ASSESSMENT: FUNCTIONALITY OF CRIME INFORMATION MANAGEMENT AND ANALYSIS CENTRE AT STATION LEVEL

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INTRODUCTION, BACKGROUND, OBJECTIVES OF ASSESSMENT, METHODOLOGY AND FINDINGS.

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“Crime information during the information era” and “Crime information practitioners in South African Police Service: Are crime information managers at station level equal to the task?”

Assessment: Functionality of Crime Information Management and Analysis Centre (CIMAC) at Station Level
The Head: Crime Registrar invited to presentation on “Towards the development of an ideal and sustainable policing model for the South African Police Service”.

Crime analysis now a standard practice worldwide.

Increased availability and use of crime data provide tools necessary for fighting crime and boosting public safety.

Police Executive Research in the USA in 2014:

- 85% of crime fighting agencies utilise crime analysis
- 95% of respondents agreed more resources needed for crime analysis, data collection and real-time intelligence
CIMAC render supports operational members of the South African Police Service (SAPS) at station level.

Duties and functions revolve around crime information and the analysis to further effective policing.

Crime Registrar strives to provide statistical and factual products easy to utilise to combat crime.

This assessment aims to measurement the relevancy and suitability of CIMAC products in enhancing policing activities.

Feedback to Head: Crime Registrar enable assessment of above.

The presentation based on a mini study conducted in January 2017.
OBJECTIVES OF ASSESSMENT

- Highlights significance of CIMAC at stations in combating crime.
- Specific focus points:
  - Station management’s understanding of CIMAC functions;
  - Establishing how CIMAC products are utilised;
  - Measuring satisfaction level of station management regarding CIMAC products;
  - Determining whether station management understands importance of crime data quality assurance and data integrity;
  - Establishing whether CIMAC members understand functions and outcomes expected from them.
METHODOLOGY

- Standardised survey instrument forwarded to Provincial Heads: Crime Registrar’s for the data collection.
- Provinces selected a random sample of 10 stations in the provinces.
- Sample included large, medium and small stations, and covered metropolitan, urban, semi-urban, and rural stations.
- Total of 90 stations evaluated.
Qualitative analysis to compensate for diversity of feedback and provided a holistic of challenges faced.

Assessment of both the effectiveness and efficiency of the CIMAC in fight crime.
BACK TO BASICS
TOWARDS A SAFER TOMORROW

VIEWS OF STATION COMMANDERS

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More than 80% of Station Commanders interviewed indicated full understanding of CIMAC duties and functions.

In some instances knowledge confined to office-based activities (excluding e.g. fieldwork).

Station Commanders indicating limited understanding mainly from non-urban or rural stations.

Frequent name changes e.g. Crime Information Analysis Centre (CIAC) to Crime Information Management Office (CIMO) to Crime Information Management and Analysis Centre (CIMAC) added to uncertainty.

Despite the above CIMAC utilised for other duties
Nearly all Station Commanders indicated knowledgeable about the expected products from CIMAC.

Most prominent products listed, includes Crime Pattern Analysis (CPA), Crime Threat Analysis (CTA), Statistical reports, Station Intelligence Profile (SIP) and data integrity reports.

Other products (e.g. Analysis of linkages, modus operandi, impact of operations and crime mapping) apparently of less important.

The majority of the Station Commanders expect products such as SIP from the CIMAC, but it is a responsibility of the Management Information Centre (MIC).
The majority of CIMAC offices rated from good to excellent

- Station commander at a large station in Eastern Cape “Excellent – I mean it! They are the foundation of our success”.

- Station commander in Northern Cape “we have good successes when directing operations in accordance with information the CIMAC provided”.

Stations rating services of CIMAC as average mostly semi-urban or rural stations.

One CIMAC office rated poor (capacity constrains – the office had single staff member).
All stations except one indicated existence of deployment plans.

In most cases, CPA and Hot Spot analysis of CIMAC used in deployment plans and CIMAC involved planning.

Where CIMAC is not involved, its CPA and other information still utilised.

Two Station Commanders not utilising CIMAC products in deployment planning.

Where deployment plans were deemed deficient for various reasons, the information the CIMAC supplied had been overlooked.
- Constant emphasis on importance of data integrity at Provincial Crime Combating Forum (PCCF) meetings, result in fairly good understanding of this.

- A few rural stations indicated a fair understanding of this matter and one none at all.

- Data integrity issues discussed daily at Station Crime Combating Forum (SCCF) meetings by majority of stations and errors are rectified by either MIC/CIMAC.

- Constant monitoring of data integrity problematic where SCCF meetings not held daily.

- Station Commanders regards poor data integrity as a negative for performance of stations under their command.

- Some challenges experienced with measures to ensure correct capturing of data during initial registration of crimes.
Ø All Station Commanders except one indicated full utilisation of CIMAC products.

Ø CPA and CTA most frequently utilised products.

Ø Above products mainly utilised for operational planning, tasking of shifts, identification of hot spots and crime prevention.

Ø Majority of stations indicated continuous use of these products, while others do so occasionally.
Evidence of full utilisation of CIMAC products at majority of stations.

CIMAC products discussed daily at SCCF meetings and part of minutes

CIMAC products not reflected in minutes of four stations (one station in KZN and three stations in the Free State)

Station Commanders indicating full utilisation mentioned that products mainly used for operational planning and deployment at identified hot spots.
The station management rating of CIMAC products largely dependent on expected quality of products.

Majority of station managements satisfied with CIMAC products keeping stations updated regarding crime situation.

Mainly rural stations in Eastern Cape indicated partial satisfaction with CIMAC products.

Two stations indicated dissatisfaction:

- One station commander in KZN of opinion that sole CIMAC member needs further training, and
- One CIMAC in Western Cape not engaged in fieldwork.
VIEWS OF CIMAC MEMBERS

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CIMAC MEMBERS’ UNDERSTANDING OF THEIR DUTIES, CORE FUNCTIONS AND OUTPUTS REQUIRED BY STATION MANAGEMENT

- All CIMAC officials except two indicated understanding their duties, functions and expected outputs.
- Products considered important to stations include: CPA, CTA, Hot Spot Analysis, SIP, Crime Statistics reports, Data Integrity reports, GIS mapping, modus operandi, linkage and environmental analysis and profiling.
- Not all products or services expected from CIMAC at smaller stations.
- Smaller stations emphasise Crime Statistics reports, CPA, CTA and Hot Spot reports.
At majority of stations CIMAC members were involved in duties outside their scope of responsibilities.

More optimal utilisation of CIMAC officials mainly at stations in metros and urban areas.

Some additional functions most often allocated to CIMAC:
  - Taking minutes at SCCF or other meetings
  - Crime prevention duties
  - Handling of informers
  - Station standby duties
  - Roadblocks
  - Attending to complaints
  - Serving as designated firearm officer
  - Serving as court officials or transporting prisoners
  - Serving as domestic violence coordinator
  - Serving as SAP 13 clerk
  - Updating of Operational Plan and Monitoring (OPAM) system
  - Handling applications for search warrants
The Station Intelligence Profile (SIP) ideally updated once a month.

Established that SIP at majority of stations updated either in December 2016 or January 2017.

Some CIMAC offices in the Eastern Cape indicated SIPs were updated long ago, at three stations during January, September and October 2016 respectively.

In Free State SIP for six stations updated between 2 - 3 months ago and at one more than six months ago.

A CIMAC office in Limpopo indicated that updating of SIP update is an annual activity.
Performance of this critical function varies among provinces.

In KwaZulu-Natal fieldwork done at all enumerated stations except one, in Mpumalanga at all.

70% of station in Western Cape regularly conducted fieldwork, as did 60% in Eastern Cape.

Compliance rate in remainder of provinces less than 50%.

Reasons for non-compliance mainly related to non-availability of vehicles to visit crime scenes.

Although not distinctively mentioned, lack of personnel at some CIMAC offices negatively impacts fieldwork.
Generally, CIMAC members at all stations deemed adequately trained and equipped to perform their tasks.

Number of members in possession of relevant tertiary qualifications.

In excess of 80% of CIMAC members completed either the CIAC Learning Programme or CIMAC course.

Most members were conversant with operational systems such as Crime Administration System (CAS), Business Intelligence (BI), Geographic Information System (GIS), CRIM, Circulation System and Inkwazi.

Experience of CIMAC members range from 1 to 22 years, majority with more than 5 years experience.
Few station conduct briefing and debriefing of all shifts.

At some stations where shifts are briefed, no debriefing occurs.

At most stations where shifts are indeed briefed, this only happens in the mornings due to personnel shortage.

At larger stations with more personnel, morning and afternoon shifts briefed.

Station Commander, Community Service Centre (CSC) Commander, Crime Prevention Unit (CPU) Commander and Relief Commanders receive daily briefings.

Other briefings on either daily, weekly or monthly basis depending on the size of the station.
All enumerated CIMAC members except one indicated understanding the importance of quality assurance and data integrity.

Members also indicated awareness of the consequences of poor crime data integrity.

CIMAC members at almost all stations conduct daily data integrity checks.

Data integrity issues discussed at SCCF meetings for rectification by either the MIC/CIMAC.
CHALLENGES IMPACTING PERFORMANCE ON PERFORMANCE OF CIMAC

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- Inadequate budget allocation.
- Lack of vehicles impacting negatively on fieldwork. At some stations CIMAC vehicles utilized by VISPOL.
- Lack of computer equipment, cellular telephones and cameras.
- Lack of adequate office space forcing members to squat in offices of other sections.
- Non-availability of mainframe connection to access operational systems such as CAS, BI, CRIM, GIS and Internet.
- Training needs, particularly of new members.
- Station management’s transfer of non-performing members to CIMAC.
- Confusion regarding CIMAC and MIC functions resulting in misallocation of duties to CIMAC members.
- Uncertainty regarding reporting lines of CIMAC – national or station – resulting in unhealthy relations between CIMAC and station management.
Very close working relations between station management and CIMAC crucial.

In general functions and duties of both station and CIMAC well understood by each in their working relations.

Station management utilises products developed and produced by CIMAC to enhance understanding of ever-changing crime dynamics.

The flow of information from CIMAC an important asset to police stations despite resource and budgetary constrains faced by members at station level.
THE END

THANK YOU

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