A safer city for all: The case of the City of Tshwane

A presentation presented at the Summit on “Together Innovating Sustainable Safer City Solutions”

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Presentation overview

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Introduction

• Safety is a cornerstone for realising viable, competitive and sustainable cities in South Africa.

• Local government – as the primary point of contact between state and communities – needs to be empowered to play a stronger role in driving integrated, long-term urban safety responses.

• This requires assistance from national and provincial government in setting up the appropriate fiscal, personnel and organisational systems within local government so that cities can fulfil their responsibilities with regards to violence and crime prevention.
Legislative and Strategic Outline
Legislative and strategic outline

• In order for the city to realize its safe city objectives, alignment to an extensive legislative and policy framework is required:

• This framework is *inter alia* inclusive of the following:
# Legislative and strategic outline

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>HEADLINING ELEMENTS (Summative)</th>
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</table>
| International                | • United Nations Safer City Program  
• New Urban Agenda  
• UNDP Sustainable Development Goals                                                        |
| Constitutional               | The Constitution of the Republic of South Africa                                               |
| National legislation         | • National Road Traffic Act, 1996 (Act 93 of 1996)                                             |
|                              | • Criminal Procedure Act, 1977 (Act 51 of 1977)                                                |
|                              | • South African Police Service Act, 1995 (Act 68 of 1995)                                      |
|                              | • Prevention and Combating of Corrupt Activities Act, 2004 (Act 12 of 2004)                    |
| National framework           | • National Development Plan (NDP)                                                              |
|                              | • Integrated Urban Development Framework (IUDF)                                                 |
|                              | • White Paper on Policing (2016)                                                               |
|                              | • White Paper on Safety and Security (2016)                                                     |
|                              | • National Crime Combatting Strategy  
• National Crime Prevention Strategy  
• RTMC Strategic Plan  
• Policy on the Establishment of Community Safety Forums (2016) |
| Provincial framework         | • Gauteng Safety Strategy  
• Gauteng Social Development Strategy  
• Gauteng Economic Development Strategy                                                        |
| Local framework              | • Integrated Development Plan (IDP)                                                            |
|                              | • Service Delivery and Budget Implementation Plan (SDBIP)                                      |
|                              | • CoT Safer City Policy  
• City of Tshwane by-laws                                                                       |
City of Tshwane Strategic Pillars

- The city’s community safety mandate is aligned in terms of Section 152 (1)(d)(e) of the objectives and mandate of local government, i.e. to promote a safe and healthy environment and encourage the involvement of communities and community organisations in matters of local government.

<table>
<thead>
<tr>
<th>City of Tshwane strategic pillars</th>
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<tbody>
<tr>
<td>A City that facilitates economic growth and job creation</td>
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<tr>
<td>A City that cares for residents and promotes inclusivity</td>
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<tr>
<td>A City that delivers excellent services and protects the environment</td>
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<tr>
<td>A City that keeps residents safe</td>
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<tr>
<td>A City that is open, honest and responsive</td>
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Safety challenges in the City
Safety challenges in the City of Tshwane

• In general, safety challenges in the City emerges from four areas:
Safety challenges in the City of Tshwane

- Challenges emerging from these areas includes amongst others:

<table>
<thead>
<tr>
<th>Structural and spatial arrangements</th>
<th>Socio-economic conditions</th>
</tr>
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<tbody>
<tr>
<td>• Poor spatial arrangements</td>
<td>• Unemployment, poverty, inequality and social exclusion</td>
</tr>
<tr>
<td>• Lack of infrastructure and housing</td>
<td>• Low skills base</td>
</tr>
<tr>
<td>• Uneven distribution of infrastructure, services, and facilities</td>
<td>• Conflicting value systems</td>
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<tr>
<td>• Lack of maintenance</td>
<td>• Large concentrations of diverse groups</td>
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<tr>
<th>Lack of coordination and integration</th>
<th>Public perceptions and community engagement</th>
</tr>
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<tbody>
<tr>
<td>• Ineffective coordination structures</td>
<td>• General disregard for the law</td>
</tr>
<tr>
<td>• Uncoordinated service delivery</td>
<td>• Ignorance of the law, especially bylaws</td>
</tr>
<tr>
<td>• Decentralised and outdated</td>
<td>• Detached communities</td>
</tr>
<tr>
<td>interorganisational systems</td>
<td>• Limited understanding of crime and crime prevention</td>
</tr>
<tr>
<td>• Traditional thinking</td>
<td></td>
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</table>
City Approach Towards Safer Cities
Crime is the result of numerous factors, but to facilitate strategy development, they can be grouped into three broad categories.

An approach that takes into account the benefits of combining and coordinating activity towards all three factors simultaneously provides the basis of an approach of a safer city and safer city policy.
City Approach Towards Safer Cities

• The City’s safe city approach rests on three building blocks:

  - Building urban safety through urban vulnerabilities
  - Building urban safety through urban planning, management
  - Improving the governance of safety
City Approach Towards Safer Cities

• The City’s safe city approach is inclusive of the following components:

  - Surveillance capability
  - Network connectivity
  - Data centre
  - Centralised command centre
  - Change management and capacity building
City Approach Towards Safer Cities

• Considering both the building blocks and components, the City’s policy is based on the following principles:
City Approach Towards Safer Cities

• From these principles, the following broad focus areas have been identified:

  - Restore culture of respect for the law
  - Build community capacity for safety
  - A partnership approach
  - Safe City Focus Areas
  - Safer City through environmental design
  - Good Governance
City Approach Towards Safer Cities

- The following critical ICT needs have been identified:
  - An emergency response platform
  - Intelligent Transportation System
  - LTE Broadband Trunking system
  - Intelligent Video System
  - Intelligent video analysis platform
City Approach Towards Safer Cities

- Key role-players in the smart city approach *inter alia* includes:

  - TMPD
  - JMPD & EMPD
  - Tshwane Safety Forum
  - CJS Sector
  - CoT Departments
  - Gauteng Government
  - NGO’s
  - Community police forums
  - SAPS
Developments in the City: Addressing drug abuse

Don’t use drugs! It will kill you. #Hopeline

Call us for assistance on 012 358 5001

www.tshwane.gov.za
Addressing drug abuse

• The City of Tshwane like other cities in the country and in the world is facing a substance abuse problem which hinders promotion of social cohesion and stable communities.

• Substance abuse is a precursor to a range of traffic and violence related injuries, domestic violence, gang violence, robbery and assault. In addition, Drugs and substance abuse damages the health of users and are linked to the rise in communicable and non-communicable diseases.

• The City of Tshwane through the involvement of other key role players and a number of initiatives in place has multilaterally tackled Drug and Substance abuse in the City
The City’s drug abuse programs rests on three pillars:

- Demand reduction:
- Supply reduction
- Harm reduction
Emerging from these pillars, the following programs emerges:

- **NPO’s & Partnerships**: Empower NPO’s and Partners to launch programs to counter DSA related challenges in communities.

- **Communication**: Make use of media to create awareness and introduce support mechanisms.

- **Community programs**: Support Community Substance Abuse Programs sites / drop-in centers.

- **Preventing Infections**: Support initiatives to prevent the spread of infections by people who inject drugs.

- **Disrupting supply**: Support supply reduction initiatives of law enforcement.

- **Education**: Educate and communicate interventions to broaden the knowledge base of communities.

- **Treatment & Aftercare**: Harm reduction interventions regarding the users by conducting HIV testing and counselling.

- **Re-integration**: Creating opportunities for employment and productivity across the city.

**Addressing drug abuse**
Addressing drug abuse

- Key role-players in relation to the City’s drug abuse program includes:
  - Tshwane Health & Emergency Services Department
  - University of Pretoria
  - Various Rehabilitation centers
  - Sediba Hope Medical Centre
  - Department of Social Development & Economic development
Addressing drug abuse

- Currently, the City operates seven Community Oriented Substance Use Program sites in Mamelodi, Soshanguve, Hatfield, Daspoort, Atteridgeville, Eesterust, Sunnyside and the CBD.
### Addressing drug abuse

- The following major developments took place:

<table>
<thead>
<tr>
<th><strong>Hope Line</strong></th>
<th>![Phone Icon]</th>
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<tbody>
<tr>
<td>A 24 hour Call Centre which provides a support network to drug users has been established. Callers in need of support are served by Social Workers who follow up on calls and ensure that the needs of callers are properly dealt with.</td>
<td>![Phone Icon]</td>
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<thead>
<tr>
<th><strong>Local Drug Action Committees</strong></th>
<th>![Map Icon]</th>
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<tbody>
<tr>
<td>LDAC’s have been established in all priority areas. These committees work closely with the city to identify and then address social conditions that is conducive to drug abuse.</td>
<td>![Group Icon]</td>
</tr>
</tbody>
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<thead>
<tr>
<th><strong>Policing responses</strong></th>
<th>![CCTV Camera Icon]</th>
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<tbody>
<tr>
<td>Targeted, data driven policing of known hotspots have led to various arrests and other intervention. Within the CBD, surveillance is boosted through the application of CCTV cameras, enabling both proactive and reactive responses.</td>
<td>![CCTV Camera Icon]</td>
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</tbody>
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<tr>
<th><strong>Health and social development</strong></th>
<th>![Syringe Icon]</th>
</tr>
</thead>
<tbody>
<tr>
<td>The City provides basic transport service, accommodation, food and blankets in case of emergencies. Callers in need of support are served by Social Workers who and ensure that the needs of callers are properly dealt with.</td>
<td>![Syringe Icon]</td>
</tr>
</tbody>
</table>
Addressing drug abuse

Some successes of these developments includes:

- The City’s Health Department is currently funding the Department of Home Medicine at the University of Pretoria, who developed the evidence based Community Oriented Substance Use Program (COSUP). These programs are currently being rolled out in all focus areas.

- To date, at least 2 364 people were enrolled on the COSUP program and more than 12 000 follow-up visits were conducted for intensive interventions.

- It is estimated that the City has reached more than 40 000 people through outreach and education.
Addressing drug abuse
Developments in the City: Integrated social crime prevention programs
Integrated social crime prevention programs

• Social crime prevention generally promote the well-being of people and encourage pro-social behavior through social, economic, health and educational measures, with a particular emphasis on children and youth, and focus on the risk and protective factors associated with crime and victimisation.

• A variety of community based interventions have been initiated across multiple wards of the city

• These interventions are multilateral and intersectoral in nature, and is predominantly focused on vulnerable groups.
Integrated social crime prevention programs

- The social crime prevention approach of the City is focused on the following:

  1. School safety
  2. Youth safety
  3. Safety in public spaces
  4. Victim empowerment
  5. Safety of vulnerable groups
Integrate social crime prevention programs

- Key role players in interventions amongst others include:

  - TMPD
  - Correctional Services
  - Health and Social Development
  - Love Life
  - SAPS
  - Various NGO's
  - Gauteng Government
  - Churches and community leaders
Integrated social crime prevention programs

- The role-players participate in various programs are inclusive of:
  
  - Education & Awareness: Road Safety
  - Crime prevention Summits
  - Community Safety Tips
  - Drug and substance abuse
  - Prevention of Gender-Based Violence
  - Bullying, discipline, gangsterism and gambling interventions
  - Education & Awareness: Municipal Bylaws
  - Sexual abuse, & child trafficking
## Integrated social crime prevention programs

**Programs include:**

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Focus Points</th>
<th>Role players</th>
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</table>
| Public education programs                    | This programme involves the development of a focused, needs-based public education programme, which aims to alter public attitudes and responses to crime and to activities which support crime. | • Causes and implications of crime  
• Purchase of stolen property  
• Road Safety  
| School-based education against crime         | Through the provision of a basic knowledge in the workings of the criminal justice system as well as key life skills, which build confidence and provide ammunition to deal with victimisation | • Bullying  
• Discipline  
• Gangsterism  
• Sexual Abuse  
• Scholar patrol training | Department of Education, Love Life, Department of Transport, SAPS, Social Development, Churches and NGO's |
| Awareness interventions focused on vulnerable groups | Educational awareness interventions to empower vulnerable groups, such as older persons, women, and people with disabilities, the youth and children | • Bullying  
• Gangsterism  
• Child trafficking  
• Gambling  
• Domestic violence  
Integrated social crime prevention programs
The Road Forward
Becoming a Safer City: The road forward

The City’s road map to safety is inclusive of the following:

1. Needs assessment (Safety Audits)
2. Stakeholder involvement
3. Project planning
4. Phased approach
5. Project implementation
6. Continuity Planning
7. Investment for a sustainable future

The first step for a Tshwane Safer City will be the establishment of a Centralised Control Centre
Becoming a Safer City: The road forward

• A contemporary and inter-organisational CCC provides the following advantages:

  - **Intelligence led**
    - Transform information into actionable intelligence, helping connect the dots and showing new conditions and circumstances.
    - “One version of the truth”

  - **Real Time**
    - Provides information in real time, taking the information where and when it is really needed. The information must flow through to all relevant role players.

  - **Aids service delivery**
    - Reduce the time for record information and improve the capabilities about information management (workflows, wizards, automatic processes, etc.).

  - **Secure access to the sensitive information**
    - Personal authentication and security management to manage different access profiles and protect the access to sensitive data. Exhaustive control about all the actions executed over the system by officials.

  - **Integration of Best of breed technologies and practices**
    - Solution with a unique repository of data. Integration with best of breed technologies and with market leads solutions.
Becoming a Safer City: The road forward

- The City already has conducted a comprehensive planning and technical specification exercise to develop a CCC for the City of Tshwane:

- This CCC is designed to house control rooms and supporting IT infrastructure for each Department, effectively creating one big control centre accommodating smaller control centres as part of an integrated and cohesive City command and control capacity.
Becoming a Safer City: The road forward

- The CCC should compose of the following:
Conclusions
Conclusion

• The City has a long way to go realise its Safe city objectives.

• It will be impossible for the city to reach these objectives in isolation.

• There is no doubt that the future holds significant opportunities for integration, collaboration and technological advancements.

• Lets take these opportunities, and make our cities safe!!!
Thank you