

**AN EVALUATION OF THE ROLE OF THE FIRST RESPONDING OFFICERS OF
THE SOUTH AFRICAN POLICE SERVICE AT THE SCENE OF AN ARMED
ROBBERY IN HLANGANANI, LIMPOPO**

by

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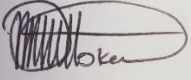
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MO Mokame

DATE: 2020-02-17

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The first and the foremost gratitude goes to the one above all of us, God of Mount Zion *kera Modimo wa bo Kgoshi Engenas, Edward and Barnabas Lekganyane*, Our Heavenly Father who provided me with wisdom, strength, and kept me throughout this study.

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A e be kgotso.

DECLARATION OF PROFESSIONAL EDIT

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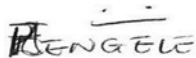
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ABSTRACT

A First Responding Officer plays a significant role at the crime scene. Failure to handle the crime scene in accordance with official directives such as the South African Police Service National Instruction 1 of 2015 and National Crime Combatting Forum Instruction 10 of 2015, which are regarded as guiding tools for the successful administration of a crime scene, may jeopardize a case. The crime scene is also regarded as the primary source of information that can assist the investigation. When the crime scene is handled in accordance with the SAPS official directives, the suspects can be more readily identified. Furthermore, the investigation can be concluded successfully whereby it may be beneficial for the community.

KAKARETSO

Mohlankedi wa maphodisa wa mathomo yo a fihlago lefelong la bosenyi o raloka tema ye bohlokwa fao tiragalong ya bosenyi. Go palelwa ke go laola tiragalo yeo ya bosenyi ka go latela ditaelo tša semmušo tša go swana le Taelo ya Bosetšhaba ya bo 1 ya 2015 ya Tirelo ya Maphodisa ya Afrika Borwa (SAPS) le Taelo ya Bosetšhaba ya bo 10 ya Seboka sa go Lwantšha Bosenyi ya 2015, e lego tšeo di bonwago bjalo ka ditlabelo tšeo di hlahlago maphodisa go laola tiragalo ya bosenyi ka katlego, go ka senya molato. Lefelo la bosenyi le lona le bonwa bjalo ka mothopo o bohlokwa wa tshedimošo wo o ka thušago dinyakišišo. Ge lefelo la bosenyi le ka laolwa go latela ditaelo tša semmušo tša SAPS, bagononelwa ba ka utollwa gabonolo. Godimo ga fao, dinyakišišo di ka phethwa ka katlego fao e lego gore se se ka hola setšhaba.

TSHOBOKANYO

Motlhankedi yo o tsibogang la ntlha o na le seabe sa botlhokwa kwa lefelong la bosenyi. Go retelelwa ke go diragatsa mo lefelong la bosenyi go ya ka dikaelo tsa semmuso di tshwana le Taelo ya Bosetšhaba ya bo1 ya 2015 ya Tirelo ya Sepodisi sa Aforikaborwa (SAPS) le Taelo ya bo 10 ya 2015 ya Foramo ya Bosetšhaba ya Twantsho ya Bosenyi, tse di tsewang e le didiriswa tsa kaelo tsa tsamaiso e e atlegileng ya lefelo la bosenyi, go ka nna matshosetsi mo kgetsing. Gape lefelo la bosenyi le tsewa e le motswedi wa ntlha wa tshedimosetso o o ka thusang ka dipatlisiso. Fa tiragatso ya mo lefelong la bosenyi e dirwa go ya ka dikaelo tsa

semmuso tsa SAPS, go ka supiwa babelaelwa ka bonako. Mo godimo ga moo, dipatlisiso di ka konosediswa ka katlego mme seo se ka nna mosola mo baaging.

KEY TERMS

First Responding Officers, Investigating Officers, Crime Scene Examiners, Crime Scene Management, Physical Evidences, Armed Robbery, Firearm and Crime Scene.

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LIST OF ACRONYMS

BPDLP	Basic Police Development Learning Programme
CSC	Community Service Centre
CSE	Crime Scene Examiner
CSM	Crime Scene Management
DNC	Deputy National Commissioner
EMP	Emergency Medical Personnel
EMS	Emergency Medical Services
FRO	First Responding Officer First Responding Officer
HRD	Human Resource Development
IO	Investigating Officer
LCRC	Local Criminal Record Centre
NCCF	National Crime Combatting Forum
NI	National Instruction
PC	Provincial Commissioner
SAPS	South African Police Service
SCM	Supply Chain Management
SDO	Standby Duty Officer
SIO	Standby Investigating Officer
STM	Sector Team Members
UNISA	University of South Africa

CHAPTER 1: GENERAL ORIENTATION OF THE STUDY

1.1 INTRODUCTION

Leedy and Ormrod (2014:27) state that research problems are research projects that aim to solve existing challenges that have immediate relevance to current practices, procedures, and policies. The Limpopo Provincial Inspectorate of the South African Police Service is mandated by the office of the Divisional Commissioner: Inspectorate (i.e. Head Office, Pretoria), to focus on four primary areas of policing. These areas are: service delivery (meeting needs and expectations of the clients), capacity development (planning and execution of operations), compliance (internal functioning of the organization) and crime (meeting the constitutional objectives) at selected police stations, units and components. In addition, the other task of the Inspectorate is investigating service delivery complaints against the service within the Limpopo Province. As a member of South African Police Service (SAPS) attached to the Limpopo Provincial Inspectorate, the researcher was tasked in 2014 to address poor service delivery in the Limpopo Province, to conduct an inspection at SAPS Hlanganani. The focus of this inspection was to assess the handling of found properties and their registration (property and exhibit management); and whether the actions of the police officials were in line with relevant national directives.

The primary aim of the Inspectorate, as a component for ensuring compliance, is to determine if the official directives such as Standing Orders, National Instructions, Circulars, National Crime Combatting Forum's Instructions, Provincial orders, Cluster orders, Station orders, and Policies are complied with at station level. The naming of the Inspectorate has, during the past decade, been changed from Inspectorate to Management Intervention. In 2019, it was once again changed to Inspectorate. The researcher conducted this inspection manually (from 19 June 2012 to 27 April 2014) by checking the SAPS 13 registers (exhibit registers) and compared this with the registered exhibits that were placed in the SAPS 13 store attached to the Community Service Centre (CSC). It was during 2014 inspection that the researcher noticed that for incidents of armed robberies, the members of SAPS Hlanganani who brought the expended cartridges to the station and registered them into the SAPS 13 register, were mostly the First Responding Officer

(FRO) who attended the crime scene. From this, the researcher also noticed that while the entries in the SAPS 13 register indicated that cartridges were found at the scene, these were either incorrectly handled (by the FRO or by multiple persons), or totally misplaced within the SAPS 13 store. Some were thrown into a plastic container with cartridges of several other cases.

To this end, it became clear that the FROs were not adhering to SAPS Policy 2 of 2005 (Crime Scene Management), which stipulates the responsibilities and procedures to be followed when visiting crime scenes. It would appear that this was not a recent challenge nor geographically specific to Limpopo Province only since the Divisional Commissioner of Visible Policing issued Circular 26/3/2 on 2007-05-29. The purpose of this circular was to instruct all SAPS members to adhere to the SAPS Policy 2 of 2005 hence it was sent to police stations across the country for implementation.

In 2015, the SAPS Policy 2 of 2005, was repealed by the SAPS National Instruction 1 of 2015 (South African Police Service, 2015b). In the same year, the Deputy National Commissioner of Policing issued an instruction during the National Crime Combatting Forum: National Crime Combatting Forum (NCCF) Instruction 10 of 2015 (South African Police Service, 2015a). Concern was raised at this forum about the non-compliance to the comprehensive completion of crime scene forms by the various stakeholders when attending to crime scenes. These stakeholders included Crime Scene Examiners (CSE), FROs and Investigating Officers (IOs). The researcher was aware that the FROs are not always from the SAPS and might be a security guard or members of Emergency Medical Services (EMS). However, for the purposes of this research, the FROs mean the SAPS members who were the first at the crime scene, irrespective of the station/unit where this member is stationed.

The SAPS NI 1 of 2015 stipulates the roles of the FRO (in relation to the crime scene) as follows:

- to take responsibility for the crime scene up until an appropriate member from the Division: Visible Policing or Detective Service take over these responsibilities;

- to give the situation report to the Community Service Centre, or 10111 Centre, or Operational Room;
- to approach the crime scene in a manner whereby the safety of all role players is considered;
- to ensure that the crime scene is preserved with integrity;
- to ensure that the crime scene is assessed with the intention to observe its origin;
- to ensure that the suspect is arrested if they are still around the crime scene;
- the FROs report must be maintained; and
- by ensuring that all unauthorized persons within the cordoned crime scene are removed and placed outside the cordoned area (South African Police Service, 2015b).

It must be noted that at the time of the inspection by the researcher at the SAPS Hlanganani, SAPS Policy 2 of 2005 was still in force. However, this policy was repealed in 2015 and replaced by the SAPS NI 1 of 2015 that stipulates the role of the FROs in relation to the crime scene. Thus, while it was not in force at the time when the researcher identified the problem of non-compliance to the handling of expended firearm cartridges, it was in force at the time when the researcher commenced his interviews. Therefore, for the purposes of this research, SAPS NI 1 of 2015 was used as criteria against which to evaluate how the FROs were handling crime scenes of armed robberies.

As mentioned above, the researcher undertook an inspection of the cases of armed robberies for the period mentioned above and found that in the majority of the cases, the mishandling/misplacement of exhibits such as the cartridges had a negative impact on the outcome of the case. Most of these cases were withdrawn. The researcher had no proof, but the assumption was that insufficient evidence might have contributed to these cases being withdrawn.

South Africa was faced with an upsurge in the number of reported armed robberies (South African Police Service, 2019; South African Crime statistics, 2019). During the release of the South African crime statistics for 2017/2018 on 11 September 2018, it was indicated that armed robberies had increased in South Africa from 132527 (2017) to 140120 (2018) while in Limpopo Province the armed robberies increased from 6723 (2017) to 6745 (2018). The statistics for the number of reported

armed robberies for Hlanganani Policing area also increased from 132 incidents in 2017 to 138 incidents in 2018 (South African Police Service, 2018; South African Crime statistics, 2018). Armed robbery is a category of crime that is the umbrella term for seven different sub-categories of robberies. These are carjacking, truck hijacking, and robbery at resident, robbery non-resident, bank robbery, robbery of cash in transits and aggravated robbery. Among the sub-category of armed robbery, only three of them have increased. Carjacking increased from 06 (2017) to 10 (2018), robbery non-resident increased from 17 (2017) to 23 (2018) and aggravated robbery increased from 50 (2017) to 55 (2018). The focus of this research was to investigate if the degree of the requirements of the SAPS NI 1 of 2015 on Crime Scene Management (CSM) were being complied with by the FROs in relation to the scene of armed robberies.

Based on the findings, the researcher attempted to identify what challenges prevented the FROs from complying with the crime scene management as it is stipulated in SAPS official directives and further make recommendations on how to address these challenges.

1.2 RESEARCH AIM

Walliman (2011:246) states that the aim of research is to gain greater knowledge and understanding of the phenomenon, and to benefit but not to harm society.

The primary aim of this research was to investigate to what degree the CSM was understood and complied with by the FROs in relation to the scenes of armed robberies as stipulated in SAPS NI 1 of 2015. A supplementary aim was to identify what challenges prevented the FROs from complying with the CSM as SAPS NI 1 of 2015.

1.3 PURPOSE OF THE RESEARCH

Singleton and Straits (2010:107) state that the research purpose has three broad objectives. These are to: firstly, explore a phenomenon with the intention of formulating a more clear-cut research problem for future studies. This explored phenomenon includes a group or setting in order to familiarize oneself with it and to gain awareness and understanding about it. Secondly, the research purpose aims at describing a particular community, a group, or a situation as absolutely, precisely

and accurately as possible, and lastly to examine and formally to test connections among diverse variables.

The researcher wanted to explore how the crime scenes of armed robberies were handled by the FROs within Hlanganani Policing area. In addition, the researcher wanted to evaluate to what extent the crime scene management guidelines issued in terms of the SAPS NI 1 of 2015 were complied with by the FROs at the crime scenes of armed robberies. To this end, the researcher wanted to identify the challenges faced by the FROs that impact on their adherence/non-adherence to crime scene as stipulated in the official directive.

1.4 RESEARCH QUESTION

Jupp, Davies and Francis (2011:46) contend that the formation of the research question is intellectual work and a task that is continually revisited throughout the research project.

This research was guided by the following research question:

- To what extent do the actions of the FROs at the crime scenes of armed robberies comply with the requirements of crime scene management as stipulated in SAPS NI 1 of 2015.

1.5 KEY CONCEPTS

According to Leedy and Ormrod (2010:119) the purpose of defining key concepts is to prevent any misunderstanding. For the purpose of this study, the following concepts were defined to ensure understanding:

1.5.1 Armed robbery

Osterburg and Ward (2013:452) defined armed robbery as unlawful and intentional taking property from a person by use of force or the fear of force.

1.5.2 Crime scene

Brandl (2017:97) defined a crime scene as an area within the immediate vicinity or location in which the criminal incident has occurred or is believed to have occurred.

1.5.3 Firearm

According to the Firearms Control Act (Act 60 of 2000) a firearm is defined as the device which was manufactured or designed to propel a bullet or projectile through a barrel or cylinder by means of a burning propellant, at muzzle energy exceeding 8 joules (South Africa, 2000).

1.5.4 First responding officer

SAPS NI 1 of 2015 define the FROs as a member of SAPS, irrespective of his or her unit, who arrives at the crime scene first.

1.5.5 Physical evidence

Ogle and Plotkin (2012:4) defined physical evidence as a physical object associated with a crime scene.

1.5.6 Ammunition and cartridge

SAPS Crime Definitions (2012:28) defined ammunition as defined in in section 1 of firearms control act as a primer or complete cartridge while cartridge is defined as a complete object consisting of a cartridge case, primer, propellant and bullet.

1.6 PRELIMINARY LITERATURE REVIEW

Bryman (2012:8) explains that the existing literature represents an essential element in all research. When the topic is refined, the reading of additional literature must be furthered to determine or help to inform the way forward. The purpose of this preliminary literature review was to view what other scholars say about the non-compliance of FROs at crime scenes of armed robberies. The researcher broke the title into critical concepts and searched for any literature related to the elements. These elements are crime scene, armed robbery, chain of custody (evidence), firearm and FROs. The literature that was found is thematically discussed below.

Pillay (2009:1) conducted research about firearm evidence that was incorrectly gathered, thus losing its evidential worth, causing this category of tangible evidence to be declared inadmissible in criminal proceedings. The author further mentioned that the research did not address the role of the FROs in dealing with such evidence. In addition, Van der Merwe (2010:1) addresses the chain of custody in rape cases

where the initial statements did not clarify whether physical evidence was collected from the crime scene; while the results of physical evidence were presented at court. Prins (2009:1) conducted research about the poor chain of custody of blood samples not recorded in the case dockets during the investigations of driving under the influence of liquor cases.

Otu (2009:2) conducted research in Nigeria in relation to armed robberies with the intention to establish patterns, rates, *modus operandi* and social organization. Further, research conducted by Zannoni (2008:1) was aimed at jewellery stores that were affected by armed robberies where the victims were at risk. The research conducted by Thobane (2014:3-4) was about armed robberies in which other crimes were committed while the offenders were committing the armed robberies.

Vince and Sherlock (2005:7) undertook research aimed at proving that when shots are fired, discharged cartridge cases may be found at the crime scene. These expended cartridges were valuable as evidence, especially when the IOs had access to ballistic technology.

These mentioned studies utilized various research approaches and designs intending to address the identified problems. Otu (2009:2), Pillay (2009:1), Prins (2009:1) and Van der Merwe (2010:01) have utilized the same research methodology that is the qualitative approach and exploratory design. Zannoni (2008:1) utilized quantitative approach and explanatory design while Thobane (2014:34) utilized the mixed-method approach and in-depth exploration design. Additionally, the same above-mentioned studies addressed various elements within the proposed study but none of them addressed the role of the FROs in relation to handling a robbery crime scene. There was, therefore, a need to conduct this research about the impact of the FROs at robbery crime scenes.

1.7 DEMARCATION

This research focused on the Hlanganani Policing area since this is the original police station at which the problem was identified (South African Police Service, 2018). The Hlanganani police station serves about 80 000 people. The majority of the people are Tsonga speaking, and the most problematic crimes for the station were assault with intent to inflict grievously bodily harm, armed robberies, sexual

offences, burglary residential, malicious injury to property, burglary business, murder, attempted murder, common robberies and arson. The majority of the people residing within Hlanganani are unemployed, and the economy of Hlanganani is based on small, medium and micro-enterprises. Foreign nationals who run tuck-shops manage most of the businesses.

The Hlanganani Policing area is situated in the Limpopo Province at the far north end. The area is in the rural setting and only serves rural communities and it falls under the SAPS Giyani Cluster Commander that serves ten police stations, of which SAPS Hlanganani is one. The Local Criminal Record Centre (LCRC) situated at Giyani area is about 60 km's from SAPS Hlanganani and they are responsible to process the crime scenes within the Hlanganani policing area. While the initial research aimed at armed robberies where expended firearms cartridges were found, it was decided to do away with this specification in order to ensure that the sample was more inclusive.

1.8 RESEARCH APPROACH AND DESIGN

1.8.1 Research approach

Gray (2014:125) states that there are three types of research approaches, namely quantitative, qualitative and mixed methods. For this study, the qualitative approach was selected because it focused on people's experiences or history. A qualitative research approach allows the researcher a detailed examination into people's life experiences through the usage of a specific set of research methods that include in-depth interviews, focus group discussions, observations, content analysis, visual methods, and life history or biography (Hennik, Hutter & Bailey, 2011:8-9). The selected research approach was suitable because it provided the researcher with the opportunity to assess the impact and experience of FROs in processing the crime scenes of armed robberies.

1.8.2 Research design

Dantzker and Hunter (2012:14-15) observed that a research design is a blueprint, which outlines how the research has to be conducted. The authors further remark that the design depends on the nature of the research. In light of the above, the case study was regarded as the most appropriate choice for the study because the

problem was at a particular area, which is SAPS Hlanganani, where the FROs often fail to comply with the SAPS NI 1 of 2015.

Creswell (2014:14) explains that the case study design is found in many fields, particularly evaluation. Within the case study, the researcher is capable of developing an in-depth analysis of a case, which is often a programme, an event or activity, a process, or one or more individuals. Cases were time and activity bounded, and researcher gathered comprehensive data using a diversity of data collection procedures over a sustained period.

1.9 POPULATION AND SAMPLING

1.9.1 Targeted population

David and Sutton (2011:226) explain that the population is every possible case that could be included in one's study. The ideal population for this study were all FROs from the SAPS who attended to crime scenes of armed robberies. However, since this would have been a logistical impossibility, the researcher opted to select a target population at Hlanganani Police station. The researcher purposively selected this station since the problem was initially identified during inspections.

From this police station, study samples were selected from various groups of SAPS members who are exposed to the context of this study. The following samples were identified: the SAPS Sector Team Members (STM) who were the FROs at the crime scenes, and the IOs at the station level who were on standby for initial investigations of the armed robbery cases. In addition, a sample was also selected from the members of the LCRC from SAPS Giyani Cluster because they were rendering the services to SAPS Hlanganani in terms of CSM as CSE.

1.9.2 Sampling procedure

Punch (2011:293) explains that sampling is a strategy of drawing a smaller group to be studied, from a larger population. Data are then collected and analyzed from the sampled population; thereafter, inferences are then made about the population, which in this case was the target population. For the purpose of this study, the researcher opted for a non-probability sampling. Non-probability sampling implies that research participants are not selected randomly, but with a specific purpose

(Maree & Pietersen, 2016:197). The research participants were selected by using the snowball sampling technique. Snowball sampling, according to Maree and Pietersen (2016:198), is utilized when the researcher wants to reach a 'hidden' or inter-connected group of people. Walliman (2011:188) postulates that researchers who use the snowball sampling technique contact a small number of members of the target population and get them to introduce them to others. In addition to this, Sadler, Lee, Lim and Fullerton (2010:56) state that the snowball sampling technique involves instances in which one individual names all the other individuals who are associated with a specific event. In the context of this study, the researcher, after having been given permission by the National SAPS office, liaised with the Station Commander at SAPS Hlanganani, the Relief Commander, Detective Head and the Local Criminal Record Centre Commander as to the parameters of the sample of this study to identify the participants (FROs, IOs, and CSEs) who were available for the study. The process is discussed in detail below. The various samples were compiled in the following manner:

1.9.3 Sample A: SAPS Hlanganani Sector Team Members

The relief commanders from the two reliefs were approached and briefed about the purpose of the research on separate dates and times. The two relief commanders were asked to identify members from their reliefs who were exposed to crime scenes of armed robberies as the FROs. The identified FROs were asked to direct the researcher to other members from their reliefs who were also exposed to the crime scenes of armed robberies. The researcher collected data until it reached saturation. Faulkner and Trotter (2017:1-2) refers to data saturation as the stage in the research process when new information is no longer discovered. The researcher conducted interviews with 11 FROs when data saturation occurred. The FROs' biographical data is mentioned below.

Biographical Data: Sample A

Gender

- Ten Males
- One Female

Ranks

- Ten Constables

- One Sergeant

Number of years in the in SAPS

- 00-10 years = 08 Members
- 10-20 years = 03 Members

Number of years in the specific field

- 00-10 years =09 Members
- 10-20 years =02 Members Highest Tertiary Qualifications

Highest Tertiary Qualifications

- Nine members with Grade 12 certificates
- One member with a Diploma in Policing
- One currently studying Diploma in policing

Section A: Historical data

- One member was exposed to the crime scenes of armed robberies more than ten times.
- Four members were exposed to the crime scenes of armed robberies between five to ten times.
- Six members were exposed to the crime scenes of armed robberies less than five times.

Sample A was predominantly male constables; the reason for not having more female FROs was due to the shortage of personnel at the police station particularly females. The majority had less than 10 years' experience in the SAPS and as FROs respectively. Only one had a Diploma in policing. All of them had at least been exposed to an armed robbery scene, at least once, while five of them had been exposed to such scenes more than five times. Thus to the mind of the researcher, these participants had sufficient exposure to the context of the research field, and therefore had relevant guidelines associated to add value to this research.

1.9.4 Sample B: SAPS Hlanganani IOs

SAPS Hlanganani IOs: The section commander (Investigation) was approached and briefed about the purpose of the research. The section commander directed the researcher to the IOs who were directly involved at crime scenes of armed robberies

where they had conducted the initial investigations. The identified IOs were interviewed by the researcher, using the one-on-one approach, in their private office. The researcher conducted the interviews until data were saturated: the researcher conducted interviews with six IOs when data saturation occurred. Their biographical data are mentioned below.

Biographical Data: Sample B

Gender

- Six Males

Ranks

- One Captain
- Five Warrant Officers

Number of years in the in SAPS

- 20-30 years in SAPS = 05
- 30-40 years in SAPS = 01

Number of years as Investigating Officers

- 00-10 years =03
- 10-20 years =02
- 20-30 years =01

Highest Tertiary Qualifications

- Six with Grade 12 certificates

Section A: Historical data

- One member was exposed to the crime scenes of armed robberies less than five times.
- One member was exposed to the crime scenes of armed robberies more than five times.
- One member was exposed to the crime scenes of armed robberies more than ten times.
- Three members were exposed to the crime scenes of armed robberies more than 15 times.

Sample B consisted of only males who have been in the SAPS for 20 – 30 years. At the time of collecting data, there was only one female warrant officer who joined the detective component a year before the commencement of the interviews. Further, the reason for having one female IO was due to the shortage of personnel at the police station particularly the females. Furthermore, she was not selected as an interviewee since she had limited exposure to the research problem. All participants have Grade 12 certificates and have been doing investigations for between one to 30 years. There was an even split in that three investigating officers have more than 10 years' experience as detectives and three had less than 10 years' experience as detectives. Thus to the mind of the researcher, these participants had sufficient exposure to the context of the research field to add value to this research.

1.9.5 Sample C: SAPS Giyani Cluster LCRC

SAPS Giyani Cluster LCRC: The LCRC Commander was approached and briefed about the project and its purpose. The LCRC Commander directed the researcher to the LCRC members who were exposed to the processing of crime scenes of armed robberies as the Crime Scene Examiner. The researcher conducted the interviews until data saturation was reached: this occurred at interview number six. The identified CSEs were interviewed individually in their private office, and their biographical data are presented below.

Biographical Data: Sample C

Gender

- Five Males
- One Female

Ranks

- One Captain
- Four Warrant Officers
- One Sergeant

Number of years in the in SAPS

- 00-10 = 03
- 10-20 = 02
- 20-30 = 01

Number of years as Crime Scene Examiner

- 00-10=05
- 10-20=01

Highest Tertiary Qualifications:

- Three with degrees (one degree in criminology and two in policing)
- One was studying for a National Diploma in policing
- Two had Grade 12

Section A: Historical data

- Two members were exposed to the crime scenes of armed robberies between five to ten times.
- Three members were exposed to the crime scenes of armed robberies between ten to 15 times.
- One member was exposed to the crime scenes of armed robberies more than 15 times.

This sample consisted of five males and one female with between one to 30 years' experience in the SAPS and between one and 20 years' experience as a CSE. Three have degrees, and one is studying towards a Diploma. The difference in the level of tertiary qualifications when compared with samples A and B may be due to their field of expertise. All of them had been exposed to the scene of an armed robbery at least more than five times. Thus, the researcher deduced that these participants had sufficient experience in relation to the context of the research field.

1.10 DATA COLLECTION

Curtis and Curtis (2011:286) state that the data collection is the phase of the research in which the needed material is sourced. They further state that the methods used to collect data differ markedly according to the research proposal. Rule and John (2011:61) state that case study researchers employ a variety of data collection methods in a single study. The researcher used interviews and document analysis as methods to collect data. Lanier and Briggs (2013:146) explain that triangulation is a research strategy that implies the use of two or more data collection strategies in one study. Triangulation refers to the utilization of multiple methods or data sources in the qualitative research methodology to develop a comprehensive

understanding of phenomena (Carter, Bryant-Lukosius, Dicenso, Blythe & Neville, 2014:545). The researcher decided on using the triangulation method as a strategy for data collection. This is because it involves more than two methods of data collection that enhanced the credibility of the collected data.

1.10.1 Interviews

Thomas (2013:194) describes an interview as a discussion with someone whereby one tries to get information from those individuals. The information collected from such individuals may constitute facts or opinions or attitudes, or a combination of any of these. There are three subtypes of interviews, namely structured, unstructured and semi-structured interviews. Semi-structured open-ended interviews guided by an interview schedule were used to collect data in this study. Thomas (2017:324) states that the semi-structured interview is a strategy whereby the interviewers use an interview schedule that contains a list of topics that they intend to cover during the interview.

Qualitative interview studies tend to be conducted with reasonably lesser numbers and rather more informal patterns of questioning where the intention is to allow the interviewee to set the interview's stride. Qualitative interviews could be conducted with a minimal number of prepared questions. To this end, the data were collected as follows:

- Face to face interviews with eleven (11) FRO members from two Reliefs who attended the crime scene of armed robberies. The interview schedule is attached as Annexure A.
- Face to face interviews with six (6) IOs who were directly exposed to the crime scenes of armed robberies as investigators. The same interview schedule was used for the collection of data from Sample B and C. The interview schedule is attached as Annexure B.
- Face to face interviews with six (6) Giyani Cluster LCRC operational members who served ten stations within the Giyani Cluster. The same interview schedule used for Sample B was used for the collection of data and is attached as Annexure C.

Before commencing with data collection, the researcher conducted a pilot study of all the interview schedules to ensure that the questions were understandable and that they generated the information they were intended to generate. During the pilot test of the interview schedule, the researcher selected a CSE who had more than 30 years of service as an expert on the various crime scenes, two members who were FROs with more than 10 years and one IO who was attached to the station and responsible for investigating armed robbery cases were interviewed. Piloting has been proven to have a positive impact on the reliability of the instrument (Silverman, 2013:284). The data gathered were discussed with the supervisor, and the necessary changes were made to the various interview schedules. None of the participants who took part in the pilot study formed part of the final samples.

1.10.2 Documentary analysis

Thomas (2017:214) states that the gathering of data from documents represents an entirely different proposition from gathering data from people. The following official SAPS documents were used in this study:

SAPS NI 1 of 2015 as the relevant official directive for the management of crime scene was selected as the primary document to inform the study since it is the official directive issued by the SAPS for Crime Scene Management (CSM) by the FROs. As mentioned earlier in this chapter, there were other policy documents pertaining to CSM, such as the SAPS Policy 2 of 2005. This policy was, however, repealed by SAPS NI 1 of 2015. An additional directive was the one issued by the Divisional Commissioner of Visible Policing; circular 26/3/2 on 2007-05-29 which was issued by the office of Divisional Commissioner of Visible Policing.

The NCCF I 10 of 2015 was issued by Deputy National Commissioner: Policing on 2015-03-31 during the NCCF meeting which was held with the Divisional Commissioner of Visible Policing and nine Provincial Commissioners where the instruction document was also analyzed. While the collection of documents helped to frame the study, only the SAPS NI 1 of 2015 was used to 'measure' the activities of the FROs at the scenes of armed robberies, since this was the standard at the time of the research.

1.11 DATA ANALYSIS

Leedy and Ormrod (2014:158) explain that the researcher commences with a bulky body of information and must, through inductive reasoning, sort and categorize it and steadily reduce it to a small set of abstract, underlying themes. They highlight four steps in analyzing data, namely; organize the data, and peruse the data several times to get a sense of what it contains, categorize the contents of the data and integrate, and lastly, summarize data for the reader. Thematic data analysis was used to analyze data in this study by following the above-mentioned steps as follows:

1.11.1 Step 1: Organize the data

There were three sets of interview schedules namely Sample A as the FROs, Sample B as the IOs and Sample C as the CSE. All samples were represented in the form of the collection of data and are attached as Annexure A for FROs, Annexure B for IOs and Annexure C for CSE. The participants responded to open-ended questions posed by the interviewer (the researcher) in the form of verbal answers. For this purpose, an audio recorder was used to capture the participants' responses during the interviews.

1.11.2 Step 2: Peruse the data several times to get a sense of what it contains

The data were double checked to determine their relevance. All collected data from the three samples were double checked to determine whether they were relevant to the theme that sought to address the impact of FROs at the crime scene of armed robberies. The researcher also considered the frequency of similar words that were said by different participants to arrive at step number 3 below.

1.11.3 Step 3: Categorize the contents of the data and integrate

From the frequency of the repeated similar words, the researcher was able to generate themes from the raw data. Responses in each sample with similar responses were placed together.

1.11.4 Step 4: Summarize data for the reader

All the responses per open-ended question from different participants were reduced and generalized to each theme. Direct verbatim quotes are used in the text to verify discussions.

1.12 TRUSTWORTHINESS OF THE STUDY

In qualitative research, the focus is on the trustworthiness of the research based on a set of different principles. Kumar (2014:219) and Nieuwenhuis (2018:122) add that there are four different principles that determine the trustworthiness of the research.

- **Credibility:** it involves the establishment that the results of the research are believable or credible. Because there were specific interview schedules that were used for each individual sample group and the participants were asked the same questions in the same format, this enhanced the credibility of the research. Furthermore, the participants were those members dealing directly with the identified situations on a daily basis.
- **Transferability:** refers to the degree to which the results of the research can be generalized or transferred to other contexts or settings. The outcomes of the research were generalized only as far as the target population is concerned. However, it may be possible to reflect on the findings of this research in the context of other similar police stations and to consider how the recommendations may be of value in other similar contexts.
- **Dependability:** is concerned with whether we would obtain the same results if we would observe the same thing twice. Because the researcher documented his journey and kept close contact with his supervisor to ensure that the right steps were followed, this increased the dependability of the research and therefore the results.
- **Conformability:** refers to the degree to which the result could be confirmed or corroborated by others. Once interviews were transcribed, they were sent to each participant for verification of the accuracy of the data. Equally during the interviews and while analyzing the data, the researcher, as an experienced police officer, made a concerted effort to bracket his own thinking and opinions about this matter. It is only in the discussion part of the dissertation, where he presents his opinion on the aspects he felt were relevant.

1.13 ETHICAL CONSIDERATIONS

Jupp et al. (2011:27), state that ethical consideration also influences the planning of the proposal, notably if the research proposed involves human participants or data on individuals. There are five main areas that must be considered namely:

- **Informed Consent:** The research participants were asked to give informed consent to partake in the study. Participation was voluntary, and the participants were informed that they might withdraw at any stage of the research without fear of reprisal. Interviews were audio-recorded with the permission of each participant and the researcher personally transcribed these interviews. To this end, confidentiality was ensured. The participants were each given a number, and this was used when they were quoted in the text. The supervisor viewed the transcribed interviews but had no idea which participant was responsible for which data.
- **Confidentiality:** Confidentiality was honoured, and materials collected remained in confidence, whenever data were collected from the participants who were the FROs, IOs and the CSEs. They completed and signed an informed consent document in which they were informed of the purpose of the research. The researcher also undertook to ensure that the identities of the participants were not revealed to anyone. Participants were therefore referred to by an alpha-numeric code. For instance, Sample A, Participant 1 was noted as FRO 1.
- **Permission:** After ethical clearance was obtained from the CLAW Ethics Committee. The ethical clearance for this research is attached as Annexure D. Permission was then obtained from the SAPS Head office as the custodian of data to conduct the research. This permission is attached as per Annexure E.

The researcher adhered to the Code of Ethics for research at the University of South Africa (University of South Africa, 2016:4-5). To this end, the researcher agreed to the following:

- To be honest in respect of his own actions in the research and in his response to the actions of other researchers.
- Not to commit plagiarism, piracy, falsification or the fabrication of results at any stage of the research. The findings of the research were reported accurately and

truthfully, and historical records and study materials were preserved and protected.

- Not to engage in discriminatory, harmful or exploitative practices or harassment.
- To guard against imposing his views or beliefs on or trying to seek personal, sexual or economic gain from anybody.
- As far as possible, the researcher ensured that the relevant findings of the research were taken back to the research participants or communities in a form and manner that they could understand, and which did not cause them harm.
- To ensure the protection of the interests of the research participants, including participants' right to confidentiality, when sharing or making public available data in any form.

1.14 LIMITATIONS OF THE STUDY

Some of the FROs at SAPS Hlanganani who were exposed to the crime scenes of armed robberies were not reached due to vacation and sick leave. However, data saturation was reached with the number interviewed. A large number of CSEs from the Giyani Cluster, who have been exposed to the crime scenes of armed robberies, could not be interviewed due to the high volume of calls to attend to in their daily routine responsibilities. Sufficient data were collected from the participants interviewed. In future if similar research is to be conducted by the researcher, he should be mindful of vacation leave plans and plan around them.

1.15 RESEARCH STRUCTURE

CHAPTER 2: CRIME SCENE MANAGEMENT

In this chapter, the researcher provides a literature overview of the following themes: The Policies/Instructions that provide the framework for CSM in the SAPS at the time of the research, management of a crime scene with specific reference to the understanding of what a crime scene is, the different types of crime scenes and the value of physical evidence found at a crime scene. The literature overview was supplemented with narrative data obtained from the participants of Samples A, B and C, underscored where relevant with *in vivo* quotes.

CHAPTER 3: FIRST RESPONDING OFFICERS AT CRIME SCENES OF AN ARMED ROBBERY

In this chapter, the researcher provided a literature overview of the following themes: The FRO in the context of the SAPS, the role of the FRO at the crime scene, the impact of the FRO at a crime scene, and challenges faced by the FRO at crime scenes. The literature overview was supplemented with narrative data obtained from the participants of Samples A, B and C, underscored where relevant with *in vivo* quotes.

CHAPTER 4: FINDINGS AND RECOMMENDATIONS

All outcomes found during the research, either positive or negative, are outlined and thereof recommendations implemented on the findings.

1.16 SUMMARY

In this chapter, the researcher addressed the procedures in conducting the study which included the introduction, research aim, purpose of the research, research questions, the key concepts, preliminary literature review, demarcation, research approach and design, population and sampling, data collection, data analysis, trustworthiness of the study, ethical considerations, limitations of the study and the research structure. In chapter two, three and four the researcher will look into the concept of crime scene management, the role of FROs at the scene of an armed robbery and the findings and the conclusion of this study.

CHAPTER 2: CRIME SCENE MANAGEMENT

2.1 INTRODUCTION

Crime Scene Management is regarded as the practice of dealing with the crime scene after the commission of a crime. The CSM process can also be regarded as an essential source of information for furthering the investigation. After the commission of a crime, if the crime scene has been managed correctly, the following results can be achieved positively namely; the physical evidence can be identified and correctly gathered, this will assist in identifying the suspects, assist in linking the suspect with the crime scene and assist the court proceedings in finding the truth about the reported case. The purpose of this chapter is to consider and briefly explain the official directives that guide police officials when dealing with crime scenes, in specific the duties of the FRO. These directives are the Divisional Commissioner Visible Policing Circular 26/3/2 dated 2007-05-29, the NCCF I 10 of 2015 and SAPS NI 1 of 2015. In addition, this chapter briefly discusses the concept of official directives on CSM, considers what a crime scene is, the types of crime scenes (Primary and Secondary), types of physical evidence expected from the crime scene of armed robberies and the value of physical evidence at the crime scene of an armed robbery.

Fish and Fish (2014:19) state that the FROs are responsible for conducting the preliminary investigation when arriving at crime scenes. This consists of rendering services such as aid to the injured, making the initial inquiry to establish whether a criminal offense has occurred, arresting any suspects who may be present at the scene, securing the crime scene, and identifying and interviewing witnesses. Furthermore, Fish and Fish (2014:19) indicate that the FROs have to render quality services that may result into there being no need for follow ups.

The researcher reviewed the issue of the official directive by the SAPS that explained the CSM process in terms of the responsibilities of the FROs in relation to the handling of a crime scene. Seminal literature was analyzed which dealt with the official directives, the crime scene, types of crime scenes and types of physical evidence expected from the crime scenes of armed robberies. The empirical data collected from the three samples (as explained in Chapter 1 *supra*) were analyzed.

Sample A represents the FROs, and there were eleven (11) participants, Sample B represents the IOs, and there were six (6) participants. The third sample (Sample C) represents the CSE wherein there were six (6) participants. The collected literature was compared with the empirical data of the three samples with the intention to highlight similarities and to identify emerging gaps. For the most part, the participants were asked the same questions. This is reported on as such in the text. Where they were not asked the same questions, the researcher has highlighted the differences. The different interview schedules can be found as Annexures A, B and C.

2.2 OFFICIAL DIRECTIVES ON CRIME SCENE MANAGEMENT

In this section, the researcher briefly discusses the following official directives that are prescribed by the SAPS for Crime Scene Management and other international standard of managing the crime scene:

- Policing Circular 26/3/2 dated 2007-05-29 issued by the Divisional Commissioner Visible Policing (Div Comm: Vispol).
- SAPS NI 1 of 2015 as issued by Head: Governance, Policy and Legislation Management (SAPS 2015b).
- NCCF I 10 of 2015 which was issued by the Deputy National Commissioner of Policing (DNC: Policing) (SAPS, 2015a).

While the researcher briefly discusses the content of all three official directives, only the National Instruction was used to measure compliance of FROs as explained below. The reason for regarding SAPS NI 1 of 2015 as the evaluating tool is that it is a National Instruction; thus it may be likened to a type of law applicable internally to all police officials. Compliance to a National Instruction is compulsory. Div. Comm: Vispol Policing Circular 26/3/2 dated 2007-05-29 was drafted ostensibly because there appeared to be noncompliance with SAPS Policy 2 of 2005 (repealed by NI 1 of 2015) which dealt with the handling of crime scenes.

2.2.1 Divisional Commissioner Visible Policing circular 26/3/2 dated 2007-05-29

Circulars in the SAPS refer to the internal communication medium used to convey information of interest or importance to all members of the service. Two years after

Policy 2 of 2005 of CSM was released, the Divisional Commissioner: Visible Policing issued a national directive (circular) to all the police officials. The circular was issued in 2007. Divisional Commissioner: Visible Policing correspondence dated 2007-05-29 with reference 26/3/2 states that the responsibilities of the FROs at a crime scene are to be in charge of the crime scene. In addition, the duty is to give the situation report to the dispatcher in the control room, to cordon off the crime scene with the intention of protecting the exhibits, and to deny access to all unauthorized persons including SAPS members. Furthermore, their duty is to protect and secure the visible exhibits, to establish access routes to and from the scene and to keep the media off the scene.

Furthermore, the FROs must ensure that the injured, witnesses and victims are attended to, the suspect/s are arrested if they are still at the scene and arrange their removal from the scene. If the suspects are no longer at the scene, the FROs ought to obtain information on them and report to the radio control, to ensure record keeping, to ensure that pocketbook entries are made for all their observations, and to submit their statement to the investigator. Lastly, it is to ensure that the crime scene is handed over to the crime scene manager when they arrive, after briefing them on the scene.

The researcher may only speculate that this directive was issued perhaps because of noncompliance with SAPS Policy 2 of 2005 or because the policy did not reach all members of the stations. Nevertheless, it is speculation, and the researcher has no evidence to support this. What is, however, clear is that the content of SAPS NI 1 of 2015 (issued 8 years after this) is aligned very closely with the content of Policy 2 of 2005.

2.2.2 SAPS National Instruction 1 of 2015

SAPS National Instructions are instructions issued at a national level by the Head of Governance, Policy and Legislation Management for all members of the service who were appointed in terms of Section 25 of the South African Service Act of 1995. SAPS NI 1 of 2015 is such a directive, and its purpose is to give instructions to the police officials on managing the crime scenes of different crimes. SAPS NI 1 of 2015 was issued in 2015, and it is applicable to all police officials. Noncompliance with this National Instruction has a negative impact on the crime scene as a whole but

specifically also the chain of custody of exhibits, which in turn has the potential to effect the outcome of the case detrimentally. Furthermore, non-compliance by any police official to any National Instruction may result in disciplinary action being instituted against such a member.

SAPS NI 1 of 2015 makes provision for the duties of the FROs who are the first respondents to arrive at the scene of a crime. Any member of SAPS who arrives first at the crime scene is regarded as the FRO. The purpose of SAPS NI 1 of 2015 is to guide the FROs as they arrive first at crime scenes on how to manage the crime scene effectively and adequately. The responsibilities to be carried out by the FROs upon arrival at the crime scene are captured in Table 1 below. This table is used in Chapter 3 to evaluate the feedback given by the participants in relation to the duties of the FROs.

Table 2.1: SAPS NI 1 of 2015: Duties of the First Responding Officer at a crime scene

No	Theme	Number of participants who mentioned this theme	Number of participants who did not mention this theme	Comment
1	Be responsible for the crime scene up until an appropriate member from the Division: Visible Policing or Detective Service takes over.			
2	Give a situation report to the Community Service Centre, or 10111 Centre, or Operational Room.			
3	Approach the crime scene with due consideration to their own safety and the safety of others.			

No	Theme	Number of participants who mentioned this theme	Number of participants who did not mention this theme	Comment
4	Preserve the integrity of the crime scene.			
5	Assess the scene with regard to initial observations.			
6	Arrest the suspect if still around.			
7	Maintain the FROs report.			
8	Remove all unauthorized persons from the crime scene to remain outside the outer cordon.			

2.2.3 National Crime Combatting Forum Instruction 10 of 2015

NCCF I 10 of 2015 is the tasking from DNC: Policing during the meetings with the Divisional Commissioner Visible Policing and nine Provincial Commissioners (PC) within the country. It is speculated that the reason for issuing this specific instruction is to underscore the importance and value of crime scene reports, since these are not always compiled by the FRO or collected from the stake holders at crime scenes. The I in this acronym stands for Instruction – thus this is an instruction issued by the NCCF.

As for NCCF I 10 of 2015, it came into effect after the DNC: Policing observed that during the attendance of a crime scene whereby a priority crime has been committed, the following forms were not completed. These are the FRO's report, the form which contains the particulars of any person who entered the crime scene, the form that records exhibits found at the crime scene, and the form that contains the particulars of the witnesses. As well as the form containing the particulars of the IOs who visited the crime scene and the form that contains the particulars of the CSEs who formed part of the crime scene.

The DNC: Policing highlighted the importance of comprehensively completing these forms and explained that it is not only for capturing of information on Information Technology; however, the significance of completing the forms is in assisting with the modus operandi information and linkage of a different crime scene to specific perpetrators. The DNC: Policing further instructed the all nine PCs ought to issue the provincial order with the attachment of NCCF I 10 of 2015 to the clusters and stations for their attention. Lastly on the same document, the IOs were instructed to make use of completed crime scene forms to enhance their investigations. This directive was not used to evaluate the activities of the FROs at crime scenes, but as will be seen in the discussions that follow, none of the FROs mentioned these forms – which in itself is problematic.

This concludes the brief discussion of the national directives and their relating to the research topic. The research now reflects on the empirical data collected from the three samples in relation to the SAPS NI 1 of 2015 and how it relates to their duties.

2.2.4 Analysis of empirical data

The participants from all three samples were asked questions about SAPS NI 1 of 2015. The responses from the three samples were analyzed and are discussed below.

- **Sample A (eleven participants FROs)**

Sample A participants were asked whether they knew anything about SAPS NI 1 of 2015 (Crime Scene Management)? In addition, as a follow up to those who were able to answer this question in the affirmative, the participants were asked where they first heard about SAPS NI 1 of 2015 Crime Scene Management. Almost half of the participants stated that they had never heard of this directive before, while a small majority said that they knew about the official directive.

- One (1) participant learnt about it during an informal workshop or training event;
- One (1) of the participants underwent formal training on Crime Scene Management presented at SAPS Human Resources Development (HRD);
- Two (2) participants learnt about the directive from their colleagues while on duty;
- One (1) learnt about the directive while reading the corporative investigation textbook as part of their study material; and

- One (1) participant learnt about the directive from his brother (who is also a police official).

No, it is the first time I hear about this policy (FRO 2:2017).

Yes, I know about this policy and I was informed about it during the crime scene management course at SAPS HRD Sibasa (FRO 1: 2017).

It is concerning that almost half of the participants had never heard of this directive before. However, not knowing about a directive does not necessarily imply that one does not know the practicality of such a directive since this directive replaced another similar one.

To inquire to what extent the FRO's understood the contents of SAPS NI 1 of 2015, they were asked what their understanding of the SAPS NI 1 of 2015 (Crime Scene Management) is? The eleven (11) participants' responses are tallied as follows:

- Two (2) participants stated that their understanding of Crime Scene Management is for the FROs to take charge of the crime scene;
- One (1) participant stated that the understanding of the Crime Scene Management is a place where the crime was committed;
- One (1) participant understood the concept of Crime Scene Management as the manpower (backup) at the crime scene to assist the FROs;
- Two (2) participants understood the concept of Crime Scene Management as the observation of physical evidence at the crime scene, gathering information from the eyewitnesses and the complainant and cordoning off the crime scene;
- Two (2) participants understood the concept of Crime Scene Management as securing the crime scene and calling the stakeholders such as the Investigating Officer on standby and the LCRC;
- One (1) participant understood the Crime Scene Management as the approach and procedures that have to be followed at the crime scene; and
- One (1) participant understood the Crime Scene Management as the roles played at the crime scene by the FRO. These include the cordoning off a crime scene, securing physical evidence, interviewing of eyewitnesses and arresting possible suspects if they are at the crime scene.

- One (1) participant understood the Crime Scene Management as a process of responding to the crime scene and cordoning off the crime scene by the FROs.

Crime scene management is about the approach and the procedures which have to be followed at the crime scene (FRO 7:2017).

All but two (2) participants were able to explain in one form or another some of the duties of the FRO as derived from the SAPS NI 1 of 2015. It is odd that the five (5) participants who had no knowledge of this SAPS NI 1 of 2015, are not as identifiable here, underscoring the statement that not knowing about this directive does not imply ignorance of duties in the field. The two (2) participants who were not familiar with the contents may have formed part of that five.

- **Sample B (Six (6) participants IOs)**

The first question was asked, "What is your understanding of the SAPS NI 1 of 2015 on Crime Scene Management?" Six (6) participants from Sample B were interviewed, and their responses are tallied as follows:

- One (1) participant stated that it was the first time that he had heard about the official directive;
- The overwhelming majority of the participants stated that they know about the official directive and their understanding of this directive is as follows:
- Four (4) of the participants stated that their understanding of the Crime Scene Management is the systematic search for the truth from the identified eyewitnesses and physical evidence;
- One (1) participant stated that the understanding about the Crime Scene Management is about the approach of the crime scene by the FROs and once the Detectives on standby arrive at the crime scene, they must be briefed about the crime scene and the type of crime committed. As well as indicating one route at the crime scene to the IO, calling the IO to visit the crime scene and the CSE to come and manage the crime scene.

I am not clear about this National Instruction and it is for the first time I hear about it (IO 1:2017).

The policy is more about systematically search for the truth in the alleged crime scene where the eye witnesses and physical evidence is identified (IO 2:2017).

As a follow-up question, these participants were asked where they first heard about the official directive on Crime Scene Management. All of them heard about this directive when they attended workshops, such as the workshop on sexual offences facilitated by the SAPS, and a detective workshop that was facilitated by the SAPS Human Resource Development (HRD).

From the responses of the participants, it was easy to determine that the content of the training material was the actual SAPS NI 1 of 2015 on Crime Scene Management. This is empowering since two different training interventions emphasize the importance and value of the National Instruction. Thus, illustrating that the content of diverse training interventions is suitably coordinated.

- **Sample C (Six (6) participants CSE)**

Six (6) participants were interviewed and asked what they understood about the official directive (SAPS NI 1 of 2015) on Crime Scene Management.

All the participants had similar responses. They stated that the FROs have to arrive at the crime scene and take control of the scene, cordon it off and call the relevant stakeholders such as the CSE, Standby Duty Officer (SDO), Standby Investigating Officer (SIO), EMS or if relevant the Forensic Pathologist. The FROs and IOs are to be present at the crime scene until the scene is handed over to the CSE.

The Policy is all about the adherence by the FRO's at the crime scene (CSE 3/2017).

The second question posed was, "Where did you first hear about the official directive (SAPS NI 1 of 2015) about Crime Scene Management?" Their answers are tallied as follows:

- Two (2) attended a Crime Scene Management course within SAPS HRD;

- Two (2) heard about the official directive during the parade briefing, and one participant then searched for this official directive (SAPS NI 1 of 2015) from the SAPS intranet;
- One (1) knew about the official directive from when he was a Police Trainee at SAPS Academy; and
- One (1) never heard about the official directive specifically; however, this participant indicated that he knows the procedures on how to handle the crime scene.

I learnt about the policy when I was doing my detective course in 2005 (CSE 6:2017).

From the empirical evidence of this study, it can be deduced that Samples A and B understand what the SAPS NI 1 of 2015 is about, but at a very superficial level, while the responses from the CSEs show that they have a deeper level of understanding of the SAPS NI 1 of 2015.

This is problematic since the FROs and the investigators must have an in-depth working knowledge of how to handle a crime scene, more especially if they are the first to arrive. In light of the above, the researcher is of the view that the FROs and the IOs overlooked the significance of effective Crime Scene Management which contributes to yielding positive results in solving crime. Failure by these two sample groups to fully understand the contents of the SAPS NI 1 of 2015 and how it relates to the responsibilities of the FROs is of concern. Further in this study, the researcher asked these two sample groups to unpack the duties of a FRO, and this finding is juxtaposed with data to determine if the situation is as dire as it seems.

The following discussion centers on what a crime scene is, the primary and secondary crime scene, the different types of evidence found at the crime scene and the value of that physical evidence. While the participants were not explicitly asked about these aspects, it is important to contextualize this discussion since it has a bearing on the discussion of the participants in one form or another in Chapter 3.

2.3 DEFINING THE CRIME SCENE

While none of the participants was asked specifically what a crime scene is, their understanding of it is evident in para 2.3 below. The researcher also analyzed and integrated literature reviewed specifically that which defined the crime scene. This is discussed below.

A crime scene is an area or place where a criminal act has taken place (Benson, Horne & Coetzee, 2010:17; Shaler, 2012:13). Similarly, Osterburg and Ward (2014:620) explain that the crime scene is the place where criminal activities are planned and carried out. Thus, the crime scene is an area in which one can expect to find and recover physical evidence. This physical evidence can assist in identifying and linking the suspects and the victims of that particular crime with the crime scene. A crime scene is not only a place, but it can be a person, from whom physical evidence of the perpetrator and his deeds can be recovered (Birzer & Roberson, 2012:84). Dutelle and Becker (2018:67) state that all areas where the participants of crime enter while committing, moving within while committing and existing after the commission of a crime is considered to be the crime scene. However, they further state that the crime scene is single, but it may encompass several non-contiguous areas.

When unpacking the themes that emerged from the literature above, it is clear that there are similarities and differences. Some authors refer specifically to the place where a crime took place (Benson et al., 2010:17; Osterburg & Ward, 2014:620; Shaler, 2012:13). These authors all focus their argument on the physical place where the crime occurred, while Birzer and Roberson (2012:84) and Dutelle and Becker (2018:67) address the theme of the physical evidence which may be recovered at the crime scene. They further state that it is a place from which physical evidence can be recovered. It is posited by these authors that this place is either from a person or even a geographical place. The different types of crime scenes are discussed further in paragraph 2.4 below.

The researcher's understanding of the crime scene is that the crime scene is any place where a crime took place and any place where the physical evidence related to that particular crime scene can be found. The researcher also notes that the body

of the victim or suspect may also be considered a crime scene, therefore containing physical and other evidence. The researcher has 10 years' experience as a FRO, and during his time as a FRO, he has witnessed that primer residue testing of the suspects arrested for armed robberies is never done. Since the body of a suspect can also contain physical evidence of his actions at the scene (Birzer & Roberson, 2012:84), more specifically in the event of an armed robbery, it is vital that such tests are done within the prescribed time which should be within twenty-four hours. This is to validate that the suspect fired a firearm. Clearly, the aspect of physical evidence at crime scenes is a central theme in understanding what a crime scene is.

2.4 PRIMARY AND SECONDARY CRIME SCENES

The primary crime scene is regarded as the area where the crime actually occurred while the secondary crime scene is any other associated crime scene, such as where a body was dumped or cash and firearms used in the robbery are located (Swanson, Chamelin, Territo & Taylor, 2011: 65). Benson et al. (2010:17), state that one may, therefore, conclude that the primary crime scene would be the most important or the main crime scene: the primary crime scene is where the initial crime was committed.

It is important to note that crime scenes extend beyond the actual scene at which the crime was perpetrated. It is either all those extended places, which before or after the criminal act was perpetrated, wherein the physical evidence linked to the crime (or the suspect or victim) may be recovered. For example, in the case of an armed robbery where the armed robbery took place at area X and cash was stolen, and at a later stage, the same cash is found at the suspect's place of residence. The suspect's place where the cash was recovered is then regarded as a secondary crime scene.

From the literature, it is clear that the discussions put forward by the authors contain similarities. Benson et al. (2010:17), state that the primary crime scene is the most important one, does not imply that the secondary crime scene is of less evidential value. However, in the experience of the researcher, the secondary crime scene is often treated as inferior to the primary crime scene. In the researcher's experience, while he was a FRO, he noticed that the FROs pay more attention to the first crime

scene and which is the right thing to do. However, it would seem that when the secondary scenes are identified, the IOs treat these scenes as inferior and do not handle them with the same amount of diligence as they would the first scene. It is possible for this reason that primer residue testing is not done on suspects found at these secondary scenes. Once physical evidence has been lost or destroyed at a crime scene, it is gone forever. The researcher's view with regard to the two types of crime scene is that all should be handled with the same amount of diligence because they may carry the same weight.

2.5 TYPES OF PHYSICAL EVIDENCE AT THE CRIME SCENE OF AN ARMED ROBBERY

When one talks of physical evidence that may be found at the scene of an armed robbery, one refers to any object used or any clue left at such a crime scene, which may be of evidential value for the investigation. It is of the utmost importance to handle all such evidence in the correct manner otherwise it may lose its evidential value in court. For this reason, the FRO must know what types of physical evidence may be encountered at the scene of an armed robbery. Types of physical evidence that may be found from crime scenes of armed robberies may be objects such as empty cartridges, biological fluids, firearms, fingerprints, and shoe impressions, to name a few.

According to Saferstein (2011:598-603), there are several different types of firearm evidence to be found at the scene of an armed robbery. These include the following: primer residue, which is the powder that can be found on the body of a suspect or victim after the gun has been discharged, expended cartridges, live ammunition and any mark which may be left at a crime scene by the suspect such as a foot/shoe prints or even a fingerprint.

Gardner (2012:44-51) adds to this discussion that gunshot residue, firearm and ballistic evidence, tool mark evidence and impression evidence are some of the types of firearm evidence that may be recovered from the crime scene of an armed robbery. Osterburg and Ward (2010:424) go into details that are more significant and explain that the following types of physical evidence that may be found from the scene of armed robberies. These are footprints, saliva on a discarded facial mask, body secretions, fiber evidence on the clothes of the suspect when the suspect is

apprehended, trace material may be present on the suspect's clothing that can link them to the scene or victim. As well as biological evidence such as blood, skin or residue tissue and fingerprints or trace evidence left on the recovered articles such as money or other stolen property.

The above-mentioned sources have mentioned the different types of physical evidence that can be found at the crime scene of an armed robbery. It is clear from the discussion that there is a plethora of evidence, provided the investigating officer knows what to look for. Prior to this however, the FRO must cordon off the scene and ensure that such visible physical evidence is noted and protected until the CSE arrives at the scene. Failure to adequately secure the scene may result in evidence either being tampered with or its evidential value being brought into question by the defense.

The researcher's experience is that in most cases of armed robberies where a firearm was used, the FROs focus is only on the expended firearm cartridges. In some instance, the FRO will physically collect these expended cartridges and hand them over to the CSE on his arrival at the scene. In addition, even if the suspect may be around the crime scene, his clothing and body are not tested for gunshot residue. This limited view when identifying physical evidence at the scene of an armed robbery is problematic since the value of physical evidence is immense for the detective.

2.6 VALUE OF PHYSICAL EVIDENCE AT THE SCENE OF AN ARMED ROBBERY

The physical evidence at the scene of an armed robbery is so essential because it can lead to the successful conclusion of the reported case. However, the conclusion can be reached successfully only if the correct procedure is followed at the crime scene. Van Graan and Zinn (2015:34-35) state that the presence of physical evidence at a crime scene or on a human or object relates to the mutual cross-transfer of materials.

In crimes where firearms are involved, physical evidence gathered at the crime scene is of great value to the investigation (Girard, 2011:188). Such physical evidence can help in establishing whether a crime was committed and the other

valuable point is whereby the evidence can link the suspect or victim to the scene of the crime. In addition, such evidence can play a significant role in the reconstruction of the crime scene. The value of physical evidence collected from the scene of an armed robbery plays a major role. Once the physical evidence has been examined by the forensic scientists, it can assist in the identification of or firearm comparison (Gardner, 2012:85).

Thus, the value added by physical evidence gathered from the crime scene makes an impact on the reported crimes. The authors agree that the value-added is that there can be the linkage of suspect and victim with the crime scene due to the cross-transfer of the material and for firearm identification, effective investigation, and the reconstruction the crime scene (Gardner, 2012:85; Girard, 2011:188).

The researcher's understanding of the value added by physical evidence found from the crime scene of an armed robbery is the same as the ones mentioned by the above-mentioned authors. In addition, the researcher emphasizes that if the physical evidence is not handled in an appropriate manner, it loses its value and thereby it weakens the case. The participants were not asked explicitly about physical evidence at the crime scene since it did not speak directly to the focus of the study. They were asked about the impact of the FRO at the crime scene, specifically and this is discussed in chapter 3 below.

At the conclusion of the interviews, the participants were asked an open-ended question about anything that they would like to add which they felt can be valuable to this research. There were responses from each of the samples (but not each participant). Because these replies are not sample-specific, the data were clustered per theme. The following themes emerged:

- Crime Scene Management
- Human resources/staffing
- Training
- Standard Operating Procedures (SOP)

One of the themes that emerged was on Crime Scene Management specifically, which focuses in part on the issue of physical evidence at the scene.

2.7 CRIME SCENE MANAGEMENT

The participants made the following suggestions/comments:

- Physical evidence gathered from the crime scene of an armed robbery can add value if all role players can adhere to SAPS NI 1 of 2015;
- Refresher courses related to Crime Scene Management must be offered to role players;
- Deploy some CSE staff permanently at stations to minimize the risks of physical evidence to be tampered with; and
- If the victims can be sensitized not to touch any visible item within the crime scene up until the crime scene is attended to by the CSE.

From the literature perspective, the crime scene that has physical evidence can assist the investigation process to be finalized successfully only if the physical evidence has been correctly identified and handled. In addition, the physical evidence found from the crime scene can assist in linking the suspect to the crime scene. The empirical data collected from the participants revealed the following suggestions:

It appears that in the experience of the CSEs, the FROs do not conform to the correct procedures for the handling of crime scenes which has a detrimental impact on the physical evidence at crime scenes, in particular, the expended firearm cartridges. The researcher is of the view that the FROs may benefit from regular refresher workshops on how they ought to manage the various types of crime scenes.

The remaining themes revealed the following:

2.7.1 Human resources/staffing

- The FROs must be capacitated with extra personnel for enabling them to handle the crime scenes effectively;
- The FRO unit must be established at the station level, and the unit must also be equipped with high-performance vehicles;
- SAPS members who were trained on the concept of Crime Scene Management must be deployed as FROs;

- All role players must be easily accessible when they are required; and
- The CSE ought to be deployed permanently at stations to minimize the risks of physical evidence being tampered with.

2.7.2 Training

- Regular training or workshops must be initiated to the FROs for them to be effective when carrying out their duties;
- The community members need to be educated about the value of the crime scene and the roles that are played by the FROs at the crime scene;
- Regular workshops must be conducted with intentions to sensitize the FROs; and
- The role players ought to be offered with refresher courses related to Crime Scene Management.

2.7.3 Standard Operating Procedures (SOP)

- Proper procedures that are stipulated in official directives must be followed when handling the crime scene.
- All role players who are summoned to the crime scene must work together as a team.
- The FROs tamper with the crime scenes of armed robberies in that they walk all over the crime scenes, handling the physical evidence and not cordoning the crime scene off. Further, they fail to take charge of the crime scenes because they do not inform police officials, especially the senior members not to enter the crime scene, failing to inform the shop owners to not continue with selling their products to the customers, as well as using their personal cellular phones to make calls to the CSE.
- There are some instances where the members cordon the crime scenes off, but in other instances where the FROs contaminate the crime scenes, and as a result, the value of crime scene becomes useless for the criminal justice system.
- The crime scene has to be cordoned off to a larger space to prevent the community members from touching physical evidences within the crime scene and the complainants to be interviewed with the intentions to get more information about the suspects location or direction taken after the incident and

the type of instruments used to commit crime and including the manner (IO 5:2017).

- The FROs to be workshopped on how to handle the crime scenes (CSE 5:2017).

When summarizing the concept about the value of physical evidence at the crime scene of an armed robbery, Van Graan and Zinn (2015:34-35) add that the presence of physical evidence at the crime scene can play a significant role during the investigation process. Girard (2011:188) states that the physical evidence found at the crime scene could help in establishing as to whether crime was committed and link the suspect to the crime scene.

Furthermore, outcomes from collected empirical data from this general open-ended question showed some overlapping themes that are presented in Chapter 3. Along with the overlapping themes, the participants made suggestions pertaining to a specific group of FROs for each station which can be activated for perhaps severe and violent crimes. These colleagues may be accompanied by CSEs who operate from the police station.

Other comments received from the participants included the adherence to SAPS policies/official directive on Crime Scene Management by all role players for the purpose of effective detection of reported case dockets. In addition, capacitating/staffing the role players in case of attending to the crime scenes, offering training to role players for crime scene attendance purposes and lastly to ensure that all role players adhere to the standard operating procedure which is in line with Crime Scene Management.

Crime Scene Management is a multi-faceted activity. FROs who attend to scenes must be appropriately trained and resourced to ensure that they are able to effectively undertake the duties as set out in the SAPS NI 1 of 2015. Other stakeholders who are involved in this process, such as the IOs and the CSEs must also be sufficiently capacitated to execute their duties comprehensively, in so doing they strengthen the criminal case against the suspects once they have been identified and arrested. Perhaps more critical also is that inquisitive police officials respect the vital role performed by the FRO and even if they are junior in rank, they obey their directives when asked to leave a crime scene.

2.8 SUMMARY

The chapter's focus was on CSM as one of the concepts in this study. The entire chapter's focus was on two sections under CSM, namely SAPS official directives for managing the crime scenes and the concept of the crime scene. Under each section, there were subsections explained in detail. Under SAPS official directives on CSM, the following directives were briefly explained: namely, Divisional Commissioner Visible Policing Circular 26/3/2 dated 2007-05-29, NCCF I 10 of 2015, SAPS NI 1 of 2015. The importance and value of SAPS NI 1 of 2015 was highlighted, and the specific actions required by the FRO were tabulated.

From the empirical data collected, it was clear that collectively the majority of the participants had heard of the SAPS NI 1 of 2015 dealing with Crime Scene Management, but that their understanding of it was not necessarily as apparent. The participants' understanding of SAPS NI 1 of 2015 (Samples A and B) is at a very superficial level, while the responses from the CSEs show that they have a deeper level of understanding of the SAPS NI 1 of 2015.

The chapter further discussed the crime scene with focus on primary and secondary crime scenes, the type of physical evidence that can be found at the crime scene of an armed robbery, the value of physical evidence found at crime scenes of armed robberies. While no questions were asked of the participants on the last part of the chapter, the open-ended section in the interview schedule reveals such opinions about the actual handling of the crime scene, specifically the physical evidence. The empirical data show that the physical evidence gathered from the crime scene of an armed robbery can add value if all role players adhere to the SAPS NI 1 of 2015. Value can also be added if the role players can be offered with refresher courses relating to Crime Scene Management and if the CSE can be deployed permanently at stations to minimize the risks of physical evidence being tampered. Lastly, if the victims can be sensitized to not touch anything after the commission of an armed robbery up until the crime scene is handled by the role players.

In Chapter 3, the researcher addresses the role of the First Responding Officer at the scene of an armed robbery.

CHAPTER 3: THE ROLE OF THE FIRST RESPONDING OFFICER AT THE SCENE OF AN ARMED ROBBERY

3.1 INTRODUCTION

The focus of this chapter is on the role of the FROs at the crime scene, specifically armed robberies. The FROs are the most critical officials who must ensure that the crime scene is firstly safe to enter, and then that the scene is preserved and that physical evidence is safely secured.

In this chapter, the researcher discusses the following themes: explain and define what a FRO is, explain the roles of the FROs at the crime scene, the significance added by the FROs at the crime scene and the challenges that are faced by the FROs at the crime scene of an armed robbery. When the participants were interviewed, some of the questions were posed in direct relation to the scenes of armed robberies and others not. The inclusion or exclusion of this element was led by the nature of the data required from that specific question. In addition, the text, in some instances, refers to the crime scene or potential crime scene since not all scenes where a FRO arrives at is a crime scene per se.

In keeping with the discussion, empirical data gathered from participants are discussed in relation to the themes addressed in the chapter. Feedback from each set of participants is presented separately, supplemented with verbatim in-text quotes.

3.2 THE FIRST RESPONDING OFFICER (FRO) IN THE CONTEXT OF THE SOUTH AFRICAN POLICE SERVICE

The person who arrives first at the crime scene is regarded as the first responder (Girard, 2015:6). These first responders or FROs are usually the patrol officers, firefighters and emergency medical personnel (EMP) who are dispatched to crime scenes or scenes of an emergency nature (Fish, Miller, Braswell & Wallace, 2013:32). The SAPS Basic Police Development Learning Programme (BPDLP) (2013:8) defines a FRO as any member of SAPS, with any rank and in any division/unit/station that will be the first responder at the crime scene. Since each member of the SAPS undergoes this Basic Training Programme, it is assumed that they are all familiar with the duties and responsibilities of the FRO. Similarly, SAPS

NI 1 of 2015 refers to first responders as a member, irrespective of his or her unit, who arrives at the crime scene first. They are the only people who view the crime scene in its original condition.

From the overview of the above-mentioned literature, first responders may include various role players such as the personnel from the fire department or EMPs (Fish et al., 2013:32; Miller, 2014:118) or any member of the SAPS (BPDLP, 2013:8). Girard (2015:6) defines the FRO as a person (not specifying an organization or body) who arrives first at the crime scene. By definition, this could imply that any person (even a passer-by) who arrives at the scene of a potential crime may be considered a first responder.

The researcher has ten years' experience as a FRO, and he has experienced that members of the public are most often the first at the crime scenes as bystanders. To this end, does it imply that a member of the public who arrives first at the crime scene could be a FRO? The researcher argues that this cannot be so.

The difference in this study is that the focus is on the person who *responds* to a potential crime scene (armed robbery) with a *specific purpose* and with *specific duties* to perform. So while a member of the public, who witnesses an armed robbery, may respond to the scene to assist a victim, this does not necessarily make that person a first responder. By unpacking the associated actions of the first responders, it is clear that the person must be there to fulfil a specific officially mandated purpose or duty. Therefore, a medical doctor who witnesses an armed robbery and goes to assist the victim may be considered a first responder. However, the duties of the medical doctor will differ significantly to those of the firefighters and the police officials. While the fire department and the EMPs have the primary purpose of saving lives and making the areas safe (dowsing fires), they may not be focused on keeping the scene protected while performing these duties. This is primarily because the role they play is not law enforcement driven.

In this context, therefore, the researcher further defines the FROs as police officers posted to a particular sector for proactive or reactive policing, or who are coincidentally passing by and who arrive first at crime scene or potential crime scene. As mentioned before, from the researcher's ten years' experience as FRO,

it was noted that members of the public as bystanders in most crime scenes are usually the first to respond. The SAPS NI 1 of 2015 does not include a member of the public since they are not there to perform specific official duties: being a good citizen, unfortunately, does not qualify.

In addition to this, the researcher has experienced some challenges with regard to the definition of the First Responding Officer, from the SAPS NI 1 of 2015 and SAPS BPDLP (2013:8). These sources state that *any member* of the service regardless of rank or unit is regarded as FRO. This would not be problematic if ALL members of the SAPS, regardless of rank or unit, have undergone the necessary training programme in the Police Colleges, and who are operationally deployed. The reality is that there are a number of SAPS members, who have undergone basic training, but who have been employed as administrators at components such as Supply Chain Management (SCM) and Human Resource Management (HRM) for their entire career. They do office functions every day and depending on how recent their basic training was; it is unlikely that they will recall how to respond to or act at a crime scene accurately. This is also true of officers who have been appointed in the SAPS laterally from outside the police in specifically specialized posts, such as legal officers and psychologists. Expecting them to be FROs at such crime scenes may be dangerous to both themselves and bystanders. This aspect may be worth following up on by SAPS HRD since these SAPS members should perhaps be exposed to some sort of refresher training in these critical functions. It is perhaps advisable that these members merely cordon off the scene until a more suitably experienced SAPS member arrives.

No questions were directed to participants about the definition of the FROs, and as a result, empirical data were not collected for the definition of FROs.

3.3 THE ROLE OF THE FRO AT A CRIME SCENE

When studying literature that deals with the role of the FROs at crime scenes, there are several specific themes that are covered by most of the seminal authors on this aspect. However, for the purpose of this discussion, only the following authors, who may be considered as seminal, are used: Benson et al. (2010:22), Geldenhuys (2017:47) and Lochner and Zinn (2016:111). These authors have been selected

since they have produced literature in this field from the context of the SAPS and other South African law enforcement agencies and are the most recent sources.

Lochner and Zinn (2016:111) state that the roles of the FROs at the crime scene are as follows:

- To ensure that if there are possible suspects and witnesses at the crime scene, they should be separated on the arrival of the FROs;
- To protect the crime scene with the intention to ensure that the physical evidence is not contaminated;
- To ensure that the threats and risks are minimized against the victims and witnesses;
- To determine whether the crime scene is major or minor with intentions to determine the level of support required for the crime scene; and
- Lastly, the FROs must identify any physical evidence or any possible eyewitnesses of the crime scene.

Benson et al. (2010:22), state that the roles of the FROs at the crime scene consists of the control and protection of the scene as well as the initial assessment and walkthrough of the scene. Geldenhuys (2017:47) states that the FROs have to assess the situation quickly, as the victim may still be alive or the attacker may still be in the vicinity. While facing the threat of personal harm and saving the life of others, police members need to walk through the scene as if they are walking on eggs. It is essential that police members, or any other emergency personnel who arrive at the scene first, secure the scene and establish a perimeter. It is crucial to establishing a route into and out of the scene for all the people working on the crime scene to use, be they paramedics, police members or firefighters.

Geldenhuys (2017:47) further maintains that a quick search of the area must be conducted to ensure that no physical evidence is disturbed before a path is marked out where responders can walk. Further, they must remember to establish one point of entry and exit into and out of the scene to minimize contamination. Nobody must leave the area until they have been interviewed, as everybody at the scene could be a possible witness. The first responder must not assume that a cooperative witness is innocent, as they could very well be the culprit or an accomplice.

The participants from Sample A (FROs) were asked in terms of SAPS NI 1 of 2015, what is expected from them as the FROs particularly with regard to a scene of an armed robbery where a firearm was used? For the purpose of analysis, the checklist designed in Chapter 2 was used to determine to what extent the answers provided by Sample A comply with the requirements of SAPS NI 1 of 2015. The data are captured below in Table 2 below, followed by a discussion of this data.

Table 3.1: Analysis on the research question posed to FRO “What is expected from the FROs particularly with regard to a scene of an armed robbery where a firearm was used”

No	Theme	Number of participants who mentioned this theme	Number of participants who did not mention this theme	Comment
1	Be responsible for the crime scene up until an appropriate member from the Division: Visible Policing or Detective Service takes over	10	1	Comments related to the calling out of stakeholders. Stakeholders mentioned were: LCRC (4), the Standby Duty Officer (4), the Investigating Officer (4), medics (4) and the pathologist (2) Victims requiring attention (1)
2	Give a situation report to the Community Service Centre, or 10111 Centre, or Operational Room	3	8	Mention was made of reporting a fleeing suspect and calling for backup
3	Approach the crime scene with due consideration to their own safety and the safety of others	2	9	The participant said he would ask the control room about safety at the scene

No	Theme	Number of participants who mentioned this theme	Number of participants who did not mention this theme	Comment
4	Preserve the integrity of the crime scene	3	8	These participants mentioned securing physical evidence
5	Assess the scene with regard to initial observations	0	11	None of the participants mentioned the assessment of the crime scene
6	Arrest the suspect if still around	0	11	One participant stated that the particulars of the fleeing suspect must be circulated
7	Maintain the FROs report	0	11	None of the participants mentioned the maintenance of the FROs report
8	Remove all unauthorized persons from the crime scene to remain outside the outer cordon	10	1	Participants mentioned that the crime scene must be cordoned off

There are eight aspects that have to be complied with by the FROs at the crime scene, as mentioned by the SAPS NI 1 of 2015. From the above-mentioned analysis, the research revealed that the FROs are not fully conversant with the contents of the SAPS NI 1 of 2015, in spite of what they alluded to in Chapter 2 *supra*. Therefore, they may not handle the crime scenes correctly. The tabulated results are unpacked below in order of their appearance in the table from one through to eight.

The majority of the participants mentioned that they are responsible for the crime scene up until an appropriate member from the Division: Detective Service takes

over. This is an essential aspect since it indicates that they are aware of their responsibilities in terms of the crime scene. About a quarter of the participants mentioned that they must give a situation report to the Community Service Centre (CSC), or 10111 Centre, or Operational Room which implies that the remaining three-quarters of the participants (eight) may not report the situation to the Operational Room thereby leaving this central responding coordinator in the dark about their movement. In such an instance, the 10111 Centre may dispatch another vehicle to the same scene that could have a variety of poor results if the police officials in the second vehicle mistake the police officials in the first vehicle as potential criminals. This may be if the officials from the first vehicle have entered the premises and visibility is perhaps poor or it is at night.

A small minority of participants indicated that they would approach the crime scene with due consideration to their own safety and the safety of others. The remaining participants did not address this aspect at all. One cannot help but wonder how many deaths of police officials were caused by non-compliance to this specific instruction.

To this end, the findings show that the FROs are not operationally conversant with the details of the contents of the SAPS NI 1 of 2015 as it is regarded as a guide for them in relation to the handling of the crime scene. In addition to this, none of the participants made mention of the various forms they are expected to complete, which is an outflow of the duties of this SAPS NI 1 of 2015. While the SAPS NI 1 of 2015 talks of the FRO report, this is linked to several reports on witness details, details of persons entering the scene, details of CSE and other stakeholders who are processing the scene. For the researcher, this is quite concerning.

Firstly, I must ensure that the crime scene is cordoned off and thereafter I call medical professionals in case of injured ones if that are any and the protection of physical evidence at the crime scene ... (FRO 3:2017).

From the literature's perspective, additional activities were identified by Lochner and Zinn (2016:111) whereby they have added that the FROs must separate the eyewitnesses with the suspects if there are any, to minimize the threats against the victims and the witnesses and to determine the level of manpower required at the

crime scene. As a result, the additional responsibilities for the FROs can be added into the roles of FROs stipulated in SAPS NI 1 of 2015.

In keeping with the duties of the FROs, the participants from Sample B were asked whether in their experience (as Investigating Officers), the FROs understood their responsibilities in terms of SAPS NI 1 of 2015 on Crime Scene Management, especially with regard to armed robbery scenes. The responses from the six participants were analyzed and are presented as follows:

- The majority of the participants said that the FROs have experience in managing the crime scenes. Furthermore, they do understand their roles at crime scene, particularly of an armed robbery, in most of the times when they IOs arrive at the crime scene they find them cordoning off the crime scene to prevent unauthorized access to the scene, the identification of the eyewitnesses and the protection of identified physical evidence found at the crime scene.
- A single participant said that in his experience, some FROs have no knowledge on how to manage the crime scenes because one finds them not cordoning the crime scenes, while some have knowledge of cordoning off the crime scene thus protecting the physical evidence.

Yes, the FRO's do understand their roles at crime scenes of armed robberies because in most times when I arrive at the crime scene I find them cordoning the crime scene for enabling unauthorized entrances, physical evidences are circled after being identified, stakeholders such as LCRC for collecting and packaging of exhibits, Medico to collect the deceased in a case where a person is murdered and EMS to give medical attention to the injured people at the scene, are called (IO 1:2017).

Based on the collected data, the majority of the participants stated that the FROs know what their responsibilities are at the robbery crime scene in terms of the SAPS NI 1 of 2015. When comparing this with the data provided by Sample A, it is apparent that only the following elements are attended to:

- Cordon off the scene and prevent unauthorized entry; the removal of unauthorized persons to outside the cordon;

- Identify potential eye witnesses and physical evidence; preserving the integrity of the scene; and
- One (1) participant stated that in his experience, some of the FROs have no knowledge as to how to handle the crime scene.

The researcher took note that these five (5) participants collectively mentioned four of the aspects that are mentioned in the SAPS NI 1 of 2015. As a result, it is clear that IOs were commending the FROs for adhering to the SAPS NI 1 of 2015. What one may surmise from this data is that in some instances, the FROs know their responsibilities, and in other instances, they do not. So while the participants may feel that the FROs are doing an excellent job, in reality, this does not appear to be so. What is unacceptable though is that every time a FRO negates their duties, crucial evidence is contaminated, thereby weakening the criminal case at court.

The participants from Sample C were asked whether in their experience as a Crime Scene Examiner (CSE), the FROs understood their responsibilities in terms SAPS NI 1 of 2015 on Crime Scene Management, especially with regard to armed robbery scenes. The responses from the six participants were analyzed and are presented as follows:

- All of the participants stated that the FROs do not understand their role at crime scenes because in most instances when they arrive at crime scenes of armed robberies, they find the FROs walking all over the crime scene. The following problems were cited by this group of participants:
- Crime scenes have not been cordoned off. The FROs hands over the exhibits to the CSE the next morning when the crime took place during the previous night;
- Crime scenes are cordoned off too close to the exhibits; thus community members end up destroying the exhibits; and
- The seniors do not want to listen to the junior FROs to stay away from the crime scene.

What I have observed is contaminations by some FROs at crime scenes whereby they handle the exhibits with their bare hands (CSE 3:2017).

Based on the empirical evidence gathered from Sample C, which represents the CSE, it has been revealed that all the participants stated that the FROs do not understand their role at the crime scene. Due to the specialized knowledge and skills of the CSE, their knowledge of handling the crime scene and the handling of evidence at the crime scene is at a superior level to that of the FROs. The researcher is, therefore, likely to regard their feedback with greater severity than that of the IOs. For this reason, their feedback is a worrisome indication that most of the FROs do not understand their responsibilities as it relates to the NI, with specific reference to scenes of armed robberies. In addition, this has a detrimental impact on the veracity of the physical evidence at the scene.

In conclusion, the above-analyzed data from Table 3.1 revealed that there is non-compliance by the FROs in terms of SAPS NI 1 of 2015. They still do not give the situation report to the CSC, or 10111 Centre, or Operational Room. Further, crime scenes are not approached with due consideration to their own safety and the safety of others. The preservation of the integrity of the crime scene is still not considered, the crime scene is still not assessed with regard to initial observations. In addition, suspects are still not arrested if they are around the scene and the FROs reports are still not completed. Sample B, which represent the IOs, revealed that in their opinion, the FROs do understand their responsibilities at the Crime Scene Management official directive, whereas data showed something entirely different. Sample C, which represented the CSE, revealed that the FROs do not understand their role at the crime scene.

The researcher is, therefore, of the view that the overwhelming data indicates that the FROs do not understand the practical actions contained in the SAPS NI 1 of 2015 for FROs. This is a sobering result because what the FRO does or does not do at a crime scene will have an impact on the rest of the criminal case. This is discussed in the following section.

3.4 THE IMPACT OF THE FRO AT A CRIME SCENE

Since the effective preservation of the crime scene is a fundamental prerequisite to the success of the criminal case, one can appreciate the significant role played by the FRO. In most instances, the FROs find the scene in a chaotic and uncontrolled state. The FROs then have to normalize the situation in addition to their other tasks

of ensuring that the injured receive medical assistance, the identification of the suspect, victims and eyewitness all contribute to a more comprehensive investigation.

The FROs have the potential to make a very positive impact at crime scenes by determining the need for lifesaving procedures and emergency personnel, removing and detaining witnesses and suspects from the scene. As well as securing the scene and establishing the crime scene perimeter, compiling the crime scene data, by making the initial survey of the crime scene and taking of steps to preserve any fragile evidence at the crime scene (Ogle, 2012:50-52). According to Geldenhuys (2017:47), the FROs must preserve and protect the crime scene from the very beginning. Only then are the CSE able to collect all the evidence that can play a vital role in solving the case. James, Nordby and Bell (2013:46) state that the FROs are the only people to view the crime scene in its most original or pristine condition, furthermore they have indicated that their actions at the crime scene form the basis for successful or unsuccessful resolution of the investigation. If their conduct conforms to the guidelines for FROs, the chances of the investigation process being concluded successfully is greatly enhanced (Baxter, 2015:4).

From the collected literature, the researcher has noticed that the above-mentioned sources have indicated the value added by the FROs when they undertake an effective preliminary investigation process. This process covers the controlling of bystanders at the crime scene, assisting the injured if any, cordoning off the crime scene, cordoning off visible physical evidence and handing over the crime scene with information to the IOs or CSE. These activities speak directly to the contents of the SAPS NI 1 of 2015.

The participants from all three samples were asked about the impact that the actions or inactions of the FRO have at the crime scene. Sample A was asked, "What difference or impact will it make to the case if the FROs fails to comply with the Crime Scene Management official directive?" The FROs responded as follows:

- The majority of the participants stated that if the FROs fail to comply with the Crime Scene Management official directive, the investigations may not be successfully completed.

- They elaborated and indicated that the suspects might not be arrested too due to the improper handling of the crime scene.
- A participant added that disciplinary actions ought to be taken against that particular FRO.
- A small minority of the participants stated that if the FROs fail to comply with the Crime Scene Management official directive, the community members will lose trust in the police as they know what is expected from the police in relation to crime scene handling.

If I fail to comply with the crime scene policy the crime scene can be tampered with, as a result the investigation may not be effective and the suspect may not be arrested (FRO 5:2017).

The IOs were asked the following question “In your experience, do the actions of the FROs have an impact on the armed robbery crime scene?”

- The majority of the participants stated that the FROs handle the crime scenes effectively because on their arrival the scene was cordoned off, witness statements had been taken, and possible suspects identified.
- A single participant highlighted that the shortage of resources such as forensic kits has a negative impact on the duties of the FRO. The same participant mentioned that when stakeholders such as the LCRC and Dog Unit members arrive late at crime scenes, it has the potential to affect the crime scene negatively. In some instances, the weather conditions may end up destroying the crime scene evidence.

Yes, the FRO’s doing their work effectively ... on arrival I found the physical evidence protected ... statements from eye witnesses taken ... (IO 3:2017).

The CSE was asked the following question “Application to your experience, do the actions of the FROs have an impact on the armed robbery crime scene? Elaborate.”

- All of the participants stated that there is always a negative impact due to the contamination of the crime scene by FROs, which results in a poor prosecution rate.

- o A small minority added that when the Crime Scene Management official directive is adhered to, the results are positive.

From the interviews with FROs, the majority indicated that if the official directive is not complied with, then the reported cases may not be concluded successfully and “... *the community may lose trust in me ...*” (FRO/01:2017). Moreover, it was found that it is critical to comply with the Crime Scene Management official directive policy to ensure that the crime scene is not tampered with and evidence contaminated which may eventually lead to unsuccessful prosecution of the suspect. In a nutshell, it is essential for FROs to understand and comply with the crime scene official directive to ensure that the crime scene is not tampered with, sufficient evidence (including physical evidence) is preserved to ensure the effective investigation that will lead to a successful prosecution of the reported case. This can only happen if the FROs understand and follow the crime scene official directive optimally.

From the empirical evidence found during these interviews, it is clear that the IOs are relatively satisfied with the impact made by the FROs at the crime scenes. It is generally indicated from this research that according to the IOs, in most cases the FROs do their job effectively. When the IOs arrive at the crime scene, they find crime scenes cordoned off, evidence protected, physical evidence collected and necessary statements from eyewitnesses thoroughly taken. The empirical evidence collected in this regard indicates that among others the significance of FROs is connected with the cordoning off the crime scene to ensure that the crime scene is not contaminated thereby enhancing the likelihood of a successful investigation and prosecution. It is also indicated that it is significant for the FRO’s to protect the crime scene until the IOs or CSEs collect the physical evidence to ensure effective investigation. Furthermore, necessary statements should be taken from eyewitness and where possible, suspects identified. Such activities, if performed effectively, help to ensure a successful investigation and ultimately arrests. A lack of resources was also noted when IO/2 (2017) indicated “... *shortage of resources such as forensic kits for enabling the FROs to manage the crime scene effectively ...*” had the potential to affect the crime scene handling process negatively.

The CSEs explained the impact FROs have on Crime Scene Management. The majority of the participants indicated that the inability to handle exhibits with care

might contaminate the evidence and lead to the whole crime scene being contaminated. Therefore, this will have a negative impact on the successful investigation and prosecution of the case.

... there are impacts which are negative because when receiving results from Laboratory for analyzation (sic) I mostly find the fingerprints matching to the ones of the FRO's who visited the crime scene (CSE 2:2017).

This respondent indicated the significance of handling exhibits with care by FROs on the crime scene. Even though the majority of participants in this regard indicated that there is a negative impact on the investigation due to a variety of issues, there are instances where they acknowledged that FROs do their job effectively as they find the crime scene intact.

... there are sometimes negative impact mostly where the physical exhibits were moved and positive impact where the scenes are cordoned off and FRO's in full control (CSE 6:2017).

The above example indicates the instances where CSEs acknowledged that sometimes FROs do take full control of the crime scene.

To this end, the researcher compared the empirical and literature data whereby the literature states that the impact of the FROs is positive if the FROs can cordon off the crime scene with the intention to protect the physical evidence. Conversely, the empirical data from the CSEs revealed that there are negative consequences when the FROs do not adhere to the Crime Scene Management Policy. This leads to the physical evidence being tampered with which, in turn, leads to the crime scene being contaminated. This has a negative impact on the likelihood of a successful investigation and prosecution.

It is, therefore, clear that the FROs have an immensely important role to play at the crime scenes and their adherence or non-adherence to the relevant SAPS guidelines result in influencing the crime scene (whether positive or negative). Emphasis must be placed on the importance of their responsibilities at crime scenes.

3.5 CHALLENGES FACED BY THE FRO AT THE CRIME SCENE

According to Dutelle (2014:75), the challenges faced by the FROs at the crime scene are numerous. These challenges included were some of the members of the police at higher ranks and other government departmental officials who are not directly involved in the investigation process entering the crime scene without permission. There is no one who should be allowed into the crime scene who is not a role player at the crime scene (Dutelle, 2014:75).

Family members have a tendency of entering the cordoned-off crime scene because they feel a need to be part of the investigation process and to look for answers as to what happened to their loved ones. Nevertheless, they end up getting in the way of the investigation (Geldenhuys, 2017:46). First responders must keep them out of the crime scene since they can destroy evidence in their attempt to see what is going on (ibid). This must, of course, be done with the utmost regard for the dignity of the persons involved.

Violent crime scenes are more difficult for the FROs to control due to the news reporters, families and friends of the victims and the curious passers-by who may want to get closer to the scene and who end up contaminating the physical evidence (Girard, 2015:60). In this technological age, almost everyone has a camera or video recording capabilities on their smartphones. Therefore, people take photos and videos of events they witness, which they then publish on social media sites. If possible, FROs ought not to permit people close enough to the scene to take photos that could jeopardize the investigation. This is true also if there is a possible suspect identified by the FRO. Publishing of such a person's picture in any media form may render subsequent identity parades ineffective.

When summarizing the information from the above-mentioned sources, the challenges faced by the FROs are that people who surround the crime scene are likely to tamper with the scene in some form or another, either by entering without permission or taking pictures of the crime scene. The taking and distribution of pictures of the crime scene may jeopardize the investigation process.

There are clearly numerous and genuine challenges faced by the FROs at crime scenes, and to this end, one can appreciate the difficulties of this posting.

The participants from the three samples were asked different questions that were directed at the challenges faced at the crime scene by the FROs. Questions were separated and asked in the following manner; FROs were asked what challenges they face when attending to crime scenes of armed robberies.

- Less than half of the participants stated that there is always a delay from the IOs, the pathologist and CSEs after the FROs have completed their tasks at the crime scene.
- More than half of the participants commented that the community members are always giving the FROs instructions as how to manage the crime scene and “... some of the community members are forcing themselves into the crime scenes in case of where their family members were victims, as a result they tamper with crime scene” (FRO 5:2017).
- A participant stated that another challenge faced is when the FROs’ crew is traumatized when seeing blood and may end up sitting in the vehicle; as a result, one FRO ends up managing the entire crime scene.
- A single participant indicated that one patrol vehicle with a driver and one crew member is insufficient to effectively handle the crime scene of an armed robbery.

A similar question about the challenges faced at the crime scene was posed to the IOs. The following responses were received:

- The majority of the participants complained about the shortage of resources such as human resources, vehicles and forensic kits for the FROs.
- A single participant stated that the CSEs offices are very far from the police stations.
- Another participant stated that the FROs fail to exercise effective control at crime scenes because:

“... senior members from SAPS in particular the commissioned officers are entering the crime scene without any permission and it affects the physical evidence which is being tampered within” (IO 6:2017).

Similarly, the CSEs were asked the following question: what are the challenges you have noted at an armed robbery crime scene that prevented the FROs from complying with the SAPS NI 1 of 2015.

- More than half of the participants stated that police members other than FROs walk all over the crime scene whereby the physical evidence is destroyed.
- About one-third of the participants stated that FROs fail to inform the complainants not to touch anything from the crime scene immediately after the commission of a crime. In addition:

“... in the case of business robberies, some of the FROs are failing to inform the shop owners to close their businesses up until the crime scenes are processed by the CSE, and some FRO are failing to wait at the scene until the arrival of the CSE, Distance in which the CSE are driving from the office to the station have negative impact on the crime scene, can either be affected by weather conditions. Also the types of vehicles being utilized by the CSE are not suitable for the gravel roads within the policing area” (CSE 3:2017) which has an impact on the duration of time that the FRO has to spend at the crime scene.
- A single participant stated that the FROs spend more time at the crime scene while waiting for the CSE due to the inaccessibility of telephones and in most instances, FROs and CSC members use their private cell phones to call the CSE.

In comparison to the available literature, it came to the fore that these responses are not entirely different from the submission of Dutelle (2014:75) who also mentions that the higher-ranking police officials and some government officials are problematic whereby they always enter the cordoned crime scene without any permission. Geldenhuys (2017:46) states that the family members of the victims always enter the cordoned crime scene without permission and lastly Girard (2015:60) also states that in violent crimes, the news reporters, family members and the passer-by always disturb the FROs.

From the analysis of literature review from various sources, it has been found that the challenges faced by the FROs at the crime scenes of armed robberies are that the police officers who do not form part of the role players potentially tamper with the crime scene. This is by means of unauthorized entries, media staff who keep on taking pictures that may jeopardize the investigations and lastly the family members of the victims and the community at large who regard themselves as part of the crime scene, whereby some of the physical evidence is tempered with.

A collective analysis from the empirical data that were collected from the three samples indicates the following:

- The majority of FROs and CSEs indicated that the family members of the victims and the community at large regard themselves as part of the crime scene whereby some of the physical evidence is tampered with.
- From all sampling, the shortage of resources such as personnel, no access to telephone pin codes, vehicles and the FROs crime scene kits were indicated.
- FROs and IOs stated that there is always a delay by IOs, CSEs and the pathologists to arrive at the scene and as a result, physical evidence from the crime scene may be tampered with, lost or even destroyed.

Some FROs are failing to inform the complainants to not touch anything from crime scene immediately after the commission of crime, some FROs are handing the exhibits to the complainants for them to hand to us on arrival at the crime scenes, some crime scenes are not cordoned off, some exhibits such as suspected clothes for the alleged suspects are booked in SAPS 13 registers by the FROs and some FRO are calling us maybe after a week or a month after the commission of crimes (CSE 2:2017).

When integrating data collected from the literature review and the empirical data, there were common findings namely unauthorized entries by the police officers who are not part of the role players and community members, media staff and the family members of the victims who also tamper with the crime scene. It may even be a consideration to have:

“stakeholders such as dog unit and LCRC members to be deployed permanently at station level” (IO 1:2017) and “SAPS management to establish the First Responding Units at station and be equipped with high capacity engine vehicles” (FRO 7:2017).

3.6 SUMMARY

The chapter’s focus was on the role played by the FROs at the crime scene of an armed robbery. Four themes were outlined namely, the definition of FROs, roles of the FROs at the crime scene of an armed robbery, significances added by the FROs

at the crime scene and challenges faced by the FROs at the crime scene of armed robbery.

The literature and empirical data were analyzed, and the results were discussed in the chapter under the relevant headings. The discussion showed that while first responders may refer to any person (even a bystander) who responds first to a crime scene, for the purpose of this discussion and the research the term FRO implies a law enforcement official who is dispatched to the crime scene to undertake specific duties and functions. Thus while a FRO may be a firefighter, medical personnel or Metropolitan police, for the purpose of this research, this term is meant to be understood as the first member of the SAPS, dispatched to a crime scene to undertake specific duties there.

It is understood from the literature that the roles of the FROs are as follows; assessing the crime scene, protecting the crime scene, identification and protection of the physical evidence, witnesses and suspects should be separated, eyewitnesses to be identified and interviewed and one route should be established at the crime scene. The FROs' understanding of their duties is limited, and the CSE are the specialists who experience this first hand since they are left to pick up the proverbial pieces.

It is clear from the research that the FRO has a great responsibility at the crime scene and the manner in which the FRO undertakes these duties impacts either positively or negatively on the potential successful prosecution of the suspect. The participants mentioned several types of negative consequences of non-compliance to the SAPS NI 1 of 2015 by the FROs. It is evident that the FRO plays a vital role at the crime scene, and failure to undertake his duties in an effective and efficient manner may have negative consequences for the investigation. These consequences are dire if not addressed.

The research also identified several challenges experienced by the participants. These challenges include, but are not limited to the following: the police officers who do not form part of the role players tamper with the crime scene by means of unauthorized entries, media staff who photograph the scene which may jeopardize the investigations. Lastly, the family members of the victims and the community at

large whereby some of the physical evidence is tampered with, a shortage of crime scene kits and police vehicles that are not conducive to the roads that have to be travelled.

This chapter identified that FROs seem not to be doing what is expected of them at crime scenes which may translate to a negative legal outcome, in turn impacting negatively on the image of the SAPS. The researcher is of the view that these challenges can be remedied fairly simply. This is discussed further in the final chapter of this study.

CHAPTER 4: FINDINGS AND RECOMMENDATIONS

4.1 INTRODUCTION

The researcher's study was about the impact of the FROs at the scene of an armed robbery. The primary aim of this research was to investigate to what degree the requirements of SAPS NI 1 of 2015 on Crime Scene Management is understood and complied with by the FROs in relation to the handling of the scene of an armed robbery. A supplementary aim was to identify what challenges prevented the FROs from complying with the SAPS NI 1 of 2015. The primary research question was to determine the extent to which the actions of the FROs at the crime scenes of armed robberies comply with the requirements of SAPS NI 1 of 2015.

The researcher conducted a qualitative study whereby the data were collected through interviews. There were three samples, namely FROs, IOs and the CSEs. In Chapter 1, the researcher explained the role of each of these sample sets. From the FROs sample, 11 participants were interviewed. Only one of them was female. Of the IOs sample, there were six male participants who were interviewed and CSE had six participants (five males and one female) who took part in the interviews. In addition, the reason for not interviewing more female members was that at both station and unit, there was a shortage of female members. The researcher brought the literature and the empirical data together in both Chapter 2 and Chapter 3 and the researcher discussed the significance of what was found.

In this chapter, the researcher presents the findings as primary and secondary findings. The primary findings are the findings that are related to the primary research question which sought to determine as to what extent the actions of FROs at the crime scenes of armed robberies comply with the requirements of the SAPS NI 1 of 2015. The secondary findings are the findings that were not investigated explicitly during the interviews, but became apparent once the data were analyzed.

The primary findings are discussed first.

4.2 PRIMARY FINDINGS

4.2.1 Knowledge of the SAPS NI 1 of 2015

The researcher established that there were several directives issued by SAPS management designed to guide the actions and duties of police officials (FROs and CSIs) at crime scenes. These directives are:

- Policing Circular 26/3/2 dated 2007-05-29 issued by the Divisional Commissioner Visible Policing;
- SAPS NI 1 of 2015 as issued by Head: Governance, Policy and Legislation Management; and
- NCCF I 10 of 2015 which was issued by the Deputy National Commissioner of Policing (DNC: Policing) in SAPS.

Of these three directives, the researcher opted to use only the latest one to measure the performance of the FROs at crime scenes of armed robberies. The reasoning for this is explained in Chapter 2.

The duties of the FROs as listed in the SAPS NI 1 of 2015 were populated into a table (Table 2.1) in Chapter 2 *supra*. This was used to reflect against the answers provided by the FROs pertaining to their understanding of the SAPS NI 1 of 2015. The findings from the empirical data pertaining to the knowledge of the participants in relation to the SAPS NI 1 of 2015 and its contents are reflected on.

The data were collected from three (3) samples, namely FROs, IOs and the CSEs. The first question was only asked of the FROs and it was whether they know about the SAPS NI 1 of 2015 and where they heard about it.

Almost half of the FROs said that they had never heard about the SAPS NI 1 of 2015. The remainder had heard about it. Thus almost half of the FROs who were interviewed, have no knowledge about this specific official directive. Those who had heard about it heard about it from colleagues or while going through the study materials. It is concerning that a specific parade or even station briefings were not the sources of their information.

The follow-up question pertaining to the understanding of the SAPS NI 1 of 2015 was asked of all three groups, and these are the findings:

Here the lack of knowledge, about the actual contents of this SAPS NI 1 of 2015 from the side of the FROs became evident. Of the eight elements, they were only able to mention five. The majority of the FROs identified the following two duties of the FRO which are to:

“Be responsible for the crime scene up until an appropriate member from the Division: Visible Policing or Detective Service takes over” and
“Remove all unauthorized persons from the crime scene to remain outside the outer cordon”.

A very small minority mentioned three additional aspects.

The knowledge of the IOs pertaining to the SAPS NI 1 of 2015 was similarly superficial. One (1) had never heard of this NI while the remaining five (5) had heard of it, but the explanation from four (4) of them was inaccurate. Only one (1) of the IOs gave an explanation that made it clear his understanding was an informed one. The IOs indicated that they had heard of this NI during different workshops that they attended for additional training.

Conversely, the CSEs indicated that they are all very familiar with the SAPS NI 1 of 2015 and were able to explicate the duties relatively well. They indicated that they had heard about this SAPS NI 1 of 2015 during course attendance and parade briefings. One participant had never heard of this directive, but was familiar with the content.

It is concerning that the majority of the participants are not familiar with the SAPS NI 1 of 2015 by name and number and that their insight into the contents of this SAPS NI 1 of 2015 is limited. This will undoubtedly impact on their actions at the crime scenes; of not only armed robberies. What is also concerning is that there had not been a specific briefing to the police officials to address this SAPS NI 1 of 2015, since none of the participants made mention of this.

4.2.2 Requirements of the FRO in relation to the SAPS NI 1 of 2015

The FROs were explicitly asked what was expected of them, as a FRO, at the scene of an armed robbery where a firearm had been used.

Table 3.1 *supra* shows in tabulated form to what extent the FROs explicated their duties. It is clear that the FROs who took part in this study were not conversant with the full scope of the contents of the SAPS NI 1 of 2015. In addition, the FROs report form (Annexure F) was never mentioned by them as one of their expected responsibilities at the crime scene.

The remaining two samples were asked this question from a different perspective. They were asked whether in their experience, the FROs know what is expected of them at crime scenes of armed robberies. Since the above finding showed that the IOs were also not all that familiar with the contents of this SAPS NI 1 of 2015, their affirmative answer was seen in that light. The participants mentioned the four primary activities that are visible when they arrive at the scene where a FRO is in charge. However, they mentioned them in the same order and the use of the same wording. It is thus possible that these participants shared information between interviews, hence the repetition of the same information. One participant mentioned that in their experience, the FROs do not know what they are supposed to do at the scene of an armed robbery.

From the side of the CSEs, it was evident that they were of the view that the FROs do not understand their responsibilities. This is because, on the arrival of the CSE, the crime scene is not cordoned off. In addition, FROs walk all over the crime scene without utilizing one route into and out of the crime scene. Therefore, physical evidence found at the crime scene is handled with their bare hands as the FROs who are responsible for the management of the crime scene.

Thus, the researcher finds that although people may allege that they are familiar with the SAPS NI 1 of 2015, there is a gap in how this knowledge is implemented in practice.

4.2.3 Impact of the FRO on the crime scene

From the literature, it is clear that any action or inaction at a crime scene can either hinder or assist an investigation. Thus the actions or inactions of the FROs at scenes of armed robberies have the potential to impact significantly on the progress and outcome of the resultant criminal case. The three samples were asked a question relating to this theme. The findings from the FROs yielded the following:

- The majority of the FROs stated that if they do not comply with the Crime Scene Management policy (meaning the SAPS NI 1 of 2015, the only impact would be a negative one). Therefore, they clearly understand the implication of non-compliance and feel very strongly that this is not good.
- The IOs were asked whether in their experience the FROs have an impact on the scenes of armed robberies. They all replied in the positive and highlighted positive things they found the FROs doing when they arrive at the crime scene.
- The CSEs were asked whether in their experience the FROs have an impact on the scenes of armed robberies. They all replied in the negative and highlighted negative things such as failure to cordon off the crime scene by the FROs and handling physical evidence with their bare hands which results in the contamination of physical evidence and thus affecting the investigation process.

Consequently, the researcher found that the FROs, IOs and the CSEs acknowledged that the FRO could have a positive or a negative impact at the crime scene and when they do their duties diligently, the impact of the FRO at the crime scene can be a positive one. To note is that the CSEs stipulated only negative impacts by the FROs at the crime scene.

4.2.4 Challenges at crime scenes which prevent or hamper the FRO to do their duties in terms of the SAPS NI 1 of 2015

It was also essential to find out what the practical challenges faced by FROs when attending to the scenes of armed robberies are, and which prevents them from complying with the SAPS NI 1 of 2015. Numerous challenges were mentioned. These are that community members, including the family members of the victims, are often the ones giving instructions at the scene. This disturbs the FROs and when they enter the crime scene without being authorized. Whereas, another side is that the stakeholders such as CSE and IOs sometimes arrive late at the crime scenes

and as a result circumstances such as weather conditions may destroy the physical evidence. Lastly, the shortage of personnel whereby big crime scenes such as armed robberies need to be managed by more than four FROs is also a challenge. The issue of traumatized colleagues was also raised when a colleague sees blood at the scene and can no longer work at the scene.

The IOs indicated that the only challenge at the crime scene that prevents the FROs from complying with the official directive was the shortage of resources such as vehicles to attend to the crime scene, personnel and forensic kits. This issue of the shortage of forensic kits had been reported in the media at the time of the writing up of this dissertation, and therefore the researcher supports this assertion.

The challenges identified by the CSEs are that it was discovered that some of the crime scenes might have been negatively affected because SAPS senior officers entered the scene without being permitted. As a result, it affected the identification of the perpetrators, FROs failed to inform shop owners to close their shops in case of a business robbery and they failed to stop some shop owners from touching physical evidence within the crime scenes.

The findings show that there are indeed a variety of challenges that prevent the FROs from doing their duties at the scene of an armed robbery. Some of them are easier to address than others.

4.2.5 General

The last question posed to all three samples was open-ended, and the data gathered were clustered into themes. The following themes emerged, and the recommendations pertaining to each of them are reported on briefly under the recommendations section:

- Crime Scene Management
- Human resources/staffing
- Training
- Standard operating procedures (SOP)

4.3 SECONDARY FINDINGS

The literature and the formal SAPS content was unpacked in relation to what a FRO is in the context of the SAPS. It is stated that any member of SAPS regardless of the rank or unit if such member arrives at the crime scene, is regarded as FRO. This for the researcher is a bit problematic because some police officials either are lateral placements into the SAPS or have done office bound or administrative type duties their entire careers. They have never conducted operational duties and as such, will be unfamiliar with the duties required of them. If these colleagues are expected to act in the FRO capacity at a scene, they may be a danger to themselves and those around them.

4.4 RECOMMENDATIONS

- It is recommended that the Provincial Human Resource Development, as a component, should conduct a skills audit and further consider offering courses or workshops to the FROs and IOs in relation to Crime Scene Management regularly. Furthermore, it is recommended that the CSEs should be deployed at station level by forming part of on and off duty parades with intentions to sensitize FROs about the procedures that have to be followed at a crime scene.
- It is recommended that the police officials (specifically senior officers) who fail to leave the scene when asked to do so by the FRO, be reported by that FRO to their shift commander and that the Station Commander ought to address the matter at the appropriate level. Alternatively, when the Duty Officer visits the scene to make his report, he/she should be respectful to the fact that the FRO is in control of the scene and obtain the requisite information from them, and not wander around the scene. Prospective Duty Officers must be briefed and sensitized on this issue.
- It is recommended that community members should be educated about the significance of the crime scene and the physical evidence through the media and partnership structures such as Community Policing Forums, Youth Against Crime, Women Against Crime and Pastoral Forums.
- SAPS BPDP (2013:8) and SAPS NI 1 of 2015 should be revisited, particularly on the section that defines the FRO as any member regardless of the rank and the unit because some of the members have never conducted visible policing operations since their arrival at the stations after completing their college

qualifications. It is further recommended that the FROs should be visible policing members posted to sectors for conducting proactive and reactive policing.

4.4.1 General recommendations

4.4.1.1 Crime Scene Management

The importance of compliance with the SAPS NI 1 of 2015 was again emphasized. The issue of effective and proper CSM was mentioned, and colleagues recommended that the SAPS ought to consider staffing CSEs at some police stations to cut down on response time.

4.4.1.2 Human resources/staffing

It was also suggested that stations dedicate FRO teams, consisting of all the required staff who can manage and process any crime scene effectively and efficiently. They must be issued with high-performance vehicles/off road type vehicles to enable them to reach the scenes quickly.

4.4.1.3 Training

It was recommended that more regular training workshops be held for SAPS staff pertaining to this issue. It was also suggested that the community be sensitized about proper conduct at a crime scene, which will assist the police to do their work more effectively.

4.4.1.4 Standard Operating Procedures (SOP)

The proper procedures pertaining to the handling of a crime scene must be adhered to at all times. The FRO and other colleagues who process the scene must work together as a team to enable this to happen.

It is also recommended that the following table be converted into a checklist that can assist FRO when they attend to crime scenes:

Table 4.1: Checklist for FRO's

No	Theme	Aspect attended to	Aspect not attended to	Relevant form completed
1	Be responsible for the crime scene up until an appropriate member from the Division: Visible Policing or Detective Service takes over			Record the name of the IO who takes over the scene and date/time of such handover
2	Give a situation report to the Community Service Centre, or 10111 Centre, or Operational Room			
3	Approach the crime scene with due consideration to their own safety and the safety of others			
4	Preserve the integrity of the crime scene			Note evidence that is visible at the scene
5	Assess the scene with regard to initial observations			Identify possible witnesses and obtain their contact particulars
6	Arrest the suspect if still around			
7	Maintain the FROs report			
8	Remove all unauthorized persons from the crime scene to remain outside the outer cordon			Record the details of those entering the scene and their function (EMTs/CSE)– removing unauthorized persons (but taking their details)

4.5 CONCLUSION

The role of the FRO must never be trivialized, since their action or inaction at the scene, has the potential to impact significantly on the outcome of the case. The FROs are the most critical officials who must ensure that the crime scene is secured to protect the physical evidence that can assist the investigations to be concluded successfully. To this end, the care and attention given to the scene by the SAPS will show when the case is presented to the prosecutor for a decision. Proper and careful attention to the prescribed directives will result in more convictions.

The decentralization of CSEs at station level may assist in closing the gap identified whereby the CSEs always take a long time to arrive at the crime scene, which has a negative influence on the collection of physical evidence at the crime scenes. To this end, the community will once again gain the trust of the police only if cases are adequately investigated. This will result in the successful prosecution of the offender/s, because failure to handle the scene correctly have a negative impact and “... *there will be no prosecution*” (CSE 5;2017) and the ‘... *community will lose trust in the police* (FRO 2:2017).

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ANNEXURES

6.1 ANNEXURE A: SAMPLE A - INTERVIEW SCHEDULE

Sample A

Interview Schedule

First Responding Officer

(Sector Team Members)

Topic

An evaluation of the role of the First Responding Officers of the South African Police Service at the scene of an armed robbery in Hlanganani, Limpopo.

Purpose

The purpose of this interview is to determine knowledge and understanding of the SAPS National Instruction 1 of 2015 on Crime Scene Management by FROs, and to identify any challenges with regard to the implementation of SAPS NI 1 of 2015. Your contribution will be of significance value and will highly be appreciated. Your identification is not required and all information will be treated in a confidential manner.

Research Aim

The primary aim of this research is to investigate to what degree the requirements of the SAPS NI 1 of 2015 on Crime Scene Management are understood and complied with by the FRO in relation to the initial handling of expended firearm cartridges recovered at the scene of armed robberies. A supplementary aim is to identify what challenges prevent the FRO from complying with the SAPS NI 1 of 2015

Research Question

To what extent do the actions of FRO at the crime scenes of armed robberies comply with the requirements of SAPS NI 1 of 2015 pertaining to the handling of expended firearm cartridges?

You are kindly requested to answer the following questions in this interview schedule, for the researcher. The researcher is bound to his assurances and guarantees by the ethics code for research of the University of South Africa. The information you provide will be used in a research project for a Master of Technology

degree registered with the Programme Group: Police Practice at the University of South Africa. The analyzed and processed data will be published in a research report.

Your answers will be noted by the interviewer himself, on paper. Should any question be unclear, please ask the researcher for clarification. Only one answer per question is required. When answering the questions, it is very important to give your own opinion.

Written permission has been obtained from the South African Police Service in advance, to conduct this interview.

I hereby give permission to be interviewed and that information supplied by me can be used in this research. I am aware that I may withdraw from this process at any time before and/or during the research.

YES / NO

First Responding Officer (FRO)

Participant No.....

Date.....

Biographical Data

Gender: (1) Male (2) Female

Rank.....

Years of service in the SAPS.....

Years of service as FRO.....

Highest Qualification

Section A: Historical Information

1. Have you ever been the First Responding Officer at a scene of an armed robbery?

(1) Yes (2) No

2. How often did you attend an armed robbery scene as a First Responding Officer? Less than five times

More than five times but less than ten times

More than ten times but less than 15 times

More than 15 times

Section B: SAPS National Instruction on Crime Scene Management

1. Do you know anything about SAPS NI 1 of 2015 (Crime Scene Management)?
And where did you first hear about this policy?
2. What is your understanding of the SAPS NI 1 of 2015 (Crime Scene Management)?
3. In terms of the SAPS NI 1 of 2015 what is expected from you as an FRO particularly with regard to a scene of an armed robbery where firearm was used?
4. What difference will it make to the case if the FRO's fails to comply with the Crime Scene Management policy?
5. As an FRO what are the challenges you have experienced at an armed robbery crime scene which prevented you from complying with the policy?
6. Is there anything that you would like to add which you feel will be of valuable to this research?
7. I would like thank you for your participation in this interview.

6.2 ANNEXURE B: SAMPLE B – INTERVIEW SCHEDULE

Sample B

Interview Schedule

Investigating Officer

Topic

An evaluation of the role of the First Responding Officers of the South African Police Service at the scene of an armed robbery in Hlanganani, Limpopo.

Research Purpose

The purpose of this interview is to determine knowledge and understanding of the SAPS NI 1 of 2015 on Crime Scene Management by FRO's, and to identify any challenges with regard to the implementation of the policy. Your contribution will be of significance value and will highly be appreciated. Your identification is not required and all information will be treated in a confidential manner.

Research Aim

The primary aim of this research is to investigate to what degree the requirements of the National Instruction on Crime Scene Management are understood and complied with by the FRO in relation to the initial handling of expended firearm cartridges recovered at the scene of armed robberies. A supplementary aim is to identify what challenges prevent the FRO from complying with the SAPS NI 1 of 2015.

Research Question

To what extent do the actions of FRO at the crime scenes of armed robberies comply with the requirements of SAPS NI 1 of 2015 pertaining to the handling of expended firearm cartridges?

You are kindly requested to answer the following questions in this interview schedule, for the researcher. The researcher is bound to his assurances and guarantees by the ethics code for research of the University of South Africa. The information you provide will be used in a research project for a Master of Technology degree registered with the Programme Group: Police Practice at the University of South Africa. The analyzed and processed data will be published in a research report.

Your answers will be noted by the interviewer himself, on paper. Should any question be unclear, please ask the researcher for clarification. Only one answer per question is required. When answering the questions, it is very important to give your own opinion.

Written permission has been obtained from the South African Police Service in advance, to conduct this interview.

I hereby give permission to be interviewed and that information supplied by me can be used in this research. I am aware that I may withdraw from this process at any time before and/or during the research.

YES / NO

Investigating Officer

Participant Nr.....

Date.....

Biographical Data

Gender: (1) Male (2) Female

Rank.....

Years of service in the SAPS.....

Years of service as Investigating Officer.....

Highest Tertiary Qualification.....

Section A: Historical Information

1. Have you ever been the Investigating Officer at a scene of an armed robbery?

(1) Yes (2) No

2. How often did you attend an armed robbery scene as an Investigating Officer? Less than five times

More than five times but less than ten times

More than ten times but less than 15 times

More than 15 times

Section B: SAPS National Instruction on Crime Scene Management

1. What is your understanding of the SAPS N/I 1/2015 (Crime Scene Management)?
2. Where did you first hear about this policy?
3. In your experience as an Investigating Officer, do the FROs understand their responsibilities in terms National Instruction on Crime Scene Management, especially with regard to armed robbery scenes?
4. In your experience, do the actions of the FRO's have an impact on the armed robbery crime scene? Elaborate
5. As an Investigating Officer what are the challenges you have noted at an armed robbery crime scene which prevented the FRO from complying with the policy?
6. Is there anything that you would like to add which you feel will be of valuable to this research?
7. I would like thank you for your participation in this interview.

6.3 ANNEXURE C: SAMPLE C – INTERVIEW SCHEDULE

Sample C

Interview Schedule

Crime Scene Examiners

(Local Criminal Record Centre)

Topic

An evaluation of the role of the First Responding Officers of the South African Police Service at the scene of an armed robbery in Hlanganani, Limpopo

Purpose

The purpose of this interview is to determine knowledge and understanding of the SAPS NI 1 of 2015 on Crime Scene Management by FRO's, and to identify any challenges with regard to the implementation of SAPS NI 1 of 2015.

Your contribution will be of significance value and will highly be appreciated.

Your identification is not required and all information will be treated in a confidential manner.

Research Aim

The primary aim of this research is to investigate to what degree the requirements of the SAPS National Instruction on Crime Scene Management are understood and complied with by the FRO in relation to the initial handling of expended firearm cartridges recovered at the scene of armed robberies. A supplementary aim is to identify what challenges prevent the FRO from complying with the SAPS NI 1 of 2015.

Research Question

To what extent do the actions of FRO at the crime scenes of armed robberies comply with the requirements of SAPS NI 1 of 2015 pertaining to the handling of expended firearm cartridges?

You are kindly requested to answer the following questions in this interview schedule, for the researcher. The researcher is bound to his assurances and guarantees by the ethics code for research of the University of South Africa. The information you provide will be used in a research project for a Master of Technology degree registered with the Programme Group: Police Practice at the University of

South Africa. The analyzed and processed data will be published in a research report.

Your answers will be noted by the interviewer himself, on paper. Should any question be unclear, please ask the researcher for clarification. Only one answer per question is required. When answering the questions, it is very important to give your own opinion.

Written permission has been obtained from the South African Police Service in advance, to conduct this interview.

I hereby give permission to be interviewed and that information supplied by me can be used in this research. I am aware that I may withdraw from this process at any time before and/or during the research.

YES / NO

Local Criminal Record Centre (Crime Scene Examiner)

Participant Nr.....

Date.....

Biographical Data

Gender: (1) Male (2) Female

Rank.....

Years of service in the SAPS.....

Years of service as Crime Scene Examiner.....

Highest Tertiary Qualification.....

Section A: Historical Information

1. Have you ever been the Crime Scene Examiner at a scene of an armed robbery?

(1) Yes (2) No

2. How often did you attend an armed robbery scene as a Crime Scene Examiner? Less than five times

More than five times but less than ten times

More than ten times but less than 15 times

More than 15 times

Section B: SAPS National Instruction on Crime Scene Management

1. What is your understanding of the SAPS N/I 1/2015 (Crime Scene Management)?
2. Where did you first hear about this policy?
3. In your experience as the Crime Scene Examiner, do the FROs understand their responsibilities in terms of SAPS N/I 1/2015 Crime Scene Management, especially with regard to armed robbery scenes?
4. Application to your experience, do the actions of FROs have an impact on the armed robbery crime scene. Elaborate
5. As a Crime Scene Examiner, what are the challenges you have noted at an armed robbery crime scene that prevented the FROs from complying with the policy?
6. Is there anything that you would like to add which you feel will be of valuable to this research? I would like thank you for your participation in this interview

6.4 ANNEXURE D: ETHICAL CLEARANCE



COLLEGE OF LAW RESEARCH ETHICS REVIEW COMMITTEE

Date: 2016/09/12

Reference: ST 56
Applicant: M.O. Mokame

Dear M.O. Mokame
(Supervisor: Dr B. Benson)

DECISION: ETHICS APPROVAL

Name	M.O. Mokame
Proposal	The impact of the first responding officers at the scene of an armed robbery
Qualification	MTech

Thank you for the application for research ethics clearance by the College of Law Research Ethics Review Committee for the above mentioned research. **Final approval is granted.**

The application was reviewed in compliance with the Unisa Policy on Research Ethics.

The proposed research may now commence with the proviso that:

1. *The researcher will ensure that the research project adheres to the values and principles expressed in the Unisa Policy on Research Ethics which can be found at the following website:*

http://www.unisa.ac.za/cmsys/staff/contents/departments/res_policies/docs/Policy_Research%20Ethics_rev%20app%20Council_22.06.2012.pdf

2. *Any adverse circumstances arising in the undertaking of the research project that is relevant to the ethicality of the study, as well as changes in the methodology, should be communicated in writing to the College of Law Ethical Review Committee.*



University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392, Unisa, 0003, South Africa
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6.5 ANNEXURE E: PERMISSION TO CONDUCT RESEARCH IN SAPS



Privaatsak/Private Bag X 94

Verwysing/Reference:	3/34/2
Navrae/Enquiries:	Lt Col Joubert Intern Thenga
Telefoon/Telephone:	(012) 393 3118

**DIVISION: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001**

- A. The Provincial Commissioner
LIMPOPO**
- B. The Divisional Commissioner
FORENSIC SERVICES**

PERMISSION TO CONDUCT RESEARCH IN SAPS: THE IMPACT OF THE FIRST RESPONDING OFFICER AT THE SCENE OF AN ARMED ROBBERY: MASTERS DEGREE: UNIVERSITY OF SOUTH AFRICA: RESEARCHER: MO MOKAME

- A-B**
1. The above subject matter refers.
 2. The researcher, Capt MO Mokame, is conducting a study with the aim *to investigate to what degree the requirements of the policy on crime scene management are understood and complied with by the first responding officers (FRO's) in relation to the initial handling of expended firearm cartridges recovered at the scene of armed robberies.*
 3. The researcher is requesting permission to interview members from Hlanganani Police Station, including Sector Team members, detectives and Local Criminal Record Center members. The researcher will conduct interviews until data saturated.
 4. The proposal was perused according to National Instruction 1 of 2006. This office recommends that permission be granted for the research study, subject to the final approval and further arrangements by the offices of the Provincial Commissioner: Limpopo and Divisional Commissioner: Forensic Services.
 5. We hereby request the final approval by your office if you concur with our recommendation. Your office is also at liberty to set terms and conditions to the researcher to ensure that compliance standards are adhered to during the research process and that research has impact to the organisation.

PERMISSION TO CONDUCT RESEARCH IN SAPS: THE IMPACT OF THE FIRST RESPONDING OFFICER AT THE SCENE OF AN ARMED ROBBERY: MASTERS DEGREE: UNIVERSITY OF SOUTH AFRICA: RESEARCHER: MO MOKAME

6. If approval granted by your office, this office will obtain a signed undertaking from researcher prior to the commencement of the research which will include your terms and conditions if there are any and the following:
 - 6.1. The research will be conducted at his/her exclusive cost.
 - 6.2. The researcher will conduct the research without the disruption of the duties of members of the Service and where it is necessary for the research goals, research procedures or research instruments to disrupt the duties of a member, prior arrangements must be made with the commander of such member.
 - 6.3. The researcher should bear in mind that participation in the interviews must be on a voluntary basis.
 - 6.4. The information will at all times be treated as strictly confidential.
 - 6.5. The researcher will provide an annotated copy of the research work to the Service.
7. If approval granted by your office, for smooth coordination of research process between your office and the researcher, the following information is kindly requested to be forwarded to our office:
 - **Contact person:** Rank, Initials and Surname.
 - **Contact details:** Office telephone number and email address.
8. A copy of the approval (if granted) and signed undertaking as per paragraph 6 supra to be provided to this office within 21 days after receipt of this letter.
9. Your cooperation will be highly appreciated.


LIEUTENANT GENERAL
DIVISIONAL COMMISSIONER: RESEARCH
DR BM ZULU

DATE: 2017/04/21

6.6 ANNEXURE F: AUTHORITY TO CONDUCT RESEARCH IN SAPS

Verwysing Reference	2/1/2/1 (01/2017)
Navrae Enquiries	Brigadier Mphahlele Ngoveni Colonel Tau
Telefoon Telephone	015 290 6206/6090
Faksnommer Fax number	015 230 1023

**PROVINCIAL COMMISSIONER
SOUTH AFRICAN POLICE SERVICE
POLOKWANE
LIMPOPO**

A: Mr M.O Mokame
Box 978
Seshego
0742

B: The Cluster Commander (Major General Ngobeni)
Giyani Cluster
South African Police Service
Limpopo Province

AUTHORITY TO CONDUCT RESEARCH IN SAPS: THE IMPACT OF FIRST RESPONDING OFFICER AT SCENE OF ARMED ROBBERY: MASTERS DEGREE: UNISA: RESEARCHER MO MOKAME.

- A.1. Your authority to conduct research as indicated above is herewith granted:
2. The researcher should take care of the following:
 - The research will be done at your own cost.
 - The research will be conducted without any disruption of the duties of personnel.
 - The information will at all times be treated strictly confidential.
 - Participation in the interviews must be on a voluntary basis.
 - You are expected to donate an annotated copy of the research work to the service.
- B.1 Copy for your information.
2. The researcher has been granted the authority to conduct research on the abovementioned topic at Hlanganani SAPS, and you are therefore requested to assist the researcher were it is possible.

AUTHORITY TO CONDUCT RESEARCH IN SAPS: THE IMPACT OF FIRST RESPONDING OFFICER AT SCENE OF ARMED ROBBERY: MASTERS DEGREE: UNISA: RESEARCHER MO MOKAME.

3. Hoping you will find everything in order


LIEUTENANT GENERAL
PROVINCIAL COMMISSIONER
LIMPOPO PROVINCE
NJ LEDWABA

Date 20170608

6.7 ANNEXURE G: FIRST MEMBER REPORT

ANNEXURE D1: CRIME SCENE MANAGEMENT: FIRST MEMBER REPORT

Instructions:

Complete all sections of this form.
Where the requested information is not applicable to the scene, mark "n/a".
Cross out relevant choice, where applicable.

Attach additional pages if required.
Hand the completed form to the Crime Scene Commander (Detective).

REFERENCE NUMBER

Station		CAS / CR		SAPS 298		Occurrence Book number	
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DETAILS OF FIRST MEMBER

Number	Rank	Name	Unit	Telephone number

DETAILS OF CREW:

Number	Rank	Name	Unit	Telephone number

PARTICULARS OF CALL

Received from		Date		Crime code		Time	
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ADDRESS CALLED TO

Address	Nearest intersection

ARRIVAL AT SCENE

Time of arrival at scene		Report arrival to Dispatcher	Yes	No
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FIRST HANDOVER OF SCENE

Person whom scene was received from		Relation to scene, e.g. complainant	
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EMERGENCY PERSONNEL

Refer to the Casualty Log for details of emergency personnel and injured

ANNEXURE D1: CRIME SCENE MANAGEMENT: FIRST MEMBER REPORT

ACCESS ROUTES

9.1 Has the access route to and from the scene been indicated?

Yes	No
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9.2 Notes

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SITREP TO DISPATCHER

Time of report		Nature of incident e.g. murder	
Summary of events			
Support specifically requested			

SAFETY STATUS

Armed suspects	Bio hazard	Chemical	Dangerous mobs	Explosives	Fire	Structural	Traffic
Actions taken:							

CORDONING OF THE SCENE

Position of inner cordon e.g. front door	
Position of outer cordon e.g. corner of Burke Street	

COMMAND CENTRE

Description and location of command centre e.g. police vehicle parked in front of 234 Burke Street	
----------------------------------------------------------------------------------------------------	--

ACCESS CONTROL

Use the Access Log for recording entrance onto scene

DESIGNATED AREA FOR WITNESSES

Description and location of area for witnesses e.g. Lounge 234 Burke Street	
-----------------------------------------------------------------------------	--

Complete Witness Log to record particulars of witnesses

SECONDARY SCENE

16.1 If building

Address	
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ANNEXURE D1: CRIME SCENE MANAGEMENT: FIRST MEMBER REPORT

16.2 If vehicle

Make		Make	
Colour		Colour	
Registration number		Registration number	

16.3 Other

Location		Location	
Description		Description	

16.4 Notes:

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OBSERVATIONS (when first arrived on scene)

17.1 General

WEATHER	Good	Overcast	Raining	Snow	Windy
WIND DIRECTION e.g. Northwest			FORCE OF WIND e.g. breeze or storm		
DOORS	Opened	Closed	Locked	Unlocked	Broken
LOCATION OF DOOR KEYS					
WINDOWS	Opened	Closed	Broken		
LIGHTING	Dark	Light	area illuminated		
ODOURS AND SMELLS					

EXHIBITS

Use the Exhibit Log for recording of actions taken with regards to evidence

HANDOVER TO CRIME SCENE MANAGER

Time		Name of Crime Scene Manager		
Signature: First Member		Signature: Crime Scene Manager		
Attended debriefing	Yes	No	Attended evaluation	Yes No

HANDOVER OF OTHER FORMS TO CRIME SCENE COMMANDER

Access Log		Exhibits Log	
Casualty Log		Witness Log	

.....
Signature of First Responder

Date

.....
Signature of Crime Scene Commander (Detective)

Date