



Programme Performance

2. Complaints Processing, Monitoring and Investigations

Purpose:

Receive, register and process complaints. Investigate deaths in police action. Investigate and/or monitor complaints of criminality and misconduct. Monitor implementation of the Domestic Violence Act (1998).

Objectives and measures:

- Maintain the integrity of independent oversight of the police by investigating and finalising complaints as follows: register and allocate complaints within 48 hours; complete investigations within 120 days.
- Monitor compliance with the DVA by completing applications for exemption from disciplinary action in terms of the act within 30 days, and auditing police stations.



Programme Performance



2. Complaints Processing, Monitoring and Investigations

INDICATOR	TARGET	ACTUAL ACHIEVED
Complaints registered and allocated within 48 hours	100%	Target met.
Applications for exemption completed within 30 days	100%	Target met.
Investigations of deaths (Class 1) where there is no police involvement completed within 30 days.	60% of notifications received from SAPS / MPS	Target not met. There was a shortfall of 4%. Only 192 out of 342 cases finalised.
Investigations of deaths (Class 1) where there is police involvement completed within 120 days.	60% of notifications received from SAPS / MPS	Target not met. Only 330 out of 1 568 cases finalised. Only 21 % of notifications received.
Finalise internal ICD investigations of Class 3 (criminal offences) cases within 120 days.	50% of complaints received from SAPS / MPS	Target not met. Only 31 % or 1 107 out of 3581 cases finalised.
Finalise internal ICD investigations of Class 4 (misconduct) cases within 120 days.	50% of misconduct complaints	Target not met. There was a shortfall of 3%. Only 1 721 out of 3 652 cases finalised.
Attendance of crime scenes	70% of death notifications	Target exceeded by 18 %.



Programme Performance



3. Information Management and Research

Purpose:

Manage all information needs and knowledge. Conduct proactive research and embark on various proactive oversight activities. Manage all communication and the marketing of activities and products to stakeholders.

Objectives and measures:

- Provide information and recommendations, including in relation to the DVA by analysing the complaints register, conducting research and producing reports, and conducting community awareness programmes every year.



Programme Performance



3. Information Management and Research

INDICATOR	TARGET	ACTUAL ACHIEVED
Production of qualitative reports containing recommendations	Three reports per annum	Target met. Three reports completed: (i) Custody management of persons in police custody; (ii) Vehicle accidents involving police vehicles; (iii) Cell inspection instrument.
Production of workshop report	Three workshops per annum	Target met.
Procedure quarterly statistical reports	1 per quarter	Target met.
Compile an ICT contingency plan	31-Mar-09	Target met. Plan under consideration by IT Committee
Respond to 95% of requests for support within 24 hours	Within 24 hours	Target met.
Time taken to respond to media enquiries	Within 1 hour of receipt	94% responded within 1 hour, 4% within 4 hours and the other 2% within 8 hours.
Number of community awareness programmes launched	7 community awareness activities per quarter per province	Target exceeded. A total of 307 outreach activities were conducted nationally, against a target of 252.



Report of the Auditor-General on the financial statements for 2008/09



The ICD received a qualified audit opinion in 2008/09 on movable tangible capital assets due to the following:

- Insufficient and inappropriate audit evidence to substantiate and adjustment to R544 000 to prior year balances
- Insufficient and inappropriate audit evidence to substantiate disposals of R639 000 and additions of R5.826 million; and
- No evidence to substantiate the opening balance of R14.927 million



Report of the Auditor-General on the financial statements for 2008/09

Continue



Internal Controls

The stipulations of section 38(1)(a)(i) of the PFMA were not complied with which resulted to the inefficiencies in the internal control system and ultimately led to the qualified audit opinion.

Reported performance information not reliable

The accuracy and completeness of reported performance information for Programme 2 could not be verified. This is due to the re-performance of the actual cases that were completed and recorded that could not be executed, as only the number of finalised cases in each province are reported with no indication of cases given.

Assessment of the recurrence of Audit Findings from 2006/07 to 2008/09



Audit Report 2006/07	Audit Report 2007/08	Audit Report 2008/09	Feedback by ICD on Audit Report for 2006/07 and 2007/08 as well as National Treasury's
<p><u>Internal audit</u></p> <p>No reliance was placed on the work performed by the Internal Audit section and will be revisited during the audit to be conducted in the 2007/08 financial year.</p>	<p><u>Internal controls</u></p> <p>The stipulations of section 38(1)(a)(i) of the PFMA were not complied with which resulted to the inefficiencies in the internal control system.</p>	<p><u>Internal Controls</u></p> <p>The stipulations of section 38(1)(a)(i) of the PFMA were not complied with which resulted to the inefficiencies in the internal control system and ultimately led to the qualified audit opinion.</p>	<p>Despite the fact that the ICD indicated that the internal controls and systems have been put in place and functioned and management has taken steps to rectify weakness reported previously, it appears as if there are still shortcomings that need to be addressed</p>



Assessment of the recurrence of Audit Findings from 2006/07 to 2008/09



Audit Report 2006/07	Audit Report 2007/08	Audit Report 2008/09	Feedback by ICD on Audit Report for 2006/07 and 2007/08 as well as National Treasury's Comments.
<p>Assets</p> <p>Due to an inadequate documentation management system, the evaluation of the assets amounting to R29.319 million, including adjustments of R7.093 million could not be verified. Due to the lack of monitoring and control existence of assets and completeness of the asset register could not be verified. In contradiction to National Treasury prescripts, assets less than R5 000 (minor items) amounting to R1.450 million were found to be incorrectly included in the total amount disclosed as capital assets.</p>	<p>Assets</p> <p>Due to insufficient audit evidence R17.154 million which was an adjustment made to the prior year balances could not be substantiated. Disposals of R8.322 million which reflected in the financial statements could also not be verified. Due to insufficient evidence R4.267 million in respect of non-cash additions could not be verified.</p>	<p>Assets</p> <p>Due to insufficient audit evidence R544 000 which was an adjustment made to the prior year balances could not be substantiated. Disposals of R639 000 million and additions of R5.826 million which reflected in the financial statements could also not be verified.</p>	<p>The ICD reported that corrective measures were implemented, but it appears as if there are still shortcomings that need to be addressed.</p>



Assessment of the recurrence of Audit Findings from 2006/07 to 2008/09



Audit Report 2006/07	Audit Report 2007/08	Audit Report 2008/09	Feedback by ICD on Audit Report for 2006/07 and 2007/08 as well as National Treasury's Comments.
		<p><u>Reported performance information not reliable</u> The accuracy and completeness of reported performance information for Programme 2 could not be verified. This is due to the re-performance of the actual cases that were completed and recorded that could not be executed, as only the number of finalised cases in each province are reported with no indication of cases given</p>	The ICD should report on measures implemented to avoid a reoccurrence of this audit opinion.



Issue of concern

- Qualification on assets - To ensure that this qualification is not repeated an action plan should be developed and implemented with the required oversight responsibility of the Accounting Officer.
- Over expenditure of R800 000 - Actions implemented to avoid recurrence.
- Internal Controls - Internal Audit Committee must be more vigorous in analysing financial management and systems in the department. The IAC must submit a report to the Portfolio Committee in this regard.
- Performance information not reliable.
- Published numbers on yearly intakes not reliable.