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The perceived impact of services rendered by Lay Counsellors

Stanbury, Claire

2007-02-14T13:02:16Z
http://hdl.handle.net/10539/1990

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Appendix A

South African Crime Statistics

Statistics supplied by the Crime Information Analysis Centre (CIAC) and the South African Police Service (SAPS) and then compared and analysed for the purpose of this study by the researcher.

Crime in the RSA for the period April to March 1994/1995 to 2003/2004

	South Africa		Sandton	
Crime Category	1994/1995	2003/2004	1994/1995	2003/2004
Murder	25,965	19,824	25	7
Rape	44,751	52,733	34	36
Attempted murder	26,806	30,076	49	30
Assault with the intent to inflict grievous bodily harm	215,671	260,082	218	135
Common assault	200,248	280,942	475	508
Robbery with aggravating circumstances	84,785	133,658	615	999
Common robbery	32,659	95,551	50	77
Indecent assault	4,009	9,302	6	12
Kidnapping	4,101	3,004	10	6
Abduction	2,802	4,044	6	2
Neglect and ill-treatment of children	3.070	6.504	3	8
Culpable homicide	12,560	11,096	52	45
Public violence	917	979	0	3
Carjacking *	-	13,793	-	168
Truck hijacking *	-	901	-	2
Bank robbery *	-	54	-	2

Robbery of cash in transit *	-	192	-	0
House robbery *	-	9,351	-	168
Business robbery *	-	3,677	-	160
Arson	10,948	8,806	10	12
Malicious damage to property	123,305	158,247	877	838
Crimen Injuria	33,381	59,908	69	80
Burglary at residential premises	231,355	299,290	1,899	1,320
Burglary at business premises	87,600	64,629	334	376
Theft of motor vehicle or motorcycle	105,867	88,144	1,534	721
Theft out of or from motor vehicle	183,367	171,982	2,262	908
Stock theft	47,287	41,273	2	3
Illegal possession of firearms and ammunition	10,999	16,839	8	21
Drug related crime	45,928	62,689	69	74
Driving under the influence of alcohol or drugs	25,699	24,886	77	53
All theft not mentioned elsewhere	386,292	606,460	2,231	3,860
Commercial crime	63,056	55,869	842	1,183
Shoplifting	66,302	71,888	442	604

* Sub category of robbery aggravating

Appendix B

Semi-Structured Interview Schedule -Guiding Questions

1. What was your overall experience of the counselling you received?

2. How many face-to-face intervention sessions with a counsellor did you attend?

3. Do you feel this was enough or would you recommend more sessions? Why?

4. a) Were you given the opportunity to talk about your experience?
   b) Were you able to openly express your feelings about what happened?
   (Retelling the story) Yes/No (Please elaborate if answered yes)

5. a) Did the counsellor help you to understand the symptoms you were experiencing?
   b) Did the counsellor reassure you that your reaction was normal in an abnormal event?
   (Normalizing and reassuring) Yes/No (Please elaborate if answered yes)

6. Did the counsellor acknowledge or affirm your thoughts, feelings and actions in the situation?
   (Reframing) Yes/No (Please elaborate if answered yes)

7. Were you better able to cope after the intervention?
   (Encouraging mastery) Yes/No (Please elaborate if answered yes)

8. Were you able to establish meaning and understanding about the event after the intervention?
   (Establishing meaning) Yes/No (Please elaborate if answered yes)

9. Did you experience any emotional, behavioural or social changes following the intervention? Please explain.

10. Would you say the intervention was helpful, hindering or having no effect in your ability to cope with the traumatic event? Please explain.

10. a) (Ask if answered 'helpful') What about the intervention did you find helpful?

10. b) (Ask if answered 'hindered') What about the intervention could have been improved?

11. Do you think there is a need for such a supportive service?

12. If not this kind of intervention, what else would you recommend? (elaborate)

13. a) What other support systems/networks did you have other than these counsellors?

    b) How did these other support systems/networks assist you?

14. a) How did you experience this interview process?

    b) Did any past negative feelings re-surface during this interview?

    c) Do you feel you need further counselling at this time?

15. If this interview/research should be replicated, what would you recommend be done differently?

Appendix C

Subject Information Sheet

Hello

My name is Claire Stanbury. I am a Community-Counselling Masters student at the University of the Witwatersrand. As part of my degree, I am conducting a research study on the perceived impact of services rendered by lay counsellors.

The main aim of the study is to investigate and describe how victims of crime in Johannesburg perceive services rendered by lay counsellors at a victim support centre. In particular the aim is to determine whether victims of crime, who have encountered face-to-face interventions with lay counsellors, perceive these interventions as useful or inhibiting in their ability to cope after a traumatic incident.

I would like to invite you to participate in this study. Please note that your participation is voluntary and that non-participation will have no negative consequences. Should you decide to participate in the study, you will need to answer a few questions in the form of an interview that will take approximately an hour. If it is okay with you, I would like to tape the interview so that I can accurately collect all the information I require during the interview.

Please note that you can withdraw from the study at any time, should you feel that you do not want to continue. Questions asked during the interview will not be harmful, insulting or intrusive and will not enquire into the nature of your traumatic experience. If you are uncomfortable answering any questions, you have the right to refuse to answer should you wish to do so. All information that I obtain in this study will be treated as private and confidential. Under no circumstances will your

responses be shown to anyone other than my research supervisor, an external examiner and me. Transcripts of the interviews conducted will therefore not be included as an appendix in my final report and the data collected during this study will be destroyed upon completion of this study. Please be aware that no remuneration will be received for your participation in this study.

Should you choose to participate in the study, please complete the consent forms attached and return them to me on the day of the interview. Separate consent is required for your participation in the interview and for the recording of the interview. I can be contacted via e-mail at clairestanbury@absamail.co.za or telephonically on 083-292 7091 should you have any queries.

I would really appreciate your participation in this study. By taking part in this study I hope to contribute to future studies on the viability of replicating support centres in other areas and to guide future decisions about support centres and the interventions used.

The results of this study will be given to you at your request.

Yours sincerely

_____ _____

Claire Stanbury (Researcher) Dr Daleen Alexander (Research supervisor)

Appendix D

Informed Consent Form

PARTICIPANT

I_____ have read the information about the study listed in the information sheet. I understand that my participation is voluntary, that I can withdraw from the study at any time and that I may refuse to answer any questions I would prefer not to. I understand that no information that may identify me will be included in the research report, and my responses will remain confidential.

I agree to take part in the study, by participating in the interview.

Signature:_____ Date:_____

Appendix E

Permission to Tape The Interview

PARTICIPANT

I_____have read the information listed in the information sheet. I understand that I am not obliged to give consent for the interview to be taped and that all tape recordings will be destroyed after the research is complete.

I hereby give permission for the interview to be taped.

Signature:_____Date:_____

Appendix F

Summary of Themes Resulting From This Study

1. Biographical Information

2. Symptoms
2.1 Symptoms experienced immediately after the incident
2.2 Emotional, behavioural or social changes following the intervention
2.3 Symptoms that participants still experienced at the time of the interview

3. Time
3.1 Time lapse between traumatic incident and contact or intervention
3.2 Time lapse between intervention and interview

4. Victim support
4.1 Need for support services
4.2 Payment for interventions at the support centre
4.3 Source of referral
4.4 Comments on the location
4.5 Comments on the police

5. Perceptions of counsellors
5.1 Perceptions of lay counsellors compared to psychologists
5.2 Perceptions of lay counsellors compared to family members or friends
5.3 Perceptions of lay counsellors going through a similar experience
5.4 Perceptions of receiving a follow-up call

6. Interventions
6.1 Number of face-to-face interventions attended
6.2 Was this amount sufficient? Comments on short-term interventions

7. Model

7.1 Telling the story

7.2 Normalizing the symptoms

7.3 Addressing self-blame or survivor guilt

7.4 Facilitating of creation of meaning

8. Overall experience

8.1 Better able to cope after the intervention

8.2 How participant generally copes

8.3 Other support systems or networks used to cope

8.4 Helpful, hindering or having no effect