

CSPS: KZN Community Safety Campaign Report

15 - 19 October 2022

School Safety Dialogue
Church Visits & Sober Sunday
Case open / Case closed
Community Dialogue



**civilian secretariat
for police service**

Department
Civilian Secretariat for Police Service
REPUBLIC OF SOUTH AFRICA



KWAZULU-NATAL PROVINCE

**COMMUNITY SAFETY AND LIAISON
REPUBLIC OF SOUTH AFRICA**



Campaign Participants and Contributors





Name & Surname	Designation	Signature	Date
P. Ntshaliba	Dir: Comm		02/11/22
M. M. Phalane	Dir: PPP		02/11/2022
L. D. Homfo	Dir: M & E		03/11/2022
C. P. Msada	Deputy Dir Compliance		03/11/2022

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1. ACRONYMS

GBV –Gender Based Violence

CSPS-Civilian Secretariat for Police Service

SAPS – South Africa Police Service

LGBTIQ - Lesbian, Gay, Bisexual, Transgender, Queer and Intersex.

DVA- Domestic Violence Act

CAS-Crime Administration System

VIF – Victim Friendly Room

DCSL – Department of Community Safety and Liaison

CPF-Community Policing Forum

DSD –Department of Social Development

LOC- Local Organizing Committee

1. PURPOSE

The purpose is to report about the CSPA marketing campaign referred to as Community Safety campaign from the 15th to 19th October 2022 in KZN Province. This campaign was conducted at the areas of Clermont KwaDabeka, Inanda, Ntuzuma, Newlands and KwaMashu.

2. BACKGROUND

The South African Government Communication Policy approved by the Cabinet of the Republic of South Africa on the 22nd of August 2018 calls for all Communications Directorates / Units in all government departments to develop a Provincial Campaign Plans aimed at showcasing the work of the department. Aligning to this, the CSPA EXCO approved the current financial year Campaign Plan on the 4th of February 2022.

In implementing the plan, spearheaded by the CSPA Communication Directorate, the department partnered with GCIS, Department of Home Affairs, SAPS, NPA, Department of Justice and KZN department of Community Safety and Liaison, MRM, NGO's and the Community Based Structures in the Safety and Security environment.

During a consultation meeting with the KZN department of Community Safety and Liaison, there was a request of doing the campaign in the Ntuzuma, KwaDabeka, Newlands, and Inanda areas in eThekweni Metropolitan Municipality.

This comes after the Minister of Police had instructed that Police Stations falling under the 30 High Crime stations be prioritized when Social Crime Prevention initiatives are conducted.

The CSPA has on the basis of the report from the KZN agreed to run a four-day campaign in the same area namely Community Safety Campaign on Community Empowerment.

3.COMMUNICATION PLAN

Media activities implemented during Kwa-Zulu Natal Community Safety campaign were scheduled from the 18th October 2022 to 19th October 2022.

Pre- Event Activities			
Activity	Media house	status	Official
Telephonic Radio Interview was conducted	Izwi Lomzansi FM	Telephonic interview was conducted by the KZN Department of Community Safety	Mrs. Mbongwe
In-Studio Interview was conducted	Inanda FM	In- Studio interview was conducted by the KZN Department of Community Safety and CSPS	Mrs. Mbongwe and Ms. Ntsaluba
Media Invitation	KZN Media houses	Media invitation was send to local media in Kwa-Zulu Natal to invite the media to attend the event	Department of Community Safety: Provincial Secretariat
During Event Activities			
Media Interview	Inanda Community Newspaper	Interviews were conducted during the campaign by local community newspaper	Ms. Ntsaluba
Media Interviews	1 KZN TV	Interviews were conducted during the campaign by 1 KZN TV	Ms. Ntsaluba Mr. Siyanda Biyela

4. CAMPAIGN PROGRAMME

Crime and violence affect the quality of life of every South African. Reducing crime and building safer communities requires the commitment of every citizen and the implementation of crime prevention initiatives starting from community level.

4.1 DAY 1: SCHOOL SAFETY CAMPAIGN AT CLERMONT AUDITORIUM

PURPOSE OF THE CAMPAIGN – MRS K.E. MBONGWE – KZN DEPARTMENT OF COMMUNITY SAFETY & LIAISON

The purpose of the School Safety Campaign was delivered by Mrs Mbongwe from KZN Department of Community Safety & Liaison. The main objective of the campaign was to engage with the learners from the surrounding schools of Clermont KwaDabeka about the issue of substance abuse and other criminal activities happening within these communities that subsequently affects their educational environment. Hereunder are the schools that were part of the School Safety Campaign:

- Khulugqame Primary School
- Christianenburg Primary School
- Buhlebemfundo High School
- Ilanga High School
- Umqhele High School
- Ziphathele High School
- Sithengile High School
- Sithokozile High School
- Mcopheleli Primary School
- Phephile Primary School
- Clernaville Primary School

Schools have become targets for crime, substance abuse, distribution of illegal substances, gangsterism and faction fights as well as the possession of dangerous

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weapons. Mrs Mbongwe stated that the engagement with the learners will assist in understanding the causes and effects of these social ills and strategize solutions that can combat crimes happening in schools. Furthermore, the school safety campaign was aimed to establish good relations with the different school safety structures and partnership aimed at ensuring safety of teachers and learners.

SCHOOL SAFETY OVERVIEW

MR LUNGELO ZULU & MR SIYANDA BIYELA – PROVINCIAL YOUTH DESK

Mr Zulu encouraged the learners to focus on their education and to use all the opportunities available to them that will help brighten their future. He further urged them to choose positive lifestyle that will bring positive impact in their lives, to stay away from criminal activities and to never doubt their capabilities. He made a few examples of scenarios that can lead to negative results for learners.

Mr Biyela stated that he appreciates and supports the initiative as it will assist the Youth Desk in understanding the causes, effects of substance abuse and engaged the learners about possible solutions that can help reduce the social ills affecting schools. Mr Biyela further stated that there are many challenges involving school safety that the Provincial Youth Desk would like to address. He raised a concern about how parents and relevant stakeholders do not participate in school meetings and school-governing body (SGB's) structure.

In addition, he spoke to the learners about rights, roles, and responsibilities. He stated that as much as they have rights that protect them from being abused or mistreated, they also have a responsibility of conducting themselves respectfully and focus on their education. The Provincial Youth Desk would like to support learners and protect their rights as learners. Mr Biyela suggested that schools should introduce Sports and Recreational Programmes to keep learners away from criminal activities. He announced that a new programme will be enrolled at schools called School Safety Ambassadors.

MR KATI & MR ZUNGU – DEPARTMENT OF EDUCATION

Mr Kati supported and appreciated this initiative as the department of Education and Training face lot of challenges at schools such as hi-jacking, robberies, substance abuse, gangsterism and faction fights. They too would love to engage and establish solutions with the learners about the social ills affecting schools. He applauded the co-operation of the Clermont KwaDabeka SAPS for being visible, active and responds efficiently. He further added that they have received the Memeza devices from SAPS, and it is already proving to be helpful.

Mr Zungu appreciated the stakeholders for the initiative and stated that the department does a lot of school safety programmes, one of them promotes the partnership between schools and SAPS. SAPS assists in checking safety at schools. Schools have committees put in place that ensure the protection of learners' rights and create secure environments for learners. Mr Zungu further added that they also do search and seizure operations with the assistance from SAPS, to search for any dangerous weapons or illegal substances.

Schools have become targets of crime which requires stricter measures should be put in place at schools. Mr Zungu added that stricter access control will also assist in reducing the substance abuse at schools by having a register of people entering the school property, damaged fences should be fixed so that learners use one entry and exit.

MR MOLEFE – MEMEZA COMMUNITY SAFETY

Mr Molefe encouraged the learners to speak out about the abuse they may suffer and to also report any form of abuse being inflicted on them. Working together with the police by reporting crimes happening within their community will help make their community become a safe and secure environment. He further added that the Memeza device encourages people to speak out and report their challenges relating to crime as they happen. Mr Molefe then demonstrated to the learners and stakeholders how to use the Memeza device.

MR NICK NZAMA – INSPIRATION INSTITUTE

Mr Nzama is the founder of a programme called Boys to Men. He started this programme after discovering that there is a lot of focus on a girl child but less focus put on the boy child as they too suffer a lot of abuse. He motivated the learners to make positive life choices and used his past life experiences as an example that they can refer to.

COMMISSIONS

The School Safety Campaign had four (4) commissions with different points of discussions. Learners were divided into groups according to the four (4) commissions and were told to discuss the causes, effects, and solutions as per their given topics. The first commission was about the Effect of Drugs and Substance Abuse, second commission was about Expected Behaviour for boys and girls, third commission was about Gangsters, and Faction Fights and the last commission discussed the Possession of Dangerous Weapons. Hereunder are the responses of each commission:

COMMISSION 1: EFFECTS OF DRUG & SUBSTANCE ABUSE

CAUSES

- 1) Peer pressure
- 2) Depression and Low self-esteem
- 3) Bad environment
- 4) Dysfunctional family structures
- 5) Entertainment

EFFECTS

- 1) Impairment of the brain functionality
- 2) Financial & health implications
- 3) Drug Addiction
- 4) Increased rate of drop outs
- 5) Sexual Assault & Human trafficking
- 6) Teenage pregnancy
- 7) Lack of respect for peers and elders.

SOLUTIONS

- 1) Programmes / campaigns that will educate people about the dangers of substance abuse.
- 2) Stricter law enforcement and visibility around the community and at schools.
- 3) Stricter laws on the access to prescription drugs and their distribution.
- 4) Stricter laws on alcohol distribution, trading hours of liquor outlets and age restrictions.
- 5) Psychosocial services should be provided to those in need of it, this will help people who are already using illegal substances to talk about the challenges that resort them to drugs.

COMMISSION 2: EXPECTED BEHAVIOR FOR BOYS AND GIRLS.

CAUSES THAT CONSTITUTE DECLINED GOOD BEHAVIOUR

- 1) Substance abuse
- 2) Discrimination (body shaming, bullying)
- 3) Disrespecting teachers
- 4) Verbal abuse
- 5) Sexual harassment
- 6) Peer pressure
- 7) Teenage pregnancy

CONTRIBUTING FACTORS THAT LEAD TO DEVIANT BEHAVIOUR

- 1) Bullying
- 2) Dysfunctional families
- 3) Need for acceptance by other learners

SOLUTIONS

- 1) Educational programmes
- 2) Counselling or therapy
- 3) Human rights of people
- 4) Support groups

COMMISSION 4: DANGEROUS POSSESSIONS

CAUSES

- 1) Protection from bullies and criminals
- 2) Peer pressure
- 3) Physical and emotional abuse from home or school
- 4) Gangsterism
- 5) To gain popularity either at school or within the community

EFFECTS

- 1) You run the risk of injuring people around you.
- 2) You create an unsafe environment for others.
- 3) You create enemies for yourself
- 4) Will get arrested
- 5) Criminal records

SOLUTIONS

- 1) Confide in someone you trust.
- 2) Report to SAPS.
- 3) Have body scanners or detectors for students as they enter the school property.
- 4) Do random search and seizure operations at schools as well as regular crime prevention awareness campaigns.

DECLARATIONS BY DR PHALANE MAISELA – CSPS

- All learners to be School Safety Ambassadors
- Resolutions to be tabled to all participating schools
- Learners to be educated about the Ministerial six-point plan
- Strengthen relationship between schools and SAPS District Office
- Follow up and attend to all cold cases submitted by schools

4.2 DAY 2: CHURCH VISITS

The Sober Sunday Campaign's main objective was to create awareness about crime, Gender-Based Violence (GBV), drugs, and substance abuse. It also sought to encourage

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communities of KwaDabeka, Newlands, Inanda and Ntuzuma to practice sobriety. Consequently, the churches and Liquor outlets located at the above mentioned policing areas known to be hotspots of crime, were identified, and visited on the 16th of October 2022. A briefing was held before the campaign commenced. It was decided that there will be three (3) groups that will split and visit the churches that were identified, hereunder are the churches that were identified and visited:

- Christian Church at Newlands West
- Restorative Christian Church at Ntuzuma
- KwaKristu Msindisi Anglican Church at Ntuzuma
- Mount Zion Assembly at KwaDabeka
- Power of God Assemblies

All churches were briefed about the Ministerial Six Point Plan which seeks to promote and protect the rights of women, children, and vulnerable groups. Hereunder are the six points of the Ministerial plan:

- **Point 1** – All victims should be treated with respect, dignity and interviewed by trained police officials in a victim sensitive manner.
- **Point 2** – Victims should be assisted at the Victim Friendly Room (VFR) or an alternative room where the statement will be taken at the police station or other locations providing victim support services.
- **Point 3** – Victims will be referred/taken for medical examination by the healthcare professional to obtain medical evidence and complete a medical report.
- **Point 4** – The investigation should be conducted by the Family Violence, Child Protection and Sexual Offences Investigation Unit (FCS) or a detective with relevant training.
- **Point 5** – The families and victims of sexual offences, femicide and infanticide should be referred to the victim support services that are available within the precinct for legal, medical, social, and psychological help.
- **Point 6** – Victims should be proactively provided with feedback on the progress of their cases on a continuous basis.

4.3 SOBER SUNDAY

A debriefing was held after the first part of the Sober Sunday campaign was completed and the second part of the campaign commenced at 14:00. Liquor outlets that were going to be visited, checked for compliance and an educational campaign about responsible trading and drinking was going to be conducted. Hereunder are the liquor outlets that were identified and visited:

- **Comfort Zone (KwaDabeka)** – It was found to be non-compliant. They failed to display certified copy of licence, terms, and conditions as well as the proof of confirmation of payment of annual fee. They were given the J534 form and a fine of **R2500.00**.
- **Uhuru Afrique Foods (KwaDabeka)** – It was also found to be non-compliant. They failed to display certified copy of licence, terms and conditions and proof of confirmation of payment of annual fee. In addition, the outlet violated Section 50 (4) of the liquor licencing act which states that a licenced person may not lease the licence to another person. The owner leased the licence to a third party. A J534 form was issued for not displaying the licence and a **R2500.00** fine.
- **Kuhle Tavern (KwaDabeka)** – The outlet failed to display certified copy of licence, terms and conditions, proof of confirmation of payment of annual fee.
- **Silvern Horn (Inanda - Newtown A)** – The outlet failed to display certified copy of licence, terms and conditions, proof of confirmation of payment of annual fee. A J534 form was issued for not displaying the licence and a **R2500.00** fine, a **R1000.00** fine from business law for selling food unauthorized.
- **JM Liquor Store (Inanda – Newtown A)** - The outlet failed to display certified copy of licence, terms and conditions, proof of confirmation of payment of annual fee. A J534 form was issued for not displaying the licence and a fine of **R2500.00** was given.
- **Manjoes Lounge (Inanda- Newtown A)** - The outlet failed to display certified copy of licence, terms and conditions, proof of confirmation of payment of annual fee. Excessive noise emanating from the premises. A J534 form was issued for not displaying the licence, a fine of **R2500.00** as well as a fine of **R1000.00** from business law for selling food unauthorized was issued.

- **Siyazama Tavern (Inanda Amaoti)** – The premises had an interleading door leading to another business (tuckshop). It was also suggested that the liquor outlet be monitored after hours by the inspectors from the liquor authority to check whether they continue to sell alcohol after hours.
- **Zoos Tavern (Inanda Amaoti)** – The outlet had excessive noise emanating from the premises. They also failed to display section 63 of the KZN liquor licencing act no.6 of 2010. The outlet was issued with a fine of **R2500.00** for excessive noise. **Isigcawu Butchery**, which is also operating within the same premises, was also issued a fine of **R1000.00** for non-compliance of selling food unauthorized.
- **Just Roberts (JR)** – A J534 was issued for not displaying the licence and a fine of **R2500.00** was issued as well as a **R1000.00** fine from business law was issued for selling food unauthorized.

4.4 DAY 3: CASE CLOSED CAMPAIGN AT NTUZUMA POLICE STATION

The purpose of the campaign was to monitor and assess if the police stations are administering services to communities by conducting an overview of cases closed by SAPS to determine the efficiency and effectiveness of investigations conducted to the satisfaction of the victims or complainants. The National Civilian Secretariat for Police Service embarked on a Community Safety Campaign through community and Empowerment in KwaZulu-Natal focusing on School Safety, Contact Crimes and Case Closed. Day 3 of the campaign was focusing on the monitoring and evaluation of the overall performance of Ntuzuma, Newlands East, Inanda, and KwaDabeka Police Station. The team from KZN-Community Safety and Liaison was required to collaborate with the national M&E team as well as SAPS VISPOL, Support and Detectives to attend and analyze Domestic Violence (DV) cases where CAS system was utilized to check the progress of cases still under investigation and the result of the closed cases to re-instate them where necessary. Community members were also given opportunity to get more information about the progress of their cases.

COMPLAINTS EMANATING FROM COMMUNITY SAFETY CAMPAIGN AND EMPOWEREMENT HELD AT NTUZUMA SAPS ON 17 OCTOBER 2022

NAME AND ID	CONTACT & ADDRESS	SUMMARY OF COMPLAINT	POLICE STATION	CATEGORY	PROGRESS	FINALIZED/ NOT FINALIZED
Sinethemba Joyisa	0665823554 H446 Ntuzuma Bekezele Groove	CAS 130/10/2020 There are 4 people who died. They were burned by unknown person. No feedback was provided to the father of the kids. The first investigating officer who was dealing with the case passed way and never received feedback.	Kwamasahu Saps	Poor Communication	They have received 1 post mortem report for a female (adult.) They are still waiting for other three post mortems and photo album.	Not finalised. Department of community safety in the province will monitor the progress of the matter.
Mfunisi Mtethwa	0720593902 0780099077	CAS 80/08/2017 The complainant indicated that he was threatened by the investigation officer after opening an assault against his neighbour who is a police officer at Inanda SAPS. The complainant did not receive any feedback from the investigation officer.	Ntuzuma Saps	Poor communication	The investigating officer must be called upon to explain	To be queried

		On the SAPS system the case has been withdrawn no reason was given to the complainant.				
Thulani Dlungel e	0767801378 Ntuzuma E 81007 Inqe road	The complainant alleged that the investigating officer threatened to arrest him if he is not withdrawing the case, but the complainant has not withdrawn the case as a result the complainant has never heard from the investigating officer since 23 March 2019	Ntuzuma Saps	Poor Communication/ police misconduct	The case will be reopened and placed on the roll. The disciplinary steps should be instituted against the member.	Department of Community Safety in the province will monitor the progress of the matter.
Andiswa Luke	0680768648 341 Mthujane Road Kwamashu	CAS 206/10/2020 Kwamashu CAS 7861/10/2020 Ntuzuma CAS 463/02/2016 Kwamashu	Ntuzuma Saps	Poor Communication	CAS 206/10/2020- Under investigation. The accused was arrested CAS 786/10/2003- Went to court and waited for DNA. It was reopened in 2021. Pending DNA.	Not finalised/Department of Community Safety in the province will monitor the progress of the matter.

					<p>The progress was provided to the complainant that other CAS 463/02/2016-Invalid-shoplifting.</p> <p>The CAS 756/01/2003- is pending for DNA</p>	
Nonkul uleko Cele	01251097 00 073142176 6 MZS Kwamashu Highway Inanda Community Safety centre	CAS404/04/2022 Investigating officer not informing complainant about the progress of the case.	Inanda Saps	Poor Communica tion	Under investigation	Department of Community Safety in the province will monitor the progress of the matter.
Wosiph o Cebekh ulu	079024080 0 E1423 Ntuzuma	CAS315/04/2017 On 23 April 2017 the complainant opened a case where her child was hit by a car and passed on, no arrest was made, the investigating officer never called the complainant for feedback. The complainant always	Ntuzuma Saps	Poor Communica tion	There is a challenge at the station in terms of getting post-mortem results from department of health.	Department of Community Safety in the province will monitor the progress of the matter.

		calls the investigating officer for her to get feedback.				
Mr. B.E Dlamini	082902007 3 F39 Amandado cress Ntuzuma	The complainant opened 3 cases for house breaking. For all the cases suspects are unknown. The cases were closed as undetected, but the complainant indicated that he was never informed about the closure of all his cases.	Ntuzuma Saps	Poor Communica tion	Cases closed as undetected	Finalised
Khulug game full- service school	082304042 5	CAS139/02/2021 It was for public violence. The suspect was arrested, and the case was filed.	Kwadabe ka Saps	Poor Communica tion	Feedback provided on site to the complainant	Finalised
Khulug game full- service school	082304042 5	The unknown suspect went into the building through roofing, broke the ceiling board, get in and stole maize meal, salt, and knife. All that costed R425 estimated. Case closed as undetected.	Kwadabe ka Saps	Poor Communica tion	Feedback provided on site to the complainant	Finalised

Khulugame full-service school	082304042 5	COVID 19 issues that generated by the state policies. The suspect was arrested by the police for breaking COVID 19 rules and regulations. The suspected was arrested and the case filed.	Kwadabeka Saps	Poor Communication	Feedback provided on site to the complainant	Finalised
Khulugame full-service school	082304042 5	The incident happened at Khuluggame primary school. Two men arrived at school premise, find the security officer requested the security to open the gate and they pulled the guns threatening the security officer. The suspects are unknown. The case is still open.	Kwadabeka Saps	Lack of feedback	Feedback provided to the complainant	Not finalised
Wendy Ndlovu	078233623 4 F1518 Gilonk Ntuzuma	The complainant indicated that her brother was murdered on 19 February 2008, she is alleging that her brother was called by his police officer friends, and he was	Ntuzuma Saps	Poor Communication	Feedback provided on site to the complainant	Department of community safety in the province will monitor the progress of the matter.

		killed while with them and suspect that its them who killed him. They made statements but the docket got missing and she opened another one which has been withdrawn at court, because witnesses who are police were no longer interested in the case proceedings. The complainant indicated that since 2012 she never received any feedback from the IO.				
Khulugame .ll- service school	0823040425	The suspect was driving a car without valid driving licence. the case was opened by police officer (Mtshali) and the suspect was arrested. Case filled.	Kwadabeka Saps	Poor Communication	Feedback provided on site to the complainant	Finalised
Lindiwe Khuboni	0843455039	CAS15/08/2021 The complainant opened an assault GBH, and the suspect was arrested, the case is	Ntuzuma Saps	Poor Communication		Department of Community Safety in the province will monitor the

		still under investigation. The complainant has since never received any feedback from the investigating officer.				progress of the matter.
Nomvu yo Khumal o	067791710 9	The complainant is a youth from Ntuzuma. He received a complaint from Nomvuyo Khumalo for GBV related (assault common.) The suspect was not arrested since July 2022 till to date, and he ran away the day the complainant went to Inanda to open a case. The complainant left the area due to her safety, however she is reachable over the phone.	Inanda Saps	Poor Communica tion	Case is still on going	Department of community safety in the province will monitor the progress of the matter.

The service delivery complaints are grouped into seven (7) categories. Below is the summary of complaints categories:

CATEGORY	NATURE
Category 1- Refers Police Negligence	These include complaints related to firearm license, attorney requesting information, unlawful search and seizure, SAPS 13 properties and unacceptable behaviour.
Category 2- Refers to complaints of Police Misconduct	This includes complaints against any SAPS member which relates to but is not limited to the refusal to accept cases assigned, a violation of a detainee's rights, police abuse of power, contravention of the Discipline Regulations and police inaction, such as the failure to assist victims of domestic violence and rape.

<p>Category 3- Refers to complaints of Poor Communication</p> <p>Page 14</p>	<p>These include but are not limited to poor communication between any members, station, or unit; as well as a lack of feedback from Investigating Officers.</p>
<p>Category 4- Refers to complaints of Poor Investigation</p>	<p>These include but are not limited to poor police investigation, missing criminal case dockets, poor statement taking and poor crime scene management.</p>
<p>Category 5- Refers to complaints of Poor Response</p>	<p>This includes but are not limited to poor response times, lack of police visibility, unnecessary delays in attending to victims/complaints, failure by the Local Criminal Centre (LCRC) to lift fingerprints and to take pictures from crime scenes, failure by the police to respond to reports of missing persons, unequitable distribution of policing resources, breakdown in relations between the police and the community, and improper crowd management.</p>
<p>Category 6- Refers to Non-compliance to SAPS Human Resource Management Policies.</p>	<p>These include labour related matters such as unfair labour practice.</p>
<p>Category 7- Refers to SAPS Management Complaints.</p>	<p>These include victimization, discrimination, racism, nepotism, harassment in the workplace and termination of service.</p>

CAUSES OF SERVICE DELIVERY COMPLAINTS

The policing in South Africa must deal with diverse communities with different expectations and needs while there are so many obstacles making the police not to meet all those expectations from the public thus making complaints against the SAPS inevitable.

Inspectorates perceive that the service delivery complaints are caused by various factors that can be corrected if viewed in a positive light. Community members may have legitimate complaints due to a lack of knowledge regarding the nature of the services rendered by the SAPS and what remedies may be available to victims of crime. It has been noted that a common cause of complaints amongst the community members is a lack of understanding of the roles, responsibilities, policies, and procedures of the SAPS.

A complaint, if viewed objectively can serve to acknowledge the fact that community members are aware of their Constitutional Rights.

In this respect a complaint serves as a self-correcting mechanism that allows SAPS to improve its service delivery. It is also vital to note that most complaints received by the Civilian Secretariat for Police service and Kwa Zulu- Natal Community Safety and Liaison team relates to category 3, which is poor communication with complainants by Investigating Officers during the reference period relate to, poor investigation, and poor response time by the police.

ANALYSIS OF COMPLAINTS RECEIVED DURING CONSULTATION

All fifteen complaints received during this campaign emanates from poor communication with the complainants and lack of feedback about the progress of their cases with KwaDabeka Police Station leading with five cases at the same scene with suspects operating in similar modus operandi. It appears that about four of the cases suspects simple invade the school with the intention to commit crime at Khulugqame Full-Service School. Ntuzuma Saps conceded seven cases from different scenes and different complainants but also contributing a lot in terms of poor communication with the complainants, followed by Inanda Police Station with two cases of poor communication and Kwa-Mashu Police Station- respectively.

RECOMMENDATIONS

The issue of Khulugqame School need to be addressed at the level of Station Management since the trend is clear that the school is consistently under attack by criminals who seem to have turned it into their playground without being brought to justice. It was found that most investigating officers lack communication with their complainants. The Branch Commanders need to address this behavior for the Community to restore trust in the police. The exercise conducted by the Civilian Secretariat was a success, however it would be recommended to utilize relevant role players such as Local Municipality Communications section to loud hail the event to improve attendance by the members of the community.

It was further suggested that more mobilization should be done at different areas as we are still faced with the issues of low rate of arrests but a high rate of murder cases being reported. It was also suggested that this exercise should be done in a busy area such as malls also on a quarterly basis.

4.5 DAY 4: COMMUNITY SAFETY CAMPAIGN DIALOGUE AT KWAMASHU – L HALL PHASE 1

Mrs. KE Mbongwe was the Program Director of the event. The event was opened with prayer by Bishop Mbuyazi with a bible scripture Isaiah 1 verse 18-20. KwaMashu CPF Chairperson Ms. Lethuxolo Hlatshwayo welcomed all guests present, and she also thanked the Department of the Civilian Secretariat for Police Service (CSPS) and the Department of Community Safety and Liaison (DCSL) for this initiative because the platform allows the community to interact on socio-economic issues that affects them daily particularly crime. The following stakeholders were acknowledged by the Program Director Mrs. KE Mbongwe:

- Mr Nkojoana: Leader of delegation CSPS
- EThekweni District Commissioner: Major General MV Kheswa
- Bishop Mbuyazi
- Mr Mpungose: Youth Interactive
- Cllr. P Ntshangane (Ward 47)
- Mr Biyela: Youth Desk Provincial
- Ms Lethuxolo Hlatshwayo: KwaMashu CPF Chairperson
- Mr Khoza: Ntuzuma CPF Chairperson
- Mr Goge: KwaDabeka CPF Chairperson
- Ms Simangele Nzuza: Community Mobiliser for LGBTQ+ (Imvelo Yesizwe)
- DSD Officials
- Health Officials
- Liquor Authority Officials
- GCIS Officials
- Zethembe Disable Organization and
- Hlahlindlela Organization

PURPOSE OF THE CAMPAIGN

EThekweni District Commissioner: Major General MV Kheswa unpacked the aim of the gathering. Community Safety Dialogues Programme was to give a platform for community engagement process, aimed at stimulating community discussions in line with crimes such as Gender Based Violence (GBV) and substance abuse in order to build safer communities and a just society, where communities are encouraged to seek solutions in promotion of safety and crime prevention through collaborative efforts.

POLICE AND COMMUNITY RELATIONS.

Ms Pinda Ntsaluba from the Department of Civilian Secretariat for Police Service unpacked the relationship between the police and the community. She stated that the Civilian Secretariat for Police Service exercises its powers and performs its functions without fear, favour, or prejudice in the interest of the maintenance of effective and efficient policing and a high standard of professional ethics in the Police Service. She highlighted the CSPA mandate which is to provide civilian oversight over the Police through monitoring and evaluating police performance and mobilising role-players, stakeholders and partners outside the department through engagements on crime prevention and other policing matters.

She explained a notion of policing as provided by government versus community policing which is a responsibility of the members of community. She mentioned that the question of allocation of resources as far as policing is concerned, is an indication that communities have to strengthen the community policing. She commented on the abuse of alcohol by young people and call on community members not to ignore what is happening around them. Ms Ntsaluba raised an issue of number of taverns that have short proximity amongst each other questions of allocation of license to the Provincial Liquor Board. In addition, she encouraged members of community to join the CPF and take responsibility within their communities.

MESSAGE OF SUPPORT

Mr Ximba (Traditional Leader) Induna from Kwadenge Ward 1 delivered the message of support. He appreciated the participation of stakeholders and departments at the Community Safety Campaign Dialogue, because the community will get a chance to discuss various challenges that have been troubling the community and hoping to get solutions. He mentioned that his focus will be on men. Men should be responsible in protecting their families and the community at large. Mr Ximba emphasised that It must not be men who are perpetrators of abuse. He further mentioned that it is very important for the parents to ensure that they become good role models to their children. He proposed that we should re-introduce programmes that will promote positive grooming of boys / men, where they will be guided accordingly into manhood. Mr Ximba concluded by saying Ubuntu principle should be taken into consideration for the future of our generation.

PHASE 2

COMMISIONS

This phase of the programme was focusing on discussions that employed a structured discussion focusing on pressing topics around the following:

- Expected behaviour for boys and men in the society
- Cause of rift between men and women in communities
- Gender Based Violence and how we fight the scourge and bring social cohesion between families and communities

The discussions were separated in to three sessions namely: men's session, women's session and LGBTQI+, where facilitators were facilitating the discussion of each session.

PHASE 3

FEEDBACK SESSION

This phase of the programme was focusing on the feedback for discussions, each group was expected to choose a team leader to represent the group during the presentation.

FEEDBACK FROM WOMEN'S SESSION

The following are the findings of the discussions that were presented:

CAUSES OF RIFT BETWEEN MEN AND WOMEN

- 1) Dysfunctional families.
- 2) Gender roles
- 3) Peer pressure at school
- 4) Lack of ubuntu within our communities
- 5) Patriarchy
- 6) Inequality between children. e.g. Looking down on each other based on parenting abilities
- 7) Substance abuse
- 8) Inequalities between men and women
- 9) Bullying at school

SOLUTIONS

ROLE PLAYED BY WOMEN IN FIGHTING AGAINST GBV

- 1) Reporting or whistleblowing in communities e.g. In cases of Gender Based Violence.
- 2) Need to strengthen community forum institutions (CPF's being more accessible to communities)
- 3) Use of role models to help raise awareness especially in the young nation.
- 4) Raising awareness through social media platforms
- 5) Psychosocial support and group counselling
- 6) Women and girl empowerment
- 7) Screening of people at taverns to prevent underage entering.

FEEDBACK FROM MEN'S SESSION

The following are the findings of the discussion that were presented:

- 1) **Expected Behaviour of boys and men in the society**
 - Be able to protect

- Be physically strong

2) Causes of rift between men and women

- Men are neglected
- Role's expectations
- Unable to control temper or emotional intelligence
- Economic gap between men and women
- Prioritising rights while neglecting responsibilities
- Lack of information
- Lack of father figure in households
- Lack of communication
- Lack of openness and transparency
- Clash of religion and culture
- Lack of educational awareness
- Pride
- Substance abuse and alcohol

3) Communities are faced with moral decay and Gender Based Violence, how do we fight the scourge and bring social cohesion between families and communities

- Access to therapy sessions or services
- Educational awareness
- Rebuild moral culture in different societal structures such as church
- Community engagement
- Reviving men sectors to give men platforms to speak
- Support programmes for men
- Mentorship in household on young boys
- Self-introspection

Feedback from LGBTQI+

The discussion of the LGBTQI+ session was facilitated by Ms Simangele Nzuza (Community Mobilizer) Imvelo Yesizwe Organization for LGBTQI+. The following are the findings of the discussion that were presented:

The team leader of the group highlighted that there is a need to review pillars of Gender-based Violence according to the NCP. She said that part two pillar of GBV tend to be ignored that speaks about prevention, there is reaction rather than responding to the scourge of GBV. Ms Nzuza emphasised that people need to understand that GBV is a behavioural phenomenon that need more attention.

1) Expected Behaviour of boys and men in the society

An argument was raised from the group that segregation is created by the society in terms of having a prescribed behaviour that is particular to boys that is not the same to girls, of which that creates gender inequality. According to their discussion the following are expected behaviours of boys and men in the society:

- Respect and acceptance
- Equal and equity
- Safety and protection

2) Causes of rift between men and women

- Masculinity
- Power dynamics
- Societal norms
- Homophobia

3. Communities are faced with moral decay and Gender Based Violence, how do we fight the scourge and bring social cohesion between families and communities

- Strengthen community sensitization
- Educational awareness
- Community dialogues

COMMITMENTS AND WAY FORWARD: MR T NKOJOANA (CSPS EXECUTIVE MANAGER)

He committed to mentoring three individuals (3 learners and 1 LGBTQI+ representative). He also committed to guiding them into their preferred careers and be able to do the same

for their communities. He further emphasized the importance of communities coming together with the departments, to find corrective measures that will be the ultimate solutions to crime.

He also mentioned about the importance of community engagement for social cohesion, peace building and improved planning. He further emphasized the importance of inclusion (youth, women, and minorities such as people with disabilities, LGBTQI+ people, foreigners etc.); understanding the context (who to engage, where to hold the engagement, when are people available to engage, how to frame the engagement, what forms of communication are appropriate etc.); and how to manage expectations and disagreements throughout the engagements.

Mr Nkojoana concluded by saying community dialogues involves creating a specific messaging about a particular issue. Community dialogues can be an important part of developing community support for changes in the informal justice sector, it has been shown to change knowledge and attitudes about violence against women.

VOTE OF THANKS: MS NP SHEMBE (SAFER CITIES SENIOR MANAGER)

She said it has been such an honour to be a part of the community dialogue. On behalf of EThekwini region she extended her heartfelt gratitude to our esteemed guests, according to their levels. She also sincere thanked the Department of Civilian Secretariats for Police Service (CSPS) and the Department of Community Safety and Liaison (DCSL) who handled the event throughout. She furthered thanked all the participants who made the event memorable.

She emphasized that community safety is a painful and inflammatory issue, as experiences of crime and unsafety lead to trauma, fear, anger, and frustration. Community engagement has become progressively challenging as communities have become increasingly frustrated over service delivery, and relationships between local government and communities have become conflicted and difficult to manage. She explained further that the gap between local government and communities has also resulted in flawed planning processes where community voices are not heard, and projects and programmes do not reflect their needs and aspirations; and where consultation becomes seen by officials and

communities as a tick-box exercise rather than as something that will generate a richer, more valuable strategy. She concluded by saying community engagement and dialogues represents an opportunity for local and district municipalities in South Africa to connect and build strengthened relationships with communities. This is to understand their needs and implement sustainable programmes which respond to those needs, in collaboration with community members as they understand their context better than anyone else.

COMMUNITY DIALOGUE RECOMMENDATIONS

Participants contributed suggestions relating to the future use of the community dialogue methodology to address community safety challenges. The recommendations that follow are based solely on these suggestions:

- An argument was raised from the group that segregation is created by the society in terms of having a prescribed behaviour that is particular to boys that is not the same to girls, of which that creates gender inequality
- It was evident that educators focus on taking learners that are not troublesome to such events not also adding troublesome learners for this kind of a programme, Senior management will engage with department of education to find a solution to this challenge.
- Issue of sign language interpreter- disable people argued that there is no sign language interpreter that will allow them to engage with police in terms of reporting crime.
- In January/February 2023 back to school program, all 20 school to be revisited and continuation of suitability of program be implemented.
- Ms Pinda Ntsaluba recommended that a spiritual crime prevention programme should be created. This stems from the suggestion made by the ministerial fraternity that they would like to have more engagements with the department when planning to do crime prevention programmes. The ministerial fraternity further added that they would like SAPS to assist them by doing regular visits at churches and patrols around the area because some people come to the church disguised as congregants with the intention to commit crimes.
- Follow-ups on the liquor outlets that were found to be non-complaint should be done to check whether they have implemented changes.

- It was suggested that for future planning of such events to consider finding a bigger venue that will accommodate a big number.
- Breakfast for stakeholder to be provided
- Enough transport for stakeholder to be provided
- It was suggested that stakeholder's engagement with parents and children is required to discuss more issues of substances abuse
- Constant Monitoring of SAPS upholding rights those vulnerable within communities (LGBTQIA+)
- Lt Col Ngcobo (FCS Unit) who on day 3 case closed tried to hamper the work of an oversight body, will be referred to eThekweni District SAPS for corrective steps to be taken.

CAMPAIGN RECOMMENDATIONS WITH TIMELINES

1. School Safety Campaign

Action	Timeline	Responsibility
LOC to visit schools to share the school Safety Dialogue resolution	Jan/Feb 2023	LOC and CSPS(Intergovernmental Relations)
School Safety Dialogue	Quarterly	Department of Community Safety SAPS District
Perform school searches and seizure	As and when required	SAPS District
Motivational Talks at schools	Bi-annual	Department of Education Department of Community Safety
Boys to Men programme	Bi-annual	Department of Community Safety
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Khulugqane high school to be provided with Memeza devices	March 2023	CSPS

2. SOBER SUNDY CAMPAIGN

Action	Timeline	Responsibility
<ul style="list-style-type: none"> More church visits 	Quarterly	SAPS District Office

3. TARVEN VISITS

Action	Timeline	Responsibility
Constant check of compliance by the Taverns	Monthly	SAPS District Office
Report and confirmation of payment of fines for non-compliance check of the 16 th October 2022	January 2023	SAPS District Office


4. CASE CLOSED

Action	Timeline	Responsibility
Report on the cases submitted	30 th January 2023	SAPS District Office
Address non-compliance by police when dealing with cases at the station	January 2023	SAPS District Office
Abuse of power by police	Ongoing	SAPS District Office
SAPS to discuss the sign language interpreter for reporting of cases of the disable	2024/2025 Financial Year	National Commissioner

5. COMMUNITY SAFETY DIALOGUE

Action	Timeline	Responsibility
Community Dialogue	Quarterly	Provincial JCPS cluster
Monitor use of Memeza alarm	Quarterly	KZN Community Safety

Submitted by



Ms Pinda Ntsaluba

Director: Communications

Date 02/11/22

Supported/Not supported



Ms. Neo Mahlangu

Acting Chief Director: Civilian Oversight Monitoring and Evaluation

Date 7/11/2022

Recommended /Not recommended



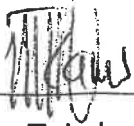
Mr. Benjamin Ntuli

Chief Director: Partnership

Date 14/11/2022

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Approved / ~~Not approved~~



Mr. Takalani Ramaru

Acting Secretary for Police Service

Date 20/12/2022