The year 2014 saw the groundwork being done to establish a more professional SAPS. Numerous projects and programmes were conceptualised and some have already been implemented.

One of those initiatives was the Frontline Service Delivery (FSD) project, which was officially launched in Wolmaransstad in December 2014 and aims at making the communities’ interaction with the police more pleasurable and effective.

The FSD Project aims at making services more accessible to the community and entails building and refurbishing police stations. The SAPS has delivered on its promise by opening various new police stations last year – the most recent being the Plettenberg Bay Police Station earlier this year.

The implementation of the Investigation Case Docket Management System (ICDMS), a more comprehensive and effective case management system, which will ultimately replace the current Criminal Administration System (CAS), will also ensure that the community is served more efficiently and at a faster pace.

Enhanced service delivery is a top priority for the organisation and management notes that this goal can only be achieved by capacitating employees. The establishment of the SAPS University in partnership with Unisa, officially launched in Wolmaransstad in December 2014 and aims at making the communities’ interaction with the police more pleasurable and effective.

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As we enter a new year, let us continue to put the FSD programme into action, not only at the managerial level by strategising and resourcing our employees, but at all levels by doing our daily duties with integrity and professionalism. Let us all endeavour to be agents of change in the organisation and make the SAPS an elite organisation – an organisation that serves its community with ardour.

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pecial 2015 greetings! This is the year of frontline service delivery, which aims to improve the level of services we offer to communities. This is the year to professionalise the SAPS, which means living according to the Code of Conduct. It is a new year and I believe it will bring all of us the good things we wish for.

Let me also take this opportunity to thank all those who worked hard in the past year and most recently over the festive period. In the weekly reports that I was receiving during our festive season’s crime-fighting campaign, it was very clear that we were fighting tooth and nail against the criminals. It was war out there, but I can say with confidence that we excelled in our tasks.

I am extremely aggrieved by the killing of our police officers. From October to 31 December 2014, we have lost 16 officers. These are human beings who were killed for merely doing their jobs. During the same period, there were 278 attacks on our officers. The attacks should be understood against the backdrop of the bold and robust cluster activities we undertook during the Duty Calls campaign. As at the end of December 2014, a combined total of 708 218 police operations were conducted. The most operations were in the form of patrols, followed by stop-and-search operations and roadblocks. Vehicle checkpoints were performed the least. We appreciate the valuable and productive partnerships we have with communities, but clearly the criminals are not relenting and that requires us to remain deliberate and focused on the fight against crime. It is the only solution we have.

While we continue to work hard to further improve the safety of our members, I wish to reiterate that the law empower us to use force when the situation calls for it. By professionalising the SAPS, it does not mean you should be like a lamb to the slaughter. Use the training provided to protect yourself, your colleagues and the community, but do so within the boundaries of the law. Whatever happens, the criminals may not win!

Talking of professionalising the SAPS, as we were approaching the festive season, I had, let me be honest, the displeasure of joining the Provincial Commissioner of Limpopo, Colonel Sebatiile Masemo, in an operation to arrest 19 of our members who are alleged to have accepted bribes in exchange for turning a blind eye to crime. As we were still trying to make sense of the matter, we received news that seven officers of Supply Chain Management in the Eastern Cape had been arrested for alleged corruption in the procurement of goods and services for the funeral of former president Nelson Mandela.

As we were welcoming the New Year, a video depicting one of our fingerprint experts pocketing money from a crime scene, went viral on social media. The constable, who will probably be behind bars by the time you read this, was attending to a business burglary crime scene at the Fruit and Veg shop in Pretoria North, when the incident took place.

In the first week of the new year, four constables from the Hekpoort Police Station were arrested for allegedly trying to solicit money from the owner of a truck that had been carrying stolen goods. In another incident, a warrant officer was arrested in a sting operation after he had robbed undercover officers of two rhino horns.

If I carry on narrating more incidents, we will fill this newsletter. The point I want to illustrate, is that these are not the type of activities our police officers should be becoming involved in. It infuriates me every time we have to arrest and dismiss officers from the SAPS for their involvement in crime. We have spent thousands of rand training them and instead of using that training to fight crime, they are committing crime.

Police officers’ involvement in crime is something that we must all prevent from happening and those who are involved in crime should face the full might of the law. We have no choice. Corruption in the SAPS will drag us down and make the community we serve, lose their respect for us.

As we professionalise the SAPS, the leadership team and I have committed ourselves to fighting corruption. I plead with all our members not to become involved in corrupt activities. Think about your family, friends and the community when you see them handcuffed in the media. Trust me, when I looked at some of those 19 police officers we arrested, all I saw was shame and pain.

To improve on the work that we do to prevent and fight corruption, we will soon announce the establishment of an Integrity Management Service in the SAPS. The unit will deal with various issues, such as validating qualifications, declarations, investigating corruption and other criminal activities. We have no option but to take this route if we are to be respected by the communities we serve.

We ended the year with the launch of our first pilot initiative of the Front-Line Service Delivery (FLSD) programme. The police station is the primary space through which we deliver police services to the community and therefore represents the face of the police service. It is important for us to ensure that our face is presentable, affable and appreciated by those we serve. It is for this reason that we embarked on a programme to improve and modernise our police stations as community service points. We hope to standardise the look and feel of the stations. We should ensure that our stations are clean and comfortable for our clients and for those who work in them. It is for these reasons and many others that I was overjoyed when we launched the FD5 programme at the 10-year-old Worcester central Police Station in the North West. It was refreshed and reconditioned, and I was amazed at the possibilities that we can achieve if we remain innovative in our efforts. My sincere gratitude is extended to the many partners that are coming on board with us on this initiative, namely Old Mutual, the Chinese Embassy and others. This is yet another part of our endeavour to professionalise the SAPS and to serve communities better.

Let me remind you that we are judged on our ability to ensure that South Africans are safe. In terms of our crime statistics, it requires us to continue reducing the rates of crime significantly. We are also measured on our ability to ensure that South Africans feel safe, which means that we need to ensure that citizens feel safe in their hearts and minds. We can achieve this by ensuring that we fully engage the community and reach out to them. We should involve them and keep them informed. Attempting to win on our own is impossible. Together with the community, we can push the barriers of crime.

Our reputation and image are other crucial ingredients for winning the respect of communities. Let us know how we live and love our Code of Conduct.

Count me in. I am raring, daring and willing.

Here’s to a great 2015!

Gen Riah Phiyega

WHAT IS PERSONNEL DATA INTEGRITY?

Data integrity is a term used to refer to the accuracy and reliability of data. Data must be complete to be considered reliable and accurate. In compliance with the National Minimum Information Requirements of the Department of Public Service Administration and Regulation 48 of the South African Police Service’s Employment Regulations, all employees of the SAPS are advised to visit their local Human Resources Management offices to verify their personnel records.

PERSONNEL DATA INTEGRITY: ENHANCEMENT AWARENESS AND OPTIMAL CORRECTIVE STEPS

An organisation’s personnel records are vital and need to be checked for accuracy and completeness. Personnel records must be maintained and information such as the name, date of birth, marital status, academic qualifications, professional qualifications and previous employment details of every member of personnel, need to be kept up to date.

IN ORDER TO FURTHER IMPROVE PERSONNEL DATA INTEGRITY AND ENSURE COMPLIANCE WITH THE RELEVANT PRESCRIBITS, THE FOLLOWING MUST BE ADDRESSED:

• Marital status must be captured on PERSAL/PERSAP
• The names of all your dependents (both biological and legally adopted children) must be captured on PERSAL/PERSAP
• All your qualifications must be updated on PERSAL/PERSAP and must be submitted to the Provincial/Divisional Commissioners for verification by the recognised service provider (SAQA).
• Your driver’s licence must be captured on PERSAL/PERSAP and must be renewed if it has expired. A copy of the renewed driver’s licence must be submitted to your HRM office for capturing on the system.

DATA INTEGRITY AWARENESS AND OPTIMAL CORRECTIVE STEPS

• Your local HRM office must capture your State Driving Authorisation on PERSAL/PERSAP.
• Your occupation and placement must be correctly captured on PERSAL/PERSAP.
• Your tax reference number must be captured on PERSAL/PERSAP.

BENEFITS OF THE ACCURACY OF PERSONNEL DATA

• Speedy processing of service terminations of SAPS employees due to death, resignations, discharge or retirement.
• Accurate, reliable and easily accessible management/audit reports.
• Swift response to Parliamentary questions concerning the SAPS’s personnel establishment.
• Immediate access to personnel data during emergencies.
• Career development of employees.
• It improves objective management decisions such as the filling of vacant and funded posts and the allocation of the budget to the provinces and divisions.

Your right to Personnel records
The SAPS remains resolute in the transformation of its workforce in order to inspire confidence in the SAPS. It emerged at the SAPS’s launch of the Frontline Service Delivery (FSD) Project at the Wolmaransstad Police Station in the North West that frontline service delivery has taken a front seat in the day-to-day business of the SAPS.

The Wolmaransstad Police Station is one of the nine police stations identified across the country for the pilot implementation of the FSD Project. This project is aimed at improving and changing the negative perception the communities across South Africa have of the SAPS.

The project also aims, among other things, to address the professional conduct of police officials, how they serve the public, ensuring that police stations are accessible to the public and that the first point of interaction between the police and the public yields positive results.

Speaking at the launch, the Deputy Minister of Police, Ms Makhotso Maggie Sotyu, stressed that the programmes of the government should ensure improvement in protecting the citizens’ lives. She said, “Government’s programmes should always contribute towards a better life for all. The desirable outcomes of the Public Service must be aimed at service delivery and the promotion of human dignity.”

The National Commissioner(in doorway) officially opening Wolmaransstad Police Station.

She added: “It is undeniable that the primary sphere or site of this desired service delivery has always been at local government level, the municipalities to be precise. And this is also where our police stations are located.”

Speaking off the cuff, Deputy Minister Sotyu called on every citizen to take part in the fight against crime while also challenging police officials to take responsibility for the police stations, as well as the resources. “You must take responsibility for police stations and resources, and not use police vehicles to transport groceries during working hours,” she said.

The Wolmaransstad Police Station

She further emphasised that public servants should be seen serving the public and becoming agents of change in the eyes of the people they serve. “In improving service delivery at frontline service departments such as the SAPS, we need public servants who are committed to delivering quality service to the citizens,” Deputy Minister Sotyu said.

Echoing the words of the Deputy President of the Republic, Cyril Ramaphosa, at the national launch of Public Service Month on 2 September 2014, the Deputy Minister told the audience that, “to function effectively, the public service needs to institutionalise a sustainable and holistic approach to innovation in public governance and administration. Public servants need to become agents of change, enablers and facilitators. They need to collaborate with citizens to resolve complex service delivery challenges.”

When Deputy Minister Sotyu, General Phiyega and Provincial Commissioner Zukiswa Mbombo handed over seven vehicles and a leadership certificate to the Wolmaransstad Station Commander, Col Ephraim Tlitleng, as proof that it is not going to be business as usual because people are going to be served without any hindrances whatsoever.

The launch also saw groups of communities from the Maquassi Hills Local Municipality receiving various services from other government departments, such as Social Development.

The National Commissioner handing over the keys of one of the vehicles, she handed over to Wolmaransstad Police Station.
Hawks JUDGE and CIVILIAN SECRETARIAT introduced

By Lt Col Norman Joseph
Photograph(s) by Capt Piet Smit

The Western Cape Provincial Office introduced a judge who will investigate complaints against the Directorate for Priority Crime Investigation (DPCI), otherwise known as the Hawks.

The Civilian Secretariat for Police in the province was also introduced to national and provincial government officials, senior police officers, ward councillors and Community Police Forums (CPFs) on 8 December 2014 in Langa.

Retired Judge Essa Moosa, who served as a Cape High Court Judge for 14 years, will head the Office of the Judge. He will investigate complaints from the public and SAPS members against the Hawks.

Section 171 of the Amendment of the South African Police Service Act, 1995 (Act No 68 of 1995) calls for the Minister of Police, after discussion with the Minister of Justice and the Chief Justice, to appoint a retired judge who will head the Office of the Judge. He will investigate complaints from the public and SAPS members against the Hawks.

Retired Judge Essa Moosa will deal with complaints from members of the public regarding serious and illegal violations of their rights as a result of investigations conducted by the Hawks.

In addition, retired Judge Moosa will also probe complaints from Hawks members against their colleagues regarding improper influences or interferences with their investigations, political or otherwise.

National Deputy Minister of Police, Ms Makhotso Maggie Sotyu, welcomed the appointment of retired Judge Moosa.

She said: “We must create an environment in which the community can trust the police. We acknowledge the retired Judge’s appointment.”

Upon receipt of a complaint, the Office of the judge may either investigate or refer it to, among others, the Civilian Secretariat for Police, the Independent Police Investigative Directorate (IPID) or the relevant Provincial Police Commissioner.

The judge must report the outcome of any investigation conducted or any referral to the Minister of Police. The judge must report to Parliament on its work annually.

Regarding the Civilian Secretariat for Police, it serves as technical advisor to the Minister of Police to indicate a transversal civilian oversight capability on the governance, service delivery and resourcing of the SAPS.

Renева Fourie, Acting Secretary for the Civilian Secretariat for Police, said that the planned White Paper on the Police would give expression to the National Development Plan, especially demilitarising the police, enhancing professionalism in the police and promoting community participation.

She added that the community CPFs would soon fall under the secretariat’s control.

Progress with the new Investigation Case Docket Management System (ICDMS) Project for the SAPS

By Internal Communication

The Investigation Case Docket Management System (ICDMS) project was initiated to consolidate the core business process of the SAPS regarding the electronic reporting and capturing of the investigation of cases on the SAPS’s computer system. The ICDMS project aims at replacing the current Crime Administration System (CAS) with a comprehensive and effective electronic case management solution for the SAPS.

According to the priorities allocated by the SAPS, the ICDMS has been divided into the Administration case section and the Investigate case section. This project will focus on rewriting the current CAS into a comprehensive and effective case management solution for the SAPS, including fast-tracking case registration and the administration service as defined and requested by the SAPS.

The SAPS’s existing CAS is used to record and manage information regarding cases during their life cycle in the SAPS. However, when the cases are sent to other departments participating in the Integrated Justice System for adjudication, the process is carried out manually and is less efficient. The SAPS aims at electronically managing and administering criminal cases, inquests and enquiries from the time an incident is reported until the case has been archived.

The role players in this system are the employees of the SAPS at a managerial, operational and support level and include the Technical Management System, Supply Chain Management, the Detective Service as well as other government departments and external service providers.

The system is currently being implemented at various police stations in the country. The HRD Division conducted a pilot of the ICDMS e-learning course from 17 to 21 November 2014. The next initiative will be a Train-the-Trainer Course in 2015. These trainers will assist in implementing the programme in all the provinces and at all the police stations. Members tasked with and trained in the management and use of the ICDMS, are urged to support it.
Crime prevention through ENVIRONMENTAL DESIGN

Crime Prevention through Environmental Design (CPTED) is a multi-disciplinary approach to deterring criminal behaviour through environmental design. It comprises an internationally recognised collection of strategies, techniques and design principles for the built environment, both indoors and outdoors.

While no one can design and run a city that is 100% immune to crime, there are steps that city planners, architects and landscaping experts can take in association with the police to make the places people live, work and relax in less of a target for criminals.

Tinus Kruger of the Council for Scientific and Industrial Research (CSIR), an expert in the field of CPTED, says: “The planning, design and management of the physical environment can contribute to the creation of safer spaces by reducing the causes of and opportunities for crime and it could reduce the fear of crime.”

Mr Kruger is a professional architect who has vast knowledge of environmental design, based on more than 15 years’ experience in studying the role of spatial planning, design and management in creating safer and more sustainable communities.

The CSIR conducted an extensive research project to contextualise CPTED for South Africa in support of Pillar Two of the National Crime Prevention Strategy (NCPS). As a result of this project, the following five CPTED principles were developed that provide a framework for determining how the physical environment either provides or inhibits opportunities for crime:

- **Access and escape routes** – limit the opportunities for offenders to utilise access and escape routes such as vacant land and enhance the level of ease with which potential victims could find and access escape routes, for instance by providing effective signage and lighting.

- **Surveillance and visibility** – maximise opportunities for observance of public and private areas by users or residents during the course of their normal activities (passive surveillance) or by police or security personnel (active surveillance) through the positioning of windows and doors, the provision of effective lighting, allowing for mixed use of areas etc.

- **Territoriality** – encourage a sense of ownership of, and responsibility for, a space by employing mechanisms that will allow residents or users to identify with the space (i.e. utilising design features that clearly indicate the public and private areas of a property).

- **Image and aesthetics** – ensure that the physical environment creates a positive image and instils a feeling of safety in users. Effective management and maintenance play an important role in this regard.

While no one can design and run a city that is 100% immune to crime, there are steps that city planners, architects and landscaping experts can take in association with the police to make the places people live, work and relax in less of a target for criminals.

At the first SAPS Research Colloquium in November 2014, Mr Kruger shared the CSIR-developed “community crime-mapping” process with representatives of the SAPS. He said: “The workshop process involves the participation of community members, the police, local councils, appropriate government departments and all other relevant role players to collaborate and participate in identifying specific areas within the community where they do not feel safe or where they know crimes are being committed.

The workshop involves the following:

- Participants draw cognitive maps of the areas where they live or work and indicate specific places where they feel threatened.
- The dangerous places identified by the participants are plotted on a larger map of the area to get a better understanding of their locations within the community.
- The participants then visit a number of the dangerous places and take photographs of specific, physical characteristics of the places. The type of activity influenced by these characteristics, as well as the spatial relationship between the environment and types of crime are also assessed.
- Photographic maps of the places are prepared to stimulate discussion aimed at identifying possible reasons why certain areas are providing opportunities for crime or making people feel vulnerable.
- After this analysis, three to four dangerous places are prioritised and the participants then develop solutions or interventions aimed at addressing the identified problems.

This ‘community crime-mapping’ process allows community members, the police, local councillors, appropriate government departments and all other relevant role players to collaborate and participate in identifying specific areas within the community where they do not feel safe or where they know crimes are being committed.

One unique aspect of using CPTED for problem-solving is the vast array of data and information that must be gathered and analysed. While crime, fear and alienation are critical considerations, a CPTED analysis also involves an assessment of aspects that are neither based on law enforcement nor related to crime. A comprehensive situational analysis requires information regarding social and institutional characteristics and the physical environment at a macro and micro level (i.e. water bodies, hills and ridges, neighbourhood layout, land use, zoning, vegetation, lighting, vacant lots, traffic volumes and pedestrian activity).
The truth is that “the race is not to the swift or the battle to the strong, nor does food come to the wise or wealth to the brilliant or favour to the learned; but time and chance (opportunity) happen to them all” (Ecclesiastes 9:11). In the 365 days given to everyone, use your time and opportunity indulgently, because at the end of the year, no one can claim unfair allocation of months, weeks, days or hours. It is a matter of making the right decisions.

This message is not intended to discourage the practice of making resolutions, but rather to encourage the practice of making proper plans to achieve your goals. Yes, it is true that many of us have made many resolutions that were neglected or forgotten during the year. However, we should not stop dreaming and wishing for success and achievement owing to the past. The best way to achieve goals is to reflect on the failures and delays of unachieved goals and then applying one’s mind and efforts to doing things differently and better. Different people are motivated by various phases of time and events, so, if you are one of those motivated by the New Year, go ahead and make those decisions to go after your desires and successes. DO NOT allow past failure to stick to your resolutions to deter you from making new ones. However, learn from your mishaps and rectify your actions.

Become educated by the wisest man to live on earth when he said: “There is a time for everything, and a season for every activity under heaven; a time to embrace and a time to refrain, a time to keep and a time to throw away.” The question is: “What time is 2015 in your life?” It is entirely up to you to declare how this year turns out for you. When good times and success befall you, even when disappointments and hurt come along, you are in charge of how you respond to them.

Remember as 2014 ended and 2015 begins, you and your choices are common factors, so merely bring your undefeatable self and do great things! I pray God’s blessings and favour in the life of all the employees of the SAPS.

To all our women and men in blue, the Spiritual Services Section wishes you and your loved ones a blessed and wonderful 2015. May the year ahead be fruitful and may you and your family experience the abundant blessings of the Almighty God.

Congratulations! You have made it to the year 2015! Living to see another year is never guaranteed. Witnessing the first day of January is, therefore, always an exciting experience. The beginning of the year brings emotions of hope and possibilities, a fresh outlook on life and new beginnings. Nothing seems impossible at this point. We are more courageous and adventurous in our thinking and planning and there seems to be nothing that can hinder those wishes or dreams. Let us strive to maintain that spirit throughout the year.
Police ask public’s assistance in catching SCHOOL BURGLARS

By Capt Karien van der Merwe
Graphics by WO Theo van Wyk

Imagine receiving much-needed tablets as part of the Department of Education’s e-learning roll-out, and having the equipment stolen within a matter of months. That has been happening at several primary schools in the Moot area in Tshwane since August 2014.

Derdepoort, Generaal Jacques Fienaar, Nellie Swart, Pietneef Primary, Queenswood and Totsiadel were among the schools that have been burgled. Capt Coba Brits, spokesperson of the Villieria Police Station, said that the burglars had been using the same modus operandi at every school. “The thieves disconnected the various schools’ alarm systems and cameras. It seems that they then used an angle grinder to cut open the corrugated iron roofs of the buildings, as well as the safes inside, making a clean sweep of tablets, computers and cash,” she said. So far 1 188 tablets have been stolen. The Gauteng Department of Education has not yet indicated whether the stolen tablets will be replaced, or what measures will be taken to prevent further theft.

The fact that the burglars had known exactly in which part of the buildings the safes were located, indicates that they had inside information about equipment deliveries and the security systems at the various schools, as well as the know-how to open safes. The thieves will need buyers for their loot, and the police warn the public not to fall into the trap of buying stolen goods, as it is a crime punishable by law. Rather contact the police and inform them of any suspicious transactions when a seller sidesteps any questions about the ownership history of electronic equipment. School premises are especially vulnerable to vandals and thieves in the December holidays.

Residents living around schools are encouraged to help the police by keeping a lookout for criminals and immediately report any suspicious activities to their local police stations or call the Crime Line number 32211. The Theft of School Equipment case number 32211.

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Regular readers may recall when we first reported on the police members who rescued a newborn baby from a storm drain in 2013. On Tuesday 9 December 2014 members of the Wonderboompoort Police Station had a chance to say goodbye to the little girl as she embarked on the next chapter in her journey as she went into the loving care of her adoptive parents.

The police station hosted a party to celebrate the little girl’s first birthday and everybody involved in her rescue was invited to say their farewells. And as though in keeping with this new phase in her life, she reportedly gave her first steps during the previous weekend “Baby Wonder”, as she had been dubbed by the Wonderboompoort Police Station Commander Lt Col Letta Kgoadi, shortly after her dramatic rescue, happily bounced from loving embrace to loving embrace as she was passed around to receive hugs and kisses and, of course, lots of presents. With colourful balloons and a huge cake lading a festive atmosphere to the event, Const Connie Motswai handed over the birthday gifts.

“This event enabled Connie to find closure after the traumatic circumstances under which the baby girl had been found and rescued,” spokesperson WO Wanda Olivier said. Connie, together with Consts Siphamandla Khulu, Andane Mudau and Valentine Ndove responded to a telephone call from a distressed Mayville resident on 10 November 2013. When they realised that the plaintive cries the resident had heard were coming from a storm drain beside the road, they used vehicle jacks to break open the concrete slab covering the upper part of the drain. Realising that the infant they carefully lifted out of the drain beside the road, they used vehicle jacks to break open the concrete slab covering the upper part of the drain. Realising that the infant they carefully lifted out of the drain was probably already suffering from hypothermia, Const Khupe ripped the shirt from his own body to wrap the newborn’s naked little body in some towels. The police members rushed the baby to hospital where expert medical care and her strong will to survive gave her a second chance. The story made headlines in local media and the Wonderboompoort Police Station was showered with donations for “Little Baby Wonder” as she fondly became known. This also gave rise to closer cooperation between local police stations and various organisations concerned with see education and the provision of other alternatives for the mothers of unwanted babies. Now, just over a year later, the story of little Baby Wonder reminds us that it takes a village to raise a child, and that every person can make a difference, no matter how small. Although it was a closed adoption, the little girl can be sure that she will always remain in the hearts and prayers of her rescuers as she embarks on this new chapter in her life.
Let your CREDIT RECORD work to your credit

Compiled by Capt Karien van der Merwe

After the festive season many consumers may find themselves in debt and borrowing from the proverbial Peter to pay Paul. This article aims to explain what a credit record is and why it is important to honour any debt incurred, in full and on time.

Q: What is a credit record?
A: The moment you open an account, your personal information is lodged with a credit bureau. Having a credit record does not have a negative implication. It merely confirms that you have an account with a credit provider that uses a credit bureau.

Q: What is a credit profile?
A: Your credit profile contains the information about your payments – whether you have honoured your payments or are in arrears. Keeping your credit profile spotless is important because when you apply for a new account or loan, the institution will look at your credit profile when they evaluate your application. A positive credit profile may also be a big plus when it comes to forming an impression about a prospective employer’s sense of responsibility and trustworthiness.

Q: What happens if I have a poor credit profile and I want further credit?
A: You will have to pay the outstanding amount before the information about your poor payment history will be removed. However, this does not mean that all the information about your past poor credit history will just “disappear”. Credit providers will retain your payment history and they may refuse future credit because of it.

Q: What happens if I have a poor credit profile and I cannot make the payments?
A: Credit providers can take legal action to recover the outstanding payments. Do not ignore the issue – contact them as soon as possible and ask for your case to be assigned to a specific person. Most reputable credit providers are more than happy to accommodate people who are honest about their financial difficulties. As the saying goes: “life happens.” Divorce, the death of a breadwinner, prolonged illness, escalating medical costs, non-payment by medical schemes, losses due to crime, natural disasters or other unforeseen events may all contribute towards someone not being able to make ends meet. It will greatly reduce your stress if you face the facts and come up with a clear plan of action. This could entail you offering to pay less than stipulated, but at least it will show that you take responsibility and are willing to pay some amount towards diminishing the outstanding debt.

Q: I have applied for an account but I was told that it was denied because of a poor credit profile. I know for a fact that this is not true. How can I set the record straight?
A: Consumers have the right to dispute incorrect information on their credit records. Several cases of identity theft have been discovered as a result of a consumer applying for credit and upon being denied, finding out that their identity had been stolen. Find out which credit bureau provided the information, contact them and declare a dispute. The credit bureau must give you a reference number and set the record straight within 20 days. If the matter is not dealt with to your satisfaction you can file a complaint at the credit ombudsman.

Q: What is the credit ombudsman?
A: The credit ombudsman deals with complaints about credit bureaus, credit providers other than banks, and also with debt counsellors who are in dereliction of duty. There are various procedures and time frames for various complaints. More information as well as the necessary forms can be accessed at creditombud.org.za or call 0861 662 837.

Q: Can I access my own credit record?
A: Yes. In fact, financial institutions encourage consumers to do so at least once a year because incorrect address details, false credit applications and unconfirmed information could mean that someone else has obtained credit using your name. Report this immediately. You are entitled to one free credit report a year from the National Credit Regulator (details below) but you can also request additional reports from a credit bureau at a one-off fee (usually below R50).

Q: Apart from financial institutions and credit providers, can anyone else check my credit record?
A: Yes. Other stakeholders, for example prospective employers, recruitment agencies and landlords may check your credit record in accordance with the rules set out by the National Credit Act, 2005 (Act No 34 of 2005).

Sources:
The National Credit Act, 2005 (Act No 34 of 2005)
The National Credit Regulator (0860 627 627 ncr.org.za)
Shine up your credit record by Letitia Watson. YOU 29 May 2014. you.co.za
Northern Cape delivers another CHAMPION

By Lt Col Hendrik Swart
Photograph(s) courtesy of SAPS Head Office

If you want to become fit under the watchful eyes of one of the country’s best, then you must join your colleague at the Provincial Gymnasium in Kimberley.

That will be the place where you will find him, always giving advice and always motivating those that think that they have reached the limits of their fitness levels.

We are talking about WO Cecil Visagie, recently appointed as the ‘Best Trainer in the SAPS’ in the country!

At the SAPS’s National Sports Awards, held in Pretoria on 14 November 2014, he was crowned the winner and now holds the title of ‘Coach of the Year’ with pride.

This was a title that he was really working very hard for.

WO Cecil Visagie has been involved in the training of the Province’s Functional Fitness Team since 2013 and under his guidance, the team managed to achieve the following:

- 9th place overall in 2012
- 4th overall in 2013, winning eight gold medals, five silver medals and two bronze medals.

He also coached the Northern Cape athletics team in 2013 and 2014.

This year the team came 5th overall and won 19 gold medals, 13 silver medals and 13 bronze medals! Two of the members in his camp, were also crowned ‘Best Male’ and ‘Best Female Track Athletes’.

As a nation, we must work together to redirect our youths’ energy to socially beneficial activities. In this regard, all government departments and institutions must lend a hand. Social partners will have to play a critical role to ensure community acceptance and participation in this initiative. They must assist in developing and disseminating messages which discourage support of criminal activities, in particular, stolen goods. In union meetings, staff meetings and other work related events we need to say enough is enough. Activities, in particular, stolen goods. In union meetings, staff meetings and other work related events we need to say enough is enough.

Visagie believes in commitment and dedication, as an individual and as one of the top coaches in the country. So, you are welcome to join Cecil for a professional training session and personal attendance in compiling your training programme. How about making this one of your New Year’s resolutions?

Congratulations once again to WO Cecil Visagie from all your colleagues in SAPS in the Northern Cape. We are proud of you!
It is the start of a new year and a time for new beginnings. Many of our SAPS members who were studying last year, performed well and may now be looking to gain employment in their respective fields of study. These members do not need not to look further than the SAPS. There are a plethora of career paths, other than operational, that can be followed within the SAPS.

<table>
<thead>
<tr>
<th>Legal Professionals</th>
<th>Numerical Clerks</th>
<th>Finance Professionals</th>
<th>Mathematicians, Accountants and Statisticians</th>
<th>Database and Network Professionals</th>
<th>Car, Van and Motorcycle Drivers</th>
<th>Middle Plant Operators</th>
<th>Domestic/ Real Estate / Office Cleaners and Helpers</th>
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<tr>
<td>Legal Administration Officer</td>
<td>Financial Clerk</td>
<td>Accountant</td>
<td>System Administrator</td>
<td>Pharmacist</td>
<td>Driver</td>
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<td>Special Advisor</td>
<td>Internal Auditor</td>
<td>Computer Operator</td>
<td>Veterinary Assistant</td>
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<td>Mobile Machine Operator</td>
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<th>CAREER PATHS in the SAPS</th>
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<td>Career Paths</td>
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<td>Cuisine and Food Preparation Assistants</td>
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<td>Agricultural, Forestry and Fishery Labourers</td>
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<td>Other Elementary Workers</td>
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<td>Material Recording and Transport Clerks</td>
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<td>Sales and Purchasing Agents and Brokers</td>
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<td>Protective Services Workers</td>
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<td>Handcraft Workers</td>
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<td>Building and Related Trades Workers, Including Electricians</td>
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<td>Architects, Planners, Surveyors and Designers</td>
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<td>Food Service Aid Cook</td>
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<td>Labourer</td>
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<td>Handyperson</td>
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<td>Provisioning Administration Clerk</td>
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<td>Engineering Professionals (excluding electrotechnology)</td>
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<td>Electrotechnology Engineers</td>
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<td>Electronics and Communications Technology Installers and Repairers</td>
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<td>Machinery Mechanics and Repairers</td>
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<td>Social and Religious Professionals</td>
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<td>Client Information Workers</td>
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<td>Physical and Engineering Science Technicians</td>
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<td>Other Craft and Related Workers</td>
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<td>Ship and Aircraft Controllers/ Technicians</td>
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<td>Administration Professionals, Administrative and Specialised Secretaries</td>
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<td>Civil Engineer</td>
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<td>Mechanical Engineer</td>
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<td>Metallurgical Engineer</td>
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<td>Electrical Engineer</td>
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<td>Radio Technician</td>
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<td>Radio Technician</td>
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<td>Motor Vehicle Mechanic</td>
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<td>Psychological Profiler</td>
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<td>Forensic Social Worker</td>
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<td>Sociological Criminology</td>
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<td>Psychologist</td>
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<td>Psychometrist</td>
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<td>Counsellor</td>
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<td>Social Worker</td>
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<td>Chaplain</td>
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<td>Sociologist</td>
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<td>Criminologist</td>
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<td>Call Centre Operator</td>
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<td>Switchboard Operator</td>
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<td>Forensic Analyst</td>
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<td>Laboratory Assistant / Technician</td>
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<td>Biological Bomb Disposal</td>
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<td>Expert</td>
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<td>Helicopter Pilot</td>
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<td>Fixed Wing Pilot</td>
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<td>Personnel Practitioner</td>
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<td>Work Study Official Training Official</td>
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<td>Personal Assistant</td>
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<td>Personal Assistant</td>
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<td>Staff Officer</td>
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<td>Librarians, Archivists and Curators</td>
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<td>Authors, Journalists and Linguists</td>
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<tr>
<td>Other Clerical Support Workers</td>
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<tr>
<td>Marketing, Communications and Public Relations Professionals</td>
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<td>Communication Official</td>
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<td>Media Liaison Official</td>
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<td>Television Producer</td>
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<td>Journalist</td>
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<td>Speech Writer</td>
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<td>Musician</td>
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The Opening of the Plettenberg Bay Police Station

By Mgcobo Ngxukumeshe
Photograph(s) by Capt Pojie

The Minister of Police, Mr Nathi Nhleko, appealed to the Plettenberg Bay community and police members to look after their refurbished police station during the official opening ceremony on 8 January 2015. He said:

"The police station belongs to the community and they must be actively involved in assisting the police in order for it to be efficient."

The opening was attended by the National Commissioner of the SAPS, General Riah Phiyega, the Deputy Minister of Police, Ms Makhotso Maggie Sotyu, the CEO of the Independent Police Investigative Directorate, Mr Robert McBride, and the Provincial Commissioner of the Western Cape, Lt Gen Arno Lamoer.

"Police stations were previously signs of hopelessness, despair and centres of abuse and oppression, but in our new dispensation, they have become symbols of hope and places of safety," stated Minister Nhleko.

Building new police stations is prioritised in the National Development Plan (NDP) of the new democratic government.

Minister Nhleko said that the NDP "merely reflected the exhortations from the real Congress of the People in 1955 when people of all hues said 'we demand a society that puts human dignity above all' and adopted the Freedom Charter".

The Minister said: "Good policing is a fundamental test of democracy. The police are, therefore, representative of a democratic order and it is they who are in direct contact with the public.

We are pleased, therefore, that we can open this police station, which will not only make the province a safer place, but will become a place of hope where victims of crime, particularly domestic crime, will find refuge."

The Missing Persons

By Mgcobo Ngxukumeshe
Photograph(s) by Capt Pojie

Esau Solomon Malekane (57) Male
Temba
Lost seen: 2014-12-14
The missing person left home and has not been seen since.
Investigating Officer: WO SM Siphinda
Tel: 012 712 6146

Mekokee Hliddou (26) Male
Temba
Lost seen: 2014-12-08
The missing person left home and has not been seen since.
Investigating Officer: WO SM Siphinda
Tel: 012 712 6132

Mnenele Matey Molorle (71) Male
Khuhuza
Lost seen: 2014-10-30
The missing person left home and has not been seen since.
Khuhuza CAS 1/12/2014
Investigating Officer: Const RG Mudeketa
Tel: 018 783 9000

Emmanuel Malekane (57) Male
Primrose
Last seen: 2014-11-16
The missing person left home and has not been seen since.
Investigating Officer: WO MD Semosa
Tel: 011 842 0500

The Missing Persons

By Mgcobo Ngxukumeshe
Photograph(s) by Capt Pojie

Thamsongxwe Leshane (45) Male
Sofia Town
Lost seen: 2014-11-18
The missing person left home and has not been seen since.
Sofia Town CAS 7/12/2014
Investigating Officer: HM VM Louw
Tel: 011 670 6394

Eugene Jordaan (70) Male
Primrose
Lost seen: 2014-10-06
The missing person left home and has not been seen since.
Primrose CAS 10/11/2014
Investigating Officer: WO SL Semona
Tel: 011 842 0500

Skululile Sibanda (26) Female
Diepkloof
Lost seen: 2014-10-22
The missing person left home and has not been seen since.
Diepkloof CAS 6/10/2014
Investigating Officer: Sgt MI Madeleni
Tel: 011 933 7600

Joseph Phahla (69) Male
Diepkloof
Lost seen: 2014-11-15
The missing person left home and has not been seen since. He was wearing a brown jacket, brown trousers and blue sport shoes.
Diepkloof CAS 1872/11/2014
Investigating Officer: Sgt MJ Madeleni
Tel: 011 933 7600

Sikulile Sibanda (26) Female
Diepkloof
Lost seen: 2014-10-22
The missing person left home and has not been seen since.
Diepkloof CAS 6/10/2014
Investigating Officer: Sgt MI Madeleni
Tel: 011 933 7600

Lehlogonolo Africa (20) Male
Honeydew
Lost seen: 2014-10-20
The missing person left home and has not been seen since.
Honeydew CAS 9/11/2014
Investigating Officer: Const SA Duma
Tel: 011 801 8601

Sihlembisa Mafa (18) Male
Diepkloof
Lost seen: 2014-10-20
The missing person left home and has not been seen since.
Diepkloof CAS 12/11/2014
Investigating Officer: Sgt MI Madeleni
Tel: 011 933 7600

Manyane Marcus Molefe (73) Male
Khutsong
Last seen: 2014-10-30
The missing person left home and has not been seen since.
Khutsong CAS 1/11/2014
Investigating Officer: Const RG Mudeketa
Tel: 018 783 9000

Manyane Marcus Molefe (73) Male
Khutsong
Last seen: 2014-10-30
The missing person left home and has not been seen since.
Khutsong CAS 1/11/2014
Investigating Officer: Const RG Mudeketa
Tel: 018 783 9000

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Photograph(s) by Capt Pojie

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WANTED PERSONS

WANTED for Theft
Leonard Ncongwane
Investigating Officer: WO MK Matlala on 011 977 5613 or 084 602 1426

Frederick Hendrik Vorster
Investigating Officer: WO MD Thaga on 018 264 8030 or 079 490 5232

WANTED for Fraud
Leon Schimper
Investigating Officer: WO CE Nepgen on 018 464 5028 or 073 133 3264

Kedibone Elizabeth Phelwane
Investigating Officer: WO CE Nepgen on 018 464 5028 or 073 133 3264

Noluthando Diagracia Ludidi
Investigating Officer: Sgt LG Ntaopane on 018 464 5361 or 071 481 2941

WANTED for Dealing in Illegal Substances
Pumza Ndlazulwana
Investigating Officer: Capt I Polley on 011 977 5613 or 084 778 0415

WANTED for Fraud
Andrew Thili
Investigating Officer: Capt I Polley on 011 977 5613 or 082 778 0415

Wanted for Theft
Mncedisi Erwatt Kunene
Investigating Officer: Sgt MM Mashishi on 011 977 5484 or 082 770 5404

WANTED for Murder
Bete Molefe
Investigating Officer: WO TL Manaka on 018 363 3211 or 083 365 0949

WANTED for Theft
Pumza Ndlazulwana
Investigating Officer: Capt I Polley on 011 977 5613 or 084 778 0415

WANTED for Fraud
Kedibone Elizabeth Phelwane
Investigating Officer: WO CE Nepgen on 018 464 5028 or 073 133 3264

WANTED for Fraud
Victoria Ezeugo
Investigating Officer: WO CE Nepgen on 018 464 5028 or 073 133 3264

Please help us arrest these alleged perpetrators...

SAPS CRIME STOP 08600 10 111