AN EVALUATION OF THE IMPLEMENTATION OF COMMUNITY POLICING IN SOPHIATOWN

by

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Declaration

Name: Mahlako Stella Mphahlele

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Title: An evaluation of the implementation of community policing in Sophiatown.

I declare that this dissertation is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete reference. This study was done under the supervision and guidance of Professor HF Snyman at the University of South Africa (UNISA).

Signature:

Date: <u>01 September 2020</u>

Date: 31 August 2020

PROOF OF EDITING

This is to confirm that I have edited the dissertation, "An evaluation of the implementation of community policing in Sophiatown", submitted by Mahlako Stella Mphahlele in terms of language usage, style, expression and consistency. I focused on grammar, tense, consistency, sentence construction and logical flow. I inserted comments and suggestions for the attention of the student where meaning needed to be clarified, or where points of confusion could arise for the reader.

I wish the candidate all success with her submission and trust it will be of value to the South African Police Service (SAPS) and the community at large.

Yours faithfully

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ACRONYMS AND DESCRIPTIONS

AU – African Union

CJS - Criminal Justice System

COPPS – Community Oriented Policing and Problem Solving

CPB – Community Police Board

CPF – Community Police Forum

CSC – Client Service Centre

CSPS - Civilian Secretariat for Police Service

FGD - Focus Group Discussions

FSL – Front Line State

Interim Regulations – South African Police Service Interim Regulations for Community Police Forums and Boards

NCPS – National Crime Prevention Strategy

NDP – National Development Plan

NGO - Non-Governmental Organisation

NI – National Instruction

OAU - Organisation of African Unity

PPDSC - Protocol on Politics, Defence and Security Cooperation

SADC – Southern African Development Community

SADF – South African Defence Force

SANDF – South African National Defence Force

SAP – South African Police

SAPS – South African Police Service

SIPO – Strategic Indicative Plan for the Organ

STATS SA – Statistics South Africa

The Constitution – The Constitution of the Republic of South Africa, 1996

UK – United Kingdom

UN – United Nations

UNISA – University of South Africa

UNODC – United Nations Office on Drugs and Crime

Summary

The aim of this study is to evaluate the implementation of community policing in Sophiatown. The study was undertaken to determine the quality of the relationship between the police and the community; and to identify the challenges impacting on the implementation of community policing. A qualitative research approach, with the evaluation research design was followed. Data was collected using one-on-one and Focus Group Discussions (FGD) with the police and community. Creswell's Spiral Data Analysis in qualitative studies was used to analyse data collected. When analysing data collected, themes like understanding and implementation of community policing, community police-relations, establishment and responsibility of Community Police Forums (CPFs), challenges and possible solutions to challenges experienced by the forums emerged. The findings indicated a bifurcate understanding of what community policing entails, a shortage of resources, limited mutual trust and corruption. For recommendations, this study established that on-going training, development of criteria for CPF and policy on resourcing CPFs are required.

Ngamafuphi

Inhloso yalolu cwaningo ukuhlola ukuqhutshwa kohlelo lwezokuphoyisa umphakathi endaweni yezokuphoyisa yaseSophiatown. Ucwaningo lwenziwa ngesizathu sokuthola izinga lobudlelwano obuphakathi kwezesiphoyisa kanye nomphakathi; kanye nokubona izinselela lezo ezinomthelela phezu kokusetshenziswa kohlelolwezokuphoyisa umphakathi. Kuye kwalandelwa idizayini yocwaningo olwencike kwingxoxo. Kuye kwaqoqwa idatha ngokusebenzisa izinhlelo zezinhlolombono zokuxoxisana nomuntu ubuso nobuso kanye nenhlolombono eqonde kumaqembu kanye nesiphoyisa kanye nomphakathi. Ukuhlaziywa kwedatha ejikelezayo kaCreswell kwindlela yocwaningo olwencike kwingxoxo luye lwasetshenziswa ukuhlaziya idatha eqoqiwe. Uma kuhlaziywa idatha eqoqiwe, izihloko ezinjengokuzwisisa uhlelo lwezokuphoyisa umphakathi, ukusetshenziswa kohlelo lwezokuphoyiswa komphakathi, ubudlelwano phakathi kwesiphiyisa kanye nomphakathi, ukusungulwa kanye nomsebenzi wamaforamu esiphoyisa omphakathi, izinselelo kanti-ke nalokho okungaba yizixazululo kwizinselelo ezihlangabezana namaforamu kuye kwavela. Ulwazi olutholakele luye lwaveza izingxenye ezimbili zolwazi lwalokho okuqukethwe wuhlelo lwezokuphoyiswa

komphakathi, ukwentuleka kwemithombo, ubudlelwano obunokuthembeka okunomngcele kanye nobukhohlakali.

Kakaretšo

Maikemišetšo a dinyakišišo tše ke go sekaseka go phethagatša ga tlhapetšo ya setšhaba ka lefelong la bohlapetši la Sophiatown. Dinyakišišo tše di dirwa go tseba boleng bja kamano magareng ga maphodisa le setšhaba; le go tseba ditlhohlo tšeo di amago go phethagatša bohlapetši bja setšhaba. Tlhamo ya dinyakišišo tša boleng e dirišitšwe. Tshedimošo e kgobokeditšwe ka go šomiša dipoledišano tša go bolela le motho ka sebele le dipoledišano le sehlopha tšeo di dirwago ke maphodisa le setšhaba. Tshekatsheko ya tshedimošo ka didikong ya mokgwa wa dinyakišišo tša boleng ya Creswell e šomišitšwe go sekaseka tshedimošo ye e kgobokeditšwego. Ge go sekasekwa tshedimošo ye e kgobokeditšwego, merero ya go swana le go kwešiša bohlapetši bja setšhaba, go phethagatša bohlapetši bja setšhaba, dikamano tša bahlapetši ba setšhaba le setšhaba, go hloma diforamo tša bohlapetši bja setšhaba le maikarabelo a tšona, ditlhohlo le ditharollo tše di ka kgonagalago tša ditlhohlo tšeo di itemogelwago ke diforamo tše di hlomilwego. Dikutollo di laeditše dikwešišo tše pedi mabapi le gore bohlapetši bja setšhaba bo ra go reng, tlhokego ya methopo, tshephano ye e hlaelelago le bomenetša.

Key words:

Community, Community Policing, Community Police Forum, Community-Police Relations, Crime, Crime Prevention, Partnerships, Policing, Sector Policing and Sector Forum.

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CHAPTER ONE: INTRODUCTION AND BACKGROUND

1.1   INTRODUCTION

This chapter aims to introduce the basis on which the researcher saw the need to conduct research on community-police relations in Sophiatown. The focus will be on the strike which was carried out by the Sophiatown community against the police and their intention to close down the Sophiatown police station as indicated in paragraph 1.3 of this study.

This chapter also focus on background of this study, which briefly outlines the concept of community policing in South Africa. The research question, key concepts guiding this study, what the study aims to achieve, objectives and value of this study were also be dealt with.

The background of this study presents that community policing is a broad concept which does not have a single definition. It is an approach which emphasises, promotes and supports the establishment of partnerships and problem solving techniques to address public safety issues, including crime. Community policing talks to proactive ways of preventing crime through the identification of problems and the implementation of programmes in order to deal with the problems. It is a new philosophy of policing that requires a change in attitude, approach, planning, organisation, execution and feedback; involving the police and the public in an equal partnership (Mishra, 2011:7; Lab, 2014:5; Roelofse, 2009:77).

Community policing is a concept which was formally introduced in South Africa with the dawn of democracy in 1994 as one of the strategies to address crime issues, a proactive measure toward crime prevention. The concept is supported by Section 206 of the Constitution of the Republic of South Africa, 1996, Sub-Section 3(c) which reads that, each province is entitled to promote good relations between the police and the community. The SAPS Act (Act 68 of 1995), Section 18(1)(f), also states that the Service shall, in order to achieve the objects, liaise with the community through CPF, area and provincial community police boards, to promote joint problem identification and problem-solving by the Service and community.

Prior to 1994, community policing was realised in the townships though in a more informal manner. While it can be said that South Africa had no real tradition of any form of formal community policing, in the days of political repression there were various forms of community self-policing that did occur (Minnaar, 2013:61; Minnaar, 2010:189; Minnaar, 2001:np). The activities of the anti-crime street committees and the people's courts are examples of self-administered popular justice in the black townships in the late 1970s and 1980s. The existence of policing by communities prior 1994, is confirmed by Kynoch (2003:8) who further states that in the absence of adequate civil policing due to the South African Police (SAP) and local municipal police prosecuting pass and liquor offenders and ignoring serious crime, many communities formed groups to patrol the streets and punish suspected offenders. This form of community policing whereby communities punished suspected offenders cannot be implemented in South Africa post 1994, as it would be against the law.

In 2019, after 25 years of freedom and the formal introduction of community policing and establishment of CPFs in South Africa, the Sophiatown community still experiences high crime. Apart from the understanding of the concept of community policing by the police and the community; the partnership between the police and the community in the fight against crime is still poor. The strike against the police by the Sophiatown community on 18 August 2016 (Henderson, 2016:np) and 1 October 2018 (Anon, 2018:np) is a sign of poor relations between the community and the police in the area where community policing and sector policing are said to have been implemented through the establishment of the CPF and sector forums. The strike action on 1 October 2018 by community members lead to the moving of police officials suspected to be colluding with criminals, especially drug dealers, from Sophiatown to other police stations (Times, 2018-10-01). The station commander was also moved in June 2019.

The focus of this study will be on the evaluation of the implementation of community policing, through the establishment of the CPF and other structures interested in crime and policing issues in Sophiatown, Johannesburg. Another issue of concern is the community's and police officials' understanding of the concept community policing, factors contributing to the non-functioning of the CPF and sector forums; and what legislation, policies and other guiding documents say about community policing and the

responsibilities of each stakeholder serving in these community based crime prevention structures.

1.2   PROBLEM STATEMENT

The responsibility of the SAPS is to maintain public order, protect the community and prevent crime. It is more than 25 years since the implementation of the concept of community policing and the introduction of CPFs in the country. The concept is supported by a wealth of legislation, policies and other guiding documents like the Constitution of South Africa and the SAPS Act (Act 68 of 1995) among others. Despite these documents being in place, police and community relations in Sophiatown seem to be poor. The strike against the police by the Sophiatown community on 18 August 2016 and 1 October 2018 is a sign that there are poor relations between the community and the police. Before the strike on Thursday, 18 August 2016, a WhatsApp post reading "we will strike for our community and for Sophiatown Police Station to close down. Genoeg is Genoeg (Enough is Enough)", was circulated (Henderson, 2016:np). The problem to be researched in this study is how the community policing approach is utilised in Sophiatown.

Sophiatown SAPS is situated in Sophiatown, a suburb in the west of Johannesburg. Sophiatown was one of the oldest black areas in Johannesburg, a legendary black cultural hub which was destroyed under apartheid, rebuilt under the name Triomf, and in 2006 officially returned to its original name. Baines (2005:616) is of the opinion that it is misleading to talk to the history of Sophiatown when actually the history covers the western areas of Johannesburg, including Sophiatown, the freehold settlement of Newclare and the municipality-controlled Western Native Townships. Baines (2005: 616) states that Sophiatown and the rest of the western areas were the most significant townships on the Witwatersrand, which became resistant against the apartheid state.

Sophiatown SAPS, police a number of suburbs: Westdene, Sophiatown, Coronationville, Westbury, Northcliff, Newlands, Newclare, Greymont, Claremont, Albertsville and Kathrada Park. People of all racial groups, low to high class, poor to very rich reside in these suburbs. Blacks, coloureds, indians and whites live in the area of Westbury, which includes Coronationville and Kathrada Park, though the area is

dominated by coloureds and blacks. Though regarded as low to middle class, one still finds rich people residing in Westbury. Maps below show the location of South Africa on the African continent, Gauteng Province, Sophiatown and other suburbs under Sophiatown policing precinct.

Map 1: South Africa

South African Tours and Travel. Com ([Sa]:np)

South Africa is a country situated on the southern tip of the African continent. It is divided into 9 provinces, namely: Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Mpumalanga, Limpopo, North West, Northern Cape and Western Cape. In this study, the focus will be on Gauteng Province.

Map 2: Gauteng Province

Department of Iternational Relations and Cooperation ([Sa]:np)

Gauteng Province is one of nine provinces in South Africa, bordering on the Free State, Mpumalanga, Limpopo and North West provinces. According to Statistics South Africa (Stats SA) (2011:11 & 16), it is the smallest province in South Africa with an area of 18 178 square kilometres and a population of about 12, 272 million, which is considered the largest share of South African Population. Gauteng is the economic centre of South Africa and the African continent. The capital city, Pretoria, Johannesburg Stock Exchange Limited, OR Tambo International Airport and the Union Buildings are also located in the province.

Map 3: Sophiatown

Maphill (2013:np)

The map above shows the policing precinct of Sophiatown police station. The population of Sophiatown policing precinct is estimated at 97 603. Landmarks in Sophiatown include: Westdene Dam, Trevor Huddleston Memorial Centre, Sophiatown Museum and West Park Cemetery which attract tourists to the area. West Park Cemetery was opened in 1942, and is the final resting place of well-known politicians and people like Beyers Naude, Ahmed Kathrada and 42 children who in 1985 died in the Westdene Dam disaster (Fourie, 2018:np).

Crime statistics will be looked into in order to illustrate crime patterns in Sophiatown over the past five years. Table 1.1 below shows Sophiatown crime statistics from the year 2014 to 2019 according to SAPS ([Sa]:1).

Table 1.1: Sophiatown SAPS crime statistics: 2014 to 2019.

Crime Category	April 2014 to March 2015	April 2015 to March 2016	April 2016 to March 2017	April 2017 to March 2018	April 2018 to March 2019	Case Difference	% Change
Contact crimes							
Murder	16	27	36	33	26	-7	-21,2%
Sexual offences	86	94	65	67	61	-6	-9,0%

Attempted murder	32	35	55	42	49	7	16,7%
Assault with the intent to cause grievous bodily harm	415	507	449	425	489	64	15,1%
Common assault	391	408	373	407	490	83	20,4%
Common robbery	142	239	193	147	165	18	12,2%
Robbery with aggravating circumstances	457	649	686	512	565	53	10,4%
Total	**1 539**	**1 959**	**1 857**	**1 633**	**1 845**	**212**	**13,0%**
Sexual offences							
Rape	51	49	41	35	33	-2	-5,7%
Sexual assault	27	32	15	27	27	0	0,0%
Attempted rape	4	2	1	1	0	-1	-100%
Contact sexual offence	4	11	8	4	1	-3	-75%
Total	**86**	**94**	**65**	**67**	**61**	**-6**	**-9,0%**
Property related crimes							
Burglary at non-residential premises	141	135	133	133	149	16	12,0%
Burglary at residential premises	692	680	642	531	513	-18	-3,4%
Theft of motor vehicle and motorcycle	393	345	281	267	231	-36	-13,5%
Theft of out of motor vehicle	357	330	319	340	261	-79	-23,2%
Total	**1 583**	**1 490**	**1 375**	**1 271**	**1 154**	**-117**	**-9,2%**
Aggravated robbery							
Carjacking	45	49	100	50	79	29	58,0%
Robbery at residential premises	110	84	89	103	85	-18	-17,5%

Robbery at non-residential premises	57	64	37	24	57	33	137,5%
Robbery of cash in transit	0	0	0	0	0	0	0 Cases
Bank robbery	0	0	0	0	0	0	0 Cases
Truck hijacking	0	0	2	1	0	-1	-100,0%
Total	**212**	**197**	**228**	**178**	**221**	**43**	**24,1%**
Crime detected as a result of police action							
Illegal possession of firearms and ammunition	26	34	53	37	35	-2	-5,4%
Drug-related crime	1515	938	731	574	633	59	10,3%
Driving under the influence of alcohol or drugs	404	549	319	244	140	-104	-42,6%
Sexual offences detected as a result of police action	4	1	1	1	0	-1	-100,0%
TOTAL	**1 949**	**1 522**	**1 104**	**856**	**808**	**-48**	**-5,6%**

SAPS, ([Sa]:1)

Table 1.1 shows the increase of contact and aggravated robbery crimes in Sophiatown. The community feels the increase in contact crimes has prevented them from going to public spaces like parks and allowing their children to play outside or go to school unaccompanied (Stats SA, 2018:77-78). When it comes to crime detected resulting from police action, only drug-related crimes have increased. This is a positive sign, as according to the community, drugs are the main challenge for Sophiatown (Anon, 2018:np). An increase in drug related crimes shows that the SAPS is responding to the plea of the community, which is to eradicate drugs and gangsterism in their community. This is supported by the Gauteng 2017/2018 victim survey which states that police reaction time to complaints, emergency calls and crime scenes is less than 30 minutes (Stats SA, 2018:83). The swift response by police when called to complaints has yielded good results.

An increase in crimes such as robbery with aggravating circumstances, robbery at residential premises and carjacking give reason for the community to continuously complain about criminals who have taken over their community. They feel they are in the hands of the police who are doing little to assist and protect them. Community members who do not feel safe in their own neighbourhood, walking in public spaces or allowing children to play alone, show that trust has been lost between the community and the police.

1.3   DEFINITION OF KEY CONCEPTS

Key concepts are the building blocks of theory and the points around which research is conducted (Bryman, Bell, Hirschsohn, Dos Santos, Du Toit, Masenge, Van Aardt & Wagner, 2014:33). Providing clear unambiguous definitions of key concepts is an important aspect of the research process. A review of literature provides a researcher with sources for generating definitions of key concepts. Researchers should use widely accepted definitions of concepts rather than generating their own definitions Kaniki (2006:21-22). In support of the fact that key concepts of the study are generated from literature review, Bryman et al (2014:48) state that concepts and theories for qualitative research are arrived at from data which is collected. Concepts must be defined in a clear, precise and non-ambiguous manner (Bless, Higson-Smith & Sithole, 2013:80; Welman, Kruger & Mitchell, 2005:20).

The study will focus on three major concepts, being: community-police relations, community policing and policing.

Community-police relations involve issues of communication which is the building block to trust (Miller, Hess & Orthmann, 2018:147-153). Community-police relations are closely related to community-police partnerships which emphasises the importance of police working in partnership with the community (Kappeler & Gaines, 2011:151). Community-police relations refer to programmes established to help the community better understand the roles and challenges of the police officials.

Community policing, according to Mishra (2011:7), is a philosophy that promotes organisational strategies which support the systematic use of partnerships and problem-

solving techniques to proactively address the immediate conditions that give rise to public safety issues such as crime, social disorders and fear of crime. Community policing also refers to a policing philosophy that requires a change in attitude and approach, planning and organisation, execution and feedback, and involving the police and public in an equal partnership. It is an approach to policing which recognises the interdependence and shared responsibility of the police and the community, and seeks to establish an active partnership between the police and the public through which crime and community safety issues can jointly be determined, solutions designed and implemented (Roelofse, 2009:77; Tilley, 2009:88-89).

Policing is a process whereby social order and regulation is maintained. It involves tasks such as maintenance and dissemination of information, the protection of life and property and the maintenance of public order (Findlay, 2004:10). Policing is the maintenance of order, and deals with issues of law enforcement and crime control (Dempsey & Forst, 2010:3; Palmiotto, 2005:35; Rowe, 2014:5-11).

1.4   STUDY AIM

The research aim is important in order to determine the scope of the research being conducted. The aim of the research is a brief and concrete statement of what the research plans to investigate (Van der Riet & Durrheim, 2006:84). According to Fouche` and De Vos (2011:108), the aim of the study indicates the central thrust of the study. Flick (2011:89) is of the opinion that qualitative research aim to provide descriptions, evaluations or develop theory.

The aim of this study is to evaluate the implementation of community policing in Sophiatown.

1.5   RESEARCH QUESTION

A research question is expressed as a general question about the relationship between two or more concepts. A research topic can produce many research questions and it is important to decide which question a researcher is working on before commencement of work (Bless et al, 2013:71-72). A research question according to Fouche` and De

Vos (2011:92); and Bless et al (2013:71) must be formulated in such a way that it is clear, unambiguous, specific and focused so that it becomes answerable. Bryman et al (2014:88) in support of the fact that a research question should be specific and focused, further states that very open-ended research is risky and can lead to confusion about the researcher's focus.

Taking into consideration the Constitution of the Republic of South Africa,1996, the SAPS Act (Act 68 of 1995) and the SAPS Interim Regulations for Community Police Forums and Boards, community policing is emphasised as a new approach to crime prevention. Also looking into the needs of the community in respect of prevention and investigation of crime, the proposed study will be guided by the following primary question:

Has the implementation of community policing in Sophiatown been done according to directives?

1.6   OBJECTIVES

The objective of the research conveys and sets forth the overall intent of a study in a sentence or several sentences (Creswell, 2014:123). Fouche` and De Vos (2011:108) are of the opinion that objectives of the study identify the specific issues the researcher proposes to examine, a statement of what the research aims to discover (Van der Riet & Durrheim, 2006:84). The objectives of this study are to:

- Describe the historical developments of community policing.
- Map out the legislative framework of community policing.
- Determine the nature of the working relationship between the police and the community in Sophiatown.
- Determine the Sophiatown police leadership's, police members' and community's understanding of what community policing is.
- Identify the challenges in the implementation of community policing.
- Make recommendations on improving the utilisation of community policing in Sophiatown.

1.7   VALUE OF THE STUDY

The establishment of CPFs and their implementation by the SAPS as a partnership policing approach, makes it important to investigate how community policing is carried out in Sophiatown. This study will assist in acquiring and coming up with different and better ways of policing, leading to effective implementation of community policing which is important to SAPS and the Sophiatown community. In ensuring an intellectual and academic contribution in the field of policing, this research will be used by SAPS, as a policing organisation, to guide the utilisation of partnerships with communities. The study is destined to assist and benefit the community of Sophiatown with a wealth of information related to police-community partnerships, community policing and the CPF.

1.8   SUMMARY

It is more than 25 years since the introduction of community policing in South Africa. Community policing places emphasis on and supports the establishment of partnerships and joint problem solving. Sophiatown police station, like all other police stations, implemented this new approach to policing through the establishment of CPF. With a CPF established and crime reduced according to SAPS crime statistics for the years 2014 to 2019, poor relations are still experienced between the police and the community. The social media message circulated to mobilise the Sophiatown community and the march against the police as outlined in the newspaper article in The Times, 2016, as stated in paragraph 1.2 of this study, are signs of poor relations between the police and the community. These influenced the need to conduct a study which focuses on whether the implementation of community policing in Sophiatown has been done according to directives. This chapter (one) outlined the research problem, key concepts of this study which are community-police relations, community policing and policing, and also the objectives and value of the study. The next chapter (two) discusses directives, policies and strategies governing community policing.

CHAPTER TWO: LEGISLATIVE FRAMEWORKS, POLICIES AND STRATEGIES FOR COMMUNITY POLICING

2.1   INTRODUCTION

A community oriented policing approach has been seen as an accepted and a supported new way of policing in various countries including South Africa. There are strong policy documents and legal frameworks on, and guiding the concept of community policing in the South African context. The Constitution of the Republic of South Africa, 1996, the SAPS Act (Act 68 of 1995), the National Development Plan (NDP), 2030, the South African Interim Regulations for Community Police Forums and Boards, 2001, the White Paper on Safety and Security, 2016 and the White Paper on Policing, 2016 are playing an important role on the subject of community policing.

This chapter (two) will focus on policy documents on community policing and sector policing in South Africa. International directives from the United Nations (UN), African Union (AU) and Southern African Development Community (SADC) on crime prevention and the involvement of communities in policing their environment and surroundings will also be looked at.

2.2   LEGAL FRAMEWORKS

There are a number of documents in South Africa and other countries which guide community policing and the implementation thereof. These documents which are used as a set of principles and a basis for a legal decision made with the adoption of the constitution of the country, are outlined. The concept of sector policing as a way of implementing community policing which has also been adopted by the SAPS, will be given attention.

2.2.1 The Constitution of Republic of South Africa, 1996

The Constitution of the Republic of South Africa, 1996, which will be referred to as the Constitution, is the supreme law of the country, overarching all other policy directives. Directives and policies in different fields are supposed to align with it. The involvement

of communities in the policing of their environments and the creation of relations or partnerships between the police and communities is emphasised in the Constitution.

The Constitution clearly states the police's mandate in Section 205(3) as to prevent, combat and investigate crime. Section 206 (3)(c) of the Constitution further states that each province in the country is entitled to promote good relations between the police and the community. Promotion of good relations between the police and the community should be in matters relating to policing and crime prevention as they are the main mandate of the police. For the police to act proactively and control crime, prevention measures should be put in place, and the involvement of communities in policing which supports the concept of community policing is crucial.

2.2.2 South African Police Service Act (Act 68 of 1995)

The SAPS Act (Act 68 of 1995), Sections 18 to 21 legislate the involvement of the community, through CPFs and boards, in the fight against crime. Section 18 (1)(f) states that the Service shall in order to achieve its objectives, liaise with the community through CPFs to promote joint problem identification and problem-solving by the Service and community.

Section 18(1) of the SAPS Act, 1995, provides for the objectives of the CPFs and boards. According to the section, the Service shall liaise with the community through CPFs, with a view to:

- Establishing and maintaining a partnership between the community and the Service;
- Promoting communication between the Service and the community;
- Promoting co-operation between the Service and the community in fulfilling the needs of the community regarding policing;
- Improving the rendering of police services to the community at national, provincial, area and local levels;
- Improving transparency in the service and accountability of the service to the community; and

- Promoting joint problem identification and problem-solving by the service and the community.

Sections 19, 20 and 21 mention the establishment of CPFs and boards, resting the responsibility of the establishment thereof on the police. The sections state that the provincial commissioners of the SAPS shall be responsible for the establishment of CPFs, and area and provincial community police boards.

2.2.3 National Crime Prevention Strategy, 1996

The National Crime Prevention Strategy (NCPS) (1996:5) highlights that it should be acknowledged that the criminal justice system deals largely with crime that has been committed, making it largely reactive in nature and being characterised as a crime control system. The generation of a shared understanding amongst South Africans of what crime prevention involves, such as its definition and focus, provision of a basis for the development of a common vision around crime prevention which can be embraced by society as a whole, and a collective action by civil society in the fight against crime, are emphasised.

The NCPS (1996:23), in line with section 205(3) of the Constitution, states that the role of the SAPS is to prevent crime. The NCPS emphasises that this responsibility will be successfully attained when carried out in collaboration or in partnership with other agencies. The aim of this partnership according to the NCPS is to jointly set out a programme of action, which identifies priority areas for action on the part of government and civil society. The plan of action should seek to address factors which create a risk of offending and those which create a risk of victimisation.

The NCPS (1996:23-24) states that after the creation of SAPS in 1995 from the amalgamation of the 11 police forces which existed in the old dispensation, a long-term transformation process which underpins the new approach to operational police work was embodied in the SAPS annual plan. The transformation strategies to improve the functioning of the organisation and its performance were incorporated in this SAPS annual plan. Amongst the strategies included are the operationalisation partnership strategies which address the creation of meaningful cooperative relationships between

the SAPS and different stakeholders. The collaboration with other stakeholders to successfully attain crime prevention roles and the involvement and creation of cooperative relationships with various stakeholders to improve functioning by SAPS gives strong emphasis and importance of multi-sectoral, multi-faceted approach, including communities, in the fight against crime.

The NCPS (1996:49-76) outlines the four pillars approach which is said to be a framework for crime prevention, namely:

- Criminal justice process;
- Environmental design;
- Community/public values and education; and
- Transnational crime.

Pillar three, public values and education, focuses on active involvement and the education of the community on issues relating to crime prevention. To reduce crime levels, the prevailing moral climate within communities, attitudes towards crime and the willingness of citizens and communities to take responsibility for crime are critical factors in reducing tolerance towards crime. The programmes under this pillar are said to be complemented and supported by policies on public participation, accountability and a consultative approach to governance. Community policing, in particular, is identified to be providing the impetus for the creation of active community structures, and the mobilisation of a range of resources (NCPS, 1996:73-74).

The NCPS emphasises a need for a new paradigm shift for crime prevention, to move from crime control to crime prevention and from seeing crime as a security issue to seeing crime as a social issue (NCPS, 1996:6). The strategy also talks to the identification of national priority crimes which will assist in coming up with programmes within the four pillars of the strategy. Even with the emphasis made, the contents of the NCPS are vague, encourage an extremely broad approach, provide insufficient detail on how the programmes should be developed and/or implemented and provide no dedicated funding for implementation (Rauch, 2002:10-13). Challenges in relation to the implementation of the NCPS also came from leadership at local and municipal levels who did not believe that municipalities should be involved in crime prevention projects,

questioning the unfunded mandate delivered by the national government (Masuku & Pelser, 2002:48).

2.2.4 South African Police Service Interim Regulations for Community Police Forums and Boards, 2001

In 2001, the Department of Safety and Security released a document, SAPS Interim Regulations for CPFs and Boards, herein referred to as Interim Regulations, which outlines and guides how the process of establishing CPFs and boards should unfold. The Interim Regulations (2001:1) places full responsibility on the SAPS for the establishment of CPFs and boards. It states that the police and station commanders, must take all reasonable steps to establish a community police forum which is broadly representative of the community. The area commissioner, currently called the cluster commander, and the provincial commissioner are responsible for the establishment of the cluster and the provincial community police boards respectively.

The Interim Regulations (2001:1-7) stipulate that the SAPS is responsible for establishing CPFs and boards, and further stress the importance of drafting a community safety plan. The community safety plan outlines programmes and projects which should help in preventing and addressing crime. The interim regulations do not state where the funding of these projects should come from. What the Interim Regulations (2001:9) state in relation to funding, is that the forum or board may raise funds to support or perform its activities. Looking into how diverse communities are, not only in relation to culture but also wealth, it may be difficult for the forums in rural and poor communities to be able to raise funds in support of community crime prevention programmes.

2.2.5 National Development Plan, Vision 2030

The NDP, 2030 (2011:350) set out the five priorities to focus on in order to achieve a crime free South Africa. Two of the five priority focus areas, namely building community participation in community safety and building safety using an integrated approach, are key to achieving a crime free South Africa using the community or partnership policing approach. Emphasis here is given to the participation of civil society organisations as

the critical elements of a safe and secure society. It further states that achieving long-term, sustainable safety requires an integrated approach focused on tackling fundamental causes of criminality which requires a wider range of state and non-state capacities, resources at all levels, active citizen involvement and co-responsibility.

According to the NDP 2030, the review of the Criminal Justice System (CJS) in 2007 recommended a seven-point plan, which was adopted by Cabinet. The seven-point plan includes, among others, setting up a new coordinating and management structure at every level and other initiatives such as empowering community police forums. One of the critical change areas contained in the seven-point plan is the involvement of the public in the fight against crime by introducing changes to community policing, including expanding its role to deal with all matters in the system, such as policing and parole boards. It was also highlighted that financial and administrative infrastructure for CPFs should be provided (NDP 2030, 2011:351-352).

In relation to an integrated approach to building safety, the NDP 2030 states that there is always a danger of focusing too much on policing as the only solution. More visible policing such as patrols gives a sense of protection, but reducing crime will require a combination of interventions, including those originating from outside the CJS (NDP 2030, 2011:356).

It is mentioned in the NDP 2030 (2011:351) that the Department of Justice and Constitutional Development recommended in 2008 that administrative and financial infrastructure should be provided for CPFs. Even though the necessity for the provision of administrative and financial infrastructure has been identified, the NDP 2030 does not address a resource base and in which government department these finances be located. As much as the CPF is a partnership between the SAPS and the community, it is still mentioned as if it is a stand-alone community forum of which the SAPS is not part.

2.2.6 The White Paper on Safety and Security, 2016

In 1998 the White Paper on Safety and Security was released and presented by the late Sydney Mufamadi, then Minister of Safety and Security. In 2016, a reviewed document, White Paper on Safety and Security, 2016, was released. The objectives of the White

Paper on Safety and Security, 1998 were, among others, to ensure professional law enforcement which does not infringe upon human rights and a concerted effort by the government, in partnership with civil society, to prevent crime (White Paper on Safety and Security, 1998:4). In his opening statement during the presentation of the White Paper, the Minister said the government's policy on safety and security was shaped by two objectives, namely: to rehabilitate the police to ensure they become protectors of communities and to mobilise people to participate in the provision of safety and security. Hence, the White Paper on Safety and Security (1998:35) identifies community policing as the fundamental principle of effective law enforcement and crime prevention, a problem-oriented partnership strategy for policing which may produce positive results in terms of reducing crime.

With the introduction of the NDP 2030, the White Paper on Safety and Security 1998 was reviewed. The focus of the White Paper on Safety and Security, 2016 is to promote an integrated and holistic approach to safety and security and also to provide direction to achieving the NDP's objectives of building safer communities. Its objectives are to provide policy for safety, crime and violence prevention and to facilitate the creation of a sustainable oversight mechanism to monitor, evaluate and report on the implementation of crime prevention priorities (White Paper on Safety and Security, 2016:6-7).

The White Paper on Safety and Security, 2016 affirms the need for active citizenry, civil society, and the private sector to contribute to the on-going efforts of government in safety, crime and violence prevention which was an objective of White Paper on Safety and Security, 1998. It states that the approach requires effective and integrated planning and implementation by government informed by a sound knowledge base and active community participation. The White Paper, 2016 recognises the importance of consultation, co-operation and collaboration, effective and integrated service delivery, and community engagement and accountability; as imperative for building safer communities (White Paper on Safety and Security, 2016:9-13).

The White Paper on Safety and Security (2016:17) emphasises active citizen involvement which is meaningful and extends to active participation in crime and violence prevention through participation in needs assessments and safety audits,

development of strategies and implementation of plans, and monitoring and evaluation of impact. It also states that businesses have a dual responsibility in the fight against crime and to support crime prevention efforts in the broader community. In addition to structures such as CPFs, other forms of volunteerism such as the establishment of street committees should be widely encouraged in various localities as part of a crime fighting strategy as well as building safe and healthy communities. Youth involvement in community policing is also said to be beneficial because it ensures strengthened delivery of crime prevention initiatives and improved community police relations (White Paper on Safety and Security, 2016:17-18).

The White Paper on Safety and Security, 2016 in support of the objectives of CPFs as set out in the SAPS Act, Act 68 of 1995 states that CPFs' core objectives are to facilitate community participation. The White Paper also mention CPFs' responsibilities in respect of crime fighting programmes; ensuring police accountability to the community; and joint identification and co-ownership of policing programmes and projects. In addition to these structures, there are a range of mechanisms such as the Integrated Development Plan forums, ward committees, school governing bodies and health committees that are important mechanisms to facilitate engagement by the state with communities (White Paper on Safety and Security, 2016:16).

The White Paper on Safety and Security, 2016 moves from law enforcement which was looking for new ways of policing the democratic South Africa after 1994, to implementation of crime prevention strategies for the realisation of the vision for the country as inset out in the NDP 2030. What is still not addressed by the White Paper on Safety and Security, 2016 is the funding of projects. As much as the policy document is dependent on a number of stakeholders, little is said on how resources will be mobilised and the funding of activities focusing on crime prevention. More structures to deal with crime and crime prevention have been added, but it is not clear whether these structures or forums will be reporting to the CPF as a legislated forum.

2.2.7 The White Paper on Policing, 2016

The involvement of the community in the fight against crime is further emphasised in the White Paper on Policing (2016:17) which states that community-oriented policing

remains the operating paradigm of the SAPS. According to the White Paper on Policing, 2016 delivering on an active citizenry engaged in long-term coordinated partnerships between the police and communities requires the SAPS and CPFs to forge cooperative partnerships in order to facilitate regular communication and information sharing.

Other forms of community policing such as street committees, the involvement of youth in crime prevention as well as community involvement through reservists, as they appear in the White Paper on Safety and Security, 2016, are still emphasised. The White Paper on Policing also mentions locating CPFs in the office of the Civilian Secretariat for Police Service (CSPS) and the CPFs having an oversight mandate over the police (White Paper on Policing, 2016:18). The location and oversight mandate might cause confusion and some challenges too. A CPF is a partnership between the police and the community, yet the community members serving on the forum should also play oversight role over police. Clarity may be needed on the oversight role of CPFs on police, which functions are they going to oversee, and also on whether the name of the forum might be affected by locating CPFs in the office of the CSPS.

2.2.8   South African Police Service National Instruction 3 of 2013

Sector policing is a policing approach to support the implementation of the philosophy of community and partnership policing, by dividing a policing area into smaller manageable sectors to improve community interaction (SAPS National Instruction (NI) 3: 2013:1). According to the SAPS NI 3 of 2013, a sector forum must be established for each demarcated sector to enhance interaction between the police and the community in order to jointly address safety and security issues in the sector. It further states that the CPF may be utilised to facilitate the establishment and effective functioning of a sector forum.

Sector policing in South Africa is said to have come into operation in 2003 with the then SAPS National Commissioner, Jackie Selebi, reflecting on the sector policing experience in London, United Kingdom (UK) (Dixon & Rauch, 2004:9). In contrast, the NCPS (1996:40) makes reference to the KwaZulu-Natal community policing concept of sector policing which aims at rendering police services as close as possible to the community. The SAPS Act, 1995 and Interim Regulations, 2001 also make reference to

the sub-forums, which are established by dividing the policing area into smaller areas which can be well managed. The sector policing concept, like sub-forums referred to in the SAPS Act, 1995 and Interim Regulations, 2001, has the same approach which is the division of a policing area into smaller manageable sub-areas in order to improve community interaction with the police.

Some of the objectives of sector policing as stated in the NI 3 of 2013 are to improve interaction between the community and the police service, improve partnerships with the community, and improve trust and confidence in the police.

2.3 NOTABLE INTERNATIONAL LEGAL FRAMEWORKS AND REGULATIONS ON COMMUNITY POLICING AND CRIME PREVENTION STRATEGIES

As member state of the SADC, AU and its links to the Rome Statutes of the International Criminal Court, South Africa has a responsibility to take part in the development of directives and also to report on matters related to safety and committees established to deal with peace and security. Alignment of SADC, AU and UN directives is of crucial importance. In this section, focus will be on UN, AU and SADC directives on crime prevention. The main focus shifted to the involvement of communities and community partnership when dealing with crime.

2.3.1 United Nations

Well planned crime prevention strategies not only prevent crime and victimisation, but also promote community safety, thus enhancing the quality of life of citizens. The United Nations Office on Drugs and Crime (UNODC) (2012:3) states that community policing means that police officers and community members must become partners and work together in order to develop solutions to problems. The UNODC values community involvement and partnerships in matters relating to crime prevention. UNODC (2002:4) maintains that it is a government's responsibility to create, maintain and promote a context in which relevant government institutions and all segments of civil society play a better role in the prevention of crime.

Partnerships, including partnerships across ministries, between authorities, community organisations, Non-Governmental Organisations (NGOs), business sector and citizens, are an integral part of crime prevention, given the wide-ranging nature of the causes and the skills and responsibilities required to address them (UNODC, 2002:4-5). In relation to community involvement in crime prevention, UNODC (2002:6) states that even though governments bear the primary responsibility of crime prevention, the active participation of communities and other segments of civil society is an essential part of effective crime prevention. It further states that communities in particular play an important role in identifying crime prevention priorities, in implementation and evaluation and also in helping to identify sustainable resource bases.

The UNODC (2010:91) provides that crime prevention relies on some key partners and that a proactive, problem-oriented approach to policing in the form of community policing is important for developing effective crime prevention strategies. It mentions community involvement, problem-solving orientation and decentralisation as core elements for the community policing approach. It further states that communities should play an important role in identifying crime prevention priorities, in helping to identify suitable resource base, and be involved in the development, planning and implementation of policies. Community members can offer in-depth knowledge and insight based on experiences to problems. It is also emphasised that government cannot prevent crime without the participation and involvement of the citizens (UNODC, 2010:103-104).

The UN police are said to be a community-oriented service who see their main task as striving to restore and nurture the consent of the public in their own policing and who promote the concept of policing by consent and encourage the public's participation as partners in the prevention and management of crime. In the implementation of community-oriented policing during their peacekeeping operations, UN police should create occasions on regular basis whereby they ask communities and community organisations about crime and how best to address those crimes affecting communities, respond to public requests concerning their security needs, and mobilise communities to serve as volunteers in crime prevention campaigns and other outreach programmes. In their involvement in crime prevention, communities may assist the police by providing them with information about crime and criminals that will help the police manage crime. A police officer will be assigned to manageable patrol areas to work closely with the

community, create a consultative committee in each patrol area and police station composed of community members who are representatives of the public. Together with the police, the community shall meet and develop joint programmes addressing crime. Communities are empowered through education to advice about crime prevention measures to encourage them to play an active role in their own safety (UN, 2016:6-10).

2.3.2 African Union

Looking into the AU from the times of the Organisation of African Unity (OAU), matters of policing were not explicitly documented, although one of the OAU's objectives was to achieve a better life for African people, protect human rights and promote the UN Charter (OAU, 1963:3). With the establishment of the OAU's successor, the AU, the Constitutive Act of the African Union was drafted to replace the OAU Charter. In the Act, issues related to popular participation, safety and security were mentioned (AU: 2000: np). In 2002, the Protocol relating to the establishment of the Peace and Security Council for the AU was adopted. Article 20 of the protocol which addresses relations with civil society states that NGOs, community-based and other civil society organisations shall be encouraged to participate actively in the efforts aimed at promoting peace and security (AU, 2002:26).

In realisation of the AU plan of action on drug control 2013 to 2017, the AU (2013:7-8) states that public awareness and community involvement should be carried out covering crimes such as drug use, trafficking and related offences. It further states that the functions of the regional economic community in terms of the implementation of the AU plan of action on drug control 2013 to 2017 includes the strengthening of partnerships within the region in order to ensure technical support on the plan.

2.3.3 Southern African Development Community

In outlining the SADC's background and concerns on security, SADC (2010:13) states that formal cooperation in politics, defence and security can be traced back to the creation of the Front Line States (FSL) in 1977. FSL was followed by the establishment of the Southern African Development Coordination Conference in 1980, which focused on strengthening existing cooperation, preservation of independence and ensuring

regional development and integration. In 1992 SADC was formed to address peace and security and the need for economic and social development (SADC, 2010:14).

As much as reference is made to SADC's concerns on security dating back to 1977, Cawthra (2010:10-11) is of the opinion that from its foundation SADC's main focus was on economic issues and security matters were dealt with by a separate structure. Cawthra further states that in 2001 the agreement was made that the Organ on Politics, Defence and Security Cooperation should report to the SADC summit of Heads of States on political and security functions, thus a Protocol on Politics, Defence and Security Cooperation (PPDSC) was developed and adopted.

The SADC PPDSC became effective on 14 August 2001 to provide an institutional framework related to coordination of policies and activities in the areas of politics, defence and security (SADC, 2010:15). To provide guidelines for the implementation and operationalisation of the objectives set out in the protocol, the Strategic Indicative Plan for the Organ (SIPO) on Defence, Politics and Security was signed in 2004 (SADC, 2010:6). In relation to conflict prevention and management, SADC (2010:15) states that it shall ensure adherence to and enforcement of all sanctions imposed by the UN Security Council and in accordance with Charter of the United Nations. The UN Charter encourages peaceful management and resolution of conflicts, and it addresses regional arrangements when dealing with matters relating to the maintenance of peace and security (UN, 1945:11).

In 2010, the SIPO on Defence, Politics and Security was reviewed and in its structure, the police sector is included. Objectives 3 and 5 of the police sector talks to the promotion of accountability within the police services and a community-based approach in order to promote and foster joint strategies for the management of all forms of crimes. In relation to partnerships, it further states that recognising that political, defence and security matters go beyond national and regional borders, SADC seeks to cooperate with non-state parties and involve cooperation agreements between state and non-state parties where possible (SADC, 2010:66, 68 & 73).

Involvement of communities in matters related to crime prevention, even during peace keeping missions in areas where war is rife, is important to the UN. Communities play

an integral role in ensuring that policing is conducted according to the needs of society. The AU's and SADC's involvement in peace and security was more on matters related to political interference and instability. Intervention is seen more during elections where threats are made. The inclusion of the police sector during the reviewing of SIPO in 2010 showed a great move for SADC and the need for partnering with non-state bodies dealing with safety and security matters.

2.4   SUMMARY

South Africa has a wealth of information and directives relating to community participation in the fight against crime which are supported by other international directives. Involvement of communities and civil society in the fight against crime and safeguarding of neighbourhoods is emphasised by the South African government. The main role of these directives is to guide the implementation of the new approach to policing which is community policing, establishment of CPFs and other community-based partnerships, and to promote working relations, joint problem identification and problem solving between the police and the community. Improved communication and accountability by the police is also emphasised.   South African legislations on community policing and CPFs, and other legal directives from the UN, AU and SADC were highlighted in this chapter. The next chapter (three) discusses in detail the concept community policing, developments made by South Africa post 1994 on implementation of community policing and also what can be learnt from other countries.

CHAPTER THREE: LITERATURE OVERVIEW ON COMMUNITY POLICING

3.1   INTRODUCTION

A literature overview is important for the researcher to get to know what is already known about the area of interest. Consulting existing literature is a demonstration that the researcher is able to engage scholarly in review based on understanding the work of others in the same field and as a means of developing an argument about the significance of the research (Bryman, 2012:98). According to Creswell (2014:28), a literature review provides a framework for establishing the importance of the study and a benchmark for comparing the results with other findings. Bless et al (2013:49), is of the opinion that the purpose of a literature review is to sharpen and deepen the theoretical framework of the research, familiarise the researcher with the latest developments in the area of research, identify gaps and weaknesses in previous studies and also to discover connections, contradictions and other related different research results by comparing various investigations.

This chapter's focus will be on what is meant by the concepts crime prevention, community policing and community-police relations. Implementation of community policing, the developments of community policing in South Africa and how community policing is implemented in selected countries outside South Africa will be discussed.

3.2   CRIME PREVENTION AND COMMUNITY PARTNERSHIPS

In the past, crime prevention, according to Tilley (2009:6), has been associated with the work of the police, the use of security measures recommended by the police and neighbourhood watch schemes run by the police. With developments made on the subject, crime prevention entails any action designed to reduce the actual level of crime and/or the perceived fear of crime. The actions designed to reduce levels of crime include proactive measures to prevent crime such as involvement of community in policing of their localities. Crime Prevention is further defined as an intervention in the cause of criminal and disorderly events to reduce the risk of their occurrence and/or the potential seriousness of their consequences (Lab, 2014:27; and Ekblom, 2014:29).

Prevention refers to a much wider range of methods to try to avert crime and involves steps taken before the commission of crime (Tilley, 2009:6).

From the definitions above, crime prevention is a broad term which includes a number of activities that are put in place to address crime before it happens. Strategies, awareness campaigns, community meetings and any other platform or activity in which prevention measures are identified and/or discussed. In its report, the UN Commission on Crime Prevention and Criminal Justice of the Economic and Social Council (2010:67) promotes the strengthening of public-private partnerships in preventing crime through the mutual and effective sharing of information, knowledge and experience. It further states that joint and coordinated actions should be developed, emphasising that measures to prevent crime, including emerging and changing challenges, can be improved and implemented.

Crime prevention according to the Mullane (2015:3) requires understanding and responding to both the causes and crime. It further states that crime prevention is achieved when police and communities work together with other partners to understand the problem and implement local solutions. Crime prevention should focus on protective factors that can help build resilience of communities and individual risks and also be included in social and economic development agendas (UNODC, 2012:8). Burger (2007:45) sees crime as a complex phenomenon with a number of factors interacting at any given time, which include risk factors and root causes of crime. He further states that crime should not only be thought of in terms of manifestation, but the risk factors and causes of crime are crucial and need to be properly identified and effectively addressed if the combating of crime is to make any real sense. He further states that crime is an action which constitutes a serious offence against a person or state and is punishable by law.

Key features and interventions to crime prevention according to Kruger, Lancaster, Landman, Liebermann, Louw and Robertshaw (2016:8) are law enforcement, social prevention and situational prevention. The White Paper on Safety and Security (2016:7-10) further emphasises an integrated and developmental approach to crime and violence prevention; and active community participation in the fight against crime which

is influenced by socio-ecological factors. The White Paper recognises the fact that safety extends beyond the scope of the police.

The White Paper on Police (2016:10) refers to the objectives of the SAPS as stated in Section 205(3) of the Constitution of the Republic of South Africa, 1996, which are to prevent, combat and investigate crime; to maintain public order; to protect and secure the inhabitants of the Republic and their property; and to uphold and enforce the law. In order to achieve the objectives of the police as stated above, the White Paper on Police (2016:17) emphasises the need for integrated cross-cutting policing, which recognises that crime is a convergence of many factors including historical, social and economic factors. Emphasis is also placed on the fact that SAPS should continue to work in collaboration and in support of the others' initiatives within the criminal justice, intergovernmental sector and civil society in the prevention of crime and the provision of community safety.

3.3   COMMUNITY POLICING

Community policing, according to Mishra (2011:7), is a philosophy that promotes organisational strategies supporting the systematic use of partnerships and problem solving techniques to proactively address the immediate conditions that give rise to public safety issues such as crime, social disorders and fear of crime. The kind of policing that calls for better understanding and sharing between community and police, so that their energy is synergised in tackling the problems in the society. It is a concept that advocates involvement of people in policing activities which are referred to as community-oriented participatory policing and prevention-oriented programmes that emphasise new roles (Mishra, 2011:7; Williamson, 2008:43).

Miller et al (2018:17) further state that whereas traditionally policing has been reactive, responding to calls for service, community policing is proactive, anticipating problems and seeking solutions to them. The term proactive is said to be including accountability and choosing a response rather than reacting the same way each time a similar situation occurs.

Community policing is also referred to as a philosophy of policing that requires a change in attitude and approach, planning and organisation, execution and feedback, and involving the police and public in an equal partnership (SAPS, 1997:15). It is an approach to policing which recognises the interdependence and shared responsibility of the police and the community, and seeks to establish an active partnership between the police and the public through which crime and community safety issues can be jointly determined, and solutions designed and implemented. In community policing, police priorities should be identified in consultation with the public, working out together what is to be done in order to address priority challenges and where possible the public should play a role in helping to address local problems (Roelofse, 2009:77; Tilley, 2009:88-89).

Schafer, Buerger, Myers, Jensen and Levin (2012:119) are of the opinion that in community policing, policing is done with, but not to, communities. Supporting Roelofse's concept of interdependence and shared responsibility when establishing an active partnership (Roelofse, 2009:77), Schafer et al (2012:119) states that police efforts become more effective and legitimate when done with consent, cooperation and coproduction of the community. They see community oriented policing as an operational strategy which gives strength to the idea that the public should play a more cooperative role in policing. Lab (2014:5) is of the opinion that there is no single accepted definition that exists for community policing. According to these authors; four key themes permeate the various definitions for community policing. Features of community policing appear to include community involvement, problem solving, a community base and redefined goals.

That which is outlined in the approach to community policing by Lab (2014:5) is that community policing requires working together or cooperation between the police and different community constituencies such as government departments, private institutions and the community at large. Professionals and non-professionals bringing together different ideas, abilities and perspectives to the discussion of crime, fear and other community challenges. Once the different groups are brought together, problem solving is emphasised. Policing shifts from arrest, investigation and assisting with prosecution to identifying and dealing with the root causes of crime experienced at that

particular moment. In a community policing approach, issues are dealt with according to the uniqueness of the situation.

Decentralisation of police operations is also emphasised for the police to understand the underlying problems and issues faced by the residents. The police need to become an integral part of the community. A centralised police organisation with police officials patrolling in motor vehicles and interacting with the public only in response to calls for assistance is seen as inappropriate for true problem solving.

In the community oriented policing approach, accountability is emphasised. Accountability to the community implies a new relationship with the community in which the police department establishes an understanding with the community. These relations can take several forms which include, among others, bringing the community into policy-setting procedures and/or both police and citizens nominating the problem with which police and citizens will deal, the tactics that each will use to address the problem and the outcomes that are desired (Oliver, 2000:274). According to Mohanty and Mohanty (2014:79), in South Africa, community-oriented policing was established to create a level of accountability and to help orientate the police towards resolving problems through contacts with citizens. Alterations of the goals of policing are also said to be a major component to the community policing philosophy. Community policing seeks to shift the attention to the root causes of crime and other social problems with the primary concern being the elimination of the problem.

Tilley (2009:85-88) identifies three approaches to community crime prevention which are neighbourhood watch, community policing and community engagement. Community policing is said to have begun in response to perceived weaknesses in police-community relations in order for police to forge stronger relationships with the community, including the youth. Youth formations involved in the fight against crime, such as Youth Against Crime in the Northern Cape and other youth desks, are seen to be taking part in the fight against crimes affecting young people between the ages of 14 and 35 years (National Youth Policy, 2015:10) either as perpetrators or victims of crime.

The Minister of Police held a strategic planning 2017-2019 session with SAPS and CSPS on 25 April 2017 themed, Society under siege-mobilising communities to action,

where he emphasised the importance of community participation in the fight against crime. In his budget speech on 15 May 2018, the Minister of Police also speaks to strengthened relations by calling for a partnership with all sectors of society to fight crime. He further states that the scourge of violence cannot and will not be tolerated, civil society and communities must stand together with the police to root out crime (South Africa: 2018:np).

Community-based policing is not only about the police and community becoming partners in the fight against crime. It also involves challenges that threaten the well-being of the community such as police communicating their responsibilities effectively, and values which should correspond to the expectations of the community.

3.4   HISTORICAL DEVELOPMENTS OF COMMUNITY POLICING

In order to understand the implementation of community policing in South Africa, it is important to get a brief overview of policing and community policing prior and post 1994. The focus will be on whether community policing existed prior 1994 and the developments made post 1994 when the country entered into democracy. The impact made, especially in relation to the legislative mandate, will be the main focus.

3.4.1 Community Policing in South Africa prior 1994

Literature reveals that community self-policing was realised in South African townships prior to 1994. Though in a more informal manner, these activities in the townships took the form of neighbourhood watches and anti-crime street committees. Minnaar (2013:61); Minnaar (2010:189) and Minnaar (2001:np) highlight that while it can be said that South Africa had no real tradition of any form of formal community policing, in the days of political repression various forms of community self-policing did occur. Minnaar (2010:189) states that community self-policing activities such as anti-crime street committees and the people's courts in the black townships experienced in the late 1970s and 1980s are examples of euphemistically self-administered popular justice in the townships.

In 1988, the South African government tried to put an end to these politicised and revolutionary struggle activities. However, a number continued to perpetrate anti-crime vigilante acts in trying to self-police their neighbourhood in a covert manner (Minnaar, 2010:189). According to Minnaar (2010:190), the emergence of self-defence units, self-protection units and warlords which were politically aligned, also formed part of the self-protection culture in the townships and informal settlements. These structures had their own community courts and own police force of community guards. The existence of community self-policing prior 1994 is also confirmed by Kynoch (2003:8) who states that in the absence of adequate civil policing due to the South African Police (SAP) and local municipal police prosecuting pass and liquor offenders and ignoring serious crime, many communities formed groups to patrol the streets and punish suspected offenders. Police activities and conduct during apartheid were provocative, violent, irregular, unwarranted and unlawful, whereby people, especially in black townships, would be shot at, beaten and/or killed (Anon, 1984:1-2). This police conduct which Kynoch (2003:8) called the absence of policing and ignorance of serious crimes by police in black townships is what made the communities form groups in order to self-police their neighbourhoods, forming a self-protection culture in the townships and informal settlements (Minnaar, 2010:189-190).

 A rarely looked into area of community policing prior 1994 is in relation to the commandos. The commandos were voluntary part-time civilian force members of the South African Defence Force (SADF), under the authority of the SAP (Steinberg, 2005:3), which was mainly recruiting white males. This was a policing partnership which operated more in the rural white communities and their responsibilities included, amongst others, dealing with crimes related to livestock (Steinberg, 2005:3). The signing of the National Peace Accord in 1991 is another confirmation that a partnership between the police and community existed before 1994. According to Pelser (1999: np), shortly after the unbanning of the liberation movements in February 1990, the shape of South Africa's community policing was set. It is during this time that a National Peace Accord was signed on 14 September 1991 between the African National Congress, Inkatha Freedom Party and the Government in order to address the increasing violence which was destabilising KwaZulu-Natal and large areas of the Transvaal. Gauteng falls within what was the Transvaal. The agreement contained general provisions such as police accountability to society in rendering policing services, the importance of

cooperation and partnerships in crime control and prevention and also the code of conduct for police which provided a vision for the transformation of policing in South Africa (Pelser, 1999: np).

3.4.2 Community Policing in South Africa post 1994

Policing democratic South Africa post the 1994 elections, brought about the change from the South African Police Force to the SAPS through the amalgamation of the 11 police forces which existed in the old dispensation in 1995 (NCPS, 1996:23). The other change is seen through the involvement of civil society in policing matters. Community policing in the South African context is defined as a philosophy that guides police management styles and operational strategies placing emphasis on the establishment of police-community partnerships. It is a problem solving approach responsive to the needs of the community which is based on the assumption that the SAPS's objectives can be achieved through a collaborative effort of the SAPS, other government institutions and organisations of civil society (SAPS, 1997:2).

Legislating the involvement of the community in policing brought to the surface a new way of policing in the country. The Constitution, Section 206, emphasises the promotion of good relations between the police and the community and the SAPS Act, (Act 98 of 1995) Sections 18 to 20 brings to attention CPFs as a platform through which the SAPS and the community work in collaboration to address crime and come up with crime prevention initiatives in order to deal with the identified crime challenges. The SAPS has a responsibility according to the SAPS Act, (Act 98 of 1995) and Interim Regulations, 2001, to identify civil society organisations and interested individuals who are representative of the community, and call them to a gathering with the intention to establish a CPF at a police station level. It is expected of the SAPS to establish CPFs in all police stations in the country. The SAPS has a 99% target for the establishment of CPFs at police stations in the country according to the SAPS Annual Performance Plan (SAPS, 2018:25). The set percentage is an organisational commitment to encourage implementation of this policing approach.

3.5   DIFFERENCES AND IMPACT MADE BY THE IMPLEMENTATION OF COMMUNITY POLICING

The main focus of this sub-section will be on community-police relations, implementing community policing and challenges relating to the implementation of community policing.

3.5.1 Community Police Relations

Community-police relations is an approach aimed at bridging the gap between law enforcement organisations and the community in order to enhance the community's perception of the police. Community-police relations originated in response to the conflict surrounding the police and minority groups, easing the tension between the police and the community (Jackson, 2006:13-14). It involves issues of communication, which is the building block to trust (Miller et al, 2018:147-153) and also emphasises the importance of the police working in partnership with the community (Kappeler & Gaines, 2011:151). Community-police relations refer to programmes established to help the community better understand the roles and challenges of police officials. The importance of community-police relations dates back to 1829 and Sir Robert Peel's principles of law enforcement in which it is mentioned that the police should at all times maintain a relationship with the public that gives reality to the tradition that the police are the public and the public are the police (Anon, [Sa]: np).

The implementation of community and sector policing through the establishment of CPFs and sector forums at police stations emphasises that communities and civil society organisations should take part in matters relating to the safety and policing of their own environments. Section 206(3)(c) of the Constitution of South Africa, 1996, further prescribes the promotion of good relations between the police and the community, while chapter 7 of the SAPS Act and NI 3 of 2013, mandates the police to establish CPFs and sector forums respectively in all police stations and policing precincts (refer to section 2.2.1, 2.2.2 and 2.2.5 of chapter two of this study respectively). The forums are established to promote good relations between the police and the community, to afford the community and the police the opportunity to identify and solve crime related challenges together, to come up with programmes that will

prevent crime, and more importantly, to bring the police closer to the communities they serve.

3.5.2 Implementation of Community Policing

The implementation of community policing according to Peak and Glensor (2012:140-150) requires mainly strategic thinking and strategic planning. The authors state that the purpose of strategic thinking is to discover novel, imaginative strategies that can rewrite the rules of the competitive game and to envision potential futures significantly different from the present. They further state that strategic thinking refers to creative, divergent thought process associated with the reinvention of the future. What is denoted from the argument in relation to strategic planning in the new ways of policing, such as community policing, is the need for the organisation to adjust its direction in response to a changing environment.

Successful implementation of community policing should be made in terms of the principles and characteristics of community policing which include, amongst others, a partnership between the police and community in the identification and search for new solutions for crime affecting the community. Consultation with community is key in striving for a police-community partnership in order to identify community needs and determine the policing priorities required. The promotion of accountability and transparency (Skogan, 2008:24) especially in relation to police actions, responsibilities and resources, is also of crucial importance. This agreement, partnership and commitment between the police and community should be based on mutual trust (Mabunda, 2014:55).

The SAPS Act, 1995, Section 18(1) states that the SAPS shall liaise with the community through CPFs in order to establish and maintain partnerships, promote communication, cooperation, joint problem identification and solving, and also to improve transparency and accountability. These objectives of CPFs are in line with the principles and characteristics of community policing. According to the interim regulations (2001:1), in the process of establishing a CPF, community based organisations, institutions and interest groups who are a broad representative of the community of the policing jurisdiction should be identified and involved.

Further reference to the basic principles of community policing is made by Peak and Glensor (2012:94), who highlight that community policing is characterised by concepts such as decentralisation, geographical and close interaction with local communities. Sector policing shares the same characteristics with community policing as highlighted in the NCPS (1996:40) where it states that the concept of sector policing aims at rendering police services as close as possible to the community and that implementation of sector policing involves dividing a policing area into smaller manageable sectors to improve community interaction (SAPS, 2013:1).

3.5.3 Challenges in the Implementation of Community Policing

Establishing a new order can be difficult and even dangerous to manage. Police organisations' resistance is caused in part by concerns about the community policing philosophy, which may be allayed by changes in the communication process of the organisation (Miller et al, 2018:123). South Africa experienced radical, drastic change after 1994 with communities having new expectations and putting forward demands. Lack of resources, training and leadership skills (Mabunda, 2014:54), limited availability of funds, and the outdated strategies in relation to the implementation of community policing may have led to these community expectations and demands not being met, and are seen to be posing a serious challenge to the implementation of community policing.

The attitude of the police in not seeing themselves working in partnership with the community and being resistant to change appears to be a contributing factor in slowing transformation in South Africa (Mabunda, 2014:49). He highlights that the concept of community policing for some police officers is seen as their power and authority being eroded. Some of the resistance by long serving police officials to change may be due to their striving to maintain organisational culture and feelings of uncertainty that often create conflict. Policing like any other profession, will be resistant to the idea of citizens setting the police agenda (Grabosky, 2009:44). Peak and Glensor (2012:172) highlight that some of the obstacles in training police officials for a transition to community-oriented policing and problem-solving programmes are misunderstanding, lack of trust,

a low tolerance to change, learning new techniques and attitude shifting which is very difficult.

In modern democratic modern societies where there is an attitude of preferring not to get involved, many citizens are becoming dependent on the state for a wide range of benefits and services and growing out of the habit of looking after themselves. Sometimes citizens do not wish to meet with the police, for example those who are immigrants and not fluent in the official language of the place of residence (Grabosky, 2009:46-47). Clements (2008:128) highlights that there may be other people and groups who are either hard to identify or those who are resistant to dialogue with the police due to their negative experience with the way communities are policed and a lack of trust.

Another challenge relates to the understanding of what community policing is. Momosebo (2014:62) and Mabunda (2014:59) are of the opinion that community members lack skill and knowledge to make the forums work effectively. They see a need for community education and awareness especially on the concept of community policing and in the reduction of contact crimes.

As much as the community policing approach is approved by the South African government, the organisational structure of the SAPS does not allow direct communication between junior officials and senior management; either at station, cluster, provincial or national levels. Protocol within the SAPS may hinder progress related to the approval of projects and the sharing of ideas because junior officials who work mostly as community police officers are not allowed to meet with SAPS senior management without approval of commanders. The military ranking structure may also be posing a serious challenge as it opposes the changes and developments made since 1994 (SAPS: [Sa].2). In relation to ranks, Clements (2008:127) adds that if the image of a police officer is one who engages in existing, dangerous work, then the idea of being a community officer is unlikely to appeal.

3.6   COMMUNITY POLICING IN OTHER COUNTRIES

The community policing approach and involvement of communities in policing related matters has been tried by other countries long before the concept was embraced by

South Africa. In this section, focus will be on the implementation of community policing in other countries. There are specific reasons which led to the chosen countries which are the UK, China and Kenya. Community policing has its origins in the UK and South Africa imported its community policing concept from London in the UK. As regards China, the focus will be on the value that South Africa can derive from the Chinese perspective and the other focus will be on lessons that South Africa can learn from Kenya regarding the implementation of community policing.

3.6.1 Community Policing in the United Kingdom

Community policing has its origins in the UK. Robert Peel, a member of Britain's Parliament, believed that London's population and crime deserved a professional police force. In 1829 his bill, an Act for improving the police in and near the metropolis, was passed. Peel drafted the Peel's principles of policing which are still relevant to the current policing approach, which is community policing (Peak & Glensor, 2012:2-3). The London Metropolitan Police is said to be the first formally organised police department and also the first to have a formalised method of community policing in the world (Oliver, 2001:4). In support of the fact that community policing originates in UK, Skogan (2008:43) states that community policing in the United States was adopted from the UK.

Community policing, with specific reference to sector policing, in South Africa is said to be adopted from London. Dixon and Rauch (2004:21) state that in 1994 a senior police officer from South Africa was attending training in Britain where the officer had an opportunity to examine community policing practices and documents in London. Dixon and Rauch (2004:21) further state that the concept was imported from abroad to South Africa at about the time the democratic transition took place.

In the UK neighbourhood policing which is seen as an element to transform policing and make the police service citizen focused, is embraced. Neighbourhood policing focuses on community safety, the needs of local communities and involves police engagement with local communities and together tackling local policing priorities (Mohanty & Mohanty, 2014:75-76). Implementation of neighbourhood policing in the UK can be traced back to 1989 in London and Surrey (Bullock, Erol & Tilley, 2006:153). Neighbourhood policing is currently a corner stone of policing policy in the UK, which

encompasses problem-oriented and intelligence-led policing processes and a proactive approach to policing (Bullock et al, 2006:156; UK, 2004:7).

The 2004 UK White Paper Building Communities, Beating Crime stressed the involvement of communities in policing and in determining how their communities are policed. According to the UK White Paper (2004:7-9), community support officers are appointed to work with communities at local levels for the implementation of neighbourhood policing. It further states that for the police to tackle crime effectively, there is a need to work with strengthened partnerships.

Despite efforts made to implement problem-oriented, intelligence-oriented and neighbourhood policing in UK and having identified best practices, challenges are still identified. Delays, stalled efforts and processes not faithfully followed are seen delaying and hampering implementation. Delivery of projects in the UK is best described as pockets of isolated good practices which are associated with highly motivated individuals (UK, 2004:17).

From the UK, South Africa can take away that effective implementation of community policing requires police officials who are appointed solely to work with communities. Identification of best practices for replication and appointing motivated officials in community policing is important. Even in developed countries where community-based policing originates, challenges are still experienced and planning to deal with those challenges is important. Challenges related to police accountability, no change of police practice and no impact on public perception of the police (Dixon & Rauch, 2004:52-54) are some of the lessons that South Africa can learn from the UK.

3.6.2 Community Policing in China

Though the term community policing was only formally used in China in 2002, interaction between the police, other departments and communities dates back to 1949 during the implementation of mass line policing. Mass line policing was based on the ideal that the work of the police is to work for the masses and emphasis was placed on the mobilisation of masses at grassroots level. According to Zhong (2009:169-177), policing in China developed from mass line policing in 1949, to strike-hard policing in 1981 and

community policing in 2002. In all these three developments, traces of mass line policing are seen being implemented which shows that the other new concepts where just brought in with the new developments in crime trends in relation to the growing economy.

Mass line policing, as explained by Zhong (2009:171), embodies policing that is based on the interests of both the state and the masses, policing which relies on mobilisation and on police functions. The public, social forces and government agencies are mobilised to combat crime and maintain social order. Members serving in mechanisms of mass prevention such as neighbourhood committees are elected by residents. The responsibilities of different committees in mass prevention range from conflict resolution between groups and education of residents on safety and legal matters to providing assistance to the police for local crime control and joint crime prevention.

Wong (2003:213-218) states that in ass line policing people were responsible for policing themselves. The concept of community self-policing in China is supported by Chen (2002:2), who states that the Chinese community as an informal institution of social control, has become a means by which the community can manage and solve its own affairs on the spot. Chen (2002:2) further states as much as China is moving from popular justice towards a more formal justice system of policing, popular justice institutions such as public security committees and mediation committees are active in preventing crime, resolving conflicts and dealing with offensive behaviour. Wong (2003:218) when referring to mass line in the context of fighting political crimes, mentions the establishment of the security defence committee which was a political institution. The security defence committee was established as a mass organisation to mobilise the people in order to eliminate classes of enemies such as traitors, spies, criminals and social misfits.

Following mass line, Zhong (2009:171) states that the strike-hard campaign was introduced when China witnessed an increased crime rate, especially crime committed by people under the age of 25, during the implementation of economic reform. Even though strike-hard policing was characterised by catching criminals, cracking cases and severe punishments, during the time the launch of the crime control policy of comprehensive management of social order was seen. The comprehensive

management of social order manifested into mass line, establishment of police patrolling teams based on local situations and partnerships with security companies which were client oriented. In line with the patrolling teams, Chen (2002:3) mentions that the public security committees organise residents in teams for guard and patrol duties. According to Chen (2002: 8), the mass-line system of policing is beneficial to China which has a very low police to population ratio, which without the support and cooperation of the people cannot function.

In community self-policing political interference (Wong, 2003:213-214; Chen, 2002:2) and other factors are seen, however the strong relations between the Chinese police and communities are beneficial in crime reduction. Other things South Africa can learn from China are that communities are taking responsibility in the fight against crime, residents are organised to respond to the government's call for observance of the law and also that community members and volunteers are trained (Cheng (2002:2,3 & 5) in understanding community policing and its implementation.

3.6.3 Community Policing in Kenya

Moving from the fire brigade model, a reactive policing model in Kenya which depended on the commission of a crime and its subsequent investigation, Kenya has sought to include members of the public as equal partners in crime prevention. Kenyan police have evolved community-oriented policing which is a proactive policing model that does not wait for a crime to be reported before action is taken (Mwangangi, 2003:131). The Kenyan police-community partnership concept establishes bonds between law enforcement agencies and the communities they serve in order to achieve significant reductions in crime. As a developing country with a low income and a fragile economy, Kenya has modified the concept of police-community partnership. Communities are making monetary and material contributions to law enforcement such as the building of police stations and providing patrol vehicles, but communities also patrol their own areas (Mwangangi, 2003:135).

Mwangangi (2003:135-137) further states that in the Kenyan police-community partnership concept, projects like Parklands Neighbourhood Watch, Hardy Community Police and the Viwanda Location Community-Based Crime Prevention Project are

identified. In these projects residents provide resources like motor vehicles money and their time to ensure that crime prevention takes place. The police provide armed personnel to deal with security matters in the area and at night patrol the area with community members. In these projects services are offered voluntary, monthly meetings are held and the leadership of projects is chosen by the people.

Nyaura and Ngugi (2014:17) are of the opinion that the introduction of police reforms in Kenya, even though not fully implemented to the realisation of the society as a whole, has seen the encouraged participation of community members and the fear traditionally perceived has reduced greatly. The improvement in relation to community policing with the introduction of the Kenyan police reforms is supported by Skilling (2016:9) who states that the police reform process in Kenya has brought about a number of improvements to encourage democratic policing principles. The establishment of the Internal Affairs Unit has provided a mechanism for internal police accountability, while the establishment of Independent Policing Oversight Authority provides an external oversight of the police. Despite these improvements, challenges still exist which include, among others, political interference, corruption, excessive use of force and torture, extrajudicial killings, and the lack of effective oversight, commitment for reform and accountability by members of the government and senior police officers (Skilling, 2016:9).

From the Kenyan community policing concept, it can be learnt that funding of projects may be sourced from different environments. Successful implementation of projects depends on the commitment of the people concerned.

3.7   SUMMARY

Community participation in matters relating to the reduction of crime remains integral. Partnerships between the community and the police, especially the SAPS, is of crucial importance in the implementation of the legislative mandate for community policing. The kind of partnership that intents to promote joint problem identification and problem solving, improved communication, accountability and improved community police relations. The criminal justice system is largely reactive in dealing with crime, making it more of a crime control system. Collective action and commitment from the community

and police in the implementation of projects identified is important. Different eras of policing, pre and post 1994, has shown improvement and new developments related to policing democratic South Africa. Culture, change and adoption of new ways of doing things is a challenge in different fields including policing. Understanding the origins of community policing and looking into other countries' best practices may be beneficial to South Africa when dealing with implementation challenges and also to improve in this new way of policing. The next chapter (four) focuses on research methodology used when conducting this study.

CHAPTER FOUR: RESEARCH DESIGN AND METHODOLOGY

4.1   INTRODUCTION

Research methodology is very important and central to every study. The worldview of the researcher is very important because it underpins the researcher's frame of reference in order to understand the nature of the reality being studied. The research approach outlines and explains methods and techniques the researcher will use when conducting research.

This chapter focuses on the researcher's worldview, research approach, population and sampling, data collection and analysis. The trustworthiness of the data which talks to matters relating to credibility, dependability, transferability and confirmability of data are looked into. Ethics and ethical considerations are also matters of concern when coming to the well-being of research participants. Protection of participants is of crucial importance to ensure that data collected was given freely, and is a true reflection of the situation or topic being researched.

4.2   RESEARCH DESIGN AND WORLDVIEW PARADIGMATIC PERSPECTIVE

The worldview of the research is important to outline the basic set of beliefs, understanding of reality and assumptions that guides the study. Delport, Fouché and Schurink (2011:297) state that the researcher must outline the paradigm that underpins the study's point of view and frame of reference, which is used to organise observations and reasoning, for understanding reality. According to Terre Blanche and Durrheim (2006:6) the paradigm encompasses and specifies the nature of reality to be studied; the nature of the research and what can be known; and also how the researcher may go about practically in conducting the study. In addition, Bryman (2012:630) states that paradigms influence what should be studied and how research should be conducted.

The pragmatic worldview is used to carry out the study. Pragmatism is the worldview which arises out of actions, situations and consequences where researchers emphasise the research problem and also use all approaches available to understand the problem (Creswell, 2014:10). Pragmatism, according to Alvesson and Sköldberg (2009:55), is

described as an anti-theoretical philosophy which stick as closely as possible to practical, empirical reality.

Pragmatism is also viewed as a line of inquiry that helps in shifting conceptions about knowledge from fixed to more diverse and inclusive ways, allowing dynamic interplay between theory and practice (Kalolo, 2015:160). In support of Kalolo, Morgan (2014:5) says pragmatism places more emphasis on experience, and an active process of enquiry that creates a continual back-and-forth movement between beliefs and actions. Badley (2006:305) sees pragmatism as having set out to forge a working point of view, leading to a kind of reflective equilibrium which he states it is what other authors refer to as inquiry.

In the pragmatic approach, transferability of research results is important; whether something learned in one context can be applied in another is an empirical issue (Brierley, 2017:19). Brierley (2017:19) further states that a pragmatic approach allows researchers to be flexible enough to adopt the most practicable approach to address research questions. The value of pragmatism according to Morgan (2014:6), is freedom of inquiry in which individuals and social communities are able to define the issues that matter most to them and to pursue those issues in ways that are most meaningful to them. In this study, the researcher relied on participants' views of specific situations and subject being studied. Broad and general questions assisted the researcher to be flexible when gathering information on this subject and also in the construction of the meaning of related situations, from the participants' perspective.

4.3   RESEARCH APPROACH

Research approach according to Welman et al (2005:2), considers and explains the logic behind research methods and techniques. Flick (2011:4-6 & 89) sees research from a social perspective as playing a role in everyday life, an analysis of problems which aims to make empirically grounded statements that can be generalised and to provide a detailed description or evaluation of an intervention and some practices. Mills and Birks (2014:32) state that the research approach is the lens researchers look through when deciding on the type of methods they will use in order to answer the research question and how they will use these research methods, which include

sampling, data collection, data recording and data analysis, for the best effect. Fouche`, Delport and De Vos (2011:142-143) define research design as a plan outlining how the researcher will carry out the research project which involves a set of decisions regarding the topic to be studied, population and for what purpose.

In outlining how the research will be carried out, researchers need to decide which research method to use when conducting their study. Bryman (2012:35) makes a distinction between qualitative and quantitative research methods. He states that quantitative research emphasises the quantification in the collection and analysis of data, entails a deductive approach to the relationship between theory and research, and embodies a view of social reality as an external, objective reality. Qualitative research approach emphasises words in data collection and analysis (Bryman, 2012:35-36).

Durrheim (2006:47) states that quantitative researchers collect data in the form of numbers while in qualitative research, researchers collect qualitative data in the form of written or spoken language. In addition to quantitative and qualitative, Delport and Fouche` (2011:434) identify mixed research methods which are said to be a combination of techniques, methods, procedures and approaches of collecting data and analysing both quantitative and qualitative data. When taking a decision about the type of approach to use when conducting research, the researcher's worldview and frame of reference play a very crucial role.

A qualitative research approach was followed when conducting this research. According to Bless et al (2013:56) qualitative research uses words and descriptions to record aspects of the world and that language provides for more sensitive, and meaningful way of recording human experience. In support of Bless et al, Durrheim (2006:47) states that in qualitative research, researchers collect data in the form of written, spoken language or observations that are recorded in language and data is analysed by identifying and categorising themes. It is an inductive approach to relationship between theory and research and the ways in which individuals interpret their social world and it also embodies social reality as a constantly shifting emergent property of individuals' creation (Bryman, 2012:380).

The qualitative research approach allows the researcher to study selected issues in depth, openness and detail, as they identify and attempt to understand the categories of information that emerge from data (Durrheim, 2006:47). Bryman (2012:380) highlights that other than qualitative research concerned with words, another features to take note of is that social properties are outcomes of the interactions between individuals rather than phenomena and separate from those involved in its construction.

In this study, the researcher chose the qualitative research method to evaluate the understanding of the community policing approach to policing by the community and police officials, and the utilisation of the approach in relation to crime prevention. The qualitative research approach was used in order to study the implementation of community policing in Sophiatown in depth.

4.4   POPULATION AND SAMPLING

Population is defined as the entire set of objects or people that is the focus of the research project and about which the research wants to determine some characteristics (Bless *et al*, 2013:162). It is a group from which a selection is made for which propositions will be advanced (Flick, 2011:70). Taherdoost (2016:18) refers to population as the entire set of cases from which the researcher sample is drawn.

The ideal population of this study was all the SAPS Visible Policing officials at Sophiatown police station and the community, members participating in the CPF and sector forum (Refer to section 1.3 of chapter one of this study). This population was informed by the SAPS mandate from the Constitution of the Republic of South Africa, 1996 and the SAPS Act (Act 68 of 1995) to establish a partnership with the community through the establishment of CPFs as a means to involve communities in the fight against crime. The community is the main stakeholder in the community police structures which focus on crime prevention.

A sample was drawn from both the police and community who are of crucial importance to the study. Sampling is the selection of research participants from the entire population. It is a subset of the entire population which is actually studied; a set of objects, persons or events from which the actual information will be drawn (Bless et al,

2013:161-162; Taherdoost, 2016:20). According to Mouton (2006:135), sampling is a selection of some of the elements with the intention of finding out something about the total population from which they are taken.

The purposive sampling method which according to Welman et al (2005:69) is the type of non-probability sampling whereby researchers rely on their experience and previous research findings to obtain units of analysis, was used. The purposive sampling technique is the deliberate choice of participants due the qualities they possess, their knowledge, information and experience of the subject and is used in qualitative research to identify and select the information-rich participants (Etikan, Musa & Alkassim, 2015:2; Taherdoost, 2016:23). In support of Etikan et al; Gentles, Charles, Ploeg and McKibbon (2015:1778) state that the logic behind purposive sampling lies in selecting information-rich cases for in-depth study, whereby the selection of participants to be used in the study is based on their anticipated richness and relevance of information related to the research questions of the study thus yielding in-depth understanding.

When selecting participants believed to have essential, required features and rich information on the topic being researched, inclusion and exclusion criteria come to application. Inclusion criteria refers to attributes of subjects that are essential for their selection to participate. It is the key features of the target population that the researcher will use to answer the research question (Patino & Ferreira, 2018:84). The focus for inclusion for SAPS members was the police officials involved directly with community policing and who are in contact with the community on daily basis. Those are CSC police officials who attend to complaints and social crime prevention officials responsible for the implementation of community policing, sector policing and also establishment of CPFs and sector forums. Another aspect taken into consideration was the number of years of experience the police officials had at Sophiatown police station. SAPS members interviewed had more than 10 years of experience working at Sophiatown SAPS either as social crime prevention or as CSC officials. From the community, inclusion was of community members who take part in the CPF and sector forums. The community members were also residents of Sophiatown for more than 15 years.

Exclusion criteria refer to features of the potential study participants who meet the inclusion criteria but present with additional characteristics that could interfere with the

success of the study or increase the risk for an unfavourable outcome (Patino & Ferreira, 2018:84). Senior commanders of the police station were excluded because of their very busy schedule. Appointments were made with the Sophiatown SAPS Station Commander and Visible Policing Commander with no success due to unannounced operations and other commitments. The commanders were later moved to different police stations due to unrest in the community and a request for protection by the community to the Minister of Police, Bheki Cele. The community needed protection from the gangs and corrupt police who continuously kill their children and innocent community members (Staff Reporter, 2018). Ex-officio members of the CPF and sector forums, like the councillor, were not included due to reasons such as non-availability for interviews due to unforeseen circumstances.

A sample was drawn from police officials working at the Component Visible Policing, Crime Prevention. These members' duties include, among others, attending to complaints and coordinating the implementation of community policing through the establishment of a CPF and sector forums. A total of 9 police officials ranging from the SAPS commissioned officers to non-commissioned officials working as sector commanders, community policing coordinators and CSC officials were interviewed. From the nine police officials, four police officials were from CSC, those dealing with community complaints and five from Social Crime Prevention who deal with school safety, community and sector policing. Another sample was drawn from community members who serve on the CPF and sector forum executive committees at Sophiatown police station and policing area. A total of 15 community members was drawn from the CPF and sector forums. When choosing the population to sample from, it was important to involve information-rich participants. All participants involved were chosen due to experience, information and knowledge they possess relating to the topic being researched which will help in answering the research question. Strydom and Delport (2011:391) is of the opinion that sample size in qualitative reporting depends on what the researcher wants to know, the purpose of the enquiry, what will be useful, what will have credibility and what can be done with the available time and resources. The overall sample size was 24 which included both SAPS members and community members serving in the CPF and sector forums.

4.5 DATA COLLECTION

Data is defined as the basic material with which researchers work, coming from observation and can take the form of language (Durrheim, 2006:51). Flick (2011:12) states that data collection in qualitative research is designed more openly and aims at a comprehensive picture made possible by reconstructing the case under study. In support of Flick, Terre Blanche, Kelly and Durrheim (2006:272-273) state that in cases where less is known about the issue in question it is important to engage in open-ended, inductive exploration which is made possible by qualitative research.

Semi-structured one-on-one and FGDs were conducted when collecting data in this study. One-on-one interviews involve direct personal contact with the participants who are asked to answer questions relating to the research problem (Bless et al, 2013:107). A qualitative interview according to Babbie (2010:318) is an interaction between an interviewer and a respondent(s) in which the interviewer has a general plan of inquiry, including the topics to be covered, but not a set of questions that must be asked with particular words and in a particular order. Focus groups consist of a group of participants who are interviewed together and carefully selected according to explicitly stated criteria (Refer to paragraph on inclusion and exclusion criteria section 4.3 of chapter four of this study). FGDs allow the researcher to question several individuals systematically and simultaneously (Babbie, 2010:322). Relating to a focus group, Bryman (2012:501) is of the opinion that the technique is a method of interviewing that involves at least four participants whereby emphasis is on a specific topic that is explored in depth. According to Babbie (2010:322) and supported by Bless et al (2013:200) and Lune and Berg (2017:164), in a focus group, five to 15 people are brought together in a comfortable environment to engage in a guided discussion of some topic, in this case, an evaluation of implementation of community policing in Sophiatown.

A pilot project which according to Bless et al (2013:107) is a project that is run on a limited scale in order to test the effectiveness of the data collection instrument, is important prior to commencing with interviews of a particular study. The role of a pilot study is to ensure that the research instrument functions well, to identify questions that make participants feel uncomfortable and to provide the interviewer with some experience of using the instrument which can infuse them with a greater sense of

confidence (Bryman: 2012:263). Pilot interviews assist with the formulation of unambiguous questions, final interview schedule and construction of a better highly structured interview (Bless et al, 2013:197).

Prior to conducting interviews in Sophiatown, pilot interviews were conducted in the Randburg policing area. A total of three (3) interviews with police officials working at CSC and Social Crime Prevention were conducted. Pilot interviews assisted in learning to build rapport with participants and to create communication which flowed well, especially for police officials who were not free to talk about challenges they are experiencing relating to the implementation of community policing. Pilot interviews were also a revelation for the researcher who realised that interviews should be treated like a conversation and not a question answer session in order to create an environment wherein participants are free to share all their experiences and knowledge about the topic. Audio recordings and transcription of the pilot interviews were quality controlled by the supervisor. After listening to audio recordings of the pilot interviews and reading its transcription, the supervisor gave permission for the empirical data collection to commence.

In this study data was collected by conducting one-on-one interviews with nine (9) SAPS officials who are Sector Commanders and those attending to complaints in the CSC and 15 community members serving in the CPF and sector forums. Interviews with police officials were conducted at Sophiatown police station in different offices for Social Crime Prevention police officials and in an allocated room for CSC police officials. FGDs with community member were conducted in two (2) different locations, one group of community members was interviewed at a local crèche in Kathrada Park and the other group was interviewed in the boardroom at Sophiatown police station. When conducting group interviews, participants were requested to respect one another and not to interrupt when one group member is responding to a question. In cases where participants have differing opinions, one would allow the participant who responded first to finish and then the other participant bring to the discussion his or her own opinion. According to Maree (2007:87), an interview is a two-way conversation in which the interviewer asks the participant questions to collect data and to learn about ideas, beliefs, view, opinions and behaviours of the participant. The aim of qualitative interviews is to see the world through the eyes of the participants and to obtain rich descriptive data that will help

understand the participant's construction of knowledge and social reality. This is supported by Kelly (2006:287) where he states that a qualitative researcher wants to make sense of feelings, experiences or social situations as they occur in the real world and therefore study them in their natural setting. Making sense of these experiences can be achieved by entering the research setting with necessary care and engaging with participants in an open and empathic manner.

Interviews are a more natural form of interacting with people than making them complete a questionnaire. Creswell (2014:185) states that qualitative researchers collect data at the site where participants experience the problem under study by talking directly to people and seeing them behave and act within their context. Interacting with research participants through interviews gives the researcher an opportunity to get to see the world from the participants' viewpoint and get to understand how they think and feel.

The stated technique (Semi-structured interview) which according to May (2011:135) represent an opening up of the interview method to an understanding of how participants generate and deploy meaning in social life, were used to collect data. According to Flick (2011:112) questions serve as a guide during semi-structured interviews. For the purpose of this study and the stated technique, questions were prepared and compiled to cover the intended scope of the interview. The Interview Schedule Guide used during interviews is attached as **Annexure A**. The researcher prepared this guide and asked broad, general questions and obtained participants' views in the form of spoken words. This guide was drafted in such a way that questions were not personal but focused on information related to the implementation of community policing in Sophiatown. During the conducting of interviews, only information provided by the research participants was focused on and through probing, followed up where clarity was needed.

Semi-structured interviews technique was used in order to gain detailed information of participants' understanding and interpretation of what community policing is and also to evaluate whether the implementation of community policing through the establishment of the CPF and sector forums impacts community-police relations in Sophiatown. Flick (2011:113) states that the success in semi-structured interviews is realised because the interviewer probes the discussion in greater depth, focusing not on the personalities of the participants but rather on the need to retrieve their expertise in a specific area.

According to May (2011:134), in semi-structured interviews, the interviewer is freer to probe beyond the answers, seeking both clarification and elaboration on the answer given and can also record qualitative information about the topic. This technique enabled the researcher to follow-up on particular interesting avenues that emerged in the interviews. An evaluation relating to the understanding of community policing from the police and also from the community was enabled due to a variation in the quality of information generated from interviews conducted. A voice recorder was used to record the interviews in order to allow for capturing of every word and all information about the topic during the interview. Audio recordings of all interviews conducted were transcribed by the researcher which was important to get a clear transcription and to the point of what was said, including non-verbal cues in order to ensure the capturing of intended meaning. Field notes were also taken down in order to capture information that cannot be heard from recordings made using a voice recorder. Field notes are important to record that what the researchers see and think about the surrounding and participants, as well as all other experiences during the interview. Greef (2011:372) states that field notes will help the researcher to remember and explore the process and context of the interview. In interviewing, where emphasis is placed on collecting individual, detailed, in-depth information, the qualitative element of information is important (Strydom & Delport, 2011:390).

4.6   DATA ANALYSIS

Data analysis issues should be carefully considered when designing a study, since the aim of data analysis is to transform information to answer the original research question. Qualitative data analysis techniques begin by identifying themes in the data and relationships between these themes (Durrheim, 2006:52). Data analysis allows for a creative process in order to establish how participants make meaning of specific phenomenon by analysing their experiences, understanding, attitude, values and knowledge. Data is interpreted by sorting, organising and reducing a variety of analytic strategies into manageable pieces (Schurink, Fouché and De Vos, 2011:399).

Creswell's spiral data analysis in qualitative research technique was used in analysing data collected. Creswell (2014:194-195) states that in qualitative research, researchers need to specify the steps in analysing various forms of qualitative data with the intention

to make sense out of text and image data. Data analysis involves segmenting, taking apart data and putting it back together. Maree (2007:99) says qualitative data analysis is an ongoing process where data collection, processing, analysis and reporting are intertwined. These authors state that the goal of analysing data is to summarise what you have seen or heard in terms of common words, themes, phrases or patterns that will help with the understanding and interpretation of that which is emerging. In support, Schurink et al (2011:401) see qualitative data analysis as an ongoing process involving continual reflection about and using open-ended data which requires asking questions and writing memos throughout the study. In Schurink et al (2011:334) it is stated that researchers enter with data made up of text or images and exit with an account or a narrative, that which Maree (2007:101) calls content analysis. Content analysis according to Maree (2007:101) includes analysis of written documents, transcripts, books and visual media which are used to analyse qualitative responses to open-ended questions, interviews or focus groups.

4.6.1 Data Organisation

Organisation of collected data is of crucial importance to allow the researcher to keep track of all text collected. Maree (2007:104) points out that data collected tends to be lengthy and requires intensive examination, understanding and reading. He further mentioned that moving a mass of words to a final report requires a method for organising and keeping track of the text, a process of cutting and sorting. Sorting involves keeping different data separate, clearly marked and labelled.

Data collected when conducting this study, which was in the form of transcribed interviews and field notes, is marked accordingly, labelled and placed in separate files. Field notes are described as a written account of the things the researcher hears, sees, experiences and thinks in the course of collecting or reflecting on the data obtained during the study (Greef, 2011:372). Bryman (2012:451) states that field notes are often to do with the social settings being observed. All data collected through voice recording was transcribed verbatim by the researcher so as to include all information, word-by-word that the participants said.

4.6.2 Coding

A core component of qualitative data analysis according to Bless et al (2013:342) is coding. Coding is the process of reading carefully through transcribed data, dividing it into meaningful analytical segments and marking the segments of data with symbols, descriptive words or unique identifying names (Maree, 2007:105). Bless et al (2013: 342) state that coding involves breaking up the original transcripts and classifying all the fragments into various categories. Bless further states that qualitative researchers often develop codes by looking for themes and patterns within data itself. For the researcher to code consistently and be able to explain the coding system, each code should be defined. Bless et al (2013:344) is of the opinion that code definition should include at least a title and a description of what kind of data is to be categorised. All data collected are properly labelled to ease retrieval and management thereof. These labels include dates, places, interviewees, identifying information and whether interviewee transcriptions are complete.

4.7   THE TRUSTWORTHINESS OF THE DATA

The purpose and aim of qualitative research is to understand a phenomenon in its natural context and extrapolate those findings to other similar situations, it relies on less structured interactions between the participants and the researcher who tries to describe and understand their situation in its complexity and uniqueness. The researcher as a self-critical, thoughtful, curious and trustworthy human being, is the instrument through which the research problem is studied (Bless et al, 2013:236). Based on this aim, the quality of qualitative research is evaluated through trustworthiness and authenticity which are conducted in terms of, and is dealt with in relation to how much trust can be given to the research process and findings (Bless et al, 2013:236).

Trustworthiness is used to evaluate quality of research on the basis of credibility, transferability, dependability, triangulation and confirmability (Bless et al, 2013:221; and Bryman, 2012:390). Qualitative research should be judged by the same standard of reliability and validity and therefore strive to eliminate and control the sources of subjective bias (Terre Blanche et al, 2006:273). According to Bryman (2012:390),

credibility and transferability parallels internal and external validity while dependability and confirmability parallels reliability and objectivity respectively. In support, Neuman (2006:196) states that qualitative researchers are more interested in authenticity which means giving a fair, honest and balanced account of the social life from the viewpoint of how those being studied understand events.

4.7.1 Credibility

Credibility like internal validity seeks to convince that the findings depict the truth of the reality under study, where appropriateness and overall internal logic of the research question, study design, data collection method and approach to data analysis used is demonstrated (Bless et al, 2013:236). Establishment of the credibility of findings according to Bryman (2012:390) entails ensuring that the research is carried out according to the canons of good practice and submitting the research findings to the members of the social world who were studied for the confirmation the researcher has correctly understood that social world. According to Schurink et al (2011:419), the goal of credibility is to demonstrate that the inquiry was conducted in such a manner as to ensure that the subject has been accurately identified and described. Birks (2014:222) is of the opinion that regardless of the philosophical and methodological approach used to guide a research study, the credibility of the outcomes is dependent on the researcher employing measures to ensure quality throughout the entire research process. In order to ensure quality on data collected, several authors and research work conducted on community policing were consulted, this include data collected from participants. This consultation with different sources of information address issues relating to triangulation. Triangulation entails collecting material in as many different ways and from as many diverse sources as possible for a better understanding of a phenomenon and is also recommended as a criterion of credibility (Kelly, 2006:287; Bryman, 2012:390). Kelly (2006:287, 380) further states that triangulation is the use of multiple perspective and a variety of data sources in the research study against which to check one's own position.

4.7.2 Transferability

Transferability refers to the extent to which research results apply to other similar situations and requires the researcher to provide detailed descriptions of the context in which data was collected (Bless et al, 2013:237). Schurink et al (2011:420) in support of Bless et al (2013:237) states that the researcher asks whether findings of the research can be transferred from a specific situation to another. Bryman (2012:391-392) is of the opinion that because qualitative research typically entails the intensive study of a small group or of individuals sharing certain characteristics, in depth, qualitative findings tend to be oriented to the contextual uniqueness and significance of the aspect of the social world being studied. Qualitative researchers are encouraged to produce thick and rich accounts of the details of the population. By showing clearly how data collection and analysis will be guided and also by triangulating multiple source of data, the researcher states the theoretical parameters of research and elaborate the research in question which strengthen the study's usefulness for other settings (Schurink et al, 2011:420).

4.7.3 Dependability

Dependability entails the researcher ensuring that complete records of all phases of research, which include amongst others, problem formulation, selection of research participants, fieldwork notes, interview transcripts and data analysis are kept for five years in a safe and secure place and are accessible (Bryman, 2012:392). The researcher should describe how data was collected, recorded, coded and analysed, and also thoroughly describe and precisely follow a clear and thoughtful research strategy (Bless et al, 2013:237). According to Schurink et al (2011:420), in addressing dependability, the researcher asks whether the research process is logical, audited and well documented. According to Neuman (2006:196), reliability means dependability and qualitative researchers use a variety of techniques which include among others, interviews and document studies, to record their observations consistently. Qualitative researchers see fixed measures which are used in quantitative research as ignoring benefits of having a variety of approaches which according to Neuman (2006:196), may neglect key aspects of diversity that exists in the social world. Once the process followed

in conducting research is clearly outlined, issues of dependability and trust on results are addressed.

4.7.4 Confirmability

Confirmability is concerned with ensuring that the researchers have shown to have acted in good faith, they have not overtly allowed personal values or theoretical inclinations to sway the conduct of the research and findings deriving from it (Bryman, 2012:392). Confirmability requires that other researchers be able to obtain similar findings by following a similar research in a similar context (Bless et al, 2013:237). According to Schurink et al (2011:420), confirmability captures the concept of objectivity which stress the need to ask whether the findings of the study could be confirmed by another. In this research study, various sources were consulted when focusing on a particular subject, topic or keywords in order to get quality data and also to identify similarities, variance and differing opinions from different authors. Information from research participants has been used to inform findings of the study.

4.8   ETHICAL CONSIDERATIONS

Ethics is a set of moral principles which is suggested by an individual or group, widely acceptable and offers rules and behavioural expectations about the correct conduct towards experimental subjects and participants, researchers and students (Strydom, 2011:114). According to Wassenaar (2006:61), the purpose of research ethics is to protect the welfare of research participants and also extend into areas such as scientific misconduct and plagiarism. Elements of ethical research are based on principles such as collaborative partnership, social value, validity, fair selection of participants, risk/benefit ratio, informed consent and ongoing respect for participants and study communities. For this purpose, research ethics clearance and approval was obtained from UNISA, College of Law Ethics Review Committee and the certificate is attached as **Annexure B**.

In this study careful consideration was based on informed consent, confidentiality, selection of and respect for research participants. Written informed consent is a necessary condition and the researcher should ensure that the consent forms are

signed, treated with the utmost discretion and stored in the correct manner (Strydom, 2011:117). The informed consent form drafted for the purpose of this study is attached as **Annexure C**. UNISA (2016:14) states that the participation of individuals should be based on their freely given, specific and informed consent. The researcher ensured that participants are respected and are informed about their right to refuse participate in the research and to change their decision or withdraw their informed consent given earlier, at any stage of the research without giving any reason and without any penalty. All participants consented to taking part into the study in writing through the completion and signing of a consent form.

The purpose, including the aim of the study was stated and explained in English which was an understandable language to the participants. An application was submitted to the SAPS, Division Research for permission to conduct research in the Sophiatown Police Station. The Divisional Commissioner: Research and the Provincial Commissioner: Gauteng approved the conducting of this research in Sophiatown Police Station. Approval to conduct research is attached as **Annexure D**.

The consent of gatekeepers in some situations, for example in instances where a community leader or leader of a particular organisation or group should grant permission before the participants take part in the study, may have to be obtained in addition to that of research participants (UNISA, 2016:12). Strydom (2011:118) states that it is not always only the consent form of participants that is needed, but also the informed consent form of the person in authority such as the head of an institution. In this instance, chairpersons of sector forums, who are also members of the CPF at police station level, were approached before interviews were conducted with community members and sector forum executive members in their respective sector. The Sophiatown SAPS station commander was also approached prior to conducting interviews with police officials. During the conducting of this research study respect, culture, tradition and religion of participants were taken into consideration. On cultural differences, UNISA (2016:12) states that researchers should treat research participants as unique human beings within the context of their community systems, and should respect what is sacred and secret by tradition.

The study was conducted also focusing on the fact that no harm should befall research participants, direct or indirect harm and benefits to be derived by participants from the research outweigh any possible risk (UNISA, 2016:12). The study is aiming to benefit the community, organisations committed to community policing and the SAPS in bettering their knowledge in relation to community policing as a proactive measure to crime prevention through evaluation of the implementation of community policing in Sophiatown.

As a researcher, it is always important to also focus on and acknowledge beliefs, experiences and knowledge that may have an impact on the formulation of topic, designing of questions, selection of participant, including analysis of data collected in order to approach the conducting of research study with an open, clear mind. Setting aside these kinds of knowledge, information and experiences is called bracketing. Even though bracketing is said not to have a single, clear or uniform definition, it refers to the process of setting aside, suspending or holding in abeyance presuppositions surrounding a specific phenomenon in order to understand the underlying universals of that phenomenon (Gearing, 2004:1433). According to Tufford and Newman (2010:2-4), bracketing facilitates the researcher reaching deeper levels of reflection across all stages of qualitative research, such as selecting a topic and population, designing the interview, collecting and interpreting data, and reporting findings. Bracketing entails researchers acknowledging beliefs and biases early in the research process and setting them aside as the research proceeds in order to mitigate the potential deleterious effects of unacknowledged preconceptions related to the research and thereby to increase rigor of the project. Creswell (2014:187) worn researchers against biases, values and background, which may shape their interpretations formed during the study. He states that researchers' experiences and biases need to be identified because these experiences may cause the researchers to lean towards certain themes, to actively look for evidence to support their positions and to create favourable or unfavourable conclusions about the participants (Creswell, 2014:187-188).

As a police officer with 17 years' experience, the researcher started her career in the SAPS working at a police station in the CSC and then became a Social Crime Prevention Coordinator between 2002 and 2011. From the police station, the researcher was transferred to serve at SAPS National Head Office, Division: Visible Policing at

Section Partnership Policing, where her responsibilities amongst others include coordination of implementation of community policing and sector policing at police station level. The researcher is also a resident of Sophiatown for 11 years. With this background, the researcher approached the research study, especially the formulation of the topic, prompted by the unrest of and the threats to close down the Sophiatown police station by the Westbury community, (Refer to section 1.3 of chapter one of this study) which is part of the Sophiatown policing precinct. When conducting this research, the researcher's knowledge and experience in policing was very important and helpful in putting together questions which are appropriate to this study.

4.9   SUMMARY

The choice of method to be utilised in a research study is very important to set the tone and direction the study will take, to outline processes to be followed and also to validate the quality of data collected. Research methodology when outlined fully addresses issues of trustworthiness too. Approval to conduct research and also getting authority to collect data is important to ensure that researchers do not violate the ethics of institutions and respect subjects taking part in the research. Relating to ethics, it is also important for the researcher to acknowledge experiences that may have influence when conducting research in order to approach the research study with an open mind. The next chapter (five) will present research findings for this study outlining understanding of participants on the topic being studied.

CHAPTER FIVE: PRESENTATION OF STUDY FINDINGS

5.1   INTRODUCTION

Research findings are results and findings of a research study. Presentation of research findings without bias is very important in order to outline the understanding of research participants in relation to the topic being studied. Findings of research should be presented and arranged in sequence and themes.

In this chapter the focus will be on findings from data collected via interviews conducted with police officials from Sophiatown SAPS, community members and also residents in the policing precinct. These findings are arranged in themes, quoting verbatim what the participants shared with the researcher. When analysing the interviews conducted, themes like understanding of community policing, implementation of community policing, community police-relations, establishment and responsibility of community police forums, challenges and possible solutions to challenges experienced by the forums were explored.

5.2   UNDERSTANDING OF COMMUNITY POLICING

Post the 1994 South African general elections and independence, matters related to policing the community became of crucial importance and one of the concerns of the country. Community policing was adopted and introduced as an approach to police the people of, and living in, South Africa. The adoption of a community policing approach was made in order to involve the community in prevention of crime through a partnership with the police.

Community policing from the police is understood as an interaction between the police and community through participation of the community in policing matters. Police officers' understanding of community policing was also related to the ability to deal with different racial groups.

> *"In relation to community policing, you need to interact with the community to get*
> *information from the community so that you can deal with crime because apart*

from the community, there's nothing that the police alone can do" **(Police Participant 2)**.

"I am dealing with different kind of people. I am talking about, coloured community, we have got black community, we have different people with different religions. Like we have got Muslims in my community where I am managing. We have got also Christians and the others, so there are differences between these people and my challenge was most of the time I have to put them together. I need to identify their differences, I need to identify their religions also so that I can respect them according to their religions" **(Police Participant 3)**.

"My understanding mostly is just a matter of participation of the community in policing issues… as we need the inputs of the community since we are policing them" **(Police Participant 4)**.

"I think… community policing is the transparency between members of the community and SAPS,… how to combat crime involving members of the community cos some other crimes are… or lot of crime happens and the community knows about who is doing this… and then these people are the one who can be able to help police on how to arrest those suspects" **(Police Participant 8)**.

From the members of the community, the term community policing was understood differently. For some it was seen as members of the community coming together with the police to try and get rid of crime or to bring down the crime levels, while other community members felt like it means being used by the police.

"Members of the community participating in the community with the police. Participating with the police in community… with the police in the community to try and catch, to try and catch the… (Other group member intervened by adding "Get rid of crime"). To try and get rid of crime" **(Community Participant from FGD 2)**.

"… like use the community" **(Community Participant from FGD 2 added)**.

"So now you… you are taking part or those people who are taking part in the CPF or in the… sector forum, they are being treated as if they are being 'impimpi'[1] or those people who are sharing information that is not supposed to be shared with the police" **(Community Participant from FGD 1)**.

The researcher found that there are similarities and also differences in the understanding of community policing from the police officials and the community. From Group 2 there are community members who like the police, understand community policing as a partnership between the community and police with the aim of coming up with measures to reduce crime. Other community members from both Group 1 and 2 see community policing as the way in which police use them as informers, that which the participants of group 1 referred to as *impimpi*. The police differ with the community because they do not see the community giving information to the police as being used, but as sharing of information valuable to the police to solve crime. The police value the assistance from the community and good interaction with the community because the police need the community in the fight against crime. This assistance from the community is seen by the police as community policing. The police also see community policing as being transparent with the community they serve. Common understanding of the concept of community policing is important from both community members and police officials for the successful implementation of community policing.

5.3 IMPLEMENTATION OF COMMUNITY POLICING IN SOPHIATOWN

Implementation of community policing in South Africa is done through the establishment of CPFs which is the responsibility of the SAPS. It is stated in the SAPS Act (Act 68 of 1995) that the Provincial Commissioner, who is the head of the police at provincial level, shall be responsible for establishment of CPFs or any other structure in the community in order to involve the community in the fight against crime.

The police are of the opinion that the implementation of community policing across Sophiatown was not difficult, it only requires the police to know the community better. To some it was done haphazardly, even though the community is said to have been

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[1] Impimpi is a sell-out, someone who takes confidential information from the community, in this case, information about plans to commit crime or crime that has already been committed, and give that information to the police.

involved through invitations to participate in choosing their community members to serve on the CPF and sector forums. To others, it is challenging to unite such a diverse community and get them to come together with the police to discuss crime-related matters.

"No, it is not difficult at all. Since I told you that I'm having 15 years in this area… It is now that you know that when you police people of… of this, of Westbury, you cannot police the same way with people staying in Northcliff or people staying in Triomf. Because if you attend a complaint in Northcliff… those people they do understand better, because most of them they are educated. They know about policing. But if you find somebody from Newclare or Westbury, they will even tell you what to do and of which… maybe even the thing that is unlawful" **(Police Participant 7)**.

"So far it is good because we have the sector crime forums…within all these 3 sectors" **(Police Participant 2)**.

"I think it was done haphazardly. It was something that was done before and carried over into this year... I believe all racial groups were given invitations to participate in this community policing forum but to reason unknown to me, I don't know why people of colour are not actually participating…" **(Police Participant 9)**.

"I think we try our utmost best sometimes to do it,… so, we have got challenges to unite these people to attend different things but if we talk about CPF, we can say we have got obviously on the CPF… all the sectors. That's representing from sector 1, from very poor to very rich, to sector 3, we have got people on the CPF attending and representing the whole of Sophiatown. But ya…, we have got challenges" **(Police Participant 5)**.

"It is difficult because you find that mostly there are people who complain most of the time and then when it comes to participation and then doing something about their complaints, they do not wanna come forward" **(Police Participant 3)**.

The community members are of the opinion that implementation of community policing in Sophiatown was not done correctly and willingly by those who are entrusted with the responsibility, in this case, the police.

"I feel like we are like a bag of dagga, nobody wants to touch. It is (voluntary) but what I'm saying is, the ones that came to do the sector forums… I do not think they came here genuinely wanting us to have an active sector forum. It was a matter of, 'we need stats and this is the part of the community that was not covered, so we will go, get their names and disappear', and which is what they did. Which was unfair to us because now we are just left there on the ledge and now the community say 'ow! People! you are not doing anything', then we say but I have not been capacitated to do anything and when I go down there you find arrogant people" **(Community Participant from FGD 1)**.

"Is not broadly advertised and bringing more people so that it become vast and start facilitating in all areas in Sophiatown precinct" **(Community Participant from FGD 2)**.

"A lot of these things fall flat because some guys don't feel preferred (needed) in dealing with crime and all the violence" **(Community Participant from FGD 2)**.

Relating to implementation of community policing in Sophiatown, the researcher found that it was not done according to that what the government may have been looking forward to achieving, a good working relationship between the community and police. SAPS as a government department may have been chasing numbers for reporting purposes. SAPS may have also neglected the fact that the policing precinct is diverse. A holistic inclusion of representatives of all the groups, youth and older community members, from all racial groups in the community was very important in the establishment of the CPF.

5.4   COMMUNITY-POLICE RELATIONS IN SOPHIATOWN

The main focus on community-police relations is the relationship between the community and members of SAPS in Sophiatown. The intended outcome when

implementing the community policing approach is to create good working relationships between the community and police. The police and community should be able to jointly identify stubborn and recurring crimes in their area, analyse crime and crime patterns, and also come up with crime prevention measures which will work in a particular policing area.

From the SAPS, some police officials stated that relations between the police and the community in Sophiatown policing precinct is poor while others pointed out that it is a work in progress, and it also dependent on what is being done at that particular moment. For others, relationships between the community and police are affected by trust, education and to some extent racial issues.

"Iyo! Things in this area are bad. Always here the community they are blaming the police. If things goes wrong with them, always they blame the police. They do not appreciate the work that we do" **(Police Participant 6)**.

"Yaaah (a long sigh). The … the relationship, with…, between the police and the community surrounding of this area… I think it is uh… It is not like… It is not hundred percent… It is just in… in-between because some other people they do appreciate what we are doing. Others they do not… they do not appreciate" **(Police Participant 7)**.

"I can say there are lot of things that are going on, like… drugs going on and so … and so lot of people they are afraid to come up to say who is selling the drugs and all those things because they do not want to be victimised… because in this community they are saying police are befriending those drug lords" **(Police Participant 8)**.

"They think the police might talk about their names in the community and then they become victims" **(Police Participant 2)**.

"Sophiatown, I think in my 2 years being here, I can say is in two ways, because of the dynamics of the area. We have sector 1 which is mostly…Westbury, Newclare, Bosmont…. and then not being racist but mostly is coloured

community, they have their own dynamics. And this side of main road we have Westdene, we have Sophiatown whereby mostly is white-based and is middle class if I can put it that way. It is middle class area where… whereby…. It is two different cultural dimensions. So in sector 1, 2 this side, the community is not good. The relationship is not that good because they accuse the police of so many things whereby even if you call a meeting so that you can explain all these things, to have some kind of implementation of community policing, …it is not easy to get all those. But you go to the other side whereby is middle class residents, they accept that. You call in, we sit, we talk and community policing…, it take place easier than in sector 1" **(Police Participant 4)**.

"I want to say there is a difference when it comes to specific things. If we take community policing for us who is normally doing school searches, school talks … projects, programmes, they receive us especially the children and the community and even with victim empowerment. They receive us with open hearts, open hands, everything but if you come to sometimes to… the detectives or to your CSC or to normal vispol policing if we have to do raiding, the liquor or the drug houses, we get like… negative feedback or negative attention from the community. They swear us, they will shout us or whatever. So it sometimes different ways that the community would respond as I said project, programmes, doing those things… They always say: 'good work this or we appreciate,' but if we come to do, sometimes, the raiding and really to do the Visible Crime Prevention, then we sometimes get negative attention or negative feedback from the community" **(Police Participant 5)**.

Community members are of the opinion that they are not getting enough support from the police, the community is not happy, their commitment to the partnership is not being utilised by the police.

"We would say but there is not much activities that are taking place. Sophiatown as a precinct are we happy? Hundred percent not, hundred percent not. These are my views not the groups" **(Community Participant from FGD 1)**.

"Hee…Re tla etsa…, community forum e tla etsa mosebetsi wa yona jwang mo eleng gore ga rethole support sa rona. ("Hee! How can…, how can the community forum do its job where there is no support?)" **(Community Participant from FGD 1)**.

"So this group here decided that, 'we can make a difference'. Let us try. They said we can work with them, let us give them our assistance, let us give them our time, let us give them our cooperation" **(Community Participant from FGD 2)**.

The researcher found that the relationship between the community and the police in Sophiatown is poor. Both the police and the community response emphasised that their relationship is not good and both parties blame one another. The police emphasise the fact that the community shows support only when they do awareness campaigns and other community campaigns but when they have to arrest criminals who may be someone's child, spouse or cousin, then the community is not cooperative. On the other hand, the community is of the opinion that the police are only seen when they conduct liquor raids and when called to attend to complaints, they do not come, come late or they respond to the complaint in relation to the status of the person. The police respond quicker to complaints when the person affected is known or to domestic violence cases but when called to drug dealing cases, shootings or a dead body found, they come late or do not come at all. Even though the relationship between the police and the community is found to be poor, there are some police officials and community members who have hope that things can be changed.

5.5 ESTABLISHMENT OF CRIME FIGHTING PARTNERSHIP STRUCTURES (COMMUNITY POLICE FORUM AND SECTOR FORUM) IN SOPHIATOWN

CPFs and sector forums are structures established out of a partnership between the community members and police officials. According to the objectives of CPFs and boards (Refer to section 2.2.2 of chapter two in this study), the forum members are supposed to sit together, look into the crime challenges and statistics of the policing area, analyse them and come up with projects that will assist in proactively preventing crime. Should the community experience challenges, for example complaints which are attended to late or not attended to at all, or misuse of resources, the forums are used

as the platform to discuss the challenges. In South Africa, the responsibility for establishing these forums lies with the SAPS. The SAPS, in this instance the Station Commander, is expected to convene a meeting whereby the whole community is represented and get the community to nominate the community members who will represent them in the forum. From the SAPS, the station commander and members nominated by the station commander, will form part of the forum. These are forums established to address issues of crime, including addressing social ills such as poverty, abuse among others. which may lead to people committing crime.

"Yes, we do have a CPF in Sophiatown" **(Police Participant 3)**.

"In Sophiatown, I think… let me talk about sector 2 now. Sector 2 which is Triomf, Westdene, Newlands and Claremont. Ya, they have got a good structure…and Northcliff is hundred percent also" **(Police Participant 2)**.

"Your, Community Police Forum. The community choose these people self to represent specific suburbs or community members. Then obviously all situations or all issues that they have got in specific sectors. We've also got sector policing or sector crime forums" **(Police Participant 2)**.

"I believe all racial groups were given invitations to participate in this community policing forum" **(Police Participant 9)**.

"Sector 3… I work very well with my sector in sector 3. I have got security companies, I have got patrollers and we are also on the chat group so that sometimes if I'm not available or is my rest day we can… that they would inform that listen, we had a house robbery in the specific area. Or if I have a look out or if I receive something I would then communicate with the group, guys be on the look-out for the following car, it might be in the vicinity. So we communicate very well" **(Police Participant 5)**.

"Currently the structure I would say is 'half way' dead or it is dead in any case. Uuhmm…I am part of that dead structure. There was no support, proper support

structure. Under sector 2…they have divided like say this area you can have your small sub…branch of CPF" **(Community Participant from FGD 1)**.

"A lot of these things fall flat because some guys do not feel the… the… (one group member added: 'same') they do not feel the same or they do not feel that preferment in dealing with crime and all the violence and things. The other challenge is that police never assist patrollers because you cannot patrol as CPF with the weapon to defend yourself or anything" **(Community Participant from FGD 2)**.

"But there is a lot of flaws in the vetting process, they do not get it done on time. So patrollers cannot patrol until they are vetted" **(Community Participant from FGD 2)**.

" Community Patrollers is in itself says, Bosmont Community Patrollers, they form part of the patroller group which is part of the sub-sector" **(Community Participant from FGD 2)**.

The researcher found that a CPF and sector forums are established in Sophiatown policing precinct. According to the police, these crime fighting structures function well and are representative of the whole community. There are also community patrollers working well with the sector commanders to patrol their own communities and also report to the police should they experience problems. Community members from GFD 1 and 2 are of the opinion that the forums are not functioning because there is no support from the police. Patrollers cannot patrol their areas because the vetting process takes too long. Other community participants from FGD 2 differed slightly with the other community members because they highlighted that the patrollers in their area are working well with the police and are part of the sector forum.

5.6   RESPONSIBILITY OF COMMUNITY POLICE FORUM AND SECTOR FORUM MEMBERS IN SOPHIATOWN

The focus here is to look into the main responsibility of members serving in the structures, both the police and community, their duties and the manner in which they

are expected to conduct and carry out those duties. Whether there is guidance provided in the policy documents, is there something stipulated in the directives which is related to their responsibilities and also the understanding of those taking part in the forums, the community and the police, is important here. Is the police and community's understanding of their responsibilities in line with what is stated in the directives?

"CPF…my understanding is that they are there to collect the problems within the community to bring them through to the police. The police also taking the programmes that they see in the community, so that they can go back to the community and speak to the community. Their (CPF) responsibilities, they are there to see to it that people are not committing crime. They must also report the crime to the police. Yes, also to look at the police…what are they doing with the report that they gave?" **(Police Participant 2)***.*

"They participate in many ways because even the issue of coming up with awareness campaigns and projects which addresses the root cause of crime. Because it's not a matter of promoting or doing that, they need to do something tangible, practical where by yes we can look at crime but the root causes of crime sometimes is not something that needs the police. Like poverty in some cases" **(Police Participant 4)***.*

"The eyes and ears, obviously for the community and for the police. To intervene in situations also and obviously to unite community and police. It will be also as we said to be…how can I explain, but they are there to guard police also…to maybe say these people are complaining about feedback. 'My son has been murdered and we did not…the perpetrator has not been arrested'. To reunite or unite community and police to work as one, as a team. But also is obviously, for the CPF, is to identify problematic issues we have got. We have got like domestic violence or liquor related issues, then do projects and programmes with the sector manager or sector commander and SAPS, and do walk-abouts, do awareness campaigns, do that type of thing, to then solve some issues" **(Police Participant 5)***.*

"Their responsibility is… the community… if there is something going on, the community have to inform the CPF and then the CPF take the matter to the police" **(Police Participant 8)**.

"What they do is… when the sub-sector forum gets information from patrollers, patrollers are your eyes and ears in the street… So they gather information. Whatever information they gather, they bring it to… their sub-sector chairperson, who will take that information, bring it to the sector forum meeting where we will take that information to the CPF. The CPF then, would instruct the police how to act with regards to the information gathered" **(Community Participant from FGD 2)**.

The researcher found that both the police and the community see the responsibilities of the CPF and sector forum as bridging the gap between the police and the community in order to get the police and the community to work together. The community should be the eyes and ears of the police and report information about criminal activities or any suspicious acts taking place in their communities to the police. The community should together with the police identify crime related challenges and be part of awareness campaigns and projects to address the identified challenges. Other community members stated that they would also instruct the police on how to act in response to the information the community has provided.

5.7 CHALLENGES RELATED TO IMPLEMENTATION OF COMMUNITY AND SECTOR POLICING IN SOPHIATOWN

Implementation of community and sector policing may be affected by a number of factors. In this section the focus will be on the challenges that police officials at Sophiatown police station and the community may have encountered when implementing community and sector policing. These challenges will also include those experienced after the establishment of community policing structures such as the CPF and sector forums and also the division of the policing precinct into sectors.

"The people, they just like to talk during the meetings but the involvement… they do not want to come on board. It is just that the community that we are living in

is little bit difficult. It is the community that is making use of liquor. The community is poor" **(Police Participant 2)**.

"You have got community leaders who would give you… a little bit of trouble. I know in Sector 2 we had a guy that was in charge of Sector 2 in Sophiatown area and the lady who was… the chairperson of CPF is in the same forum. I think the guy felt that the lady is taking over the sector as the CPF chair. You have different groups also, political issues… and then these people bring these issues to your meetings" **(Police Participant 5)**.

"The thing is members are short (shortage), there are not enough vehicles to cover all sectors. You will find that one vehicle is covering two sectors" **(Police Participant 9)**.

"The ones that came to do the sector forums… I do not think they came here genuinely wanting us to have an active sector forum. It was a matter of, 'we need stats and this is the part of the community that was not covered, so we will go, get their names and disappear', and which is what they did. Which was unfair to us because now we are just left there on the ledge" **(Community Participant from FGD 1)**.

"Then those six were never capacitated. I am saying that because I was part of those six, I was the chair there. So without any training or anything else I also felt that there is nothing more than that I can do because I will be thumb sucking everything else that I will be doing. I need to be trained to say these will be your roles and responsibilities, this will be the boundary that you'll have to take, how far do we have to go because being there does not make me now the police officer or being there does not make me a prosecutor or anything, a defence attorney or the judge itself but it says how do you guide and assist the police but mainly your community in resolving these…, in the prevention mainly in the prevention of crime" **(Community Participant from FGD 1)**.

"The other thing is this that… there is no formal training given" **(Community Participant from FGD 2)**.

"First and foremost, I think maybe is because when people are coming there (police station), I am sure about 95% or more of them not all, only come here as a work place. So when they have clocked in and they are driving around, they are fine, their salaries are secured. So they do not… they are not really genuinely concerned. Is because they have to come and work in the area. So in doing so, as long as they have clocked in, then they are saying we are patrolling with cars. They are driving around and that is it. That is how I feel and that is how most of us feel. They are not coming here to service us" **(Community Participant from FGD 1)**.

"There was, there was… but people are still not aware of the sector forums and… in fact people are not really… did not work with the police because the trust here at Sophiatown, that is the whole thing" **(Community Participant from FGD 2)**.

"If there is a crime happening, they (police) see it and drive past. They would not stop. If it is the situation where they see a drug lord, they stop and take bribe money or whatever lunch money" **(Community Participant from FGD 2)**.

"This policing was not really working to its full extent however there was challenges in the station itself. There was lack of staff, there is lack of communication, there is a lack of vehicles, there was a lack of forums" **(Community Participant from FGD 2)**.

"The other challenge is that police never assist patrollers because you cannot patrol as CPF with the weapon to defend yourself or anything. You are basically an information gatherer where that chain or that link between the police and community policing broke down. You have got community policing members that is gathering information on drug lords and lolly lounges and everything, breakings and hijackings and that…, they filter that information through to the police. Somewhere it get lost before it reaches the point of interaction" **(Community Participant from FGD 2)**.

"And also it does not help if government is passing the legislatures (legislations) on substances and things and legalising the use of it for certain reasons but not broadcasting the thing correctly and putting it into perspective for everybody to understand that it is not for personal use as a social habit, it is for medicinal use. So what has happened is that suddenly now anybody and everybody that smokes marijuana doesn't get locked up" **(Community Participant from FGD 2)**.

"Legislature has passed laws in this country. You can be arrested for whatever reason…you are allowed to premature bail. Immediately. You commit a serious offence, you get bail. Even if you murder somebody, you get bail. Depending on how you are as a person, bail is applicable" **(Community Participant from FGD 2)**.

"They raided the flat right under me, they arrested the whole guys in the house because they found the firearm. An hour later, all of them was walking in the street again. Literally an hour later, they were all back in our flats, in the same flat again. They say the firearm was licenced of which I know is a lie because the guy who was carrying a firearm has got record (criminal record). How does he have the licenced? It is corruption involved as well. Big, big corruption" **(Community Participant from FGD 2)**.

"Then we have the other part where other communities do not interact with other communities. They have got a social breakdown in terms of the relationship between…let us say for argument sake, Bosmont and Newclare. People in Bosmont feel like they are little bit more upper class than people in Newclare, so they look down on them for a certain point. People in Coronation do not want to interact with people from Westbury, they feel they are beneath them. Class also has some role play in the whole thing, with the people's personalities and status. Is part of the reason why we cannot get sub-sectors to be established so successfully because some people feel: 'no this is not for me, I do not have any problems in my house'. That is one of the reasons why we have this" **(Community Participant from FGD 2)**.

"They are classing us because Bosmont you can see is bonds and here is just filthy and 'vuil' (dirty), so they do not want to come, …Westbury will be quicker because they will be swearing, they will be shouting but they do not get also that quick response" **(Community Participant from FGD 1)**.

"But there is a lot of flaws in the vetting process, they do not get it done on time. So patrollers cannot patrol until they are vetted. By the police. That is where you get police clearance when you do that, to see that you do not have criminal records, etc." **(Community Participant from FGD 2)**.

"Because, being a patroller you're at risk. According to all criminals you are an informant (police informer) to them.   As in whatever you do as a CPF or a patroller or whatever, your eyes and ears is out there looking for criminals doing wrong. So when you get that information… If I know that Chad is stealing cars and Chad knows I know, he knows that I am going to pass this information. He starts coming at me" **(Community Participant from FGD 2)**.

"So now you… you are taking part or those people who are taking part in the community police forum or in the… sector forum, they are being treated as if they are being impimpis" **(Community Participant from FGD 1)**.

"They have got a social breakdown in terms of the relationship between… let us say for argument sake, Bosmont and Newclare. People in Bosmont feel like they are little bit more upper class than people in Newclare, so they look down on them for a certain point. People in Coronation do not want to interact with people from Westbury, they feel they are beneath them. Class also has some role play in the whole thing, with the people's personalities and status. Some people feel "no this is not for me, I do not have any problems in my house" **(Community Participant from FGD 2)**.

In relation to the challenges related to the implementation of community and sector policing, the researcher found that from the police perspective challenges, among others, include shortage of both human and physical resources, lack of community involvement in safety matters, political influence and community leaders who want to

take over the forums. On the other side, the community sees things differently. Their challenges are different from the police. The community members are challenged by not receiving training about community policing making their involvement difficult as they say they do not understand what their main role in community policing is. They are also of the opinion that many people are not aware of the CPF and sector forums and those who participate in the forums are seen by other community members as police informers or sell-outs, who they refer to as '*impimpi*'. This poses a safety threat for those who are participating in the forums with the aim of working with the police to come up with crime prevention measures suitable to address crime in their localities. Other challenges include trust issues and corruption, community members who cannot participate in crime prevention initiatives due to lack of trust in police who are taking bribe money from drug dealers.

Community members are of the opinion that class and people's status contribute to the lack of participation from the community. The police vetting process for community patrollers which takes a long time, is also seen as a challenge because volunteers who are not vetted or if the checking for their criminal record is not yet complete, cannot take part in patrols. The South African government is also seen as a contributor to increasing crime. Laws that are passed in parliament like the law on the use of substances like dagga, laws relating to bail and licencing of firearms, according to the community of Sophiatown, makes it difficult for police to execute their duties. The community lack trust and confidence in police because people who committed crimes using firearms are still given licences to possess firearms, people commit crimes repeatedly and are still given bail and people found with dagga at their homes cannot be arrested. According to the community, these laws bring lawlessness to their community and make the community not trust in the police.

5.8   POSSIBLE SOLUTIONS TO CHALLENGES RELATED TO IMPLEMENTATION OF COMMUNITY POLICING IN SOPHIATOWN

With every new law or approach comes challenges. The implementation of community policing has presented with challenges. Exploring possible solutions to challenges experienced by both the police and the community is very important to ensure successful implementation of community policing in future. Also, the possible risks need

to be identified and mitigating factors addressed for them to be developed. In this section possible solutions to challenges identified in the implementation of community policing in Sophiatown will be discussed as stated by both the police and the community.

"But we are also dealing on that because weekly we are doing operations. There are sub-sectors that are not functioning well but they are manageable. But we need structures, in every community we need structures. I have got a sector phone, which is a state phone and they call me on the phone. I think is better to have sectors and sector managers because people sometimes complain about 10111" **(Police Participant 2)**.

"If I was the Commissioner, I was to say maybe after 3 years we have to put new police in a station so that… maybe like they are… the community is accusing the police of befriending those drug lords. If new people come, they will not have that relationship where somebody is working for more than 10 years or 5 years" **(Police Participant 8)**.

"So basically to restart this whole process as what I said earlier on, we have got to start from the ground up again, we have got to start empowering our people with knowledge and information, with what is and what is not, what can, what ca not be done" **(Community Participant from FGD 2)**.

"Starting programmes where they are going to send the teams on, like, a boot camp also where they will give them formal training on CPFs and how patrolling works, and who can patrol, who can't patrol, why must you patrol, what you can do, what you ca not do on patrols and stuff like that. Can you carry weapons, can you empower yourself with any kind of… I would say defence mechanism" **(Community Participant from FGD 2)**.

"So we need a more interactive kind of relationship where it is a direct communication. It is like sitting is a control room and Chad send me a message and says, there is a guy breaking into a car in Dowling Street, can we please get some intervention? Then I automatically dispatch it through to the Sector

Commander who then sends a van immediately. So time space that happens there is 5 minutes." **(Community Participant from FGD 2)**.

"In order for the CPF and the community and police to have a marriage that works, there has to be a communication link and there is got to be trust between the members. There's also got to be a transparency, and there is got to be a thing where we can now rely on one another. That is one of the most important thing and we have to have each other's backs as well" **(Community Participant from FGD 2)**.

"When people see guys patrolling, they feel more secure. Criminals also see these guys patrolling so they feel a bit threatened so they feel less intended to commit a crime in front of them. They would rather do it discretely or not do it at all" **(Community Participant from FGD 2)**.

"Lesotho, is a country in a country, they are in South African borders but they are running ok. Then I show you another small two countries neighbouring to South Africa, Botswana and Swaziland. Successful but they are smaller than South Africa. Right, it's because of their laws and their governance. You take Zimbabwe, prison is a prison, is a prison. Is a Vietnamese prison. These idiots in these prison here, if they transfer all of them to Zimbabwe, they will give up crime the next day. Our government is responsible for the 'crab' that is going on in our country, nobody else" **(Community Participant from FGD 2)**.

Increased patrols, training of the police and community members, improved communication, information sharing, transparency and commitment from SAPS, and tightened laws were identified as some of the possible solutions by both the community and the police towards an effective implementation of community policing. Some police members highlighted that rotation of police officials may also help in solving the problem because they will not get used to the criminals in the community, which will lead to reduced corruption and working with criminals.

5.9 SUMMARY

Interpretation of findings without bias is very important to show a true reflection of the information that the participants shared with the researcher. From interviews conducted, the data was categorised in themes. When data collected from participants was analysed and presented, a few things ranging from understanding of community policing, training, lack of resources and support, commitment and dedication by police officials to their work, class and race, to corruption were found to be recurring in almost all the interviews conducted. Challenges and possible solutions to challenges identified were also presented. Analysis and interpretation of these study findings are presented in detail in the next chapter (six).

CHAPTER SIX: ANALYSIS AND INTERPRETATION OF STUDY FINDINGS

6.1 INTRODUCTION

Interpretation of findings is essential in order to make sense of the presented findings from the data collected when conducting research. It is the basic component of research whereby information gathered from research conducted is checked against information from previous research. Findings are interpreted not only to confirm findings of previous studies, the interpretation of findings may also offer novel insights or information.

In this chapter (six), information gathered from research participants of this study at Sophiatown policing precinct will be checked against findings of research conducted on the implementation of community policing previously. Information from available legislation and other directives guiding implementation of community policing is also important and will be checked against data gathered.

6.2 UNDERSTANDING OF COMMUNITY POLICING

The theme, understanding of community policing, seeks to find out how the police officials and the community understand the concept of community policing, to understand what it means to them. In this section, the police and community's understanding of the concept community policing is checked against the definitions and descriptions from literature and legislation governing community policing.

From data collected, it was found that community policing is understood as a partnership between the community and police with the aim of coming up with measures to reduce crime, and the sharing of valuable information with the police in order to solve crime. Assistance from the community in policing matters is valued by the police, who acknowledge that transparency towards the community by the police is important. Other community members see the concept of community policing being misused by police officials who use them as informers and not as partners in the fight against crime.

Community policing is defined as an approach to policing which supports the use of partnerships, involvement of community, joint problem identification and problem

solving techniques to proactively address the conditions that give rise to public safety issues such as crime, social disorders and fear of crime (Mishra, 2011:7). Miller et al (2018:17) supported by Williamson (2008:43) sees community policing as a community-oriented participatory policing and prevention-oriented programme that emphasises proactive anticipation of problems, seeking solutions and being accountable (Refer to section 3.3 of chapter three in this study). According to SAPS (1997:2), community policing is a philosophy that guides police management styles and operational strategies, placing emphasis on the establishment of police-community partnerships (Refer to section 3.4.2 of chapter three in this study).

The Constitution, 1996 in Section 206 (3)(c), states the importance of promotion of good relations between the police and the community and outlines mandate the police in Section 205(3) to prevent crime (Refer to section 2.2.1 of chapter two in this study). The SAPS Act (Act 68 of 1995), sections 18 to 21, emphasises the involvement of the community in the fight against crime through the establishment of partnerships between the police and community. Fulfilling the needs of the community regarding policing, improving the rendering of police services to the community, improving transparency in the Service and accountability of the Service to the community, and promoting joint problem identification and problem-solving by the Service and the community are important to the partnership (Refer to sections 2.2.2, 2.2.6 and 2.2.7 of chapter two in this study).

The police and some of the community members' understanding of the concept community policing is in line with the legislation because they both mentioned that community policing is about partnerships between the police and community, transparency and accountability by the police to the community, and also information sharing in order for police to improve their services to the community. Other community members had a slightly different understanding. They saw community policing as a being police informers. To them, sharing information about criminal activities in their communities is equal to selling out and not being faithful to their fellow community members who are criminals. They see themselves as being used by the police.

This differing understanding of the concept community policing between some of the community members and the police is a sign that proper ground work was not done

during the adoption of the community policing approach to educate both the community and the police on the concept. Common understanding of the community policing concept by both community members and police officials is very important for the successful implementation of community policing.

6.3   IMPLEMENTATION OF COMMUNITY POLICING IN SOPHIATOWN

Implementation of community policing in Sophiatown focused on whether the SAPS, in this regard the Sophiatown police, have implemented community policing in accordance with legislation and directives. Processes followed by the police in the implementation of community policing in Sophiatown were compared with the legislation guiding the implementation of community policing.

In data collected, the police mentioned that the Sophiatown CPF and sector forums were representative of the community, but the community have a differing opinion. Some community members of Sophiatown voiced that the police called meetings and community members who were available at that particular time, who were not fully representative of the community, were then appointed to either the CPF or sector forum. The implementation of community policing was not done according to what the government may have been looking forward to achieving, a good working relationships between the community and police. The SAPS, in this case Sophiatown SAPS, did not implement community policing in their policing area in line with the legislation.

The Interim Regulations (2001:1) state that all reasonable steps must be taken by the police to establish a community police forum which is broadly representative of the community (Refer to section 2.2.4 of chapter two in this study). The station commander of a police station needs to inform the community, local organisations and interest groups about the intention to establish the CPF. The whole community needs to be notified well in time to ensure that they take part and elect people who will be representative of their community and ensure that community needs relating to safety and policing are addressed. The involvement of different sectors of the community is important to the establishment of a CPF and this is also supported internationally by UNODC (2002:4-5) which states that inclusion of partnerships across ministries, between authorities, community organisations, non-governmental organisations,

business sector and citizens, is an integral part of crime prevention (Refer to section 2.3.1 of chapter two in this study).

The Sophiatown SAPS policing precinct is diverse with racial groups being coloureds, blacks, whites and Indians. The area has suburbs and informal settlements. This diversity was neglected by the police, maybe due to chasing numbers for reporting purposes. A holistic inclusion of representatives of all the groups, the rich and the poor, youth and older community members, from all racial groups in the community of Sophiatown was very important in the establishment of a functioning CPF.

6.4   COMMUNITY-POLICE RELATIONS IN SOPHIATOWN

The theme on community-police relations intends to establish the relationship between the community members in Sophiatown policing precinct and the police. The main reason behind community policing is to breach the gap and distance between the community and the police, to get the community and the police to work together, thus trusting each other.

The relationship between the community and the police in Sophiatown, from both the police and the community responses, was found to be poor. The police emphasised that the community shows support only during awareness campaigns and other community campaigns, but when the police have to enforce the law by arresting criminals who may be someone's child, spouse or cousin, then the community is not cooperative. On the other hand, the community stated that they only see the police when liquor raids are conducted. When the police are called to complaints like drug dealing cases, shootings or a dead body found, they come late or do not come at all.

Community-police relations according to Miller et al (2018:147-153) is an approach aimed at bridging the gap between law enforcement organisations and the community in order to enhance the community's perception of the police. The concept originated in response to the conflict surrounding the police and minority groups, easing the tension between the police and the community (Jackson, 2006:13-14) through communication, which is the building block to trust and also emphasises the importance of police working

in partnership with the community (Kappeler & Gaines, 2011:151) (Refer to section 3.5.1 of chapter three in this study).

This connects back to the theme on the understanding of community policing. When the community policing approach was adopted as a policing approach for South Africa, proper education for both the community and the police on the concept was not undertaken (Refer to section 6.2 of chapter six in this study). Community members were supposed to have been made aware that their involvement in community policing and the sharing of important information with the police, even if it is about their family members committing crimes, is important. Dedication from police officials when carrying out their duties is also very important. They are mandated by Section 205(3) of the Constitution to prevent, combat and investigate crime (Refer to Section 2.2.1 of chapter two in this study). To improve their relationship with the community, the police should serve the community equally, with dedication and not look into persons' status prior to attending to complaints.

6.5   ESTABLISHMENT OF CRIME FIGHTING PARTNERSHIP STRUCTURES (COMMUNITY POLICE FORUM AND SECTOR FORUMS) IN SOPHIATOWN

This theme seeks to establish whether the crime fighting partnership structures such as the CPF, sector forums and patroller groups in Sophiatown policing precinct are established and functioning. These forums when established and functioning should have a free flow of information between the community and the police. Other than meetings to discuss crime challenges in their areas and projects to prevent similar crimes from happening in other sectors of the policing area, the community members should be the eyes and ears of the police. The community should inform the police when there are suspicious people in the community, when they spot wanted persons or those suspected to have committed crime, or anything that threatens the safety of community members.

The findings on this theme was that the CPF and sector forums are established, functioning well and are representative of the whole community, according to the police. The community members have a differing opinion on this matter. They agree with the police that the structures are established, but some community members said that most

of the structures are not functioning due to a lack of support from the police, vetting processes which take long making it difficult for community to conduct community patrols and that they were not a representative of the whole community. Community participants from FGD 2 differed slightly with the other community members because they highlighted that the patrollers in their area are working well with the police and are part of the sector forum.

Section 18(1) of the SAPS Act, 1995 states that the Service shall liaise with the community through CPFs in order to fight crime (Refer to section 2.2.2 of chapter two in this study). The NCPS (1996:73-74) identifies community policing in particular to be providing the impetus for the creation of active community structures, and the mobilisation of a range of resources (Refer to section 2.2.3 of chapter two in this study). The responsibility for establishment of CPFs and other sub-forums has been embedded in the SAPS and the Interim Regulations (2001:1) and states that the station commander should take all reasonable steps to establish a community police forum which is broadly a representative of the community (Refer to section 2.2.4 of chapter two in this study).

The police, according to the legislation, should ensure that CPFs are established in a police station's area. No reference is made relating to the functionality of the structures in legislation and other directives. In line with establishment, the Sophiatown SAPS has complied with legislation. The structures may be established and be a representative of the community, but that alone will not decrease the levels of crime. Development of criteria for the functionality of these crime fighting structures is very important.

6.6 RESPONSIBILITY OF THE COMMUNITY POLICE FORUM AND SECTOR FORUMS MEMBERS IN SOPHIATOWN

Roles and responsibilities are very important to members of the forum in order to outline what the parties are supposed to do/entrusted with to ensure the end product, reduction of crime in this case, is achieved. Whether the police and the community members taking part in the forum know and understand their responsibilities and also whether they have a common understanding of what their responsibilities are, should be identified from this theme.

The participants in this study, who were the police and the community of Sophiatown, (Refer to section 4.6 of chapter four in this study), outlined the responsibilities of the CPF and sector forum as bridging the gap between the police and the community to get the police and the community to work together. They also mentioned that the community should be the eyes and ears of the police and report information about criminal activities or any suspicious acts taking place in their communities, to the police. The community should, together with the police, identify crime-related challenges and be part of awareness campaigns and projects to address the identified challenges. Other community members added a slightly differing opinion whereby they stated that they would also instruct the police on how to act in response to the information the community has provided.

Legislation supports most of the responsibilities stated by both the police and the community. The objectives as provided in Section 18(1) of the SAPS Act, 1995 set out the responsibilities of a CPF as to establish and maintain a partnership, promote communication, joint problem identification and problem-solving and cooperation between the police and the community, and also to improve service delivery, transparency and accountability (Refer to section 2.2.2 of chapter two in this study).

The community and the police understand what their responsibilities in the forums are even though there are those community members who believe that their taking part in the CPF or sector forums gives them the powers to instruct the police on how to act on and respond to information provided by the community. The police may not always be able to respond to the information provided the way the community wants, they first need to verify the information and follow the prescribed   steps in executing their duties such as first obtaining a search warrant before they search properties in the community. This indicates that more education and sharing of information between the police and communities is required.

6.7   CHALLENGES RELATED TO IMPLEMENTATION OF COMMUNITY AND SECTOR POLICING IN SOPHIATOWN

The theme on challenges related to the implementation of community and sector policing seeks to focus on the challenges that police officials at Sophiatown SAPS and

the community in Sophiatown policing precinct may have encountered during the implementation of community and sector policing. It is very important that the information on challenges experienced after the establishment of the CPF, sector forums and also the division of the policing precinct into sectors be outlined here.

When analysing data collected from the participants, it was realised that the challenges of the police and community are slightly different. Shortage of human and physical resources, lack of community involvement in safety matters, political influence and community leaders who want to take over the forums were challenges experienced by the SAPS. Community members were challenged by a lack of training in community policing, no introduction of CPF and sector forum members to the community so that they were not seen as sell-outs by other community members, lack of trust in the police, police corruption, vetting of patrollers which takes a long time, issuing of firearm licences to people who have criminal records, and legislation changes on the use of dagga by government.

The challenges voiced by the police and community are not unique to the challenges foreseen by some researchers and authors in South Africa. According to Mabunda (2014:54), lack of resources, training and leadership skills in relation to the implementation of community policing may have led to community expectations and demands not being met, posing a serious challenge to the implementation of community policing. The attitude of the police, not seeing themselves working in partnership with the community and being resistant to change, appears as a contributing factor slowing transformation in South Africa (Mabunda, 2014:49). He highlighted that the concept of community policing for other police officers is like their power and authority has been eroded. The resistance of some of the long serving police officials to change may be due to them striving to maintain organisational culture and feelings of uncertainty that often create conflicts. Another challenge is related to an understanding of what community policing is. Momosebo (2014:62) and Mabunda (2014:59) are of the opinion that community members lack skill and knowledge to make the forums work effectively, and that it is mostly community members who have an understanding of what community policing is who are involved in the CPF. They see a need for community education and awareness especially in the reduction of contact crimes.

The challenges for the implementation of community policing were identified during the early stages of implementation by different researchers who voiced them through different channels including the publishing of various research related to community policing. The SAPS as a government department should have embraced the work conducted by researchers and worked out means to mitigate the identified risks.

6.8 POSSIBLE SOLUTIONS TO CHALLENGES RELATED TO IMPLEMENTATION OF COMMUNITY POLICING IN SOPHIATOWN

The theme on possible solutions to challenges related to the implementation of community policing seeks to find out from the community and police in Sophiatown what kind of solutions they think will work to solve the challenges they are experiencing in their area. The community of Sophiatown and police at Sophiatown SAPS have a better knowledge of what their challenges are and when allowed to come up with the solutions themselves, they own the solutions which may allow smooth implementation.

From interviews conducted with the community and the police, both parties identified that increased patrols, training of the police and community members, improved communication, information sharing and transparency as possible solutions to their challenges. Some police members highlighted that rotation of police officials may also help in curbing police corruption. When rotated, the police will not get used to the criminals in the community, which will lead to reduced corruption and working with criminals.

People residing in Sophiatown policing precinct and the police working at Sophiatown police station would be in a better position to come up with solutions that may work in their policing precinct. Each and every environment is unique and "one-size-fits-all" solutions may not work in all areas. Implementing possible solutions from the community and the police in Sophiatown may be the first step to success.

6.9 SUMMARY

The chapter on interpretation of findings has been a journey and exercise to form insights and make findings on data collected from participants on research conducted

at Sophiatown on the implementation of community policing. These findings were checked against findings from previous research studies and legislation. Though there are repeated findings, new information has been yielded from data collected when conducting this research. Information about new legislation which makes it challenging and difficult for SAPS members to execute their duties, the implementation of community policing is more challenging in poor communities than it is in rich and wealthy communities, and that community members in different sectors do not support each other in the implementation of community policing due to class, is new information yielded from this research.

CHAPTER 7: SUMMARY, RECOMMENDATIONS AND CONCLUSION

7.1   INTRODUCTION

This chapter presents a summary, explanation and clarity of important and main points of discussions in chapters of this dissertation. Recommendations on how to improve the implementation of community policing in Sophiatown are made and presented, based on findings of the study. These recommendations address all aspects arising from the study. The researcher conducted in-depth interviews with individuals and focus groups in order to obtain views, opinions and perceptions about the implementation of community policing in Sophiatown.

7.2   SUMMARY

Chapter 1 dealt with the introduction and background of the study. It commenced with providing a broad background of community policing wherein the concept was briefly defined and reference relating to community policing prior- and post-1994 was made. This chapter comprehensively addressed the research problem dealt with in the study, citing the strike by the community against the police and a brief analysis of the crime statistics in Sophiatown. The research question, definition of key concepts, aim and objectives of the study were also presented in chapter 1. The aim of the study was to evaluate the implementation of community policing strategies in Sophiatown. This chapter further explained the envisaged value of the study.

Chapter 2 provided the legislative framework for community policing. Policy documents and legislation guiding the concept of community policing in South Africa were presented in this chapter. International directives, with reference made to the UN, AU and SADC, were also discussed in the chapter.

Chapter 3 provided an overview of literature focusing on three main concepts: crime prevention, community policing and community-police relations. Historical developments of community policing in South Africa: prior- and post 1994, implementation of community policing, challenges affecting implementation of

community policing and community policing in other countries including the United Kingdom, China and Kenya, were discussed.

Chapter 4 concentrated on the methodology utilised when conducting the research. The chapter commenced with the researcher's worldview in order to outline the researcher's frame of reference and practicality in conducting the study. Furthermore, issues relating to research approach, population and sampling, data collection, analysis and organisation, trustworthiness and ethics were discussed.

Chapter 5 dealt with the presentation of research findings. Research findings were discussed focusing on emergent themes and categories from data analysis. The identified themes provided the basis for the structure of this chapter and these themes are:

- Understanding of community policing;
- Implementation of community policing in Sophiatown;
- Community-police relations in Sophiatown;
- Establishment of crime fighting partnership structures (CPF and sector forums) in Sophiatown;
- Responsibilities of CPF and sector forum members in Sophiatown;
- Challenges related to the implementation of community and sector policing in Sophiatown; and
- Possible solutions to challenges related to the implementation of community policing in Sophiatown.

Data was analysed with the aim of obtaining a clear understanding of information collected from individual and FGDs conducted with participants. Each theme commenced with a brief introduction, supported by verbatim quotations from the participants' responses in order to determine the extent to which the outcome of data analysis supported the aim of the study.

Chapter 6 dealt with interpretation of the research findings based on emergent themes. An overview of participants' perceptions and comprehensive body of literature relevant

to each theme were presented. Interpretation of the meaning of the findings on each theme was provided.

7.3 RECOMMENDATIONS

The findings require that recommendations be made on how the implementation of community policing in Sophiatown could be improved. The benefits, challenges and shortcomings experienced in the implementation of community policing were identified and in relation to emergent themes, recommendations are proposed.

7.3.1 Recommendations on Understanding of Community Policing

It was found that there are community members who, like the police, understood community policing to be a partnership between the community and police with the aim of coming up with measures to reduce crime. Assistance from the community in policing matters and sharing of information is valued by the police who also acknowledge that transparency is important. This understanding is in line with both national and international legislation on community policing.

Other community members saw the concept of community policing as being misused by police officials who use them as informers and not as partners in the fight against crime. To them sharing information about criminal activities in their communities is equal to selling out and not being faithful to their fellow community members who are criminals. The differing understanding of the concept of community policing between some of the community members and the police is a sign that ground work during the adoption of the community policing approach was not properly conducted.

It is therefore recommended that:

a) Education of community members on community policing be intensified to ensure a common understanding of the concept of community policing.

b) SAPS should come up with selection criteria for the police officials appointed as Community Police Officers and Sector Commanders in order to ensure that

police officials appointed have the qualities to serve as coordinators for community policing.

7.3.2 Recommendations on Implementation of Community Policing in Sophiatown

With regards to this theme, it was found that the implementation of community policing in Sophiatown was not done according to what the government may have been looking forward to achieving, a good working relationship between the community and police. According to the community of Sophiatown, the appointed CPF and sector forums are not fully representative of the community. The SAPS appointed community members who were available at that particular time to attend the meetings called. This was done against directives which state that the SAPS should take reasonable steps to establish a community police forum which is broadly representative of the community.

It is therefore recommended that:

a) A holistic inclusion of representatives of all the groups, the rich and the poor, youth and older community members, from all racial groups in the community be made possible when establishing a CPF.

b) An open invitation on elections of a CPF should be made through local newspapers, radio stations and also on social media.

c) Prior to being appointed, all people making submissions for serving on the CPF should be afforded an opportunity to present their envisaged plan of crime prevention outlining the role-players and budget required.

7.3.3 Recommendations on Community-Police Relations in Sophiatown

It was found that the relationship between the community and the police in Sophiatown is poor. The police emphasised that the community only shows support during awareness campaigns and other community campaigns, but when the police have to enforce the law by arresting criminals who may be someone's child, spouse or cousin, then the community is not cooperative. On the other hand, the community stated that they only see the police when liquor raids are conducted. When the police are called to

complaints like drug dealing cases, shootings or a dead body found, they come late or do not come at all.

In order to improve community-police relations, it is recommended that:

a) The SAPS police officials should serve the community equally, with dedication without looking into people' status prior to attending to complaints.
b) They must provide feedback on progress made on cases reported especially cases of high importance to the community and public at large.
c) Improve reaction time when attending to complaints.

7.3.4 Recommendations on Establishment of Crime Fighting Partnership Structures (Community Police Forum and Sector Forum) in Sophiatown

It was found that the crime fighting structures, a CPF and sector forums, were established even though the structures were not functioning due to a lack of support from the police. Some of the patroller groups established cannot conduct community patrols due to vetting processes conducted by the SAPS which take a long time. It is recommended that:

a) The SAPS develop criteria for the functionality of these crime fighting structures in order to measure whether progress is being made in the reduction of crime, identify structures which are experiencing challenges and to intervene accordingly.
b) Improve their vetting system and be able to release results in a short space of time.
c) In line with the NCPS which identifies community policing for the mobilisation of a range of resources (Refer to section 2.2.3 of chapter two in this study), it is recommended that the SAPS develops a policy focusing on resourcing CPFs, which may also allow for donations and the auditing of CPF registers.

7.3.5 Recommendations on Responsibility of Community Police Forum and Sector Forum Members in Sophiatown

It was found that there is common understanding from both the police and the community about the responsibilities of CPF and sector forum members. The responsibilities were stated as follows:

- To bridge the gap between the police and the community in order to get the police and the community to work together;
- The community should be the eyes and ears of the police and report information about criminal activities or any suspicious acts taking place in their communities to the police;
- The community should together with the police identify crime related challenges; and
- The community should be part of awareness campaigns and projects to address the identified challenges.
- A few community members said it is also their responsibility to instruct the police on how to act in response to the information the community has provided.

It is therefore recommended that:

a) Information sharing and education for community members is still required so that they understand that the police may not always be able to respond to information provided the way the community wants them to. They need to first verify the information and there are steps to follow in executing their duties, such as first obtaining a search warrant before they search properties belonging to the community or businesses in the community.

7.3.6 Recommendations on Challenges Related to Implementation of Community and Sector Policing in Sophiatown

In relation to the challenges related to the implementation of community and sector policing, the following issues were identified: a shortage of human and physical resources; lack of community involvement in safety matters; lack of training in community policing; lack of trust in the police; police corruption; vetting of patrollers

which takes a long time; issuing of firearm licences to people who have criminal records; authorisation on use of dagga by government; lack of introduction of CPF and sector forum members to the community so that they are not seen as sell-outs by other community members; political influence; and community leaders who want to take over the forums.

The challenges relating to the implementation of community policing were identified during the early stages of implementation by different researchers who voiced them through different channels including the publishing of conducted research related to community policing. It is therefore recommended that:

a) Training for community members on community policing;
b) Members of the community form part of the committee recommending the issuing of firearm licences;
c) Publication of community and SAPS members serving on CPF and sector forums in local newspapers so that they are known to the community they are serving;
d) Community and political leaders be involved as ex-officio members of the forum;
e) All corruption complaints should be dealt with and affected police officials should be set out until their cases are finalised; and
f) The SAPS, as a government department, embrace the work conducted by researchers and work out means to mitigate the identified risks.

7.3.7 Recommendations on Possible Solutions to Challenges Related to Implementation of Community Policing in Sophiatown

It was found that increased patrols, training of the police and community members, improved communication, information sharing, transparency and commitment from SAPS, and also the rotation of police officials to curb police corruption may be some of the possible solutions towards the implementation of effective community policing. It is therefore recommended that:

a) The members representing the community and SAPS police officials come up with a plan of action, which will serve as a roadmap towards the implementation of the identified possible solutions.

7.4 CONCLUSION

This chapter provided an overview of Chapters 1 to 6, followed by recommendations related to a number of aspects regarding how the implementation of community policing in Sophiatown can be improved. This study is important as it evaluates and describes the implementation of community policing in Sophiatown. This study also outlined the themes that emerged during the analysis of data. Notwithstanding the implementation of the community policing approach in South Africa, there is still much to be done to ensure its success.

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Interview Schedule

TOPIC: *An evaluation of the implementation of community policing in Sophiatown*

RESEARCH QUESTION

1. Has the implementation of community policing in Sophiatown been done according to directives?

PART A: BIOGRAPHICAL INFORMATION

1. Participant number					
2. What is your gender?	Female			Male	
3. Age group	18-35 years	36-45 years		46-60 years	
4. Educational qualifications	Grade 11 and below	Grade 12	Diploma	Degree	Honours/ Masters/ PHD
5. a) When did you join the police?					
b) How long have you been involved with the CPF?					
6. Did you attend any course/workshop related to community policing?					
7. What course did you attend?					

PART B: IMPLEMENTATION OF COMMUNITY POLICING

8.   What is your understanding of Community Policing?

9.   Drawing from your experience as a police official, how are the relations between the police and community in Sophiatown?

10.   How well do you think community policing is implemented in Sophiatown?

11.   What are the community policing approaches implemented in the policing area?

12.   Do you think that the legislation that governs community policing is sufficient?

13.   What is your understanding of a Community Police Forum (CPF)?

14.   How do you see the roles and responsibilities of a CPF?

15.   Are there any challenges related to the establishment of a CPF? Yes/No

16.   If the answer to question 14 above is yes, what are the challenges related to the establishment and maintenance of a CPF?

17.   What do you see as possible solutions to the challenges related to CPFs?

18.   What is your understanding of sector policing?

19.   How well do you think sector policing is implemented in Sophiatown?

20.   Are there any challenges related to the implementation of sector policing in Sophiatown? Yes/No

21.   If the answer to question 20 above is yes, what are the challenges related to implementation of sector policing?

22.   What are possible solutions to the challenges related to sector policing?

23.   What is a sector forum?

24.   What is a community safety plan?

25.   Who is responsible for the drafting of a community safety plan?

26.   Can you describe to me the relationship between the police and community in Sophiatown?

27.   What impact can CPFs and other crime prevention structures such as sector forums have on the levels of crime?

28.   How can these crime prevention structures assist in bringing the levels of crime down?

Thank you for your participation in the study.

Research Ethics Clearance Approval

UNISA | college of law

COLLEGE OF LAW RESEARCH ETHICS REVIEW COMMITTEE

Date: 2017/02/10

Reference: P1/ 2017

Applicant: MS Mphahlele

Dear MS Mphahlele
(Supervisor : Prof. R Snyman)

DECISION: ETHICS APPROVAL

Name	MS Mphahlele
Proposal	An evaluation of the implementation of community policing in the Sophiatown policing area
Qualification	Masters in criminal justice

Thank you for the application for research ethics clearance by the College of Law Research Ethics Review Committee for the above mentioned research. **Final approval is granted.**
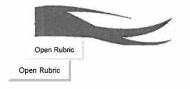
The application was reviewed in compliance with the Unisa Policy on Research Ethics.

The proposed research may now commence with the proviso that:

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

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

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

Open Rubric

Open Rubric

University of South Africa
Preller Street, Muckleneuk Ridge, City of Tshwane
PO Box 392, Unisa, 0003, South Africa
www.unisa.ac.za/law

> *An amended application could be requested if there are substantial changes from the existing proposal, especially if those changes affect any of the study-related risks for the research participants*

3. *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.*

Note:

The reference number (top right corner of this communique) should be clearly indicated on all forms of communication (e.g. Webmail, E-mail messages, letters) with the intended research participants, as well as with the URERC.

Kind regards

PROF D GOVENDER
CHAIR PERSON: RESEARCH ETHICS
REVIEW COMMITTEE
COLLEGE OF LAW

PROF R SONGCA
EXECUTIVE DEAN:
COLLEGE OF LAW

INFORMED CONSENT FORM

Affiliation: Student

Researcher: Mahlako Stella Mphahlele

Title of Study:
An evaluation of the implementation of community policing in Sophiatown.

Purpose of Study:
The purpose of the study is to evaluate the implementation of community policing strategies in Sophiatown.

Attention will be based more on describing the historical developments and mapping out the legislative framework of community policing. Determining the extent of the working relationship between the police and the community, the Sophiatown police leadership, police members' and other external stakeholders' understanding of what community policing is and also identification of the challenges experienced in the implementation of community policing are of crucial importance.

Duration of the Study:
It is projected that the proposed study will take three years.

Selection of Participants:
The selection of participants is reliant upon the purposive sampling method. From the SAPS Visible Policing officials who are responsible for the promotion of community partnership and Sophiatown community members are the target population for the study. The population chosen is in the position to provide in-depth information and rich data.

Procedures:
The researcher will be conducting an interview with the help of an interview schedule. The researcher may also make use of a tape recorder to record conversations. The

interviews will not be longer than three hours, but may end sooner by natural process or on request of the participant(s) or researcher, depending on the circumstances. In instances where focus group sessions in the community are conducted, gatekeeping procedures will be complied with.

Risks and Discomforts:

The participant(s) may become tired or feel emotional discomfort at which point a break may be requested or the interview may be postponed to a later date or terminated if so desired. The researcher will make every effort to ensure the comfort and minimise the risks for the participant(s).

The questions formulated in the interview schedule to provide data to answer the research questions are not of a personal nature, to protect the participant(s) from recalling any incident experienced which may be negative or related to crime.

Participant(s) will be informed beforehand about the use of voice recorder during the interview. Participant(s) who wish not or refuse to be recorded will be granted the opportunity to participate without being recorded. Participants will however be informed that notes will be taken during interview.

Benefits:

It is the researcher's hope that the participants taking part in this study will feel the satisfaction of contributing to solving a social problem and facilitating in illuminating the problem for those studying the phenomena, which may help others in the future. The participants shall also assist in providing insight into the problem, which can stimulate future research, and thus be of even greater help in the future. On a personal level, it is the hope of the researcher that the participants will obtain personal satisfaction once they have discussed certain issues with the researcher and thus gaining personal insights that were not gained prior to the interview.

Benefit to others:

The research will enhance the implementation of policies guiding the implementation of community policing in the South African Police Service (SAPS). The research will benefit

the local community and the society at large because improved relations which may lead to a decrease in number of community protest incidents against the police is anticipated if the findings and recommendations on research conducted will be implemented.

This study could also benefit the academic community since its results could be used in academic material, and the results could be accessed by local and international scholars as a source.

Participant's Rights:

Participation in this study is voluntary and may be withdrawn at any time without negative consequences for the participant(s). All information is treated as confidential and anonymity is assured by the researcher. The data shall be destroyed should the participant wish to withdraw. The researcher (and her study supervisor) is the only individuals who will have access to raw data from interviews, and hereby ensure that data will be treated as stipulated above.

Maintaining Confidentiality:

Confidentiality of the participants will be maintained by ensuring that the participants remain anonymous and their names and surnames will not be used. Participants will be given numbers to identify them. Information obtained from the participants will be kept confidential and will not be available to any other person other than the researcher.

Gifts and Compensation /Reimbursements:

Participation in the research is voluntary and without and compensation, reimbursement, remuneration reward or inducement whether prior or during the research or in future.

Informed Consent:

The participants will be requested to sign the consent forms before the commencement of the interview.

Security of Data:

The data collected digitally during the interview will be stored on an electronic storage device protected by a password which will be kept separate from the researcher's work and stored in a safe. The transcripts will be kept separate from the disk in a locked safe. A backup copy of the electronic data will be kept separate from the original, also password protected in a different location.

Feedback on Findings of Research:

The findings and recommendations will be made available to the South African Police Service and also to the community of Sophiatown through chairpersons of the community police forum and sector forums.

Access to Developed products and Sharing of Benefits derived from Products:

It is anticipated that the products developed from this research will constitute information that can possibly be developed into publication. The findings regarding such research will be published by UNISA once this research has been finalised which can then be accessed by parties who might have an interest therein.

Reporting to Ethical Research Committee:

Report will be provided when required.

Disclosure of Conflict of Interest:

No conflict of interest is foreseen.

Dissemination of Results:

The results of the study, findings and recommendations will be communicated to the South African Police Service and to the community of Sophiatown. The research will be available in the UNISA repository and library.
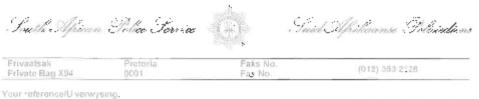
Right of Access to Researcher:

Participants are free to contact the researcher at the telephone number as stipulated on this form, at a reasonable hour, in connection with interview particulars, if they so wish.

Student: MS Mphahlele

Contact numbers: 083 263 2831

e-mail: mphahlelemahlako74gmail.com

I am guided in all matters of this research, by the UNISA Policy on Research Ethics and Protection of Personal Information Act, Act 4 of 2013.

THANK YOU FOR YOUR PARTICIPATION IN THIS STUDY.

I, the undersigned, agree to participate in this study voluntarily without duress.

Signed at ……………………… on this ….. day of ……………………20…….

Signature: …………………… (Print Name …..………………………………………)

SAPS Approval to Conduct Research

South African Police Service | Suid Afrikaanse Polisiediens

Privaatsak Private Bag X94	Pretoria 0001	Faks No. Fax No.	(012) 393 2128

Your reference/U verwysing.

My reference/My verwysing: 3/34/2

THE DIVISIONAL COMMISSIONER, RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

Enquiries/Navrae: **Lt Col Joubert**
Intern Thenga
Tel: **(012) 393 3118**
Email: **JoubertG@saps.gov.za**

Ms MS Mphahlele
UNIVERSITY OF SOUTH AFRICA

RE: PERMISSION TO CONDUCT RESEARCH IN SAPS: AN EVALUATION OF THE
IMPLEMENTATION OF COMMUNITY POLICING IN THE SOPHIATOWN POLICING AREA:
MASTERS DEGREE: UNIVERSITY OF SOUTH AFRICA: RESEARCHER: MS MPHAHLELE

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 9105

Kindly adhere to paragraph 6 of our Attached letter signed on the 2017-11-24 with the same
above reference number.

LIEUTENANT GENERAL
DIVISIONAL COMMISSIONER: RESEARCH
DR BM ZULU
DATE: 2018 / 01 / 18

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