

# SERVICE CHARTER

## Department of Community Safety

THE DEPARTMENT OF COMMUNITY SAFETY IS COMMITTED THROUGH THIS SERVICE CHARTER TO PROVIDE SERVICES TO YOU. LET'S STRIVE TO ENSURE BETTER SERVICE DELIVERY FOR YOU.

### OUR VISION:



The Department's vision is to contribute to safe and cohesive communities in the Western Cape.

### YOUR RIGHT: Our responsibility to you



- To be courteous and respectful.
- To engage with you about your service needs.
- To effectively and efficiently deploy resources.
- To acknowledge receipt of correspondence within 5 working days.
- To respond to correspondence received within 10 working days.
- If we cannot provide you with response within the stipulated time, we will provide an explanation of when a response will be given.
- To provide public information on request in a manner that is open, fair, and transparent.
- To provide you with informed, useful, and constructive feedback.
- To provide access to efficient services in line with our service delivery standards.

### OUR PURPOSE:



To promote professional policing through effective oversight as legislated, capacitate safety partnerships with communities and other stakeholders (whole-of-society) and to promote safety in all public buildings and spaces.

### YOUR OBLIGATIONS: Your responsibility to us



- To be courteous and respectful.
- Be honest in your deliberations with us.
- To provide detailed and accurate information when requested.
- To avail yourself to meet with us when required.
- Embark on active application and implementation of plans, initiatives and advice received from the Department.

### CUSTOMER RIGHTS:



- To be treated with courtesy and respect and in a dignified manner at all times.
- To be consulted about the quality-of-service expectations.
- To receive adequate information upon request in an open and transparent manner.
- To have access to prompt and efficient service in accordance with the service delivery standards.



- To receive an apology and redress should any service lapses occur.
- An assurance of value for money in all services provided.
- To request for a full and fair investigation of every complaint.

### WE PROVIDE THE FOLLOWING SERVICES:

The Department's services are offered through the following programmes and projects.

#### OVERSIGHT PROGRAMMES AND PROJECTS

- **Court Watching Briefs Programme:** Attends selected court cases to and identify report on cases which have been struck off the court role due to SAPS inefficiencies.
- **Policing Needs and Priorities project:** As per section 23 of the Western Cape Community Safety Act, the Department engages with safety stakeholders and communities to identify communities policing needs and priorities in order to influence the allocation of safety resources.
- **Oversight inspections of SAPS stations:** As per section 4(c) of the Western Cape Community Safety Act, the Department conducts oversight inspections at all SAPS stations in the Western Cape, using the National Monitoring Tool to determine the level of compliance to the Domestic Violence Act.
- **Independent Police Investigative Directorate's (IPID) recommendations:** The Department monitors the implementation of IPID recommendations by the SAPS and the Cape Town Metropolitan Police Department and report such matters to the Independent Police Investigative Directorate Consultative Forum.

#### PARTNERSHIP PROGRAMMES AND PROJECTS

- **Chrysalis Academy:** A 3-month residential training programme offered to vulnerable youth to build skills development and create empowerment opportunities.
- **Accreditation of Neighbourhood Watch structures:** As per section 6 of the Western Cape Community Safety Act, the Department capacitates Neighbourhood Watch structures, through accreditation, training, and support, to become capable safety partners who contribute towards improving safety in local communities.
- **Youth Work Programme:** Unlocking opportunities for youth in the field of safety and law enforcement. Youth who have successfully completed the necessary training are placed in temporary work opportunities with safety partners.
- **Supporting Safety Partners:** Supporting safety partners including District Municipalities, through funding aimed at improving safety and law enforcement in the Province. Such projects include the City of Cape Town Law Enforcement Advancement Plan, Rural Reaction Units, the establishment of K9 Units through municipalities and to assess the functionality and effectiveness of the Community Safety Forums.

#### SECURITY PROGRAMMES AND PROJECTS

In the pursuance of a resilient WCG, the Department strategically leads the safety and security agenda by supporting WCG Departments with the following:

- **Deployment of the Security Support Team:** Provision of stop-gap physical security measures to WCG departments during adverse circumstances.
- **Safety and Security Risk assessments:** Conducting safety and security risk assessments at WCG institutions and/or facilities and proposing mitigation measures to improve safety and security.
- **Occupational Health and Safety:** Ensuring the health and safety of WCG employees.

### WE VALUE BEING ACCESSIBLE:



Our building is accessible to all citizens of the Western Cape. (07:30 - 16:00 - Mon - Fri)



#### We can be reached at the following physical or PO Box address:

PO Box 5346  
Cape Town  
8000



#### Feedback is important to us:

If you have any complaints, you are welcome to contact us. We will respond to your complaint within 10 working days. If we cannot deal with your telephonic query immediately, we will provide you with the name and contact details of the person handling your query. We commit ourselves to delivering on our service standards. You are welcome to send us any complaints, compliments or constructive criticism or recommendations on how we can improve our services and standards to:



Head of Communications	
Telephone number	+27 21 483 6515
Email address	Ansaaf.Mohamed@westerncape.gov.za
Website address	www.westerncape.gov.za/dept/community-safety
<b>General Enquiries: E-Government 4 Citizens (E-G4C) 07:30 - 16:00 (Mon - Fri)</b>	
Physical address	Telephone number 0860 142 142
09 Wale Street Cape Town 8000	Fax number +27 21 493 7216
	SMS 31022
	Email address service@westerncape.gov.za

### EXECUTIVE AUTHORITY DECLARATION:

I, **Reagen Allen**, commit the Department of Community Safety in terms of the Public Service Regulations, 2016, Part III, Section 36 (f) and Section 37, to adhere to this charter.

  
17/11/2022  
Date

**Mr Reagen Allen**  
Western Cape Minister of Community Safety