

An Exploration of the Programmes and Services Available To Victims of Trio-Crimes in the Metropolitan Area

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ABSTRACT: As a recently constitutional democracy, South Africa faces major challenges with the enforcement of the rule of law and with guaranteeing the protection of the citizen's fundamental human rights. Post-Apartheid South Africa is founded on democratic values and the Constitution enshrines a range of fundamental human rights, including the right to freedom and security. In light of these provisions, strengthened by international human rights jurisprudence, the South African government is accountable for the management of crime, and requires policies, strategies and programmes to carry out this responsibility. This qualitative study explores the nature and effects of the programmes and services available to victims of trio-crimes in the Durban Metropolitan Area of KwaZulu-Natal, South Africa. Study findings suggest that there are programmes and services available to assist and empower victims of trio-crimes in the Durban Metropolitan Area; and that such programmes and services are provided by different organisations within the city. It also indicated that these programmes and services are beneficial and effective, and they impact on a victims' life in a constructive and positive manner. However, the study also highlight that these victim support systems are deeply reliant upon volunteers for their execution.

KEY WORDS: *crime and violence; victim; trio-crimes; human rights, programmes and services; Durban; empowerment.*

I. INTRODUCTION

In the past 30 years there have been unprecedented developments in the international arena with regard to the establishment of a human rights framework for victims of crime. The United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power in 1985, and the proliferation of legislation and policy in countries such as the United States, Canada, Australia and New Zealand were clear indications that the issues of crime victims had been placed firmly on the international human rights agenda. Frank (2007:1) maintains that these changes were primarily driven by "a diverse set of interests, which has come to be known as the victims' rights movement". While hardly a single cohesive movement; the campaigns for victims' rights sought to ensure the recognition of crime victims as stakeholders in the criminal justice process, and to introduce measures both within criminal justice and social spheres to respond to the many needs resulting from criminal victimization, especially in relation to countering secondary victimization.

As a newly formed constitutional democracy, South Africa faces major challenges with the enforcement of the rule of law and with guaranteeing the protection of the citizen's fundamental human rights. Post-Apartheid South Africa is supposedly founded on democratic values and the Constitution enshrines a range of fundamental human rights, including the right to freedom and security. In light of these provisions, strengthened by international human rights jurisprudence, the South African government is accountable for the management of crime, and requires policies, strategies and programmes to carry out this responsibility (Nel & Van Wyk, 2013:77). The Western Criminal Justice processes which are currently employed in South Africa concentrate on the adjudication of the offence through a focus on the offender. This effectively reduces the importance of the victim to that of a witness, where she or he holds a status that is secondary to that of the offender and the state. Within this legal framework the obligations of the state in relation to offenders have been clearly established; the state must identify, adjudicate and punish offenders. The state's obligations in relation to the other party in the crime event, "the victim" have always been in question.

By treating victims more fairly, the criminal justice system can maintain or restore the victim's respect for the law. In doing so, a downward spiral of criminal violence and resentment among victims can be prevented. In this perspective, helping victims of crime is a task for welfare agencies and volunteers in close co-operation with the police, prosecutors and the courts. Victims need more general information about what is available to them by way of assistance, information about the criminal justice system, the role that they are required to play within that system and information about how the law works. Such information needs to be made available to victims, just as criminals are advised of their rights. Furthermore members of the public and communities supporting victims of crime should have a knowledge of the operations of the criminal justice system.

From the research conducted by Faull and Mphuthing (2009) it is evident that there is no legislation dealing holistically and comprehensively with victim empowerment in South Africa. The existing policies and legislations do not seem to recognize the need to deal with the trauma experienced by the victims of violent crime such as trio-crimes and those who are close to victims of such crimes. The policies do not engage strongly enough with the question of 'who is a victim', and restricts the label only to those who engage with the criminal justice system. Although providing services for all those affected by crime would be a huge task, it is something that government and civil society should explore. This does not have to entail full provision of support for secondary victims; it could simply provide facilities, and awareness of such facilities, either state or NGO run to which those affected can turn to direct their emotions and receive support. In South Africa, there is sparse research on the study of trio crimes, therefore this study aims to make a valuable contribution in providing a Victimological insight and knowledge about victims of trio-crimes in South Africa. Since there is a paucity of research concerning the programmes and services available to victims of trio crimes at local, provincial and national levels; this study aims to assess the nature, accessibility and effectiveness of the programmes and services available to victims of trio crimes in the Durban metropolitan area.

II. THE CONTEXTUALISATION OF THE RESEARCH ON TRIO-CRIMES

Trio-Crimes may be regarded as incidences of violent organized crime, with a particular focus on House Robberies, Vehicle Hijackings and Business Robberies. These are regarded as high priority crimes or the trio of crimes. The question that one may ask, is why a focus on trio-crimes? The nature of trio crimes are of particular concern to people, as they occur in places where one would expect to feel the safest, such as at home, at work or while travelling in a motor vehicle. These crimes can happen to anyone and may be highly traumatic to victims as they are often accompanied by violence such as murder, rape and serious assault.

Table 1: The increase of TRIO Crimes 2015-2016

Crime	Number of Cases 2015	Number of Cases 2016
Carjacking	12 773	14 602
Robbery at residential premises	20 281.	20 820
Robberies at non-residential premises	19 170	19 698
Total	52 224	55 120

The table above indicates that in a period of one year there was an increase of 1829 carjacking's; 539 robberies at residential premises' and 528 robberies at non-residential premises' (South African Police Services 2015-2016). Of the approximately 2 million crimes committed within this period TRIO crimes amounted to 55 120 of the figure.

Thus the reason for choosing this study is that crime and violence especially with regards to Trio-Crimes continue to present a challenge to the South African democracy and this may be an impediment to achieving a better life for all citizens. Despite the efforts of the government as well as civil society organizations to prevent crime and violence, these remain challenges that impact on all South Africans, directly or indirectly. This study aims to make a contribution in ascertaining whether there are any programmes available to victims of trio-crimes in the city of Durban and if so, are they accessible and known by the community. Smaller, single-owner and emerging black businesses in the old Central Business District areas, townships and suburbs remain vulnerable to this kind of crime, which can have a devastating impact on one of the primary job –creating sectors in South Africa.

In consideration of the above mentioned, it is imperative that there is a need for the study pertaining to victims of trio-crimes, especially within a South African context. In order to adequately address the problems and draw informed conclusions the following, measurable aims have been formulated:

- i. Identify the programmes and services available to victims of Trio-Crimes residing within the City of Durban.
- ii. Explore and analyse these programmes.

Given the unacceptable and violent nature of these crimes that threaten the feeling of safety and security citizens have in their homes, in their businesses and when commuting between the two, coping mechanisms for victims have to be investigated. A reduction in these types of crime throughout the country will do a great deal to restore a feeling of safety and security, as well as restore public confidence in the effectiveness and efficiency of security agencies and the criminal justice system.

III. THEORETICAL MODELS EXPLAINING VICTIMISATION

A theoretical model demonstrates an understanding of concepts and theories that are relevant to a specific study and also relates to the broader areas of knowledge being considered. The selection of a theoretical model depends on its appropriateness, ease of application and explanatory power. Therefore, the theoretical model strengthens the study in the following ways as suggested by Peacock (2013):

- i. An explicit statement of theoretical assumption permits the reader to evaluate the theory critically.
- ii. The theoretical model connects the researcher to existing knowledge. Therefore guided by a relevant theoretical model, one is given basis for a hypothesis and choice of research methods.
- iii. Having a theoretical model helps one to limit generalisation.

The theoretical model introduces and describes the theory that explains why the research problem under the study exists. For many years, criminological theory focused on the actions of the criminal offender; the role of the victim was virtually ignored (Peacock, 2013:79). Scholars began to realize that the victim is not a passive target in crime. These early works helped focus attention on the role of the victim in the crime problem. Today a number of different theories and models attempt to explain the causes of victimisation. In Victimology different models are available for the need and implementation of programmes to assist the victims of crime. According to Pretorius and Louw (2005:77), these models include the care, criminal justice and crime prevention models. These victimological models will be discussed below and how they are integrated into this study.

The Care Model

This model is characterized by services such as a compensation scheme for victims of crime, and care-orientated services in the form of rape crisis centres, shelter homes for victims of spousal abuse, and other forms of moral and practical support (Stewart, 2002). The value of this model is vested in the fact that the immediate needs of victims are addressed, and that the trust in one's fellow man has been violated by the crime incident. According to Snyman (2005:10) this model has a major drawback as it is "very expensive and not accessible to all victims and does not address the victim's need that justice must be done."

The Criminal Justice Model

The criminal justice model has as its aim the creation of a meaningful role for the victim in the criminal justice system. Although the victim's need for justice to be seen and to be done may be satisfied through this model, it is aimed only at those victims who actually report the victimization to the police, with the case proceeding to court (Van Dijk, 2006). The increased focus placed by this model on the role of the victim in the criminal justice system leaves those victims who do not report the victimization to the police out in the cold, and fails to address the range of non-criminal justice needs that the victim may have.

Crime Prevention Model

In the South African Law Commission discussion paper (2009) on victim compensation, four theoretical arguments for the implementation of a victim compensation scheme were put forward. These were:

- a) Legal Liability Theory: This argued that the State has a legal duty to compensate victims for all damages and losses suffered because an offense was committed and the State was considered responsible for allowing it to be committed.
- b) Social Contract Theory: The philosophy of moral duty and thus violent crime victims have the privilege, not the right, to receive compensation, which is granted on grounds of sympathy, goodwill and humanitarian reasons (not because the State is liable for all crimes).
- c) Accountability Theory: The State makes contributions available to crime victims, and then a partnership is formed with the State in combating crime. This is likened to an insurance scheme where the State wants to maintain society to minimize pay-outs and citizens act responsibly to keep tax payments down.
- d) Utilitarianism: the successes of a compensation scheme will benefit the judicial system and therefore will help restore relationships within the community. If victim compensation is available, victims will be more likely to cooperate with the justice system and possibly get involved in fighting crime.

These four models of understanding could also be applied to the need for empowerment for victims of crime and are worth reflecting on, together with the broader definition of a victim. In addition to this there are certain elements in a victim's path to healing that require elaboration. These include the principles of empowerment, avoiding secondary victimization, an understanding of the healing as a process, access to the necessary medical services, compensation and access to justice. From these four models, crime prevention model emanated for the need and implementation of the programmes and services for victims of crime.

The crime prevention model states that by treating crime victims better, they maintain their respect for the law. Victims then cooperate more willingly with the criminal justice system, which again benefits crime investigations and prosecutions (Pretorius & Louw, 2005:78). This model combines and extends the care and criminal justice model to improve the provision of services to victims. By its research design and processes, this research offers an exploratory study dealing with the programmes and services available to victims of trio-crimes within the Durban Metropolitan Area. For the purposes of this study the focus is on the crime prevention model in Victimology. A better procedure for crime victims is important in the fight against crime because:

(i)	An increased cooperation of the victim is essential for effective criminal investigation. This means that the victim must not only report the crime to the police, but also cooperate with the police and the rest of the criminal justice system to ensure successful arrest, prosecution and conviction of the offender.
(ii)	Victim-oriented prevention can contribute largely to lowering the crime rate. The level of crime is partly determined by the availability of suitable targets and potential targets, and actual victims can significantly decrease the chances for opportunistic crimes.
(iii)	A person who has been victimized once runs a relatively high risk of becoming a victim again. Specific advice and guidance of victims can break the cycle of repeat victimization.

On the evaluation of this model in the Netherlands (Snyman, 2005) indicates that when victim services are made part of crime prevention, victims have a more positive attitude towards the police and the criminal justice system as a whole, and they feel more obliged to respect the law and therefore less likely to become offenders in future. During the implementation of this project, the crime rate was reduced markedly as repeat victimization was to a large extent avoided.

The implementation of the Crime Prevention Model?

In South Africa there is a need for a promotion of a generic approach to victims of crime in terms of which all victims of all crimes are regarded as equal and deserving of equal treatment from the police and justice officials, at least initially. This position avoids the danger of promoting stereotypes of only women and children as vulnerable groups as Snyman (2005:11) points out that service providers have “traditionally focused on women and children.”

Victimization lies at the heart of much retributive crime and the absence of means of victim aid, and empowerment play an important role in the cyclical nature of violence and crime in South Africa. While victim aid is often regarded as remedial rather than preventative in dealing with crime, Snyman (2005) holds that this view is dangerously misleading. Snyman (2005) goes further to outline that “victims of past or current criminal activity, if untreated they frequently become perpetrators of either retributive violence or of violence displaced within the social or domestic arena.”

From this model it is evident that there is a need for the implementation of the programmes or services to assist the victims of crime in South Africa. This model collaborates with the topic of this study since a victim friendly criminal justice system is more likely to work, because victims may be more comfortable in reporting crime and cooperate with the police since there will be programmes or services available to assist them, and they might have more confidence in the criminal justice system again, especially the police. To emphasize this point Dey, et al. (2010:29) stipulate that “if empowering victims is available, victims will be more likely to cooperate with the justice system and possibly get involved in fighting crime.”

IV. RESEARCH METHODOLOGY

Research methods form the backbone of any research project. These methods make fieldwork possible and provide a systematic guide to the data collection processes in which the goals of the research project can be met. In order to fulfil the aims and objectives of this study, it was vital to select the appropriate methodological procedures and techniques. The research design of a study provides the framework for aspects related to how the study is to be carried out in the field. A good research design encompasses adherence to the rules of scientific investigation along with a level of creativity which allows the researcher to be flexible within the context of the study (Bailey, 2008).

This study was conducted in the city of Durban of the Province of KwaZulu-Natal. Durban is the largest city in the South African province of KwaZulu-Natal. It is also the second most important manufacturing hub in South Africa after Johannesburg. It forms part of the eThekweni metropolitan municipality. Durban is a multi-cultural, vibrant city with a rich history. The Port, especially the container terminal is considered as a primary source of income within the city (Ellmore, 2005). To obtain research participants, theoretical sampling was used. This sampling was relevant to this study because the participants selected informed the researcher's understanding of the area of investigation. Therefore this study allowed the researcher to collect data from various organisations such as the South African Police Services, Durban North Umhlanga Crisis Team and Khulisa Social Solutions (see table 2). The information collected provided the appropriate and relevant data for the generation of the researcher's understanding of victim support and empowerment.

Table 2: Sample Demographics

Demographic Characteristics									
Occupation		Organisation				Frequency		Percentage	
Detective(trio-crimes)		South African Police Service (SAPS)				1		12.5	
Crime Prevention Coordinator		Khulisa Social Solutions				1		12.5	
Social Worker (Supervisor)		Khulisa Social Solutions				1		12.5	
Head of Department		Durban North/Umhlanga Crisis Team				1		12.5	
Colonel/ Head of Support Service		South African Police Service (SAPS)				1		12.5	
Administrator/Receptionist		Khulisa Social Solutions				1		12.5	
Project Coordinator		Khulisa Social Solutions				1		12.5	
Finance Administrator		Khulisa Social Solutions				1		12.5	
Age Group									
25-30						3		37.5	
35-40						2		25	
45-50						2		25	
55-60						1		12.5	
Gender									
Female						6		75	
Male						2		25	
Race									
African						2		25	
Coloured						1		12.5	
Indian						4		50	
White						1		12.5	

Procedure and data collection techniques

Ethical clearance for this study was obtained from the Humanities and Social Science Research Ethics Committee of the University of KwaZulu Natal in 2015. Ethical issues form an integral part of any research project. For the purpose of this study gatekeepers permission was granted by the South African Police Services; Durban North Umhlanga Crisis Team and Khulisa Social Solutions. Data collection for this study was based on semi-structured interviews conducted on an individual basis. It combined a set of pre-determined questions that enabled the interviewer to explore further particular themes and responses. The semi-structured interview was appropriate for this study because it allowed for a free and open dialogue with the interviewees, and provided a unique opportunity to acquire in-depth information about the programmes and services available to victims of trio-crimes. This allowed for a great degree of flexibility and prompted participants to speak on issues that were relevant to this research. In undertaking research, ethical considerations played an important role. This research ensured anonymity and confidentiality by using pseudonyms and obtained informed consent from the participants.

Semi structured interviews were constructed in such a manner that more neutral social demographic information was requested at the onset of the interview and more sensitive questions, once the research participant felt at ease and comfortable to participate in the presence of the researcher. The interview session started with less sensitive questions in order to facilitate the conversation between the interviewer and the interviewee by creating an informal, friendly atmosphere that enabled a natural flow of ideas and opinions. The social demographic data capturing was then followed by more in-depth complex analytical questions. The advantage of a semi-structured interview technique was that it allowed informants the freedom to express their views in their own terms. This ensured that participants in this research were given the opportunity to express themselves in their own words about the Services and Programmes available to victims of trio-crimes.

The topic guided the research and ensured that a core list of questions was asked in each interview; because the order of questions was not fixed, flow and sharing of views were more natural. All interviews were recorded on a digital audio recorder. The advantage of using an electronic recorder is that “it allows the researcher the opportunity to listen to the flow of discussion and the exact vocabulary used by informants” (Activist Guide to Research and Advocacy, 2003:74). Audio recording allowed the researcher to capture all the necessary information that was relevant to the study. Once all the information was recorded, the researcher transcribed the completed interviews. Although transcribing can be time consuming it is nevertheless a helpful technique that allows the abstraction of all relevant and necessary data.

Exploratory data was generated through the semi-structured interview schedule, and this was presented in terms of a thematic analysis together with percentages and frequency distributions in order to summarise the data. To gain a better understanding of the programmes available to victims of crime narrative accounts accompanied the presentation of data. The effectiveness of thematic analysis was derived from the familiarisation of data by the researcher, this was possible because the researcher conducted tape recorded interviews and transcribed them, and it allowed the researcher to familiarise with the data for an expedited and insightful analysis. However, this research, looked for common threads from among the respondents that provided an opportunity to ascertain patterns that showed mutual cause or commonalities among the research participants. Following transcription, the scripts were analysed through the utilisation of NVivo version 8 software. This software organised the raw data so that it was possible to link and compare thematic issues within and across documents. The list of “starter nodes” was generated from an initial entry in a project journal in the software where the questions and assumptions brought to the report were outlined. The software gave results that allowed for a deeper examination and management of the qualitative data that might not be possible in traditional coding.

Two distinct types of coding were used in the analysis, namely: (i) the descriptive coding, which described the cases in the study. This process related both to the coding of information in categories and the creation of attributes to clarify them. (ii) The second type was analytical coding; and it was done by selecting source content so as to interpret and reflect on the meaning of the data in order to arrive at new ideas and categories. The process entailed gathering material that could be re-thought and reviewed given the growing understanding of the inter-relationship of the categories in the data. Topic coding was not undertaken because the study already had relevant topics under different themes. The original themes had been embedded within an interview schedule. The themes generated in the analysis were modified to suit the study objectives. With the information presented above, it can be concluded that the current study has been executed within the framework of a sound and appropriate methodology to fulfil the aims and objectives of the study.

V. FINDINGS OF THE RESEARCH

Trio-crimes can be regarded as incidences of violent organised crime, with a particular focus on house robberies, vehicle hijackings and business robberies. Karmen (2013) holds that the nature of these crimes are of particular concern to people as they occur in places where one would expect to feel the safest.

The understanding of Trio-Crimes

The trio of crimes (house robbery, vehicle hijacking and business robbery) have consistently increased over the past years despite various operational policing efforts to curb these crimes (South African Police Service Annual Report, 2014). In this study the understanding of trio-crimes by the participants was assessed in terms of their own personal views.

The majority of the participants had a clear understanding of the trio-crimes, they outlined that these are the most serious crimes and that these crimes have been affecting the communities severely. A crime prevention coordinator at Khulisa Social Solutions stated that:

“They are basically crimes that have been affecting communities quite drastically and they are crimes that can be related.”

Some participants felt that these crimes are a serious problem because citizens are being violated in their residences or robbed of their vehicles and businesses are also being robbed. Some were of the view that these crimes are contact in nature namely: business robberies, house robberies and car hijacking. The detectives of trio-crimes in the South African Police Service stipulated that: “We were called in to do these crimes because they became a problem with regards to people being violated in their residences or robbed of their vehicle and businesses being robbed, then in 2002 the unit was formed for us to specialise in these crimes (The unit deals specifically with trio-crimes).” In addition, a Colonel and Head of support services in the SAPS stated that:

“My understanding of trio-crimes is basically that they are serious crimes that are contact in nature which are classified as trio-crimes. Namely: business robberies, house robberies and car hijacking.”

Some of the respondents highlighted that these crimes are of a serious nature and they have a special unit that deals with such crimes in the area. They went further to stipulate that these crimes are not fair on victims because a person would work hard to own a vehicle, then someone just comes and take it. Some felt that people can die from such crimes and people who do such crimes are selfish.

Nature and Extent of Trio-Crimes in Durban

The nature of trio-crimes involves physical contact, usually of a violent or intimidating nature between the criminals and their victims. Such crimes normally cause enormously serious and often lingering sometimes permanent or even fatal physical, psychological and material damage to the victims, leaving lifelong scars on the soul of South African society and, for that matter, on the country's economic wellbeing (South African Police Service, 2009).

The majority of the respondents outlined that trio-crimes are getting more violent because victims are assaulted and threatened in the event of such a crime happening. It was also outlined that such crimes can be extremely traumatic. They also stipulated that these crimes often take place within the Durban Metropolitan Area. A crime prevention coordinator and Administrators at Khulisa Social Solutions thought that:

"It is threatening, if not physically then emotionally. It scars a person making them sceptical and businesses are forced to close earlier and take more precaution. These are crimes that are escalating and you start doubting even security companies." (Crime Prevention Coordinator).

"They are violent because they hold a firearm against you and that is very traumatic. It happens as often as every half an hour in the Durban CBD." (Administrator 1).

"In most cases, I would think that they have become violent, if you don't give them what they want. It is traumatic and it scars people for the rest of their lives. If you are hijacked, you are going to be scared to drive or stop at any intersection because you never know who can come from where just to attack you. Break-ins happen quite often." (Administrator 2).

Some of the participants felt that the aggressiveness and brutality sometimes evident in these crimes can lead to murder especially when the victim has seen the perpetrator's face. Because of the stress and trauma such crimes can have, the participants felt that victims of such crimes do need attention, especially counselling. The Social worker/Acting Office Supervisor of Khulisa Social Solutions and the Head of Department from Durban North/Umhlanga Crisis Team held that:

"Robberies occur often within Durban and they are very violent and brutal in nature. People can be very aggressive, especially when they come in contact with the victim. There is a use of weapons most of the time in these type of robberies, especially if the victim has seen the perpetrator's face, and it can also lead to murder. Therefore these crimes can be traumatic and stressful, and victims of such crimes do need attention, especially counselling." (Social Worker).

Measures implemented to curb Trio-Crimes in Durban

The intolerable levels of crime continue to impede peace and stability in South Africa and weakens economic growth and tarnishes the image of the Republic. There is a need for measures to be taken to combat crime especially trio-crimes, therefore the respondents were asked which are the most common trio-crimes victims between house robberies, business robberies and vehicle hijacking they are most faced with in their respective organisations; and what measures have been taken to curb the issue of trio-crimes in Durban Metropolitan Area. Majority of the respondents highlighted house robberies' victims as people whom they are faced with more often in their respective organisations. They also outlined that the SAPS have put some measures to curb such crimes; these measures include police visibility, using crime intelligence and informers. The Head of Department from Durban North/Umhlanga Crisis Team and the Crime Prevention Coordinator from Khulisa Social Solutions stated that:

"Most of the time we are faced by victims of house robberies. The police are trying hard by being visible and by using crime intelligence and informers to curb the issue of trio-crimes." (Head of Department).

"We have dealt more with victims of house robberies. Visible policing by SAPS has drastically reduced vehicle hijacking and police patrolling." (Crime Prevention Coordinator).

Some of the respondents felt that it depends on the geographical area to ascertain which victims of trio-crimes they are likely to encounter. In areas such as Durban Central they encounter more of business related robberies, Durban North it is house robberies, Berea is vehicle hijackings and then Point has an occasional occurrence of the three crimes. Some felt the measures that have been placed by the law enforcement agencies is not enough, and that the communities sometimes take their own measures to combat such crimes. Furthermore, there are measures that have been put in place to curb this issue of trio-crimes, and these includes:

- (i) Arresting the suspects and trying all the best to solve the cases that they have.
- (ii) Crime intelligence driven programmes and monitoring of crime scene.
- (iii) Informer network and visitation by members in terms of the different cluster operation, and
- (iv) High Police visibility.

The Detective of Trio-Crimes and the Colonel/Head of Support Services were of the view that:

"It depends on the stations, here at Durban central it's business robberies, Durban north it's house robberies, Berea it's vehicle hijackings, and then Point it's we have an occasional business and house robberies and vehicle hijackings. But the predominant areas are Berea, Durban central and Durban North. In combating these crimes

within our cluster (Durban), we arrest the suspects and we try our best to solve all the cases that are given to us. We have to have an informant database. We also have measures put in place as we give the stations dates and times to have their crime prevention, and working on these dates and times to try and curb these crimes. But either then that it's just in my opinion a difficult issue to solve. On my personal experience, I live in Reservoir Hills, where house robberies are at its height, what we have done is put our own security measures where we closed off the road and we are restricting access to the road. It is illegal but it has actually curbed our crime rate from an average of 3 house robberies a month to nothing. We have taken an initiative as a community and it's about 107 of us living on that road and we just sealed off the road." (Trio-Crimes Detective).

The Nature and Effectiveness of Programmes and Services for Victims of Trio-Crimes.

From the previous chapters, it can be noted that there is a need for the implementation of the programmes or services to assist the victims especially the victims of trio-crimes in the Durban Metropolitan Area and in South Africa as a whole, because of the violent and traumatic nature of these crimes. The following is the discussion of the programmes available to victims of trio-crimes in Durban by different organisations.

Programmes for Victims

The respondents were asked whether they have programmes or services that seek to assist victims of crime within their respective organisations, and to mention and explain such programmes or services. Khulisa Social Solutions deals mostly with offenders, especially young offenders, however it was outlined that their programmes and services do not only cater for offenders but also caters for the victims as well. Programmes and services that were mentioned included the following:

- (i) The Shining Women Empowerment Programme. This programme deals with supporting and empowering women who are victims of rape and abuse.
- (ii) Silence the Violence Programme. This programme deals with people who have experienced crime. It is based on the assumption that when a person has been a victim of crime, especially violent crime, they are more likely to be violent themselves because of the anger within them. Therefore this programme ensures that victims are aware of the violent behaviours; and
- (iii) Positively Cool Programme, which is a life's skill programme. This programme is mostly aimed at young offenders, however it also used on victims as well. The programme seeks to make people aware on how they should behave, act and live their lives.

Khulisa also offers services such as traumatic counselling and circle dialogues to the victims of crime in an attempt to assist them. The staff at Khulisa Social Solutions maintained that:

"Yes we do, because our programmes do not only cater for offenders, but they do also cater for victims as well. Shining woman empowerment programme, that deals with empowering women. We created the programme for people who were victims of rape and abuse. Silence the violence programme which is also used for victims who have experienced crime, because when one has been a victim of crime they tend to be violent as well. This is mainly due to the fact that if the violent act has been done to a person one becomes very angry and can also be an offender doing it to someone else. This programme also ensures that people are aware of their violent behaviours. Positively cool programme, which is a life's skills programme that is usually used for our young offenders, but we also use it on victims as well because it is a life's skills programme that makes one aware of how they should behave, act and live their lives" (Social Worker).

Some of the organisations such as the Durban North/Umhlanga Crisis Team also have services in place to assist the victims. These services include doing trauma debriefing on the scene, doing follow ups on a victim and referrals. They are present when the victim makes the statement to the police. They also assist victims when going to court and throughout the process.

"We do trauma debriefing at the incident; do a follow-up and referrals. We also provide assistance when they go to court, and we are with the victim when they go to the police to make statements" (Head of Department).

The South African Police Service seems to be dependent primarily on external assistance when it comes to services and programmes for victims. They rely mostly on Non-Governmental Organisations and members of the community who are actively involved in victim empowerment and support. They get assistance in a form of a victim friendly support structure that enables a victim to be counselled and be given therapeutic support. They do however have in place, the police social workers who assist victims.

"Yes, we have trauma counselling units in Durban north, which assists us. The majority of the time they are at the scene with us. Alternatively we call them to the scene so that the complainants are given trauma counselling. However, this is a voluntary programme which it is not funded by the SAPS" (Trio-Crimes Detective).

"We have a victim friendly support structure that basically enables a victim of crime to be counselled and given therapy and support in whatever form. Police social worker get involved. External NGOs also come on board to support us. Members from the public who are actively involved in building the psych and confidence of the victim and assure them that all's going to be okay and that they can live a life of normality" (Colonel).

As a victim of crime, making decisions can be challenging and puzzling. It is important to know how or where to get information and support from. During this difficult time, it is vital that a victim is treated with courtesy, compassion and respect. From the above discussion, it is evident that most of the programmes and services for victims is provided by the NGO's and community members on a voluntary basis. The South African Police Service and the state rely on such voluntary measures for assistance.

Information on Support and Services

As mentioned above it is extremely vital for a victim to know how and where to get support and information after an incident. Therefore the respondents were asked whether the community is aware of the programmes and services that they offer, and what measures they have taken in making sure that the community is aware of these programmes and services. Most of the respondents highlighted awareness campaigns as an initiative to let the community know about their programmes and services. They went further to highlight that having meetings with community members and other stakeholders is another initiative they have implemented in publicising their programmes and services to the community. The other initiatives included handing out brochures, word of mouth, Social crime prevention desk, media, internet (website), and collaborating with different organisations.

"We do awareness campaigns, hand out brochures at police stations and word of mouth" (Head of Department).

"Yes, they know that we have this service because as a detective attending the scene, it's one of the questions you have to ask the complainant, whether they need trauma counselling or not. We do so on our Police Day and Police Awareness or crime awareness days" (Trio-Crimes Detective).

"The community is aware of the services that we provide. We do awareness campaigns and events and meetings with community members and other organisations" (Crime Prevention Coordinator).

Appropriate technical and organisational measures need be taken into account to make programmes and services concerning victims provided by different organisation known by the public. From the above, it is evident that most of the organisations have implemented different measures for their services to be known by the general public. What then needs to be outlined is whether victims make use of such programmes and services.

Victims of Trio-Crimes and the Programmes/Services

Trio-Crimes within South Africa are still a leading criminal behaviour that labels South Africa as one of the most violent crime countries in the world. These contact crimes are social or domestic in nature and occur primarily within the social environment, such as private residence, vehicles and business. The victims of such crimes can be left in a traumatic state as it was mentioned in the previous chapters. Therefore, it is of paramount importance to enquire whether such victims utilise the programmes and services that were mentioned above which are offered by different organisations. This is because it would be pointless to have programmes and services in place to assist victims if they are not utilised by victims of these heinous crimes.

Therefore the respondents were asked if victims of trio-crimes utilise their programmes and if they do, how effective are these programmes and services in assisting the victims. All the respondent (100%) stipulated that the victims of trio-crimes utilise their programmes and services and they encourage them if they need extended help. This can be provided to them because the aim is to rebuild their confidence and restore them, and removing the negative thinking they may have. With regards to the effectiveness of their programmes in assisting the victims, most of the respondents held that their programmes and services are very effective, since healing starts immediately when there is a support system and this makes the healing process quicker. It was highlighted that the programmes that are offered are voluntary, the victim is not forced to utilise them; however they do advise them accordingly. Respondents argued that they have never received any negative report that their programmes are a waste of time. The utilisation of surveys to acquire feedback concerning the programmes and services is also evident and such surveys show good feedback. Some get positive responses from victims as to how their programmes have assisted and changed the victims' life. The effectiveness of the programmes and services is mostly seen when the organisations do follow ups on victims.

"They are very effective. I believe that healing starts immediately when there's a support system and it makes the healing process quicker. Victims may suffer from post-traumatic stress and anxiety if they do not deal with the issue right away" (Head of Department).

"They are very effective because we do get reports from people saying how Khulisa has helped them and changed their lives. We do an after care calls, and do follow up visits" (Administrator).

"Very effective, it is dependent on the response or character of the offender. If he is willing to take accountability then it most definitely works and the victim needs to understand where the offender is coming from" (Crime Prevention Coordinator).

Yes, victims of trio-crimes do and we also encourage them that, if they find they need extended help as much as we have the relevant personnel or someone structured, they are also at liberty to consult private psychologists and social workers. The aim is to build the confidence and basically restore them and remove the thinking that that has become the end of their life journey. It is voluntary, we don't force anyone but we find more often than never that this might be the first point of contact for victims and not only are we seen as people who catch

criminals but we also show the humane side of police by holding the victims hands and leading them through the process. We haven't received any negative report or that our programmes were a waste of time" (Colonel).

Further to the effectiveness of the programmes and services offered by these organisations, the respondents were asked if their programmes and services have an impact on victims' life, and if so how do they impact. Most of the respondents highlighted that their programmes and services have an impact on the victims' life, and that the impact is positive because of the reaction of the victims. This impact does not only include the victim, but the family also comes in to play. This is because families may be given opportunities to join support groups. The check-ups and follow-ups also come into play on the effect and the encouragement of family involvement. The impact is not only for the victim but for the family and the community at large.

"These programmes have a positive impact because they receive a lot of gratitude (thank you) and comments on their Facebook page. This is also seen by their reaction" (Head of Department).

"Yes, they do have an impact, and in most instances it's a positive impact, for the victim and also for the whole family or community. We had a case back in 2012 in Durban North, and even today they are still giving support to that victim. This shows that it's not just a one day thing, there are follow ups that take place" (Trio-Crimes Detective).

"Yes, they do have an impact on a victim's life and it is mostly a positive impact. This is because with the programmes that we have people do not only come once or twice and then we are done; we do follow ups just to check and see how the person is doing and also to see whether the programme and service is impactful or not. We also encourage family involvement and participation because the family plays an significant role in a person's life" (Social Worker).

VI. DISCUSSION

From the above analysis it is evident that there is a need for the implementation of the programmes or services to assist the victims especially the victims of trio-crimes in the Durban Metropolitan Area because of the violent and traumatic nature of these crimes. A victim-centred justice system, as envisaged by the retributive justice system described in the previous chapters, is yet to be realized in South Africa since the country is still utilizing the retributive justice system which focuses more on the offender. Taking into consideration the aims and objectives of this study, from the above analysis it can be noted that there are programmes available to victims of trio-crimes in the Durban Metropolitan Area. However such programmes and services are not specifically designed for victims of trio-crimes, but they are programmes and services for any victims. It is also evident that such programmes are provided by NGO's and members of the community who are passionate about victim empowerment and support; the state does not have its own programmes and services. These programmes and services seem to be effective and impact on victims' lives positively by including both the family and the community. The following chapter will provide a conclusion with specific emphasis to the aims and objectives mentioned in chapter one. Furthermore it will also provide recommendations and suggestions for further research on victims of trio-crimes and the programmes and services to assist and empower such victims.

VII. CONCLUSION

The first aim of the study refers to identifying the programmes and services available to victims of trio-crimes in Durban Metropolitan Area. This was accomplished through the use of a semi-structured interview schedule. From the analysis of data it was evident that there are programmes and services available to assist and empower victims of trio-crimes in Durban Metropolitan Area; and such programmes and services are provided by different organisations within the city, such as Khulisa Social Solutions, Durban North/Umhlanga Crisis Centre, and South African Police Service. However, it was outlined that the SAPS rely mostly on the services provided by the NGO's, they do not have programmes or services funded by them, and these are on a voluntary basis. The analysis showed that these programmes and services are beneficial and effective, and they impact on a victims' life in a positive way. However, victim support systems laid out in this paper are deeply reliant upon volunteers for their execution. Such systems require regulation to ensure that unsuitable and untrained people do not become involved. It is also important that the quality of services is monitored and improved. This would involve developing a single set of minimum standards by which to measure service providers, along with structures to do the measuring, and programmes to improve the skills of service providers.

A central and well-articulated gap relates to accountability for victims of crime. There is, in this respect, a need for better accountability mechanisms in the provision of victim empowerment services. Accountability is not provided for currently by law or policy in a way that victims of crime can adequately hold service providers in the victim empowerment arena to account for poor service delivery both within and outside of the criminal justice system. It is difficult for those responsible for the provision of services to identify where there are shortcomings in services as there are inadequate feedback mechanisms for the managers of VEP programmes and there is no legislation regulating the provision of services that provides for consequences for poor service delivery. It was also evident that there is no policy that provides an enforceable mechanism to ensure that departments or organizations should work together. This makes it difficult to coordinate efforts, hold departments to commitments, to set due diligence standards and enforce them as well as monitoring the services.

Although examples from the industrially developed world cannot simply be applied to developing world contexts such as South Africa, the United Kingdom, among others, is an example of countries that deliver excellent services to victims of crime and violence. When comparing the services in this country to those offered in South Africa, the differences in cultural specifics, structural limitations and other aspects of the societies ought to be borne in mind. United Kingdom has a well-developed economy, good infrastructure and sophisticated social welfare system. All citizens have access to medical, social work, psychological and psychiatric services which are provided by the state at no cost to the individual. However in South Africa the paradigm shift has led to a number of quite comprehensive statements and policy documents and ad hoc provisions in legislation seeking to empower victims of crime, notably in relation to sexual offences and the law around children. However, the legislation that is in place is disconnected and relates only to specific areas such as witness protection or victims of sexual offences. What about other victims of crime such as the trio-crimes victims?

The organisations or services providers highlighted that due to ethical considerations and risk of repeat victimisation, they could not allow for victims to participate at this stage. This was a limitation to this research because it would have been better to explore the experiences of the victims of trio-crimes with regard to the programmes and services offered by the organisations. In order to improve on the current state of the programmes and services that are in place to assist and empower victims of trio-crimes it is imperative that additional research into the variables associated with such programmes and services be conducted. Further research will allow for a more substantial engagement for purposes of the development and implementation of effective policies and practices within the ambit of this study-field in South Africa.

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