

HARARE SAPS
Annual Performance Plan
2011 / 2012

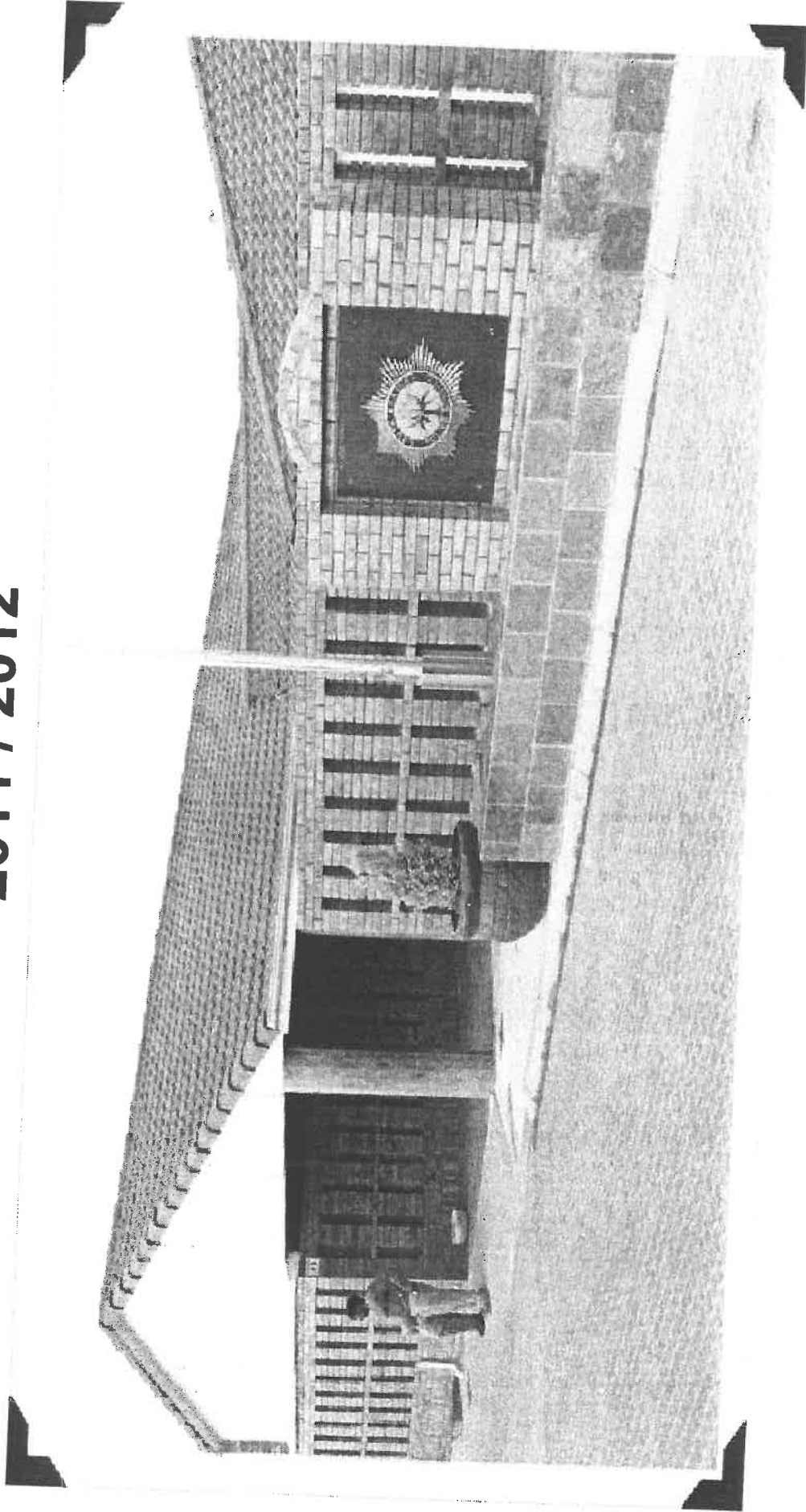


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OUR VISION IS TO:

Create a safe and secure environment for all people in South Africa

OUR MISSION IS TO:

- “Prevent anything that may threaten the safety and security of any community”;
- “Investigate any crimes that threaten the safety and security of any community”;
- “Ensure criminals are brought to justice; and
- Participate in efforts to address the root causes of crime”.

OUR VALUES ARE TO

- “Protect everyone’s rights and to be impartial, respectful, open and accountable to the community”;
- “Use the powers given to us in the responsible way”;
- “Provide a responsible, effective and high quality service with honesty and integrity”
- “Evaluate our service continuously and make every effort to improve on it”
- “Use our resources in the best way possible”
- “Develop the skills of all members through equal opportunity; and co-operation with the community, all levels of Government and other role players.

PROLOGUE BY THE STATION COMMANDER

In view of the crime being experienced by communities and with the high priority people are currently placing on safety and security, we the South African Police Service Harare in co-operation with the community, through the Community Police Forum and other community based organizations must commit ourselves to this plan and the roles to be played and must accept our responsibility to combat and prevent crime through policing actions, law enforcement and the follow through of the criminal justice system.

What we must realize is that situational and social crime prevention require commitment and an understanding of the complex dynamics that operate within society. It is also necessary to acknowledge that different types of crime have different causes and occur in different circumstances. It is thus essential to gain a better understanding of the nature and circumstances of the crime in order to begin to tackle it more effectively.

This plan must not be a shelf document and all role players must constantly execute their functions in line with the contents of this plan. Only then will we ensure an impact on our responsibility area's.

WESTERN CAPE POLICE SERVICE CHARTER

SAPS believe in the rights of all as enshrined in the Constitution and the Bill of Rights. SAPS will endeavour at all times, to provide a professional and efficient service and to always act in the spirit and the letter of the SAPS Code of Conduct. SAPS bind it to these minimum service standards

1. VICTIMS OF CRIME

SAPS will provide a quality and professional service, by keeping victims of crime informed and to:

- Conduct interviews in a courteous manner with due regard for the dignity of the victim;
- Provide a crime reference number immediately and in any other case within 24 hours;
- Provide regular feedback on the progress of their cases, especially when a person has been arrested and when property has been identified;
- Provide timeouts information about court dates and any case at least 14 days before the court date;
- Provide a copy of their statements on request after consultation with the Director of Public Prosecutions;
- Provide specially trained officers for victims of sexual offences and child abuse and provide facilities for those victims where confidentiality is ensured;
- Inform about and provide witness protection where appropriate

2. CRIME

SAPS will ensure thorough and professional investigation of crime and;

- Provide specialist investigators where necessary (irrespective of the status of the individuals involved);
- Provide details of the Investigating Officer and information where to complain in the event of unsatisfactory service;
- Take the required steps to apprehend those responsible.

3. COMMUNICATION

SAPS will answer all calls in a prompt and courteous manner and;

- Respond to emergency calls from the members of the public;
- Answer all 10111 calls within 15 seconds;
- Where this service is not available, publicise telephone numbers of local police stations;
- Attend public meetings and where appropriate, provide information on police services;
- Regularly elicit public opinion about police service standards

SAPS believe that all suspects are presumed innocent until proven guilty in a court of law. We will:

- Inform arrested persons of their Constitutional Rights;
- Within reasonable time take them to the nearest police station for processing;
- Not use illegal and unconstitutional means to obtain information.

COMMITMENT: The South African Police Services commits itself to recognise and build partnerships with the community and community police forums so as to combat crime effectively.



South African Police Service Code of Conduct

*We, as Police Officials of the South African Police Service
commit ourselves to the creation of a safe and secure environment for all the people in South
Africa by*

- participating in endeavours to address the root causes of crime in the community;*
- preventing action which may threaten the safety or security of any community; and*
- investigating criminal conduct which has endangered the safety or security of the community
and bringing the perpetrators thereof to justice.*

In realization of the aforesaid commitment, we shall at all times -

uphold the Constitution and the law;

be guided by the needs of the community;

*give full recognition to the needs of the South African Police Service as employer; and
co-operate with the community, government at every level and all other related role-players.*

*In order to achieve a safe and secure environment for all the people of South Africa we
undertake to -*

*with integrity, render a responsible and effective service of high quality which is accessible to
every person and continuously strive towards improving this service;*

*utilize all the available resources responsibly, efficiently and cost effectively to maximize their
use;*

*develop our own skills and participate in the development of our fellow members to ensure
equal opportunities for all;*

contribute to the reconstruction and development of, and reconciliation in our country;

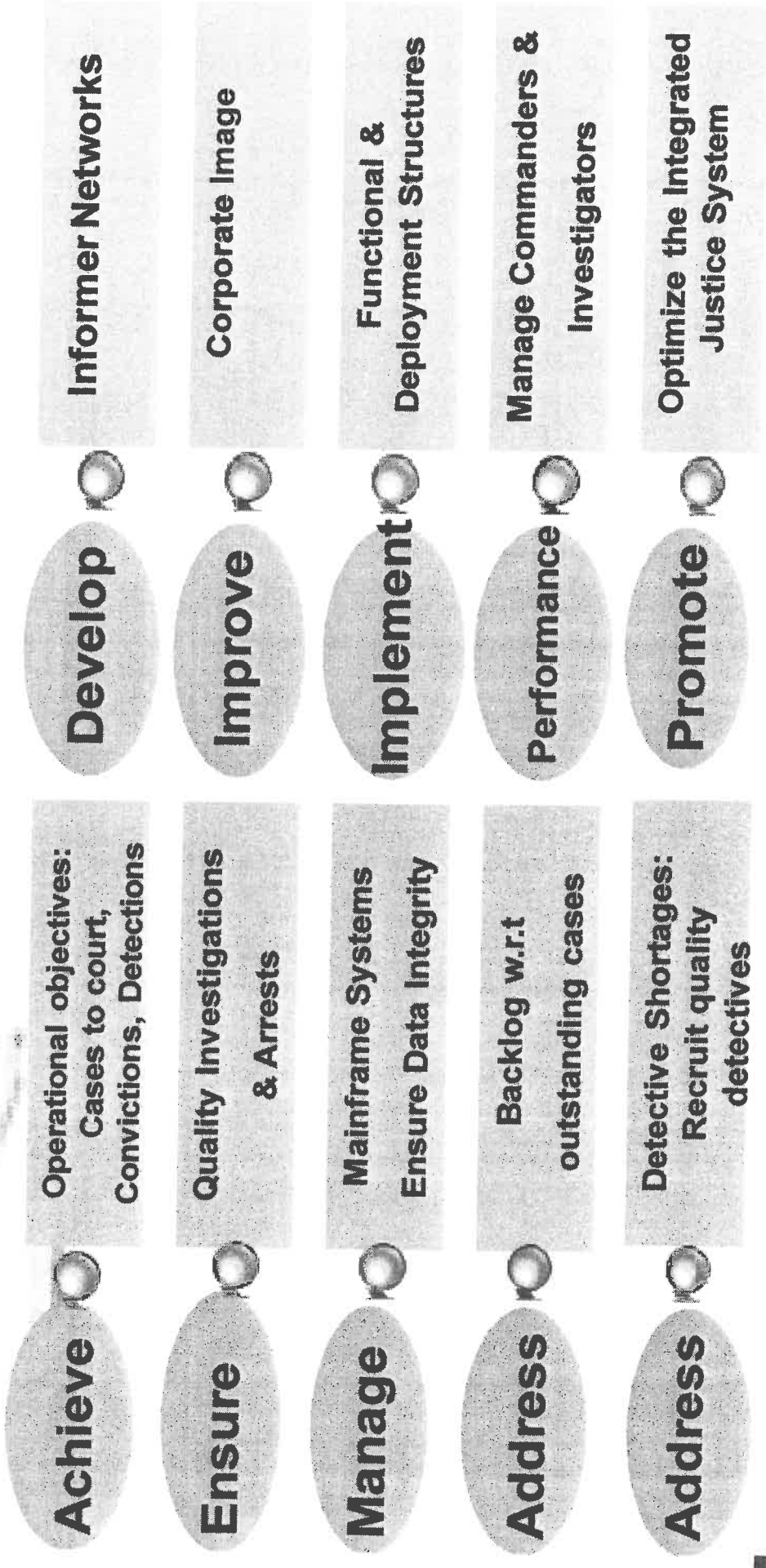
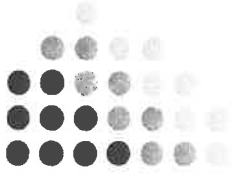
uphold and protect the fundamental rights of every person;

*act impartially, courteously, honestly, respectfully, transparently and in an accountable
manner;*

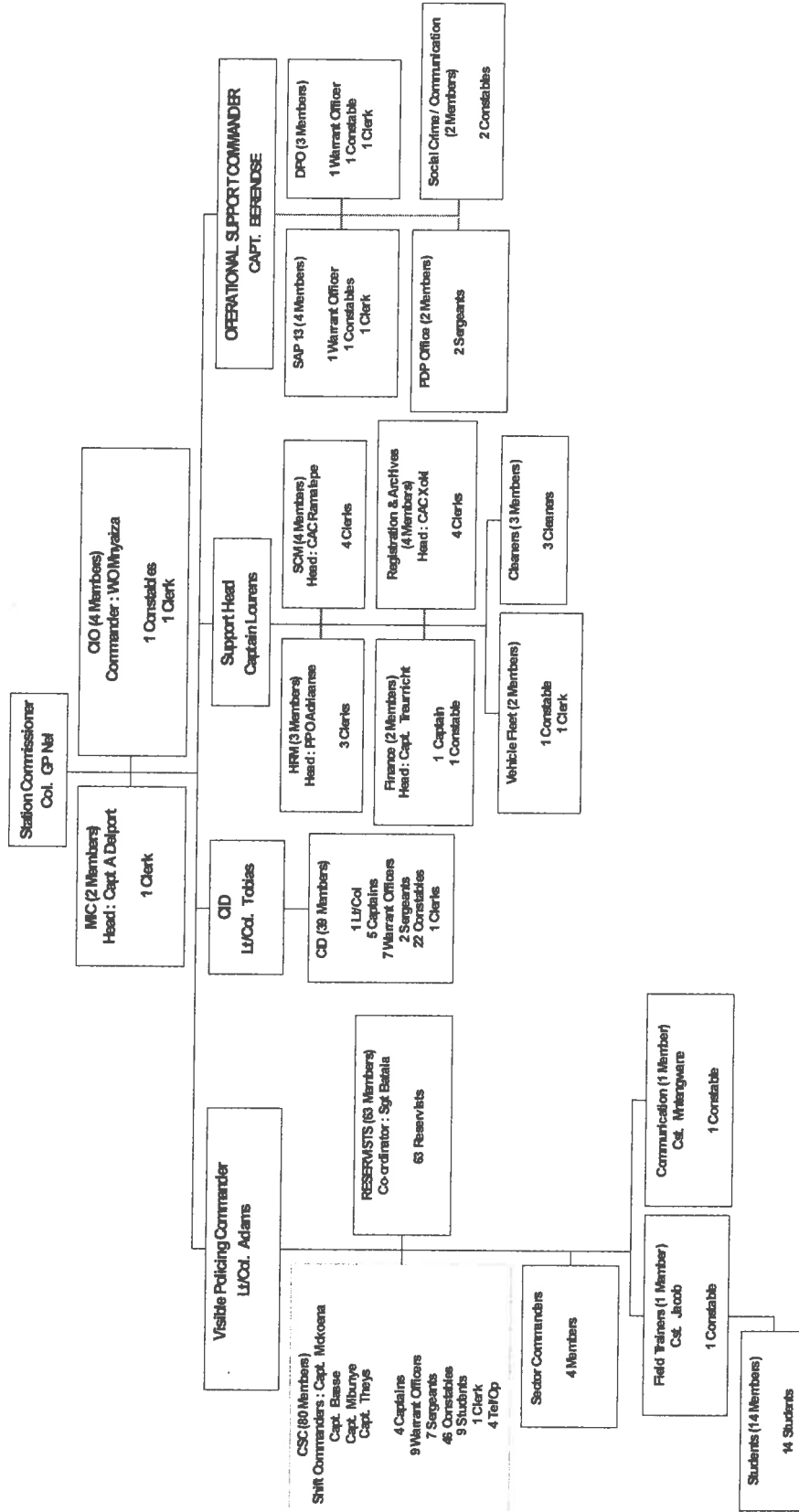
exercise the powers conferred upon us in a responsible and controlled manner; and

*work actively towards preventing any form of corruption and to bring the perpetrators thereof
to justice.*

Overview : 10 Point Plan



STATION STRUCTURE



KEY DEPARTMENTAL PROGRAMME 1: ADMINISTRATION

Purpose: To ensure a diverse, competent, capable and committed workforce that delivers a sustainable, 5 Star services.

| Sub Programme | Objective / Key Actions | Output | Performance Indicator | Baseline | Target |
|------------------------------------|--|--|--|--|--|
| Human Resource Management | Utilization of personnel according to the REP | Correct placement of members in components. | Maximum members placed in all components. | 90% | 100% |
| | Enforcement of the Performance Enhancement Process to all members. | Ensure the Performance Enhancement Process is in place for all members. | Manage and facilitate the Performance Enhancement process properly. | 100% | 100% |
| | Management of the physical health of employees. | - Monitor stations absenteeism rate - Monitor stations leave capturing rate | - Ensure proper management of absenteeism according to National Instructions. - Time out capturing of leave | 14.99% per year per member | 14.99% |
| | Training | Development of personnel according to Job Descriptions | Ensure correct members are nominated for training applicable to their work environment. | All leave capture within 20 days 100% | 90% 100% |
| Discipline Management | Manage the process of Discipline Management. | Adherence to prescripts / guidelines in relation to the management to discipline, suspensions and grievances. | Finalize all reported disciplinary cases. - Grievances - Departmental cases (Reg 12) - 101.1 Complaints - 101.4 Complaints | Number of days 30 days 30 days 21 days 14 days | Number of days 30 days 30 days 21 days 14 days |
| | Effective Management of the budget | Monitor the actual expenditure according to the approved budget. | Adhering to the prescripts of the PFMA at all times. | Timeous attendance of issues and matters. | Effective usage of allocated budget. |
| Crime Perception Management | Improve the corporate image and identity of SAPS through: | - Improve internal communication at the station - Improve external communication to the community - Pro-active media engagement. | Maintain, facilitate & coordinate 'imbizo' approach and meetings with relevant stakeholders. Ensure effective & pro-active media liaison. | 1 (Internal) 1 (External) 1 per week 4 per month | 2 (Internal) 2 (External) 1 per week 4 per month |

| Sub Programme | Objective / Key Actions | Output | Performance Indicator | Baseline | Target |
|---|--|---|--|--------------------------|---|
| Physical Resource Management | Vehicle fleet management | Optimal utilization of vehicles according to the REP. | Ensure proper management of all vehicles. | 90% | 100% |
| | Installation of AVL in all new vehicles | Management of AVL installations. | Ensure all new vehicles have AVL installed effectively at all times. | 100% | 100% |
| | Effective management of vehicles. - Damages - Collisions - Traffic Fines | To address all reported damages, collisions and fines to improve in the effective management of vehicles. | Collision committee meetings to be held to address miss-use of vehicles. | Timeous monitoring | 100% addressing of all miss-used reported incidents by taking departmental steps. |
| Information & Systems Management | Manage & maintain the correctness of data on all systems in SAPS. | Improve Management Information. | Improve data-integrity on all systems. | Less than 5% | Less than 5% |
| | Utilization of Information Technology infrastructure. | Ensure correct placement of IT equipment according to the REP. | Monitor and audit current IT equipment. | 1 audit report quarterly | 1 audit report quarterly |
| | Maintain effective information technology infrastructure and systems for provisioning of management information. | Ensure optimal usage of IT infrastructure & systems. | Monitoring the optimal usage of IT infrastructure & systems. | Timeous monitoring | Timeous monitoring |

KEY DEPARTMENTAL PROGRAMME 2: VISIBLE POLICING

Purpose: Discourage all crimes by providing a proactive and responsive policing service that will prevent the crime rate from increasing.

| Sub Programme | Objective / Key Actions | Output | Performance Indicator | Baseline | Target |
|---|---|--|--|--|---|
| Visible Policing: Crime Prevention | Property Related Crimes | Decrease crime through high visibility and crime prevention operations: Roadblocks VCP's Morpho Touch Operations Focused crime combating operations. Foot Patrols | To reach the set target | 958 | 939 |
| | Contact Crimes: TRIO Crimes | | | 178 | 171 |
| | Contact Related Crimes | | | 366 | 359 |
| | Contact Crimes: Robbery | | | 345 | 332 |
| | Contact Crimes: Sexual Offences | | | 977 | 938 |
| | Contact Crime: Murder | | | 237 | 228 |
| | Contact Crime : Assaults | | | 662 | 636 |
| | All other serious crime | | | 498 | 489 |
| | Crimes against Women | | | 827 | 794 |
| | Crimes against Children | | | 115 | 111 |
| Visible Policing: Complaints | Crime dependant on police action | Increase pro-active crime prevention activities. | To reach the set target | 750 | 773 |
| | Reaction time on complaints: - Alpha - Bravo - Charlie | To decrease the reaction time to reach the target | Reaction time on Alpha complaints: Reaction time on Bravo complaints Reaction time on Charlie complaints | 30 minutes 45 minutes 45 minutes | 30 minutes 45 minutes 45 minutes |
| | Effective management of all exhibits. | To manage the disposal of all exhibits. | Percentage of exhibits disposed | Timeous management of disposals. | Timeous management of disposals. |
| | Conduct inspections in terms of the 2 nd hands Goods Act, 23 of 1955 and amended Act 18/ Effective detainee management. | Ensure inspections on all 2 nd hand good dealers. Prevent escapes and death in custody. | Inspection on 2 nd hand dealers. - Number of escapes from police custody - Number of deaths. Inspections on : - Licensed and - Unlicensed premises | One inspection per month per 2 nd hand dealer. 0 | One inspection per month per 2 nd hand dealer 0 |
| Evidence Management | Effective management of all exhibits. | To manage the disposal of all exhibits. | Percentage of exhibits disposed | Timeous management of disposals. | Timeous management of disposals. |
| | Conduct inspections in terms of the 2 nd hands Goods Act, 23 of 1955 and amended Act 18/ Effective detainee management. | Ensure inspections on all 2 nd hand good dealers. Prevent escapes and death in custody. | Inspection on 2 nd hand dealers. - Number of escapes from police custody - Number of deaths. Inspections on : - Licensed and - Unlicensed premises | One inspection per month per 2 nd hand dealer. 0 | One inspection per month per 2 nd hand dealer 0 |
| 2nd Hand goods | Conduct inspections in terms of the 2 nd hands Goods Act, 23 of 1955 and amended Act 18/ Effective detainee management. | Ensure inspections on all 2 nd hand good dealers. Prevent escapes and death in custody. | Inspection on 2 nd hand dealers. - Number of escapes from police custody - Number of deaths. Inspections on : - Licensed and - Unlicensed premises | One inspection per month per 2 nd hand dealer. 0 | One inspection per month per 2 nd hand dealer 0 |
| | Conduct inspections and enforce compliance to the liquor act. | Ensure inspections on : - Licensed and - Unlicensed premises. | Inspections on : - Licensed and - Unlicensed premises | One inspection per month per premises per month | One inspection per month per premises per month |
| Detainee Management | Conduct inspections and enforce compliance to the liquor act. | Ensure inspections on : - Licensed and - Unlicensed premises. | Inspections on : - Licensed and - Unlicensed premises | One inspection per month per premises per month | One inspection per month per premises per month |
| | Conduct inspections and enforce compliance to the liquor act. | Ensure inspections on : - Licensed and - Unlicensed premises. | Inspections on : - Licensed and - Unlicensed premises | One inspection per month per premises per month | One inspection per month per premises per month |
| Liquor outlets | Conduct inspections and enforce compliance to the liquor act. | Ensure inspections on : - Licensed and - Unlicensed premises. | Inspections on : - Licensed and - Unlicensed premises | One inspection per month per premises per month | One inspection per month per premises per month |
| | Conduct inspections and enforce compliance to the liquor act. | Ensure inspections on : - Licensed and - Unlicensed premises. | Inspections on : - Licensed and - Unlicensed premises | One inspection per month per premises per month | One inspection per month per premises per month |

| Sub Programme | Objective / Key Actions | Output | Performance Indicator | Baseline | Target |
|-------------------------|---|---|--|--|--|
| Fire-Arm Control | Effective implementation of Fire-arms control Act (Act60 of 200). Management of the section 102 unfit declaration investigations. To improve service delivery by answering telephones within 15seconds. | Ensuring SAPS operational members utilize firearms as per Section 98 of the Act. (permit) Finalizing of all investigations according to instructions. Adhering to Provincial instructions | Effective management of permits issued. 102 Police Officer 102 Public All telephone calls to be answered within 15 seconds. | 100% 30 days 60 days New | 100% 30 days 60 days New |
| Customer Satisfaction | To improve service delivery by answering telephones within 15seconds. | Adhering to Provincial instructions | All telephone calls to be answered within 15 seconds. | New | New |
| Social Crime Prevention | Establish and maintain partnership with the community. Victim Empowerment | Ensure sound partnership policing. Provide a professional support to all victims. | Projects between the SAPS and Community to address: - Domestic Violence - Child Justice - Substance Abuse - Sexual Offences Satisfactory support to all victims by increasing the number of volunteers. | 1 focused project per month New | 1 focused project per month New |

KEY DEPARTMENTAL MENTAL PROGRAMME 3: DETECTIVE SERVICES

Purpose: Align POSS key result areas with Detectives 10 point plan to investigate, gather and analyze all related evidence to ensure increase in cases sent to court, detection rate and conviction rate.

| Sub Programme | Objective / Key Actions | Output | Performance Indicator | Baseline | Target | MPL |
|----------------------------------|--------------------------------------|--|--|----------------|--------|-------|
| Crime Investigation:3. | Property Related Crimes | To ensure a effective Detection Rate | To reach the set target as set by the Performance Chart. | DETECTION RATE | | |
| | Contact Crimes: All | | | 11.96 | 12.32 | 17.27 |
| | Contact Related Crimes | | | 53.22 | 5.82 | 61.6 |
| | All other serious crime | | | 44.01 | 45.33 | 46 |
| | Crime dependant on police action | | | 36.66 | 37.76 | 42.27 |
| | | | | 100 | 100 | 95 |
| | | | | CASES TO COURT | | |
| | Property Related Crimes | To ensure a effective Detection Rate | To reach the set target as set by the Performance Chart. | DETECTION RATE | | |
| | Contact Crimes: All | | | 10.99 | 11.32 | 13.05 |
| | Contact Related Crimes | | | 50.44 | 51.95 | 48.1 |
| | All other serious crime | | | 40.63 | 41.85 | 34.52 |
| | Crime dependant on police action | | | 32.25 | 33.22 | 32.05 |
| | | | 99.87 | 100 | 95 | |
| | | | COURT READY RATE | | | |
| Property Related Crimes | To ensure a effective Detection Rate | To reach the set target as set by the Performance Chart. | CONVICTION RATE | | | |
| Contact Crimes: All | | | 2.72 | 2.8 | 27.85 | |
| Contact Related Crimes | | | 20.5 | 21.12 | 71.74 | |
| All other serious crime- | | | 14.68 | 15.12 | 50.35 | |
| Crime dependant on police action | | | 12.7 | 13.08 | 43.02 | |
| | | | 100 | 100 | 95 | |
| | | | CONVICTION RATE | | | |
| Property Related Crimes | To ensure a effective Detection Rate | To reach the set target as set by the Performance Chart. | CONVICTION RATE | | | |
| Contact Related Crimes | | | 20.91 | 21.54 | 7.91 | |
| All other serious crime | | | 22.64 | 23.32 | 12.41 | |
| Crime dependant on police action | | | 26.74 | 27.54 | 12.19 | |
| | | | 20.61 | 21.23 | 11.71 | |

| Sub Programme | Objective / Key Actions | Output | Performance Indicator | Baseline | Target |
|----------------------|--|---|--|---|---|
| Wanted List | Reduce the outstanding Wanted | Ensure decreasing in number of outstanding Wanted | Decrease the outstanding circulated Wanted with 20%. | 20% per month | 20% per month |
| High Flyers | Identification and arrest of high flyers | Addressed all High Flyers | Ensure that all identified high flyer are arrested within the timeframe | One(1) highflyer per month | One(1) highflyer per month |
| Informers Network | Recruit, register and utilize informers. | | Increase the number of Informers according to the detective 10 point plan. | One (1) informer per detective per quarter. | One (1) informer per detective per quarter. |
| | | | Increase the number of Informers claims. | One (1) informer claim per detective per quarter. | One (1) informer claim per detective per quarter. |

| INDIVIDUAL ASSESSMENT | | | | | | | | | | | | |
|---|------|----|-----|--------|-------|--------|-------|--------|-------|--------|-------|--|
| OPERATIONAL | | | | | | | | | | | | |
| VISIBLE POLICING: CRIME PREVENTION | | | | | | | | | | | | |
| Performance Indicators | MPL | B | T | Qtr 1 | | Qtr 2 | | Qtr 3 | | Qtr 4 | | |
| | | | | Result | Score | Result | Score | Result | Score | Result | Score | |
| CONTACT CRIMES - TRIO CRIMES | 179 | 0% | -4% | 39.13 | 1 | 0 | 3 | 11.76 | 2 | | | |
| CRIMES AGAINST WOMEN | 1059 | 0% | -4% | -5.56 | 3 | 26.41 | 2 | 8.52 | 2 | | | |
| CRIMES AGAINST CHILDREN | 259 | 0% | -4% | -11.29 | 3 | -3.08 | 3 | -13.33 | 3 | | | |
| CONTACT CRIMES - ROBBERY | 346 | 0% | -4% | 28.26 | 1 | 27.16 | 1 | 54.44 | 1 | | | |
| CONTACT CRIMES - MURDER | 238 | 0% | -4% | 46.51 | 1 | -1.92 | 3 | -9.52 | 3 | | | |
| CONTACT CRIMES - ASSAULT | 1352 | 0% | -4% | -9.76 | 3 | -4.74 | 3 | -88 | 3 | | | |
| CONTACT CRIMES - SEXUAL OFFENCES | 294 | 0% | -4% | -23.19 | 3 | 20.31 | 2 | 0 | 3 | | | |
| PROPERTY RELATED CRIMES | 962 | 0% | -2% | -37.26 | 4 | -36.2 | 4 | -9.3 | 3 | | | |
| CONTACT RELATED CRIMES | 367 | 0% | -2% | -31.68 | 4 | 15.58 | 2 | 15.29 | 2 | | | |
| ALL OTHER SERIOUS CRIMES | 500 | 0% | -2% | 1.42 | 2 | 36.61 | 1 | -72 | 3 | | | |
| CRIMES DEPENDENT ON POLICE ACTION FOR DETECTION | 609 | 0% | 3% | -18.71 | 3 | 22.71 | 4 | 64.33 | 5 | | | |

| VISIBLE POLICING: COMPLAINTS | | | | | | | | | | | | |
|--|-------|-------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--|
| Performance Indicators | MPL | B | T | Qtr 1 | | Qtr 2 | | Qtr 3 | | Qtr 4 | | |
| | | | | Result | Score | Result | Score | Result | Score | Result | Score | |
| AVERAGE REACTION TIME - ALPHA COMPLAINTS | 30:00 | 22:04 | 14:57 | 17.34 | 4 | 22:10 | 3 | 20:53 | 3 | | | |
| AVERAGE REACTION TIME - BRAVO COMPLAINTS | 45:00 | 26:26 | 18:10 | 31.28 | 3 | 21:17 | 4 | 20:08 | 4 | | | |
| AVERAGE REACTION TIME - CHARLIE COMPLAINTS | 45:00 | 38:36 | 17:42 | 20.97 | 4 | 20:17 | 4 | 21:04 | 4 | | | |

DETECTIVE SERVICES

| Performance Indicators | MPL | B | T | Qtr 1 | | Qtr 2 | | Qtr 3 | | Qtr 4 | |
|--|-------|-------|-------|---|-------|--------|-------|--------|-------|--------|-------|
| | | | | Result | Score | Result | Score | Result | Score | Result | Score |
| | | | | CASES TO COURT RATE – CONTACT CRIMES : TRIO CRIMES | 17.73 | 19.29 | 19.87 | 17.33 | 2 | 16.99 | 2 |
| CASES TO COURT RATE – CRIMES AGAINST CHILDREN | 50 | 52.05 | 53.61 | 52.55 | 3 | 50.55 | 3 | 53.29 | 3 | | |
| CASES TO COURT RATE – CRIMES AGAINST WOMEN | 50 | 23.7 | 45 | 18.38 | 1 | 16.5 | 1 | 21.89 | 1 | | |
| CASES TO COURT RATE – CONTACT CRIMES : ROBBERY | 26.85 | 19 | 21.85 | 16.35 | 1 | 13.45 | 1 | 12.49 | 1 | | |
| CASES TO COURT RATE – CONTACT CRIMES : MURDER | 30.64 | 23.29 | 25.64 | 24.09 | 2 | 21.5 | 1 | 21.24 | 1 | | |
| CASES TO COURT RATE – CONTACT CRIMES : ASSAULT | 50 | 67.13 | 69.14 | 67.13 | 3 | 65.68 | 3 | 64.03 | 3 | | |
| CASES TO COURT RATE – CONTACT CRIMES : SEXUAL OFFENCES | 49.49 | 47.62 | 49.05 | 53.26 | 3 | 64 | 3 | 50.12 | 3 | | |
| CASES TO COURT RATE - PROPERTY RELATED CRIMES | 13.05 | 10.99 | 11.32 | 10.59 | 22 | 10.28 | 2 | 10.56 | 2 | | |
| CASES TO COURT RATE - CONTACT RELATED CRIMES | 34.53 | 40.63 | 41.85 | 38.33 | 33 | 37.24 | 3 | 34.27 | 2 | | |
| CASES TO COURT RATE - ALL OTHER SERIOUS CRIMES | 32.05 | 32.25 | 33.22 | 29.29 | 22 | 25.98 | 2 | 24.71 | 2 | | |
| CASES TO COURT RATE - CRIMES DEPENDENT ON POLICE ACTION FOR DETECTION | 95 | 99.87 | 100 | 99.73 | 55 | 99.65 | 5 | 100 | 5 | | |
| CASES TO COURT RATE: CONTACT CRIMES - ALL | 47.99 | 50.44 | 51.95 | 45.19 | 22 | 42.72 | 2 | 40.77 | 2 | | |
| DETECTION RATE – CONTACT CRIMES : TRIO CRIMES | 18.25 | 19.29 | 19.87 | 17.33 | 2 | 16.99 | 2 | 15.67 | 2 | | |
| DETECTION RATE – CRIMES AGAINST CHILDREN | 71 | 25.93 | 66 | 19.12 | 1 | 15.67 | 1 | 23.99 | 1 | | |
| DETECTION RATE – CRIMES AGAINST WOMEN | 66 | 57.53 | 61 | 57.61 | 2 | 59.06 | 2 | 53.4 | 3 | | |
| DETECTION RATE – CONTACT CRIMES : ROBBERY | 32.16 | 19.75 | 27.16 | 17.04 | 1 | 14.31 | 1 | 13.62 | 1 | | |
| DETECTION RATE – CONTACT CRIMES : MURDER | 37.74 | 25.8 | 32.74 | 26.07 | 1 | 23.24 | 1 | 23.31 | 1 | | |
| DETECTION RATE – CONTACT CRIMES : ASSAULT | 60 | 70.86 | 72.99 | 71.24 | 3 | 70.83 | 3 | 69.52 | 3 | | |
| DETECTION RATE – CONTACT CRIMES : SEXUAL OFFENCES | 60 | 61.9 | 63.76 | 56.59 | 2 | 76.24 | 4 | 80.15 | 4 | | |

| | | | | | | | | | |
|--|-------|-------|-------|-------|---|-------|---|-------|---|
| DETECTION RATE - PROPERTY RELATED CRIMES | 17.29 | 11.96 | 12.32 | 11.76 | 1 | 11.96 | 1 | 12.49 | 3 |
| DETECTION RATE CONTACT RELATED CRIMES | 49.48 | 44.01 | 45.33 | 42.27 | 2 | 41.46 | 2 | 38.5 | 2 |
| DETECTION RATE - ALL OTHER SERIOUS CRIMES | 42.27 | 36.66 | 37.76 | 34.49 | 2 | 31.11 | 2 | 29.82 | 1 |
| DETECTION RATE - CRIMES DEPENDENT ON POLICE ACTION FOR DETECTION | 95 | 100 | 100 | 99.77 | 5 | 99.65 | 5 | 100 | 5 |
| DETECTION RATE - CONTACT CRIMES : ALL | 60 | 53.22 | 55 | 47.88 | 2 | 46.02 | 2 | 44.34 | 2 |
| COURT READY RATE - CONTACT CRIMES : TRIO CRIMES | 5.64 | 3.76 | 3.87 | 4.46 | 3 | 8 | 3 | 8.59 | 3 |
| COURT READY RATE - CRIMES AGAINST CHILDREN | 34.33 | 2.91 | 29.33 | 4.09 | 1 | 7.12 | 1 | 14.45 | 1 |
| COURT READY RATE - CRIMES AGAINST WOMEN | 45.76 | 22.5 | 40.76 | 31.52 | 2 | 43.43 | 3 | 53.56 | 3 |
| COURT READY RATE - CONTACT CRIMES : ROBBERY | 14.1 | 4.18 | 9.1 | 5.39 | 1 | 8.71 | 2 | 10.7 | 3 |
| COURT READY RATE - CONTACT CRIMES : MURDER | 16.77 | 8.19 | 11.77 | 11.3 | 2 | 13.33 | 3 | 16.34 | 3 |
| COURT READY RATE - CONTACT CRIMES : ASSAULTS | 50 | 35.91 | 45 | 46.38 | 3 | 55.52 | 3 | 59.49 | 3 |
| COURT READY RATE - CONTACT CRIMES : SEXUAL OFFENCES | 37.24 | 11.11 | 32.24 | 10.37 | 1 | 59.52 | 4 | 69.09 | 4 |
| COURT READY RATE - PROPERTY RELATED CRIMES | 6.93 | 2.72 | 2.8 | 4.42 | 3 | 6.95 | 3 | 8.87 | 3 |
| COURT READY RATE - CONTACT RELATED CRIMES | 29.11 | 14.68 | 24.11 | 19.16 | 1 | 25.72 | 3 | 29.23 | 3 |
| COURT READY RATE - ALL OTHER SERIOUS CRIMES | 21.57 | 12.7 | 16.57 | 14.41 | 2 | 17.81 | 3 | 20.74 | 3 |
| COURT READY RATE - CRIMES DEPENDANT ON POLICE ACTION FOR DETECTION | 95 | 100 | 100 | 98.87 | 4 | 98.97 | 4 | 100 | 5 |
| COURT READY RATE : CONTACT CRIMES : ALL | 37.11 | 20.5 | 32.11 | 23.94 | 1 | 30.39 | 2 | 33.9 | 3 |
| CONVICTION RATE - CONTACT CRIMES : TRIO CRIMES | 26.96 | 8.2 | 21.96 | 6.4 | 1 | 6.83 | 1 | 8.02 | 1 |
| CONVICTION RATE - CRIMES AGAINST CHILDREN | 34.08 | 17.36 | 29.08 | 14.04 | 1 | 14.64 | 1 | 12.46 | 1 |
| CONVICTION RATE - CRIMES AGAINST WOMEN | 29.89 | 18.29 | 24.89 | 15.97 | 1 | 16.85 | 1 | 14.75 | 1 |
| CONVICTION RATE - CONTACT CRIMES : ROBBERY | 37.84 | 13.3 | 32.84 | 11.38 | 1 | 11.61 | 1 | 11.76 | 1 |
| CONVICTION RATE - CONTACT CRIMES : MURDER | 21.96 | 4.02 | 16.96 | 4.1 | 1 | 6.12 | 1 | 8.3 | 1 |

| | | | | | | | | |
|---|-------|-------|-------|-------|---|-------|-------|---|
| CONVICTION RATE – CONTACT CRIMES : ASSAULTS | 49. | 21.69 | 44.7 | 20.82 | 1 | 19.85 | 21.14 | 1 |
| CONVICTION RATE – CONTACT CRIMES : SEXUAL OFFENCES | 25.14 | 5.71 | 20.14 | 5.47 | 1 | 4.88 | 0 | 1 |
| CONVICTION RATE - PROPERTY RELATED CRIMES | 43.94 | 20.91 | 38.94 | 20.16 | 1 | 16.89 | 15.47 | 1 |
| CONVICTION RATE - CONTACT RELATED CRIMES | 50 | 22.64 | 45 | 21.13 | 1 | 19.4 | 20.63 | 1 |
| CONVICTION RATE - ALL OTHER SERIOUS CRIMES | 50 | 26.74 | 45 | 25.41 | 1 | 21.62 | 22.28 | 1 |
| CONVICTION RATE - CRIMES DEPENDANT ON POLICE ACTION FOR DETECTION | 50 | 20.61 | 45 | 21.42 | 1 | 20.84 | 23.31 | 1 |
| CONVICTION RATE – CONTACT CRIMES : ALL | 41.05 | 18.38 | 36.05 | 16.05 | 1 | 15.88 | 17.06 | 1 |

DATA-INTEGRITY

| | | | | | | | | |
|---|----|-------|------|-------|---|-------|-------|---|
| CAS FAULT INDEX | .2 | .04 | .02 | 0.06 | 4 | .03 | .05 | 4 |
| CAPTURING OF LEAVE | 85 | 96.81 | 99.2 | 82.73 | 3 | 84.72 | 98.69 | 5 |
| PEP COMPLIANCE | 98 | 99.6 | 100 | 99.6 | 5 | 98.28 | 98.28 | 3 |
| PLACEMENT OF MEMBERS ON PERSAL | 95 | 100 | 100 | 100 | 5 | 100 | 100 | 5 |
| PLACEMENT OF VEHICLES AT CONTROL SUBCOMPONENT | 95 | 100 | 100 | 100 | 5 | 100 | 100 | 5 |

HUMAN RESOURCES


| Performance Indicators | MPL | B | T | Qtr1 | | Qtr2 | | Qtr3 | | Qtr4 | |
|--|-------|-------|-------|--------|-------|--------|-------|--------|-------|--------|-------|
| | | | | Result | Score | Result | Score | Result | Score | Result | Score |
| ABSENTEEISM RATE: TOTAL | 15 | 14.11 | 10.75 | 19.26 | 1 | 12.67 | 4 | 10.42 | 5 | | |
| ABSENTEEISM RATE: SICK LEAVE | 4.7 | 4.42 | 3.28 | 4.33 | 3 | 3.77 | 3 | 2.45 | 4 | | |
| PERSONNEL ALLOCATION (OPERATIONAL FUNCTIONS) | 75.86 | 84.39 | 84.29 | 86.8 | 5 | 85.8 | 5 | 85.52 | 5 | | |
| STAFFING LEVEL | 90 | 94 | 95.87 | 110.64 | 3 | 110.64 | 3 | 105.2 | 4 | | |

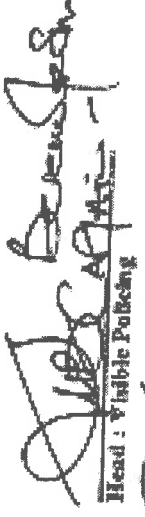
PHYSICAL RESOURCES


| | | | | | | | | | | | |
|--|------|-------|------|-------|---|-------|---|-------|---|--|--|
| VEHICLE ALLOCATION (OPERATIONAL FUNCTIONS) | 0 | 96.19 | 93.1 | 94.04 | 5 | 94.04 | 5 | 93.47 | 5 | | |
| VEHICLE/PERSONNEL RATIO | 4.35 | 3.85 | 3.6 | 4.62 | 1 | 4.62 | 1 | 4.8 | 1 | | |

COMMITMENT CERTIFICATE

We commit ourselves to be optimally involved in the execution of this Performance Plan and regularly monitor our progress to ensure that we stay on track.


 Station Commander
 G.P. Muz
 Head: Support Services


 Head: Visible Policing
 J.P.C. Banda
 Head: DPO


 Head: Detective Services
 J.P.C. Banda
 Head: SAP 13



 Financial Management


 Human Resource Management


 Supply Chain Management

Vacant
 Loss Management


 Communication Services


 Head: ILO

CPF Chairperson

The Cluster Commander is satisfied that the Performance Plan is aligned with National and Provincial Performance Plan


 CLUSTER COMMANDER
 P.G. Gubb

| | |
|---|------------|
| SOUTH AFRICAN POLICE SERVICE CLUSTER COMMANDER | |
| DATE | 2011-05-14 |
| KHHEBUTSHA AMAFOLISA OMZANTSHI AFRICA | |

HARARE PERFORMANCE PLAN 2011 /2012