

SERVICE COMMITMENTS

In delivering our mandated services, we are striving towards the following standards, which can be divided into three main categories:

1. VISION

A safer open opportunity society for all...free of the fear of crime.

2. MISSION

The Department of Community Safety aims to increase safety for all the people in the province by:

improving performance of policing through effective oversight,
enhancing active citizenship in the field of community safety ,
promoting road safety and
optimizing safety and security risk management.

3. VALUES

Competence
Caring
Accountability
Integrity
Responsiveness

4. THE DEPARTMENT IS RENDERING THE SERVICES AT THE FOLLOWING ADDRESSES AND CENTRES:

Office of Minister	Waldorf Building, St. George's Mall, 11 th Floor, Cape Town, 8000	Tel: 021 483 3872	Fax: 021 483 3709
Office of Head of Department	15 Wale Street, M Floor, Cape Town. PO Box 5346, Cape Town, 8000	Tel: 021 483 3929	Fax: 021 483 6412
Chief Directorate: Administration	35 Wale Street, 4 th Floor, Cape Town, 8000	Tel: 021 483 3747	Fax: 021 483 3514
Chief Directorate: Civilian Oversight	35 Wale Street, 2 nd Floor, Cape Town, 8000	Tel: 021 483 3338	Fax: 021 483 4386
Chief Directorate: Crime Prevention & Community Police Relations	35 Wale Street, 2 nd Floor, Cape Town, 8000	Tel: 021 483 3338	Fax: 021 483 4386
Chief Directorate: Traffic Management	35 Wale Street 2 nd Floor, Cape Town, 8000	Tel: 021 483 7823	Fax: 021 483 3384
Chief Directorate: Security Risk Management	35 Wale Street, 5 th Floor, Cape Town, 8000	Tel: 021 483 2694	Fax: 021 483 8643

Brackenfell Traffic Regional Director/Centre Manager	16 Tallent Street, Brackenfell. Private Bag X 5, Brackenfell, 7561	Tel: 021 936 9160	Fax: 021 930 9089
Somerset West Traffic Regional Director/Centre Manager	N2 Weighbridge, Somerset West	Tel: 021 936 9160	Fax: 021 930 9089
Vredendal Traffic Regional Director/Centre Manager	44 Voortrekker Street, Karin building 2 nd , Floor, Vredendal. Private Bag X 20, Vredendal, 8160	Tel: 027 213 1269	Fax: 027 213 5404
Beaufort West Traffic Regional Director/Centre Manager	2 Route H9-N1, Section 8, Beaufort West. Private Bag X 554, Beaufort West, 6970	Tel: 023 414 2686	Fax: 023 414 2686
Worcester Traffic Regional Director/Centre Manager	Tulbach Street, Worcester. Private Bag X 3069, Worcester, 6850	Tel: 023 342 2356	Fax: 023 347 4579
Vredenburg Traffic Regional Director/Centre Manager	Hopefield Road, Vredenburg. Private Bag X 04, Vredenburg, 7380	Tel: 027 713 1286	Fax: 027 715 1638
Laingsburg Traffic Regional Director/Centre Manager	Meiring Street, Business Centre, Laingsburg. Private Bag X 3, Laingsburg, 6900	Tel: 023 551 1021	Fax: 023 551 1358
Mossel Bay Traffic Regional Director/Centre Manager	C/O Louis Fourie Road & Essenhout Street, Rendezvous Centre, Mossel Bay. Private Bag X 6, Mossel Bay, 6500	Tel: 044 693 4545	Fax: 044 693 4549
Knysna Traffic Regional Director/Centre Manager	C/O Long & Cove Streets, New Haven Building, Knysna. Private Bag X 026, Knysna, 6570	Tel: 044 382 5525	Fax: 044 382 6222
Oudtshoorn Traffic Regional Director/Centre Manager	76 Voortrekker Road, Seppie Greeff Building, 2 nd Floor, Oudtshoorn. Private Bag X 660, Oudtshoorn, 6620	Tel: 044 272 4197	Fax: 044 272 2297
Swellendam Traffic Regional Director/Centre Manager	Andrew Whyte Street, Swellendam. Private Bag X 8, Swellendam, 6740	Tel: 028 514 1185	Fax: 028 514 2334
Caledon Traffic Regional Director / Centre Manager	Prins Albert Street, Orion Building, Caledon. Private Bag X 02, Caledon, 7230	Tel: 028 212 2875	Fax: 028 212 1615

5. SERVICES TO BE PROVIDED BY THE DEPARTMENT

- Increases safety in communities by improving the performance of policing through effective oversight.

- Makes safety everyone's responsibility by means of building partnerships and creating forums for promoting active citizenship in the field of community safety.
- Maintains law and order for all modes of transport by providing consolidated and integrated traffic policing operations.
- Elevates security measures to minimise security breaches in respect of theft and unauthorised access to Western Cape Government buildings.

6. THE DEPARTMENT IS COMMITTED TO THE FOLLOWING SERVICE STANDARDS AS FROM 1 APRIL 2012 TO MARCH 2013

- 100 % Complaints received will be dealt with professionally and confidentially and will be acknowledged within 48 hours and complainants will be informed of the progress within 10 days;
- 24hours, 7 days policing complaints/compliments Departmental line.
- To measure the levels of client satisfaction in 32 police stations
- To determine Provincial Policing Needs and Priorities in 149 police precincts;
- To monitor 32 CPF's on policing oversight functions and report on their findings;
- To monitor 32 police stations;
- To evaluate 149 police stations;
- To receive 600 police service delivery complaints;
- To investigate 60 high priority police service delivery complaints;
- To implement 5 social crime prevention programmes;
- To train 1300 Neighbourhood Watch members;
- To conduct 4 youth prevention interventions in priority gang areas;
- To ensure that 175 CPF's are functional;
- To capacitate 175 Community Police Forums;
- To provide resources to 149 Neighbourhood Watch structure;
- To ensure that at least 256 404 vehicles are checked during roadblocks;
- To ensure that 3160 roadblocks are held on National and Provincial roads;
- To ensure that 184 unroadworthy vehicles are impounded;
- To conduct 340 road safety programmes;
- To ensure that 45000 school children are trained;
- To ensure that 2750 adults are trained;
- To conduct 10 formal training courses.

7. HOW THE DEPARTMENT DEALS WITH COMPLAINTS OR COMPLIMENTS

Handling of complaints against law enforcement agencies

The Complaints line is operational on a 24 hour basis, seven days a week (from 07:30 - 16:00pm), answered by 3 call agents and from 16:00pm - 07:30am by a standby official.

A call is attended to within 3 rings. However, the standby needs to first get connected via the server before it is transferred; this takes a few seconds before the call is connected. If for any reason a call is missed, the call is returned.

Name of the contact person:

Juliet T Lakey

2nd Floor, 35 Wale Street, Cape Town

(021) 483 4332 / 6029

Juliet.lakey@pgwc.gov.za

Handling of complaints from Presidential Hot Line via Cape Gateway.

Name of the contact person:

Fatima Samuels

2nd Floor, 35 Wale Street, Cape Town
(021) 483 6949
Fatima.samuels@pgwc.gov.za

Traffic Hotline: 021 946 1646/021 812 4581

It is for road users to use when witnessing any traffic contraventions/violations.
Traffic has a dedicated team staffing line a 24 hours per day basis, seven days a week.

8. THE DEPARTMENT WILL ENSURE THAT THESE BATHO PELE PRINCIPLES ARE IMPLEMENTED, NAMELY:

Consultation - Asking clients how the Department can improve its services to meet their needs;

Service Standards - Meeting service standards that reflect the level and quality of service that is important to its clients;

Access - Making sure that the Department's services are accessible to all who have a right to use them;

Courtesy - Always being courteous, helpful and treating everyone with dignity and respect;

Information - Giving clients all the information they need to assist them in making the best use of the Department's services;

Openness and Transparency - Being open and transparent about how the Department uses its resources and spends money;

Redress - Making it easy for the clients to say when they are unhappy with the service they have received, apologising immediately and trying to resolve the problem as soon as possible; and

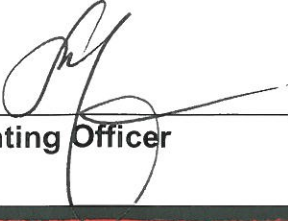
Value for money - Making sure that the Department provide services economically and efficiently. The Department of Community Safety aims to increase safety by dealing with the challenges of the high levels of violent crime, gangsterism, substance abuse and road fatalities. The Department will continue to broaden its strategy by making safety everyone's responsibility.

The Western Cape Government's objective is to make every community in the Province a safe place in which to live, work, learn, relax and move about.

The Department will ensure a whole-of-society approach is followed in its development of integrated social crime prevention initiatives, where social crime prevention strategies and plans are developed and coordinated in consultation with LEAs, municipalities and communities. In order to do this integrated justice and crime prevention systems will be promoted through the establishment of partnerships.

Having committed ourselves to the above at all times, we expect our clients to acknowledge our integrity, respect our dignity and be civil to our employees.

The Department will assess its performance against these set standards and we will publish the results of our assessment in the Annual Reports. These documents will be made available to all our employees and will also be posted on the Department's web site on Cape Gateway: The Department's service to you is based on the principles of Batho Pele, which means, "People first".


Accounting Officer

30/07/12
Date

