

# POLICE STATION QUESTIONNAIRE FOR FRONTLINE SERVICE DELIVERY (FSD)

Final Version: 2013



police

Department:  
Police  
REPUBLIC OF SOUTH AFRICA

CIVILIAN SECRETARIAT FOR POLICE

**SECTION A: INFORMATION ON THE POLICE STATION AND DETAILS OF THE STATION COMMANDER**

<b>1. POLICE STATION PROFILE</b>													
1.1	Name of the Province												
1.2	Date of the oversight visit	2	0	y	y	m	m	d	d				
1.3	Name of the police station												
1.4	Name of the accounting police station												
1.5	Name of the Station Commander												
1.6	Rank of Station Commander	Brig	Col	Lt Col	Maj	Capt	Lt	W/O					
1.7	Name of the CSC Commander in charge at the time of the visit												
1.8	Rank of the CSC Commander in charge at the time of the visit	Brig	Col	Lt Col	Maj	Capt	Lt	W/O	Sgt				
1.9	Postal and physical address of the station	Postal Address						Physical Address					
		.....						.....					
		.....						.....					
1.10	Telephone number of the police station	Code						Tel.					
1.11	Fax number of the police station	Code						Tel.					
1.12	Cell phone number of the Station Commander												
1.13	E-mail address of the Station Commander												
1.14	Are there any physical infrastructure constraints at the police station?												
1.15	If there are any physical infrastructure constraints, what is the Station Commander doing to address them to minimise the impact this could have on service delivery?												

**SECTION B: THE "CADRE OF COP" THE PEOPLE OF SOUTH AFRICA EXPECT**

<b>To ensure that all of the SAPS members understand and subscribe to that which governs policing in South Africa</b>				
a)	Is the SAPS Code of Conduct visibly displayed at the CSC?	Yes	No	Comments:
b)	Is the SAPS Code of Ethics visibly displayed at the CSC?	Yes	No	Comments:
c)	Is the "Batho Pele – People First" visibly displayed at the CSC?	Yes	No	Comments:
d)	Is the SAPS Vision and Mission visibly displayed at the CSC?	Yes	No	Comments:
e)	Is there visible Service Delivery Charter at the CSC?	Yes	No	Comments:
f)	Is there a blue light outside the police station	Yes	No	Comments:
g)	Is the South African flag properly hoisted	Yes	No	Comments:
h)	Is the SAPS flag properly hoisted	Yes	No	Comments:

**SECTION C: SERVICE POINT (CSC) AS THE FACE OF SERVICE DELIVERY**

**2. SERVICE DELIVERY AREAS**

**2.1. Standardised corporate image and improved access to all service points, including access by persons with disabilities**

a)	Is the police station easily accessible using public transport?	Yes	No	Comments:
b)	Is the police station easily accessible to persons with disabilities and elderly persons?	Yes	No	Comments:
c)	Are there ablution facilities for persons with disabilities?	Yes	No	Comments:
d)	If yes on (c) above, are the ablution facilities for persons with disabilities functional?	Yes	No	Comments:
e)	Are there ablution facilities for public members visiting the police station?	Yes	No	Comments:
f)	Are there proper signages to direct people to the police station?	Yes	No	Comments:

g)	Is there clear signage indicating the different components of the police station?	Yes	No	Question refined.	
h)	Are contact details of the station management displayed at the CSC?	Yes	No	Comments:	
<b>2.2. Properly maintained service points</b>					
a)	Is the police station clean, tidy and properly maintained?	Yes	No	Comments:	
b)	Are chairs/benches available for members of the public?	Yes	No	Comments:	
c)	What is the general appearance of the CSC in terms of cleanliness?	Good	Acceptable	Poor	Comments:
d)	What is the general appearance of the CSC in terms of state of repair?	Good	Acceptable	Poor	
<b>2.3. Vehicle maintenance, availability and visibility</b>					
a)	Are all vehicles functional?	Yes	No	Comments:	
b)	Are vehicles clean?	Yes	No	Comments:	
c)	Are vehicles clearly marked and visible?	Yes	No	Comments:	
d)	Are all the operational vehicles fitted with a functional two-way radio?	Yes	No	Comments:	
<b>2.4. Properly attired (dress code) and adequately equipped members</b>					
a)	Are police members dressed properly (correct uniform) with name tags visibly displayed?	Yes	No	Comments:	
b)	Are all operational members wearing bullet resistant vests, have hand cuffs and firearm with them?	Yes	No	Comments:	
c)	Are Public Service Act (PSA) employees professionally dressed?	Yes	No	Comments:	
d)	Are all civilian employees displaying their name tags visibly?	Yes	No	Comments:	
<b>2.5. Adequately equipped Victim Friendly Facilities/Victim Friendly Rooms (VFR)</b>					
a)	Are all minimum standards of VFR (equipment/tools) available?	Yes	No	Comments:	
b)	Is the VFR functional on a 24/7 basis?	Yes	No	Comments:	
c)	Is the VFR easily accessible in terms of its location and easily identifiable?	Yes	No	Comments:	
d)	Does the station have a designated member to coordinate the VFR?	Yes	No	Comments:	
e)	Is the VFR at the police station functional?	Yes	No	Comments:	
<b>SECTION D: SERVICE EXCELLENCE</b>					
<b>2.6. Timely, courteous and professional response by CSC members to people contacting the police station via telephone, snail mail and/or electronic mail</b>					
a)	Does the CSC have cubicles to ensure the privacy of clients?	Yes	No	Comments:	
b)	If no on (a) above, provide reasons and explain what is being done to address this situation?			Comments:	
c)	If yes on (a) above, are cubicles enough to adequately serve the public?	Yes	No	Comments:	
d)	Are members in the different shifts able to communicate with people using sign language?	Yes	No	Comments:	
e)	If no on (d) above, how are clients who communicates with sign language assisted?				
f)	Are there challenges at the police station with regard to foreign languages?	Yes	No	Comments:	
g)	If yes on (f) above, provide reasons and explain what is being done to address this situation?				

h)	Are there female members in each of the reliefs/shifts at the CSC?	Yes	No	Comments:		
i)	If yes on (h) above, how many per shift			Comments:		
j)	Were there public members in the CSC waiting to be attended to?	Yes	No	Comments:		
k)	If the answer on (j) above is yes, what would the situation be attributed to?					
l)	Are telephones answered promptly and timely?	Yes	No	Comments:		
m)	Are those answering telephones considerate and polite?	Yes	No	Comments:		
n)	Are people directed to the relevant components in a polite and professional manner?	Yes	No	Comments:		
o)	Is the average turnaround time on Alpha complaints achieved?	Yes	No	Comments:		
p)	Is the average turnaround time on Bravo complaints achieved?	Yes	No	Comments:		
q)	Is the average turnaround time on Charlie complaints achieved?	Yes	No	Comments:		
r)	Do the vehicles respond timely to complaints/crime scenes?	Yes	No	Comments:		
<b>2.7. Queuing and waiting times management</b>						
a)	Is there a queue management control system in place?	Yes	No	Comments:		
b)	If no, on (a) above, how is the queue managed at the police station?	Comments:				
c)	Are public members treated with friendliness, dignity and respect?	Yes	No	Comments:		
d)	If the assessment on (c) above is that members were rude /unfriendly, what kind of intervention is applied by the CSC Commander to correct the situation?	Comments:				
<b>2.8. Visible SAPS members responding professionally and courteously</b>						
a)	Is there adequate deployment of resources (vehicles and personnel) to sectors?	Yes	No	Comments:		
b)	Are all sector vehicles allocated with functional cell phones?	Yes	No	Comments:		
c)	Are all the telephone lines in the CSC functional to receive and dispatch complaints to sector vehicles?	Yes	No	Comments:		
d)	Do shift commanders hold on-off duty inspection parades?	Yes	No	Comments:		
e)	Are there any members of the shift relief who were absent from duty without leave/ late for work?	Yes	No	Comments:		
<b>2.9. Professionally managing detainees</b>						
a)	Are there mechanisms in place for detained persons to lodge complaints?	Yes	No	Comments:		
b)	Are the rights of detainees read-out to them in the language they understand?	Yes	No	Comments:		
c)	Did all the detainees appear in court within the prescribed period of 48 hours?	Yes	No	Comments:		
d)	Are juveniles kept separate from adults in detention cells?	Yes	No	Comments:		
e)	Are there separate cells for females and males?	Yes	No	Comments:		
f)	How frequent are meals served to prisoners?	1	2	3	N/A	Comments:

**SECTION E: IN PARTNERSHIP WITH COMMUNITIES TOWARDS A SAFER SOUTH AFRICA**

2.10. Effective redressing of complaints against the SAPS, including managing suggestion boxes				
a)	Is there a mechanism developed to manage complaints from the public?	Yes	No	Comments:
b)	If yes on (a) above, is the complaints mechanism outlined at the CSC?	Yes	No	Comments:
c)	Is there a suggestion box with a pen and writing pad at the CSC?	Yes	No	Comments:
d)	Are complainants given feedback reports on complaints lodged?	Yes	No	Comments:

**SECTION F: EXIT POLL FOCUSING ON CLIENTS WHO HAVE JUST RECEIVED SERVICES FROM THE CSC**

Respondent 1:												
a)	How long did it take for you to be served?		01-15 minutes	16-30 minutes	31-45 minutes	46-60 minutes	More than 60 minutes					
b)	Were you served in the language you understand?	Yes	No	Comments:								
c)	Are you satisfied with the service you received?	Yes	No	Comments:								
d)	If the response is no on (c) above, were you able to elevate your concerns to the Relief Commander?	Yes	No	Comments:								
e)	If yes on (d) above, were you assisted?	Yes	No	Comments:								
f)	Are you confident that your matter will receive the necessary attention? (in instance where a crime is reported)	Highly Confident		Confident		Not Confident		Highly not confident				
g)	How would you perceive the overall treatment from members at the CSC?	Friendly		Respectful		Rude		Unfriendly		Good	Average	Poor
h)	In cases where the response on (g) above is rude, unfriendly and average, what would be a satisfactory service to you?											
i)	Did you report crime in the past at this police station?	Yes	No	Comment:								
j)	If yes on (i) above, was your case prioritised and treated with serious care?	Yes	No	Comments:								
k)	Are you confident that members rendering services to the community know their responsibilities?	Highly Confident		Confident		Not Confident		Highly not confident				
Respondent 2:												
a)	How long did it take for you to be served?		01-15 minutes	16-30 minutes	31-45 minutes	46-60 minutes	More than 60 minutes					
b)	Were you served in the language you understand?	Yes	No	Comments:								
c)	Are you satisfied with the service you received?	Yes	No	Comments:								
d)	If the response is no on (c) above, were you able to elevate your concerns to the Relief Commander?	Yes	No	Comments:								
e)	If yes on (d) above, were you assisted?	Yes	No	Comments:								
f)	Are you confident that your matter will receive the necessary attention? (in instance where a crime is reported)	Highly Confident		Confident		Not Confident		Highly not confident				
g)	How would you perceive the overall treatment from members at the CSC?	Friendly		Respectful		Rude		Unfriendly		Good	Average	Poor
h)	In cases where the response on (g) above is rude, unfriendly and average, what would be a satisfactory service to you?											
i)	Did you report crime in the past at this police station?	Yes	No	Comment:								
j)	If yes on (i) above, was your case prioritised and treated with serious care?	Yes	No	Comment:								

l)	Are you confident that members rendering services to the community know their responsibilities?	Highly Confident		Confident		Not Confident		Highly not confident									
<b>Respondent 3:</b>																	
a)	How long did it take for you to be served?	01-15 minutes		16-30 minutes		31-45 minutes		46-60 minutes		More than 60 minutes							
b)	Were you served in the language you understand?	Yes	No	Comments:													
c)	Are you satisfied with the service you received?	Yes	No	Comments:													
d)	If the response is no on (c) above, were you able to elevate your concerns to the Relief Commander?	Yes	No	Comments:													
e)	If yes on (d) above, were you assisted?	Yes	No	Comments:													
f)	Are you confident that your matter will receive the necessary attention? (in instance where a crime is reported)	Highly Confident		Confident		Not Confident		Highly not confident									
g)	How would you perceive the overall treatment from members at the CSC?	Friendly		Respectful		Rude		Unfriendly		Good		Average		Poor			
h)	In cases where the response on (g) above is rude, unfriendly and average, what would be a satisfactory service to you?																
i)	Did you report crime in the past at this police station?	Yes	No	Comment:													
j)	If yes on (i) above, was your case prioritised and treated with serious care?	Yes	No	Comment:													
k)	Are you confident that members rendering services to the community know their responsibilities?	Highly Confident		Confident		Not Confident		Highly not confident									
<b>Information collected by:</b>					<b>Acknowledgement of oversight visit by:</b>												
Signature of official:					Signature of Station Commander:												
(Print Surname & Initials)					(Print Surname, Initials and Rank)												
Date	2	0	y	y	m	m	d	d	Date	2	0	y	y	m	m	d	d

*Apply the official date stamp of the police station here*