

**AN EVALUATION OF THE PRACTICES AND OPERATIONS OF COMMUNITY
POLICE FORUMS IN TSHWANE**

by

REFILWE CYNTHIA MTHIYANE

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SUPERVISOR: PROF. D.T. MASILOANE

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DECLARATION

Student Number: 3320-299-0

I Refilwe Cynthia Mthiyane hereby declare that the dissertation titled **AN EVALUATION OF THE PRACTICES AND OPERATIONS OF COMMUNITY POLICE FORUMS IN TSHWANE** is compiled by me and the research is solely my own work. I also declare that all sources that I utilised or quoted have been mentioned and acknowledged by means of a complete reference list.

I further declare that I submitted the dissertation to originality checking software and that it falls within the acceptable requirements for originality.

I further declare that I have not previously submitted this dissertation, or part of it, for examination at Unisa for another qualification or at any other higher education institution.

Signed
Signature

11 March 2021

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DEDICATION

“I can do all things through Christ who strengthens me.” (Philippians 4:13)

This study is dedicated to the following:

- My beloved Mother Orlinah Mosima (also known as Matshidiso) who moulded the type of person I am. Your love, protection, caring, teachings and values that you instilled in my siblings and I, shaped the choices we made for our lives. I am eternally grateful for all that you have done and is still doing for me.
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SUMMARY

The purpose of the study is to evaluate practices and operations of Community Police Forums and their sub-structures in Tshwane. This includes various approaches that are used to implement and manage the operations of Community Police Forums and their sub-structures. This research is designed to determine different operational approaches that are used by the Community Police Forums and their sub-structures to curb the criminal activities including those of their respective members.

The qualitative research method was utilised for this study, achieving stated research objectives and answering the research questions. The population in the study included members of the South African Police Service and Community Police Forums in Tshwane District, as well as officials in the Directorate Community Police Relations within the Gauteng Department of Community Safety.

The study revealed that Community Police Forums and their sub-structures are essential in the reduction of crime and they can be used as force multipliers to the South African Police Service. It also shows that there are legislative framework that Community Police Forums and their sub-structures are supposed to function under and adhere to. Monitoring mechanisms are in place to ensure that these structures function within the stipulated framework. Therefore, based on these findings, recommendations were made on practices and operations of Community Police Forums and their sub-structures.

Keywords: Community Policing, Crime, Community Police Forum, Sector Crime Forum, Neighbourhood Watch, Social Justice and community patrollers.

LIST OF ABBREVIATIONS AND ACRONYMS

CPF	Community Police Forum
CSF	Crime Sector Forum
GDCS	Gauteng Department of Community Safety
MEC	Member of the Executive Council
M & E	Monitoring and Evaluation
PS	Provincial Secretary
SAPS	South African Police Service
SSP	Safety Strategy Plan

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CHAPTER ONE: GENERAL ORIENTATION

1.1 INTRODUCTION

The protracted political violence that accompanied the end of the apartheid era worsened police community relations in South Africa (Prinsloo & Morrison, 2001: 50). This led to the realisation that there is a need for effective collaboration between the police and the community in order to eradicate violence and its inherent criminality in the country. This challenge led the South African Government and all relevant stakeholders to desperately seek measures to curb the violence within various communities (Morrison, 2011: 148).

The establishment of the Community Police Forums was a stepping-stone in establishing the relations between the police and the community which was also the structure that was devised to hold the police accountable. However, the introduction of community policing did not achieve much, as indicated by Brogden (2002: 164–165), that the impact of the community policing has been hampered by the disjointed nature of the South African communities and the lack of the Community Police Forums' capability to execute their delegated task.

Community policing refers to different activities and aspects of community involvement in the discussions and practice of safety measures in their respective communities (Jansen, 2017: 45). In most cases, they aim to ensure police transparency, accountability and effectiveness. The Community Policy Forums emphasize the idea of security and of creating structures to help curb the criminal activities and govern communities through hybrid associations of law enforcement agencies (Mosselson, 2018: 2).

1.2 ESTABLISHMENT OF COMMUNITY POLICE FORUMS

The study by Brogden (2005: 64), indicates that community policing models in South Africa were imported from the West. This importation from the Anglo-American

jurisdictions to other societies that are regarded to be undergoing a transitional process in economic, political and social-making has been an ongoing process for a long time. In most instances community policing is imported with the intention of curbing high crime rates. To materialise the philosophy of community policing, various mechanisms were created to enhance police accountability. For instance, the 1991 National Peace Accord created the first framework for police accountability, which was a multi-party agreement enforced by legislation, to address high levels of political violence during the transition period from the apartheid era to a more democratised South Africa. This was followed by the establishment of Community Police Forums that were formalised in the 1993 Interim Constitution with the ultimate aim of legitimising and democratising policing in South Africa.

Community Police Forums were established in terms of section 221(1) of the South African Interim Constitution Act 200 of 1993. This is where the first formal reference to community policing as the prescribed approach, style and methodology for policing a democratic South Africa is found (Minnaar, 2001: 192). Sections 221(1) and (2) of the Interim Constitution Act 200 of 1993 directed for the establishment of the Community Police Forums in police stations through an Act of Parliament (Pelser, 1999: 4). This assertion is reiterated by Morrison (2011: 145), who states that the community policing approach is entrenched in section 215 of the Constitution of South Africa, which provides for the Community Police Forums at all stations. The establishment of Community Police Forums is also contained in section 19(1) of the South African Police Service (Leibold, Mengistu & Pindur, 2015: 11).

The introduction of Community Police Forums in South Africa was one of the ways of manifesting community policing and making it effective in reducing the rampant crime (Plessis and Louw, 2005: 429). It was an illustrative attempt to deal with crime rates through integrative attempts between the South African Police Service, various Government departments and the public. Minnaar (2001: 9–10), states that the Government and the South African Police Services brought the crime prevention initiatives closer to the communities (its source), through the introduction of Community Police Forums.

Van der Walddt and Morebodi (2016: 67), state that there are various policies and legislation that oblige or enable the co-operation between the police and the community in crime prevention. Some of these policies and legislation are the Constitution of the Republic of South Africa of 1996; the South African Police Service Act 68 of 1995; the Interim Constitution of the Republic of South Africa Act 200 of 1993; the 1998 White Paper on Safety and Security; the 1997 White Paper on the Transformation of the Public Service – the Batho Pele Principles; and the National Crime Prevention Strategy of 1996 (Dlamini, 2018: 135). According to Van der Walddt and Morebodi (2016: 68), the Constitution and policy documents are imperative in shaping the implementation of the Community Police Forums.

In terms of Section 19(1) of the South African Police Service Act 68 of 1995, the Provincial Commissioners should establish Community Police Forums at police stations in the province based on the directives of the Member of the Executive Council (MEC). The so established Community Police Forums shall be subject to section 19(3) of the South African Police Service Act 68 of 1995 and be broadly representative of the local community. The South African Police Service Manual on Community Policing Policy Framework and Guidelines (1997: 6), reiterates the responsibility of the Provincial and Station Commanders in the establishment of the Community Police Forums and Boards in their respective jurisdictions.

Buthelezi (2017: 68), states that the initiative of having the Community Police Forums is a massive attempt to curb crime in diverse South African communities. While Community Police Forums were contained in the Interim Constitution, the final Constitution of the Republic of South Africa of 1996, does not have reference to the Community Police Forums but Section 206 (3(d)) of the Constitution gives power to the Provincial Secretariats for the establishment of Community Police Forums (South Africa, 1996a).

1.2.1 Establishment of Sector Policing, Sector Crime Forums and their Relationship with Community Police Forums

According to Dixon (2007: 163), the 1998 White Paper on Safety and Security defines Sector Policing as a method of dividing the policing precinct into smaller, manageable policing areas. The policing in these manageable areas includes the involvement of all relevant stakeholders in identifying the specific policing needs of the sector and addressing the root cause of crimes in that sector. This is an attempt to ensure effective crime prevention to reduce the levels of crime within communities and enhance the community safety.

The introduction of Sector Policing was to capacitate sector managers to mobilise and organise the role players within sectors in order to address the needs of each policing sector (Department of Community Safety, 2003: 10). The dawn of democracy in 1994 in South Africa ushered in a new era of diverse government services, including the Sector Policing under police reform policies. Sector Policing was established in South Africa as a borrowed concept from the United Kingdom. It was responding to the constitutional remit enshrined in section 205 (3) of the South African constitution (Dixon, 2007: 163).

According to Maroga (2004: 2), sector policing was established in South Africa in an attempt to enhance community policing and the generic services rendered by the South African Police Service to the public. It divides the area into smaller manageable sectors and assign police officers to these sectors on a full-time basis. This allows the police to regularly patrol their sectors, intervening and solving problems within these communities (White Paper on Safety and Security, 1998).

While Community Police Forums aim to establish an active partnership between the community and the police at local levels to enhance policing service delivery through community-police relations planned and focused to address crime problems, sector policing is a policing approach that is implemented to support the philosophy of community and partnership policing between the community and the police by dividing the area or communities into small manageable sectors that enhance community interaction (Dlamini, 2018: 41).

Sector Policing is a United Kingdom initiative that is traced back to neighbourhood policing. It later adopted a decentralised approach aiming to address the root cause of crime and criminality in the sector (Dixon & Rauch, 2004: 50). The introduction of sector policing in the United Kingdom (UK) had a positive impact on the way that the police operated. It led to the sector-based, problem-oriented policing that impacted positively on the public perception of the police and police practices in the sector. Sector policing in the UK operates with marked boundaries that balance the requirements of the police administrative efficacy and foster the links between the police and other role players in crime prevention.

Sector policing is strengthened through internal police organisational culture that is positive towards this approach. The sector structures that perform well are rewarded and the performance is measured against the goals set for the sector policing in general (Verbeeten, 2008: 427). Problem-solving is not based on traditional short-term and uninformed arrests approaches to policing. Supervision, discipline and accountability are maintained, even though the police are relegated to work independently from the sector levels. This practice still lacks priority in South Africa, where control is difficult to achieve since the policing models rests on a high degree of reservist and volunteer participation (Brewer, Wilford, Guelke, Hume and Moxon-Browne, 2016: 36).

1.2.1.1 Sector Crime Forums

Sector Crime Forums were established in the policing sectors. Steinberg (2004: 65), states that Sector Crime Forums in South Africa were initiated by restructuring police policies to have democratic policing posts 1994. This was also linked to the improvement of police legitimacy and accountability, to enable the police to function in line with the international norms of modern policing. The objective of introducing Sector Crime Forums (SCFs) was to strengthen the police service and free it from the political control that engulfed it prior to 1994 (Montesh, 2007: 35). The SCFs were designed to promote a joint planning between the police and the community in the fight against crime and the provision of a decentralised, personalised police service to the

community. This is in recognition that the imposition or orders by the police in communities will not bring about the desired outcome, but echoing the fact that the community should also use the police in addressing contemporary community challenges. Buthelezi (2017: 69), emphasises this by stating that Sector Crime Forums provide a modified a way of addressing the needs of the community that is being served (Buthelezi, 2017: 69).

In this way Sector Crime Forums operate differently, depending on context (Cordner, 2016: 2). The principle of Sector Crime Forums recognises that communities are unique, they operate differently, therefore strategies and approaches to Community Police Forums need to be flexible and relevant to respective communities (Cordner, 2016: 2).

According to Maroga (2004), Sector Crime Forums are composed of all relevant stakeholders and two community members who are appointed to serve as a secretary and a chairperson. These forums are to meet once a month to discuss crime, identifying solutions and the appropriate role players to be brought on board. They are grounded within the same core elements that underpin Community Policing Forums, namely – firstly, the provision of a professional policing service that is responsive to community needs and accountable for addressing them. Secondly, the facilitation of a co-operative and consultative process of problem-solving. Thirdly, the joint identification and analysis of the cause of crime and conflict. Fourthly, the creation of a joint responsibility and capacity for addressing crime. Lastly, the creation of a culture of accountability for addressing the needs and the concerns of their respective communities.

The Sector Crime Forums in the UK are organised to act as both representative forums of the expression of public concerns on crimes as well as a mechanism for co-ordinating the response to those concerns across a range of agencies within the same operational area. The police will, within their sectors, still provide the information about local crimes and safety problems to the Sector Crime Forums, so that priority can be reached on crimes and safety problems given in a select area, rather than relying on

the police's definition of what they perceive to be "real" crime problems (Duffield, 2014).

1.2.2 Establishment of community patrollers and their relationship with Community Police Forums

The community patrollers are established and monitored through the SAPS Interim Regulations for Community Police Forums and Boards of 2001 (Brown, 2016: 84). They are both the volunteering community members and the police officers within a certain sector doing regular patrols and constant interaction within the community. The patrolling strategy aims to mobilise the communities in South Africa to fight the high rates of crime. It is an initiative that was established under the requirements to meet the objectives of the Department of Safety and Security, which are to promote the safety and security of the South African citizens and reduce the crime rates (White Paper on Safety and Security, 1998).

Van Graan (2016: 429), states that community patrollers and all other sub-structures of the Community Police Forums are obliged to be attached to the police station for accountability, constant exchange of information and monitoring of the activities of these forums and their patrols. This is in line with the National Crime Prevention Strategy of 1996 that emphasises the need for communities to participate in crime prevention initiatives. According to Somerville (2009: 62), various policy documents that guide co-operation and collaboration in policing, becomes part of the organisational strategies of the police department to manifest community policing and effective community patrols that enhance effective partnership between the police and the community, in the fight against crime. Mesko (2000: 1), states that community patrolling allows communities to be involved in contemporary community problem solving mechanisms and become part of the change process of community safety.

1.3 COMMUNITY POLICE FORUMS IN THE COUNTRY WHERE CPF'S IN SOUTH AFRICA WERE IMPORTED

According to Van der Waldt and Morebodi (2016: 66), South Africa imported the notion of Community Police Forums from the United Kingdom. The focus of Community Police Forums in the United Kingdom is to call for police officers to assume the moral leadership of their communities, influencing behaviour from that of illegality towards legality. It called for co-operation between the public sector and the police to lessen the problems of crimes and insecurity through the creation of villages in the cities policed by trusted and more familiar local officials. Community policing in Britain were initiated when Britain was faced with riots in the early 1980s, to establish an active consent and support between the community and the police. A number of familiar police officers of the London Metropolitan Police were deployed in communities to conduct foot patrol on a community-based style of policing that later introduced sector policing in the 1990s (Van der Waldt & Morebodi, 2016: 68).

As indicated above, the introduction of the Community Police Forums in South Africa was part of materialising community policing in an attempt to have a collaborative approach in the fight against crime. Smith (2008: 17), states that South Africa adopted community policing as a corporate strategy. Hence, a Community Policing Forum is a structure that allows the community and the police to work together in the fight against crime. This was to contribute to proactive approaches, as compared to traditional reactive roles and measures that the police used to embark upon (Rotberg & Mills, 2010: 3).

Samara (2003, 277), states that most police agencies around the world, have recognised the importance of Community Police Forums in helping to solve the diverse and complex nature of crime in their respective communities. Community Police Forums in the UK indicate the importance of a decentralised policing system that is responsive to the needs of its community. Gordon (2001: 125), asserts that the complexity of crime is influenced by the diverse nature of the society and communities. That makes a centralised police system that operates according to the centralised policing strategy to be unlikely to address crime in diverse communities. This

emphasises the fact that the complex patterns of crimes within communities cannot be successfully dealt with by the police alone without the input and co-operation of the respective communities (Crawford, 2007: 158).

Crime prevention is the critical factor in the establishment of Community Police Forums that is why these forums should have enough flexibility to be able to have innovative and creative ways of solving crimes (Plessis & Louw, 2005: 431). The attainment of this objective is important for the relevance and justification of the existence of these forums. This makes Sector Crime Forums to be an important structure in assisting Community Police Forums to understand crime and criminality in their respective areas (Somerville, 2009: 63).

1.3.1 Sub-structures of Community Police Forums in the Imported Country

Walsh and Swan, 2016: 161), state that the Community Police Forums in the United Kingdom work hand-in-hand with sub-structures, such as the Sector Crime Forums (SCFs), Sector Policing, including public bodies, such as academic institutions and hospitals, that also organise groups of volunteers within their respective sectors. These sub-structures and groupings are all supervised by the police and they are the most important and effective mechanisms for joint planning and problem-solving strategies to ensure community safety in the United Kingdom. The operational plan of the police station informs the operations of the Community Police Forums, as well as that of the sub-structures and groupings that are involved in the safety and security of the communities. This is to ensure that their operations are in accord with the strategies of the police service (Carter, Parker & Zaykowski, 2017: 1094). South African Police Service strategies were benchmarked on this and largely reflect these practices.

Plessis and Louw (2005: 429), state that the policing environment has internationally evolved over the past decades on attempts to reduce the crime rates within communities. They went through different models such as professional law enforcement model of community policing (Brown, 2016: 64). Throughout many

countries, Community Police Forums moved towards restructuring policing to identify and solve the root cause of crime (Department of Community Safety, 2003: 21).

According to Clarke and Eck (2016: 22), Sector Crime Forums as the sub-structures of Community Police Forums are the most important and effective mechanisms for joint planning and problem-solving strategies to ensure community safety in the United States of America. The operational plan of the police station informs the Community Police Forums in terms of the activities that the Sector Crime Forums should engage with. This is to ensure that the operations of the Sector Crime Forums are in accord with the strategies of the police service (Carter, Parker & Zaykowski, 2017: 1094).

In addition, arrests and prosecution are two possible measures that are followed as either proactive or reactive strategies to ensure justice and safety within communities (Carter, Parker and Zaykowski, 2017: 1093). However, these should be in line with what police recommend and all the related structures and government institutions on attempts to solve crime problems. These strategies by the sub-structures are implemented in consultation with the community to understand the needs of the community on the best approaches of policing (Sullivan & Skelcher, 2017: 162). Imperatively all the strategies and the policing approaches that are used by various sub-structures should be monitored and conforming the police and Community Police Forum's policing plan (Brown, 2016: 64).

1.4 THE OPERATIONAL MODALITIES OF COMMUNITY POLICE FORUMS IN THE IMPORTED COUNTRY

Wisler and Onwudiwe (2009: 1–3) state that the operational modalities of Community Police Forums in the United States of America and the United Kingdom are more in line with their objectives, to ensure the achievement of such objectives. They adopt the policing strategy that enables them to achieve effective and efficient crime control and crime reduction measures that will ultimately improve the quality of life within communities even where the police stations are far from where they stay. This assists in improving policing services, accountability and legitimacy and makes use of the

community resources to reduce the crime-causing conditions and enhances the civil rights and concerns.

According to Dixon and Rauch (2004: 21), the operational structures of Community Police Forums in the United States of America and the United Kingdom always maintains and reflect the traditional role of the police as the public service where the police are viewed as the public and the public is viewed as the police. This is what the Community Police Forums in South Africa are attempting to do as they emulate what is being done in the United Kingdom. This entails that for the police to be able to perform its duties and responsibilities, there must be a good relationship with the community in which they function (Brown, 2016: 68). Dixon and Rauch (2004: 21), state that the ideology of Community Police Forums in South Africa emulate the policing models of the United Kingdom with its structures of Community Police Forums and Sector Crime Forums.

The Community Police Forums in the United States of America operate through the creation of good public and community relations (Dixon & Rauch, 2004: 18). There are Public Relations activities that aim to create a favourable environment between the community and the Community Police Forums through informing the public and the community of their roles and goals. This enhances the transparency and accountability of both the Community Police Forums and the police (Dixon and Rauch, 2004: 19).

Dixon and Rauch (2004: 18–19) further states that, in the United States of America, community relations of the Community Police Forums seek to actively involve the citizens on how the Community Police Forums and the police work together to fight crime and in determining how the activities are carried out within their communities. Unlike in most instances in South Africa, Community Police Forums do not take the law into their own hands, but work through the due legal process. They develop crime problem-solving mechanisms within the mutual interest of the community and the police (Mayhall, Barker & Hunter, 1995: 40).

The operational method of the Community Police Forums in South Africa is similar to that of the United Kingdom and emphasise on the participation of community members

in policing to ensure that policing becomes a people-oriented process. According to Wisler and Onwudiwe (2009: 1–3), the operational modalities of Community Police Forums in the United States of America and the United Kingdom are focused in ensuring that they achieve their objective of involving the communities in policing and creating safety and security in society. They adopt the policing strategy that enables them to achieve effective and efficient crime control and crime reduction measures (Sheptycki, 2004: 307). This manifests the spirit of Community Policing by: improving the quality of life within communities, even where police stations are far from them; assists in improving policing services, accountability and legitimacy; enables the police to make use of community resources to reduce crime-causing conditions; ensures a shift from police force-oriented to police service-oriented through the involvement of the community in policing activities; joint identification of community needs and policing priorities by both the police and the community, thus enhancing police accountability and transparency.

1.4.1 The Operational Modalities of the Sub-structures of the Community Policing Forums in the Imported Country

According to Bruce (2002: 1 & 5), the Community Police Forums in the United States of America consists of organisations and institutions that work in an integrative manner to deal with crime. These organisations include schools, churches, youth organisations, as well as the business community. The Community Police Forum Sub-structures, such as youth desk, neighbourhood watch, Sector Crime Forums (SCFs), Community Safety Forums (CSFs) and community patrols are legislated structures and recognised at every police station to establish concrete partnerships between the police and the community (Tshandu & Kariuki, 2010: 189). Although these sub-structures have their own constitutions to guide their actions, their operational modalities have a single approach across the nation aiming at reducing the potential elements of crimes within communities (Bruce, 2002: 4).

In the United States of America Community Police Forums emanates from the assorted programmes ranging from operating at night – *night watch* and *theft prevention programmes* – on attempts to confront problems of crimes in communities

(Crawford, 2013: 157). These programmes, such as problem-oriented policing, neighbourhood-oriented policing, development of mini community policing stations and community foot patrol officers were created to help deliver better police services and performance using various models to counter crimes (Wilson & Game, 2011: 351–357).

The above-mentioned models provide guidelines on how community problems should be approached (Crawford, 2013: 158). For instance, the problem-oriented policing provides a model on how the problems could be identified and the solution sought to address such problems. The Community Police Forum officers in South Africa familiarise themselves with the neighbourhood and community representatives maximising the use of resources to help enhance community policing (Stevens and Yach, 1995: 51).

1.5 THE MAIN OBJECTIVES OF IMPORTING COMMUNITY POLICE FORUMS APPROACH TO SOUTH AFRICA

When Community Police Forums were introduced in South Africa, South Africa was just coming out of the apartheid era that was marked with police brutality and unfair treatment of blacks through racial discrimination. These forums aimed to reduce the fear of crime and instil a belief that solving crime within communities is also a community responsibility and the communities to resist criminal activities (Gumedze, 2015: 147). It is important in promoting voluntary compliance of the communities with the law. In some instances, they introduce long-term strategies of street patrols and the protection of lives and properties of the community (Dixon & Rauch, 2004: 19). Community Police Forums help to alleviate potential alienation of the police from communities. Therefore, the strategies that the police will embark upon depend on the degree of community participation, co-operation and the relationship between the police and the community.

The objectives of the Community Police Forums in South Africa are framed within the specifications of section 18 of the South African Police Service Act No 68 of 1995. That includes the identification and the solving of criminal actions, enhancing

transparency and accountability of the police department; to increase the efficiency of communication between the community and the police, the promotion of human rights and the reporting of accurate criminal activities (Department of Community Safety, 2003: 2).

1.6 PROBLEM STATEMENT

There are various approaches that are used to implement and manage the operations of Community Police Forums in South Africa. The challenges on this largely emanate from the politicisation of Community Police Forums and the lack of proper understanding of their roles and responsibilities in some communities, as well as the skills that should be possessed by some of its members. This is exacerbated by the fact that there is no strong emphasis on the proper implementation of the operational policies of the Community Police Forums. This is despite the fact that Community Police Forums are regulated by different legislation and policies (Policing and Community Safety Partnerships, 2012). Despite this, the research conducted by Leggett (2005: 144); and Leibold, Mengistu and Pindur (2015), indicates that Community Police Forums in South Africa face enormous challenges. Hence, there is a need to evaluate the practices and the operations of Community Police Forums against the legislation on which they are premised, as well as the policies and directives that serve as their guiding principles.

This research is designed to determine different operational approaches that are used by the Community Police Forums to curb the criminal activities of Community Police Forum members in Tshwane. Much focus has been on the establishment and the implementation of Community Police Forums and largely neglected skills required from Community Police Forum members and how to maintain the operational practices of these forums. However, the notion of community policing brought hope for community-oriented policing, where the community have an opportunity for joint problem-solving with the police (Hadfield, 2016: 22).

The main challenge of some Community Police Forums is the opportunistic use of the forums for political gains by some of its members (Soss & Weaver, 2017: 20). This thwarts most Community Police Forums from their main objectives and compromises

the crime fighting purpose that Community Police Forums are created for. Some Community Police Forum members usurp police functions and border on violating the law, while others use Community Police Forums for financial gain (Soss & Weaver, 2017: 20). According to the letter from the Krugersdorp Community Police Forum Executive Chairperson, Mr Jonker, to the Sector Crime Forum Chairperson on the 17th October 2012, there were allegations that some residents in sector 9, Krugersdorp were paying a protection fee to some individuals. These practices violate the spirit and the objective of community policing and if it is not addressed, it will undermine the notion of community policing and the credibility of Community Police Forums in the eyes of many people (Potgieter, Wiatrowski & Roelofse, 2016: 48).

1.7 RESEARCH QUESTIONS

According to Du Plooy-Cilliers, Davis and Bezuidenhout (2014: 100), a research question is a formal statement of the goal of a study. The research question states clearly what the study will investigate or attempt to prove. It is a logical statement that progresses from what is known or believed to be true (as determined by the literature review), to what is unknown and requires validation. The following research questions will guide this research study:

- Are Community Police Forums and their sub-structures operating in terms of their founding legal instruments and policies?
- Are Community Police Forums and their sub-structures fulfilling their initial stated objective?
- What are the challenges experienced by Community Police Forum members and their sub-structures in their daily operation with the South African Police Service members?

1.8 RESEARCH OBJECTIVES

According to Du Plooy-Cilliers, Davis and Bezuidenhout (2014: 100), any research study is conducted to achieve an outcome which is the objective of the study. This study will determine the operational practices of Community Police Forums and their sub-structures, as well as their challenges. To highlight these problems and all related

difficulties emanating from the establishment, roles and the monitoring of the Community Police Forums and their sub-structures, the following objectives were developed to guide and the research study:

- To determine the guidance that the Gauteng Department of Community Safety is giving to the Community Police Forums and their sub-structures.
- To establish how the Gauteng Department of Community Safety is monitoring the activities of the Community Police Forums.
- To establish the remedial measure that the Gauteng Department of Community Safety employs to deal with the Community Police Forums that do not operate according to the stated policies and guidelines.

1.9 SIGNIFICANCE OF THE STUDY

The research will be useful to policy makers in the policing environment to devise effective and efficient measures to monitor the operations of the Community Police Forums and their sub-structures in dealing with crime and criminality. The study will also contribute to the body of knowledge in partnership policing by assisting in identifying the shortcomings and providing different perspectives to enhance the effective and efficient fight against crime. In terms of the academic benefit, the study will contribute to the new knowledge in criminal justice in general and partnership policing specifically.

This study could develop strategies on monitoring and guidance of the Community Police Forums in Tshwane in particular and Gauteng Province in general to the benefit of all Community Police Forums in the country. Different Community Policing Forum structures in South Africa in particular and the world at large, would benefit significantly from the recommendations and perspectives gained from this study. Specific sectors that will benefit in South Africa is the South African Police Service, Provincial Departments of Community Safety, and Community Police Boards at National and Provincial levels, to mention but a few.

1.10 DEFINITION OF CONCEPTS

According to Leedy and Ormrod (2010: 424), the used concepts are defined in a contextualised approach to the study. This simplifies the understanding of the research to the reader, through contextualising the key concepts to the topics and disciplines which the research falls under (Babbie & Mouton, 2012: 111; Maree, 2007: 15; Kumar, 2011: 62). The following key concepts are explained in this study:

Community Policing: Community Policing is the type of policing where the police work jointly with the community to address issues of crime in their respective communities (Ratcliffe, 2016: 10). According to Steedman (2015: 80), Community Policing is a community initiative and an involvement in the fight against crime and unjust practices within the community to which they belong, in partnership with the established police stations.

Community Policing Forums: According to Simon (2017: 97) and Mosselson (2018: 2), Community Policing Forums emphasize the security of creating structures that help to curb criminal activities and govern communities through hybrid associations of police insurance and individual voluntarism of community policing, leading to arrest, prosecuting and punishment of offenders.

Social justice: According to Bell and Adams (2016: 22), Social Justice is the concept that has been applied to measure the fairness and just relations between the individual and society. Social Justice assigns rights and duties to institutions governing society to enable individuals to receive basic benefits and lessen the potential burdens of unjust practices (Sue, Rasheed & Rasheed, 2015: 15).

Crime: According to Walters (2014: 23) and Mahoney (2017: 18), crime is an action or an omission, which constitutes an offence that is punishable by law. According to Calvi and Coleman (2016: 49), crime can also be understood as an illegal act that is punished by government.

Sector Crime Forum: The Sector Crime Forum is the partnership of communities and the national police of any given country (Buthelezi, 2017: 69). In South Africa it is the partnership of different communities and the South African Police Service. Different Sector Crime Forums have been implemented in various communities in South Africa, such as in Hillbrow, Melville, Midrand and Soweto, among others (Hatcher, Woollett, Pallitto and Garcia-Moreno, 2018: 233).

Community patrollers: Community patrollers are individual members from the sub-structure of the Community Police Forum that move around the community to promote the safety of the people and control the rates of crimes within the community under the community safety plan (Buthelezi, 2017: 70; Viljoen, Thorne, Thomas, Bond & Hoddinott, 2016: 83).

Neighbourhood Watch: Neighbourhood Watch is a United Kingdom terminology (Dixon and Rauch, 2004: 19), that was later used interchangeably with the term community patrollers in some contexts. It is the monitoring programme of the that aims to ensure the safety of the community (Van Graan, 2016: 136).

1.11 RESEARCH LAYOUT

The dissertation is structured as follows:

Chapter 1: Chapter one of this study dealt with the establishment of Community Police Forums, its sub-structures and its functions in the countries it was imported from. It concludes by giving the aim and the focus of this research study.

Chapter 2: Chapter two deals with the functions of Community Police Forums and their sub-structures. It also discusses the challenges that they encounter and their impact on crime reduction.

Chapter 3: Chapter three deals with the operational relations between community patrollers and Neighbourhood Watch.

Chapter 4: Chapter four deals with the monitoring of Community Police Forums and their sub-structures.

Chapter 5: Chapter five focusses on an in-depth discussion of the methodological procedures used in the study, including the research paradigm, research design, sampling, data collection method and data analysis.

Chapter 6: Chapter six focusses on the presentation, interpretation, analysis and discussion of the findings. The literature and empirical findings are discussed.

Chapter 7: Chapter seven concentrates on the recommendations and the conclusion of the entire study.

1.12 CONCLUSION

The need for effective collaboration between the police and the community to eradicate crime and criminality cannot be overemphasised. That is why the establishment of Community Police Forums has been a stepping-stone in this collaboration. This collaborative relationship between the police and the community also serves to hold the police accountable, making it important to determine their operational practices and the skills of the people who constitute these forums, as well as identifying their challenges to enhance their effectiveness.

To enhance the collaboration, the policing areas are divided into smaller manageable areas that involve all relevant stakeholders in identifying specific policing needs and addressing the root cause of crime, to ensure effective crime prevention that reduces the levels of crime within communities and enhance the community safety. Sector Crime Forums, Community Patrollers and Neighbourhood Watch are some of the structures that contribute in various ways to reduce crime and criminality under the broad umbrella of collaborative policing.

CHAPTER TWO: THE ROLE OF COMMUNITY POLICE FORUMS

2.1 INTRODUCTION

The establishment of the Community Police Forums in South Africa and elsewhere in the world, was a move towards initiating relationships between the police and the community, in order to solve crime within communities. It is devised to hold the police accountable and responsible for their activities and more direct involvement in community safety measures. Community Police Forums refers to different activities and aspects of community involvement in the discussions and practice of safety measures in their respective communities (Jansen, 2017: 45), and aims to ensure police transparency, accountability and effectiveness. They emphasize the idea of security and the creation of structures to help curb criminal activities and govern communities through hybrid associations of policing structures in South Africa (Mosselson, 2018: 2).

2.2 THE FUNCTIONS OF COMMUNITY POLICE FORUMS, THEIR CHALLENGES AND IMPACT

The functions of the Community Police Forums in South Africa are framed within the specifications of Section 18 of the South African Police Service Act 68 of 1995. Their objectives are, among others, the identification and the resolution of criminal challenges, the enhancement of transparency and accountability of the police, the increase of the efficiency of communication between the community and the police, the promotion of human rights, as well as the promotion of balanced reporting by the media to ensure accurate reporting of criminal activities (Department of Community Safety, 2003: 2). Hence, the introduction of Community Police Forums in South Africa was one of the measures of establishing an effective vehicle for community policing, with the ultimate aim of reducing the rampant crime in the country. Rauch (2004: 13), states that the introduction of these forums was an illustrative attempt to deal with the

crime rate in South Africa through collaborative efforts between various governmental departments, communities and the South African Police Service.

2.2.1 The Functions of Community Police Forums

Community Police Forums were imported to South Africa to help bring order, prevent crime and promote police legitimacy and accountability at the dawn of democracy (Anon, 2000: 2). The South African nation was just coming out of the apartheid era that was marked with police brutality and the unfair treatment of black people through racial discrimination. Community Police Forums aimed at reducing the fear of crime and instilling a belief that solving crime within communities is the responsibility of the community, as they also have the capacity to resist criminal activities (Gumedze, 2015: 147). Because some of the criminal activities are intrinsic to the value systems of the community, the police needs the eyes, hears and wisdom of the community to deal with such criminal acts.

As indicated in the previous section, the establishment of Community Police Forums in South Africa was an attempt to have a consolidated approach in the fight against crime. Various governmental departments and the South African Police Service brought the crime prevention initiatives close to its source through the introduction of the Community Police Forums (Minnaar, 2001: 9). This was to ensure a partnership in the fight against crime, which, according to Smith (2008: 27), broadens the policing mandate by expanding the interaction of the police and the community, even in remote areas. Considering that there are communities in most rural areas that are far from police stations and that makes the police response for the request of police service to happen long after crime has occurred (Smith, 2008: 31). This reduces the chance of the police arriving at the crime scene while possible witnesses are still there, thus reducing their ability to resolve crime. The community attempts to fill this lapse by being the eyes and ears of the police and provide them with useful information when they arrive at crime scenes, unlike in the past when the community detested the police.

This makes Community Police Forums to be largely proactive in policing, thus improving the traditional reactive approach that is used by most police departments to

solve crime within communities (Smith, 2008:27). Involving the community in policing matters decentralise the policing and make the communities a part of crime prevention and crime reduction in their respective communities. It decentralises the police service within communities to create a long-term crime fighting strategy that is sustainable (Minnaar, 2001: 9).

Furthermore, the Community Police Forums help the community in attaining order through initiatives that are relevant to the community concerned, rather than the South African Police Service enforcing order from the outside (Gumedze, 2015: 147). They become resourceful structures to solve the problems of the community in using the community resources (Mesko, 2000: 3). Their local relevant strategies and locally informed solutions make it easy for the local community to support the utilised strategies and be co-owners of producing safety and security in the community.

Community Police Forums also assist on measures such as night patrolling and involving the community itself in attempts to strengthen the community values and deter the commission of criminal activities (Nel, 2016: 8). They are also important in fostering mutual respect between the police and the community, making them important in promoting voluntary compliance of the communities with the law and the introduction of long-term strategies of street patrols and close visible provision of protection of lives and properties of the community (Dixon and Rauch, 2004: 19). Community Police Forums structures therefore act as an extended “watch dog” of the police and monitor and control the problems of crimes within communities.

This helps to alleviate potential alienation of the police from communities and according to Gumedze (2015: 147), provide partnership between the community and the police service. Thus, providing an organised structure between the community and the police, allowing for the policing styles and the skills to be adaptable to the community, while rendering the service (Minnaar, 2001: 9). Therefore, making the strategies that the police embark upon to depend on the degree of community participation, co-operation and therefore guiding the relationship between the police and the community.

Community Police Forums brought hope for community-oriented policing where the community have an opportunity for joint problem-solving with the police (Hadfield, 2016: 22). They provide a platform for the police and the community to look at crime challenges from the same perspective. This reduces the burden in most instances where the police alone would account and be attentive for the problem of crime (Department of Community Safety, 2003: 13).

Community Police Forums also facilitate the execution of regular safety audits within their communities. This is done in partnership with the civil society and the co-ordination of the development of Safety Strategy Plans (SSPs), within these communities. Therefore, helping to ensure that there is an alignment of the SSPs within the country from local, provincial and national priorities and plans (Maroga, 2004: 4).

Apart from reacting to problems within communities, Community Police Forums help to ensure that there is continuous synergy throughout co-operatives and integrated functioning and the support of all relevant government departments such as the Department of Correctional Services, Department of Home Affairs, South African Local Government Agency and other stakeholders on issues of community safety (Department of Community Safety, 2003: 10).

Community Police Forums serve as a platform for the integration of multi-sectoral crime prevention involving all relevant stakeholders. These community initiatives, such as sector policing and community engagements in crime prevention programmes, reduce crime within the context of local, provincial and national strategies (Department of Community Safety, 2003: 18). These joint efforts are important in aligning all the resources and fast tracking the quality of services rendered to the community.

2.2.2 The Challenges of Community Police Forums

There are various challenges that emanate from the management and operations of Community Police Forums in South Africa and abroad (Minnaar, 2005: 85). This is largely due to the context within which they operate and the understanding of the

involved communities of that context and community dynamics. For instance, some communities politicise Community Police Forums by propagating the political agendas of certain political parties (Raco & Flint, 2001: 586). This diverts the attention of these forums from their main objective of promoting co-operation between the police, communities and various stakeholders, as some of its members get used by the politicians to win certain communities to their political parties. Some members of Community Police Forums might also use this platform to extend their future political ambitions as ward councillors. Soss and Weaver (2017: 20), state that the misuse of Community Police Forums for political gains thwart their objectives and compromises their fight against crime.

The lack of proper understanding of the roles and responsibilities of the Community Police Forums in some communities, pose some challenges in the management and control of this structure. Raco and Flint (2001: 585), state that some of the Community Police Forum members do not possess the skills that are required to run the Community Police Forum structure. This is exacerbated by the lack of emphasis on the proper implementation of the operational policies of the Community Police Forums, despite the fact that Community Police Forums are regulated by various legislation and policies in South Africa. The Northern Ireland Policing Board (2016: 6–7) and Leibold, Mengistu and Pindur (2015: 211) state that the fact that Community Police Forums are regulated by different legislation and policies, makes it difficult to have a uniform approach in their operation and management. This is because Community Police Forum members should maintain their authority during encounters with civilians, yet there is little evidence on how they do this. Contrary to the general systems theory, which indicate that authority is maintained in most cases, by more subtle means (Makota & Leoschut, 2016: 20). According to Algotsson and Klaaren (2018: 3), some scholars are of the viewpoint that this problem emanated from the adoption of Community Police Forums from the United Kingdom to South Africa, with little experience and knowledge on how Community Police Forums are to be operated.

Soss and Weaver (2017: 20), state that some members of Community Police Forums, usurp police functions by involving themselves in actions, such as effecting arrests and deciding on how the offenders should be dealt with, while others use these forums

for financial gain. As indicated above, according to a letter from Krugersdorp Community Police Forum's chairperson (Mr Jonker), to the Sector Crime Forum chairperson on the 17th October 2012 for example, there were allegations that some residents of Sector 9 in Krugersdorp, pay protection fee to individuals who claim to be committee members of the Community Police Forum. Potgieter, Wiatrowski and Roelofse (2016: 48), state that practices of this nature violate the spirit and the objective of community policing by undermining the notion thereof and the credibility of Community Police Forums in South Africa.

Buthelezi (2017: 71), states that there is a challenge with the implementation of the policies to ensure the successful functioning of the Community Police Forums. Therefore it indicates that there is a need to clearly specify the supportive structures necessary for the functioning of the Community Police Forums, because these forums tend to be faced with limited human, financial and material resources. These are also exacerbated by the lack of structural design that is logically connected to the roles and responsibilities of Community Police Forums (Van der Waldt & Morebodi, 2016: 68).

Community Police Forums are also operating in a dynamic community environment that has different structures and supporting groups with diverse opinions on how Community Police Forums should function and be managed (Van der Waldt & Morebodi, 2016: 66). There are different community representatives from the civil society and organised local communities forming part of the Community Police Forums structures such as the non-governmental organisations, child protection services, victim support, restorative justice and economic empowerment, counsellors, ex-military members and traditional leaders. These groups do not share a similar view on how Community Police Forums should function and be managed in their respective communities (Dlamini, 2018: 50).

Dlamini (2018: 50), states that the measuring of the success and failures of Community Police Forums is a challenge. This was previously alluded to by Burger (2017: 59), who stated that there is no single model of success that could form the basis of measuring the success or failures of Community Police Forums' operational and crime-solving interventions within communities. This is largely attributed to the fluctuating crime rates that could not be directly linked to a single factor, taking into

account that successful crime-prevention and crime-reduction measures use a multifaceted approach. The sentiment echoed by Raco and Flint (2001: 588), is that it is difficult to attribute crime reduction in a specific community to the introduction or functioning of the Community Police Forum.

2.2.3 The Impact of Community Police Forums

The assessment of the impact of Community Police Forums is complex and complicated. It has both negative and positive impacts emanating from its purpose, the implementation and the operational strategies (Singh, 2016: 93). However, it should be acknowledged from the start that the impact of Community Police Forums is not as easy to measure as indicated previously. There is no single model of success that could form the basis of measuring the success or failures of Community Police Forums operational and crime-solving interventions within communities (Machethe and Obioha, 2018: 6).

Community policing inevitably involves some negative relationships between police officers and the community through arrests, stops resulting in suspicious behaviour, victimisation and orders of desist (Lamb, 2017:32). Understanding police work and the need for public security, these police actions are necessary in any orderly society, even if some members could construe them as creating a gap between the police and the policed. For police effectiveness and efficiency, Community Police Forums close this gap and facilitates the police engagements and interaction with the citizens in a positive way (Lamb, 2017: 32). These positive interactions of the police and the citizens have many benefits, such as the building of trust, confidence and responsibility for both the community and the police. Community Police Forums has brought the responsibility of policing to the community itself. By making the police to be more knowledgeable about the communities they serve through providing specific information on crime, investigation and possible solutions to the problems (Baker, 2002: 26).

They enhance the importance of effective and active partnership between the police, citizens, relevant government departments and non-governmental organisations. This

synergy is crucial in addressing crime and disorder challenges in society as it enables various stakeholders to leverage on the available resources to achieve this. This shifted the burden of controlling crime and instability as the sole responsibility of the police and made it a shared responsibility between the police and the community. Community involvement in policing can include watch groups, property owners' associations, such as those that are found around academic institutions where students stay, to small scale citizen's patrols (Walklate & Evans, 2018: 23).

There has been a strong impetus on the incorporation of Community Police Forums to crime-solving strategies in many countries. However, even if there is no compelling or sound evidence on how this has led to crime-prevention or crime-reduction, the introduction of Community Police Forums continue to represent the best opportunity of enhancing the police legitimacy, which go hand-in-hand with crime-prevention and crime-reduction. Thus, according to Walklate and Evans (2018: 41), it is making the impact of the implementation of Community Police Forums to be understood within this positive perspective.

Based on the fact of the successful implementation of Community Police Forums, this could influence the identification of crime hot spots positively within communities, thus, leading to the identification of the root causes of crime and criminality in these communities (Minnaar, 2001: 9–10). This is due to their localised nature which results in the greater management of communities by being able to effectively attend to their needs and their challenges. The ripple effect of this stronger co-operation between the police officers and community members is its ability to address prevailing challenges (Maroga, 2004: 7).

Unless Government intervention on crime prevention, for example allocating more human resources on policing and initiating policy guidelines on how the Community Police Forums could be effectively managed, the main objective of Community Police Forums for the enhancing of police legitimacy, credibility and transparency to ultimately promote police community relations will not materialise. This will in essence inhibit the manifestation of community policing that needs to translate ideas, philosophies and strategies into concrete and practical programmes. Nonetheless,

according to Metcalf (2017: 71), Community Police Forums remain more than the police marketing strategy that is intertwined with the roles and responsibilities of the police.

Community Police Forums are imperative in promoting the adoption of the problem-solving orientation towards policing, rather than the incident-oriented approach that has been prevailing in the approaches of policing. This provides the platform for the police to gather all relevant information on crime and criminality that could be used to prevent, deter and combat crime in the community. This could result in a substantive and meaningful impact in policing and criminal investigation (Metcalf, 2017: 72).

Community Police Forums influence the re-orientation of police operations from heavy reliance on patrol cars to face-to-face interaction with communities (Norris, 1987: 4). This helps to familiarise the police with the community that they serve and thus doing away with isolation of the police and police operations from the community and community needs. Close relations between the police and the community can be achieved through effective interaction (Forman, 2004: 40). Successful relations in this regard could enable the police to save time and redirect the resources to high crime areas, as the community will be involved in dealing with minor criminal incidents.

Community Police Forums adopt a geographical focus to establish stronger bonds between police officers and communities to enhance identification, mutual understanding, recognition, responsibility and accountability. The localised nature of Community Police Forums enhances the accountability of their activities and that of the police (Yip, Webber & Shadbolt, 2017: 108).

2.3 FUNCTIONS OF SECTOR CRIME FORUMS, THEIR CHALLENGES AND IMPACT

Sector Policing involves all relevant participants in identifying the prevailing policing needs in the sector and addressing its root cause. It enables for effective crime prevention to reduce the levels of crime within communities and enhance their safety and security needs (White Paper on Safety and Security, 1998: 18).

The implementation of Sector Policing has brought some benefits in South Africa. It provided a good policing approach (Matlala, 2015: 141), and introduced modern day policing typical to that of the best global practices. Sector Policing is welcomed for its ability to enhance the manageability of police stations through reducing the operational areas into smaller geographical areas (Montesh, 2007: 37). It also enhances efficiency and accountability within the policing department through constant checks and contacts and the provision of progress reports between the Sector Team and the Sector Commander (Matlala, 2015: 136). By making it possible for the community to understand crime challenges in their area and being able to contribute on how they should be addressed. The residents are able to constantly approach their policing sector to report crime or give them tip-offs about potential perpetrators of crimes (Matlala, 2015: 141). It is also argued that this has strengthened the relationship between the police and the communities in which they operate (Montesh, 2007: 32). According to Matlala (2015: 141), Sector Crime Forums made it possible for policing to be tailored according to the needs of the communities and that of the sector in operation and therefore avoided a uniform approach to policing at different geographical locations in South Africa.

Sector Crime Forums are labelled as the new form of policing in South Africa and other developing countries in an attempt to enhance the safety and security of people and communities. Their implementation brings forth a different application of policing approaches and strategies of policing that has implications on the policing and community police-relations. In so doing, it influences the nature of policing, the allocation of resources and stakeholder relations to this decentralised policing strategy, as opposed to the traditional way of policing (Matlala, 2015: 136).

2.3.1 The Functions of Sector Crime Forums

Sector Policing, which is a United Kingdom initiative, that is traced back to its neighbourhood policing, later adopted a decentralised approach aiming to address the source of the problem within the sector (Dixon & Rauch, 2004: 50). South Africa uses the Sector Policing approach and established Sector Crime Forums to manifest this approach and the spirit of community policing (Maroga, 2004: 2). This structure is

tasked with the actual analysis and the monitoring of crime levels in the sector, thus having a huge responsibility in the management of crime in the sector. Smith (2008: 2), summarises this by stating that the high crime levels in South Africa gives Sector Crime Forums a huge responsibility.

According to Steinberg (2004: 65), Sector Crime Forums were initiated through the restructuring of the then existing police policies and practices that existed prior to the 1994 democracy, to improve the legitimacy and accountability in the operational methods of the South African Police Service, by aligning their services with the international trends (Steinberg, 2004: 65). This is linking and departing from the fact that the introduction of Sector Policing was to capacitate sectors to deal with their own crime challenges in collaboration with all the stakeholders and role players in the sector. The Department of Community Safety (2003: 10), elaborates on this by stating that Sector Policing is to capacitate sector managers to mobilise and organise role players within the sectors to address the needs of each policing sector.

According to Smith (2008: 18), and Steinberg (2004: 65), Sector Crime Forums were introduced to enhance and strengthen planning and working together of the police and the community in the fight against crime and criminality. This brings the joint planning and implementation closer to the communities that are affected by crime, rather than planning outside these communities for the plan that they have to embrace and support for its success. Montesh (2007: 36), states that this provides a decentralised and personalised police service to the community. It recognises that the police cannot impose order in the neighbourhood from the outside and that the people must be encouraged to make use of the police as a resource in helping to solve contemporary community challenges. This is to be seen as a new way of thinking and operation by the police, post 1994. It is a paradigm shift that suits the relevant needs of the community that is being served (Buthelezi, 2017: 69).

The modalities of Sector Crime Forums recognise that communities are unique and they operate differently, therefore strategies and approaches to Community Police Forums need to be flexible and relevant to respective communities for successful implementation (Cordner, 2016: 2). It provides the room for the engagement and

involvement of communities in policing. The implementation of Sector Crime Forums require a new breed of sector police officers that will be free from normal police duties and serve within a defined sector area (Dlamini, 2018: 41).

2.3.2 The challenges of Sector Crime Forums

The implementation of Sector Policing goes through phases, such as determining sector boundaries, appointment of Sector Commanders and Sector Deputies, compiling the sector profile and establishing the Sector Crime Forum. This is done to ensure clarity and simplification of the monitoring process (Groenewald & Peake, 2004). The challenge arises when the implementation process is not clearly understood by Sector Crime Forum members and this leads to the failure of this structure to be able to do what it is established to do. Matlala (2015: 141), indicates that this could lead to the failure in the monitoring process and community needs may not be established.

A South African study by Maltala (2015), using Hillbrow Sector policing as a case study, indicates that there are crimes that require some intelligence to be resolved. For example, those involving drug dealing and organised prostitution, as they are difficult to be resolved through Sector Crime Forums. This indicates that the homeless people, are always on the streets, thus limiting the success of Sector Crime Forums. Despite the police patrols and community involvement to ensure that the streets are safe, especially at night, there will still be people roaming around the streets, simply because they do not have anywhere to go and they pose a threat in the streets during the late hours. Compounding this is the lack of awareness, community mobilisation and participation in Sector Policing (Maronga, 2004).

Most communities and police officers fail to understand that both the Community Police Forums and Sector Crime Forums need to work together where the Sector Crime Forum will be working as an operational body, while Community Police Forums work as statutory bodies to provide superior guidance, intervention and monitoring.

Matlala (2015: 141), indicates the challenge as being the failure of committee members to understand the operational position of Sector Crime Forums.

The effectiveness and efficiency of Sector Crime Forums are influenced by the proper demarcation of the sectors (Department of Community Safety, 2003: 10). Sector demarcation that is not aligned to the existing municipal wards, makes it difficult for the stakeholders to attend all the scheduled meetings, as they might be required to attend similar meetings of other sectors. Even if they are to honour the attendance, it will mean that some stakeholders will have to attend more sector meetings, which will ultimately be strenuous to them and their work environment. This might ultimately result in the lack of active participation in sector policing and a higher workload (Department of Community Safety, 2003: 17).

In some sectors, the sector-to-sector collaboration becomes a challenge that is hard to sustain because they more often tend to be competitive. According to Mahunste (2007: 12), this challenge is exacerbated when the criterion of rating the efficacy of the sector is based on crime rates and how the crime has been solved. Competition is only good when it promotes the performance of the sectors. Matlala (2015: 141), states that competition based on crime rates tend to make sector managers revert to more reactive policing, such as arrests and raids to reduce crime rates and attain their set performance indicators within their communities (Matlala, 2015: 141). Although this could be the best approach to stabilise the sector it could not be the best sustainable approach in the sector.

Guidelines of the Department of Community Safety (2003: 20), are not clear on the appointment of sector managers and there are no clear criteria for the recruitment process of sector managers. Since they do not specify who qualifies to be the sector manager, operational rank or the experience, there might be some instances where other police officers are selected without the proper knowledge of sector management. While some sector managers could be selected to be responsible for the communities that are far from where they reside (Maroga, 2004: 4). This could negatively affect the availability of sector managers, who should in essence, be available for the sector at all times.

Sector Crime Forums are supposed to serve the needs of the entire community and not the selected few or politically connected groups. There is a need to avoid the challenge of sectoral service delivery as experienced by the Community Police Forums. As emphasised by Maroga (2004: 4), that Sector Crime Forums should not fall into the same trap as some Community Police Forums of serving the interests of the political groups within the community. There is an absolute need of ensuring that community members are mobilised to ensure that Sector Crime Forums represent the needs and concerns of the various groups in the community. This is also compounded by the national draft for sector managers that is not specific on key performance indicators for sector managers and sector policing and how accountability will be held on these managers (Maroga, 2004: 5).

2.3.3 The Impact of Sector Crime Forums

According to Maroga (2004: 4), the impact assessment of Sector Crime Forums should be based on their ability to maximise police visibility and enhance police accountability at the local level. Based on the notion of sector policing which is a multi-layered crime prevention approach that is aimed at mobilising and engaging communities in the fight against crime through the establishment of Sector Crime Forums. The impact of Sector Crime Forums should not be detached from those of the Community Police Forums, since the overriding objectives of both these structures are intertwined.

Maroga (2004: 7), states that Sector Crime Forums have enhanced the provision of professional police services that are responsive to the community needs and expectations. Closer co-operation between the police and the community on crime and criminality matters has also increased police accountability and made their actions and operation to be more transparent to most communities, through the joint identification and analysis of crime and social conflicts within communities (Department of Community Safety, 2003: 11). This has led to the development of creative and innovative measures of approaching crime and conflict challenges in most communities. This has in turn enhanced the capacity for channelling police and community resources to address crime and social disorders.

The Department of Community Safety (2003: 11), further states that Sector Crime Forums impacted positively in the development of a modern and democratic policing style that addresses the safety and security concerns of communities in a democratic South Africa. Van der Waldt and Morebodi (2016: 68), emphasized this by stating that Sector Crime Forums are imperative in providing community-oriented policing approaches that are central in mobilising and engaging communities towards crime prevention initiatives.

2.4 FUNCTIONS OF COMMUNITY PATROLLERS, THEIR CHALLENGES AND IMPACT

Plessis and Louw (2005: 429), state that community patrollers are introduced to manifest the spirit of community policing and reduce the high crime levels in South Africa. They are part of a comprehensive endeavour to address crime, together with other stakeholders such as the South African Police Service, communities and all other relevant departments. Aimed at reducing the crime rates and restoring public safety and security as envisaged in the National Crime Prevention Strategy of 1996. The importance of community patrollers is the maintenance of contact with the people within communities (Minnaar, 2001: 9–10).

2.4.1 Functions of Community Patrollers

As indicated above, the main objective of community patrollers is to reduce crime levels and increase the sense of security in communities. This is done within the legal and policy framework enabling the police and the community to work together to prevent crime (Van der Waldt & Morebodi, 2016: 67). Through legal instruments, such as the Interim Constitution of the Republic of South Africa Act 200 of 1993 and the South African Police Service Act 68 of 1995. This also includes various policy instrument, such as the Interim Regulations for Community Police Forums and Boards of 2001, the White Paper on Safety and Security of 1998, the White Paper on the Transformation of the Public Service – the Batho Pele principles of 1997, and the National Crime Prevention Strategy of 1996.

Van der Waldt and Morebodi (2016: 68), state that the legal instruments and policy frameworks of community policing, ground and shape the implementation and operations of community patrollers. These policy documents on community policing define the roles and the operational framework of the police and the community in working together to address crime within communities (Department of Community Safety, 2003: 15).

Community patrollers as sub-structures of Community Police Forums are attached to police stations and are monitored through the South African Police Service Interim Regulations for Community Police Forums and Boards of 2001, which include listing community patrollers at police stations (Brown, 2016: 84). The attachment to police stations ensures their accountability, information exchange and the monitoring of their activities. This strategy is embodied in the National Crime Prevention Strategy of 1996, which emphasises the need for communities to participate in crime prevention initiatives and community patrollers are a part of that (Van Graan, 2016: 429).

Somerville (2009: 62), indicates the importance of noting that various community policing strategies are designed to ensure that community policing, community patrolling, the South African Police Service, and other relevant stakeholders work together as partners against crime. Community patrols by community patrollers allow for the involvement of communities in addressing contemporary community problems, thus becoming part of the process of crime resolution.

The study by Chen, Cheng and Wise (2017), indicates that developing an online co-operative police strategy is imperative to maintain the establishment and effects of crime hotspots within communities. As the online platforms are inline and compatible with the current way of life used by many people. It refers to the use of social networking sites, such as the use of Facebook, Twitter or WhatsApp groups for updates and information sharing about criminal activities and the possibility of crime (Hattingh, 2015: 19). The study reveals that online patrolling is not as effective as compared to the physical police patrols, because it omits the realities of the crime hotspots and lacks the strategies to curb criminal activities. As stated in Stokes (2010:

363), patrolling should be the act of walking through the area at regular intervals to supervise, monitor and protect it.

2.4.2 The Challenges of Community Patrollers

According to Leibold, Mengistu and Pindur (2015: 211–212), community patrolling is a legal act, that involves the sending out of some of the community policing committee members, to the community for scanning the area. The purpose of patrolling is to monitor specified geographical areas, moving through the area at regular intervals looking out for any signs of criminal activities or suspicious movements of individuals, especially those who might not belong to that community. These are community members who voluntarily patrol the streets to be the eyes and ears of the police. Dlamini (2018: 181–182), indicates the challenge that might arise with this approach, whereby community patrollers can make wrong judgements based on favouritism, since they have intimate interaction with the community because they are in the field daily. This also indicates that, if community patrollers are related to some individuals within the community, they can provide the sector manager with the incorrect information with the intention to protect some of their relatives who might be found on the wrong side of the law.

According to Dlamini (2018: 181), community patrollers are mostly interacting with the public and their duties include informing the office of the sector manager of the general observations, as well as the crime, criminality and social disorder matters in the area. They can also make arrests, take crime reports such as robbery, rape and potential causes of car accidents within their communities. They can resolve quarrels and take steps to address all other crime-related and social disorder matters in line with constitutional framework and the community policing policy documents in South Africa.

In some communities where community patrolling is effective, community patrollers happen to be the first to arrive at crime scenes, even before the arrival of police officers and emergency response such as ambulances and fire brigades. What these patrollers do or fail to do, on their arrival, affect the crime scene either positively, or negatively (Dlamini, 2018: 181). This accentuates the need for community patrollers

to have the basic knowledge of securing the crime scene because this affects the police investigation that will follow.

It is important to note that if some community patrol members have ulterior motives, they might thwart the main objectives of this programme and defeat the entire purpose of the project (Dlamini, 2018: 180). For instance, if community patrollers are affiliated to certain political parties, they could propagate the ideologies of those political parties during their operations and that might not be in consonant with the main objectives of community patrollers and ultimately compromise the promotion of safety and security in those communities (Boettke, Lemke & Palagashvili, 2016: 305). This could make them to suffer the same fate suffered by some Community Police Forums in South Africa thus lead to their dysfunctionality. Dlamini (2018: 180) emphasize this by stating that some Community Police Forums move their political agendas at the expense of monitoring and promoting safety and security within their respective communities (Dlamini, 2018: 180).

Community patrollers could also pose a challenge when some of their members form part of crime syndicates within communities (Boettke, Lemke & Palagashvili, 2016: 305). In this case, they can give incorrect information on crime and criminality thus misleading most police investigations to hide their own criminal activities. Boettke, Lemke and Palagashvili (2016: 310) state that there have been instances where some communities have questioned the credibility of community patrollers, with some of the residents complaining about the behaviour of some of these members in the execution of their duties.

The study on monitoring law-enforcement performance in nine protected areas in Ghana by Jachmann (2008: 89), indicates that the effects of migrating the concept of police patrol from Western countries to most African countries, did not work effectively in most imported countries. In Ghana for example, the rate of illegal activities that are subjected to different conditions and situations made it difficult for the police to curb the crime rates using the same approaches that are used and are somehow effective in Western countries. The study indicates that although the patrol movements were strategized and kept unpredictable, it took long for them to be effective and productive.

There is also a challenge with the killing of the patrolling officers by criminals in most parts of the world, South Africa included. This poses a serious threat and challenges the effectiveness of the police patrols, with the fear of being killed within crime hotspots. There are various factors that could be attributed to the rationale of police killings, such as the one contained in the study by Magaloni, Franco and Melo (2015). Indicating that violence against the police is one of the most dangerous activities that hamstringing the effectiveness of the police patrols and it is detrimental to the effective and efficient fight against crime and criminality. This emphasises the need for the community engagements of various institutions, such as churches and different community groups, to build a strong relationship between the community and the police. Due to the fact that at times the police are killed to conceal the secrets of the criminals, while in some instances racial differences between the police and the civilians, can also contribute to the killings of patrolling officers on duty (Willis, 2015: 30; Hall, Hall & Perry, 2016: 176). The overriding factor in this regard is, that both the police patrols and civilian patrols, tend to face the same challenges.

2.4.3 The Impact of Community Patrollers

Community patrollers' programmes should not be understood separately from other community policing programmes, such as Community Police Forums and Sector Crime Forums because they work hand-in-glove in improving initiatives to reduce the high crime rate in South Africa (Sytsma & Piza, 2018: 348). To justify the existence and support of any programme, there is a need to measure its impact against its stated objectives. The impact of community patrollers could be measured using the official records of their activities and criminal incidents, solved by or with their involvement, such as drug-related incidents detected, as well as arrests and raids carried out successfully (Prinsloo & Morrison, 2001: 50).

The study by Camacho-Collados and Liberatore (2015: 25), also stresses that community patrollers augment police resources especially in the current climate of scarce resources and tight government budget allocations. According to Van Craen and Skogan (2015: 130), community patrolling initiative has increased the police response rate to crime scenes. As they timeously engage with communities during the

patrol and enhance the communication between the police and the community about the potential crime occurrences and perpetrators. It also helps in enhancing the trust of the police and the communities in attempting to halt the crime rates (Van Craen & Skogan, 2015: 129).

2.5 CONCLUSION

This chapter discussed the literature review on the role of Community Police Forums and its sub-structures, namely – Sector Crime Forums and community patrollers. The literature clearly indicates that the success of these structures that are designed to manifest the spirit of community policing require extensive co-operation and collaborations with the community and relevant stakeholders in their specific areas of operation. This could be construed as the practical implementation of community policing that is designed to address the needs and concerns of the community, as well as the crime and criminal activities within communities.

Like in any other programme, these crime prevention structures and sub-structures also encounter various challenges in their implementation, while their impact assessment indicates various successes and failures. The benefit of these structures outweigh their challenges and one can conclude that there should be an intensive effort to improve their management and enhance their efficiency, taking into account their critical role in crime prevention, crime reduction and the enhancement of the public sense of safety and security.

CHAPTER THREE: THE RELATIONSHIP BETWEEN COMMUNITY PATROLLERS AND NEIGHBOURHOOD WATCH

3.1 INTRODUCTION

Community patrollers and neighbourhood watch are both community policing approaches implemented to reduce crime levels within communities in South Africa. The community patrollers that this study deals with are individual community members and is part of the sub-structure of Community Police Forums. They conduct patrols in the community to promote community safety and security, thus preventing and reducing crime levels within communities under the community safety plan measures (Buthelezi, 2017: 70; Viljoen, Thorne, Thomas, Bond & Hoddinott, 2016: 83).

Neighbourhood watch, on the other hand, is a United Kingdom terminology that became used interchangeably with the term community patrollers in some contexts (Dixon & Rauch, 2004: 19). It is the monitoring programme of the Community Police Forum that aims to ensure the safety of the community through direct involvement of the Community Police Forum members to reduce crime (Van Graan, 2016: 136). Both these structures are imperative and remain illustrative attempts towards addressing crime rates in South Africa through integrative attempts of the police and the community.

3.2 THE OPERATIONAL STRUCTURE OF COMMUNITY PATROLLERS AND NEIGHBOURHOOD WATCH

Community patrollers are probably the most popular form of community policing that is practiced by most police stations around the world (Rosenbaum & Lurigio, 1994: 303). As stated above, this is the crime prevention measure that is used in many countries all over the world. In America, community foot patrols are the central feature of a Federally funded Community Police Forum programme focused on decreasing the levels of crime through street patrols and door-to-door control measures (Ratcliffe & Sorg, 2017: 7). In South Africa community patrollers are assigned an area that they monitor and patrol with an intention to reduce crime rates in communities (Baloyi, 2013: 50). Their patrol jurisdiction is clearly demarcated like that of the police, for

example, in a town or city suburb the policing patrol is limited to a specific community, such as Mamelodi and even the policing patrol vehicles will be marked “Mamelodi”, indicating the territorial patrol for the vehicle.

The Department of Community Safety and Security has the strategic plan to ensure the safety and security within communities (Department of Community, Safety and Security (2012: 13). This strategic plan reflects the objectives of the department to ensure the community safety, crime reduction and the promotion of accountability within the policing sector. The alignment of these strategic plans and objectives within the department of community safety and security, should be reflected within the activities of the Community Policing Forums and their operational sub-structures, such as community patrollers and neighbourhood watch. Community patrollers and neighbourhood watch are structures that manifest the objectives of the Community Police Forum and those outlined within the Department of Safety and Security strategic plan (Department of Safety, Security and Liaison, 2010: 1–2).

Various constitutional and policy frameworks inform the operational structures of both the neighbourhood watch and the community patrollers in South Africa. For instance, the Civilian Secretariat for Police Service, Act 2 of 2011, mandates the Civilian Secretariat for Police Service to exercise civilian oversight over the South African Police Service and provides strategic advice to the Minister of Police in respect of developing and implementing policies and legislation (Department of Community, Safety and Security, 2012: 13). These strategies and plans ensure the monitoring of the Community Police Forum activities, such as the community patrol and the neighbourhood watch and assess the performance of the Community Police Forum structures. The Civilian Secretariat for Police Service, Act 2 of 2011, that mandates the Civilian Secretariat for the Police Service to exercise civilian oversight over the South African Police Service, also ensures that the relations between the police and the Community Police Forum are favourable. Taking into account that community patrolling and the neighbourhood watch operate under this legislative mandate that is designed to reduce high crime rates.

The South African Police Service works hand-in-hand with other relevant community crime prevention programmes in communities to facilitate the funding of identified operations. In some of the areas in South Africa such as the Gauteng Province, Bloemfontein and Cape Town, Community Police Forum programmes involve the installation of safety alarms and safety gadgets to households identified to be vulnerable (Cozens, 2008: 272).

Community Police Forums and Sector Crime Forums provide strategic and interactive guidance to community patrollers and the neighbourhood watch. This helps to enhance the effectiveness and efficiency of the police as well as the co-operation between the police and the community. In the final analysis, Community Police Forums harness the co-operation and collaboration between the police and all stakeholders in their respective areas. This is evident from the following studies:

- The study by Bénit-Gbaffou (2008), conducted in South Africa, examined community policing and disputed norms on social control in the post-apartheid Johannesburg area. It revealed that the successful implementation of safety and security in South African communities is difficult to attain because of the multicultural and different principles that people might be aspiring to. This indicates a blurring line between what the community is entitled to do, and what they should leave to the police within the contemporary security governance and development of community policing principles, and involvement through neighbourhood watch and community patrollers (Bénit-Gbaffou, 2008: 93).

This difference necessitates for the application of different types of community policing approaches in different communities, which complicates the monitoring process and makes the standardised evaluation of the national programme to be impossible and difficult to compare the successes and failures of the programme in different settings. Bénit-Gbaffou (2008: 94), indicates that for the security norms to be implemented by the neighbourhood watch at local level, it must be negotiated between communities and public authorities within those communities. This reveals that different cultures of policing and different conceptions of the social order towards community policing contrasts with the

contemporary socio-economic and political setup. Thus, indicating that the current policy is designed to unify the policing systems under common principles and encourages communities to participate and contribute to safety and security through neighbourhood watch and patrols.

- The study conducted by Bénit-Gbaffou (2009), assesses the controlling of the streets in high crime areas in Johannesburg and Durban in the post-apartheid South Africa. This indicates how the tight control of urban areas by the then apartheid regime, used bureaucratic oppressive military apparatus to control communities facing resistance. This led to the Townships being ungovernable and in turn subjected to neglect by the apartheid government. Bénit-Gbaffou (2009: 96), further indicates how, after the collapse of the apartheid regime, the democratically elected government that came into power, encouraged the revival of communities and townships through attempts, such as dissolving the elements of racism and enhancing community safety and security in these areas. The matter of controlling public spaces resurfaced based on the principles of safety and security, as well as enhancing opportunities for the previously neglected communities. That was when Community Neighbourhood Watch was introduced to patrol the communities and the townships in South Africa, engaging the communities to be a part of crime prevention initiatives and restructuring the policing service in a harmonised way.
- The study conducted by Meyer and Van Graan (2011), on the effectiveness of community policing in Roodekrans in West Rand in the year 2011, found that the concept of community policing used different approaches and applications. This contrasted with community policing used by traditional policing and this made other communities to be successful and other communities in South Africa not so successful. This was largely based on how the concept of neighbourhood watch was practiced by the communities. This study indicates that when the community properly understands the concept of neighbourhood watch, they contribute effectively to community policing and therefore provide an opportunity for the contribution to their own safety and security. This

indicates that the police need to optimise the use of community neighbourhood watch as a proactive community-policing venture.

- Hattingh (2015: 2), assessed the use of Facebook by the Community Policing Forum to combat crime through neighbourhood watch and community patrols in 2015. Indicating how the Community Police Forum, together with the neighbourhood watch and patrolling crew, utilises social networking sites such as Facebook to help execute their mandate through communication and the sharing of information among themselves. Through the employment of the thematic content analysis approach on Facebook, the research observed that communities share two types of communication on Facebook, namely – information that is related to the building of the community through common visions to combat crime and information that is related to the enhancement of awareness of the potential crime within the community.

The information is shared with all bodies that aim to combat crimes such as private security, Community Police Forums and the neighbourhood watch, as well as other patrolling individuals dedicated to fight crime within the community. Community members are also encouraged to join community neighbourhood groups online and social media networking sites, such as WhatsApp groups have become part of the crime prevention lifecycle within communities. The use of the social media platforms such as WhatsApp in crime prevention strategies is significant, especially in this digital age where the Internet is intrinsically becoming part of every aspect of existence (Hattingh, 2015: 10).

3.3 ANALYSIS OF THE FUNCTIONS OF COMMUNITY PATROLLERS AND NEIGHBOURHOOD WATCH

The main aim of community patrollers is to reduce crime levels and enhance safety and security within communities (Plessis & Louw, 2005: 429). In South Africa, community patrollers and neighbourhood, watch work together with the South African Police Services in attempts to combat the possibilities of crimes within communities.

According to Heller (2001: 131) these initiatives become part of the reform policies during the dawn of democracy in the 1990s with the sole purpose of reducing the high crime rates in South Africa. Beckett and Sasson (2003: 27) states that in most literature the concept of Community Patrollers and Neighbourhood Watch are used interchangeably since they both refer to the active involvement of the communities in the promotion of safety and security that is ingrained in voluntarism. This section of the literature review explores the functions of Community Patrollers and Neighbourhood Watch in an entangled approach.

The study conducted by Van Steden and Broekhuizen (2015), in 2014 investigated citizens' involvement in the policing initiatives through the fieldwork police-citizen interaction in a setting of an ethnically diverse population. The study revealed that the police are in most cases frustrated with the disorderly youngsters hanging out on streets and squares. This indicates that police patrols in these communities play social roles to engage the community, especially the youth from minority groups to maintain order. Van Steden and Broekhuizen (2015: 106), indicate that even though the police were less willing to participate and patrol amongst these groups, they did manage to keep and preserve sensible contacts with ethnic minority groups, through professional regulation of emotions and the realisation that a harsh police reaction to these groups will only make things worse. Indicating that the patrolling police can also play a social role in attempts to harness the tension and the difference that might be existing within communities.

The above-mentioned study is supported by the study on the effective or impactful policing patrol method conducted by Sytsma and Piza (2018), in 2017, which observed that bicycle patrols were seen to be more effective in both pro-active and reactive crime control measures. They were also perceived to be rated higher in job performance than motor vehicle patrols. The study compared the community-oriented policing system to the motor vehicle patrol units by assessing the most reactive unit on the police officer's perception of public contact and job performance in the Toronto Police Service. It discovered that the bicycle patrol is associated with having more contact with the public, and also a higher rate of proactive policing, when compared to motor vehicle patrols and therefore, the bicycle patrol rate is higher than the motor

vehicle patrol on various crime control measures and involvement. According to Sytsma and Piza (2018: 347), this led to the appreciation of the value of police patrols and neighbourhood watch when using bicycles by the Toronto Police Service, showing that the bicycle patrol is an effective patrolling method in attaining progress by the police and neighbourhood watch. Based on these findings the combination of various methods of patrolling in South Africa such as foot, bicycle, horse and motor vehicle by the police and different sectors of community patrols, such as the neighbourhood watch and community patrollers could be effective in the fight against crime.

3.4 THE IMPACT OF NEIGHBOURHOOD WATCH IN COMMUNITY SAFETY

The Neighbourhood Watch is the crime prevention programme that is educative and allows for a common-sense approach to crime by citizens (Stegenga, 2000: 10). It teaches community members to participate in initiatives towards safety and security through reporting suspicious activities in their neighbourhood (Stone & Ward, 2000: 11). Thus, making it a community-based programme where community members are responsible for reporting and dealing with criminality and disorder in their neighbourhood. It mainly focuses on the observation and awareness of potential criminal activities as a means of preventing crime and employing strategies, such as promoting interaction among members of the society and active patrols by citizens (Pridmore, Mols, Wang & Holleman, 2018: 2), in the name of watching out for each other for protection and safety.

Neighbourhood watch is organized around its respective neighbourhoods and its sustainability and effectiveness is based on its ability to assist the police (Atkinson, Hutchison, Reischl & Alaimo, 2017: 138). It becomes the eyes and ears of the police in their absence, as the police cannot always be everywhere and therefore using volunteers, who sacrifice their time and resources. This programme is often run in lower income communities that do not have the omnipresence of private security companies like in wealthy communities. Cozens (2008: 272), states that although there might be barriers towards the establishment of neighbourhood watch, there is evidence that this programme has a positive impact in crime reduction in communities where it is functioning. Ruef and Kwon (2016: 159), support this sentiment by stating

that the neighbourhood watch, in the United States of America, has contributed to the interpersonal trust and social networking among the community members, as well as the promotion of the quality of life.

According to Matz (2016:10), neighbourhood watches share the founding idea of bringing community members together to re-establish control within communities in order to enhance the quality of life and reduce the occurrence of crime. This led to communities having alternative ways of strengthening informal social control and restoring a sense of neighbourhood. In most instances, neighbourhood watch has solved the social ineffectiveness and lack of cooperation among community members, especially when traditional agents of social control are no longer effective (Walker, 2017: 105). Messner, Zhang, Zhang and Gruner (2017: 544), indicate that modern attempts to deal with criminal activities, shows neighbourhood watch as increasingly becoming a collective effort and an effective strategy by citizens to fight crime.

The study conducted by Van Graan (2016) on the effectiveness and sustainability of multi-sector co-operation in the prevention of crime in the Roodekrans Neighbourhood Watch in the Roodepoort business sector in South Africa in 2015. Indicated that neighbourhood watch empowers the community to take ownership and care, in facilitating community safety and security (Van Graan, 2016: 136), emphasising the need to enhance knowledge and skills on how to combat crime within communities. To enable communities to become effective vehicles of crime prevention, it is also necessary for them to have the knowledge and draw from the crime prevention strategies of the South African Police Service.

The above-mentioned study had some correlations with the study conducted by Messner, Zhang, Zhang and Gruner (2017), in China in 2016. That assessed the impact of three distinctive crime control activities that are designed and directed by the neighbourhood committees, with the assistance of local police in contemporary China. This entails community patrols, drug searching, which indicates that the Neighbourhood Watch in China deals with disputes and minor criminal activities, including providing guidance to the residents who have committed minor criminal offenses, or attending to those that have been released from correctional institutions

to expedite reintegration. Messner, Zhang, Zhang and Gruner (2017: 544–545), further state that the Neighbourhood Watch provides guidance to community members on crime prevention programmes under the guidance and direction of neighbourhood committees.

Fleming (2005: 1), states that the Neighbourhood Watch has been a strong supporter in policing and policing efforts, as well as being the basis for potential partnerships between the police and the communities. Further reasoning that, for the neighbourhood schemes to operate effectively there is a need for policy reforms to rethink the outcomes they are seeking to achieve. Therefore, providing rationale for community police partnerships that have the potential to improve the trust and assure communities that they are safe, and their properties are protected. Fleming (2005: 1), mentions some of the benefits of the neighbourhood watch as the enhancement of the sense of security and the assurance of quality of life to citizens, adding that Neighbourhood Watch has influenced community involvement in wider crime prevention initiatives, targeting street crimes and social disorders (Fleming, 2005: 1).

Dixit, Gabriele, Spindola and Wilson (2017: 1), conducted a study that attempts to broaden the horizons within neighbourhood life through the Emerson-Garfield plan in Spokane in Washington in 2016. The Emerson-Garfield plan is a neighbourhood watch action plan that aims to promote collaboration among the neighbourhood and aiming to initiate change rather than being reactive to the challenges (City of Spokane, 2012: 7). According to Dixit, *et al.* (2017: 2), this study aims to plan and assess the strategies to create a more vibrant and comprehensive community that focuses on quality neighbourhood life through a caring neighbourhood, and have identified better opportunities for other residents within the neighbourhood through interaction and collaboration, which is indicative of community initiatives, that seek strategies to enhance the quality of the life of communities.

The study by Homel and Fuller (2015), on understanding the local government role in crime among the Dutch communities in 2014 in Australia, indicated that the government plays a significant role in crime prevention strategies in communities. This revealed that creating a safe neighbourhood is not an easy task. According to Homel

and Fuller (2015: 1), the study examined the relationship between the actual participative behaviour in crime and not participating through the following three psychological drives – attitude, moral values and moral emotions. Concluding that different kinds of participative behaviour that defines active participation in crime prevention includes the following: social control – this refers to correcting others' behaviour; collaborative participation – this refers to the actual meeting of the police and reporting a crime; responsive and detection participation – this refers to the actual joining of the neighbourhood watch. Homel and Fuller (2015: 1–2), also state that there are different motivational behaviours that can encourage individuals to participate in the community neighbourhood watch, such as the impact of neighbourhood watch in communities and how the community is approached to be part of these structures and not only based on Government capacity to provide capital and resources.

Huck and Kosfeld (2007: 270), analysed the dynamics of neighbourhood watch and norms of enforcement, stating that sometimes criminals in communities, can perceive the recruitment and the establishment of Community Police Forums, reinforcement of the neighbourhood watch, and an intense police patrol as the fear of crime. This states that the neighbourhood watch can fall victim to their own success if recruitment of new members is driven by the fear of crime. Concluding that the state chooses punishment levels and the apprehension of criminals based on the watchfulness of citizens (Huck & Kosfeld, 2007: 274). Thus, indicating the positive effect of neighbourhood watch and policing patrols in communities.

Hourihan (1987: 129), conducted a study in Ireland in 1986 to investigate the local community involvement and participation in neighbourhood watch. Assessing whether the assumed notion that community policing will often develop as a response to local crime and out of a sense of collective solidarity. The results of this study were inconclusive and to some extent conflicting on community members' attitudes towards the neighbourhood watch and their willingness to participate in the prevention of local crimes, as well as their involvement in various local community structures. Showing that in some cases the seriousness of committed crimes stops community involvement, although in other cases the constant victimisation of the community by

certain criminal acts, enhance the willingness to participate in crime prevention measures (Hourihan, 1987: 130).

3.5 OPERATIONAL CHALLENGES OF NEIGHBOURHOOD WATCH IN COMMUNITY SAFETY

The challenges of neighbourhood watch in community safety are extensively documented by various authors such as Brutch and Ko (2003); Payne and Williams (2008); and Rouf, Mustafa, Xu, Xu, Miller and Gruteser (2012). According to Bullock and Fielding (2017: 88), it is difficult to come up with innovative neighbourhood-oriented policing strategies using the principles of the South African Police Service. However, neighbourhood watch is one of the key elements of strategies of Community Police Forums in dealing with crime and criminality in communities.

Santos (2016: 25), states that some police officers do not understand the functions and operational systems of neighbourhood watch. This sentiment was previously echoed by Manning (2015: 45), who indicated that some police officers do not realise the difference between traditional policing and the neighbourhood watch. This pose a challenge, as the success of neighbourhood watch and the police in the fight against crime are dependent on their collaboration and co-operation in dealing with crime and criminality in the affected neighbourhood. Cordner (2014: 148), indicates that some police officers feel that the neighbourhood watch limit their powers by making them to share their traditional responsibility of maintaining safety and security with the community.

According to Wellman (2018: 2), some community members are less supportive of the neighbourhood watch and their operational systems. This is because of reasons such as not understanding how the neighbourhood watch operates and for some community members it is as a result of the fear of the unknown (Rosenbaum, 1987: 104; Oh & Kim, 2009: 21). Average citizens who have less knowledge about the neighbourhood watch, might also be reluctant to participate in this system. Some community leaders are reluctant to participate, and support neighbourhood watch as they might get into conflict with community drug dealers' who will fight any attempt that could disturb their

business (Taylor, 2018: 243). This approach could be problematic for the establishment, operation and effectiveness of neighbourhood watch in South Africa and elsewhere in the world.

It is also difficult to measure the effectiveness and the impact of neighbourhood watch as stated in Boettke, Lemke and Palagashvili (2016: 305). Taking into account that the usefulness of any programme is determined by its ability to achieve its objectives, the need to evaluate the impact of neighbourhood watch in its neighbourhood, cannot be emphasised well enough. Crowl (2017: 149), states the challenge of using opinion polls to evaluate the effectiveness of this programme, because people's opinions could change from time to time depending on subjective experiences of their situation. Roberts (2018: 30), supports this sentiment by stating that people's perception of crime depends on how they individually interpret events and criminal occurrences, which is not a cumulative interpretation. This makes the community's perception on the effectiveness of the neighbourhood watch does not to reflect the true picture of its impact.

Dauids (1995: 57), states that neighbourhood watch struggle to convince the society of its significance, largely as a result of the absence of the standardised approach in assessing its impact, stating that some communities view the neighbourhood watch as a common sense and rational approach in the fight against crime.

According to Davids (1995: 59), the remarkable expansion of the associations include community volunteers putting posters around the neighbourhood, warning against criminal activities and also individual stickers on windowpanes and cars. This also includes the collaboration among police officers and neighbourhood watch respondents located in different communities that are aimed at enhancing the working and operational effectiveness of neighbourhood watch around the globe. Noting that the neighbourhood watch is incorporating homeowners in the awareness and campaigns on the increasing levels of crime in communities. Stating that despite all these initiatives and associations formed to assist in the neighbourhood watch, there is still a problem of trust and effective networking among the residents and outsiders towards crime prevention, which becomes a problem, especially when the

neighbourhood watch draws most of its social capital and support from the residents to operate (Davids, 1995: 61). This indicates that there is a need for relevant departments and associations in the neighbourhood watch initiatives to strategize on mechanisms that will ensure that the community supports their initiatives. There should be trust in communities to assure them that the neighbourhood watch programmes are protecting their property and their quality of life.

Strahilevitz (2006: 437), examines whether governmental and non-governmental institutions support the neighbourhood watches in a balanced manner which is proportional support for neighbourhood watches in the urban and rural areas, stating that there is a tendency of exclusionary measures, whereby the non-governmental and government support might be channelled towards the communities that might be around the city or urban areas, excluding those residing in rural areas and villages.

The making of community initiatives of those that are residing in the rural areas have some difficulties in establishing and sustaining themselves due to the lack of financial support (Fennell, 2006: 98). This could exacerbate the marginalisation of minority groups and have implications on the service delivery by the Government and how the community needs might be perceived and addressed. It is important that the mechanisms that encourage the voluntary neighbourhood watch groups involve the policing within the neighbourhood to maintain the social order and the quality of life of citizens.

There is also some resource difficulty in establishing and sustaining neighbourhood watches, as some of them are in villages and rural areas where most of the population is from the low-income levels and there is lack of profitable commercial businesses. According to Van Graan (2016: 136), in most instances communities that require the implementation of the neighbourhood watches lack financial resources. In most instances people are involved with multiple jobs for survival and this makes it difficult for them to be part of the neighbourhood programmes, meetings and events within the community (Bayley, 2016: 163).

To devise an effective strategy of dealing with crime and criminality in the neighbourhood by the neighbourhood watch, is another essential requirement for their effectiveness and efficiency. However, Bayley (2016: 163), indicates that some neighbourhood watches fail to do this within their operational areas. This is reflected by the reluctance of some neighbourhood watches to incorporate the broader community in the identification of various ways of dealing with potential crime patterns in their areas (Ratcliffe & Sorg, 2017: 8).

In some communities, neighbourhood watches fail to build an effective communication and partnership with other law enforcement agencies and residents (Fielding, 2017: 20), considering that neighbourhood watches are supposed to provide a solid link between the neighbourhood and law enforcement agencies. Kang (2015: 188), states that this tends to be compounded by the fact that in some instances both the police and the neighbourhood watch do not understand the need of the neighbourhood. This leads to the failure to implement strategies and models that are supportive in preventing crime within these communities.

According to Collier (2017: 19), there is a challenge of selecting and training an active body of volunteers through organized and innovative leadership of neighbourhood watch. Taking into account that the success of this project also depends on retaining the trained cadre as Millie (2018: 1–13), indicates that volunteers need motivation and inspiration to continue to operate and participate in the neighbourhood watch. This could enhance the ability to develop meaningful neighbourhood watch projects that will inspire community participation if they have clearly defined goals that are effectively communicated to the entire neighbourhood.

3.6 CONCLUSION

This chapter has discussed the literature on the relationship between community patrollers and neighbourhood watch that shows the challenges and the impact of these structures in their daily operation in the fight against crime. Both community patrollers and neighbourhood watch are community-policing approaches that are often

implemented to lessen the high crime rates within communities in South Africa. They strengthen and promote solid partnership and co-responsibility in dealing with crime and criminality in the country.

CHAPTER 4: THE OVERSIGHT AND MONITORING OF THE COMMUNITY POLICE FORUMS AND OTHER COMMUNITY CRIME PREVENTION STRUCTURES

4.1 INTRODUCTION

Community Police Forums in South Africa emanate from the requirements outlined in the National Crime Prevention Strategy of 1996 and are strengthened through various White Papers on Safety and Security (Buthelezi, 2018: 70). As indicated above, Community Police Forums are central in strengthening the criminal justice system in South Africa. Therefore, the need to monitor the effectiveness of Community Police Forums and to evaluate their operational practices is essential for the effective execution of their duties in an inclusive and collaborative approach (Clack & Minnaar, 2018: 104).

Williams (2006: 197), states that the post-apartheid era in South Africa is accompanied by a plethora of radical changes that aim at transforming the socio-economic and political ills of the then apartheid regime. One of the policy reform strategies is focused on developing the security and safety measures to protect the citizens. To ensure that this becomes a success and that all relevant parties work toward attaining the same goals in the justice system, monitoring becomes imperative.

It has to be emphasised that Community Police Forums are not aimed at replacing or duplicating the functions of the national police service through their policing structures, such as the Neighbourhood Watch, but to co-exist along other policing structures and help reduce the levels of crime (Minnaar, 2005: 85). It is therefore important that the guidelines and the monitoring structures of the Community Police Forums, Sector Policing, Community Patrollers and Neighbourhood Watches are put in place for the effectiveness and efficiency of these structures. Consequently, difficulties may arise on coordinating Community Police Forum structures to collaborate and integrate services and implement activities from the national, provincial and local levels (Marks & Wood, 2010: 313), which complicates the monitoring and evaluation of these activities. Considering that planning and coordination is a complex process to be attained within different structures and to bring about uniformity and make Community

Police Forums one of the integrated efforts to solve crime levels in South Africa. As well as becoming a vehicle that provides the means of sharing information, coordinating and implementing an inter-disciplinary approach to crime prevention that could ensure that all the relevant stakeholders are working towards achieving the same goals of reducing crime levels (Minnaar, 2005: 86). To this end, various oversight bodies exist in South Africa, such as the South African Police Services, Department of Correctional Services, Civilian Secretariat for Police and Provincial Departments (Pelser & Rauch, 2001: 2).

4.2 VARIOUS OVERSIGHT BODIES AND THEIR EFFECTIVENESS

Communities serve as critical role-players in the Community Police Forums and their contribution to crime prevention in South Africa (Omar, 2007: 15), making the communities in general, an integral part of crime prevention and crime reduction measures. In order for the Community Police Forums to impact effectively on policing, their continuous monitoring by oversight bodies becomes a priority (Holtmann, 2009: 12). This needs an impact assessment that provides the basis for the existence of these structures. The effectiveness of the oversight bodies should be attested by the civil society and organized local communities such as the non-governmental organisations, ward councillors, traditional leaders, business sector and to some extent, the military veterans (Omar, 2007: 16).

To ensure the effectiveness and accountability of Community Police Forums, the oversight bodies should be organized and strengthened to enhance their relevance. The required interventions should be addressed, and reports channelled properly to communicate the attainment of the same purpose (Montesh & Dintwe, 2008: 163). From national to provincial levels, the oversight bodies are supposed to facilitate and coordinate programmes to ensure capacity building, monitoring and accountability so that the effectiveness is attained on all levels of the Community Police Forums (Super, 2015: 1).

4.2.1 Oversight Bodies for Community Police Forums

The Community Police Forums accountability and performance assessment is crucial to enhance their operational services within communities (Montesh & Dintwe, 2008: 163). Such accountability and performance could largely influence police performance and police service rendered to communities. Traditionally, citizens and communities around the globe have been relying solely on the police for their safety and security (Holtmann, 2009: 12). There has been limited external oversight bodies and administration by the courts and the governments. The Members of the Executive Councils (MECs) in the provinces of South Africa are responsible for monitoring the policing initiatives and the adoption of various methods to control and monitor the activities of the community policing through methods such as the non-state – civilian – oversight and control (Fielding & Innes, 2006: 128). There are different accountability and monitoring levels of local Community Police Forums where their activities are monitored by the Districts' Community Police Forums that are in turn monitored by Provincial Police Forum Boards.

The structures and levels of monitoring and overseeing the way in which community policing is being conducted need to be carried in an accountable manner (Bayley & Shearing, 2001: 11). Significantly, the oversight and monitoring measure serves as structures where victims or witnesses of Community Police Forums abuse many file complaints, offering communities the opportunity to influence policy framework concerning the way in which they are protected (Stone & Ward, 2000: 12).

Pelser (1999: 10); Murray (2007: 109), mention that the oversight structures help inform the Civilian Secretariat of the police, and the local Police Stations on the activities of the local CPFs. The Civilian Secretariat of the police guides the Community Police Forums to remain purposeful and achieve the objectives of decreasing the crime rates within communities. Should members of the Community Police Forums be found to be involved in criminal activities, the Community Police Forums submit the report of such an incident to the Secretariat of the police within 30 days of such discovery (Civilian Secretariat for Police Service, 2017: 37).

The community can decide if the Community Police Forums in their neighbourhood should continue operating or not, depending on the relationship that they have with the Community Police Forums' operational strategies. This is based on the principle of community-based policing, that policing is by consent and not by coercion (Groenewald & Peake, 2004: 2). The MECs in South Africa have introduced a set of standards to guide the establishment and functionality of the Community Police Forum structures in terms of Section 19(1) of the South African Police Service Act 68 of 1995. This is supported by the civilian oversight bodies in the sense that Community Police Forum members are elected by their respective communities, ensuring that they become vital to ensure the full investigations of complaints against alleged members of Community Police Forums. The oversight structures act as custodians in ensuring that the local Community Police Forums are performing their duties as expected. They can facilitate the appearance of witnesses in court to testify against the suspected criminal acts of the Community Police Forum members (Fielding & Innes, 2006: 130).

The monitoring by civilian oversight bodies, such as the citizens committees, help to ensure that the policies and mechanisms of combating crime by the Community Police Forums are reviewed to meet the expected standard, safety and security of the Community (Walker & Archbold, 2018: 139). The importance of citizens' committees that elect the Community Police Forum members is to scrutinize the Community Police Forum policies and operational procedures to make recommendations on the current policy and operational procedures (Fielding & Innes, 2006: 130). The policy review process is important to prevent the proliferation of future public complaints, by identifying problems beforehand and recommending corrective actions to improve the operational activities of the Community Police Forums and reducing the complaints of the citizens and the communities to which the Community Police Forums are operating (Walker & Archbold, 2018: 140; Goldsmith & Lewis, 2000: 105).

4.2.2 Oversight Bodies for Sector Crime Forums

The South African Police Service Act 68 of 1995, which legislate Community Police Forums as the only recognised consultative forum designed to permit communities to make their policing concerns known to the police, is one initiative that makes the Sector Crime Forums to conduct their policing activities in an accountable manner.

The Community Police Forums monitor the Sector Crime Forums' activities and report any misconducts or suspected criminal involvement to the South African Police Service through police stations near them. They (Community Police Forums) provide platforms where community members, organisations, business, youth organizations, women organisations, municipalities, provincial government, local government, traditional authority, parastatals and the police meet to discuss local crime prevention initiatives and potential challenges (Hattingh, 2015: 1). This way, the activities of the Sector Crime Forums within communities is monitored and any behaviour from the members of the Sector Crime Forum that is unacceptable is discussed.

The MEC for Safety and Security monitors the Sector Crime Forums' activities through the Community Police Forums. The important role of the MEC for Safety and Security is to promote the accountability of all the Sector Crime Forums, including other policing activities within communities (Mistry & Kiplin, 2004: 3). The MEC advises on the policing priorities relevant for the Sector Crime Forums within communities through research on criminal activities. The MEC can also be involved in Sector Crime Forums on the evaluation of how the Community Police Forums are rendering services to the communities, the distribution of resources, the handling of complaints by the Community Police Forums and the level of the relationship that exists between the Sector Crime Forums and the community members (Minnaar, 2010: 192).

The monitoring of the Community Police Forum structures by the MEC is important since the Community Police Forum is a recognised entity that represents the community policing interests. They act as a civilian oversight body on the police, therefore their activities are of critical importance to the overall effectiveness of community policing (Minnaar, 2010: 192) and thus, the MEC for Safety and Security becomes important in helping shape and guide the activities of Sector Crime Forums, to remain within the confinements of the law and community policing standards through the Community Police Forums (Bénil-Gbaffou, Didier & Morange, 2008: 692).

The MEC monitoring and involvement in the activities of the Sector Crime Forum is crucial. For example, if the community is experiencing a series of rape cases, the MEC will be involved to advise the police station to be focusing on rape hotspots and the potential causes (Rauch & Dixon, 2004: 3). However, if a member of the Sector Crime

Forum is found to be involved in a criminal activity, such as corruption (Angelidou, 2014: 4), the matter is investigated with no exception of being the member of the Sector Crime Forum and such a member faces charges according to the law.

The Sector Crime Forum is also monitored through the National Crime Prevention Strategy by the MEC (South Africa, 1996a). According to Rauch and Dixon (2004:4), the National Crime Prevention Strategy was first introduced in Kwazulu-Natal as a strategy to address violence because of intergroup conflicts. The initial establishment of the Sector Crime Forum was targeting the crime-prone areas and hotspots (Rauch & Dixon, 2004: 4–5). The National Crime Prevention Strategy guides the operational strategies of Sector Crime Forums with reference to the White Paper on Safety and Security (2010: 11), through the establishment of the stakeholder forums under the crime prevention umbrella (Angelidou, 2014: 3). This also entails the organisation of community *imbizos* (meetings), to promote safety and security, crime awareness, provision of information and facilitates that both the Community Police Forums and Sector Crime Forums become instrumental forums to reduce crimes within communities (White Paper on Safety and Security, 2010: 26).

The White Paper on Safety and Security (2010: 11) also serves as a referral guide to the operational strategies for the Sector Crime Forums. It helps to ensure the proactive and fair conduct between Sector Crime Forums and the community. Ensuring the crime analysis and strategies to be employed in the operational procedures of Sector Crime Forums, by guiding crime prevention strategies employed within communities (Ball, 2010: 30). All the guidelines and strategies that are followed from the policy document for Safety and Security is done in collaboration with the Municipalities (Ball, 2010: 29), as the Municipalities can also monitor Sector Crime Forums within communities through facilitating the investigations of the criminal activities (Pelser & Rauch, 2001: 1; Samara, 2011: 33).

The national instruction on Sector Policing also provides for the appointment of a sector manager, preferably a full-time police official or a reservist when a police official is not available to take up that position. However, the draft does not outline a clear criteria or recruitment process for selecting and appointing sector managers (Maronga, 2004: 5). It does not specify who qualifies to be a sector manager, the rank of that

individual or years in service (Maronga, 2004: 5). This raises concerns on the recruitment processes and the efficiency of Sector Crime Forums.

4.2.3 Oversight Bodies for Community Patrollers

The Station Commanders of the South African Police Service, Visible Policing Commanders, Community Police Forums, Sector Crime Forum Managers and Provincial Commissioners, monitor the activities and involvement of Community Patrollers in South Africa (Mistry & Kiplin, 2004: 5), the South African Police Service being the first to oversee the community patrollers (Ratcliffe, 2016: 11). Benit-Gbaffou (2008: 99), indicates that Community Police Forums are statutory bodies set by the South African Police Service at local level to foster partnerships between the police and community members. Therefore, it becomes the South African Police Service's responsibility to facilitate the establishment and the activities of Community Patrollers to ensure that they operate within the confinements of the law (Kempen, 2015: 42).

Other community committees and structures are also important in monitoring mechanisms for the Community Patrollers (Choi & Lee, 2016: 165), based on the fact that these patrols are carried out by community members within their respective communities to suppress crime and criminality, therefore making monitoring of their patrol activities important to ensure that they are conducted in an accountable manner (Jones & Newburn, 2002: 132).

Apart from that, the MECs for Safety and Security within provinces also monitor Community Patrollers, keep records on trends of criminal activities in communities and get involved in the strategies and priorities of Community Patrollers. The MECs for Safety and Security also investigate the complaints of the community members about the Community Patrollers. Through Community Police Forums they can measure the performance of Community Patrollers based on the reported and resolved crimes (Faull, 2017: 332). They also use public opinion surveys that measure and rate the satisfactory levels of the communities on the available safety measures such as Community Patrollers and other policing measures.

The MEC for Safety and Security, together with the South African Police Service's Sector Commanders, Station Commanders and other crime prevention members, also monitor the activities of Community Patrollers within communities by the number of cases reported and successfully investigated through the help of the Community Patrollers (Gross, 2016: 240). Reports and feedback on these initiatives are important and have the potential to transform and reorganise the patrolling procedures and facilitate community participation.

4.2.4 Oversight Bodies for Neighbourhood Watch

A neighbourhood crime watch programme refers to an organised group of civilians volunteering to combat crime rates (Santos, 2016: 61) or criminal suspicious activities within communities, as the aim of the neighbourhood watch includes educating communities on safety and security initiatives and achieving safe communities (Santos, 2016: 60). The South African Police Service is therefore responsible for the monitoring of the activities of the neighbourhood watch ensuring that the communities are supported in a way that encourages them to continue partnering and trusting the police (Fung, 2006: 67). As indicated above, Act 68 of 1995 of the South African Police Service legislates the Community Police Forum to be the consultative forum designated to permit communities to make their policing concerns known to the police. This platform allows community members to communicate their concerns about the neighbourhood watch. The South African Police Service can measure the progress of the neighbourhood watch through the number of criminal cases that are identified or solved by the neighbourhood watch.

4.3 VARIOUS MONITORING MECHANISMS AND THEIR IMPACT

The monitoring of community policing activities is important to ensure that the operational activities are carried out in a way that is responsive to the needs and demands of communities (Bullock & Johnson, 2016: 75). That includes the monitoring of the forums that monitors police activities and all other structures that contribute to the safety and security in their respective communities, such as Community Patrollers and Neighbourhood Watch. Comprehensive monitoring includes the assessment of

community satisfaction about the policing services and structures involved in the prevention of crime and criminality.

4.3.1 The Monitoring of Community Police Forums

The Civilian Secretariat for the Police as a monitoring body is also responsible for the establishment and implementation of the payment of stipends to Community Police Forum structure such as the Community Patrollers (Groenewald & Peake, 2004: 3). It formalises the programmes of the Community Police Forum structures and the community involvement in community policing, as well as the effectiveness of the Secretariat for the Police in the monitoring process which is critical to ensure the effectiveness of Community Police Forums (O'Rourke & Macey, 2003: 383). The Civilian Secretariat for the Police has impacted on the strategies and structures of Community Police Forums to be a footprint of the South African Police Service. However, some scholars, such as Govender (2010: 69); Mamosebo (2014: 7) and Zondi (2017: 61), are of the view that the Civilian Secretariat for the Police must lead to a process for the development of the relevant skills for the Community Police Forum members that will enable them to solve community crime problems.

According to Neild (2003: 277); Bailey and Dammert (2005: 2–3) there are Non-Governmental Organisations and youth organisational movements that are involved in the monitoring of the progress of the community policing, especially in circumstances where they fund the establishment and the maintenance of the Community Police Forum and the structures such as Sector Crime Forums. According to Schneiker (2016: 28), these non-governmental organisations can be made more impactful using their own funding model to assist other local forums such as the Community Police Forums, supported by the South African Police National Instructions (2011: 2), to improve the quality of participation through mobilising communities and facilitating the resources' allocation, such as the patrol cars.

According to Pelser and Rauch (2001: 1–4), the overseeing bodies must develop a conceptual framework that monitors the activities of the Community Police Forums. This is done together with the Civilian Secretariat for Police to ensure the effectiveness of community policing in South Africa (Cawthra, 2003: 31). The Civilian Secretariat for

Police is important in ensuring the effectiveness and accountability of Community Police Forums, as well as monitoring and evaluating the relationship between the communities and the policing activities (Cawthra, 2003, 32).

However, research indicates that there seems to be a lack of the evaluation tool for the effectiveness and operational strategies of the Community Police Forum (Hills, 2007: 403). The level of accountability that is expected from the Community Police Forums has impact on the increased performance and their operational services within communities (Somerville, 2009: 262; Pelsler, 1999: 10; Cordner, 1997: 401). The local and provincial government also play a key role in the monitoring of Community Police Forums through establishment and maintenance, providing strategic support, the implementation of policy guidelines and assists with funding and budget allocations (Rogers, 2016: 21).

According to Malatji (2016: 18), Community Police Forums and their sub-structures should have a well-written constitution. The constitution is important to guide the behaviour of individual members of the Community Police Forums through rules and regulations. Thus, to some extent, the Community Police Forums regulate themselves through the laws and regulations of their constitutions. Their constitution does not only provide the yardstick for guiding the behaviour of their members, but also protects them (Department of Safety and Security, 2001: 18).

4.3.2 The Monitoring of Sector Crime Forums

The monitoring of Sector Crime Forums in the post-apartheid regime has been significant in the operational and organisational structure of Sector Crime Forums through techniques such as auditing (Baloyi, 2013: 87). The MEC of the Department of Safety and Security, ensures the direct involvement of the mechanisms to monitor activities of the Sector Crime Forums. For example, members of the Sector Crime Forums who commit criminal offences face disciplinary action or suspension depending on the offense committed. This helps to monitor and improve accountability of Sector Crime Forums within communities. According to Singh (2016: 28), the post-apartheid Government had to reflect on the international trend and create an environment where several private and voluntary security measures are implemented

to ensure confidence in the ability of the public authorities to protect citizens. These community-led crime prevention measures and monitoring has impacted positively to the safety and security of citizens (Lumina, 2006: 92).

The monitoring of the Sector Crime Forums also helps to ensure the safety and security of communities and impacts positively on putting in place the structures that help combat crime in South Africa. According to Van Graan (2016: 136), Sector Crime Forums help to tailor-make crime-resolving approaches that are created to suit specific safety and security needs of the community. This helps Sector Crime Forums to remain professional and accountable. The Ministry of Safety and Security monitors the operational activities of Sector Crime Forums in South Africa and is involved in the implementation of strategies to decrease the levels of crimes within communities (South African Police Service, 2012: 6). These MECs coordinate Sector Crime Forums within the provinces of South Africa and ensures that a uniform approach to safety and security that is unique to each province, is achieved (South African Police Service, 2012: 8). For example, the Gauteng Province could seek strategies that are relevant to harness the crime occurrences through Sector Crime Forums, which impact on initiatives towards solving the root cause of crime within communities (Lyons, 2002: 530). The monitoring of the activities of Sector Crime Forums has also enhanced accountability and reduced the potential of corruption by the members of Community Police Forums (George, 2003: 575).

The South African Police National Instructions (2011: 1), and the White Paper for Safety and Security policy reforms on community policing, serves as a guide on how members of Sector Crime Forums should conduct themselves within communities. The White Paper on Safety and Security guides the implementation of Sector Crime Forums and seek to maximise visibility of the security and safety measures available to communities in South Africa (South African Police National Instructions, 2011: 7). The activities of Sector Crime Forums are monitored to ensure accountability and full investigation in the event of death caused by Sector Crime Forum actions. However, despite these efforts to ensure effective community policing in South Africa, the crime rates are still high in some communities. This summarises a review of the current strategies on the way Community Police Forums and its operational structures, such as the Sector Crime Forums are being managed (Buthelezi, 2010: 84).

4.3.3 The Monitoring of Community Patrollers

The monitoring of Community Patrollers impact positively in the activities to reduce crime in South Africa. According to Monnakgotla (2013), the Gauteng Province alone has about 9 000 Community Patrollers that aim to ensure safety and security of residence, however, there is a challenge with the way that police officers react to the activities of the Community Patrollers. For example, if Community Patrollers catch the suspect, police officers will always be late in responding and arriving at the scene. The MEC for the Department of Safety and Security should be involved to ensure the seamless operational strategies of Community Patrollers and all the relevant parties in combating crime (Vigneswaran, 2010: 21).

The monitoring of Community Patrollers has also impacted positively in the effectiveness of their activities and operations (Garriott, 2013: 53). Buthelezi (2010: 84) states that the monitoring and the supervision have influenced the behaviour of Community Patrollers to facilitate the arrest of suspects. The supervision detaches Community Patrollers from taking the law into their own hands (Bénit-Gbaffou, 2008: 93), which can result in them beating and punishing crime suspects (Maril, 2006: 39).

There are also some concerns about some Community Patrollers who have turned into vigilante groups, because of the lack of supervision and monitoring from the leadership, causing some Community Patrollers to act in defiance to the set rules and guidelines (Bénit-Gbaffou, 2008: 99). This indicates that there is a lack of leadership and supervision of Community Patrollers in South Africa. In some areas they are politicised and according to Katsaura (2012: 326), they end up neglecting the role of being a community development stakeholder and seek to advance their own political interests. This implies that the monitoring of Community Patrollers and all the Community Police Forums structures should not be politically inclined in order to ensure that social crime prevention campaigns are not misdirected. Benit-Gbaffou, Fourchard and Wafer (2012: 184), state that politics have penetrated the Community Police Forums' leadership and their operations and use them as tools for political campaigns and political party uplifting, especially by the African National Congress.

Members of the MECs of the Department of Safety and Security are also responsible for implementing and monitoring the different types of community patrol safety measures. This has resulted in producing community patrolling practices that attain outcomes in terms of arrests and raiding criminals. The MEC also ensures that there is a constant submission of the reports on the criminal arrests and reporting on the activities of community patrollers within communities in which they function (Engel, 2001: 341). If a community patrol member is found to be involved in criminal activities, the member will be punished in accordance to the law (Weisburd, Mastrofski, Willis & Greenspan, 2006: 284). Community patrol members adhere to the rules and abide by the laws just like any other citizen.

Monitoring the relationship between Community Patrollers and the community members is important to ensure the effectiveness of community patrols. The MEC for the Department of Safety and Security's guide on the implementation of innovative patrolling techniques and strategies can help form the relationship between community members and Community Patrollers (Weisburd, Mastrofski, Willis & Greenspan, 2006: 288). In most cases there are high levels of task orientation mechanisms that lack sufficient flexibility and adaptability. The MEC initiates platforms, campaigns and events for safety within communities and gather feedback from the communities about the activities of the patrollers through Community Police Forums.

For instance, the Gauteng Patroller Framework (2017: 6) indicates that there are four levels of monitoring on Community Patrollers and they are broken down as follows:

- The first level of monitoring is the responsibility of the South African Police Service through its Sector Commanders and patrol officers to ensure close monitoring of Community Patrollers on daily basis;
- The second level of monitoring is through the Community Police Forum and the South African Police Service that are responsible for the effective running of the patroller programme within their precincts;
- In the third level of monitoring is through the Provincial/District Boards that are charged with the responsibility of supporting and overseeing the effectiveness of the community patrol programme within their areas of jurisdiction; and

- In the fourth level of monitoring, the South African Police Service, through the Department of Community Safety, is responsible for overseeing the effectiveness and running of the Community Police Forums' programmes and structures.

Furthermore, Community Police Forums also monitor the impact of Community Patrols. According to the fourth quarter report of the Department of Community Safety (2019: 12), 60% of community patrol teams in the Johannesburg Northern suburbs in Gauteng are aligned to Community Police Forum structures. The report shows that Community Patrollers that are not linked to Community Police Forum structures, are having some difficulties in terms of their operations and administration. The Department of Community Safety (2019: 7) annual report provides performance statistics on Community Police Forums as part of the evaluation process by the department. For example, the report shows the performance rate of the bottom 30 Community Police Forum, aligned patrollers in Gauteng Province with Mamelodi East, Brakpan and Honeydew at 58% of performance, however considered poor performance during the fourth quarter of the financial year 2018/19 (Department of Community Safety report (2019: 7)). In conclusion, the report emphasises the need for the development of a detail plan on how the achievements of the community patrols could be communicated to the public under the supervision of the Community Police Forums.

4.3.4 The Monitoring of Neighbourhood Watch

The provincial and local government support is very important in the supervision and monitoring of community policing to ensure that its activities are within the confinements of the law and regulations. The neighbourhood watch is monitored by the Department of Safety and Security to ensure that they have effectively established themselves to become actively involved in the initiatives to reduce the levels of crimes within communities (Buthelezi, 2010: 84). The Community Police Forums also monitor and supervise the neighbourhood watch through facilitating the involvement of the community in solving crime in partnership with the South African Police Service. Conrad and Hilchey (2011: 273), emphasise that the involvement and support of the provincial and local government to the neighbourhood watch is crucial and has

impacted positively to its effectiveness. Through the local government financial management grant, the local government can improve the operational effectiveness of the neighbourhood watch (Kim and Warner, 2016: 790).

The South African Police Service also monitors the progress of the neighbourhood watch through the number of cases open for investigations, or closed through the help and facilitation of the neighbourhood watch (Ford, 2007: 321). They ensure that the activities of the neighbourhood watch are monitored so that they do not misuse their privileges to decide the fate and punishment of the suspects without the courts and the processes of the law. In fact, a constant check of the neighbourhood watch by the South African Police Service is required to ensure there is fairness and justice throughout the process (Buthelezi, 2010: 90). This also helps to maintain the levels of accountability on the neighbourhood watch. For example, if community members are not satisfied with the way the neighbourhood watch is operating, they can report and complain about these activities to the South African Police Service (South African Police National instructions policies, 2011: 18). The involvement of the Civilian Secretariat is important to ensure accountability and provide a platform for the communities to have a say on the way the policing activities are carried out in their neighbourhoods.

There is also Batho Pele Principles that emphasize service delivery by putting people first (White Paper on Transforming Public Service Delivery, 1997: 3), which serve as a monitoring tool for crime prevention activities of the neighbourhood watch and the Community Police Forum structures. In this context, putting people first will imply that the neighbourhood watch, Community Police Forum and its structures should endeavour to address the real needs and problems of the people rather than imposing services on the people. One way to achieve the Batho Pele Principles is through consulting people within communities on the quality of services rendered and those that they might require (Malatjie, 2016: 26).

4.4 CONCLUSION

Community Police Forums do not operate in isolation, but they are under constant supervision and monitoring by various relevant departments and organisations including the South African Police Service (Walker, 2001: 199). The literature review has shown that the monitoring mechanisms are important to ensure the effectiveness of the Community Police Forums, the Sector Crime Forums, the Community Patrollers and Neighbourhood Watch. However, the literature also shows that, to some extent, monitoring and supervision is lacking in some instances resulting in some of the structures becoming a law unto themselves.

Nothing can over-emphasise the importance of the oversight structures to the effectiveness of the Community Police Forums and its sub-structures, such as the Community Patrols and Neighbourhood Watch in the fight against crime. The effectiveness of these monitoring structures such as the South African Police Services, the Civilian Oversight bodies, Civilian Secretariat for Police and Provincial and local governments remain questionable given the crime rates in most communities.

CHAPTER 5: RESEARCH METHODOLOGY

5.1 INTRODUCTION

Du Plooy-Cilliers, Davis and Bezuidenhout (2014: 289), state that the research methodology is important in conducting any research project. This research used the qualitative research method, where a standardised open-ended questionnaire was sent online to the respondents through Google forms. The analysis of the data that was collected followed the textual and thematic method. The participants of this study were selected from 10 police stations in Tshwane, Gauteng Province.

Textual and thematic data analysis was done following a descriptive approach in describing the data and the research problem in a scientific way (Kumar, 2011: 403). These descriptions of the data that was gathered, were further grouped according to classification systems of comparing responses through identified and emerging themes to be analysed, called thematic analysis. Document analysis was done on community policing and Community Police Forums' legislation in South Africa in relation to the current practices for the responses of the participants in this study.

5.2 RESEARCH METHODOLOGY

Research methodology defines the target population of the study, how these people are accessed, for what reason they form part of the population, as well as which strategies are used to obtain the data from them (Babbie & Mouton, 2012: 75). The two research methods that are commonly used in social sciences are qualitative and quantitative research approaches. In conducting this research, the researcher determined the appropriate research approach to be used to answer the research questions and achieve the stated research objectives.

Du Plooy-Cilliers, Davis and Bezuidenhout (2014: 289), state that research methodology is a process that is used to gather and analyse data. It focuses on the research method and the type of instruments and procedures used in research, thus revealing the research processes and techniques used by the researcher and

therefore, outlining the steps that have been followed by the researcher during the research process (Babbie & Mouton, 2012: 75).

This qualitative research approach was chosen in order to obtain rich knowledge about the research problem. According to De Vos, Strydom, Fouché, and Delpont (2011: 73), the qualitative approach is used to uncover trends in thought and opinions and delve deeper into the problem. A quantitative approach is conducted under controlled measures with the intent to generalise the findings, while the qualitative approach is more informal, its purpose being to obtain rich knowledge about the research problem (De Vos, Strydom, Fouché, and Delpont, 2011: 73). This is the main reason why this method was used as an appropriate method to answer the stipulated research questions and achieve the stated research objectives.

5.3 RESEARCH DEMARCATION

Research demarcation refers to the delimitation of the population and the area that is relevant in answering the questions and achieving the objectives of the study (Swanborn, 2010: 47). According to Goddard and Melville (2004: 14), it is the process of setting boundaries on the scope of the study that is being conducted. In this study a careful delineation of the population, as well as the sample from that population was done to ensure that it answers the research questions and achieves the research objectives. The study focused on the Department of Community Safety, South African Police Services and Community Policing Forums in Tshwane. The research population in this study comprised of the Community Policing Forum members and the South African Police Service members in Tshwane, as well as the Directorate Community Police relations within Department of Community Safety in Gauteng.

5.4 RESEARCH SAMPLE

Research population refers to the group of people from which the study is conducted. According to Babbie and Mouton (2012: 174), a research population refers to the elements from which the sample is actually selected. The research population in this study comprised of the Community Policing Forum members, the Police Station

Commanders and the police officials from 10 police stations in Tshwane, Gauteng Province.

The purposive sampling data collection technique was used to select the respondents to form part of this study. According to David and Sutton (2011: 232), purposive sampling is a form of non-probability sampling, where the researcher selected the respondents based on the contribution that they can make to the study. The police stations that were selected to form part of the study and the category of people who participated is as follows:

- Out of 36 police stations in Tshwane, ten (10) police stations formed part of this study, namely – Garstfontein, Hercules, Mamelodi East, Pretoria Moot, Bronkhorstspuit, Soshanguve, Sunnyside, Welbekend, Wierdabrug and Cullinan. These police stations were selected based on their geographical location, the diverse nature of the community that they serve and the size of the population that they serve.
- Members of the Community Police Forums were selected to form part of this study. The number of questionnaires mailed per police station and responses received were as follows:
 - Garstfontein – 5 mailed and 3 completed questionnaires received
 - Hercules – 5 mailed and 3 completed questionnaires received
 - Mamelodi East – 5 mailed and 3 completed questionnaires received
 - Pretoria Moot – 5 mailed and 2 completed questionnaires received
 - Bronkhorstspuit – 5 mailed and 4 completed questionnaires received
 - Soshanguve – 5 mailed and 2 completed questionnaires received
 - Sunnyside – 5 mailed and 3 completed questionnaires received
 - Welbekend – 5 mailed and 1 completed questionnaire received
 - Wierdabrug – 5 mailed and 2 completed questionnaires received

- Cullinan – 5 mailed and 2 completed questionnaires received
- The Chairpersons of Community Police Forums in all selected police stations were sent 1 questionnaire each and they all responded. All 10 completed questionnaires were received.
- For police officers who are attached to the Crime Prevention Units of the selected police stations, questionnaires were mailed to 1 member per shift, thus mailing 4 questionnaires per police station and receiving the responses as follows:
 - Garstfontein - 4 completed questionnaires received
 - Hercules - 2 completed questionnaires received
 - Mamelodi East - 3 completed questionnaires received
 - Pretoria Moot - 3 completed questionnaires received
 - Bronkhorstspuit - 4 completed questionnaires received
 - Soshanguve - 3 completed questionnaires received
 - Sunnyside - 4 completed questionnaires received
 - Welbekend - 3 completed questionnaires received
 - Wierdabrug - 3 completed questionnaires received
 - Cullinan - 2 completed questionnaires received
- Questionnaires were mailed to all 10 station commanders of the selected police stations and all 10 responses were received from them, by the researcher.
- Fourteen (14) employees who are directly involved in community policing in the Gauteng Department of Community Safety, were selected to form part of the study. The 14 selected employees were as follows:

- 11 employees who are directly involved in community policing and the work of the Community Police Forums
- the Director in the Department of Community Safety
- the Deputy Director in the Department of Community Safety
- the Assistant Deputy Director in the Department of Community Safety

Fourteen (14) questionnaires were mailed to the above-mentioned people and 14 completed questionnaires were received from them by the researcher.

5.5 DATA COLLECTION

Peck and Devore (2012: 31), emphasise the importance of data collection as a critical step in research that guarantees the collection of reliable information. In this study, the following data collection methods were used:

- **Standardised open-ended questionnaires** – According to Du Plooy-Cilliers, Davis and Bezuidenhout (2014: 153), open-ended questionnaires invite the participants to answer in their own words and this is important to elicit the underlying ideas about the subject being studied. The study employed the standardised, open-ended questions that made the respondents provide as much information as they could in the asked set of questions. The same set of the questions asked in the questionnaire allowed the researcher to compare the responses, views and opinions of the participants in a more organised and simple way. At the end of each category of the questionnaires, the respondents were given an opportunity to state any other matter that they know or experienced on the said topic.
- **Documents analysis** – Document analysis refers to the type of qualitative research approach in which relevant documents to the problem are reviewed by the researcher to assess themes under discussion (Du Plooy, 2001: 5). Document analysis was employed by the researcher on the operations of Community Police Forums and their structures in South Africa. This included the applicable legislations, policies, operational procedures, reports, books and

journals on this subject. These materials were obtained from the internet and libraries.

5.6 DATA ANALYSIS

Mills and Birks (2014: 43), defined data analysis as the collection of information that is fragmented into smaller, more manageable segments that can be analysed to reveal patterns that can be interpreted to make sense. The data that was collected was therefore grouped into themes for it to be easily understood. The information was provided by the respondents in the context of the research study. Fragmenting and grouping the collected information into themes led to the focused analysis and interpretation of the data received from the respondents, together with the document analysis and observation. In this study the following analysis was used.

5.6.1 Thematic Analysis

This study employed textual and thematic data analysis. McKee (2003: 4), refers to text as anything produced from the interpretation of something's meaning. Thematic analysis is a process of data reduction by means of identifying themes (Du-Plooy *et al.*, 2014: 241). With textual data analysis, the data that was collected through the standardised, open-ended questions was transcribed and studied for emerging themes that were relevant in answering the questions and objectives for this research. From a theoretical approach, this study followed the deductive research strategy in interpreting and analysing the data. Deductive research strategy refers to the use of the conceptual framework derived from applicable theories to identify several specific codes within the text that are grouped into several specific themes (Du-Plooy *et al.*, 2014: 234). This technique was used to link the themes that emerged from the existing literature and theory. The deductive research approach allowed the researcher to test the existing theories in the operations of Community Police Forums and its structures in Tshwane. The researcher followed the eight data analysing steps that are stated by Zhang and Widemuth (2009: 309–311), that are dealt with below.

- **Step 1: Prepare the data** – This step entailed data transcribing. In this research, the data that was collected through the standardised, open-ended questionnaires were transcribed into written text to be analysed.
- **Step 2: Define the coding unit to be analysed** – This step involved the coding of the unit of text that was analysed. Codes, phrases and sentences were used as the coding units in this study. The data that was collected was organised into manageable units and themes that were relevant to the research questions and the research objectives of the study.
- **Step 3: Develop categories and a coding scheme** – This step involved the grouping of related themes and codes in categories. This was done to develop a frame that guided the data analysis through related themes that informed the objectives of this study.
- **Step 4: Test your coding scheme** – This step involved testing the consistency of the codes and themes that emerged from the data collected. Iterative analysis was applied to the data until there were new themes that emerged. Iterative analysis is a systematic, repetitive and recursive process that involves a repetitive procedure of analysing the data to ensure that the same patterns of results are found (Du-Plooy *et al.*, 2014: 230).
- **Step 5: Code all text** – A careful selection of all the relevant and meaningful sections of the data was employed in this research. This involved a line-by-line and thematic coding of text to ensure effective data analysis.
- **Step 6: Assess your coding consistency** – In this research coding consistency was ensured through employing the same coding scheme throughout the data analysis.
- **Step 7: Draw conclusions from the coded data/interpreting the data** – Emerged themes and the categories of the data that were categorised were used to draw conclusions from the data collected. Meanings derived from the

data were presented in a simple manner to enhance understanding. Conclusions were drawn deductively in relation to the existing theories and literature.

- **Step 8: Report your methods and findings** – Finally, the findings in this study were reported accurately and without predispositions to boost the authenticity, reliability and validity of the study.

5.7 VALIDITY AND RELIABILITY

In a qualitative research, validity and reliability are normally described through strategies for trustworthiness. Creswell (2013: 246), states that terms such as conformability, transferability, dependability and credibility are used to establish the trustworthiness of the study. Credibility relates to the proper scrutiny of the findings so that even other researchers could improve them further towards finding solid evidence. Validity and reliability confirm the surety about the collected data, its interpretation and conclusion (Creswell 2013: 246). This research measured what it was supposed to measure. The instruments that were used in this research reflect the reality of the constructs that were being measured in this study and the data collection tool was well designed to answer the research questions. Thus, the researcher is confident that if the same research method and design applied in this study sample would be applied to the broader context, the same results would emerge.

According to Thyer (2010: 356), reliability refers to the degree to which other researchers performing similar observations and analysis could generate similar interpretation and results. For ensuring reliability, the researcher standardised the questionnaires that were posed to the respondents.

Validity and reliability also extend to concepts such as transferability, dependability, credibility and conformability:

- *Transferability* – Transferability refers to the extent to which the findings can be applied in different research contexts (Du-Plooy *et al.*, 2014: 258). The findings

of this research were interpreted accurately showing the relationship between the existing literature and the findings.

- *Dependability* – According to Du-Plooy *et al.*, (2014: 259), dependability refers to the consistency of the findings to the data that was collected from the methods used to collect the data and the analysis. This study presents and analyses the collected data accurately.
- *Credibility* – Credibility was ensured through the accurate presentation and interpretation of the findings in this study. Only the data that was gathered was presented and analysed to achieve the research objectives and answer the research questions.
- *Confirmability* – According to Du-Plooy *et al.*, (2014: 259), conformability refers to the extent on how well the data collected was presented and interpreted. The findings presented and interpreted in this study was consistent with the data that was collected. The process for designing the data collection tools and data analysis was documented as proof to ensure reliability and conformity.

5.8 ETHICAL CONSIDERATIONS

Maxfield and Barbie (2012: 25), defined ethical principles as conforming to standards of conduct of a given profession or group. In this study the researcher adhered to the code of ethics by following ethical processes and the Unisa code of ethics throughout the entire research process. The researcher adhered to the South African Police Service's National Instruction on research by obtaining permission and following the research guidelines, as well as the research guidelines of the Department of Community Safety throughout the process of this research.

5.9 CONCLUSION

This research used the qualitative research methods where the researcher used the standardised open-ended questionnaires that were sent online to the participants to respond and send back to the researcher through Google forms. Some of these questionnaires were returned and some were not. However, the amount of those returned were sufficient for conducting this study, since they surpassed the number of those that were not returned. The presentation and analysis of the data was done following the thematic and descriptive analysis technique.

The research methodology used was effective towards answering the research questions and attaining the research objectives of the study. As indicated above, the qualitative research approach was used to obtain the rich data that was obtained from the respondents. The sampled population used in this study was effective to inform the objectives set for the study, since they are directly involved in the activities ensuring community policing and community safety.

The standardized, open-ended questionnaires that were sent to the participants using the Google forms were very effective, through the provision of open-ended questions, to allow the participants to express deeper concerns into the discussion in a way the researcher might not have thought of. The researcher strongly abided by the ethical contemplations and followed the Unisa code of Ethics throughout the research process.

CHAPTER SIX: RESEARCH FINDINGS

6.1 INTRODUCTION

This chapter presents, interprets and analyses the data that was collected using the standardised semi-structured questionnaire from the Community Police Forums' members and the police officers in Tshwane. The category of the population used for this research is relevant to the research questions and research objectives set for this study. Community Police Forums members are directly involved in the practices and roll-out of Community Police Forums strategies designed to reduce crime and criminality in different communities, hence they constitute a perfect category of the population that was selected for this study. While the sample of the police officials used is important in assisting in answering the research questions and achieving the research objectives of this study, since police officials work with the members of Community Police Forums in the police station precinct, making the operations and operational challenges of Community Police Forums and their structures, something that they have to deal with daily.

The collected data is interpreted and some themes that need analysis are analysed within the context of the policy documents and the operations of Community Police Forums and their sub-structures. The questionnaire was tailored to focus on what Community Police Forums and their structures are doing to ensure the attainment of safety and security in communities, including the conditions and types of operations and the nature of government intervention in their activities.

6.2 PRESENTATION OF THE FINDINGS

This study broadly adopts the thematic analysis of the data collected through the questionnaire. The themes are grouped on the basis of the questions per the different categories of the respondents to determine their response on the questions asked.

6.2.1 The Perceived Roles of Community Police Forums

The findings of this study indicated that there are assumptions that Community Police Forums are responsible for reducing crime levels within communities. Two of the Community Police Forums' Chairpersons in the age range of 31 to 50 years, of which one is in possession of a Diploma and the other one a Grade 12 education and who are both employed, are of the view that Community Police Forums are an inclusive strategy for community members to be part of the crime prevention initiatives. The chairperson with the Diploma reiterated this by stating that:

Community Police Forums are important in reducing crime in communities and facilitating good relations between the police and the community. That facilitates the development and the implementation of the programmes that assist in crime reduction within communities. They also ensure that the community is represented in the Community Police Forum structures.

Community Police Forums create a platform for the community and the police to share ideas on how to combat criminal activities. Ten Community Police Forums' Chairpersons of 40 years of age and below, five of these Chairpersons are in possession of Grade 12 and below, three in possession of Diplomas and two in possession Bachelors' Degrees of which only two of the 10 Chairpersons are in full-time employment. Are of the viewpoint that Community Police Forums create a platform for the community and the South African Police Service to engage criminal activities that are experienced by their respective communities. One of these Chairpersons, who is in possession of a Bachelors' Degree and unemployed stated that:

Community Police Forum structures are responsible for mobilising the community to work with relevant stakeholders, such as the police, in the crime prevention initiatives. Thus, Community Police Forums are important to create platforms for communities and the South African Police Service to discuss criminal activities that are affecting the community to which they operate and discuss the impact of Community Police Forum in their dealings with the police and all other stakeholders in reducing crime and criminality.

One Community Police Forum Chairperson in the age group of 51 to 60 years, in possession of Grade 12 and unemployed, emphasised that Community Police Forums promote community participation in crime prevention by stating that:

Community Police Forums are responsible to establish, promote and maintain community participation and partnership with the South African Police Service in the fight against crime and helping to promote effective communication and good partnerships between the police and communities in order to achieve policing goals.

Furthermore, the study also revealed that the establishment of Community Police Forums is important for ensuring accountability of the South African Police Service within communities. One Community Police Forum Chairperson who is in the age range of 31 to 40, in possession of a Bachelors' Degree and employed, is of the view that Community Police Forums are responsible to ensure that police officials are accountable for their activities in the communities. Stating that:

Community Police Forums help to ensure that the police are accountable, transparent and effective in the communities to which they function. Through the discussions of criminal activities within communities, Community Police Forums allow the community to share their concern regarding the conduct of police officials in their communities.

6.2.1.1 An Analysis of the Perceived Roles of Community Police Forums

The research findings indicate that Community Police Forums are responsible in fostering the positive relationships between the police and the community, providing an important link between the police and different community groups such as coloured, Black, White, crippled, old and young people, to ensure their safety and security. Hattingh (2015: 7), emphasises that Community Police Forums create platforms for public interaction between the community and the police to ensure inclusive community participation in the policing strategies, thus closing the traditional gap that isolate the police from the community and serving as a platform to discuss crime and criminality in communities. This enables the police and the community to jointly identify

crime hotspots in different areas, supporting what Baloyi and Theron (2015: 92), mentioned when stating that the success of Community Police Forums is determined by an effective partnership with the police.

The findings also revealed that Community Police Forums are important in ensuring that the South African Police Service is accountable to the communities that it serves, making it possible for community members to express their experiences on the conduct of the police officials, thus promoting the accountability of police officials in their respective communities. This is emphasised by Brown (2016:12) and Kempen (2015: 44), who are of the view that Community Police Forums significantly enhance the level of accountability of police officials, indicating that well-resourced and effective Community Police Forums could play an important role in crime reduction and meeting community expectations. Zwane (2018: 16), also stressed that effective and efficient Community Police Forums could have a positive effect in reducing crime within communities.

6.2.2 Functions of Community Policing Forums in terms of the Legislation

The members have different views on the extent to which Community Policing Forums adhere to legislation during their operational activities. Four Chairpersons of Community Policing Forums of 41 years old and above of which two of them are in possession of Bachelors' Degrees and employed, while the other two are in possession of Grade 12 and below and are not employed, reported that there are different views on what Community Police Forums are expected to be doing within the communities. However, the general trend of their responses indicates that Community Police Forums facilitate and establish relationships between the police and the communities. Some of the Chairpersons explaining this by stating that:

- *Apart from helping the police to reduce crime in communities, Community Police Forums are important in the facilitation and the establishment of good relations between the police and the community, developing and implementing programmes to assist with crime reduction, as well as ensuring that all different groups in the community are represented in and protected by policing structures available.*

- *Community Police Forums are important in building the relationship between the community and the police, thus empowering the community to assist in solving the crime within communities.*
- *Community Police Forums are also important in ensuring that there is a mutual understanding between the police and the community and that the service rendered by the police to the community meets the demand of the members of the community.*
- *I think Community Police Forums are responsible in creating meeting platforms between the local police and community members. These meetings can be held between the community, Sector Crime Forum involved and the Community Police Forums' Chairpersons.*

Two Community Police Forums' Chairpersons in the age group 41 to 60, in possession of the Grade 12 and below and unemployed, are of the view that Community Police Forums are responsible to facilitate accountability on the activities of the police within communities, reiterating this by stating that:

- *The aim of Community Police Forums is to ensure that the police are accountable to the communities and their actions are transparent and effective in all the services that they provide to their relevant communities.*
- *I think Community Police Forums work as an oversight body for the activities of the South African Police Service. They also work as a community mobilisation to fight against crime in their respective communities. They are also responsible for building and establishing partnerships between the police and the community to ensure the promotion of joint identification of crime challenges and solutions within communities.*

6.2.2.1 An Analysis of the Functions of Community Policing Forums in terms of the Legislation

The research findings indicated that some Community Police Forums do follow the legislative mandate while others do not. Those that operate within the constitutional mandate facilitates platforms and meetings between the South African Police Service and the communities, help the police in the prevention of crime and ensure the accountability of the police activities within communities. They also advise the South African Police Service to focus on certain crime hotspots that are identified in communities thus making these forums to operate in terms of their legislative framework.

There is also an indication that some members of Community Police Forums take the law into their own hands and decide on the verdict of the people who violated the law, without involving the police to invoke the due process of the law. Some Community Police Forum members are also affiliated to certain political parties and their actions within the Community Police Forum structures are influenced by the ideology of such parties. This lead to the differentiation of the punishment that could be imposed on people who committed similar transgressions depending on their political affiliation. The end results are the erosion of the credibility of Community Police Forums in their communities and thus leading to their ineffectiveness in dealing with crime and criminality. This was also emphasised by Gross (2016: 250), who states that some members of Community Police Forums use force and mob violence to solve crime.

The revelation that some members of Community Police Forums masquerade as police officials and attempt to interfere in criminal cases that occur in the communities, indicates a desperate attempt by some of the Community Police Forums' members to usurp the functions of the police in order to influence the outcome of some investigations. This is contrary to the constitutional mandate of Community Police Forums that need Community Police Forum members to be a platform that brings the police and the community together to devise a means to prevent crime and criminality in their respective communities. Geldenhuys (2015: 51), states that some members of Community Police Forums install sirens and flashing lights that are similar to those used by the police for their own agendas, such as overcoming the traffic and not

stopping at traffic lights, highlighting the need to properly monitor the activities of Community Police Forums' members to maintain their credibility and attain safety and security within communities.

6.2.3 Functions of Sector Crime Forums

There is a general view that Sector Crime Forums are responsible for helping the operational strategies of Community Police Forums and their sub-structures. One Community Police Forum member who acted as their Secretary, between the age of 31 to 40, being in possession of a Diploma and unemployed, is of the view that Sector Crime Forums are responsible for drafting and implementing policing programmes that are relevant to their communities and sectors. In reiteration, this Secretary stated that:

Sector Crime Forums are responsible for coming up with policing programmes in their sector. These policing strategies are then implemented and fostered in ensuring the community safety and security by both the police, Community Police Forums and their structures.

There is an assertion that Sector Crime Forums are important in helping to combat crime in communities. A member of Community Police Forums who also act as its Secretary, between the age range of 41 to 50 and in possession of a Bachelors' Degree and unemployed. Stated that Sector Crime Forums are important to combat crime within their sectors. They support crime prevention initiatives of Community Police Forums' structures such as the neighbourhood watch and community patrollers. Further stating that:

The Sector Crime Forums are responsible for ensuring crime prevention and combating in communities by assisting in addressing and solving crime problems. Get involved in crime prevention initiatives in different wards and mobilise communities in the fight against crime and the reporting of crime activities to the police.

There is an assertion that Sector Crime Forums are important in ensuring that police activities become visible within communities. One Chairperson of Community Police Forums who is in the age range of 51 to 60, in possession of a Diploma and

unemployed, is of the view that Sector Crime Forums ensure the visibility of police officials within communities, thus deterring potential criminals from committing crime. Emphasising this by stating that:

The Sector Crime Forums ensure police visibility in their respective sectors and hold community meetings to monitor police service delivery in the sector. Sector Crime Forums also communicate with other sector managers to identify hotspots across sectors.

6.2.4 Monitoring of Sector Crime Forums

Sentiments expressed by most respondents is that Community Police Forums monitor Sector Crime Forums. One member of a Community Police Forum who is a service delivery officer, being in the age range of 31 to 40, in possession of a Grade 12 qualification and unemployed, is of the view that most of the activities by the Sector Crime Forums are monitored by the Community Police Forums. One Secretary of a Community Police Forum expanded on this by stating that Sector Crime Forums are monitored through a series of meetings that are held by the Community Police Forums, South African Police Service and the MEC for Community Safety in Gauteng. Giving the following direct response:

The Sector Crime Forums are monitored through regular meetings that they have with Community Police Forums and members of the South African Police Service. This result in active monitoring of activities and the appointment of sector managers and chairpersons of Sector Crime Forums. The MEC for Community Safety is also important in monitoring the activities of Sector Crime Forums through intervention strategies.

One of the Chairpersons of Community Police Forums being in the 51 to 60 age range, in possession of a Diploma and unemployed, indicated that the Department of Community Safety is responsible for monitoring the activities of Sector Crime Forums. This is done through employing mechanisms such as the holding of meetings with the Sector Crime Forum members, writing of reports based on their performance, as well as conducting research on the work performance of Sector Crime Forums, emphasising this by stating that:

The Department of Community Safety is responsible for monitoring the activities of Sector Crime Forums. There are evident activities such as convening meetings with Sector Crime Forums' management by the Department of Community Safety that also investigates possible misconducts of this structures within communities to ensure that they operate within their legislative framework.

What has been evident from the respondents is the lack of common understanding on who is responsible to monitor Sector Crime Forums and how these structures are actually monitored. Police officers tend to believe that Station Commanders monitor these structures while Community Policing Forum members tend to believe that they are monitored by the Community Policing Forums, leading one to believe that there is no clear indication on who monitors the activities of these structures and ensures that they are effective and efficient in their duties. The following responses are indicative of this:

- A police officer in the age between 41 and 50, in possession of a Diploma stated that – *the Commander of Visible Policing monitors Sector Crime Forums.*
- A Chairperson of a Police Forum who is between 41 to 50 years of age with Grade 12 and unemployed, stated that – *Sector Crime Forums are monitored by Community Police Forums through the submission of monthly reports of the meetings and the safety campaigns held by Sector Crime Forums.*

6.2.4.1 An Analysis on the Monitoring of Sector Crime Forums

The findings of this study indicate that there are various perspectives on who is monitoring the activities of Sector Crime Forums. Police officers tend to be of the view that police commanders monitor the activities, while Community Police Forum members are of the view that Community Police Forums monitor them. According to the police operations and the operations of Community Police Forums there is a joint monitoring of Sector Crime Forums by both these entities focusing on certain aspects of the activities of Sector Crime Forums. Nevertheless, from the responses, there appears to be lack of understanding on whom is actually monitoring their activities and how are they monitored.

6.2.5 Potential Challenges in Monitoring Sector Crime Forums

There is a general understanding that, without effective support from the South African Police Service, Sector Crime Forums will struggle to achieve their goals. Two Chairpersons of Community Police Forums aging from 41 years and above, one in possession of a Bachelors' Degree and the other one in possession of a Diploma and both of them unemployed, are of the view that monitoring the Sector Crime Forum requires support from the police and the community itself. They state further that the support from the police is important to ensure the effective functioning and monitoring of the Sector Crime Forums. To reiterate this, one of these two Chairpersons of Community Police Forums stated that:

Sector Crime Forums need to be supported by the police in their operational activities to ensure that the Sector Crime Forums become effective. The community members also need to support the activities of Sector Crime Forums to ensure effectiveness and good relationships.

Furthermore, there are assertions that Sector Crime Forums lack resources of effectively operating within communities. One Chairperson of Community Police Forums between the age of 41 and 50, in possession of Grade 12 and unemployed, revealed that some difficulties experienced in the operational strategies of Sector Crime Forums is lack of resources and this hinders their effective operation, also adding that there are difficulties experienced in the monitoring of Sector Crime Forums' activities, because of not having appropriate measures of evaluating them and assessing their performance. Emphasising this by stating that:

There is a lack of human resources and logistical resources such as patrolling vehicles and support systems from the community itself for the Sector Crime Forum to use to enhance their effectiveness. This is also worsened by the lack of evaluation measures to check the performance of the Sector Crime Forums by the Community Police Forums. Coupled with the lack of information on how Sector Crime Forum members should execute their activities, because some of them do not clearly understand their roles and responsibilities.

There are allegations of a lack of communication and information-sharing between Sector Crime Forums and Community Police Forums. One Chairperson of a Community Police Forum between the age of 41 to 50, in possession of a Diploma and unemployed, stated that the lack of intense information-sharing between Sector Crime Forums and Chairpersons of Community Policing Forums as a challenge. They indicated that some Sector Crime Forums do not inform Community Police Forums of their activities and others do not submit the minutes of the meetings in time, sometimes not submitting them at all, thus, creating a challenge on how the Community Police Forum can monitor and guide such Sector Crime Forums, because they do not have proper insight in its operations, expressing these sentiments by the following words:

The challenge is that sometimes Sector Crime Forums managers submit the minutes of their meetings late and sometimes they do not submit them at all and this makes it difficult for the Community Police Forums' Chairpersons to assist positively in the functioning of Sector Crime Forums.

There are also allegations that some Sector Crime Forums are not discharging their duties and responsibilities as expected of them by their respective communities. One Chairperson of a Community Police Forum between the ages of 51 to 60, having Grade 12 and unemployed, is of the view that there is a general trend of lack of commitment from Sector Crime Forums' members that is highlighted through absenteeism in meetings and the lack of participation in initiatives that are aimed in combating crime within communities. This also indicates a lack of leadership skills among Sector Crime Forum members, emphasising this by stating that:

There are challenges with the poor attendance by the committee members of Sector Crime Forums in the general meetings that are relating to crime combating. There is also a visible lack of leadership skills, commitment to attend workshops and training and ineffective on how to exercise community policing. This is coupled with the challenge in the process of electing a member into the Sector Crime Forums' committees that might also lead to potential conflicts.

There are contentions that some Sector Crime Forum members are politically inclined. According to the Chairperson of one of the Community Police Forums between the

ages of 41 and 50, in possession of a Diploma and unemployed. There are political influences on how some Sector Crime Forums are supposed to be managed and their activities monitored. It is alleged that some political figures interfere in the daily activities of the Sector Crime Forums, mostly to ensure that the political agendas of their parties are being carried through Sector Crime Forums' activities. To emphasise this, the above respondent states that:

There is a challenge with the influence of politics in the activities of the Sector Crime Forums and this can result in the breakdown of the relationship between the community and the Community Police Forums structures as well as the police activities, including the lack of trust in the South African Police Service.

6.2.5.1 An Analysis of the Potential Challenges in Monitoring Sector Crime Forums

According to the findings it is clear that the lack of effective support for sector Crime Forums from the South African Police Service and Community Police Forums makes their work and achievement of their objective difficult. Coupled with this are the limited resources, such as personnel and transport that this structure has to operate with, as well as a lack of the proper communication between this structure and the Community Police Forum in some instances.

6.2.6 Solving the Challenges of the Sector Crime Forums

The assumptions of many Chairpersons of Community Police Forums are that there should be constant meetings between the Community Police Forums and Sector Crime Forums on its daily activities. Three Chairpersons of Community Police Forums in the age range between 41 and 70, in possession of Grade 12 and unemployed, are of the view that the challenges encountered by Sector Crime Forums are supposed to be reported to the Community Police Forums committees where such challenges should be dealt with. The Sector Crime Forums' managers should always be available to attend the meetings of the Community Police Forums' committees to try to solve the problems faced by the structures of Community Police Forum. They are of the view that some of the challenges relates to legislative mandate and the constitutions of

Community Police Forums and their structures. One Chairperson of a Community Police Forum emphasised this by stating the following:

The operational challenges arising from the daily activities of Sector Crime Forum are supposed to be discussed with the Community Police Forums' Chairpersons. Meaning the Community Police Forum should schedule a meeting with Sector Crime Forums that have challenges and try to address those challenges in such meetings.

Furthermore, there are assertions that some of the problems faced by Sector Crime Forums could be solved through constructive engagement with their respective communities. One Chairperson of a Community Police Forum who is aged between 41 and 50, in possession of a Bachelors' Degree and unemployed, revealed that the challenges of Sector Crime Forums are addressed through constructive engagement of potential stakeholders such as the Chiefs, Indunas and the Department of Safety and Security. They reiterated this by stating that:

The challenges within Sector Crime Forums are addressed through engaging various stakeholders including indunas from hostels and engage the Department of Safety and Security to assist with the organisation of a leadership skills workshop and training. The Department of Community Safety could draft the programme of action to address the challenges encountered by Sector Crime Forums.

6.2.6.1 An Analysis on Solving the Challenges of the Sector Crime Forums

The findings of this study observed that most Chairpersons of Community Police Forums are of the view that the challenges encountered by Sector Crime Forums could be resolved by a meeting of the three role players, namely – Community Police Forums, South African Police Service and the Department of Community Safety. Whatever decisions are made in these meeting should be informed by the legislations and regulations governing this structure, thus placing a responsibility on these members to have first-hand knowledge of such legislation and regulations.

6.2.7 The Difference between Neighbourhood Watch and Community Patrollers

Some participants are of the view that the difference between Neighbourhood Watch and Community Patrollers is largely in terms of resources that are accessible to each category. From the perception of four Chairpersons of Community Police Forums of ages ranging from 31 to 60, who are in the possession of Bachelor Degrees, two employed and two unemployed, indicated that some of the Neighbourhood Watch receives monetary benefits in form of fee payments from the community members. To emphasise this, one of these Chairpersons of Community Police Forums, who is in the age range of 31 to 50, in possession of a Bachelor Degree and unemployed stated that:

I think Neighbourhood Watches use their own resources to do patrols and community members are expected to pay a certain fee. Community Patrollers are established through the Community Police Forums and work closely with the South African Police Service largely on a voluntary basis.

In expanding on the difference between Neighbourhood Watch and the Community Patrollers, four Community Police Forums Chairpersons who are above 41 years of age, of whom two have Grade 12 and the other three have Diplomas and are all employed, are of the view that the Neighbourhood Watch is a community-based initiative that aims to combat crime. The argument also extends to indicate that the Neighbourhood Watch is not being governed through the Department of Community Safety regulations. These four Community Police Forums Chairpersons also assume that Community Patrollers are attached to the Community Police Forum activities and much recognised by the South African Police Service and that the Neighbourhood Watch are independent from the Community Police Forums. Direct responses from some of them were:

- *The Neighbourhood Watch is an organised group of community members patrolling their area without been monitored by the Community Police Forums. While Community Patrollers are a group of community members that work under the Community Police Forum, together with the South African Police Service.*

- *The Neighbourhood Watches are independent in their activities from the South African Police Service and the Community Police Forum, while the Community Police Forum established Community Patrollers.*

One member of Community Police Forums who is between 31 to 40 years old, in possession of a Diploma and unemployed, is of the view that Community Patrollers are more visible and known by community members, unlike the Neighbourhood Watches, indicating that Community Patrollers are always available in times of crisis when they are expected, which is different from the experiences with the Neighbourhood Watches that are difficult to identify. This member emphasised this by stating that:

The Community Patrollers are always visible when patrolling and present in the time of crisis. However, it is not easy to recognise the Neighbourhood Watch members on duty.

Another Community Police Forum committee member aged between 31 to 40 years, in possession of a Bachelors' Degree and unemployed, indicates the difference between the Neighbourhood Watch and Community Patrollers as the fact that the Neighbourhood Watch is funded by the community while the Community Patrollers are being funded by the Government through the Department of Safety and Security. This member reiterates this by stating the following:

To my own understanding, the Neighbourhood Watch programmes do not rely on government funding. On the other hand, Community Patrollers fall under the community safety and security initiatives and their activities are funded by government through the Department of Safety and Security.

6.2.7.1 An Analysis of the Difference between Neighbourhood Watch and Community Patrollers

The findings of this study showed that the respondents do not have a clear knowledge of the difference between the Neighbourhood Watch and Community Patrollers. Most of them based the distinction on the fact that some Neighbourhood Watch receives

funding from the membership fees that they get from the neighbourhood while Community Patrollers do not charge a membership fee. Playing down the fact that both these structures are community-based initiatives that aim to prevent crime, their main difference being the accountability mechanism as Community Patrollers are aligned to the Community Police Forums while the Neighbourhood Watch is an independent structure.

6.2.8 The Effectiveness of the Neighbourhood Watch and Community Patrollers

There are allegations that the Community Patrollers are more effective than the Neighbourhood Watch. Five Chairpersons of Community Police Forums, who are between the age range of 31 to 70, two of them being in possession of Bachelors' Degrees and the other three in possession of Diplomas and all of them employed, indicated that both the Neighbourhood Watch and the Community Patrollers are effective in their activities to combat crime in the communities. However, there is a notion that the Community Patrollers are more effective in their activities of combating crime since the Department of Community Safety, the South African Police Service and Community Police Forums support them. The following are direct quotes from three of the Community Police Forums' Chairpersons

- *I think both the Neighbourhood Watch and the Community Patrollers are effective, but the Community Patrollers are more effective because of government funding and the support that they receive from the South African Police Service.*
- *Community Patrollers are very effective. They are the ones always at the crime scene first, most of the time.*
- *Community Patrollers are very effective, and they consistently provide service to the communities.*

Decreasing crime levels in some communities are attributed to the effectiveness of Neighbourhood Watches and Community Patrollers. Three of the police officials at one of the police stations, aged between 31 and 50 years and in possession of Bachelors'

Degrees indicated that Community Patrollers and the Neighbourhood Watch are effective since there has been a crime reduction in the communities where they operate. When asked how effective the Community Patrollers and the Neighbourhood Watches are in crime reduction, they gave the following responses:

- *The Community Patrollers and the Neighbourhood Watches are very effective since there has been a decrease in the number of crimes committed in my community.*
- *The Community Patrollers and the Neighbourhood Watch are effective in reducing the levels of crime within communities.*
- *Neighbourhood Watches and Community Patrollers are very effective. The statistics kept by the Community Police Forum in our area clearly indicate that there is significantly less crime taking place when Community Patrollers and Neighbourhood Watch are on the road.*

6.2.8.1 An Analysis of the Effectiveness of the Neighbourhood Watch and Community Patrollers

From the findings, it is generally indicated that Community Patrollers are more effective and visible than the Neighbourhood Watch. Although this might be true in some cases, it could be largely influenced by the respondents who are all within policing and Community Policing Forums that accounts for the activities of Community Patrollers so they might not be aware of the activities of Neighbourhood Watch, because it does not directly report to them. The decrease in criminal activities that the respondents also attribute to the effectiveness of Community Patrollers and other Community Police Forum structures might also include the activities of the Neighbourhood Watch.

6.2.9 Oversight Bodies for Community Police Forums

The general findings reveal that most participants are of the view that the Community Police Forums are monitored by the Provincial Department of Community Safety and

Security. Responses of three members of Community Police Forums aged between 31 and 50 years, with a Grade 12 and below, and unemployed further indicated that the South African Police Service and the local business owners who support their initiatives, such as providing funds and transport for Community Police Forums' members for their meetings, monitor them. Their direct responses on what monitoring bodies are responsible for in the activities of Community Police Forums, are as follows:

- *The Department of Community Safety is responsible in monitoring the Community Police Forums and their structures.*
- *The Department of Community Safety and the South African Police Service are responsible for monitoring the activities of Community Police Forums.*
- *The South African Police Service and the local businesses monitor the activities of Community Police Forums in the communities. Some business people provide different support, such as funds that can sustain the activities of the Community Police Forums and some provide them with food when they hold meetings.*

In addition, one of the police officials in one of the police stations, who falls within the 41 to 50 age range and in possession of a Bachelor Degree, is of the view that the Civilian Secretariat from provincial and also at national level, together with the Department of Community Safety are responsible for the monitoring of Community Police Forums. In reiteration the following is the direct quote that bears reference to this:

In my opinion, I think that the Community Police Forums are monitored through the National Civilian Secretary body, the Provincial Civilian Secretary and also the Department of Community Safety.

The Community Police Forum Chairperson in Gauteng Province, who is in the age between 41 and 50 years, in possession of a Diploma and unemployed, indicated that the Community Police Forums employ the self-monitoring mechanisms. It was mentioned that this is done through allocating responsibilities to the Chairpersons of

the Community Police Forums, the Deputy Chairpersons and the Secretaries, conveying these sentiments by stating the following:

The Community Police Forum's Chairperson, Deputy Chairperson, Secretary, Deputy Secretary and the Treasurer are responsible for monitoring the activities of the Community Police Forum within communities. The Community Police Forum has a reporting system that allows a hierarchical support system and reporting too.

6.2.9.1 An Analysis of Oversight Bodies for Community Police Forums

The findings of this study revealed that not all the relevant people are aware of who is monitoring the activities of Community Police Forum members within communities. This is a worrying factor because if members of the Community Police Forum are not certain who monitors their activities, the general community will certainly not know where to report their activities, should they need to.

6.2.10 The Operation of Community Police Forums and their Sub-structures

There are allegations that some Community Police Forums are not operating in terms of their founding legislation. Some of them are taking the law into their own hands and decide the verdict of some offenders. One member of a Community Police Forum who is responsible for service delivery, in the age range of 41 and 50, in possession of a Diploma and unemployed, stated that some Community Police Forum members try to solve some criminal activities without consulting or involving the police. There are also allegations that some Community Police Forum members do not take community complaints seriously if it is against the people who are affiliated to the same political parties. They also tend to be lenient when dealing with such cases, as compared to other cases of people who do not share the same political affiliation, emphasising that:

Some members of Community Police Forums are solving some of the criminal cases in their houses, together with the victim and the offender. Some of the accused persons are friends or belong to the same political party with some members of the Community Police Forums, so their unjust activities or

suspected crimes are just dismissed by these Community Police Forum members.

One of the Community Police Forums' Chairpersons aged between 31 and 40 years, in possession of a Bachelors' Degree and unemployed, indicated that the Community Police Forums are not supposed to be dealing with road accidents. Highlighting that the immediate involvement of medical practitioners (paramedics) or mobile ambulance services and the police is important in the attendance of these accidents, rather than Community Police Forum members, especially when they do not inform the authorities in time when they arrive at these scenes. This could lead to the theft of items belonging to casualties and some other criminal activities at accident scenes. The respondent emphasises this by stating the following:

I think Community Police Forums are not supposed to act as Traffic Control officers at accident scenes, especially during the night. In these circumstances most of the time the public safety officers or the emergency mobile ambulances are not always available, especially during the night. Some Community Police Forum members might abuse this privilege and end up stealing the victims' belongings.

Some of the participants think that the Community Police Forums are not supposed to be acting like security officers at the functions hosted within communities. One of the Chairpersons of Community Police Forums, who is between the age of 31 to 40, in possession of a Bachelors' Degree and employed, stated that:

Community Police Forums are not supposed to be acting like security officers in the community functions for the duties that might be performed by ordinary people or career security officers.

Some of Community Police Forums' members are masquerading as police officials and thereby interfering in the police cases and attempting to influence the outcome of criminal cases. When asked whether Community Police Forums are operating within the legislative framework, three of the Community Police Forums' Chairpersons aged between 31 and above, one of them in possession of a Bachelors' Degree and the

other two in the possession of Grade 12 and below, with all of them not employed stated that:

- *Some of the Community Police Forum members are presenting themselves as police officials to the community. This is confusing to the community members and sometimes can create untrustworthiness between the community and the police.*
- *Some of the Community Police Forum members are interfering with police cases in an attempt to influence the outcome of such cases.*
- *I think some of Community Police Forums are doing the work that police are trained for and paid to perform. Some of them perform the work of ward councillors. It appears to me that some of the Community Police Forums members do not understand their mandate and their job descriptions.*

Some Community Police Forums operate outside of their mandate because they want to achieve some goals that are outside their scope. Three Chairpersons of Community Police Forums in the age between 41 and 60, in possession of Bachelors' Degrees, one employed and two unemployed, indicated that most Community Police Forums deviate from their mandate due to political considerations and this explains the ongoing political influence in some Community Police Forums. The following are direct quotes from these three Chairpersons of Community Police Forums:

- *Some members of Community Police Forums use these structures for ulterior motives to achieve their political mandate.*
- *The politicisation of the Community Police Forums makes these members to focus on some political matters that are outside their mandate.*
- *The moment the Community Police Forum is politicised, its members tend to pursue the political agenda to achieve a certain political outcome.*

- *I think the Community Police Forums that are politically influenced will be compelled to clandestinely perform political duties such as running a political campaign to members of the community among which they might be functioning.*

Five Chairpersons of Community Police Forums aged between 41 and 70, one in possession of a Bachelors' Degree and the other four in possession of Grade 12 and below, who are all employed, indicated that some members of Community Police Forums lack the proper knowledge of executing their Community Police Forum mandate and duties. They emphasised this by stating the following:

- *Some Community Police Forum members lack the knowledge about the mandate of Community Police Forums and they end up performing other duties that are not part of the legislative mandate of Community Police Forums.*
- *Some of the CPF's members misunderstand the CPFs and their responsibilities and do not follow the legislation and mandate.*
- *There is no proper induction process for Community Police Forums members, hence they do not understand the scope of their mandate and responsibilities.*
- *I think some of the CPF members believe that they are of a higher rank than the police, which makes them take the law into their own hands.*
- *I think there is a lack of leadership skills within the Community Police Forums, lack of knowledge, lack of induction workshops and training among the Community Police Forums members for them to understand their duties, responsibilities, and what they are to uphold in communities.*

There appears to be a relationship between Community Police Forums not performing according the stated mandate of Community Police Forums and the increased experiences of criminal activities within communities. Four police officials aged between 31 and 40 years, who are in possession of Bachelors' Degrees, stressed that

the moment Community Police Forums focus more on political matters and get more involved in political activities, the fighting of crime and criminality is compromised. They are of the view that political allegiance leads to the decrease in the safety and security of their respective communities, responding on the impact of the activities of Community Police Forums that are operating outside the stated mandate, it was stated that:

- *The impact of Community Police Forums that are politically aligned is the failure to deal with the crime rates in their respective communities because they tend to be ineffective.*
- *Community Police Forums that are politically aligned are not trusted by their respective communities. Some members of Community Police Forums are aligned to politics with the hope of getting political office that could have some financial benefit in future.*

Station Commanders get involved in addressing the misbehaviour of Community Police Forum members. One Chairperson of Community Police Forums aged between 61 and 70 years, who is in possession of Grade 12 and unemployed, indicated that Station Commanders can reprimand or dismiss the members of Community Police Forums who are found guilty through the legislative framework and guidance of Community Police Forums. The following is a direct quote that bears reference to this:

I think addressing the misbehaviour of Community Police Forums members also depends on the Station Commanders of the respective Community Police Forums. Some Station Commanders can decide on the punitive measures to be imposed and some of the Station Commanders may decide to part ways with Community Police Forums that are not acting as mandated.

There are also speculations on what steps should be taken to those that might be found not operating within the legislative framework of the Community Police Forums. Four Chairpersons of Community Police Forums aged between 41 and above, one in possession of a Bachelors' Degree, another one a Diploma, others Grade 12 and below and all of them employed, stated that some measures guided by the constitution

and the policy of Community Police Forums could be followed to rectify the problems emanating from the operational strategies of Community Police Forums. They expressed this through the following quotes:

- *For Community Police Forums' members who are found to be operating outside the legislative framework, some corrective measures are taken following the policy guidelines that is governing Community Police Forums to rectify the mistakes of the Community Police Forum members involved.*
- *The Community Police Forum members that are not complying with the legislative framework of Community Police Forums are corrected according to the constitution of the Community Police Forum itself.*
- *The district and provincial Community Police Forum boards can intervene and assist when there are challenges within the Community Police Forum. The Community Police Forum structure can be disbanded, and a temporary one can be established that will be responsive to the needs of the community. The permanent structure can be re-established through the Annual General Meeting of Community Police Forums.*

However, two police officials aged between 31 and 40 years, in possession of Bachelors' Degrees, were of the view that nothing is being done to the Community Police Forum members that are found to be promoting personal achievements or political agendas in their respective communities. According to these two police officials, some Community Police Forum members are pursuing individual goals or political agendas that might be protected by other authorities or other important political figures for them not to be dealt with. The following are direct quotes from these police officials regarding this:

- *In my experience there is no action taken against the Community Police Forum members that might be found not performing the duties that are not part of the Community Police Forum mandate.*

- *Nothing is being been done and it seems these Community Police Forum members are protected by the office of the Members of the Executive Committee (MEC) for Safety and Security.*

6.2.11 Community Police Forums and their Sub-structures in fulfilling their Stated Objectives

Despite the prevailing argument that some Community Police Forums and their structures are politicised, thus making the work of some Community Police Forums members difficult, the view of one Chairperson of a Community Police Forum who is aged between the 31 to 40 age range, in the possession of a Bachelors' Degree and employed, is that there is a correlation between the Community Police Forum focusing on its mandate and its effectiveness in combating crime and criminality. This Community Police Forum Chairperson emphasised this, by stating that:

While some of the Community Police Forums focus on the mandate and legislative framework of Community Police Forum, some of them do not. In areas where Community Police Forums focus on the mandate subscribed to them, Community Police Forums are very effective and those that are not following their mandate are not effective in combating criminality in their respective communities.

Moreover, the perception of some of the respondents is that Community Police Forums are more effective in communities where they work effectively with the South African Police Service in attempts to solve the problems of crime. Three Chairpersons of Community Police Forums in the age group of 41 to 60, one of them in possession of a Bachelors' Degree, the other with a Diploma, and the third one with Grade 12 and one of them unemployed, indicated that effective Community Police Forums are those that follow their mandate and work hand-in-glove with the South African Police Service. Below is a direct response of one of these Community Police Forums' Chairpersons:

I think the Community Police Forums are very effective when they have a good working relationship with the police, apart from following their mandate and the legislative framework. In this regard, the effectiveness of these Community Police Forums varies from community to community depending on the way in which they follow the mandate and their working relationship with the police.

The findings indicates that for Community Police Forums and its sub-structures to fulfil their mandate, it should work effectively with all role-players and stakeholders. Seven Chairpersons of Community Police Forums aged from 41 and above, four of them are in possession of Diplomas and the other three are in possession of Bachelors' Degrees and all of them employed, are of the view that the effectiveness of Community Police Forums depend on several factors, such as properly organised committees of Community Police Forums and its sub-structures, having a youth desk, platform for crime reports, etc. In explaining these sentiments, the above-mentioned Chairpersons stated that:

Effective Community Police Forums should have organised members who work effectively within the set committees to attain safety and security in their respective communities. The Community Police Forums should be able to monitor and support the operations of its sub-structures in terms of its mandate and legislative framework. There supposed to be a youth desk structure for crime reporting that is functional, implementation of agreed upon programmes and effective support from the South African Police Service and Department of Safety and Security is equally important to ensure the effectiveness of the Community Police Forums in fulfilling their mandate.

6.2.12 The challenges experienced by the Community Police Forums' Members and their Sub-Structures in their daily operations with the South African Police Service members

Politicisation of Community Police Forums is the general challenge encountered in the daily functioning of the Community Police Forums with the South African Police Service. Most of the respondents indicated that the Community Police Forums in their

respective communities are politicised. One police official aged between 41 and 50 years and in possession of a Diploma, states that Community Police Forums are run by politicians from certain political organisations and thus manipulating the agenda of the Community Police Forums from focusing on crime prevention to focus on political campaigns. Thus relegating concerned community members from participating in community crime prevention programmes and initiatives. To reiterate this, this police officer stated that:

The reality is that most Community Police Forums are politicised in most areas where I was deployed. They are run by people from certain political organisations, thus closing the opportunity for ordinary citizens to participate in community crime prevention initiatives. This politicisation of Community Police Forums by some of its members, does not positively affect the relationship between the police official and the community and even some of the Community Police Forum members.

There are allegations that some of the Community Police Forums are funded by organisations that hold a certain political allegiance. According to two Community Policing members who also act as Secretaries of these committees, between the ages of 31 and 50, who are in possession of Grade 12 and unemployed, political influence towards Community Police Forums' operations have taken different forms, such as the involvement of civil rights organisations like the Afri-Forum, which support and sponsor Community Police Forums to push their political agenda. The following is a direct response from one of these secretaries:

There are interest groups such as Afri-Forum that have infiltrated Community Police Forums structures and use them for their political mileage. They can fund and support the Community Police Forums in their daily activities and in a way they will also be pushing their political agendas.

The allegations of Community Police Forums being politically influenced is pervasive and evident throughout this study. One Community Police Forums' Chairperson aged between 31 and 40 years, in possession of a Bachelors' Degree and employed, states that Community Police Forums are being used as an aid by some community

members towards gaining political positions. In reiteration the above Chairperson stated that:

It is true that some Community Police Forums are politicised and are used as stepping-stones to attain political positions. Particularly in politically contested areas Community Police Forums are used as a profile builder by certain members to be considered appropriate for positions such as that of being a ward Councillor and contesting in local government elections.

From the respondents, it is clear that Community Police Forums are experiencing challenges that makes them to fail to effectively deal with crime and criminality in communities. One person in the Department of Community Safety, who is in the age range of 41 to and 50, in possession of a Bachelors' Degree, indicates that some of the political figures who get involved in the operational activities of Community Police Forums are responsible in helping people who commit crime to get away with criminal activities, because of their political affiliations, emphasising this by stating that:

It is true that some Community Police Forums are politicised, and this has the effect that crime is going high because the focus is on political expediency rather than crime and criminality. Violations of certain principles and the contravention of laws are prevalent, and this exacerbates criminal activities even among Community Police Forums officials themselves, since there is no proper accountability due to political interference.

However, a few of the respondents do not believe that Community Police Forums are politicised. They are of the view that it is impossible for individuals who are politically affiliated to penetrate Community Police Forums operational strategies. One of the Community Police Forums Chairpersons aged between 51 and 60 years, in possession of a Diploma and unemployed, stated that politically identifying regalia such as clothes or any form of religious or political garments are forbidden in the meetings or activities of Community Police Forums. He emphasises this by stating that:

In my opinion, Community Police Forums are not politicised. All community members are treated and assisted irrespective of their political or religious affiliation. In addition, no one can attend the Community Police Forum meeting wearing their political regalia.

The findings reveal that there are implications in politicising the Community Police Forums mainly because this disadvantage their operational activities within communities. One Community Policing Forum member, who is responsible for its service delivery component, being in the age range of 31 and 40, in possession of a Bachelors' Degree and unemployed, indicated that some of the political influence can lead to segregation of members within the Community Police Forum, since members of political parties will be setting agendas and conduct meetings that are politically influenced. This has the potential to destroy the relationships between the Community Police Forums and the South African Police Service, thus compromising the mandate and objectives of Community Police Forums. To reiterate this, the above member stated that:

Because of the politics in Community Police Forums, ordinary community members who are not affiliated to any political organisation are left out. The politically aligned members implement their own agendas that promote their political standing, and thus affecting the implementation of the Community Police Forum's objectives. The voluntary aspect in Community Police Forums is destroyed as the participation is based on political allegiance.

6.2.13 The guidance that the Gauteng Department of Community Safety is giving to the Community Police Forums and their Sub-structures

Most respondents are of the view that the Department of Community Safety is a monitoring body for the Community Police Forums' activities. Three Chairpersons of Community Police Forums who are aged from 51 and above, in possession of a Bachelors' Degree, a Diploma and Grade 12 respectively and who are all employed, support the view that the Department of Community Safety is responsible for monitoring and guiding the operational activities of the Community Police Forums. The

following is a direct response from one of the Community Police Forums' Chairpersons:

Community Police Forum Regional Board, Provincial Board and the Department of Community Safety monitor Community Police Forums. The MEC (Member of the Executive Council) for the Department of Community Safety is responsible in monitoring the activities of the Community Police Forums and assist with providing guidance where necessary.

The respondents in this study are of the view that the Department of Community Safety assesses the activities of the Community Police Forums. One of the Community Police Forums' Chairpersons aged between 41 and 50, who is in possession of a Bachelor Degree and employed stressed that:

The activities and the operational strategies of Community Police Forums are assessed by the Department of Community Safety for effectiveness. However, the regional and provincial boards of Community Police Forums also hold Local Community Police Forums accountable for their activities.

The findings of this study also reveal that the Department of Community Safety is also responsible for arranging meetings with the Community Police Forums. According to one of the Chairpersons of a Community Police Forum who is aged between 31 and 40, in possession of a Diploma and unemployed, these meetings create platforms where Community Police Forums can share, update and inform the Department of Community Safety of their activities. Emphasising this by stating that:

The Department of Community Safety arranges monthly meetings with Community Police Forums to inform them and assist on their daily activities. The Department of Community Safety is also informed of the challenges encountered by the Community Police Forums and assist in solving some of these problems. It also assists in monitoring the activities of the Community Police Forums through the submission of reports, organising workshops and meetings to assist with the programmes of action.

The findings of this study indicates that there are assumptions that the Department of Community Safety in Gauteng Province also monitors the activities of Community Police Forums statistically. According to one of the Chairpersons of a Community Police Forum aged between 51 to 60, in possession of a Bachelors' Degree and unemployed, points out that the Department of Community Safety is involved in the monitoring of Community Police Forums through employing evaluating mechanisms, such as checking whether Community Police Forums are operating effectively in the communities, for example checking of the number of criminal cases that were solved through the assistance of Community Police Forums. The above-mentioned Chairperson stated that:

I think the Department of Community Safety is responsible for monitoring the activities of the Community Police Forums. They check the progress of the Community Police Forums through their level of involvements in solving criminal activities in their respective communities.

6.2.13.1 An analysis on the guidance that the Gauteng Department of Community Safety is giving to the Community Police Forums and their sub-structures

The Department of Community Safety checks and advises the Community Police Forums to ensure that they are operating within their legal parameters. They also ensure that there is accountability in community policing activities as emphasised by Dlamini and Singh (2018: 193), so that all relevant stakeholders in the National Crime Prevention Strategy should work together with the Community Police Forums and provide guidelines on how they should work together with the police within communities. The Department of Community Safety also invites complains of the civilians on the conduct of the police officials and the Community Police Forum members to ensure that the policing and Community Police Forum's activities are carried in an accountable manner thus making the Department informed on the activities of these structures.

Moreover, the findings revealed that the Department of Community Safety is also responsible for facilitating community engagement platforms and meetings with the

Community Police Forums and the South African Police Service, creating platforms that unite the South African Police Service, Community Police Forums and ordinary community members. This supports the study by Zwane (2018: 16), which indicates that the Department of Community Safety fosters compliance of the activities of the South African Police Service and the Community Police Forums to be in line with their relevant legislative framework.

The Department of Community Safety also gathers the statistics on crime reports and arrests made with the help of the Community Police Forum to assess their performance within communities. Snyman (2017: 23), agrees on this by stating that the Department traces the activities of Community Police Forums through annual general meetings on the involvement of Community Police Forum members in the apprehension and resolution of criminal cases with the South African Police Service.

6.2.14 The Remedial Measures that the Gauteng Department of Community Safety employ to deal with Community Police Forums that do not operate according to the Policies and Guidelines

There are allegations that some Community Police Forum members are not well trained and educated on how the Community Police Forums should operate. According to two Station Commanders aged between 41 and 50 years, in possession of Bachelors' Degrees, some Community Police Forum members are not well trained in their duties and responsibilities, stating that for Community Police Forums and its sub-structures to improve their operations, these members need to be trained to be knowledgeable in their roles and responsibilities on community safety and security. Further adding that, if possible, the Department of Community Safety should be the one that is leading these trainings. One of these Station Commanders reiterated this by stating the following:

I think some Community Police Forum members do not have the knowledge of how to run Community Police Forums and their sub-structures. Thus, making it difficult for them to monitor their activities and assess their impact. I think the Department of Community Safety should introduce the training programmes

aimed and educating the Community Police Forum members to know their exact roles and responsibilities.

Some respondents are of the view that for Community Police Forums to be successful and impactful, they need to work hand in glove with the South African Police Service. One Chairperson of Community Police Forums aged between 31 and 40, in possession of Grade 12 and unemployed, indicated that a healthy relationship between Community Police Forums and the police in general, could lead to the effectiveness of Community Police Forums within communities, reiterating this by stating the following:

I think the Community Police Forums needs to work closely with the police officials in combating crime in their respective communities. They need to know their responsibilities and realise when they need to hand over a case or involve the police in any crime situation.

Some of the respondents are of the view that Community Police Forums are not financially supported to effectively deal with the problems they are facing in their daily operations. One Community Police Forums' Chairperson aged between 31 and 40, in possession of a Diploma and employed, is of the view that the Department of Community Safety should be responsible for injecting some financial assistance to Community Police Forums in order for them to function effectively. In support of this, the following is the direct response that was provided by the above-mentioned Chairperson of a Community Police Forum:

The Community Police Forums and their structures lack the financial support to execute their duties and responsibilities effectively. The Community Police Forum structures needs to be supported financially and if possible be allocated the financial budget from the national level. The Department of Community Safety could be a good starting point in facilitating the injection of monitory funds to the Community Police Forums to ensure that they operate effectively.

6.2.14.1 An analysis of the Remedial Measures that the Gauteng Department of Community Safety employs to deal with Community Police Forums that do not operate according to the Policies and Guidelines

There is no visible evidence indicating how the Department of Community Safety is dealing with the problems emanating from the activities of Community Police Forums despite assisting them to operate within their legislative framework. Furthermore, the Department of Community Safety is not obliged to provide monetary assistance to the Community Police Forums, but it does provide financial assistance for some of their activities that are designed to promote safety and security in their respective communities.

6.3 CONCLUSION

This chapter presented and explained the research findings of the study collected online through Google by the researcher with some of the respondents using semi-structured questionnaires as indicated in the previous chapter. Although the general trend indicated the importance and contribution of Community Police Forums in the fight against crime and criminality in the country, it is clear that they also face certain operational challenges that emanate from their politicisation, relationship with the police and the funding for their operations. These challenges run through their sub-structures and have negative effects on the impact of their activities thus affecting the credibility of these structures in communities.

Although the majority of respondents confirmed the politicisation of Community Police Forums and the challenges that this cause, there are few who still believe that these structures are not politicised and are not capable of being politicised because they are constituted by diverse people of different political persuasions. There are various deductions that could be drawn from this, such as the fact that people who deny political influence might be the very same people who bring that political pressure to Community Police Forums, so they deny this to hide their part in it. Some of them indicated that the leadership and training of Community Police Forum members is another challenge that should be addressed, particularly by the Provincial Department of Community Safety.

CHAPTER SEVEN: RECOMMENDATIONS AND CONCLUSION

7.1 INTRODUCTION

The key findings of this research were presented in the previous chapter. This chapter provides the conclusion, implications and recommendations of the study. The conclusion and recommendations are systematically presented in answering the research questions and indicating the achievement of the research objectives. This also includes the conclusion and recommendations on the general theme of the study covered by the literature.

The literature indicates that some Community Police Forums in South Africa are mostly not following the legislation and their respective constitutions in terms of their operations. They need some recommendations on how they could operate within the laws and regulations for them to be supported by the relevant role players and be able to monitor the operations of their sub-structures in order to operate effectively and efficiently. The main challenge being what could be done to make most Community Police Forums and some of their sub-structures apolitical and purely focus on crime and criminality as they should be doing.

7.2.1 The perceived roles of Community Police Forums

It is clear that the operational activities of Community Police Forums do have a positive impact on crime and police accountability as per section 6.3.1 of the research findings. To enhance the operational activities of Community Police Forums and police accountability they should have an operational plan of the Community Police Forums that should be implemented in a uniform manner across all Community Police Forums in the province. In this plan the roles and responsibilities of Community Police Forums should be outlined, as well as the mechanisms that will be used to assess their impact on crime, because currently there is no instrument to assess the impact of Community Police Forums to crime and criminality in their respective communities.

7.2.2 Functions of Community Policing Forums in terms of the Legislation

Based on the fact that the members have different views on the extent to which the Community Policing Forums adhere to the legislation during their operational activities as stated in section 6.3.2 of the research findings, there is a need for the Department of Community Safety and the South African Police Service to monitor the adherence of the operational activities of Community Police Forums to the appropriate guiding legislation. This is important to enhance the credibility of Community Police forums within the communities and promote their accountability, as such a monitoring mechanism will also deter members of Community Police Forums from operating outside the law. They will know that they are being monitored and will be dealt with should they be found to be operating outside the law and the policies that govern them. Zwane (2018: 15), observed that accountability is key to good governance.

Secondly, because some members of Community Police Forums take the law into their own hands, while others masquerade as police officials as indicated in section 6.3.2.1 of the research findings, it could be important for the Department of Community Safety and the South African Police Service to continuously conduct compulsory workshops for Community Police Forum members. These workshops should clearly outline the duties, roles and responsibilities of Community Police Forums members, the monitoring mechanism that is mentioned in the preceding paragraph as well as the ramifications for those who are found to be acting outside the scope.

7.2.3 Functions of the Sector Crime Forums

There is an assertion that Sector Crime Forums are important in ensuring that police activities become visible within communities as stated in section 6.3.3 of the research findings. It is important for sector managers to have first-hand information of the challenges experienced by the sector and be able to utilise the available resources in the sector to be able to address it. There should also be continuous sharing of the information with other sectors like the Community Police Forum and its other sub-structures, as well as the South African Police Service. This will enable sectors to learn from the best practices of other sectors and be able to root out some major causes of

crime in all sectors rather than having one strong sector that will work well but ultimately transfer crime to other weaker sectors.

7.2.4 Monitoring Sector Crime Forums

What has been evident from the respondents is the lack of common understanding on who is responsible to monitor Sector Crime Forums and how these structures are actually monitored according to section 6.3.4 of the research findings. This indicates the lack of commonly shared understanding on this aspect and does not bode well for the performance and accountability of Sector Crime Forums. This necessitates the development of commonly shared documents on how sectors are monitored and who are monitoring them. This information could be shared in the above-mentioned workshops in section 7.3.2, while for members of the South African Police Service it could be addressed in their monthly station lectures or sessions. The monitoring instrument will be able to address the difficulties experienced in the monitoring of Sector Crime Forums' activities due to having appropriate measures of evaluating them and assessing their performance, as well as the political influence that are indicated on section 6.3.5 of the research findings.

7.2.5 Effectiveness of the Neighbourhood Watch and Community Patrollers

As indicated by section 6.3.7.1 of the research findings that the respondents do not have a clear knowledge on the difference between the Neighbourhood Watch and Community Patrollers. There is a need for the South African Police Service and Community Police Forums to educate their respective members using the forums indicated in 7.3.4 above on the role and importance of Neighbourhood Watch in the fight against crime. The synergy in the activities of these important role players in the fight against crime can only be attained if they both have a solid understanding of the importance of the role played by each other. There is no way in which crime can be successfully suppressed without tapping into the available resources of stakeholders and role players.

7.6 CONCLUSION

The study was designed to determine the operations of Community Police Forums and its sub-structures in assisting the police to prevent crime in the country, with specific reference to the Tshwane area as per the empirical study that was conducted. The operations, challenges and accountability of these structures were investigated to determine whether they are operating according to their founding legislations and guiding policies. The monitoring that is done into their activities to determine whether they are fulfilling their stated objectives and whether they are held accountable for their activities to ensure that they do not abuse their powers.

It became clear that some of the different categories of respondents understand the objectives of their structures differently in terms of operations and how it is, or should be held accountable to protect the same community that they are designed to eradicate criminality for. The knowledge and the different understanding of these members influence the operations and performance of these structures as the knowledge of the purpose of the structure is essential for it to fulfil its objectives.

The major challenge of these structures is the political affiliation of some of its members that influence the decision and operations of these structures, as well as the political ambitions of some of its members to use these structures to ascend to political power, such as contesting for ward councillorship as they would have ingrained their profiles in their respective communities. Although the questionnaire was designed to indicate the educational qualifications and the employment status of the respondents, there is no notable difference in the responses based on these variables. Nevertheless, there is a clear need for continuous education of both the police and Community Police Forum members on the roles and operations of Community Police Forums and their sub-structures.

The empirical study was conducted in Tshwane which is an urban setting and it could apply to most urban settings in South Africa. There might be a need to conduct a similar study in rural settings as they have different characteristics and crime dynamics.

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APPENDIX A

QUESTIONNAIRE FOR THE CHAIRPERSONS OF COMMUNITY POLICE FORUMS

BIOGRAPHICAL INFORMATION						
Gender	Male			Female		
Age	20–30	31–40	41–50	51–60	61–70	71 & above
Qualifications	Grade 10 & below	Grade 11–12	Diploma	BA Degree	MA Degree	Doctoral Degree
Employment Status	Employed			Unemployed		
Rank/ Designation						

1. There are allegations that Community Police Forums are politicized in some areas. How true is this?

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1.1 If the allegations above are true, how does this affect the functioning of Community Police Forums in those areas?

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1.2 If the allegations above are true, what is being done to address this situation?

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1.3 If the allegations above are not true, what makes people to have that belief?

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2. What functions are supposed to be performed by Community Police Forums in terms of the legislation?

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3. What functions are Community Police Forums performing that they are not supposed to perform in terms of the legislation?

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3.1 What causes the Community Police Forums to function outside their stipulated mandate?

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3.2 What impact does the performance of these functions have in the functioning and integrity of Community Police Forums?

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3.3 What happens to Community Police Forums that are found to be operating outside their mandate?

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4. How effective are Community Police Forums?

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5. What is the role of Sector Crime Forum?

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6. How are the activities of Sector Crime Forums monitored?

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7. Who monitors the activities and effectiveness of Sector Crime Forums?

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8. What are the challenges encountered in monitoring the functions and effectiveness of Sector Crime Forums?

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9. How are the encountered challenges dealt with?

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10. What is the difference between neighbourhood watch members and community patrollers?

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11. How are the activities of neighbourhood members and community patrollers monitored and by whom?

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12. What are the criteria for appointing community patrollers?

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13. How effective are neighbourhood watch members and community patrollers?

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14. Mention the oversight bodies for Community Police Forums.

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14.1 How do they perform their oversight function?

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14.2 What challenges do they encounter in performing these functions?

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14.3 How to they address the encountered challenges?

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14.4 How effective are the mentioned oversight bodies?

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APPENDIX B

**QUESTIONNAIRE FOR MEMBERS OF COMMUNITY POLICE FORUMS AND
CRIME PREVENTION OFFICERS**

BIOGRAPHICAL INFORMATION						
Gender	Male			Female		
Age	20–30	31–40	41–50	51–60	61–70	71 & above
Qualifications	Grade 10 & below	Grade 11–12	Diploma	BA Degree	MA Degree	Doctoral Degree
Employment Status	Employed			Unemployed		
Rank / Designation						

1. Mention the oversight bodies over Community Police Forums.

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1.1 How do they perform their oversight function?

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1.2 What challenges do they encounter in performing these functions?

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1.3 How to they address the encountered challenges?

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APPENDIX C

QUESTIONNAIRE FOR THE GAUTENG DEPARTMENT OF COMMUNITY SAFETY

BIOGRAPHICAL INFORMATION						
Gender	Male			Female		
Age	20–30	31–40	41–50	51–60	61–70	71 & above
Qualifications	Grade 10 & below	Grade 11–12	Diploma	BA Degree	MA Degree	Doctoral Degree
Rank / Designation						

1. What is your role in Community Police Forums?

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2. What challenges do you encounter in the performance of that role?

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3. How do you address the encountered challenges?

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APPENDIX D

QUESTIONNAIRE FOR STATION COMMANDERS

BIOGRAPHICAL INFORMATION						
Gender	Male			Female		
Age	20–30	31–40	41–50	51–60	61–70	71 & above
Qualifications	Grade 10 & below	Grade 11–12	Diploma	BA Degree	MA Degree	Doctoral Degree
Rank / Designation						

1. What is the criteria for appointing Sector Managers?

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2. What training do community patrollers receive and from who?

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3. How effective are mentioned oversight bodies?

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4. Is there any other thing that you would like to mention on the monitoring of Community Police Forums and its sub-structures?

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Thank you for your participation, it is much appreciated.

APPENDIX E



UNISA CLAW ETHICS REVIEW COMMITTEE

Date 20180821

Reference: ST74 of 2018

Dear Ms Mthiyane

Applicant: RC Mthiyane

**Decision: ETHICS APPROVAL
FROM 21 AUGUST 2018
TO 20 AUGUST 2021**

Researcher(s): Refilwe Cynthia Mthiyane

Supervisor (s): Prof DT Masiloane

An evaluation of the practices and operations of Community Police Forums in Gauteng

Qualification: MA (Criminal Justice)

Thank you for the application for research ethics clearance by the Unisa CLAW Ethics Review Committee for the above mentioned research. Ethics approval is granted for 3 years.

The low risk application was reviewed by the CLAW Ethics Review Committee on 21 August 2018 in compliance with the Unisa Policy on Research Ethics and the Standard Operating Procedure on Research Ethics Risk Assessment. The decision was ratified by the committee.

The proposed research may now commence with the provisions that:

1. The researcher will ensure that the research project adheres to the values and principles expressed in the UNISA Policy on Research Ethics.
2. Any adverse circumstance arising in the undertaking of the research project that is relevant to the ethicality of the study should be communicated in writing to the CLAW Committee.
3. The researcher will conduct the study according to the methods and procedures set out in the approved application.



University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
www.unisa.ac.za

4. Any changes that can affect the study-related risks for the research participants, particularly in terms of assurances made with regards to the protection of participants' privacy and the confidentiality of the data, should be reported to the Committee in writing, accompanied by a progress report.
5. The researcher will ensure that the research project adheres to any applicable national legislation, professional codes of conduct, institutional guidelines and scientific standards relevant to the specific field of study. Adherence to the following South African legislation is important, if applicable: Protection of Personal Information Act, no 4 of 2013; Children's act no 38 of 2005 and the National Health Act, no 61 of 2003.
6. Only de-identified research data may be used for secondary research purposes in future on condition that the research objectives are similar to those of the original research. Secondary use of identifiable human research data requires additional ethics clearance.
7. No field work activities may continue after the expiry date of 20 August 2021. Submission of a completed research ethics progress report will constitute an application for renewal of Ethics Research Committee approval.

Note:

The reference number ST74 of 2018 should be clearly indicated on all forms of communication with the intended research participants, as well as with the Committee.

Yours sincerely,



PROF N MOLLEMA

Chair of CLAW ERC

E-mail: mollen@unisa.ac.za

Tel: (012) 429-8384



PROF CI TSHOOSE

Executive Dean: CLAW

E-mail: tshooci@unisa.ac.za

Tel: (012) 429-2005



URERC.25.04.17 - Decision template (V2) - Approve

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392 UNISA 0003 South Africa
Telephone: +27 12 429 3111 Facsimile: +27 12 429 4150
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APPENDIX F



Your reference/My verwysing:

My reference/My verwysing: **3/34/2**

Enquiries/Navraag:

Lt Col Joubert
AC Thenga
(012) 393 3118
JoubertG@saps.gov.za

THE HEAD: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

Tel:

Email:

Ms RC Mthiyane
UNIVERSITY OF SOUTH AFRICA

RE: PERMISSION TO CONDUCT RESEARCH IN SAPS: AN EVALUATION OF THE PRACTICES AND OPERATIONS OF COMMUNITY POLICE FORUMS IN GAUTENG: UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: RESEARCHER: RC MTHIYANE

The above subject matter refers.

You are hereby granted approval for your research study on the above mentioned topic in terms of National Instruction 1 of 2006.

Further arrangements regarding the research study may be made with the following office:

The Provincial Commissioner: Gauteng:

- **Contact Person:** Capt Nevumbani
- **Contact Details:** (011) 547 9131

Kindly adhere to paragraph 6 of our attached letter signed on the **2019-01-28** with the same above reference number.

MAJOR GENERAL
THE HEAD: RESEARCH
DR PR VUMA

DATE: 2019 -02- 15

APPENDIX G

TO WHOM IT MAY CONCERN

This is to confirm that John James Barton has edited the thesis

**AN EVALUATION OF THE PRACTICES AND OPERATIONS OF COMMUNITY
POLICE FORUMS IN GAUTENG**

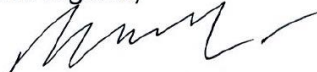
by

REFILWE CYNTHIA MTHIYANE

The onus is, however, on the author to make the changes suggested and to attend to the language editor's queries.

Please direct any enquiries regarding the editing of this article to me.

Kind regards,



20-7-2020

John James Barton

APPENDIX H

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