

**AN EVALUATION OF POLICING PARTICIPATION OF COMMUNITIES IN
INFORMAL SETTLEMENTS IN MAMELODI, GAUTENG**

by

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DECLARATION

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Title of the dissertation: An evaluation of policing participation of communities in informal settlements in Mamelodi, Gauteng.

I declare that the above 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 references.

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

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



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28 October 2024

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SUMMARY OF THE DISSERTATION

This study evaluated the participation of informal settlements communities/residents in sector policing in Mamelodi East, under the City of Tshwane (CoT). The qualitative research approach was adopted, supported by the phenomenological research design and evaluative research objective. About Twelve (12) participants were purposively selected, all subjected to the semi-structured face-to-face interviews for data collection, aided by the documentary and literature studies. The collected data was presented, analysed using inductive Thematic Content Analysis (TCA).

This study established that the residents of the informal settlements of Mamelodi East of CoT continue facing serious crimes, including the 'Contact crime (Crimes against the person), Contact-related crime, Property-related crime, Other serious crime, Crime detected as a result of police action.' For recommendations, the South African Police Service (SAPS) management and informal settlements residents should realize that implementation of sector policing is not the sole responsibility of the SAPS, but all relevant stakeholders should be involved to enhance this partnership.

TITLE OF DISSERTATION

**AN EVALUATION OF POLICING PARTICIPATION OF COMMUNITIES IN
INFORMAL SETTLEMENTS IN MAMELODI, GAUTENG**

KEY TERMS

Contact crime (Crimes against the person), Contact-related crime, Property-related crime, Other serious crime, Crime detected as a result of police action, City of Tshwane, Evaluation, Crime, Informal settlements communities, Mamelodi East, Participation, Sector policing, South African Police Service

DEDICATIONS

I dedicate this dissertation to my wife Kate Nkeng Tuge and my children for the support they gave me throughout this study and for believing in me.

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ABSTRACT

The purpose of this study was to evaluate the participation of informal settlements residents in sector policing in Mamelodi East, situated in the CoT, this was used as the guiding study aim. Whereas, the objectives of this study were as follows: (1) To assess the nature of participation of informal settlements residents of Mamelodi East in sector policing, (2) To describe the participation of informal settlements residents of Mamelodi East in sector policing, (3) To offer successful implementation of sector policing in informal settlements in Mamelodi East, (4) To describe factors hindering participations of informal settlement residents of Mamelodi East in sector policing practices, and; (5) To offer recommendations on improvement of the participation of informal settlements in sector policing in the Mamelodi East.

This qualitative study employed a phenomenological research design, aided by the evaluative research objective to achieve the stated study aim, objectives and a research question. The non-probability: Purposive sampling was employed to select Twelve (12) participants for this study. Data was collected using semi-structured face-to-face interviews, supported by the review of documentary and literature studies, guided by the Interview Schedule Guide. The collected data was presented, analysed and discussed by means of the inductive TCA.

This study shows that the residents of the informal settlements of Mamelodi East of CoT continue facing serious crimes which are reportedly affecting their daily lives and wellbeing largely, for example; crimes such as the assault with the intent to inflict Grievous Bodily Harm (GBH), common assault, robbery with aggravating circumstances, malicious damage to property, and burglary at residential premises, as well as all theft not mentioned elsewhere, drug-related crime and driving under the influence of alcohol or drugs are some of the most prevalent crimes in the selected study locations. It is also revealed that this negatively dent the image of informal settlements, adding to their unfavourable living conditions and lack of service delivery. The local SAPS are doing all they can to ensure the safety and security of informal settlements residents, but they are facing an impossible mandate in this regard. The informal settlements in Mamelodi East passively get involved in sector policing commitments.

The implementation processes of sector policing, as well as training of informal settlements residents and SAPS officials on the importance of sector policing remain a worrying factor in the selected study locations. Moreover, the lack of support from the SAPS Provincial Office, resources to implement sector policing objectives, unintended consequences of sector policing, mobilisation of informal settlements in Mamelodi East and unclear selection requirements of sector managers.

It is recommended that the SAPS management and informal settlements residents should realise that the implementation of sector policing is not the sole responsibility of crime prevention units, but all the components should get involved in the process to ensure its success. The SAPS members, including former SAPS member who was part of the sector policing should act as sector policing experts, working closely with the implementation committee, Visible Policing (VISPOL) officials, communication officers, relief commanders in charge of members doing patrol duties and attending to complaints in the sectors and SAPS sector commanders, as well as the informal settlements leaders should get involved to ensure that a trust relationship between them through the application of the inter-sector collaboration initiatives and the affected settlements be urgently restored.

The sector policing be established and to be promoted with the mandate of attempting to accomplish the SAPS objectives and keeping the selected settlements safe, with the help of the crime intelligence unit at the police station level, by rendering support services in accordance with the needs specified by different sectors where informal settlements are situated and their respective performance indicators should reflect the key performance indicators of sector policing, coupled with clear coordination, consultation, resources and training priorities to effectively implement sector policing in the Mamelodi East police station.

Keywords: *Crime, Informal settlements, Sector policing, Community policing, Crime prevention, Sector crime forum*

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ACCRONYMS AND DESCRIPTIONS

ACJR	Africa Criminal Justice Reform
ANC	African National Congress
BAC	Business Against Crime
CAS	Case Management System
CBOs	Community-Based Organizations
CJS	Criminal Justice System
CoT	City of Tshwane
COP	Community Oriented Policing
CPFs	Community Police Forums
CPC	Crime Prevention through Community Development
CPTED	Crime Prevention Through Environmental Design
CRIMSA	Criminological and Victimological Society of Southern Africa
CSC	Client/Community Service Centre

CYA	Cover-Your-Ass
DCS	Department of Correctional Services
DoE	Department of Education
DHA	Department of Home Affairs
DSD	Department of Social Development
DV	Domestic Violence
ECP	Environmental Crime Prevention
EFBOs	Faith-Based Organisations
FGDs	Focus Group Discussions
GPDCSL	Gauteng Province Department of Community Safety and Liaison
HEI	Higher Education Institution
LEAs	Law Enforcement Agencies
MEC	Member of Executive Committee
MPDs:	Metropolitan Police Departments
NCPS	National Crime Prevention Strategy
NDP	National Development Plan, 2030
NGOs	Non-Governmental Organizations
NP	National Party
NYC	New York City

PPP	Police-Public Partnership
POP	Problem-Oriented Policing
PSP	Partnership-Sector-Policing
SACSSP	South African Council for Social Science Professions
SANCA	South African National Council on Alcoholism and Drugs
SAPF	South African Police Force
SAPS	South African Police Service
SAQA	South African Qualification Authority
SCF	Sector/Station Crime Forum
SCP	Social Crime Prevention
SCSF	Sector Community Safety Forum
SGBs	School Governing Bodies
SPFs	Sector Policing Forums
TCC	Thuthuzela Care Centre
UNISA	University of South Africa
VISPOL	Visible Policing

CHAPTER ONE

GENERAL ORIENTATION

1.1. INTRODUCTION AND BACKGROUND

The democratization of South Africa in 1994 brought in several changes relating to how a democratically elected dispensation should provide services to the public. One of the major changes related to how policing had to transform, to become more responsive to the needs of the public. This was in response to the spirit of Section 205(3) of the Constitution of the Republic of South Africa, 1996. The section stipulates that the mandate of the police service is to prevent, combat and investigate crime, maintain public order, as well as to protect and secure all the inhabitants of the Republic and their property, as well as upholding/enforcing the law (South Africa, 1996). This is in fact the mandate that the SAPS is tasked with.

To achieve its mandate, the SAPS needed to adopt and implement philosophies, policies and strategies that would put communities at the center of how police services are dispensed. One relevant strategy that was implemented is sector policing. Sector policing is an internationally borrowed concept that talks to localised, domesticated or zonal policing, with specific focus on crime dynamics in specific small areas (Buthelezi, 2014; Hlungwani, 2014). In South Africa, sector policing was essentially implemented to ensure that communities in specific zones know their police and cooperate with them. Such move was an attempt to dispel the myth that fighting crime is the purview of the police only, but rather a joint police-community effort.

Although several studies (Buthelezi, 2014; Hlungwani, 2014) have over the years been undertaken to explore the implementation of sector policing in South Africa, these studies deal with the relating issues in other research areas other than the subject under research (an evaluation of policing participation of communities in informal settlements in Mamelodi East in the CoT, Gauteng Province). The researcher thus hypothesizes that to have a clear picture of the implementation of sector policing, studies need to be deliberately focused on specific areas, to draw a contextualized picture of the dynamics. Key to the contextualization is that this study differs from other studies in that it explores the participation of informal settlement communities in Mamelodi East, as a point of departure, whilst other studies cited herein, generally explores the experiences of police officials in this regard.

Studies on the implementation of sector policing would thus lack a critical component if they excluded explorations on the experiences of the communities. The adoption of sector policing in South Africa is rooted among a few philosophical, legislative and policy frameworks that should be interpreted and applied holistically. Among the prescripts is the sector policing philosophy, the Constitution of the Republic of South Africa, 1996, the White Paper on Safety and Security (1998), the White Paper on Transforming Public Service Delivery (1997), the SAPS Act (No. 68 of 1995), the National Instruction on sector policing (03/2013), as well as the Draft guidelines for Local Sector Policing Role Players, 2010. As a concept, sector policing is generally a strategy emanating from the sector policing philosophy. From drawing its philosophical underpinnings from the sector policing praxis, Sector Policing was at its genesis in South Africa, given credence by the Interim Constitution of the Republic of South Africa Act (No. 200 of 1993). Before the adoption of the concept, the interim constitution already advocated sector policing as the operational philosophy for the SAPS. To this end, Section 221(1) and (2) of the Interim constitution, compelled South Africa's Parliament to pass legislation that would provide for the establishment of Sector Policing Forums (SPFs) at all local police stations. The move was to pave a way for community participation in fighting crime and to enable sector policing as a key driver in police operations intended to effectively deal with crime.

Phillips (2011) argues that many countries experienced a lot of challenges with the initial implementation of sector policing, and these included among others: the mistrust of the police; high crime rates; poor police-community communication; lack of logistical and financial resources; and the transient nature of informal settlements. These last identified challenges are a common trend in many parts of Africa, and South Africa is no exception. Challenges relating to other countries are however outlined in the next chapter, which gives a broader (Global) context on the implementation of sector policing. Drawing from the immediate preceding discussions, the focus of this study is really to explore aspects relating sector policing, in as far as exploring factors that hinder the participation of informal settlement communities in policing activities around Mamelodi East. Such move is with the view to identifying factors that hinder the effective implementation of sector policing, without examining the relating operational matters within the SAPS itself. The ensuing sections explore the generic problems with the implementation of sector policing, starting with an explication of the sector policing concept itself.

1.2. PROBLEM STATEMENT

The democratization of South Africa in 1994 compelled all police agencies the SAPS included, to transform and become more responsive to the needs of the public, through a more community-centered approach. This shift prompted authorities to legislate to accommodate sector policing as the praxis for police practice. Following this move, the SAPS began to implement sector policing as the preferred strategy among many others, to operationalize the philosophy that is community policing. This strategy was also implemented in informal settlement communities in Mamelodi East of CoT. The problem that thus informs the research in this study based on the research topic is abridged as follows:

- **Lack of research:** Although there have been studies on the implementation of sector policing in different areas of South Africa, there is little or no evidence of studies in the context of factors that hinder community participation. Studies on sector policing mostly draw from the experiences of police personnel in as far as the implementation thereof is concerned, and not from community experiences. This is also the case with informal settlement communities in Mamelodi East.
- **Lack of understanding of the concept:** Residents in the informal settlements around Mamelodi East have no proper understanding of sector policing and this is because of lack of education on the concept. Buthelezi (2018) confirms that in certain areas in South Africa, residents have no grasp of what sector policing is, what it means as a concept or how it is applied in police work.
- **Negative attitudes towards the police:** Due to the lack of comprehension, residents in Mamelodi East informal settlements have negative attitudes towards the police and policing in general. It is common cause that human beings will generally develop attitudes towards something they do know or not have proper comprehension of. In informal settlement communities in Mamelodi East, this negative attitude also extends to sector policing and the implementation thereof.
- **Lack of interest in policing matters:** The negative attitude displayed also has a *Domino* effect that has resulted communities in informal settlements in Mamelodi East, generally losing or not having interest in policing matters within their locality.

- **Non-comprehension of the roles and limitations:** Because of the lack of understanding, negative attitudes, and lack of interest in policing matters, informal settlement communities in Mamelodi East could not acquire information about policing. This led to residents failing to understand their roles and limitations in fighting crime. For example, residents often take the law into their own hands and Assault criminal suspects who have been caught in the area, instead of handing them over to police, without having to first dispense punishment in the form of street justice, such actions defeat the whole purpose of sector policing.
- **Lack of trust in the police:** generally, informal settlement communities in Mamelodi East do not trust their local police. Research (Maroga, 2003; Buthelezi, 2018) confirms that many communities in South Africa do not trust the local SAPS. The mistrust has the propensity to constrain the implementation of crime combating initiatives such as sector policing. Also, the mistrust is a hindrance to efforts to form partnerships and sound police-community relations, which are critical in the effective implementation of crime prevention strategies in the sectors.

In support of the identified problem areas concerning the evaluation of the participation of informal settlements residents in sector policing in Mamelodi East, the SAPS third quarter crime statistics 2023/2024, as depicted in Table 1 reveals the following in reference to the most prevalent crimes in the identified study locations, as policed by the Mamelodi East Police Station.

Table 1: Mamelodi East – Comparison, 3rd quarter (April-June - 2020 to 2024)

Crime categories	April 2020 to June 2020	April 2021 to June 2021	April 2022 to June 2022	April 2023 to June 2023	April 2024 to June 2024	Count Difference	(%) Change
Assault with the intent to inflict GBH	105	183	132	164	141	-23	-14,0%
Common assault	166	258	215	231	210	-21	-9,1%
Robbery with aggravating circumstances	166	137	182	149	159	10	6,7%
Contact crime (Crimes against the person)							

Malicious damage to property	166	129	149	151	137	-14	-9,3%
Contact-related crime							
Burglary at residential premises	90	85	113	82	63	-19	-23,2%
Property-related crime							
All theft not mentioned elsewhere	161	152	214	185	127	-58	-31,4%
Other serious crime							
Drug-related crime	65	113	124	157	163	6	3,8%
Driving under the influence of alcohol or drugs	28	35	48	63	71	8	12,7%
Crime detected as a result of police action							

SAPS (2024)

In reference to Table 1, various crime problems in Mamelodi East informal settlements generally imply that more attention needs to be given to the affected communities, in as far as the implementation of sector policing is concerned; to possibly curb different forms of crime and maintain order. For the local SAPS, the populated crime problems suggest concerted and holistic efforts to educate the immediate communities about the serious of crimes committed in their surroundings, they should be inducted to participate in policing activities. Similarly, the local SAPS should concern itself with gathering more reliable data on community participation in sector policing and other crime prevention initiatives. Therefore, this study is a good point of departure.

1.3. STUDY AIM

The aim of this study was to evaluate the participation of informal settlements communities in sector policing in Mamelodi.

1.4. STUDY OBJECTIVES

Stemming from the study aim, the following study objectives emerged as guidelines of this study:

- To assess the participation of informal settlements residents of Mamelodi in sector policing.
- To describe the participation of informal settlements residents of Mamelodi East in sector policing.
- To offer successful implementation of sector policing in informal settlements in Mamelodi East.
- To describe factors hindering participations of informal settlement residents of Mamelodi East in sector policing practices.
- To offer recommendations on improvement of the participation of informal settlements in sector policing in the Mamelodi East.

1.5. RESEARCH QUESTION

According to Brynard, Hanekom and Brynard, (2014), research could never be conducted without the identification of a problem. The leading research question that informed this study was as designed as follows: *What is the nature of participation of informal settlement communities in sector policing in Mamelodi?*

1.6. DEFINITION OF KEY CONCEPTS

The following are the definition of key concepts which guided this study and they were applied as they stand.

1.6.1 Community participation

The ‘community participation’ refers to the involvement of people or residents in community projects, to solve their own problems (Fraser, 2005; Kumar, 2005; Gruen, Campbell & Blumenthal, 2006; Verdonschot, De Witte, Reichrath, Buntinx & Curfs, 2009), in the context of this study, solving crime was geared towards an evaluation of policing participation of communities in informal settlements in Mamelodi, Gauteng Province. According to South Africa (2000), community participation is defined as the active involvement of people or residents in decisions about the design and implementation of processes, programmes and projects that affect them.

1.6.2 Community policing

Community policing as a concept have its roots from the earlier approaches of ‘policing,’ introduced in the past 1800-1900 centuries. This concept provides that if the police (SAPS) and community members work together in a creative manner, it can often lead to the solving of crime problems, by targeting underlying causes of crime, fear of crime, dysfunctionality, and general urban decay, amongst others. Therefore, there is a dire need for the local SAPS to promote community safety, while also encouraging the community members to accept shared responsibilities of inducting workable strategies for their involvement in the fight against crime, Van Rooyen (1994). The philosophy of community policing emphasises a cooperative approach between the police and community members (citizens), focusing on solving community crime problems and approving quality of life within communities, Burger (2007). Overall, the researcher thinks that the community policing philosophy is aimed at achieving effective crime control measures; reduce fears of crime, improved police services through proactive partnerships and programmes in the community. In summation, ‘community policing’ is a partnership between the police and the community to solve identified crime problems by the interested parties.

1.6.3 Crime prevention

Crime prevention is the use of strategies to manage and deter crime (Gore, 2011; 2015; Freilich & Newman, 2015; Walklate & Evans, 2019; Koch, 2019). According to Lab (2014:27), crime prevention comprises any form of action designed to minimise crime levels and perceived fear thereof.

1.6.4 Sector Crime Forum

The ‘Sector Crime Forum (SCF)’ is a body established in a demarcated sector or zone to support community participation in the prevention of crime initiatives such as sector policing (Maroga, 2003; Africa Criminal Justice Reform - ACJR, 2019; Bezuidenhout, 2019).

1.6.5 Sector policing

As the main concept of this study, ‘sector policing’ is a law enforcement strategy in which a policing precinct is divided into smaller, but manageable areas known as sectors (Maroga, 2003; ACJR, 2019; Bezuidenhout, 2019). To this end, the National Instruction 3 of 2013 sector policing (South Africa 2013:1) defines sector policing as “a policing approach that adopts a decentralised and geographical approach to policing by dividing a station area into manageable sectors to improve effective policing, service delivery, community involvement and interaction through partnership policing.” The sector policing thus refers to a strategy that focuses on localised, domesticated or zonal policing, with focus on crime dynamics in specific small areas (Buthelezi, 2014; Hlungwani, 2014).

Furthermore, sector policing is defined as a philosophy that locates law enforcement approaches at the core of community-centeredness as an underlying principle (Nicholl, 1999; Everbridge, 2019; Koci & Gjuraj, 2019). Similarly, it is a philosophy that relies on building strong bonds between the police and the community to create safer environments by facilitating crime prevention using bilateral police-community engagements (Nicholl, 1999; Everbridge, 2019; Koci & Gjuraj, 2019). The Policy Framework and Guidelines for Sector Policing (South Africa, 1997) defines sector policing as a “philosophy that guides police management styles and operational strategies and emphasises the establishment of police community partnerships and a problem-solving approach responsive to the needs of the community.”

1.7. STUDY SIGNIFICANCE

The findings in this study demonstrated to the SAPS and other authorities such as the Gauteng Province Department of Community Safety and Liaison (GPDCSL), as well as government what the real challenges are, in terms of community participation in sector policing initiatives. The study being explorative, provide empirical contributions that are novel in that the findings reflect community views and experiences in terms of participation in sector policing. This is in contrast with many other studies cited in this report, which focuses mainly on the operational constraints as experienced by police personnel. The findings in this study can thus be used to improve community participation in sector policing, to attain joint police-community solving and safer environments in sectors. Similarly, the findings can be used to improve curriculum of ‘Criminology and Criminal Justice, Police Science, and Policing,’ the same way that the police can use the findings to improve on their training.

1.8. STUDY LAYOUT

- **Chapter one:** This section of the chapter shared a clear outline of how the research in this study developed from start to finish. The chapter explained the sequence of the chapters in this research report, as well as what each chapter entails, starting from the second to the last chapter. The reason for not explaining what the first chapter entails is because by the time the reader gets to this section, it will already be clear as to what this first chapter entails.
- **Chapter two: Literature review on participation of informal settlement in sector policing.** This chapter provided a broad review of literature on the implementation of sector policing and the participation of communities in the initiative. The chapter draws from international best practice on the implementation of sector policing and makes comparisons between South Africa and a number of foreign policing jurisdictions. This was done to benchmark the implementation processes for the SAPS. Moreover, the comparisons are critical in unearthing lessons on community participation.
- **Chapter three: Research design and methodology:** This chapter explained the research design and methodology (Referring to the adopted research approach, design, sampling methods, data collections and data analysis), as used in this study. Also, the chapter explains how the integrity of the data collected was preserved, as well as measures put in place to protect the research participants, that is ethical considerations.

- **Chapter four: Data presentations, analysis and discussions:** This chapter gives detailed analysis and discussion on the data collected in the research. The exercise involves contrasting data provided by all the research participants and the literature sources used in the study. This was done to make sense of the participation of communities in sector policing.
- **Chapter five: Summary, conclusion and recommendations:** This is the final chapter of the Dissertation that outlined the summary, conclusion and recommendations. The chapter thus explains what needs to be done to rally the participation of informal settlement communities in sector policing.

1.9. SUMMARY

In this chapter, the introduction and background, problem statement, study aim and objectives and a research question, coupled with the definition of key concepts, as well as the study significance are discussed. These sections are all highlighted and discussed based on the subject under research. The next chapter (Two) provides a literature review on evaluating the participation of informal settlements residents in sector policing in Mamelodi East of CoT.

CHAPTER TWO

LITERATURE REVIEW ON THE PARTICIPATION OF INFORMAL SETTLEMENTS IN SECTOR POLICING

2.1. INTRODUCTION

Sector 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. Section 18(1)(f) of the SAPS Act, 1995, stipulates that for the SAPS to achieve their objectives, they should liaise with the communities through the CPF, this can be done through the Area and Provincial Community Police Boards, in order to promote joint problem identifications and problem-solving tactics by the collaboration between the SAPS and community members.

The focus of the 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 the informal settlements of Mamelodi East of CoT. 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 SCFs; and what legislation, policies and other guiding documents say about sector policing and the responsibilities of each stakeholder serving in these community-based crime prevention structures.

2.2. THE NATURE OF PARTICIPATION OF INFORMAL SETTLEMENTS RESIDENTS IN COMMUNITY POLICING AND SECTOR POLICING

Newburn (2005); and Newburn (2010) share consensus that as communities established and cities developed insecurity, violence and plunder became invasive. People felt streets and cities became places of danger. As the possession of property and wealth increased so did incidents of thefts, robberies and violence. The first patrols of the Metropolitan Police Departments (MPDs) in London set out their beats on 29 September 1829. Established by Robert Peel with its nine principles of policing. Despite complaints of violence and feelings of insecurity their emergence was met with serious distrust with chants of “no police”, communities fearing a threat to their freedom (Liberty). It was specifically the poorer communities that opposed the police. The prejudice also offended tradition that social control should be private, local and voluntary, best left to heads of households. However, after 1833, at the murder trial of a police officer following a violent riot, the jury returned a not guilty verdict and public support of the Police grew ultimately into a great support of Peel’s system. All English cities adopted his idea of a civil police department (Dempsey & Forst, 2010).

Dempsey and Forst (2010) further elucidate the generalized insecurity and mounting demands for protecting communities world-wide. For this reason, the cited authors (Dempsey & Forst, 2010) provide law enforcement practices, using before and during the London Metropolitan Police examples to explore similarities between contemporary law enforcement, for example post 9/11 in New York City (NYC). She also refers to the modern-day trend toward community partnership in protective efforts and to enlist individuals and community organizations in voluntary self-protection. The use of private security companies is evidence of this. However, although states may not claim monopoly over policing today, it must remain responsible for protecting public interest in policing measures and the maintenance of civil rights and the security measures being used.

The community policing was conceptualized in the early 1980’s in the United States of America. It is essentially a philosophy that locates police practice or law enforcement approaches at the core of community-centeredness as a principle (Nicholl, 1999; Everbridge, 2019; Koci & Gjuraj, 2019). The philosophy advocates law enforcement that relies on strong bonds with the citizenry of particular or specific areas, using bilateral police-community engagements and relations as a vehicle to facilitate crime prevention (Nicholl, 1999; Everbridge, 2019; Koci & Gjuraj, 2019).

Thus, community policing is a philosophy that is premised on proactively dealing with crime and creating safe environments within communities by engaging residents about the specific types of crimes that need to be prioritized in their specific locality or residence (Everbridge, 2019). The issue with engaging communities about specific crimes that need to be targeted in specific localities is that such approach creates an accurate law enforcement priority list that is shaped by the people who live in the area, Everbridge (2019). The benefits that can be accrued from policing that is informed by residents is that such initiatives could result in residents having a more positive view of their local police. Also, collaborations between the police and the community could result in police management having a better understanding of the needs of the residents in specific localities, which is an important ingredient in enabling effective planning on crime combating operations, Burger (2007).

The SAPS crime statistics for the first quarter, from April to June 2024 showed a 2.6% increase in contact crimes, as compared to the 2023 financial year, as well as an increase in rape cases, which climbed from 9,252 to 9,309 - a 0.6% increase (Ndenze, 2024), communities in South Africa do need assurance that the police, and particularly the SAPS, are doing all they can to protect lives and property. To achieve this will require the re-entrenchment of community policing as a philosophy. The one advantage of community policing is that the philosophy encourages residents to participate in law enforcement activities (Everbridge, 2019). When residents actively participate in initiatives intended to safeguard them, the probability is that many will feel a sense of ownership and will be fully committed to supporting the police. Such approach could prove effective in not only fighting crime, but also in strengthening police-community relations and the trust element (*Iqabane*, 2006).

The adoption of community policing in South Africa must be understood taking into consideration the historical background that was characterized by serious shortcomings and injustices, in comparison to policing in modern day South Africa. The shortfalls emanated from South Africa having adopted an apartheid policing praxis. This section fundamentally provides a brief exposition of policing prior to 1994 (Burger, 2007; Steyn, 2002). In this context, the researcher submits that it is important to note that the background herein is provided to enable the reader to understand where South Africa is coming from and what the reasons were, for the adoption of community policing as the philosophical praxis that underpins police work.

Prior to democracy, policing in South Africa was solely government-controlled and rules-based, meaning there were no underpinning principles, except for what the rules, regulations and internal and/or political hierarchical structures would have determined and the determination happened in total disregard of, and without consultation with communities. Inherently, the approach adopted was militaristic (Marks, 2003; Clark & Worger, 2013). Therefore, such posture had negative impacts on police attitudes towards the communities being serviced, thus, the police were preoccupied with enforcing apartheid policies and laws, to maintain white domination over many of the oppressed blacks (Marks, 2003; Clark & Worger, 2013; Van Heerden, 1982).

To maintain the colonial supremacy, the police in South Africa became brutal, reactive, radicalized and mainly re-active (Clark & Worger, 2013). The purpose of such philosophical praxis was to essentially strike fear into the minds of those that the apartheid regime wished to keep subjugated. To achieve this, the police had to lack transparency, lack accountability and the moral fiber to treat blacks with respect (Marks, 2003; Clark & Worger, 2013). In doing so, the police in South Africa juxtaposed as protectors of society, whilst the beneficiaries of policing services were only the minority whites. Part of the modus operandi was the frequent abuse of human rights, which resulted in the police losing credibility and the moral right to hold power within black communities (Marks, 2003).

According to Clark and Worger (2013); Lebron (2019); and Van Biljon (2014), the democratization of South Africa in 1994 brought about changes that required of the SAPS to change its philosophy from an apartheid premise, to one that is deracialized and community centered. This paradigm shift began with the introduction of the 1993 interim constitution. After that, the SAPS adopted community policing as a corporate strategy, using the SAPS Act, 1995 as a tool to house and entrench the philosophy. What this meant is that since 1995, community policing became a legal imperative for all police in the country.

South Africa generally boasts several Law Enforcement Agencies (LEAs), each tasked with various tasks that include traffic law enforcement, municipality by-law enforcement and many other tasks. These agencies comprise in MPD's that are spread across major metro poles around the country. The one commonality that these agencies have with the SAPS is that they too, are responsible for crime prevention activities, working with communities and derive some of their powers from the SAPS Act, 1995. This type of arrangement means that by default, every police agency in South Africa is legally obliged to adopt community policing as the philosophy that is central to crime combating strategies and operational activities (Marks, 2003).

The purpose of community policing is to get communities involved and cooperate with their local police in the fight against crime. Such cooperation is important in creating integrated and sustainable policing, which is a precursor to safe and secure communities in South Africa (SAPS, 2014a). In essence, community policing seeks to sensitize and stimulate an active citizenry, particularly in matters of policing. Thus, community policing seeks to empower society by enabling communities to take back their streets and assist in returning the rule of law (Marks, 2003; Clark & Worger, 2013; Lebron, 2019). According to the researcher, the shared assertions in this section implies that the police could never win the fight against crime, not without the help from communities. This is the same reason that makes community policing an imperative in police practice.

2.2.1 The relation between community policing and sector policing

The community policing can be operationalized in various ways. Among the strategies is Community-Oriented Policing (COP), which emphasizes strong ties and working closely with communities (Burruss & Giblin, 2014); Problem-Oriented Policing (POP), which combines resources to target crime hotspots (Weisburd & Braga, 2019); and sector policing, which focuses resources on smaller manageable areas (Bezuidenhout, 2019). The implementation of sector policing was what prompted the research in this study. The focus of the research was thus informed by the key question in this study. The question relates the participation of informal settlement communities in sector policing in Mamelodi East.

Generally, the community policing strategies that include sector policing seem to comprise in three components. These are organizational transformation, community partnerships and shared problem-solving. To this end, organizational transformation implies change of attitude from the police; decentralized redistribution of resources; and frequent contact between the police and the community (Lebron, 2019). For the SAPS, the issue of resources is however constrained by scarce finances that continue to plague the country. The other two components are rooted to the; 1) Community partnerships, and 2) Shared problem-solving, which are deemed to be self-explanatory in nature by the researcher and are further explained in other sections of this study. Sector policing has its roots in earlier approaches to policing for the 1900 century in 1800's. The concept assumes that if police and community work together creatively it can lead to the solving of problems that may be the underlying causes of crime, fear of crime, dysfunctionality and general urban decay.

It is also submitted that there is a need that police should promote community safety and the community should accept shared responsibility as they are charged with responsibility of devise workable strategies for community involvement in the fight against crime, Van Rooyen (1994). Conceptually, the 'community' refer to this term as the people living in place, district or country considered as a whole. In addition, Naude and Stevens (1998) refer to this process as a collective or compound unit of people bonded together within a legally defined geographical area by certain common symbols of association, having in common certain broad ways of living and members of which share one with the other. Equally, 'policing' refers to the set of processes with specific social functions. It is a universal requirement of any social order and may be carried out by several different processes and institutional arrangements, explains Smit, Minnaar and Schnetler (2004), in connection to this definition, Burger (2007) refer to this term as the policies, techniques, and practice of a police force in keeping order, preventing crime et cetera. Moreover, 'sector policing' refers to the philosophy of policing that emphasizes a cooperative approach between the police and other citizens focusing on solving community problems and approving the quality of life in the community, Burger (2007).

This philosophy aimed at achieving more effective crime control; reduce fears of crime, improved police services through proactive partnerships and programmes with communities. 'Community policing' is a partnership between the police and the 'community' to solve safety problems. The notable reasons for change to introduce 'community policing and sector policing' to prevent, combat and investigate crime in our communities, though addressing the following:

- The rising levels of crime.
- Advance Technology and infrastructural developments.
- More sophistication of Criminals in their methods of operation.
- Previous practices are no longer effective.
- Societies have become wealthier and accumulated a lot of property, Burger (2007).

Furthermore, sector policing comprises of the following factors:

- Regarded as a philosophy and organizational strategy to meet local needs and priorities as they change over time.
- Sector policing is a tactic, technique or programme.
- Sector policing is public relations.

- Sector policing is anti-technology.
- Sector policing is ‘soft’ on crime.
- Sector policing is an acknowledgement that the police cannot solve crime and disorder problems alone.
- Sector policing is paternalistic.
- Sector policing is an independent entity within the police department.
- Sector policing is not a top-down approach.
- Sector policing is a proactive focus on crime, fear of crime and quality of life issues working with the community.
- Sector policing is just another name for social work.
- Sector policing is not ‘safe.’
- Sector policing is not a quick fix or panacea, Burger (2007).

Moreover, the functions of community and sector policing philosophy refers to the implementations of following activities:

- Verification of the community police forums at all police stations in the province.
- Evaluation of the proper functioning of the structures.
- Provide capacity building programmes to support CPFs with performing their duties efficiently and effectively.
- Provide technical and other resources to improve the structures functionality.
- Facilitate mediation in community conflicts to inculcate the use of negotiation as an alternative to violence in resolving conflict, Burger (2007).

2.2.2 The roles and functions of community and sector policing

Sir Robert Peel instituted the first organized police force under the Metropolitan Police Act, 1829. The dictum “the police are the public and the public are the police” drove him. The following section presents the Nine (09) principles re distinguished. The Peel’s 09 principles of policing by Sir. Robert Peel has in 1829 already formulated nine primary principles of policing, namely:

1. The basic mission for which the police exist is to prevent crime and disorder.
2. The ability of the Police to perform their duties is dependent upon public approval of police actions.

3. Police must secure the willing co-operation of the public in voluntary observance of the law to be able to secure and maintain the respect of the public.
4. The degree of co-operation of the public that can be secured diminishes proportionately to the necessity of the use of physical form.
5. Police seek and preserve public favor not by catering to public opinion but by constantly demonstrating absolute impartial service to the law.
6. Police use physical force to the extent necessary to secure observance of the law or to restore order only when the exercise of persuasion, advice and warning is found to be insufficient.
7. Police should always maintain a relationship with the public that gives reality to the tradition that the Police are the public and the public are the police, the police being members of the public who are paid to give full attention to duties which are incumbent on every citizen in the interests of community welfare and existence.
8. Police should always direct their action strictly towards their functions and never appear to usurp their powers of the judiciary.
9. The test for police efficiency is the absence of crime and disorder, not the visible evidence of police action in dealing with it (Dlamini, Madlopha, Mthembu, Dube & Hlatshwayo, 2011).

Sir Robert Peel established the fundamentals of modern policing, mainly focusing on community policing. This pioneer of policing analyzed crime rates and came up with the following to introduce this philosophy, namely:

- The importance of a centrally located police headquarters.
- The value of proper recruitment and training.
- The need to establish beat patrols (Dlamini *et al.* 2011).

Behind the Sir Robert Peel's community policing philosophy was that through better understanding of all facets of any type of antisocial behavior, it envisaged that the community, including police will be able to produce constructive cooperative ventures to proactively prevent or reduce criminal activities, so avoiding costly reactive policing, to increase public confidence in the police by developing a community style of policing which entails both consultation and partnership with a given community leading to effective collaboration with other agencies, from social, economic, cultural and educational sectors to develop and provide solutions to crime causation, which address the root causes of crime rather than the symptoms of crime (Dlamini *et al.* 2011). Subsequently, the Eight (08) P's of sector policing are as follows:

- Philosophy of full service.
- Personalised.
- Proactive policing, where the same officer.
- Patrols and works in the same area.
- Permanent basis, from a decentralized.
- Place, working in:
- Partnership with Community to identify and solve.
- Problems (Dlamini *et al.* 2011).

Moreover, the benefits of sector policing consist of the following considerations:

- Increases potential for impacting crime, fear of crime, and quality of life issues.
- Coordinates and leverages resources from all sectors for more effective strategies.
- Increases trust and understanding.
- Strengthens organizational support.
- Promote shared responsibility and accountability.
- Creates a network of assistance, guidance and technical support in problem-solving (Dlamini *et al.* 2011).

The Police-Public Partnership [PPP], including anti-criminal activities, such as the ‘Business Against Crime (BAC) initiatives, CPFs, Neighbourhood Watch, SAPS members, informal settlements residents, traditional leaders, churches, and community policing patrollers,’ amongst others; should be collectively involved in policing matters to form a united front against criminal elements in their immediate surroundings and possibly restore law and order. However, not all SAPS members and informal settlements residents and other relevant stakeholders have adequate knowledge in Mamelodi East of CoT in respect of their roles of sector policing functions, and CPFs operations to achieve crime prevention and combative strategies, as a result, the local SAPS and not willing to share detailed crime information and wide array of confusions exist. In turn it is evident that these parties are disappointed and confused by the current situation fuelled by high expectations directed at all of them (Mmitsi, 2017; Mistry, 1997).

2.3. EVALUATION AND DESCRIPTIONS OF THE PARTICIPATION OF INFORMAL SETTLEMENTS RESIDENTS

In terms social control, Kruger (2010) refers to this process as the mechanisms, opinions, rules, and actions, to combat social digression and to promote conformity, or to stop or reverse the process of digression reactively. Formal policing in South Africa was incepted during 1913 built on the founding principles of the United Kingdom as a para-military institution. As such the SAPS, formerly known as a ‘force,’ the South African Police Force (SAPF) functioned as a State Department, answering to the Minister of Justice, Police and Prisons (Now the Department of Correctional Services - DCS). The National Party (NP) assumed political party during 1948 and the Police Force started to gain a reputation of being the “arm” of an aggressive government with its policies of segregation (inherited from the British rule and the formation of the Union of South Africa). They did solidify the idea of separate development by means of a range of laws that marginalised the position of Blacks, Indians and Coloureds in the country (Roelofse & Gumbi, 2018). A minority government, with focus on a white population, were protected against crime and political disruption (Kruger, 2010).

Roelofse and Gumbi (2018) reveal that any social upheaval was perceived as acts of sedition, insurgencies, and terrorism of equating an agenda of communism. The hardened stance by Government was met with equal amount of resistance opposing apartheid, around 1952; African nationalists and communists drew closer and adopted a policy of strategizing civil disobedience, boycotts, strikes and violence. Demonstrations, even those that were peaceful initially were quickly reactively responded to with fire and these actions were managed as illegal action, as described as such by several policies and legislation. Many peaceful demonstrations evolved in violent and revolutionary actions from both sides of the political spectrum. The legislations contributed to the policing of any resistance, boycotts or upheaval with harsh results. Examples of such laws include, amongst others:

- The Prohibition of Mixed Marriages Act [No. 55 of 1949] (I.e. Forbidding marriages between different races).
- The Native Urban Areas Act [No. 21 of 1923] (I.e. Separating areas into white and black areas into self-maintaining units).
- Immorality Act [No. 5 of 1928] (I.e. Prohibiting sex across racial lines).
- The Group Areas Act [No. 41 of 1950] (I.e. Designating specific areas on a racial basis, leading to large-scale resettlement of people).
- Suppression of Communism Act [No. 44 of 1950] (any acts bringing disorder in the country).
- The Police Act [No. 7 of 1958] (I.e. Giving the Police extraordinary powers and authority to deal with unrest).
- The Extension of University Education Act [No. 45 of 1959] (I.e. Creating separate tertiary institutions for different races).
- The Public Safety Act [No. 3 of 1953] (I.e. Allowing the Government of the day to declare a state of emergency (Roelofse & Gumbi, 2018)).

Policing in South Africa underwent evasive transformation during the past three decades. These changes had significant impact on the psycho-social dimensions of the perceptions and existence of South Africans. By the early 1990's; the South African Police Force had a reputation for brutality and ineptitude. They were still paramilitary, ill-equipped and unable to deal with "ordinary" crime, other than political-driven activities. General George Fivaz, who was the first National Commissioner of the SAPS suggested a police force were adopted without the functional capacity to do their job. He pointed out that approximately 25% of his personnel were

inherited from the military wing of the new ruling part (Post-1994) and were functionally illiterate. Initial initiatives for transformation of the Police, in response of the release of the former South African President [Honourable Nelson Mandela] and the unbanning of liberation movements, sourced a smooth transition from segregation to a democracy, Kruger (2010).

The retention of civil services from the prior regime assisted this transition. However, the ingrained professional behaviour and inherited from a previous regime had to receive attention as a completely different agenda and ethos were followed. An aggressive organisational transformation followed involving affirmative action and de-militarisation of the rank structure and other para-military structures of power. A philosophy of a new, post-apartheid order of policing were followed when the name of the ‘Police from Police Force to Police Service’ followed. De-militarisation of ranks based on a British model followed and the appointment of new leadership (I.e. Political appointments). It soon became clear that these changes have led to serious detriment of discipline in the Service. Since April 2010 the previous ranking system were again adopted, most probably to address a serious lack of discipline and rampantly increasing incidents of corruption and police deviance (Kruger, 2010). Therefore, for sector policing to be achievable, The Constitution of the Republic of South Africa, 1996 entrenched the establishment of CPFs. This has been further supported by the SAPS Act, 1995 that mandates all station commissioners to establish CPFs at station level.

- **In 1993**, the Interim Constitution of Republic of South Africa Act (No. 200 of 1993) focused the role of the CPF on “structured democratic oversight of the police” with the intention of addressing the political legitimacy of the police. It provided the CPF’s with the functions of accountability, monitoring and evaluation of police activities. The Interim Constitution, 1996 directed that the Act of Parliament should provide for the establishment of (SPFs and CPFs) at police stations.
- **In 1995**, the SAPS Act, 1995 complied with the Constitutional directive. This Act focused on ‘structured liaison and consultation between SAPS and those they serve with the intention of addressing acceptance of policing within a democracy’. It included the provision of the CPF with oversight functions provided for in the 1993 Interim Constitution.

- **In 1997**, the Sector Policing Policy Framework and Guidelines focused on “collaborative problem solving with an intention to establish a broad partnership with the community to improve police services and reduce crime.” The emphasis was on the establishment of problem solving “partnership” to help improve police services and assist in reducing crime. It detailed the methods for establishing CPFs and its main functions and activities.
- **In 1998**, the White Paper on Safety and Security focused on “participatory and complementary local crime reduction with an intention to establish a multi-agency approach to crime reduction at local level”. The emphasis was on directing the SPFs and CPF’s towards co-operation with local government, community mobilization against crime, and other Social Crime Prevention (SCP) functions.
- **In 2001**, the emphasis was on integrating the SPFs and CPF’s with the liaison structures of other departments as part of an overall drive to bring communities on board.

Importantly, the SAPS Act, 1995, the White Paper, 1996 and the National Crime Prevention Strategy (NCPS), 1996 advocated a new approach to police practices, one of which was to make policing more community-driven. The intention of these documents was *inter alia* to enhance police and community liaison, to improve legitimacy of the police through community policing, and to focus and integrate government and civil society initiatives to address priority crimes by maximizing civil participation in crime-prevention initiatives. As a result of this, the then Department of Safety and Security issued a policy framework in 1997 for community policing, to guide its implementation in practice. This document deal with sector policing as a methodology to achieve the following aspects:

- Improving local police services.
- Participatory problem-solving.
- Crime reduction.

It also focusses on the established of CPFs and Boards as official structures to coordinate partnership initiatives\community involvement. The main function and activities of sector policing are also dealt with in this policy document. Interim regulations were promulgated for CPFs and Boards. The white paper on Safety and Security provides for a supplementary role for local government on core CPF function. It directs the CPFs to a cooperative relationship with local

government in SCP and, therefore, shifts the CPFs 'community role to one of community mobilization, Smit, Minnaar and Schnetler (2004).

2.3.1 The mandates of South African Police Service, Municipal Police and City Police to enhance policing participation of communities in informal settlements using sector policing

The sector policing originated from the reality that police are not able to reduce the level of crime on their own and that community involvement is necessary, the concept requires the police to integrate into society and cooperate with the community to solve problems that cause crime, fear of crime or any disorder (Van Rooyen, 1995). The circumlocution of sector policing reflects the idea that police conceal, avoid or failed to clarify the key contradictions or dilemmas in their work as legitimating of police work had become a problematic as theirs is an institution whose means involve coercion and offending society, moreover, legitimating of police functions are categorised into legalisation, militarisation, professionalisation by the community (Newburn, 2010).

The policing participation of communities in informal settlements support the quality of life of community members and it is greatly defined by the quality of policing to motivate the community to be involved in policing and to have a say in the way problems are solved in their community. It is entrenched in the South African Constitution, 1996; whereby it places high premium on sector policing and consultation resulting to facilitation by the CPFs in every station area. The sector policing requires police respond to the public setting priorities and develop their tactics. Effective sector policing requires responsiveness' to citizen whenever they set priorities and develop their tactics. Effective sector policing requires responsiveness to citizen input concerning both the needs of the community and the best ways by which the police can help meet those needs (Newburn, 2010; Burger, 2007).

Burger (2007) refers to 'community policing' as a philosophy of policing that emphasizes a cooperative approach between the police and other citizens focusing on solving community problems and improving the quality of life in the community." Burger (2007) further defines sector policing as a new philosophy of policing based on the concept that policing officials and private citizen work together in creative ways to help solve contemporary community problems related to crime, fear of crime, social and physical disorder and neighbourhood decay that may lead to crime, this practice also encourages policing participation of communities in South African informal settlements.

Burger (2007) went on to mention that the philosophy is based on the belief that achieving these goals require that policing agencies develop a new relationship with the law-abiding people in the community, allowing them a bigger say in setting local policing priorities and involving them in efforts to improve the overall quality of life in their communities. It shifts the focus of policing from handling random calls reactive policing to solving community problems pro-active policing that requires greater involvement in decision making by police officials. The policing participation of communities in the informal settlements in sector policing implies that the police is more transparent and accountable to the community for its actions. The sector policing in full details as outlined below:

- A philosophy is defined as what you think and believe.
- A strategy is how you put the philosophy into practice.
- A tactic is a method that can be used to achieve a goal, Burger (2007).

Supposed the police have decided to adopt a personal philosophy based on neighbourly love. The next step will be to develop a coherent strategy to express that philosophy based on your assumptions and this will require a personal commitment that all future personal interactions are based on honesty, respect, compassion, courtesy and sensitivity to the community's needs. A tactic the police might apply could be politeness and making a habit of saying pleases and thanks you when dealing with the public at large, Hlungwani (2014). Sector policing is a new philosophy that offers a coherent strategy that policing agents can use to guide them in making structural changes within the policing agency itself for example the SAPS changing from a police force to a police service that allows the concept to become real, Newburn (2010). Sector policing is not just a tactic that can be applied to solve a particular problem, one that can be abandoned once the goal is achieved. Agencies that embrace sector policing must not only change the way they think, but the way they act. Equally, there are many notions of what the CPF mean to other people in relation to; what it means, and what it can mean, Burger (2007).

However, the four elements of policing participation by communities in the informal settlements sector policing are as follows:

2.3.1.1 Police-community reciprocity

This refers to practical, attitudinal, and organisational dimensions, in brief the police must work together with the community to facilitate their mission of reducing crime, and there must be desire to within the police as individuals to set a platform of communication with the community and should participate and contribute to policing since police are accountable to the public, Newburn (2010). To this course, the police and the community are the co-producers of police services as they are jointly responsible for the reduction of crime and improvement of the quality life of the public, furthermore police officers under sector policing are expected to initiate frequent personal contacts with the community, for example, on their beats and interact in an attentive, friendly and compassionate manner. All these can be achieved through different methods such as door-to-door visits conducted by the police officers, mail surveys and residential block meetings, gathering of such meetings assist the police to identify and prioritise community concerns. Furthermore, Van Rooyen, 1995); and Klockars and Mastrofiski (1991) provide that the Partnership-Sector-Policing (PSP) is regarded as a philosophy and organisational strategy, which allows the local SAPS and community members to form a relationship to search for new solutions for crime commissions, inclusive to the fear of crime and various crimes committed within the community, this requires a close co-operation between the SAPS and interested communities.

2.3.1.2 The mystification of the concept of community

The concept of community refers to a group of people with a common history, common beliefs understandings and shared territory, the ideology further states that relationships of community differ from that of a society as community relationship are based on status not contract, manners not morals, norms not laws, understandings not regulations, they are the most issues that differentiate the community and the characterised urban life, Klockars (1991). In support of this statement Bezuidenhout (2011:350) agrees with Burger (2007) that community report the crime after it has been committed and cooperate with the police through CPFs. The community members also have values, morals and ethics. The community is also contributing to impossible mandate because the if they do not form part of the CPFs and if when occurred in their presence they ignore and willing to report or testify in court of law, under the Department of Justice and Constitutional

Development (DoJ & CD), as they are reportedly afraid that result to failure of impossibility mandate of crime prevention. For example, the relationship between the police and the community since it has several benefits to both the police and community, there are contacts with the made by the police to the community which produce the positive results while on the other there are those which also results in negative impact to the community, such as excessive force or brutality by the police, corruption, and politics (Burger, 2007).

The relationship between the community and the police and the expectations they have of each other in the CPFs are important when defining the relationship between the CPF and the community. Communities who have social problems such as poverty and social exclusion has impact on crime, antisocial behaviour and other local partnership services hence communities have number of diverse groups and includes prejudice which can incite hate crime and other problems therefore the interchangeable of ideas and information between the police and the community is of importance as it is another approach resulting to sector policing while on the other hand the impact of hate crime can be traumatic on the victim due to the fact that a normally impersonal crime is a personal attack such as the xenophobic attacks in South Africa as it is a powerful poison to society because it breeds suspicion, mistrust and fear. Other factors that may impact on individual's 'frame of reference' include education, religion, family, and cultural background as they are responsible for developing a person's value and their prejudices (Bezuidenhout, 2011, Klockars, 1991). The fact that the expectations the police have from the community are very different from those community has for the police, makes the relationship even more problematic. The task of the CPFs is create a partnership between the police and community and further the community should act as eyes and ears of the police, usually police do not respond or respond not to the expectations of the community which result to a benefit of doubt by the community on whether trust among these two parties exist therefore deteriorate (Bezuidenhout, 2011).

2.3.1.3 The mixed metaphors of reduced crime

Newburn (2010) confirms that as much as the police utilised their rare resources and being devoted to crime prevention and at some instances being accolade for decreased and criticized for its increase, the bottom line is their effort did a little difference in as far as crime prevention is concerned due to predisposing factor, precipitating factor and criminogenic factors that also contribute to crime has a negative impact on the ability of the police to prevent crime and makes it impossible for the police to fight crime for example the police has nothing to do with poverty

economic conditions sex and ethnic distribution of population. Equally, the failures of crime reduction are measurable, while the failure of crime prevention is not measurable, furthermore, the success of crime prevention can only be evaluated against a prediction of what would have happened had the crime prevention effort not made argues, Klockars (1991). Burger. (2007) also share the same sentiment with Newburn (2008); and Klockars (1991) with the impossibility or slim successes of prevention of crime by the police alone. And Lab (1992) argues that the idea of the police proving information and assisting to identify problems is correct but why should they initiate other programmes which are crime risk factors and socio-economic completely beyond policing scope.

Roelofse and Gumbi (2018) highlight that initially the government of South Africa's reaction to high crime rates was denial to the problem that it was getting out of hand, meanwhile the debate on crime was progress political battle emanated within the ruling African National Congress (ANC), the outcome of the national elective ANC conference in Polokwane in 2007 which change the state former President Thabo Mbeki to Zuma also brought tougher government rhetoric against crime from the administration of Zuma. Changing the organisation such as the SAPS that came out of the oppressive political past meant changing policies and attitudes in order to bring democratic and human rights in line with policing, however those attitudinal changes did not affect the police officer only that had to managed but also the societies in which the police transformed as developing democracy, so this was a challenge to the police and the organisation at a personal and organisational level since police agencies are slow to adapt or implement to change such as sector policing since democratic dispensation there was a high perception of fear of crime and this is supported by the international police figures that South Africa had a high manageable levels of property crime but an extraordinary high level of violent crime which set the country crime ridden societies.

2.3.1.4 Areal decentralization

According to Newburn (2010), the 'areal decentralisation' of command refers to the creation ministrations, substations, storefront stations and multiplication of precincts, each of which is given considerable autonomy in deciding how to police the area in which it is located, with the purpose to create the possibility of more intensive police-community interaction and heightened identification by the police officer within a particular area. Klockars (1991) agree with Newburn (2008) that the areal decentralisation of command that ministrations serve as symbolic gesture of

police focused on a certain area quoted other researchers that viewed decentralisation in a different angle that it did not serve the COP as may lead police in such an area astray if they allow their behaviour depending on the environment or area in the sense of being engaged to for example corruption. It is of value that ministration should serve their purpose of showing commitment and motivate neighbourhood organisations to promote sector policing in those areas. Moreover, decision making at areal decentralisation is believed to be to the interest of the community in that area.

Burger (2007) states that crime prevention is an impossible mandate. The South Africa's NCPS, 1996 has played an important role in highlighting the importance of addressing crime at the local level. Sector policing is what makes a police service different from the police force for example the CPF work with police in arresting criminal's and in providing safety to the community and informing the police of illegal activities within the community. It is a partnership between the SAPS and the public with a single aim to liberate the area with against crime. As a result, the researcher is of the opinion that 'areal decentralisation' empowers the subordinates police officers with the opportunity to immediate decision making and implementation of strategies in consultation with the community in addition that it facilitates the progress of area problems to be solved urgently in which result to quick response of police to the community which can also increase trust to the community about the effective and efficiency of the police. However, there are also challenges about areal decentralisation of command such as sufficient resources for the ministration, substations and storefront stations in other areas they do not accommodate the area population in the sense of performing arrest activities, for example: there is a problem of cell rooms, in some of them there is no facilities like electricity and police in such areas decided not work but above all is the problem of corruption by the police if the police are corrupt there is no how such an area could be policed.

2.3.1.5 Reorientation of patrol

According to Newburn (2005), categorise reorientation of patrol into two firstly as increased use of foot patrol and secondly a reduction in police response to telephone calls for emergency services. He quoted other researchers that offer foot patrol prevents crime makes it possible order maintenance in ways of motor patrol do not, generates neighbourhood goodwill and raises offer of morale. It is in this juncture that Newburn (2009) states that researchers agreed that foot patrol can play a role in reducing fear of crime to the citizens and have a positive impact to their evaluation

of service delivery of police service, furthermore, it is accepted that in urban areas foot patrol officers can be engaged better maintenance policing than motor patrol officers cannot easily perform. However, there is no evidence that foot patrol can reduce or prevent crime, in addition to that foot patrol is not a solely product of foot patrol but of foot patrols beefed to areas well patrolled at normal motor patrol.

Klockars and Mastrofski (1991) assert that police through their departments police disconnect the 911 emergency calls for patrol officers with the aim of being free from the community development and preventive activities of their once sworn duties, for some reasons this is due to the pressure of 911 calls they promised the community to offer of which becomes a burden to community secondly, in some instances other officer instruct the police officers to park their patrol cars and patrol on foot. In contrast the pressure changes when patrol officer took themselves out of service. That crime prevention is an impossible mandate. According to Hess and Wroblewski (2006), foot patrol is the oldest form of patrol. Its primary advantage is close citizen contact. Other advantages include the enhanced rapport between officers and the citizens and it's proactive rather than nature seeking to address neighbourhood problems before they become crimes. Wilson quoted by Dempsey and Forst (2008) provides that patrol is the backbone of policing and is designed to create an impression of omnipresence which will eliminate the actual opportunity exists for successful misconduct. If the police are always there, being seen almost everywhere and criminals cannot operate.

For example; the bicycle patrol is one of proactive policing they can work out well in rural or remote areas where there is no emergencies, proper roads, and hills, as for foot patrol, a suspect who have a predisposing factor he or she can succeed in committing crime after foot patrol officer's passer-by the identified area, moreover it is important for the patrol officers to attend to emergency, and be freed and isolated to motor patrol calls. It should be emphasised that urban areas still face the problem with shift commanders who intentionally limits the responsive of the emergency calls adding salt to impossibility mandate of crime prevention.

2.3.1.6 Civilianization

Newburn (2008) refer to the concept of 'civilization' as the employment of non-sworn employees to do jobs that were formerly done by police officers to assist to crime prevention where practiced. It could be cheaper to have civilian employees than to tasks fully fledged, sworn officers in terms of financial resources further that the economic argument of civilianization work best in two parallel ways for crime prevention firstly, that once civilianization is established and introduced to police organisations it opened the doors for crime prevention. The civilianization is defined as the practice of assigning non-sworn (Civilian) employees to conduct police work that does not require the authority, special training or credibility of sworn police officers.

This argument is further supported by Klockars (1991) stemming from The Blue Line researches by stating that financially this practice works best for the crime prevention in two parallel ways, firstly, that once civilianization is established and introduced to police organisation it opened the doors for crime prevention in such a way that the police officers can be available and also by its establishment community activities can be conducted in a smooth manner. Secondly, that it frees the police officers and be able to attend emergency calls which quite difficult. However, there are also questionable assumption about civilianization, firstly, that additional civilian employees reduce replacement of sworn employees because they are cheaper in terms of costs and wage or salaries while the training of sworn in officers itself is expensive. Secondly, it saves the budget of the police for example if five police officers resign or retire can be replaced by ten civilian employees which are cheaper. Thirdly the economic funds of civilianization can be easily diverted to sector policing and community organisations. Lastly, the civilian employees are more sensitive, receptive and responsive to the community needs and values.

2.4. SUCCESSFUL IMPLEMENTATIONS OF SECTOR POLICING IN INFORMAL SETTLEMENTS

The vision of police professionalism as police officials who perform their work in an impartial and skillful manner is often marred by the stark reality of their work environment. The focus of this study is on the attitude of police officials towards their way of being professional, which is reflected in the way they conduct their work. The article written by Snyman (2010) attempts to contribute to the knowledge base of professionalism in policing by exploring the meaning of professionalism for police officials, in a particular context. The (2009/2010) drive by certain academic societies in criminology and criminal justice in South Africa towards professionalization of these disciplines, Criminological and Victimological Society of Southern Africa [CRIMSA] (2008). This process has primarily been driven by criminologists comprising both academics and practitioners. However, given the time elapsed since this ideal was formulated at CRIMSA's inception in 1986, it seems that the proponents of this concept have had difficulties in securing a professional board for these disciplines. CRIMSA is since 1986 the main society for academics in Criminology, Policing, Penology and Victimology, within the Criminal Justice System (CJS) and other interested parties and stakeholders.

The issue professionalisation divided the academic community in South Africa in so far as that the SAPS is arguing that practitioners can be considered professional once they have obtained "their" three-year degree. However, the SAPS or its tertiary supporters have also not even commenced with the requirement of establishing a professional board. Criminologists who are members of CRIMSA argue that members who have been accepted on their proposed register once they have obtained a South African Qualification Authority (SAQA) approved four-year Criminology degree, can be called professionals. Other practitioners and academics in law enforcement and related disciplines, on the other hand, such as police scientists and victimologists, cannot be considered professionals unless they have registered their own four-year degree and established their own professional board.

Whereas, the article written by Steyn and de Vries (2010) focus the present debate between police practitioners, the SAPS and academics, as well as among academics themselves within the broad criminal justice fields in South Africa, as to whether a qualification in 'Police Service Management' as developed by the police service should be offered at tertiary level, or whether lecturers in 'Policing, Criminology and CJS' should be regarded as professionals within their own

right and with their own qualifications, functioning within their own 'Qualifications Board' which will have, inter alia, its own ethical and disciplinary codes. In line with the police ethics, Newburn and Neyroud (2008) state that this term includes both the values that underpin professional and democratic policing together with the moral decisions faced by police officers at all levels of the organization in the course of their work and the basis on which these are resolved. To be effective, professional police officials will be required to act at the same level as their peers in the various organizational structures of society, such as legal advisors, accountants, human resource managers and the like.

Police work requires basic human rights qualities such as good manners, punctuality, discipline, leadership, good interpersonal skills, and a positive attitude. As knowledge of one's professional environment needs constant nurturing and development, so do these qualities. The SAPS is a professional institution, and its members must therefore, at all times, project a professional image. A police official is not above the law. In fact, society demands more from him/her because of his/her profession. It is incumbent on every police official to learn the respect of the community he/she serves. It goes without saying that rudeness, a lack of empathy, dishonesty, incompetence, and an arrogant attitude will earn you the respect and credibility you seek, SAPS (2006). The requirements for the new democratically orientated police official as follows: "The police officer will act as a facilitator ... officers who are provided with the knowledge, skills and tools to deal with the social causes of the crime phenomenon rather than act only in terms of its consequences - police officers who can win the respect and trust of the community" (Steyn, De Vries & Meyer, 2004).

The question posed in this paper is whether there are indications ... of functionally 'liberated' thinkers (Performers) in the SAPS at grassroots level who are making the required difference in policing. Steyn *et al.* (2004) define policing as the "... authoritative actions of a civil organisation whose members are given special legal powers by the government and whose task is to maintain public order and solve and prevent crime." To fulfil their task, police officers need to be physically and mentally prepared and trained for the new challenges. This includes being "innovative police officers capable of sound judgment, discretionary decision making, (and with) problem solving abilities" (Steyn, *et al.* 2004). Steyn, *et al.* (2004); and Pillay (2001) highlight that professionalism is *inter alia*, characterized by specialized knowledge and technical competency; commitment to an ideal of service; peer group evaluation and peer group respect; self-discipline and self-control; emotional neutrality (Objectivity and stability); clearly demarcated and permanent membership

and a general acceptance by the public that the occupation is, in fact, a profession. Thus, security officers (including the SAPS officials) should satisfy the following requirements, which are determinants of professionalism:

- **Recognized professional status roles.** This refers to attaining a distinguished position which is recognized
 - and respected by the community, employees and colleagues.
- **Power.** This is the ability/authority/competence to perform a professional task and to gain the desired result, regardless of the stumbling blocks.
- **Skill.** This is the capacity, inborn or acquired to perform difficult tasks.
- **Responsibility.** The responsibility for actions recognizes the accountability of the person concerned.
- **Objectivity.** This refers to a certain attitude projected by a member of a profession who executes this task correctly, calmly, purposefully and in an unbiased way and does not allow external factors to influence own judgment.
- **Regulation.** This is the control of employees from outside the organization whereby their actions are monitored and subject to punishment or reward (Pillay, 2001). The South African Council for Social Science Professions [SACSSP] (2009) states that a profession must practice unique skills and knowledge to the benefit of individuals and society, and that there must be professional autonomy and a code of ethics. The said Council has also established several committees that deal with specific inquiries:
 - Registrar's committee on professional conduct.
 - Committee for preliminary inquiries.
 - Professional Conduct Committee for disciplinary hearings.
 - An Appeal Committee, SACSSP (2009).

2.4.1 The existing attitudes and relations on implementations of community and sector policing forum

The CPF is a platform where Community-Based Organisations (CBO's), Non-Governmental Organisations (NGO's), Faith-Based Organisations (FBO's), youth organisations, women organisations, School Governing Bodies (SGB's) and other relevant stakeholders (National Government, Provincial Government, Local government, traditional authority, and parastatals) and the police meet to discuss local crime prevention initiatives. The powers and functions of a CPF in the Constitution, 1996 include the following according to SACSSP (2009) and Pillay (2001):

- Promoting accountability of the local police to your community and co-operation of your community with the local police.
- Monitoring the effectiveness and efficiency of the police serving you.
- Examine and advise on local policing priorities.
- Evaluate the provision of services, such as:
 - Distribution of resources.
 - The way complaints and charges are handled.
 - Patrolling of residential and business areas.
 - Keeping records, writing report(s) and making recommendations to the SAPS Station Commissioners, Provincial Commissioner and the Member of Executive Committee (MEC).
 - The CPF will ask questions about local policing matters and request enquiries when necessary.

To this end, sector policing is a philosophy that promotes organizational 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 disorder, and fear of crime.

Therefore, sector policing is comprised of three key components, namely:

2.4.1.1 Community partnerships

Collaborative partnerships between the law enforcement agency and the individuals and organizations they serve to develop solutions to problems and increase trust in police. Other Government Agencies - Community Members/Groups - Non-profits/Service Providers - Private Businesses and Media (SACSSP, 2009).

2.4.1.2 Organizational transformation

The alignment of organizational management, structure, personnel, and information systems to support community partnerships and proactive problem solving, involving the following:

- Agency management.
- Climate and culture.
- Leadership.
- Labor relations.
- Decision-making.
- Strategic planning.
- Policies.
- Organizational evaluation.
- Transparency.
- Organizational structure.
- Geographic assignment of officers, despecialization.
- Resources and finances.
- Personnel - Recruitment, hiring and selection.
- Personnel supervision/evaluations.
- Training.
- Information Systems (Technology) - Communication/access to data; and
- Quality and accuracy of data (SACSSP, 2009).

2.4.1.3 Requirements for the successful operationalization of sector policing

Sector policing is a law enforcement approach in which the policing environment is divided into smaller, but manageable areas known as sectors (Maroga, 2003; ACJR, 2019; Bezuidenhout, 2019). As a community policing strategy, sector policing uses a decentralized approach to address the root causes of crime in specific geographical locations, in partnership with communities in the identified locations or sectors (Maroga, 2004; SAPS, 2013; ACJR, 2019). The goal in sector policing is essentially not only to enhance crime prevention as a general rule, but to also launch intelligence-driven policing in alliance with local communities (ACJR, 2019).

To successfully operationalize sector policing requires the appointment of capable and suitably qualified sector managers, who are themselves police officials and are privy to the area in which the sector is located. The role of the sector manager includes the following aspects amongst others: the implementation of short, medium and long-term strategies intended to deal with crime in the sector; reporting identified problems at the Sector/Station Crime Forum (SCF) meetings on a regular basis, for the purpose of informing new crime prevention initiatives; gathering information on crime within the sector; mobilizing and organizing the community to collaborate with the police in dealing with crime in the locality or sector; and acting as a liaison between communities and the local police (SAPS, 2014a). Other requirements for the successful implementation of sector policing are intertwined with the role of the sector manager. According to the SAPS National Instruction 3/2013, the successful implementation of sector policing is largely dependent of the following aspects:

- Coordination of all policing activities in the demarcated sector(s).
- Initiating, developing, and implementing sector Crime Prevention partnership programmes and projects in collaboration with the community.
- Interacting with the community to ensure its participation.
- Compiling and maintaining the sector profile.
- Facilitating the establishment of functional SCFs.
- Identifying sector community needs and concerns.
- Facilitate the flow of information in the sector.
- Identifying crime trends and patterns in the sector.

As already cited herein, the primary aim in sector policing is to ensure safety in smaller geographical areas. According to Maroga (2004), sector policing adds value to police practice in that the strategy can be used as a technique to understand the causes of crime and its enabling factors; to promote partnership policing; to identify hotspots and vulnerable communities; to optimise the use of resources in a single police station; to solve problems in specific communities; to improve cooperation with stakeholders; to encourage community involvement in crime prevention; as well as to enhance police visibility in the community. All these in the context of a smaller, but manageable sectors.

The implementation of sector policing in South Africa saw stable but temporary domination of crime-ridden areas by the police (Sempe, 2017). To explain this phenomenon, this study argues that when sector policing was introduced, it was something fresh in the South African scenery and therefore there could have been some level of enthusiasm, which might have died along the way. This is the same reason why this study sought to explore the implementation aspect by drawing from the views and experiences of communities, as opposed to drawing from the operational policing view. The explorations were key in determining if communities in informal settlements around Mamelodi East were still as excited about the implementation of sector policing. Moreover, community participation is regarded as the shared responsibility, joint problem identification solving by the police in collaboration with residents within a specific sector. To be cogent, the implementation of sector policing was never intended to become a panacea for South Africa's historical problems in policing. It is important for research to draw from the views of the public, to ascertain if the implementation of thereof had inspired any shift from the notorious apartheid praxis. Despite the challenges identified in this study, research (Buthelezi, 2014; Buthelezi, 2018; Bezuidenhout, 2019; Lebron, 2019) has shown that the implementation of sector policing in South Africa has yielded some positive results. The cited research herein, revealed set of benefits summarized as follows:

- **Understanding of sector policing:** the implementation of sector policing facilitated a sound understanding of the concept, with the result that most police officials sampled in the research conducted, displayed an understanding of what the concept means and what it is intended to achieve. Buthelezi (2018) argues that such feat was achieved through training and workshop programs for staff.

- **Capacity to implement:** Because of the training provided, most police can implement sector policing in their station areas.
- **Understanding of police-community relations:** Similarly, the training provided enabled members of the SAPS to gain more clarity on the concept ‘police-community relations.’
- **Effective sector forum meetings:** The implementation of sector policing has also enabled effective engagements in the SCF, wherein crime hotspots were successfully identified. Whether this culminated in effective strategies, is something that will require scientific studies, to check whether specific stations may have been successful in the identification and successful combating of crime.
- **Improvement police-community relations:** Following a notorious history established that the implementation of sector policing did improve relations with communities, particularly in sectors that were studied. Sempe (2017) confirms this last assertion and adds that because of the implementation, communities knew the sector managers and members as well.
- **Flexibility:** The research also showed that the implementation of sector policing enable flexibility in accommodating stakeholders such as the CPF and Sector Community Safety Forum (SCSF), the GPDCSL, to cooperate with the SAPS in matters relating crime prevention in the sectors.

The benefits cited herein are by no means an exhaustive list of how South Africa benefited, nor are they indicative of all that the implication of sector policing can offer. In fact, an exhaustive list of the benefits that can be accrued from the implementation of sector policing is a relative concept. The relativity comes from the argument that the benefits are dependent on the contextualized types of problems experienced in a particular sector, since problems differ by sectors. According to Sempe (2017), some of the additional benefits accrued through the SAPS’s implementation of sector policing are:

- **Enhanced community interaction and consultation:** The creation of SCF’s enabled members of the community in the sectors to participate in crime combating activities, which aspect is a pragmatic display of community policing at work.
- **Improved police visibility and response:** The implementation of sector policing enabled the SAPS to focus resources where they are needed the most in the sector. Also, the availability of sector managers and teams, which resulted in improved visibility and improved response times to problems within the sector.

There is no doubt that the implementation of sector policing offers more benefits than what is captured in this study. However, as part of the improvement plan, Sempe (2017) recommends the “production of the state of policing report which will evaluate number of policing methods, approaches and strategies including sector policing and comprehensive engagement/consultation with communities, drawing on the lessons learnt on how the philosophy of community policing was marketed.” According to this last-named scholar, dealing with the implementation of sector policing in this fashion could assist in improving the implementation of sector policing throughout the country. The introduction of sector policing has generally yielded some benefits for the SAPS. The method enabled the effective management of smaller areas in policing precincts. However, studies on the implementation of sector policing in South Africa are one-dimensional. They always draw from the operational constraints faced by the police. Such approach blurs the picture, as the reasons relating to the non-participation of some communities remain unknown. It was such deficit, which incited the research in this study, to explore the participation of informal settlement communities around Mamelodi East.

2.4.1.4 Induction of the sector policing in the South African Police Service

The introduction of sector policing particularly in the SAPS, is said to have generally yielded some noticeable benefits. The sector policing is touted to have enhanced manageability at SAPS stations; encouraged residents to provide information on crime in the sectors; promoted a feeling of security among residents; deterred crime in the sectors; improved police responses to crime incidences; and facilitated improved accessibility to policing services (SAPS, 2013; GPDCSL, 2013). These last assertions are however what the last cited sources claimed. Whether the same can be said about all the other sectors across South Africa, is something that will require contextualized research to validate. Within the SAPS, sector policing was implemented as part of the SCP programme with intent to enable the police to monitor progress in terms of community participation in assisting the police to fight crime at station level and within specific sectors (Maroga, 2003; SAPS, 2014b; Sempe, 2017). To this effect, the implementation of sector policing in the SAPS has been divided into four phases.

According to Maroga (2004), the implementation process was as follows:

- **Phase 1: Dividing the policing precinct into smaller manageable areas or sectors** - Such determination is essentially dependent on the resources at the station, its crime hot-spots, including the size and diversity of its spatial area (GPDCSL, 2013; SAPS, 2014b; Sempe, 2017). For the SAPS, sector boundaries are demarcated using existing Case Administration System (CAS), municipality wards, main roads, railway lines, taxi and bus terminals, population size, periodic flows of non-residents, residential, business or industrial areas as objective indicators for demarcation (SAPS, 2013). To this end, the SAPS National Instruction No. 3 of 2013, clearly states that sector boundaries may derive from the existing CAS blocks or municipal wards, main roads, railway lines or taxi/bus terminals, the population size, cultural diversity, periodic inflow and outflow of non-residents, or the nature of the area that is, residential, business or industrial. A key consideration in operationalizing such indicators is ensuring that the demarcated areas are not too big or too many, to ensure manageability (SAPS, 2014a).
- **Phase 2: Compiling profiles for sectors** - In this phase, the station compiles information on the description of each area or sector, the demographics, business community, NGOs, CBOs and FBOs are prominent role players in the sector, crime trends, crime causation factors/inhibiting factors and infrastructure in the sector. Compiling sector profiles is one of the key roles of the sector manager.
- **Phase 3: Appointing a sector manager and sector team members** - The manager is responsible for; managing the sector; establishing sector crime forums; organising meetings and other events in the sector; liaising with all relevant community stakeholders; initiating crime prevention strategies based on the profile and the dynamic of the sector and reporting to the station commissioner (Maroga, 2004; SAPS, 2013; SAPS, 2014a). The sector team on the other hand is responsible for assisting the commander to coordinate the sector and its crime forum (Sempe, 2017).
- **Phase 4: Establishment of SCF** - In this phase representative of all stakeholders, including members of the community and local councillors are appointed to form the SCF. To this end, a secretary and chairperson for the SCF are appointed. The SCF meets once a month to discuss issues pertaining to crime, identify causes of crime and provides appropriate solutions to deal with problems within the sector.

In addition to the above implementation phases, the next logical step that was followed involved the deployment of operational members. According to the SAPS National Instruction No. 3 of 2013, this involves the deployment of a relief commander, who in cooperation with the Commander: VISPOL and post operational members, render policing services that include patrols, crime prevention activities and responding to complaints in the sector (Buthelezi, 2014; SAPS, 2013; SAPS, 2014b; Sempe, 2017). There is no doubt that such deployment should be preceded by the allocation of adequate resources that include finances, cell phones, vehicles, promotional material such as information pamphlets.

2.4.1.5 Problem-solving

The process of engaging in the proactive and systematic examination of identified problems to develop and rigorously evaluate effective responses.

- **Scanning:** Identifying and prioritizing problems.
- **Analysis:** Researching what is known about the problem.
- **Response:** Developing solutions to bring about lasting reductions in the number and extent of problems.
- **Assessment:** Evaluating the success of the responses.
- **Using the crime triangle to focus on immediate conditions** (Victim/offender/location], SACSSP (2009).

Sector policing was introduced in South Africa during 2002/2003. This was about almost a decade since community policing was adopted as the philosophy of choice to underpin the policing approach. In terms of the SAPS National Instruction No. 3 of 2013, the SCF is established in a sector for the local SAPS and community members to jointly address safety and security issues in the sector. To this end, the SAPS sector commander must interact with the community to ensure participation in crime prevention initiatives. Community policing being the philosophy that underpin sector policing, was officially adopted in 1995. The delay with the introduction of sector policing in 2002/2003 is in fact indicative of constraints. The delays were due to lack will to implement. Though it is difficult at this stage to lay blame at political principals or police managers of the time, the reality of the situation is that the delay had a *Domino* effect. To this day, the introduction of sector policing still does not enjoy the support, approval, and active participation

of all communities in South Africa (SAPS, 2014a). This is also the case with informal settlement communities around Mamelodi East, which issue prompted the research in this study.

2.5. FACTORS HINDERING PARTICIPATIONS OF INFORMAL SETTLEMENT RESIDENTS IN SECTOR POLICING PRACTICES

Even though there is legislation demanding the establishment of the CPF, the CPF and SAPS members do not clearly understand the functions and processes of the CPF. The absence of a clear understanding by the SAPS- and CPF members of the functions and processes of the CPF may lead to disagreements within the two groups (SAPS and CPF members) with regards to the functions and processes of CPF. Therefore, the following are regarded problems for hindering effective community and sector policing.

2.5.1 Incidences of vigilantism

Pelser (2001) Pelser, Schnetler and Louw (2002) collectively states that prior to 1994 vigilantism on the restriction of movement in high crime areas, intimidation associated with gang activity and political conflict and violence, are other transport problems associated with taxi or train violence, are other ways in which crime affects poor people's ability to earn income. Lack of partnership policing may also affect access to education, resulting from gang related activities, inclusive to instances when learners and teachers fear attending schools due to intimidation and vigilantism.

2.5.2 Apparent lack of coordination

Pelser (2002); and Pelser (1999) further reveals that prior to 1994 research and policy on crime control and prevention had been slanted towards wealthier suburban residents and business groups. He further revealed that other areas and sector experience higher levels of a variety of crimes. Crime rate in Black Townships had been high for years, but racial segregation isolated whites.

The extreme levels of inequality and political conflict both contributed to high level of crimes in the black townships. To this end, Maroga (2003) summarizes some of the implementation challenges as follows:

- **Lack of understanding of sector policing as a concept:** there is lack of comprehension among communities as to what exactly sector policing entails. This resulted in communities assuming that they can arbitrarily police areas in which they reside, without the involvement of the local police.
- **Lack of common understanding about powers and responsibilities:** Community understanding about law enforcement is not always in tandem with that of the police. This gave rise to vigilantism, wherein communities took the law into their own hands.
- **Lack of management talent:** The SAPS lacks sector managers who are adequately trained to effectively manage sectors and mobilize stakeholders.
- **Lack of resources:** The SAPS generally lacks patrol vehicles and cell phones, to enable sector managers to function efficiently and effectively.
- **Lack of accountability:** There are also accountability problems relating to sector policing particularly in bigger stations. To this end, SAPS stations do not follow standardised reporting on sector activities and managers are not held to account.
- **Poor monitoring and evaluation:** monitoring and evaluation is problematic in that the SAPS do not have a framework for such exercise. This translates into the SAPS being unable to adequately diagnose problems within specific sectors.

The problems that are cited herein require of the SAPS to ensure that members of the community are well-informed and understand what sector policing is about. This will in addition help members of the community to comprehend their role and limitations, in terms of their participation in sector policing. Educating members of the community could similarly improve consultations which is not only imperative in the implementation of sector policing but is also crucial in building sound police-community relations. Such move could improve responses to complaints and increase arrests, thus improving conditions of safety within communities and bolstering shared problem-solving.

2.5.3 Individual factor

According to Hess and Wroblewski (2006), each police officer is individual. The police officers are human beings like others. They feel as people, they also like to be liked, however, in most instances, their profession requires that they take actions against those who breaks the law. As a result, they are often criticized and rebuked for simply doing their jobs. Although police officers are individuals like those residing in the community, they have sworn to 'serve and protect,' their behaviours, as it is very public. They can be regarded as the extraordinary visible ordinary people. For example, SAPS (2006) explains that the conduct of police officials is constantly scrutinized by the public, the courts (DoJ & CD), and the media in a society where everyone is aware of his/her rights, where crime affects every individual and where there is an ever-increasing demand for service delivery. Although positive attention is good, negative attention and perceptions harm the credibility and image of a 'Service' which has taken many years to develop from an autocratic apartheid force to a democratic institution based on human dignity, equality, and freedom.

2.5.4 The nature of police work

Since the seminal ethnographic work of William Westley in the late 1940s, descriptions of a "single" police culture have focused on the "coping mechanisms" that are said to insulate group members from the hazards that originate in two environments of policing. One of the environments that officers work is the occupational environment, which consists of his or her relationship with general society (I.e. Citizens). Two of the most widely cited elements of this environment are the presence or potential for danger, Steyn (2008) citing (Barker 1999; Skolnick 1994; Sparrow, Moore & Kennedy 1990; Brown 1988; Reiner 1985; Cullen, Link, Travis & Lemming 1983; Van Maanen 1974; Westley 1970), and the unique coercive power and authority that police officers possess over citizens, (Manning 1995; Skolnick 1994; Brown 1988; Reiner 1985; Muir 1977; Bittner 1974; Van Maanen 1974; Westley 1970; Banton 1964) (in Steyn, 2008:40). Other seminal studies conducted on the police have noted that officers perceive their working environment to be laden with danger or the risk of danger. Officers have often been 'preoccupied' with the danger and violence that surround them, always anticipating both. Skolnick (1994) as cited by Steyn (2008) notes that the element of danger is so integral to officers that explicit recognition might induce emotional barriers to police work. A danger has a unifying effect on officers' and works to separate them from the chief source of danger – the police, further expressed Steyn (2008) by citing (Kappeler, Sluder & Alpert 1998).

In addition to danger, the coercive authority that the police wield is another component of officers' occupational environment. Police are unique in that they have been granted the legitimate use of coercion or "a license to threaten drastic harm to other, said Steyn (2008) by citing (Muir, 1977). The issues that officers confront with the use of coercion and displaying their authority often work to reinforce the perception of danger in the occupational environment (Muir, 1977; Skolnick 1994) as cited by Steyn (2008). No matter what the situation, officers are expected to create, display, and maintain their authority, mentioned Steyn (2008) citing (Manning, 1995)

The second environment that police officers work within is referred as the 'organizational environment,' which consists of one's relationship with the formal organization (Supervisors). Police culture addresses the following two main issues: Unpredictable and punitive supervisory oversight (Manning, 1995; Skolnick, 1994; Brown, 1988; McNamara, 1967) (in Steyn, 2008) and the ambiguity inherent in the role played, Steyn (2008) citing (Brown, 1988; Bittner, 1974; McNamara, 1967). The relationship between police officers and their supervisors has been described as one which is dominated by a feeling of uncertainty. Police are expected to enforce laws yet are also required to follow the proper procedural rules and regulations, goes on Steyn (2008) quoting (Skolnick, 1994; Brown, 1988; McNamara, 1967).

2.5.5 Unique relationship to the system

Another factor influencing the police image is the officer's relationship to the law. Although police officers are many people first contact with the criminal justice system, they often feel like outsiders in the judicial system. They may feel that their investigation and apprehension of criminals is hampered by legal restrictions and that suspects have more rights than victims. Although police officers are frequently blamed for unacceptable crime rates, their participation in the legal system is often minimized (Hess & Wroblewski, 2006).

2.5.6 Police subculture

The values of the police culture have been derived from the hazards inherent to police work, and police officers seek to minimize these hazards to protect themselves, Steyn (2008) citing (Brown 1988). Coping mechanisms help officers regulate their occupational world. Two widely cited coping mechanisms thus stem from officers' occupational environment, namely suspiciousness, continues (Kappeler *et al.* 1998; Skolnick 1994; Reiner, 1985; Reuss-Ianni 1983; Rubinstein 1973; and Westley 1970) (in Steyn, 2008) and maintaining the edge (Brown 1988; Reuss-Ianni 1983;

Van Maanen 1974; and Rubinstein 1973), further explains (2008). Two other coping mechanisms stem from officers' organizational environment namely lay-low or Cover-Your-Ass (CYA), mentioned (Fielding 1988; Reuss- Ianni 1983; Ericson 1982; and Van Maanen, 1974) as cited by Steyn (2008) and a strict adherence to the crime fighter image, said Steyn (2008) quoting (Sparrow, Moore & Kennedy 1990; Klockars 1985; Westley 1970). To reduce or control the uncertainty associated with a dangerous occupational environment, officers are thus to be suspicious actors. In this regard Skolnick (1994:46) note: "it is the nature of the policeman's situation that his conception of order emphasizes regularity and predictability. It is, therefore, a conception shaped by persistent suspicious".

2.5.7 Implications of police (Sub) culture

Community service-orientated policing requires patrolmen to trust citizens whom they see as their chief source of danger. This situation (due to lack of term, described as "Catch - 22 - policing") leads to inconsistency between patrolmen's beliefs and actions. They will consequently attempt to reduce the accompanying anxiety by making use of police culture coping mechanisms and even worse, using what is termed Janis's face of commitment, or groupthink, which could in this context be called "police think" (Steyn, 2004) quoted by Steyn (2008). More specifically, patrolmen will regress to the law enforcement or "real" police work orientation. In essence, the "marriage" between law enforcement and community service, orientated policing cannot work because the police occupational and organizational (Sub) culture will not allow it to. To change the police (Sub) culture will require changing the mandate of the police. The SAPS relies on the National Instruction No. 3 of 2013 being the directive for the implementation of sector policing as an approach to operationalize the philosophy of community policing. In addition, the implementation is supported by the White Paper on Safety and Security, 1998, which provide a set of operational guidelines on how sector managers and sector teams should implement sector policing. According to Sempe (2017), the implementation of sector policing by the SAPS was marred by a myriad of challenges, which can categorically be summarized in the following fashion:

- **Departure from the sector policing definition:** By 2013, the SAPS had not yet divided station areas into small sectors. This spelled a disconnection from the definition of sector policing. Part of the reason for this predicament was because the criteria for the demarcation of sectors was based primarily on municipality wards. Generally, the municipality wards are always bigger than the station areas.

- **Unrealistic objectives:** The set objectives were broadened in such a way that it became difficult to link the sector policing theory-base to measurable and achievable outcomes.
- **Policy constraints:** The SAPS National Instruction No. 3 of 2013 set a minimum of 2 sectors per station area. This defied logic in as far as smaller manageable areas is concerned, because 2 sectors imply much larger areas that needed to be policed.
- **Technological misalignment:** The 2 sectors prescription caused a disconnection with the CAS. This is because the system must be aligned to magisterial districts and bigger sectors meant some station area sectors would have to transcend across magisterial district. This made the capturing of cases on CAS difficult, as some cases in the sector would have to be captured at a different police station.
- **Lack of resources:** Sector policing is inherently a resource-intensive exercise. The fact that the SAPS proceeded with the implementation of such an initiative during scarce resources adds to existing challenges. This begged the question as to why the SAPS implemented sector policing without providing adequate resources, which question raises issues relating to apt management, particularly on issues around planning, coordination, and control.

Though sector policing was a step in the right direction, in as far as operationalizing the philosophy of community policing, the challenges cited herein meant that the concept detached from being community-driven to being police-oriented. The idea in sector policing is to proactively combat crime using sectoral community-informed intelligence driven projects and not having the police take full responsibility of policy formulation and implementation processes by deploying vehicles, cell phones and many other resources (Maroga, 2003; SAPS, 2014a; Bezuidenhout, 2019). According to Sempe (2017), this is the shift that made sector policing in South Africa to become resource-intensive, a predicament which escalated the implementation costs.

The implementation challenges outlined herein also resulted in the SAPS having to resort to ordinary patrols and attending to complaints in the sector, without dealing with the identification of crime-causation factors and developing intervention plans (Sempe, 2017). This meant that the SAPS had missed an opportunity to become truly transdisciplinary in their approach. In the context of this study, transdisciplinary means working in a community (Sector), together with the residents, to identify crime and other related problems, and developing intervention plans to deal with the problem. To this end, the implementation of plans in the sector becomes a joint police-community effort. Without transdisciplinary, the whole notion of community participation which

is a central principle in the community policing philosophy, is defeated. For the SAPS, community participation was only seen in the SCF meetings (Maroga, 2004; Sempe, 2017; Bezuidenhout, 2019).

This approach was impractical and meant that community participation was restricted to briefing or report back sessions during meetings, meaning that the sector community was absent at a strategic (Conceptualisation and planning) phase. By implication, this also means that implementation processes never went through thorough and comprehensive consultations with communities in the sectors. This is the same reason why this study sought to explore the participation of informal settlement communities in sector policing, particularly in and around Mamelodi East. In addition to the challenges, the SAPS never put any structured capacity building programmes in place to create awareness on sector policing (Sempe, 2017).

This was in contrast with campaigns mounted to create awareness around community policing, CPF, as well as issues on human rights and policing. This can only mean that the SAPS misdiagnosed the brief and placed more emphasis on educating the public about Community Policing. Literature (Maroga, 2003; Buthelezi, 2013; GPDCSL, 2013; Sempe, 2017; SAPS, 2013; SAPS, 2014a; Bezuidenhout, 2019) does confirm that the South African public general rallied behind the philosophy. Another challenge is the lack of monitoring and evaluation frameworks to assess the success or failures in the implementation of sector policing. According to Sempe (2017), the implementation guidelines in the SAPS National Instruction No. 3 of 2013 failed to encapsulate monitoring and evaluation tools. In the absence of such, this predicament means that the SAPS also failed to benchmark from police in other jurisdictions, who were successful in monitoring and evaluating the implementation of sector policing. Such failure was an indictment on the level of management talent within the ranks of the SAPS. Sempe (2017) argues that one of the capital transgressions of the SAPS was to implement sector policing “[Outside of the scope of the community policing philosophy]”. This not only defies all logic in terms of why an organisation would adopt a particular philosophy and then function outside of the perimeter of the principles enshrined in that philosophy but was also an illegal act. Community policing is regarded as the legislative imperative that is regulated through the SAPS Act, 1995. As such, any deviation from the philosophy essentially constitutes an illegality by the management of the SAPS.

A strategy for combating crime was a good guide that facilitates the implementation of sector policing by police officers together with community members of the Mamelodi East SAPS. Sector policing relations employs the involvement of community partnerships with the Department of Police and other community crime prevention stakeholders. Even though the challenges offered by some misinformed community members, sector policing relations was not a simple strategy that could be performed successfully within a short period of time, but it takes a long time for community people to understand and fully accept it, but if mastered well, sector policing relations was an effective strategy that reduces crime in and out of community areas. It was a best tool to improve communicating and consultations with community residents. The ultimate success in preventing crime was only be realized if there was no more commission of crime.

2.6. SUMMARY

This chapter (Two), the researcher provided literature studies on evaluation of the participation of informal settlements residents in sector policing, guided by the study aim, objectives, and a research question. The next chapter (Three) present the adopted research design and methodology. In essence, the following chapter presents the adopted research design and methodology, relating to the research approach, including the study population, and sampling methods, as well as data collection and analysis methods. The methods to ensure trustworthiness and ethical considerations formed part of this chapter.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1. INTRODUCTION

This chapter provided an understanding of the methods utilized in this study to evaluate the participation of informal settlements residents in sector policing in Mamelodi East. This implies that it will fundamentally talk about the procedure of information accumulation utilized in this investigation by expressing how subjective, sorts of research strategies utilized and how information was broken down. Finally, the part will express a portion of the ethical issues experienced while doing the exploration and the limitations which were confronted. This is a very important chapter as it presents the research method used by the researcher to get the desired results. There are many kinds of research methods authors use which are relevant to their studies. Some methods of research are determined by the nature of the research topic. The researcher of the topic of the present study saw it fit and relevant to use a qualitative research method as the study deals with qualitative matters. The qualitative research methodology is a method of enquiry employed in many different academic disciplines. It investigates the why and how of the decision making.

3.2. RESEARCH DESIGN

Kumar (2011) defines a research design as ‘the roadmap’ that researchers decide to follow while conducting their research studies to find answers to provide answers to their research aim, objectives and research questions. According to Flick (2011), the research design is a plan for collecting and analyzing evidence that will make it possible for the investigator to answer whatever questions he or she has posed. The research design touches almost all aspects of the research, from the minute details of data collection to the selection of the techniques of data analysis. Terre Blanche, Durrheim and Painter (2006) are of the view that a research design is a strategic framework for action that serves as a bridge between research questions and the execution or implementation of the research. The research design should provide a plan that specifies how the research is going to be executed in such a way that it answers the study aim, objectives, and research question(s).

Therefore, the researcher was concerned with an evaluation of policing participation of communities in informal settlements in Mamelodi East, Gauteng Province, through the application of phenomenological research design, aided by the evaluative research objective, as the researcher considered this research design and objective to be suitable for this study. The evaluative research objective refers to a process to assess the design, implementation, and applicability of social interventions, Fouché (2022). According to Babbie (2016), this research objective is regarded as the process of determining whether a social intervention has produced the intended result. The programme evaluation is the systematic collection of information about the activities, characteristics, and outcomes of a programme to make judgements about it, improve its effectiveness and inform devaluated (Patton, 2015). This research objective can include any effort to judge or enhance effectiveness through systematic data-based inquiry to be conducted from a qualitative, quantitative or mixed methods approach. The research with the objective of evaluation has become increasingly popular and a specialized field of late, with many related objectives being included as part of evaluation research, such as programme evaluation, impact assessment or needs assessment, Fouché (2022).

According to Streubert-Speziale and Carpenter (2011), the phenomenological research design considers that the “true meaning of phenomena be explored through the experience of them as described by the individual.” It is inductive and descriptive in nature. In this study, the researcher applied this research design to describe experiences as they are lived; in other words, their ‘lived experiences.’ This research design further examines the experiences of unique individuals in each situation, thus exploring not what is (Reality), but what it is conceived to be (Burns & Grove 2003). Considerably, the phenomenological research design was the most appropriate for the aim of the study, which was to evaluate policing participation of communities in informal settlements in Mamelodi East, Gauteng Province. Phenomenology aims to gain a deeper understanding of the nature of the meaning of our everyday experiences, which are facts unlike opinions. This research design allowed participants, through the applied interviewing type and technique, to prompt their own meaning of their experiences on this subject. “Phenomenology aims to describe individuals lived experiences (Phenomena) to enrich the lived experience by drawing out its meaning (Holloway, 2005).

3.3. ADOPTED RESEARCH APPROACH

This study adopted the qualitative research approach. In a qualitative based approach, the data is extracted from words, sentences, photos, symbols and so forth, unlike quantitative research approach which uses hard data such as numbers which may make a study inappropriate or irrelevant (Neuman, 2011). This is true in this study, as relevant studies based on the study aim, objectives and a research question guided chapter two. As a result, the qualitative approach uses a language of cases and contexts. The emphasis is on conducting detailed examinations of specific cases that arise in the natural flow of social life. In this regard, the study to evaluate the participation of informal settlements residents in sector policing in Mamelodi East. This was done in the problem statement and in the literature review. Unlike quantitative approach, qualitative research is not simply a matter of trying to verify or falsify a relationship of the study aim, objectives and a research question(s), but it is a matter of developing a new hypothesis or improving the one that is already there (Neuman, 2011). The employed research approach is qualitative, De Vos, Strydom, Fouché and Delport (2011); and De Vos (2002) state that unlike a quantitative research approach, the qualitative research approach, the qualitative researcher is concerned with understanding rather than explanation, with naturalistic observation rather than controlled measurement, with subjective evaluation of reality from a perspective of an insider, as opposed to that of an outsider predominant in quantitative studies.

McNabb (2002) states that “qualitative research approach is not based on a single unified theoretical concept, nor does it follow a single methodical approach. Rather, a variety of theoretical approaches and methods have one common underlying objective, that is, understanding of the event, circumstances, or phenomenon under study.” Thus, description is less important than the researcher’s interpretation of the event, circumstance, or phenomenon. To achieve qualitative study objectives, researchers analyze the interaction of people with problems or issues. These interactions are studied in their context and then subjectively explained by the researcher.” This study was evaluative in nature attempting to understand the phenomenon being researched in the context where it is occurring and analyzing the identified problem using the inductive TCA, as a data analysis method, interpreted and described the findings of this study.

Overall, the researcher notes that some of the notable advantages of qualitative research approach is that it is an in-depth investigation of phenomena whereby it concentrates on the processes, meaning, experiences, of the participants in relation to their immediate environment and the findings can be transferred to other similar settings. Negatively, the disadvantage of qualitative research approach is that in most cases it relies on the non-probability sampling methods of which it is not always possible to generalize the study findings to the entire population.

3.3.1 Study population, sample size and procedures

According to Terre Blanche, Durrheim and Painter (2006), sampling is the selection of research participants from an entire population and involves decisions about which people, settings, events, behaviours and social processes to observe. McNabb (2002) argues that unless they are working with a census, researchers seldom find themselves measuring entire populations. Flick (2015) define sampling as the technique by which a sample is drawn from the population. The researcher was concerned with finding information where the issue exists as there is limited or no research on the topic to address the identified problem. To this course, the non-probability: Purposive sampling was adopted. Denscombe (2010) explains this sampling method as a process of finding-out if the identified problem exists in a quick and inexpensive way. This sampling type is often done with a specific purpose in mind about specific people or events who are deliberately selected because they are likely to produce the most valuable data. For this study, the sample dealt with the targeted sample with rich information on this subject (Maree, 2007).

The non-probability: Purposive sampling methods was used in selecting the targeted sample, as initially stated. This was a qualitative study that is bound to a specific context and situation, and the purposive sampling was deemed to be most suitable. Babbie (2007) describes purposive sampling as a type of non-probability sampling, which the units to be observed are selected based on the researcher's judgement about which ones will be the most useful or representative. Kumar (2014) supports this submission, by stating that it is the researcher's judgement as to who can provide best information towards attaining the objective and the researcher go to those who are likely to have the required information.

In this study the researcher intends to evaluate the participation of informal settlements residents in sector policing in Mamelodi East. The targeted sample was purposively selected from Mamelodi East, focusing on SAPS. This study was confined to the Mamelodi East. Mamelodi is a township North East of Pretoria alongside Magaliesberg Mountains of Gauteng Province and falls under the CoT. The township of Mamelodi is growing more to the East and consists of a huge number of informal settlements such as:

- Phase one (01).
- Phase two (02).
- Phase three (03).
- Phase four (04).
- Phase five (05).
- Stoffel Park.
- Block six (06).
- Alaska.
- Schuurlik.
- Waterkloof.
- Phomolong.
- Mamelodi Extension eleven (11).
- Lusaka.
- Marikana.
- Kopanong.
- Nellmapius Extension six (06).
- Nellmapius Extension twenty-one (21)
- Nellmapius Extension twenty-four (24).
- Mahube Valley Extension 02.
- Mahube Valley Extension fifteen (15).

The listed informal settlements fall within the policing precinct of Mamelodi East SAPS and have been clustered into 04 sectors with only 02 sector commanders. Notably, the ideal study population was going to be all the SAPS members attached to the Mamelodi Police Station, however, for the purpose of this study, the researcher considered all SAPS members attached to sector policing at Mamelodi East. A total of 12 SAPS officials were purposively selected and subjected to the semi-structured face-to-face interviews. The list of the selected participants was categorised as follows:

- 01 x expert, a former SAPS member who was part of the sector policing. implementation committee at Mamelodi East.
- 01 x Visible Policing Head at Mamelodi East SAPS.
- 01 x Communication Officer of Mamelodi East SAPS.
- 04 x Relief commanders in charge of members doing patrol duties and attending to complaints in the sectors within the Mamelodi East policing precinct.
- 02 x sector commanders who are responsible for the four sectors that Mamelodi East informal settlements have been divided into.
- 03 x members who have been doing patrol duties in the sectors as well as attending to complaints.

3.3.2 Methods of data collections

Maxfield and Babbie (2005) emphasize that the value of research depends on how the data is gathered. According to Denscombe (2010), it is crucial to gain access to documents and people for the purpose or else researchers will engage in speculation on the subject. To address the study aim, objectives and a research question, the researcher gathered data by means of the following: The data was collected using primary and secondary sources. Primary data sources are referred to as “the term primary source is used broadly to embody all sources that are original. Primary sources provide first-hand information that is closest to the object of study” (Denscombe, 2010). Examples of secondary data sources are newspapers and textbooks. For the orientation of this subject, the researcher read the existing and published literature that appeared relevant to the research topic under research.

Considering this, herewith the selection of primary and secondary sources, among others, that were consulted by the researcher:

- Relevant publications on the effect of working environment on evaluating the participation of informal settlements residents in sector policing, Mamelodi East, included, Government Information Brochure/Documentations; Strategic Plans; and relevant reports, amongst others.
- Other local and international studies on this subject.

Also, consulted was:

- Textbooks on this subject.
- Journal articles on the effect of working environment on evaluation of the participation of informal settlements residents in sector policing in Mamelodi East.
- Internet sources on the effect of working environment on evaluation of the participation of informal settlements residents in sector policing in Mamelodi East.
- Dissertations and Theses on the effect of working environment on evaluation of the participation of informal settlements residents in sector policing in Mamelodi East.

3.3.2.1 Documentary and literature studies

Nieuwenhuis (2014) stipulates that when using documents as a data gathering technique, you will focus on all types of written communications that may shed light on the phenomenon that you are investigating. Written data sources may include published and unpublished documents, company reports, memoranda, agendas, administrative documents, letters, reports, email messages, faxes, newspaper articles, or any document that is connected to the investigation. In this case the reviewed documents included the 'sector policing files, sector profiles, and the minutes of the local police stations crime combatting forum meeting minutes, as well as the minutes of the extended station crime combatting forum and community police forum executive committee meeting minutes, daily crime reports, operational plans, and the crime pattern and crime threat analysis documents.

Furthermore, the researcher visited the library and went online to access data from an electronic database such as Sabinet (South African Media - Newspapers). Matthews and Ross (2010) explain that one can ask questions of documents in the same ways as one might ask questions to the selected participants. The design of this study was evaluative in nature, in the form of documentary studies and empirical groundings, which provided the sound overview of existing publications about the subject under research and empirical data. The views of different authors and selected participants, related to the problem under researched, the offered discussions placed this study within a theoretical and empirical context. Other consulted documents for this study comprised of recent books, journals articles, Dissertations, Thesis, and information available on the internet.

3.3.2.2 Semi-structured face-to-face interviews

The semi-structured face-to-face interviews were employed in this study. The former refers to an interviewing technique often used in qualitative studies, where the researcher asks open-ended questions to gather detailed information about the participant's experiences, opinions, and attitudes on a specific subject matter (Easwaramoorthy & Zarinpoush, 2006). Al Balushi (2016) states that semi-structure interviews can be effective tool in interpretive research because they help the researcher gain in-depth data of participants' perspectives and make sense of their experiences as told by them and this interviewing technique allows the researcher to prompt or encourage the participants to provide more information related to the topic. The face-to face interview refers to a data collection method involving the researcher and participant meeting in person (Easwaramoorthy & Zarinpoush, 2006). This interview type can be conducted in a structured, semi-structured and unstructured interviews. In a semi-structured interview, the researcher uses a set of predetermined questions, and the participants answer in their own words (Easwaramoorthy & Zarinpoush, 2006).

Denscombe (2010) highlights that the face-to-face interviews are more appropriate when the researcher wants to understand complex phenomena rather than straight forward information and this was the case in this study and this interview type is the essential resource through which modern Social Sciences researchers to participate in issues that affects them. Aksu (2009) highlights that the application of semi-structured face-to-face interviews, researchers have a set of certain questions, but they can change their order and can give explanations and examples whenever needed. The researcher can also use open-ended questions related to the context of the

interview. The semi-structured face-to-face interviews, supported by the 'Interview Schedule Guide' guided this process to provide answers to the study aim, objectives and a research question and provided opportunities for both researcher and participant to discuss the subject under research in more details. The researcher conducted the semi-structured face-to-face interview with 12 officials attached to the Mamelodi East SAPS.

Overall, the Mamelodi East SAPS officials in the CoT were subjected to the semi-structured face-to-face interviews to solicit adequate information from the questions posed to the selected participants. The questions from the Interview Schedule Guide were worded in such a way that they cannot be answered with 'Yes or No' responses and will were non-threatening to make ensure that the selected participants understand what was posed to them to fully respond to them with ease.

3.3.3 Methods of data analysis

The researcher used the inductive Thematic Content Analysis (TCA) to sample documents. Bryman (2012) explains that the inductive TCA is an approach to the analysis of documents that seeks to quantify contents in terms of predetermined categories and in a systematic and replicable manner. Bryman (2012) provides that the inductive TCA is a method that can be applied to many kinds of documents. Flick (2015) state that the inductive TCA is a classical procedure for analyzing textual material it may range from the reviewed documents and collected interview data. In this regard, since this study relied on documentary studies and empirical data, the researcher analyzed documents, available literature studies and the collected empirical data from the fieldwork.

Singleton and Straits (2010) indicate that "once the data are ready for analysis, it should be analyzed to provide its meaning and bearing of the identified study problem and respond to the initiated study inquiry. In this study, the collected data was analyzed qualitatively. The researcher applied the inductive TCA, while adopting the 'interpretative analysis.' According to Terre Blanche, Durrheim and Painter (2006), the purpose of interpretative analysis is to provide 'thick description,' which means a thorough description of the characteristics, processes, transactions, and contexts that constitute the phenomenon being studied, couched in language foreign to the phenomenon under research, as well as an account of the researcher's role in constructing this description.

Terre Blanche, Durrheim and Painter (2006) raises the following analytic steps as steps in the inductive TCA, focusing on interpretative manner of data analysis were applied by the researcher:

- **Step 1:** Familiarisation and immersion, read your texts many times over, make notes, draw diagrams, and brainstorm the collected and reviewed data.
- **Step 2:** Inducing study themes, by looking at the available study materials (Documents, literature studies and empirical data) and try to work out what the organising principles are that ‘naturally’ underlie the materials.
- **Step 3:** Coding. During the activity of developing the study themes, the researcher should also be coding the collected data. This entails marking different sections of the data as being instances of, or relevant to, one or more of the study themes.
- **Step 4:** Elaboration, by exploring the identified study themes more closely to capture the finer nuances of meaning not captured by your original, possibly quite crude, and coding system.
- **Step 5:** Interpretation and checking, by putting together interpretations of the collected data from the reviewed documents, literature studies and empirical data. This is a written account of the phenomenon studied, most probably using thematic categories from your analysis as sub-headings. The researcher goes through the interpretations with a fine-tooth comb and try to fix weak points.

3.4. METHODS TO ENSURE TRUSTWORTHINESS

It is essential for every research to be trustworthy, credible, and reliable. To ensure that this study achieves these factors necessary measures were put in place and they are explained and indicated in this section. According to Kumar (2011), one of the areas of difference between quantitative and qualitative research is in the use of and the importance given to the concepts of validity and reliability. Validity in broader sense refers to the ability of a research instrument to demonstrate that it is finding out what you the study design and methodology entails, and reliability refers to consistency in its findings when used repeatedly. Nieuwenhuis (2014:80) citing Lincoln and Guba (1985) mentions that the 04 elements to ensure study trustworthiness include ‘credibility, transferability, dependability, and conformability’ as key criteria of inquiry of internal and external validity, reliability, and neutrality respectively.

In qualitative research, the researcher is the data gathering instrument and engaging multiple methods of data collection, such as observation, interviews, and document analysis, contributed to the trustworthiness of this study. In addition, involving interpretation coder to independently code the data and to have a meeting where we can come to consensus about the findings. Moreover, Denscombe (2010) argues that validity on documents needs to be established and evaluated in relation to authenticity, representativeness, meaning and credibility. The researcher used documents found on relevant databases, as well as websites, and Sabinet, South African media newspaper and all sources consulted were acknowledged on the list of reference. Academic journals and commercial publishers have their material refereed by experts in the field, so the researcher has some assurance about the quality of their content (Denscombe, 2010). As a result, the following 04 elements to ensure trustworthiness of this study are discussed applied to this study:

3.4.1 Credibility

If there could be several possible accounts of an aspect of social reality, it is the credibility of the account that a researcher arrives at that is going to determine its acceptability to others (Guba, 1981). During the interviews, the researcher will obtain data on a same question put to different participants. To achieving this element, the researcher conducted the semi-structured face-to-face interviews with the selected participants to evaluate their perceptions and experiences on this subject. The credibility of the techniques used for data collection, such as interviews and literature studies, are clearly indicated. The researcher ensured that that the conducted semi-structured face-to-face interviews and the reviewed documentary and literature studies on this subject are credible by presenting a true and accurate picture of what was claimed by the reviewed documentary and literature studies, as well as the conducted semi-structured face-to-face interviews, based on the empirical fieldwork.

3.4.2 Transferability

A qualitative research approach typically entails an intensive study of a small group of individuals sharing certain characteristics, therefore qualitative findings tend to be oriented to the contextual uniqueness and significance of the aspect of the social world being studied. Lincoln and Tierney (2005) explain that whether findings hold in some other context or even in the same context at some other time, is an empirical issue.

The transferability in this study was ensured as follows: The researcher described the process followed to conduct the study for other researchers to replicate, such as the employed research design and methodology. The methods of data collections and data analysis, as well as study demarcation, limitations and significance were meted out. The researcher indicated how and to what extent the theoretical knowledge to be obtained from this study could be transferred to similar contexts in line with this subject under research.

3.4.3 Dependability

As a parallel to reliability in quantitative research, Lincoln and Guba (1985) propose the idea of dependability and argue that, to establish the merit of research in terms of this criterion of trustworthiness, researchers should adopt an auditing approach. In this manner, proof that shows that the researcher is allowed to conduct research and to collect data from the participants will be given to the participants to read before they participate in the study. Dependability was accomplished in this study by explaining the choice of the employed research design and methodology to determine whether these procedures and processes are acceptable at the level of this qualification (Master of Arts: Criminal Justice). This ensured coherent links between the collected data and the reported study findings based on the study's aim, objectives and a research question. Furthermore, consensus discussions were held between the researcher and allocated supervisor to corroborate identified themes and inferences, based on the reviewed documentary and literature studies.

3.4.4 Confirmability

Silverman (2000) states that confirmability is concerned with ensuring that, while recognising that complete objectivity is impossible in social research, the researchers can be shown to have acted in good faith. In other words, it should be apparent that they do not overtly allow personal values or theoretical inclinations to sway the conduct of the research and the findings deriving from it. To ensure confirmability in this study; the researcher kept a detailed record of all the consulted documentary and literature studies and the transcripts of the conducted semi-structured face-to-face interviews. As a result, the researcher can be able to prove that the envisaged study findings and the emerged interpretations of study findings to showcased that they are clearly linked to the collected empirical data and reliable sources. The researcher also indicated how any biases,

motivations and perspectives that could influence this study were set aside, guided by the ethical consideration section.

3.5. ETHICAL CONSIDERATIONS

The term ‘ethics’ in research refers to protecting human subjects in your research (Creswell, 2016:48). Yin (2018:42) encourages researchers to have a ‘strong sense of ethics’ while conducting research. Welman, Kruger and Mitchell (2012:181) highlight that “the principles underlying ‘research ethics’ are universal and are concerned with issues such as honesty and regard for the rights of individuals. Leedy and Ormrod (2019) state that the ethical issues in research fall into one of four categories, namely informed consent, protection from harm, anonymity, confidentiality and right to privacy. Therefore, the following ethical issues played an important role in ensuring that this research adhere to all ethical principles:

3.5.1 Permission to conduct this study

The researcher obtained permission from UNISA College of Law Research Ethics Review Committee, while guided by the UNISA Policy on Research Ethics (2016), which states that “it is the responsibility of the researcher to ensure that he or she does not undertake research without ethical clearance. Furthermore, a written permission was also obtained from the SAPS to conduct this study, as the adopted semi-structured face-to-face interviews with the local SAPS members, attached to the Mamelodi East of CoT, following the application to conduct research in SAPS, which is guided by National Instruction 4/2022. The purpose of this instruction is to regulate requests to conduct research in the Service by persons from outside the SAPS (Service) or by employees who wish to conduct the research for private purposes. The researcher adhered to the indicated National Instruction and fully understood the instructions in her capacity as an applicant and undertook the submission of indemnity and declaration (SAPS, 2022). The participants were approached to form part of the conducted mentioned interviews and during this process the aim, objectives and a research question of this study were explained to all of them, and they were requested to complete a written consent form. In instances where some of the participants were illiterate, clear explanations were offered, and their verbal consent was obtained.

The researcher has also familiarized himself with the content of (UNISA, 2007) policy on research ethics. This policy advocates human rights, dignity, health and safety of participants and researchers. It states that consent should be voluntary, and confidentiality should be always respected.

3.5.2 Harm to participants

Dantzker, Hunter and Quinn (2018) explain that when the research involves direct human contact, ethics play an important role. Individual participating in research should not be exposed to unnecessary physical or psychological harm (Leedy & Ormrod, 2019). Leedy and Ormrod (2019) further explain that the researcher should treat all participants in a courteous and respectful manner. This implies that the researcher needs to be sensitive to those who will be involved in conducted study.

3.5.3 Informed consent and voluntarism

Participants of this research were informed of the nature of the study to be conducted and were given the opportunity to choose to be part of the study or not. Dantzker, Hunter and Quinn (2018) state that the researcher should not only seek to obtain consent but should also inform the prospective participants that participation is voluntary. The participants were also informed of their rights to withdraw from the study at any given time. Any form of participation was presented for the participants to participate freely, without being forced.

3.5.4 Invasion of privacy

In terms of the Section 14 of the South African Constitution, 1996 every individual has the right to privacy. It means that the right to privacy of every individual who will be part of this study will be respected. The researcher, therefore, kept the details and views of the participants strictly confidential, South Africa (1996).

3.5.5 Confidentiality and anonymity

Dantzker, Hunter and Quinn (2018) explain that in some research fieldwork researcher is required to go under cover, however, such research cannot be conducted if the subjects become aware that they are being studied because subjects may change their behaviour. In this study, the researcher was honest and open about the nature of the study and did not rely on misrepresentation or deception as a means of getting the necessary information. The findings of the study reflected what transpired during the conducted semi-structured face-to-face interviews without any distortion, as well as the reviewed documentary and literature studies. The researcher fully acknowledged the use of other's ideas and words. Confidentiality and anonymity refer to an agreement between persons that limits others' access to private information (Mboniswa, 2007).

The information received was stored (Password protected) by the researcher. The findings of the research were documented in the form of an academic Dissertation. Their anonymity was also protected, and their names were not mentioned in the final Dissertation. The recruitment of participants was done considering the inclusion of gender, different ranks, or cultural background. Furthermore, the researcher also considered the following to ensure ethicality as suggested by Leedy and Ormrod (2005).

3.5.6 Avoiding misinterpretation of data

Misinterpretation refers to an interpretation of the study findings that are not consistent with the actual results of the study (Piette, 2018). Researchers should accurately represent their research activities. Any inaccurate representation is misrepresentation. Researchers should make no errors of omission or commission.

3.5.7 Correct reporting and adherence to University of South Africa ethical policy guidelines

As initially indicated, the research ethical clearance must be obtained for all research at UNISA prior to the commencement of the research. Research ethics applications must be submitted using the online Research Ethics (RE). The research committees are responsible for reviewing research ethics applications that involve human participants (Such as collection of data through questionnaires or interviews), non-human and secondary data applications that are classified as

negligible or low risk, which align with this study. Furthermore, research ethics applications that are classified as medium or high-risk applications (UNISA, 2024). This was done based on the 2013 UNISA Policy on Research Ethics,' this policy covers all activities through which research information is gathered, interpreted, processed and disseminated, for example surveys, questionnaires, interviews, data processing and the reporting of research findings (UNISA, 2013). In terms of essentiality and relevance, this policy presents that “before undertaking research adequate consideration should be given to existing literature on the subject or issue under study, and to alternatives available. In view of the scarcity of resources in South Africa, it should be clearly demonstrated that the research is essential to the pursuit of knowledge and/or the public good, thus, this study affirms (UNISA, 2013).

3.5.7 Plagiarism and academic dishonesty

The UNISA students are not allowed to copy assignment answers verbatim (Word for word) from the learning guide or other sources, students can be awarded 0%, as result. The Disciplinary Code for Students (2004) is given to all students when they register. Students are advised to study the Code, especially sections 2.1.13 and 2.1.4 (2004) (In Maluleke, 2017) and they are also read with the university's Policy on Copyright Infringement and Plagiarism. Therefore, the academic dishonesty can take many forms, but the following are some of the most common:

- **Copying/cut-and-paste/patch-writing:** This type of dishonesty involves just copying someone else's work either word-for-word or changing it slightly, without indicating that it is copied by, for example, putting it in inverted commas or indenting it in the prescribed manner. This is the easiest form of dishonesty to detect, as plagiarism software will pick it up.
- **Absence of references:** This is a very common type of dishonesty and involves using someone else's ideas, thoughts, insights or data without acknowledging that they are not your own. In essence, this is just a more refined version of the copying referred to above, as the words are changed, but the intent is the same.
- **Cheating/falsifying information:** This can take the form of manufacturing data, which does not exist or leaving out contradictory evidence. It is also sometimes called cherry picking, which refers to representing only the data or opinions that support your point of view.
- **Padding:** This refers to the practice of referring to sources that were not consulted, but which make the footnotes and list of references / bibliography seem more impressive. It is a practice

that supports academic laziness, in that a person consults only secondary sources, but gives the impression of having used the primary sources referred to in such works. A reference that refers to a source "as cited by xxxx" is not acceptable.

- **Too many quotes:** This form of dishonesty is when more than 15% of the work consists of quotes. It is indicative of someone who has not mastered the subject at hand and therefore cannot represent ideas in his or her own words. Such a practice is compounded by too great a reliance on a single author or a limited number of authors.
- **Incorrect referencing:** As stated above, incorrect referencing shows a lack of rigour and disciplinary expertise. Although the style of referencing can be different; correct referencing is a requirement of academic integrity and should not be taken lightly (Maluleke, 2017).

3.5.8 Honesty with professional writing and avoiding plagiarism

The researcher acknowledged all sources that were used during the research and the list of reference is included. This was done to avoid committing plagiarism. Avoiding plagiarism was considered in relation to the academic norms and copyright law proscribe plagiarism. Plagiarism is the reuse of work without due attribution. Attribution is as simple as citing the source of your information. Plagiarism is presenting someone else's work or ideas as your own, with or without their consent by incorporating it into your work without full acknowledgement, plagiarism may be intentional, reckless, or unintentional (Collis & Hussey, 2013).

3.6. STUDY DEMARCATION AND LIMITATIONS

Ross and Zaidi (2019) reveal that "studies usually have at least one or more limitations, coupled with a demarcation, making some aspects of the study findings less likely to be accurate, such as the study aim, objectives and a research question in reference to this study, which are not being proven while commencing with the study, though it might be true by the end of the study, to this end, the introduction of biasness by the researcher or lack thereof is necessary, as well as offering reliance on estimates of the collected data (Documentary and literature studies, as well as the empirical data). The limitations on the scope, demarcation and applicability of a study remains of utmost importance.

In this regard, this study was conducted in the selected informal settlements of Mamelodi East. This study was targeted at these areas because informal settlements community participation in sector policing, is a relatively under researched phenomenon. It was thus important to unearth the empirical findings relating to this phenomenon. Similarly, it was also important to unearth the relating challenges and to contribute to the body of knowledge in the study fields of ‘Criminology and Criminal Justice, Police Science, and Policing.’ Moreover, this study was limited to the exiting literature studies on this subject, and heavily relying on human participants (Empirical studies). However, the quality of the work might have compromised by lies or withholding of information from the participants.

Ross and Zaidi (2019) believe that funding has a huge impact on the success of the study. The researcher states the following: “in addition because scientists across the globe have different sources and amounts of funding, not all researchers can use large groups of subjects. The small sample sizes that make the statistics of a study less dependable, as the study findings lacks sufficient information.” For one to conduct a study, funding is vital. However, this study; adopted the desktop approach (By reviewing documents and consulting literature studies on this subject, as well triangulating it with the empirical data, collected from the 12 SAPS officials; using the semi-structured face-to-face interviews), and no funding was needed as there are available libraries, computers and internet at UNISA for the researcher to access.

3.7. SUMMARY

While considering the information presented in this chapter, it can be deduced that this study was executed with an appropriate research design and methodology to fulfil the study aim, objectives and a research question which guided it, as outlined in chapter three of this study. This chapter outlined the research design and methodology employed for this study, as well as the ethical considerations, study demarcations and limitations. Building from this chapter to the next (Four), chapter, the data presentations, analysis and discussions are showcased.

CHAPTER FOUR

DATA PRESENTATIONS, ANALYSIS AND DISCUSSIONS

4.1. INTRODUCTION

In this chapter, the findings of this study will be presented, analyzed and discussed, the researcher will present the outcomes of the presented discussions of the analyzed data and a discussion of the study findings, looking into to the evaluation of the participation of informal settlements residents in sector policing in Mamelodi East. The presented data was collected using semi-structured face-to-face interviews, documentary and literature studies. The posed interview questions to offer the empirical data stemmed from the Interview Schedule Guide.

The researcher triangulated the findings of this study by detailing the reviewed seminal documentary and literature studies, as well as the adopted research design and methodology to accurately enhance the data and the study findings. Key arguments and ideas were categorized according to the relevant themes that emerged from the participants' experiences on this subject, as depicted in Table 2 of this study. These were then further categorized into patterns that explain the phenomenon under study, as per each identified category. These categories were outlined and discovered by this study by linking any similarities and highlighting any dissimilarities within the collected empirical data.

The identified study themes were then collated to create a wide-ranging narrative of the study findings. To adhere to ethical requirements, the trues identities of the selected participants were withheld in the final Dissertation, while the study location was also omitted. In addition, it should be noted that the participants' responses are presented precisely and that the grammatical use in some responses may be somewhat flawed as English was their additional language and not their home language.

4.2. STUDY FINDINGS AND PRESENTATIONS

The study findings, as revealed by majority of the selected participants, identified lack of resources as some of the main challenges affecting effective and efficient functioning of sector policing, with the CPFs and SPFs included, this often result from community members not trusting the local SAPS members, as well as poor working relationship, other participants further emphasised that poor relationship between the police and the community among other things. The findings showed that fewer of the community members do consult the officials of the forum when they have problems. Some reported that the community do consult the forum officers when they have problems.

It was also agreed that the past and current SAPS cohorts participate in this study. About 12 of participants agreed that community do attend SPF meetings to discuss action plans with the sector commander to deal with crime in the sector. It was also revealed that the community members take ownership of sector policing and support the SAPS in the enforcement of the law. There were some identified factors that affect the implementation of sector policing in Mamelodi East, such as resistance to change, police culture and training, lack of leadership, accountability, police-community relations, trust and lack of resources. Lack of resources seems to be the main challenge of SPFs and CPFs in reducing crime.

Most of participants who took part in the study gave the opinion that lack of resource was the problem that the forum has faced and was still facing in its operation. Lacking such resources can make it difficult for both the police and the community to carry out their duties in SPFs and CPFs making it useless in reducing crime. These changes may therefore lead to the downfall of the SPFs and CPFs and thus showing that this forum still needs full support not only from the residents but from the provincial and national government. However, beside the challenges, the community and the police still manage to work jointly to fight against crime in their area as it was mandated by the Interim Constitution of 1993 that SPFs and CPFs must established in each police station so that together they can fight crime. The implementation of sector policing was successfully in Mamelodi East.

The study findings were checked against findings from previous research studies and the collected empirical data (As depicted in Table 2 of this study). Importantly, this study identified repeated and similar findings from the reviewed documents and consulted literature studies. Positively, new information was yielded from the collected data, detailing that the available legislative frameworks and policies makes it challenging for the local SAPS members to execute their duties, while ensuring participation of informal settlements communities in sector policing in Mamelodi East of CoT in the Gauteng Province. It was also established that the implementations of sector policing are more challenging in poor communities, including the informal settlements, than the affluent and wealthy communities. Moreover, the community members in the different sectors available in the informal settlements do not support each other in the implementation of sector policing. Moreover, the experience of community alienation among police officers were closely tied to the experiences of the local SAPS, with limited confidence to their abilities, skills and knowledge to control crime in the informal settlements of Mamelodi.

Table 2: The study findings and categories

STUDY FINDINGS AND CATEGORIES			
Community policing	Sector policing	Service delivery	Safety and security
<ol style="list-style-type: none"> 1. Councillors: Councillors from local government help in terms of streetlights and roads, which make areas inaccessible. (Interview 4) 2. Metro police: Metro police assists with the enforcement of bylaws. (Interview 4) 3. The CPF: To mobilize community. (Interview 4) 4. South African National Council on Alcoholism and Drugs (SANCA): To assist the police with 	<ol style="list-style-type: none"> 1. The Team leader is a person or a supervisor of a team who will lead a team in the performance of duties at sectors in terms of sector policing. (Interview 2). 2. The role of the sector manager is to ensure that he or she communicates with role players at the sector whereby they held meetings about crime and 	<ol style="list-style-type: none"> 1. Sector managers in Mamelodi East informal settlements are working on Zero budget. (Interview 4, 9). 2. The National Development Plan (NDP), 2030 is assisting in terms of changing the way SAPS was working. It brings forth SAPS working with other departments, a multidisciplinary approach, however in some of the things it 	<ol style="list-style-type: none"> 1. In Mamelodi East, more than 50% of the area is informal settlements, the place is so much congested and there is unemployment, a saturation of the squatter camps whereby it is difficult to police. (Interview 1). 2. In terms of the NDP, 2030 everybody must be employed and majority of people

<p>issues of drugs. (Interview 4).</p> <p>5. Department of Social Development: To assist the police with issues of rehabilitation. (Interview 4).</p> <p>6. Working hand in hand with the community by convening meetings with the community whereby challenges facing the community are discussed thereby designing plans or strategies to address the problems. (Interview 4).</p> <p>7. There is challenge working with people who are not employed like members of the CPF. (Interview 4, 6, 8, 11).</p> <p>8. There is no remuneration for those members of the CPF working with us the police. They just work for nothing, and they are the people who are assisting us, in most cases they are working with us in those sectors. It is also a challenge coming to the projects, you think of transport, food, stipend, it is really a problem. (Interview 4, 6, 8, 11).</p> <p>9. If the National government can come up</p>	<p>ensure that they come up with issues. (Interview 2).</p> <p>3. The National Sector Policing Instruction says the police must divide the area into smaller manageable areas and appoint a sector manager to such areas; establish sector profiles for each sector. (Interview 2).</p> <p>4. It also guides the police to establish sector crime forums and the forum can start with the implementation of sector policing and establishing sector patrollers. Everybody reports to the sector manager. (Interview 2).</p> <p>5. The police assign a particular vehicle to a particular sector with cell phone numbers and responsible members and once the vehicle is in the</p>	<p>does not help the police in anyway because the policies are starting from top. (Interview 4).</p> <p>3. If it was possible that the power be given to local government. SAPS is national but we sector manager's work hand in hand with local government. If the NDP, 2030 can be channelled to local municipality to assist us, it will be helpful in a sense of budgets. (Interview 4).</p> <p>4. The budget of SAPS is not in local government and the budget in local government is for Metro Municipalities but budget of SAPS is at National and provincial so that is where the challenge is. (Interview 4).</p> <p>5. The problems are on the ground but you must go to Province and National for budget to be able to have projects. If at least there were something of budget at Mamelodi West, it would be easier as we talk of Mamelodi. (Interview 4).</p>	<p>in Mamelodi East informal settlements are not employed and if people are not employed, they can be opportunistic criminals or people who are hungry, and they do not steal as criminals but to put something into their stomachs. (Interview 1).</p> <p>3. The informal settlements are overpopulated, and the police cannot access addresses of complaints. (interview 13)</p> <p>4. The community is afraid of the police because suspects who were apprehended are later released, and community is of the opinion that the police not courts (DoJ & CD) release the suspects. (Interview 13).</p> <p>5. It is difficult for the police working in the informal settlements of Mamelodi East as</p>
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<p>with a stipend, whereby volunteers from CPF will be given a stipend like those who are guarding schools. (Interview 4).</p> <p>10. In the absence of food, stipend and transport, the people are still committed because they are helping themselves as they are the ones complaining and they will eat at home. (Interview 4).</p> <p>11. The SCP and communication units are using their own time and it is a challenge working after hours and the weekends. (Interview 4).</p> <p>12. Other departments as well work from Monday to Friday and when they are requested to join crime prevention programmes over the weekends or after hours, they will say they are off duty and they must use their own petrol. (Interview 4).</p> <p>13. School Safety Committee: Together with the police, the Department of education to ensure safer school environment. (Interview 4).</p>	<p>garage, police members are unable to attend to that sector. (Interview 2).</p> <p>6. Another thing is police sector vehicles as they bear the cell phone numbers of the police on them and the community can reach the police with the cell phone number of the sector commander. (Interview 2).</p> <p>7. Meetings are telephonically arranged between the leaders and the police regarding proposed dates and times and the leaders will inform the community to be part. The meetings are held twice a month depending on the circumstances. (Interview 8).</p> <p>8. The police communicate telephonically with a leader or deputy leader as both have exchanged their telephone numbers</p>	<p>6. The NDP, 2030 do not want informal settlements but formal dwellings whereby a person will be accessing services in terms of water, roads, electricity and others. If people have access to houses, electricity, water, roads and others in terms of policing it will be easier for the police to police that area. (Interview 4).</p> <p>7. The police arrives late and sometimes do not arrive at these crime scenes due to overload of complaints that particular vehicle is attending to and the community get angry and ended up murdering the apprehended suspects more especially month end. (Interview 8, 2, 6, 12).</p> <p>8. Sectors are too big and vehicles cannot cover all the complaints reported by the community. (Interview 8, 2, 3, 4, 7).</p> <p>9. Lack of roads, damaged roads, some too big or too narrow, inaccessible to the</p>	<p>some members of the community assaults them and some do not. (Interview 12).</p> <p>6. Asian shop owners are a challenge to the police in Mamelodi East informal settlement as they are being robbed but do not want to appear in court (DoJ & CD) to testify. Sometimes it is language barrier as they fail to direct the police to the scene of a crime in progress for example house breaking business. When the police get the details of the crime scene, it is already late, as the shop will already have been broken into. (Interview 8).</p> <p>7. Illegal immigrants are also a challenge as their finger prints cannot be traced in cases of housebreaking. In this case, it is the community that will know about</p>
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<p>14. If there is a member of Provincial Legislature regarding community safety liaison, to assist with resources for CPF projects. (Interview 4).</p> <p>15. Stakeholders will be roped in during these campaigns where community will be given crime tips. The community will be involved by first identifying the community leaders to form part of the planning meetings to give their inputs and the broader community residing in that area will be targeted and reached by these community leaders in terms of the number of people needed. (Interview 4).</p> <p>16. These community members will also give inputs during the meetings as well as whatever resources they have for the planned operations. These community members will also assist the police during the campaigns with distribution of pamphlets. (Interview 4).</p> <p>17. There are meetings that the police hold with the</p>	<p>with the police concerning crime on how to prevent the existing crime in that sector. (Interview 8).</p> <p>9. The police now and then hold meetings with these leaders and other community members about problematic crime in that area also suspects causing crime in that area, the times of those crimes being committed for example daily, weekly, and monthly times of occurrences. It is then that the station relief commander will inform members working in the sectors about those identified areas called hotspots and police them. (Interview 8).</p> <p>10. Sector policing means that the police are policing certain sectors of the area in Mamelodi East</p>	<p>police and no street names, causing the police not to reach the complainants, especially on top of the mountain, and causing the police to park state vehicles and walk on foot and arrive late at crime scenes, or fail to locate the crime scenes. This makes the community angry and to take the law into their own hands. (Interview 8, 1, 4, 5, 7, 9, 11, 13).</p> <p>10. Some shacks are built right on top of mountains and the local SAPS vehicles cannot climb up the mountain nor park these vehicles as it is dangerous to leave state vehicles unattended to. Ultimately, the community will take the law into their own hands and the blame will be put unto the police. (Interview 8, 2, 6, 12).</p> <p>11. The police went to the community and asked the councillors and community leaders to address the issue of the roads inaccessibility as</p>	<p>these suspects but the community is afraid to provide the information to the police for the fear of being killed when the suspects comes back from jail as the police will inform these suspects who provided the information that led to their arrest. (Interview 8).</p> <p>8. Crime is also a challenge, people are being robbed, and the suspects that are being arrested regarding that, blames unemployment on their part. (Interview 8, 2, 7).</p> <p>9. Drugs are also a problem in Mamelodi East informal settlements. (Interview 8, 2, 7, 8, 12)</p> <p>10. The other challenge is illegal connection of lights, which ends up in big fights between lawful owners of houses and the people of</p>
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<p>community and the police do door-to-door campaigns talking to the community. (Interview 6).</p> <p>18. The Shebeen owners do not cooperate with liquor trading laws as they do not close according to the stipulated times. (Interview 6, 2, 8, 12).</p> <p>19. We have elderly people, pensioners who cannot reach the station and the police do help them with the difficulties they are facing with their families. (Interview 6).</p> <p>20. We do communicate with Community Police Forum members, patrollers; we work hand in hand with them to help our community to be safe and to combat crime as well. (Interview 6).</p> <p>21. The CPF (Civilian side) members are not being paid for the services they render and some of them are passionate to work with the police whilst some are dragging their feet because they are not getting anything for working with the police. (Interview 6, 4, 8, 11).</p> <p>22. Various stakeholders in the area we are given</p>	<p>which is divided into two sectors and their work with the community also community leaders to give the residents of that sector protection they need from the police in collaboration with the police permanently in that sector. (Interview 8).</p> <p>11. Sector commanders engaged the management team of Mamelodi East police station regarding shortage of human and physical resources as well as the sizes of the sectors as alluded to. (Interview 4).</p> <p>12. The management responded by requesting manpower from neighbouring police stations which resulted in the appointment of two sector managers in Mamelodi East</p>	<p>ambulances are always struggling to reach the sick. (Interview 8).</p> <p>12. The Mamelodi East Police station management team was also approached by the struggling police members to provide manpower and physical resources but the answer was simple as no money, no budget. (Interview 8).</p> <p>13. Department of Home Affairs (DHA) was also approached regarding illegal immigrants, but nothing came to fruition. (Interview 8).</p> <p>14. Councillors were talked to regarding their houses to be taken as meeting points between the police and complainants. (Interview 8).</p> <p>15. The police are no longer working as before because of corruption as such no longer being trusted by the community. (Interview 8, 2, 10, 13).</p> <p>16. There is no house numbering of shacks and as such, it is not easy to reach complainants.</p>	<p>the informal settlements who steals electricity from lawful owners of houses. (Interview 8)</p> <p>11. When coming out from the shebeens, there are lots of assault with the intent to inflict GBH cases and the Domestic Violence (DV) cases. (Interview 6, 1, 8).</p> <p>12. There are many houses in the sectors that owners do not live in, and people are raped and murdered in these houses, called hotspots by the police. That is when councillors are called to assist. (Interview 6).</p> <p>13. The Taverns are a challenge and it is mostly where crimes starts from as tavern owners do not respect liquor laws. They close late against the stipulated times of 02:00 and crimes will be reported around 04:00 when</p>
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<p>slots before church service so that we can relate to the congregation what their roles should be in terms of dealing with the crime combatting in their specific area. (Interview 1).</p> <p>23. Some of crimes are generated from the liquor outlets and then we should mobilise the liquor outlet owners so that they can assist us in sensitising the police in terms of the who can be perpetrators in that specific area. (Interview 1, 6, 8).</p> <p>24. The business people also become targets of crime and they are engaged and mobilised in terms of assisting the police in terms of policing. The business people in most cases sponsor the crime prevention projects and their security guards when they see suspicious people and vehicles, they sensitise the police. (Interview 1).</p> <p>25. Some stakeholders are reluctant to cooperate with the police. You must understand when</p>	<p>informal settlements, a matter which was long overdue. (Interview 4).</p> <p>13. Management does not understand what sector policing entails. Sector managers are expected to do their work as sector managers, and also to be part of the station, because if you do your work as a sector manager the management still needs you to provide arrests as if you are working in the Client/Community Service Centre (CSC) or performing crime prevention duties at the police station whereas you are engaging with the community in the sector. Your successes for that matter as a sector manager must go hand in hand with your work.</p> <p>14. Sector managers in Mamelodi East</p>	<p>(Interview 9, 1, 4, 5, 7, 8, 9, 11, 13).</p> <p>17. Lack of finance make it difficult for sector managers to implement projects. Resources such as vehicles, equipment (loud hailers, gazebo's, tables, pamphlets and stationery). There is no budget for SCP (Interview 9, 4).</p> <p>18. These mob justices arises because the police fail to arrive in time at the scene of crime where the community due to shortage of resources and overload of complaints would hold the suspect. In some instances, the police even fail to reach the address of the complaint. (Interview 12, 2, 6, 8,).</p> <p>19. The South African Constitution, 1996 also plays an integral role in the provision of police service to ensure that the rights of each and every member of the community is being protected and it also entails both code of conduct and the</p>	<p>the taverns are supposed to be closed. (Interview 8, 1, 6, 2, 12).</p> <p>14. In terms of the NDP, 2030 people are promised safety and security, houses, everything but those things are very difficult, for example like Mamelodi East informal settlements, the environmental design of the area is making it difficult for policing to take place. (Interview 1).</p> <p>15. There is illegal substances, in the Mamelodi East informal settlements, there are illegal electrical connections and the people when seeing the police think they are there to disconnect illegal wire connections. (Interview 12).</p>
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<p>you deal with policing not everybody is a law-abiding citizen. (Interview 1).</p> <p>26. When there is crime committed, the liquor outlet owner will tell the police that they did not see anything. (Interview 1, 2, 6, 8, 12).</p> <p>27. Some of the churches does not give crime tips it is only when the sector manager is present. (Interview 1).</p> <p>28. The Taxi industry is not reliable. You can talk to them in the meeting and they will agree but out of the meeting, they do not do as agreed. (Interview 1, 2, 6, 8, 12).</p> <p>29. The mobilisation of the community, and once you have mobilised the community, and there is partnership with you, you know even if you cannot access the area but if you have people who can contact you. (Interview 1).</p> <p>30. Churches must have good influence in the community by teaching the community that the police are not bad people as they are there to</p>	<p>informal settlements are working on Zero budget. The community is relying on SAPS budget and for the sector manager to run a project, he or she must rely on donations and SAPS regulations do not allow that. (Interview 4, 9).</p> <p>15. Sector policing is supposed to be smaller and manageable but in terms of Mamelodi East SAPS, it is not the case. The police station has big areas, which in reality are not manageable in terms of sector policing, as they are too big. (Interview 4, 2, 3, 4, 7, 8).</p> <p>16. Mamelodi East SAPS case, they are so big and the sector manager cannot manage a particular sector with one vehicle, at least they must be three vehicles with</p>	<p>investigation of crime. (Interview 2).</p> <p>20. Police initial attendance to crime is an initial investigation of crime and SAPS National Instruction on sector policing that guides on how to go about implementing sector policing. (Interview 2).</p> <p>21. Community members are given alternative numbers that is the number of the VISPOL commander, the number of 112, the number of the station commander for speedy attending of complaints as well as detective commander numbers for feedback regarding their complaints. (Interview 2).</p> <p>22. The police also spoke to the SAPS Garage management to arrange quick and speedy repairing of broken state vehicles. (Interview 2).</p> <p>23. From time to time, overtime is arranged for crime prevention operations to address the root causes of crime and prevention thereof.</p>	
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<p>protect them. (Interview 11).</p> <p>31. The BAC or the business community to observe liquor regulations. (Interview 11).</p> <p>32. Sports people must remove the children from the street by projects such as sports against crime, music choir's etcetera to keep them busy and remove them from the street. (Interview 11).</p> <p>33. The community know about sector crime forums as they attend these meetings and the community form part of patrol teams. They all go out to register as patrollers. (Interview 11).</p> <p>34. The involvement of communities in sector policing is unsatisfactory. (Interview 11).</p> <p>35. The community members withdraw easily, when you start engaging them in whatever matter regarding sector policing, they come but withdraw easily because they are in dire needs.</p>	<p>two members. (Interview 4).</p> <p>17. The SAPS National Instruction No. 1 of 2011 sector policing, is guiding the implementation of sector policing. It explains the phases of sector policing, the roles of the sector manager, the role of the station commander, the role of the VISPOL commander and stakeholders. (Interview 4).</p> <p>18. Up to so far there are no challenges pertaining to the regulatory framework. (Interview 4).</p> <p>19. If there are murders taking place in the area, the sector commander will check the causes of those murders and come up with the project such as awareness campaigns to the community in that particular area</p>	<p>Evaluation is made from time to time of the operations conducted at the sectors. (Interview 2).</p> <p>24. The police also arrange projects through sector commanders, SCP and the project roadshows and crime awareness campaigns and arrangement of regular meetings with the community where crime is being addressed. Crime prevention operations are based on the Crime Threat Analysis and the Crime Pattern Analysis. (Interview 2).</p> <p>25. Sectors are too big and vehicles cannot cover all the complaints reported by the community. (Interview 8, 2, 7, 8, 12).</p> <p>26. Taverns are a challenge and it is mostly where crimes starts from as tavern owners do not respect liquor laws. They close late against the stipulated times of 02:00 and crimes will be reported around 04:00 when the taverns are supposed to be</p>	
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<p>This is because some of them think will get stipend as they joined but later withdraws when realising that there is no stipend. (Interview 11, 6, 8, 11).</p> <p>36. The forums comprise of members of the community, NGOs, Churches, Social workers, Teachers, Police officers. (Interview 11).</p> <p>37. The BAC/Business Forum: Ensure meetings and assisting with projects, provision of information about crime in shops and malls. (Interview 2).</p> <p>38. The CPFs: Ensure that there is good communication between the police and the community, plan with the police the operations and ensure participation, assist in getting handouts in projects and ensuring accountability of sector crime forums, monitoring and evaluation thereof. (Interview 2).</p> <p>39. District management: Assist during district operation “<i>Okae Molao</i>” (<i>Where is the Law?</i>),</p>	<p>making people aware about murders happening in their area. (Interview 4).</p> <p>20. The particular spot where murders are taking place will be identified as a hot spot and the community will be advised to be cautious during particular times and the community will be informed about the causes. (Interview 4).</p> <p>21. Sector policing is when the community is divided into groups for them to be served in a certain appropriate way and speedily so that they can get proper service they are looking for. (Interview 11).</p> <p>22. To my little knowledge, sector policing helps a lot, if police officers are placed in a sector, as they know how to reach the community speedily and they</p>	<p>closed. (Interview 8, 2, 6, 8, 12).</p> <p>27. The South African Constitution, 1996 also plays an integral role in the provision of police service to ensure that the rights of every member of the community is being protected and it also entails both code of conduct and the investigation of crime. (Interview 2).</p> <p>28. Police initial attendance to crime is an initial investigation of crime and the SAPS National Instruction on sector policing, which guides on how to go about implementing sector policing. (Interview 2).</p> <p>29. The NDP, 2030 positively affects the police work. The NDP, 2030 came up with the establishment of the Code of Conduct, which positively affects the SAPS members. Members are regulated and comply with it. (Interview 2).</p> <p>30. The NDP, 2030 ensures safer communities as communities’ rights are</p>	
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<p>regional compliance with projects and sometimes attend CPF meetings. (Interview 2).</p> <p>40. VISPOL: Assist with social crime projects and operations, operation <i>Sethunya</i> [A Gun] (Interview 2).</p> <p>41. Stakeholders not adhering to tasking as agreed upon especially issues regarding crime prevention operations. (Interview 2, 1, 6, 8, 12).</p> <p>42. Sometimes what is agreed upon during meetings is not implemented due to certain constraints for example committing of resources for crime prevention operations is not honoured by stakeholders. (Interview 2).</p> <p>43. Churches: They are responsible for giving moral regeneration to the communities. (Interview 2).</p> <p>44. Sector commanders: Engaging in mobilisation of the community, holding sector forum, ensuring that they bring about projects, ensure patrols, provides information about crime</p>	<p>know even the addresses of the streets they are looking for. (Interview 11).</p> <p>23. Sector policing is very fast where a vehicle is posted in a certain sector and the community can reach the police easily when they are patrolling. (Interview 11).</p> <p>24. There is a cell phone number of members of the police who are posted in sectors who when doing patrols can be easily reached on those cell phone numbers. (Interview 11).</p> <p>25. The disadvantage of sector policing is that community members are just using the police for their own interests to divert the police sometimes due to lots of criminal activities these community members are involved in. (Interview 11).</p>	<p>being protected, communities need guiding police performances, police members are bound by this code of conduct in a respective way. (Interview 2).</p> <p>31. Each operation will have a leader who will lead the operation and give feedback from time to time and at the end of the operation, successes will be compiled including deployments, shortcomings and good practices so that in future, the shortcomings can be addressed and good practices maintained. (Interview 2).</p> <p>32. The first thing I can indicate is the SAPS Code of Conduct. It indicates a lot about serving the community with honour, dignity and pride and that the police must be professional. The police must get the needs of the community so that the police can be able to ensure that crime is</p>	
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<p>and crime prevention tips to the community, leading operations in sectors. (Interview 2).</p> <p>45. Liquor Forum: Attending of Liquor forums, ensure good working relations in the community by providing information of criminals enjoying liquor in their area, ensuring compliance in liquor regulations. (Interview 2).</p> <p>46. Taxi Forums: Ensuring attendance of monthly meetings, taxi violence threats, and assist in terms of giving information regarding their organisations. (Interview 2).</p> <p>47. Community will be engaged in meetings, the sector forum people members, as they will be holding these meetings with the team leader, who will cascade the information to the community and will get information about crime from the community, which will enable the police in analysis of crime threat and crime pattern. The information will assist in the planning</p>	<p>26. During the inception of sector policing, people were gathered together and CPFs were formed in all the sectors to make it easy for the police and the community to engage (Interview 11).</p> <p>27. A sector manager is a community police official, somebody who links the community and the police. (Interview 5).</p> <p>28. He or She is a messenger who takes information from the station, also giving out the community the information from the police station of what is happening in their surroundings so that they can be aware in terms of what is happening, so that they do not encounter challenges that they are not aware of. (Interview 5).</p>	<p>prevented. (Interview 2).</p> <p>33. Regarding the issue of resources, our government is failing the police working in the sectors so these members cannot blame the station commander because the station commander applies for these resources without getting anything and at the end of the day, it is the police that are failing the community. (Interview 6, 3, 5, 7, 8, 12).</p> <p>34. Like now, as a sector commander, I do not have a vehicle to assist the community in the sector; I cannot be an office manager. (Interview 6).</p> <p>35. The problems are on the ground but you must go to Province and National for budget to be able to have projects. If at least there were something of budget at Mamelodi West, it would be easier as we talk of Mamelodi. (Interview 4).</p> <p>36. The NDP, 2030 do not want informal</p>	
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<p>of operations. (Interview 2).</p> <p>48. This implies that the community also has the responsibility to police themselves and implies that the police is moving away from the police being alone and now the community gets the responsibility of policing, hence community policing. (Interview 2).</p> <p>49. Community leaders and Councillors to help the police in identifying drug posts, criminals and to provide access of roads to the police. (Interview 8).</p> <p>50. The CPF members (Civilian side) no longer active because they were remunerated by getting piece jobs in school contracts where they guarded and patrolled schools throughout the night. The department of education and training together with the police were paying them but the contract has ceased to exist. (Interview 8, 4, 6, 11).</p> <p>51. The community, some seems to have little knowledge about</p>	<p>29. The sector manager must regularly engage with the community in terms of policing where they are residing and this can be achieved in the form of meetings either formal or informal preferably on weekly basis. (Interview 5).</p> <p>30. The sector manager must be at the community in the sector full time so that the people can know him/her and he/she can know the people by their names in that particular sector. (Interview 5).</p> <p>31. Through the engagement of the sector manager with the community then they become aware and whatever they do, they ensure that they are safe. (Interview 5).</p> <p>32. It is sometime very difficult to implement sector</p>	<p>settlements but formal dwellings whereby a person will be accessing services in terms of water, roads, electricity and others. If people have access to houses, electricity, water, roads and others in terms of policing it will be easier for the police to police that area. (Interview 4).</p> <p>37. The NDP, 2030 is assisting in terms of changing the way SAPS was working. It brings forth SAPS working with other departments, a multidisciplinary approach, however in some of the things it does not help the police in anyway because the policies are starting from top. (Interview 4).</p> <p>38. If it was possible that the power be given to local government. SAPS is national but we sector manager's work hand in hand with local government. If the NDP, 2030 can be channelled to local municipality to assist us, it will be helpful in</p>	
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<p>policing as a result that they do not want to see the police vehicle. If the police go into their area, they fight them. (Interview 9, 2, 7, 9, 11, 12, 13).</p> <p>52. The police arrange community meetings to provide them with information pertaining to policing matters in their area. (Interview 9).</p> <p>53. <i>Imbizos</i> (Communal meetings) are arranged by the police whereby different stakeholders are invited and the community members are explained their roles. (Interview 9).</p> <p>54. Crime awareness campaigns are conducted, projects are executed and radio slots are used to engage the community. (Interview 9).</p> <p>55. Department of Education (DoE): Responsible for school safety programmes. (Interview 9).</p> <p>56. Department of Social Development (DSD): dealing with drugs and involved with international drug action</p>	<p>policing because people have to be united. If these people are influencing them, you as a sector manager you are not going to attain full participation of the whole community, and sometimes these political party leaders will influence the people not to attend your meeting, as the meeting will not be from their political parties. (Interview 5).</p> <p>33. The challenges experienced are that informal settlements are not well established, they just mushroomed from nowhere, there are no streets, and no marking of house numbers and the police cannot find the complainants. Streets are narrow and difficult to drive through. (Interview 11, 1, 4, 5, 7, 8, 9, 11, 13).</p>	<p>a sense of budgets. (Interview 4).</p> <p>39. The budget of SAPS is not in local government and the budget in local government is for Metro Municipalities but budget of SAPS is at National and provincial so that is where the challenge is. (Interview 4).</p> <p>40. Some shacks are built right on top of mountains and the police vehicles cant climb up the mountain nor park these vehicles as it is dangerous to leave state vehicles unattended to. Ultimately, the community will take the law into their own hands and the blame will be put unto the police. (Interview 8, 2, 6, 8, 12).</p> <p>41. The police arrives late and sometimes do not arrive at these crime scenes due to overload of complaints that particular vehicle is attending to and the community get angry and ended up murdering the apprehended suspects</p>	
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<p>programme. (Interview 9).</p> <p>57. The NGOs: Referring to the <i>Thuthuzela</i> Care Centre (TCC) - dealing with victims of crime for counselling and debriefing sessions, <i>Itso seng</i> clinic, Moses <i>Mabida</i> foundation and <i>Thandanani</i> dealing with victims of drugs. (Interview 9).</p> <p>58. The CPFs together with the police responsible for implementing SCFs. (Interview 9).</p> <p>59. Community patrollers responsible for rendering sector patrol duties, assist in convening community meetings, to ensure sound relations together with the police. (Interview 9).</p> <p>60. <i>Batho Panda</i> Forum dealing with children after school care early learning programmes. (Interview 9).</p> <p>61. Churches give the sector commander a platform to teach the congregants about the SAPS showing them that the police is not only about arresting people. (Interview 9).</p> <p>62. Clinics are used for reaching out to</p>	<p>34. A Sector manager is somebody at a police station appointed to deal with all issues and activities of policing in a smaller and manageable area as divided in a policing precinct. (Interview 1).</p> <p>35. Actually, in sector policing the implication is that you have to divide the policing precinct into smaller manageable areas so that the policing can be effective to address the root causes of crime in a policing precinct. (Interview 1).</p> <p>36. In terms of sector policing, a vehicle must be placed nearby so that the police can arrive in time at the scene of crime. (Interview 1).</p> <p>37. The role of the sector manager is to communicate with community members in order</p>	<p>more especially month end. (Interview 8, 2, 6, 8, 12).</p> <p>42. The shacks are not numbered and when there is a murder incident, it becomes difficult for the police to reach the scene of crime, as the place is not easily accessible. (Interview 1).</p> <p>43. There are no lights and during the night, it is difficult to see. (Interview 1).</p> <p>44. There are no roads and the police have to park their vehicles so that they can walk the road on foot in order to attend to a complaint. (Interview 5).</p> <p>45. There are no lights and this compromises policing during the night because no one can see in the dark. (Interview 5).</p> <p>46. The police station of Mamelodi East have shortage of labour and vehicles. Subsequent to that, the police fail to arrive in time to incidents of crime where the community has arrested suspects. (Interview 8).</p>	
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<p>communities. (Interview 9).</p> <p>63. The DoJ & CD is responsible for programmes such as victim empowerment programmes (Interview 9).</p> <p>64. Some of political party leaders influence people in doing wrong things against the ruling party in that particular area as they are not leaders from the ruling party in that particular area. These political party leaders make sure that they are against the councillor or against the person leading if not from their own political party. (Interview 5).</p> <p>65. Some informal settlements community do not want the police at all, as such they throw stones at police vehicles in their area. The reason given by the community is that they will sort the matters in their hands themselves. This is because of lack of education on the part of the community. Another cause is our leaders, when there is a strike and the people behave</p>	<p>to assist them with their problems, especially those who could not reach the station, more especially in Mamelodi East where we have many squatter camps whereby, we have elderly people, pensioners who cannot reach the station. The police do help them with the difficulties they are facing with their families. We do communicate with CPF members, patrollers; we work hand in hand with them to help our community to be safe and to combat crime as well. (Interview 6).</p> <p>38. Some sectors too big and far apart. (Interview 3, 2, 4, 7, 8).</p> <p>39. Reliefs working in the sectors not balanced, labour as well not balanced. Human resource insufficient. (Interview 3, 5, 7, 8, 12).</p>	<p>47. The informal settlements of Mamelodi East are overpopulated and the police cannot access addresses of complainants. (Interview 13).</p> <p>48. The pillars of the NDP, 2030 advocate for provision of service delivery to the people employment and provision of safety and security to the people but due to the infrastructure layout of the area, and lack of resources on the part of the police, those are not done. Interview (1, 3, 4, 5, 7, 8, 9, 11, 12, 13).</p> <p>49. The Mamelodi East SAPS CSC members do not want to attend to complaints in the informal settlements during the night. Very few do as they claim that there are no house numbers of which there are agreed upon meeting points as well as main roads where they patrol (interview 5).</p>	
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<p>unlawfully, the police will arrest them but the government will assist them. No one tells them that they are wrong because there is no CPF offices and as such no communication between the police and the community. (Interview 13, 2, 7, 9, 11)</p> <p>66. Mob justice is rife in Mamelodi East informal settlements. (Interview 2, 6).</p> <p>67. Drugs are rife in Mamelodi East informal settlements and drug addicts called <i>Nyaope</i> people start stealing at home and become known in the community as thieves, and once one of them is accused of stealing, a whistle is blown, the community immediately assemble, and the accused person will be severely dealt with by the community. (Interview 2, 6).</p> <p>68. Mob justice comes about people engaged in crime and once they are identified, the community takes the law into their own hands and the police called after dealing with the alleged</p>	<p>40. Working hard, harder as there are few numbers of the police working in the sectors. There is lot of work to do in the sectors with no work force. (Interview 3).</p> <p>41. A team leader or sector manager must ensure crime prevention in his or her area of responsibility. (Interview 9).</p> <p>42. He or she must strengthen the relationship between the police and the community. (Interview 9).</p> <p>43. He or she must promote the image of the SAPS. (Interview 9).</p> <p>44. Sector manager encourage community involvement in crime prevention and to attend to complaints in the sector. (Interview 4).</p> <p>45. Sector manager initiate projects with stakeholders as determined by</p>		
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<p>perpetrators. (Interview 2, 6)</p> <p>69. There are no go areas for the police in certain areas in Mamelodi East informal settlements especially in the mountain area, an area where mob justice occurs even if the police had held several meetings with the community. (Interview 2).</p> <p>70. The community do not want to see the police for their own reasons even if there are sector commanders and SCFs. When the police come to the area, the community will throw stones at them and it is not clear who is law abiding as others incites others. (Interview 2,7,11, 9, 13).</p> <p>71. There are many robberies in Mamelodi East informal settlements and once someone is accused of robbing someone, or someone is caught in the act of robbery, the community will decisively deal with the accused and the police will be called in after that. (Interview 2, 6, 12).</p>	<p>the type of problem encountered to address that, for example in schools (Safer school projects) to address drugs or learners stabbing each other with knives. (Interview 4).</p> <p>46. Sectors too big and far apart. (Interview 3).</p> <p>47. Infrastructure is a problem in terms of roads. Some areas are not accessible in terms of a vehicle. When you park a vehicle and you walk to the area you are needed. If you are going to arrest a suspect, it is not safe to park a vehicle and leave it behind. (Interview 4)</p> <p>48. The area of Mamelodi East informal settlements is too big with one police station and members of the community coming from afar, takes time to reach the</p>		
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<p>72. The community say they are tired of crime and they no longer have trust in the police. (Interview 2).</p> <p>73. The CPF members are using their own time and it is a challenge working after hours and weekends. (Interview 4).</p> <p>74. The police are also faced with mob justice whereby, whenever the community members get hold of a suspected perpetrator of a crime, they do not communicate with the police and before they communicate with the police, the person is already dead or critically injured by these community members. (Interview 6, 2, 12).</p> <p>75. Mob justice happens even if the police try their level best to communicate that whenever they apprehend a suspect the police are there to help them to arrest the suspect in order to avoid mob justice. (Interview 6, 2, 12).</p> <p>76. The police hold meetings, <i>Imbizos</i> whereby they meet with</p>	<p>police station and the community feel that the police are not doing enough to deal with the crime. (Interview 2).</p> <p>49. The area is too big and sectors are not manageable but only if we can get vehicles. Interview 7).</p> <p>50. The sector manager must have two sector teams, and two vehicles for sector with four members but it is not happening as there are no vehicles and members are not enough. (Interview 7).</p> <p>51. Sector managers in Mamelodi East informal settlements are working on Zero budget. (Interview 4, 9). The National Instruction on sector policing states that the SAPS must divide the area into smaller manageable areas and appoint a sector</p>		
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<p>community members emphasising to them how to communicate with us in order to avoid taking the law into their own hands whenever they apprehend a suspect. (Interview 6).</p> <p>77. In some cases, the community do not want the police, only when they have a problem in terms of emergency because they are involved in some criminality such as drugs. (Interview 7, 9, 11, 2, 12, 13).</p> <p>78. Extension 17 Mamelodi East informal settlement community members do not want to work with the police. They police themselves, as they are tired of crime. They say they no longer want the police as they fear victimisation, the only time they need the police is when a person has been killed, and they want the police to attend to the scene. (Interview 9,7, 11, 2, 12, 13).</p> <p>79. People in Mamelodi East informal settlements are good today and not good tomorrow. They see the</p>	<p>manager to such areas and establish sector profiles for each sector (interview 2). The Instruction also guides the police to establish SCFs to start with the implementation of sector policing and establishing sector patrollers. All reporting to the sector manager (Interview 2).</p>		
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<p>police as their enemies as they are involved in illicit trading's such as brothels, which pushes the police away. (Interview 11, 7, 9, 2, 12, 13).</p> <p>80. Some places are no go areas for the police, the community will throw stones at the police once a police vehicle is seen in those areas such as Mountain View and Alaska, which is in an area at the top of the mountain. (Interview 11, 9, 7, 2, 12, 13).</p> <p>81. When the police arrive at the scene after brutally or fatally assaulting the suspect, the very community would want the police to arrest the person and not first arrange for medical assistance of the person, as it is the priority of the police to seek for medical attention first. The very community will go to the police station to ascertain that the person is indeed in custody at the police station. They will also demand feedback from the police. (Interview 12).</p>			
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<p>82. The community do not hand over apprehended suspects to the police and instead, take the law into their own hands and after assaulting the person, it is then that they call the police. (Interview 12, 2, 6).</p> <p>83. There are no community police forum offices to address minor complaints, as minor complaints do not necessarily need the police. (Interview 13).</p> <p>84. The police try their best to befriend the community but the community is never there for the police. (Interview 10).</p> <p>85. There is no trust of the police in the community. Some community members understand the police but some do not understand the police. (Interview 10).</p> <p>86. The police teach the community what is policing and required of them but the police are still building the relationship. (Interview 10).</p> <p>87. The majority of the people in Mamelodi East informal settlement do</p>			
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<p>not want to be involved in policing due to their own problems of living in that area, (interview 1).</p> <p>88. Some stakeholders are reluctant to cooperate with the police. (Interview 1)</p> <p>89. The CPF structure composes of members of the community who grouped themselves to be volunteers to patrol the area in a way together with the police and sector managers. (Interview 4).</p>			
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Source: Semi-structured face-to-face interviews (2023/2024)

4.2.1 Analysis and discussions of the identified categories

4.2.1.1 Community policing

From Table 2, sector policing is regarded as the strategy in the philosophy of community policing. In this context, sector policing is operationalised through the CPFs through the SPFs and Sector Crime Forums (SCFs). This is the approach used by the SAPS nationally, including in the Mamelodi East informal settlements (Interview 9). The CPF as a structure, comprises of members of the community who grouped themselves as volunteers, with the purpose of patrolling the area together with the police and sector managers (interview 4). The CPF generally ensures that there is good communication between the police and members of the community. In essence, the CPF cooperates with the police in the planning crime prevention operations, ensures community participation, and assist in getting handouts in awareness campaigns and related projects (Interview 2).

The purpose of the coordination between the CPF and the police is thus key in ensuring that different sectors in Mamelodi East informal settlements are effectively policed. However, constraints in committing various resources needed to enhance crime prevention remains a challenge (Interview 2). The challenges include budgetary constraints, lack of vehicles, marketing, and promotional materials (Interview 2, 3, 4, 7, 9, 11, 12, 13).

Part of the responsibility of the CPF is also to ensure accountability of sector crime forums, including the monitoring and evaluation of processes within the sector (interview 2). Similarly, the CPF is additionally responsible for mobilising the community, in terms of participation in sector policing through Sector Crime Forums (Interview 4). The SCF comprises of members of the community, NGOs, churches, Social Workers, local educators, police officials (interview 11). The Churches are responsible for preaching moral regeneration to the community (interview 2).

This implies that churches as leaders of the community, have a responsibility to exert good moral influences. Among the moral teachings of the church, is the emphasis that crime is not only sinful, but a very serious social ill. Thus, church bears the responsibility to also teach the community that police are not bad people and are there to serve and protect the community (interview 11). To this end, Interviewee 1 makes an important contribution which suggest that churches should allow the police regular opportunities to address congregants on issues of crime, including the role of the community in assisting the police to combat crime (interview 1; 9; 12). Such opportunities are key in facilitating an understanding among congregants who are members of the community, that the police are not all about arresting people, that the police form part of the community and are there to assist in bringing peace and security.

Other important stakeholders in sector policing include Ward Councillors. Councillors are key in mobilising Local Government to deliver services that include the maintenance of streetlights and roads. Improving such infrastructure is key in making informal settlements accessible for the police, in terms of attending to complaints and doing patrols (interview 4). Together with community leaders, Ward councillors can help the police in identifying drug posts or dens and criminal elements in the community (interview 8). Fundamentally, improving infrastructure in the community talks to Environmental Crime Prevention (ECP) nor Crime Prevention Through Environmental Design (CPTED).

The local businesses are also a key stakeholder in Sector Policing. In this context, business can assist in terms of sponsorships for crime prevention projects, including committing resources such as security guards, and alerting the police on suspicious activities (Interview 1, 6, 8). The involvement of the business community in sector policing can thus help in mitigating the budgetary and resource constraints referred to in this study. Essentially, the constraints mean that community volunteers in sector policing give efforts without any stipend, food, or transportation. This may lead to some volunteers committing acts of criminality such as theft, corruption, or robbery. The reality is that when volunteers go hungry, such predicament makes some prone to crime. This follows the general expression that “a hungry stomach leads to crime.” To deal with the problems requires of the police to strengthen relations businesses, including the soliciting of donations from affluent community members who are not necessarily in business.

The main stakeholder in community policing is members of the community themselves. To this end, it is important that members of the community should also register as patrollers, to help in creating safer communities (Interview 6). The community patrollers, are responsible for rendering sector patrol duties, assist in convening community meetings and to ensure sound relations with the police (Interview 9). To assist with stipends and rations (food), those members of the position who are able to contribute the bare minimum amounts or food parcels may be requested to assist. Similarly, the GPDCSL can also assist in seeking sponsorships for community patrollers. Key to the localisation of support is the role of the CPF which can engage local businesses for assistance with rations and other resources, whilst the SAPS can be responsible for assisting with equipment such as bullet proof jackets, handcuffs, reflector jackets and pepper spray. However, such equipment can only be offered to trained reservist police officials. The point to this last assertion is that reservists should be used to capacitate community patrollers, to bring in that element of skills for proper policing, since reservists are formally trained in crime prevention.

Crime prevention forms the core of community policing as a philosophy. One way to attain high impact in community policing is by creating activities that will keep the youth busy in meaningful activities. When youth are idle, there is a high probability that they may engage in delinquent behaviour, some of which can constitute criminality. To deal with the issues, the police can engage sports people to assist organising streets projects such as football matches and music choir festivals, keep the youth busy, by remove them from the street (interview 11). Such initiatives are key in giving youth a sense of purpose, especially during school holidays.

For the SAPS, the initiatives fit in well with their SCP mandate, which is intended to build cohesion between the police and members of the community. Thus, the SCP deals with positive reinforcement among youth. The SCP as an aspect of community policing also assist in dealing with social ills within specific sectors in any community. To operationalise, the police can for example engage with organisations such as the SANCA. This organisation can assist the police with issues of drug abuse and alcoholism. It is public knowledge that drugs, and alcohol abuse does lead to violent crimes (Interview 4, 6, 11). To sensitise the youth in communities, stakeholders such as the SANCA can be invited to do crime awareness campaigns and to give safety tips, in collaboration with the SAPS. The campaigns should also emphasise on identifying and inviting the community leaders to form part of the planning meetings. The community leaders are key in mobilising communities and encouraging sound relations with the police (Interview 4). This is why sector managers should know who the community leaders are and strive to build sound cordial relations with them.

The cooperation between sector managers and community leaders is the heartbeat of Sector Policing. Enhanced cooperation will in this context, enable crucial crime prevention activities within the sector (Area of policing). Apart from helping the police to distribute pamphlets for awareness campaigns, community leaders can help the police to do door-to-door campaigns (interview, 6). Such initiatives enable the community to not only trust their leaders as they are seen to be serious about safety and security, but also helps members of the community to know who their sector managers are and who to go to when they are besieged with problems. As already cited herein, problems in the community are not only limited to crime. Members of the community can also directly give information to the sector manager, information in relation to unruly behaviour because of substance abuse. The value of such information is that the sector manager can proactively expeditiously act on such information before violent crimes are committed.

The police hold meetings with community through SCFs whereby the team leader will cascade the information to the community and in return, the team leader will get information from the community which will enable the police in analysing the crime threat and crime pattern. The information will assist in the planning of operations (Interview 2). There is a challenge working with people who are not employed like members of the CPF (Interview 4). The CPF members are not being paid for the services they render and some of them are passionate to work with the police whilst some are dragging their feet because they are not getting anything for working with the police (interview 6).

The involvement of communities in sector policing is unsatisfactory. The community members withdraw easily when you start engaging them in any matter regarding sector policing. They come but withdraw easily because they are in dire needs. This is because some of them think, that they will get stipend as they joined but later realises that there is no stipend (interview 11).

The CPFs members are no longer active because they were being remunerated by getting piece jobs in school contracts where they guarded and patrolled schools throughout the nights. The Department of Education and Training together with the Department of Safety and Security were paying them but the contract has ceased to exist (interview 8). There is no remuneration for those members of the CPF working with the police. “They just work for nothing, and they are the people who are assisting us, in most cases they are working with us in the sectors. It is also a challenge coming to the projects, you think of transport, food, stipend, it is really a problem” (interview 4). In the absence of food, stipend and transport, the people are still committed (interview 4). Some Stakeholders are reluctant to cooperate with the police (interview 1), and not adheres to tasking’s agreed upon in meetings, especially issues regarding crime prevention (interview 2).

Sometimes what is agreed upon during meetings is not implemented due to certain constraints for example, committing of resources for crime prevention operations, is not honoured by stakeholders (Interview 2). When there is crime committed in the vicinity of the liquor outlet, the liquor outlet owner will tell the police that he or she did not see anything even if the person has seen it happening (interview 1). Some of the Churches do not give crime tips and it is only when the sector manager is present in church (Interview 1). Taxi industry is not reliable; “you can talk to them in the meeting, and they will agree but out of the meeting, they do not do as agreed” (interview 1). Shebeen owners do not cooperate with liquor trading laws as they do not close according to the stipulated times (interview 6). When coming out from these Shebeens, there are many cases of assaults with intention with the intent to inflict GBH, and DV reported (interview 6). Tavern owners as well do not respect liquor laws, they close late against the stipulated times of 02:00 and crimes will be reported around 04:00 when Taverns are supposed to be closed (interview 8), they are only interested in enriching themselves; as such, do not close their Taverns in time (interview 12).

The SAPS 'Social Crime Department and Communication' are using their own time when they work beyond office hours and the weekends (Interview 4). Other departments as well work from Monday to Friday and when they are requested to join crime prevention programmes over the weekends or after hours, they will say they are off duty and as such will have to use their own petrol (interview 4). CPF members are using their own time, and it is a challenge working after hours and weekends (Interview 4). Most of the people in Mamelodi East informal settlement do not want to be involved in policing due to their own problems of living in that area (interview 1). There is no trust of the police in the community. Some community members understand the police but some do not understand the police (interview 10). The Community say they are tired of crime. In addition, no longer, have trust in the police (interview 2).

The police teach the community what is policing and what is required from them? The police are still building the relationship (interview 10). The police try their best to befriend the community, but the community is never there for the police (interview 10). The community do not hand over apprehended suspects to the police and instead, take the law into their own hands. After assaulting a person, it is then that they call the police (interview 12). When the police arrive at the crime scenes; sometimes they found a community member which is brutally assaulted, instead of apprehending such suspect, they have to call a local ambulance, while; the community members want the SAPS officials to arrest the injured suspect and not arrange medical assistance.

It is the priority of the local SAPS to first arrange for medical treatment of the person. The very community would go to the police station to ascertain that the person is indeed in custody at the police station, and they will demand feedback from the police (interview 12). Whenever the Community members get hold of suspected perpetrator of crime, they do not communicate with the police and before they communicate with the police, the person would be already dead or critically injured by these community members. This happens even if the police try their level best to communicate that whenever the Community apprehend a suspect; the police are there to help them with the arrest to avoid mob justice (interview 6). Mob justices in Mamelodi East informal settlement arises because the police fail to arrive in time at the scene of crime where the suspect is apprehended by the community due to shortage of resources and overload of complaints. In some instances, the police even fail to reach the addresses of complainants (interview 12).

Another reason for these mob justices is that the community is Under the impression that, it is the police who releases these suspects when they were handed over to the police. They do not know that it is the courts (DoJ & CD) that releases them on bail (interview 12). The police hold meetings, *Imbizos* whereby they meet with the community members emphasising to them how to avoid mob justices whenever they apprehend a suspect (interview 6). The people in Mamelodi East informal settlements are good today and not good tomorrow. They see the police as their enemies as they are involved in illicit trading such as brothels (interview 11). In some cases, the Community do not want the police but it only when they have emergency crisis that they will need the police. This is because they are involved in selling of drugs (interview 7).

The community in extension 17, Mamelodi East informal settlements do not want to work with the police as they police themselves. They say they are tired of crime, and they do not want the police, as they fear victimisation. The only time when they need the police is when a person has been killed and they want the police to attend to the scene (interview 9), another reason given by the community is that they will sort the matters in their hands by themselves (interview 13). Some places in Mamelodi East informal settlements are no go areas for the police. The community will throw stones at the police once a police vehicle is seen in those areas such as Mountain View and Alaska right on top of the mountain (interview 11, 2). There are many robberies in Mamelodi East informal settlements and once someone is accused of robbing someone, or someone is caught in the act of robbery, the Community will assault the person and thereafter call the police (interview 2, 6). Drugs are rife in Mamelodi East informal settlement and drug addicts called '*Nyaope* guys' start stealing at home and become known in the community as thieves. Once one of them is accused of stealing, a whistle is blown, the community immediately assemble, and the accused person will be severely assaulted by the community (interview 2).

4.2.1.2 Sector policing

Sector policing means that the police are policing certain sectors of the area in Mamelodi East informal settlements, an area divided into two sectors whereby the police work together with the Community as well as Community leaders to give the residents protection they need from the police (interview 8). During the inception of sector policing in Mamelodi East, people were gathered together and police forums were formed in all the sectors to make it easy for the Community to engage with the police (interview 11). Sector policing is about dividing the Community into groups for them to be served in a certain appropriate way and speedily so that they can get proper service they are looking for (interview 11).

In sector policing, the implication is that the policing precinct is divided into smaller manageable areas so that the policing can be effective to address the root causes of crime in that policing precinct (interview 1). The community is provided with cell-phone numbers of those SAPS members posted in the sectors. The SAPS members would then as be patrolling the sector be easily reached by members of the community when there is a need (interview 11). Sector policing helps a lot, if police officers are placed in a sector, they know how to reach the community speedily and they even know the addresses of the streets they are looking for (interview 11). The two sectors and the appointment of two sector managers in Mamelodi East informal settlement came because of a request of work force from neighbouring police stations by the SAPS management team (interview 4). The request for work force by Mamelodi SAPS management from neighbouring police stations was an effort to address shortage of human and physical resources as well as the sizes of the sectors that are too big.

The shortage of human and physical resources as well as the sizes of the sectors was propounded by members working in the sectors (Interview 4). The SAPS National Instruction on sector policing, reveals that the police must divide the area into smaller manageable areas and appoint a sector manager who ensures safety and security of citizens in a specific area and establish sector profiles for each sector (interview 2). The SAPS National Instruction No. 1 of 2011 also guides the police to establish sector crime forums to start with the implementation of sector policing and establishing sector patrollers. All reporting to the sector manager (interview 2).

The SAPS National Instruction No. 1 of 2011 sector policing, is guiding the implementation of sector policing. It explains the phases of sector policing, the roles of sector manager, the role of the station commander, the role of visible policing commander and stakeholders (interview 4). The role of the sector manager is to ensure that he or she communicates with role players at the sector whereby they hold meetings about crime, and they come out with solutions (interview 2). Sector policing is supposed to be smaller and manageable nevertheless, in terms of Mamelodi East SAPS, it is not the case.

A sector manager is a community police official, somebody who links the Community and the police (interview 5) the sector manager is messenger who takes information from the station to give out to the Community regarding what is happening in their surroundings so that they can be aware in terms of what is happening in their area (interview 5). He/she is somebody at a police station appointed to deal with all issues and activities of policing in a smaller and manageable area as divided in a policing precinct (interview 1).

The sector manager must be at the community in the sector full time, so that the people can know the sector manager and he or she can also know the people by their names (interview 5). The role of the sector manager is to communicate with community members to assist them with their problems, especially those who could not reach the station such as pensioners or elderly people (interview 6). A team leader is a person or a supervisor of a team who will lead a team in the performance of duties at sectors in terms of sector policing (interview 2). He/she, or the sector manager must ensure crime prevention in his or her area of responsibility, must strengthen the relationship between the police and the community, in addition promotes the image of the SAPS (interview 9).

The sector manager must encourage community involvement in crime prevention and attend to complaints in the sector (interview 4). He/she initiates projects with stakeholders as determined by the type of problem encountered, for example, in schools, 'Safer School Project' to address drugs or learners stabbing each other with knives (interview 4). He/she must regularly engage with the Community in terms of policing where they are residing, and this can be achieved in the form of meetings either formal or informal preferably on weekly basis (interview 5).

If a particular crime has been identified within a particular area, for example murders, the sector commander will determine the causes of such a particular crime and come up with a project, such as awareness campaigns to the community making the community aware about the occurrence of such a particular crime (4). The police station has big areas that in reality are not manageable in terms of sector policing, as they are too big (interview 4). The area of Mamelodi East informal settlement is too big with one police station and members of the community coming from afar, takes time to reach the police station (interview 2). Human and physical resources are lacking, and sectors are too big and far apart (Interview 3). In order for the sector manager to manage the sector, he or she needs work force in terms of the numbers and resources for a particular area, but in Mamelodi East SAPS, the sectors are too big, and the sector manager cannot manage a particular sector with one vehicle.

At least there must be three vehicles with two members (interview 4). The SAPS National Instruction on sector policing states that the sector manager must know the area properly and must have sector teams and vehicles, two vehicles per sector with four members however, this is not happening in Mamelodi SAPS as there are no vehicles and members are not enough (interview 7). My members and myself "we are working hard, harder as there are few numbers of the police working in the sectors. There is a lot of work to do in the sectors with no work force" (interview

3). The area of Mamelodi East informal settlement informal settlements is working on Zero budget. The community is relying on SAPS budget and for the sector manager to run a project, he or she must rely on donations and SAPS regulations do not allow that (interview 4). The budget of the SAPS is not at local government but at provincial and national levels whilst sector managers work hand in hand with local municipalities whose budgets are at local government. That is where the challenge is.

The problems are on the ground; however, you must go to province and national for budget to be able to have projects. If at least there were something of budget at Mamelodi West, it would be easier as we talk of Mamelodi” (interview 4). Lack of finance make it difficult for sector managers to implement projects (interview 9). Sectors are too big in addition; vehicles cannot cover all the complaints reported by the community (Interview 8). It is sometimes very difficult to implement sector policing if the community is divided due to political influence. Political parties are very influential on community members and if political parties are influencing them, the sector manager is not going to attain full participation of the whole community as these political parties might influence the Community not to attend meetings arranged by the sector commander because the meeting will not come from their political party (interview 5). Managers does not understand what sector policing entails. Sector managers are expected to engage with the community in the sector, and to be part of the police station because he, or she is still expected to provide arrests if he or she is working in the CSC or performing crime prevention duties at the police station (interview 4).

The community policing requires departments in the hands of line officers. As the level of community alienation or isolation that offices experience increases, there was a corresponding decrease in officer’s sense of mastery in carrying out their expanded discretionary role. A strong sense of community integration for police officers would seem to be vital to the core sector policing focus of proactive law enforcement. Proactive enforcement was usually defined as the predisposition of police officers to be actively committed to crime prevention, community problem solving and a more open, dynamic quality-oriented law enforcement-community partnership. A lack of community support resulted in an increased sense of alienation and a greater degree of apathy among police officers. A lack of community support and working in a larger populated community was associated with an increased sense of alienation resulted in a greater degree of negative feelings and lethargy among police officers.

The more police officers felt socially isolated from the community them, the more they withdrew and the more negative they felt towards its citizens. Sector policing was more complicated than simply comparing crime rates and there is no universally accepted criteria for evaluating community policing. The theme on challenges related to the implementation of community and sector policing in the informal settlements of Mamelodi East, seeks to focus on the challenges that police officials 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 SPFs and CPFs, sector forums and the division of the policing precinct into sectors be outlined.

When analyzing data collected from the participants, it was realized 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 SPFs and CPFs 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 licenses to people who have criminal records, and legislation changes on the use of dagga by the National government.

The challenges voiced by the police and community are not unique to the challenges foreseen by some researchers and authors in South Africa. Therefore, lack of resources, training, and leadership skills in relation to the implementation of sector 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. The concept of SPFs and CPFs 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 organizational culture and feelings of uncertainty that often create conflicts. Another challenge is related to an understanding of what sector policing is.

The community members lack skill and knowledge to make the forums work effectively, and that it is mostly community members who understand what sector policing entails and who are involved in the SPFs and CPFs. They see a need for community education and awareness especially in the reduction of contact crimes. The challenges for the implementation of sector 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. However, there were some structures that are commonly used.

One possible way to determine whether or not sector policing was effective in an area is for officers and key member of the community to set a specific mission and goals when starting out. Once specific goals set, participation at every level was essential in obtaining commitment and achieving goals. Street-level officers, supervisors, executives, and the entire community should feel the goals represent what they want their police department to accomplish. The South African federal government continues to provide support for incorporating sector policing into local law enforcement practices.

4.2.1.3 Service delivery

The NDP, 2030 do not want informal settlements but formal dwellings whereby a person will be accessing services in terms of water, roads, electricity, and others. If people have access to houses, electricity, water, roads, in addition, others, in terms of policing it will be easier for the police to police that area (interview 4). There are no roads in Mamelodi East informal settlements, in addition; the police have to park their vehicles so that they can walk the road in order to attend to a complaint. There are no lights, and this compromises policing during the night because no one can see in the dark (interview 5). There is no numbering of shacks in Mamelodi East informal settlements and as such not easy for the police to reach complainants (interview 9). There is lack of roads In Mamelodi East informal settlements, some are damaged, some are too big or too narrow making it difficult for the police to reach the complainants, in addition, there are no street names, especially on top of the mountain.

This causes the police to park state vehicles, walk on foot, and arrive late at crime scenes, or fail to locate the crime scenes thereby the community getting angry and taking the law into their own hands (interview 8). Some shacks are built right on top of mountains moreover, the police vehicles cannot climb up the mountain nor park these vehicles, as it is dangerous to leave state vehicle unattended. Ultimately, the Community will take the law into their own hands and the blame will be put unto the police (interview 8). In Mamelodi East informal settlements, many challenges in relation to sector policing are related to the infrastructure in the area, for example, there are no adequate roads, and the police vehicles cannot access the area. There are no lights in the area and people cannot see in the dark. This hampers service delivery (Interview 10).

In Mamelodi East informal settlements, some areas are not accessible for vehicles. One must park a vehicle to walk to the crime scene. If ever then the suspect is to be arrested, it is not safe to park a police vehicle and leave it behind (interview 4). The challenges experienced in Mamelodi Informal settlement is that the area is not well established. The shacks just mushroomed from nowhere. There are no streets, no house numbers and the police cannot find the complainants. Streets are narrow and difficult to drive through (interview 11).

The police cannot patrol other areas in Mamelodi East informal settlements as they are packed and there is illegal connection of electricity (interview 7). In terms of sector policing, a vehicle must be placed nearby so that the police can arrive in time at the scene of crime (interview 1). In some cases, communities do not want the police because the Community is involved in criminal activities. It is only when the Community has emergency problems that they need the police (interview 7). Mamelodi East SAPS CSC members do not want to attend to complaints in the informal settlements of Mamelodi East during the night. Very few do so as they claim that there are no house numbers of which there are meeting points and main roads where CSC patrolling vehicles can find complainants interview 5).

In terms of sector policing, the police assign a particular vehicle to sector with Cell-phone numbers of members posted in the sector but once the vehicle is in the garage, the police members attached to that sector are unable to attend to that sector (interview 2). Lack of finance make it difficult for sector managers to implement projects. Resources such as vehicles, equipment (loud hailer, gazebos, tables, pamphlets, and stationery). There is no budget for the SCP. "Like now, as a sector commander, I do not have a vehicle to assist the community in the sector; I cannot be an office manager" (interview 9).

The police arrive late at crime scenes and sometimes do not reach these crime scenes at all due to overload of complaints that one vehicle is carrying. The community gets angry and ended up murdering the apprehended suspect more especially month-end (interview 8). The police must get the needs of the community so that the police can be able to ensure that crime is prevented (interview 2).

4.2.1.3 Safety and Security

In Mamelodi East, more than 50% of the area is informal settlements; the place is so much congested and there is unemployment, a saturation of the squatter camps whereby it is difficult to police (interview 1). In terms of the NDP, 2030, everybody must be employed and majority of people in Mamelodi East informal settlements are not employed as such could be opportunistic criminals because of hunger (interview 1). The informal settlements in Mamelodi East are overpopulated and the police cannot access addresses of complainants (interview 13).

The community is afraid of the police because suspects who were apprehended for the commission of a particular crime are later released, and the community blames the police and not courts (DoJ & CD) as they are not aware of court (DoJ & CD) procedures (interview 13). It is difficult for the police working in the informal settlements of Mamelodi East as some members of the Community assaults them (interview 12). Asian shop owners are a challenge to the police in Mamelodi East informal settlements as they are being robbed but do not want to appear in court (DoJ & CD) to testify. Sometimes it is language barrier as they fail to direct the police to the scene of crimes in progress, for example, house breaking business.

When the police get the details of the crime scene, it is already late because the shop would already be broken into (interview 8). Illegal immigrants are also a challenge as their fingerprints cannot be traced in cases of housebreaking. In this case, the community will know about the suspects, but the community is afraid to provide information to the police for fear of being compromised by the police by giving the suspect particulars of who gave this information that led to their arrest and later be killed when the suspect comes back from jail (interview 8). Crime is a challenge and people who are being arrested blames unemployment for their actions (Interview 8). Drugs are also a problem in Mamelodi East informal settlements (interview 8). Illegal connection of lights is a challenge in Mamelodi East informal settlements as it ends up in big fights between lawful owners of houses and the people of the informal settlements who steal electricity from them (interview 8).

When people retire from Shebeens, many assaults erupts and cases of DV (interview 8). There are many abandoned houses in Mamelodi East informal settlements which brings about rapes and murders (interview 6). Crime starts from Taverns as tavern owners do not respect liquor laws. They close late against the stipulated times of 02: 00 and crime will be reported around 04:00 when these Taverns are supposed to be closed (Interview 8). The vision of NDP, 2030, also promises safety and security, houses etcetera, things which are very difficult to offer in Mamelodi East informal settlements due to the environmental design of the area which makes policing very difficult (interview 1). Illegal connections of electricity in Mamelodi East informal settlements make the people in these informal settlements when they see the police think that the police are there to disconnect their illegal electricity connections (interview 12).

4.2.2 Key findings stemming from the literature review and empirical data fieldwork regarding evaluation the participation of informal settlements in sector policing

- Crime haunts the majority in the informal settlements of Mamelodi East.
- The effective implementation of SPFs and CPFs should enhance an understanding of policing and crime prevention, in terms of whose duty it is to prevent crime in the informal settlements of Mamelodi East.
- To some extent poor relationship between the local SAPS and the informal settlements residents contribute to the high crime rate in the selected study locations.
- Recognizing the importance SPFs and CPFs for crime prevention purpose can promote safety and security in the informal settlements of Mamelodi East.
- The nurture of policing, resources and support a framework to guide and assist the roles and functions of the residents of informal settlements in Mamelodi East and other relevant partners needed to make crime prevention a reality are less prioritized.
- Sector-to-sector collaborations, coordination and integration failures of sector policing in the informal settlements of Mamelodi East.
- Demarcation of sectors and SCF by the residents of informal settlements and SAPS officials in Mamelodi East.
- Lack of understanding of the local SAPS SCFs and CPFs concepts by the residents of informal settlements in Mamelodi East.
- Selection requirements of sector managers are not prioritized at times.

- Implementing the policy frameworks for implementing sector to police various crimes effectively.
- Police are faced with an impossible mandate in preventing various crimes in the informal settlements in Mamelodi East.
- The traditional structure of command and control in the SAPS National Instruction No. 3 of 2003 should be properly implemented in the informal settlements of Mamelodi East.
- The culture, strategies and management to implement and sustain sector policing in the informal settlements of Mamelodi East are not embraced.
- Community mobilization, resources, clear objectives of sector policing, supporting structures and systems should be enhanced and integrated to accomplish the aim of sector policing and inform clear coordination, including inter-sector collaborations of the SCF by the informal settlements residents and local SAPS in Mamelodi East.
- Informal settlements groups are apathetic and do not want to get involved in sector policing processes.
- Performance indicators are not reflecting key performance indicators of sector policing initiatives in the informal settlements of Mamelodi East.
- Similar implementation of the ways each police station implements sector policing.
- The notion of policing is not clearly understood by the residents of informal settlements in Mamelodi East.

4.3. SUMMARY

This chapter dealt with the data presentations, analysis and discussions for this study. This was aligned to the reviewed documentary and literature studies, as well as the empirical data. The conducted empirical research was done by the means of semi-structured face-to-face interviews. The data presented by the participants was analyzed and discussed with a view of drawing conclusions and inferences from the reviewed documentary and literature studies, as guided by the study aim, objectives and a research question of this study. Moreover, the next chapter (Five) presents the study summary conclusion and recommendations of this study.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1. INTRODUCTION

This presents research findings. Data collection was based on purposive sampling. Interviews with the participants were conducted using an interview schedule. The same questions were used in all interviews and participants were free to raise their opinions. Participants in this study included members of the SAPS, CPF members and community residents who are actively involved in sector policing in the informal settlements of Mamelodi East in the CoT, Gauteng Province. The semi-structured face-to-face interviews were voice-recorded, field notes were taken and were later transcribed and analyzed. The core study themes were identified and analyzed, while interpreting the collected data, using the reviewed documents and consulted literature studies, which formed the premise of this study.

5.2. OVERALL STUDY SUMMARY

It can be concluded that some SAPS officials at the informal settlements of Mamelodi East of CoT were aware of all regulations, policies and procedures that governs partnerships in policing. CPF structure was implemented and became functional. The police officers also provide logistical support for the CPFs and SPFs. Despite this, there are some challenges that affect the implementation of partnerships in policing, and these were raised by participants during interviews.

The findings of this study are consistent with other studies in indicating that for CPF to be effective it needs a full support from both the police and the community at large. The police alone cannot reduce crime. From the findings of this study, it can be concluded that the community and the police are working jointly to fight against crime in their community. As it was mandated by the interim constitution of 1993 that CPF must be established in every police station so that together they can fight crime. Although there are challenges that hinder the functioning of CPF, the community and the police still work together.

The findings of this research revealed that, CPF help in reducing crime with an overwhelming majority of participants who took part in the study. It also revealed that the community members fulfil their roles of CPF and consult CPF officials when they have problems. On the other hand, the police encourage innovative forms of partnership with the community so that together they can reduce crime. They also fulfil their roles in CPF by ‘mobilizing and organizing’ community members to together, for the purpose of acting against crime. Furthermore, there are crime prevention strategies that the police, the community members, and the SPFs and CPFs employed in the community to help in preventing various crimes. The above findings make it clear that there is full support from both the community and the police, and that SPFs and CPF helps in reducing crime. A conclusion can be made that and SPFs and CPFs is effective in reducing various crimes in the informal settlements of Mamelodi East. Findings of the study should be considered when implementing CPF in other areas.

5.3. STUDY CONCLUSION

The Crime Prevention through Community Development (CPCD) was not a specific crime prevention program. It would be more accurate to classify it as a crime prevention philosophy or orientation. The CPCD philosophy maintains that, to address crime and promote social justice, the root causes of crime must be addressed. The community development, it is argued, can do this by changing negative influences within the social, economic, educational, and environmental domains. Community development occurs when community residents establish their own organizations to support long-term community problem solving, with the goals of improving the quality of life for all residents, reducing social inequalities such as poverty and racism, upholding democratic values, encouraging residents to reach their potential, and creating a sense of community in which people work together to accomplish goals. Compared with individual programmes, the community development philosophy provides a much more comprehensive and sustainable model for crime prevention. One comprehensive community development model is known as the weed and seed strategy. Weeding refers the identification and removal of criminals from specific neighbourhoods.

Equally, the 'seeding' refers to intensive community-development strategies designed to reduce poverty and inequality, improve housing, increase employment and educational opportunities, reduce racism, and increase levels of youth engagement. Therefore, weeding and seeding are typically accomplished through four (4) interconnected strategies:

- Law enforcement weeds out violent offenders by coordinating and integrating efforts in high-crime neighbourhood. The establishment of special anti-violence units or guns and gangs task forces can be used to accomplish these goals.
- Sector policing was used next to repair the damage done by aggressive policing tactics. Sector policing efforts were also used to increase community involvement in crime prevention and increase community confidence in the criminal justice system.
- Prevention, intervention and rehabilitation strategies were developed and implement in crime prevention and protective factors associated with neighborhood crime and violence.
- Neighborhood revitalization, and restoration efforts are fully supported and implemented. Economic development initiatives are used to strengthen community institutions and revitalize physical, educational, economic, social, and recreational conditions within specific communities. However, according to the evaluation literature, weed and seed initiatives have only been somewhat successful. The problem was that, in South African, governments tend to heavily fund the weed part of the equation without adequately funding the seed component. In many cases, the bulk of available resources were allocated and corrections activities, while very little funding was provided to community development initiatives. For example, a recent analysis revealed that over two thirds (2/3) of financial resources extended for gang reduction in South Africa was allocated to police suppression efforts. Less than a third was allocated to community crime prevention or community development.

Under such circumstances, individual criminals and gang members were often arrested and convicted, only to be replaced by the next generation of offenders who had experienced the same levels of economic and social marginalization as their predecessors have. It should be noted that, unless they were accompanied by strong sector policing and community development initiatives, aggressive policing tactics can have a negative impact on community conditions, contribute to the alienation and frustration of minority youth and ultimately contribute to violent crime. Research indicates that heavy handed suppression efforts can increase gang cohesion and aggravate police-community tensions.

It was understandable, however, why tough-on crime, police suppression techniques remain popular. First, although research suggests that harsh punishment does not deter crime, it does provide retribution and a sense that justice has been done. When violent crime takes place, many people in South Africa want to see the offender brought to justice. Police suppression efforts can provide this form of immediate gratification. During the moral panic that often accompanies high-profile violent incidents; the public often demands immediate action. The police are typically the only organization that can satisfy this need. The investment of millions of dollars into a special guns and gang unit, for example, might soon result in several high-profile arrests that can be effectively communicated through the news media. By contrast, most effective crime prevention efforts, including community development initiatives, take decades before they can demonstrate positive results.

5.4. RECOMMENDATIONS BASED ON STUDY FINDINGS

The following were recommendations based on the finding of this study:

- The SAPS and all stakeholders involved in the implementation of CPFs should obey to the following suggestions. This was vital to ensure that sector policing strategy impacts positively in terms of crime prevention and community safety in the informal settlements of Mamelodi East.
- There should be strong encouragements to integrate the home-grown policing mechanisms with the activities of conventional policing institutions. This range of advocacies suggested the integration of useful aspects of traditional institutions with the official policing structures. This suggestion was necessary to promote the coordination of strategies to ensure the prevention and control crime as well as other instances of devastating conflicts in Western Cape Province. Therefore, the appreciation of the socio-cultural patterns of policing and social control of indigenous individuals provides community with the ability to cooperate in terms of giving useful information that would assist the police organisation in crime prevention and control.
- There should be a political will on the part of SAPS and all stakeholders to implement principles of sector policing as a strategy to achieve crime expurgated in the Mamelodi East Province of CoT, focusing on informal settlement. Moreover, playing politics with sector policing should be seen as trivialising issues which border on security of the nation. The

existing curriculum in the various police training schools, police colleges and police academies should be reshaped, enhanced, and tailored in tune with dictates of sector policing attitudes and best practices across the world. Principles and practices of sector policing should be included in the general and civic studies programmes and curricular of various universities, civil service personnel training programmes of various departments and parastatals as well as other defence and security institutions in Western Cape Province.

- There is a need for the involvement of expertise on sector policing in terms of world class research advocacies, to initiate, design and deliver the curriculum was vibrant in this regard. Through this approach, those serving in the police organization would have the exposure to the culture of service. This was in terms of regarding the community members as customers/consumers.

Furthermore, due to the issues and challenges identified in the study, the following recommendations are further drawn:

Monitoring and evaluation- The station commander should monitor each CPF in his/her station to ensure that CPF is going in accordance with the procedure or policy and report back to the provincial board. There should be at least one representative from the provincial and to ensure that future crime reduction strategies are administered in a transparent and accountable manner. Each community member has the power to monitor, evaluate and advise the SAPS and enquire into policing matters. Communities should monitor the progress that the SAPS are making with regards to investigations of cases of crimes reported in their communities.

Subsequently, MEC of CPFs should be screened before their appointment as involvement of criminals in CPF will affect its success. Public awareness and campaigns on CPFs awareness campaign of CPF should be conducted in the informal settlements of Mamelodi East, the participants mentioned lack information or knowledge regarding CPF when they were asked about things that prevent CPF from reducing crime. There it is necessary that on-going awareness campaign on CPFs be conducted to all communities in the informal settlements of Mamelodi East. The campaign can involve the CPF members and the members of SAPS. Print and electronic media must be used as part of awareness of CPFs. This can be done by distributing pamphlets containing information of CPFs, radio talk shows and local newspapers. The SPFs and CPFs meeting should be held frequently.

The campaigns will help in educating the community members about CPFs and information regarding who should join and the importance of CPF in communities. They can be told on how CPF can help in reducing crime in the villages and what to do when crime is committed in their village. The community will know their roles and responsibilities in reducing crime, and that of the police and CPF through campaigns. The campaigns will give them knowledge on the importance of sharing information with the police. Good knowledge will encourage cooperation. So, awareness campaigns are very crucial in the village as a form of education. Resources needed to support CPFs lack of resources to support CPF activities hinders the process of its activities. It makes it difficult for the police to carry out their duties in CPF and making it useless in reducing crime. There must be a provision offices, transport and resources aimed at ensuring visibility of CPF members in communities. Such visibility resources can include reflector jackets. and enabling resources like whistles and torches. The role of station commander or community police officer should no longer involve planning for the community but rather planning with the community.

This will also empower the community members and help build strong relationship between the SAPS and the community. The local SAPS should involve themselves in the lives of local communities who live and work there. Their involvement with the community members and getting known by the community allows for a trusting relationship to be established between the police and the community. Communication The reason why police do not give community feedback when crimes are reported is because of lack of communication or communication break down between them and the CPF members. There is a need for communication between the police and the community members of CPF.

There should be proper and frequent communication plan as part of its operation plan. The SPFs and CPFs should explore all possible means of communication to keep their respective communities informed on safety and security issues. They should have a voice as dictated by the principles of *Batho Pele* namely: Transparency and information as contained in the White Paper on Transforming service Delivery of September 1997. This can only happen if there is good communication will strengthen community partnership in CPF and will encourage the community to participate in SPFs and CPFs. It will also show the community members that they are equal as the police when it comes to crime reduction.

The study conclusion and recommendations presented in this study are made in view of what is contained in the study. They should not be seen as the only things that can make CPF effective in reducing crime but as starting point for further research to address the issues of making CPF effective in reducing crime.

5.4.1 More attention must be paid to the following to effectively evaluates the participation of informal settlements in sector policing in Mamelodi East

To offer recommendations on improvement of the participation of informal settlements in sector policing in the informal settlements of Mamelodi East the following recommendations are offered:

- The relationship between the SAPS and the public (For effective CPF implementations).
- Understanding the interaction of several elements to the causes of crime.
- Public member's accountability – Community involvement and other government agencies in a partnership relationship, as part of a more holistic and effective approach to crime prevention.
- More resources, advanced training, and better education towards the public and the police in relation to policing and crime prevention.
- Formulation of comprehensive research strategy in line with policing and crime prevention.
- Strengthening the department of police by the government.
- The government – The government must ensure that the Department of Police act independently in decision – No political interference but working together with the public and different department / stakeholders are acting in isolation.

5.5. FUTURE RESEARCH STUDIES

The implementation of sector policing in in the informal settlements of Mamelodi East focused on whether the SAPS have implemented sector policing in accordance with legislation and directives. Processes followed by the police in the implementation of sector policing in the location of this study were compared with the legislation guiding the implementation of community policing. In data collected, the police mentioned that the Mamelodi East SPFs and CPFs were representative of the community, but the community have a differing opinion.

Some community members of SAPS in Mamelodi East voiced that the police called meetings and community members who were available at that time, who were not fully representative of the community, were then appointed to either the CPF or sector forum. The implementation of sector policing was not done according to what the government may have been looking forward to achieving, a good working relationship between the community and police. The SAPS, in this case the Mamelodi East SAPS, did not implement sector policing in their policing area in line with the legislation. Thus, mixed methods longitudinal studies should be staged to holistically research this subject across the province of Western Cape.

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INTERVIEW SCHEDULE GUIDE

1. How is the relationship between the police and the community?
2. From your own perspective, does the community know about Sector Crime Forums (SCFs) and sector patrol teams?
3. How is the attendance of the community regarding sector crime forum meetings?
4. Are there community mobilisation initiatives in sectors?
5. What are the challenges of the implementation of sector policing in these informal settlements?
6. What makes the community to assault alleged perpetrators of crime and not hand them to the police?
7. What can be done to stop the community from assaulting suspected perpetrators of crime?
8. How can we make the community more accountable to the police and refrain from operating on their own?
9. What role is being played by ward councillors in sector policing?
10. What role is being played by the community in sector policing?
11. Is sector policing effective in reducing crime in Mamelodi East informal settlements?
12. How the assault of a person by the community does starts?
13. What are the advantages and disadvantages of sector policing?

**ANNEXURE B: REQUEST FOR PERMISSION TO CONDUCT RESEARCH AT MAMELODI
EAST SOUTH AFRICAN POLICE SERVICE**

**REQUEST FOR PERMISSION TO CONDUCT RESEARCH AT MAMELODI EAST SOUTH AFRICAN
POLICE SERVICE**

**TITLE: THE EVALUATION OF THE PARTICIPATION OF INFORMAL SETTLEMENTS COMMUNITY
IN SECTOR POLICING**

THE STATION COMMANDER

MAMELODI EAST POLICE STATION

SOUTH AFRICAN POLICE SERVICE

TEL: 012 815 7006

EMAIL ADDRESS: Gp.mamelodieast@saps.gov.za

Dear Sir/Madam

I, Michael Molefe Tuge am doing research with Ms Ingrid Sinclair, a senior lecturer in the Department of policing, College of Law towards a Master of Arts (MA): Criminal Justice degree at the University of South Africa (UNISA).

We are inviting you to participate in a study entitled: *"evaluating the participation of informal settlements communities in sector policing."*

The aim of the study is to evaluate informal community participation in sector policing with a view to try and understand why this community often revert to brutal attacks on people who are suspected of being involved in criminal activities in their area even though sector policing has been implemented in Mamelodi East and there are structures dealing with crime problems in place.

Your institution has been selected because of the researcher's personal interest as he was the Commander: Crime Information Analysis Centre at Mamelodi West police station and part of the management team that established sector policing in Mamelodi. On the other hand, according to Statistics South Africa (2015), Mamelodi East is experiencing high levels of serious and violent crimes ranging from assault with intent to cause grievous bodily harm to murder. According to intelligence sources, this is aggravated by those incidents emanating from the community living in the informal settlements taking the law into their own hands by assaulting those suspected of having committed a crime despite the fact that sector policing has been implemented and structures dealing with crime problems such as sector forums and sector patrol teams have been put into place.

ANNEXURE C: INFORMED CONSENT FORM

INFORMED CONSENT LETTER

Dear Participant(s)

I look forward to speaking with you very much and thank you in advance for your assistance in this project. If you accept my invitation to participate, I will request you to sign the consent form which follows on the next page.

- **Affiliation:** Department of Criminal Justice
- **Degree:** Master of Arts (MA): Criminal Justice
- **Researcher:** Michael Molefe Tuge
- **Title of Study:** Evaluating the participation of informal settlements communities in sector policing

The purpose of this study is to evaluate the participation of informal settlements communities in sector policing in Mamelodi East. The researcher wants to evaluate this subject to aid to the policing and prevention of various crimes in the selected study locations, which may assist the Mamelodi East South African Police Service (SAPS) / Mamelodi East police station to adopt proactive and reactive integrated crime strategies.

In essence, this request is an invitation to consider participating in a study of Mr Michael Molefe Tuge. I am conducting as part of my MA: Criminal Justice at University of South Africa (UNISA). The ethical permission to conduct study has been given by the SAPS research ethics committee and the UNISA College of Law Research Ethics Review Committee. The researcher purposively identified SAPS officials as possible participants because of their valuable experiences and expertise of this subject.

The purpose of this interview is to gain knowledge about the nature of informal settlements residents' participation in sector policing in Mamelodi East. The researcher also wants to understand the value of informal settlements additions to crime prevention to offer strategies to the identified prevalent crimes in the selected study locations.

In this interview (Semi-structured face-to-face interviews). I would like to have your views and opinions on this topic. The information learned from the envisaged will be used to encourage the policing structures in the informal settlements of Mamelodi East to become more involved and accountable to sector policing initiatives.

You are at liberty to participate or refuse to participate in this study and to can stop participating at any time without any negative consequences. At initially stated, your participation will involve an interview of approximately Sixty (60) minutes. It will take place at Mamelodi East police station at a time convenient to you. A voice record and notes pad were also used, and your responses will be treated with anonymity and confidentiality. No names will be mentioned in the final Dissertation. We call for your honesty while responding to all the posed questions and there are no rights or wrong answers to the focus group questions. In essence, your name will not appear in any publication resulting from this study and any identifying information will be omitted from the final Dissertation.

We would like to hear many different viewpoints and would like to hear from everyone. We ask that, in respect of each other, only one individual speak at a time in the group and that responses by all be kept confidential. All information you provide is considered completely confidential. You will later learn about the findings of this research.

If you have any questions regarding this study, or would like additional information to assist you in reaching a decision about participation, please contact me at 081 863 6364 or by electronic-mail at TugeM@saps.org.za / tugemolefe62@gmail.com or the Supervisor, Mr MM Matalala - matlamm@unisa.ac.za

- **Procedures:**

The researcher will use semi-structured face-to-face interviews for collecting data. A voice recorder will be used to record conversations. The researcher will be conducted using this interview technique and interview type with the help of the Interview Schedule Guide. It is not going to be longer than Sixty (60) hours, and it may end sooner by natural process or on request of the participant or researcher, depending on the circumstances.

- **Risks and discomfort:**

The researcher will ensure that the participants are protected from any unnecessary physical or psychological harm during the research study. To ensure non risk and discomforts, the researcher will adhere to the UNISA policy on research ethics and protect participants from any physical discomfort that may emerge from the research study. The participants have the rights when become tired or feel emotional discomfort at any time to request a break or the interview be postponed to a later date or terminated if so desired. The researcher will make every effort to ensure the risks and discomforts are avoided as far as possible for the participant.

- **Benefits:**

This study will benefit the research participants to understand better the importance of using electronic surveillance in the investigation of cartel conducts. It is envisaged that the outcome of this study will also be available to students at the UNISA and the whole academic community. Healthy market conditions will benefit the society at large because the competition amongst firms will lead to lower prices, higher quality goods and services, greater variety, and more innovation.

- **Participant's rights:**

Participation in this study is voluntary and may be withdrawn at any time without negative consequences for the participant. 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 the supervisor are the only individuals who will have access to raw data from interviews. 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.

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

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

Name.....Signature.....

ANNEXURE D: APPROVAL FROM THE SOUTH AFRICAN POLICE SERVICE

SUID-AFRIKAANSE POLISIEDIENS



SOUTH AFRICAN POLICE SERVICE

Private Bag / Privaatsak X 57, BRAAMFONTEIN, 2017

Reference Verwysing	3/34/2(2016000015)
Enquiries	Lt. Col. Peters
Navrae	SAC Linda Ladzani
Telephone Telefoon	(011) 274- 7529
Fax number Faksnommer	(011) 547- 9189

OFFICE OF THE
PROVINCIAL COMMISSIONER
SOUTH AFRICAN POLICE SERVICE
GAUTENG

2016-05-16

- A. The Provincial Head: Legal Service
S A Police Service
GAUTENG
- B. The Deputy Provincial Commissioner: Operational Service
S A Police Service
GAUTENG
- C. The Provincial Commissioner
S A Police Service
GAUTENG

APPLICATION TO CONDUCT RESEARCH: EVALUATING THE PARTICIPATION OF INFORMAL SETTLEMENTS COMMUNITIES IN SECTOR POLICING: MR MM TUGE

- A-B: For your recommendation
- C: For approval

1. Attached herewith is an application of Mr MM Tuge to conduct research on the above mentioned topic, within the South African Police Service.
2. The application has been evaluated by the Provincial Research Office (Strategic Management) as per attached Annexure and found to be in compliance with National Instruction 1 of 2006: Research.
3. In the opinion of the Research Office, the research is intended to assist the South African Police Service. It will help the Service to overcome the barriers of getting communities in informal settlements to participate in Sector Policing. It will also contribute to improving the accountability of both the police and the community towards each other.

APPLICATION TO CONDUCT RESEARCH: EVALUATING THE PARTICIPATION OF INFORMAL SETTLEMENTS COMMUNITIES IN SECTOR POLICING" MR MM TUGE

4. In line with National Instruction 1 of 2006, you are afforded the opportunity to comment on the relevance and feasibility of the proposed research within your area of responsibility. Any objections against the research will be noted and you will be requested to clarify and motivate those with the Provincial Head: Organisational Development & Strategic Management.
5. In order to ensure the effective and efficient finalisation of this application you are requested to forward your comments back to Strategic Management office within the allocated timeframe.
6. Your cooperation and assistance is appreciated.



ACT/PROVINCIAL HEAD:
MR HABIB
Date:

COLONEL
ORGANISATIONAL DEVELOPMENT & STRATEGIC MANAGEMENT: GAUTENG

APPLICATION TO CONDUCT RESEARCH: EVALUATING THE PARTICIPATION OF INFORMAL SETTLEMENTS COMMUNITIES IN SECTOR POLICING: MR MM TUGE

COMMENTS & RECOMMENDATION: PROVINCIAL RESEARCH CENTRE

i	OFFICIAL FILE NO:	3/34/2(201600015)		
	FILE COMPUTER REFERENCE NO:	7433863		
ii	MOTIVATION FOR RESEARCH:	Assess the awareness of first responder law enforcement personnel in south Africa of digital evidence.		
	APPLICATION FOUND TO BE COMPLETE:	YES	<input checked="" type="checkbox"/>	NO
	INDEMNITY / UNDERTAKING SIGNED	YES	<input checked="" type="checkbox"/>	NO
iii	APPLICATION PERUSED BY:	SAC ML Ladzani		
	CONTACT NO:	011 274 7529		
	SIGNATURE:			
	DATE:			
iv	APPLICATION VERIFIED BY:	<i>Lt. Col N.S. Peters</i>		
	APPLICATION RECOMMENDED:	YES	<input checked="" type="checkbox"/>	NO
	CONTACT NO:	<i>0824377109</i>		
	SIGNATURE:	<i>N. S. Peters</i> Lt Col		
	DATE:	<i>2016-05-18</i>		

A. RECOMMENDATION BY PROVINCIAL HEAD: LEGAL SERVICE

TIME ALLOCATED: 3 days

COMMENTS WITH REGARDS TO ANY LEGAL OBJECTIONS AGAINST THE RESEARCH WITH ANY ADDITIONAL LIMITATIONS TO RESEARCHER:

APPLICATION RECOMMENDED:	YES	<input checked="" type="checkbox"/>	NO	<input type="checkbox"/>
SIGNATURE: 	DATE:	2016/05/24		

B. RECOMMENDATION BY DEPUTY PROVINCIAL COMMISSIONER: OPERATIONAL SERVICES

TIME ALLOCATED: 3 days

COMMENTS WITH REGARDS TO THE RELEVANCE AND FEASIBILITY OF THE RESEARCH WITHIN YOUR ENVIRONMENT

APPLICATION RECOMMENDED:	YES	<input checked="" type="checkbox"/>	NO	<input type="checkbox"/>
SIGNATURE: 	DATE:	2016/05/25		



PERMISSION TO CONDUCT RESEARCH IN THE SAPS

RESEARCH TOPIC: EVALUTING THE PARTICIPATION OF INFORMAL SETTLEMENTS COMMUNITIES IN SECTOR POLICING

RESEARCHER: MR MM TUGE

Permission is hereby granted to the researcher above to conduct research in the SAPS based on the conditions of National Instruction 1 of 2006 (as handed to the researcher) and within the limitations as set out below and in the approved research proposal.

This permission must be accompanied with the signed Indemnity, Undertaking & Declaration and presented to the commander present when the researcher is conducting research.

This permission is valid for a period of Twelve (12) months after signing.

Any enquiries with regard to this permission must be directed to Lt. Col. Peters or SAC Linda Ladzani at PetersNS@saps.gov.za / Ladzanim@saps.org.za

RESEARCH LIMITATIONS / BOUNDARIES:

Research Instruments:	Questionnaires Interviews (Semi-structured) General observation
Target audience / subjects:	Community policing forum members / CPF Executive Forum members / Sector commanders / Mamelodi East Station Management / SPF Sub-forum
Geographical target:	<u>Clusters</u> Tshwane East <u>Station</u> Mamelodi East SAPS
Access to official documents:	Yes Crime reports / minutes of meetings / CTA / CPA Documents/ Sector profiles/ CPF Constitution / CPF Annual Plans / Projects / Awareness campaigns


LT. GENERAL
PROVINCIAL COMMISSIONER: GAUTENG
DS DE LANGE
Date: 30 MAY 2016

ANNEXURE E: UNIVERSITY OF SOUTH AFRICA COLLEGE OF LAW RESEARCH
ETHICS REVIEW COMMITTEE APPROVAL LETTER



COLLEGE OF LAW RESEARCH ETHICS REVIEW COMMITTEE

Date: 2016/06/03

Reference: ST 68

Applicant: M. M. Tuge

Dear M. M. Tuge
(Supervisor: I. Sinclair)

DECISION: ETHICS APPROVAL

Name	M. M. Tuge
Proposal	EVALUATING THE PARTICIPATION OF INFORMAL SETTLEMENT COMMUNITIES IN SECTOR POLICING
Qualification	M Tech

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

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 B W HAEFELE
CHAIR PERSON: RESEARCH ETHICS
REVIEW COMMITTEE
COLLEGE OF LAW



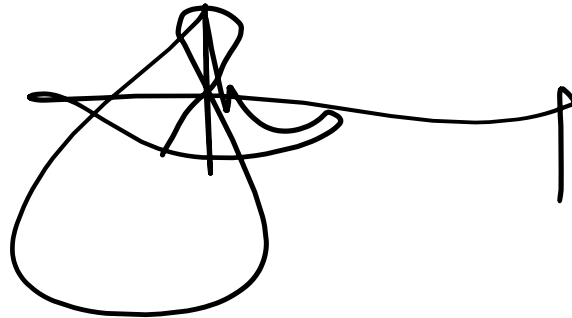
PROF R SONGCA
EXECUTIVE DEAN:
COLLEGE OF LAW

ANNEXURE G: EDITOR'S LETTER

To Whom it May Concern

Editorial Services for Mr. Michael Molefe Tuge: 2023-10-20

I,(*Anon for professional reasons*)....., herewith confirm that I have language edited the thesis, titled **AN EVALUATION OF POLICING PARTICIPATION OF COMMUNITIES IN INFORMAL SETTLEMENTS IN MAMELODI, GAUTENG** to be submitted in fulfilment of the requirements for the degree Master of Arts (Criminal Justice) in the subject Police Science, at the University of South Africa.

A handwritten signature in black ink, consisting of a large, stylized loop on the left and a horizontal line extending to the right, ending in a vertical stroke.

ANNEXURE F: TURNITIN REPORT