



FACULTY OF HUMANITIES, DEVELOPMENT AND HUMAN SCIENCES

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**Community Policing Forum: Exploring general community and CPF members’
perspective on the value of and the effectiveness of CPF in Glenmore and Umbilo
communities.**

by

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DECLARATION

This serves to confirm that this dissertation is my own work which I have never previously submitted to any other university for any purpose. The references used and cited have been acknowledged.



Signature of candidate

On theday of 2017.

DEDICATION

I dedicate this study to all the communities which are faced with crime. I strongly believe that together we can prevent and live in peaceful communities.

I also dedicate this dissertation to my nephew **Amyoli Snyman**. It is within my prayers that you will study hard and be more qualified than I will ever be. I trust that God will brighten your future and give you strength to bear all life challenges towards your academic life. This is to verify that I have much faith in you, work hard and achieve your dreams. I adore you.

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Philippians 1 verse 6: “I am convinced that God, who began this good work in you, will carry it through completion ...” This verse motivated me, more especial during the days when I felt like throwing a towel, it made me to trust that the will of God in accordance with ones prayer items they always prevails. I give the Lord all the praises, I know He is the one who opened doors for me and made this possible.

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ABSTRACT

A community policing forum (CPF) is one of the structures used for crime prevention within the community. This structure is used nationally; its objectives are likely to be similar in some of the countries. This study sought to explore the perspective of community members and CPF members on the value and effectiveness of Community Police Forums in the area of Glenmore and Umbilo. The researcher intended to explore various which can make CPF effective within the study area with the hope of minimising crime rate and related incidents. To obtain that, the researcher had five objectives which were; To explore the perspective of community members and CPF members on the value and effectiveness of CPF within the communities; to determine the roles of CPF within the community; to determine whether the community members of the stated areas are aware about the existence of CPF; to determine the need of CPF within the community and to explore the challenges faced by the CPF members. Triangulation of theories which included Broken Windows Theory and Social Disorganisation Theory has been used as the theoretical framework. This study applied a qualitative design located with an interpretivist paradigm. In-depth interviews with ordinary community members and CPF members were conducted (triangulation of sources). The data was analysed using thematic analysis. The findings of this study showed that the CPF in the stated areas is effective, even though the structure is isolated from community members. The members of the community see the value of having community policing forums within the communities. Most community members claimed not to know about the strategies used to broadcast the existence of the forum within their community. CPF members also outlined the challenges which they are facing, to mention a few they, pointed out that in Umbilo community members are renting properties, and they keep on changing their residential and that lead them into not taking much responsibility in crime prevention methods which the community implements.

Key word: Community Police Forum (CPF), Umbilo, Glenmore, South African Police Service (SAPS), Partnership, Community members, CPF members.

LIST OF ACRONYMS

NPA- National Peace Accord
SA - South Africa
CPF - Community Policing Forum
CSF - Community Safety Forum
SAPS - South African Police Service
ANC - African National Congress
RSA - Republic of South Africa
US - United States
SACS- South African Constitution Section
AGM - Annual General Meeting
GM - General Meeting
SGM - Special General Meeting
CSP - Community Safety Plan
DCS - Department of Correctional Services
HSSREC - Humanities and Social Sciences Research Ethics Committee
JCPS - Justice Crime Prevention and Security
COPS - Candidate and Officer Personnel Survey
CAPS- Community Accountability Planning Submission
Ltd- Limited
UKZN- University of Kwa-Zulu Natal

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1 CHAPTER 1: INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 Introduction

Communities are regarded as areas where members need to feel secure and safe. There should be places where they could walk freely and live in their houses without any fear of crime that might occur. However, this is not always the case, community members are not feeling safe when either in the public or indoors; they do not walk and drive freely on the streets as they feel like anything can happen anytime. This study focuses on the Community Police Forum (CPF) which is a structure that aims to fight crime in communities. The main purpose of this chapter is to provide a review of the literature with the aim of introducing the background of the study, significance of the study, research method and also to discuss the motivation which motivated the researcher to choose this topic. Lastly, it will also provide an outline of the study report.

1.2 Definition of terms and their relativeness in the study

1.2.1 Community-police partnerships

It is the cooperative partnerships amongst the law enforcement intervention, individuals and organizations which they work for in order to develop possible solutions to problems and increase police trust (Stevens, 2002).

1.2.2 Organisational transformation

The alignment of structural management, personnel, and information systems to sustenance community partnerships and proactive problem solving (Singh, 2005).

1.2.3 Problem solving

The procedure of engaging in the taking the initiative and systematic examination of acknowledged problems to develop and estimate effective responses (Stevens, 2002).

1.2.4 Community policing

Knowing that police alone rarely can resolve public safety problems, inspires interactive partnerships by means of relevant stakeholders. The range of possible partners is large, and these organisations can be used to achieve the two interconnected goals of emerging solutions to challenges through collaborative problem solving and improving public trust. The public should play a role in prioritising and addressing public safety problems (Mabunda, 2014).

1.2.5 Government agencies law

Enforcement organisations can work along with a number of additional government agencies to classify community anxieties and offer unconventional solutions. Samples of agencies include legislative bodies, prosecutors, probation and parole, public works departments, neighbouring law enforcement agencies, health and human services, child support services, ordinance enforcement, and schools (Tyler and Yeun, 2002).

1.2.6 Community policing defined

Community associates or groups of individuals who reside, work, or who happen to have an interest in the community based organisations by being volunteers, activists, formal and informal community leaders, residents, visitors and tourists, are a valuable resource for identifying community concerns. These factions of the community can be engaged in achieving specific goals at town hall meetings, neighbourhood association meetings, decentralised offices or storefronts in the community, and team beat assignments (Whisenand and Ferguson, 2002). Community policing forum involves different bodies, who work along to ensure that the structure is functioning well, these include:

- Non-profit or Service Providers Advocacy and community-based organisations that provide services to the community and advocate on its behalf can be powerful partners. These groups often work with or are composed of individuals who share common interests and can include such entities as victims groups, service clubs, support groups, issue groups, advocacy groups, community development corporations, and the faith community (Whisenand and Ferguson, 2002).
- Private Businesses For-profit businesses also have a great stake in the health of the community and can be key partners because they often bring considerable resources to bear in addressing problems of mutual concern. Businesses can help identify problems and provide resources for responses, often including their own security technology and community outreach. The local chamber of commerce and visitor centres can also assist in disseminating information about police and business partnerships and initiatives, and crime prevention practices (Whisenand and Ferguson, 2002).

1.2.7 Community Police Forum (CPF)

CPF is a structure which was established in terms of section 19(1) of the South African Police Service (SAPS) Act, Act 68 of 1995 in which a group of people from various communities and

police representatives meet up to discuss safety challenges in their communities (Mabunda, 2014).

Due to crime which usually occurs within communities and the lack of faith that community members have on the police, a structure called community police forum (CPF) was implemented to mend the relationship between police and members of the community and with the goal that a good relationship between them will assist in crime prevention within communities. This structure has been defined by many authors with the aim of bringing out a better understanding of what it is about. To quote a few, Stevens and Yach (1995:30) define community policing as “a philosophy and approach to policing that recognises the independence and shared responsibility of the police and the community”. According to SAPS policy, “community policing is a philosophy that guides police management styles and operational strategies” (Pillay, 1998:102) and lastly Reyneke (1997:12) has stated that “community policing emphasises the establishment of police-community partnerships and a problem-solving approach that is responsive to the needs of the community”. All these authors has stated how is community policing is viewed from different aspects and organisations. However it can be noted that their main common aim emphasises the partnership between the police and community.

Based on a study conducted by Pelsler (1999), it has been stated that the community police forum is made up of many bodies which can be regarded as institutions and organisations, and these bodies perform some certain roles which are different from one another, but they work together for good. To identify a few: youth members, schools, churches, non-governmental organisations (NGOs) and public or private entities make the bodies of CPFs. All these work together to try to fight crime within communities.

Further to that, Mistry (1996:2) as cited in Interim Constitution Act 2000 of 1993 states that:

The establishment of CPFs was provided for in section 221(2) of the Constitution and section 19(1) of the South African Police Service (SAPS) Act 68 of 1995. The objectives of CPFs are clearly stated in section 18(1) of the SAPS Act where it is stated that CPFs together with the police should establish and maintain a partnership with the community, promote communication between the police and the community, promote cooperation and ensure that the police fulfils the needs of the community in respect of policing, improve the service of the police to the community, improve transparency and

accountability of the SAPS and promote joint problem identification and problem solving.

The above explains that in order to have peace and less crime rates within communities, there should be a strong collaboration between police and community members.

This structure have been existing since the introduction of the democratic era in South Africa but it is not in communities where it is effective. The effectiveness of community police forum differs from community to community as there are some different challenges which each community might face. The 1996 Constitution of South Africa gives and recommends the formation of Community Policing Forums in different levels such as: the provincial, area and station levels. Regardless of the formation of Community Policing Forums, challenges still exist when it comes to crime prevention strategies as the crime rate carry on to increase. CPF find it very hard to fight crime when there are less resources and support from community members.

To support that:

Several problems which hinders the effectiveness of CPF are identified; inter alia that communities are not all well represented on the current structures of the CPF. The lack of human and logistical resources makes it impossible to include all communities. Individuals feel that they cannot make valuable contributions toward the functioning of the CPF, as the problems experienced in the station area are diverse. For example, communities in more affluent areas are indifferent to the needs of communities in informal settlements, as the problems experienced are different. Police stations are situated far from the communities they are supposed to serve. Communities find it difficult to attend meetings of the CPF and because of distances, they feel left out from the process and structures of the CPF (Smith, 2008:42).

The issue of effectiveness of the CPF is questioned in other communities, hence this study aimed at investigating the effectiveness of the community policing forum in two communities (Glenmore and Umbilo) through eliciting the perceptions of ordinary community members as well as those CPF members.

1.3 Background of the study

According to Pelsler, Schnetler and Louw (2002:23), it has been argued that:

Section 205 (1) of the South African Police Service Act, requires that the national police service must be structured to function in the national, provincial and, where appropriate, local spheres of government. The legislation directs the function of police, the CPF and other parties to take joint responsibility in the fight against crime.

This shows that crime cannot be prevented by police officials alone, government saw the need to involve community members in their new strategy of policing and fighting crime within communities as the members of the community are believed to be more informative about what happens around their communities.

During apartheid times, the police were assigned by the Department of Criminal Justice System as the legal bodies to fight crime within communities. The strategies which they used made the community members to feel oppressed and not being able to voice out their complains as the police had much authority over them. Due to that fact, the community members lost trust in the police and that has resulted in the community members not to reporting some certain crimes as they had a belief that the police would not take action and that made the rate of crime to go high. To mend this relationship, the Department of Criminal Justice System came up with a new strategy to bring partnership between police and community members and that strategy was the implementation of community police forums (Joomla, 2010).

The partnership between police and the communities have transformed the fight against crime across South Africa. Furthermore, those community police forums have been set up in almost every town in the country to ensure the safety of community members. To ensure that the partnership remain effective there should be an accountability in the police. This forum encourages that the police should not consider themselves as superior than community members, and that they should always take responsibilities for their actions. It was further noted (Joomla, 2010) that some fora have been more successful than others, but where both sides (police, community members) have bought into the partnership and brought energy and commitment to it, the forums have made the streets a great deal safer.

Community Police Forum jobs fit together neatly with police work, as forum members see where the gaps are and try to make themselves useful. He further explained that CPF is not allowed to arrest or to write down statements, however they can still take on a range of activities

that will make policing more effective. CPFs can raise donations or solicit for equipment, like cars or cell-phones that they will use to make their forum more effective (Ludman, 2010). Community Police Forum is not just about the police helping the community, but about the relationship between the police and the community members who have the same goal and working altogether accordingly for it to be achieved.

Further to that, it is very important for the members of the community to join the forum, on the base that communities consist of many different people, and each individual has his or her own skills, views and innovative ideas that can make a huge difference in the efficiency and effectiveness of the South African Police Service (SAPS) and the manner social crime prevention is approached in a specific area. Even though the fora has similar goals which is to decrease the level of crime within the communities, each CPF has its own constitution. A CPF from suburbs may be different from how the CPF in the township operates. The leaders draw up their constitution, how they will operate and choose the members who will be responsible for each role that they have (Ludman, 2010).

1.4 Research problem and motivation

According to Fleming and Rhodes (2005), there are many challenges that the police officers come across in their daily work practices. These are frequently caused by various factors such as: lack of leadership, particularly command and control. The SAPS framework and guidelines for the formation of community partnerships lay down implementation strategies for these partnerships, but it seems as if there are challenges in terms of their implementation. The challenges may differ from community to community, depending on how their structure functions.

Tracing back to 1995, the South African Police Service Act made provision for the establishment of CPFs, with a goal of setting the platform for partnerships in policing. Establishing a partnership is a way of increasing performance in the delivery based on common goal of fighting crime, by taking mutual responsibility and sharing of resources by various agents, whether these are private or public, individual or collective (Ekblom and Wyvekens, 2004). Partnerships in policing acknowledge that citizens are able to work together with law enforcement agencies and play a vigorous role in reducing local crime and provide for regular interaction between the police and identifiable groups to deal with crime (Segrave and Ratcliffe, 2004).

Furthermore, Segrave and Ratcliffe (2004) argue that community members must indeed work together with law enforcement agencies to help them to reduce crime rates. Edward (1999) inspires law enforcement agencies to organise their efforts with a range of organisations, which may represent the community, private and non-profit sectors, including faith community organisations. There is much research indicating the need for communities and the police to collaborate as in working together to fight crime within communities. The question which still rises is why the police and communities do not work together fruitfully. There is a significant need to examine the reasons behind the reluctance of communities to work with the police, and the hostile attitudes sometimes demonstrated by communities towards the police. Lack of trust, cooperation, and communication are in most cases regarded as reasons behind ineffective partnerships in policing (Edward, 1999).

In most instances, suburb areas are regarded to be safe, whilst there are some crimes which usually occur within them, and that often result in community members not to feel safe within their communities as well. According to (News24, 2017) it has been noted that in Umbilo there has been serious criminal incidents which took place, and as a result the CPF Chairperson stated that as the community members they cannot allow crime to continue going up without preventing it. Due to the fact that community members were so frightened and could not walk freely within their communities, they had to form a joined partnership into bringing a change to the matter (News24, 2017). Such incidents proves that there are some challenges which the CPF fail to overcome in fighting crime within these communities and the researcher saw the need to investigate about the effectiveness of CPFs. The study sought to check whether the police and community members are working together to fight crime or the community members still have no faith in the police and those assigned to work along with them in fighting crime, to see whether the community members and CPF members see the value of community police forums within the communities and also to find out the reasons as to why there might be a lack of effectiveness regarding CPFs.

1.5 Significance of the study

The study is significant as it attempts to elicit useful information about whether community members and CPF members the effectiveness of community police forums in suburban areas. Also it will highlight whether the members see the value of the community police forums. It will add knowledge on how CPF's can impact on crime reduction as it will spot out the main challenges and recommendations to how the members of the forum and community members in general can improve the service of the forum to fight crime. This will work to the advantage

of our country South Africa in having lower crime rates eventually, as the researcher believes that if communities can be peaceful, the country at large will be at peace.

1.6 Research aim

This study aims to explore the perspective of community members and CPF leaders on the value and effectiveness of Community Police Forum in the Glenmore and Umbilo residential areas. The researcher intended to find ways of making CPF more effective in communities with the intention of keeping crimes rate very low.

1.7 Research objectives

In order to achieve the aim of the study, the following objectives were stipulated:

- a) To explore the perspective of community members and CPF members on the value and effectiveness of CPF within the community.
- b) To determine the roles of CPF within the community.
- c) To determine whether the community members of the stated areas are aware about the existence of CPF.
- d) To determine the need of CPF within the community.
- e) To explore the challenges faced by the CPF members.

1.8 Research questions

- a) What is the perspective of community members on the effectiveness of CPF within the community?
- b) What is the role of CPF within the community?
- c) Are the community members of the stated areas aware about the existence of CPF?
- d) Is there a need for CPF in the community?
- e) What challenges do CPF members face?

1.9 Methodology

The methodology focused on the method in which the researcher have used to compile the study. It has been broken down into different subheadings and they are explained accordingly.

1.9.1 Research approach

The researcher used a qualitative approach, which helped to explore the perspectives of community police forum in the suburban areas of Glenmore and Umbilo. The researcher chose this research design in order to allow participants to give detailed explanations when being interviewed. With this approach, the issues and subjects which are covered could be discussed

in–depth. Interviews were used as a data collection mode. The researcher gathered data in a genuine effort of plugging the data to bigger picture. Qualitative research made it to be easier for researcher to gain a clearer understanding of the topic in question.

1.9.2 Sampling and sampling method

- i. This research consisted of 20 participants.
- ii. The participants were from different racial groups such: Africans, Indians, Coloureds and Whites, since the stated areas consist of a multi-racial population. The researcher chose to include all the races in order not to limit any potential participant as the CPF members of Glenmore and Umbilo consist of people of all the racial groups identified above. Out of these twenty members, four were the members of the CPF and sixteen were general community members (eight from Umbilo and the other eight from Glenmore). The researcher chose to include both members of the CPF and general community members in order to have balanced views from both sides as the researcher believed that doing so would lead to rich and more accurate and reflective information.
- iii. From the sixteen general community members, eight were males and eight were females. The researcher chose to use an even sample size for both genders in order to limit the chances of obtaining biased information. Furthermore, the researcher holds a view that participants with different genders hold different views on how they perceive issues. Therefore, the researcher wanted to find out whether both females and males see effectiveness in the CPF.
- iv. All participants were above the age of 18 years. The researcher intended to obtain data from the age group that observed in our policing system.

For the purpose of this study the researcher used purposive sampling to identify potential participants. This sampling technique was appropriate because research aim was to elicit the most nuanced findings from those who have the relevant information (which in this case are CPF members). The researcher also used convenience sampling to recruit general members of the community.

1.9.3 Data collection

As stated above paragraph, the researcher obtained the information needed by interviewing 20 members, from the community. While some of the participants were members of the CPF,

others were general community members who live in Glenmore and Umbilo. The interviews were unstructured (in-depth) interviews where the interviewees got a chance to elaborate more on their responses than just having to give straight forward answers. The duration of each interview was about 30 to 45 minutes. An interview schedule was used as an instrument.

1.9.4 Data analysis

The researcher analysed the data using thematic analysis. Braun and Clarke (2006:45) explain thematic analysis as “identifying, analysing and reporting patterns (themes) within data. They further note that it minimally organises and describes data set in details. Nevertheless, frequently it goes further than this, and interprets various aspects of the research topic”. So for the purpose of this research since the researcher aimed to describe the data given by the participants in detail, thematic analysis was viewed as the most suitable method. When analysing the data there were steps which the researcher had to follow such as: read all the information provided, code the raw data, subdivide the themes, check coding scheme and compile written description. The researcher followed all that the steps as suggested by Braun and Clarke (2006).

1.10 Chapter sequence and content

Chapter 1

Introduction: This chapter has outlined the general information based on the research topic, then it gave background and the motivation for conducting the study. It has also included the research aim, questions and the objectives.

Chapter 2

Literature review: On this chapter the researcher presented and conceptualised key concepts which are used throughout the research. The researcher reviewed and analysed information that has been already gathered by other researchers on the topic, with the aim of finding the relevant information which can be used to explain and support the current study.

Chapter 3

Theoretical Framework: This chapter presents two criminological theories namely; Broken Windows and Social Disorganisation theories with the aim of explaining and understanding the phenomenon under the investigation. The theories are also used to back up the literature obtained.

Chapter 4

Research Methodology: In this chapter, the research design which for the purpose of this study is qualitative approach has been outlined. Further to that, much more details based on, location of the study, the research instrument, data collection, data analysis, sample and sampling techniques have been discussed. These were applied to collect the information needed for the purpose of the study.

Chapter 5

Data presentation and discussion: This chapter has analysed all the information which was collected by the researcher. The researcher used thematic analysis to analyse the data. Confidentiality of participants has been strictly respected and the real names of participants were not revealed as per agreement. Literature review and theoretical framework has been used to back up and show some differences to the information obtained.

Chapter 6

Conclusion and Recommendations: This chapter provides a clear summary of the data obtained. Based on all the information gathered and analysed, the researcher was able to draw a conclusion based on the CPF of the stated areas. Recommendations which the researcher believes that will lead to a better CPF within the communities were stipulated. If the CPF's can be so effective, it will be much easier to fight crime within communities and that will lead to a safe and secured environment for community members.

1.11 Conclusion

This chapter has given the background information to community policing forums by focusing on how this structure was implemented and the associates which are included as bodies of the structure. Furthermore, the literature based on the topic being researched was highlighted to give a better understanding of the topic. The research aim, objectives, questions and the motivation to conduct the study, the significance of the study, research method used were presented. Lastly, the breakdown of chapters done.

2 CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

This chapter aims to give a better understanding of what relevant literature is saying about Community Policing Forums, looking at the concept from a broader global perspective to a narrower perspective focusing on South Africa. Firstly the researcher will reflect on the understanding of community police forums, then discuss about the history of the community policing forums and link it to how it works in the era we are currently living. Discussion will focus also focus on many other factors which are part of the study objectives and research questions.

2.2 Understanding community policing

United State Department of Justice (2012:1) has defined Community Policing as “philosophy that promotes organizational strategies that 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”. This means that community policing aims to bring peace within the communities by ensuring safety. Community policing has been further explained as a collaboration between the police and the community with the aim of solving community challenges which lead to crime. (Bureau of Justice Assistance, 1994).

While on the mission of understanding community policing and the way it operates, it was acknowledged that police alone find it very hard to solve public safety problems, and as a result, partnerships with community members and other stakeholders are important. Based on the report given by US Department of Justice (2012:2) it has been noted that “the range of potential partners is large, and these partnerships can be used to accomplish the two interrelated goals of developing solutions to problems through collaborative problem solving and improving public trust”. This means that within the community, there are numerous bodies that can work together along with the police to bring about safe communities and that the public should always ensure that it plays a role in prioritising and addressing public safety problems.

2.3 Tracing the history of community policing in South Africa

Smith (2008) noted that in South Africa, the South African Police Service implemented Community Policing as its guiding philosophy with the promulgation of the Police Service Act 68 of 1995 and the South African Constitution Act 108 of 1996. With this information, a better understanding of the need to create community policing forums within our communities is

noted. Smith (2008) further explains that during the apartheid era which is the period before 1994, the starring role of the South African Police was to shield the state in contradiction of political subversion, rather than to fight crimes against persons. Introduction of Community Policing combined with a history of policing which focused on political control rather than crime prevention, has resulted in the need for comprehensive training of all police officials in the principles and practices of Community Policing and crime prevention (Smith, 2008).

The above explains that police during the apartheid era were very violent and used excessive force when they were dealing with community members. They used to be so brutal that there was no mutual relationship between the police and the communities. Whatever the police were saying, the community members just had to obey otherwise failure to do so would result in punitive measures being taken against them such as severe beating or imprisonment. That resulted in no solid partnership between community members and the police. The role of the South African Police has changed dramatically in the post-1994 era (democratic dispensation). Accompanying the move to Community Policing, has come a greater sense of accessibility of the SAPS to the public, with community members looking to the police for help with a range of problems, some of which are not even crime related. Reiner (1992) is however critical of the image of the police as a broad service provider (Reiner, 1992:97), stating that this image exists, because of the police being available on a 24 hour basis. However, he does acknowledge that the reassurance of the service role is an effective device in police legitimation (Reiner, 1992).

In South Africa, the formation of Community Police Forums (CPF) is a legal requirement for every police station which is in the country. The formation of CPF's provided the communities with the chance to work along with their local police station on a regular basis. This had improved accountability and the police-community relations. It should be noted that the accountability of CPF's rests directly with the station commissioner of each police station. This places the responsibility of the fruitful implementation and supervision of Community Policing firmly with the police service (Reiner, 1992).

According to South African Constitution it is stipulated that all the provinces has to encourage proper relationship amongst the police and the community at large. In an article published by Community Safety Forum Policy (2006), it has been indicated that the relationship between police, CPF and general community members cannot just be accomplished by the relevant provincial structures of the state without the simultaneous association of both the local and

national and domains of government. The Constitution of the country provides the over-arching structure for policy and legislation.

2.4 The South African Police Service Act (on CPFs) 1995

In order for Community Policy Forums to function well, the SAPS Act provides for specific roles of the police in relation to community safety. These include:

- Establishing and maintaining partnerships with the community;
- Promoting communication with the community;
- Promoting cooperation on policing with the community;
- Improving transparency and accountability to the community;
- Improved partnership with the community;
- Improved service delivery at all levels; and
- Joint problem identification and problem solving.

Mottiar and White (2003) state that in 1996 the National Crime Prevention Strategy (NCPS) emphasised the notion of corporatism aimed at dealing with law-breaking in South Africa. It indicated that, to efficaciously reduce crime, it is very important to transform and reorganise the government and facilitate actual community participation. The Department of Safety and Security distributed a formal policy based on community policing in 1997, which is entitled: The Community Policing Policy and Framework Guidelines. This framework defined community policing as “a collaborative, partnership-based approach to local-level crime solving. It stressed that CPFs should be involved in improving service delivery and facilitating partnerships for problem solving” (Mottiar and White, 2003:7). This was to guarantee that all the CPFs implemented in South Africa have a similar mandate and that they are aiming at similar elements when it comes to reaching the main objectives of the forums. The ultimate goal was to see peaceful and nonviolent communities flourishing.

The structure that was implemented in 1997, was then followed in 1998 by the publication of a White Paper, which declared that problems concerned with partnership strategies for policing had been made known to produce constructive results in terms of decreasing crime. Nevertheless, the White Paper also stated that, given that the democratically elected local government has now been established, it is appropriate that functions of the CPFs be supplemented by duly elected representatives of local communities (Department of Safety and Security, 1998).

Pelser, Schnetler, and Louw (2001) state that community policing was also foreknown by the Department of Public Service and Administration in its Batho Pele White paper on transforming service delivery. It outlined five core functions of CPFs which are listed as:

- Service orientation: the provision of a police service responsive to community needs and accountable for addressing them.
- Partnership: the facilitation of a cooperative, consultative process of problem solving.
- Problem solving: joint identification of the causes of crime, and the development of innovative measures to address them.
- Empowerment: the creation of joint responsibility for addressing crime.
- Accountability: the creation of a culture for addressing the concerns of the community.

2.5 Three components that lead to successful community policing

These three components are namely: organisational transformation, community partnership and problem solving. When these components exist within the community it makes it easier for the community police forum to function well.

2.5.1 Organisational transformation

The primary component of fruitful community policing initiatives includes transformational alterations in the organisation and operation of a police department. This transformation is able to involve organisational structure, personnel practices, management policies and information technology systems, amongst other features on how a department is regulated and functions. Possibly, the foundation stone of organisational transformation is on the note that police departments remain organised around geographically-based projects and allocations. This approach emphasises the fact that the better way of understanding an environment is by living in that particular community. The members who reside or work within a particular environment tend to know it much better than those who are from the outside. Therefore, it is very important for the CPF to include the members of community when they to implement strategies to fight crime (Depole, 2010). (Depole, 2010).

Another hallmark of community policing, that is related to but distinct from geographically-based assignments, is decentralisation. In this context, the decentralisation of a police department means a reduction in reliance on top-down policy directives from department leadership, devolution in decision making, and a reporting structure that is less hierarchical. Decentralisation gives local officers and precinct leaders more authority and discretion and it

enables them to find creative solutions to specific, individual neighbourhood problems without the restrictions of blanket, overly-rigid policies. As part of their community policing efforts, cities across the country have instituted regional district models, with precinct leaders of different ranks exercising discretion and authority on the best ways to address their unique crime issues. Police officers are given increased autonomy to craft creative strategies to address the specific concerns of local residents (Smith, 2007).

To be effective, organisational transformation must occur at all the levels of a police department and permeate a variety of systems and practices. For example, performance evaluation systems may be designed to evaluate officers based on their community policing efforts; the recruitment and hiring of new officers can favour individuals who have a service orientation to policing; and training that emphasizes community policing can become part of standard, in-service training (Depole, 2010).

2.5.2 Community partnerships

When communities have a good relationship, understanding and working together there are always fruitful results. It takes such a great companionship between the members of the community and those who are from government institutions to fight crime. It also requires a strong commitment and joint partnership to have safe communities. To successfully achieve this mandate the community members must be willing to share information which might be useful to the police and address some matters which put strain on the community safety with the goal of promoting public safety and peaceful communities. (Reiner, 1992).

In addition to individual residents, the term community partners encompasses a range of groups such as neighbourhood associations, faith-based organisations, tenant councils, business groups, local government agencies, social service providers, schools (including elementary and secondary public and private schools, community colleges, vocational schools, and universities), and local businesses. These entities typically enjoy a number of qualities that facilitate effective partnerships, including well-developed organisational structures, physical meeting spaces, social, political, and commercial networks, material and human resources, experienced leaders, and existing community participation. This makes them natural vehicles through which the police can engage with local constituents to address neighbourhood anxieties (Reiner, 1992).

Improving the accessibility of police and community services can also be an effective catalyst for community engagement and a way to facilitate community partnership. One example of

improved accessibility is increasing the number of locations in which police services are provided or co-locating them with other civic services. Successful cities have also utilised information technology to improve citizen communication and make public safety information more timely and accessible. In a 2009 Candidate and Officer Personnel Survey (COPS) of 12 agencies implementing community policing, nearly all of the evaluated agencies had department websites that provided information about crime alerts and included email addresses of individual officers so that citizens could provide tips, give feedback, and communicate concerns (Guller and Guller, 2003)

To obtain effectiveness in community policing, there should be trust and respect within the police and communities and most studies have revealed that in South Africa there is a lack of those elements when regarding to community members and the police. These studies have revealed that South African history pertaining racial profiling might have an influence on how the community members may view the police of this era and have lack of trust towards them. It is very important to rebuild the trust within these bodies in order to achieve an effective CPF (Reiner, 1992).

2.5.3 Problem solving

Perhaps the most transformative aspect of the community policing movement has been the shift from the reactive crime-response model to a more proactive problem-solving or problem-oriented policing (POP) model. This approach puts a heavy focus on efforts to prevent crime before it happens by systematically identifying and addressing specific social issues associated with criminal activity. Problem-oriented policing tends to encourage creative problem solving among officers, analysts, and community members to identify the root causes of a problem and then figure out how best to address them. A 2010 review of the relevant literature found that as a whole, problem-oriented policing approaches had a statistically significant impact on improving public safety.

Police departments that are grounded in a community policing philosophy train and assign officers to duties that are focused on creative and active problem solving and prevention, rather than simply reacting to crime and disorder. In order for officers to do this effectively, some degree of autonomy is required, which is also an important aspect of organisational transformation described above. One of the most common approaches to problem solving in police departments is the Scanning, Analysis, Response, and Assessment (SARA) Problem-Solving Model. Evidence indicates that problem-oriented policing strategies based on the

SARA method can achieve significant reductions in crime over traditional response models. A 2010 summary of the ten most rigorous studies on the effectiveness of SARA-based problem-oriented policing between 1993 and 2006 concluded that these efforts achieved statistically significant reductions in crime and disorder in their affected cities.

With the police no longer the sole guardians of law and order, all members of the community become active allies in the effort to enhance the safety and quality of neighbourhoods. Community policing has far-reaching implications. The expanded outlook on crime control and prevention, the new emphasis on making community members active participants in the process of problem solving, and the patrol officers' pivotal role in community policing require profound changes within the police organisation. The neighbourhood patrol officer, backed by the police organisation, helps community members mobilise support and resources to solve problems and enhance their quality of life. Community members voice their concerns, contribute advice, and take action to address these concerns. Creating a constructive partnership will require the energy, creativity, understanding, and patience of all involved (Louw and Schonteich, 2001).

2.6 The need for community safety forums

Community safety forums (CSFs) is a structure that was designed to function as a platform for monitoring, and directing the operation of multi-sectoral crime prevention and community safety inventiveness within the perspective of the provincial and national Justice Crime Prevention and Security (JCPS) urgencies in serving as the dominant catalyst intended for cooperative partnership towards a confined crime prevention strategy. Furthermore, the CSF model also give emphasis to the necessity aimed to ensure co-operation and alliance of all the government contributions and productivities in the local area to improve service supply while drawing on all existing resources in accomplishing the obligations essential for the developmental perspective. Such considerations need to be undertaken within the supervisory framework of the intergovernmental associations as well as co-operative government (News24, 2006).

2.7 Types of community police forum meetings

According to South African Breweries, in connotation along with Department of Community Safety (2003) it was indicated that it is very important for the members of the forum to have some particular meetings; and also that the members of the forum must meet frequently and discuss some matters which the forum deals with. The purpose of these meetings is to make

sure that the forum is working effectively. Therefore, the forum components articulate that the forum needs to at least have three kinds of meetings, such as:

- Annual General Meetings
- General Meetings
- Special General Meetings
- Executive Committee Meetings

As much as the Executive Committee of the Forum must attend all these meetings, it is very important that they must also meet separately at Executive Committee Meetings, to plan and organise the structure of their year plan with the items that they want to achieve. The above stated meeting are explained as follows:

2.7.1 Annual General Meetings

An Annual General Meeting (AGM) within the community police forum should take place annually between the month of October or November. It is open for any member of the forum to attend this kind of meeting and any other groups from the community are also entitled to come to the meeting. As the determination of this meeting is to read out all the meeting of the previous meetings which had taken place within the forum and to have those minutes accepted and captured. It also aims to address all the matters of the forum which need to attention of the community. The chairperson of the executive committee of the forum is also given a platform to do a sort of report regarding to financial expenditure. This also gives a platform to select new executive committee for the next coming year, depending on the constitution of the forum as it happens that some community police forums does not change executive committee yearly. It is the responsibility of the forum secretary to ensure that community members are made aware about this meeting, usually twenty one days before the meeting take place (Department of Community Safety, 2003).

2.7.2 General Meetings

The general meetings of the forum are essential take place at least two times in every quarter, meaning in every three months. Meaning that it is an obligation that there must be about eight general meetings within a year. It is important for the community and some organisational members to some representatives to these general meetings. The goal of a general meeting is to talk over reports which are from the executive committee, also to listen to some reports given about crime statistics within the community and some policing strategies which are applied within the community. This type of meeting help to choose the campaigns and the programmes

of the forum, also to decide what proposals are needed to go to the Area Board and to as to implement and discuss resolutions that are proposed by the Area Board (Department of Community Safety, 2003).

2.7.3 Special General Meetings

This type of meeting is designed to assist the forum to make decisions regarding significant and urgent matters of the community police forum. This meeting can be used for an example as a platform to make a quick change regarding the decision which was taken at an AGM, the forum can randomly request the secretary to call up a special general meeting within a short period of time. Conversely, they need write a motivational letter which states valid good reason of why there is a need for the meeting. It is requested that at least ten of the forum members have to sign the letter, and fifty percent of those members must be from the executive committee (Department of Community Safety, 2003).

2.7.4 Executive Committee Meetings

Executive Committee Meetings must happen at least once a month, or even more than once when need be. The purpose of this meeting is to make firm decisions with regard the management of the forum and also to formulate an agenda for the next general meeting. It is very important for all the executive committee to be present in each these meetings, as they play different but significant roles (Department of Community Safety, 2003).

2.8 Explaining the responsibilities and roles of the community police forum executive members

In order for the forum to be effective, the Executive Committee need to take responsibilities of taking their roles into action. Meetings which they usually hold give them direction and a platform to work together to come up with better planning. It is hard for the forum to be effective if some members of the executive do not know the responsibilities of fellow members, meaning that for an example there should be collaboration between them even though they are not responsible for the same role but they are working towards the same aim which is creating a crimeless community. The writer will further explain the responsibilities or tasks of the executive committee (South African Breweries, in association with the Department of Community Safety, 2003).

2.8.1 The Station Commissioner

In each community police forum it is compulsory for station commissioner to be part of it. The station commissioner is always the head of the community police station in which the

community police forum is also from. This member represents the police officials on the executive committee of the forum. The station commissioner is furthermore responsible for the equipment and assets of the police station. The associates of the forum are allowed to use some of the assets and resources of the police station, only for the work associated to the forum. For instance, the members of the forum are allowed to send an official fax. However, this can be done only after they have been given a written consent from the police station commissioner. There are also some things in which the station commissioner is not allowed to grant permission for. For instance, the members of the forum are not allowed to drive police cars. The reason why it is important to involve the station commissioner within the forum, it is because he or she will provide information relating to criminal incidents which usually take place within the community as most of them are reported within the police stations (Stevens, 2002).

2.8.2 The Chairperson

The Chairperson must be a member of the community and not a member of the police. A Chairperson should have good leadership and people-oriented skills. A good Chairperson motivates people, thinks clearly, gives direction, has a sense of humour, and has a friendly personality and controls difficult people. The duties of the Chairperson are to chair meetings of the Forum, give reports on the work of the Forum at General Meetings, ensure that the work of the Forum conforms to the Forum constitution and to any other rules or procedures of the Forum, and sit in on police management meetings when invited by the Station Commissioner. The Chairperson can also serve as a member of the Area Board, except if the area is divided into sub-areas sectors (in the case of sub-areas sectors, the sub-areas will elect representatives to the Area Board) report regularly to the Area Board report in exceptional circumstances to the Provincial Board (Stevens, 2002).

2.8.3 The Secretary

It is preferably that the secretary of the forum should be a member from the police officials. The secretary and the chairperson are encouraged work closely together and have a good relationship. When the forum is choosing the secretary it is essential to ensure that they choose someone who is good in organising, who is a hard worker, friendly, consistent, and have very good communicative skills. The main duties of the community police forum secretary is to ensure that the meetings are arranged, also to take notes during community meetings, to send and receive notes related to the forum out to the specific areas. It is also his or her own responsibility to retain all the official documents of the forum excluding financial records (Steven, 2002).

2.8.4 The Treasurer

It is acceptable for the treasurer to be from the police department or just be a community member that has been part of the forum for couple of years. This individual is responsible to deal with the funds of the forum. The treasurer has to be trustworthy with money, also be systematic and good be willing to learn new financial strategies also must have bookkeeping basics skills. The responsibilities of the treasurer are to: handle all the finances of the forum, also control and manage a bank account on behalf of the forum. It is advisable for the treasurer to work along with two selected members of the forum to ensure that everything is kept in order. This member should also present an annual financial report and audited financial statements and a budget at the AGM (Stevens, 2002)

2.9 Common challenges and barriers to the success of community policing forums' effectiveness

The most mutual challenges and obstacles limiting the success in implementation of community policing has been indicated as following: that it is hard work to fight crime within the communities, more especial when community members are not hands on to the strategies implemented. Also when there is a lack in taking note of the institutionalisation of community policing through structural transformation demands whether there are sufficient resources to be used in ensuring that the forum work effectively and also sustained partnership and commitment from the, community members, department executive staff and the city leaders. It was noted by Patterson (2007) that creating and conserving meaningful community partnerships call for educating the stakeholders about the mandate of the forum and highlight the necessity of shared accountability for the outcomes. Appealing in effective problem solving needs input from more than a few information sources which most communities tend to ignore.

2.9.1 Implementation challenges

Patterson (2007) further believes that the implementation is challenged by the nature in which community policing is frequently introduced, consequential in increased resources distributed within short timeframes with limited time for planning. Adding to that, Mastrofski (2007) propose that the traditional barriers of organisational alteration, limited resources and a resistant police culture still exist and will carry on to threaten the effective implementation of any community policing initiative. Several authors approve that in order to succeed operational community policing, implementation concerns must be addressed within the communities (Sadd and Grinc 1996; Segrave and Ratcliffe, 2004). Mayhill (2006:49) summarises the

barriers to successful implementation and possible ‘unintended’ consequences of poor implementation.

Segrave and Ratcliffe (2004) note that most of the common barriers to successful implementation include:

- Lack of organisational commitment and culture change
- Community engagement seen as a one-off series of events and not ‘mainstreamed
- Lack of community ownership of the process; inequitable power relationships
- Lack of control, flexibility and tailoring at neighbourhood level
- Lack of status incentives for beat officers; lack of understanding of their role
- Performance measurement frameworks that do not reward community engagement
- Individual officer appraisals that do not reward community engagement roles
- Lack of training for officers on community engagement philosophy and methods
- Police ‘beats’ that do not correspond to community perceptions of neighbourhoods
- Not recognising the historical lack of trust between police and certain communities
- Lack of capacity and collective efficacy in some communities;
- Lack of a clear definition and training for the community role in engagement;
- Lack of good quality information about crime provided to communities;
- Lack of adequate feedback to communities on action from engagement;
- Not valuing the contribution of communities and volunteers
- Lack of co-ordinated, multi-agency approach to community engagement
- Lack of initial extra investment or re-profiling of resources to community work.

The barriers to successful implementation are not isolated to the implementation phase and can affect continued community policing practices.

Mayhill (2006) considers that the possible consequences of poor implementation include:

- Lack of officer understanding and buy-in leads to cynicism and lack of co-operation
- Poorly planned engagement leads to unrealistic community expectations
- Disappointed communities less likely to engage in the future
- Engagement process dominated by one group or community interest
- Problem-solving benefits communities that least need it
- Problem solving exacerbates divisions in communities that have differing interests
- Community members take inappropriate or illegal action in response to problems.

2.9.2 The police officer or the organisation

Skogan and Steiner (2004) mentioned that there are a number of reasons why the police officer and the organisation can pose a barrier to community policing. Community policing is a programme that requires a great deal of training, close supervision, strong analytical capacity and organisation wide commitment (Skogan and Steiner, 2004). In some Community Policing study, it was founded that in three of four initiatives, community policing was being conducted by police officers without the contribution of the community to identify, prioritise and solve problems (Bucqueroux, 2007). This indicated that it is possible for community police officers to work independently of the community when identifying and providing solutions to community issues.

It also found that the second barrier pertaining to police officers is that their performance measures are based on enforcement type organisational measures rather than their aptitude to build relationships with the community, and results in the inability to reward an officer's good work (Skogan and Hartnett, 1998).

2.9.3 Inadequate Training

Carroll Buracker and Associates Limited (2007) note that most members who are involved in the forum are not well trained about how to solve community matters which involve crime. As a result as much as they are in the forum it is possible that they may not be effective. With this limited or no training at all, they will never achieve community partnership Skogan (2006) asserts that training is frequently short-changed for the reason that community policing is labour demanding and even in some of the developed countries the members of the forum are

not well trained and given advises on how they can improve their roles and make the forum be effective. Greene (2000) highlights the fact that one week which is usually given to police officials to gain knowledge about the matters of the community is not enough.

2.9.4 Sustaining organisational commitment

Skogan and Hartnett (1998) discuss about a lack of organisational commitment as one of the challenge which many lead to the forum in not being effect. They explain that if the members of the forum are not passionate about performing their roles within the organisations the whole structure will lack and that will lead in no effect regarding to fighting crime within communities.

Young and Tinsley (1998) suggest that traditional police structures have done little to foster the acceptance of responsibility for analysing a problem and seeking a resolution. Polzin (2007) argues that Police needs to employ change management strategies to successfully implement community policing. Similarly, Goldstein (1993 - cited in Flynn, 2004:29) indicates that:

The initiatives associated with community policing cannot survive in a police agency managed in traditional ways. If changes are not made, the agency sets itself up for failure. Officers will not be creative, if a high value continues to be placed on conformity. They will not be thoughtful if they are required to adhere to regulations that are thoughtless. And they will not aspire to act as mature, responsible adults if their superiors treat them like children.

Polzin (2007) believes that for community policing to be successful, all barriers need to be identified during the design phase of community policing initiatives. Some of the common organisational barriers include:

- A lack of involvement by police management in the initiative's design, implementation, and monitoring
- Disagreements about resource allocation and personnel deployment
- Confusion or disagreement about changes in department systems and structures
- Clashes between 'command-and-control' management styles and expanded decision making by line officers
- Preferential treatment for community police officers.

Mastrofski (2006) argues that community involvement and engagement are fundamental concepts to community policing. However, sustained community involvement and the different community engagement mechanisms have been identified as barriers to community policing, and has further discussed them in details as follows:

2.9.5 Community involvement to strengthen the value of CPF

The capability to put up with commitment from the community and other external interventions has been presented as one of the challenges to effective community policing. Community policing is very much dependent in community participation but keeping their sustainability is such an issue (Skogan and Hartnett, 1998). They further outlined that community members are not given any money for being part of the forum and that takes so much from their daily time to such that it might end up demotivating them in not being much involved (Carroll, Buracker and Associates Limited, 2007). Community policing frequently indicates that the individuals who are involved as part of the forum are the members who have similar interests and have similar goals of wanting to see communities as safe environments hence they compromise their time to ensure public safety. Skogan (2006) argues that community involvement is not easily achieved in areas of most need and harder to reach parts of the community can become excluded in the community effort because they have different interests, values, and expectations. Segrave and Ratcliffe (2004) argue that community policing serves the interests of the vocal minority and the presence of strong personalities and influential groups can dominate discussions and control the direction of an initiative.

Other elements can that can bind community involvement in talking about community issues are ignorance and attitude of community members. Where for an example, some members of the community will not be willing to work closely with the police officials. Adding to that, an absence of capital investment is perceived as a lack of social investment (Herbert, 2006). Herbert (2006) then questions if economically and socially disparate communities are capable of generating and sustaining themselves as communities under the expectations the normative ideals of community policing. It was also noted that “the conflicting values are also a problem for agencies working together”. “The lack of sustained interagency cooperation is believed to be because agencies have traditionally viewed community policing to belong to police rather than a community-wide responsibility” (Skogan, 2006). Moreover, Thacher (2001) argues that working in partnership can result in conflicting values and different social values being promoted by different agencies, which create an inability to effectively work together.

2.9.6 Community engagement mechanisms

Community meetings have been identified as a mechanism for the community to identify and prioritise their problems, but have proven difficult to sustain. The Community Accountability Planning Submission (CAPS) initiative experienced difficulty in sustaining resident involvement because police often dominated the solution with enforcement-oriented approaches, limiting productive dialogue between police and residents (Skogan and Hartnett, 1998). Young and Tinsley (1998) believe in New Zealand formal community consultation committees were not successful for similar reasons: the police dominated the meetings, with the focus on either issues or concerns raised by police or on issues of which police had little knowledge or regarded as outside the scope of their work. To add on that, the formal consultative meetings were unrepresentative and poorly attended.

Mastrofski (2006) argues regular community meetings intended to help community to prioritise, participate in problem solving and discuss police services, were not successful in engaging collective self-help behaviour. Instead, meetings become a place to advocate for more service delivery. However, Bucqueroux (2004) argues that communities need to be empowered and undertake training to enable them to lead in problem solving. Mastrofski (2006) raises an interesting research question: what does the community expect from the community policing? If more was understood about community expectations then they could be incorporated into the development of initiatives.

2.9.7 Police culture

It has been noted that traditional law enforcement and criminal justice practices create a lack of sympathy in the understanding of what community policing is (Young and Tinsley, 1998). Ideas of solidarity are important in understanding the resistance to community policing. It is thought that police officers develop the need to protect one another against signs of trouble, offence or threat and perceived of danger (Skolnick and Bayley, 1988). Skogan (2006) argues there is resistance to community policing within the ranks because it is seen as soft policing or social work and just politics due to the involvement of public officials.

Some officers do not like civilian influence on operational priorities. Scott and Jobes (2007) believe that traditionally police are formally trained and informally socialised through the bureaucracy of law enforcement, which provides a counter to community policing and community engagement. However, police culture is often resistant to change towards community policing for several reasons, including: the potential loss of autonomy; there could

be diversion of resources from traditional core functions; the community could impose unrealistic programmes; and police 'tough-minded' status could be demeaned (Greene, 2000; Skogan and Hartnett, 1998).

To further explain, it was also noted that police culture can undermine police-community relationships because police officers dominate as crime and disorder experts, which disadvantages the community when offering solutions. Bucqueroux (2004) believes police are doing a good job of engaging with the community for help and support but are still reluctant to share power and decision making with them. Furthermore, Herbert (2006) argues police often decide on the terms of engagement for various social problems because of the separation from the community due to their duties and powers, which disempowers the community and limits their involvement.

2.9.8 Police working as specialised units

Carroll, Buracker and Associates Limited (2007) argue that the effectiveness of community policing becomes limited when community police operate as specialised units. Specialised units can create an environment of isolation or cause friction between staff. More successful community policing initiatives have incorporated a whole of organisation approach. However, the implementation of a 'whole of organisation' approach is often problematic (Cordner, 1999).

2.9.9 Constables work in isolation

Community police constables are likely to suffer isolation within the organisation where community policing is delivered through specialist constables or through dedicated units (Young and Tinsley, 1998). Working in specialised units can cause difficulties establishing credibility and gaining status amongst colleagues who are still largely driven by law enforcement and criminal justice practices. The authors believe that:

if problem-solving and responsibility for crime prevention are assigned to specialised units without fundamental change in the rest of policing, the predominant philosophy and culture of the organisation will almost inevitably remain unchanged and crime-related problems which are identified or observed in the course of patrol on investigative work or through community contact will be only fitfully addressed (Young and Tinsley, 1998:10).

However, Young and Tinsley (1998) suggest this issue may be mitigated with support from management and by rewarding successful problem solving through community partnership.

2.9.10 Workplace friction

In some of the cases, dedicated community policing units have produced major resistance between the community police officer and the beat officer (Carroll, Buracker and Associates Ltd, 2007; Patterson, 2007). Plenty of this friction is for the reason that there are some dissimilarities in practices such as: in most instances community police constables usually decide on their hours, operational from Monday to Friday; they are always provided with new resources such as vehicles; also they might have inadequate understanding in the police work; and usually there is regularly no specific job description established (Carroll, Buracker and Associates Ltd, 2007).

2.10 Common crimes often committed South Africa's in urban areas

Mabasa (2012) asserts that there is a link between South Africa's political transition over the last decade and the growth in the crime rate. Increases in crime in South Africa over the last ten years are consistent with the experiences of other countries undergoing transitions to democracy, which are followed by attempts to consolidate new democratic institutions. As change and democratisation processes proceed, society and its instruments of social control both formal and informal are reshaped. The result is that new areas for the development of crime open up. The South African transition brought about a restructuring of the criminal justice system, the abolition of a number of laws and the announcement of new ones. As a result, many criminal justice functions have been operationally weakened. Moreover, the experienced personnel working in the system, who were trained in the policing methods of the old authoritarian order, are now unsure of how to function effectively within a new legal framework based on the rule of law and a constitutionally entrenched bill of rights (Louw and Schonteich, 2001).

Residents are very conscious of the surge in crime in their suburbs and have where possible taken precautions in the form of social media alerts, subscribing to armed response private security, installing safety features around their homes and various other forms of preventative measures. I think communities in general should be commended on their pro-active approach in trying to beat this scourge of crime. The measures taken by residents do not detract from the vision of the SAPS which is to create a safe and secure environment for all the people in South Africa. It is important for the community to continue using the CPF as a platform for working towards seeking solutions and also ensuring that SAPS is accountable, transparent and effective in their policing role of combatting crime and ensuring a safe and secure community (News24, 2016)

Some social factors such as drug and alcohol abuse have an especially strong influence over a person's ability to make choices. Drug and alcohol abuse is one such factor. The urge to commit crime to support a drug habit definitely influences the decision process. Both drugs and alcohol impair judgment and reduce inhibitions which socially defined rules of behaviour, giving a person greater courage to commit a crime. Deterrents such as long prison sentences have little meaning when a person is high or drunk. Substance abuse, commonly involving alcohol, triggers stranger violence, a crime in which the victim has no relationship of any kind with his or her attacker. Such an occurrence could involve a confrontation in a bar or some other public place where the attacker and victim happen to be at the same time, and cases like those are even common in areas like Umbilo in Durban bars (Criminal Justice, 2015).

It is estimated by the South African Police Service that alcohol or drug use by the attacker accounts for 30 to 50 percent of violent crime, such as murder, sexual assault, and robbery. In addition, drugs or alcohol may make the victim a more vulnerable target for a criminal by being less attentive to activities around. Another way a victim becomes a vulnerable target is for instance visiting a poorly lighted or secluded area not normally frequented perhaps to purchase drugs. The idea that drug and alcohol abuse can be a major factor in a person's life is why there are numerous treatment programs for young people addicted to these substances. Treatment focuses on positive support to influence a person's future decision making and to reduce the tendency for anti-social and criminal behaviour (Carroll, Buracker and Associates Limited, 2007).

South Africa is a heavily armed society. According to the Police's Central Firearms Registry, 3.5 million South Africans legally possess about 4.2 million firearms, of which slightly more than half are handguns. It is estimated that a similar number of illegal firearms are circulating in South Africa. Even in areas like Glenmore and Umbilo in Durban, some of the offenders use these kind of weapons when dealing with the victim, to try to make the victim to easily give in. South Africa's porous borders allow arms smugglers to bring large quantities of firearms into the country. Because of an oversupply of small arms in the region these sell cheaply, making them accessible to petty criminals and juveniles in South Africa, who frequently use them to commit crimes or resolve personal disputes (Louw and Schonteich, 2001).

The current South African situation is characterised by high levels of unemployment and poverty alongside high levels of inequality, in addition to high levels of wealth among the more affluent classes. South African society in many ways still reproduces the two-tier structure and

relationships of apartheid, although in a slightly deracialized form, and in many ways still operate in such a way as to serve the interests of the (non-racial but primarily White) elite, contributing to a sense that the elite are valued whereas the remaining people are not valued as citizens (Centre for the Study of Violence and Reconciliation, 2007).

The level of inequality creates a high degree of relational distance among people in South Africa that reinforces perceptions partly derived from the apartheid period, in terms of which (poorer) people find it difficult to see themselves as being worthy of respect from others, and in which people more generally find it difficult to see themselves as part of a common citizenry. These perceptions feed into attitudes and dispositions, such as to see people as being poorer or richer than them, or from another race as “other”, feeding, on the one hand, into the ability to rationalise criminal victimisation and, on the other, strengthening fear of crime (Centre for the Study of Violence and Reconciliation, 2007).

It is likely that organised crime syndicates are behind a significant number of car hijackings, vehicle thefts, armed robberies especially cash-in-transit and bank robberies, and burglaries of homes in upper-class areas and businesses, commercial crimes and even certain types of shoplifting (Pelser, Louw and Schonteich, 2001). While no accurate figures exist, it is likely that organised crime has grown considerably in South Africa since 1994. Organised crime tends to grow rapidly during periods of political transition, when levels of violence are high, leading to state resources being concentrated in certain areas only and gaps emerging in which organised criminal groups may operate (Pelser, Louw and Schonteich, 2001). Moreover, inadequate border controls, a good transport infrastructure, markets for and sources of contraband such as endangered species products and cannabis (dagga), a good banking system, and a ready supply of trained recruits would have contributed to the growth of organised crime in South Africa (Pelser, Louw and Schonteich, 2001).

2.11 How can local government and police administration best manage community expectations and help residents understand the limitations of community policing?

Some of the challenges which result community members to commit crime does not need the solution from the police. As some people commit crime due to factors such as poverty and unemployment. Police officials alone they will never be able to come up with solutions that may prevent them. In association with CPF, it may be easy to identify the main causes which intriguers community members to be delinquent and as CPF involves some organisations the solution might be easily achieved (Smith, 2007). Due to these factors it is important when

dealing with crime within the communities to involve many other organisations who are well trained in matters that lead to people to commit crime in the first instance.

Moodly and Rock (2011) stated that these issues are better addressed by the bodies who are trained to deal with them. This is not excluding the law enforcement officers, but it point out the fact that when there is collaboration it is very high likely to obtain quick solutions to the problems. For an example, in the school the educators can teach the students about the dangers of committing crime and the life in prison which that might put fear on them and end up not committing crime. Also at home in the parents can enforce the principle of not to take something that does not belong to you unless you are given by the owner. With this kid of partnership from all organisations a public safety can be easily obtained. However, when dealing with more complex crimes the police will still be needed to deter the individual and that will serve as an example to potential criminals that when one commit a crim there are legal actions which are taken.

From another study of Community Policing which was conducted it has been noted that it is very hard to define community policing without specifying the relationship between the police and the community members and the duties that they have. Therefore, in order to have a well manageable CPF that is effective, it is important for the forum to be aware about the roles they have and the expectations they need to have from the community in association with the mandate that the CPF has (Smith, 2007).

3 CHAPTER 3: THEORETICAL FRAMEWORK

3.1 Introduction

There are several reasons which can explain why people commit crime within communities. It is very difficult to reach one point as to why crime is committed, however there are theories which explain those reasons and how communities can try to prevent crime. This chapter explains two theories which inform the current study. These are the Broken Windows Theory and Social Disorganisation Theory. The researcher used the concept of theory triangulation in order to benefit from the strengths offered by each theory. Triangulation simply refer to the notion of looking at phenomenon from different viewpoints. According Neuman (2014), triangulation is crucial because one weakness in one theory is complemented by the strength in the other theory.

3.1.1 Broken Windows Theory

The figure (3.1) below shows how the community can end up being like when the broken windows within it are not mended at an early stage:



Figure 3.1. Broken Windows Theory

Broken Windows Theory is a metaphor that is used to explain disorder within the neighbourhood or communities. This theory was coined by James Wilson and George Kelling in 1982 where in their theory they were linking disorder and incivility within a community to subsequent occurrences of serious crime. These two theorists made an experiment where they were trying to assess the behaviour of people towards an unattended property and tried to link it to criminal behaviour.

According to Wilson and Kelling (1982) criminal behaviour become more serious in communities where there are 'broken windows', meaning that there is no solidarity within those communities: where members are not working together to fight crime, and also where there is no partnership between the members of the community and the police officials within the same environment in developing means of crime prevention strategies.

Once people start disobeying the norms that keep the community in order, both the community and stability within it become hard to control. To make sure that the communities are safe and well maintained, the police in large cities are applying broken windows theory to ensure that there is partnership within community members and the police including crime prevention strategies like community police forum (Wilson and Kelling, 1982).

Kelling and Wilson (1982) suggested that a broken window within a community can be seen by some signs which community members tend to ignore, such as knowing the drug dealers and not report them, allowing members of their communities to prosecute themselves within the streets and adjust to that behaviour, when you see a criminal breaking in the neighbouring house and just turn a blind eye instead of reporting such crimes. All those can send the signal that a neighbourhood is uncared for, meaning that there is a broken window. So they further explained that if police departments and the community members addressed those problems, maybe the bigger crimes could be prevented from happening.

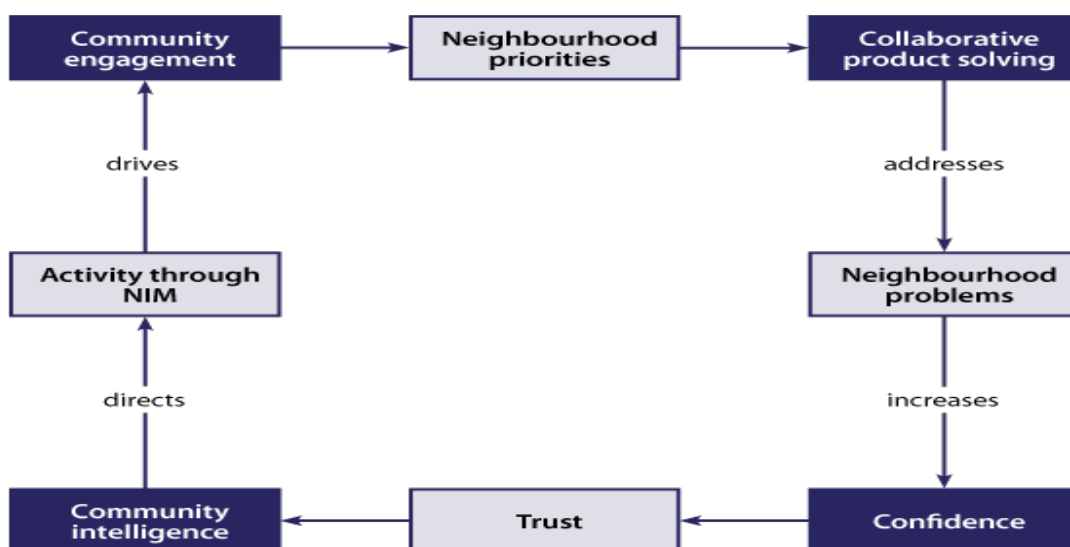
Once you begin to deal with the small problems in neighbourhoods, you begin to empower those neighbourhoods and make them to stand up for what seems to be deviant behaviour Kelling (1982). Communities get strengthened once order is restored or maintained, and it is that dynamic that helps to prevent crime, but if there is no stand and everyone is so isolated and only deals with what seems to be a trouble to him or her then the community will remain broken forever. It takes unity of the community and partnership with the police and community police forum members to create order in an environment where people with different behaviours are found. Community members need to be honest enough to the police by reporting

those who commit crime, the police need to be transparent on how they deal or punish the offender so that community members can have faith in them. Community Police Forum members need to be accessible at all times, to give community members an update of what is happening in their community and try to come up with possible strategies to ensure that the environment is safe enough.

Kelling and Wilson (1982) proposed that police departments should change their focus. Instead of channelling most resources into solving major crimes, they should instead try to clean up the streets and maintain order such as keeping people from smoking pot in public and cracking down on subway fare beaters, making sure those who are reported for committing a crime get the kind of punishment they deserve so that even those who were still planning to commit crime can think twice as they will know and witness that there will be negative consequences for being in conflict with the law.

According to Corbis (2004), the police should make sure that the environments are safe all the time and ensure that crime rates are decreasing within the communities. The police or the crime prevention strategies implemented such as community policing will never be able to fight crime alone, they need support from the community members as well. If they all stand together there are high chances that they will reach much productive results than just depending on one department to fight crime for them. Hence, unity and collaboration in all the departments is emphasized.

3.1.2 Figure 3.2. The implementation of Broken Window Theory



Source: Google Scholar

To explain the above diagram, there is a need for community engagement, where the members of the community will work together with the police. The community members should have a common goal when it comes to safety and they should not only focus on what will benefit them individually. This simply means safety should not just be a household matter, where one is only concerned about how secured is his or her house. It must be everyone's goal to ensure that the entire community is safe, and that can be achieved by working together as a community. The term 'my safety' should be changed to 'our safety' with the aim of reaching the same goal of having a safe environment and collaboration within the departments (Shaw, 2009).

Most communities suffer from different challenges, hence it is very vital for each community to address the problems it has, such as the type of crimes that they usually experience and try to have possible solutions that they can use to prevent crime. The more the community members are working together in fighting crime, the more the individuals within the community will have confidence, feel safe enough in the community and that will result in community stability. Communities do not just become safe without any effort, it takes stand and collaboration to mend or avoid having broken windows when it comes to safety (Shaw, 2009). That is why there is a partnership between police and community through community policing forums. This theory is thus relevant to the current study.

3.2 Social Disorganisation Theory

The social disorganisation theory is a theoretical perspective which explains ecological differences on how crime is ranked based on cultural and structural factors which are shaping the nature of the social order through communities (Oxford Dictionary, 2003). This approach narrowed the focus of earlier sociological studies on the co-variables of urban growth to examine the spatial concentration and stability of rates of criminal behaviour. According to the social disorganization framework, such phenomena are triggered by the weakened social integration of neighbourhoods because of the absence of self-regulatory mechanisms, which in turn are due to the impact of structural factors on social interactions or the presence of delinquent subcultures.

The social disorganisation theory suggests that neighbourhood structural factors disrupt a community's ability to self-regulate, which in turn leads to crime and delinquency. Initially, Shaw and McKay (1942) argued that economic status, ethnic heterogeneity, and residential mobility were the primary neighbourhood structural determinants of community instability. Recently, a substantial body of literature shows that concentrated disadvantage, racial

heterogeneity, family disruption, residential stability, and urbanisation explain meaningful variation in rates of crime and delinquency at the neighbourhood level (Boggess and Hipp, 2010). Social disorganisation also links crime rates to neighbourhood characteristics and the impact that these neighbourhood characteristics have on a neighbourhoods ability to institute social control for the prevention of criminal victimisation.

In most cases, this theory has been used to explain communities which are deprived in terms of resources, however, for the purpose of this study the researcher applies it in suburban areas and make some possible links. The theory is effective within the scope of the above-mentioned criteria, hence following that the theory is useful in the real world and, therefore has possible public policy implications. The most important of which should be to organise those communities that are disorganised. Services should be offered to community residents; for example, the residents of a disorganised community should be aided in owning and maintaining homes. They should also be encouraged to keep their households safe all the time by for example keep doors closed when they are not around even when going to the nearest store to avoid chances of crime taking place.

Furthermore, recreation programs and other community organisations should be created to deter delinquent activity and increase community involvement. By improving neighbourhoods and making them more appealing, social controls will be strengthened. In addition to leading to the improvement and organisation of communities, the social disorganisation theory is a useful tool for analysis, which is why it has historically been “the predominant theory of the spatial location of crime has been social disorganization theory” (Rice and Smith, 2002:306). Therefore, this explains the fact that communities can be disorganised in terms of not having unity, partnership, collaboration and the same goal of fighting or preventing crime.

Shaw and McKay (1942) also noted that, aside from the lack of behavioural regulation, socially disorganised neighbourhoods tended to produce criminal traditions that could be passed to successive generations of community members. This system of ignorance when crime is committed could be adopted easily in a community to such an extent that no one will be able to correct one when committing a crime has become like a norm in an environment. Thus, a neighbourhood characterised by social disorganisation provides fertile soil for crime and law-breaking in two ways: through a lack of behavioural control mechanisms and through the cultural transmission of community standards.

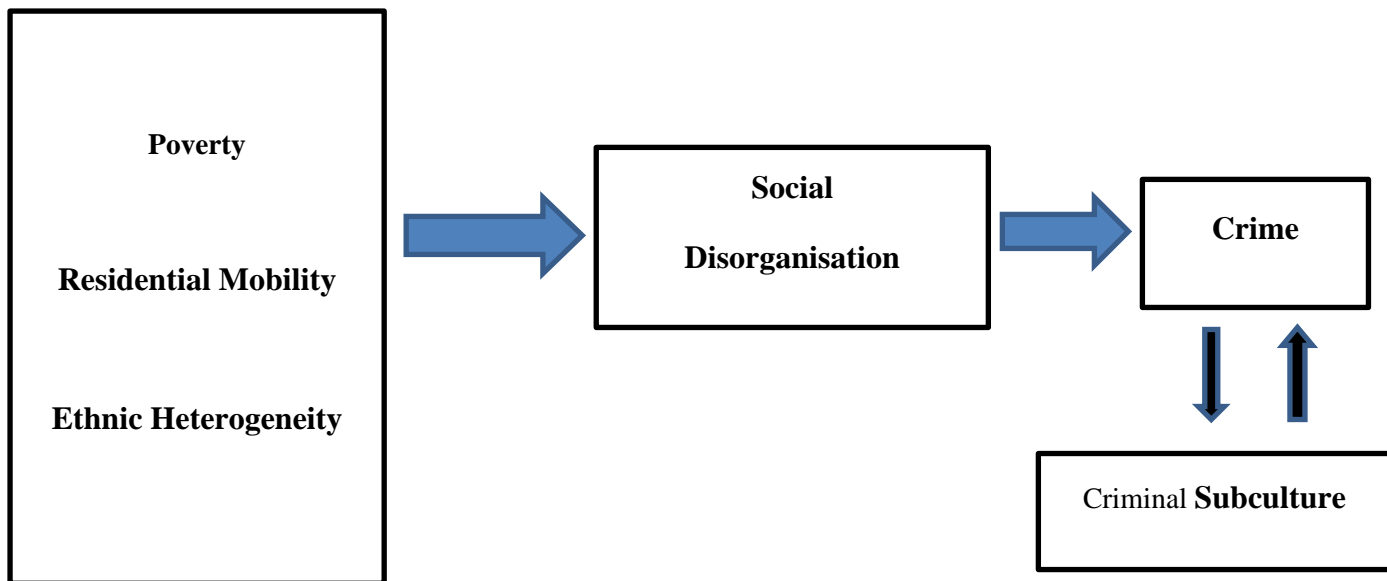
The systemic variant of social disorganisation focuses on the structural variation of three basic types of networks and the effects of these on crime. These networks relate to the private sphere (intimate friendship and kinship relations), parochial networks (less intimate and secondary group relationships), and the public sphere (groups and institutions outside the neighbourhood). This variant focuses on the effects of social disorganisation on these three sources of behaviour regulation (Shaw and McKay, 1942 cited in...). This means that criminal behaviour can be learnt from our family members or from our surroundings which can be our communities. When an individual sees that there is no punishment imposed on the one who has broken the law, one can also be motivated to commit a similar crime or even a much more offense.

The community police forum and the police need to focus on those disorganised areas within the communities, ensuring that there are no gang members who are forming within those areas and if there are any which have formed they need to put an end to them by imposing some kind of punishment. This theory link to the study and it explains how disorganised communities can lead to crime rate. Therefore, the researcher is trying to raise a point that if the community members and the police could work together to ensure that the community is organised enough, there will be low crime rates.

3.2.1 A diagram which explain how social disorganisation can lead members of the community into committing crime.

The following diagram attempts to explain the fact that when community members along with the community police forum are not assisting each other by creating projects such as community feeding scheme, sewing business, having a community vegetable garden, where some members of the community can be in charge of and sell the products. Those kinds of projects can help members of the community who are unemployed to have some means of making money so that they can be able to meet their basic needs without being strained and deciding to commit crime as a result of poverty.

Figure 3.3. Social Disorganisation and crime



Source: Google Scholar

As mentioned above, there are many factors that can lead a community to be disorganised, such as poverty. When community members feel an urgent need to obtain quick money they can decide to target areas where they are sure that their needs are going to be met. In most cases, criminals tend to target rich communities where they know that they will benefit much resources from, for an example they can hijack a car or break a house knowing or expecting to get valuable products from there (Wickes, Zahnow, White, and Mazerolle, 2013).

Looking at the second factor which is residential mobility, it focuses on the high levels of people moving in and out of a neighbourhood. Residential mobility lowers a neighbourhood's ability to regulate itself. Because of the high rate of population turnover neighbours do not get a chance to know each other or build bonds with each other. In many of these neighbourhoods, residents do not care to know each other or make friends because they know they will not be in the neighbourhood very long (Wickes et al., 2013).

When there is a poor social control within communities, residents are uninterested in community matters and social institutions such as schools are weak and disorganised. This allows crime to flourish and for gangs to develop in the neighbourhood, residents all turn the other way, move away or in general care very little. Crime and its norms and beliefs are then transmitted from one generation to the next through social interaction of young juveniles with older criminals. With the general absence of supervision and community social control in the neighbourhood and this behaviour happens fairly easily. Crime is merely a normal response to the disorganised social conditions of the areas (Wickes et al., 2013). Without community

partnership, it is hard to have stable and safe environments where members of the communities can walk freely, without the fear of what might happen to them.

3.3 Conclusion

This chapter have emphasised on the fact that if the police are not making sure that those who are committing a crime within the communities are punished, that will make the communities to be even more disorganised as that will result in no partnership between the police and community members. Both the Broken Windows Theory and Social Disorganisation Theory have explained how the behaviour of community members can give access to crime control. They have both emphasised on the importance of the partnership between the police and community members working along with community police forum in fighting crime. If both parties are collaborating well, the communities will have low rates of crime and that will lead to stable communities.

4 CHAPTER 4: METHODOLOGY

4.1 Introduction

The aim of this chapter is to describe the research methodology which was applied in conducting this study. It focuses mainly on the research design, paradigm, the location of the study has also been specified. Furthermore, the researcher has provided the sampling technique and the recruitment strategy. Data collection and data analysis methods has been specified, followed by ethical considerations as well as the trustworthiness. Finally, the challenges and limitations of the research were briefly outlined.

4.2 Research design

The main purpose of this research was to explore perceptions of community police forum members and general community members on the value and effectiveness of CPFs within their communities (Glenmore and Umbilo). Therefore, the qualitative research design was used to elicit data from the participants. Bryman defines qualitative research as “a research strategy that usually emphasizes words rather than quantification in the collection and analysis of data” (Bryman, 2004:266). This approach has been relevant to this study as it was able to generate a wealth of descriptive data, it has provided a platform to the participants to elaborate on their responses

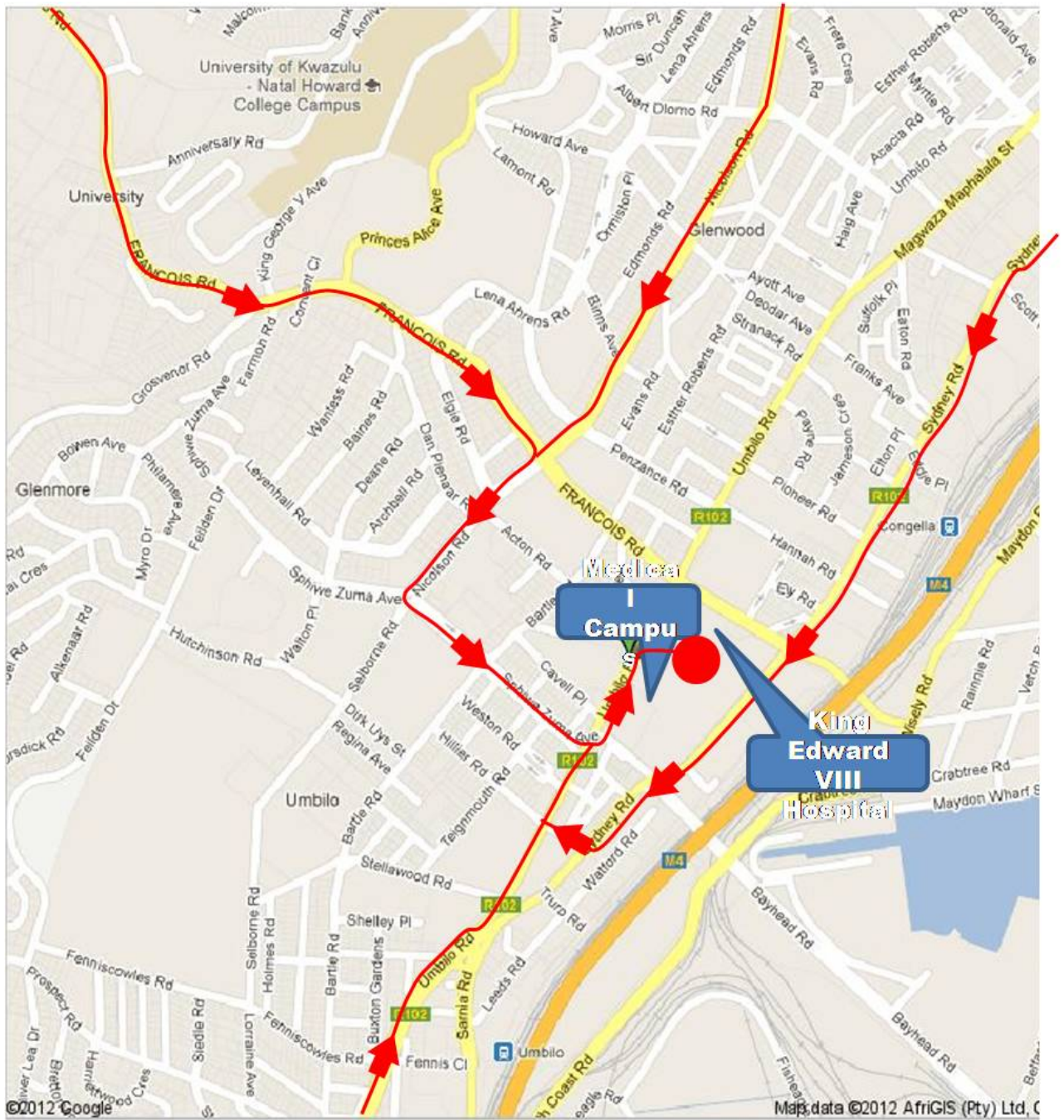
Furthermore, Gray (2009) states that a qualitative approach is very appropriate in studies that strive to obtain understanding the perceptions of the participants or members concerned and attempt to get a full understanding on their actions. Considering Gray’s (2009) statement, it is for this reason that the researcher chose to apply this approach as it made it possible to obtain not only different but rich and thick perceptions of community and CPF members in Glenmore and Umbilo with regards to crime prevention through CPFs. their responses based on the research as this method helps to create a setting where people can fully explain and describe their perceptions based on the main objectives of this research study. The qualitative research method allows such questions as; why, when, how, what, who and so on to be asked. These kinds of questions play an important role when researching people’s perceptions as it allows them to explain fully their views. Therefore, the qualitative research method is suitable to this study as it provides a comprehensive reflection based on what people think and believe. Qualitative research method is a very broad approach used in social research with the aim to understand and explain human behaviour (Activist Guide to Research and Advocacy, 2003).

4.3 Research paradigm

This study was located within the interpretive paradigm. According to De Vos (2005), scientific research must be conducted within the confines of a particular paradigm. The paradigm in question has implications on both epistemology and ontology, which constitute the lens through which reality is viewed. The researcher considered that the reality involves people's subjective experiences of the external world, hence they may adopt an inter-subjective epistemology and the ontological belief that reality is socially constructed. Permitting to Willis (1995) interpretivists are anti-foundation lists, who believe there is no single correct route or particular method to knowledge. Furthermore, Walsham (1993) argues that in the interpretive tradition, there are no correct or incorrect theories. In this study the researcher allowed the participants to fully give their subjective perceptions based on the topic and to explain them in detail.

4.4 Location of the study

Below there is a map of Glenmore and Umbilo and it shows some nearby areas and some of the zones which might influence criminal activities. This study was conducted in the two areas which have been stated above. Both these communities are situated in suburban areas of Durban, KwaZulu-Natal. The areas consist of different racial groups which include Black, White, Indian and Coloured people. The environment in which these communities are situated is regarded as safe, as it is within the urban areas of Durban.



The map of Umbilo and Glenmore communities

Source: Google Maps

4.5 Sampling Technique

To identify study participants, the researcher used two criteria. These are convenience and purposive sampling.

4.5.1 Non-probability sampling

According to Kuzel (1992), qualitative research employs forms of non-probability sampling, such as convenience or purposive sampling as well as snowball and theoretical sampling. Further to that, Battaglia (2011:523) supported by stating that “nonprobability sampling does not attempt to select a random sample from the population of interest. Rather, subjective methods are used to decide which elements are included in the sample”. The researcher chose this method knowing that the study required a specific group of people from the stated communities and not just any people from Durban.

The researcher used of convenience and purposive sampling in this study. These forms of sampling enable the researcher to study a rather small number of units in place of the target population and to obtain data that are descriptive of the target population. Additionally, the researcher pursued the most accurate data collection method for the purpose of generating nuanced data. This type of sampling is used for explorative and qualitative analyses which are applicable and relevant to the study at hand.

4.5.1.1 Convenience sampling

This sampling method simply indicates that the researcher recruits the participants based to his or her convenience. For the purpose of this study, the researcher went to two communities (Glenmore and Umbilo) and randomly selected people who were met by chance. All the people who were met were told about the study in detail and asked to participate.

4.5.1.2 Purposive sampling

This is a type of sampling technique in which researcher relies on his or her own judgment when choosing members of a given population to participate in the study. Based on this study when the researcher was choosing some of the participants, it was known that CPF members will have some kind of detailed information when it comes to some aspects, so when choosing it this method was applied.

Choosing a sample was not really hard for the researcher and the application of the two stated sampling techniques made it possible to reach fruitful information which was not bias as it was obtained from different sources who were willing to be part of the study that being forced to.

The information based on which Umbilo flats were targeted as areas of the study have not been specified to protect some of the participants who could be easily identified based on their responses. The sample consisted of twenty participants in total, sixteen being only just community members and the other four of them are community members who are also members of the forum.

4.6 Recruitment strategy

As it is partly mentioned above, the researcher made use of different sites within the locations when collecting data, such as the participant's residence (which included houses and flats), the councillor's office and email system. The researcher approached participants from their residences and some were met on the streets of the stated areas and they were asked whether they would like to be part of this research study as participants, the researcher fully explained what is the research about by focusing on its aim (see Appendix A). Some of the members refused to take part in this study. The researcher asked them why they would not like to participate, some of the respondents who lives in flats at Umbilo said that they do not like to take part in research interviews as they did not trust enough that their responses will truly be kept confidential and anonymously even though it was stated to them that it will be. Even though, some of the community and CPF members were willing to participate in the study, as they believed that their perceptions will give a platform to speak about their perceptions based on the effectiveness of the CPF within their area.

4.7 Data collection

The researcher collected data using one method which is one-on-one in-depth interviews with twenty participants. According to Maree (2007) in-depth interviews provide a platform to explore the perceptions, ideas, beliefs and thoughts of an individual based on a particular experience. The researcher also chose this method so that the participants could give detailed and nuanced responses. Those who agreed to be recorded, the researcher requested for permission to audio record the interviews and when each participant granted permission to be recorded then the participant was requested to sign the 'permission to audio record' form (see Appendix A).

The researcher had an interview schedule (see Appendix B) where all the research questions were written. These questions were derived after the researcher had conducted a thorough literature search. Some examples of the interview questions which were asked are as follows:

- i. What are the strategies used by the forum to ensure that the community is safe?

- ii. What strategies that are used by the CPF to limit the chances of people to commit crime within the area?
- iii. How does the CPF help to decrease crimes rate within this community?
- iv. What do you do when you see someone committing a crime?

The researcher made appointments with those who were willing to participate in the study, and they were given an opportunity to select the interview times based on their availability. As have been stated above, the research interviews took place in different areas such as participant's residences, and places of work. The interview ranged approximately from thirty minutes to forty five minutes depending on the information given by the participants and how one elaborated on the issues raised in the interview. The study aimed at eliciting rich and thick qualitative data so the researcher conducted and recorded most of the interviews and for very few of those who were not willing to be audio recorded, the researcher wrote the responses manually.

Overall it took a period of eight weeks to collect the data required for the study, some of the participants had other tasks and commitments to fulfil as part of their daily duties and responsibilities so the researcher had to be flexible with time frames. Some of the CPF members were hard to reach due to other meetings they were booked for, some were out of town for a long period of time and with community members some they had be at work during most week days and they were coming back so late so the researcher had to be considerate and understanding. The data which was gathered from the participants was truthful, and most of the participants were open and honest about their perceptions of the effectiveness of community police forum.

4.8 Data analysis

This is defined as “a method in which data is collected and organized so that one can derive helpful information from it” (Whiting, 2003, n.p). In this study the researcher started by having to listen to each audio recording. This was followed by a process of verbatim transcription and translation of the recorded conversations. After all the transcription was done, the researcher had to analyse the information using a qualitative procedure which is called thematic analysis. A six stages process as described by Braun and Clarke (2006) was followed to make sense of the data.

Thematic analysis is defined as a process of analysing data using themes emerging from the data (King, 2003). When this process takes place the researcher get to read through all the data

collected and categorises key ideas and words into linking themes and views. Making note of patterns and themes that are depicted in the data strengthens qualitative interpretation. It is the only way that the researcher can come up with logical explanations that may address the objectives of the study. Here the researcher had to draft and proof read every information written to ensure that the analysis is accurate and there is no missing information while trying to interpret the data. Two independent moderators who were competent in both English and IsiZulu went through both recordings and transcripts to ensure rigour. When all the information finally made a clear picture from pieces of puzzle information, the researcher was able to give a proper analysis which is regarded as research findings.

4.9 Ethical considerations

When preparing for this study, the researcher had to follow all the relevant protocols before going to the field. The researcher had to submit a research proposal to the Humanities and Social Sciences Research Ethics Committee (HSSREC) to get an ethical clearance certificate to grant permission for the study to be conducted. Issues of informed consent, voluntary participation, clearance of the research instrument; the anonymity of sources together with the undertaking not to use recognisable names (pseudonyms) or positions; and the University requirement to retain the raw research data for a period of not less than five years, were covered in the ethical clearance application.

The final permission to conduct the research was granted by the UKZN Humanities and Social Sciences Research Ethics Committee (see Appendix C). The researcher also applied for gatekeeper's letter from the councillors of Glenmore and Umbilo community which permitted the researcher to conduct interviews with community members (CPF members included) (see Appendix D). Finally, when the interviews took place an informed consent form was signed by the participants prior to participation. Then also they were given an opportunity to sign an informed consent which had a space to select for a permission for the use of an audio recorder (see Appendix A).

Simons and Usher (2000) state that informed consent implies participants to be free of coercion or deception and having an understanding of the following: the process by which the data is to be collected; the intended outcome of the research process; the uses of the research; and as individuals or groups, having the capacity and competence to consent. Participants are always at a voluntary point of participation, which means that no one should be pressured or manipulated to participate in the study. It is of importance that the participants are fully aware

of the nature and objectives of the study before they participate in it. The researcher ensured that this was well achieved in this study by procuring the written informed consent of each participant.

The informed consent form explained very well that the participants were not forced to take part in the study and that they were entitled to withdraw from the study whenever they felt like doing so. They were also given an assurance that their names and details will never be revealed. The details of the researcher and the supervisor were included in the form and they were given an opportunity to confirm from the supervisor anything that they did not trust about the researcher or the study in general.

4.10 Trustworthiness

Due to the fact that qualitative research does not apply validity and reliability the way it is handled in quantitative research, there has been some alternative terms which have been applied to sensitise reliability and validity to the explicit nature of qualitative research, for example trustworthiness. The four criteria of qualitative research trustworthiness which were suggested by Lincoln and Guba (1985) and Guba and Lincoln (1989) to evaluate the quality of qualitative research are: credibility which is equivalent to internal validity, transferability which represents external validity, dependability which is equivalent to reliability, and confirmability which represent validity objectivity. These are discussed further and are linked to this study as follows:

4.10.1 Transferability

According to William (2006:26) it has been stated that “transferability refers to the degree to which the results of qualitative research can be generalized or transferred to other contexts or settings. From a qualitative perspective transferability is primarily the responsibility of the one doing the generalising. The person who wishes to transfer the results to a different context is then responsible for making the judgment of how sensible the transfer is”. In relation to this research, some researchers can transfer information which has been collected in this study and apply it to other studies or any use as it is reliable information. The use of various participants from different racial groups, age and communities was to limit the chances of obtaining biased information.

4.10.2 Confirmability

Confirmability refers to the degree to which the findings can be confirmed or corroborated by others. The researcher gathered information from various sources to get relevant information

on the topic. Doing so was to allow comparison and checking similarities from the literature search and data obtained from in-depth interviews which were conducted by the researcher. Therefore, the results of this study can be very helpful to advise some communities on how they can make their CPF effective and also to identify some similarities and differences in terms of challenges experienced by the forum with the aim of coming with possible solutions which will result in effective CPFs. Using in-depth interviews have allowed the researcher to be able to determine whether the participants were telling the truth or not, and also by observing their facial expression. Therefore the researcher guarantee that the findings of this study are legit and they can be transferred and be confirmed by other researchers.

4.10.3 Dependability

When addressing the matter of reliability, the positivist researcher uses some techniques to show that the study is reliable, meaning that if the study were to be conducted again, from the same location or area, using the same participants and methods, the results would be similar to the ones already obtained. Therefore, to make the issue of dependability more directly, the procedures within the study must be reported in detail, thereby allowing a future researcher to repeat the work, if not certainly to obtain the same results (Shenton, 2004). The researcher provided adequate details and motivation on the various steps taken in the execution of study. In this study, the researcher ensured that the interview questions answers the research questions and objectives of the study.

4.10.4 Credibility

A credible research is explained to be one in which the findings obtained are both convincing and believable (Durrheim and Wassenaar, 1999). The researcher has ensured that credibility by ensuring that all the responses which were given by the research participants were noted and that they were using as the point of reference when the data was analysed despite of the participants' background. The researcher ensured that all the information obtained was presented on findings and the information has assisted the researcher with recommending possible solutions to the challenges in which CPFs are facing to fight crime within the communities.

4.11 Challenges and limitations

There are some various challenges which occurred during the process of collecting data. The researcher had a responsibility to monitor those challenges in order to make sure that the

objectives of the study were well achieved without compromising the trustworthiness of the findings. Some were very hard for the researcher to handle alone such that assistance and guidance from the allocated research supervisor was sought, and it was quite beneficial.

Starting with setting up interviews with CPF members have been very challenging, due to the fact that they had their busy schedules so the researcher had to wait for their availability. This was the same with some of the community members, some were not willing to open their gates when the researcher was buzzing.

Other challenge was that some participants refused to be recorded and the researcher had to write down the responses on a note book and some of the participants stated that they would also like to share their perceptions on the topic. The researcher believes that has limited some of the information they were giving which could have been recorded.

Looking at the limitations, due to the fact that the research only consisted of such a small sample (20 participants) the findings of this study cannot be concluded for all the suburbs of South Africa, as the researcher believes that some from different areas can provide different information. Also with regards to the fact that most houses have private security system in Glenmore and Umbilo that resulted into the participants into not focusing much about the role played by the CPF into preventing crime as they are much focused and relying on their private security system.

4.12 Conclusion

This chapter described the research methodology. It has outlined the design of the study, location where the study was conducted and how the data was collected. Then it focused on the sampling techniques which were applied as part of qualitative methodology. Ethical considerations and research interview methods were also examined. The significance of ethical of ethical awareness through offering both confidentiality and anonymity to all respondents was highlighted, followed by trustworthiness of the study. Finally, the challenges and limitations of the study have been.

5 CHAPTER 5: DATA PRESENTATION AND DISCUSSION

5.1 Introduction

This chapter presents an analysis of the data which was collected by the researcher based on the topic; Exploring Community Police Forum: The perspective of community members and CPF members on the value and effectiveness of CPF in communities (Glenmore and Umbilo) which are in Durban, Kwa-Zulu Natal. The data was collected from the period of March to May 2017 in both English and IsiZulu and the one that was collected in isiZulu was then translated into English by the researcher. The data was collected through in-depth interviews and the findings were analysed using thematic analysis.

The researcher firstly provided relevant background information about the research interviewees. The purpose was to allow a better understanding of the topic. Then after the analyses of the themes that emerged from the data followed. The actual words and opinions as expressed by the research participants were presented in line with the study's qualitative approach. Direct quotations have been presented in italics. In keeping with the purpose of the study, the focus of the analyses and discussions have focused on how the participants perceived the role of the community police forum within their community. Further, the analyses of the themes relate to the objectives which were outlined in Chapter One. The literature reviewed in Chapter Two has been applied in order to support or contradict the themes and the results of the study as a whole.

The names used throughout the report are not the real or original names of the participants, but pseudonyms. This has been done to promote anonymity of the participants as they were promised by the researcher that their names will not be revealed.

5.2 Background information of the participants

The table below illustrates the age, race, gender, and community of the study participants. The participants included were of different age groups and sex as the researcher believed that they would provide different views based on their experiences, also the race varied to avoid biasness. One participant refused to reveal his age, and the researcher didn't want to insist.

Demographic data of the participants

Participants	Age (Years)	Race	Gender	Community
Live	19	Black	Female	Glenmore
Smith	47	Coloured	Male	Glenmore
Noxolo	21	Black	Female	Glenmore
Phelo	27	Black	Male	Umbilo
Mrs Bones	54	White	Female	Umbilo
Mpendulo	38	Black	Male	Umbilo
Sandile	29	Black	Male	Glenmore
Mbali	28	Black	Female	Umbilo
Thembisa	26	Black	Female	Glenmore
Jonathan	45	White	Male	Umbilo
Mzukisi	40	Black	Male	Glenmore
Jowhy	54	White	Male	Glenmore
Mrs Grahams	66	White	Female	Glenmore
James	37	White	Male	Glenmore
Angelina	59	White	Female	Umbilo
Xolelwa	33	Black	Female	Umbilo
Bongani	31	Black	Male	Umbilo
Chris	25	White	Male	Glenmore
Cebo	29	Black	Male	Umbilo
Asanda	-	Black	Male	Glenmore

5.3 Awareness of the Community Police Forum within respective communities

Most communities within South African provinces are influenced by high rate of crime, which result in community members not to feel safe in their communities. This happens in both rural and suburban areas, in most cases the offenders are driven by various motivations. The Broken Windows Theory explains that if there is no co-operation in trying to mend the broken window (which in this case the broken window is the crime) of a building (which in this research is communities) it will be hard to maintain the community safety (Wilson and Kelling, 1982). The aim of community police forum is to create a crimeless community, where the members will feel safe. This can be obtained by the cooperation between police and community members.

5.3.1 Knowledge about Community Police Forums

Most participants who were part of the study showed a great understanding of community police forums, their definitions or understanding was a bit different however from their explanations it was seen that at least the forum is a structure that is understandable. To quote few responses, some participants have explained community police forum as:

A structure that works with the police and members of the community that are supposed to put in place crime prevention measures and they are supposed to take part in crime visibility measure so as to assist the police in fighting crime. (Mpendulo, 38 years, 11 October, 2016)

They are a voluntary organisation that works hand in hand with the police and private security companies. As there is already pressure on the police in terms of resources the CPF plays a vital role in assisting with fighting crime. (Smith, 47 years, 5 October, 2016)

The Community Police Forum is police allocated in communities which take care of the area and take all matters into consideration which usually lead to crime around the community. (Noxolo, 21 years, 7 October, 2017)

It is usually an organisation aimed at fighting crime within a particular community. It is an organisation made up of community members who have the knowledge of how

community works, therefore uniting together to fight crime. (Phelo, 27 years, 10 October, 2017)

These definitions gave the best explanation of the community police forum with its aims. They showed that there are some community members who have a better understanding of community police forums which can be supported by the definition already given in Chapter Two where it has been indicated that Community Policing Forum is “a structure that is collaborating between the police and the community with the aim of solving community challenges which lead to crime” (Bureau of Justice Assistance, 1994). From their responses, it could be concluded that most members who were part of the sample are knowledgeable about what CPF is, which the a positive response as the researcher believes that when community members are aware of the forum that could increase their chances of being part of the forum and assist with fighting crime within the communities.

5.3.2 Lack of familiarity with community police forum

As much as most community members who were interviewed showed an understanding of community police forum in general, there are some who claimed not to know about the forum. The researcher decided to continue with interviewing them even though, as the researcher believed that as much as they do not know much about the forum there is some important information relevant to the current study that these participants could provide. Here is some of the response given by some of the participants:

Community Police Forum, what is that? If I was still living in rural areas I would say I have never heard about that due to the environment I live in, but now that I live in Umbilo I am so embarrassed to even say I do not know. I am sorry I have never heard about such. I am sad that I don't think I will be able to continue with the rest of your questions if they all based on the forum that I do not even know about! (Xolelwa, 33 years, 10 October, 2016)

This truly confused the researcher as to whether to continue with the questions, not that the researcher didn't want to but the participant was so embarrassed to such that she felt a bit uncomfortable, however the interview continued. The researcher founded out that there are indeed some people who are totally blank about the existence of the forum within these communities. Unlike Glenmore that has many private residences, Umbilo has flats too where people who are not financial stable can rent at a low price. Most people who live there are people who are not too educated, but working around Durban to make means of supporting

their families. As the members of the communities they also deserve to be put in a picture about community police forum so that they become aware of its existence and significance.

I only know about community police forum from my educational background, here in Umbilo have never seen any method of broadcasting, however I have also heard by a friend that the community police forum members and community members in general usually have meetings where they discuss the matters of the community. I am not sure where the meetings are hosted. (Mbali, 28 years, 21 October, 2016)

This statement shows that as much as some of the community members were aware of the existence of a community police forum in their area, there is still a huge gap in terms of cooperation between community members and the police in fighting crime. Based on literature review it was indicated that it is very significant for the members of the community to be made aware of the existence of the forum within their community in order for them to know where they can quickly report to or ask for help in times of need, and that could also help them in rendering their services by working along in fighting crime (Bureau of Justice Assistance, 1994). When the researcher was explaining Broken Windows Theory it was explained that if the members of the community are united and have trust on the police it would be easier to fight crime in that community (Kelling and Wilson, 1982). This will never be easily achieved when there are still members of the community who are not aware of the existence of the forum within those communities.

5.4 Methods used to broadcast the existence of CPFs in the study setting

The researcher also wanted to know how the existence of the forum was broadcast to community members of the stated communities. Based on the literature, many researchers have stated many methods of broadcasting the existence of the community police forum within the areas, and their significance. Broadcasting about the community police forum in different forms makes it easier for community members to know about the existence of the forum. It also help to build a better, safe and secured community with low crime rates. When people know what they are expected to do, it makes it very easy for the community to develop well.

The researcher has asked the participants the following question:

What are the methods used to broadcast the existence of the forum within this area?

5.4.1 Social media: (Facebook, Newspaper and Twitter)

Social media can be used as one of the methods which can make the members of the community to be aware of the existence of the forum within the communities. The form of social media used can vary depending on the preferences of the CPF members. Few of the participants stated that:

There are various activities, the first one we have a Facebook page where members of the community can report on incidents as and when they happen. We also use that Facebook page to broadcast future events that might be programmed. We also have a local media newspaper called Berea Mail, therefore, we have a slot in the Berea Mail where we update the community of achievements in crime combating and also future programmes or events that might occur. (Thembisa, 26 years, 21 October, 2017)

I have seen on Twitter, one of the community members from Glenmore once posted about the help which he received from the community police forum when there was a break-in at his house. He stated that the forum stood up and made means to find the criminals. (Chris, 25 years, 11 April, 2017)

Participants' responses were very informative in terms of the platforms used by the community police forum. The researcher noticed during the interviews that those who knew much about the community police forum and the methods used to broadcast the existence of the forum within these communities are the who have worked close with the forum members, those are on social media or those who are buying the newspapers.

5.4.2 Posters

Some of the participants claimed that they have seen some cars which had the stickers of the community police forum within the community, as much as that did not give much information but it has given some idea that the forum does exist within the particular communities. Some of the responses to the questions were as follows.

They don't necessarily broadcast in our area, but I have seen cars moving around the community which had posters of the community police forum. Even though that is the case, it is very hard to read the information from a moving car, so some information cannot be grasped as the font is small too. (Phelo, 27 years, 10 October, 2016)

I have seen a poster with some information which had to do with election of CPF committee members. It was posted on the wooden poles across the streets. It was only

stating very brief information about the forum though (Sandile, 29 years, 19 October, 2016)

5.4.3 Lack of awareness regarding broadcast of CPFs

It is possible for some community members not to know about the existence of the forum within the community if it is not well broadcast. Some of the participants showed lack of knowledge when it comes to the methods used to broadcast community police forums. They gave responses like:

I know nothing about the community police forum in this area, as I have never seen even a pamphlet in the area I live in talking about community police forum in Umbilo, so I am not sure whether we have one or not. (Mbali, 28 years, 21 October, 2016)

Well, I can't really answer that question...as I know nothing about the methods which are used to expose the CPF within this community. (Mrs Bones, 54 years, 11 October, 2016)

I have lived in the area for 4 years and I have never seen any method of broadcasting community police forum within this area. I am not sure whether it is because I hardly take walks but even when travelling I have never seen any (Mzukisi, 40 years, 24 October, 2016)

Such responses have indicated that as much as the forum does exist within these communities, the method of broadcasting is not effective enough. Many participants noted that there is no form of broadcasting about the existence of CPF within these communities, which is not true. However, the researcher believes that they are not made aware about the methods used like the Facebook page which Mpendulo stated, it might only accommodate certain group of people due to age and other certain circumstances like having no Facebook account to even access it. Community police forum members still need to play a big role in terms of broadcasting the existence of the forum. In order for the forum to have significance within the community it is very essential for the members of its community to be fully engaged.

One participant said:

This is a very private area; most people mind their own business to such an extent that I have never seen the forum campaigning even though I know about their existence. (Jonathan, 45 years, 24 October, 2016)

This somehow shows that some community members believe that the forum is working privately without the input of some community members. This put the community at risk, as it will be very hard to work towards the goal of decreasing crime with only some of the community while some are at a blank slate. When Jonathan was explaining community police forum he said “*It is a union where police and community members work together to fight crime in a community*”. Union bring people together so it is very important to make the union to be solid as a rock by making sure that almost everyone in the community is part of the forum, if not at least they should know about its existence (Ludman, 2006).

5.5 Exploring the effectiveness of community police forum within the communities

The researcher also wanted to know the effectiveness of the community police forums within the selected settings. Many researchers have stated that communities with this forum are expected to have less crime rates as compared to the communities without the forum. Others have also stated that in most urban areas most people have their own security systems which makes it very hard for the criminals to break in, however, that does not mean there are no incidents which occur in those premises as much as they are secured. Therefore, the researcher aimed to find out the need of CPF within these area and to check whether this forum have a positive impact within the communities or not. Most participants stated that since the aim of the community police forum is to work towards decreasing crime rates within the community, they claimed that they believe it is effective in a way as there are low crime rates within these communities.

5.5.1 Doubt with regards to the effectiveness of CPF within the communities

It is possible for community members not to be sure whether the community police forum is effective or not when the members of that community do not have a solidarity relationship. Even in these communities, some members have claimed not to be sure whether the CPF has a positive impact or not. Majority of them replied by saying.

I am not sure about it. However, crime rates within this area are not that high, I don't know whether it's due to the work done by the CPF or not. (Sandile, 29 years, 19 October, 2016)

This response showed some confusion whether the work done by the CPF is effective or the individuals within the community are personally working towards their own safety. This was further emphasised by another participant:

I somehow think it is beneficial. Even though most houses have their security designs. Most houses in Glenmore have their private security system which makes the crime rate to be low, even though there are sometimes incidents where the break-in in some other houses while they have their private security (Thembisa, 26 years, 21 October, 2016)

Furthermore, one participant stated something that contradicts what others have said:

The CPF within the area is a structure that is there, in previous years the structure was very active in terms of being actively participating in crime prevention because they used to sustain sub-forums of the CPF that used to be very effective in terms of patrols and ensuring that the area is safe. But somewhere somehow that culture has died down and you find out that the CPF is now more on a co-ordinating level where they want to co-ordinate the activities of the police and also the activities of the community. They are not hands on as they were before, but the structure is still in existence nonetheless. (Mpendulo, 38 years, 11 October, 2016)

The above gives a clear picture that as much as the structure which is the forum is there they want to just work on their own with less involvement of the community members, which might make it to be very hard to fix the broken window which is crime. Greeff (2012:62) stated that “all members of the South African Police Service should participate in community policing and problem solving initiatives”. Therefore, there should be collaboration between the bodies in order to yield positive results in terms of the forum’s objectives. Police alone can never succeed to make the community stable and crimeless.

5.5.2 The CPF has a strong effect in fighting crime

Some of the participants had showed some positive side of the CPF. They noted that the CPF ensures that the community is safe and secured by all means. To quote few, they stated:

They are a very good, they stand up for each other, and they go out of their way to help the community. They see the safety is there, the security is there tightness and they work long hours and I think we must work together with them. (Mrs Bones, 54 years, 11 October, 2016)

I believe it is working as we don’t have high level of crime within this area. Most houses that usually experience burglary are those without electric fence, security alarms and security guards and in most cases the crime is committed by people who are from other areas like Umlazi. (Jonathan, 45 years, 24 October, 2017)

This is similar to the information given by the Office of Neighbourhood Involvement Crime Prevention Program (2015:n.p) where it is stated that “Studies show that alarms, combined with other security devices, reduce burglaries. Burglars are less likely to gain entry when a house has two or more security devices (including window locks, deadbolts, security lights, and alarms)”. The finding also links with what have been discussed by the researcher when explaining disorganisation theory that disorganised societies are most vulnerable of crime and that usually it is the people who are from these communities who are usually the perpetrators of crime within urban area, not neglecting the fact that even some members from urban areas can be the offenders as well. It is very important not to neglect all the sides when looking for a solution to avoid biasness (ONICPP, 2015).

Some participant raised another issue of race, where they stated that CPF within these communities is mostly white dominated which that lead black people in not being much involved. One participant said:

I think they are trying to do a good job but what I think of the people who are running it is something not so nice because they don't want other people to get involved, especially black people. They are mostly a white dominated CPF that I know off but eish yhooh! They have done and said somethings when some people wanted to join the CPF so I don't think so many nice things about them (Sandile, 29 years, 19 October, 2016)

From this participant's point of view, it can be seen that some community members view CPF as a structure that should be run by white people. That might be caused by the involvement of many white people within the forum. However, if that is the case it will be very important for the CPF within these areas to emphasise that the forum is for members of the community without having one race dominating. As it has been stated many times previously that this forum will only be fully effective when all members of the community are part of it, so it is indeed important to encourage everyone who is part of this community to participate within this forum.

5.5.3 Community meetings

Most community members who were interviewed within these communities have claimed that there is no close association between community members and the CPF board. The majority of them stated that they only know about community meetings which are held monthly. Some of the participants stated that:

We only see CPF leaders during community meetings, besides that we hardly see them.
(Jonathan, 45 years, 24 October, 2016)

From the responses which were given by many participants, it seemed like in Glenmore they get to see the face of the forum members only in the meetings. It has been stated by Fawcett, Francisco, Paine and Schultz (1999) that “to improve our communities to make them places where people are healthy, safe, and cared for takes a lot of work. As community organizers, we know all too well that we can't do it alone. The ability to partner effectively with other individuals and organizations both inside and outside the community is absolutely essential to doing what we like to call "the work" of building healthy communities”. It is very important for the members of the forum to involve all community members in all the strategies which are implemented to solve the problem of crime. CPF that is just the face of the community struggles to work on its own in fighting crime.

Further to that, some participant answered to the above question as follows:

I think the best way to explain it is that when you elect the CPF, they got a policy that detects the members of the CPF must be geographically represented, so within our ward we got 8 VD's (Voting District), so we must at least have one member per VD to ensure that there is a representation geographically across the word. So when you have each person coming from each VD they are able to specifically tell what you what is going on within their VD, what crime trends that are taking place. They are able to give you full picture and that person who represent that field also have sub-forum that represents their voting district that they are coming from. Further, to that the 8 VD's have been clustered to 2 sub-areas. According to the CPF there is area 1 and area 2, so that gives a better co-ordination in terms of being able in bringing the community together because I know that area 2 is part of Glenmore and it ends by police station and the other side of police station to Berea to Moore Road its area 1, so it gives better co-ordination it means that a community can participate in a better version.
(Mpendulo, 38 years, 11 October, 2016)

What this argument actually means is that the members of the forum also have tasks assigned for them based on the areas they live in. Responsibilities assigned to one are usually shared based on the area where one resides, as that will give an individual a better solution to them as one is believed to be familiar with the environment. Based on the research conducted by Community Relations Services Toolkit for Policing(2015:2) it has been indicated that “strong

relationships of mutual trust between police agencies and the communities they serve are critical to maintaining public safety and effective policing. Police officials rely on the cooperation of community members to provide information about crime in their neighbourhoods and to work with the police to devise solutions to crime and disorder problems”.

It can be concluded that community members are the ones that know more about their community, they are the ones who can give better information on what is going on, who are the most perpetrators of crime and where they usually gather. If such information can be left behind it will be very hard to fix the broken windows within those communities. The cooperation between all the parties is very important to achieve the goals of the forum which will lead to a safe community.

5.6 Strategies used by the Umbilo-Glemore CPF to ensure community safety

In order for the community police forum to be effective in fighting crime, there should be strategies in which the community in partnership with CPF should develop and made sure that they are well known.

5.6.1 Lack of awareness regarding strategies used to ensure community safety

Most of the community members within these communities claimed not to know about any strategies used by the forum to fight crime. They claimed that they rely on community meetings to inform the community members about the strategies they use, nonetheless the CPF is doing making no effort.

One participant said:

Strategies used...{laughing}...If there are any it is only the members of the forum who know about them but they never inform us as community members about any strategies they use. However, if they do inform the community members only in community meetings about them, then I will definitely say they are doing a very poor job as not all of us can attend the meetings due to different reasons. (Jowhy, 54 years, 27 October, 2017)

His response shows that the CPF is not innovative enough when it comes to advertising the forum and the strategies they apply to ensure community safety.

5.6.2 Patrolling the area

Few of the participants claimed that they usually see blue-alarm cars patrolling the streets, which they are not sure whether it is part of the CPF strategy or not. Some have indicated that there is a neighbourhood watch.

They patrol the area at night, and call meetings to keep the community updated on a new technics to combat crime. (Noxolo, 21 years, 7 October, 2017)

Seemingly in these communities the most used method is patrolling, which some of the participants also noted that it is not an adequate strategy to fight crime, as the offenders are aware of that as well. They advised that the forum along with community members can sit again and discuss other strategies that can be implemented which will help to decrease crime rates.

5.6.3 Organisations

CPF is a structure that works with various organisations which assist by providing the forum with different resources and strategies which are used as the method of limiting crime in the area. Some of the participants within the areas stated that their CPF also involves some organisations. One participant said:

They involve some organisations which are specialising in basic areas such as youth organisation which can help with addressing the needs of the youth within the community, security structures which gives more information about the places where crime usually happens and the types of crimes usually committed. (Mrs Grahams, 66 years, 3 October, 2017)

Including organisations in the CPF plays a good role for the community gain, as this can help with understanding crime within the community and the methods they can use to address it. These entities typically enjoy a number of qualities that facilitate effective partnerships, including well-developed organisational structures, physical meeting spaces, social, political, and commercial networks, material and human resources, experienced leaders, and existing community participation. This makes them natural vehicles through which the police can engage with local constituents to address neighbourhood concerns (Reiner, 1992).

The strategy that they apply is that when you have CPF sittings on a monthly basis we are supposed to have all stakeholders that's what the constitution of the CPF says and is governed by the South African Police Act. It says that all stakeholders are supposed

to be involved so you got somebody who is coming from the business sector, somebody who is coming from the religious sector so when all these stakeholders are there, there is a role that they play. You find that the business sector comes in willing to say, we got the money, we want to invest how you as the CPF ensure that we are safe. We got the private security industry which also comes in as stakeholder who then will make deals with the CPF that certain areas where you indicate to use, that the crime is high we will do patrol more regularly around those areas, so it's more on the co-ordination level from the CPF as things stand right now, they put different stakeholders together and try to come up with different plans that will ensure that crime is managed. (Mpendulo, 38 years, 11 October, 2017)

The above shows that CPF is making an efforts to reduce crime rates. However, having them just as co-ordinators can limit the chances of getting to know the needs of the community most. It is very important to involve different stakeholders within the forum as they provide with resources, skills and some new knowledge which might be useful for the forum to be effective. The collaboration between community members, stakeholders and CPF members all will make the community to develop in many ways, and if they can engage more not just as the faces but as hands on members a lot of change can be easily achieved (Fawcett, Francisco, Paine and Schultz, 1999).

From the responses of the participants it can be concluded that the main challenge is that the forum is just the face, they are failing to come up with other possible methods that can involve community members at large. As it has been stated several times already, it takes a strong bond and good understanding to bring change and solve crime issues within a particular area (ONICPP, 2015). Therefore, the CPF within this community must make sure that they are not aiming to fight crime alone but to involve community members as much as possible.

5.7 The roles of the CPF within the community

Many scholars have stated that in order for the CPF to measure what is supposed to measure and achieve their goals, it is very important for them to know their roles and responsibilities and ensure that they abide by them. Usually failing community police forum structures are those that do not follow their objectives. At times it's due the fact that some members are not even aware of them, so the researcher asked some members of the CPF some question to understand whether they are aware about their roles within the forum

Following questions were asked to address the matter.

- What are the duties of the executive committee within the CPF?

5.7.1 Co-ordinating the community police forum

In order for the community police forum to function well, there should be a link between the members of the forum and the community members. It is the duty of the executive committee to ensure that everything goes according to plan. Some of the participants who were CPF members showed a better understanding on the responsibilities which are expected from them. Participants replied to the question regarding duties of the executive committee within the CPF by saying:

The CPF executive committee's main purpose is to be the co-ordinating structure or you can call a mediator between the police and community so in our own executive we have different members who are from different areas within the community and some of them belong to different safety structures, so as the executive committee generally we are just a co-ordinating structure in the fight against crime. (Bongani, 31 years, 11 April, 2017)

The duties of the executive committee is to make sure that the forum is functioning well, they are the one who see the gaps and come to the members of the forum and so as community and address them. They are basically in charge for the matters of the forum. (Chris, 25 years, 11 April, 2017)

5.7.2 CPFs set-up community meetings

Each community forum need the members who are going to ensure that the meetings are set and everything needed for the meetings to take place are arranged. These meetings help the forum to grow as they serve as a platform to plan, update and correct some matters which need to be addressed. Some participants stated that:

Their main duties are to be the generator of the CPF, make sure that meetings are organised, programmes are developed, make sure crime rate is indeed decreasing, if not find the reasons or other methods to apply. Their role is not just to be the face but they have responsibilities as well. (Cebo, 13 April, 2017)

Participants' responses showed that the CPF members have a good understanding of what is expected of them. They were fully aware that in order to bring change in the community they need to play some roles. However, their knowledge of information regarding their prescribed roles does not mean that they are doing what they are supposed to be doing. As one participants

have stated that CPF within these communities used to be very active and hands on but now they are just a face.

Another question was imposed by the researcher to verify whether the stated meetings which have been noted by the participants that they know of are truly occurring and to find out how beneficially are those meeting in terms of running the CPF as a good structure.

5.7.2.1.1 General formal and executive prank meetings

The community police forum is meant to have more than one type of meeting to ensure growth. Some participants from these areas supported this by saying:

We have formal meetings with the station on a monthly basis. Furthermore, as an executive we have prank meetings which we use as a form to prepare ourselves for when organise issues that will we will present or talk about at the station when we have that meeting but then we do speak daily or weekly because we keep a close contact with each other. (Bongani, 21 years, 11 April, 2017)

We have general monthly meetings along with the general community members, also we do have our own private meetings as the forum. (Asanda, 36 years, 3 April, 2017)

The members of the forum were giving similar responses, this showed that they do prepare for the meetings they usually host and that means they are an organised forum that plan for the meetings prior. The literature highlighted the necessity of meetings and it appears that this forum was indeed following those basics which help the forum structure to be stable.

All the members of the forum who were interviewed as participants for this study gave similar response with regards to the question of eligibility to CPF membership. The following responses were given:

Any community member who does not have a criminal record and who has their interest in their community can be a CPF member. (Bongani, 11 April, 2017)

Any community member that cares about the safety of the community and some members from particular organisations which have an interest in seeing community safe they all can be the members of the forum (Cebo, 29 years, 13 April, 2017)

South Africa's Constitution clearly stipulates that in order to establish a CPF, a Station Commissioner shall identify community based organisations and interested individuals, after

consulting with the mayor or his/her representative of the local Municipality. This includes representatives from all facets within the community, which can be religious groups, political groups, sports clubs, schools, and taxi associations. People who are not part of any group or organisation also have a right to be included (Constantia Valley Watches Association, 2017).

5.8 The need for CPFs within communities

The researcher wanted to find out whether community members of the selected communities see the need of having CPF within their communities, as the researcher believes that when they see the need of the structure they will easily take part in it without even being encouraged to. When community members understand that it is not just the responsibility of the police alone to fight crime in their communities, they will take stand towards their safety.

5.8.1 CPF as a crime combating approach

It takes more than the police alone to fight crime within the communities, therefore there are some structures which are developed to assist with crime prevention method. Community police forums are examples of such structures. Some of the participants offered the following:

Well, (laughing)... there is a need for CPF everywhere. I mean it has been formalised through the Police Act of 1995. That in itself was a note that shows that we do need a structure that will help get police and community together and be one in the fight against crime. In our respective community (Umbilo) yes we do need CPF structure because there is a different issues that needs to be sorted out and that needs a mediating body to get everyone affected and involved under one umbrella. (Bongani, 11 April, 2017)

Absolutely, there is a significant need for CPF within this area as I know that their mandate is good for the community and safety of the community members. (Mzukisi, 40 years, 24 October, 2016)

I am certain of this, a community without a CPF is a community that has neglectful and selfish members. Members who care about the safety of all people will make initiatives to fight crime together, as I believe that there is no community which does not experience crime in either way. So yes, we need the structure and actually it is needed in all communities. (Chris, 25 years, 11 April, 2017)

These responses show that the participants understand the need for a CPF and the impact it should have on the community. They know that it is not just the role of the people who work

for the law (police) to fight crime. Community members that stand together, on the same vision and mission always win and achieve their goals. Therefore, indeed CPF is needed in all communities but alone they will never succeed in fighting crime, they need to fully work in hand with community members. As this helps to fix the broken windows which are experienced by the community (Zinn, 2008).

5.8.1.1 Visible policing as a method of preventing crime

Very few of the participants stated that CPFs help in decreasing crime within these communities. As such, they felt that visible policing is the best approach to preventing crime.

When there is visible community policing it does help as criminals will think twice before committing a crime. It is not a perfect system so we are not immune to be safe all the time. (Smith, 47 years, 5 October, 2017)

CPF helps by patrolling, nothing more than that. I usually see the security alarm cars moving around the area. (Jonathan, 45 years, 24 October, 2017)

The above responses show that the participants realise the need for CPFs as they help to discourage criminals from committing crime. When criminals know that they are monitored they tend to avoid taking the risk.

5.8.1.2 CPF have no impact on mitigating crime

Some of the community members stated that they do not understand the impact that the CPF have with regards to decreasing crime within these communities. One participant said:

No, it does not instead it is putting people's lives in danger and increasing the high levels of crime. Glenmore is a quiet place and it needs police to patrol around the area because there are many students and during the day people are at work and many students have mentioned that their phones and laptops have been taken as well as criminals are taking advantage that Glenmore has a lot of students so they do as there are please so there needs to be a lot of patrolling to be done in the area. (Noxolo, 21 October, 2016)

The statement above shows that despite the effort made by the CPF in terms of patrolling, the strategy is not a standalone method to fight crime within the community. Some of the participants were students at Howard College campus of the University of KwaZulu-Natal and

they mentioned that most of the times they get mugged on their way to campus at night as the visible police that patrol is not always present and the criminals know the areas where they can easily prey on students. The lack of strategies implemented gives community members a perception that CPF is not doing enough in protecting them.

Furthermore, some participants elaborated by saying:

It does not affect the level of crime in the area. This structure is useless, as the members of the community we do not even know how to reach them in times of need. (Live, 19 years, 3 October, 2017)

No they don't. Patrolling the area alone won't ensure the safety of the community members because the criminals operate using cars and they are usually not spotted. As a result members are relying more on security units because of their measures that have taken to install panic buttons and sensors around their clients' home to ensure their safety. (Phelo, 27 years, 10 October, 2017)

I do not want to lie, I don't know whether it help or not. I truly don't know the impact it has. This structure is so isolated, so as the members of the community we are not aware about the role they play. (Thembisa, 26 years, 21 October, 2016)

No, they do not as I mentioned earlier in that even at my house I just have private security for safety reasons. I pay for my own safety, I am not relying on the community strategies. (Jonathan, 45 years, 24 October, 2016)

The above responses show that there is still a gap in the work done by the CPF to such an extent that community members do not prioritise nor take their work seriously. This does not mean there is no need for CPF within these communities but it simply means that they are not doing as much as they should be doing.

5.8.2 Collaboration of community members in fighting crime

Some participants stated that in order to fight crime effectively it is very important for the members of the community not to turn the blind eye when they see someone committing a crime within the community. They stated that the community members should assist each other, even if one is not the direct victim.

To quote a few responses of the participants, they stated:

If the crime is committed in my area or vicinity I will notify my security company first as they normally respond within 3 minutes or less. (Smith, 47 years, 5 October, 2016)

I try to assist if possible, as long as it seems safe for me to do so. (Live, 19 years, 3 October, 2017)

As an executive member, I am also a civilian, so being a civilian that means my sense or my skills are limited in terms of responding to crime in a sense that I do not have the safety elements or the capacity to go to a certain person and arrest them although you can exercise the citizen arrest approach by then under certain circumstances when it is safe to do so. Paying attention to our type of crimes in our area most are of these guys usually armed and as a civilian I am never armed. I am only armed with both my arms so I will have to use my priorities but then at the end of the day my main duties is to be the eyes and ears for the police and community members as well. (Bongani, 31 years, 11 April, 2017)

5.8.3 Turning a blind eye to the crime being committed

Not everyone in the community cares about the safety of other people. Some community members do not care about what happens to their neighbouring houses and they only focus on crime directed to them. Some community members noted stated that:

I act as if I don't see what is going on if there is someone committing crime nearby, and immediately I seek for help and show the people that are going to help what is going on, such as if a criminal takes away a student's phone and I can see the incident I will pass by and act as if I don't see and when I see car that passes by I will stop it and tell what is going on. (Noxolo, 21, 7 October, 2016)

If it is not committed at my house, I honestly do nothing. Police are not reliable giving them information might put one's life a risk. (Jonathan, 45 years, 24 October, 2016)

As much as the Broken Windows Theory informing this study states that broken windows within the community are caused by members who do not collaborate in solving crime, members from these communities have showed that sometimes they are limited by fear into not reporting crime. Some choose not to do anything not that they are truly ignorant but they have fear of putting their lives at risk. It appears that there is no close relationship between the police and community members, hence community members do not have much faith in the police. Community members do not consider the CPF as reliable structure which they can trust

for safety and protection. However, some members do take action and report crime CPF appears to be lacking in terms of educating community members in terms of what to do when they see someone committing a crime. As a structure that aims to decrease crime rates within the community, they need to educate community members about how to respond to crime incidents.

5.9 Conclusion

This chapter gave a clear understanding of what community members from the study settings think regarding the CPF structure in their areas. All the information provided above gives the researcher a good picture of the state of affairs and allows for recommendations to be made.

6 CHAPTER 6: CONCLUSION AND RECOMMENDATIONS

6.1 Introduction

This chapter is presenting a summary of the study and the conclusions drawn about the perceptions of community members and CPF members on the value and effectiveness of CPF within their communities (Glenmore and Umbilo). The researcher conducted individual interviews with 20 participants. Participants were members of the two communities, the aim of obtaining better understanding on their views and perceptions. The recommendations are made based on the findings reported above.

6.2 Aim and objectives of the study

The study aimed at exploring the perspective of community members and CPF members on the value and effectiveness of Community Police Forums in the area of Glenmore and Umbilo. The study objectives included:

1. To explore the perspective of community members and CPF members on the value effectiveness of CPF within the community,
2. To determine the roles of CPF,
3. To determine whether the community members of the stated areas are aware about the existence of CPF,
4. To determine the need of CPF within the community and
5. To explore the challenges faced by the CPF members.

The researcher used the Broken Windows Theory in trying to explain the reasons why community members commit crime, and in explaining what might lead to an effective CPF. Due to the fact that it is difficult to explain human behaviour using a single theory the researcher decided to use two theories. Understanding why people commit crime can be a complex exercise, thus the researcher applied the concept of theory triangulation and used a second theory which is Social Disorganisation Theory in trying to explain the topic in detail.

This study was conducted using a qualitative approach. Qualitative data were collected using unstructured individual interviews. Individual in-depth interviews were conducted in order to explore community members' perceptions on effectiveness of the CPF. In context of the findings, the limitations and significance of this study will be discussed in this chapter as well.

6.3 General conclusion

6.3.1. To explore the perspective of community members and CPF members on the value and effectiveness of CPF within the community.

This study has revealed that community police forums in Glenmore and Umbilo is effective but not as much as it used to be before. Members of these areas stated that there is absolutely a need to have community police forums within communities. Some of the residents in these areas claimed to have their private security systems, which makes them safer from crime. Most community members stated that their communities have low crime rates and that it might be possible that CPF is behind ensuring that the community is a safe environment. Therefore, the researcher can conclude by saying that most community members who were interviewed believe that they have an effective community police forum and they believe that is valuable to have community police forums within the communities.

6.4 To determine the roles of CPF

The researcher founded out that the members of the forum knew their roles, they stated them as follows: They have a role of ensuring community safety where they have to suggest possible solutions to crime within the community, they have to be transparent to community members and make them aware of the forum, they are the ones responsible for planning community meetings that discuss community safety matters. Members must ensure that there is collaboration between community members and the police within the area. Even though the researcher found that CPF members know their roles, she also noted that some members of the forum are not effectively playing their roles which overall affect the effectiveness of the CPF.

6.5 To determine whether the community members of the stated areas are aware about the existence of CPF

Most of the community members from the claimed to know about the existence of the community police forum in their area. Some of them indicated that their knowledge of the CPF is not based on the information gathered from the forum within their community, as some noted that they learnt about it from different sources. However, they said that they were aware that it does exist even though some claimed not to be sure of the role it has in fighting crime within these communities.

It is very important for community members to get to know about this structure so that they can be involved and hands on in assisting with crime prevention strategies. This can be easily achieved when almost all community members are aware of the forum. Some of the community members in these areas stated that they are not aware of the existence of a community police forum within their area.

6.6 To determine the need of CPF within the community

Most of the community members from Glenmore and Umbilo stated that there is a need for community police forums. They said that they have a strong faith on the reason why this forum was implemented by the Department of Safety and they noted that to fight crime well in the communities, this forum has to be present. There were some community members who said that because they have their own private security systems, they did not see the need for a CPF; they have explained by saying that before they have private security in their households they does not see the work done by the CPF as it was not that reachable to them, hence they feel like there is no need of it at all.

6.7 To explore the challenges faced by the CPF members

CPF members who were interviewed from Glenmore and Umbilo stated that some of the challenges they face is that community members are not very supportive when it comes to attending the meetings and assisting with solutions to fight the types of crimes they usually face. They stated that they usually do all the work on their own, and at times it is very hard for them to tackle everything as there are some kind of information that they are limited to.

Participants also stated that as much as the CPF committee members are responsible, there are some members which need to be pushed so hard before they can deliver the assigned duties, and that at times causes some delays in terms of preparing for community meetings and other agendas. They noted that they sometimes have a language barrier challenges, because the communities have most members who are English speaking, the organisers usually plan everything in English as a result some black community members are discouraged to join the forum or to attend the meetings.

6.8 Recommendations

- The researcher has offered some recommendation which will assist the community police forums of Glenmore and Umbilo to improve and become more effective as follows:
- To strengthen effectiveness of the forum to fighting crime within the community the researcher recommend that CPF members and community members need to work very close together, some of the community members claimed that the CPF is more “White CPF” within this area. Therefore, the researcher is recommending that they work closely with each other and involve all members of the community to be part of the forum.

- The fact that an individual has a private security in his or her own house should not discourage one in not being part of the CPF, this forum is not made for those who are poor or those who cannot afford to pay for their own security but it is made for all the community members. Thus, all community members should work together in fighting crime.
- The researcher would like to suggest that the forum members should inform all the community members about their roles and responsibilities in order to know who to quickly reach in times of need, as some community members stated that they do not know who and how to reach them when they are in need besides in the community meetings they usually host.
- Also some community members expect that the forum does everything for them while as the members of the community are relaxing, so it would be good for the forum members to specify to the community members what is expected of them too as community members.
- The researcher would like to suggest that the forum make use of more publicising the forum using methods such as having pamphlets posted in community households, billboards on streets and even in community police stations and local shops.
- The researcher would like to emphasise on the fact that it is a responsibility of all the members of the community to take charge of their own safety and not just rely on those who are in the forefront to do all the duties for them. With regards to the matter of committee members who need to be pushed for performing their duties, the researcher would like to recommend that the committee should focus so much on their recruiting strategy so that they do not select people who are active only verbally but people who are hardworking and dedicated about bringing change on community safety as well.

6.9 Conclusion

This chapter has provided a conclusion to dissertation and the findings which were gathered from the interviews conducted in Glenmore and Umbilo. It has also added some recommendation on various matters which were critical to the effectiveness of community police forums. It has showed that the members of these areas see the value of community police forums within the communities. The researcher believes that the recommendation made will assist in illuminating the topic of CPFs and their role in ensuring that safer communities prevail. As long as the community members and the police work very close to each other, the problem will be easily solved and the community will have a very low risk of crime.

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APPENDIX A: INFORMED CONSENT

Social Sciences, College of Humanities,
University of KwaZulu-Natal,
Howard College Campus

Dear Participant

INFORMED CONSENT LETTER

My name is Zipho Nomsasa Snyman. I am Criminology and Forensic Studies Masters candidate studying at the University of KwaZulu-Natal, Howard College Campus, South Africa.

I am interested in exploring the perspective of community members and CPF members on the value and effectiveness of Community Police Forum in the area of Glenmore and Umbilo and to gather the information, I am interested in asking you some questions.

Please note that:

- Your confidentiality is guaranteed as your inputs will not be attributed to you in person, but reported only as a population member opinion.
- The interview may last for about 1 hour and may be split depending on your preference.
- Any information given by you cannot be used against you, and the collected data will be used for purposes of this research only.
- Data will be stored in secure storage and destroyed after 5 years.
- You have a choice to participate, not participate or stop participating in the research. You will not be penalized for taking such an action.
- Your involvement is purely for academic purposes only, and there are no financial benefits involved.
- If you are willing to be interviewed, please indicate (by ticking as applicable) whether or not you are willing to allow the interview to be recorded by the following equipment:

	willing	Not willing
Audio equipment		
Photographic equipment		
Video equipment		

I can be contacted at:

Email: zeesnyman28@gmail.com

Cell: 0836624111 My supervisor is Dr. Sazelo Mkhize who is allocated at the school of Criminology and Forensic Studies, Howard College Campus of the University of KwaZulu-Natal.

Contact details: email: mkhizes1@ukzn.ac.za Phone number: 0312601733; Cell: 0731565838

You may also contact the Research Office through:

Ms Phumelele Ximba

HSSREC Research Office,

Tel: 0312603587, email: ximbap@ukzn.ac.za

Thank you for your contribution to this research.

DECLARATION

I..... (full names of participant) hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I so desire.

SIGNATURE OF PARTICIPANT DATE

APPENDIX B: INTERVIEW SCHEDULE

Questions for community members of Glenmore/Umbilo

- ❖ **To determine whether the community members of the stated areas are aware about the existence of CPF**
 - What do you know about the community police forum?
 - What are the methods used to broadcast the existence of the forum within this area?

- ❖ **To explore the perspective of community members on the value and effectiveness of CPF within the community**
 - What do you think of the CPF within this area?
 - How does the members of the CPF get associated with the community?
 - What are the strategies used by the forum to ensure that the community is safe?

- ❖ **To determine the value and effectiveness of CPF within the community**
 - What strategies that are used by the CPF to limit the chances of people to commit crime within the area?
 - Does the CPF help to decrease the level of crime rate within this community?, please explain.
 - What do you do when you see someone committing a crime?

QUESTIONS FOR COMMUNITY POLICE FORUM MEMBERS

- ❖ **To determine the roles of CPF**
 - What are the duties of the executive committee?
 - As the forum members how often do you have your meetings and what types of meetings are they?
 - What are the main objectives of the CPF in this community?

❖ **To determine the value and effectiveness of CPF within the community**

- Do you think there is a need for the CPF in this community?, please explain
- How does the CPF help to decrease crime rate?
- What do you do when you see someone committing crime in the community?
- Who qualify to be the member of the forum?
- Do you think it is important to have education as one of the criteria to select CPF members?, please elaborate.
- What is the community safety plan used to tackle crime?
- What kind of projects implemented to reduce the levels of crime rate?

❖ **To explore the challenges faced by CPF (members)**

- What challenges are you facing as a forum?
- How do you deal (overcome) with such challenges

APPENDIX C: ETHICAL CLEARANCE CERTIFICATE



19 July 2016

Ms Zipho Nomsasa Snyman 212518834
School of Applied Human Sciences
Howard College Campus

Dear Ms Snyman

Protocol reference number: HSS/1046/016M

Project Title: Exploring Community Police Forum (CPF): The perspective of community members and CPF members on the value of CPF in communities (Glenmore and Umbilo)

Full Approval – Expedited Application

In response to your application received 12 July 2016, the Humanities & Social Sciences Research Ethics Committee has considered the abovementioned application and the protocol has been granted **FULL APPROVAL**.

Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment /modification prior to its implementation. In case you have further queries, please quote the above reference number.

PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.

The ethical clearance certificate is only valid for a period of 3 years from the date of issue. Thereafter Recertification must be applied for on an annual basis.

I take this opportunity of wishing you everything of the best with your study.

Yours faithfully

Dr Shamilla Naidoo (Deputy Chair)
Humanities & Social Sciences Research Ethics Committee

/pm

Cc Supervisor: Dr SM Mkhize
Cc Academic Leader Research: Dr Jean Steyn
Cc School Administrator: Ms Ayanda Ntuli

Humanities & Social Sciences Research Ethics Committee

Dr Shenuka Singh (Chair)

Westville Campus, Govan Mbeki Building

Postal Address: Private Bag X54001, Durban 4000

Telephone: +27 (0) 31 260 3567/83504557 Facsimile: +27 (0) 31 260 4809 Email: shsbap@ukzn.ac.za / snyman@ukzn.ac.za / mqbune@ukzn.ac.za

Website: www.ukzn.ac.za



APPENDIX D: GATE KEEPERS LETTER

Gate keeper for Umbilo community



29 June 2016

RE: Zipho Nomsasa Snyman's research (UKZN student 212518834)

To whom it may concern,

Ms Snyman has contacted me to request permission to conduct interviews in the community that I represent, namely Umbilo in eThekweni. She has explained that this is for her research in Criminology and Forensic Studies for the completion of her Master's degree.

As the ward councillor of this community, I am happy for Ms Snyman to conduct interviews with the local CPF and community members who consist hereto. I will assist in whatever possible in terms of what my schedule permits.

For queries, my contact details are:

0836161936

Ward33@ethekwini.org

Kind regards,

Councillor Nicole Lee Graham

{sent electronically without the use of a signature}



Councillor

Mezzanine Floor Shell House
Cnr. Anton Lembede & Samora Michell Street, Durban, 4001
P O Box 1014, Durban, 4000
Tel: 031 322 7030, Fax 031 311 3827
www.durban.gov.za

Our Ref: **Cllr. N.Y. Young**
Your Ref: **079 089 7375**
Enquires: 06.07.2016

To Whom It May Concern

This letter serves to confirm that SNYMAN, ZIPHO, NOMSASA
ID No./D.O.B. 940228 0494 088 is a known resident member of
UNIVERSITY OF KWAZULU NATAL, SCHOOL OF CRIMINOLOGY

I appeal to you that she/he be given the following assistance:-

- Birth Certificate
- Identity Document
- Child Support Grant
- Foster Care Grant
- Disability Grant
- Old Age Pension
- Maintenance
- Road Accident Fund
- Bank Account update/opening
- Confirmation of Address
- Other ..permission to run..
..research in Ward 33..

This letter serves to inform
all prospective participants that
research will be carried out
by the abovementioned scholar
whom hails from UKZN. Consultat
ion with the Councillor has taken
place and permission to undergo
the research has been given. Please
comply and assist by participating
honestly.
Yours in service
Councillor. N.Y. YOUNG

Your co-operation will be highly appreciated.

Yours faithfully

Councillor N.Y Young
(Ward - 33)PR
eThekweni Municipality

Councillor Nokuthula Yolenda Young

COMMISSIONER OF OATHS
ETHEKWINI MUNICIPALITY
EX OFFICIO DISTRICT OF DURBAN IN
TERMS OF SECTION 6 OF ACT 16 OF 1963
(AS AMENDED) CITY HALL SECRETARIAT
Dr Pixley Ka Seme Street, Durban, 4001