

THE IMPACT OF THE PRIVATE SECURITY INDUSTRY IN CRIME REDUCTION
AND SAFETY: THE CASE OF CENTURION, TSHWANE

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Abstract

Crime is very high and on the increase in South Africa. Annual crime statistics released by the South African Police Service always show sharp increases as it has been the case for the last three reporting years (between September 2008 and September 2011). During this reporting period, crimes such as robberies at residential premises increased despite a slow decrease between April 2010 and March 2011.

The public perception of safety is negative in South Africa. If the work of the police of preventing, reducing and fighting crime is unsuccessful it leaves citizens with no option but to seek alternative security measures. Those who can afford have resorted to enlisting the services of private security companies to protect themselves, their properties and businesses.

The private security industry is big in South Africa in terms of the size of its labour force and the turnover capital, yet crime remains a major problem. This research reviews the service provided by private security companies and questions the impact this industry has on preventing, reducing and fighting crime and promoting public safety in Centurion (located South of Pretoria, Gauteng province, South Africa) from 2008 to 2011.

The research acknowledges the inefficiency of the police to prevent, reduce and fight crime. It therefore acknowledges the professional service rendered by the private security industry and highlights the importance of this industry in preventing, reducing and fighting crime.

Visibility and quick response are some of the benefits that accrue to the citizens who enlist the services of private security companies. The provision of safety and security to citizens is the primary mandate of the police. The fact that private security companies are not freely accessible to the mass of the population, their role becomes more of complementing the work of the police. A coordinated partnership between the police and the private security industry is therefore important in the prevention, reduction and fight against crime and the promotion of safety in South Africa.

DECLARATION

I declare that this report is my own unaided work. It is submitted in partial fulfilment of the requirements of the degree of Master of Management in the field of Security in the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination in any other University.



Osile Bongani Radebe

15 July 2013

DEDICATION

I dedicate this research project to my deceased father; I know you would have been proud of me.

I thank my supervisor Dr Paulin Mbecke for his guidance, advice and patient support from the beginning of this research project.

A special thanks to my boys, Kabelo and Phahlani for enduring my absence during the course of my studies. To my brother, Pule, mother, Selina, Aunt, Jeannette thanks for always been there for me. I also thank my cousin, Phindile, your support has not gone unnoticed.

Thanks also to my fellow students and friends for your encouragement throughout my studies. A special thanks to Ms Matefo Mosakeng, Ms Thandi Chauke, Ms Bongiwe Julayi, Mr Chester Dau, Mhina Mnana for your incalculable support.

God Bless you all

LIST OF ABBREVIATIONS

CPF	Community Policing Forum
DRC	Democratic Republic of Congo
GDP	Gross Domestic Products
PSC	Private Security Companies
PSI	Private Security Industry
PSIRA	Security Industry Regulatory Authority
SAPS	South African Police Service
SOB	Security Officers Board
US	United State
IPID	Independent Police Investigative Directorate
CCPC	Centurion Community Protection Company
PPP	Public Private Partnerships

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Chapter One: Introduction and Background

1.1 Introduction

South Africa is a country with various problems such as unemployment, poverty, poor education, inequality, crime and so forth. However, crime continues to be a key concern for the citizenry and the government. The history of South Africa contributes to the crime problem the country experiences today. During the apartheid regime for instance, movements of black South Africans were restricted in urban areas. Despite that restriction policy, there was migration to the urban areas by people who were looking for employment opportunities to escape poverty in the rural areas (Simpson, 1998). Infrastructure and government services were acutely inadequate in the areas where these migrant labourers resided. This resulted in poverty, unemployment, and lack of basic necessities, which in turn contributed to social ills such as crime, violence and so forth.

Crime became engendered and socially acceptable as a way of life in these communities. Urbanisation also contributed to the breakdown of family structures, resulting in lack of family values for young black people. Furthermore the apartheid government deprived the youth quality education, which meant that they lacked skills which would have opened doors for future employment opportunities. These young black South Africans would have participated in the mainstream economy, thus breaking the cycle of poverty, unemployment and crime (Simpson, 1998). The policies of the apartheid government did not only marginalise black people, but also created conducive conditions for crime and lawlessness.

After 1994, South Africa entered into a new era of constitutional democracy and equality however the legacy of apartheid still exists. Socio-economic inequalities, criminal justice system besieged by problems such as eradicating crime, lack of authority and a weak police service are amongst factors that contributed and still contribute to crime. As a result, criminals operate without fear of being caught,

prosecuted and incarcerated for their activities. Consequently, crime and insecurity are still prevalent across most communities in the country.

The concern of the South African government about crime and insecurity is reflected in the substantial increases in the budget of the South African Police Service (SAPS) and recruitment of police officials since 2002 (Burger, Gould & Newham, 2010, p.8). In 2008, the target of the Minister of Police, Nathi Mthethwa was to increase SAPS officials to over 200 000 by 2010/11 financial year. This would increase the police budget by almost 123 per cent from R22, 7 billion to R56, 6 billion (Burger, Gould & Newham 2010, p.9). The advent of democracy after 1994 did not bring about safety to South Africans, even though it is their constitutional right.

South Africa like the rest of the world, not only experiences high levels of crime, but also changing patterns of crime. Crime trends do not just change or increase, but become violent, which require different and new methods of curbing the crime wave. The SAPS, like other public police services around the world, are not coping with the increasing crime rate. This insecurity, which is also associated with post-transitional political developments, leads to the rapid growth of the private security industry (PSI) both internationally and in South Africa. With increasing levels of crime and insecurity, there are demands for greater involvement of the PSI in policing and crime prevention activities. This has encouraged citizens to take responsibility for their own safety and security.

The increase of crime, which results in the feeling of insecurity, forces some of the citizens to live in security estates and some houses fitted with cameras, alarms, boom gates and high walls with electrical fences. To deter criminals some residents procure the services of private security companies (PSCs) and in most instances, a combination of all the above mentioned security measures.

High levels of crime and insecurity due to lack of police visibility, amongst other things, have resulted in more South Africans resorting to the PSCs to protect themselves and their assets (Claase-Schutte & Pillay, 2004; Minnaar, 2007, p.131). This, according to the authors, has led to rapid growth and development of this industry which has resulted in employment of thousands of people. Nevertheless, Minnaar and Mistry (2004), argue that since the late 1980s the expansion of this industry has unfortunately not reduced violent crime. The perceptions of insecurity and fear amongst the citizenry are still rife in South Africa.

This research explores whether the expansion and significant presence of PSCs have made any considerable contribution to the safety of the residents and businesses in Centurion. The research assesses the contribution and impact of PSCs in preventing, reducing and fighting crime in Centurion since 2008.

1.2 Background

The development of the PSI in the 1980s was a result of a number of factors which were associated with high crime levels, insecurity and the activities of the apartheid system. These factors included the need for the State to recognise this industry as complementary to the police, while the government also wanted to enact legislation to formalise the sector. During the apartheid era, mostly in the 1970s and 1980s, the police focused their attention on maintaining political control and the government encouraged PSCs to assume some of the primary duties of the police (Berg, 2007, p. 3-4& Irish, 1999, p. 8).

In the 1980s in particular, the state realised the rapid growth of the PSI and wanted its better control. This led to the formation of the Security Officers Board (SOB) in 1989. The main responsibility of the SOB was to ensure that the security companies and security officers are registered (Minnaar, 2007 & Irish, 1999).

The growth of the PSI in South Africa has been exceptional in the last twenty years. In 1990 it was valued at R1.2 billion, in 1997 this industry's value was estimated at R6 billion and by 1999 the industry was worth an estimated R9 billion. In 2004, the estimated value of the PSI was R14 billion and in 2007 the industry was estimated to be R30 billion (Minnaar, 2007 quoted in Chauke, 2007).

The PSI in South Africa has generated interest to academics as well as policy makers locally and internationally. Its 2% contribution to the country's total Gross Domestic Product (GDP), is amongst others, the main reason for this interest. Its turnover in 2008 was said to be worth R50 billion. The industry has grown phenomenally in the past few decades, both in terms of the number of employees and numbers of registered companies (Berg and Nouveau, 2011, p.23).

If this industry employs so many people, contributes to the total GDP and it is growing at such phenomenal rate, why then is crime still very high in this country? Are the PSCs making any impact on the security of communities? Does PSCs make a positive contribution to the reduction of crime and sustaining safety in the suburbs of Centurion?

This research seeks to investigate why the growth of the PSI has not resulted in substantial prevention and reduction of crime and the increase of safety in Centurion. The focus of the research is the impact of the PSI regarding crime prevention, reduction and maintenance of safety in Centurion. The latter is both peri-urban and urban in nature, but contains large middle-class suburbia that utilises PSCs services for protection. The research seeks to determine the role of the PSI in rendering the day-to-day security services offered by PSCs has any role to play regarding security and safety of Centurion residents and businesses.

1.3 Problem Statement and Rationale of the Research

Since the 1970s the PSI has grown by about 30% annually in South Africa. In the 1990s and throughout the 2000s the PSI has been the fastest growing sector in the economy. Goodenough (2007, p.8) states that the PSI is estimated to be worth between 'R40 billion and R50 billion a year'. (Taljaard, 2008 & Badenhorst, 2007 quoted in Minnaar, 2007, p.129-130). The exceptional growth of this industry and its valuable contribution to the economy (GDP) signifies its importance.

The fear of crime and feeling of insecurity result in the use of the services of private security firms by those who can afford them, to protect their families, properties and businesses (Taljaard, 2008 & Chauke, 2007). Although the PSI has had a remarkable growth and contribute to the economy and employs thousands of people, crime levels are still very high in South Africa. While it is true that crime prevention, reduction and safety are the primary responsibility of the police, the PSI is big and provides security services on a large scale in South Africa. Therefore, the growth of the PSI should make a difference in crime prevention, reduction and thus maintaining safety of South Africans.

1.4 Purpose Statement

The purpose of this research is to determine whether PSCs have made any impact in the prevention and reduction of crime in Centurion since 2008. The focus of the research is to particularly determine whether communities in these areas feel safer due to the services provided by PSCs. The research is limited to the activities of PSCs in reducing crime and making Centurion safer.

1.5 Research Objectives

The objectives of the research are to:

1.5.1 Review how the privatisation of safety and security affects the police;

- 1.5.2 Explore the relationship between private and public security in South Africa;
- 1.5.3 Assess the security measures by PSCs to ensure the safety of their clients, their homes and business premises;
- 1.5.4 Determine the significant role that PSCs play in the safety and security of residents of Centurion;
- 1.5.5 Propose a model for effective utilisation of the PSCs.

1.6 Research Questions

The following questions as answered by this research:

- 1.6.1 What is the difference between the security measures put in place by PSCs and the police?.
- 1.6.2 What is the impact of the PSCs on the safety of Centurion residents?.
- 1.6.3 Have PSCs reduced crime and increased safety in Centurion?.

1.7 Research Strategy

The following are the time-frames of each step involved in this research process:

Dates	Activity
09 February 2012	Preparation of research proposal
11 February - 11 March 2012	Review Literature
03 May 2012	Submission of research proposal to University
04 May 2012	Design Research Questionnaires
09 May 2012	Presentation and defence of research proposal
10 - 30 May 2012	Interviews and focus group meetings

16 - 30 May 2012	Data analysis
02 - 30 October 2012	Research report writing
05 - 10December 2012	Research report editing
25 February 2013	Submission of research to supervisor
10 – 15 March 2013	Supervisor work on research report
31 March 2013	Corrections
05 April 2013	Re-submission to supervisor
6-10 April 2013	Supervisor work on research report
01 May 2013	Editing of final report
10 June 2013	Meeting with supervisor
15 June 2013	Submitted to supervisor
28-30 June 2013	Supervisor work on research report
30 July 2013	Submission of final report to the University

1.8 Summary of Research Process

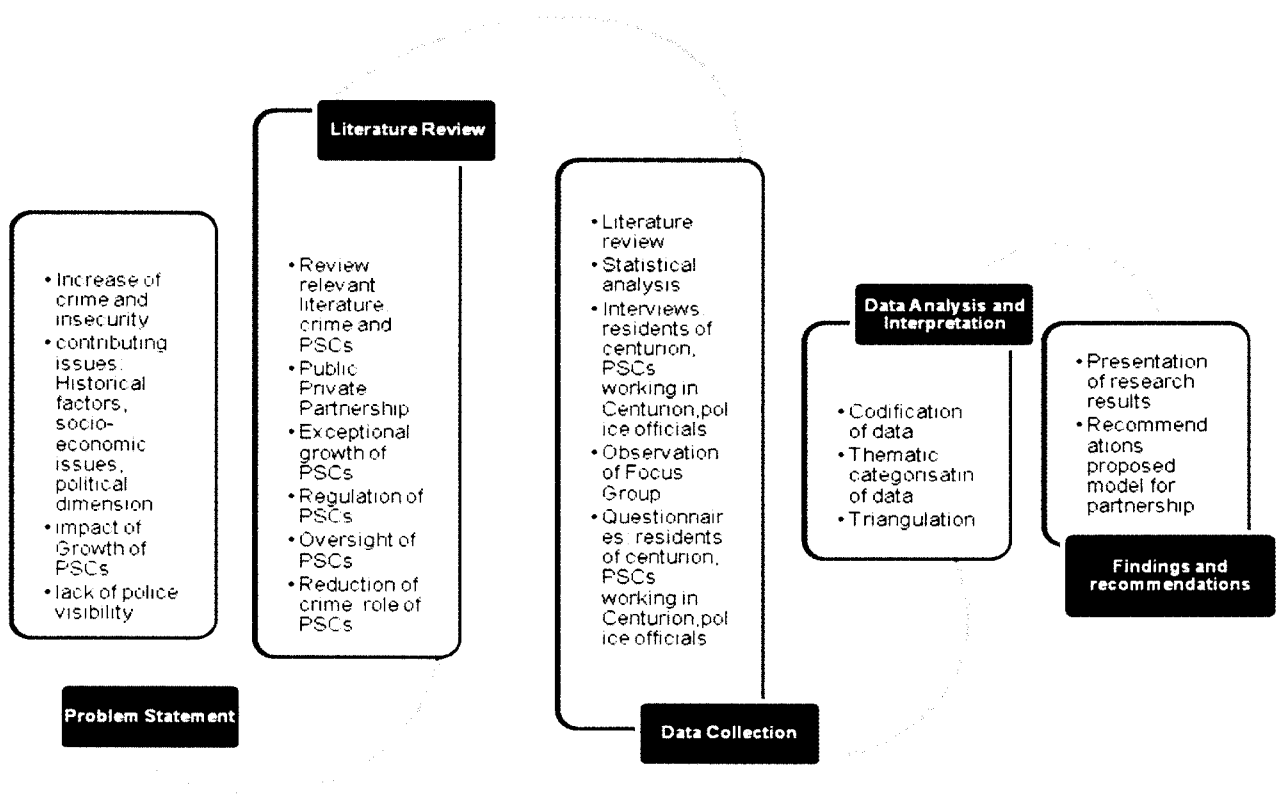
This research report is the culmination of the interpretation of the findings through the literature review and questionnaires. It further proposes recommendations through the usage of a model. This research was prompted by the historical factors that have a bearing on issues related to crime to this day and the current socio-economic conditions contributing to the increase of crime in South Africa. Furthermore, the researcher was curious to know why the growth of PSCs has not led to the drastic reduction of crime in South Africa.

The literature review provides an overview of topical issues on the PSI such as the regulation of PSCs, appropriate oversight mechanisms and Private Public Partnerships (PPP). Definitions discussed in this chapter include private security, public security and private security companies.

The primary as well as secondary information contained in this research report were gathered through: statistical analysis, literature review, structured and semi-structured interviews, focus group discussions and the utilisation of questionnaires.

The summary of the research process and outcome is provided in figure 1 below:

Figure 1: Summary of the Research



Source: Author

1.9 Chapter Outline

This research report is subdivided into the following chapters:

1.9.1 Chapter One: Introduction and Background

The first chapter introduces the research and provides the background to the research. The objective of the first chapter is to discuss all the key elements that explain the problem statement. The key elements in this chapter include objectives of the research, background to the growth of the PSI, research questions and the summary of the research.

1.9.2 Chapter Two: Literature Review

The literature review provides an overview of issues relevant to the PSI. The conceptual framework relevant to this industry is discussed in this chapter. The topical issues in the PSI, such as the background to the growth of this industry, its regulation and oversight monitoring body form part of the literature review. The International best practices and discussions regarding PPP aimed at increasing safety of the citizens forms part of discussions in this chapter.

1.9.3 Chapter Three: Research Methodology

The introduction and background in chapter one discusses the historical factors and current issues associated with crime. The literature review discusses, amongst others, the growth of PSI in South Africa and the continued prevalence of crime in Centurion. This is the problem statement to the research. Chapter three explains the research methodology used in collecting and analysing data. The methods and techniques utilised to collect primary and secondary information are discussed in this chapter.

1.9.4 Chapter Four: Findings of the Research

This chapter focuses mainly on the findings of the research based on the data collected. The following are key findings of the research: policing visibility deters criminality, PSCs make an impact in increasing safety of residents, PSCs officials are suspected of involvement in criminal activities, the formalisation of working relationship between the police and PSCs, police require assistance in ensuring

the safety of members of the community to succeed in fighting crime and the improvement of current methods of fighting crime.

1.9.5 Chapter Five: Recommendations and Conclusion

This chapter discusses the recommendations based on the findings of the research. The following are the key recommendations: forging PPP at local level is crucial in the reduction of crime and maintenance of safety, legalisation of the partnership between PSCs and the police, implementation of oversight functions over PSCs, research and training, regulation of PSI and model for partnership between the police and PSCs in Centurion. The chapter provides the reader with concluding remarks of the research.

1.10 Conclusion

Crime is an issue that concerns the government and the citizens of South Africa. The legacy of apartheid system contributed to the current socio-economic factor that underlies high levels of crime. The police don't seem to be coping with the crime situation even though their budget has increased over the years. The escalation of crime has resulted in fear and insecurity, which have led the citizens resorting to private security. This has resulted in the growth of the PSI in South Africa. However, the presence and growth of the PSI has not reduced crime and insecurity.

In this chapter, the researcher's objective is to discuss all the key elements that respond to the problem statement and objectives of the research. The key elements in this chapter also include the model suggested by the researcher.

Chapter Two: Literature Review

2.1 Introduction

Crime is a complex phenomenon that needs to be clearly understood for any successful prevention, reduction and the fight against crime. In the previous chapter, the researcher discussed various issues relating to crime in South Africa and the growth of PSCs which has not resulted in significant reduction of crime.

In this chapter, the researcher provides an overview of topical issues as well as debates regarding PSCs in South Africa and across the globe. All the important concepts are defined in relation to the aim of the research. The chapter includes a discussion on the relationship between two major concepts, the private security and the public security and how they complement each other. To explain private security for instance, it is necessary to discuss issues related to the PSI, especially its growth and expansion. Other important topical issues are regulations, monitoring and oversight of the PSI. This literature review considers the international best practice on how the police utilise PSI.

2.2 Private Security

Private security refers to the security services provided to clients by non-State organisations (Kirunda, 2008, p.1). The author maintains that these non-State actors offer security services to those who can afford them. Thus, these security services are not for the benefit of all the citizens of the country.

Private security includes other types of non-State policing entities. On the other hand, private security includes voluntary community organisations, such as neighbourhoods watch (Taljaard, 2008, p.76).

Minnaar (2007, p.7-8) traces the origins and development of the private security. The emphasis of services provided by the PSI is on the protection of people and private property. The author uses the term “private security” interchangeably with “private policing”.

For the purposes of this research, private security includes security services that are provided by non-State actors or agencies to protect people and property. These security services can be in-house or contracted. In the case of in-house services, staff members of the organisation conduct private policing. The contracted security services providers are hired guards or security officers to protect people and assets.

2.3 Public Security

Public security is also known as security systems or public security forces made up of the police, armed forces and the intelligence. This means that the State provides its citizens with safety from internal and external harm (Abrahamsen & Williams 2006, p.4-5).

A narrow definition of public security is provided by Shaw (1996), the term includes the activities of the police to reduce crime and maintain safety of the citizens. This means that public security includes all the activities of the State to maintain law and order in the country. The safety and security of the citizen is central to such activities.

In this research, public security refers to the safety and security of all the citizens of the country. It is the responsibility of the police and other security components of the State to reduce crime and maintain safety.

2.4 Private Security Industry

The PSI is defined by Macfarlane (1994, p.2) as the protection of assets - including people - against damage, injury or loss from internal or external causes. The PSI comprises individuals and companies that are not funded by Government; they offer security-related services, equipment and hardware for specific customers for a fee.

The definition provided by Berg (2007) is a legal definition in the South African context. The author considers the PSI as involved in private policing.

According to Private Security Industry Regulation Act (Act 56 of 2001), PSI consists of a range of companies that offer daily security-related services such as guarding, armed response, private investigation, security risk consultation, manufacturing and distribution of security equipment. This is a sector where employers and employees are associated to protect or guard fixed property, premises, goods or persons.

The South African PSI is not homogeneous because it provides services and functions that vary (Shaw, 1995, p.71). The author makes a distinction between contracted security and in-house security. Contracted security encompasses a range of companies available for hire. In-house security includes security operations within a large organisation. However, in smaller organisations, it includes people employed in security-related tasks. The author further points out that PSI is divided into sub-areas with their own traits and growth patterns. These sub-areas include the guarding industry, the electronic security or hardware sector and investigations as well as risk management.

The PSI includes large and small companies which provide various security services like guarding (armed and unarmed) to the private sector as well as the

public sector. The services that the PSI provides are aimed at protecting people and their assets. It is important to note that this industry is motivated by profit and it is independent of the government, even if it provides security services to the public sector.

The concept of PSI is well established and understood in South Africa based on international standards and practices. This industry is diverse and productive for the South African economy; it entails various activities that are intended to provide safety solutions for its clients. The role-players are not only South African, but also international. The non-State actors provide different categories of safety solutions to clients such as residential guarding and protection. The research seeks to assess the impact of this category of safety solutions offered by this industry.

2.5 Private Security Companies

According to Renouf (2007), PSCs are sometimes known as private military companies. They offer security services that protect individuals and/or property. The services include physical protection of people and goods. Richards & Smith (2007, p.2) defines PSCs as comprising those actors who provide security for people and property under contract and for profit. "In addition to a number of often unofficial and/or illegal operators such as mercenaries and neighbourhood civil defence forces, the sector includes more legitimate organisations such as PSCs, private military companies, internal security divisions, and non-lethal service providers".

PSCs perform a number of security functions such as the safe-guarding and protection of property or persons. The author maintains that this is the biggest function performed by these companies (Goodenough, 2007, p.8).

For the purpose of this research, the PSCs are security companies (big or small) that provide security to their clients for a fee. The PSCs provide various security services, safe-guarding private homes and business premises. Profit is the motivating factor for PSCs, to provide their clients with various security services.

2.5.1 Activities of PSCs in other countries

PSCs have become an established industry throughout the world and particularly in countries like Russia, the United States, the United Kingdom, Germany, Israel and the Philippines. The employees and budgets of PSCs exceed those of the state security institutions (Nils, 2009, p.4). Internationally, PSCs offer services that have traditionally been the exclusive domain of the state law enforcement agencies. These services provided by PSCs, include the provision of emergency rapid response, close protection, cargo and static security services to embassies, international organisations, businesses and local government institutions. The services offered by PSCs are mainly the responsibility of the state. However, clients of PSCs pay for the services offered. PSCs, according to Nils, (2009) make a useful contribution to the safety of its clients and the reduction of crime.

In Europe and North America, economic liberalisation has resulted in the scaling down of the public sector funding and the responsibility for public safety of the state is taken over by PSCs. One of the advantages of the transfer of state responsibility is the reduction in the workload of public law enforcement agencies which can instead concentrate on their core functions, namely crime prevention and law enforcement (Nils, 2009 & Abrahamsen & Williams, 2006). However, one of the disadvantages of rationalisation is that security will increasingly be provided only to those who can afford services PSCs which will result in privatisation of security (Nils, 2009, p.4).

In developing countries, the police and the military have failed not only to adequately protect the citizens, but also have become major source of insecurity (Abrahamsen & Williams, 2006, p.2). This has resulted, particularly in the African

countries, such as Kenya, Sierra Leone, Tanzania, Rwanda and Burundi in people turning to various private security initiatives in order to ensure their daily safety and security. The services offered by private security range from guarding of private and commercial properties, surveillance and control of shopping malls and airports, to patrolling of gated communities (Abrahamsen & Williams, 2006). The authors argue that in Sub-Saharan countries, particularly Kenya and Sierra Leone 'bringing in' the private sector into analysis of security and security sector reform is vital. More importantly, private security reduces insecurity and provides safety to the citizens.

2.6 Private Security Industry: The African Continent and South Africa

There is general agreement in the literature about the globalisation and growth of the PSI. While attention to this industry was brought about by activities of private military companies, the day-to-day issues of safety, such as guarding, electronic alarms, risk analysis and management, are not given enough attention. The activities of the mercenaries are headline-grabbing and spectacular in nature, but they do not compare to the phenomenal expansion of the PSCs that provide daily security service (Abrahamsen & Williams, 2006 & 2007; Gumedze, 2007; Goodenough, 2007; Kole, 2010 & Minnaar, 2007).

The proliferation of PSCs on the African continent is linked to the inability of States to protect their people. This inability is in turn associated with lack of development and economic prosperity on the continent. As a result, States are forced to reduce their expenditures and investments in service delivery, such as law and order. This results in States failing in their responsibility of providing security to its people. Without any adequate protection from the State, crime and insecurity grow at alarming rates (Abrahamsen & Williams, 2006 & 2007; Gumedze, 2007 & Minnaar, 2007).

In South Africa, the growth of PSI is closely linked to residents who can afford to pay for such services. Therefore, this means that those who can afford the services of private security companies will receive better policing and ultimately security. The expansion means more personnel for PSCs, which results in the industry outnumbering the police on a 2:1 ratio (Berg, 2007; Minnaar, 2007 & Shaw, 1995).

The increase in crime and insecurity after 1994 led to a perception that the police are incapable of dealing with crime. The police appear to lack the capacity and resources to deal with the surge in violent crime. There is lack of faith in the ability of the criminal justice agencies to reduce crime and punish offenders. On the other hand, the PSI seemed well resourced and capable of reducing the high levels of crime (Berg, 2007; Minnaar, 2007 & Shaw, 1995). Members of the public are more likely to come into contact with a private security officer than a police official (Minnaar & Mistry, 2004).

The perceived lack of protection in South Africa is not associated with the collapse of the State and its institutions, but rather with the implementation of crime-fighting initiatives as well as basic policing activities such as patrolling (Minnaar, 2007; Berg, 2007; Taljaard, 2008; Gumedze, 2007 & Abrahamsen & Williams, 2005). Irish (1999) points out that the development of the PSI is unique because it is based on the political context of the country. The PSI has grown substantially to cater for the security needs of individuals and the corporate sector who can afford their services.

Minnaar (2007, p.129) states that in part, the growth of the PSI was seen as necessary mechanism to fill the perceived “vacuum” in policing services and to provide the public with a feeling of being safe and secure, especially in the view of continued high levels of crime.

2.6.1 Background to the Growth of the Private Security Industry

In South Africa, the development of PSI in the 1980s was as a result of a number of factors which were associated with high crime levels, insecurity and the activities of the apartheid system. These factors included the need for the State to recognise this industry as complementary to the police, while the government also wanted to enact legislation to formalise the sector (Berg, 2007, p. 3-4 & Irish, 1999, p.8).

Some initiatives were undertaken by senior police officials to formalise the relationship between the police and PSCs. These include the promulgation of the National Key Points Act, which allowed the State to use PSCs to guard national key points. This Act granted these companies some of the powers of the police, such as arrest, search and seizure (Irish, 1999, p.1).

During the apartheid era there was a close relationship between PSCs and the police as well as other security components of the State, such as the National Intelligence Agency. In fact, it was alleged that the government channeled funds to these companies and used them as fronts to serve its interests. As a result, it was a normal practice for these companies to recruit former members of the State's security components (Irish, 1999).

Post 1994, the Constitution became the supreme law of the country and its provisions direct the activities of the government and prescribe how it relate to its citizen. According to **Section 12 (1) (c) of the Constitution, every citizen has the right to security**. Therefore, in compliance with this constitutional imperative, the State must ensure that the allocation of police resources is in pursuance of this right. Thus distribution of these resources will not be based on race. There has been a concerted effort by the government to increase police visibility in areas that were previously not properly policed. As a result, police visibility in these areas, especially the townships and the rural areas, required urgent attention from the

police's senior management. However, Goodenough (2007) argues that the police concentration is still predominantly in white areas. This means that areas like Centurion should have visible policing to deter crime, but there is lack of safety and crime is still prevalent in Centurion.

"The feelings of insecurity and fear of crime among most South Africans continues to dominate public perception". This has resulted in an increasing number of citizens making use of PSCs to protect their homes, properties and businesses (Minnaar, 2007, p.131).

PSCs have increasingly begun to perform functions such as armed responses, transporting cash-in transit and conducting investigations which used to be the sole preserve of the police. Therefore, the PSCs play a crucial role in crime prevention and policing, resulting in the need for this industry to form partnerships with the police (Berg, 2007; Goodenough, 2007 & Minnaar, 2007).

According to Berg (2007), Goodenough (2007) and Minnaar (2007), greater involvement of the PSI has resulted in privatisation of crime control. This means that the only people in society who will feel relatively safer are those who can afford private security. Furthermore, those in the more affluent neighbourhoods complain about the lack of visible policing due to limited police patrols, while PSCs are visible at street corners in these areas. In some areas, private security is replacing or has replaced the police (Minnaar, 2007). The author further points out that the PSCs not only supplement the service to the SAPS, but also replace it. This is clearly evident in the provision of armed response services to homes with alarm systems.

2.7 The Relationship between Private Security and Public Security

There is agreement among authors such as Shaw (1996); Berg, (2007); Taljaard, (2008); Minnaar, (2007) and Abrahamsen & Williams (2006) that private security and public security are closely linked. The police utilise information gathered by the private security entities through mechanisms like guards, alarms and detection devices.

The interviews conducted by Johannes (2009 p. 12) with PSCs demonstrate that there is no formal link between public security and private security. According to the author, while this may be true on a formal level, informal connections and communication may well exist due to the fact that all PSC employees must have served in the armed forces and numerous current employees, including those on the executive level, have a background in the security sector.

The relationship between private security and public security is not formalised in South Africa. However, there are ad hoc collaborations at local level like in Tshwane, to increase safety and reduce crime. Thus in terms of operations and functions there are some links between private security and the police.

When private security enters the domain of the police, some improvements are required to enhance crime reduction. For instance, Goodenough (2007, p.7) argues that the PSCs are reactionary in dealing with crime and should be more proactive. PSCs (and the police) traditionally respond when a crime has been committed or is in the process of being committed. To enhance their service to the clients they could adopt a more proactive role like regular joint patrols, conducting crime analyses, working with the community to understand crime concerns and to strategise to address safety and security-related issues.

The relationship between institutions that provide safety for the citizens also brings to the fore issues of profit against public good. It is clear that for PSI the ultimate

gain is profit. While the police maintain safety and reduce crime, they are not motivated by profit, but public good. At the same time, Avant (2005) argues that public good is associated with the State providing different types of services for all its citizens to better their lives. Berg (2007) maintains that the PSI, although loyal to particular interests of the client, is not necessarily motivated by public interest.

PSCs are motivated only by profit; they only provide security to their clients. As a result, private policing visibility will be experienced by those who live in the affluent areas. Residents who use the services of the PSCs feel safer and perceive crime to be declining in their areas. The reason for this perception is the visibility and quicker response of PSCs compared to the police. The fact that the PSCs outnumber the police and are perceived to be more efficient than the police, further fuel this perception of safety by the users of this services (Minnaar, 2007).

There are communities who cannot afford the services of PSCs and rely on the police to keep them safe and reduce crime in their areas. The perception in these areas is that crime is high and residents do not feel safe. It is also likely that the residents who cannot afford the services of PSCs will also be involved in community policing structures that are formal as well as informal. The Community Police Forum (CPF) coordinated by the police and members of the community within a particular area forms part of the formal structures. The informal policing includes communities organising themselves to patrol their areas to deter criminals (Minnaar, 2007 & Berg 2007).

2.8 Role of the State: Regulation of the Private Security Industry and Public Security

2.8.1 Regulation of the Private Security Industry

According to Berg (2007), Irish (1999) and Minnaar (2007), in the 1980s the State became aware of the industry's rapid growth and promulgated the Security

Officer's Act (No. 92 of 1987) which established the Security Officers Board in 1989. This was mainly due to the policing function this industry performs. The Board's main responsibility was to control and protect the status of security officers. One of the achievements of the Board was the promulgation of a code of conduct to regulate ethical behaviour.

In 2001, the Private Security Industry Regulation Act (No. 56 of 2001) was passed. This Act set up the Private Security Industry Regulatory Authority (PSIRA) and obliged every security company, including in-house security, to register as a "security service provider" and also register its personnel. This Act also incorporated provisions for a new code of conduct and improper conduct regulations.

The South African PSI is not only well regulated through legislation, but the legislative framework also makes provision for an oversight monitoring body to address cases of misconduct and/or inappropriate use of force associated with private security practitioners (Minnaar, 2007; Berg, 2007; Shaw, 1995 & Kole 2010).

Even though the industry is well regulated, there is a lack of implementation and enforcement of the legislated oversight requirements prescribed for PSIRA (Kole, 2010 & Berg, 2007). This means that the accountability and oversight that was envisaged with the creation of the PSIRA in the legislation has not been realised.

2.8.2 Public Security

In South Africa, like in most countries across the globe the State's main responsibility is to provide safety and security for its citizens. The State, through the police department, train the police in various policing functions which they perform according to legal framework. These functions include patrolling,

investigations, keeping law and order form part of the mandate of public security. In addition, provision of this mandate is based on constitutional imperatives of respect for human rights, such as safety for all citizens (Minnaar, 2007& Berg 2007). However, in most countries these functions have been outsourced to private security, while in South Africa the collaboration is on an ad hoc basis. In countries such as the Democratic Republic of Congo, the USA and Australia the States have formalised partnership agreements with private security to reduce crime (Gumedze, 2007; Law Enforcement-Private Security Consortium, 2005 & Prenzler & Sarre, 2011).

2.9 Oversight of Private Security

According to Minnaar (2007), there is a lack of oversight of private security in South Africa. The author notes a number of problems that relate to monitoring, such as the lack of an official co-operative and regulatory framework between the police as well as PSCs. The author argues that the little cooperation that exists takes place on an ad hoc basis or as minor local initiatives. Furthermore, the author points out that the issue of who has the ultimate authority over policing actions, the reporting lines and accountability remains unresolved. There is also absence of co-ordination of activities between the police and PSCs.

With regard to monitoring, the question on which body must monitor and sanction misconduct always arises. There is uncertainty over whether the police complaints authority, the (then) Independent Complaints Directorate, or the Private Security Authority Inspectorate should have prominence. The implementation and enforcement of penalties is also an issue that has not been resolved (Minnaar, 2007 & Berg, 2007). The monitoring body must be in a position to implement legislative mandate as well as its own decisions. Also, the monitoring body must have the capacity to enforce the punishment meted out for misconduct.

The police oversight mechanisms are created through democratically-elected government structures, private security is not less accountable because it is regulated through law and other ways, such as market competition, consumer

demand and self-regulation. The author is of the view that accountability to be effective needs to be “multiple levels of control”. These should include internal as well as external, and State as well as civilian, oversight, with effective coordination and linkages amongst the various structures (Berg 2007, p.9).

2.10 International Practices

According to Shaw (1995) and Berg (2007), the international debates about the PSI are not confined to issues of oversight, but include broader issues, such as human rights.

South Africa can learn from practices adopted in Northern Ireland, where all non-State role-players in the security industry are identified as potential partners to the State. The Independent Commission on Policing in Northern Ireland recommended the creation of a Policing Board with vested powers, which would be representative of the community and would hold State and non-State bodies to account (Berg, 2007).

Furthermore, Berg (2007, p.30) quotes Loader (2000) who suggests the “renewal of police commissions into policing commissions”. The policing commissions would comprise elected members at local and national spheres of government. They would develop policy and coordinate the service delivery of all policing entities (State and non-State) and hold them to account. The commissions could tender for services from the State and non-State policing sectors and balance out the unequal distribution of security services.

The legislative framework of the PSI in the United Kingdom, the United States and Australia has been improved with stricter licensing conditions of the service providers managed by regulatory authorities. “One of the international responses has been the privatisation, civilianisation and outsourcing of certain police functions. Usually only non-core policing functions are outsourced (e.g. guarding and transport of prisoners to court; serving summons, guarding government buildings and, in the US, even guarding (securing) of a crime scene and

forensics). However, these support services are monitored by the local outsourcing police agency (particularly in the US, by sheriffs' departments, highway patrol, municipal police) and have not required the extension of policing powers (for example powers of arrest and detention, searching and questioning) to outsourced personnel" (Minnaar, 2007, p. 142).

Developed countries have relied on the establishment of effective PPP, which are underpinned by the formulation of information-sharing protocols which entail exchange of crime information (Minnaar, 2007). The service level agreements that support these partnerships must regulate issues such as functions, responsibilities, limitations on authority, sharing of crime information and reporting lines. In addition to the service level agreements, the partnerships are made successful by regular partnership meetings and structured briefings for better coordination.

In the United Nations Office on Drugs and Crime planning meeting (10-11 May 2010, p. 10) it was agreed that PSCs should provide services in a manner consistent with the protection of people and their assets. Therefore they should prevent victimisation and crime, and not commit crimes themselves including violations of human rights as stated in international conventions and standards. Furthermore, PSCs should provide formal and informal monitoring of public spaces so as to alert the police to any event that negatively impact on public safety and security. They can also enquire into past events with the intention to identify the perpetrator and prevent any future event.

Moreover, a consultative and cooperative approach between PSCs and the police can be a "force multiplier" in the provision of safety of the community and prevention of crime.

In certain countries, the PSCs are one of the tiers in the provision of safety and reduction of crime at the community level. This means that PSCs ultimately report to the police authorities. These programmes of cooperation may be informal or formal; they may take the form of casual networking or regular networking

meetings such as “Operation Cooperation” in the United States. In some instances, the police may provide some training and equipment to PSCs as a measure to prevent crime and maintain safety of the community. What is critical about the cooperation (Operation Cooperation) is that it has manifested itself at community level, even though it has been formalised at national level. In Canada and the United States this initiative encourages collaborative partnerships between of PSCs and law enforcement agencies with the intention to prevent crime and maintain safety of the community (United Nations Office on Drugs and Crime planning meeting 10-11 May 2010, p. 11).

2.11 Private Public Partnerships: Internationally

In the various states and major cities in the United States collaborations and partnerships have been formed to reduce different types of crime (Law Enforcement-Private Security Consortium, 2005). These collaborations range from agreements to communicate and share information on crime hotspots, to setting up of Metropolitan Atlanta Technological Task Force to deal with crimes such as stealing of laptops around office parks. The success of the Task Team elevated it in dealing with high-tech financial crimes, cargo theft, and mortgage fraud, among other crimes. In other cities such as Philadelphia and Milwaukee, these partnerships focused on homeland security, disaster preparedness and prevention as well as response to terrorism.

In Australia, crime was a crisis in various cities in the 1980s and 1990s; however, after local city councils entered into partnerships at national and local level resulted in the reduction of crime (Prenzler & Sarre, 2011). According to the authors, the Ipswich Safe City project is a partnership between local council CCTV police and private security program that has reduced crime by 78% and in some cases 90% over the last 15 years. The partnership involves installation of cameras (181) concentrated around 6 suburbs in city malls monitored by private security, radio to police and guards as well as high quality international benchmark program. Furthermore, the establishment of various teams will ensure proper coordination of activities of the partnership (Prenzler & Sarre, 2011, p.10).

2.12 Private Security Companies Collaboration with Police in South Africa

Minnaar (2007) argues that the prevalence of crime is not unique to South Africa, as countries around the world have to contend with increasingly violent crime. The former Minister of Safety and Security, Charles Nqakula, in his address at the Security Industry Conference in Johannesburg in 2007, emphasised the need for partnerships with the police. He insisted that the police would not succeed in fighting crime on their own. Therefore, he highlighted the need for co-operation between the police and PSI.

The current Minister of Police, Nathi Mthethwa expressed a similar view during his address to the Security Industry Alliance Conference in Johannesburg in 2011, when he acknowledged that the PSI contributed to the reduction of crimes, such as cash-in-transit heists and armed robberies. This was due to better co-ordination and information sharing between the police and 8000 PSCs.

In addition, Berg (2007) maintains that the State should not focus solely on the legislation for PSI, but also consider how it can facilitate the development of partnerships between PSCs and the police to achieve effective collaboration. An integrated governance model is required for a civilian oversight mechanism.

The main responsibility of the police is public safety and the prevention of crime (Schotenteich, 1999). Although past and present senior government officials in the security sector have expressed the need for close collaboration with the PSI, it is still the responsibility of the police to reduce crime and maintain safety. Bearpark and Schulz (2007) highlight the need for governments to fulfil their obligations for the provision of safety and security. However, this responsibility has been broadened in recent years to include the PSI, which is perceived to be more effective than the police. Authors like Shaw (1996), Avant (2005), Abrahamsen and Williams (2005) state that PSCs offer a wide range of services, such as

guarding (armed and unarmed) and use more sophisticated electronic equipment and methods than the police to prevent crime.

2.13 Conclusion

Although differences exist between private security and the police, the two security institutions are closely linked. Furthermore, the growth of the PSI has not led to crime reduction and safety for citizens and that regulatory issues, monitoring and oversight form part of the debates in the PSI. The legislation that governs the PSI makes provision for a monitoring body that will have oversight function on the conduct of security officers. However, there seems to be no agreement on which monitoring body should have oversight role on the conduct of the security officers, which leads to a lack of oversight on the conduct of the PSI and its employees.

The lack of formal co-operation between the PSI and the police in South Africa makes it necessary to consider international best practice on how the PPP can increase safety and security of the citizens. South Africa will do well to look to countries like the US, Australia and DRC on the activities and regulation of PPP.

Chapter Three: Research Methodology

3.1 Research Methodology

Methodology means methods and techniques used in conducting research (Mouton, 2002). The theoretical bases for this research are Positivist Social Science (Positivism) and Interpretative Social Science. These two theories are facilitated by mixed method approach. Mixed method approach uses both qualitative and quantitative methods. The researcher analysed crime statistics in Centurion (quantitative method) and gathered primary data explaining the views of the respondents using qualitative methods. Techniques such as literature review and interviews facilitated data collection and analysis as discussed below.

The information gathered during this research was grouped according to themes that developed during collection and analysis of information. Information that recurred was identified and grouped in different themes. Some of the research findings and recommendations emanated from the discussions of themes and categories that have been grouped together.

3.2 Research Methods

The mixed method approach was used in this research. This method involves a collection of relevant data in an effort to address the problem statement. This includes the collection and graphic depiction of statistical data such as the annual crime statistics released by the SAPS since 2008. Subsequently, qualitative method was utilised to understand how the respondents attached meaning to the effectiveness or non-effectiveness of PSCs.

The researcher employed this method first, to investigate and understand the perceptions of the participants in their natural settings. This was the qualitative aspect which determined the participant's views on how PSCs play a role in decreasing crime and maintain safety. Secondly, the mixed method approach enabled the description of statistical quantification of the participants' perceptions.

This is the quantitative aspect of the research. Therefore, these two approaches worked in a symbiotic manner.

3.3 Research Theory

As stated above, this research is informed by two approaches, namely, Positivist Social Science (Positivism) and Interpretative Social Science. The two theories complement the mixed method approach (quantitative and qualitative) used in the research design.

3.3.1 Positivist Social Science (Positivism)

According to Neuman (2011, p.81-82), “positivism is an approach of the natural sciences...Which emphasises discovering causal laws, careful empirical observations and value free research”. The author further states that this theory provides structural-functional linkages and rational choice exchange theory frameworks. Positivism is based on quantitative data that enables an analysis of numbers and statistics. Similarly, Briggs and Coleman (2007, p.21) argue that this approach is a social theory and its “basic tenets is to view the natural science as the paradigm for educational enquiry”. This is a scientific approach that allows the researcher to use ‘mix and match’ approaches (Briggs & Coleman, 2007, p.21). Researchers who use this approach prefer quantitative data and utilise statistical information to arrive at exact measures by carefully analysing the numbers (Neuman, 2011, p.81-82 & Mouton, 2002). This is the basis for the researcher to use Positivism approach because the researcher analysed numbers and statistical data to achieve, among other things, trends of the crime rate in Centurion.

3.3.2 Interpretative Social Science

Interpretative Social Science is an approach that deals with the meaning of social action, socially constructed meaning, and value relativism (Neuman, 2011, p.81; Briggs & Coleman 2007, p.21 & Mouton, 2002). Through Interpretative Social Science the researcher conducts fieldwork to determine how respondents attach meaning to their social conditions in the way that they perceive their reality (Briggs

& Coleman, 2007, p.21). This reality may differ from person to person, however it is the reality of the respondent that the researcher would observe and analyse. Interpretative Social Science stresses a meaningful social action, socially constructed meaning and value-relativism. The research is based on this theory because the collection of primary data (through conducting interviews, utilisation of questionnaires and observation of focus group) will determine how PSCs have impacted on crime reduction and the maintenance of safety in Centurion (Neuman, 2011& Briggs & Coleman, 2007). This approach allows the researcher to understand the subjective experience of those affected by crime and the impact made by PSCs. The researcher will deduce how the respondents feel, act or think about crime and the measures taken to reduce it by the PSCs in their natural setting.

3.4 Research Design

Research design and methodology is the manner in which research is to be conducted (Mouton, 2002, p. 55-56). This is a plan or outline of the researcher to indicate how the research will be conducted.

This research employed a combination of quantitative and qualitative approaches. The researcher practically collected data to understand and address the research problem. The quantitative approach to the research includes analysing crime statistics in Centurion. Subsequently, the researcher used qualitative methods to establish the meaning of the phenomenon from the point of view of the respondents. The respondents' feelings and thinking of the role of PSCs in the reduction of crime and increasing safety in their natural setting is acquired through interviews, observing focus group and administering questionnaires (primary data).

3.4.1 Quantitative Approach

This approach is based on the analysis of numerical data and statistical information (McMillan & Schumacher, 1997, P.3). In this research the quantitative

approach is mainly utilised to analyse statistical data such as the crime statistics released by SAPS. The figures are converted into percentages and graphs to enable assessment of security and/or insecurity trends across Centurion.

3.4.2 Qualitative approach

Qualitative approach is a research method that investigates behaviour that naturally occurs in a non-contrived manner (McMillan & Schumacher, 1997, p.3). This approach provides a detailed explanation of the experiences of the residents regarding their perception of safety or insecurity. Measurements used in this approach enable the researcher to assess the implications of different variables and the degree of the impact of PSCs in Centurion. Thus the researcher studies as well as understands how the communities of Centurion feel about the phenomenon of crime and the role of PSCs.

3.4.3 Sampling

Sampling is a selection of subset or a smaller set of cases of predetermined size from an identified population of interest. The smaller set of cases should adequately represent the whole population so that the data gathered from this subset will be just as accurate as the data could be gathered from the entire population (Neuman, 2011 & Briggs & Coleman, 2007).

Purposive sampling was utilised. This type of sampling is allows the researcher to use his or her skill and prior knowledge to choose respondents. This type of sampling allows the researcher of respondents who are conversant with the topic such as residents who utilises the services of PSCs (Neuman, 2011). However, the researcher may never know whether the sample selected represent the population (Leedy & Ormrod, 2005).The researcher selected respondents who are knowledgeable about issues key to the purpose of the research. Thus selected residents (those contracted to PSCs) of Centurion, police officers, management and employees of PSCs were interviewed and given questionnaires. The above represent collection of primary data.

3.5 Research Techniques

3.5.1 Interview

The researcher used in-depth face to face interview technique to collect data based on a prepared questionnaire. Interview is described as a “short term, secondary social interaction between two strangers with explicit purpose of one person obtaining specific information from the other” (Neuman, 2011, p.305).

The definition of the term Interview is described by Mouton (2001) as a process that involves constructive conversation between the researcher and the participants. During these discussions open-ended and closed questions are posed to the participants with a view to collect relevant data

The interview technique is interactive in nature and this interaction enabled the development of research material. An important feature about interview is that it provided the researcher with structure and flexibility. Thus the researcher was able address issues that spontaneously arose during the interview. The face-to-face interviews enabled the researcher to read and address during the conversation, the non-verbal communication expressions. Thus the researcher was able to provide clarity and elaborate on questions. In addition, the researcher was able to assess the depth of the answer in relation to the question asked and where necessary probed further.

The researcher obtained Information that is relevant to the research and experiences of the participants regarding the impact made by PSCs in Centurion. The researcher compiled a list of questions used to conduct interviews with the respondents.

3.5.1.1 Interviews with Participants

Interviews were conducted with residents of Centurion who utilise the services of PSCs to protect themselves and their assets. The researcher took into account the fact that PSCs provide security to stand-alone houses, gated communities and families who live in houses within complexes and/or cluster homes. As a result,

much thought went into choosing these participants to be representative of all types of dwellings in these areas.

Gated communities feel much safer than people in stand-alone homes. This is mainly because in stand-alone houses the neighbours seem to be far and not immediately available when criminal activities take place, while in complexes and/or cluster homes the neighbours seem closer. Therefore, there is a sense of security (either perceived or real). Criminals therefore target those who seem isolated and vulnerable (Landman, 2004). Thus perceptions of safety in these different dwellings differ. The researcher wanted to determine their perceptions in these natural settings and how far they differ.

The researcher interviewed PSCs and police officials in selected police stations around Centurion. This was aimed at understanding the effectiveness of security measures put in place for the residents of Centurion. These officials were interviewed to determine if these measures changed the perceptions of safety for the residents.

20 interviews were conducted:

- 5 with police officials from three different police stations in Centurion;
- 10 community members (from different suburbs in Centurion) who utilise the services of PSCs;
- 5 PSCs officials (2 members of management and three security officials).

3.5.2 Questionnaires

A questionnaire is a research technique/instrument developed by the researcher to be completed by the participants. It contains different questions that were read by the respondents and they marked answers on the questionnaire (Neuman, 2011 & Briggs & Coleman, 2007). A questionnaire, as a research instrument, provided the researcher with the following advantages: saved time and money, allowed the respondents greater level of anonymity as well as accessing the respondents

easily. Questionnaires also provided the researcher with lack of face-to-face interview bias because the participants answered questions without feeling pressured to answer questions in a particular way that favours the researcher.

The researcher administered questionnaires to the below-mentioned participants. A letter explaining the purpose of the research preceded the questionnaires. The letter indicated the title of the research and the possible impact of the recommendations. The questionnaires were administered to quantify the perceptions of safety to cover different role players in the unit of analysis. They provided a statistical view of how these perceptions and security measures differ in various areas. This was aimed at ascertaining statistics and the differentiation in terms of the impact made by PSCs to crime reduction as well as safety in Centurion.

30 questionnaires were administered:

- 5 police officers who operate within the area;
- 15 community members (who utilises PSCs) from different areas in Centurion;
- 10 PSC officials (2 members of management and 8 security officials).

3.5.3 Focus Groups

A focus group method is an important technique in collecting qualitative data. Hewitt (1990, p. 335) quotes Patton who defines the focus group approach as an interview with a small group of people on a specific topic. Groups are typically six to eight people who participate in the interview for between 30 minutes and two hours.

The focus group enabled the respondents to draw upon each other's knowledge and beyond, through the discussions that stimulated different understanding of the research topic. The researcher noted differing views, realisation and acceptance of new issues relating to the topic. The discussions provided the researcher with valuable information that enriched qualitative data obtained from participants who were drawn from different role-players in Centurion.

The researcher observed the focus group discussion with residents, police and PSCs officials. The total number of participants in the focus group was five. The group was made up of three police officials and two members of the community who resides in Centurion. The discussion took place at Lyttleton Police Station. The initial intention was to have participation from at least two Police officials, two members of the community and two PSCs officials. However, the PSCs officials were not present when the discussions took place. A third police official in the focus group was previously a private security official. Therefore, his experience as private security officer was taken into account in the discussion.

The group discussed the main objectives of the research, namely the role and impact made by PSI in crime reduction as well as maintenance of safety in Centurion.

3.6 Fieldwork Experience

The primary gathering of empirical data was conducted in the Centurion suburbs, namely Lyttleton, Doringkloof, Heuwelsig, Laudium and Pierre Van Ryneveld. Access to these suburbs was not difficult due to the researcher's familiarity with the area. Thus data was collected with ease even though there was level of scepticism from some respondents mainly due to how crime instils fear and directly affects people's lives. Ironically, the doubt and lack of trust from the residents was caused by fear of falling prey to crime as a result of participating in the research. The biggest obstacle was fear that the information provided would be used against them in some way by the researcher, police or PSCs. Some PSCs officials needed to be assured that their personal details would not be published and the information they provide would be treated with the highest level of confidentiality. Their main fear was that their opinions would jeopardise their jobs.

The researcher focused on:

- Three police stations in the area;
- Residents of these suburbs who utilize PSCs to protect their homes and businesses;
- PSCs that operate in the area.

These role players were chosen by the researcher because they would assist in addressing the objectives of the research.

3.7 Instruments of Data Collection

The main instruments utilised to gather primary data were conducting interviews and administering of questionnaires. Any systematic investigation of a phenomenon requires some form of measuring instrument used to collect data that is relevant to the research (Mouton, 2001, p.100). For the purposes of this research, interviews were conducted and questionnaires administered to determine whether PSCs have a role to play around safety in Centurion.

The researcher observed the views and opinions of:

- Residents of the suburbs of Centurion who utilise PSCs,
- The officials of PSCs that provide security in this area,
- Police officials who are based in police stations in Centurion.

This observation took place when the participants share their opinions in a focus group.

3.8 Data Analysis

Data analysis is a process of identifying patterns in data recurring behaviour, objects or a body of knowledge (Neuman, 2011). Qualitative data analysis involved a search for general statement about relationships among categories of data. The patterns of data were interpreted in terms of the settings in which it took place. The researcher was able to move information provided from description of

events to an interpretation of its meaning. Thus data analysis process brought information together in a structured manner. It also provided meaning to large amount of information collected.

Thematic analysis is a conventional practice in qualitative research which involves searching through data to identify any recurring patterns. A theme is a cluster of linked categories conveying similar meanings and usually emerges through the inductive analytic process which characterises the qualitative paradigm.

The researcher focussed on the analysis of crime statistics from 2008 to 2011. This data was sourced from the internet, material from the library, such as books and journals dealing with statistics and figures on security matters. This statistical analysis provided trends on the role of PSCs in the fight against crime in Centurion. Thus the quantitative data analysis involved the analysis of numbers and statistical relationship between pre-defined variables (Briggs & Coleman, 2007 & Neuman, 2011).

3.9 Codification of Data

Thirty (30) questionnaires were handed out to the participants and twenty (20) were returned. Five(5) questionnaires from police officers who operate within the area were returned to the researcher, ten (10) community members from different areas in Centurion returned the questionnaires and five (5) of the ten (10) handed to PSC officials were returned.

Three different coding sheets were drawn up for residents, police and PSCs officials. The reason for the different coding sheets was to be able analyse the information provided by the participants separately so as to obtain different views that could be statistically analysed. For the opened-ended questions, a sub-code sheet was drawn up which is separate from the close-ended and point scale coding sheet. All the coding sheets were entered into Ms Excel spread-sheet and related answers were grouped together. Thereafter, all the questions were coded and a statistical analysis was applied.

3.10 Qualitative Presentation

Qualitative data provided the researcher with different issues that are related to crime and the provision of safety in Centurion. With this understanding the researcher is able to provide an analysis and formulate findings on the role and impact of PSCs.

Firstly, the researcher collected data through interviews with all the relevant stakeholders in Centurion. The participants included:

- Residents of Centurion who enlist the services of PSCs;
- Police officials who work in stations around the area;
- PSCs that operate in this area.

The information collected through interviews enabled the researcher to understand the measures that are implemented to increase safety and reduce crime.

Secondly, the researcher observed the views and opinions of all these stakeholders in a focus group discussion. Like interviews, the focus group enabled the researcher to formulate an understanding of differing views, trends about crime, strategies to reduce crime, views about possible partnership between the police and PSCs. In addition, the focus group provided the researcher with insights into the issues and discussions around ways of dealing decisively with crime.

3.11 Analysis of Qualitative Data

After the collection of all the qualitative data through interviews and observation of the focus group, the researcher analysed the data. This was done by grouping patterns of the views and opinions of the participants. The themes and trends that emerged enabled the researcher to understand early in the process of gathering data how strongly participants feel about the role of PSCs in the reduction of crime as well as how crime impacts on the lives of the stakeholders in Centurion. The

researcher observed these themes during the interviews and observation of the focus group, even before the data analysis.

The themes that emerged from qualitative data include:

- Policing visibility deters criminality;
- PSCs make an impact in increasing safety of the residents;
- PSCs officials suspected involvement in criminal activities;
- The formalisation of working relationship between the police and PSCs;
- Private and public security partnership;
- Police need assistance to ensure the safety of community of Centurion.

3.12 Quantitative Presentation and Analysis

The total number of participants to the research amounted to 50:30 respondents answered the questionnaires and 20 respondents were interviewed. The participants were chosen, as far as possible, to represent the different suburbs of Centurion. All 25 residents (those who were interviewed and filled in questionnaires) of Centurion hire PSCs in their stand-alone homes, complexes and/or cluster homes.

Out of the interviewed:

- 6 live in stand-alone houses, while 4 live in complexes.
- The 2 respondents who live in complexes do not directly subscribe to the PSCs: they are provided the service through levies to the body corporate, which in turn, offers the service to all residents of that complex.
- The other 2 participants have PSCs service directly to their homes.

Out of the 15 respondents to questionnaires:

- 8 live in complexes with their own PSCs affiliation, while 7 live in stand-alone houses.

10 police officials participated in the research. Out of the five interviewed:

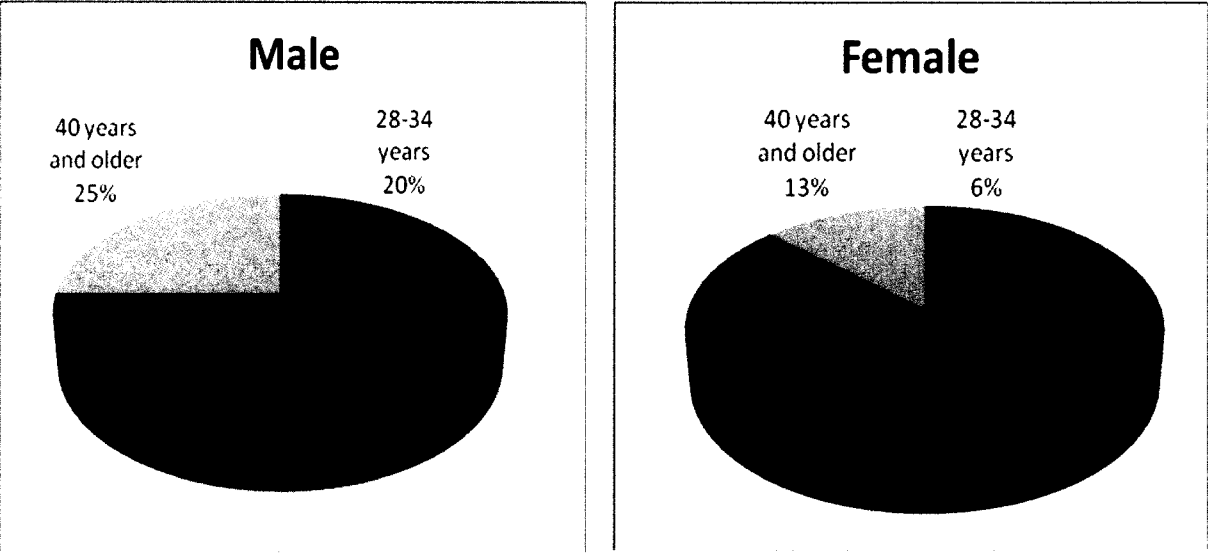
- 2 are senior or management officials, while 3 do regular police functions, like patrols.
- All 5 police officials responded to the questionnaires.

Table 1: Sample Distribution of Participants

Participants	Number of Participants	Percentage
Residents of Centurion	25	50%
Police officials	10	20%
PSCs officials	15	30%
Total	50	100%

- All participants are employed adults.
- The ages of the participants range from 28 years to 40 years and above.
- Figure 2 is a distribution of the age and gender participation.

Figure 2: Age distribution of participants

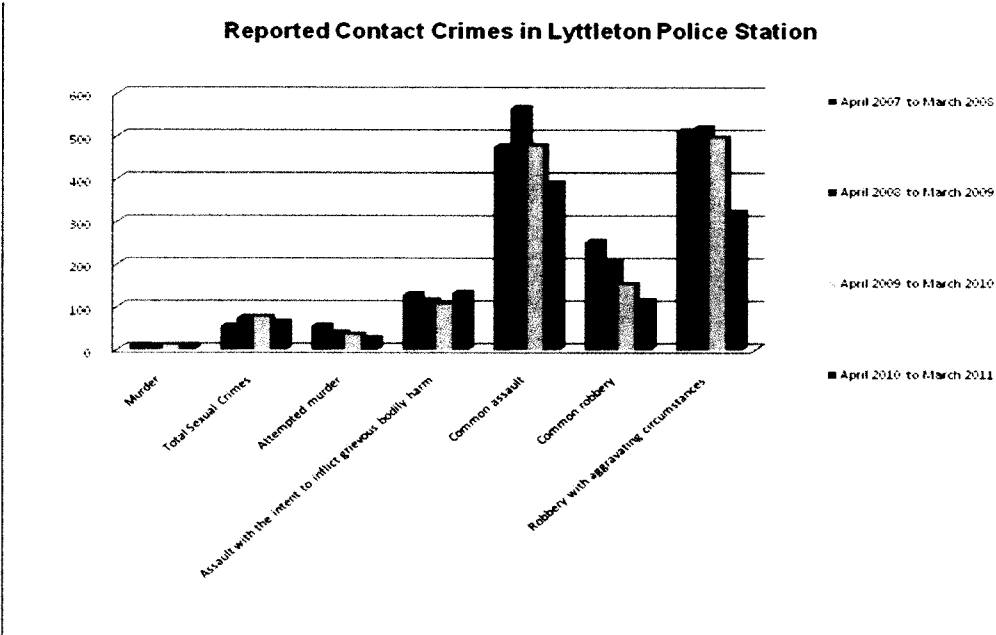


According to Figure 2, males and females between the ages 35-39 years made up the bulk of the participants. However, 81% of females (in the same age category) and 55% males were the majority of the participants. The male participants older than 40 years constitute 25%. The high percentage of females who utilise PSCs may be an indication of how unsafe women in Centurion feel at home and elsewhere. At the same time, the 55% might indicate the need for men requiring assistance to protect their families.

3.13 Analysis of Crime Statistics

The researcher indicated in chapter one that crime statistics released annually by the SAPS would be analysed. These statistics provided trends of the levels of crime in South Africa. However, for the purpose of the research, the focus was on crime statistics in Centurion since 2008. The statistics showed the type of crimes that are prevalent in these suburbs.

Figure 3: Contact Crimes Reported at Lyttleton Police Station



The graph (figure 3) above indicates that the levels of contact crimes, such as aggravated robberies and common assault are crimes that are mostly reported and recorded at the Lyttleton Police since 2008. Between April 2007 and March 2008 these categories of crimes have been unacceptably high. However, both categories of crime show a decrease in 2010-2011. For instance, the reported crimes that fall within the robbery with aggravated circumstances category, dropped by 59% in 2010-2011. Common assaults, on the other hand, recorded the highest number of incidences amounting to 566 in 2008-2009. However, since March 2008 these category of crime decreased by 22%.

The graph also shows that common robbery in the suburb of Lyttleton has been progressively decreasing. Reported and recorded common robberies at the Lyttleton Police Station have been on the downward trend, by just under 22%.

According to figure 3, assault with intent to do grievous bodily harm is generally low in the Lyttleton area. However, 2011-2012 showed a slight (3%) increase. In

addition, other contact crimes such as murder, attempted murder and sexual crimes were generally low in the Lyttleton area.

Figure 4: Property-Related Crimes (Wierdabrug Police)

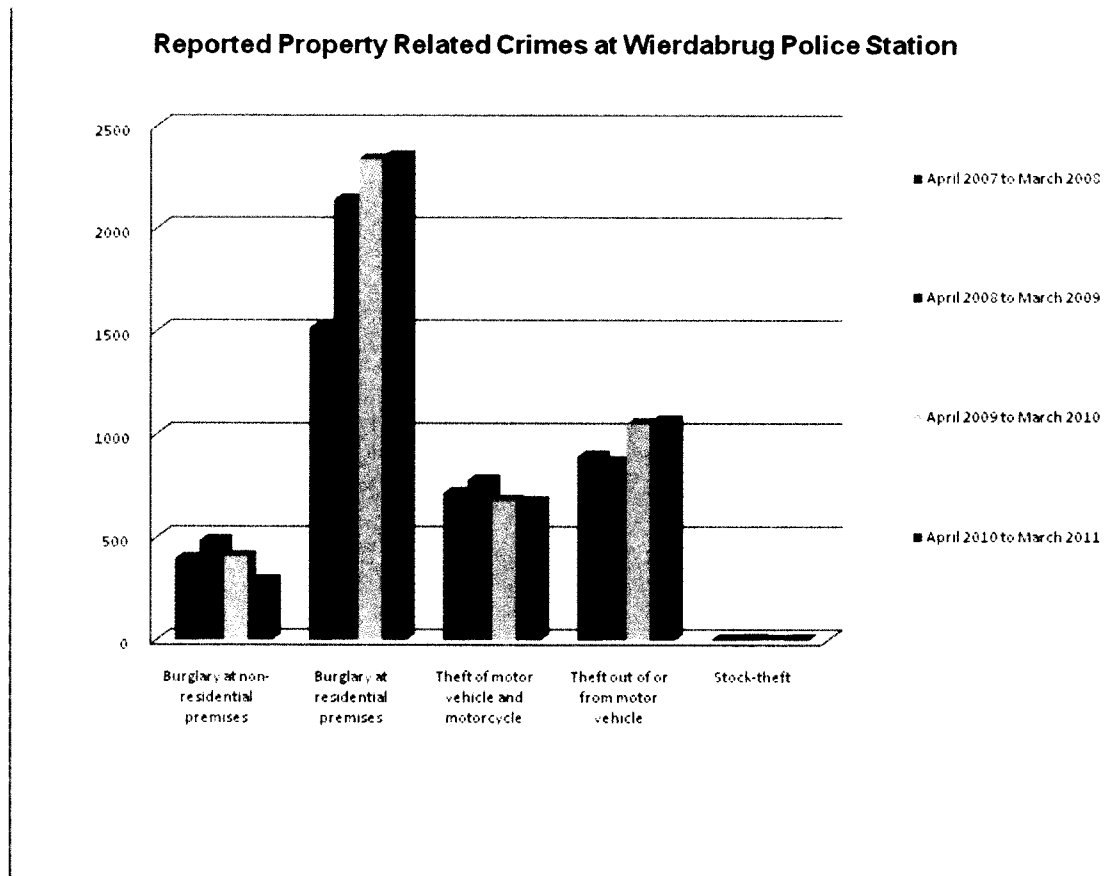
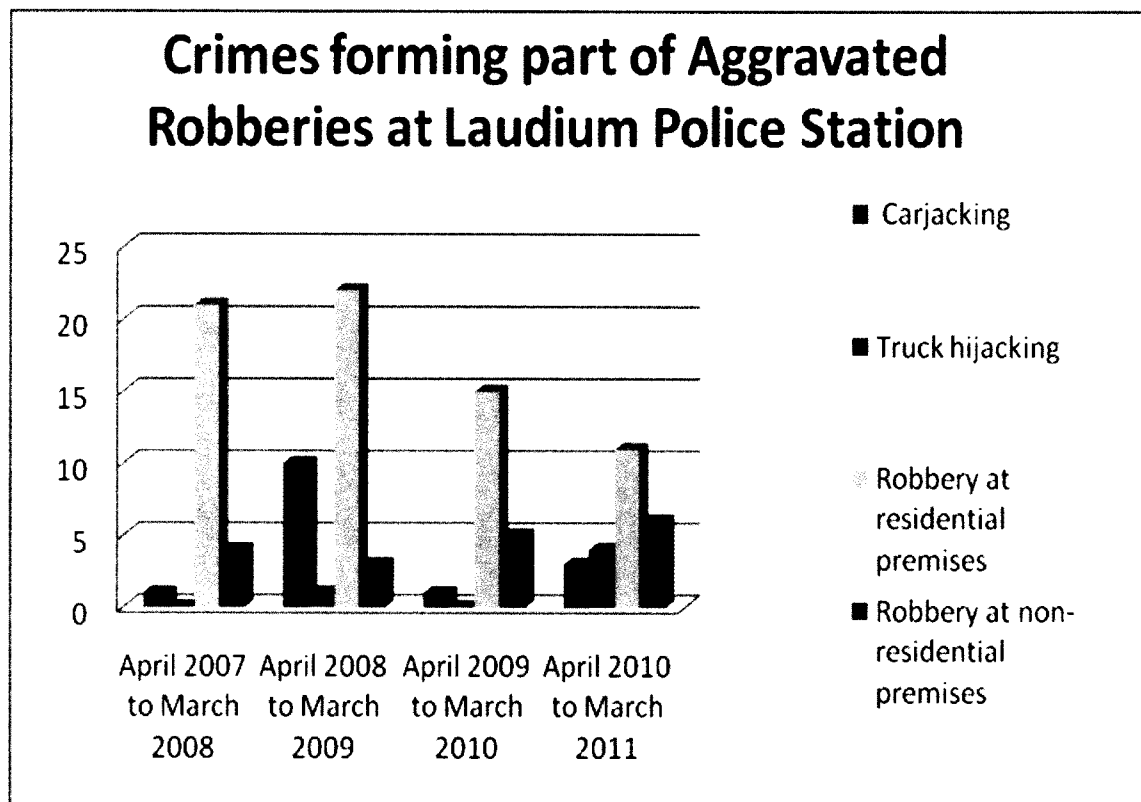


Figure 4 shows all the reported property related crimes in Wierda Park in Centurion at the Wierdabrug Police Station. According to the graph (figure 4), burglary at residential premises records the highest crime in this area. This type of crime has been at its highest in 2010-2011. The graph also shows a steady increase in this type of crime since April 2007 to March 2008. According to reported statistics from Wierdabrug Police Station, burglary at residential premises increased by 64% since April 2007 to March 2008. Theft out of or from a motor vehicle as well as theft of motor vehicle and motorcycles are common crimes in this precinct. They are widespread in the area and have been consistently recorded since April 2007 to March 2008. Theft out of or from a motor vehicle has been progressively on the upward pattern (by not more than 20%). However, there

has been a 6% decrease of theft of motor vehicle or motorcycle from April 2007 to March 2008.

Figure 5: Aggravated Robberies (Laudium Police Station)



According to national statistics, crime in South Africa is generally high and violent. However, figure 5 shows that crimes forming part of aggravated robberies are not prevalent crimes within the Laudium Police Station precinct. The statistics indicates that only 22 robberies at residential premises recorded as the highest number of these types of crimes in this area from April 2008 to March 2009. However, there was a slight increase because in the previous year (2007-2008) the reported robberies at residential premises were 20 in this suburb. The number of aggravated robberies at residential premises decreased in subsequent years. Car hijacking in this area is also generally low, after only 9 incidents of this type of crime were recorded as the highest in 2008-2009 year.

In the last five years, robberies at residential premises decreased by more than 90% since 2008. However, robberies at non-residential premises steadily

increased by 60% in the last five years. Car hijackings have also decreased by more than 300% since 2008-2009.

3.14 Data Validation

Triangulation was used to determine the role of PSCs regarding security in Centurion. Triangulation means mixing quantitative and qualitative approaches to research and data (Neuman, 2011, p.150; Briggs & Coleman, 2007).

Firstly, the researcher conducted an analysis of secondary data which consisted of data on crime in Centurion. This analysis showed crime trends in Centurion. There was also analysis of literature that deals with private security internationally and in South Africa, with particular focus on the role of PSCs in Centurion.

Secondly, this information was interpreted and analysed using the primary information gathered through interviews and questionnaires from different sources.

3.15 Research Limitations

The research was limited to the role and impact of PSCs in Centurion. The evaluation of the literature indicates that the PSI research has been predominantly conducted on the activities of private military companies or mercenaries. However, this research did not focus on this aspect of the sector. Attention was given to areas of the industry that relate to day-to-day security-related matters such as guarding, armed response and protection of the clients, as well their properties. Not all PSCs were part of the research, only those that operates in Centurion.

The researcher administered questionnaires and conducted interviews with PSCs that focus specifically on safety and crime reduction in Centurion. Questions related to other broad areas of security did not form part of the research.

Chapter Four: Research Findings

4.1 Introduction

The previous chapter dealt with the collection, management as well as analysis of the data. This chapter mainly focuses on the findings of the research, based on the data collected. The findings will be premised on the qualitative and quantitative approaches.

The chapter reports the findings of the research on numerical as well as statistical form. A narrative type of presentation of data collected through open-ended questions in the interviews and questionnaires was also carried out.

A theme or topic similar to questions asked in the questionnaire was discussed and then followed by the table, which contains quantification of the responses by participants. The tables were explained in a narrative form. Numbers (1-5) will be used as indicator or code that determines the level of response, frequency or percentage. The following is a codification in a representation of responses by the participants:

- 1: Strongly agree
- 2: Agree
- 3: Neutral
- 4: Strongly disagree
- 5: Disagree

The numbers (1-3) were also used as indicator or code that determines the extent of the responses by the participants:

- 1: Yes
- 2: No
- 3: Don't know

4.2 Utilisation of the Questionnaires

The researcher received back 20 questionnaires after handing out a total of 30 questionnaires. This means 66.67% of the participants took part in completing the questionnaires. The researcher prepared a questionnaire for each set of participants (residents, police and PSCs). The three sets of stakeholders were separated because of their unique views and perceptions on crime and safety in Centurion.

4.3 Residents of Centurion

The high levels of crime in South Africa impact negatively on the lives of different communities and Centurion is no exception. Although the statistics for this area shows that criminal activities do take place, it is decreasing even though the perception is that crime is high in this area.

To this end a questionnaire was drafted to seek their views on crime in general, but most importantly, to establish the impact of PSCs in crime reduction and the maintenance of safety.

15 questionnaires were handed out to the residents and 10 were returned, a return rate of 66.67%. All the respondents had enlisted the services of PSCs that operate in this area.

4.3.1 The extent of crime in Centurion

This question was aimed at establishing the levels of crime in Centurion. Residents were asked whether crime was high in different suburbs of Centurion. All the respondents answered the question. According to table 2 (below), 60% of the respondents agreed (but not strongly) that crime is high in Centurion. 20% of the respondents strongly believed that this area was crime ridden. While none of the respondents strongly disagreed that there was crime in Centurion, however 10% of the respondents agreed that this area was not safe. Similarly, 10% of the

respondents were neutral regarding the extent of crime in this area. This means that the majority of participants believed that crime is high in Centurion.

Table 2: The extent of crime in Centurion

Response	0	1	2	3	4	5
Frequency	0	0	1	1	6	2
Percentages	0	0	10%	10%	60%	20%

The researcher asked an opened-ended question about the role played by the PSCs to keep the respondents and their families safe. Just more than 70% of the respondents believed that PSCs played a major role in the safety of their families. However, 10% of the respondents were of the view that PSCs only prevented would-be criminals but safety in general was provided by the police. The respondents pointed out that the police actively reduced crime, while PSCs acted, through their visibility, as a deterrent to crime. Nevertheless, the majority of the residents strongly believe that the PSCs are responsible for the reduction of crime in Centurion. This is a widely held view in other parts of South Africa (Nils, 2009; Abrahamsen & Williams, 2006).

4.3.2 Role of the police in crime reduction

The respondents were asked their opinion whether the police efforts to reduce crime in Centurion were sufficient. All the respondents answered this question. According to table 3 (below), more than 70% of the respondents believed the police were not doing enough to reduce crime. 10% of the respondents thought that the efforts of the police to reduce crime in the area were sufficient. 10% agreed that the efforts of the police could be improved. Only 10% of the respondents did not have an opinion regarding the efforts of the police in Centurion. The majority of the respondents believed that the police's efforts in crime reduction are not sufficient. The above indicate strongly that the police's interventions in crime reduction are not sufficient. Minnaar (2007) agrees with this sentiment.

Table 3: Role of the police in crime reduction

Response	0	1	2	3	4	5
Frequency	0	7	0	1	1	1
Percentage	0	70%	0	10%	10%	10%

4.3.3 Role of PSCs on issues of safety

The researcher asked the respondents whether the PSCs make a difference to their safety in general. All the respondents answered this question. Table4 (below) indicates that 60% of the respondents strongly agreed that PSCs make a difference to the safety of the residents of Centurion. 20% of the respondents agreed (although not strongly) that PSCs make an impact on the safety of residents in this area. 10% of the respondents strongly disagreed that PSCs make a difference regarding safety in their area. 10% of the respondents did not have an opinion on whether PSCs make any impact on their safety. The majority of the respondents agreed that PSCs make a difference to their safety. This view is also expressed by Abrahamsen and Williams (2006), Nils (2009), Van Vuuren (2000) and Minnaar (2007).

Table 4: Role of PSCs on issues of safety

Response	0	1	2	3	4	5
Frequency	0	1	0	1	2	6
Percentages	0	10%	0	10%	20%	60%

4.3.4 Partnership between PSCs and the Police

A question was posed aimed at determining whether the respondents believed a close working relationship between the PSCs and the police would assist in further reducing crime in Centurion. All the respondents answered the question. In terms of table 5 (below), 80% of the respondents strongly agreed that this working relationship was essential to the provision of safety. 10% of the respondents agreed (but not strongly) that the police and PSCs must forge a working

relationship. 10% of the respondents remained neutral on whether this working relationship was necessary. A partnership between the police and PSCs is important in the fight against crime (Berg, 2007; Goodenough, 2007 & Minnaar, 2007).

Table 5: Working relationship between PSCs and the Police

Response	0	1	2	3	4	5
Frequency	0	0	0	1	1	8
Percentage	0	0	0	10%	10%	80%

4.3.5 Visibility of PSCs in Centurion

The question was aimed at determining the visibility of PSCs compared to the police in Centurion. 10% of the respondents did not answer the question. According to table 6 (below), 50% of the respondents felt that PSCs were more visible than the police in this area, and 20% of the respondents held an opposite view. The respondents are of the opinion that the PSCs are not more visible than the police. At the same time, 20% of the respondents did not know. This means that these respondents did not have an opinion whether the PSCs were more visible than the police. The above results indicate that police visibility is lacking when compared to visibility of PSCs, it is not sufficient. Thus members of the public are more likely to come into contact with a private security officer than a police official (Shaw, 1995; Minnaar & Mistry, 2004; Berg, 2007 & Minnaar, 2007).

Table 6: Visibility of PSCs in Centurion

Response	0	1	2	3
Frequency	1	5	2	2
Percentage	10%	50%	20%	20%

4.3.6 Police Visibility in Centurion

The researcher wanted to understand how the respondents viewed visibility of the police in Centurion as compared to PSCs. All the respondents answered the

question. According to table 7 (below), the police are not more visible than the PSCs: 60% of the respondents believed that visibility of the police in this area was not better than the PSCs'. 30% of the respondents thought police visibility was better than that of the PSCs'. 10% of the respondents did not know whether police visibility in the area was better than PSCs'. The respondents who answered in the affirmative were in the majority. This means that the police are not visible enough to deter crime (Shaw, 1995; Minnaar & Mistry, 2004; Berg, 2007 & Minnaar, 2007).

Table 7: Police Visibility in Centurion

Response	0	1	2	3
Frequency	0	3	6	1
Percentage	0	30%	60%	10%

4.4 Private Security Companies

With the high levels of crime in South Africa, it is not surprising that PSCs have become a profitable business as in the rest of the world. In Centurion the PSCs that operate in this area include international companies like ADT, national companies such as Mapogo a Mathamaga as well as local companies like Monitor Net. The PSCs that operate in the area provide security services such as guarding, armed response and security risk consultation. These companies offer security services that protect individuals and/or property, including physical protection of the people and goods (Renouf, 2007). Thus PSCs provide their services to businesses and homes in the area.

10 questionnaires were handed out to PSCs and all the questionnaires were returned. This represents 100% response to the questionnaires prepared for officials of PSCs. All the respondents are employed by PSCs that operate in Centurion. The respondents to the PSCs questionnaire included members of management and security guards. The researcher asked PSC officials seven questions. These questions are aimed at understanding the role of PSCs in the provision of safety and their relationship with the police.

4.4.1 Police stations partnering with PSCs in Centurion

The PSCs officials were asked this question to establish whether a working relationship and/or partnership with the police exist. Not all respondents answered the question. 20% of the respondents did not answer the question. According to table 8 (below), 40% of the respondents agreed that there was a working relationship between PSCs in Centurion and the police stations in the area. In contrast, 20% of the respondents disagreed that a working relationship existed with police stations in the area. 20% of the respondents did not know if PSCs should have a working relationship with police stations in Centurion. The above results indicate that police stations in Centurion collaborate with PSCs and have some form of a partnership.

Table 8: Partnership with police stations in Centurion

Response	0	1	2	3
Frequency	2	4	2	2
Percentage	20%	40%	20%	20%

4.4.2 PSCs effect on police performance

This question was intended to establish whether the existence of PSCs have a positive effect on the police performing their duties in Centurion. All the respondents answered the question. While 80% of the respondents agreed that PSCs positively affected police performance in this area, 10% of the respondents disagreed. 10% of the respondents did not have an opinion about the effect of PSCs on police performance. The researcher concludes that PSCs have a positive effect on police performance.

Table 9: PSCs effect on the police performance

Response	0	1	2	3
Frequency	0	8	1	1
Percentage	0	80%	10%	10%

4.4.3 Role of PSCs in the provision of safety and reduction of crime

This question was asked to establish whether PSCs should play a role in the fight against crime in Centurion. All respondents answered the question. According to table 10 (below), 70% of the respondents strongly agreed that PSCs should play a role in providing safety and reducing crime in the area. 10% of the respondents agreed (but not strongly) that PSCs should play a role in the provision of safety and the reduction of crime in this area. 10% of respondents did not have an opinion whether the PSCs should play this role in providing safety and reduce crime or not, a further 10% of the respondents strongly disagreed. The deduction is that PSCs have a role to play in the provision of safety and reduction of crime (Shaw, 1995; Minnaar & Mistry, 2004; Berg, 2007 & Minnaar, 2007).

Table 10: Role of PSCs in provision of safety and reduction of crime

Response	0	1	2	3	4	5
Frequency	0	1	0	1	1	7
Percentage	0	10%	0	10%	10%	70%

4.4.4 PSCs should assist the police in providing safety

The question was intended to ascertain whether the respondents thought the police required assistance of PSCs to provide safety to the community of Centurion. All the respondents answered the question. According to table 11(below), 70% of the respondents strongly agreed that the police need the assistance of PSCs for the provision of safety in this area. In contrast, 10% of the respondents disagreed that the police required the assistance of PSCs in the provision of safety in this area. 10% of the respondents did not have an opinion whether the police should be assisted by the PSCs. The researcher concludes that the police require assistance of PSCs for the provision of safety (Shaw, 1995; Minnaar & Mistry, 2004; Berg, 2007 & Minnaar, 2007).

Table 11: PSCs should assist the police in providing safety

Response	0	1	2	3	4	5
Frequency	0	0	1	1	1	7
Percentage	0	0	10%	10%	10%	70%

4.4.5 PSCs strategies to reduce crime and increase safety

The question was aimed at establishing whether the strategies used by PSCs in Centurion were sufficient to reduce crime and increase safety. All the respondents answered the question. Table 12 below indicates that 80% of the respondents strongly agreed that the strategies used by PSCs were sufficient to reduce crime and increase safety in the area. Similarly, 10% of the respondents also agreed, although not strongly, that the strategies were sufficient. In contrast, 10% of the respondents strongly disagree that the strategies used by the PSCs suffice to reduce crime and increase safety in the area. The results indicate that the strategies implemented by PSCs were sufficient to reduce crime and increase safety.

Table 12: PSCs strategies to reduce crime and increase safety

Response	0	1	2	3	4	5
Frequency	0	1	0	0	1	8
Percentage	0	10%	0	0	10%	80%

4.4.6 Resources of PSCs for the provision of safety

The question was aimed at determining whether the resources of PSCs, like patrol vehicles, were sufficient for operational purposes. Not all respondents answered this question. Table 13 below indicates that 10% of the respondents did not answer this question. The table shows that 70% of the respondents strongly agreed that the PSCs have sufficient resources to increase safety in this area. 10% of the respondents were also in agreement that the resources were sufficient. Conversely, 10% of the respondents believed that PSCs did not have the required resources to maintain safety in Centurion. Most of the respondents believed that PSCs have enough resources to meet the demands of maintaining safety of the

community in this area. Therefore, the researcher concludes that PSCs in Centurion have sufficient resources to fight crime.

Table 13: Resources of PSCs for provision of safety

Response	0	1	2	3	4	5
Frequency	2	0	2	0	2	4
Percentage	20%	0	20%	0	20%	80%

4.4.7 Policing differences between the Police and PSCs

The researcher posed this question to determine if the respondents thought there were any policing differences between the police and PSCs in Centurion. Not all the respondents answered the question. Table 14 below shows that 20% of the respondents did not answer the question. However, 40% of the respondents answered this question in the affirmative. Conversely, 30% of the respondents did not think that there are policing differences between the police and PSCs. 10% of the respondents did not have an opinion about the policing differences between the police and PSCs in the area. The results show that policing differences exists between the police and PSCs.

Table 14: Policing differences between the Police and PSCs

Response	0	1	2	3
Frequency	2	4	3	1
Percentage	20%	40%	30%	10%

4.5 Police Officials

The police are a State institution tasked with keeping the citizens of the South Africans safe. It is therefore, the State's responsibility to, amongst others, reduce crime and maintain safety of the citizens. However, in this research the focus is on the suburb of Centurion. The role of the police becomes relevant in this research to assess their effectiveness in the fight against crime in Centurion. As a result, the

view of police officials who manage and carry out these responsibilities is critical to this research.

The researcher distributed 5 questionnaires to police officials and all were returned. This represents a 100% response rate. All the respondents were police officials based in police stations around Centurion. The respondents included members of management in the police stations and ordinary police officials.

The police officials were asked seven questions by the researcher. These questions are aimed at understanding the role of the police in the fight against crime. In addition, given the fact that the PSCs assumed the functions and responsibilities of the police, it is therefore vital to determine how these shared policing functions affect the police in the execution of their duties.

4.5.1 Police stations partnering PSCs in Centurion

The police officials were asked this question to establish whether police stations around Centurion had a working relationship with the PSCs that operate in the area. All respondents answered the question. According to table 15 (below), 60% of the respondents agreed that there is a working relationship between police stations around Centurion and the PSCs that operate in the area. In contrast, 20% of the respondents disagreed that a working relationship with police stations in the area exists. 20% of the respondents did not know if the police should work closely with the PSCs. The researcher concludes that the police stations around Centurion do have a working relationship with PSCs.

Table 15: Partnership between police stations and PSCs in Centurion

Response	0	1	2	3
Frequency	0	3	1	1
Percentage	0	60%	20%	20%

4.5.2 PSCs’ effect on police performance

This question was intended to assess whether the existence of PSCs had a positive effect on police performance in Centurion. All the respondents answered the questions. According to table 16 (below), 60% of the respondents agreed that the PSCs positively affect the performance of the police in the area. In contrast, 20% of the respondents disagreed. 20% of the respondents did not have an opinion about the effect of PSCs on police performance. The majority of the respondents believed that PSCs had a positive effect on police performance. Thus the researcher concludes that PSCs positively affect the performance of the police.

Table 16: PSCs’ effect on police performance

Response	0	1	2	3
Frequency	0	3	1	1
Percentage	0	20%	60%	20%

4.5.3 Role of the police in providing safety and reduction of crime

The researcher wanted to assess whether PSCs should play a role in the provision of safety and reduction of crime in Centurion. All the respondents answered the question. Table 17 below indicates that 20% of the respondents disagreed (but not strongly) that PSCs should play a role in providing safety and reducing crime in the area. However, 20% strongly disagree that PSCs should play role in the provision of safety and the reduction of crime in this area. On the other hand, 40% of the respondents strongly agreed that the PSCs had a role to play. And 20% of the respondents agreed that PSCs have a role to play. The majority of the respondents who answered the questionnaire agreed that PSCs should play a role. The researcher concludes that PSCs should play a role in the provision of safety and the reduction of crime in Centurion.

Table 17: Role of the police in providing safety and reduction of crime

Response	0	1	2	3	4	5
Frequency	0	1	2	0	1	1
Percentage	0	20%	20%	0	20%	40%

4.5.4 Police assisted by PSCs in the provision of safety

The question was intended to determine whether the respondents believe the police require the assistance of PSCs in providing safety for the community of Centurion. All the respondents answered the question. According to table 18 (below), 20% of the respondents strongly agreed that the police needed the assistance of the PSCs for the provision of safety in this area. 40% of the respondents agreed (but not strongly) that the police required the assistance of PSCs. 20% strongly agreed that the police should be assisted by PSCs. Similarly 20% of the respondents agreed (but not strongly) that the police require the assistance of PSCs. The police require the assistance of PSCs (Shaw, 1995; Minnaar & Mistry, 2004; Berg, 2007 & Minnaar, 2007).

Table 18: Police assisted by PSCs in the provision of safety

Response	0	1	2	3	4	5
Frequency	0	1	1	0	2	1
Percentage	0	20%	20%	0%	40%	20%

4.5.5 The police's strategies to reduce crime and increase safety

The question was aimed at assessing whether the strategies employed by the police in Centurion were sufficient to reduce crime and increase safety. All the respondents answered the question. Table 19 below indicates that 60% of the respondents strongly agreed that the strategies that were utilised by the police are sufficient to reduce crime and increase safety in the area. 20% of the respondents also agree, (but not strongly) that the strategies were sufficient. In contrast, 20% of the respondents disagreed that the approach of the police stations is sufficient to

reduce crime and increase safety in Centurion. The results indicate that the strategies utilised by the police are sufficient to reduce crime and increase safety.

Table 19: The police's strategies to reduce crime and increase safety

Response	0	1	2	3	4	5
Frequency	0	0	1	0	1	3
Percentage	0	0	20%	0	20%	60%

4.5.6 Resources of police stations in Centurion

The researcher asked the respondents this question to assess whether the resources at the disposal of the police were sufficient to address policing matters around Centurion. All the respondents answered this question. Table 20 below indicates that 40% of the respondents strongly disagree that the resources in police stations around Centurion are sufficient. At the same time, 40% of the respondents also disagree (but not strongly) that the police stations were not well resourced. On the other hand, 20% of the respondents agreed (but not strongly) police stations in the area are not sufficiently resourced to reduce crime and increase safety in Centurion. The conclusion reached by the researcher is that the police stations in Centurion are not well resourced to fight crime.

Table 20: Resources of police stations in Centurion

Response	0	1	2	3	4	5
Frequency	0	2	2	0	1	0
Percentage	0	40%	40%	0	20%	0

4.5.7 Policing differences: police and PSCs

The question was intended to establish whether the respondents believe that there were policing differences between the police and PSCs in Centurion. All the respondents answered the question. According to table 21, 60% of the respondents believe that there are differences in policing between the police and PSCs. However, 40% of the respondents thought there are similarities in policing. Most of the respondents believed that there were differences in policing between

the police and PSCs. This indicates that the police and PSCs approach policing differently.

Table 21: Policing differences: Police and PSCs

Response	0	1	2	3
Frequency	0	3	2	0
Percentage	0	60%	40%	0

4.6 Crime statistics in Centurion

Although crime is decreasing in Centurion suburbs such as Lyttleton and Rooihuiskraal, crime is increasing in certain areas. According to the police, Rooihuiskraal's murder rate decreased from 75 to 13, while in Lyttleton it increased from 9 to 13 in 2011-2012. It is only car hijackings that have decreased from 60 to 39 in Lyttleton but other categories of crime increased. Residential burglary, vehicle and motorbike theft are on the upward trend. However sexual crimes remained the same at 64.

On the other hand, the statistics at the Wierdabrug Police Station indicates a downward trend of crime in this area. The murder rate has dropped from 36 to 12, at the same time, sexual crimes decreased from 160 to 88. This area has also seen a decrease in residential robberies from 259 to 150. Similarly, residential burglaries dropped from 2 351 to 1 317 in 2011-2012.

While some categories have shown a slight decline, the violent crime like assault with intention to do grievous bodily harm has been steadily increasing since 2008, however, it decreased in 2011. Murder and attempted murder rates that have been reported are generally low. However, there was an increase of attempted murder in 2010 and 2011. Furthermore, there has been a steady increase in crime such

as burglary at residential premises since 2008. Although there was a slight decrease in 2011, burglary at residential premises is still high.

The interviews with the police provided valuable first-hand information to the researcher about the crime in Centurion since 2008. According to the police, while crimes such as vehicle break-ins are increasing in certain areas, robberies at business premises are decreasing. However, crime in general has decrease by at least 23% in Centurion since 2008. This decrease is as a result of adoption of the sector approach to increase patrols, thus the decrease can be attributed to police visibility. There is also a noticeable police visibility along the highways including Centurion. This has also led to reaction time of the police improving drastically.

Crime, according to the police, is higher during the day than at night. The criminals have resorted to soft targets like children and women. Children, for instance, are robbed of items such as cell phones when walking during the day. Furthermore, there are certain off-ramps (particularly Jean Avenue) that the police have issued warnings for motorists to be careful and look out for criminal who smash windows and grab items out of the vehicles. Cyclists have also been warned to be on the look-out as certain areas have become dangerous for them.

4.6.1 Stabilisation of Crime in Centurion

Areas like Centurion experience crime and lack of safety like the rest of the country. Property-related crimes, such as burglaries at residential or business premises, are often reported in Centurion's suburbs. However, there has been no more than a 13% decrease in these types of crime. Although the number of aggravated robberies, such as robberies at residential premises, car hijackings is high, there is an overall 4-6% decrease (Palmary, 2000). At the same time, Van Vuuren (2000) argues that crime is generally low mainly due to initiatives of the community policing forum as well as the Centurion Community Protection Company (CCPC), a Section 21 company funded by then Town Council of Centurion and business community.

Although Van Vuuren (2000) has indicated a stabilisation of crime rate in Centurion, offences such as murder and rape are still prevalent in the area. Despite all the initiatives, including the presence of PSCs, to reduce crime in Centurion, crime and insecurity still prevail.

4.6.2 Explanation of Crime Statistics in Centurion

Crime statistics released annually by the SAPS shows an overall slight decrease of reported crimes in Centurion. The decline is driven by the following categories: assault with the intention to cause grievous bodily harm, common assault, common robbery, robbery with aggravating circumstances, malicious damage to property, theft of motor vehicle and motorcycle.

Furthermore, the reasons why victims choose to report (or not report) crime are complex (National Victims of Crime Survey South Africa, 2003). It is an international trend that mitigating factors include self-interest such as reporting for the purposes of making insurance claims. Therefore insurance and the role of PSCs are regarded as key influencing factors in the victim's decision to report a crime to the police (National Victims of Crime Survey South Africa, 2003). While the victims survey conducted in Pretoria (including Centurion) covered those who do not have insurance, many people interviewed did indicate that reporting crime is influenced by claiming for insurance to recover their goods. Burger, Gould and Newham (2010) and Bruce (2010) also argue that the victims of crimes such as car hijackings and residential robberies are mostly the middle class who would report a crime for the purposes of claiming for insurance. Thus the reported crime statistics above in different categories might be influenced by the victims' need to prove that a case was registered to be able to claim for insurance.

4.6.3 Reliability of Crime Statistics

The reliability and accuracy of the statistics that are released each year by the SAPS remains a contentious issue (Burger, Gould & Newham, 2010, p.10). At the same time, Bruce (2010, p.9-17) argues that the implications of suspected

widespread under-reporting of crime by the police is that current crime statistics cannot be regarded as a reliable indicator of trends in crime. The concerns surrounding the validity of crime statistics make its assessment unreliable and don't provide accurate crime trends nationally as well as at local level to areas like Centurion.

According to the National Victims of Crime Survey South Africa, 2003 the following factors influence reporting of crime:

- The nature of the crime;
- Perceptions of the police and criminal justice system;
- Fear of reprisals and access to solutions beyond law enforcement and criminal justice system;

The solutions include the victims' believe that they can resolve the incident of crime in one way or another and through the assistance of PSCs.

4.7 Emerging of Themes

After all the qualitative data was gathered through interviews and observation of the focus group, the researcher analysed the data. This was done by grouping patterns of the views and opinion of the participants. These themes and trends that emerged enabled the researcher to understand early in the process of gathering data how strongly participants feel about the role of PSCs in issues of safety in Centurion. The researcher began to observe these themes during the interviews and observed the discussions in the focus group, even before the analysis took place.

The categories of themes that emerged from qualitative data include:

- Policing visibility that deters criminality;
- PSCs make an impact in increasing safety of residents;
- PSCs officials suspected of involvement in criminal activities;
- The formalisation of working relationship between the police and PSCs;

- Police require assistance in ensuring the safety of members of the community to succeed in fighting crime;
- Current methods of crime reduction need improvement.

4.7.1 Interviews and focus group

The interview with the residents of the suburbs of Centurion, PSCs and the police who operate in this area revealed that crime for them was not only perceived, but also a reality. Some of the residents were saying that ‘crime in this area is really getting out of control’. The residents interviewed had enlisted the services of the PSCs. The questions posed to participants were intended to solicit their views and opinions on how crime could be reduced. The police and PSCs officials suggested a ‘collaboration and partnership’. The view for the partnership between police and PSCs was ‘endorsed’ by most participants. Also, the questions were intended to determine whether present policing methods are sufficient to reduce crime.

4.7.1.1 Police visibility

The issue of policing and/or police visibility was predominant and recurring in the discussions.

Most of the participants felt that the police are supposed to ensure their safety. “It is the responsibility of the police to keep us safe”. However, the police are not visible enough; “you hardly ever see a police vehicle patrolling”. All the participants live in Centurion and observe a lack and/or non-existent visibility of police patrols. They believe that police patrols in their areas will help deter criminal activities and/or would-be criminals. “Criminals know the police are nowhere to be seen in our areas and they can plan and execute their criminal activities without being found out”

The participants explained that the reason they engage PSCs was precisely because of their visibility in the residential areas. In fact, it was clear that the lack of police visibility was also one the reasons they felt unsafe. After enlisting the

services of PSCs, their perceptions of safety improved. "There is more private security visibility than the police". "Yes their presence makes me feel a little safe". The reason for the latter was that PSCs were visible in the Centurion suburbs. Some of the participants who live in Centurion commented during the interviews that there is a strong probability that they would more often than not see PSCs patrolling than the police; it seems this was a strong selling point for the PSCs, because they outnumber the police. "Look, today alone I have seen more than five private security officials and zero police officials where I live"

The visibility of the PSCs also extends to the perceptions of safety to participants in their homes. Some of the participants live in complexes as well as gated communities where PSCs mainly provide safety and control movement within these spaces. "I moved into the security complex because there is PSCs in the gate and they patrol the complex, I felt unsafe in the standalone house after it was broken into five times" This explains why some participants living in such environment believe it is safer because PSCs officials are at the gate and patrolling the complex or the gated area.

4.7.1.2 Impact of PSCs

The interview with the residents of Centurion revealed that PSCs make a big difference to their safety. "Without them (PSCs) I would have to get a gun to protect my family, they real make a difference in the safety of my family" It became apparent during the interviews that the participants believed that the PSCs made an impact in the reduction of crime and maintenance of safety. "I must say, the crime rate where I live is going down due to more and more houses have private security services" The participants believed that without PSCs they were vulnerable to criminals. Some of the participants compared the time they did not have private security services to after contracting PSCs for their safety. "Since I have private security I really feel safer, there is no sense that criminals move easily, while in the past (without a PSCs contract) criminals had easy access". It

was clear to them that having private security reduced the risk of falling prey to criminals.

The participants believed that PSCs had a role to play in matters of policing and safety. Some of the participants provided reasons: “firstly, the resources at the disposal of PSCs, such as financial, human, technological innovation, strong management, contributed to their success”.

“Secondly, PSCs have to comply with terms of their contracts with their clients”. At the heart of the contracts, is the provision of safety to their clients who will be retained should the terms of the contract be satisfactorily fulfilled. The PSCs are therefore motivated by business interest to employ every means necessary or possible, not only to satisfy contractual agreements, but also to increase their clientele.

“Thirdly, PSCs are motivated by profit, therefore the more clients they recruit and keep the more their revenue”. This reason, according to the participants, is one of the strongest motivators for PSCs to constantly develop innovative ways to keep their clients safe and insulated them as much as possible from crime.

The participants compared the government’s motivation to provide safety to the citizens with PSCs’ motivation for profit. The motivation of doing public good by the government was seen by the participants as not strong enough. Being motivated by clients’ needs and profits can be a catalyst for concerted efforts to bring about change regarding crime, hence the exceptional growth of this industry.

4.7.1.3 PSCs officials suspected of involvement in crime

The general perception about the impact of private security in crime reduction as well as provision of safety was positive. The participants believed that PSCs' role in the fight against crime was critical if the safety of residents of Centurion was to be ensured. Participants agreed that PSCs were the major stakeholders who had a role to play in matters of safety.

A point was made, even from those who viewed PSCs in a positive light they suspect some PSCs officials were are involved in crime. "Yep, some of them (PSC official) are definitely criminals themselves, I mean they collude with criminals" Their involvement includes providing information to criminals when the owners of the houses who enlisted the services of PSCs were not home. This suspicion was fuelled by the manner in which these houses were burgled. "I know people who were burgled while on vacation and the alarm signals were not tripped or responded to" The participants were adamant that it was suspicious that the alarm was either not activated or was not attended promptly by the PSCs.

The researcher questioned the management of the PSCs about the suspicion. Their response was that efforts are done to ensure that the officials employed were screened and vetted to avoid employing staff with criminal tendencies.

4.7.1.4 Formalisation of Working Relationship

The researcher observed that most participants advocated for the formalisation of a working relationship between the police and the PSCs. "they definitely have to work together, the government must wake up, private security is a valuable partner they can use". There was general agreement during the interviews and the discussion in focus group that the police, in the execution of their responsibility of providing safety, require assistance. This assistance, according to the participants, will make a difference to their responsibilities. The stakeholders (business,

members of the society and government) must join the police to ensure safety of the residents of Centurion. This statement was consistent among most participants.

The relationship must be formalised to ensure, first, that it is legal and second, that it is properly spelt out. The participants recognise that this relationship will provide the police with the necessary manpower (force multiplier effect), private business expertise, allow the police to focus on the investigative work and be assisted with a bigger part of patrolling. "Private security would provide the police with the space and time to do actual police work"

The formalisation of the working relationship between the PSCs and the police is necessary to ensure that safety is maintained. "The relationship must be formalised so as to stop collaborating on some projects and not others, it is not effective" Details of this relationship must ensure that the police are able to service the community of Centurion better. Thus, the police must be in a position to maximise and have leverage of the relationship which will ultimately ensure crime reduction.

4.7.1.5 Police requires assistance

The participants concurred that the police must be assisted in the reduction of crime as well as the provision of safety. The interviews and discussion in the focus group revealed that most participants acknowledged that the police could not fight crime on their own. "The community of Centurion must stand up and work together with the police to stop crime in their area." This was a recurring statement from most participants who believed that the residents could be the eyes and ears of the police.

The researcher observed that the participants were well aware that the police would be in a position to protect the citizens and/or residents of Centurion without their assistance. However, the participants were adamant that proper channels of relaying information to the police were critical in reducing criminal activities. The police must in turn, have systems to protect those who have information on criminals and their activities.

4.7.1.6 Current safety methods requires improvement

The recurring feature of the discussion in the focus group was the methods employed by the police in keeping the residence of Centurion safe. Most of the participants agreed that these methods needed to be improved. The participants believed that the police could do more to increase their visibility and sector patrols. Police operations in this area need to be increased to ensure that safety of the residents is prioritised.

4.8 Conclusion

The findings of the research were reported based on the data collected. The research findings were presented numerically as well as in statistical form complementing the qualitative and quantitative approaches. The qualitative approach is based on the experiences of the participants in their natural setting.

Chapter Five: Research Recommendations and Conclusion

5.1 Introduction

The previous chapter presented the findings of the research. These findings are based on the data collected through the interviews and discussions in a focus group. This chapter presents the recommendations and concluding remarks for the research. These recommendations are based on the findings of the research as discussed in chapter four. The researcher recommends the following:

- Forging Public Private Partnerships (PPP);
- Legalisation of the partnership between PSCs and the police;
- Implementation of oversight functions over PSCs;
- Conducting research and training;
- Regulation of PSI;
- Use of a model for partnership between the police and PSCs and
- Use integrated solutions for safety.

5.2 Forging Public Private Partnerships (PPP)

The researcher observed throughout the research process (when reviewing the relevant literature, gathering, analysing and interpreting data) that the police could not provide safety without the assistance of all the role-players, such as the local communities, neighbourhoods watch and Community Policing Forum (CPF). Therefore, PPP initiatives are strengthened with community structures that operate in Centurion. Better co-ordination and co-operation must be encouraged for this collaboration to produce intended results. However these partnerships must be based on trust as emphasised by Holtmann (2012). The partnership will work when there is mutual respect, dignity and a role for everyone and mutual disclosure of benefit (Holtmann, 2012).

As Holtmann and Domingo-Swartz (2010, p. 117-118) point out, policy formulation as well as crime prevention strategies fall within the scope of national government, however, the implications of crime are felt at local level. Therefore, any crime prevention strategy must address the local conditions.

These local partnerships should not be limited to the cooperation between the police and PSCs, but be broad and integrated to also include CPFs. The partnerships, led by local government, should integrate and coordinate all the crime prevention interventions. When these interventions are discussed at the level of local CPFs where all the stakeholders are represented, this encourages interaction and integration amongst the role-players. The coordination will yield better results that will ultimately lead to the provision of safety (Tait & Usher, 2002 quoted in Holtmann Domingo-Swartz 2010, p.117-118).

The CPFs provide the stakeholders with an opportunity for a common platform which might be difficult to achieve without the local CPFs. Therefore, when implementing the interventions to reduce crime, the CPFs play a critical role and the involvement of the local communities must be a priority for the police in the provision of safety (Holtmann & Domingo-Swartz, 2010, p117-118).

5.2.1 Benefits of Public Private Partnerships (PPP)

The objective of the partnership should be to assist the police to reduce crime. Information provided by PSCs can be useful to the police during investigation or leads in collecting information. Also, the fact that PSCs security guards are mostly the first in crime incidents they can provide local knowledge of the area or the place where criminal activities occurred.

According to Minnaar (2007) a successful joint project between the police and Pretoria City Council increased police patrols in the inner city and also private security officers were placed on tourism routes and in the inner city. This venture resulted in the reduction of crime during the Christmas period in 1996.

Better co-ordination through partnerships meetings and structured briefings (as stated in chapter two) may yield better results in crime reduction and safety. The police can form partnerships with the PSCs which may include information sharing and patrols to areas that do not pay for the services of the PSCs. This agreement may assist with visible policing and also deter crime.

5.3 Legalisation of the Partnership between PSCs and the Police

The traditional approach of the police fighting crime on its own is out-dated. In most modern societies, the police, in the execution of its responsibility of providing safety to the citizens, form partnerships with stakeholders, particularly PSCs. Greater involvement of private security in the reduction of crime and maintenance of safety will make South Africa safer to live in (Schonteich, 1999, p. 1-2). This will allow the police to outsource some of its non-core responsibilities to PSCs.

The interviews with the police management revealed that there is some level of cooperation with the PSCs in Centurion although not formalised and institutionalised. These ad-hoc partnerships lead to lack of broader cooperation and integration. The piece-meal and disjointed approach has led to lack of coordination of operations and in some instances duplication of policing functions in certain areas. The police have always acknowledged the importance of the private sector in the fight against crime (Former Minister of Safety and Security, Charles Nqakula in his address to the Security Industry Conference in Johannesburg in 2007 and the current Minister of Police, Nathi Mthethwa, addressing the Security Industry Alliance Conference in Johannesburg in 2011). However, this partnership must be formed with a view to be carried out at a local level in order to yield maximum results.

Cooperation should emphasise that when these organisations commit themselves to cooperate, it has to be with the understanding that the following will occur:

- Expect their personnel to participate and develop partnerships (at local level) ;
- Measure the level and efficacy of partnership activity;
- Reward personnel for partnership work.

Expecting, measuring, and rewarding are likely to increase the number and effectiveness of PPP (National Policy Summit, 2004: p.19-21). Thus incentivisation of the PSCs is critical to achieve maximum results.

All these interventions must be formalised and legalised for the purpose of better coordination and integration. When there is no formalisation of cooperation the outcome of any intervention becomes disjointed and lacks coordination.

5.4 Implementation of oversight functions over PSCs

There is a lack of civilian oversight structures over the PSI compared to the police. Recent dialogue has seen an increased focus on the oversight structures and mechanism for the police. However, the same attention has not been extended to the PSI. While there has been legislation that integrates oversight in the PSI since 1987, the discussion on the issue of oversight has not been given attention (Berg, 2007, p. 9).

In general, PSI is a well-regulated industry. However, the oversight functions that were envisaged by the passing of the Private Security Industry Regulation Act (No. 56 of 2001) have not been implemented. The establishment of Private Security Industry Regulation Authority (PSIRA) was intended to provide the oversight role. However, PSIRA does not fulfill this role due to being inundated with administrative duties of PSCs that it neglects its oversight function (Berg, 2007; Minnaar, 2007 & Kole, 2010).

According to Berg (2007), the oversight functions must be based on “multiple levels of control”. These levels of control must include internal and external, State as well as civilian oversight, with effective coordination and linkages between the various structures. The decision as to which institution should play this role has to be made expeditiously to avoid confusion and create uniformity. The latter will be achieved when the Independent Police Investigative Directorate (IPID) that exercises the oversight function over the police is given this mandate.

Policy changes are necessary to enable the PSI to become more effective in assisting the police to fulfill their mandate. Moreover, some legislative changes are

required if the PSI is to expand its scope crime reduction operations (Schonteich, 1999, p. 27).

5.5 Research and Training

There is a need for research to be conducted to better manage and understand how collaboration between public and private policing institutions will operate. In general, this research will also provide data on how best to approach the reduction of crime, best practices in such partnership formation and maintenance as well as various levels of partnerships at local, region and national level (National Policy Summit, 2004, p. 19-21).

The most important aspect in policing is training of the police and security officials. The training should first, be about basic police and security officer training, second, the intricacies of policing as a result of the cooperation.

5.6 Regulation of Private Security Companies

In South Africa there has been a realisation that there is a need for regulation of PSI and in particular, the operations of PSCs because these companies have assumed policing roles that were traditionally in the domain of the police (Minnaar, 2005). The government needed to exercise some control over the activities of PSCs. Also, the growth of this industry made the government realise its regulation is paramount to ensure accountability of PSCs. Furthermore, if private security is regulated and is fully accountable, it will make a contribution in the safety and security of any country (Abrahamsen & Williams, 2005).

5.7 Integrated Solutions for Safety

The success of safety strategies in developed countries can be attributed to the safety nets and sophisticated infrastructure provided by health, education and local service delivery systems in those societies rather than the strategies themselves. These protective layers have been built over many centuries to

provide service delivery to communities that promotes safety, peaceful development and prosperity (Holtmann, 2010).

In countries like South Africa where these protective layers are not as strong, when the systems are flawed or inherently vulnerable, criminality will prevail. The government must come up with ways to address issues of safety through integrated systems within the government machinery. This must include the following government departments: Police, Social Development, Education, Health, Justice and Constitutional Development, Children, Women and People with Disability and so forth. These departments must develop programmes to deal with social problems in this country, which will in turn address issues of values, skills and change attitudes. The results will be better and safer communities.

Lack of safety is experienced by communities at local level and therefore must be addressed at that level. Local safety approaches must incorporate perspectives, understanding and vision of local actors in collaborative, integrative approaches to overcome the fragile social systems that the legacy of apartheid and that perpetuate vulnerability and increase the risks of crime (Holtmann, 2010, p.4). This systematic approach comprises the complexity of the problem and a systematic solution, which includes systems theory, design thinking and innovation, visioning as well as information and communications technology.

The core of national safety for South Africa should be based on what is experienced and learned locally which must inform a constantly adoptive process both to changing needs and progress towards safety of individual communities Holtmann (2010). The model proposed by Holtmann (2010) includes an innovative Information and Communications Technology support in a systematic approach to local safety by building capacity through knowledge and simple processes. The processes enable management at local level.

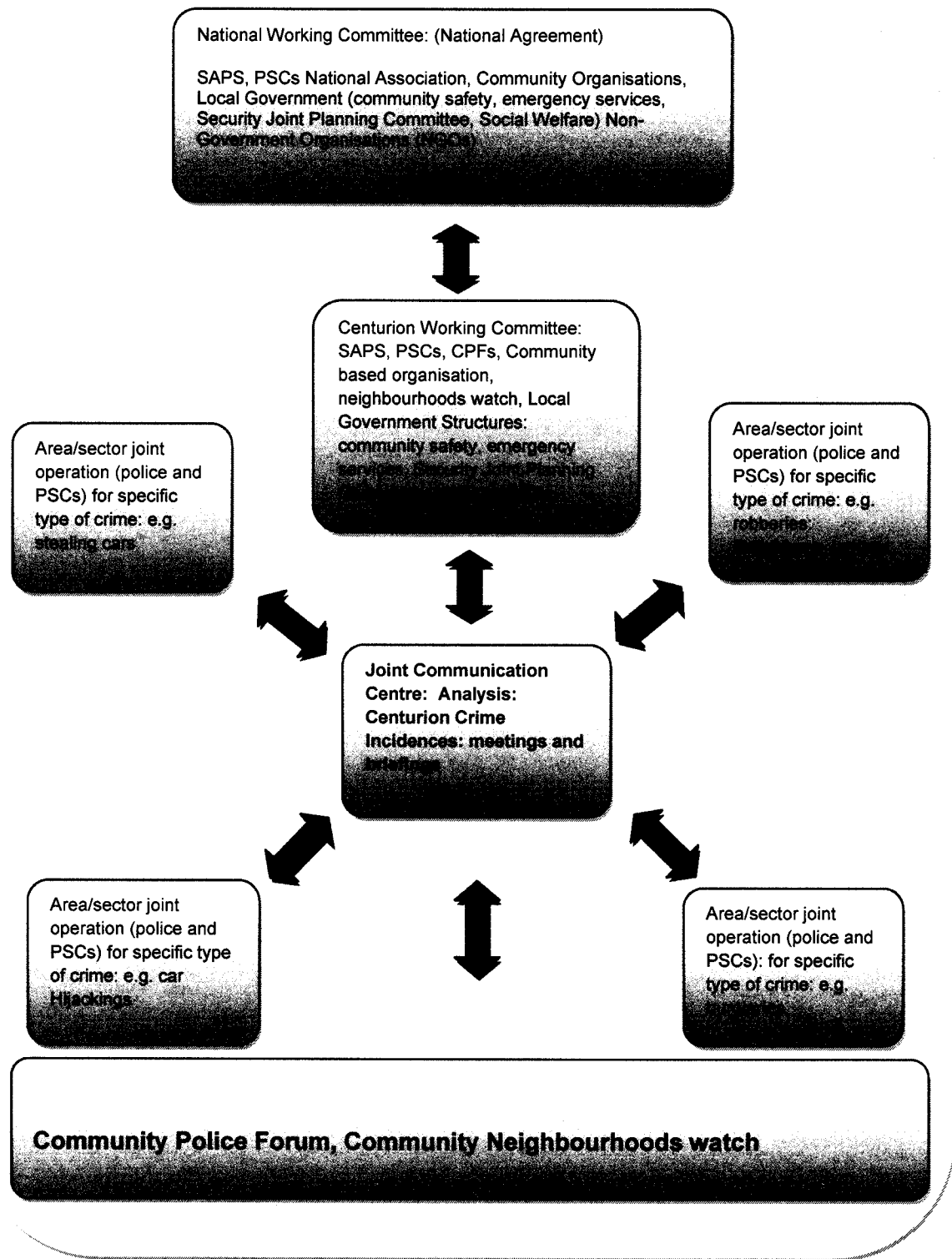
The problem of crime demands an integrated approach that addresses the criminal justice system, economic and human development. Integrate and co-

ordinate activities of all the various departments such as criminal justice system, education, health, social welfare, home affairs and the police (Simpson 1998, p.5).

In South Africa the issue of crime is strongly linked to unemployment and poverty (causes of crime also include other socio-economic conditions); therefore crime prevention initiatives may include skills development training, entrepreneurial development and soft skills (at schools and community based projects). Furthermore, drugs have also been identified as catalyst to criminal activities; therefore programmes aimed at discouraging drug use could assist in crime prevention interventions. In addition, Involvement of community leaders in providing the youth with programs and motivation for positive outlook in an effort to discourage the life of crime

Below is the proposed model of partnership with all the stakeholders in Centurion:

Figure 6: Model of partnership in Centurion



Source: Author

5.8 Explanation of the Model

The formalisation of the agreement between the police and the PSCs should take place at national level through the principals and/or national authorities. The agreement at that level will then provide a broad framework of how this partnership will work. Therefore, a National Working Committee should be established to ensure the agreement is carried out as envisaged in the working document. The latter will then provide for local working committees (including provincial and/or regional working committees) that will specify the details of how the agreement will work at a local level. The National Working Committee should be comprised of the police, PSCs, CPFs; local government structures such community safety, emergency services, neighbourhood watch structures and any other local structures that have interests in issues of crime.

The local government structures are vital to the success of the integrated approach to prevention, reduction and fight against crime. These structures will not only enable legitimacy, but also allow programmes aimed at prevention to be implemented. Social welfare initiatives are therefore critical in the integrated solutions of the fight against crime.

5.9 Local Working Committee: Centurion

The establishment of the Centurion Working Committee is to ensure that the administration of the agreement is carried out at a local level. This Committee should comprise all the security stakeholders in the area: CPFs, PSCs, local neighbourhood watch structures, local government structures and the police. This committee will be a link between the National Working Committee and all the security structures in Centurion. Thus, it will provide information to the National Working Committee regarding implementation of the agreement.

The important function that the committee will carry out is to analyse and disseminate all the crime information received from the communication centres at

the regions and/or suburbs to the role-players in Centurion. Crime information will include crime hotspots, patterns of crime, current modus operandi of the criminals, where joint operations are required. This Information will be shared in the meetings and in structured briefings. Although this Committee deals with issues of fighting crime, local authorities in this committee can use information to implement initiatives that are aimed at prevention of crime and provide educational programs to the communities. These initiatives may address prevention and information on substance abuse (which have been identified as one of the leading causes of crime).

5.10 Community Policing Forums (CPFs)

The agreement should not disregard the existing structures, such as the CPF, neighbourhood watch structures. In fact, it should enhance and complement the work of these initiatives. These structures should work closely with the local committee and communication centres (members of the local committee and communication centres will comprise some members of the CPFs and neighbourhood watch structures that have local knowledge).

Collaboration and cooperation at this level is vital for the success of the agreement at the local level. If PPP are to succeed local structures are critical because they have local knowledge and are closer to policing activities, which may allow flexibility to take quick action when required.

5.11 Communication Centres

The researcher believes that it is vital that communication centres be established to ensure the free flow of information on crime in Centurion. The centres will operate as control rooms, where policing activities will be planned and carried out. The centres will receive the crime national picture from the Local Working Committee (received from the National Working Committee), such as the crime trends, criminals' modus operandi, crime hot spots. The crime information or local crime picture will then inform operational plans and activities.

5.12 Area/Sector Operations

The researcher envisages that this is where the actual crime combating operations and policing activities will take place. This is where the actual agreement is carried out; this will include patrolling of the suburbs including the less affluent areas in Centurion. Furthermore, policing raids will be carried out in joint operations by the police and PSCs. This is aimed at increasing visibility of policing and reaction time in the area. The PSCs that operate in this area play a major role in carrying out the agreement. In fact, this is where the PSCs earn their incentives as provided for in the agreement.

5.13 Final Conclusion

One of the key objectives of the research is to investigate the role and impact made by PSCs in the reduction of crime and maintenance of safety in Centurion since 2008. The background of this research, amongst others, is the prevalence of crime and the perception that it is out of control. This has led to the growth of the PSI, not only in South Africa, but also internationally. The police do not seem to have the confidence of certain communities. As a result, some members of the community resort to private security for protection of their homes and assets.

The findings of this research emanate from the data that was gathered based on quantitative and qualitative approach. The data includes crime statistics that are released annually by the SAPS and the presentation of the analysis of data. Analysis of these statistics provided crime trends and an indication of safety in different communities based on the graphic depiction of the crime trends in Centurion as well as in a tabulated form.

Qualitative data was gathered through Interviews and observation of the focus group discussion. The researcher analysed this by grouping patterns of the views and opinion of the participants. Based on this, themes and trends began to emerge which enabled the researcher to understand the process of gathering

data. In addition, the participants' thoughts on the role played by PSCs in the reduction of crime as well as the impact of crime on stakeholders in Centurion were gathered. As a result, the researcher formulated recommendations that include a proposed partnership model for Centurion.

The final outcome of the research is that PSCs provide efficient services to their clients. Also, the presence of PSCs provides visible policing, which deters crime and maintain safety for their clients. Thus residents in areas where PSCs operate will experience lower levels of crime than in areas where there is less presence of PSCs. This means that those who can afford the services of PSCs will feel relatively safer. However, it must be noted that some officials of PSCs are also suspected of being involved in criminal activities or collaborating with criminals. The suspicion is that the officials provide valuable information to the criminals.

The police may use the relationship with the PSCs effectively to increase policing visibility in areas that cannot afford PSCs which in turn deters criminals and reduce crime. PSCs may also be a source of valuable information on the ground for the police. The formal collaboration between the police and PSCs may include the PSCs being incentivised to patrol residential areas that cannot afford the services PSCs. This will assist the police in terms of policing visibility and gathering information which the police can use to reduce crime. The police will be seen to be effective and efficient in keeping all citizens safe. This is vital to build confidence and trust.

PSI is a well regulated industry in South Africa; however there is lack of oversight on the activities of this industry. Thus members of this industry, while carrying out police-like functions are not properly monitored like the police activities are subjected to scrutiny by independent bodies. While PSIRA was intended to play this role, administrative duties has made it impossible for this body to fulfil this legislative imperative. It is therefore important that all the regulatory frameworks be

fulfilled so that the industry becomes a legitimate partner to the police in the fight against crime.

The research acknowledges that the provision of safety and security for citizens is the primary mandate of the police. Although PSCs are essential in complementing the work of the police, their services are not free and accessible to the majority of the citizens. Therefore, formation of partnerships between the police and the PSCs is essential to reducing crime and maintaining safety.

The conclusion reached by the research is that PSCs provide good security services to their clients. This is based on the fact that those who utilise the services of PSCs believe that they are more visible, quicker and more effective in responding to criminal incidents compared to the police.

While this research will contribute to the body of knowledge regarding the role and impact of private security in the reduction of crime as well as the maintenance of safety, further research is required (especially in South Africa) in the constitution of the PPPs in the security sector. Research in this area is not enough. Also, the regulation of these partnerships and how it will benefit the communities at local level have to be investigated further. Although such agreements must be made by actors at national level, its results must ensure safety of people at the grassroots level. Such research will provide policy makers with enough information and evidence of how beneficial it is to have policy encouraging PPP in the security sector.

An interesting question for further research is whether formalisation of PPP will yield desired results if it focussed on crime prevention and reduction at local level. An initiative like the Business against Crime is a response to a government request for partnership with business in the fight against crime. However, it has not

made a significant impact. The relationship between the police and PSCs is ad-hoc and piecemeal resulting in uncoordinated crime fighting projects. A further question for research would be to investigate if the role players can plan, coordinate and carry out crime fighting programs which can ensure safety for communities.

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ANNEXURES

Request Letter

My name is Mr Bongani Radebe, a Masters student in Management in the Field of Security at the University of Witwatersrand. The title of my research is The Impact of the Private Security Industry in Crime Reduction and Safety: The Case of Centurion, Tshwane

The purpose of this research is to determine whether Private Security Companies (PSCs) have made any impact on the reduction of crime in Centurion. The focus of the research project is to particularly establish whether communities in these areas feel safer due to PSCs.

The recommendations in this research project will focus on formalizing the relationship between the South African Police Force and the PSCs in crime reduction and maintenance of safety in Centurion.

I would be grateful if you could participate in this process as your experiences regarding crime and safety are very important to this process.

Please note that your identity will not be disclosed and your right to confidentiality will be respected. The information provided by you will form part of the research report.

Thank you very much for taking the time to participate in this research.

Appendix 1: Residents of Centurion

Section A: Request Letter

Section B

Biographical Information

Please indicate the answer by placing a cross in the appropriate box

1. Sex

Male	Female

2. Age group

18 – 21	22 – 27	28 – 34	35 – 39	40 Years and
Years	Years	Years	Years	older

3. Please indicate your occupational group

.....

4. Please indicate the area that you live or work in Centurion

.....

Section C

Questions on the role of Private Security Companies in reducing crime and maintaining safety

Please indicate the answer by placing a cross in the appropriate box

1. Do you utilise the services of Private Security Company?

Yes	No

2. Which Private Security Company do you utilise?

ADT	Chubb	MapogoAmathamaga	Other
			

3. Do you think crime is high in your area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

4. What role does Private Security Companies play in crime reduction in your area?

Comments

.....

.....

5. Does Private Security Companies increase your safety and that of your family?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Comments

.....

.....

6. In your opinion, are the Police doing enough to reduce crime in your area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

7. Do you think Private Security Companies make difference to safety of your area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

8. In your view, should Private Security Companies work closely with the Police in the reduction of crime in your area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

9. Do think Private Security Companies are more visible than the Police the

area?

Yes	No	Do not know

10. Do you think Police visibility in the area better than Private Security Companies?

Yes	No	Do not know

Thank you

Appendix 2: Private Security Companies

Section A: Request Letter

Section B

Biographical Information

Please indicate the answer by placing a cross in the appropriate box

1. Sex

Male	Female

2. Age group

18 – 21	22 – 27	28 – 34	35 – 39	40 Years and
Years	Years	Years	Years	older

3. Please indicate your occupational group

.....

4. Please indicate the area that you work in Centurion

.....

Section C

Questions on the role of Private Security Companies in reducing crime and maintaining safety

Please indicate the answer by placing a cross in the appropriate box

1. Does your company have a working relationship with the Police station in your area?

Yes	No

Please specify.....

2. Does the existence of Private Security Companies positively affect the Police?
performing their functions?

Yes	No

3. Do you think Private Security Companies should play a role in the provision of safety
and reduction of crime in the area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

4. Do the Police require the assistance of Private Security Companies for the provision
of safety of the community in the area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

5. In your opinion, is the strategies employed by your company enough to reduce crime
and increase safety in the area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

6. Does your company have enough resources such as patrol vehicle to increase safety of the community enough?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

7. In your view, are the any differences between policing by South African Police Force and Private Security Companies?

Yes	No	Do not know

Thank you

Section A: Request Letter

Section B

Biographical Information

Please indicate the answer by placing a cross in the appropriate box

1. Sex

Male	Female

2. Age group

18 – 21 Years	22 – 27 Years	28 – 34 Years	35 – 39 Years	40 Years and older

3. Please indicate your occupational group

.....

4. Please indicate the area that you work in Centurion

.....

Section C

Questions on the role of the police in reducing crime and maintaining safety.

Please indicate the answer by placing a cross in the appropriate box

1. Does your Police station have a working relationship with any Private Security Company?

Yes	No

Please specify.....

2. Does the existence of Private Security companies positively affect the Police performing their functions?

Yes	No

3. Do you think Private Security Companies should play a role in the provision of safety and reduction of crime in the area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

4. Do the Police require the assistance of Private Security Companies for the provision of safety of the community in the area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

5. In your opinion, is strategies employed by your Police station enough to reduce crime and increase safety in the area?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

6. Does your Police station have enough resources such as patrol vehicle to increase safety of the community enough?

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

7. In your view, are there any differences between policing by South African Police Force and Private Security Companies?

Yes	No	Do not know

Thank you

Appendix 4: Interview Questions:
Residents of Centurion

1. Do you think crime is high in your area?

Answer:

.....
.....

2. Which crimes are predominant in the area?

Answer:

.....
.....

3. Does the presence of PSCs make you and your family feel safer

Answer:

.....
.....

4. What role does PSCs play in crime reduction in your area?

Answer:

.....
.....
.....

5. Does Private Security Companies increase your safety and that of your family?

Answer:

.....
.....

6. In your opinion, are the Police doing enough to reduce crime in your area?

Answer:

.....
.....

7. Do you think Private Security Companies make difference to safety of your

area?

Answer:

.....
.....

8. Do you think there should be a working relationship between PSCs with the Police in the reduction of crime in your area? Y/N
Is yes, explain further

Answer:

.....
.....

9. In your view are there any differences between the Police and PSCs in terms of visibility in the area? describe

Answer:

.....
.....

Appendix: 5: Interview Questions:

PSCs

1. Do the Police require the assistance of Private Security Companies for the provision of safety of the community in the area?

Answer

.....
.....

2. Do you think Private Security Companies positively affect the Police performing their functions?

Answer

.....
.....

3. Should Private Security Companies play a role in the provision of safety and reduction of crime in the area? If yes? What role?

Answer

.....
.....

4. In your opinion, is the strategies employed by your company enough to reduce crime and increase safety in the area?

Answer

.....
.....

5. Does your company have enough resources such as patrol vehicle to increase safety of the community enough?

Answer

.....
.....

6. In your view, are there any differences between policing by South African Police Force and Private Security Companies?

Answer

.....
.....

Appendix: 6: Interview Questions:

Police

1. Which Police station do you work in?

Answer

.....
.....

2. Does your Police station have a working relationship with any PSCs to reduce crime and increase safety in the area? Specify

Answer:

.....
.....

3. How would you describe this relationship?

Answer

.....
.....

4. Do the Police require the assistance of Private Security Companies for the provision of safety of the community in the area?

Answer

.....
.....

5. Do you think Private Security Companies should play a role in the provision of safety and reduction of crime in the area?

Answer

.....
.....

6. Does the existence of Private Security companies positively affect the Police performing their functions?

Answer:

.....
.....

7. In your opinion, is strategies employed by your Police station enough to reduce crime and increase safety in the area?

Answer:

.....
.....

8. Does your Police station have enough resources such as patrol vehicle to increase safety of the community enough?

Answer:

.....
.....

9. In your view, are there any differences between policing by South African Police Force and Private Security Companies?

Answer:

.....
.....

Thank you