effective civilian oversight over the South African Police Service and other law enforcement agencies. In this regard, the Western Cape Department of Community Safety annually facilitates the identification of PNPs as part of its oversight function over the police service in the Province.

The main objectives of the Policing Needs and Priorities (PNPs) are to inform the Minister of Community Safety in the Western Cape on the identification of PNPs in the Province, to guide and influence the formulation of policing priorities at provincial and national level in respect of identified Provincial PNPs, to assist the Community Police Forums (CPFs) to monitor the implementation of identified PNPs at local police station level and to increase safety in the Western Cape. The PNPs are used as a tool to measure the efficiency and effectiveness of the police and ensure that the police are responsive to the needs and priorities of the communities they serve.

The Policing Needs and Priorities report is a culmination of a broad consultative process and provides an overview of the policing needs and priorities of the Western Cape. The Department of Community Safety consulted with the local communities across the province during the 2011/12 financial year including executive members of the Community Police Forums (CPFs) in the Western Cape as well as other stakeholders and role players.

A household survey with a sample size of 13 347 was conducted. The survey covered all the 149 police precincts in the Province and took into account the population size of each police precinct. Focus group discussions were conducted with the CPFs in all the 25 police clusters. Twenty two (22) of the 25 police clusters participated in the focus group discussions. The Department also conducted stakeholder interviews in addition to the household survey and the focus group discussions. The eleven (11) stakeholders that were interviewed are the South African Council of Churches (SACC) Western Cape, Cape Peninsula Organization for the Aged (CPOA), Western Cape Provincial Community Police Board, Agri Wes-Cape, Lifeline/Childline Western Cape, Western Cape Association for Persons with Disabilities, Western Cape Street Children's Forum, Business Against Crime Western Cape (BACWC), Social Justice Coalition (SJC), Institute for Security Studies (ISS) and Cape Chamber of Commerce and Industry.

Substance abuse, burglary at residential premises and common robbery were identified by most of the participants in the household survey as the three priority crimes in the Western Cape. Substance abuse was identified as the most important of the three priority crimes identified above. In addition, substance abuse was among the frequently mentioned three priority crimes identified by most of the stakeholders during stakeholder interviews. The identification of substance abuse as the most important of the three priority crimes did not come as a surprise, as the Western Cape accounts for about 60% of all national drug-related crimes.

A strong link exist between drugs and gangs in the Western Cape as some of the Province's drug-related crime hotspots such as Manenberg and Philippi (Hanover Park) are also known for gang violence. Moreover, the Cabinet of the Western Cape Government on 23 March 2012 endorsed the re-establishment of specialised drug and gang units as a policing priority in the Western Cape.

In terms of the awareness of the witness protection programme, although the majority of the participants believed that testifying in court could increase the conviction rate, they seemed unsure about the safety and the protection of witnesses of crime. With regard to the rating of police service at the Community Service Centres (CSCs), the majority of the participants did not seem to be satisfied with the quality of service rendered at the police station. In terms of police response time, the majority of participants indicated that they are not satisfied with the police response time to distress calls from the community.

With regard to community police relations, the majority of participants indicated that they are not satisfied with the community police relations in the Western Cape. Important to note is that a notable number of participants were indecisive when they were asked to rate the police activities in terms of the three above-mentioned service delivery issues. This could indicate that more efforts are needed to improve the police service, particularly at the CSCs and community police relations in the Western Cape. The majority of participants preferred the police to patrol their areas from six o'clock in the evening to twelve o'clock midnight (18h00-00h00). Furthermore, the majority of participants suggested that more police officers doing patrols during the day and night could improve police visibility.

Domestic violence, substance abuse, murder and sexual offences were the frequently mentioned priority crimes during the stakeholder interviews. Domestic violence was mentioned most followed by substance abuse. This perhaps suggests that it is time for domestic violence to be included as one of the crime categories in the national crime statistics. Although some of the stakeholders like Business Against Crime Western Cape (BACWC), Social Justice Coalition (SJC) and Institute for Security Studies (ISS) give input in the way police resources are allocated in the Western Cape, most of these stakeholders are not involved in the process of compiling the Western Cape Police Performance Plan. Perhaps there is a need for a structure that can provide a platform for different stakeholders from different sectors of the Western Cape community to make input into the Western Cape Provincial Police Performance Plan. Lastly, all 11 stakeholders that were interviewed attested that substance abuse is a problem in the Western Cape.

The findings of the Community Safety Barometer study conducted by the Department in 2010/2011 revealed that the vast majority of the participants confirmed that they fear crime in their homes, in the community and while travelling. Khayelitsha, Harare, Gugulethu and Kraaifontein were the communities in which women, children, the elderly and the physically-challenged were most vulnerable. The Community Safety Barometer study was aimed at determining the levels of fear of crime in the selected police precincts in the Western Cape.

The other key civilian oversight activities the Department conducted in 2011/2012, include the Ministerial Outreach Programme which involves, among other things, police station visits and public accountability meetings as well as Monitoring and Evaluation.

The Ministerial Outreach Programme covered the Western Cape Province as a whole with the focus on 17 priority areas that were identified due to high prevalence of gang violence, drugs and alcohol abuse. The Monitoring and Evaluation function involves the registration of complaints and compliments on police service delivery in the Province, assessment of management of firearms and compliance monitoring of the CSCs in terms of the National Monitoring and Evaluation Tool (NMET) of the Civilian Secretariat for Police. Between April and September 2011 there were about 178 complaints that were lodged against the law enforcement agencies in the Western Cape.

The highest number of complaints lodged against individual police stations for the above-mentioned period came from Delft Police Station (75), Mitchell's Plain (51) and Cape Town Central (44). The office of the Minister of Community Safety received 154 complaints which were either referred to SAPS or the Monitoring and Evaluation section of the Department of Community Safety.

In terms of the assessment of management of firearms and the compliance monitoring of the CSCs with regard to NMET the key findings that emerged involved the need to fill the vacant positions in stations like Hout Bay; the need to tighten controls on the management of firearms and other resources and to have designated officials for loss management.

The Ministry (DoCS), in conducting its oversight responsibilities, has highlighted that following a road crash it is often necessary to have a motor vehicle, bus, truck, etc examined by an expert to determine the cause of the crash. It might be that the accident was caused by failing brakes, faulty driving mechanisms, etc and this needs to be ascertained at a very early stage, preferably before the vehicle is towed away. Due to the fact that the police in the Western Cape do not have such an expert, and experts have to be summonsed from elsewhere, this causes delays in the vehicles being examined. This delay could have an impact on the proper investigation and prosecution of the case.

The report on the findings of the Community Police Forums (CPFs) functionality study (2011) recommended, among other things, that there is a need for the Department and SAPS to capacitate CPFs that were identified as not completely functional through training and other interventions. According to the information gathered by observing court cases involving SAPS members, also known as watching briefs, the need for skilled and effective investigating officers was highlighted together with the need for proper complaints handling procedures.

These procedures should include referral to specialised services in traumatic cases. The watching briefs also highlighted the need for a gender balance of police staff especially with their dealings with female complainants. These challenges suggest that more skilled detectives should be recruited to reduce the caseloads of detectives. In addition, detectives should be provided with sufficient resources in order to improve police service delivery at police station level.

A number of recommendations were also made through the Integrated Development Plans (IDP) processes with the Western Cape municipalities and included, among other things, public private partnership in the fight against crime; the need for joint law enforcement initiatives through entering into formal agreements with civil society organizations and business and extending the City of Cape Town neighbourhood watch project into new areas and so on.

Recommendations

In light of the findings presented above, the following are recommended:

- i. The deployment of specialised drug and gang units by SAPS in the Province as endorsed by the Cabinet of the Western Cape Government as a policing need and priority for the Western Cape.
- ii. Development of a monitoring and evaluation framework with short, medium and long-term targets to address the problem of drug-related crime in the Western Cape.
- iii. Public awareness and education campaigns about the Witness Protection Programme in order to instil a sense of trust in the criminal justice system.
- iv. Full implementation of sector policing to improve police visibility particularly between six o'clock in the evening and twelve o'clock midnight (18h00-00h00) as the majority (55.1%) of the participants has indicated.
- v. Station Commanders to be sensitised about the need to consult with the CPFs for input into the allocation and utilization of police resources and the development of the station plans. This could improve community police relations in the Western Cape as most of the CPFs that participated in the CPFs functionality study have indicated that they have incorporated the identified PNPs of their police precincts into the police station plans.
- vi. Continuous capacity building of all the CPFs in the Western Cape Province in order to improve the CPFs functionality levels.

- vii. Recruitment, training and retraining of more detectives in order to reduce the workload of the current serving detectives thus improving and expediting the process of evidence collection and conviction rate thereof. The watching briefs highlighted the need for more skilled detectives.
- viii. The need to make the child protection unit more accessible to community members. This could help to address the problems of child exploitation and child abuse in the Western Cape as this was cited by one of the NGOs involved in the field of social welfare which was interviewed.
- ix. Inclusion of domestic violence as one of the crime categories in the national crime statistics as mentioned by most of the stakeholders during the stakeholder interviews and alluded to by some of the security experts.
- x. Establishment of a forum or structure that can provide a platform for different stakeholders in the Western Cape to provide input to the SAPS Western Cape Annual Performance Plans as most of the stakeholders indicated that they do not give input to the SAPS Provincial Performance Plans.
- xi. All provincial departments, CPFs, NHW, etc. consider the content of the report and develop adequate responses within their fields of responsibilities.
- xii. The need for better policing of public transport nodes as the findings of the Community Safety Barometer (2010/2011) suggested that people do not feel safe while travelling in their communities.
- xiii. A SAPS road incident expert is readily available in the Western Cape, to examine vehicles involved in crashes to determine causes of road accidents.
- xiv. Establishment of an integrated approach to fighting crime that should include not only SAPS and other law enforcement agencies but also other government institutions, private security services and civil society organizations.
- xv. An assessment of resource allocation to rural police stations be reviewed.
- xvi. Better regulation of liquor trading particularly in the residential areas as alcohol has been identified as one of the main contributors to serious and violent crime in this Province.
- xvii. Reward police officers for the hard work and excellent service rendered to the community and the victims of crime.





PART 3: **INTRODUCTION AND METHODOLOGY**



INTRODUCTION AND METHODOLOGY

3.1 INTRODUCTION AND BACKGROUND

It is common cause that the South African Police Service (SAPS) resorts under the control of the National Minister of Police and that the Western Cape Government has no control over the day- to- day running of SAPS. The Constitution of the Republic of South Africa provides for the National Minister to develop policing policies, taking into account the policing needs and priorities of the provinces as determined by the provincial executives. Section 206 (2) states that "The national policing policy may make provision for different policies in respect of different provinces after taking into account the policing needs and priorities of these provinces."

This is particularly important because it allows for the amplification of police resources due to its alignment with the often unique needs that may exist in a province and recognises the fact that there exists no one-size-fits-all solution to crime. It also allows for provinces to address the needs for policing that exist in particular areas.

The Western Cape Department of Community Safety annually facilitates the identification of Policing Needs and Priorities (PNPs) to contribute to the body of knowledge to guide the National Minister with regards to the policing needs and priorities of the Western Cape. The project aims at facilitating the identification of PNPs in the Western Cape in consultation with the local communities. In this way the Department envisages to build safe communities on a partnership basis and make safety everyone's responsibility in the Western Cape. This report contains the findings on the identification of PNPs in the Western Cape.

First and foremost the report outlines the legislative mandate of the Department of Community Safety (DoCS) and other relevant legislative and policy framework in line with the identification of PNPs in the Province. As a product of the broad consultation process the report describes the research methodology that was used in conducting the study; highlights the limitations and presents the findings. After the conclusion and recommendations are attached questionnaires (Household survey questionnaire, Focus group discussion guide and Stakeholder interview guide) that were used in the process of data collection.

3.2 LEGISLATIVE AND POLICY FRAMEWORK

The Western Cape Department of Community Safety (WCDCS) has the legal mandate to exercise civilian oversight over the police service in the Province. Section 206(1) of the Constitution of the Republic of South Africa stipulates that the Cabinet Minister responsible for policing must determine national policing policy after consulting the provincial governments, taking into account the policing needs and priorities of the provinces as identified by the provincial executives. Section 206 (3) entitles Provinces, among other things, to oversee the effectiveness and efficiency of the police service, including receiving reports on the police service. Section 32 of the Civilian Secretariat for Police Service Act No. 2 of 2011 states that the members (SAPS) must provide their full co-operation to the Civilian Secretariat and where so required to a provincial secretariat, including but not limited to – assisting the Civilian Secretariat with the necessary information and records in the manner prescribed to perform its monitoring function in relation to oversight of the police service in terms of the above Act.

Furthermore, the White Paper on Transforming Service Delivery in South Africa (Batho Pele White Paper¹) indicated that “Citizens should be consulted about the level and quality of the public services they receive, and wherever possible should be given a choice about the services that are being offered”. In keeping with this Batho Pele principle, communities were consulted to determine their PNPs. The White Paper on Transforming Public Service Delivery further argues that “Consultation can also help to foster a more participative and co-operative relationship between the providers and users of public services. Thus it is anticipated that this report will assist the South African Police Service in the Western Cape to be more responsive to the policing needs of the Western Cape local communities.

In line with the White Paper on Transforming Public Service Delivery is section 18 of the South African Police Service Act, No. 68 of 1995 which specifies that the Service shall, in order to achieve the objects contemplated in section 215 of the Constitution, liaise with the community through community police forums and area and provincial community police boards, ... with a view to, among other things, promoting co-operation between the Service (Police Service) and the community in fulfilling the needs of the community regarding policing. Likewise, the Western Cape Uniform Constitution for Community Police Forums and Boards states that at an Annual General Meeting the Forums and Boards shall receive, discuss and adopt the Community Safety Plan and Projects. The Community Safety Plan will be informed by the PNPs as identified by the people. According to the draft Strategic Objective (SO) 5 of the Western Cape Government, which aims at increasing safety in the Province, the identification of PNPs is one of the levers of influence over policing in the Western Cape.

3.3 OBJECTIVES OF THE PNPs

The main objectives of the PNPs are:

- To inform the Minister of Community Safety in the Western Cape on the identification of PNPs in the Province.
- To guide and influence the formulation of policing priorities at provincial and national level in respect of identified Provincial PNPs
- To assist the CPFs to monitor the implementation of identified PNPs at local police station level and
- To increase safety in the Western Cape.

The anticipated outcome of the project is, among other things, improved police service delivery and effective civilian oversight over the police service in the Western Cape and to ensure that SAPS Western Cape direct resources where they are needed mostly in the Province.

The policing needs are, however, based on the socio-political and historical context of South African communities in general. For instance, the previously disadvantaged communities like Khayelitsha are densely populated with limited resources and infrastructure while other communities like Camps Bay are sparsely populated and more affluent. The more affluent areas are able to afford private security services in addition to the normal services rendered by the national police while the poor and disadvantaged areas are dependent on the normal police service. Thus the focus of this report will be on crime, policing and service delivery issues relating to police as well as other stakeholder's participation on policing matters.

¹ White Paper on Transforming Service Delivery: Department of Public Service and Administration, 1997

3.4 METHODOLOGY APPROACH

Combinations of quantitative and qualitative approaches were used in the process of data collection. A household survey with a sample size of 13 347 households was conducted. The survey covered all the 149 police precincts in the Western Cape. The sample size was based on the latest population figures and took into account the population size of each of the 149 police precincts in the Western Cape. The motive behind the use of a household survey was based on the need to include ordinary members of the community in order to get a much broader perspective of what people need in terms of policing in the Western Cape. A survey questionnaire was used as a tool for data collection (See annexure A).

Furthermore, the CPFs were invited to take part in the focus group discussions for all the CPFs in the 25 police clusters of the Western Cape. Although an attempt was made to invite all the CPFs in the 25 police clusters three police clusters were absent on the day of the focus groups discussions. As a result, only 22 police clusters took part in the focus group discussions. A focus group discussion guide was used as a tool to facilitate the discussions (See annexure B). The focus group discussion data was used to complement the household survey data.

Moreover, the Department conducted stakeholder interviews with leaders from business, religious formation, farmer's organization, NGOs, research institution and the Western Cape Community Police Board. A stakeholder interview guide was used to conduct the interviews (See annexure C). The interview data was used to complement the other data that was collected during the research process.

The methodology also included the compilation of the needs identified through the performance of the Department's oversight functions which include but are not limited to dealing with complaints, oversight inspections, interaction with CPFs and other community structures and the so-called watching briefs over criminal cases involving SAPS members.

Desktop research and crime statistics analysis as well as literature review and analyses of secondary data from the previous PNPs reports and other sources of information were conducted. After analysis the findings from both the current and previous studies and the analyses of secondary data were then compiled into one report and are presented in the following sections of this report.

3.5 LIMITATIONS OF THE STUDY

As indicated above, only 22 of the 25 police clusters took part in the focus group discussions and that could be a limitation as the findings of the other three police clusters, namely Cape Town, Hermanus and Milnerton are only based on the household survey results. To make up for this limitation, stakeholder interviews were conducted with leaders from different sectors of the Western Cape community.

Concerns were raised about the timing of data collection which coincided with the beginning of the festive season and the Rugby World Cup and may have had a negative effect on the availability of other CPFs during the process of focus group discussions. The same can be said about the stakeholder interviews. Some of the stakeholders were busy with their year-end functions at the time of conducting the interviews and could not be reached for comment and input on the issues that affect their sectors.



PART 4: **THE FINDINGS**



THE FINDINGS

4.1 PRESENTATION OF DATA

Data have been presented by means of the different variables included in the questionnaire. These variables included the identified priority crimes, police resources, service delivery at CSCs, police visibility, community police relations, witness protection programme, substance abuse and other comments made with regard to crime and policing in the Western Cape. The data is presented in the form of graphs and tables in order to enable the reader to understand the general trends and pattern of the PNPs within the Province, police clusters and police stations.

The next section gives an overview of the Western Cape in general which includes the number of district municipalities, police clusters, police stations and the key findings and recommendations.

4.2 OVERVIEW OF THE WESTERN CAPE PROVINCE

According to the Provincial Economic Review and Outlook 2010, Statistics South Africa estimates the Western Cape population to be in the region of 5.30 million people or 10% of the country's population. The Province is the fifth largest province after Gauteng, KwaZulu-Natal, the Eastern Cape and Limpopo. Approximately 29.5% of the Province's population is aged below 15 years, 65% are aged 15 to 64 years, and 6% are older than 64 years. Afrikaans (55.3%) is spoken by the majority, with isiXhosa (23.7%) and English (19.3%) being the other main languages.

The Western Cape has one metropolitan municipality (the City of Cape Town) and five district municipalities (i.e. Cape Winelands, Central Karoo, Eden, Overberg and West Coast). The one metropolitan municipality and the five district municipalities encompass 24 local municipalities.

The Province has 149 police precincts (See annexure D), which can be classified as either urban² (59) or rural³ (90). The police stations are further grouped into 25 police clusters, which are regarded as an extension of the Provincial Office⁴.

4.3 WESTERN CAPE PROVINCIAL CRIME OVERVIEW

The national crime statistics highlighted that contact crime has increased by 0.3% from 94 146 reported cases in 2009/2010 to 94 422 cases in 2010/2011. While murder has also increased by 2% in 2010/2011, attempted murder has increased drastically by 27% as opposed to the 3% decrease in 2009/2010 and this is a cause for concern. According to the Western Cape Crime Overview 2011, the Western Cape surpassed the national murder rate. The average murder rate for South Africa is 31.9 while the Western Cape is at 44.2.

• ²Police precincts falling within the Cape metropolitan municipal boundaries are regarded as urban police precincts

• ³Police precincts falling outside the Cape metropolitan municipal boundaries are regarded as rural police precincts

• ⁴South African Police Service Western Cape Performance Plan: 2009 – 2010 (Year of action)

However, murder decreased by 18.6% from 2 839 cases in 2003/2004 to 2 311 cases in 2010/2011 in the Western Cape. The 18.6% decrease in murder cases for 2003/2004 and 2010/2011 makes the province the fourth province with notable decrease in murder after Mpumalanga (31.6%), KwaZulu-Natal (28.5%), and Gauteng (26.5%). Nyanga police station, alone, contributed 9% of murder cases in the province and is among the top six (6) police stations in the Province that recorded almost a third (32%) of the murder cases. They are as follows: Nyanga (198), Khayelitsha (125), Harare (141), Lingeletu West (44), Gugulethu (150) and Kraaifontein (78). It is most disturbing to see that the area of Khayelitsha, which has three police precincts (i.e. Khayelitsha, Harare and Lingeletu West contributed so much to the number of murder cases in the Province. Murder is regarded as the most accurate of all crime statistics "as usually both a body and evidence exists to verify that a murder did indeed take place (Gareth Newham: Institute for Security Studies)". Also important to note is that common robbery has increased by 10% from 9 473 cases in 2009/2010 to 10 399 cases in 2010/2011.

Property related crime also increased by 0.6% from 101 359 cases in 2009/2010 to 101 929 cases in 2010/2011. Crime, heavily dependent on police action for detection, increased by 15.5% from 78 234 cases in 2009/2010 to 90 383 cases in 2010/2011, the bulk of which is drug-related crime. The Western Cape accounts for almost half (47%) of the national drug-related crime and that is another cause for concern. According to the Western Cape Crime Overview 2011 substance abuse, mainly alcohol abuse has consistently been identified to be at the forefront of causing crime, particularly violent crime in the province. Drug-related crime increased by 17% from 60 409 cases in 2009/2010 to 70 588 cases in 2010/2011. The 2010/2011 drug-related crime figures (70 588) is three and half times more than the 2003/2004 reported cases (19 940) and marks 254% increase from the 2003/2004 figures of drug-related crime. Mitchell's Plain police precinct is still the Province's drug-related crime hotspot with 6 260 drug-related cases. Other drug-related crime hotspots include Bishop Lavis (2 459), Elsies River (2 605), Manenberg (2 353), Nyanga (1 436), Gugulethu (1 136), Milnerton (1 188), Kraaifontein (1 632), and Phillippi (1 346). The police stations jointly accounts for 29% of the recorded drug cases in the province. It is important to note that Nyanga, Gugulethu and Kraaifontein are also the Western Cape's murder crime hotspots as indicated above.

Hanover Park (Phillippi), Manenberg, Nyanga, Lavender Hill (Steenberg), Bishop Lavis, Gugulethu, Elsies River, Mitchell's Plain, Khayelitsha etc form parts of the 17 priority areas of the Western Cape Provincial Government. The 17 priority areas were identified due to high prevalence of gang violence including drug and alcohol abuse.

There is a concern about the other serious and often hidden crimes such as domestic violence, child abuse, hate crimes and corruption which the crime statistics don't reveal. "If better data can be obtained about these crimes, they can be addressed more effectively (Gareth Newham: Institute for Security Studies)". The problem of child abuse and exploitation of children was echoed by some of the stakeholders interviewed in the study. One of the stakeholders even suggested that a specialised crime unit such as Child Protection and Narcotics should be brought back to address these issues.

During the identification of PNPs in 2009/2010 assault (GBH), Burglary at residential premises, drug-related crime, murder and common robbery were identified as top five (5) priority crimes by the Western Cape local communities. During the identification of PNPs in 2010/2011 the Western Cape local communities identified assault (GBH), sexual offences, common assault, common robbery and domestic violence as their priority crimes in the Province. Shockingly, all the 2010/2011 identified priority crimes were mainly contact related crimes.

Substance abuse, mainly alcohol abuse, has consistently been identified to be at the forefront of causing crime, particularly violent crime in the province. Other social ills that contribute to crime in the province is poverty, unemployment, proliferations of shebeens, high school dropout rate, the high influx of people into the province, lack of community cohesion, and environmental circumstances and densely populated settlements. These factors are in the main concentrated in the disadvantaged communities where there are limited resources and infrastructure. Collectively they make residents susceptible to crime.

According to the findings of the Community Safety Barometer study conducted by the Department in 2010/2011 the vast majority of the respondents confirmed that they fear crime in their homes, in the community and while travelling. The final summative report reveals that Khayelitsha, Harare, Gugulethu and Kraaifontein were the communities in which women, children, the elderly and the physically-challenged were most vulnerable. The Community Safety Barometer study was aimed at determining the level of fear of crime in the selected police precincts in the Western Cape.

4.4 SAPS WESTERN CAPE PROVINCIAL OPERATIONAL PRIORITIES

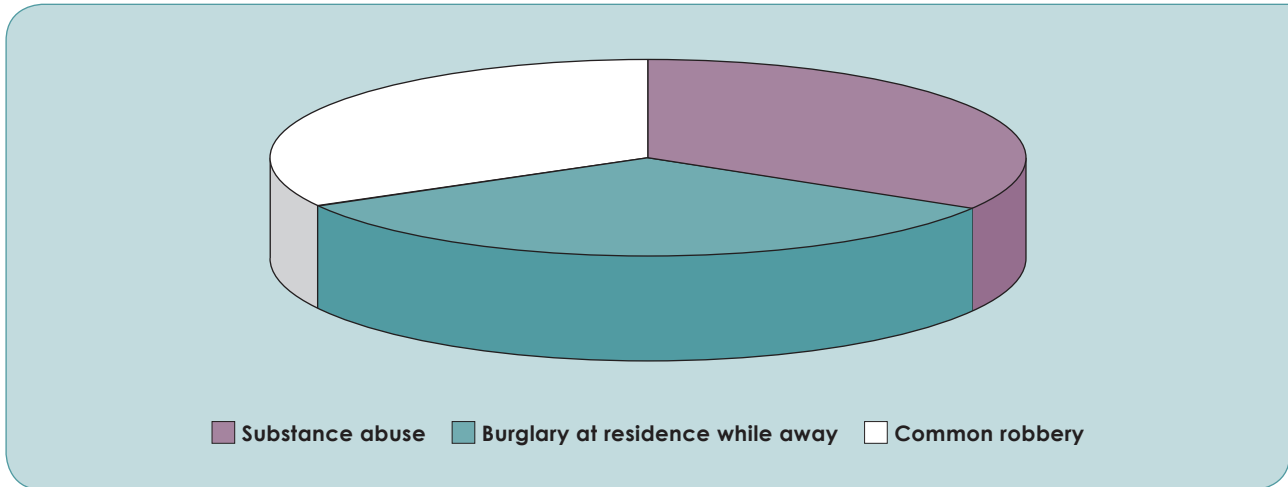
According to the Constitution of the Republic of South Africa, Act 108 of 1996, the objectiveness of the police service are to prevent, combat and investigate crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property, and to uphold and enservice the law. SAPS give expression to its constitutional mandate by means of their Annual Performance Plan (APP). SAPS Western Cape operational priorities for 2011/2012 include, among other things, crime prevention of all crimes, special interventions, implementation of sector policing according to N13/2009, crime investigations, specialized investigations, criminalistic bureau, criminal record centre, provide for an explosive control and bomb disposal service, crime intelligence operations and crime information management. Interestingly, some of their performance indicators are new hence there is no baseline information. For instance total searches conducted at drug outlets are one of their new performance indicators and therefore does not have baseline information. But the question is why these searches at drug outlets were never conducted before? Doesn't that explain one of the reasons why the Western Cape accounts for almost half of South Africa's drug-related crime today?

The gap analysis that was conducted on the identified priority crimes in the Western Cape in 2010/2011 and SAPS APP 2011/2012 has highlighted that SAPS focused on trio crimes, namely, house robberies, vehicle hijackings and business robberies whereas the identified PNPs were assault (GBH), sexual offences, common assault, common robbery and domestic violence. The identified PNPs were mainly contact crimes and SAPS is too broad as to what types of contact crimes, property crimes etc will be prioritised. The lack of distinction created difficulty for comparison if the identified PNPs were incorporated into the SAPS performance plan 2011/12. The communities identified domestic violence as a priority crime. Domestic violence is not a recorded crime category in the SAPS national crime statistics. As part of the social crime prevention strategy the SAPS performance plan refers to compliance with the Domestic Violence Act. In relation to service delivery issues that relate to unsuitable resources and infrastructure these are not indicated in the SAPS Performance Plan. The limited understanding of crime prevention which is mainly limited to visible policing with social and environmental crime prevention as an add-on is one of the possible areas of improvement.

4.5 IDENTIFICATION OF POLICING NEEDS AND PRIORITY IN THE WESTERN CAPE

This section presents the findings of the PNPs in the Western Cape as identified by the local communities. The graph below (Graph 1) reflects the three priority crimes of the Western Cape as perceived by the local communities.

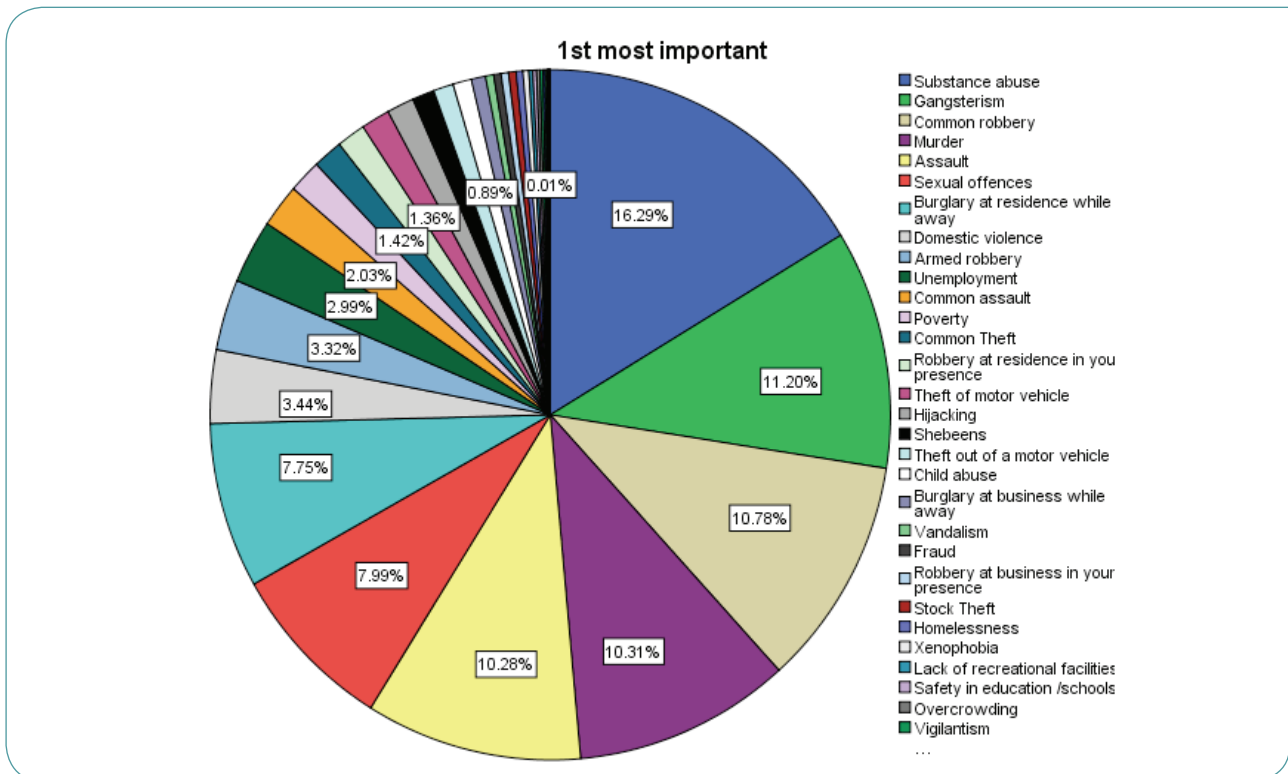
Graph1. Identified three priority crimes in the Western Cape



Substance abuse, burglary at residential premises and common robbery were the frequently mentioned three priority crimes in the Western Cape. The identification of the three priority crimes complement with the national crime statistics as contact crime, property related crime and crime heavily dependent on police action for detection has showed an increase in 2010/2011. An illustration of how the participants have identified the three priority crimes in the Western Cape is covered extensively in the following sub-headings.

4.5.1 Substance abuse/Drug-related crime

Graph 2. First most important priority crime in the Western Cape



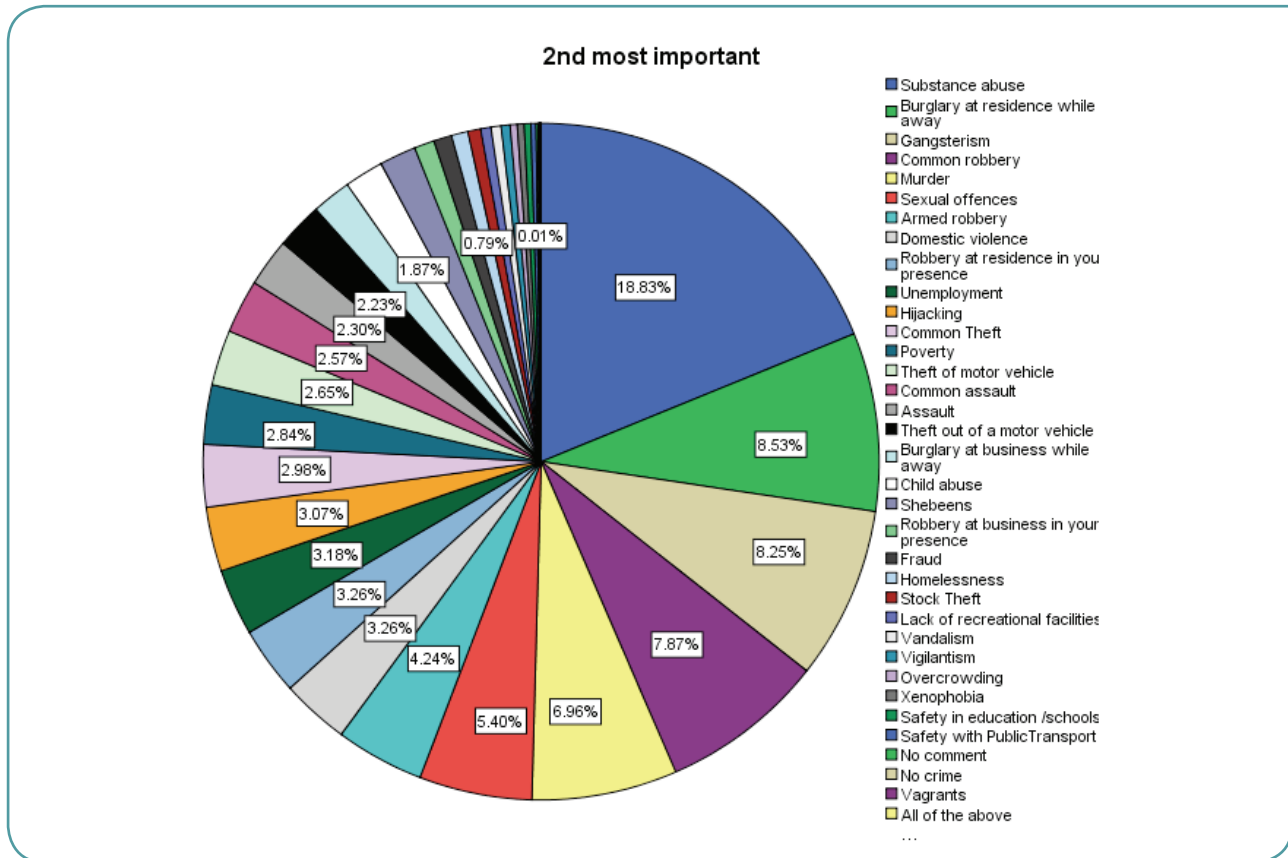
Substance abuse (16.29%) was identified by most of the participants as the most important priority crime that the police need to pay attention to as it occurs most frequently in their communities. The identification of substance abuse as the most important of the three priority crimes did not come as a surprise as the Western Cape accounts for almost half (47%) of the national drug-related crime according to the national crime statistics. In 2009/2010 the national crime statistics revealed that the Western Cape's rate of drug-related crime was at 1 127.7 per 100 000 people and was more than four times the national average of 273.4. In 2010/2011 the Province's rate of drug-related crime, at 1 351.3 per 100 000 people is still more than four times the national average of 301.4. Therefore, the perception of the people at grassroots level confirms the national crime statistics. Furthermore, all the 11 stakeholders that were interviewed during the stakeholder interviews have indicated that substance abuse is a problem in the Western Cape.

There may be a linkage between drugs and gangs in the Western Cape as some of the Province's drug-related crime hotspots such as Manenberg, Philippi (Hanover Park) etc. are also known for gang violence. It may also be argued that the police in the Province have intensified their efforts to fight crime since the CPFs have identified mainly contact crime as their priority crimes in 2010/2011 as the increase in drug-related crime is often associated with increased police activities. But the fact that drug-related crime increased significantly over the last few years in the Western Cape shows that the police are not doing enough to prevent drug-related crime in the Province.

According to a statement released on 22 November 2011 by the Western Cape Minister of Community Safety a specialized drug and gang unit was endorsed by the Cabinet of the Western Cape Government as a policing need and priority for the Province. In his statement Minister Dan Plato indicated that the Western Cape has been particularly hard hit by drugs and gang activity. He said gang violence is rife in the Province and has recently spread to areas not traditionally associated with gang activity. Minister Dan Plato contended that "Serious interventions are needed to drastically reduce drug and gang-related crime (Media release: 22 November 2011)". The need to focus on drug-related crime is also emphasized by the Western Cape Provincial Commissioner of Police Lieutenant General AH Lamoer as he argued that "There is documented evidence to indicate that the main contributors in this Province to serious and violent crimes are drugs and alcohol. It is henceforth imperative that our operational plans respond accordingly to the inherent challenges at our disposal (SAPS Western Cape Annual Performance Plan, 2011: 2)".

4.5.2 Burglary at residential premises⁵

Graph 3. Second most important priority crime in the Western Cape



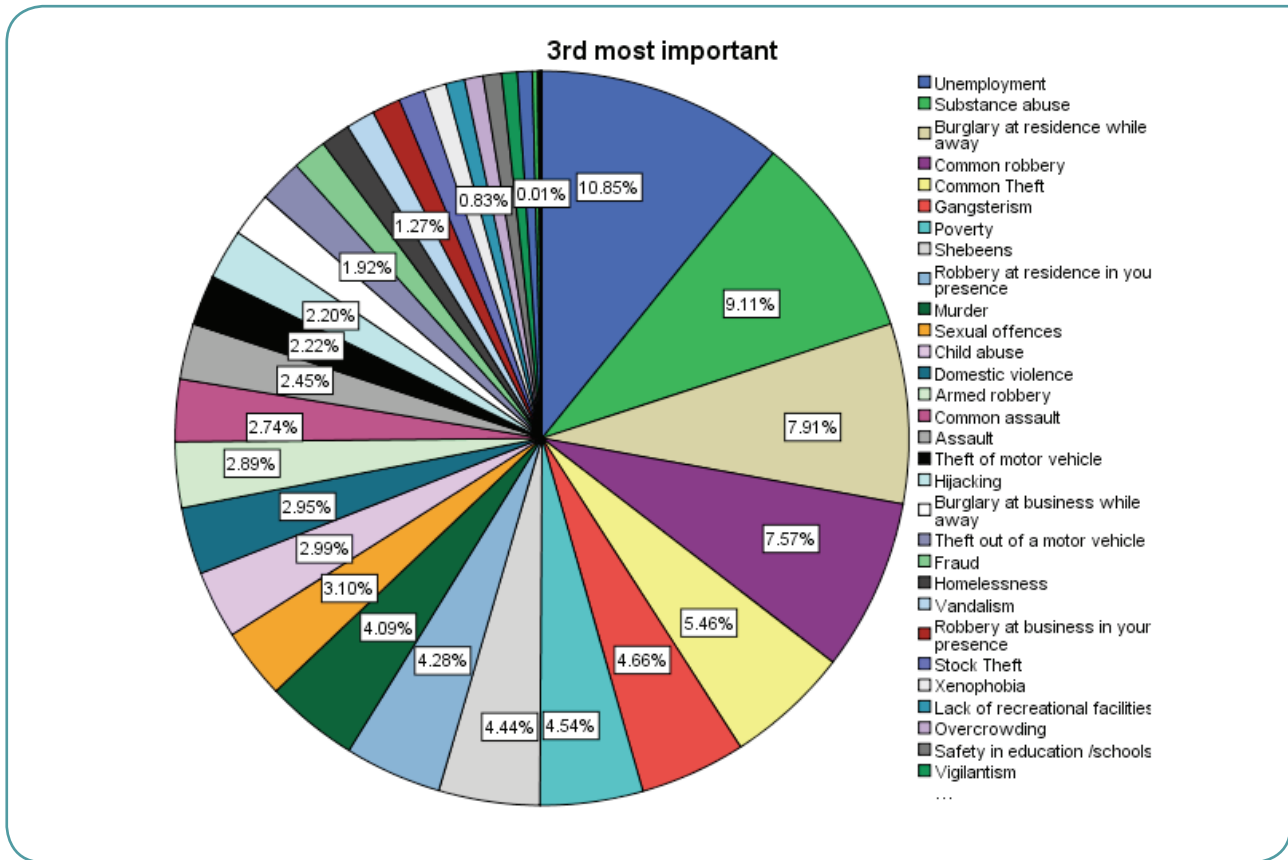
Burglary at residential premises (8.53%) was identified by most of the participants as the second most important crime the police need to focus on in the Western Cape. Although the national crime statistics has indicated a slight increase (1%) in burglary at residential premises in 2010/2011 the increase in this crime category is often associated with the increase in drug-related crime. The report of all the completed substance abuse research conducted in the Western Cape from 2000 to 2008 revealed that persons arrested for housebreaking and drug and alcohol offences in particular were more likely to test positive for cannabis and Mandrax⁶. In other words this may indicate that there is a relationship between drug-related crime and property related crime.

⁵Substance abuse appeared as the most and second most important crime identified by most of the participants but because the study was interested on three different crime categories the next crime category after substance abuse (i.e. burglary at residential premises) was selected as the second most important crime.

⁶Substance Abuse Trends in the Western Cape: A review of studies conducted since 2000.

4.5.3 Common robbery⁷

Graph 4. Third most important priority crime in the Western Cape



Common robbery was identified by most of the participants as the third most important priority crime the police need to focus on in the Province. It is worth noting that common robbery has been identified as one of the priority crimes in the Western Cape since 2009/2010. According to the national crime statistics common robbery has increased by 10% in the Western Cape in 2010/2011. Therefore the identification of common robbery as one of the three priority crimes in 2011/2012 complements with the increase highlighted in the national crime statistics. It is also important to note that common robbery is a crime against a person and therefore may have devastating psychological effects on its victims.

⁷Unemployment appeared as one of the most important challenges facing the local communities but because the study was interested on a crime category common robbery was the next crime category which was not mentioned before.

4.6 FREQUENTLY MENTIONED THREE PRIORITY CRIMES IDENTIFIED BY THE STAKEHOLDERS

As indicated earlier, the identification of PNPs in 2011/2012 involved conducting sector specific in-depth interviews with selected stakeholders in the Western Cape. About 11 stakeholders have participated in the study. The eleven stakeholders that were interviewed are the South African Council of Churches (SACC) Western Cape, Cape Peninsula Organization for the Aged (CPOA), Western Cape Community Police Board, Agri Wes-Cape (AWC), Lifeline/Child line Western Cape, Western Cape Association for Persons with Disabilities, Western Cape Street Children's Forum, Business Against Crime Western Cape (BACWC), Social Justice Coalition (SJC), Institute for Security Studies (ISS) and Cape Chamber of Commerce and Industry. Domestic violence was mentioned by at least six (6) stakeholders, followed by substance abuse (4), murder (3) and sexual offences (3). These crimes were mentioned as either the first, second or third priority crimes by different stakeholders from different sectors. It is worth noting that substance abuse was among the frequently mentioned three priority crimes identified by the different stakeholders from different sectors of the Western Cape community. A detailed report of the stakeholder interviews will be covered in the next sections of this report.

4.7 SERVICE DELIVERY ISSUES

Key variables such as awareness of the witness protection programme, service delivery at Community Service Centres (CSCs), police response time, community police relations and police visibility were also measured to assess community perception and preferences in terms of services rendered by the police in their local communities. The following is the presentation of the findings in terms of the above- mentioned service delivery issues.

4.7.1 Awareness of the Witness Protection Programme

Seventy seven percent (77%) of the participants in the Province felt that testifying in court would increase the chances that the court would convict the guilty party while 23% felt that it will make no difference. Sixty seven percent (67%) indicated that they would not feel safe if they need to give information to the police about the crime they witnessed whereas 33% indicated that they would feel safe. Seventy one percent (71%) felt that they would not feel safe if they needed to testify in court about the crime they witnessed while 29% indicated that they would feel safe.

The interpretation that can be drawn from these findings is that although the majority of the participants think that testifying in court could increase the conviction rate, they are not sure about the safety and the protection that witnesses receive. During the identification of PNPs in 2010/2011 about 49% of the participants did not know if the witnesses of crime are protected, 29% were of the opinion that witnesses are protected and 22% were of the view that witnesses are not protected. This may indicate that there are mixed feelings with regard to the witness protection programme.

4.7.2 Community Service Centres (CSCs)

Forty percent (40%) of the participants have rated the police service at the police station as poor, 30.4% were indecisive, 27.4% rated it as good and 2.2% did not know. The interpretation that can be drawn from these findings is that although 40% of the participants do not seem to be satisfied with the quality of the service rendered at the police station, there are mixed feelings about the standard of service at the police station. When a slightly similar question was asked in 2010/2011, about 74% of the participants agreed that in spite of a shortage of resources and personnel the police officers who were serving people at the CSCs were polite and helpful. This perhaps suggests that the CPFs who were the main participants in 2010/2011 had a slightly different view with regard to the police service at the CSCs.

4.7.3 Police response time

About 50.6% of the participants have rated police response to distress calls from the community as poor, 28% were indecisive, 19% rate it as good and 2.1% did not know. The interpretation that can be drawn from these findings is that the majority of the participants are not satisfied with the police response time to distress calls from the community. Even the 28% of the participants who were indecisive can be interpreted as an indication that police response time has not improved. Fifty seven percent (57%) of the CPFs in 2010/2011 have suggested that an increase in the number of police vehicles could improve police response time to calls for assistance.

4.7.4 Community Police Relations

"The police must be accountable to the people whom they serve. Unless the police are rooted in and are accountable to the communities in whose name they police, they will not enjoy the support of these communities"

(Draft White Paper on Safety and Security: 26 September 2011).

Forty seven percent (47.07%) of the participants in the Province have rated the police relationship with the community as poor, 31.76% were indecisive, 18.84% rated it as good and 2.33% did not know. The interpretation that can be drawn from these findings is that the majority of the participants are not satisfied with community police relations in the Western Cape. When the CPFs were asked whether they give input into the police station plan in 2010/2011, about 42% of them were unaware of the fact that the CPFs are allowed to give input into the station plan of the area. This raises serious questions about the nature of the community police relations in the Western Cape as the CPFs were the main participants in 2010/2011 but did not know that they could give input into the station plan of the area.

However, according to the CPFs functionality study⁸, the majority of CPFs (100 out of 145 CPFs that participated in the study) indicated that they have incorporated the identified PNPs of their police precincts into the police station plans while 29 CPFs indicated that the PNPs were not incorporated and 16 CPFs were not sure if the PNPs were included in the station plans. The number of CPFs that have indicated that they have incorporated the identified PNPs into the local police station plans represent 69% of the total number of CPFs that have participated in the study. The majority of these CPFs (61%) were from the City of Cape Town (38 CPFs) and the Cape Winelands District Municipality (23 CPFs). The remaining 39% were from the other four district municipalities: West Coast (15 CPFs), Eden (13 CPFs), Overberg (8 CPFs) and Central Karoo (3 CPFs). The interpretation that can be drawn from the findings of the CPFs functionality audit is that the community police relations are not as poor as they appear to be in the eyes of the general public, if 100 CPFs were able to confirm that the identified PNPs of their police precincts were incorporated into their local police station plans. It may, however, indicate a general lack of knowledge amongst community members of the work of CPFs.

⁸Functionality Audit of the Community Police Forums in the Western Cape Province 2010/2011

4.7.5 Police visibility

In terms of police visibility, 55.1% of the participants preferred the police to patrol their areas from six o'clock in the evening to twelve o'clock midnight (18h00-00h00); 19.7% preferred the police to patrol from six to nine o'clock in the morning (06h00-09h00); 8.5% from two to six o'clock in the afternoon (14h00-18h00); 7.2% from twelve o'clock midnight to six o'clock in the morning (00h00-06h00); 6% from twelve to two o'clock in the afternoon (12h00-14h00) and 3.5% from nine o'clock in the morning to twelve o'clock in the afternoon (09h00-12h00).

The interpretation that can be drawn from these findings is that the majority of the participants prefer the police to patrol their areas from six o'clock in the evening to twelve o'clock midnight (18h00-00h00). Patrolling times seems to be area specific (See the cluster findings below).

The majority of the participants (73.81%) suggested that more police officers doing patrols during the day and night could improve police visibility while 26% have suggested other alternatives to improve police visibility. In 2010/2011 about 68% of the CPFs participants were also of the view that the police should patrol their specific areas day and night. This shows that the community in general as well as the CPFs share the same view that more police officers doing patrols during the day and night could improve police visibility in the Western Cape.

4.8 PRESENTATION OF PNPs FINDINGS PER POLICE CLUSTER

The following is the presentation of the PNPs findings per cluster. The presentation of the cluster findings is based on the household survey data and the focus group discussions that were conducted at a cluster level. As indicated earlier, only 22 police clusters took part in the focus group discussions. Cape Town, Milnerton and Hermanus police clusters did not take part in the discussions.

4.8.1 BEAUFORT WEST POLICE CLUSTER ANALYSIS (Sample size: 187)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Table 1: Beaufort West Cluster: Identified three (3) priority crimes (Community perceptions)			
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Beaufort West	Substance abuse	Sexual offences	Robbery at residence in your presence
Leeu-Gamka	Common robbery	Domestic violence	Substance abuse
Murraysburg	Murder	Sexual offences	Common robbery
Prince Albert	Domestic violence	Gangsterism	Common robbery

For the Beaufort West cluster murder, domestic violence and sexual offences were identified as the three priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH), common assault and domestic violence⁹. According to the focus group discussion with the CPFs, the three priority crimes that are identified for the Beaufort West cluster are assault (GBH), sexual offences and domestic violence. The findings of the focus group discussion with the CPFs are in agreement with the findings of the household survey in that domestic violence and sexual offences were identified by both the ordinary community members and the CPFs except murder.

Awareness of the Witness Protection Programme

About 90% of respondents indicated that testifying in court will increase the chances of conviction of the guilty party, while 10% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Murraysburg police precinct were the most positive (96.67%) that testifying in a criminal case will make a considerable difference in the conviction rate.

Fifty four percent (54%) of the respondents indicated that they do not feel safe to testify in a criminal case, whilst 46% indicated that they feel safe to testify. The respondents from the Beaufort West police precinct (37%) contributed the most in terms of feeling unsafe about testifying in a criminal case.

The high percentage of participants who do not feel safe to testify in a criminal case could be due to not having sufficient knowledge of the witness protection programme. This was indicated in the CPFs focus group discussions added to the perception that the police are not doing enough to protect witnesses in a criminal case.

Service delivery at Community Service Centres (CSCs)

Thirty three percent (33%) of participants have rated the police service at the CSCs as good, 32% indicated that it is poor, 27% were indecisive and 8% did not know. Although there was not much difference between those who have indicated that it is good, poor and indecisive, the respondents from Beaufort West police precinct (14%) were the most positive of the level of service delivery. However, there was a general agreement among the CPFs during the focus group discussions that there are not enough police officers assisting people at the CSCs. Interestingly, this was in agreement with what the CPFs have indicated during the identification of PNPs in 2010/2011, that there are not enough police officers assisting at the CSCs.

Police response time

Thirty seven percent (37%) of the participants rated police response time to distress calls from community as good while another 37% rated it as poor, 17% were indecisive and 9% did not know. The respondents from Beaufort West precinct (24.86%) were the most unsatisfied with the police response time. During the identification of PNPs in 2010/2011 the CPFs in the cluster have indicated that the shortage of resources and vehicles hamper the police officers to effectively perform their duties.

Community Police Relations

Forty nine percent (49%) of the participants have rated the community police relations as poor, 26% rated it as good, 25% were indecisive. The participants from Beaufort West police precincts (25.97%) were the most unsatisfied with the community police relations. The poor state of relations could be due to the lack of trust and communication between the CPF and members of the police as cited by the CPFs during the focus group discussions.

⁹ Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/2011

Police visibility

About 40% of the participants in the Beaufort West Cluster prefer the police to patrol the area all the time, 32% prefer the police to patrol between 09h00-12h00 and 28% prefer between three and five times a day.

The interpretation that can be drawn from these findings is that the majority of the participants prefer the police to patrol the area all the time. During the focus group discussions the CPFs preferred the police to patrol the area from six o'clock in the evening to six o'clock in the following morning (18h00 and 06h00) because that is the time when the most crime is being committed.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers must learn from them.

The focus group suggested that all new officers must be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members must be invited and introduced to all trainees so they are able to understand the role and the importance of the CPF unit in the community.

It was during this portion of the discussion that the participants expressed extreme dissatisfaction with the "unemotional" treatment they receive from the officers and station commanders at the police precincts and that the CPF members are not respected and acknowledged.

The participants also feel that a communications strategy which provides proactive comprehensible and useful information to victims of crime and violence must be introduced.

The participants feel that the police officers undermine the position the CPF members hold.

4.8.2 BELLVILLE POLICE CLUSTER ANALYSIS (Sample size: 426)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Bellville	Gangsterism	Substance abuse	Common robbery
Bothasig	Common robbery	Burglary at residence while away	Hijacking
Goodwood	Substance abuse	Burglary at residence while away	Common theft
Parow	Substance abuse	Gangsterism	Vandalism

For the Bellville cluster substance abuse, gangsterism and common robbery at residential areas were identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was common robbery, theft out of motor vehicles and domestic violence. These priority crimes differ from the focus group discussions where house break-ins, theft of motor vehicles and common robbery were the priority crimes.

Awareness of the Witness Protection Programme

About 82.4% of respondents indicated that testifying in court will increase the chances that the court will convict the guilty party, while 17.6% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Goodwood police station were the most positive (38%), that testifying in a criminal case will make a considerable difference in the conviction rate.

Although the majority of the participants seem to have confidence in the courts of the law, 68.6% of the respondents indicated that they do not feel safe to testify in a criminal case, whilst 31.4% indicated that they felt safe to testify. The respondents from the Goodwood police station recorded the highest statistics of feeling unsafe to testify in a criminal case. This feeling of insecurity to testify in a criminal case may be due to a lack of knowledge about the witness protection programme¹⁰. In other research the participants had enough understanding of the witness protection programme but did not have much faith in the management of the programme.

Service delivery at Community Service Centres (CSCs)

Thirty five percent (35%) of participants have rated the police service at the CSCs as neither poor nor good, 28.2% indicated that it is either poor or very poor with 32.4% rating the service as either good or very good and 4.2% did not indicate a rating. The respondents from the Goodwood police station were the most indecisive about the level of service delivery.

The poor service can be attributed to not having enough police officers assisting people in the Communities Service Centres¹¹.

Police response time

Thirty one percent (31%) of participants have rated the police response to distress calls from the community as neither poor nor good, 41.7% rated the response time as poor and very poor, with 22.8% rating it as good or very good and 4.8% did not indicate a rating. The respondents from the Goodwood police station were the most indecisive about the police response time.

The police generally do not have enough resources to address crime such as enough police officers and vehicles¹².

• ¹⁰Report on the Identification of Policing Needs and Priorities in the Western cape Province 2010/2011

• ¹¹ibid

• ¹²ibid

Community Police Relations

Thirty six percent (36%) of the participants have rated the community police relations as neither poor nor good, 22.4% rated the community police relations as good and 36.5% rated the community police relations as poor or very poor and 4.8% did not indicate a rating. The respondents from the Goodwood police station were the most indecisive about the community police relations.

Lack of communication and unity between the police and the CPF are the reasons for the poor community police relations¹³.

Police visibility

About 52.9% of the participants in the Bellville Cluster prefer the police to patrol the area between 18h00 and 24h00 or between 18h00 and 06h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area the evenings. This concurs with the respondents that indicated that the police need to patrol the area between 18h00 and 00h00. Respondents who indicated that patrols need to take place all the time are 31.1%, or at least 3-5 times a day was 13.7% respectively.

Additional comments from the focus group's discussions

The participants feel that the witness protection programme must be improved as witnesses are reluctant to come forward due to poor services from the police.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officer go through a strict screening process before being appointed and create more competent police officers.

Prostitutes and human trafficking is a major problem in these areas namely Goodwood and Bellville.

• ¹³ibid

4.8.3 BISHOP LAVIS POLICE CLUSTER ANALYSIS (Sample size: 545)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Bishop Lavis	Substance abuse	Burglary at business while away	Child abuse
Elsie's River	Gangsterism	Substance abuse	Burglary at business while away
Langa	Common robbery	Gangsterism	Burglary at residence while away

For the Bishop Lavis cluster substance abuse, gangsterism and unemployment were identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH) and sexual offences¹⁴. These priority crimes differ from the focus group discussions where substance abuse, break-ins and murder.

Awareness of the Witness Protection Programme

About 83.18% of respondents indicated that testifying in court will increase the chances that the court will convict the guilty party, while 16.81% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Elsie's River police station were the most positive (99%), that testifying in a criminal case will make a considerable difference in the conviction rate.

Although the majority of the participants seem to have confidence in the courts of the law, 60.61% of the respondents indicated that they do not feel safe to testify in a criminal case, whilst 4.77% indicated that they feel safe to testify. The respondents from the Elsie's River police station (98.2%) recorded the highest statistics of feeling unsafe to testify in a criminal case.

This feeling of insecurity to testify in a criminal case may be due to a lack of knowledge about the witness protection programme¹⁵. In the Focus Group Discussion the participants also expressed that they did not have enough understanding of the witness protection programme.

¹⁴Report on the Identification of Policing Needs and Priorities in the Western Cape 2010/2011

¹⁵Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/2011

Service delivery at Community Service Centres (CSCs)

More than twenty one percent (21.83%)(21.83) of participants have rated the police service at the CSCs as neither poor nor good, 47.15% indicated that it is either poor or very poor with 30.13% rating the service as either good or very good.

The poor service can be attributed to not having enough police officers assisting people in the Communities Service Centres¹⁶.

Police response time

More than twenty one percent (21.18%) of participants have rated the police response to distress calls from the community as neither poor nor good, 61.56% rated the response time as poor and very poor, with 8.52% rating it as good or very good.

The police generally do not have enough resources to address crime such as enough police officers and vehicles¹⁷.

Community Police Relations

More than twenty seven percent (27.70%) of the participants have rated the community police relations as neither poor nor good 8.73% rated the community police relations as good and 60.70% rated the community police relations as poor or very poor.

Lack of communication and unity between the police and the CPF are the reasons for the poor community police relations¹⁸.

Police visibility

About 48.68% of the participants in the Bishop Lavis Cluster prefer the police to patrol the area between 18h00 and 24h00, 39.08% between 06h00 and 09h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area in the evenings. This concurs with the respondents that indicated that the police need to patrol the area between 18h00 and 00h00. Respondents who indicated that patrols need to take place all the time are 14.86%, 6.59% preferred at least 3-5 times a day, Bishop Lavis requested more foot patrol (4.59%) and Elsie's River requested regular effective patrol (6.77%) and more frequent patrol (5.90%).

• ¹⁶ibid

• ¹⁷ibid

• ¹⁸ibid

Additional comments from the focus group's discussions

The participants feel that the witness protection programme must be improved as witnesses are reluctant to come forward due to poor service delivery from the police.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officers go through a strict screening process before being appointed.

The participants reiterated that the police need to take control of the area as the drug dealers are controlling the streets.

4.8.4 CALEDON POLICE CLUSTER ANALYSIS (Sample size: 259)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Caledon	Substance abuse	Murder	Burglary at residence while away
Villiersdorp	Substance abuse	Murder	Burglary at residence while away
Genadendal	Substance abuse	Murder	Common theft
Grabouw	Substance abuse	Robbery at residence in your presence	Murder
Riviersonderend	Murder	Sexual offence	Common robbery

For the Caledon cluster substance abuse, murder and poverty have been identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH) and sexual offences¹⁹. The focus group discussions indicated that assault (GBH), domestic violence and robbery were the top priority crimes.

¹⁹Report on the Identification of Policing Needs and Priorities in the Western Cape Region

Awareness of the Witness Protection Programme

About 77.91% of respondents indicated that testifying in court will increase the chances that the court will convict the guilty party, while 22.09% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from Riviersonderend (96.67) police station (96.67) were the most positive that testifying in a criminal case will make a considerable difference in the conviction rate.

More than ninety percent of the respondents indicated that they do not feel safe to testify in a criminal case, whilst more than 60% indicated that they feel safe to testify. The respondents from the Grabouw (95.5%) police station (95.5%) recorded the highest statistics of feeling unsafe to testify in a criminal case.

Participants indicated that they have limited knowledge of the witness protection programme and do not trust the programme.

Service delivery at Community Service Centres (CSCs)

More than twenty seven percent (27.9%) of participants have rated the police service at the CSCs as neither poor nor good, 35.66% indicated that it is either poor or very poor with 31.40% rating the service as either good or very good and 1.17% did not indicate a rating. The respondents from the Grabouw and Caledon police station were the most indecisive in rating the level of service delivery.

The poor service delivery can be attributed to not having enough officials assisting in the CSC²⁰.

Police response time

More than twenty eight percent (28.71%) of participants have rated the police response to distress calls from the community as neither poor nor good, 53.49% rated the response time as poor and very poor, with 18.84% rating it as good or very good and 2.33% did not indicate any rating. The respondents from the Caledon and Grabouw police station were the most indecisive in giving a rating for the police response time.

The poor response time can attributed to the shortage of police vans and not having sufficient police officers²¹.

Community Police Relations

More than twenty six percent (26.35%) of the participants have rated the community police relations as neither poor nor good, 23.66% rated the community police relations as good or very good and 47.27% rated the community police relations as poor or very poor. The respondents from the Caledon, Grabouw, Riviersonderend and Villiersdorp stations were the most indecisive about the community police relations.

The focus group discussions indicated that the CPF also does not give input the way resources are being allocated nor into the police station plans. There is a lack of trust and communication between all parties²².

• ²⁰ibid

• ²¹ibid

• ²²ibid

Police Visibility

An estimated 71.71% of the participants in the Caledon cluster prefer the police to patrol the area between 18h00 and 00h00, 11.06% indicated that they would like the police to patrol between 12h00-14h00 and another 9.69% indicated a visibility between 14h00-18h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area in the evenings. Respondents who indicated that patrols need to take place all the time are 27.14% and 23.26% and prefer a frequency of 3-5 times. Police visibility for the focus groups must be between 18h00 until 00h00.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers must be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members must be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

It was during this portion of the discussion that the participants expressed extreme dissatisfaction with the "unemotional" treatment they receive from the police officers and station commanders at the police precincts and that the CPF members are not respected and acknowledged.

4.8.5 CAPE TOWN POLICE CLUSTER ANALYSIS (Sample size: 382)

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

Priority crimes

Table 5: Cape Town Cluster: Identified three (3) priority crimes (Community perceptions)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Cape Town Central	Common robbery	Burglary at residence while away	Vandalism
Camps Bay	Theft out of a motor vehicle	Burglary at residence while away	Vandalism
Woodstock	Substance abuse	Burglary at residence while away	Theft of motor vehicle
Maitland	Substance abuse	Burglary at residence while away	Common robbery
Pinelands	Hijacking	Common robbery	Burglary at residence while away
Kensington	Substance abuse	Common robbery	Burglary at residence while away
Sea Point	Common robbery	Burglary at residence while away	Common theft
Table Bay	Common robbery	Common theft	Stock theft

For the Cape Town Cluster common robbery, substance abuse and Burglary at residence while away at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) where it was identified as common robbery, armed robbery and sexual offences.

Awareness of the Witness Protection Programme

About 69% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 30.02% feel that it will make no difference. The respondents from the Pinelands police station were the most positive (90%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 60% of the respondents do not feel safe to testify in a criminal case whilst 40% feel safe. The respondents from the Cape Town Central police station (72%) felt the most unsafe to testify in a criminal case.

This feeling of insecurity may be due to the lack of knowledge about the witness protection programme²³.

Service delivery at Community Service Centres (CSCs)

Thirty four percent (34%) of participants have rated the police service at the CSCs as neither poor nor good, 43% said that it is poor and 21% have rated it as good whilst 1% did not know. The respondents from the Maitland police station (8.16%) were the most indecisive regarding the level of service delivery.

Police response time

Thirty three percent (33%) of participants have rated the police response to distress calls from the community as neither poor nor good, 25% rated the response time as poor, 37% rated it as good and 3% did not know. The respondents from the Kensington police station (12%) were the most indecisive about the police response time.

Community Police Relations

Thirty three percent (33%) of the participants have rated the community police relations as neither poor nor good, 40% rated the community police relations as good, 26% rated the community police relations as poor and 2% did not know. The respondents from the Cape Town Central police station (46%) were the most indecisive about the community police relations.

Police visibility

About 91% of the participants in the Cape Town Cluster prefer the police to patrol the area between 06h00 and 09h00 or between 18h00 and 24h00. Patrols need to take place all the time (32%) or at least day and night (51.7%).

In comparison to the 2010/2011 PNP Survey, about 28.5% of the participants indicated that more police patrols during the day and night would improve police visibility in their respective areas.

• ²³Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Additional comment/s from the focus group's discussions

Cape Town police cluster did not take part in the focus groups discussions.

4.8.6 CERES POLICE CLUSTER ANALYSIS (Sample size: 306)

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

Priority crimes

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Ceres	Assault	Sexual offences	Common assault
Wolseley	Sexual offences	Hijacking	Stock theft
Prince Alfred Hamlet	Sexual offences	Murder	Assault
Tulbagh	Murder	Fraud	Substance abuse
Saron	Domestic violence	Sexual offences	Common assault
Porterville	Sexual offences	Murder	Armed robbery

For the Ceres cluster assault, sexual offences and common assault at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely assault (GHB) and murder.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified assault, assault GBH and sexual offences as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 94.1% of respondents feel that testifying in court will increase the chances that the court would convict the guilty party while 8.55% feel that it will make no difference. The respondents from the Prince Alfred Hamlet police station were the most positive (97.8%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 68.09% of the respondents do not feel safe to testify in a criminal case whilst 31.91% feel safe. The respondents from the Prince Alfred Hamlet police station (87.9%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme²⁴.

²⁴Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants expressed that they do not have much knowledge of the witness protection programme. They also feel that the little they know gives them the discomfort that police do not protect witnesses in criminal cases and they raised an example where witnesses could be reached yet they were placed in the witness protection programme.

Service delivery at Community Service Centres (CSCs)

Thirty four percent (34%) of participants have rated the police service at the CSCs as neither poor nor good, 43% said that it is poor, 21% have rated it as good and 1% did not know. The respondents from the Tulbagh police station (51%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested extensive training be rolled out to all the police officers in the police clusters to ensure that the police officers understand their role in providing the community with efficient and effective policing services.

The focus group felt that specific targeted training to police officers to improve literacy, politeness, helpfulness and communication skills will assist and improve service delivery at the CSC. The focus group also suggested that the level of communication/service delivery to the community should be extended to include text messaging etc.

Police response time

Thirty nine percent (39%) of participants have rated the police response to distress calls from the community as neither poor nor good, 40% rated the response time as poor, 18% rated it as good and 1% did not know. The respondents from the Tulbagh police station (64%) were the most indecisive about the police response time.

Community Police Relations

Thirty two percent (32%) of the participants have rated the community police relations as neither poor nor good, 22% rated the community police relations good and very good, 45% rated the community police relations as poor or very poor and 2% did not know. The respondents from the Tulbagh police station (50%) were the most indecisive about the community police relations.

The focus group on the Community Safety Barometer Project: 2011/2012, feel that station commanders need to respect the CPF and lead by example in order for the other police officers to respect the CFP. Also the focus group participants want to be more involved in decision-making at the police stations in terms of resources and the police station plans for the area. The focus group maintains that should these barriers be removed much will be done collectively to improve service delivery to the respective communities.

Police visibility

About 51% of the participants in the Ceres cluster prefer the police to patrol the area between 18h00 and 24h00 or between 06h00 and 09h00. Patrols need to take place all the time (37%) or at least day and night 54%. In comparison to the 2010/2011 PNP Survey, the majority (76%) of participants indicated that more patrols should be conducted during the day and 56% indicated that more patrols should be conducted during the day and night.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants agreed that the police is not visible and must be visible and available throughout the day and mostly during times when crime is committed most and that is after 18h00 daily in these police areas.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group participants suggested that all new police officers must be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members must be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

It was during this portion of the discussion that the participants expressed extreme dissatisfaction with the "unemotional" treatment they receive from the officers and station commanders at the police precincts and that the CPF members are not respected and acknowledged.

It was suggested that TV media be used to promote information about crime to communities at large especially during soapies i.e. 7de Laan when most rural communities watch television.

4.8.7 CLAREMONT POLICE CLUSTER ANALYSIS (Sample size: 141)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Table 7: Claremont Cluster: Identified three (3) priority crimes (Community perceptions)			
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Claremont	Common robbery	Burglary at residence while away	Robbery at residence in your presence
Mowbray	Burglary at residence while away	Theft of motor vehicle	Common theft
Rondebosch	Common robbery	Hijacking	Burglary at residence while away

For the Claremont cluster common robbery, burglary at residence and hijacking were identified as the three (3) priority crimes. The priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH), common robbery, hijacking and theft of motor vehicle²⁵. The priority crimes for the focus groups were common robbery, theft and substance abuse.

²⁵Report on the identification of Policing Needs and Priorities in the Western Cape 2010/2011

Awareness of the Witness Protection Programme

About 83.02% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 16.97% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Claremont police station were the most positive (86.48%), that testifying in a criminal case will make a considerable difference in the conviction rate.

The majority of participants (51.52%) indicated that they do not feel safe to testify in a criminal case, whilst an average of 48.49% indicated that they feel safe to testify. The respondents from the Claremont police station recorded the highest statistics of feeling unsafe to testify in a criminal case (63.6%).

The high rate for feeling safe to testify in a criminal case can be attributed to participants having knowledge and a good understanding about the witness protection programme²⁶.

Service delivery at Community Service Centres (CSCs)

More than twenty percent (25.45%) of the participants have rated the police service at the CSCs as neither poor nor good, 11.51% indicated that it is poor with 62.43% rating the service as good. Less than one percent (0.61%) of the respondents in the cluster did not know how to give a rating.

The high rating for good service can be attributed to having enough police officials to assist in the CSC.

Police response time

More than twenty eight percent (28.18%) of participants have rated the police response to distress calls from the community as neither poor nor good, 12.73% rated the response time as poor, with 42.43% rating it as good and 6.67% did not indicate a rating. The respondents from the Rondebosch police station were the most indecisive about the police response time.

Police officers in this cluster are adequate and well resourced²⁷.

Community Police Relations

More than thirty percent (30.91%) of the participants have rated the community police relations as neither poor nor good, 47.12% rated the community police relations as good and 15.91% rated the community police relations as poor and 6.06% did not indicate a rating. The respondents from the Claremont police station were the most indecisive about the community police relations.

The good community police relations can be attributed to the CPF giving input with regards to the allocation of resources and the police attending CPF meetings on a regular basis²⁸.

• ²⁶ibid

• ²⁷ibid

• ²⁸ibid

Police visibility

About 41.83% of the participants in the Claremont cluster prefer the police to patrol the area between 6h00-9h00, with 24.24% preferring patrol between 00h00-6h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area in the mornings. Respondents who indicated that patrols need to take place all the time are 38.18%, and those that felt at least 3-5 times a day was 34.54%. The focus group discussions indicated that the police must be visible between 06h00 and 9h00 and 18h00 and 00h00. They would also like to see patrols every hour due to the crime during the morning and afternoon²⁹.

Additional comments from the focus group's discussions

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officers go through a strict screening process before being appointed

Prostitution and human trafficking is a major problem in these areas and must be addressed.

4.8.8 DA GAMASKOP POLICE CLUSTER ANALYSIS (Sample size: 480)

The Da Gamaskop Police Cluster consists of eight police stations, namely Da Gamaskop, Mossel Bay, Groot Brak, Kwanoqaba (Herbertsdale), Riversdale, Heidelberg, Stilbaai and Albertinia. All police stations participated in the survey.

Priority crimes

Table 8: Da Gamaskop Cluster: Identified three (3) priority crimes (Community perceptions)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Da Gamaskop	Assault	Substance abuse	Common theft
Mossel Bay	Assault	Substance abuse	Common theft
Groot Brak	Sexual offences	Common assault	Domestic violence
Kwanoqaba (Herbertsdale)	Assault	Substance abuse	Common theft
Riversdale	Sexual offences	Substance abuse	Common theft
Heidelberg	Sexual offences	Gangsterism	Common theft
Stilbaai	Assault	Substance abuse	Common robbery
Albertinia	Assault	Murder	Substance abuse

• ²⁹ibid

For the Da Gamaskop cluster assault, substance abuse and common theft at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely assault (GHB) and theft out of a motor vehicle.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified assault (GBH), theft out of vehicles and domestic violence as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 96% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 3% feel that it will make no difference. The respondents from the Albertinia, Groot Brak River, Heidelberg and Stilbaai police stations were the most positive (100%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 57% of the respondents do not feel safe to testify in a criminal case whilst 42% feel safe. The respondents from the Albertinia police station (59%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme³⁰.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants expressed that they have a deep concern that they are not aware of the witness protection programme. They also feel that the little they know give them the discomfort that police do not protect witnesses in criminal cases.

Service delivery at Community Service Centres (CSCs)

Thirty three percent (33.61%) of participants have rated the police service at the CSCs as neither poor nor good, 30.88% said that it is poor, 32.77% have rated it as good and 2.73% did not know. The respondents from the Heidelberg (55%) police station (55%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested that extensive training be rolled out to all the police officers in the police precincts to ensure that the police officers understand that they should serve the community with consistent quality service.

Police response time

Thirty one percent (31%) of participants have rated the police response to distress calls from the community as neither poor nor good, 50% rated the response time as poor and very poor, 19% rated it as good or very good and 0% did not know. The respondents from the Heidelberg (44%) police station (44%) were the most indecisive about the police response time.

• ³⁰Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Community Police Relations

Thirty nine (39%) of the participants have rated the community police relations as neither poor nor good, 18% rated the community police relations as good, 42% rated the community police relations as poor and 1% did not know. The respondents from the Heidelberg police station (58%) were the most indecisive about the community police relations.

The focus group discussion on the Community Safety Barometer Project: 2011/2012 highlighted that effective communication and coordination between the station commander and the CPF will improve police-community relations in this area.

Police visibility

About 90% of the participants in the Da Gamaskop cluster prefer the police to patrol the area between 18h00 and 24h00 or between 14h00 and 18h00. Patrols need to take place all the time (50%) or at least day and night 54%. In comparison to the 2010/2011 PNP Survey, the majority (75%) of participants indicated that more patrols during the day and night would improve police visibility.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants recommended that the police should be visible and available throughout the day and mostly during times when crime is committed most and that is after 18h00 to 24h00 in these police precinct areas.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers must be exposed to the CPF members when undergoing training. When they are at the training centres, the CPF members must be invited and introduced to all trainees so they can understand their role and the importance of the CPF unit in the community.

It was during this portion of the discussion that the participants expressed extreme dissatisfaction with the "unemotional" treatment they receive from the officers and station commanders at the police precincts and that the CPF members are not respected and acknowledged.

4.8.9 DELFT POLICE CLUSTER ANALYSIS (Sample size: 328)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Belhar	Common robbery	Substance abuse	Burglary at residence while away
Bellville South	Gangsterism	Substance abuse	Common robbery
Delft	Gangsterism	Substance abuse	Common robbery
Ravensmead	Substance abuse	Burglary at residence while away	Child abuse

For the Delft cluster common robbery, substance abuse and gangsterism were identified as the three (3) priority crimes. The priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH) and common assault³¹. The priority crimes for the focus groups were gangsterism, substance abuse and house break-ins.

Awareness of the Witness Protection Programme

About 77.67% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 23.32% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Bellville police station were the most positive (87.07%), that testifying in a criminal case will make a considerable difference in the conviction rate.

The majority of participants (84.16%) indicated that they do not feel safe to testify in a criminal case, whilst an average of 15.84% indicated that they feel safe to testify. The respondents from the Delft police station recorded the highest statistics of feeling unsafe to testify in a criminal case (82.8%).

The high rate for not feeling safe can be attributed to participants that do not have knowledge or are not fully aware of the Witness Protection Programme³².

Service delivery at Community Service Centres (CSCs)

More than 30 percent (32.18%) of the participants have rated the police service at the CSCs as neither poor nor good, 46.90% indicated that it is poor with 19.90% rating the service as good. More than three percent (3.03%) of respondents in the cluster did not know how to give a rating.

The poor service at CSC can be attributed to not having police officials to assist in the CSC.

³¹Report on the identification of Policing Needs and Priorities in the Western Cape 2010/2011

³²ibid

Police response time

More than twenty seven percent (27.42%) of participants have rated the police response to distress calls from the community as neither poor nor good, 55.84% rated the response time as poor, with 13.71% rating it as good and 3.14% did not indicate a rating. The respondents from the Belhar police station were the most indecisive about the police response time.

The lack of sufficient police officers and reliable police vans could improve the police response time³³.

Community Police Relations

More than twenty seven percent (27.21%) of the participants have rated the community police relations as neither poor nor good, 11.47% rated the community police relations as good and 58.21% rated the community police relations as poor and 2.94% did not indicate a rating. The respondents from the Delft police station were the most indecisive about the community police relations.

The police are not receptive to the suggestions from the CPF with regards to the allocation of resources and the police station plans³⁴.

Police visibility

About 50.75% of participants in the Delft Cluster prefer the police to patrol the area between 18h00 and 00h00 or between 14h00 and 18h00. The percentages for police visibility during the above time-frames indicate that respondents prefer the police to patrol the area in the evenings. Respondents who indicated that patrols need to take place all the time are 34.92%, or at least 3-5 times a day was at 10.35%.

The focus group discussions indicated that the police should be visible between 06h00 and 9h00 and 18h00 and 00h00. They would also like to see patrols every 15-30 minutes³⁵.

Additional comments from the focus group's discussions

The participants feel the influx of foreigners and homeless people contribute significantly to crime in these areas.

The focus group suggested that police officers show more respect towards the CPF members and respect the position they hold.

Prostitutes are a major problem including human trafficking and illegal shebeens.

Illegal shebeens are on the rise and the police should be more diligent in doing raids and eradicate the police officers that prompt the drug lords when the raids and search operations will take place.

• ³³ibid

• ³⁴ibid

• ³⁵ibid

4.8.10 GEORGE POLICE CLUSTER ANALYSIS (Sample size: 784)

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

Priority crimes

Below is the table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
George	Murder	Sexual offences	Burglary at residence while away
Thembalethu	Assault	Sexual offences	Murder
Conville	Murder	Substance abuse	Burglary at business while away
Pacaltsdorp	Murder	Substance abuse	Common robbery
Knysna	Sexual offences	Substance abuse	Common theft
Plettenberg Bay	Assault	Substance abuse	Common theft
Kwanokuthula	Assault	Substance abuse	Common theft
Uniondale	Assault	Substance abuse	Domestic violence

For the George cluster assault, substance abuse and common theft at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely common robbery and sexual offences.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified assault (GBH), sexual offences and substance abuse as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 90.19% of respondents feel that testifying in court will increase the chances that the court would convict the guilty party while 9.81% feel that it will make no difference. The respondents from the Riversdale police station were the most positive (100%) that testifying in a criminal case would make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 51.08% of the respondents do not feel safe to testify in a criminal case whilst 48.92% feel safe. The respondents from the Plettenberg Bay police station (63%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme³⁶.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants expressed that they have a deep concern that they do not have much knowledge of the witness protection programme or are not aware of it. They also feel that the little they know gives them the impression that police do not protect witnesses in criminal cases in this area.

³⁶Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Service delivery at Community Service Centres (CSCs)

Eighteen percent (18.09%) of participants have rated the police service at the CSCs as neither poor nor good, 25.99% said that it is poor, 52.48% have rated it as good and 3.44% did not know. The respondents from the Thembalethu police station (36%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested that serious value adding interventions need to be executed whereby racism is addressed and the police officers trained on how to be polite and helpful and to act with professionalism.

Police response time

Eighteen percent (18.98%) of participants have rated the police response to distress calls from the community as neither poor nor good, 65.10% rated the response time as poor, 14.78% rated it as good and 1.15% did not know. The respondents from the Thembalethu (44%) police station (44%) were the most indecisive about the police response time.

Community Police Relations

Twenty seven percent (27%) of the participants have rated the community police relations as neither poor nor good, 17% rated community police relations as good and very good, 54% rated community police relations as poor or very poor and 2% did not know. The respondents from the Thembalethu (41%) police station (41%) were the most indecisive about the community police relations.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants recommended that to improve the police community relations, the police station commander and police officers should acknowledge the work the CPF does and improve the communication and co-ordination amongst all role-players.

Police visibility

About 78% of participants in the George cluster prefer the police to patrol the area between 18h00 and 24h00 or between 18h00 and 06h00. It is clear that the respondents prefer the police to patrol the area in the evenings. Patrols need to take place all the time (39%) or at least day and night (66%). In comparison to the 2010/2011 PNP Survey, the majority (67%) of participants indicated that more patrols during the day and night would improve police visibility.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants agreed that the police should be visible and available throughout the day and mostly during times when crime is committed, which is mostly after 18h00 daily in these police areas. The suggestion is that police patrols be conducted from 18h00 until 24h00.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers must be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members must be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

4.8.11 HERMANUS POLICE CLUSTER ANALYSIS (Sample size: 283)

The Hermanus Police Cluster consists of seven police stations, namely Bredasdorp, Gansbaai, Hermanus, Kleinmond, Napier, Stanford and Struisbaai. All of the seven police stations participated in the survey.

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Bredasdorp	Common assault	Substance abuse	Murder
Gansbaai	Burglary at residence while at home	Substance abuse	Common robbery
Hermanus	Substance abuse	Burglary at residence while away	Common assault
Kleinmond	Substance abuse	Burglary at residence while away	Child abuse
Napier	Burglary at residence while at home	Substance abuse	Common assault
Stanford	Burglary at residence while away	Sexual offences	Substance abuse
Struisbaai	Substance abuse	Murder	Vandalism

For the Hermanus cluster burglary, substance abuse and common assault were identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH), burglary at residential premises and theft out of a motor vehicle.

Awareness of the Witness Protection Programme

About 88.02% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 11.97% indicated that testifying in court would make no difference in the conviction of offenders. The respondents from the Stanford police station were the most positive (93.34%), that testifying in a criminal case will make a considerable difference in the conviction rate.

Almost fifty percent (49.56%) of the respondents indicated that they do not feel safe to testify in a criminal case, whilst 45.07% indicated that they feel safe to testify. Respondents from the Hermanus police station recorded the highest statistics of feeling unsafe to testify in a criminal case.

Service delivery at Community Service Centres (CSCs)

More than thirty five (36.64%) of participants have rated the police service at the CSCs as neither poor nor good, 26.14% indicated that it is either poor or very poor with a 31.68% rating the service as either good or very good and 3.51% did not indicate a rating. The respondents from the Gansbaai police station were the most indecisive about the level of service delivery.

Police response time

Almost 40.85% of the participants in the Hermanus Cluster have rated the police response to distress calls from the community as poor, 32.39% rated it as neither poor nor good and 24.31% rated it as good. More than two percent (2.45%) were indecisive about the police response time.

The interpretation that can be drawn from these findings is that the majority of the participants in the cluster need improvement in the police response time.

Community Police Relations

More than thirty six percent (36.68%) in Hermanus cluster have rated the police relationship with the community as poor, 35.56% have rated it as neither good nor bad, 24.65% rated it as good and 3.05% did not indicate any rating. The participants of Bredasdorp were the most indecisive about community police relations.

Police visibility

About 29.57% of the participants in the Hermanus Cluster prefer the police to patrol the area all the time, more than thirteen percent (13.35%) indicated that police patrol needs to be between three and five times and 81.94% indicated that it needs to happen between 18h00-00h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area all the time and during the evenings.

Additional comment from the focus group's discussions

Hermanus police cluster did not take part in the focus group discussions.

4.8.12 KHAYELITSHA POLICE CLUSTER ANALYSIS (Sample size: 1 385)

The Khayelitsha Police Cluster consists of eight police stations, namely Khayelitsha, Harare, Lingulethu West, Macassar, Strand, Somerset West, Lwandle/Nomzama and Gordons Bay. All police stations participated in the survey.

Priority crimes

Table 12: Khayelitsha Cluster: Identified three (3) priority crimes (Community perceptions)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Khayelitsha	Assault	Sexual offences	Gangsterism
Harare	Murder	Common robbery	Assault
Lingulethu West	Sexual offences	Murder	Hijacking
Macassar	Substance abuse	Common robbery	Murder
Strand	Substance abuse	Burglary at residence while away	Common theft
Somerset West	Common robbery	Substance abuse	Common theft
Lwandle/Nomzamo	Murder	Sexual offences	Child abuse
Gordons Bay	Murder	Sexual offences	Substance abuse

For the Khayelitsha cluster substance abuse, common robbery, common theft at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crime of the previous year (2010/2011) namely common robbery, domestic violence, and sexual offences.

According to the focus group discussion armed robbery, illegal firearms and house breakings were identified as the three priority crimes in most of the police precincts in the Khayelitsha cluster.

Awareness of the Witness Protection Programme

About 69% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 30% feel that it will make no difference. The respondents from the Somerset West police station were the most positive (87%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 80.36% of the respondents do not feel safe to testify in a criminal case whilst 19.54% feel safe. Respondents from the Lwandle police station (90%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme³⁷.

During the focus group discussion the majority of the participants expressed a concern that they do not have much knowledge and awareness of the witness protection programme. The participants feel that the confidentiality of witnesses is compromised due to unethical and untrustworthy officers in these precincts.

³⁷Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Service delivery at Community Service Centres (CSCs)

Twenty seven percent (27%) of participants have rated the police service at the CSCs as neither poor nor good, 46% said that it is poor and 25% have rated it as good and 2% did not know. The respondents from the Somerset West police station (68.54%) were the most indecisive regarding the level of service delivery.

According to the focus group discussion, participants suggested that extensive training be rolled out to all the police officers in the police clusters to ensure that the police officers understand that they should serve the community with consistent quality service and also work effectively with the CPF to achieve common goals in the area.

Police response time

Twenty nine percent (29%) of participants have rated the police response to distress calls from the community as neither poor nor good, 55% rated the response time as poor, 14% rated it as good or very good and 2% did not know. The respondents from the Somerset West police station (62.92%) were the most indecisive about the police response time.

Community Police Relations

Thirty one percent (31%) of the participants have rated the community police relations as neither poor nor good, 20% rated the community police relations as good, 46% rated the community police relations as poor and 3% did not know. The respondents from the Somerset West police station (66%) were the most indecisive about the community police relations.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants recommended that to improve the community police relations between role-players should improve and trust must be regained. All stakeholders should work towards a common goal and not jeopardize the process.

Police visibility

About 61% of participants in the Khayelitsha Cluster prefer the police to patrol the area between 18h00 and 24h00 or between 06h00 and 09h00. Respondents prefer the police to patrol all the time (44%) or at least day and night (73%). In comparison to the 2010/2011 PNP Survey, full implementation of sector policing was considered by 28% as a means of improving police visibility.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants indicated that the police should be visible throughout the day. Patrols need to take place during 06h00 and 09h00 and 1800 and 24h00. The participants prefer the police to do patrols every 15-30 minutes in the area.

Additional comments from the focus group's discussions

The participants feel the influx of foreigners and homeless people contribute significantly to crime in these areas.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

Khayelitsha Safety Summit

The Provincial Government of the Western Cape, Department of Community Safety in partnership with the City of Cape Town organized Khayelitsha Community Safety Summit on the 21st of October 2011. The summit had five commissions facilitated by representatives from the City of Cape Town and DoCS, which had discussions and gave reports. These reports identified child abuse, violent crime and sexual offences, substance abuse, police conduct, unemployment, poverty and an ineffective criminal justice system as key issues that warrant attention from both the Government and the communities.

4.8.13 KRAAIFONTEIN POLICE CLUSTER ANALYSIS (Sample size: 509)

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

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Brackenfell	Murder	Burglary at residence while away	Common theft
Durbanville	Gangsterism	Substance abuse	Common robbery
Kraaifontein	Murder	Child abuse	Substance abuse

For the Kraaifontein cluster substance murder, substance abuse and common robbery were identified as the three (3) priority crimes. The priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was domestic violence, common robbery and assault (GBH)³⁸. The priority crimes for the focus groups were gangsterism, domestic violence and child abuse.

Awareness of the Witness Protection Programme

About 60% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 40% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Durbanville police station were the most positive (94%), that testifying in a criminal case will make a considerable difference in the conviction rate.

The majority of participants indicated that they do not feel safe in a criminal case, whilst an average of 32.6% indicated that they felt safe to testify. The respondents from the Durbanville police station recorded the highest statistics of feeling unsafe to testify in a criminal case (81%). Participants do not have knowledge or are not fully aware of the witness protection programme³⁹.

³⁸Report on the identification of Policing Needs and Priorities in the Western Cape 2010/2011, p.106

³⁹ibid

Service delivery at Community Service Centres (CSCs)

Forty five (45%) of participants have rated the police service at the CSCs as neither poor nor good, 36,6% indicated that it is either poor or very poor with 14% rating the service as either good or very good. Brackenfell (4%) as well as Kraaifontein (7%) did not know how to give a rating. There are not enough police officials to assist in the CSC.

Police response time

Thirty three percent (33%) of participants have rated the police response to distress calls from the community as neither poor nor good, 45% rated the response time as poor and very poor, with 18% rating it as good or very good and 4% did not indicate a rating. The respondents from the Kraaifontein police station were the most indecisive about the police response time. Sufficient police officers and reliable police vans could improve the police response time⁴⁰.

Community Police Relations

Forty percent (40%) of the participants have rated the community police relations as neither poor nor good, 10% rated the community police relations as good and 46% rated the community police relations as poor or very poor and 4% did not indicate a rating. The respondents from the Kraaifontein police station were the most indecisive about the community police relations. The CPFs do not influence the way resources are being allocated and do not input into the station plans⁴¹.

Police visibility

About 65.9% of the participants in the Kraaifontein cluster prefer the police to patrol the area between 18h00 and 00h00 and (13%) preferred between 14h00 and 18h00. The percentages for police visibility during the above time-frames indicate that respondents prefer the police to patrol the area in the evenings. Respondents who indicated that patrols need to take place all the time are 61%, or at least 3-5 times a day (5%). The focus group discussions indicated that the police should be visible between 06h00 and 9h00 and 18h00 and 00h00⁴².

Additional comments from the focus group's discussions

The participants feel that the witness protection programme should be improved as witnesses are reluctant to come forward due to poor services from the police.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officers go through a strict screening process before being appointed.

Prostitution, human trafficking and illegal shebeens are a problem that must be addressed by the police and the community.

• ⁴⁰ibid

• ⁴¹ibid

• ⁴²ibid

4.8.14 KUILS RIVER POLICE CLUSTER ANALYSIS (Sample size: 495)

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

Priority crimes

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Kleinvlei	Substance abuse	Gangsterism	Robbery at business in your presence
Kuils River	Burglary at residence while away	Common robbery	Common theft
Mfuleni	Substance abuse	Burglary at residence while away	Gangsterism

For the Kuils River cluster substance abuse, common robbery and gangsterism at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely domestic violence, common assault and common robbery. Unemployment was identified as one of the key issues in the Mfuleni and Kleinvlei police precincts.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified substance abuse, house break-ins and murder as the three priority crimes in the Kuils River cluster.

Awareness of the Witness Protection Programme

About 74% of respondents feel that testifying in court would increase the chances that the court would convict the guilty party while 26% feel that it will make no difference. The respondents from the Kleinvlei police station were the most positive (80%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 64% of the respondents do not feel safe to testify in a criminal case whilst 36% feel safe. The respondents from the Kleinvlei police station (76%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁴³.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants expressed their concern that they do not have knowledge or are not fully aware of the witness protection programme and do not trust the programme.

Service delivery at Community Service Centres (CSCs)

More than thirty percent (30.65%) of participants have rated the police service at the CSCs as neither poor nor good, 43.56% said that it is poor, 24.50% have rated it as good and 1% did not know. The respondents from the Mfuleni police station (38%) were the most indecisive regarding the level of service delivery.

⁴³Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested that extensive training needs to be conducted with police officers to address their shortcomings. The suggestion is that police officers be trained in combat skills as well as "soft skills".

Police response time

Twenty three percent (23.74%) of participants have rated the police response to distress calls from the community as neither poor nor good, 53.46% rated the response time as poor and very poor, 21.88% rated it as good or very good and 1% did not know. The respondents from the Mfuleni police station (40%) were the most indecisive about the police response time.

Community Police Relations

Twenty nine percent (29%) of the participants have rated the community police relations as neither poor nor good, 27% rated the community police relations good and 39% rated the community police relations as poor and 5% did not know. The respondents from the Mfuleni police station (49%) were the most indecisive about the community police relations.

The focus group discussion on the Community Safety Barometer Project: 2011/2012 highlighted the importance of the police and higher levels within the police department attend CPF meetings. Moreover, that they provide information about crime and policing issues. Participants also felt that the police needs to get more involved with the community in order to improve community police relations in the area.

Police visibility

About 48.9% of the participants in the Kuils River cluster prefer the police to patrol the area between 18h00 and 24h00 or between 12h00 and 14h00. It is clear that the respondents prefer the police to patrol the area in the evenings. Patrols need to take place all the time (46%) or at least day and night (66.7%). In comparison to the 2010/2011 PNP Survey, the majority (72%) of participants indicated that more patrols during the day and night should be conducted.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants recommended that the police must be visible day and night and they wish to see patrols from 06h00-09h00.

Additional comments from the focus group's discussions

The participants feel that the witness protection programme should be improved as witnesses are reluctant to come forward due to poor services from the police.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officer go through a strict screening process before being appointed.

Prostitution, human trafficking and illegal shebeens are a problem that must be addressed by the police and the community.

4.8.15 MILNERTON POLICE CLUSTER ANALYSIS (Sample size: 401)

The Milnerton Police Cluster consists of four police stations, namely Milnerton, Melkbostrand, Tableview and Atlantis. All police stations participated in the survey.

Priority crimes

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Milnerton	Murder	Common robbery	Hijacking
Melkbostrand	Murder	Hijacking	Theft out of a motor vehicle
Atlantis	Substance abuse	Common robbery	Sexual offences
Tableview	Common robbery	Armed robbery	Domestic violence

For the Milnerton Police Cluster, common robbery, murder and substance abuse at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) where common assault, sexual offences and theft out of a motor vehicle.

Awareness of the Witness Protection Programme

About 48% of respondents feel that testifying in court would increase the chances that the court would convict the guilty party while 39% feel that it will make no difference. The respondents from the Melkbostrand police station were the most positive (25%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 77% of the respondents did not feel safe to testify in a criminal case whilst 23% feel safe. The respondents from the Milnerton police station felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁴⁴.

Service delivery at Community Service Centres (CSCs)

Thirty five percent (35%) of participants have rated the police service at the CSCs as neither poor nor good, 37% said that it is either poor or very poor and 27% have rated it as either good or very good and 1% did not know. The respondents from the Tableview police station were the most indecisive about the level of service delivery.

Police response time

Thirty one percent (31%) of participants have rated the police response to distress calls from the community as neither poor nor good, 46% rated the response time as poor and very poor, 23% rated it as good or very good and 1% did not know. The respondents from the Melkbostrand police station were the most indecisive about the police response time.

⁴⁴Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Community Police Relations

Thirty six percent (36%) of participants have rated the community police relations as neither poor nor good, 21% rated the community police relations good and 42% rated the community police relations as poor or very poor and 1% did not know. The respondents from the Milnerton police station were the most indecisive about the community police relations.

Police visibility

About 41% of participants in the Milnerton cluster prefer the police to patrol all the time. It is clear that the respondents prefer the police to patrol the area between 18h00 and 24h00. Patrols need to take place all the time (41%) or at least during the night 11%.

Additional comments from the focus group's discussions

Milnerton police cluster did not take part in the focus groups discussions.

4.8.16 MITCHELL'S PLAIN POLICE CLUSTER ANALYSIS (Sample size: 811)

The Mitchell's Plain Police Cluster consists of two police stations, namely Mitchell's Plain and Strandfontein police stations. Both police stations participated in the survey.

Priority crimes

Below is a table of the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Mitchell's Plain	Gangsterism	Substance abuse	Robbery at residence in your presence
Strandfontein	Burglary at residence while away	Hijacking	Substance abuse

For the Mitchell's Plain Cluster gangsterism, substance abuse and robbery at residential areas were identified as the three (3) priority crimes. This is different when compared to the identified priority crimes of the previous year (2010/2011), where sexual offences and assault (GBH) were reported as number 1-priority crimes in the Mitchell's Plain cluster⁴⁵. Gangsterism, substance abuse and robbery at residential areas were identified as the three priority crimes in Mitchell's Plain police precinct, while burglary at residential areas, hijacking and substance abuse were identified as priority crimes in Strandfontein police precinct. The focus group discussion indicated sexual offences, armed robbery and gangsterism as the priority crimes.

⁴⁵Report on the Identification of Policing Needs and Priorities in the Western Cape Province: 2010/2011

Awareness of the Witness Protection Programme

About 67.4% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party while 24.9% feel that it will not make any difference in the conviction rate. Although the majority of participants on both stations seem to have confidence in the courts of law the Strandfontein participants (95.8%) have showed more confidence than the Mitchell's Plain participants (64.6%).

However, contrary to the high rate of confidence in the courts, 67% of the participants in the cluster indicated that they do not feel safe to give information to the police about the crime they witnessed, and 19% indicated that they do not feel safe at all. Only 14% indicated that they feel safe while 1% indicated that they feel very safe to give information to the police if they have been a witness in a crime.

The majority of participants in both Mitchell's Plain (66.7%) and Strandfontein (63.8%) indicated that they do not feel safe to give information.

Furthermore, 91% of the participants in the cluster indicated that they would not feel safe if they need to testify in court about the crime they witnessed. Approximately 9% have indicated that they would feel safe. Almost all the participants in Strandfontein (97.2%) have indicated that they do not feel safe if they needed to testify in court about the crime they witnessed and the majority in Mitchell's Plain (67.7%) has shared the same sentiments.

The interpretation that can be drawn from these findings is that the majority of the participants in the Mitchell's Plain cluster do not feel safe because the police are not doing enough to protect witnesses in criminal cases.

Participants do not have much knowledge or awareness of the witness protection programme.

Service delivery at Community Service Centres (CSCs)

Roughly 55% of the participants have rated the police service at the CSCs as poor and very poor, 9% have rated it as good and very good, 37% rated it as neither poor nor good and 1% did not know how to rate it. The majority of the participants in Mitchell's Plain police precinct (57.1%) have rated the police service at the CSCs as poor and very poor while the majority of the participants in Strandfontein police precinct (69.4%) have rated it as neither poor nor good.

The interpretation that can be drawn from these findings is that the majority of the participants in the Mitchell's Plain cluster need improvement in the quality of service rendered by the police at the CSCs. During the identification of PNPs in 2010/2011 about 64% of the participants in the Mitchell's Plain cluster felt that there are not enough police officers assisting in the CSCs and this may have contributed to the quality of service rendered at the CSCs.

There are not enough police officials assisting in the CSC⁴⁶.

Police response time

Almost 64% of the participants in the Mitchell's Plain cluster have rated the police responses to distress calls from community as poor and very poor, 32% rated it as neither poor nor good and 4% rated it as good and very good. About 72.2% of the participants in Strandfontein and 62.6% of the participants in Mitchell's Plain rated the police response to distress calls as poor and very poor.

• ⁴⁶ibid

The interpretation that can be drawn from these findings is that the majority of the participants in the Mitchell's Plain cluster need improvement in the police response time. Police response time is hampered by insufficient police officers and too many broken vehicles⁴⁷.

Community Police Relations

An estimated 57% of participants in the Mitchell's Plain cluster have rated the police relationship with the community as poor and very poor, 36% rated it as neither poor nor good, 6% rated it as good and very good and 1% did not know how to rate it.

Approximately 80.5% of the participants in Strandfontein police precinct and 54.8% participants in Mitchell's Plain police precinct rated the community police relationship as poor and very poor.

The interpretation that can be drawn from these findings is that the majority of the participants in the Mitchell's Plain cluster need improvement in community police relations. During the identification of PNPs in 2010/2011 the participants in the Mitchell's Plain cluster requested the police to be available when the community needs them and be friendly and show respect to community members⁴⁸. The police are also not receptive to the suggestions from the CPF regarding the allocation of resources and the police station plans.

Police visibility

About 62% of the participants in Mitchell's Plain cluster indicated that they would like to see the police doing patrols from 06h00-09h00 in the morning, 26% from 18h00-00h00, 7% from 14h00-18h00, 3% from 12h00-14h00, 2% from 09h00-11h59 and 1% from 18h00-06h00. Nearly 67.4% of the participants in Mitchell's Plain police precinct indicated that they would like to see the police doing patrols from 06h00-09h00 in the morning while 55.6% of the participants in Strandfontein indicated that they would like to see the police doing patrols from 18h00-00h00 midnight.

The focus group discussions indicated that they would like to see patrols between 18h00 and 00h00⁴⁹. Generally, 41% of the participants in the cluster have indicated that they need more police visibility, 31% indicated that they would like to see the police doing patrols regularly, 7% indicated that they would like to see the police doing patrols every day, another 7% indicated that they would like to see the police doing patrols on foot and 14% indicated other. Approximately 84.7% of the participants in Strandfontein have indicated that they need the police to patrol all the time (regularly), while 38.5% of participants in Mitchell's Plain indicated that they would like to see more police visibility.

About 73% of the participants in the cluster indicated that more police officers doing patrols during day and night could improve police visibility while other participants felt differently. Roughly 76.4% of the participants in Mitchell's Plain police precinct and 38.9% of the participants in Strandfontein also indicated that more police officers doing patrols during day and night could improve police visibility.

During the identification of PNPs in 2010/2011 68% of the participants in the cluster thought that more police officers doing patrols during the day and night in their areas could improve police visibility.

• ⁴⁷ibid

• ⁴⁸Report on the Identification of Policing Needs and Priorities in the Western Cape Province: 2010/2011

• ⁴⁹ibid

Additional comments from the focus group's discussions

The participants feel the influx of foreigners and homeless people contribute significantly to crime in these areas.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

Prostitution, human trafficking and the increase of illegal shebeens is a major threat in this area.

4.8.17 MUIZENBERG POLICE CLUSTER ANALYSIS (Sample size: 291)

The Muizenberg Police Cluster consists of five police stations, namely Fish Hoek, Hout Bay, Muizenberg, Ocean View and Simonstown. All of the five police stations participated in the survey.

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Fish Hoek	Burglary at residence while away	Robbery at residence in your presence	Theft of motor vehicle
Hout Bay	Common robbery	Substance abuse	Theft of motor vehicle
Muizenberg	Murder	Armed robbery	Substance abuse
Ocean View	Substance abuse	Common robbery	Domestic violence
Simons Town	Sexual offences	Common robbery	Robbery at residence in your presence

For the Muizenberg cluster common robbery and substance abuse (as a second and third priority crime) have been identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH), common robbery and theft out of a motor vehicle⁵⁰. The focus group discussions indicated that gangsterism, domestic violence and child abuse as the top priority crimes.

Awareness of the Witness Protection Programme

About 75% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 124 indicated that testifying in court will make no difference in the conviction of offenders. The respondents from Ocean view police station (89%) were the most positive that testifying in a criminal case would make a considerable difference in the conviction rate.

⁵⁰Report on the Identification of Policing Needs and Priorities in the Western Cape Region

Forty eight percent (48%) of the respondents indicated that they do not feel safe to testify in a criminal case, whilst 51% indicated that they felt safe to testify. The respondents from the Muizenberg police station (70%) recorded the highest statistics of feeling unsafe to testify in a criminal case.

Participants indicated that they have limited knowledge of the witness protection programme and do not trust the programme.

Service delivery at Community Service Centres (CSCs)

Twenty two percent (22%) of participants have rated the police service at the CSCs as neither poor nor good, 37% indicated that it is either poor or very poor with 38% rating the service as either good or very good and 3% did not indicate a rating. The respondents from the Fish Hoek and Ocean view police station were the most indecisive in rating the level of service delivery.

The poor service delivery can be attributed to not having enough officials assisting in the CSC⁵¹.

Police response time

Twenty seven percent (27%) of participants have rated the police response to distress calls from the community as neither poor nor good, 48% rated the response time as poor and very poor, with 23% rating it as good or very good and 2% did not indicate any rating. The respondents from the Ocean view police station were the most indecisive in giving a rating for the police response time.

The poor response time can attributed to the shortage of police vans and not having sufficient police officers⁵².

Community Police Relations

Twenty eight percent (28%) of the participants have rated the community police relations as neither poor nor good, 22% rated the community police relations as good or very good and 49% rated the community police relations as poor or very poor. The respondents from the Ocean view police station were the most indecisive about the community police relations. The CPF also does not give input in the way resources are being allocated nor into the police station plans⁵³.

Police visibility

An estimated 50% of the participants in the Muizenberg cluster prefer the police to patrol the area between 18h00 and 00h00, 7% indicated that they would like the police to patrol between 06h00-9h00 and another 3% indicated a police presence between 14h00-18h00. The percentages for police visibility during the above time- frames indicate that the respondents prefer the police to patrol the area in the evenings. Respondents who indicated that patrols need to take place all the time are 50%. Police visibility as far as the focus groups were concerned should be between 06h00 and 9h00 and from 18h00 until 00h00. Police must also patrol on foot and on bicycles.

• ⁵¹ibid

• ⁵²ibid

• ⁵³ibid

Additional comments from the focus group's discussions

The participants feel that the witness protection programme should be improved as witnesses are reluctant to come forward due to poor services from the police.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officers go through a strict screening process before being appointed.

The participants also requested that the police officers should reduce the drug problems in the area before it becomes uncontrollable.

4.8.18 NYANGA POLICE CLUSTER ANALYSIS (Sample size: 1229)

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

Priority crimes

Table 18: Nyanga Cluster: Identified three (3) priority crimes (Community perceptions)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Nyanga	Sexual offences	Murder	Fraud
Manenberg	Gangsterism	Substance abuse	Burglary at residence while away
Philippi East	Murder	Sexual offences	Substance abuse
Philippi	Gangsterism	Substance abuse	Common robbery
Lansdowne	Burglary at residence while away	Substance abuse	Common robbery
Athlone	Burglary at residence while away	Common robbery	Common theft
Gugulethu	Common robbery	Gangsterism	Armed robbery

For the Nyanga cluster gangsterism, substance abuse and common robbery at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely common robbery, armed robbery and sexual offences.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified murder, substance abuse and vehicle theft as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 67% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 32% feel that it will make no difference. The respondents from the Manenberg police station were the most positive (93.33%) that testifying in a criminal case would make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 72% of the respondents do not feel safe to testify in a criminal case whilst 28% feel safe. Respondents from the Manenberg police station (97%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁵⁴.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants expressed that they do not have much knowledge or are not aware of the witness protection programme. They also feel that the little they know give them the discomfort that police do not protect witnesses in criminal cases.

Service delivery at Community Service Centres (CSCs)

Sixteen percent (16%) of participants have rated the police service at the CSCs as neither poor nor good, 57% said that it is poor, 27% have rated it as good and 2% did not know. The respondents from the Athlone police station (40%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested that extensive training be rolled out to all the police officers. Training and development would ensure efficient and effective service delivery. Police officers should be polite and helpful all the time, irrespective of their pressurized working conditions or circumstances.

Police response time

Sixteen percent (16%) of participants have rated the police response to distress calls from the community as neither poor nor good, 64% rated the response time as poor, 16% rated it as good and 3% did not know. The respondents from the Athlone police station (38%) were the most indecisive about the police response time.

Community Police Relations

Twenty seven percent (27%) of the participants have rated the community police relations as neither poor nor good, 26% rated the community police relations as good, 47% rated the community police relations as poor and 3% did not know. The respondents from the Lansdowne police station (43%) were the most indecisive about the community police relations.

The focus group discussion on the Community Safety Barometer Project: 2011/2012 highlighted that to improve community police relations, there is a need to get more involved with the community and have more awareness programmes about crime.

• ⁵⁴Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Police visibility

About 89% of participants in the Nyanga Cluster prefer the police to patrol the area between 18h00 and 24h00 or between 06h00 and 09h00. Respondents prefer the police to patrol all the time (26%) or at least day and night (72%). In comparison to the 2010/2011 PNP Survey, the majority (79%) of participants did not seem to think that more police officers doing patrols during the day would improve police visibility.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants indicated that the police should be more visible throughout the day to make criminals aware of police presence. Patrols need to take place from 06h00 until 24h00 in these high crime areas.

Additional comments from the focus group's discussions

The participants feel that prostitution is a major problem in these precincts.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also suggested that the police officers work closely with the CPF to address the problem of high crimes in these areas.

4.8.19 OUDTSHOORN POLICE CLUSTER ANALYSIS (Sample size: 306)

The Oudtshoorn Police cluster consists of five police stations, namely Calitzdorp, De Rust, Dysseisdorp, Ladismith and Oudtshoorn. All of the five police stations participated in the survey.

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Calitzdorp	Assault	Murder	Common robbery
De Rust	Substance abuse	Common robbery	Assault
Dysseisdorp	Sexual offences	Substance abuse	Theft out of a motor vehicle
Ladismith	Assault	Sexual offences	Domestic violence
Oudtshoorn	Assault	Substance abuse	Common robbery

For the Oudtshoorn cluster assault and substance abuse (as a second and third priority crime) have been identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was assault (GBH), sexual offences and domestic violence⁵⁵. According to the focus group discussion the identified priority crimes are assault (GBH), sexual offences and gangsterism.

⁵⁵Report on the Identification of Policing Needs and Priorities in the Western Cape Region

Awareness of the Witness Protection Programme

About 92% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 18% indicated that testifying in court would make no difference in the conviction of offenders. The respondents from de Rust (100%) and Dysselsdorp police stations (100%) were the most positive (38%), that testifying in a criminal case will make a considerable difference in the conviction rate.

Fifty percent (50%) of respondents indicated that they do not feel safe to testify in a criminal case, whilst 49% indicated that they felt safe to testify. The respondents from the de Rust police station (83%) recorded the highest statistics of feeling unsafe to testify in a criminal case.

The focus group discussion indicated that they do not have much knowledge of the Witness Protection Programme.

Service delivery at Community Service Centres (CSCs)

Thirty percent (30%) of participants have rated the police service at the CSCs as neither poor nor good, 28% indicated that it is either poor or very poor with 35% rating the service as either good or very good and 7% did not indicate a rating. The respondents from the de Rust police station were the most indecisive in rating the level of service delivery.

There are not enough police officials assisting in the CSC. There is a tendency amongst police officers especially in rural areas to undermine people from poor communities and behave impolitely towards them⁵⁶.

Police response time

Thirty six percent (36%) of participants have rated the police response to distress calls from the community as neither poor nor good, 49% rated the response time as poor and very poor, with 11% rating it as good or very good and 4% did not indicate any rating. The respondents from the de Rust police station were the most indecisive in giving a rating for the police response time. A shortage of officers and police vans seriously influence the police response time⁵⁷.

Community Police Relations

Forty three percent (43%) of the participants have rated the community police relations as neither poor nor good, 12% rated the community police relations as good and 36% rated the community police relations as poor or very poor and 5% did not indicate a rating. The respondents from the de Rust police station were the most indecisive about the community police relations.

The suggestions of the CPF are ignored by the police⁵⁸.

• ⁵⁶ibid

• ⁵⁷ibid

• ⁵⁸ibid

Police visibility

An estimated 75% of the participants in the Oudtshoorn cluster prefer the police to patrol the area between 18h00 and 00h00, 10% indicated that they would like the police to patrol between 14h00-18h00 and another 6% indicated police visibility between 12h00-14h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area in the evenings. Respondents who indicated that patrols need to take place all the time are 29%, patrol in the evening was indicated by 22% and the need to patrol regularly by 20%.

In the focus group discussion it was indicated that the police need to be visible between 18h00-00h00 because that is the time when crime is being committed the most. More patrols on foot were also being requested.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group participants suggested that all new police officers should be exposed to the CPF members when undergoing training. When they are at the training centres, CPF members should be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

It was during this portion of the discussion that the participants expressed extreme dissatisfaction with the "unemotional" treatment they receive from the officers and station commanders at the police precincts and that the CPF members are not respected and acknowledged.

4.8.20 PAARL POLICE CLUSTER ANALYSIS (Sample size: 771)

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

Priority crimes

Table 20: Paarl Cluster: Identified three (3) priority crimes (Community perceptions)			
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Paarl	Substance abuse	Burglary at residence while away	Common robbery
Mbekweni	Sexual offences	Murder	Common robbery
Paarl East	Substance abuse	Gangsterism	Burglary at residence while away
Wellington	Assault	Sexual offences	Common assault
Malmesbury	Murder	Substance abuse	Domestic violence
Philadelphia ⁵⁹	Common theft	Substance abuse	
Riebeeck Wes	Assault (GBH)	Common robbery	Sexual offences

⁵⁹The participants from Philadelphia identified unemployment as one of the serious challenges facing their community. Common theft and substance abuse were the only two crime categories that were identified by the participants as they are listed above.

For the Paarl cluster assault, substance abuse and common robbery at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely assault (GBH), common robbery and sexual offences. It is worthy to note that the unemployment (16%) have a negative impact on crime in the Paarl cluster.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified assault (GBH), common robbery and sexual offences as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 74% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 26% feel that it would make no difference. The respondents from the Paarl police station were the most positive (100%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 75% of the respondents do not feel safe to testify in a criminal case whilst 25% feel safe. The respondents from the Malmesbury and Paarl police stations (84%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁶⁰.

The focus group discussion on the Community Safety Barometer Project: 2011/2012 highlighted that the majority of the participants have a concern that they do not have much knowledge or are unaware of the witness protection programme. They also feel that the little they know gives them the discomfort that police do not protect witnesses in criminal cases.

Service delivery at Community Service Centres (CSCs)

Thirty eight percent (38%) of participants have rated the police service at the CSCs as neither poor nor good, 35% said that it is poor, 24% have rated it as good and 2% did not know. The respondents from the Paarl police station (44%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested that extensive training be rolled out to all the police officers in the police clusters to ensure that the police officers understand that they must serve the community with consistent quality service and should have good telephone etiquette, be polite and helpful to the community they serve.

Police response time

Thirty three percent (33%) of participants have rated the police response to distress calls from the community as neither poor nor good, 51% rated the response time as poor, 15% rated it as good and 1% did not know. The respondents from the Malmesbury police station (48%) were the most indecisive about the police response time.

• ⁶⁰Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Community Police Relations

Thirty six percent (36%) of the participants have rated community police relations as neither poor nor good, 16% rated the community police relations good, 48% rated the community police relations as poor and 1% did not know. The respondents from the Malmesbury police station (51%) were the most indecisive about community police relations.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants recommended that the police open the channels of communication and be receptive to suggestions from all role-players and not to undermine the role of the CPF which is currently the case.

Police visibility

About 40% of the participants in the Paarl cluster prefer the police to patrol the area between 18h00 and 24h00 or between 14h00 and 09h00. Patrols need to take place all the time (40%) or at least day and night 51%. In comparison to the 2010/2011 PNP Survey, the majority (72%) of participants indicated that more patrols should be conducted during the day and night.

At the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants agreed that the police are not visible and should be visible and available throughout the day and mostly during times when crime is committed. The request is to see the police conduct patrols between 06h00-09h00 and 18h00-24h00.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers should be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members must be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

Participants suggested that more attention be given to farms in the area and to allocate resources properly in order to manage the policing of farms.

The participants also recommend that best practices be shared amongst CPF members in order to improve areas where the CPF is dysfunctional.

4.8.21 STELLENBOSCH POLICE CLUSTER ANALYSIS (Sample size: 345)

The Stellenbosch Police Cluster consists of five police stations, namely Stellenbosch (+ Khayamandi), Cloetesville, Groot Drakenstein, Franschhoek and Klapmuts. All police stations participated in the survey.

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Stellenbosch (and Khayamandi)	Common robbery	Substance abuse	Robbery at residence in your presence
Cloetesville	Burglary at residence while away	Substance abuse	Common robbery
Groot Drakenstein	Domestic violence	Substance abuse	Burglary at residence while away
Franschhoek	Substance abuse	Common robbery	Burglary at residence while away
Klapmuts	Sexual offences	Common robbery	Burglary at residence while away

For the Stellenbosch cluster substance abuse, common robbery and burglary at residence while away were identified as the three (3) priority crimes. This is contrary to the identified number 1 crime priority in all areas of the previous year (2010/2011) namely assault GBH.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified assault (GBH), common robbery and theft as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 88% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 11% feel that it would make no difference. Respondents from the Groot Drakenstein and Cloetesville police stations were the most positive (98%) that testifying in a criminal case would make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 65% of the respondents do not feel safe to testify in a criminal case whilst 35% feel safe. The respondents from the Cloetesville police station (80%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁶¹.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants indicated that they are aware of the witness protection programme. They do however think that the police in the area do not protect the witness in criminal cases. Generally the focus group agreed that extensive awareness and training to them and the community at large would assist them to be more aware and have more confidence in this programme.

⁶¹ Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Service delivery at Community Service Centres (CSCs)

Forty two percent (42%) of participants have rated the police service at the CSCs as neither poor nor good, 37% said that it is poor and 19% have rated it as good and 3% did not know. The respondents from the Stellenbosch police station (51%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested extensive training be rolled out to all the police officers in the police precincts to ensure that the police officers understand that they should serve the community with consistent good quality service. It was also raised that the diverse community languages are a huge barrier as not all police officers on duty are able to speak the language the community wants to be assisted in and this needs to be addressed.

Police response time

Thirty eight percent (38%) of participants have rated the police response to distress calls from the community as neither poor nor good, 43% rated the response time as poor and very poor, 18% rated it as good or very good and 1% did not know. The respondents from the Groot Drakenstein police station (50%) were the most indecisive about the police response time.

Community Police Relations

Forty three percent (43%) of the participants have rated community police relations as neither poor nor good, 15% rated the community police relations as good, 38% rated the community police relations as poor and 3% did not know. The respondents from the Franschhoek police station (51%) were the most indecisive about the community police relations.

At the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants feel that to improve relations which is currently lacking, police officers need to get more involved with the community, The general feeling is that communication must be open and trust must be earned amongst the role players to improve community police relations.

Police visibility

About 58% of the participants in the Vredendal cluster prefer the police to patrol the area between 18h00 and 24h00 or between 14h00 and 18h00. Patrols need to take place all the time (33%) or at least day and night 35%. In comparison to the 2010/2011 PNP Survey, the majority (86%) of participants 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.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants indicated that the police should be visible and available throughout the day and that they wished to see patrols between 18h00 and 24h00.

Additional comments from the focus group's discussions

The participants feel the influx of foreigners and homeless people contribute significantly to crime in these areas, especially Cloetesville.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

4.8.22 VREDENBURG POLICE CLUSTER ANALYSIS (Sample size: 518)

The Vredenburg Police Cluster consists of 11 police stations, namely Vredenburg, Hopefield, Laaiplek, Langebaan, St. Helena, Saldanha, Piketberg, Eendekuil, Moorreesburg, Redelinghuis and Darling. All police stations participated in the survey.

Priority crimes

Table 22: Vredenburg Cluster: Identified three (3) priority crimes (Community perceptions)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Vredenburg	Substance abuse	Burglary at residence while away	Common assault
Hopefield	Substance abuse	Sexual offences	Assault
Laaiplek	Substance abuse	Domestic violence	Sexual offences
Langebaan	Substance abuse	Burglary at residence while away	Common theft
St. Helena	Substance abuse	Domestic violence	Common theft
Saldanha	Domestic violence	Substance abuse	House breakings
Piketberg	Sexual offences	Assault	Substance abuse
Eendekuil	Substance abuse	Sexual offences	Domestic violence
Moorreesburg	Substance abuse	Sexual offences	Assault
Redelinghuis	Substance abuse	Gangsterism	Xenophobia
Darling	Murder	Sexual offences	Common theft

For the Vredenburg cluster substance abuse, sexual offences and assault at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crime of the previous year (2010/2011) namely assault (GBH).

The focus group discussion on the Community Safety Barometer Project: 2011/2012 identified domestic violence, substance abuse and house break-ins as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 65.24% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 34.76% feel that it would make no difference. The respondents from the Eendekuil police station were the most positive (93.33%) that testifying in a criminal case would make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 71% of respondents do not feel safe to testify in a criminal case whilst 28% feel safe. Respondents from Darling police station (97%) feel the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁶².

The focus group discussion on the Community Safety Barometer Project: 2011/2012 indicated that the majority of the participants have an understanding of the witness protection programme. They also feel comfortable that the police do protect witnesses in criminal cases.

Service delivery at Community Service Centres (CSCs)

Twenty one percent (21%) of participants have rated the police service at the CSCs as neither poor nor good, 36% said that it is poor, 39% have rated it as good and 2% did not know. The respondents from the Darling police station (54%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested there should be more police officials assisting in the CSC. It was also recommended that police officers need to be educated about being polite and helpful towards the CPF and community. Participants recommend that extensive training be rolled out to all the police officers in the police precincts to ensure that they understand that they should serve the community with consistent quality service and always be polite and helpful. Moreover, the focus group felt that specific targeted training to police officers to improve helpfulness and politeness will assist and improve service delivery at the CSC.

Police response time

Twenty four percent (24%) of participants have rated the police response to distress calls from the community as neither poor nor good, 47% rated the response time as poor, 26% rated it as good and 1% did not know. The respondents from the Darling police station (54%) were the most indecisive about the police response time.

Community Police Relations

Twenty seven percent (27%) of participants have rated the community police relations as neither poor nor good, 26% rated relations as good and very good and 47% rated the community police relations as poor or very poor and 3% did not know. The respondents from the Vredenburg police station (42%) were the most indecisive about the community police relations.

At the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of participants recommended that there should be open communication; trust must be re-built and sustained to improve police community relations.

• ⁶²Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Police visibility

About 72% of the participants in the Vredenburg cluster prefer the police to patrol the area between 18h00 and 24h00 or between 14h00 and 18h00. Respondents prefer the police to patrol all the time (35%) or at least day and night (62%). In comparison to the 2010/2011 PNP Survey, the majority (65%) of participants indicated that more patrols during the day and night should be conducted.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of participants recommended that the police should be visible and available throughout the day and during times when crime is committed most and that is after 18h00-00h00 daily in those police areas. The respondents are also calling for more police patrols on foot or horse in the rural communities and wish to see police patrols in the area every hour. The participants suggest that fully implementing sector policing in the area would improve police visibility.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members should be invited and introduced to all trainees so they understand the role and the importance of the CPF unit in the community.

4.8.23 VREDENDAL POLICE CLUSTER ANALYSIS (Sample size: 380)

The Vredendal Police Cluster consists of 11 police stations, namely Vredendal, Doornbaai, Klawer, Lutzville, Nuwerus, Van Rhynsdorp, Clanwilliam, Citrusdal, Lambertsbaai, Graafwater and Elandsbaai. All police stations participated in the survey.

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Vredendal	Assault	Sexual offences	Common assault
Doornbaai	Substance abuse	Domestic violence	Substance abuse
Klawer	Common robbery	Burglary at residence while away	Vandalism
Lutzville	Assault	Common robbery	Substance abuse
Nuwerus	Assault	Substance abuse	Domestic violence
Van Rhynsdorp	Assault	Substance abuse	Burglary at residence while away
Clanwilliam	Substance abuse	Robbery at residence in your presence	Child abuse
Citrusdal	Substance abuse	Child abuse	Assault
Lambertsbaai	Substance abuse	Sexual offences	Common theft
Graafwater	Substance abuse	Sexual offences	Stock theft
Elandsbaai	Assault	Burglary at residence while away	Substance abuse

For the Vredendal cluster assault, substance abuse and common assault at residential areas were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely domestic violence, common assault and common robbery. It is worthy to note that the high rate of unemployment (52%) and poverty (29%) have a negative impact on crime in the Vredendal cluster.

The focus group discussion on the Community Safety Barometer Project: 2011/2012, identified assault (GBH), domestic violence and substance abuse as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 81.55% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 18.45% feel that it will make no difference. The respondents from the Kleinvele police station were the most positive (100%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 65.09% of the respondents do not feel safe to testify in a criminal case whilst 34.91% feel safe. The respondents from the Doornbaai police station (100%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁶³.

⁶³Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants expressed that they have an overview and brief knowledge of the witness protection programme. They also feel that the police do protect witnesses in criminal cases. Generally the focus group agreed that extensive awareness and training will assist them to be more aware and have more confidence in the witness protection programme.

Service delivery at Community Service Centres (CSCs)

Eighteen percent (18%) of participants have rated the police service at the CSCs as neither poor nor good, 25% said that it is poor, 53% have rated it as good and 2% did not know. The respondents from the Nuwerus police station (39%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested extensive training be rolled out to all the police officers in the cluster to ensure that they understand their role and serve the community with consistent quality services. Police officers should be fair to all within the community.

Police response time

Twenty three percent (26%) of participants have rated the police response to distress calls from the community as neither poor nor good, 32% rated the response time as poor, 39% rated it as good and 1% did not know. The respondents from the Lambertsbaai police station (34%) were the most indecisive about the police response time.

Community Police Relations

Twenty eight percent (28%) of the participants have rated the community police relations as neither poor nor good, 38% rated the community police relations as good, 33% rated the community police relations as poor and 1% did not know. The respondents from the Lambertsbaai police station (44%) were the most indecisive about the community police relations.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants expressed that communication between all role-players and building trust would improve the community police relations in this cluster.

Police visibility

About 49% of the participants in the Vredendal cluster prefer the police to patrol the area between 18h00 and 24h00 or between 18h00 and 09h00. Patrols need to take place all the time (27%) or at least day and night 61%. In comparison to the 2010/2011 PNP Survey, the majority (65%) of participants indicated that more patrols during the day and 56% indicated that more patrols should be conducted during the day and night.

The focus group discussion on the Community Safety Barometer Project: 2011/2012 highlighted the importance of police visibility throughout the day and mostly during times when crime is committed, which is usually between 18h00 to 24h00.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members should be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

Minors are not being punished for crimes and are allowed to transgress with no fear of being apprehended by the police.

A concerted effort must be made to unite the CPF and the police precincts which are currently operating separately.

4.8.24 WORCESTER POLICE CLUSTER ANALYSIS (Sample size: 797)

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

Priority crimes

Table 24: Worcester Cluster: Identified three (3) priority crimes (Community perceptions)

Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Worcester	Assault	Burglary at residence while away	Substance abuse
De Doorns	Sexual offences	Burglary at residence while away	Assault
Rawsonville	Substance abuse	Hijacking	Burglary at residence while away
Laingsburg	Sexual offences	Common assault	Substance abuse
Touws River	Assault	Sexual offences	Common assault
Robertson (Nqubela)	Assault	Murder	Child abuse
Montagu	Murder	Domestic violence	Robbery at residence in your presence
McGregor	Domestic violence	Substance abuse	Child abuse
Bonnievale	Assault	Domestic violence	Common robbery
Ashton (Zolani)	Domestic violence	Sexual offences	Common assault
Swellendam	Murder	Theft of motor vehicle	Fraud
Barrydale	Murder	Substance abuse	Theft out of a motor vehicle
Suurbraak	Murder	Armed robbery	Fraud

For the Worcester cluster assault, sexual offences and burglary at residence while away were identified as the three (3) priority crimes. This is contrary to the identified priority crimes of the previous year (2010/2011) namely assault (GHB) and sexual offences.

The focus group discussion on the Community Safety Barometer Project: 2011/2012 identified domestic violence, sexual offences and burglaries as the three priority crimes in most areas.

Awareness of the Witness Protection Programme

About 87.52% of respondents feel that testifying in court would increase the chances that the court will convict the guilty party while 12.48% feel that it will make no difference. The respondents from the Bonnievale police station were the most positive (100%) that testifying in a criminal case will make a difference in the conviction rate.

Although the majority of participants seem to have confidence in the courts of law, 66.77% of the respondents do not feel safe to testify in a criminal case whilst 33.23% feel safe. The respondents from the Robertson police station (89%) felt the most unsafe to testify in a criminal case. This feeling of insecurity may be due to the lack of knowledge about the witness protection programme⁶⁴.

During the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants indicated that they are aware of the programme, however it has not and probably never will be effective due to the fact that the very police who are ordered to protect the witnesses are the ones who leak the information to the criminals.

Service delivery at Community Service Centres (CSCs)

Forty percent (40%) of participants have rated the police service at the CSCs as neither poor nor good, 27% said that it is poor, while 29% have rated it as good and 1% did not know. The respondents from the Suurbraak and Swellendam police stations (51%) were the most indecisive regarding the level of service delivery.

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants suggested that extensive training should be conducted, which includes politeness and other relevant attributes.

Police response time

Thirty six percent (36%) of participants have rated the police response to distress calls from the community as neither poor nor good, 33% rated the response time as poor and very poor, 30% rated it as good or very good and 1% did not know. The respondents from the Robertson 82% police station were the most indecisive about the police response time.

Community Police Relations

Thirty six percent (36%) of the participants have rated the community police relations as neither poor nor good, 27% rated the community police relations as good and very good, 36% rated the community police relations as poor or very poor and 1% did not know. The respondents from the Robertson 87% police station were the most indecisive about community police relations.

• ⁶⁴Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/11

Emanating from the focus group discussion on the Community Safety Barometer Project: 2011/2012, participants indicated that the police should inform the community, on a quarterly basis about the crime in their areas and what they are doing to combat it. In this way they will bridge the gap between the community and the police.

Police visibility

About 53% of the participants in the Worcester cluster prefer the police to patrol the area between 18h00 and 24h00 or between 06h00 and 09h00 (18%). It is clear that the respondents prefer the police to patrol all the time. Patrols need to take place all the time (40%) or at least day and night 56%. In comparison to the 2010/2011 PNP Survey, the majority (62%) of participants indicated that more patrols during the day and night should be conducted.

In terms of the focus group discussion on the Community Safety Barometer Project: 2011/2012, the majority of the participants agreed that the police is not visible and should be visible and available throughout the day and mostly during times when crime is committed. The respondents agreed that between 18h00 and 06h00 there should be more visibility by the police.

Additional comments from the focus group's discussions

The participants agreed that not all police officers provide poor service but that there are a few police officers who go the extra mile and go beyond the call of duty and that non-committed police officers should learn from them.

The focus group suggested that all new officers must be exposed to the CPF members when undergoing training. When they are at the training centres the CPF members must be invited and introduced to all trainees so they can understand the role and the importance of the CPF unit in the community.

4.8.25 WYNBERG POLICE CLUSTER ANALYSIS (Sample size: 602)

The Wynberg Police Cluster consists of seven police stations, namely Diepriver, Grassy Park, Kirstenhof, Steenberg and Wynberg. All of the five police stations participated in the survey.

Priority crimes

Below is a table which indicates the three priority crimes per individual police station.

Table 25: Wynberg Cluster: Identified three (3) priority crimes (Community perceptions)			
Police Station	Priority Crime: 1	Priority Crime: 2	Priority Crime: 3
Diepriver	Robbery at residence in your presence	Hijacking	Theft out of motor vehicle
Grassy Ppark	Gangsterism	Substance abuse	Common robbery
Kirstenhof	Armed robbery	Hijacking	Robbery at residence in your presence
Steenberg	Common robbery	Substance abuse	Burglary at residence while away
Wynberg	Common robbery	Burglary at residence while away	Theft of motor vehicles

For the Wynberg cluster gangsterism, substance abuse and common robbery were identified as the three (3) priority crimes. These priority crimes are different from the identified priority crimes of the previous year (2010/2011), which was common robbery, theft out of a motor vehicle and burglary⁶⁵. The focus group discussion identified gangsterism, domestic violence and child abuse as the top priority crimes.

Awareness of the Witness Protection Programme

About 79% of respondents indicated that testifying in court would increase the chances that the court will convict the guilty party, while 21% indicated that testifying in court will make no difference in the conviction of offenders. The respondents from the Grassy Park police station were the most positive (98.65%), that testifying in a criminal case will make a considerable difference in the conviction rate.

Almost eighty percent (79%) of the respondents indicated that they do not feel safe to testify in a criminal case, whilst 21% indicated that they feel safe to testify. The respondents from the Steenberg police station (80.6) recorded the highest statistics of feeling safe to testify in a criminal case.

The focus group discussion participants indicated that they do not have sufficient knowledge about the witness protection programme and that they do not trust the programme.

Service delivery at Community Service Centres (CSCs)

Forty five percent (45%) of participants have rated the police service at the CSCs as neither poor nor good, 27% indicated that it is poor with a 28% rating the service as good and 0.19% did not indicate a rating. The respondents from the Kirstenhof police station were the most indecisive about the level of service delivery. Service centres do not have enough police officers to assist people in the centres⁶⁶.

Police response time

More than forty percent, (42%) of the participants in the Wynberg cluster have rated the police response to distress calls from the community as poor, 31% rated it as neither poor nor good and 23% rated it as good. Three percent (3%) were indecisive about the police response time.

The interpretation that can be drawn from these findings is that the majority of the participants in the cluster need to see improvement in the police response time. Kirstenhof was the most indecisive regarding the police response to calls from the community. Lack of sufficient resources influences the response time⁶⁷.

Community Police Relations

More than forty percent (41%) in the Wynberg cluster have rated the police relationship with the community as poor, 40% rated it as neither poor nor good, 18% rated it as good and 2% did not indicate any rating. The participants of Diepriver were the most indecisive about community police relations. The police are also not receptive to the suggestions of the CPF with regards to allocation of resources and the station plans⁶⁸.

• ⁶⁵Report on the Identification of Policing Needs and Priorities in the Western Cape Province 2010/2011

• ⁶⁶ibid

• ⁶⁷ibid

• ⁶⁸ibid

Police visibility

About 42% of the participants in the Wynberg cluster prefer the police to patrol the area all the time, nine percent (9%) indicated that police patrols need to be visible between three and five times and 66% indicated that it needs to happen between 18h00-00h00. The percentages for police visibility during the above time-frames indicate that the respondents prefer the police to patrol the area all the time and during the evenings. The respondents from the focus groups prefer the police to be visible from 06h00-09h00 and 18h00-00h00. They would also like to see patrols on foot and bicycle and patrols after every 15-30 minutes⁶⁹.

Additional comments from the focus group's discussions

The participants feel that the witness protection programme must be improved as witnesses are reluctant to come forward due to poor services from the police.

The focus group suggested that police officers show more respect towards CPF members and respect the position they hold.

The participants also recommend that police officers go through a strict screening process before being appointed.

Prostitution, human trafficking and illegal shebeens are a major problem in the areas and the police officers are struggling to manage these crimes.

4.9 STAKEHOLDER INTERVIEWS

The 2011/2012 identification of PNPs in the Western Cape involved conducting sector specific in-depth interviews with selected stakeholders from different sectors of the Western Cape community. The stakeholder interviews were conducted with leaders from business, religious formation, farmers' organization, NGOs, research institutions and the Western Cape Community Police Board. The stakeholders' input is based on the six variables/themes that were measured, namely, priority crimes, police resources, police visibility, stakeholder relations, awareness of the witness protection programme and substance abuse. The following is the thematic presentation and analysis of the stakeholder's contribution to the PNPs of the Western Cape.

4.9.1 South African Council of Churches (SACC) Western Cape

Priority Crimes

In terms of the three priority crimes the South African Council of Churches (SACC) Western Cape have indicated that murder, domestic violence and burglary at faith premises are the three crimes they would like the police to focus on in their sector. The SACC Western Cape has ranked the three crimes as follows:

Murder – the most important;

Domestic violence – the second most important; and

Burglary at faith premises – the third most important.

The SACC has suggested that the police need better training to be able to deal with these crimes in their sector. The SACC Western Cape respondent went on to say that police visibility is not bad at all but it is just not effective. He said at times he wondered whether the police know what to do when they encounter a particular situation. The respondent made an example of when he paid a visit in Nyanga and as he was driving the local taxis blocked the road. He said fortunately the police van came towards them as it just passed as if there was nothing wrong with what the taxis were doing.

⁶⁹ibid

Police Resources

In terms of police resources the respondent indicated that according to his personal experiences of crime and police in his sector, he does not think that there are enough police resources (police vans and police officers) allocated to address crime in the sector. He said they had recently encountered a situation where while they were inside the church one of the church members lost his car battery and he only realized it when he was trying to start his car.

The respondent also indicated that according to his personal experience of the police, he does not think that police resources are utilized effectively and optimally. He made an example of the police response time and police corrupt practices where one would find them approaching young women while they are on duty and sometimes using police vehicles to do their groceries.

The SACC Western Cape suggested that the issue of resource allocation and utilization could be improved by employing more dedicated police officers in the Western Cape. He said that the community needed a more dedicated police service to address crime in the community.

Police Visibility

SACC Western Cape indicated that although they would prefer the police to patrol their sector from twelve o'clock midnight to six o'clock in the morning (00H00-06H00) the police are supposed to patrol the community 24 hours, seven (7) days a week. The respondent said he would like to see the police doing patrols every thirty to forty five (30-45) minutes in his sector. He said more 'stop and search' operations should be conducted to improve police visibility in his sector. 'Stop and search' operations could prevent the problem before it reaches the community.

Stakeholder Relations

SACC Western Cape does not give input in the way resources are allocated by the police in the Province. In addition, the above-mentioned organization does not give input into the Western Cape Police Performance Plan according to the respondent.

The respondent suggested that more regular meetings between churches and the station commanders and also between churches and Mr Dan Plato (Minister of Community Safety) could improve the relationship between the religious sector and South African Police Service in the Western Cape.

Awareness of the Witness Protection Programme

SACC Western Cape respondent was not aware of the witness protection programme. He did not know whether the police in the Province protect witnesses in criminal cases. The respondent suggested that educational programmes on the witness protection programme be conducted so that people can be aware of it.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province and he did not know whether the police were dealing effectively with illegal drugs in the Western Cape. However, he said the police needs to improve upon what they are doing.

Additional input/Comment

The respondent was not sure about the accessibility of the CPFs to the community in general. He said the police and the CPFs should go to the churches and listen to peoples' experiences of crime and policing in the churches. He sees a need to have more community dialogues in the Province.

4.9.2 Cape Peninsula Organization for the Aged (CPOA)

Priority Crimes

In terms of the three priority crimes the Cape Peninsula Organization (CPOA) for the Aged have indicated that robbery at business premises, common theft and fraud are the three crimes they would like the police to focus on in their sector. CPOA has ranked the three crimes as follows:

Robbery at business premises – the most important;

Common theft – the second most important; and

Fraud – the third most important.

CPOA has suggested that with increased police visibility and fraud awareness programmes such crimes could be reduced in his sector.

Police Resources

In terms of police resources, the CPOA respondent said that he does not think that there are enough police resources (police vans and police officers) allocated to address crime in his sector. His explanation was that it takes too long for the police to respond when they are called out. The respondent indicated that due to shortage of resources he does not think that police resources are utilized effectively and optimally.

The CPOA has suggested that the issue of resource allocation and utilization could be improved by employing more dedicated police officers in the Western Cape.

Police Visibility

CPOA indicated that they would prefer the police to patrol their sector from twelve o'clock midnight to six o'clock in the morning (00h00-06h00). The CPOA respondent said he would like to see the police doing patrols every 60 minutes (hourly) in his sector. He said more police officers doing patrols at night should be considered in order to improve police visibility in his sector.

Stakeholder Relations

CPOA does not give input in the way resources are allocated by the police in the Province. In addition, the CPOA does not give input into the Western Cape Police Performance Plan according to the respondent.

The respondent indicated that the relationship between CPOA and South African Police Service (SAPS) in the Western Cape could improve if SAPS can improve service to the elderly.

Awareness of the Witness Protection Programme

The CPOA respondent is aware of the witness protection programme. He believed that the police in the Province protect witnesses in criminal cases. The respondent is satisfied with the witness protection programme as it is at the moment.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. He said he is not satisfied with the way in which the police deal with illegal drugs in the Western Cape because substance abuse has increased drastically.

Additional input/Comment

The respondent emphasized that all sectors relating to security should be more visible.

4.9.3 Western Cape Community Police Board

Priority Crimes

In terms of the three priority crimes the Western Cape Community Police Board, herein referred to as the Board, indicated that gangsterism, murder and domestic violence are the three crimes they would like the police to focus on in the Province. The Board has ranked the three crimes as follows:

Gangsterism – the most important;

Murder – the second most important; and

Domestic violence – the third most important

The Board suggested that these crimes could be reduced by implementing social projects, awareness campaigns, effective use of police resources, community participation and stiff sentences by the judiciary on the above – mentioned three crimes.

Police Resources

In terms of police resources the Board respondent said that he could not say that there are or whether there are not enough police resources (police vans and police officers) allocated to address crime in the Province because in most cases there is a lack of human resources. Where there are resources there is a lack of training.

In terms of the utilization of police resources the Board respondent indicated that it depends on the management of each police station. He said that policing is a service. Therefore, some station commanders treat it as such. In other cases station commanders are showing a more authoritative attitude instead of using business acumen thus showing lack of skills in combating crime.

The Board has suggested that the issue of resource allocation and utilization could be improved by employing more dedicated police officers in the Western Cape.

Police Visibility

The Board indicated that they would prefer the police to patrol local communities from six o'clock in the evening to twelve o'clock midnight (18h00-00h00). The Board respondent said he would like to see the police doing patrols every fifteen to thirty minutes (15-30 minutes) in the Province. He said more police officers doing patrols should be done during the day and night to improve police visibility in the Province.

Stakeholder Relations

The Western Cape Community Police Board does not give input in the way resources are allocated by the police in the Province. In addition, the Board does not give input into the Western Cape Police Performance Plan according to the respondent. The respondent explained that SAPS in the Western Cape does not afford community participation in the allocation of police resources and the Western Cape Police Performance Plan.

The Board respondent suggested that recognition and communication need to improve between the Provincial Board and SAPS. He also suggested that the service level agreement (SLA) could also improve the relationship between the two parties in the sense that the Board would be able to hold the police accountable for what they agree upon.

Awareness of the Witness Protection Programme

The Board respondent is aware of the witness protection programme. However, he believed that the police in the Province do not always protect witnesses in criminal cases. He said the witness protection programme need to be taken seriously so as to encourage witnesses to feel safe and testify readily in the court of law.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. He said he is not satisfied with the way in which the police deal with illegal drugs in the Western Cape because of police complacency and sometimes police involvement in protecting the perpetrators. Police corruption and collusion (work hand in hand with the criminals) make it difficult to arrive in a successful conviction thus eliminating the problem.

Additional input/Comment

The respondent concluded by saying that sector policing need to be implemented as instructed by the national legislation in terms of Sector Policing Instruction.

4.9.4 Agri Wes-Cape

Priority Crimes

In terms of the three priority crimes Agri Wes-Cape (AWC) indicated that "farm incidents" (which consist of Assault (GBH), sexual offences, murder, armed robbery, substance abuse, theft and stock theft), common theft and shebeens are the three crimes they would like the police to focus on in the agricultural sector. AWC has ranked the three crimes as follows:

"Farm incidents" – the most important;

Common theft – the second most important; and

Shebeens – the third most important

AWC has suggested that these crimes could be reduced by implementing the following:

Visual SAPS Patrols, increased manpower and resources, action related to crime tendencies, community upliftment projects and skills development programmes.

Police Resources

In terms of police resources the AWC respondent said that according to the two surveys they have conducted in 2008 and 2011 there are not enough police resources (police vans and police officers) allocated to address crime in the Agricultural sector.

In terms of the utilization of police resources the respondent indicated that the survey they conducted in 2008 and 2011 has also confirmed that police resources are not utilized effectively and optimally.

AWC has suggested that resource allocation and utilization could be improved by employing more dedicated police officers in the Western Cape.

Police Visibility

In terms of police visibility, the respondent indicated that they would prefer patrols that are directed by crime pattern in rural areas, regular visibility and farm visits. When asked how often he would like to see the police doing patrols in his sector the AWC respondent said that it is not practical in rural areas to say every 15-30 minutes or hourly due to distance and terrain. He said police visibility in the agricultural sector can be improved by fully implementing sector policing in the Province.

Stakeholder Relations

Agri Wes-Cape does not give input in the way resources are allocated by the police in the Province. In addition, AWC does not give input into the Western Cape Police Performance Plan according to the respondent because they were not invited to participate. He said numerous requests to meet with Lieutenant General Lamoer were turned down.

The respondent suggested that the relationship between AWC and SAPS in the Western Cape could be improved by bringing back regular report structure (Joints) where sectors of economy met SAPS. He said the agriculture sector is willing to participate but is ignored.

Awareness of the Witness Protection Programme

The AWC respondent is aware of the witness protection programme. However, he did not know whether the police in the Province protect witnesses in criminal cases. He said the witness protection programme could be improved by getting criminals out of SAPS.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. He said he is not satisfied with the way in which the police deal with illegal drugs in the Western Cape because the problem of illegal drugs does not need a tolerance approach.

Additional input/Comment

The respondent concluded by suggesting that the placement/deployment of service members in relation to existing community culture, language and needs be implemented.

4.9.5 Lifeline/Childline Western Cape

Priority Crimes

In terms of the three priority crimes the above-mentioned organization indicated that sexual offences, domestic violence and substance abuse are the three crimes they would like the police to focus on in their sector. Lifeline/Childline has ranked the three crimes as follows:

Sexual offences – the most important;

Domestic violence – the second most important; and

Substance abuse – the third most important

Lifeline has suggested that these crimes could be reduced by making sure that the police are more visible and that there is more effective input from the Department of Justice. Those in conflict with the law need to be aware that there are definite consequences for breaking the law.

Police Resources

In terms of police resources, the Lifeline respondent indicated that there are not enough police resources (police vans and police officers) allocated to address crime in their sector. She said that according to their experience, victims often have to wait for the police to intervene, which compound the trauma. Often, this is as a result of lack of resources within SAPS.

In terms of the utilization of police resources the respondent indicated that police resources are not utilized effectively and optimally. She said her organization's opinion is that resources could be used more optimally in terms of patrolling and response to crimes against members of society. There are also many times where they see and hear of police in stationary vans not reacting when the need arises.

Lifeline has suggested that resource allocation and utilization could be improved by employing personnel and increase vehicles. Personnel should however be in specialized units.

Police Visibility

In terms of police visibility, the Lifeline respondent indicated that they would prefer the police to patrol their sector from six o'clock in the evening to twelve o'clock midnight (18H00-00H00). She said that they would like to see the police doing patrols every thirty to forty five minutes (30-45 minutes) in their sector. She said more police officers doing patrols during the day and night can improve police visibility in their sector.

Stakeholder Relations

Lifeline/Childline does not give input in the way resources are allocated by the police in the Province. In addition, Lifeline does not give input into the Western Cape Police Performance Plan.

The respondent suggested that in order to improve the relationship between her sector /organization and SAPS in the Western Cape, there needs to be more interaction between the police and Non-Governmental Organizations (NGOs). It is not enough to have the Victim Support rooms at the police stations, as these are often not staffed by properly trained people. Engaging with NGOs would give more insight to the police as to how to improve services more effectively, as NGOs work at grassroots level. NGOs are often aware of a lot of information that could be beneficial if the police has a better relationship/partnership with them. This does not mean that there is a need to develop another forum. The police could slot in to an existing NGO forum.

Awareness of the Witness Protection Programme

The Lifeline respondent was not aware of the witness protection programme. She therefore did not know whether the police in the Province protect witnesses in criminal cases. She was not sure as to how the witness protection programme could be improved as she indicated that she does not know much about the programme.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. She said she is not satisfied with the way in which the police deal with illegal drugs in the Western Cape because the way in which illegal substances are dealt with needs to be done more vigorously. There are many times that the dealing with illegal substances are not properly addressed and dealt with. She said her organization still sees many people who are victims of various types of abuse and the perpetrators have access to illegal substances.

Additional input/Comment

The respondent concluded by adding the problem of abuse/exploitation of domestic workers.

4.9.6 Western Cape Association for Persons with Disabilities

Priority Crimes

In terms of the three priority crimes the above-mentioned organization indicated that substance abuse, domestic violence and sexual offences are the three crimes they would like the police to focus on in their sector. The Association for persons with disabilities has ranked the three crimes as follows:

Substance abuse – the most important;

Domestic violence – the second most important; and

Sexual offences – the third most important

The Association has suggested that in order to reduce these crimes, more visible policing would be required as well as aspects on protection of children and women in the community. The Association's respondent has also suggested that the Child Protection Unit be brought back so that it can help in cases being dealt with effectively.

Police Resources

In terms of police resources, the respondent indicated that there are not enough police resources (police vans and police officers) allocated to address crime in their sector. The explanation given was that the response time on reported cases is often slow due to the fact that police say all the vehicles are out and that they would come as soon as there is a van available. This leads to the community not having trust in the police services. Staffing also seems to be an issue as one is often caught in long queues when reporting cases at the police station.

In terms of the utilization of police resources, the respondent indicated that police resources are not utilized effectively and optimally.

The Association has suggested that resource allocation and utilization could be improved by deploying more police officers at the Community Service Centres.

Police Visibility

In terms of police visibility, the respondent indicated that they would prefer the police to patrol their sector all the time (24 hours a day). She said that they would like to see the police doing patrols hourly (every 60 minutes) in their sector. When asked what can be done to improve police visibility she said more police officers doing patrols during the day and night could improve police visibility in their sector.

Stakeholder Relations

The Western Cape Association for Persons with Disabilities does not give input in the way resources are allocated by the police in the Province. In addition, the Association does not give input into the Western Cape Police Performance Plan.

The Association's respondent suggested that more consultation and networking between her sectors and SAPS Western Cape is needed in order to improve their relationship.

Awareness of the Witness Protection Programme

The respondent was not aware of the witness protection programme. She therefore did not know whether the police in the Province protect witnesses in criminal cases.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. She said she is not satisfied with the way in which the police deal with illegal drugs in the Western Cape because drugs are still easily accessed and available in the communities. It seems as if drug deals are happening under the nose of the Police.

Additional input/Comment

Child abuse is a big problem and therefore specialized crime units (e.g. Child Protection and Narcotics) should be brought back to address these issues.

There is a need for more integrated services between SAPS, Metro Police and Traffic Law Enforcement.

4.9.7 Western Cape Street Children's Forum

Priority Crimes

In terms of the three priority crimes the Forum has indicated that child abuse, substance abuse and xenophobia are the three crimes they would like the police to focus on in their sector. The Forum has ranked the three crimes as follows:

Child abuse – the most important;

Substance abuse – the second most important and

Xenophobia – the third most important

In terms of how to reduce these crimes the Forum suggested the following:

Child Abuse: Not ignoring children in need of care and protection as defined by new Children's Act and reporting them to DSD on form 36, including children living, working, begging on the street, children involved in commercial exploitation, Child labour (such as parents using children to beg, or businesses exploiting children for profit). Also those exploiting or abusing children in anyway need to be prosecuted to the full extent of the law. All acts and laws protecting children need to be taken into consideration. Police should also be helping to identify and protect children not in school. Police should be trained and informed around these acts.

Substance Abuse is decimating our children, youth and their families and everything needs to be done to stop this. However, it is not just the drug dealers that need to be targeted, but even the bottle stores selling alcohol on credit, the hardware shops selling glue and even the adults who buy such substances on behalf of children need to be targeted. Police members should and must be more vigilant in following this up. Stricter policies and regulations needs to be in place.

Xenophobia is a major threat to children's safety and all children, including unaccompanied foreign minors need to be afforded the same rights as all South African children as set down by law. The way to deal with this is education and ensuring all children and youth are protected according to the law. Awareness Campaigns; Dialogue sessions with community members and community leaders needs to take place.

Police Resources

In terms of police resources the Forum indicated that there are not enough police resources (police vans and police officers) allocated to address crime in their sector. The explanation given was that it is not so much the lack of resources that is an issue, but how these resources are used to protect children. It should be the role of every policeman/woman to know the Children's Act and help to identify, report and refer children in need of care and protection.

More police woman and men need to be working with these specific issues. Not enough is being done with respect to this as the focus is more on other crimes. Stricter rules and regulations are needed to guide the police service.

In terms of the utilization of police resources, the Forum indicated that police resources are not utilized effectively and optimally. The explanation given was that police action is based on law infringement and should rather give more attention to care and protection of children. There should be a special unit working on family and especially children's safety and protection.

Special vehicles to deal with these issues needs to be booked out just for this work – not enough vehicles. Personnel need to be trained, informed, educated and committed to this.

The Forum has suggested that resource allocation and utilization could be improved by, among other things, taking on a "care and protection" role.

Police Visibility

In terms of police visibility the Children's Forum indicated that they would prefer the police to patrol their sector all the time but mostly from six o'clock in the evening to six o'clock in the morning (18h00-06h00). Respondents said that they would like to see the police doing patrols every 15-30 minutes in their sector. When asked what can be done to improve police visibility the Forum suggested that children in need of care and protection should be taken note of.

Stakeholder Relations

The Western Cape Street Children's Forum does not give input in the way resources are allocated by the police in the Province. In addition, the Forum does not give input into the Western Cape Police Performance Plan.

The Forum suggested that in order to improve the relationship between SAPS Western Cape and other stakeholders, the police need to understand that organizations looking after difficult children have a huge challenge on their hands and the best interests of the children at heart. The police should therefore understand that when a child reports a problem with an organization to the police that the child may be trying to manipulate the staff member concerned. The police must follow up any report of abuse, but need to consider all the facts and input from the organization/staff member concerned rather than only just taking the child's side. Children's rights also come with children's responsibilities. Therefore there needs to be more of an open working relationship with children's organizations. Police also need to be part of information meetings/forums, like our forum as well as be part of care and protection platforms.

Awareness of the Witness Protection Programme

The Forum respondents were aware of the witness protection programme. The respondents indicated that they do not think that the police in the Province protect witnesses in criminal cases.

The Forum suggested that in order to improve the witness protection programme, witnesses/victims needs to be protected and dealt with great respect and dignity; have a special reporting room and have people taking the report understand the trauma and the sensitivity of the person, the issue and the way in which they ask the questions and show some trust and not judgment so that victims do not feel interrogated. They also have to be placed in safe care so that they are not subjected to be victimized and interrogated or have fear for their lives. Trauma counselling is of high priority.

Substance Abuse

The Forum indicated that substance abuse is a problem in the Province. The Forum was however, not satisfied with the way in which the police deal with illegal drugs in the Western Cape because they say drugs continue to remain available throughout the province and anyone found either selling drugs to a child or using a child to sell drugs should face full police action. The Forum was of the opinion that children should be seen as a no go area as far as the drug trade is concerned and that children need to be informed and be protected against these acts.

Additional input/Comment

The forum felt that the exploitation of children remains one of the main reasons why we have children living, working and begging on the street. All those who exploit children in anyway should be targeted and it would assist in keeping children off the street and in care or at home/school. They were also of the opinion that a discussion needs to be held with the police and their sector to identify all exploitative factors and what could be done about them, as well as to set up a protocol for the police to help identify, report and refer children in need of care and protection properly.

As a final comment the forum also felt that the police could also assist in educating members of the public not to give money to children who beg and to prosecute businesses that use children to make a profit. For instance corner stores who allow children to play (and pay for) video games during school hours.

4.9.8 Business Against Crime Western Cape

Priority Crimes

In terms of the three priority crimes Business Against Crime Western Cape (BACWC) has indicated that robbery at business premises, common robbery and hijacking are the three crimes they would like the police to focus on in the business sector. BACWC has ranked the three crimes as follows:

Robbery at business premises – the most important;

Common robbery – the second most important and

Hijacking – the third most important

BACWC has suggested that in order to reduce these crimes SAPS should be more visible and there must be increased awareness campaigns with general public.

Police Resources

BACWC has indicated that there are enough police resources (police vans and police officers) allocated to address crime in the business sector. The explanation given was that in terms of international standards the ratio of SAPS versus the population is amongst the highest in the world.

BACWC also indicated that police resources are utilized effectively and optimally. The explanation given was that the implementation of the Sector Policing Strategy of the SAPS increases the effectiveness and optimal utilization of SAPS resources.

The organization has suggested that resource allocation and utilization could be improved by employing more dedicated police officers in the Western Cape.

Police Visibility

In terms of police visibility the organization has indicated that they would prefer the police to patrol their sector from six o'clock to nine o'clock in the morning (06h00-09h00) and six o'clock in the evening to twelve o'clock midnight (18h00-00h00). The BACWC respondent said that they would like to see the police doing patrols hourly (every 60 minutes) in their sector. When asked what can be done to improve police visibility he said more stop and search operations in the Province could improve police visibility in the business sector.

Stakeholder Relations

BACWC gives input in the way resources are allocated by the police in the Western Cape. BACWC manages projects in collaboration with the SAPS. In verifying the need for enhanced deployment by SAPS, BACWC uses this mechanism to give input in the allocation of police in the Province.

However, BACWC does not give input into the Western Cape Police Performance Plan. When asked what can be done to improve the relationship between their sector/organization and SAPS in the Western Cape BACWC indicated that their relationship with the SAPS is formalized in a MOU (Memorandum of Understanding).

Awareness of the Witness Protection Programme

BACWC respondent indicated that he is aware of the witness protection programme. He believed that the police in the Province protect witnesses in criminal cases. The respondent suggested that awareness campaigns should be conducted on a continuous basis in order to improve the witness protection programme.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. He said his organization is not satisfied with the way in which the police deal with illegal drugs in the Western Cape. He said the South African Narcotics Bureau (SANAB) should be reinstated to address illegal drugs.

4.9.9 Social Justice Coalition (SJC)

Priority Crimes

In terms of the three priority crimes Social Justice Coalition (SJC) has indicated that murder, sexual offences and assault (GBH) are the three crimes they would like the police to focus on in their sector. SJC has ranked the three crimes as follows:

Murder – the most important

Sexual offences – the second most important and

Assault (GBH) – the third most important.

In order to reduce these crimes SJC has made the following suggestions:

- Increased visible policing especially in informal settlement;
- Improved infrastructure such as roads and lights;
- The creation of safe spaces especially for children such as after-school care;
- Build libraries etc.;
- Increased levels of community patrols and
- Use of CPFs to find out about hotspots of crime.

Police Resources

SJC has indicated that there are not enough police resources (police vans and police officers) allocated to address crime in their sector. The explanation given was that there have been times when police members told the organization that they could not attend to a matter because of a lack of transport. Given the population of Khayelitsha and the continued rising crime rate it is clear that more resources need to be allocated in the area.

In terms of the utilization of police resources SJC indicated that police resources are not utilized effectively and optimally. The explanation given was that there was recently a burglary at SJC premises. SAPS sent four (4) police officers to take a statement the following day and were there for more than an hour – an obvious waste of effectively using the station's resources.

SJC has argued that it has to be a combination of measures to improve resource allocation and utilization in the Western Cape – not in isolation of other measures.

Police Visibility

In terms of police visibility the organization has indicated that they would prefer the police to patrol their sector from twelve o'clock midnight to six o'clock in the morning (00H00-06H00). The SJC respondent said that they would like to see the police doing patrols every 15-30 minutes in their sector. When asked what can be done to improve police visibility the respondent said that all the necessary measures need to exist and to be implemented in combination with each other.

Stakeholder Relations

Social Justice Coalition gives input in the way resources are allocated by the police in the Western Cape. As a civil society organization focused on creating safer communities SJC has advocated for resources to be allocated to areas most in need, those that continue to suffer from disproportionately high levels of crime such as Khayelitsha.

However, SJC does not give input into the Western Cape Police Performance Plan. When asked what could be done to improve their relationship with SAPS in the Western Cape SJC indicated that there is much that can be done but key to this is the way that the SAPS operate and conducts their work in communities. Too often SJC get reports of police not doing their job correctly which damages relations with the community – sometimes there are far serious offences such as incorrect use of service.

Awareness of the Witness Protection Programme

The SJC respondent indicated that he is aware of the witness protection programme. He did not believe that the police in the Province protect witnesses in criminal cases. When asked what could be done to improve the witness protection programme the respondent has shared his organization's experience with SAPS. He said SAPS has not offered adequate support and protection for witnesses. In cases the SJC has monitored witnesses that fled the Province after being threatened and others have had to go into hiding because they were not given sufficient assistance by SAPS.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. He said his organization is not satisfied with the way in which the police deal with illegal drugs in the Western Cape. He said more emphasis need to be placed on social prevention strategies that will lower rates of substance abuse. Roadblocks for example are important but they do not tackle the larger problem of drug production and distribution. Having said that, he acknowledged that substance abuse and its dangerous effects are difficult to monitor and combat.

Additional input/Comment

The SJC respondent commented with emphasis that resources need to be diverted to areas most in need. Where the SJC work there are three (3) police stations serving anywhere from 750. 000 to 1 million people and there are simply not enough police vehicles, and other resources to serve so many people in an area which already suffers from very high levels of crime.

4.9.10 Institute for Security Studies (ISS)

Priority Crimes

In terms of the three priority crimes the Institute for Security Studies (ISS) has identified Assault (GBH), domestic violence and common assault as the three crimes they would like the police to focus on in their sector. ISS has ranked the three crimes as follows:

Assault (GBH) – the most important

Domestic violence – the second most important and

Common assault – the third most important

ISS has made the following suggestions in order to reduce these crimes:

- Raise the levels of education and increase the opportunities for employment;
- Improve and expand sporting facilities and range of sports that people participate in;
- More housing should be provided;
- Raise the level of awareness of vulnerable sectors of the community of the risks of cyber crime and credit card fraud and
- Enhance security levels for residential properties.

Police Resources

The ISS respondent has indicated that there are enough police resources (police vans and police officers) allocated to address crime in their sector. The explanation given was that generally, the Southern suburbs are well policed, apart from being served by private security organizations. The ratio of police to residents is acceptable, and the CPFs are functional.

In terms of the utilization of police resources the ISS respondent has indicated that police resources are sometimes not utilized effectively and optimally. The explanation given was that there are some cases of apparent misuse and waste that the respondent has noticed.

The respondent has also indicated that resource allocation and utilization in the Western Cape can be improved by enhancing the quality of police training.

Police Visibility

In terms of police visibility the organization has indicated that they would prefer the police to patrol their sector from twelve o'clock midnight to six o'clock in the morning (00h00-06h00). The ISS respondent said that they would like to see the police doing patrols every two (2) hours in their sector. When asked what could be done to improve police visibility the respondent indicated that more police officers doing patrols at night can improve police visibility.

Stakeholder Relations

ISS gives input in the way resources are allocated by the police in the Western Cape through conducting research, commenting on crime statistics and trends, and briefing the police. However, ISS does not give input into the Western Cape Police Performance Plan.

When asked what could be done to improve their relationship with SAPS in the Western Cape ISS indicated that collaboration at the strategic planning level, through meetings and sharing ideas on methods of tackling crime can improve their relationship with SAPS.

Moreover, they felt that if the police could assign research to ISS, with access to the data required for effective analyses.

Awareness of the Witness Protection Programme

The ISS respondent indicated that he is aware of the witness protection programme. In addition, he thought that the police in the Province protect witnesses in criminal cases.

When asked what could be done to improve the witness protection programme in the Western Cape the respondent suggested that better support services for witnesses under protection and trauma counselling would help.

Substance Abuse

The respondent indicated that substance abuse is a problem in the Province. But he said he is partially satisfied with the way in which the police deal with illegal drugs in the Western Cape. He said there should be more emphasis on managing the demand for drugs. On the punitive side more seizures of drug dealers' assets are required.

4.9.11 Cape Chamber of Commerce and Industry

The Cape Chamber of Commerce and Industry has submitted completed questionnaires from five of its branches and a short summary of their input. The following input is largely based on the input from the five branches with particular reference to two of those branches, namely, Laphumilanga Youth Development in Khayelitsha and Community Upliftment Project in Athlone.

Priority Crimes

In terms of the three priority crimes the Chamber has identified burglary at residential premises, domestic violence and substance abuse as the three crimes they would like the police to focus on in the business sector. The three crimes have been ranked as follows:

Burglary at residential premises – the most important

Domestic violence – the second most important; and

Substance abuse – the third most important

The Khayelitsha branch called Laphumilanga Youth Development has suggested that more personnel in Khayelitsha and speeding up of the new police station in Makhaza, Khayelitsha should be considered in order to reduce these crimes. The Athlone branch called Community Upliftment Project suggested more police visibility, improved police response time and reduction of drug-related crime.

Police Resources

The general feeling from all the five branches was that there are not enough police resources (police vans and police officers) allocated to address crime in the business sector.

The Laphumilanga Youth Development branch said that the population in Khayelitsha continues to grow; resources should be allocated in accordance with the population size.

The Community Upliftment Project mentioned absenteeism, untrained police officers, language barrier, broken police vehicles and half an hour before and after shift ends and starts as some of the contributing factors to the allocation of police resources to address crime in their sector.

In terms of the utilization of police resources all the five branches indicated that police resources are not utilized effectively and optimally. The explanation given by one of the branches was that sector vans that are allocated to a particular sector are normally found in other sectors which makes one sector vulnerable.

When asked what could be done to improve resource allocation and utilization in the Western Cape, Laphumilanga Youth Development suggested that increasing the number of police vehicles could improve resource allocation and utilization while Community Upliftment Project suggested that better management of the current resources would help.

Police Visibility

In terms of police visibility the Laphumilanga Youth Development has indicated that they would prefer the police to patrol their sector from six o'clock in the evening to twelve o'clock midnight (18h00-00h00) while Community Upliftment Project preferred the police to patrol twenty four (24) hours a day. Both the Laphumilanga Youth Development and Community Upliftment Project branches have indicated that they would like to see the police doing patrols every 15-30 minutes. The Community Upliftment Project has also suggested that the police need to vary frequency so that there is no pattern. When asked what could be done to improve police visibility the Laphumilanga Youth Development branch indicated that more police officers doing patrols at night could improve police visibility while Community Upliftment Project suggested that fully implementing sector policing in the Province could make a difference.

Stakeholder Relations

Only one branch, namely Castle Estate (PTY) (LTD) and Killarney Gardens Property Association of the Cape Chamber of Commerce and Industry gives input in the way resources are allocated by the police in the Western Cape. The above mentioned branch has two monthly meetings with SAPS Milnerton exchanging information. The branch is the only one of the five branches that gives input in the Western Cape Police Performance Plan.

When asked what could be done to improve their relationship with SAPS in the Western Cape the Castle Estate and Killarney Gardens branch was the only branch that has indicated that they have a very good relationship with the police while the other branches have expressed the need for a strong partnership between their organization and SAPS in the Province.

Awareness of the Witness Protection Programme

Only one (1) branch, namely, NR Direct has indicated that it is aware of the witness protection programme. While three of the five branches did not know whether or not the police in the Province protect witnesses in criminal cases the other two branches (i.e. Laphumilanga Youth Development and Community Upliftment Project) indicated that they do not think that the police in the Province protect witnesses in criminal cases.

When asked what could be done to improve the witness protection programme in the Western Cape the abovementioned two branches indicated that they need to be familiarized about the programme.

Substance Abuse

All the five branches indicated that substance abuse is a problem in the Province. Three of the five branches indicated that they are not satisfied with the way in which the police deal with substance abuse in the Western Cape whereas one branch was satisfied. Only one branch did not know.

The explanation given by Community Upliftment Project was that they are not satisfied because the problem is growing and the police seem to have no answer for addressing it. In some cases the police are part of the illegal drug business. The explanation given by Laphumilanga Youth Development was that combating illegal drugs needs a new approach and perhaps redeployment of police into new areas they are not familiar with would help.

Additional input/Comment

ATM fraud was mentioned by the two branches that are based in Khayelitsha (Laphumilanga Youth Development and Cape Chamber Khayelitsha Chapter).

The placement of police officers in the local communities without looking at the culture and predominant language of the community concerned was also mentioned.

It was also suggested that the police and traffic law enforcement should be stricter especially with regard to offences committed by taxi drivers.

Crime generators in all of the five branches are mostly due to socio-economic problems arising from neighbouring areas. This contributes to the property related crimes which is also very high on the list, followed by residential theft, domestic violence and substance abuse.

Many of the businesses feel that the visibility of police and law enforcement is very weak to non-existent in some areas. Resources should be applied to these areas which suffer from a lack of law enforcement presence.

4.9.12 Summary of the key issues that emerged from the stakeholder interviews

Domestic violence (6) was mentioned by at least six stakeholders, followed by substance abuse (4), murder (3) and sexual offences (3). Eight out of eleven stakeholders interviewed indicated that there are not enough police resources allocated to address crime in their sectors. Most of the stakeholders (4) indicated that they would like the police to patrol their sectors every fifteen to thirty (15-30) minutes. Although some of the stakeholders (Business Against Crime Western Cape, Social Justice Coalition and Institute for Security Studies) give input in the way police resources are allocated in the Western Cape most of the stakeholders do not give input into the Western Cape Police Performance Plan. About seven of the stakeholders were aware of the witness protection programme while others were not. All the stakeholders indicated that substance abuse is a problem in the Province.

4.10 OTHER KEY CIVILIAN OVERSIGHT ACTIVITIES THE DEPARTMENT CONDUCTED IN 2011/2012.

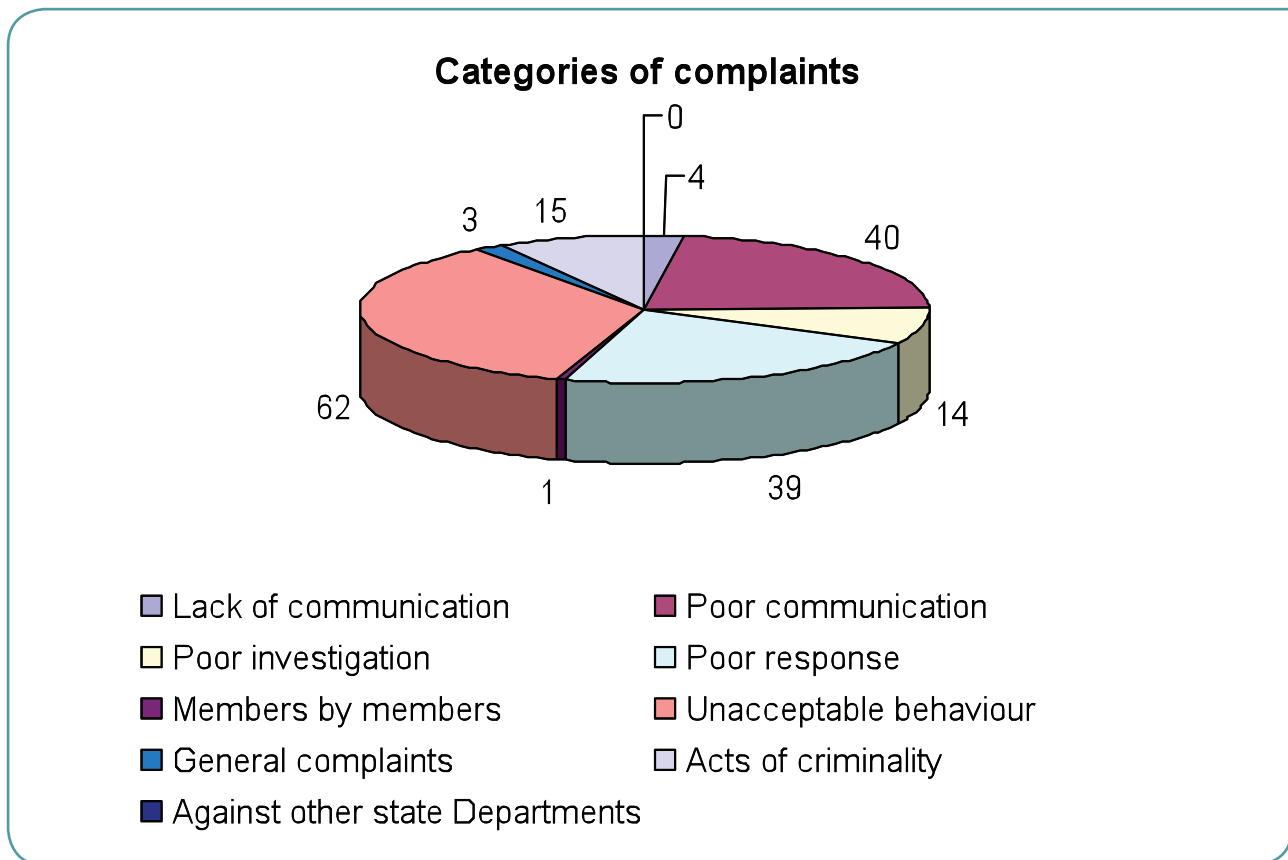
4.10.1 Ministerial Outreach Programme

The Ministerial Outreach Programme is one of the key Departmental civilian oversight activities conducted every year. The Programme comprises of 5 pillars namely police station visits, public accountability meetings, stakeholder forum meetings, ad hoc visits (marches, walk-about, roadblocks) and traffic centre visits. This year the outreach programme covered the Western Cape Province with a focus on 17 priority areas. These areas include some of the drugs and murder crime hotspots in the Province such as Manenberg, Nyanga, Gugulethu, Elsies River, Mitchell's Plain and Khayelitsha as well as the Province's gang infested areas such as Hanover Park (Philippi) and Lavender Hill (Steenberg). The 17 areas were identified due to the high prevalence of gang violence including drug and alcohol abuse.

4.10.2 Monitoring and Evaluation

One of the key activities of the Monitoring and Evaluation function involves the registration of complaints and compliments received on service delivery of the law enforcement agencies in the Province. Between 01 April – 30 September 2011 about 178 complaints were lodged against the law enforcement agencies in the Western Cape via the service delivery poster campaign of the Department of Community Safety. Sixty two (62) of the complaints highlighted the unacceptable behaviour of law enforcement agencies. There is thus a need for law enforcement agencies to treat clients and the community members with dignity and respect and to abide by the Code of Conduct. The highest number of complaints lodged against individual police stations for the above-mentioned period was lodged against Delft Police Station (75), Mitchell's Plain (51) and Cape Town Central (44). The office of the Minister of Community Safety received 154 complaints which was either referred to SAPS or the Monitoring and Evaluation section of the Department of Community Safety.

Graph 5: Different categories of complaints lodged with the Department between April and September 2011.



In addition to the registration of complaints and compliments there was the assessment of management of firearms and compliance monitoring of the police stations in terms of the National Monitoring and Evaluation Tool (NMET). Between April and November 2011 forty (40) police stations have been visited in the execution of the above-mentioned civilian oversight activities. The key findings of these civilian oversight visits involved, among other things, the need to fill the vacant positions in other stations like Hout Bay; the need to tighten controls on the management of firearms and other resources and to have designated officials for loss management.

The Ministry (DoCS), in conducting its oversight responsibilities, has highlighted that following a road crash it is often necessary to have a motor vehicle, bus, truck, etc examined by an expert to determine the cause of the crash. It might be that the accident was caused by failing brakes, faulty driving mechanisms, etc and this needs to be ascertained at a very early stage, preferably before the vehicle is towed away. Due to the fact that the police in the Western Cape do not have such an expert, and experts have to be summonsed from elsewhere, this sometimes causes delays in the vehicles being examined. This delay could have an impact on the proper investigation and prosecution of the case.

4.10.3 CPFs Functionality Study

In 2010/2011 the Department conducted a study on the functionality of the CPFs in the Province. The project aimed at, among other things, to determine the levels of functionality of each CPF in the Western Cape Province. The report on the findings of the study recommended that there is a need for the Department and SAPS to capacitate CPFs who were identified to be not fully functional through training and other interventions. The aim of the training will be to improve the level of functionality of CPFs throughout the province. The report identified the need to augment the Expanded Partnership Programme, which will facilitate access to information whereby CPFs would have the opportunity to keep police accountable and exercise oversight. The report also recommended that the Neighbourhood Watch become fully functional in terms of procedures to follow when dealing with different incidents, validation of information and access to databases.

The marketing of the Department's complaints line to the CPFs will serve as an effective tool to deal with complaints, which were not resolved satisfactorily at station level. To this end it is essential that all CPFs need to have access to computers to perform their daily operations. There is also a dire need to sensitize station commanders to the value and need of the CPFs to be involved in the development and approval of stations plans. The active involvement of CPFs will ensure buy-in to the plans and facilitate the sign-off of these plans with the station commanders.

The majority of CPFs indicated that they have a poor relationship with the Western Cape Community Police Board while others stated that there is no relationship at all. It is thus evident that the relationship between the CPFs and the Provincial Board needs to be strengthened;

A key area of concern was that CPFs indicated that they do not have access to SAPS Standing Order 101 complaints registers at police stations. This may be an indication of a lack of awareness from the CPFs about the use of the formal complaints procedures and registers available at police stations.

4.10.4 Watching briefs

The compilation of the PNPs report also involved the so-called Watching Briefs over criminal cases involving SAPS members. Information was gathered by amongst others, observing cases appearing in court referred to as "Watching Briefs". These Watching Briefs affords the Department an opportunity to hear what happens in court such as bail applications, giving evidence, verdicts etc.

During the identification of PNPs in the 2010/11 financial year the respondents identified key challenges that impacts on the cases sent to court. These included the shortage of skilled detectives that result in improper investigations; shortage of feedback provided to complainants and long time-frames spent on investigating cases. This same need was confirmed during the court briefs/ visits to the courts which identified the need for investigating officers to be more effective. Furthermore, the briefs highlighted the need for proper complaints handling procedures, which should include referral to specialized services in traumatic cases.

In addition, there is a need for investigating officers to ensure the timeous requisitioning of an accused should the accused be arrested and in custody for another case, so as to expedite the start or finalization of the trial. This necessitates for the statements to be properly documented and its accuracy verified before the set court date to avoid delays and to eliminate the request for further investigation by the prosecutor.

The Watching Briefs also highlighted the need for a gender balance of police staff especially where complainants are dealt with (at that unit) and are mostly representative of a particular gender. These challenges suggest that more skilled detectives should be recruited to decrease the case loads of detectives. In addition more resources should be provided to detectives. More resources will assist the detectives in improving policing service delivery at the police stations.

4.10.5 Policing Needs and Priorities identified through the Integrated Development Plans (IDPs) with the Municipalities.

4.10.5.1 City of Cape Town

The identified PNPs for the City of Cape Town include the following:

Improve safety and security through partnerships: to work closely with local communities, relevant government departments and elements of the private sector to strengthen the capacity of communities to prevent crime and disorder.

Extend the City's Neighbourhood Watch Assistance Project into new areas: to train the NHWs to identify the underlying causes of crime and disorder and provide guidance on how such matters can be addressed by communities.

Introduction of a Youth Police Academy to improve school safety and foster an interest and understanding of the law enforcement profession amongst learners.

Expanding the Violence Prevention through Urban Upgrading Programme: to prevent violence in these areas and consequently to improve the quality of life of the residents. The goals include a general increase in the safety of the beneficiary population, the upgrading of neighbourhood facilities, economic development, and community development.

Interventions/ recommendations

Ensure that all members of Neighbourhood Watch are trained in the principles of problem orientated crime prevention.

Joint Law Enforcement Initiatives through entering into formal agreements with certain NGOs and parastatals in terms of which specialized law enforcement services might be delivered should be pursued⁷⁰.

4.10.5.2 Cape Winelands district municipality

A mobile police station in Worcester was identified as a need. In Ashton prevention of drug and alcohol abuse was suggested. In Groot Drakenstein provision of a satellite police station was requested because the existing one is far from the community. Furthermore, provision of proper equipment to Neighbourhood Watch members to ensure safety and security in the ward in Groot Drakenstein was also requested. In Robertson prevention of drug and alcohol abuse was identified⁷¹.

4.10.5.3 Eden district municipality

In George slow reaction of police when the case has been reported was identified. Furthermore, crime in general, service delivery issues and substance abuse were identified as priorities in George.

In Plettenberg Bay crime prevention initiatives were recommended. In Ladismith a police station with holding cells was requested. In Knysna a new police station was requested⁷².

4.10.5.4 Overberg district municipality

In Arniston a need for an establishment of a satellite police station for improved Safety & Security in the fishing community was identified. In Grabouw a need for a satellite police station was also identified. In all the policing precincts in the Overberg district municipality it was requested that the department should ensure adequate resources for Community Police Forums (CPFs), Neighbourhood & Farm Watches. In Grabouw programmes for crime and drugs were recommended⁷³.

4.10.5.5 West Coast district municipality

In Porterville law enforcement was recommended to curb illegal sale of alcohol. A need for mobile police stations was identified in Saldanha and Darling. In Malmesbury reaction time was said to be too slow. Furthermore, public safety and shebeens were identified to be major challenge in Malmesbury⁷⁴.

4.10.5.6 Central Karoo district municipality

In Central Karoo there were no safety and security related issues identified during the IDP process. A related issue identified was the construction of a rehabilitation centre (Regional Correctional Facility) that can accommodate more inmates.

• ⁷⁰Draft Safety and Security Directorate's contribution towards the City's new 5 year IDP

• ⁷¹Cape Winelands District Municipality's register community/ regional priorities for support from sector departments 2012/15 financial years

• ⁷²Eden District Municipality's register community/ regional priorities for support from sector departments 2012/15 financial years

• ⁷³Overberg District Municipality's register community/ regional priorities for support from sector departments 2012/15 financial years

• ⁷⁴West Coast District Municipality's register community/ regional priorities for support from sector departments 2012/15 financial years

4.11 CONCLUSION

The Western Cape Department of Community Safety annually facilitates the identification of PNPs as part of its oversight function over the police service in the Province. The main objective of the PNPs is, among other things, to guide and influence the formulation of policing priorities at provincial and national level in respect of identified Provincial PNPs.

A household survey with a sample size of 13 347 was conducted. The survey covered all the 149 police precincts in the Province. Focus group discussions were conducted with the CPFs in all the twenty five (25) police clusters. Cape Town, Milnerton and Hermanus police clusters did not take part in the focus group discussions and only twenty two (22) police clusters participated in the focus groups discussions. The Department also conducted stakeholder interviews in addition to the household survey and the focus group discussions.

Substance abuse, burglary at residential premises and common robbery were identified by most of the participants as the three priority crimes in the Western Cape. Substance abuse was identified as the most important of all the three priority crimes identified above. In addition, substance abuse was among the three priority crimes identified by most of the stakeholders during the stakeholder interviews. The identification of substance abuse as the most important of the three priority crimes did not come as a surprise as the Western Cape accounts for almost half of the national drug-related crime according to the national crime statistics. The Cabinet of the Western Cape Government endorsed the establishment of specialised drug and gang units as the Western Cape policing need and priority.

In terms of the awareness of the witness protection programme, although the majority of the participants believe that testifying in court could increase the conviction rate they did not seem to be sure about the safety and the protection that witnesses receive. With regard to the rating of police service at the CSCs the majority of the participants did not seem to be satisfied with the quality of service rendered at the police station. In terms of police response time the majority of the participants are not satisfied with the police response time to distress calls from the community. With regard to community police relations the majority of the participants are not satisfied with the community police relations in the Western Cape. The majority of the participants preferred the police to patrol their areas from six o'clock in the evening to twelve o'clock midnight (18h00-00h00). Furthermore, the majority of the participants suggested that more police officers doing patrols during the day and night could improve police visibility.

Domestic violence, substance abuse, murder and sexual offences were the frequently mentioned priority crimes during the stakeholder interviews. Domestic violence and substance abuse were mentioned by most of the stakeholders during the interviews. This perhaps suggests that it is time for domestic violence to be included in the national crime statistics. All the eleven (11) stakeholders that were interviewed indicated that substance abuse is a problem in the Western Cape. The findings of the Community Safety Barometer study conducted by the Department in 2010/2011 revealed that the vast majority of the participants confirmed that they fear crime in their homes, in the community and while travelling. Khayelitsha, Harare, Gugulethu and Kraaifontein were the most affected communities in the Western Cape.

The other key civilian oversight activities the Department conducted in 2011/2012 includes the Ministerial Outreach Programme which involves, among other things, police station visits and public accountability meetings, as well as monitoring and evaluation. The Ministerial Outreach Programme covered the Province as a whole with a focus on 17 priority areas that were identified due to high prevalence of gang violence including drugs and alcohol abuse. The monitoring and evaluation involves the registration of complaints and compliments on police service delivery, assessment of management of firearms and compliance monitoring of the CSCs in terms of the NMET. Delft, Mitchell's Plain and Cape Town central had the highest number of complaints between April and September 2011. Among the key issues that emerged from the compliance monitoring of the CSCs is that there is a need to fill the vacant positions at other police stations. The report on the findings of the CPFs functionality study recommended that there is a need for the Department and SAPS to capacitate CPFs who were identified to be not fully functional among other things.

4.12 RECOMMENDATIONS

In light of the findings presented above, the following are recommended:

- i. The deployment of specialised drug and gang units by SAPS in the Province as endorsed by the Cabinet of the Western Cape Government as a policing need and priority for the Western Cape.
- ii. Development of a monitoring and evaluation framework with short, medium and long-term targets to address the problem of drug-related crime in the Western Cape.
- iii. Public awareness and education campaigns about the Witness Protection Programme in order to instil a sense of trust in the criminal justice system.
- iv. Full implementation of sector policing to improve police visibility particularly between six o'clock in the evening and twelve o'clock midnight (18h00-00h00) as the majority (55.1%) of the participants has indicated.
- v. Station Commanders to be sensitised about the need to consult with the CPFs for input into the allocation and utilization of police resources and the development of the station plans. This could improve community police relations in the Western Cape as most of the CPFs that participated in the CPFs functionality study have indicated that they have incorporated the identified PNP's of their police precincts into the police station plans.
- vi. Continuous capacity building of all the CPFs in the Western Cape Province in order to improve the CPFs functionality levels.
- vii. Recruitment, training and retraining of more detectives in order to reduce the workload of the current serving detectives thus improving and expediting the process of evidence collection and conviction rate thereof. The watching briefs highlighted the need for more skilled detectives.
- viii. The need to make the child protection unit more accessible to community members. This could help to address the problems of child exploitation and child abuse in the Western Cape as this was cited by one of the NGOs involved in the field of social welfare which was interviewed.
- ix. Inclusion of domestic violence as one of the crime categories in the national crime statistics as mentioned by most of the stakeholders during the stakeholder interviews and alluded to by some of the security experts.
- x. Establishment of a forum or structure that can provide a platform for different stakeholders in the Western Cape to provide input to the SAPS Western Cape Annual Performance Plans as most of the stakeholders indicated that they do not give input to the SAPS Provincial Performance Plans.
- xi. All provincial departments, CPFs, NHW, etc. consider the content of the report and develop adequate responses within their fields of responsibilities.
- xii. The need for better policing of public transport nodes as the findings of the Community Safety Barometer (2010/2011) suggested that people do not feel safe while travelling in their communities.
- xiii. A SAPS road incident expert is readily available in the Western Cape, to examine vehicles involved in crashes to determine causes of road accidents.
- xiv. Establishment of an integrated approach to fighting crime that should include not only SAPS and other law enforcement agencies but also other government institutions, private security services and civil society organizations.
- xv. An assessment of resource allocation to rural police stations be reviewed.
- xvi. Better regulation of liquor trading particularly in the residential areas as alcohol has been identified as one of the main contributors to serious and violent crime in this Province.
- xvii. Reward police officers for the hard work and excellent service rendered to the community and the victims of crime.



PART 5: **BIBLIOGRAPHY AND ANNEXURES**



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ANNEXURE A: HOUSEHOLD SURVEY QUESTIONNAIRE

COMMUNITY SAFETY BAROMETER PROJECT HOUSEHOLD SURVEY 2011/2012



**Western Cape
Government**
Community Safety

Introduction and Background of the Study:

Good day. My name is _____. I am from the Department of Community Safety in the research directorate. The Department of Community Safety, Western Cape Government is conducting Community Safety Barometer study concurrently with Policing Needs and Priorities. The aim of the study is to obtain information to help improve the safety and security of people living in your neighbourhood and to influence the South African Police Service (SAPS) operational priorities to be more responsive to the community needs. Consequently we want to talk to people about their experiences of crime, perceptions of safety in this area and also indicate their priority crimes.

Your house has been selected through a random selection process method. The information that we gather from you in this interview will be kept confidential. No individual names will be given in the report. Your name and contact numbers would be asked for different purpose to able the project processes to be easily monitored. Within this household we need to choose an adult aged 18 years and older to be the participant of the study. Please tell me the names of all the people who are living in this house and are older than 18 years.

Please can you tell me how many people are 18 years and older living in this household							
Date of interview:	YYYY-MM-DD	Time interview start:	HH: MM	Time interview end:	HH: MM		
Interviewer: Please record the details of the final respondent below.							
Respondent name:							
Respondent address:							
Town / Suburb:							
Police precinct:							
Telephone number:	W		H				
Cellphone number:							

Demographics

1. Which language do you speak most often? SINGLE MENTION.

Afrikaans	02	Sesotho	08
English	03	Setswana	09
Ndebele	04	SiSwati	10
Xhosa	05	Tshivenda	11
Zulu	06	Xitsonga	12
Sepedi	07	Other	13

2. GENDER: BY OBSERVATION ONLY

Male	1
Female	2

3. RACE: BY OBSERVATION ONLY

Black	1
White	2
Coloured	3
Indian	4
Could not tell	9

4. Are you...? READ OUT AND RECORD BELOW. SINGLE MENTION.

A South African citizen	1
A foreign national with permanent residence	2
A refugee who is still waiting on permanent residence	3
Other specify	4

5. Into which of the following age groups do you fall? READ OUT. SINGLE MENTION.

a	18-20 years	02	g	45-49 years	08
b	21-24 years	03	h	50-54 years	09
c	25-29 years	04	i	55-59 years	10
d	30-34 years	05	j	60-64 years	11
e	35-39 years	06	k	65-69 years	12
f	40-44 years	07	l	70+ years	13

6. Which of the following best describes your current family situation? READ OUT. SINGLE MENTION.	
Single/never been married or never lived with a partner	1
Single but have lived with a partner	2
Married or living with a partner	3
Divorced / separated / widowed	4
Other (specify)	5
7. Which of the following best describes you? READ OUT. SINGLE MENTION.	
Do not have children	1
Have children who live with you	2
Have children who do not live with you	3
Have children, some live and some do not live with you	4
8. What level of education have you achieved? READ OUT. SINGLE MENTION.	
LEVEL OF EDUCATION	
No schooling	0
Primary school incomplete	1
Primary school complete	2
Secondary / high school incomplete	3
Completed Matric (Grade 12)	4
Some college / technikon / university / trade school / still studying	5
Completed college / technikon diploma / trade school	6
Completed university degree	7
Other (specify):	8
9. What is your current employment status? SINGLE MENTION – MAIN EMPLOYMENT STATUS	
Self-employed / own business	02
Working full-time	03
Working part-time / contract / casual / seasonal work	04
Unemployed and looking for work	05
Unemployed and not looking for work	06
Scholar at school	07
Student at college, university etc.	08
Disabled or receive a disability grant	09
Retired / pensioner	10
Housewife	11
Other (Specify)	12

A. Perceptions of neighbourhood						
1. How long have you been living in this neighbourhood?						
Length of time living in this neighbourhood						
1.1 Less than 12 months	2	Close interview				
1.2 One to three years	3	Continue				
1.3 Three to five years	4					
1.4 More than five years	5					
2. Lived poverty index: In the last twelve months, how often have you or your family:						
	Never	Just once or twice	Several times	Many times	Always	Not applicable
a. Gone without enough food to eat.	0	1	2	3	4	
b. Felt unsafe from crime in your home.	0	1	2	3	4	
c. Gone without medicine or medical treatment that you needed.	0	1	2	3	4	
d. Gone without a cash income.	0	1	2	3	4	
e. Gone without enough clean water to drink and cook with.	0	1	2	3	4	
f. Gone without shelter.	0	1	2	3	4	
g. Gone without electricity in your home.	0	1	2	3	4	
h. Gone without enough fuel to heat your home or cook your food.	0	1	2	3	4	7
3a. How does the crime situation in your neighbourhood/area compare to one year ago READ OUT? Single mention per statement.						
NB: If respondent has lived in area for less than three years ask them to compare according to time when they started living in the area						
3b. And how do you think it will be one year from now? READ OUT. Single mention per statement.						
NB: If respondent has lived in area for less than three years ask them to compare according to time when they started living in the area						
Time Period	Much worse	Worse	Same	Better	Much better	Don't know
a. One year ago it was...	1	2	3	4	5	9
b. One year from now it will be...	1	2	3	4	5	9

B. Perceptions of safety

4. How safe would you say.....?

Please use a scale of 1 to 4 where 1 means "Not safe at all" and 4 means "Very safe"
READ OUT EACH STATEMENT. Single mention per statement.

	Very safe	Safe	Not safe	Not safe at all	Don't know
4a. Women in this neighbourhood?	4	3	2	1	9
4b. Children in this neighbourhood?	4	3	2	1	9
4c. Physically challenged people in this neighbourhood?	4	3	2	1	9
4d. Elderly people in this neighbourhood?	4	3	2	1	9
4e. Pupils at schools in this neighbourhood?	4	3	2	1	9

5. Compared with **TWELVE MONTHS** ago, how safe do you feel in the following places and at the following times? Please use a scale of 1 to 5 where 1 means "Very unsafe" and 5 means "Very safe" **READ OUT EACH STATEMENT. Single mention per statement.**

Place and time	Very unsafe → Very safe					D/K or N/A
a) At home during the day	1	2	3	4	5	9
b) At home during after dark/during the night	1	2	3	4	5	9
c) On the street during the day	1	2	3	4	5	9
d) On the street at night	1	2	3	4	5	9
e) In public recreational/community places (parks, halls) in your area during the day	1	2	3	4	5	9
f) In public recreational/community places (parks, halls) in your area at night	1	2	3	4	5	9
g) In public places of worship (church, mosque, etc.) in your area during the day	1	2	3	4	5	9
h) In public places of worship (church, mosque, etc.) in your area at night	1	2	3	4	5	9
i) In public commercial/retail places (shopping centres, spazas, etc.) in your area during the day	1	2	3	4	5	9
j) In public commercial/retail places (shopping centres, spazas, etc.) in your area at night	1	2	3	4	5	9
k) In public transportation places (taxi ranks, bus/train stations) in your area during the day	1	2	3	4	5	9
l) In public transportation places (taxi ranks, bus/train stations) in your area at night	1	2	3	4	5	9
m) Travelling on public transport during the day?	1	2	3	4	5	9
n) Travelling on public transport after dark?	1	2	3	4	5	9

6. What do you fear most in your neighbourhood?

7. How does the fear of crime affect your lifestyle?

8. Thinking about the area you live in, what are the three 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.

Problems your community faces	Most important One mention only	2nd most important One mention only	3rd most important One mention only
Assault GBH (violent attack to cause serious harm to the person's body)	02	02	02
Sexual offences (rape / sexual assault, sexual harassment)	03	03	03
Common assault (violent attack with no body injuries including street / gang violence)	04	04	04
Domestic violence (that sexual, physical, stalking, emotional or any abusive behaviour takes place in a home or family or spouse/ partner relationships)	05	05	05
Murder	06	06	06
Common robbery	07	07	07
Armed robbery	08	08	08
Gangsterism	09	09	09
Substance abuse (alcohol / drugs)	10	10	10
Hijacking	11	11	11
Theft of motor vehicle	12	12	12
Theft out of a motor vehicle	13	13	13
Burglary at residential premises (breaking into your home and stealing while away)	14	14	14
Robbery at residential premises (breaking into your home and stealing in your presence)	15	15	15

Problems your community faces	Most important One mention only	2nd most important One mention only	3rd most important One mention only
Burglary at business premises (breaking into your business premise and stealing while away)	16	16	16
Robbery at business premises (breaking into your business premise and stealing in your presence)	17	17	17
Common theft	18	18	18
Stock theft	19	19	19
Fraud	20	20	20
Vigilantism (people taking law in their own hands)	21	21	21
Child abuse	22	22	22
Xenophobia (strong dislike of other people from other countries)	23	23	23
Homelessness	24	24	24
Lack of recreational facilities	25	25	25
Overcrowding	26	26	26
Poverty	27	27	27
Safety in Education / Schools	28	28	28
Safety with Public Transport	29	29	29
Shebeens	30	30	30
Unemployment	31	31	31
Vandalism	32	32	32
Other (specify)	33	33	33

C. Perception of crime

9. Thinking about your community in general, who are the main perpetrators of crime? (No more than three responses allowed) READ OUT

Main perpetrators	
All young people	1
Young males in particular	2
South Africans	3
Non-South Africans	4
Unemployed persons	5
Unemployed youths	6
Other (please specify)	7

10. Over the PAST 12 months, how often, if ever, have you: READ OUT

	Never	Once or twice	Several times	Many times	All the time
a. Feared crime in your home?	1	2	3	4	5
b. Feared crime in your neighbourhood?	1	2	3	4	5
d. Feared crime as you travelled?	1	2	3	4	5
e. Feared for the safety of your children?	1	2	3	4	5

D. Perception of police

11. How often would you say that survivors of crime report violence and crime to the police? READ OUT

Incidence of reporting violence and crime		
1. All of the time	1	Skip to Q13
2. Most of the time	2	
3. Some of the time	3	Ask Q12
4. Only a few times	4	
5. Rarely / hardly ever	5	
6. Never	6	

12. If respondent mentioned "Some of the time / Only a few times / rarely / hardly ever / never" ask: What do you think are the reasons for survivors of crime and violence only reporting these crimes (option mentioned in question above) to the police? DO NOT READ OUT

Reasons for infrequent reporting of crime and violence

1. Afraid of being victimized by perpetrators	2
2. Do not trust police	3
3. Police are corrupt	4
4. Police are ineffective	5
5. Cases are thrown out of court	6
6. Cases are gang related	7
7. Other: (specify)	8

13. If you were to witness a crime, do you think that...

	Greatly increase	Increase	Make no difference
Testifying in court would increase the chances that the court would convict the guilty party?	1	2	3

14. How safe would you feel if you needed to: **READ OUT**

	Very safe	Safe	Not safe	Not safe at all
a. Give information to the police about a crime you witnessed	1	2	3	4
b. Testify in court about a crime you witnessed	1	2	3	4

15. Have you ever visited the police station for any administrative reason (to get an affidavit/traffic offence etc), or for a crime-related matter (to report a crime, report witnessing a crime etc)?

	Yes	No
15. Have you ever visited the police station for any administrative reason (to get an affidavit/traffic offence etc), or for a crime-related matter (to report a crime, report witnessing a crime etc)?	1	2

16. How would you rate the following police activities in your area? Please use a scale of 1 to 5 where 1 is very poor 5 is very good. **Read out each statement. Single mention per statement.**

	Very poor —————> Very good					Don't know or N/A
1. Service at the police station	1	2	3	4	5	9
2. Police response to distress call from community	1	2	3	4	5	9
3. Police liaison/relationship with community	1	2	3	4	5	9
4. Police officers on foot patrols	1	2	3	4	5	9
5. Police officers in vehicle patrols	1	2	3	4	5	9
6. Police special operations (roadblocks, etc.)	1	2	3	4	5	9
7. Police special operations (e.g., crime sweeps)	1	2	3	4	5	9
8. Service to victims and survivors of crime?	1	2	3	4	5	9

17. During what times of the day do you want to see police patrols?				
06H00-09H00	09H00-11H59	12H00-14H00	14H00-18H00	18H00-00H00
1	2	3	4	5
17a. How often would you like to see the police doing patrols in your area?				
17b. What can be done to improve police visibility in your area?				
SERVICE DELIVERY CATEGORY				Q17b
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 implementing sector policing in the area				5
Other (specify)				6
18. What needs to change or improve at your local police station in order to provide adequate services to survivors of crime? DO NOT READ OUT				
a. Improve response time when called				1
b. Follow up on cases				2
c. Strengthen the investigation unit				3
d. Better victim reception				4
e. Open and listen to all victims without judging				5
f. Show no favouritism amongst victims				6
g. More sympathy towards victims				7
h. Other (please specify)				8

Person's role in the community

19. Please state whether you disagree or agree with the following statements

Trust	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
a. Generally speaking most people living in your area can be trusted	4	3	2	1	9
b. In general, people living in your area would try, given the chance, to take advantage of you.	4	3	2	1	9
c. People in your area will generally help each other out	4	3	2	1	9
d. If people in your area saw someone breaking into your house, they would do something to try and stop it	4	3	2	1	9
e. People in your area would keep an eye on your home if you were away for a time	4	3	2	1	9
f. People who move to this area and speak the same language are easily accepted into the community as opposed to those who speak a different language	4	3	2	1	9
g. People tend to frequent more in and out of my immediate area	4	3	2	1	9

20. What comments around issues of safety and security in your area would you like to make?

[DO NOT PROMPT. MULTIPLE MENTIONS ALLOWED]

Comments around issues of safety and security in your area	No.
Park and playground for kids	01
Activities for youth	02
Alleviate poverty	03
Ease overcrowding	04
More foot patrols	05
Unemployment	06
Recreational facilities	07
Bigger health clinic in the area	08
Programmes for youth	09
Close all shebeens	10
Community work together	11
Police involvements	12
End police corruption	13
Government to play a role in the community	14
Help solve problems	15
Funding for skills development	16
Other (please specify)	17
None	99

SECTION FOR THE INTERVIEWER

1. BY OBSERVATION: In what type of dwelling does the respondent live?

Formal house	1
Separate entrance/granny flat	2
Temporary structure/shack	3
Flat in block of flats	4
Single room in larger dwelling	5
Other [please specify]:	6

2. What proportion of the questions do you feel the respondent had difficulty answering?

All	4
Most	3
Some	2
Few	1
None	0

3. Overall, the attitude of the respondents towards you in the interviews was:

a.	Friendly	In between	Hostile
	1	2	3
b.	Interested	In between	Bored
	1	2	3
c.	Cooperative	In between	Uncooperative
	1	2	3

4.

	Yes	No
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a. Did your presence in the area arouse interest from neighbours?	1	2
b. Did your presence in the area arouse suspicion or fear from neighbours?	1	2
c. Did you feel threatened during the interview?	1	2
d. Were you physically threatened during the interviews?	1	2

5. Do you have any comments about the interviews?

DECLARATION: I hereby certify that this interview was conducted in accordance with instructions received during training. All responses recorded here are those of the respondent who was chosen by the appropriate selection method.

INTERVIEWER SIGNATURE: _____ **Date:** _____

SUPERVISOR SIGNATURE: _____ **Date:** _____

THANK YOU VERY MUCH TO THE RESPONDENT

ANNEXURE B: FOCUS GROUP DISCUSSION GUIDE

Directorate Policy and Research



**Western Cape
Government**
Community Safety

POLICING NEEDS AND PRIORITIES PROJECT 2011/2012 FOCUS GROUP DISCUSSION GUIDE.⁷⁵

NAME OF THE POLICE STATION

A. POLICING NEEDS AND PRIORITIES (PNPs)

Question 1

1. 1. Which three (3) crimes/problems do you want the police to focus on in your area? Please rank your responses as follows: 1 = the most important, 2 = second most important and 3 = the least important.

Please make use of the table below to answer question 1.1.

CRIME CATEGORIES	RANKING OF THREE CRIMES
Assault GBH (violent attack to cause serious harm to the person's body)	
Sexual offences (rape / sexual assault, sexual harassment)	
Common assault (violent attack with no body injuries including street / gang violence)	
Domestic violence (that sexual, physical, stalking, emotional or any abusive behaviour takes place in a home or family or spouse/ partner relationships)	
Murder	
Common robbery	
Armed robbery	
Gangsterism	
Substance abuse (alcohol / drugs)	
Hijacking	
Theft of motor vehicle	
Theft out of a motor vehicle	

⁷⁵This is a guide that should orientate the facilitators on key issues for which information should be solicited from the focus group discussion participants. It is important to obtain responses for as many questions possible in this guide whilst allowing participants to give you relevant information that this guide might miss.



CRIME CATEGORIES	RANKING OF THREE CRIMES				
Burglary at residential premises (breaking into your home and stealing while away)					
Robbery at residential premises (breaking into your home and stealing in your presence)					
Burglary at business premises (breaking into your business premise and stealing while away)					
Robbery at business premises (breaking into your business premise and stealing in your presence)					
Common theft					
Stock theft					
Fraud					
Vigilantism (people taking law in their own hands)					
Child abuse					
Xenophobia (strong dislike of other people from other countries)					
Shebeens					
Vandalism					
Other (specify)					
1. 2. How can these crimes be avoided in your community?					
B. POLICE RESOURCES					
Question 2					
2. 1. Do you think there are enough police resources (police vans and police officers) in your community?					
	<table border="1"> <thead> <tr> <th data-bbox="309 1618 569 1673">Yes</th> <th data-bbox="569 1618 826 1673">No</th> </tr> </thead> <tbody> <tr> <td data-bbox="309 1673 569 1732"></td> <td data-bbox="569 1673 826 1732"></td> </tr> </tbody> </table>	Yes	No		
Yes	No				
2. 1.1. Please explain why if you say yes or no.					



2.2. In your opinion, are police resources utilized effectively and optimally?		
	Yes	No

2.2.1. Please explain why if you say yes or no.

2.3. What can be done to improve resource allocation and utilization in your area
(Select only one response from the table below)?

NB. Facilitator to read out the following responses.

RESOURCE CATEGORY	
Deploy more police officers at the Community Service Centre	1
Employ more dedicated police officers	2
Increase the number of police vehicles	3
Other: Please specify	

C. SERVICE DELIVERY AT THE COMMUNITY SERVICE CENTRES

Question 3

Are there enough police officials assisting people in the Community Service Centre (CSC) / police station?

	Yes	No

Question 4

Are the police officers in the Community Service Centre (CSC) / police station polite and helpful to members of the community?

	Yes	No

Question 5

What could be done to improve service delivery in the Community Service Centre (CSC)?

Question 9

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

Question 10

What in your opinion can be done to improve police-community relations in your area?

F. WITNESS PROTECTION PROGRAMME

Question 11

11.1. Are you aware of the Witness Protection Programme?

	Yes	No

11.2. Do you think that the police in your area protect the witnesses in criminal cases?

Yes	1
No	2
Don't know	3

11.3. What could be done to improve the Witness Protection Programme?



G. SUBSTANCE ABUSE

Question 12

12.1. In your opinion is substance abuse a problem in your area?

	Yes	No	Do not know

12.2. **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

12.3. Please explain why if you say yes or no.

Question 13

Is there any other crime and policing issue that you would like to raise in relation to police service delivery in your area?

THANK YOU VERY MUCH. THAT BRINGS US TO THE END OF THE FOCUS GROUP'S DISCUSSION





**IMPORTANT: TO THE FACILITATOR
REMEMBER TO COMPLETE THE NEXT SECTION.**

FOCUS GROUP DISCUSSIONS	Areas: 1
	2
	3
	4
	5
	Venue: 1
	Date: 1

FACILITOR TO FILL IN THIS SECTION:

NAME OF FACILITATOR	
----------------------------	--

1. How many participants were in the focus group discussion? (Very important)
2. Looking back, would you have changed the number of participants, now that you have completed the focus group discussion? If yes why?
3. Did you encounter any difficulties in the process of conducting the focus group discussion? If yes what are these and why?
 - 4.1. What worked well in terms of the process?
 - 4.2. What worked well in terms of content of questions and responses?
 - 5.1. What would you change in terms of process?
 - 5.2. What would you change in terms of content?

FACILITATOR: I hereby certify that this focus group discussion was conducted in accordance with the standard research practices. All responses recorded here are those of the participants and not the facilitator or scribe.

FACILITATOR'S SIGNATURE: _____ **Date:** _____

SUPERVISOR: I hereby certify that this focus group discussion was conducted in accordance with instructions given to facilitators during training. The scribe notes have been checked for accuracy and completeness.

SUPERVISOR'S SIGNATURE: _____ **Date:** _____



ANNEXURE C: STAKEHOLDER INTERVIEW GUIDE

Directorate Policy and Research



Western Cape
Government

Community Safety

POLICING NEEDS AND PRIORITIES (PNPs) PROJECT 2011/2012 STAKEHOLDER INTERVIEW GUIDE.⁷⁶

NAME OF ORGANIZATION	
NAME OF THE PERSON INTERVIEWED	
DATE OF INTERVIEW	
TIME OF INTERVIEW	

A. POLICING NEEDS AND PRIORITIES (PNPs)

Question 1

1. 1. Which three (3) crimes/problems do you want the police to focus on in your sector (Sector refers to Agriculture, tourism, transport etc)? **Please rank your responses as follows: 1 = the most important, 2 = second most important and 3 = third most important.**

Please make use of the table below to answer question 1.1.

CRIME CATEGORIES	RANKING OF THREE CRIMES
Assault GBH (violent attack to cause serious harm to the person's body)	
Sexual offences (rape / sexual assault, sexual harassment)	
Common assault (violent attack with no body injuries including street / gang violence)	
Domestic violence (that sexual, physical, stalking, emotional or any abusive behaviour takes place in a home or family or spouse/ partner relationships)	
Murder	
Common robbery	

⁷⁶This is a guide that should orientate the interviewer on key issues for which information should be solicited from the interviewee. It is important to obtain responses for as many questions as possible in this guide whilst allowing interviewee to give you relevant information that this guide might miss.



CRIME CATEGORIES	RANKING OF THREE CRIMES				
Armed robbery					
Gangsterism					
Substance abuse (alcohol / drugs)					
Hijacking					
Theft of motor vehicle					
Theft out of a motor vehicle					
Burglary at residential premises (breaking into your home and stealing while away)					
Robbery at residential premises (breaking into your home and stealing in your presence)					
Burglary at business premises (breaking into your business premise and stealing while away)					
Robbery at business premises (breaking into your business premise and stealing in your presence)					
Common theft					
Stock theft					
Fraud					
Vigilantism (people taking law in their own hands)					
Child abuse					
Xenophobia (strong dislike of other people from other countries)					
Shebeens					
Vandalism					
Other (specify)					
1.2. What can be done to reduce these crimes in your sector?					
B. POLICE RESOURCES					
Question 2					
2. 1. Do you think there are enough police resources (police vans and police officers) allocated to address crime in your sector?					
	<table border="1"> <thead> <tr> <th data-bbox="309 2080 569 2137">Yes</th> <th data-bbox="569 2080 826 2137">No</th> </tr> </thead> <tbody> <tr> <td data-bbox="309 2137 569 2161"></td> <td data-bbox="569 2137 826 2161"></td> </tr> </tbody> </table>	Yes	No		
Yes	No				



2.1.1. Please explain why if you say yes or no.

2.2. In your opinion, are police resources utilized effectively and optimally?

	Yes	No	

2.2.1. Please explain why if you say yes or no.

2.3. What can be done to improve resource allocation and utilization in the Western Cape?
(Select only one response from the table below)

NB. Interviewer to read out the following responses.

RESOURCE CATEGORY	
Deploy more police officers at the Community Service Centres	1
Employ more dedicated police officers	2
Increase the number of police vehicles	3
Other: Please specify	4

C. POLICE VISIBILITY

Question 3

3.1. During what time of the day would you prefer the police to patrol your sector?

NB. Interviewer to read out the following responses.

06H00-09H00	09H00-12H00	12H00-15H00	15H00-18H00	18H00-00H00	00H00-06H00
1	2	3	4	5	6

3.2. How often would you like to see the police doing patrols in your sector?

Every 15-30 minutes	Every 30-45 minutes	Hourly
1	2	3

3.3. What can be done to improve police visibility in your sector?
(Please select one response from the table below)

SERVICE DELIVERY CATEGORY	
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 Province	4
Fully implementing sector policing in the Province	5
Other (specify)	6

D. STAKEHOLDER RELATIONS

Question 4

4.1. Does your sector/organization give input in the way resources are allocated by the police in the Province?

	Yes	No	

4.2. Please explain how if you say yes.

Question 5

5.1. Does your sector/organization give input in the Western Cape Police Performance Plan?

	Yes	No	

5.2. Please explain how if you say yes.



Question 6

What in your opinion can be done to improve the relationship between your sector/organization and South African Police Service in the Western Cape?

E. WITNESS PROTECTION PROGRAMME

Question 7

7.1. Are you aware of the Witness Protection Programme?

	Yes	No	

7.2. Do you think that the police in the Province protect witnesses in criminal cases?

Yes	1	
No	2	
Don't know	3	

7.3. What could be done to improve the Witness Protection Programme in the Western Cape?

F. SUBSTANCE ABUSE

Question 8

8.1. In your opinion is substance abuse a problem in the Province?

	Yes	No	Do not know	





8.2. **If yes,** are you satisfied with the way in which the police deal with illegal drugs in the Western Cape?

	Yes	No	Do not know

8.3. Please explain why if you say yes or no.

Question 9

Is there any other crime and policing issue that you would like to raise in relation to police service delivery in the Province?

THANK YOU VERY MUCH. THAT BRINGS US TO THE END OF THE INTERVIEW.





**IMPORTANT: TO THE INTERVIEWER
REMEMBER TO COMPLETE THE NEXT SECTION.**

NAME OF INTERVIEWER

1. Did you encounter any difficulties in the process of conducting the interview?
2. If yes, what are these and why?
3. What worked well in terms of the process?
4. What worked well in terms of content of questions and responses?
5. What would you change in terms of process?
6. What would you change in terms of content?

INTERVIEWER: I hereby certify that this interview was conducted in accordance with the standard research practices. All responses recorded here are those of the interviewee and not the interviewer.

FACILITATOR'S SIGNATURE: _____ **Date:** _____



ANNEXURE D: ALPHABETICAL LIST OF POLICE STATIONS IN THE WESTERN CAPE PROVINCE

Albertinia	Darling	Heidelberg (WC)
Ashton	De Doorns	Hermanus
Athlone	De Rust	Hopefield
Atlantis	Delft	Hout Bay
Barrydale	Diep River	Kensington
Beaufort West	Doring Bay	Khayelitsha
Belhar	Durbanville	Kirstenhof
Bellville	Dysselsdorp	Klapmuts
Bellville South	Eendekuil	Klawer
Bishop Lavis	Elands Bay	Kleinmond
Bonnievale	Elsies River	Kleinvele
Bothasig	Fish Hoek	Knysna
Brackenfell	Franschhoek	Kraaifontein
Bredasdorp	Gans Bay	Kuils River
Caledon	Genadendal	Kwanokuthula
Calitzdorp	George	Kwanonqaba
Camps Bay	Goodwood	Laaiplek
Cape Town Central	Gordons Bay	Ladismith
Ceres	Graafwater	Laingsburg
Citrusdal	Grabouw	Lamberts Bay
Clanwilliam	Grassy Park	Langa
Claremont	Groot Brakrivier	Langebaan
Cloetesville	Groot Drakenstein	Lansdowne
Conville	Gugulethu	Leeu-Gamka
Da Gamaskop	Harare	Lingulethu West



Lutzville	Pacaltsdorp	Stanford
Lwandle	Parow	Steenberg
Macassar	Philadelphia	Stellenbosch
Maitland	Philippi	Still Bay
Malmesbury	Philippi East	Strand
Manenberg	Piketberg	Strandfontein
Mbekweni	Pinelands	Struisbaai
Mc Gregor	Plettenberg Bay	Suurbraak
Melkbosstrand	Porterville	Swellendam
Mfuleni	Prince Albert	Table Bay Harbour
Milnerton	Prince Alfred Hamlet	Table View
Mitchells Plain	Ravensmead	Thembaletu
Montagu	Rawsonville	Touws River
Moorreesburg	Redelinghuys	Tulbagh
Mossel Bay	Riebeeck West	Uniondale
Mowbray	Riversdale	Vanrhynsdorp
Muizenberg	Riviersonderend	Villiersdorp
Murraysburg	Robertson	Vredenburg
Napier	Rondebosch	Vredendal
Nuwerus	Saldanha	Wellington
Nyanga	Saron	Wolseley
Ocean View	Sea Point	Woodstock
Oudtshoorn	Simons Town	Worcester
Paarl	Somerset West	Wynberg
Paarl East	St Helena Bay	



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VRYWARING

Die Engelse gedeelte van hierdie verslag word geag om die amptelike teks te wees. Die Departement aanvaar geen verantwoordelikheid vir moontlike wanvertolkings gedurende die vertalingsproses nie.

INKCAZO

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



**Western Cape
Government**

Community Safety

PR NR 111/2012 – ISBN: 978-0-621-40836-2