

## Western Cape CMAP Home Affairs Report

June 2011 – April 2012



*The Black Sash - in partnership with the Social Change Assistance Trust or SCAT - launched the national Community Monitoring and Advocacy Project or CMAP in 2010 in a bid to help **improve government service delivery**, with a particular focus on poor and vulnerable communities in South Africa.*



Open Society Foundation of  
South Africa

*\* "This document has been produced with the financial assistance of the European Union. The contents of this document are the sole responsibility of the Black Sash and can under no circumstances be regarded as reflecting the position of the European Union."*

## Acknowledgements

The Black Sash would hereby wish to thank the following community monitors and their respective organisations who volunteered their time to monitor the Department of Home Affairs in the Western Cape.

- D'Almeida Resource and Information Centre (DARIC)
- Overberg Development and Empowerment Centre
- Paarl Advice Office
- Sandveld Local Development (SALDA)

### **Western Cape Map of Areas Monitored (stars) June 2011 – April 2012:**



In addition we also wish to thank the Department of Home Affairs, nationally and in the Western Cape, for their collaboration and openness to facilitate our monitors' access. The Black Sash wishes to thank the following organisation for their financial commitment to the Community Monitoring and Advocacy Project.



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## Introduction

The Black Sash, a human rights organisation active for the past 56 years in South Africa, works to alleviate poverty and inequality; and is committed to building a culture of rights-with-responsibilities in South Africa. We focus specifically on the socio-economic rights guaranteed by our Constitution to all living in South Africa. For more information see [www.blacksash.org.za](http://www.blacksash.org.za)

The Social Change Assistance Trust (Scat) is a veteran independent fund-raising and grant-making development agency based in Cape Town. Scat was established in 1984 to channel resources to rural communities. Scat works in partnership to support local non-profit community-based-organisations in their human rights work. Scat's focus is on capacity development, human rights, gender equity, HIV and AIDS awareness and local economic development. For more information see [www.scat.org.za](http://www.scat.org.za).

Our premise is that quality service is a critical factor that our society should be able to tackle even at a time of economic recession and that we, as civil society, should hold our government responsible for fulfilling its mandate and promise, that includes providing affordable, appropriate, effective services, with dignity as is promised in policy frameworks, legislation, party manifestos and service delivery norms and standards. We argue that active citizens will be able to monitor service delivery as it is experienced by people receiving these services, and by constructively engaging with government at all levels to improve these services.

It is in this context, that the Black Sash's Community Monitoring and Advocacy Project (CMAP) was conceptualised and implemented, in collaboration with other civil society organisations and networks.

The objectives of the project are two-fold:

- To assess and report on the quality of service delivery in specified government departments and municipalities across South Africa as experienced by beneficiaries; and
- To develop a system for civil society organisations and community members to hold government accountable for the principles of Batho Pele (People First) as well as specific norms and standards that govern service delivery and promise excellence.

Working closely with our partners, the Black Sash:

- Ensures widespread, visible, standardised and regular monitoring of service delivery points by Community Monitors that are selected by civil society organisation (CSO)/community based organisation (CBO) networks;
- Co-ordinates the development of the monitoring instruments and the databases; collates and analyses the monitoring information; produces and distributes regular reports to our partners and the public;
- Presents reports to the appropriate government officials in order to affirm good practice and to work together to make improvements where required.

Monitors are selected by civil society networks; community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each of these organisations have a CMAP memorandum of understanding with Black Sash to ensure

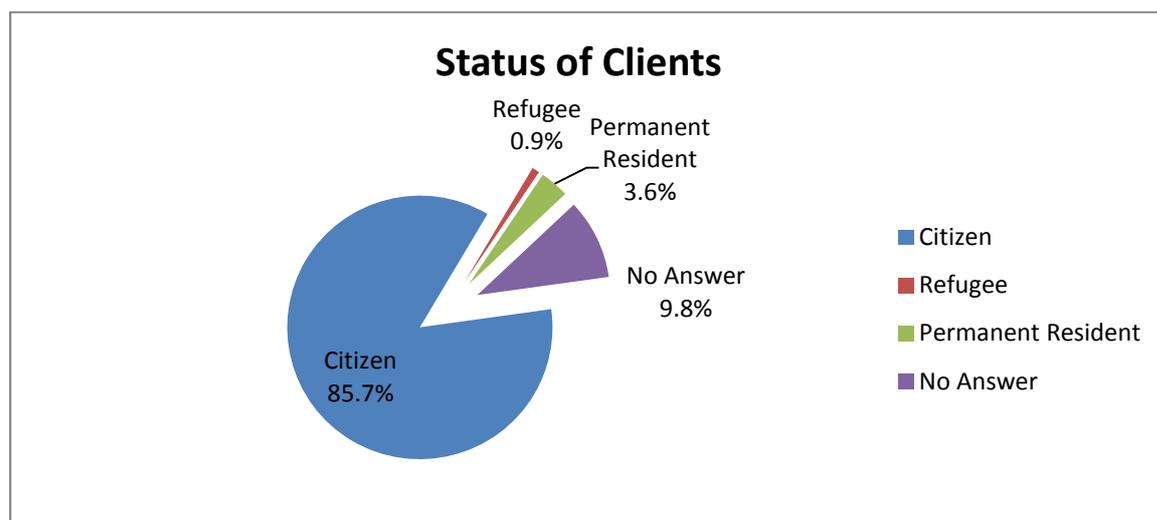
mutual accountability and to ensure that a normative framework of values and principles underpin this monitoring project. Prior to monitoring, they are also asked to sign a code of conduct. Each monitor identifies the day(s), within a specified timeframe, that they will monitor selected sites in the communities where they live or work. Once the site has been visited and assessed, the completed questionnaires are forwarded to the Black Sash for capturing and analysis. The reports developed as a result of this analysis are forwarded to the relevant government department for response within an agreed period, after which they are made available to the public.

It is important to note that CMAP monitors undertake the monitoring in the areas where they live or work and that the selection of sites to monitor, depends either on where the monitoring organisation is located or where the monitor resides. No scientific formulation is used to select the geographic spread; however, we do encourage organisations that have a diverse presence to participate in the project. However, the monitoring data analysed here is real, and a reflection and perspective of the beneficiaries interviewed at the service site on the particular date of the interview. We also try to ensure the data generated through CMAP does not reflect an urban bias.

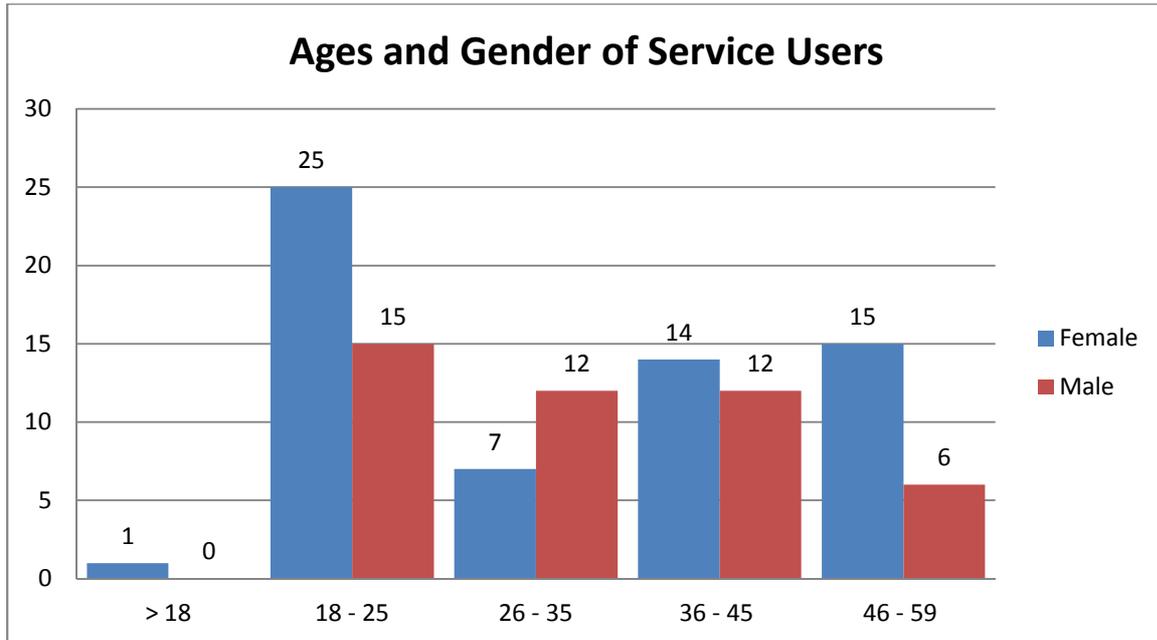
## Findings

The efficiency and quality of the service provided by the **Department of Home Affairs in the Western Cape** has been monitored according to the following standardised entities: **time, venue, processing, personnel and, language and communication**. The monitoring took place during the period of **29 June 2011 to 24 April 2012**. Please note that the percentages provided here are rounded off to the first decimal point.

The findings presented in this report takes into account the experiences and opinions of **123 respondents (11 officials and 112 service users)**. Six Home Affairs offices were monitored. **The districts in which monitoring took place were** the Cape Winelands, Eden, the Overberg, and the West Coast.



The majority of clients at Home Affairs offices in the Western Cape were South African Citizens (85.7%), with permanent residents being 3.6% and refugees being 0.9%.



There were no respondents interviewed that were 60 years and older. The age group with the largest number of respondents was 18 – 25 years old and there were more female interviewees than males.

### Time

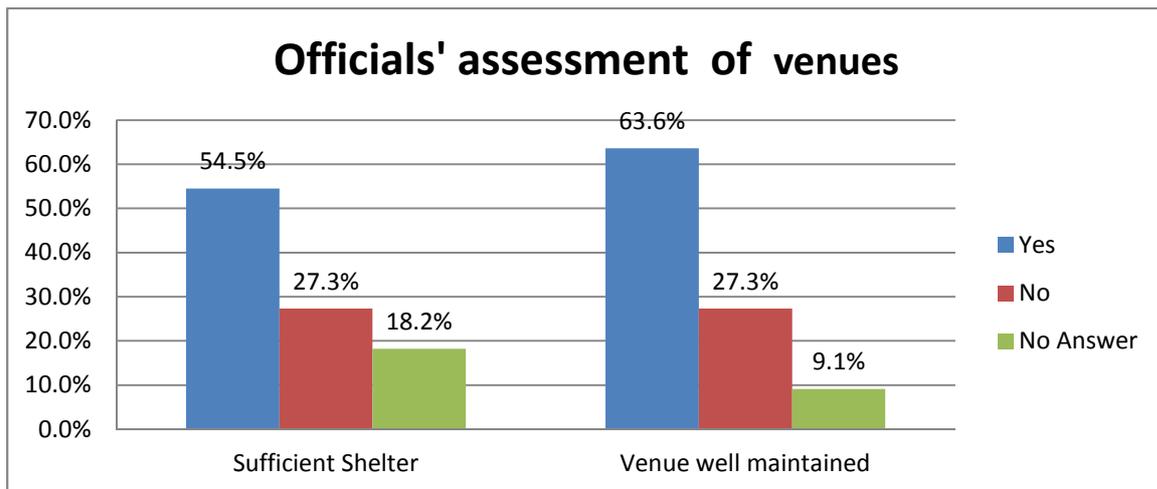
Respondent: Officials	Earliest	Latest
Opening Time	07:00	10:00
Time started attending clients	07:30	10:30
Time stop attending clients	12:30	17:00

Officials were interviewed at two different home affairs offices on various days. The Paarl Home Affairs office opened at 07:00, but only started attending to clients at 08:00. The George Eden District home affairs office opened later, but started to attend to clients in a shorter time frame. The Paarl office was open longer (approximately 8 to 9 hours per day) than the George office which was open approximately 2 to 3 hours on the days monitoring took place.

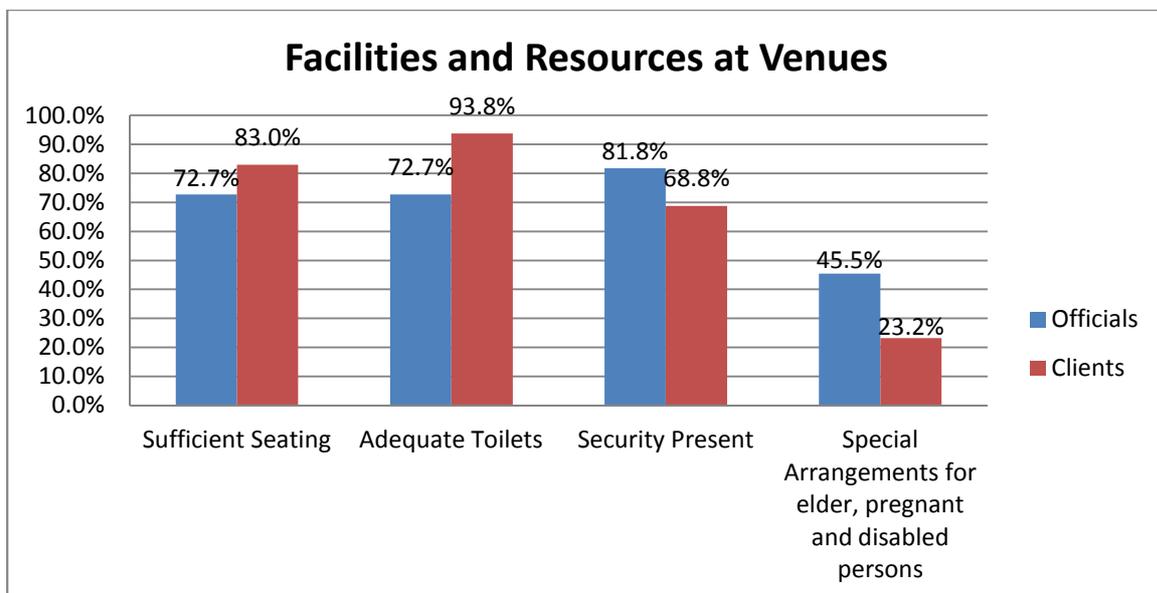
Respondents: Clients	Earliest /Shortest	Latest /Longest
Time Arrived	07:20	11:35
Time waiting to be served	2 min	210 min

Although respondents arrived from as early as 07:20 and as late as 11:35, most of the respondents arrived at the home affairs offices between 8:00 and 09:00. The longest time that clients waited was 210 minutes (3 and a half hours); this was at the home affairs offices in Mosselbay (D’Almeida). Most of the respondents had to wait approximately 60 minutes (1 hour) to be served.

## Venue



The majority of officials felt that the shelter provided to clients was sufficient (54.5%) and that the venue was well maintained (63.6%), although this was by a slim margin in the case of the shelter.

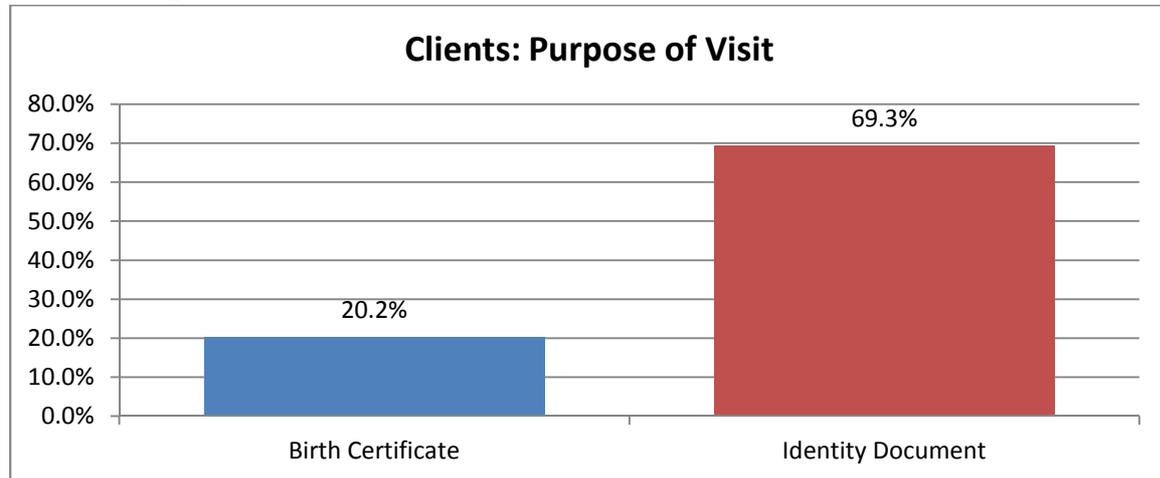


It is interesting to note that the clients rated the facilities and resources at the home affairs office better than the officials in the case of seating and toilets. Officials were asked whether they thought that the private security company or police were adequate and well resourced, 77.8% of them felt that this was indeed the case. The respondents were also asked what types of special arrangements were in place for the elderly, pregnant and disabled persons. Some of the respondents stated that these people were prioritised by the floor walkers and helped first. Others stated that there were chairs, ramps, wheelchairs and special toilets. One of the respondents at Mosselbay (D'Almeida) home affairs office said that "[There is a] Wheelchair ramp at [the] toilet. Hand rail for old people and pregnant women."

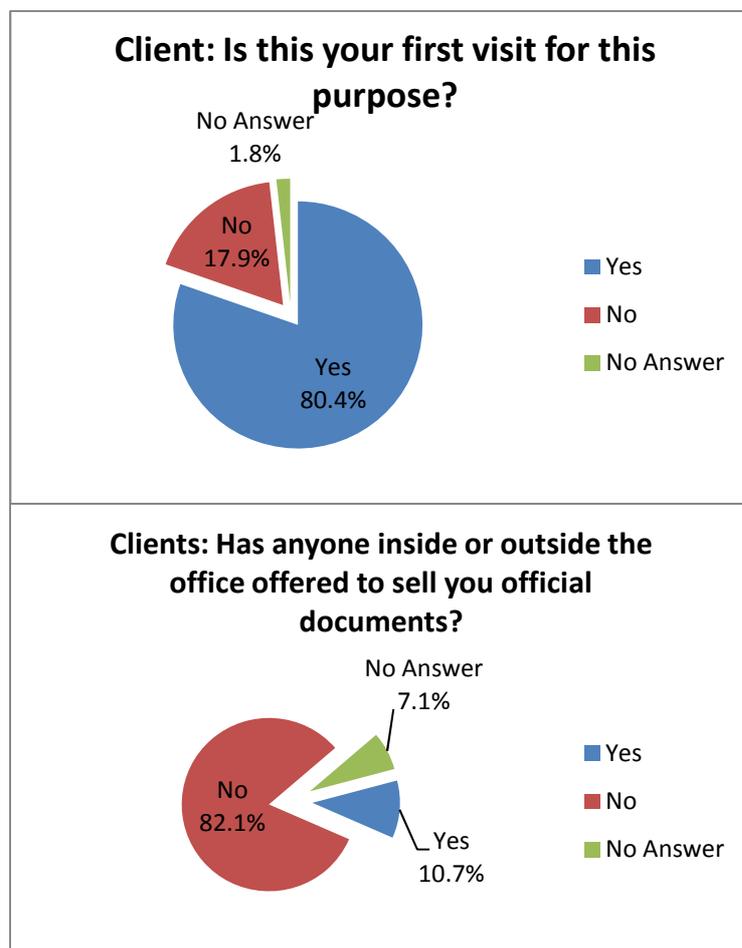
Respondents: Clients	Minimum	Maximum
Distance travelled to venue	0.1 km	100 km
Cost of travel to venue	R7.00	R200.00

A respondent paid R200.00 for transport to the Paarl Home Affairs office. Other respondents, from Macassar and Stellenbosch, spent R150.00 to reach the Paarl Home Affairs office. The monitor “asked why they came to Paarl. They told [her] that the service in Paarl is quicker than their places.” There were nineteen respondents who paid R150.00 for transport to the home affairs office in Paarl. Seventeen of them came from Stellenbosch and the other two from Macassar.

## Processing



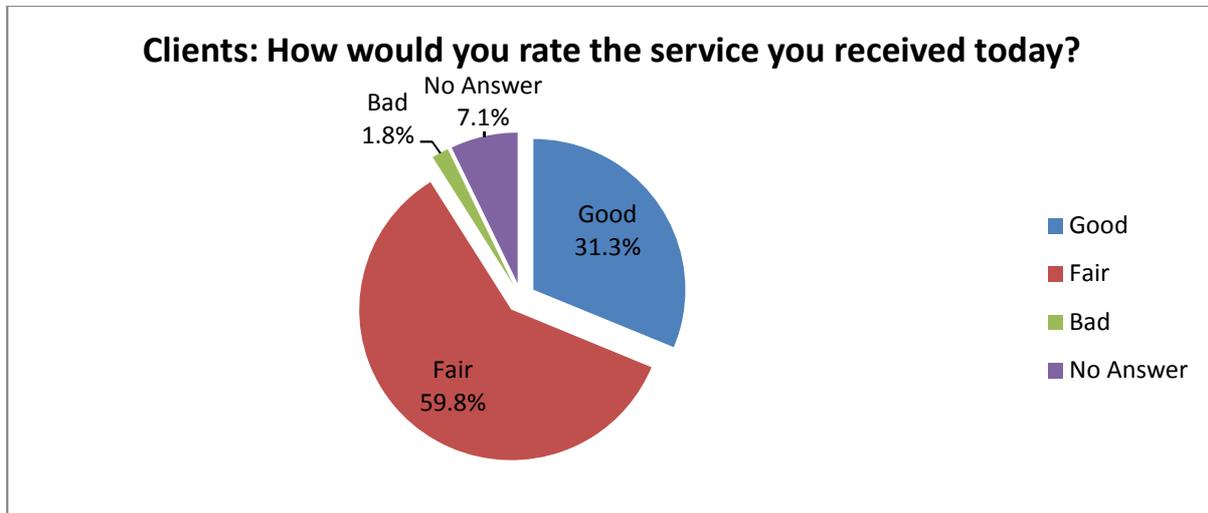
The majority of respondents were at the Home Affairs offices regarding Identity Documents (69.3%), with birth certificates being 20.2%.



The respondents who were there for a return visit were asked how many times they had returned. The minimum was two times. For one respondent the maximum was four times, for another 2 months. The respondents that had to return were asked why they had to return. For one respondent, at his first visit he was not helped, “there was no one who helped me till I [brought] somebody from [the] Advice Office”. Many cited that they were collecting their documents as the reason for their return. Some did not have the required documents or they had incorrect documents. For others their documents were not ready for collection. A few lost their documents and had to reapply for another; one lost their documents in a fire.

<b>Respondents: Clients</b>	<b>Yes</b>	<b>No</b>	<b>Blank</b>
<b>Were you asked to pay for the service today?</b>	54.5%	41.1%	4.5%
<b>Were you given a receipt for your payment?</b>	75.0%	13.4%	11.6%

The respondent who had to pay for the service were asked how much they had to pay. The minimum that a client had to pay was R14.00, the maximum was R140.00. All of the respondents who paid R140.00 were applying for Identity Documents.



The majority (59.8%) of the respondents rated the service at Home Affairs offices in the Western Cape as fair, with 31.3% rating the service as good. Only 1.8% of the respondents rated the service as bad.

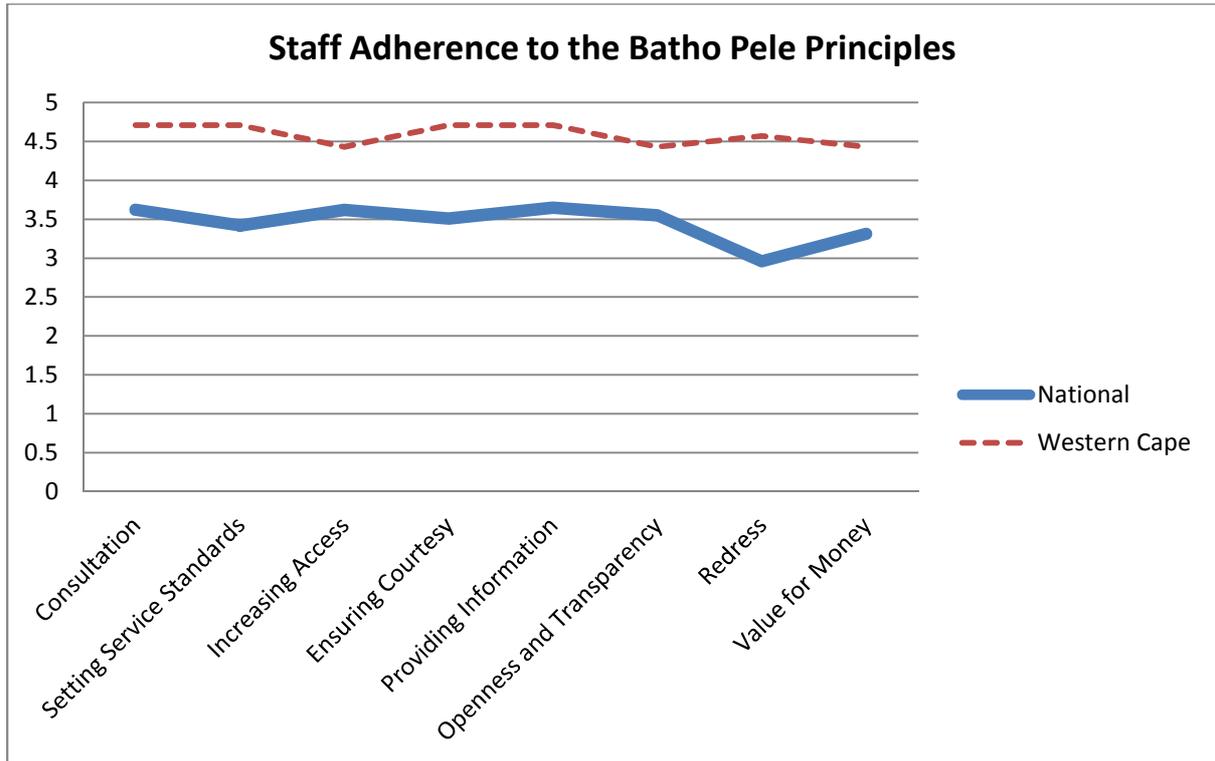
## Personnel

<b>Respondents: Officials</b>	<b>Minimum</b>	<b>Maximum</b>
<b>Number of staff members</b>	3	25
<b>Number of people served</b>	4	200

The Paarl Home Affairs office had between approximately 3 and 25 staff members on duty on the different days of monitoring. The George Home Affairs office had 3 staff members on duty on the days on which monitoring. The variance in the number of people served depends on the days and times which monitoring takes place.

<b>Respondents: Officials</b>	<b>Yes</b>	<b>No</b>	<b>No Answer</b>
<b>Is there a help desk or queue walker to assist clients?</b>	36.4%	54.5%	9.1%
<b>Signs with customer care norms visibly displayed?</b>	36.4%	54.5%	9.1%
<b>Officials Identifiable? (Uniforms or name tags, etc.)</b>	54.5%	36.4%	9.1%

Referring to the above table, more officials said no than yes for the first two points. Therefore, more needs to be done in terms of making the officials identifiable and having signs with customer care norms visibly displayed. The percentage of officials which are identifiable is barely over 50%.



The officials were asked to rate their adherence to the Principles of Batho Pele (“People First”). The national assessment shows that most of the officials felt that their strongest area was providing information, with their weak point being redress. In comparison to this, the officials in the Western Cape generally rated themselves better than the national average. The officials in the Western Cape rated themselves the highest in four different areas; consultation, setting service standards, ensuring courtesy and providing information; at 4.71 out of a scale of 5. They considered their weakest areas to be that of increasing access, openness and transparency, and value for money, at 4.43 out of a scale of 5.

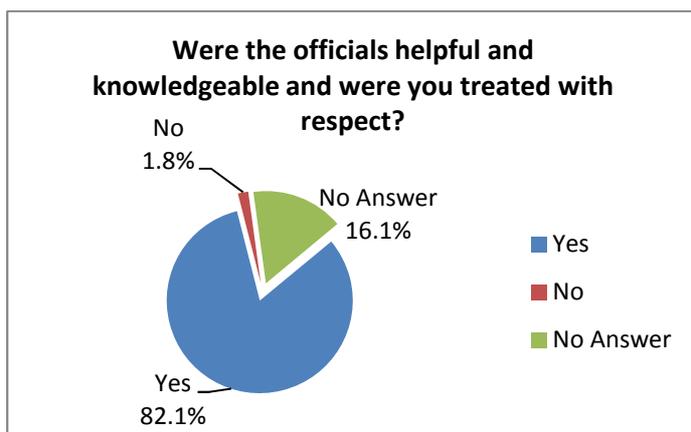
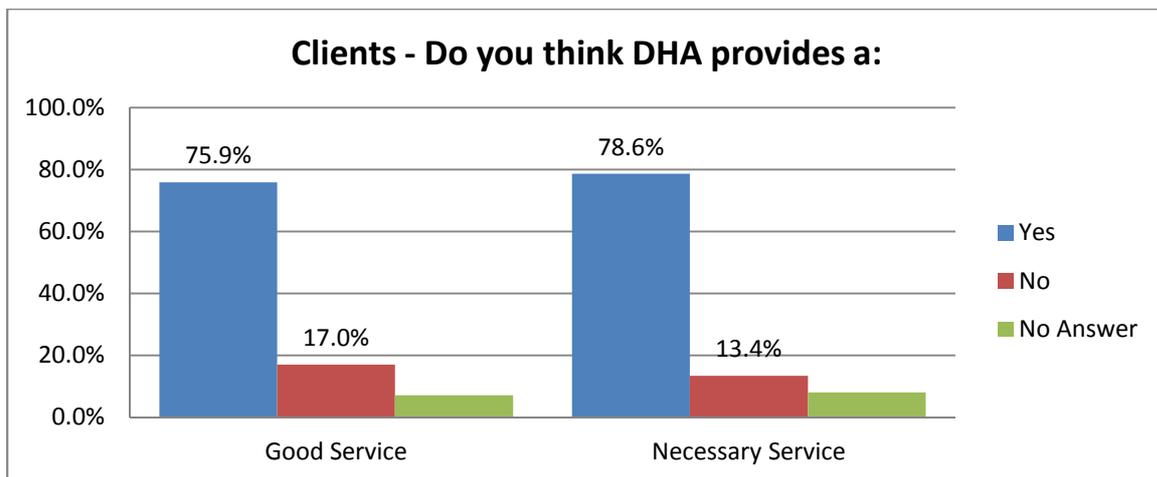
### Language and Communication

Respondents: Officials	Yes	No	No Answer
Are information materials available?	45.5%	36.4%	18.2%
Are these information materials sufficient? [English]	63.6%	27.3%	9.1%
Are these information materials sufficient? [Afrikaans]	36.4%	45.5%	18.2%
Are these information materials sufficient? [Zulu]	-	72.7%	27.3%
Are these information materials sufficient? [Sotho]	-	72.7%	27.3%
Are translators present to assist foreign nationals with the application process?	18.2%	72.7%	9.1%
Are officials able to communicate to clients in the largest spoken languages in the province?	72.7%	9.1%	18.2%

It should be noted that the majority of officials (72.7%) said that there were NOT translators present to assist foreign nationals with the application process. However, 72.7% of the officials felt that they were able to communicate with the clients in the largest spoken languages in the province.

Respondents: Clients	Yes	No	No Answer
Did you know which documents you needed to bring for today's visit?	92.9%	2.7%	4.5%
If you have to pay for a product today, did you know how much?	76.8%	10.7%	12.5%
Did you know that some documents (i.e. affidavit) expire after time?	86.6%	4.5%	8.9%
Are you aware of the new passport and ID photos specifications?	81.3%	11.6%	7.1%
Are you aware that a number of the application forms are available online for you to print and complete?	53.6%	34.8%	11.6%
If you are coming for an application/amendment, are you aware how long it'll take for you to get your product?	60.7%	28.6%	10.7%
Are you aware that you can track your applications, marital status and permits online or through the DHA toll free line?	64.3%	19.6%	16.1%

The majority of the clients received information regarding home affairs from media sources, especially the television. Other sources of information were the community, the municipality, and newsletters. Of the respondents monitored in the Western Cape very few were aware that a number of the application forms are available online to print and complete (53.6%).



The majority of respondents stated that they thought the service was good (75.9%) and necessary (78.6%). Most of the respondents also thought that the officials were helpful and knowledgeable and treated them with respect (82.1%) with only 1.8% saying that this is not the case.

## Observations

Besides interviewing beneficiaries and monitoring service sites, the monitors recorded their own observations. Respondents were also asked to provide comments. Some of these are listed below.

### Monitor's observations

Some monitors noted that the **clients were happy** with the services received at home affairs:

- "Service is quick, and the staff is friendly." – Vredendal
- "The process was quite slow. People had to wait for up to two hours or more but the personnel were friendly and were determined to help people very quickly if they can." – Vredendal
- "They are doing a good job but they must work on the fact that the people must wait so long for their documents." - Vredendal

There were **complaints** about the services provided:

- "People didn't know how long they must for their documents and must always come unnecessary and must come every month to see if their documents have arrived." – Vredendal
- "People don't wait to long for service but the fact that they must come every time for the same documents, sometimes unnecessary." – Vredendal
- "People who are coming from the farm comes unnecessary because they didn't bring the necessary documents or they don't know how long or they didn't tell them how long certain documents take and will be finalised." – Vredendal
- "Some of the clients say that most of the time they lose their receipt of payments or complete forms. At the point there isn't secondary data." – Vredendal
- "The clients complain that the staff are not the number of officials to complete their process. It takes to long for our poor people and the expense is too much." – Vredendal
- "The officials can be more helpful because many of the people are illiterate." - Mosselbay (D'Almeida)
- "The reason why people are waiting so long is that the Home Affairs truck came from George at 10h00 or 11h00. There is a hall in the area but Home Affairs work out of the truck that is why there is no seating available in Asla Park." - Mosselbay (Asla Park)

Monitors **suggested** the following:

- "The farm workers travel so far and spend much money to arrive on time. Mobile service shall be better plan of action." – Vredendal
- "They must tell people exactly when they must come for their documents, [especially] the farm workers." - Vredendal

### Client's recommendations for improved services

Some clients **praised** the services they received in the Western Cape:

- "The client was glad for the service and the helpfulness of the officials." – Vredendal
- "The service is good and helpful. Thanks for complete of forms and information." – Vredendal
- "They were very good." - Paarl

There were suggestions that Home Affairs offices are **located closer to the people** that it serves:

- "Bring the service near to our farm community because it is far distance we must travel." – Vredendal

- “Service is good but we have travel problems because we hike to get hold of them here and then we are coming unnecessary.” - Vredendal

Clients also felt that they required **more regular services** and **more staff** at home affairs offices:

- “Sometimes they are very good. Sometimes they are stressed which we don't know of it's because of us as we come in big numbers.” – Paarl
- “There were few staff. The person who was helping me was working at two places, fingerprints also gave us forms for applications.” – Paarl
- “To get more personnel with people.” – Vredendal
- “Would like to see that DHA service starts early about 08h00.” - Paarl

Clients also felt that **documents need to be processed quicker**:

- “The fact that our people must come two or three times for the same documents.” – Vredendal
- “They must help the people faster and don't use your own time to help us or bring more staff with who can help.” – Vredendal
- “To come early because the farm people must hike back.” – Vredendal
- “I didn't know that while you make an amendment, it takes so long a time.” - Paarl

Clients felt that there could be an **improvement in the facilities** at Home Affairs offices:

- “She recommended there is not enough toilets.” – Caledon
- “They must get more water supplies and get a bigger shelter for the people.” - Overberg

### **Official's recommendations for improved services**

Some officials felt that they needed **bigger premises with more facilities**:

- “Enough office space and furniture, fix leakages and employ a cleaner.” – Paarl
- “More staff. Do away with shifts because the shifts creates a backlog since the office then has to work without 3 to 4 officials on a daily basis and you then have to make use of back office staff. To serve clients ventilation problems, no windows in building causing headaches. More toilets for staff (+- 28 women staff using one toilet). More air conditioners because in summer you can faint from the heat. More office space, officials are like sardines in a can. Sufficient parking for both officials and clients. More fax machines, only one at switchboard. Appoint cleaner to clean office.” - Paarl
- “Get a bigger place. Get more staff. Build more toilets.” - Paarl

The following **suggestions** were made by officials:

- “The available resources should be shared equitably to all staff members. The text messages being sent to our clients is confusing because after they come to collect the outcome they usually find that their visas are not ready hence the message says they need to come within 5 working days after receipt of the message.” - Paarl