

# CRIMSA NEWSLETTER

VOLUME 30: 2002

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## FROM THE EDITOR

The previous CRIMSA NEWSLETTER, Volume 29, has the distinction of becoming our first newsletter available on the Web at <http://journals.sabinet.co.za/crim/crimsa.html>

This represented the introduction of a new era, not only for us, but also for cyber law in South Africa. The Electronic Communication and Transaction Bill (ECT) was approved in Parliament during June 2002, but the Council of Provinces still needs to approve the new legislation. In the mean time several debates regarding Chapter 10 took place in the media, as Chapter 10 is controversial as to whom

bears the responsibility for allocating domain names. Egypt and Jordan are set to be the first Arab countries to pass cyber laws, with the United Arab Emirates following closely.

Read more about the launching and Executive Committee of the Criminology and Criminal Justice Standards Generating Body (SGB) in this issue. Information on the Community Safety Information Centre (CSIC) in the Western Cape and findings of the Exit poll survey conducted in the Western Cape on the service deliver by Community Safety

Centres (CSCs) place emphasis on a working relationship between the police and the community.

In CRIMSA NEWSLETTER Volume 28, a report on the MTN Centre for Crime Prevention, the Rhodes University-based research unit with the mission to bring down the rate of violent crimes in South Africa in the 21<sup>st</sup> century, was published. Included in this volume is a follow-up on research projects conducted by the Centre regarding violence against women and children.

Apart from local and international conferences, the launching of a new peer-reviewed journal, The *British Journal of Community Justice* (ISSN 1475-0279) by De Montfort and Sheffield Hallam Universities in the United Kingdom, will also form part of this issue.

Please contact me with contributions on preliminary research findings, research projects, newsworthy items, and letters for inclusion in the following newsletter. Contributions should not exceed 500 words. Your name, e-mail address and telephone number should accompany all letters and material submitted for publication.

All correspondence related to the newsletter should be addressed to:

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Alice Maree

<p><b>UPDATE ON CRIMINOLOGY AND CRIMINAL JUSTICE STANDARDS GENERATING BODY (SGB)</b></p>
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The launch of the Criminology and Criminal Justice Standards Generating Body (SGB) took place on 20 and 21 May 2002 at the Post Graduate Centre of the University of Pretoria.

The following objectives have been set for the Criminology and Criminal Justice SGB:

- Generating standards and qualifications in the fields of criminology and criminal justice
- Co-ordinating and preparing the required documentation and agenda
- Liaising with SAQA officials for logistical arrangements
- Establishing working groups and offering the necessary support to ensure the attainment of all objectives
- Ensuring accountability and transparency
- Maintaining communication in the

- period between SGB meetings
- Empowering all members of the SGB in the standard-setting processes
- Networking with all relevant SGBs
- Serving the interests of the broader criminological and criminal justice disciplines

The launch was followed by a two-day workshop training SGB members in the writing of qualifications, whereafter the SGB Executive Committee was elected. The following SGB members were elected to serve.

Chairperson: Beaty Naudé

Deputy Chairperson: Martin Schönteich

Convenor: Linda Davies

Secretary: Harriet Klopper

Treasurer: Kris Pillay

Two Additional Members: Alice Maree and Rika Snyman

The Executive Committee members are to co-ordinate the planning and delivery of the SGB in terms of the key objectives set for the SGB and facilitate working group discussions and tasks. EXCO members also liaise with SAQA and other key stakeholders.

**COMMUNITY SAFETY INFORMATION CENTRE (CSIC)**

Dr Elise Engelbrecht, Director: Policy Advice, Department Community Safety, Western Cape.

The South African Constitution of 1996 as well as the South African Police Service Act of 1995 spells out the role of provincial governments in respect of civilian oversight. The process of civilian oversight is critical to the overall process of policy formulation. Those tasked with civilian oversight at various levels of the system - by the fact that they assess policing and collect data about police performance through systems which process complaints against the police - have a valuable and important role to play in feeding such information to those responsible for policy.

The Community Safety Information Centre (CSIC) was established by the Department of Community Safety in the Western Cape during October 2001 to support its civilian oversight function, and the process through which policing is assessed is as follows:

- Indicators have been determined and related data collected. These indicators are amongst others, crime statistics, service delivery, resource distribution, socio-economic factors, crime investigation and absenteeism.

- The abovementioned indicators are collated and serve as a database, which, over time, should give some indication of improvement or decline in levels of performance.
  - This data and the trends they illustrate are analysed and the findings of the process reported publicly.
  - In turn, the findings are fed into the political and policymaking process and taken into account when new policies and programmes are designed and implemented.
  - The process has then come full circle. The original collection of data and its assessment thus impact directly upon the delivery of police service.
- examine the level of CSC service at every CSC in the Western Cape;
  - compare service delivery between CSCs;
  - set a benchmark for future surveys; and
  - provide the Department and SAPS management with a comprehensive, easy to understand and user-friendly report on the survey findings.

With respect to the November 2001 exit poll at CSCs in the Western Cape the following generalised conclusions could be made:

- i) **Reasons for visiting the CSC**  
The survey has shown that, on average, one third of the contact service in CSCs is administrative in nature. At some CSCs this burden is as high as 90%; and on the other hand only one third of contact service in CSCs relates to crime.
- ii) **Service waiting time**  
Service waiting time is on average good with a substantial number of respondents being served in less than two minutes. There are some deviations from this norm with respect to individual CSCs; and it could be that the large administrative burden on CSC personnel negatively impacts on service waiting time.

As one of its first research projects, an exit poll survey was conducted during November 2001 to determine the public perception of the service delivery of the police.

The survey aimed to:

- conduct the first comprehensive and all-inclusive Community Service Centre (CSC) service delivery survey in South Africa;
- collect information to feed into the South African Police Service (SAPS) management initiatives, e.g. the Service Delivery Improvement Programme (SDIP);

- iii) Facilities  
In general respondents experienced the CSCs in the Western Cape as clean. Some deviation from this norm is, however, apparent and should be easy to address with limited effort.
- iv) Treating people with respect  
In general respondents experienced being treated with respect in the Western Cape. Some regional deviations from this norm are, however, apparent. It is not all that simple to address this issue because it entails changing the hearts and minds of people. To change the attitude of SAPS personnel will imply a multi-pronged approach involving all spheres from training to change management.
- v) Serving people in their language of preference  
With regard to this element the SAPS did exceptionally well and are most probably setting a norm for other Public Service departments in the province. Some individual CSCs did not fare as well as the Western Cape average.
- vi) Environmental safety  
In general respondents felt safe in CSCs in the Western Cape. Some deviation from this norm is, however, apparent. To address these deviations may be costly e.g. entail changing the layout of the CSC in order to enhance privacy and remove detainees from the view of respondents. In certain instances the location of the CSC is problematic, which leads to people feel unsafe.
- vii) Trust in the SAPS  
There is a tendency towards not trusting members of the CSC in the Western Cape. To address this issue is not that simple because it entails changing the hearts and minds of people. To change the perception of people with regard to trusting the SAPS will imply a multi-pronged approach involving all spheres from mass media information drives to one-on-one trustworthy service by members of the SAPS.
- viii) Willingness to help  
Willingness to help scored relative low in the Western Cape and is closely linked to treating people with respect. Addressing this issue entails changing the hearts and minds of people (in this case, the SAPS members). To change the attitude towards the public and/or the ability/skills of SAPS personnel to help the public will imply a multi-pronged approach involving all spheres from training to change management.

- ix) Case sensitivity  
Case sensitivity represents the second lowest scored service factor in the Western Cape. The only factor to score lower than case sensitivity, is trust. This could be a direct result of members of the SAPS exhibiting a low EQ (Emotional Coefficient). To change the EQ and/or the ability/skills of SAPS personnel to help the public in a sensitive manner would also imply the implementation of a multi-pronged approach.
- x) Service satisfaction  
The whole of the Western Cape scored low with regards to service satisfaction and may be linked directly to the service attitude, willingness and ability of SAPS members to serve members of the public. Service satisfaction is, to an extent, a composite of some of the other service factors included in this survey and as such will benefit from action taken to improve those individual factors e.g. willingness to help.
- xi) Case satisfaction  
Case satisfaction scored low for the whole of the Western Cape and has more to do with after-service satisfaction provided by detective than with service by CSC personnel do. There are indications that follow-up service by the SAPS is not adequate.
- xii) Thoughts on the SAPS  
In this survey, the semantograph was used to determine the active perceptions regarding the CSC that the respondent had just visited. It seems that in the Western Cape, good service (measured by the Serdex) outstrips the connotation of bad service (measured by the semantograph). This shows that except for the Southern Cape, predominantly negative perceptions exist, but when the same respondents' experiences were measured, a general positive measurement was received. This means that the negative inclination is merely a perception (the "*baggage*" which the respondent carries) that is not based on experience. A good communication strategy should serve to rectify this anomaly, as it is not generally supported by the experience of the respondents. However, counteracting negative perceptions is not an easy task and any incident that supports the negative perception acts as further confirmation thereof (reinforcement).
- xiii) Suggested changes  
With regard to suggested change it is apparent that respondents lean

towards three issues. The first issue has to do with improving facilities at the CSC and the second issue focused on improving the attitude and service orientation of members (in this regard also see issues like willingness to help and case sensitivity). The third issue relates to the limited number personnel in the CSC/SAPS.

xiv) Where to complain

A substantial number of respondents did not know where to complain about the quality of services rendered by the SAPS.

xv) Knowledge of Community Police Forums (CPF)

Only 43% of respondents were aware of a CPF at their specific CSC.

(Research done by PricewaterhouseCoopers for the Directorate: Policy Advice, Department of Community Safety, Western Cape.)

**RESEARCH PROJECTS OF THE MTN  
CENTRE FOR CRIME PREVENTION**

Mike Earl-Taylor and Fanelwa Lutshaba

South Africa has dubious honour of having the highest reported rape statistics in the world and research into violence against women and children is one of the major priorities at the Rhodes University-based MTN Centre for Crime Prevention. More than

37 000 rapes were reported in 2001 and a further 21 000 plus were committed against children.

However, this shockingly high figure in no way reflects the actual number of sexual offences perpetrated against women and children. Various estimates are that only one in 35 rapes are reported to the police. Nicro puts the figure at one in 20 which would indicate that hundreds of thousands incidents of rape occur annually in a country with a population of 43 million.

Funded by a generous grant from the United States Agency for International Development [USAID], the Gender and Child Violence Unit [GCVU], which is housed in the Department of Psychology, is currently conducting quantitative and qualitative research on attitudes towards women across a wide spectrum of the country's population.

Researchers, assisted by senior psychology students, have administered survey questionnaires to different age, gender and ethnic groups in the Eastern Cape . The survey covered students at Rhodes and Fort Hare universities, learners, in both state and private schools, and rural and urban communities across the socio-economic

strata.

By utilising the well-designed eight-page questionnaire, researchers using an Attitudes Towards Women Scale, hope to be able to attain a comparison across a number of variables, including age, gender, levels of education, ethnicity and socio-economic status.

The age groups are 10 to 19 years, 20 to 29, 30 to 39, 40 to 49, 50 to 59 and 60 and over. Some 700 questionnaires are being utilised in the survey and it is hoped that this will be able to provide an accurate statistical analysis, as well as a representative qualitative study for publication.

Other research being conducted under the auspices of the GCVU is that on the Impact of Fear of Crime and Indirect Victimization. This is being completed in conjunction with the university-based Centre for Applied Social Research and Action [CASRA].

In this research, Psychology Masters students are interviewing women in a focus group of about eight people of different ages, socio-economic status, and ethnic groups, in both rural and urban areas about the effects

of fear of crime.

The research is being undertaken simultaneously in the Eastern Cape, Western Cape and Gauteng province. Outsourcing of research projects greatly enhances the GCVU's research capabilities, while at the same time providing invaluable research experience to postgraduate students.

The GCVU researcher, Ms Lutshaba, also serves on numerous local committees, these being the district committee of Child Protection Services, the Rape Survivors' Support Group which provides walk-in counselling in police stations, hospitals and courts and other forms of assistance to rape victims.

These services are being evaluated by the GCVU by interviewing survivors who obtained help from community volunteers, and organisations such as FAMSA . The GCVU also holds training workshops for the SAPS, especially charge office personnel and detectives who investigate rape offences on sensitising officers to the rape victim's trauma and empathetic approaches to the investigation process.

Lutshaba visits schools, community organisations and other institutions to give talks on the Domestic Violence Act and other gender-related issues, as well as being active in the empowerment of HIV/Aids-affected women and children.

**ANNOUNCEMENT: BRITISH JOURNAL  
OF COMMUNITY JUSTICE**

Johan Prinsloo, Director: Institute for  
Criminological Sciences, Unisa

The *British Journal of Community Justice* (ISSN 1475-0279) is a new peer-reviewed journal jointly launched by De Montfort and Sheffield Hallam Universities in the United Kingdom. Three issues of the journal will be published annually.

The stated objectives of the *British Journal of Community Justice* are to articulate, interrogate and debate research, theory, policy and practice, and their interrelationships in the new domain of community justice. Furthermore, it is maintained that community justice interests intersect within the areas of direct work with offenders, community safety, crime prevention and work with witnesses and victims. The publisher believes that agencies such as probation services, youth offending

teams, voluntary agencies, specialist accommodation, drugs and alcohol agencies, workers in the criminal justice and mental health systems, and the custodial sector will find the contents accessible and relevant.

The readership of the journal is promised to share in:

- Articles by practitioners, policy makers and academics conveying the latest in thinking and findings in the area of community justice
- Books reviews accessing the latest books published in this field
- The latest news, reports and information exchange on community justice issues.

The *British Journal of Community Justice* can be ordered from Sheffield Hallam University Press. The Sheffield University Press is situated in the Adsetts Centre, Sheffield Hallam University City Campus, Howard Street, Sheffield S1 1WB UK and can be reached telephonically at 0114 225 4702, or by fax at 0114 225 4478 or via the Internet at [www.shu.ac.uk/shupress/](http://www.shu.ac.uk/shupress/) or [elaine.reynolds@shu.ac.uk](mailto:elaine.reynolds@shu.ac.uk) Monica Moseley is the administrator.

Subscription rates are as follows:

- Institutional rate: £85
- Two-years institutional rate: £160
- Individual rate: £35
- Two-years individual rate: £60

The editors, Paul Seniors and Brian Williams, would welcome articles for the first three issues to be published in the Spring, Summer and Autumn semesters of 2002. Guidelines on submitting articles can be obtained from [bjcj@psc-uk.com](mailto:bjcj@psc-uk.com)

The first issue of the *British Journal of Community Justice* comprises the following contributions:

- Editorial by Brian Williams, De Montfort University, entitled *The meanings of community justice*.
- *Community justice, risk management and the role of multi-agency public protection panels*, by Hazel Kemshall of De Montfort University and Mike Maguire of Cardiff University.
- *A model for community safety and community justice*, by Sue Raikes of Thames Valley Partnership.
- *So who are the victims now?* by

Sandra Walklate of the Manchester Metropolitan University.

- *A critical review: Integrating knowledge and practice*, by Sarah Jarvis of the West Yorkshire Probation Service.
- *What works and the conjunctural politics of probation: Effectiveness, managerialism and neo-liberalism*, by Mark Oldfield of the Kent Probation Area and University of Hertfordshire.
- *In or out?: Some critical reflections upon the potential for involving victims of youth crime in restorative processes in England and Wales*, by Guy Masters of the Australian National University and Essex Family Group Conferencing Service (FGC).

A number of book reviews appeared in the first issue. Virginia Minogue of the Sheffield Hallam University published *Community Justice Files no 1*, in which she announced forthcoming publications, research reports, conferences, Home Office Circulars pertaining to "Victims, Witnesses and Survivors"; women offenders, the British Crime Survey (BCS), ethnic minorities and crime and policing, a review of the criminal courts, the Community Punishment Pathfinders community service projects, employment schemes for offenders, as well as a White Paper on police reform.

Four reviews on the following books were also published:

Lavender, T. 2001. *Violence and mental disorder: A critical aid to the assessment and management of risk*. Jesica Kingsley Publishers.

Ryan, M; Savage, S P & Wall, D S. (eds). 2001. *Policy networks in criminal justice*. Palgrave.

Hancock, L. 2001. *Community, crime and disorder: Safety and regeneration in urban neighbourhoods*. Palgrave.

Bottoms, A; Gelsthorpe, L & Rex, S. 2001. *Community penalties: Change and challenges*. Willan Publishing.

<b>LOCAL AND INTERNATIONAL CONFERENCES</b>
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**Title:** In search of security: An international conference on policing and security

**Date:** 19 - 22 February 2003

**Location:** Montreal, Quebec

**E-mail:** [policing@lcc.gc.ca](mailto:policing@lcc.gc.ca) or [dcooley@lcc.gc.ca](mailto:dcooley@lcc.gc.ca)

**Western Society of Criminology**

**Date:** 20 - 23 February 2003

**Location:** Vancouver, British Columbia.  
Sutton Place Hotel

**C o n t a c t   d e t a i l s :**  
[www.sonoma.edu/cja/wsc/wscmain.html](http://www.sonoma.edu/cja/wsc/wscmain.html)

**The Eleventh International Symposium on  
Victimology organised by the World  
Society**

**of Victimology**

**Title:** New Horizons for Victimology

**Location:** Stellenbosch, South Africa

**Date:** 13-18 July 2003

**Contact details:** Dr Rika Snyman,  
Technikon South Africa

**Tel:** [+27] 011 471 3560

**Fax:** [+27] 011 471 2255

**E-mail:** [rsnyman@tsa.ac.za](mailto:rsnyman@tsa.ac.za)

**Thirteenth ISC World Congress organised  
by the International Society of Criminology**

**Title:** Reducing crime and promoting justice

**Date:** August 10-15, 2003

**Location:** Rio de Janeiro, Brazil.

**Contact details:** Secretary-General

**E-mail:** [crim.sic@wanadoo.fr](mailto:crim.sic@wanadoo.fr)

**2005**

**Fourteenth World Congress of Criminology**

**Organisation:** International Society of Criminology

**Date:** August 6-12, 2005

**Location:** Philadelphia, Pennsylvania, USA

**Info:** [Professor Tony Peters](#), President of the ISC Scientific Commission, Catholic University of Leuven, Belgium.  
[tony.peters@law.kuleuven.ac.be](mailto:tony.peters@law.kuleuven.ac.be)

<b>MEMBERSHIP AND MEMBERSHIP FEES</b>
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**Student members:** R70.00 (US\$10.00) for the financial year if the e-journal and newsletter are received (electronically) *via* Sabinet Online.

However, should hard copies be required a fee of R140.00 (US\$70.00) will be charged inclusive of postage and handling.

**Active members:** R200.00 (US\$25.00) for the financial year if the e-journal and newsletter are received (electronically) *via* Sabinet Online.

However, should hard copies be required a fee of R400.00 or US\$70.00 will be charged inclusive of postage and handling.

**Institutional (group) members:** R600.00 (US\$70.00) inclusive of postage and handling. If institutional members are willing to receive the e-journal electronically, a reduced fee of R450.00 (US\$55.00) will be charged.

**Individual international members:** All foreign members will pay the same membership fees as the other members in the respective categories for which they qualify provided that they receive the e-journal and newsletters (electronically) *via Sabinet Online*. In other words, a student living in France will qualify for student membership (R70.00 or US\$10.00) **provided** that such a student receive the journal and newsletters electronically. However, should hard copies be required, a fee of R600.00 (US\$70.00) inclusive of postage and handling will be charged.

A membership application and/or renewal form is attached. Please complete the form and mail it with the necessary payment to:

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0132  
SOUTH AFRICA

Alternatively, deposit payment in the current  
account of CRIMSA : ABSA Bank  
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Sunnyside.

Current account number 010471656

and

fax the deposit slip and membership form to:

Fax number: (0027 12) 012 429-6766

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**CRIMINOLOGICAL SOCIETY OF SOUTH AFRICA (CRIMSA)**

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  - Conventional format: R400.00 (locally) or US\$70.00 internationally
- Institutional membership
  - E-Journal: R450.00 (locally) or US\$55.00 internationally
  - Conventional format: R600.00 (US\$70.00)

**Note:** International members - All international members will pay the same membership fees as the other members in the respective categories for which they qualify provided that they receive the e-journal and newsletters (electronically) *via Sabinet Online*. **However**, should hard copies (conventional format) be required, a fee of R600.00 (US\$70.00) inclusive of postage and handling will be charged.

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**Full names (contact person in case of institution)**

**Postal address**

**Code**

**Place of work/profession**

**Capacity**

**Work address**

**Telephone code and number (h)**

**Telephone code and number (w)**

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**Fax number**

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Level

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Qualifications	Institution	Year
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Relevant experience:

Field(s) of interest:

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(Date)