



## Customer Reference Story

**“Know and be known - *Kennen en gekend worden*”.**

[The Cape Town Metropolitan Police Department](#) (CTMPD) is the local “City Police” of the City of Cape Town. On National level there is the SAPS, South Africa’s national police. Both SAPS and Metro Police aim to control crime and have powers of arrest although SAPS is primarily a ‘reactive’ service, responding to and investigating crimes, while Metro Police’s approach is more ‘proactive’, with an emphasis on preventing crime and reducing the reasons for it. Metro Police officers do not have the legal authority to imprison people, so when they make an arrest, the person is handed over to SAPS for investigation. Metro Police was established in 1 December 2001.

The CTMPD has the mandate to protect and serve the community and to make it safer in Cape Town. Together with partners like Traffic Police, Law Enforcement, SAPS, Privat Security Companies and with the help and support of residents the CTMPD want to reach her goal to create a Safe-, Caring- and Inclusive City.

### **The question**

In 2008 officials of the City of Cape Town (CTMPD) and the University of Cape Town ([UCT](#)) decided to implement community policing in Cape Town to improve safety and liveability in the City, based on the Dutch police concept “Neighbourhood Directing”.



The same officials invited **VAZ Global** to organize and roll out a professional trainings programme and to guide the new Neighbourhood Safety Officers (NSO’s) including the CTMPD middle management in their new role.

### **The solution**



**VAZ Global** started in 2009 with the first training programme at the CTMPD Academy in Observatory. The NSO training programme is in line with the training of Dutch community police officers, theoretical and practical “on the job” (hard & soft skills). We also pay attention to (servant) leadership related to community

policing matters and the difference between objective and subjective matters experienced by citizens.

VAZ Global takes good care of the whole process and delivered support, a well structured-training programme, advices and coaching on operational-, tactical- and strategic level. In the mean time more than 50 members of Metropolitan Police, Traffic and Law Enforcement are well trained in de basic elements of community policing.

Pictures: Community Policing training March 2014 Cape Town, Observatory.

