

Vote 20

Independent Complaints Directorate

Budget summary

R thousand	2008/09				2009/10	2010/11
	Total to be appropriated	Current payments	Transfers and subsidies	Payments for capital assets	Total	Total
MTEF allocation						
Administration	35 631	34 396	56	1 179	42 977	46 199
Complaints Processing, Monitoring and Investigation	49 964	44 719	–	5 245	56 254	59 123
Information Management and Research	12 902	11 618	–	1 284	16 165	17 322
Total expenditure estimates	98 497	90 733	56	7 708	115 396	122 644
Executive authority	Minister for Safety and Security					
Accounting officer	Executive Director of the Independent Complaints Directorate					
Website address	www.icd.gov.za					

Aim

The aim of the Independent Complaints Directorate is to provide an accessible complaints processing mechanism and efficient and effective investigation of complaints of deaths, misconduct and criminality allegedly committed by members of the South African Police Service and Municipal Police Services, and to make appropriate recommendations.

Programme purposes, objectives and measures

Programme 1: Administration

Purpose: Conduct the overall management of the ICD and provide support services.

Programme 2: Complaints Processing, Monitoring and Investigation

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

Objectives and measures:

- Maintain the integrity of independent oversight of the police by investigating and finalising complaints as follows: register and allocate complaints within 48 hours; complete investigations within 120 days.
- Monitor compliance with the Domestic Violence Act (1998) by completing applications for exemption from disciplinary action in terms of the act within 30 days, and auditing police stations.

Programme 3: Information Management and Research

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

Objectives and measures:

- Provide information and recommendations, including in relation to the Domestic Violence Act (1998), by analysing the complaints register, conducting research and producing reports, and conducting community awareness programmes every year.

Strategic overview and key policy developments: 2004/05 – 2010/11

The legal mandate of the Independent Complaints Directorate (ICD) entails investigating all deaths in police custody or as a result of police action, as well as criminal offences allegedly committed by members of the South African Police Service (SAPS) and the Municipal Police Services (MPS).

To comply with this mandate, the department is increasing accessibility to communities by opening up satellite offices in the provinces and increasing its investigative capacity by developing suitable staff as investigators.

The ICD has finalised its restructuring programme, which saw the translation of the posts of monitors and case analysts into investigators and assistant-investigators. The rationale for the restructuring was to capacitate and streamline the complaints handling process so that the ICD can increase its investigative capacity, including to investigate complaints of non-compliance with the provisions of the Domestic Violence Act (1998) by the SAPS and MPS and to visit police holding cells.

In 2007/08, the ICD established its first two satellite offices: in Mthatha (Eastern Cape) and Richards Bay (KwaZulu-Natal). Offices will be established in Free State, Northern Cape, Limpopo and North West in 2008/09.

The number of criminal offences committed by members of the police increased from 1 643 in 2005/06 to 1 787 in 2006/07, but incidences of police misconduct fell from 2 855 to 2 760. The number of complaints registered with the ICD decreased from 5 903 in 2003/04 to 5 412 in 2006/07.

The ICD met its 2006/07 targets of finalising 60 per cent of new cases of deaths within 120 days and 50 per cent of cases of criminality and 60 per cent of cases of misconduct within 90 days. In 2005/06, 73 complaints about police officials entrapped and arrested in buy and bust operations were referred to the anti-corruption unit.

Three additional posts in the finance sub-directorate were created and filled in 2007/08 and will ensure better compliance with the Public Finance Management Act (1999).

Selected performance indicators

Indicators	Annual performance						
	Past			Current	Projected		
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Percentage of complaints registered and allocated within 48 hours	100% (5 790)	100% (5 277)	100% (5 412)	100% (5 440)	100% (5 800)	100% (6 024)	100% (6 038)
Percentage of investigation of complaints of deaths in custody where there is police involvement completed within 120 days	74% (271)	70% (222)	60% (251)	60% (259)	80% (289)	90% (320)	100% (354)
Percentage of investigations of complaints of criminality completed within 120 days	68% (1 177)	52% (854)	70% (894)	50% (912)	70% (1 301)	75% (1 422)	80% (1 547)
Percentage of applications for exemptions in terms of the Domestic Violence Act completed within 30 days	100% (30)	100% (34)	100% (36)	100% (42)	100% (45)	100% (38)	100% (40)
Number of police stations audited for compliance with the Domestic Violence Act	16	16	20	24	54	81	108
Research projects and recommendations reports	2	2	3	3	3	3	3
Number of community awareness programmes	108	108	108	216	230	240	250

Expenditure estimates

Table 20.1 Independent Complaints Directorate

Programme	Audited outcome			Adjusted appropriation	Revised estimate	Medium-term expenditure estimate		
	2004/05	2005/06	2006/07	2007/08		2008/09	2009/10	2010/11
R thousand								
1. Administration	17 700	21 743	22 715	29 125	29 125	35 631	42 977	46 199
2. Complaints Processing, Monitoring and Investigation	22 668	25 577	32 486	41 301	41 301	49 964	56 254	59 123
3. Information Management and Research	6 616	7 186	10 070	10 465	10 465	12 902	16 165	17 322
Total	46 984	54 506	65 271	80 891	80 891	98 497	115 396	122 644
Change to 2007 Budget estimate				–	–	3 130	4 733	5 326

Economic classification

	2004/05	2005/06	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11
Current payments	42 679	50 762	61 306	76 622	76 622	90 733	104 496	110 917
Compensation of employees	24 909	30 235	36 831	46 678	46 678	56 243	66 706	70 022
Goods and services	17 770	20 513	24 474	29 944	29 944	34 490	37 790	40 895
<i>of which:</i>								
Communication	1 406	1 534	1 572	2 917	2 917	3 896	4 208	4 545
Computer services	2 573	1 457	1 960	2 063	2 063	2 770	2 991	3 230
Consultants, contractors and special services	789	1 460	1 007	1 060	1 060	1 249	1 350	1 458
Inventory	810	855	1 023	1 078	1 078	1 151	1 243	1 343
Maintenance, repairs and running costs	115	122	138	145	145	191	207	223
Operating leases	4 394	4 748	5 092	5 647	5 647	6 373	6 883	7 094
Travel and subsistence	4 616	5 768	5 161	5 400	5 400	6 452	6 968	7 510
Financial transactions in assets and liabilities	–	14	1	–	–	–	–	–
Transfers and subsidies	100	126	65	48	48	56	67	70
Provinces and municipalities	71	91	25	–	–	–	–	–
Departmental agencies and accounts	29	35	40	48	48	56	67	70
Payments for capital assets	4 205	3 618	3 900	4 221	4 221	7 708	10 833	11 657
Buildings and other fixed structures	416	575	–	–	–	–	–	–
Machinery and equipment	3 116	2 618	3 139	4 038	4 038	7 418	10 508	11 306
Software and other intangible assets	673	425	761	183	183	290	325	351
Total	46 984	54 506	65 271	80 891	80 891	98 497	115 396	122 644

Expenditure trends

Expenditure grows steadily over the period under review, increasing from R47 million in 2004/05 to R122.6 million in 2010/11, an average annual increase of 17.3 per cent.

The largest programme in 2008/09 is *Complaints Processing, Monitoring and Investigation*, consuming 50.7 per cent of the ICD's 2008 budget. *Administration* consumes 36.2 per cent and *Information Management and Research* 13.1 per cent.

Compensation of employees comprises an average of 57.4 per cent of the ICD's total budget over the medium term, rising from R46.6 million in 2007/08 to R70 million in 2010/11 at an average annual rate of 14.5 per cent. Over the medium term, goods and services comprises an average of 34.5 per cent of the ICD's total budget, rising from R29.9 million in 2007/08 to R40.9 million in 2010/11.

The 2008 Budget sets out additional allocations of R3.6 million in 2008/09, R5.5 million in 2009/10 and R6.9 million in 2010/11, mainly for spending on the policy priorities of service delivery improvement and capacity building.

The ICD has identified efficiency savings of R500 000 in 2008/09, R800 000 in 2009/10 and R1.6 million in 2010/11, mainly in travel costs under goods and services.

Departmental receipts

Revenue generated by the ICD is mainly from parking fees, commissions on insurance deductions, bursary debt recovery and stale warrant vouchers. An increase in revenue is anticipated between 2007/08 and 2010/11 due to the projected increase in personnel. The large increase in 2005/06 was mainly due to clearing suspense accounts and the resultant payment of credits into revenue.

Table 20.2 Departmental receipts

R thousand	Audited outcome			Revised Estimate	Medium-term receipts estimate		
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Departmental receipts	28	171	38	45	60	65	70
Sales of goods and services produced by department	28	33	32	45	60	65	70
Interest, dividends and rent on land	–	1	3	–	–	–	–
Financial transactions in assets and liabilities	–	137	3	–	–	–	–
Total	28	171	38	45	60	65	70

Programme 1: Administration

Purpose: Conduct the overall management of the ICD and provide support services.

Expenditure estimates

Table 20.3 Administration

Subprogramme	Audited outcome			Adjusted appropriation	Medium-term expenditure estimate		
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
R thousand							
Management	3 022	4 116	4 467	5 380	5 809	7 169	7 667
Corporate Services	9 807	12 357	13 169	17 555	23 144	28 436	30 407
Property Management	4 871	5 270	5 079	6 190	6 678	7 372	8 125
Total	17 700	21 743	22 715	29 125	35 631	42 977	46 199
Change to 2007 Budget estimate				–	274	436	1 531

Economic classification

Current payments	16 046	19 783	21 882	28 378	34 396	41 637	44 754
Compensation of employees	7 609	9 324	11 041	15 115	19 673	25 020	26 703
Goods and services	8 437	10 459	10 841	13 263	14 723	16 617	18 051
<i>of which:</i>							
Communication	423	472	407	1 684	1 951	2 107	2 276
Computer services	564	440	600	633	718	775	837
Consultants, contractors and special services	345	974	351	370	420	454	490
Inventory	231	244	259	273	302	326	352
Maintenance, repairs and running costs	55	58	61	64	71	77	83
Operating leases	4 161	4 502	4 691	5 225	5 901	6 373	6 543
Travel and subsistence	892	1 001	980	1 006	1 140	1 231	1 314
Transfers and subsidies	51	63	48	48	56	67	70
Provinces and municipalities	22	28	8	–	–	–	–
Departmental agencies and accounts	29	35	40	48	56	67	70
Payments for capital assets	1 603	1 897	785	699	1 179	1 273	1 375
Buildings and other fixed structures	416	575	–	–	–	–	–
Machinery and equipment	1 164	1 280	753	660	1 111	1 200	1 296
Software and other intangible assets	23	42	32	39	68	73	79
Total	17 700	21 743	22 715	29 125	35 631	42 977	46 199

Expenditure trends

Expenditure on the *Administration* programme increases at an average annual rate of 16.6 per cent over the medium term, rising from R29.1 million in 2007/08 to R46.2 million in 2010/11, compared to 18.1 per cent between 2004/05 and 2007/08. Expenditure increases from R29.1 million in 2007/08 to R35.6 million in 2008/09 to provide for increased capacity in support services, including support staff in the newly established satellite offices, and for the establishment of an asset management unit at head office. The largest increase is in compensation of employees, which comprises 55.2 per cent of the total programme budget in 2008/09 compared to 51.9 per cent in 2007/08.

Programme 2: Complaints Processing, Monitoring and Investigation

The *Investigation of Complaints* programme has been renamed *Complaints Processing, Monitoring and Investigation* because some of the functions of the *Information Management and Research* programme have been transferred here as part of the restructuring process.

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

- *Complaints Processing, Monitoring and Investigation* receives, registers, processes and investigates complaints of deaths in police custody or as a result of police action, and complaints of misconduct and criminality.
- *Legal Services* provides legal advice to ICD officials.

Expenditure estimates

Table 20.4 Complaints Processing, Monitoring and Investigation

Subprogramme	Audited outcome			Adjusted appropriation	Medium-term expenditure estimate		
	2004/05	2005/06	2006/07		2007/08	2008/09	2009/10
R thousand							
Complaints Processing, Monitoring and Investigation	21 715	24 674	31 183	40 469	49 142	55 297	58 088
Legal Services	953	903	1 303	832	822	957	1 035
Total	22 668	25 577	32 486	41 301	49 964	56 254	59 123
Change to 2007 Budget estimate				–	2 757	4 140	3 281
Economic classification							
Current payments	21 016	24 584	31 421	38 736	44 719	50 568	52 975
Compensation of employees	15 004	17 139	21 930	26 997	30 770	35 487	36 663
Goods and services	6 012	7 442	9 490	11 739	13 949	15 081	16 312
of which:							
Communication	725	853	932	988	1 446	1 562	1 687
Computer services	813	674	1 110	1 170	1 642	1 773	1 915
Consultants, contractors and special services	286	311	446	464	508	549	593
Inventory	293	333	404	432	446	482	521
Maintenance, repairs and running costs	39	51	59	61	98	106	114
Operating leases	172	190	256	240	275	297	321
Travel and subsistence	2 653	3 863	3 526	3 672	4 532	4 895	5 287
Financial transactions in assets and liabilities	–	3	1	–	–	–	–
Transfers and subsidies	35	51	14	–	–	–	–
Provinces and municipalities	35	51	14	–	–	–	–
Payments for capital assets	1 617	942	1 051	2 565	5 245	5 686	6 148
Machinery and equipment	1 578	874	978	2 462	5 090	5 506	5 954
Software and other intangible assets	39	68	73	103	155	180	194
Total	22 668	25 577	32 486	41 301	49 964	56 254	59 123

Expenditure trends

Expenditure in *Complaints Processing, Monitoring and Investigation*, the largest programme, grows steadily over the medium term, rising from R41.3 million in 2007/08 to R59.1 million in 2010/11, an average annual rate of 12.7 per cent compared to 22.1 per cent between 2004/05 and 2007/08. The growth reflects the ICD's emphasis on increasing its investigative capacity, illustrated by the average annual growth in expenditure on compensation of employees of 10.7 per cent over the medium term. Complementary expenditure on goods and services, particularly related to traveling and subsistence, will grow at an average annual rate of 11.6 per cent over the same period.

Programme 3: Information Management and Research

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

- *Research* conducts proactive research.
- *Information Management System* maintains a database which serves as a register for all complaints, manages IT, and manages the communications activities for promoting ICD products and services to all stakeholders.

Expenditure estimates

Table 20.5 Information Management and Research

Subprogramme	Audited outcome			Adjusted appropriation	Medium-term expenditure estimate		
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
R thousand							
Research	1 044	1 180	1 573	1 753	1 873	1 975	2 077
Information Management System	5 572	6 006	8 497	8 712	11 029	14 190	15 245
Total	6 616	7 186	10 070	10 465	12 902	16 165	17 322
Change to 2007 Budget estimate				-	99	157	514

Economic classification

Current payments	5 617	6 395	8 003	9 508	11 618	12 291	13 188
Compensation of employees	2 296	3 772	3 860	4 566	5 800	6 199	6 656
Goods and services	3 321	2 612	4 143	4 942	5 818	6 092	6 532
<i>of which:</i>							
Communication	258	209	233	245	499	539	582
Computer services	1 196	343	250	260	410	443	478
Consultants, contractors and special services	158	175	210	226	321	347	375
Inventory	286	278	360	373	403	435	470
Maintenance, repairs and running costs	21	13	18	20	22	24	26
Operating leases	61	56	145	182	197	213	230
Travel and subsistence	1 071	904	655	722	780	842	909
Financial transactions in assets and liabilities	-	11	-	-	-	-	-
Transfers and subsidies	14	12	3	-	-	-	-
Provinces and municipalities	14	12	3	-	-	-	-
Payments for capital assets	985	779	2 064	957	1 284	3 874	4 134
Machinery and equipment	374	464	1 408	916	1 217	3 802	4 056
Software and other intangible assets	611	315	656	41	67	72	78
Total	6 616	7 186	10 070	10 465	12 902	16 165	17 322

Expenditure trends

Expenditure on *Information Management and Research* grows steadily over the medium term, rising from R10.4 million in 2007/08 to R17.3 million in 2010/11, an average annual rate of 18.3 per cent compared to 16.5 per cent between 2004/05 and 2007/08.

Spending on goods and services is set to increase at an average annual rate of 9.7 per cent over the medium term for travel expenses for researchers and the increased costs of printing of reports. There is also a significant increase of 64.2 per cent in spending over the medium term on machinery and equipment for the communication network.

Additional tables

Table 20.A Summary of expenditure trends and estimates per programme and economic classification

Programme	Appropriation		Audited outcome	Appropriation			Revised estimate
	Main	Adjusted		Main	Additional	Adjusted	
R thousand	2006/07		2006/07	2007/08			2007/08
1. Administration	22 717	22 777	22 715	29 499	(374)	29 125	29 125
2. Complaints Processing, Monitoring and Investigation	29 094	29 058	32 486	41 733	(432)	41 301	41 301
3. Information Management and Research	14 095	14 071	10 070	9 659	806	10 465	10 465
Total	65 906	65 906	65 271	80 891	–	80 891	80 891

Economic classification

Current payments	64 034	63 970	61 306	76 527	95	76 622	76 622
Compensation of employees	39 700	39 559	36 831	47 757	(1 079)	46 678	46 678
Goods and services	24 334	24 411	24 474	28 770	1 174	29 944	29 944
Financial transactions in assets and liabilities	–	–	1	–	–	–	–
Transfers and subsidies	72	65	65	48	–	48	48
Provinces and municipalities	32	25	25	–	–	–	–
Departmental agencies and accounts	40	40	40	48	–	48	48
Payments for capital assets	1 800	1 871	3 900	4 316	(95)	4 221	4 221
Buildings and other fixed structures	–	–	–	160	(160)	–	–
Machinery and equipment	1 658	1 729	3 139	3 973	65	4 038	4 038
Software and intangible assets	142	142	761	183	–	183	183
Total	65 906	65 906	65 271	80 891	–	80 891	80 891

Table 20.B Summary of personnel numbers and compensation of employees

	Audited outcome			Adjusted appropriation	Medium-term expenditure estimates		
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
A. Permanent and full-time contract employees							
Compensation (R thousand)	24 849	30 161	36 751	46 594	56 155	66 616	69 930
Unit cost (R thousand)	150	173	159	188	208	224	217
Personnel numbers (head count)	166	174	231	248	270	297	322
C. Interns							
Compensation of interns	60	74	80	84	88	90	92
Unit cost (R thousand)	2	2	2	2	2	2	2
Number of interns	30	37	40	42	44	46	48
Total for department							
Compensation (R thousand)	24 909	30 235	36 831	46 678	56 243	66 706	70 022
Unit cost (R thousand)	127	143	136	161	179	194	189
Personnel numbers (head count)	196	211	271	290	314	343	370

Table 20.C Summary of expenditure on training

	Audited outcome			Adjusted appropriation	Medium-term expenditure estimates		
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Compensation of employees (R thousand)	24 909	30 235	36 831	46 678	56 243	66 706	70 022
Training expenditure (R thousand)	392	414	440	465	562	667	700
Training as percentage of compensation	2%	1%	1%	1%	1%	1%	1%
Total number trained in department (head count)	48	383	203	91			
<i>of which:</i>							
Employees receiving bursaries (head count)	42	49	53	56			
Internships trained (head count)	30	37	40	42			