



**Managers' expectations of the roles and responsibilities
of forensic social workers in SAPS**

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requirements for the degree Master of Social Work in
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Key words: Family Violence, Child Protection and Sexual Offences Manager, Family Violence, Child Protection and Sexual Offences (FCS) Unit, perspective, forensic social work, South African Police Service

DEDICATION

I would like to dedicate this study to my late son Bohlale Hlompho Malebatso and my late father Monaheng Johannes Ntilane. I am grateful to my father for instilling in me the urge and courage to take my future to the level I find myself at now.

I am not forgetting my children Lehlohonolo and Hlonolofatso whom I wish can take the exemplary footsteps of my educational endeavours.

My husband Molantwa Ishmael Malebatso for his support throughout the challenging times I encountered on this journey.

LANGUAGE EDITING CERTIFICATE

CERTIFICATE FOR ENGLISH LANGUAGE EDITING

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- The South African Police Service for granting me permission to interview FCS commanders who took part in this study.
- The participants who took part in this study.

DECLARATION

I, **Matshidiso Malebatso** hereby state that this dissertation entitled:

Managers' expectations on the roles and responsibilities of forensic social workers in SAPS:

Is my own work.



M. Malebatso

25-11-2019

Date

FOREWORD

This dissertation is presented in article format according to the guidelines set out in the Manual for Postgraduate Studies (2019) of the North-West University.

The article will be submitted to: Social Work/Maatskaplike Werk. See the guidelines for submission on the next page.

INSTRUCTION TO THE AUTHORS

SOCIAL WORK/MAATSKAPLIKE WERK

The guidelines for the submission of an article to this journal include the following:

Manuscripts may be written in English or Afrikaans while ensuring that the use of capital letters and punctuation marks are done so accurately; all articles should include an abstract in English and it should not exceed 100 words. All contributions will be critically reviewed by at least two referees on whose advice contributions will be accepted or rejected by the editorial committee and will be kept strictly confidential.

Manuscripts may be returned to the authors if extensive revision is required or if the style or presentation does not conform with the journal practice. Articles of fewer than 2000 words or more than 10 000 words are normally not considered for publication: manuscripts should be typed in 12 pt Times Roman double spaced on A4 paper size as well as making use of the Harvard system for referencing. Short references in the text: When word-for-word quotations, facts, or arguments from other sources are cited, the surname(s) of the author(s), year of publication and page number(s) must appear in parenthesis in the text, e.g. “...” (Berger, 1967:12). In addition, more details referred to in the text should appear at the end of the manuscript under the caption “References” and sources must be arranged in alphabetical order according to the surnames of the authors.

(Social Work/Maatskaplike Werk, 2014:1).

LIST OF ACRONYMS

| | |
|----------|--|
| APSAC - | American Professional Society against Child Abuse |
| FCS - | Family violence, Child Protection and Sexual Offences Unit |
| FSW - | Forensic Social Worker |
| HREC - | Health and Research Ethics Committee |
| NOFSW - | National Organisation of Forensic Social Work |
| NWU - | North West University |
| SACSSP - | South African Council for Social Services Professions |
| SAPS - | South African Police Service |
| SOCIO - | Sexual Offences Course for Investigating Officers |
| SOP - | Standard Procedure Manual |

SUMMARY

TITLE: Managers' expectations of the roles and responsibilities of forensic social workers in SAPS.

KEY WORDS: FCS Manager, Family Violence, Child Protection and Sexual Offences Unit (FCS), perspective, forensic social work, South African Police Service (SAPS).

The South African Police Service experiences a high rate of child sexual abuse cases that are reported almost every day within the FCS Units. The SAPS, therefore, saw a need to employ social workers who would practice as forensic social workers in order to assist investigating officers in the investigation of child sexual abuse cases. Forensic social work is considered as relatively a new field in South Africa, especially in SAPS. However, in the United States it has been in existence since 18th century. The studies that were conducted indicated that forensic social work in the SAPS became operational only in 1997. Several studies were conducted in SAPS about forensic social work but the researcher discovered there was only one study which focused on managers' perspectives on the integration of forensic social work in SAPS which is in line with the researchers' study of Managers' expectations of the roles and responsibilities of forensic social workers in SAPS. With the information provided, the researcher saw a need to explore on how the managers within FCS Units at SAPS view and understand the roles and responsibilities of forensic social workers.

Because the researcher wanted to explore the views of FCS Unit managers, the qualitative research approach was the most suitable approach for this study. The aim of the study was to develop an understanding of the expectations of FCS managers of SAPS situated in the Free State, regarding the roles and responsibilities of forensic social work. The researcher collected

data from the participants utilizing semi-structured interviews. The findings revealed that forensic social workers at SAPS play a major role in assisting investigating officers within FCS units with minor children on cases of child sexual abuse. The study also revealed the shortage of forensic social workers in the Free State province and lack of Afrikaans speaking forensic social workers which leads to the withdrawal of cases at courts because forensic social workers were not there to assist with the assessments. However, the researcher came to a conclusion that there is still a need to educate our managers on the roles and responsibilities of forensic social work as some are still confused and only regard forensic social workers as professionals who only assist with the statement taking of the child. If managers of FCS units can undergo training on what forensic social workers do, there is a possibility that they will be able to utilize forensic social work services effectively.

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SECTION A

INTRODUCTION AND ORIENTATION

1. INTRODUCTION

All South Africans have a statutory obligation to report any suspicion of child sexual abuse to the South African Police Service (SAPS) in terms of section 54 of the Sexual Offences and related Matters Amendment Act 32 of 2007. Therefore, the Family Violence, Child Protection and Sexual Offences Unit (FCS) were restricted to rendering child protection, family violence and sexual offences related services (Pienaar, 2005). If a case of sexual abuse is reported at SAPS, the case is allocated to an investigating officer at the FCS unit (Fouché & Fouché, 2015:105). According to Wakefield (2014:6), there are Nationally 176 FCS units serving the entire country. Each FCS unit is managed by a commander or manager who is responsible for managing the unit. One such responsibility is to ensure the effective investigation of sexual offences (National Instruction, 2019(2):9). An investigating officer of an FCS unit is a member of SAPS who has successfully completed the general course for Detectives and the relevant FCS related courses which qualifies and enables competency to deal with child sexual abuse cases. FCS investigating officers must ensure the effective prevention and investigation of FCS related crimes (Van Graan, 2012:37).

Timms (2011:47) defined a manager as a person who is responsible for co-ordinating resources and the actions of others for the achievement of goals. Mofomme (2001:1) explains that a manager provides meaning to organisations by creating rules and conditions necessary to create uniformity within the organisation, therefore, in this case the FCS unit is the one that forms part of SAPS. The latter statement indicates that the manager of an FCS unit will have certain

expectations of the forensic social worker that the manager expects the forensic social worker to fulfil.

Forensic Social Work became operational in 1997 and the aim was to assist in the investigation of child sexual abuse cases and deliver expert testimony (Stutterheim & Weyers 1999:16). Wakefield (2014:12) supports this statement when he states that forensic social workers are employed at SAPS to assist the investigating officers during the investigation of child sexual abuse cases. Williams (2015:138) states that the SAPS employed social workers to render forensic social services when police officials investigate criminal cases where children are the victims. According to Williams (2015:138), forensic social workers were placed at different FCS units at SAPS where they have to report to relevant FCS management structures. During 2011, six forensic social workers were employed at the Free State Province at SAPS and were placed in different clusters around the province. The national manager at the Head office within the Forensic Social Work department was also appointed for the first time in order to guide forensic social workers at the National Level. It is clear from the latter statement that even though forensic social work was established in 1997, the dimension of forensic social work is still a developing field in SAPS.

Forensic social work is defined by (NOFSW: 2015) as the application of social work to questions and issues relating to law and legal systems. Maschi and Killian (2011:12) as well as Sheehan (2012:413) defined forensic social work as a sub speciality of social work, that applies to the integrative approach to social work practice with a diverse population impacted by the legal issues, both civil and criminal. The SAPS forensic social work Procedure Manual (SOP 2015:13) adapted Barker's (2000:3) definition of forensic social work and defined forensic social work as a specialized field of social work practice that is characterized by the social worker's primary function of providing expert testimony in the courts of law. From the mentioned

definitions it is clear that the forensic social worker is involved in legal matters where the court is their primary client. The Government Gazette (2017:3) stated the forensic social work scope of practice as follows;

- Conducting forensic social investigations of all cases that require forensic assessment using scientifically validated protocols and techniques in relation to forensic social work.
- Applying relevant legislation
- Applying forensic social work techniques to interpret data used in the compilation of the forensic social work report
- Compiling and submitting evidence-based forensic social work report to primary clients
- Providing expert testimony on relevant matters in a court of law; and
- Engaging in research and developing the field of forensic social work.

The SAPS Forensic Social Work Manual (SOP 2015:11) states the mandate of forensic social workers as follows;

- To assist the SAPS members in cases of child sexual abuse and to achieve the relevant goals set by the SAPS.
- Conduct forensic assessments in cases of alleged child abuse referred by SAPS and the judicial system.
- Provide scientifically based court reports in order to assist the investigative and legal process.
- To deliver expert testimony in court regarding crimes against children.

- Assist the investigating officer when he/she cannot communicate effectively with the child to take a statement or cannot obtain enough information relating to the alleged crime.

When considering the scope of practice of forensic social work as stated by the by the Government Gazette (2017:3) as well as the SAPS Forensic Social Work Manual (SOP, 2015:11), it seems that the scope of practice as explained by the Government Gazette is much more comprehensive and makes provision for aspects such as research. The tasks of the forensic social worker in SAPS are specifically formulated in order to assist FCS investigating officers during the investigation of child sexual abuse cases. The scope of the SAPS forensic social worker was recently expanded to the statement taking from children and the preparation of child witnesses for the court proceedings (Department of Police, 2016:12). Most of the forensic social workers in SAPS underwent special training in order to be equipped with skills on how to obtain child statements and to be able to prepare children for court proceedings (Department of Police, 2016:12). Wakefield (2014:12) also confirmed this statement by indicating that forensic social workers in SAPS are expected to assist investigating officers in obtaining statements from children in a manner in which the child is not placed in a vulnerable situation. After the forensic social worker has obtained the statement, the same child is often referred to the same forensic social worker to conduct a forensic assessment, which means that the forensic social worker has prior knowledge regarding the alleged sexual abuse. This statement reflects the misunderstanding of the role of the forensic social worker within the FCS unit as Faller (2007:46) indicates that when interviewing the child, it is important not to have prior information of the facts of the case, as such information might contaminate the content of the interview. Several authors (Carstens, 2006:192; Cordisco-Steele, 2012:100; Faller, 2007:5; Saywitz & Comparo, 2009:105) supported the above statement when they stated that having prior knowledge of the case is contradictive to that of the role of the forensic investigator as a neutral

and objective fact finder. When considering this information, one can conclude that SAPS managers are expecting services of forensic social workers that contradict the best practices of forensic social work.

In her study, Jonkers (2012:23-24) found that investigating officers at FCS units are still in doubt as to what the role of the forensic social worker is versus the role of the clinical social worker. She also stated that *“If investigating officers are familiar with the scope of forensic social practice they would know what kind of cases to refer to them as well as when to refer the cases, thus working towards effective service delivery”*. After the researcher has considered the latter information, the researcher is of the opinion that it is important to establish the expectations of FCS managers regarding the roles and responsibilities of forensic social workers in the Free State province. This expectation in turn will have an influence on the expectations of investigating officers as to what can be expected from the forensic social worker.

Mofomme (2001:1) explained that employees, who will in this case be investigating officers of the FCS unit and their managers, develop a shared meaning as they make sense of their workplace. The interaction between managers and employees forms the basis for organisational culture. The implication of this is that if SAPS managers have a specific perspective of the roles and responsibilities of forensic social work, that perspective is communicated to the investigating officers of FCS, who in turn will have an unrealistic expectation of the forensic social worker. The pattern of a social service profession-oriented forensic service component with a traditional military policing environment has contributed to several functional problems and possible deterioration in the perceived social value of social work services (Perrang, 2016:6). There is still a lack of understanding with regard to the scope of practice that forensic social workers need to adhere to versus a set of professional and ethical rules, as prescribed by the South African Council for Social Services Professions (SACSSP). It is required of forensic

social workers to abide by the goals and to reach targets regarding investigations. Taking the above information in consideration, the forensic social worker is thus confronted with the requirements of SAPS management, versus the prescribed ethical rules and standards as set by the SACSSP.

The researcher agrees with Osifiso's (2012:1-2) statement that effective communication is one of the cornerstones and perhaps the most important aspect in a system, for the effective functioning of any organisation. Schaefer *et al.* (2014:51) defined management as a trusting work relationship with other human beings that produces sustainable, escalating value. Whenever two or more people work together to attain a common objective, they have to coordinate their activities. They also have to organise and utilize their resources in such a way as to optimize the results. Van Graan (2008:35) proposed that the internal communication and information management of transformation in the SAPS appears to be unreliable, confusing and uncertain. Van Graan (2008:35) revealed that the communication style and the approach to the implementation of the restructuring of the FCS, which the (SAPS) management applied, are disputed.

The researcher is of the opinion that before the expectations of managers can be addressed, it is important to establish what the expectations of the FCS managers are, regarding the roles and responsibilities of forensic social work. The focus of this study was on the expectations of managers in the Free State Province. Similar studies were also conducted in the Northern Cape and Eastern Cape provinces. The idea is to conduct these studies nationally.

The researcher is employed in the Free State province and must often educate managers regarding forensic social work at the provincial office, therefore a decision was made to conduct this research in the Free State. Understanding the expectations of managers will shed light on the extent to which further needs exist and may give guidance with regard to further research on

the subject matter. When this study is finalised it may provide the management of SAPS with information on the current position of forensic social work in SAPS, from the perspective of forensic social work and that is in line with the scope of forensic social work. Forensic social work services were introduced to FCS members in order to assist them during the investigation of cases of child sexual abuse, and therefore, it is important that FCS members understand the roles and responsibilities of forensic social work in SAPS as it appears that these guidelines are currently not implemented in SAPS. The information regarding managers' expectations can also be presented to management on the National level in order to address the problem of wrong expectations with regard to the roles and responsibilities of forensic social workers in SAPS. In light of the above mentioned literature the researcher wants to answer the following research question: 'What are the expectations of the Free State's FCS managers regarding the roles and responsibilities of forensic social workers in SAPS?'

2. AIM OF THE RESEARCH

The aim of the research was to develop an understanding of the expectations of the FCS managers of SAPS situated in the Free State province, regarding the roles and responsibilities of forensic social work.

3. RESEARCH METHODOLOGY

The researcher attempted to explore and describe the expectations of FCS managers of SAPS in the Free State with regard to the roles and responsibilities of forensic social workers within the organisation of the SAPS.

3.1 Research approach/design

The researcher utilized a qualitative research approach. Qualitative research deals with exploring and understanding the meaning which individuals ascribe to a social or human problem and involves asking questions, collecting and analysing data and interpreting the meaning thereof (Creswell, 2009:4). The main focus in qualitative research is to understand, explain, explore, discover and clarify situations, feelings, perceptions, attitudes, values, beliefs and experiences of a group of people (Kumar, 2014:133) and with regard to this study, the expectations of FCS managers in the Free State province on the roles and responsibilities of forensic social workers in SAPS. The qualitative approach was best suited for this study.

The study was of an explorative nature as there was a lack of basic information on the expectations of FCS managers in the Free State province with regard to the roles and responsibilities of forensic social workers in SAPS. According to Collins and Hussey (2009:5), explorative research is defined as a type of research design where the aim is to investigate the phenomena, where there is little or no information with a view to finding patterns or developing propositions rather than testing them. The expectations of FCS managers with regard to the roles and responsibilities of forensic social workers in SAPS were explored.

The research study had a low risk level. The researcher conducted semi-structured interviews with the participants. The participants were given body breaks in between the interviews in order to avoid extortion during the interview.

3.2 Population

Monette *et al.* (2008:136) define a population as all possible cases the researcher is interested in studying and people with common characteristics which are relevant to the study to be undertaken. The population for this study consisted of FCS unit managers in the Free State. The

FCS unit managers are employees of SAPS who are responsible for managing the unit. Wakefield (2014:6) indicated that there are Nationally 176 FCS units serving the entire country and these units are divided into regions or clusters per geographical area within each province. In the Free State province there are 18 clusters, meaning 18 FCS units. Each unit is managed by the FCS unit commander (manager). Participants were selected from 18 clusters namely; Thabong, Welkom, Bultfontein, Parkroad, Mangaung, Selosesha, Ladybrand, Smithfield, Bethlehem, Phuthaditjhaba, Ficksburg, Vredefort, Bethuli, Zamdela, Kroonstad, Tromsburg, Frankfort and Parys.

3.3 Sampling method

According to Alvi (2016:11), sampling is a process where a sample is extracted from a population. Purposive sampling was utilized in the study. Purposive sampling is based on the judgement of the researcher, in that a sample is composed of elements that contain the most characteristics, representative or typical attributes of the population that serve the purpose of the study best (Strydom & Delpont, 2011:392). The researcher used her judgement to select participants.

3.4 Sample size and motivation

A sample is defined as a group of smaller number of people selected from a population for investigation purposes (Alvi, 2016:11; Phrasisombath, 2009:4). As already indicated there are 18 clusters in the Free State which comprises of 18 FCS units. For this reason it would not be conducive to include everyone in the study as it will result in financial implications and it will be time consuming. Participants were selected on the basis of their significance, which was to reflect on their expectations with regard to the roles and responsibilities of forensic social work. The sampling process continued until data saturation was reached. Strydom and Delpont

(2011:393) describe data saturation as the collection of data to the point where a sense of closure is attained because new data provides information that is redundant. Guest *et al.* (2006:78) state that six participants may be sufficient to formulate meaningful themes and useable interpretations. The researcher interviewed 10 participants. Participants were from the following clusters; Welkom, Bultfontein, Parkroad, Mangaung, Selosesha, Ladybrand, Bethlehem, Ficksburg, Zamdela and Parys.

This study had a minimal risk. The perspectives on the topic were not of the sensitive nature and did not involve any emotions. During the interviews, participants were given body breaks to avoid tiredness. The methods and techniques that were utilized were semi-structured interviews. The researcher compiled a list of interview questions which were evaluated by a panel of experts at the NWU. The duration of the interview was approximately 60 minutes. The interviewer did not discuss any sensitive topics. Confidentiality was also highly regarded ensuring the participants that information provided to the researcher will not reveal their identity. The interview did not differ from any other interviews participants have on a daily basis. A written approval was received from the ethics committee of the NWU (Ethics number: NWU-00003-18-A1).

There were no direct benefits for the participants in this study. The researcher is of the opinion that the study may lead to further studies and relevant interventions to encourage managers in the FCS units to work together with forensic social workers at SAPS.

In this study, the risks outweighed the benefits. The study carried no foreseen risks for the participants. This study did not involve participants who were classified as vulnerable. Participants were only drawn from police managers at SAPS FCS units in the Free State Province. Participants in this study did not receive any remuneration or incentives. There were no costs involved for participants in the study. All participants received a pen with the North-

West University logo as a token of appreciation. The token of appreciation was declared to the manager of the General Research and Curriculum Development, who granted permission to conduct the study. The researcher travelled at her own costs to interview the participants and participants did not spend any money from their pockets.

3.5 Sample Inclusion

Selected participants had to meet the following criteria:

- Participants who were employed as a FCS manager in SAPS within the Free State province
- Participants who worked directly with forensic social workers in different police clusters of the Free State province
- Participants had to be fluent in English as that is the official language of communication in SAPS.

3.6 Sample exclusion criteria

The following participants were excluded from the study:

- FCS managers who were already involved in other research studies as this can lead to burn-out.
- FCS managers who were in charge of the FCS unit where the researcher is stationed as this will be a conflict of interest.

3.7 Sample recruitment and Informed consent

- The researcher first received an approval to conduct research from the head of the General Research and Curriculum Development Committee of the SAPS.

- The researcher met with the FCS provincial manager in the Free State in order to determine who are the managers in different clusters and where their offices are located.
- The FCS provincial manager was informed about the content of the study.
- The researcher compiled written informed consent forms that were distributed to the participants by the mediator via email.
- The researcher made appointments with all the participants who wanted to participate in the study.
- The researcher obtained written consent forms from each participant.
- Information was collected and recorded from each participant and kept safe.

3.8 Procedure, techniques and methods

Bryman (2012:12) indicated that there are many ways of collecting data; data can be collected through interviewing and questionnaires, and also through participant observation. According to Sewell (2006:1), qualitative interviewing is in line with the characteristics of qualitative research in that it aims to explore, describe and evaluate.

Greeff (2011:347) indicated that there are three types of interviews namely; unstructured, semi-structured and ethnographic interviews. The researcher made use of semi-structured interviews. Semi-structured interviews are defined as those organised around areas of particular interest, while still allowing considerable flexibility in scope and depth (Greeff, 2011:348). The researcher utilized this type of data collection because it allowed for open ended questions where participants were able to express themselves. This method of data collection was suitable for this research project as it allowed participants to share their views and expectations.

After consulting literature on management expectations, forensic social work, family violence, child protection and sexual offences and South African Police Service, the researcher compiled a set of predetermined questions for an interview schedule. These questions were used to gather data in this study. This kind of interview enables the researcher to follow up on particular interesting avenues that emerge from the interviews (Conghurst, 2010, Greeff, 2011). The following questions were used as a guide to facilitate the process of face to face interviewing:

1. What do you think is the role and responsibilities of a forensic social worker in SAPS?
2. Explain to me where you obtained the information of the previous question?
3. What is your opinion on how the forensic social worker can assist with the investigation of cases of child sexual abuse?
4. What needs to be done to improve and facilitate effective service delivery of forensic social work services in SAPS?
5. The SAPS Forensic Social Work Manual (SOP 2015:11) states the mandate of forensic social workers as follows:
 - To assist the SAPS members in cases of child sexual abuse and to achieve the relevant goals set by the SAPS.
 - Conduct forensic assessments in cases of alleged child abuse referred by SAPS and the judicial system.
 - Provide scientifically based court reports in order to assist the investigative and legal process.
 - To deliver expert testimony in court regarding crimes against children.
 - Assist the investigating officer only when she/he cannot communicate effectively with the child to take a statement or cannot obtain enough information relating to the alleged crime.

What is your opinion on this?

3.9 Trustworthiness

Trustworthiness is the approach that is used in order to clarify the notion of objectivity as it manifests in qualitative research (Babbie & Mouton, 2006:276). Shenton (2004:73) identifies four criteria to be considered by qualitative researchers in pursuit of a trustworthy study namely credibility, dependability, conformability and transferability.

3.9.1 Credibility

To ensure credibility, the researcher asked the same questions to all participants. Rapport was also established with the participants during semi-structured interviews conducted. Field notes were taken during and after every interview. The researcher made use of all the relevant data. This was ensured through the use of an independent researcher to act as a co-coder. The researcher maintained credibility through receiving help from a co-coder on the implementation of a structured analysis process.

3.9.2 Dependability

Dependability ensures the stability of data over time through careful documentation of data, which is done by writing descriptive field notes and doing audio recordings and an independent person to analyse the data (Babbie & Mouton, 2006:277; Shenton, 2004:73). To ensure dependability, the researcher ensured that there is stability of data over time through careful documentation of data, which was done by writing descriptive field notes and doing audio recordings and using an independent person to analyse the data. The researcher asked the same questions to all participants. Participants' answers to the interview questions were recorded and

transcribed in order to describe the events that are going to take place. The researcher adhered to the following criteria to ensure dependability as set out by Botma *et al.* (2010:231) and Shenton (2004:64);

- The researcher provided a detailed account on how the data was collected.
- The researcher described the methodology, the planning of the study as well as the execution of the study.
- The researcher ensured that data was correctly coded.

3.9.3 Conformability

Conformability entails that the research process and results are free from prejudice. The researcher made sure that the study results are objective and are not based upon biases, motives and perspectives of the researcher. In order to verify conformity, the researcher kept a detailed record of the research process that was followed to determine whether the understanding of the findings, the recommendations and conclusions were drawn from their sources, and that they are supported by the analysis.

3.9.4 Transferability

Transferability is used to ensure that sufficient descriptive data is provided in the research report to allow consumers to evaluate the applicability of data to other contexts (Babbie & Mouton, 2006:277; Shenton, 2004:73). During the data gathering, there was reflection, vivid description, and documentation of quality enhancement effort, field notes and saturation of data (Babbie & Mouton, 2006:277; Shenton, 2004:73).

3.10 Data analysis methods

As in any research conducted, the purpose is to produce findings. The data was prepared in a written format and was analysed manually. Qualitative research is concerned with understanding rather than explanation, with naturalistic observation rather than controlled measurement, with the subjective exploration of reality from the perspective of an insider as opposed to that of an outsider predominant in the quantitative paradigm (Fouché & Schurink, 2011:308).

Data analysis is the process of bringing order, structure and meaning to the mass of collected data by the researcher (Schurink *et al.*, 2011:397). According to Polit and Beck (2004:570), the aim of analysing data is to organize and structure the data collected in such a manner that a meaningful conclusion can be reached. Creswell (2007:150) stated that this process does not follow a fixed linear approach but moves in analytical circles. Data was analysed using guidelines as outlined by Botma *et al.* (2010:213) and Schurink *et al.* (2011:402);

- All the data that was collected was transcribed by the researcher.
- The correctness of the transcribed data was verified by the researcher by listening to recordings and verifying that the transcript contents accurately reflect the sampling recording.
- During the initial coding, topics were analyzed manually by making use of a colour coding system.
- During the transcription, enough space was left on the left and right margins, to allow the researcher to make notes during the process of data analysis.
- During the second level of analysis, topics and sub-topics were compared and constructed by the researcher in order to derive themes that interact. This level of analysis enabled the researcher to construct an analytic taxonomy representing the construction of disclosure.

- After the final stage of analysis was reached, taxonomies were exchanged; coding checked, compared and verified which enhanced the trustworthiness of the study.
- The researcher compared the empirical findings with the literature on role theory as well as literature on forensic social work matters.
- The researcher thereafter made recommendations regarding the expectations of FCS managers on the role and responsibilities of forensic social work to managers on National level.

3.11 Ethical aspects

Ethics serve as guidelines and standards set for the researcher to evaluate his or her conduct (Strydom, 2011:114-120). The study was approved by the Health Research Ethics Committee (HREC) of the Faculty of Health Sciences.

The ethical standards that guided this research are discussed next.

3.11.1 Estimated ethical risk level of the proposed study

The proposed study had a low risk for the participants as data was collected through an interview schedule. The nature of the data obtained from the participants were not sensitive and was about the work they do on a daily basis.

3.11.2 Probable experience of the participants

The proposed study provided positive results on participants. The studied allowed the participants to realise and reassess their own perspectives regarding forensic social workers role within the South African Police Service. The researcher explained to the participants the nature of the proposed study and obtained a written informed consent from each participant. Interview schedules were prepared and evaluated by other social workers who do not form part of the study. These interview schedules were prepared in English. The researcher stressed the

importance of confidentiality and assured the participants that the information provided will be kept confidential by the researcher. The interviews were normal and did not differ from other interviews that participants normally have. There was no sensitive information or threats on the interview schedule. The researcher also ensured that she works according to the requirements of the Research Ethics.

3.11.3 Dangers / risks and precautions

The study had minimal risks as it involved human participants. The methods and techniques that were utilized were from the semi structured interviews. The participant's ideas and information were kept confidential and the researcher did not distribute it to anyone until the study was complete. The researcher ensured the safety of participants and interviews were conducted at SAPS premises to ensure the safety of participants. All interviews conducted by the researcher did not last for more than 60 minutes.

3.11.4 Benefits and risks for participants

The participants did not gain direct benefits. It was foreseen that the risks do not outweigh the benefits.

3.11.5 Expertise, skills and legal competencies

The researcher is registered with the South African Council for Social Service Professions (SACSSP) as a social worker. The researcher is also a post graduate student for the Master's Degree in forensic social work at the North-West University.

3.11.6 Facilities

The researcher was mainly concerned with naturalistic observation as opposed to control measurements hence the interviews were conducted in a natural setting of participants.

Qualitative research uses an emerging qualitative approach to collect data in a natural setting sensitive to the people and places under study (Fouché & Schurinck, 2011:308). The researcher interviewed participants directly from their offices where they work. The researcher ensured that the settings were free from distractions and that they were private and confidential for the collection of data.

3.11.7 Incentive and remuneration of participants

The participants in the study did not receive any remuneration or incentives. Each participant received a pen with the North-West University Logo as a token of appreciation.

3.11.8 Dissemination of results

A summary of the research findings was mailed to the participants after the researcher had completed the proposed study. A copy of the dissertation will be made available in the Library at the North-West University for any interested individuals to read.

3.11.9 Privacy/Confidentiality

The information that was gathered from the participants was obtained in a confidential manner, so that participants cannot be identified at a later stage (Strydom, 2011:119). Privacy and confidentiality was maintained. There were no participants' names on the interview schedules. This was to ensure that the names of participants will not be disclosed or recognized during the analysis and interpretation of data. The information gathered or responses were not publicly linked to any specific individual who had participated in the study. Confidentiality was maintained by keeping the collected data confidential and not revealing the participants' identity when reporting and publishing the study (Babbie & Mouton, 2006:523; Creswell, 2009:91). The obtained data will also be kept safe at the North-West University's Compress offices in a locked,

fire-proof cabinet, and soft copies are stored on a memory stick which is password protected. A confidentiality agreement was also signed by the mediator.

3.11.10 Data storage

Electronic data was collected by means of audio recordings as well as hand written data. The hand written data was typed and then stored on the disc after the completion of the interviews. The data on the disc is password protected and encrypted on a memory stick. The researcher and the person responsible for transcribing the data and the study leader have access to the data. The memory stick was locked away in a lockable cabinet in a locked office. All electronic as well as raw data was saved at the offices of the Research Entity named Compress in a locked cabinet at the University of North-West where it will be kept for five years.

4. TERMINOLOGY

4.1 Expectations

According to Collins dictionary (2018) the word “expectation” is defined as the act or state of expecting or the state of being expected, while the Oxford dictionary (2017) described “expectation” as a belief that something will happen because it is likely.

4.2 Forensic Social Work

Forensic social work is defined as the application of social work to questions and issues relating law and legal systems (NOFSW, 2015). According to Maschi and Killian (2011:12) as well as Sheehan (2012:413), forensic social work is a sub specialty of social work that applies to the integrative approach to social work practice with a diverse population impacted by the legal issues both civil and criminal.

4.3 South African Police Service

Chapter 11, Section 205 of the Constitution of South Africa and in terms of the SAPS Act 68 of 1995 defines SAPS as a law enforcement agency within the government of South Africa.

4.4 Family Violence, Child Protection and Sexual Offences Unit (FCS)

The Family Violence, Child Protection and Sexual Offences Unit (FCS) is a specialized unit within the SAPS established to handle crimes of domestic violence and sexual abuse committed against adults and children and to render sensitive services to victims of such crimes. The FCS unit operates according to a protocol called the SAPS National Instruction (SAPS, 2008:1).

4.5 FCS Manager

The SAPS Standing order (SAPS, 2012:1) defines a unit commander as any member of the SAPS appointed in command of a detective unit serving one or more police stations (FCS unit, Stock Theft unit). Therefore, for the purpose of this study, the FCS manager refers to a unit commander in the SAPS who is responsible for the command of an FCS unit in a given police cluster.

5. Choice and structure of the report

The researcher's aim is to submit the research findings as an article to the Social Work/Maatskaplike Werk journal for potential publication in the journal and the author adhered to those instructions in Section B.

The research report is divided into four sections:

- Section A: Introduction and Orientation

- Section B. Managers' expectations on the roles and responsibilities of forensic social workers in SAPS (Article).
- Section C: Conclusions and recommendations.
- Section D: Addenda

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SECTION B: MANAGERS' EXPECTATIONS ON THE ROLES AND RESPONSIBILITIES OF FORENSIC SOCIAL WORKERS IN SAPS

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ABSTRACT

The South African Police Service (SAPS) appointed forensic social workers in order to assist in cases of child sexual abuse. The researcher discovered that SAPS management still lack information with regard to the roles and responsibilities of forensic social workers. This study aims to explore and develop an understanding on the expectations of the Family violence, Child protection and Sexual offences (FCS) managers at SAPS regarding the roles and responsibilities of forensic social workers. Findings were obtained through a qualitative study by means of semi-structured interviews. It was discovered that forensic social workers play a major role in the investigation of child sexual abuse, but that the profession still needs to be marketed amongst role players.

Keywords: Family Violence Child Abuse and Sexual Offences Unit (FCS), Unit manager, forensic social work, SAPS

1. INTRODUCTION AND PROBLEM FORMULATION

Forensic social work has been in existence for a long time in the United States, it started back in the nineteenth century (Maschi & Killian, 2011:14). In South Africa, however, it is still regarded as a new speciality. Within the South African Police Service, it still new and developing. Forensic social work services were established in SAPS on 6 May 1997 and became operational in November 1997 (Stutterheim & Weyers, 1999:16). After the restructuring of the FCS Units, social workers practicing as forensic social workers were employed in different provinces around the country and placed in different clusters. One of the core elements in employing social workers to practice in forensic social work was to assist the investigating officers in the investigation of child sexual abuse cases. In so doing, the social workers practicing forensic social work at SAPS will be assisting many with regard to the conviction rate of child sexual abuse cases.

According to Stutterheim and Weyers (1999:17), the creation of a specialized forensic social work service to assist in cases of child sexual abuse was taken after the results of a research project which was conducted by social work students at the North-West University in Potchefstroom. Iffley (2012:94) indicated that the study conducted came up with two conclusions namely; the fact that there was a need for a specialized social work services to assist the Child Protection Units of the SAPS with child sexual abuse cases, secondly that social workers needed specialized training in order to function effectively as expert witnesses in cases of child sexual abuse. Iffley (2012: 94) further stated that twenty two police social workers underwent special training from March to September 1997 and were stationed throughout South Africa

According to the Forensic Social work manual (SOP 2015:7), Forensic Social Work is a specialized field of social work practice that is characterized by social workers primary function

of providing expert testimony in courts of law. In her study, Jonkers (2012:36) concluded that the investigating officers in the FCS units at SAPS are still at the point where they do not understand the main role of the forensic social work. She, therefore, emphasized that the lack of knowledge that the investigating officers have on the roles and responsibilities of social workers practicing forensic social work could have an impact on the utilization of forensic social workers. It is still clear from the above statement that FCS investigating officers still need to be trained on the roles and responsibilities of forensic social workers.

The South African Police Service has made an effort to improve their services in FCS Units after the re-introduction of FCS Units. SAPS even employed social workers who practice in forensic social work to assist in the investigation of child sexual abuse cases. The problem that still arises is that the FCS units still do not have a clear understanding of what the role of forensic social workers is at SAPS (Jonkers, 2012:23). During the year 2011, the Free State SAPS employed seven social workers to practice forensic social work. These social workers were placed at different FCS Units within the province to assist investigating officers.

According to Van der Westhuizen (2016:27), the South African Police Services is the major employer for forensic social workers as it aims to assist Child Protection Units. Forensic Social work involves a number of functions which include: investigation, acting as expert witness in court, acting as advocates, evaluating individuals for the purpose of compiling reports, providing recommendations to courts, facilitating court ordered sentences, acting as mediators, testifying about professional standards of social work, acting as educators to colleagues, developing licensing laws and maintaining relationships with their clients (Mangezi 2014:24). The researcher, therefore, realized that there is a growing need to utilize experts in South African courts and it was discovered from previous studies such as the study of Joubert and van Wyk (2014:488) that social workers are not equipped and lack training in forensic social work.

However social workers in private practice equip themselves by attending trainings regularly in order to render forensic social work services to courts.

Mangezi (2014:16) stated that forensic social work combines social work with law and it also caters for the social functioning and socio-legal conditions of offenders and victims. The social conditions include among others unemployment, alcohol abuse, history of violence and the legal conditions which include understanding legal procedures, appearances in court, expert testimony and presentation of evidence. Effective forensic social work, however, requires integration that addresses psychosocial aspects and law and policy to help individuals, families and communities through provision of services. Maschi and Killian (2011) further state that the term forensic also underscores the joint nature of effective forensic social work, which includes collaboration with clients, professionals and other stakeholders within and across formal and informal systems to work together in order to access information of clients.

In the SAPS Annual Report of 2015/2016, Deputy Minister of SAPS stated that forensic social work is a critical element of the investigation process, particularly in respect of crimes against children. She further indicated that the role of the social worker in conducting forensic social work is central to the successful investigations of certain crimes against children as they strive to obtain uncontaminated information from a child and provide testimony in court. The scope of work of the SAPS's forensic social workers was expanded to include 'statement taking from children' and 'preparing child witnesses for court' in their assessment process, which will have a positive impact on the detection rate of the FCS in the long term (SAPS Annual report 2015/2016:11-12).

With the above mentioned it is clear that forensic social workers can help much in helping the judicial system together with the FCS units at SAPS to improve their conviction rate. However forensic social workers need to be equipped with knowledge on forensic practice. Forensic

social work calls for greater understanding of the role of law in society that might otherwise be expected in other fields of social work practice; how law structures relationships and enforced expectations influence how clients are treated when they intersect with the legal system. Sheehan (2012:413) further stated that forensic social work can offer its capacity to educate legal practitioners about issues such as family dynamics and child development. However Green, Thorpe and Traupmann (2005:147) identified knowledge of justice, legal issues and systems as a primary focus rather than the provision of welfare services as central issues in this field. The researchers also identified skills in report writing and being cross-examined as necessary, along with the ability to assess and treat, rather than conduct therapy with clients and to make recommendations about mental status, children's interests, and ability to testify and determine capacities for treatment.

2. RESEARCH METHODOLOGY

This study aimed to develop an in depth understanding on the expectations of FCS managers of SAPS situated in the Free State province regarding the roles and responsibilities of forensic social work. The researcher utilized a qualitative research approach as the main focus in qualitative research is to understand, explain, explore, discover and clarify situations, feelings, perception, attitudes, values, beliefs and experiences of a group of people (Kumar, 2014:133). In this case it was the managers' expectations on the roles and responsibilities of forensic social workers in SAPS. The study is explorative in nature and the researcher adopted this research design in order to gain an insight into the expectations of FCS managers with regard to the roles and responsibilities of forensic social workers in SAPS.

The researcher utilized purposive sampling in this study. The researcher used her judgment to select participants who took part in the study. The researcher selected participants on the basis of their significance to the study and data saturation was reached. Semi-structured interviews were

employed in order to collect data. Questions that were included in the interview schedule were theory driven and after consulting literature on management expectations, forensic social work, family violence, child protection and sexual offences and South African Police Service, the researcher compiled a set of predetermined questions for an interview schedule. According to Sewell (2006:4) the interview schedule is an outline of topics and issues to be covered by the researcher. To analyse data the researcher manually arranged qualitative data into themes and identified salient themes, ideas and patterns. The researcher adhered to ethical guidelines as approved by the Health and Research Ethics Committee (HREC) at the Potchefstroom Campus of the North-West University. After the ethical approval was received from the HREC, written consent to conduct the research within SAPS was requested from the National Head Organisational Development and Strategic Management. The researcher started with the research after obtaining an approval from the Head Office (Research Division) in SAPS. The researcher adhered to the following ethical issues: avoidance of harm to the participants, obtaining informed consent from participants, voluntary participation, avoiding deception of participants, ensuring the privacy, anonymity and confidentiality of participants.

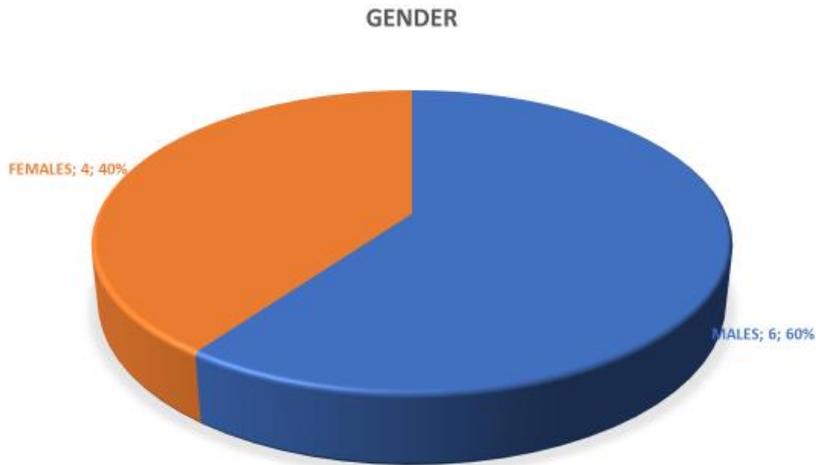
3. RESEARCH FINDINGS

This study aimed to explore the managers' expectations on the roles and responsibilities of forensic social workers in SAPS in the Free State. Ten participants comprised of FCS unit commanders and the researcher made use of purposive sampling method. Ten participants participated in this study and data saturation was reached. The researcher used her judgement to select participants. Semi structured interviews were utilized in order to collect data from the participants.

3.1 Profile of the participants

There were ten FCS Unit commanders from SAPS in the Free State Province who took part in this study.

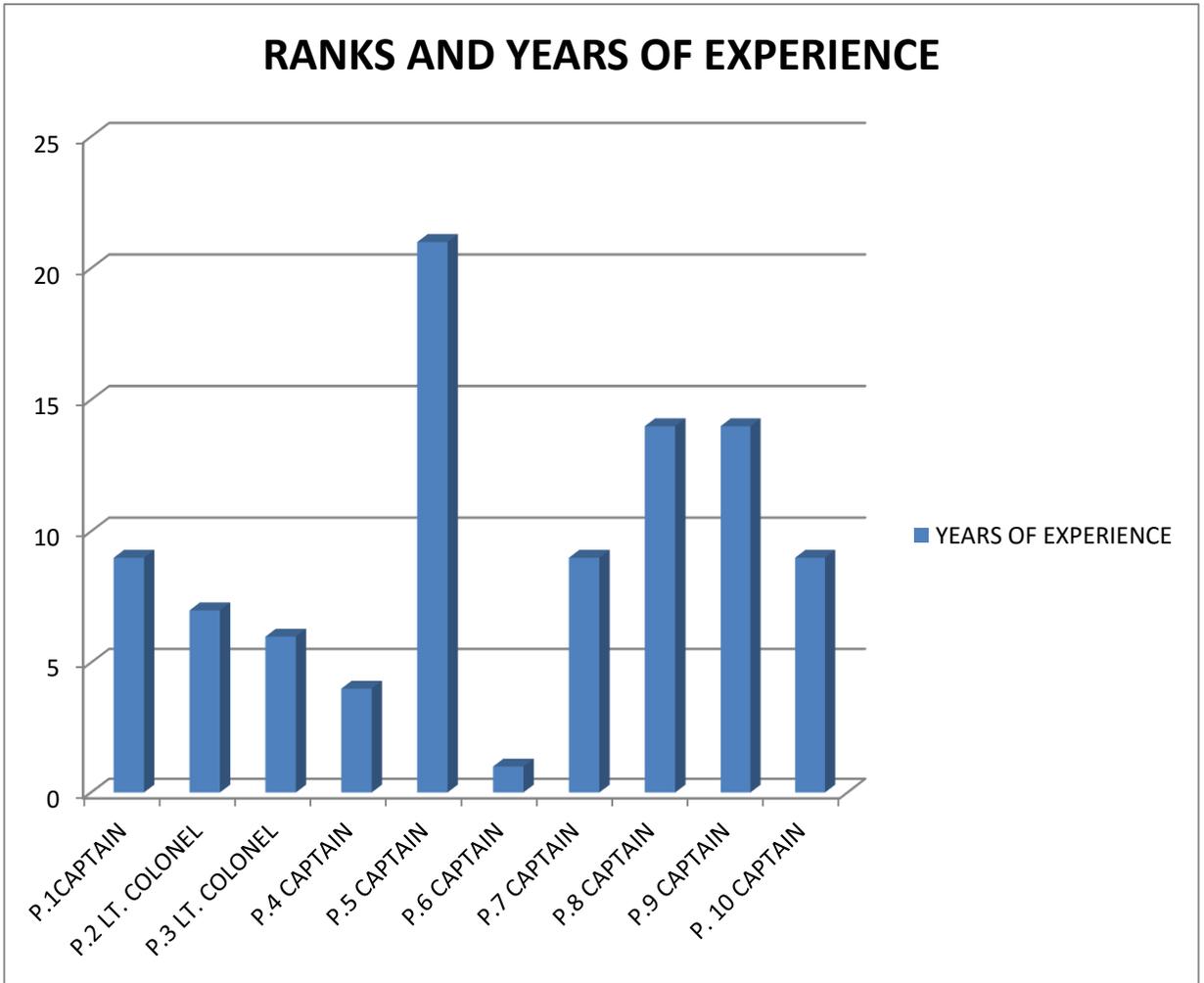
FIGURE 1: GENDER OF PARTICIPANTS



The above graph illustrates the gender of participants. The participants comprised of male and female managers from SAPS. The graph indicates that the majority of participants were males namely 6.60%. The remaining participants were female namely 4.40%.

3.2 RANKS AND YEARS OF EXPERIENCE OF PARTICIPANTS

FIGURE 2: RANKS AND YEARS OF EXPERIENCE OF PARTICIPANTS



From the above figure, it is clear that two participants hold the rank of Lieutenant Colonel and eight hold the rank of a Captain. The ranking structure of the SAPS, which came into effect in

June 2016, implicates that the ranks of a Captain, Lieutenant Colonel and Colonel form part of the commissioned officers in the junior and middle management levels of the SAPS (SAPS, 2016). The results indicate that the participants are part of junior and middle management. The graph also illustrates the years of experience which participants have in working with cases of family violence, child protection and sexual offences. From the above figure it is clear that only two participants have less than five years' experience on working with cases of child sexual abuse while others have more than five years' experience in FCS units. One participant had more than 20 years of experience in working with child sexual abuses cases. From the responses received, one can conclude that the participants who participated in the research, are experienced managers FCS.

3.3 Themes and Sub-themes from the interviews

The researcher utilized semi-structured interviews to collect data from the participants. The following themes and sub-themes emerged from the interviews.

TABLE 1: THEMES AND SUBTHEMES FROM INTERVIEWS

| THEME NUMBER | THEME | SUB-THEME |
|--------------|---|--|
| 1. | Roles and responsibilities of forensic social workers in SAPS | <ul style="list-style-type: none"> ➤ Statement taking ➤ Truth-lie competency assessment of the child. ➤ Assessments and court reports |

| | | |
|----|---|--|
| 2. | Views on how and by whom you were informed about roles and responsibilities of forensic social work. | <ul style="list-style-type: none"> ➤ FCS Course and Commanders course ➤ Forensic social workers in the FCS Units. |
| 3. | Opinions on how the forensic social workers can assist with the investigation of cases of child sexual abuse. | <ul style="list-style-type: none"> ➤ Speed up the investigation process ➤ Marketing of Forensic social work services at the court and other departments. |
| 4. | Suggestions on how to improve and facilitate effective service delivery of forensic social work services in SAPS. | <ul style="list-style-type: none"> ➤ Lack of forensic social workers/manpower ➤ Lack of resources |

THEME 1: ROLES AND RESPONSIBILITIES OF FORENSIC SOCIAL WORKERS IN SAPS

During the interview with participants, the researcher posed an open ended question to the participants on what they regard as roles and responsibilities of forensic social workers in SAPS. Answers regarding this question of the roles and responsibilities of forensic social workers were divided into three sub-themes, namely; statement taking, the competency assessment of the child as well as report writing. A detailed discussion on the sub-themes will follow.

The forensic social worker is a neutral and objective fact finder that gathers details of legal relevance and documents children's statements verbatim, if possible. They are supportive but remain neutral to the veracity of the information provided and refrain from a relationship that could unduly influence the child's report. They must maintain a hypothesis-testing stance throughout the interview (Cordisco-Steele, 2012:100; Saywitz & Comparo, 2009:114).

The Government Gazette (2017:3) states the functions of forensic social workers as the following:

- Conducting forensic social work investigations of all cases that require forensic assessment using scientifically validated protocols and techniques in relation to forensic social work;
- Applying relevant legislation and techniques to interpret data used in the compilation of the forensic social work report;
- Compiling and submitting forensic social work technique-based forensic social work reports to primary clients;
- Providing expert advice on relevant matters;
- Engaging in research and developing the field of forensic social work.

The SAPS Forensic Social Work Manual (SOP 2015:11) states the mandate of forensic social workers as to;

- Assist the SAPS members in cases of child sexual abuse and to achieve the relevant goal set by the SAPS.

- Conduct forensic assessments in cases of alleged child abuse referred by SAPS and the Judicial system.
- Provide scientifically based court reports in order to assist the investigative and legal process.
- Deliver expert testimony in court regarding crimes against children
- Assist the investigating officer only when she/he cannot communicate effectively with the child to take a statement or cannot obtain enough information relating to the alleged crime.

Subtheme 1: Statement taking

The majority of the participants, namely participants 1,2,3,5,7 and 8 indicated that one of the roles and responsibilities of forensic social work is to obtain statements from children who cannot talk to investigating officers. Participant 2 stated that *“The forensic social workers, they are helping us with the minor victims to obtain the statement of the victim if the victim cannot talk to us”*. While participant 3 indicated that *“The roles and responsibilities of forensic social workers is to assist us as SAPS members and FCS to obtain the statement of those young children who cannot talk”*. Participant 5 also agreed with the given statement by saying, *“Yes statement taking is one of the roles and responsibilities of forensic social workers”*.

It is clear from the above responses that most of the FCS managers regard the role and responsibilities of forensic social workers as assisting with statement taking from minor children. This statement is also a true reflection of what is expected of forensic social workers in SAPS and it is also documented in the forensic social work Procedure Manual (SOP 2015:11). The researcher is, however, not in agreement with this statement. After obtaining a statement from the child, the state prosecutor will refer the child to the same forensic social worker, requesting a forensic assessment of the child and a comprehensive report. The implication of the latter is

that the forensic social worker has prior knowledge of the case and is not neutral and objective anymore. This is inconsistent with literature stating that the forensic investigator must have no involvement prior to the case and must be neutral and objective all the time (Bow *et al.*, 2002:572). Fouché and Fouché (2015:112) confirm this statement and documented that the forensic social worker should provide the court with impartial and factual evidence as well as a neutral and professional opinion.

When one considers Watson's (2015:10) statement that there have been significant challenges in documenting sexual offences cases and that one such challenge has been the fact that the quality of statements taken from sexual offences victims is generally very poor, it is understandable why SAPS expects forensic social worker to obtain statements from children. The researcher is of the opinion that FCS investigating officers must be better equipped to take statements. In cases where the forensic social worker must take the statement of the child, measures must be put in place in order to ensure that the same forensic social worker cannot conduct a forensic assessment on the child a statement was obtained from. .

Subtheme 2: Competency assessment of the child

The participants mentioned that it is the responsibility of the forensic social worker to determine if a child will be able to testify in court. Participant 4 stated in this regard: *“To determine if the child can testify in court”* while participant 6 also stated the following; *“My opinion in that incident I think is to unveil the trueness and capability of the victim of himself or herself for trial purposes”*.

This process is known as the truth-lie competency assessment of the child. The truth-lie competency test is performed to determine if the child can distinguish between telling the truth and telling lies and the moral obligation of realising the importance of telling the truth (Cronch

et al., 2006:200; Faller, 2007:70; Lyon, 2011:69). Although the truth-lie assessment is no guarantee that the child will tell the truth this may increase the likelihood that the child will tell the truth (Connell, 2009:460) and therefore, is important during the forensic assessment.

The responses of the participants indicate that the managers regard the truth-lie competency test as part of the roles and responsibilities of the forensic social worker. Their perspective on this matter is consistent with literature and the guidelines of the American Professional Society against Child Abuse (APSAC), state that the competency assessment can form part of the forensic assessment process (APSAC, 2012:17)

Subtheme 3: Assessments and court reports

The participants indicated that the assessment of children and compiling of court reports are part of the roles and responsibilities of the forensic social worker. Participant 1 indicated “*In other words if the Police officer cannot obtain something from the minor, in such case you will refer the child to a forensic social worker for assessment*” and Participant 2 indicated that “*Usually forensic social workers will assist in interviewing them so they can be able to stand in court and give us assessment reports after assessing them*”.

It is clear from the above statements that the minority of the FCS managers understand that forensic social workers has to assess children and write reports for the court. The primary function of the FSW is also clarified: “... to conduct specialised assessment and investigations with the aim of submitting a forensic report and (to) provide(s) expert testimony (ies) to the court” (Fouché & Fouché 2015:106-107). When one considers the roles and responsibilities of the forensic social worker as stipulated by the Government Gazette (2017:3) and the SAPS Forensic Social Work Manual (SOP 2015:11) stating that the assessment of children as well as providing of expert testimony in court are part of the roles and responsibilities of forensic social

workers, this can be seen as problematic. If investigating officers are not aware of what can be expected of a forensic social worker, it means that they will not utilise their services to the optimum.

THEME 2: VIEWS ON HOW AND BY WHOM YOU WERE INFORMED ABOUT ROLES AND RESPONSIBILITIES OF FORENSIC SOCIAL WORK

Following the question on roles and responsibilities of forensic social workers, the researcher asked the participants who informed them about the roles and responsibilities of forensic social workers. The following sub-theme emerged from the participants' responses; (1) that they were informed about the roles and responsibilities of forensic social workers on the FCS course which is compulsory for Investigating Officers of FCS to attend. (2) That they were also informed by the forensic social workers who work with them.

It was important for the researcher to obtain this information in order to determine who their source of information is as Jonkers (2012:36) has found that FCS investigating officers have a poor understanding of forensic social work and this can impact on the effective utilisation of forensic social work. It is of importance that FCS managers have knowledge on roles and responsibilities of forensic social worker's in SAPS in order to have an understanding on which cases they should refer to the Forensic social worker.

Mohammad and Ayuba (2012: 46-47) as well as Van Vliet (2011:1) found in their studies that there are five functions of management component which focus on the relationship between personnel and its management and they provide points of reference so that problems can be solved in a creative manner, these functions include; planning, organising, commanding, coordinating and controlling. `Managers share their knowledge with the employees that they

are managing. Therefore, if they are misinformed about the roles and responsibilities of forensic social workers, they will convey a wrongful message with the employees they are managing.

According to Schaefer *et al.* (2014:52), high quality relationships between supervisors and employees, in the form of leader member exchange are recognized as important determinants of desirable organisational outcomes. The authors further stated that there is considerable interest in understanding factors associated with effective management as well as the quality of the dyadic relationship between managers and employees.

Subtheme 1: FCS Course and Commanders Course

During the interviews with participants, the researcher asked a question as to whom informed them about the roles and responsibilities of forensic social workers. The majority of participants indicated that they were informed about the roles and responsibilities of forensic social workers at courses which they attended (Family violence, Child Protection and Sexual Offences Course and Commanders Course). While the minority of the participants stated that they were informed by the Provincial commander of FSW (Forensic social work) who is a Colonel in the Free State. Participant 5 stated; *“Okay except that same 2012 I attended a FCS course and at the FCS course I also learned the importance of forensic social workers”*. While participant 1 also indicated that; *“most likely is during the course in Hammanskraal (3 week course) that is where they explain to us the role of a forensic social worker and they also do a bit of training with us in terms of how to conduct an interview with the child”* while participants 7 stated that *“At the course when we attended a course in Paarl, I was doing a course then, I was told about forensic social worker. I attended a commander’s course at Paarl”*.

According to the SAPS Annual meeting (2013:23) as on 31 March 2013, 933 FCS members were trained on the Sexual Offences Course for Investigating Officers (SOCIO) and 1371 on the

FCS course. The trained members are based at the 176 FCS units across the country, serving all 1135 police stations.

The courses that the participants are referring to are specialised courses including a detective learning programme and a forensic social work programme (Watson, 2015:9). Based on the above responses it is clear that SAPS as an organisation is training the members of FCS on forensic social work programmes in order for them to be equipped with the necessary information.

Subtheme 2: Forensic social workers in the units

During the interviews with the participants, three participants stated that they were informed about the roles and responsibilities of forensic social workers by their forensic social workers whom others serve at their units while the other one came to educate them about their roles. *“I was informed by my previous Capt. who has been promoted now, because on my arrival at SAPS (FCS) no one has ever explained to me that I will find forensic social worker (P3)”*. *“At my office I’m having a forensic social worker who ..., I’m not sure when she arrived but I’m not sure but under correction it can be 2012. She introduced herself and we sit down and there was a lot of information I received from her about the roles and responsibilities of forensic social workers (P5)”*. *I was informed by the forensic social worker, she even sent us the forms on how to request for a forensic social worker and explained how they operate (P10)”*.

It is the responsibility of every forensic social worker to act as an educator to his/her colleagues so that they become aware of what his/her role is. According to the (National Organisation of Forensic Social Work, 2013), forensic social workers should educate on issues of influence of law in social work, teach courses and give workshops on the legal aspects of social work practice.

According to Mangezi (2014:18), in South Africa, forensic social work practice is a new field and therefore many professionals such as social workers, probation officers, police, prosecutors and magistrates need to be educated and need to know about forensic social work.

The need for forensic social workers to market their services was also identified. Smith (2014:171) stated that investigating officers of FCS units in SAPS should be educated on the responsibilities of forensic social workers by forensic social workers. Mnguni (2018:42) found in his study that Forensic social workers also have a role to educate relevant role players in the field of child sexual abuse about their role and the dynamics of child sexual abuse. This can also be achieved through forensic social workers marketing their services.

Barker and Branson (2000:2-3) also indicated that forensic social work seeks to educate law professionals about people's human and social service needs; it also educates social work colleagues about the legal aspects of their work. The authors further stated that forensic social workers use their skills to assist law authorities in a variety of ways: they interview crime victims and witnesses and provide the information to investigators and to courts of law; they consult with lawyers about the kinds of juries that would be optimal to their cases; they work with other mental health experts to determine if clients possess enough mental competence to stand trials; they are frequently fact witnesses or expert witnesses in trials.

Based on the responses obtained from the participants, it seems that only a few forensic social workers in the Free State area do market their services. It is therefore, clear from the above that forensic social workers have a duty to educate their colleagues and other stakeholders on their roles and responsibilities.

THEME 3: OPINIONS ON HOW THE FORENSIC SOCIAL WORKER CAN ASSIST WITH CASES OF CHILD SEXUAL ABUSE

The researcher asked participants for their opinions on how forensic social workers can assist with cases of child sexual abuse. The following sub-themes emerged from the responses of the participants; (1) to speed up the process of investigation to avoid cases being struck off the roll (2) make awareness in order to market their services.

The SAPS forensic social work manual (SOP 2016:7) emphasised the importance of marketing forensic social workers services to state prosecutors, investigating officers, detective commanders and all relevant role players. This is regarded as one of the roles of forensic social work in SAPS.

Forensic social workers need to collaborate with other professionals, for example, attorneys; law enforcement personnel; clients; family members and other stakeholders because this is critical to achieving success (Mangezi 2014:18). The author further stated that networking is also an essential skill needed by forensic social workers. Forensic social workers require contacts to access reliable information which they cannot access from other professionals.

Subtheme 1: Speed up the process of investigation to avoid cases being struck off the roll

Some participants were of the opinion that forensic social workers could be of more assistance if they can speed up the process of investigation. When the researcher probed more on the participants' responses the participants indicated that if assessments of children can be done quickly and reports be on time in order to avoid the cases being struck off the roll. The following were direct responses from the participants; *"They can assist us if they can speed up their investigation so that our cases are not struck off the roll (P7)". I think that court should make a good relationship with forensic social worker for the future in order that the docket must be freed from being struck off the roll due to the forensic social workers report (P8)". Just to speed up the court reports to avoid unnecessary withdrawals (P2)".*

According to Machisa *et al.* (2012:15), rape prevention overall is essential and the criminal justice system has an important role to play if it can work optimally and ensure that justice is a frequent outcome after rape for victims. The authors further stated that the system is highly inefficient and requires a major overhaul and according to these authors, there needs to be more thorough and timeous case investigation. Therefore, this means more thorough investigations for the police and forensic social workers.

Müller (2009:148) states that when accessing information from a child witness, it is essential to have an understanding of the child's developmental, cognitive and language abilities. In the course of development, children change physically, emotionally and intellectually as they progress through different stages. Child development is viewed as a progression through generally accepted milestones. It is therefore, necessary to know what the developmental milestones are and to understand the general characteristics of each age period in order to supply information about events experienced.

Literature indicates that disclosure of a sexual offence is a slow and painful process and that full disclosure is seldom made when a child makes the first report (Report on Sexual Offences Cases 2002:17). Disclosure is important to the child's healing process and in legal proceedings, it is pivotal to understand how and under what circumstances children disclose incidents of abuse and to develop an appropriate response to such disclosure. Hollely (2009:137) stated that when a child discloses an act of abuse, the abuse itself may have taken place many months, or even years, before. The author further indicated that in many cases disclosures are never made, and that if they do take place, it is often during adolescence, reasons for this age-related disclosure are often attributed to the development of the child's moral reasoning.

Fouché and Fouché (2015:115) indicated that forensic social workers have to make sure they conduct "extensive consultations" with the child complainant and the number of these sessions

might, however, vary due to the age and developmental level of the child complainant and the specific circumstances of the alleged abuse.

Based on the above literature it is clear that the process of investigation is affected by many factors, including the child's developmental stage of development and disclosure of the child. As indicated by the participants that forensic social workers should assist the investigating officers by speeding up the process of investigation, the outcome of the latter statement however, will depend on the child's disclosure and the developmental stage of the child.

Subtheme 2: Marketing of services at the court and other departments

Participants mentioned the importance of marketing the forensic social workers services to different departments and at courts. Participant 1 stated that *“Our prosecutors are sometimes sceptical and sometimes become a stumbling block when it comes to prosecution, they need to be trained on which cases they should refer to the forensic social worker and have trust in those reports because the reports already indicate if the child can testify or not”*. Another participant, participant 3 mentioned that *“And I think if they can also assist us in making awareness and selling themselves in the community because now so far most of the people do not know that we are having such professional. The forensic social workers are very helpful but if they can also market themselves in the community by means of awareness or maybe by means of media”*. Participant 8 stated that *“So it will be better if maybe the prosecutor, Dept. of justice and the forensic social worker can just work hand in hand maybe to minimize those dockets that were struck from the roll. Participant 10 responded by saying; “We need you as forensic social workers so that we work hand in hand with the prosecutors and other stakeholders”*.

On the National Conference of forensic social workers, the Minister of Police (2014): stated that forensic social workers at SAPS should intersect with other departments and other relevant

organisations, juvenile courts, probation departments, adult corrections, domestic violence and victim assistance programmes. She further stated that forensic social workers should also focus on reporting standards and protocols; Maintaining and developing a professional level of expertise; networking with other professionals and organisation to ensure a multidisciplinary service approach.

Therefore, the researcher is of the opinion that forensic social workers should expand their services by marketing them to different stakeholders so that they can work hand in hand. According to Barker and Branson (2013:2), forensic social work seeks to educate law professionals about people's human and social service needs, and also educate social work colleagues about the legal aspects of their work. In her research, Malatji (2012:31) found that the challenges which were experienced by forensic social workers included among others the misunderstanding of forensic social workers role by the prosecutors. She further stated that "*The findings reveal that there are still some challenges experienced by social workers as expert witnesses in courts. There are still misconceptions or misunderstandings between the social workers and the court officials*". The researcher agrees with the authors that forensic social workers should educate the court on their role and responsibilities especially on which cases the prosecutor should refer to the forensic social workers.

THEME 4: SUGGESTIONS ON HOW TO IMPROVE AND FACILITATE EFFECTIVE SERVICE DELIVERY OF FORENSIC SOCIAL WORKERS IN SAPS

With regard to their suggestions on how forensic social workers can improve and facilitate effective service delivery in SAPS, the following sub-themes emerged: lack of forensic social workers/manpower and lack of resources.

According to Mangezi (2014:23), the increasing complexity of social problems has also created a foundation for the development of forensic social work practice in South Africa. The introduction of forensic social workers at SAPS was to assist in the investigation of child sexual abuse cases on the increasing number of child sexual abuse cases being reported daily at the FCS units. Forensic social work is a critical element of the investigation process, particularly in respect of crimes against children (SAPS Annual Report 2015-2016:11).

Subtheme 1: Lack of forensic social workers

All participants raised a concern about the shortage of forensic social workers. They also suggested that if it was possible, each and every unit should have its own forensic social worker. Another aspect was that investigating officers have to travel far just to bring the child to the forensic social worker, which is also tiring for the child. Participant 2 stated that *“But our province should make sure that we have more forensic social workers. So the province should advertise the post and provide them with resources, because sometimes we need to travel to Bloemfontein with a minor 3-4 years and they don’t have food”*. Participant 6 also indicated that *“I think in that incident that you may have as many as you can, though I know you don’t have that much within forensic social workers, because now sometimes you struggle to get the reports. The manpower that you need is more forensic social workers*. Participant 10 stated *“If it was according to me I was going to suggest that each and every police station, not a cluster or unit, has their own forensic social worker (4 forensic social workers working 24/7)”*. Participant 9 mentioned that *“forensic social workers help much and I would suggest that the Province advertise more posts and that every unit should have their own forensic social worker and that they should be allocated the budget”*.

The annual report of the Department of Justice (2017/2018: 22) illustrated challenges faced by the courts with regard to cases of sexual abuse as failure of victims to cooperate with courts,

poor data capturing due to lack of folders, lack of forensic social workers and delayed finalisation of sexual offences cases.

The national Commissioner of Police (2014), indicated that before the migration of Forensic Social Work to the Detective Service in 2012, 54 social workers were practicing forensic social work. At present, this figure has risen to 75 with 21 other forensic social workers being appointed and an extra five posts in the process of being filled. There is an increase of referrals directly from the courts to the social workers practicing forensic social work.

It is clear from the above that there is a lack of forensic social workers in SAPS. The increasing number of referrals needs the intervention of forensic social workers which can lead to work overload. Therefore, from the above statements it is clear that there is a need for more forensic social workers in SAPS especially in the Free State Province. Forensic social work is in demand in South Africa because the practice will effectively look into the background of the victim and the offender, which in return will hopefully prevent recidivism (Mangezi 2014:23).

Subtheme 2: Lack of resources

In their responses, 7 participants indicated that there is a lack of resources in SAPS which impact on the service delivery of forensic social workers. *“Due to the shortage of vehicles we are supposed to postpone the consultation (P8)”*. *“The only thing I would like, I don’t know whether it’s applicable, is the resources for the social workers because sometimes you struggle. I will be talking to you and you say I will come and all of a sudden you don’t come due to lack of resources. So that delays our process in court (P6)”*. *“I think it will be better if forensic social workers be provided with transport so that they can come (P7)”*. *“Before they can arrive where the child is, already the child is tired, sometimes the child is supposed to be transported to the office of the forensic social worker (P5)”*.

In her study Nemajilili (2016:23) found that social workers working especially with cases of child sexual abuse highlighted the lack of resources as one of their challenges. The study revealed that social workers are sometimes forced to use their own vehicle and public transports to conduct home visits and attend courts. Lupondo (2016:79) also discovered in her study that the unavailability of resources such as assessment material, interviewing rooms and vehicles, negatively affect the service delivery of forensic social workers.

Perrang (2016:26) found in her study that forensic social workers were challenged by the fact that resources were not applied efficiently to perform organisational functions. In her study forensic social workers indicated that they have to compete with investigating officers for resources.

From the above authors and responses given by the participants it is clear that there is a need for adequate resources in SAPS for forensic social workers to perform their duties effectively.

4. CONCLUSION

The aim of this section was to present the data collected from the participants and present the findings with the existing literature. From the research findings with regard to the expectations of FCS managers on the roles and responsibilities of forensic social worker, it was discovered that the forensic social workers in SAPS play a major role in assisting with the investigation of child sexual abuse cases. However, the research revealed that there is still a need to educate FCS managers with regard to the roles and responsibilities of forensic social workers as it was discovered that there is still a misunderstanding of what should be expected from forensic social workers at SAPS.

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SECTION C

CONCLUSIONS AND RECOMMENDATIONS

1. INTRODUCTION

The researcher conducted a qualitative study which aimed to explore and understand the expectations of FCS managers of the roles and responsibilities of forensic social workers in SAPS, in the Free State. The researcher utilized semi structured interviews to gather data from the participants. Participants were managers of the Family Violence, Child Protection and Sexual Offences unit (FCS). The participants are unit commanders in the FCS unit and are responsible for managing the unit as a whole. The research findings offer an in-depth understanding of the expectations of FCS members of the roles and responsibilities of forensic social workers in SAPS.

Based on the findings from the participant, it seemed that the majority of participants are not fully aware of the roles and responsibilities of forensic social workers. However, this calls for forensic social workers to educate managers on their roles and responsibilities.

2. CONCLUSIONS

The researcher applied a qualitative research approach which was best suited for this study as it aimed at exploring and understanding the expectations of FCS managers of the roles and responsibilities of forensic social work in SAPS. Thus the findings from the study concluded that:

- The majority of the participant had more than five years' experience working at the FCS units. A few managers had less than five years' experience in the FCS unit.

- The responses received from the participants indicated that the majority of FCS managers regard the roles and responsibilities of forensic social workers as to obtain statements from minor children who are victims of sexual abuse.
- The research results indicated that the forensic social workers must also assess the child to determine if he/she can testify in court.
- The results from the research indicated that participants received some information on the roles and responsibilities of forensic social workers during the FCS course and Commanders course. Both courses include a detective learning programme and a forensic social work programme.
- The research results also indicated that participants were informed about the roles and responsibilities of forensic social workers by the forensic social workers who work in their units.
- Participants indicated that they expect forensic social workers to speed up the process of investigation to avoid cases being struck off the roll.
- The results of the findings also indicated that the forensic social workers should market their services to courts and different stakeholders. This response is in line with literature as well as the roles and responsibilities of forensic social workers.
- The majority of the participants indicated that forensic social workers should be equipped with enough resources in order to render an effective service delivery to victims of child sexual abuse cases.

3. RECOMMENDATIONS

The following research statements are made, based on the research findings discussed above:

Recommendations for Practice

- The majority of the participants were experienced managers but did not have adequate knowledge on the roles and responsibilities of the forensic social worker.
- It is recommended that managers should be informed about the neutral and objective stance the forensic social worker must take in. Therefore, statement taking cannot be part of the roles and responsibilities of the forensic social worker, as this compromises their objectivity and neutrality.
- Performing competency assessments on children to determine if they can testify in court, is a true and accurate reflection of the roles and responsibilities of the forensic social worker. Social workers must continue to make managers aware of this important task.
- Forensic social workers must continue to educate managers on the importance and benefits of conducting assessments and court reports for sexually abused children.
- More training programmes on forensic social work should be conducted for all FCS managers so that they can be able to understand the roles and responsibilities of forensic social workers and which cases they should refer.
- Forensic social workers in SAPS should be made aware of the importance to educate managers on their roles and responsibilities. They should also undertake such awareness programmes.
- The SAPS as an organisation should advertise more posts for forensic social workers in the Free State as the shortage of forensic social workers leads to high levels of caseloads which lead to the delay of investigating cases of child sexual abuse. This also leads to participants expecting forensic social workers to speed up their investigations.
- Forensic social workers should market their services starting in the units then to other role players.

- Forensic social workers should be equipped with enough resources in order to deliver an effective service delivery.

- The researcher recommends the following for future research;

Recommendations for future research

- The researcher is of the opinion that further research could be done in other provinces. This will assist to compare the findings from this research and others from different provinces on the expectations of managers of the roles and responsibilities of forensic social workers.
- Future studies can also focus on FCS managers in the National office, FCS managers in the provincial offices and commanders from clusters, stations and detective commanders, to determine their expectations as well as their understanding on the roles and responsibilities of forensic social workers.

4. TESTING THE CENTRAL THEORETICAL ARGUMENT

The study was based on the argument that a gap exists in the literature regarding the expectations of managers in SAPS on the roles and responsibilities of forensic social workers. Although there have been several studies in the field of forensic social work and in SAPS, a gap still exist in literature as well as in practice about the expectations of police management regarding the roles and responsibilities of forensic social workers.

5. CONTRIBUTION OF THIS RESEARCH

The study conducted contributes to research in the field of forensic social work in the South African context. The researcher hopes that by gaining an in-depth understanding of the expectations of FCS managers on the roles and responsibilities of forensic social workers in SAPS, this will enhance the working relationship between forensic social workers and FCS managers in achieving a goal set by SAPS, which is to assist in the investigation of child sexual

abuse cases and render an effective service delivery to victims of child sexual abuse. Based on the findings and conclusions of this research, the central theoretical argument was proven based on this qualitative research study.

6. LIMITATIONS OF THE STUDY

This was a qualitative study based on a small group of people. Thus, the findings cannot be generalised.

SECTION D ADDENDA

ADDENDUM A: SAPS PERMISSION AND APPROVAL



Private Bag X94 Pretoria Faxe No. (012) 393 2128
Private Bag X94 0001 Fax No.

Your reference/My verwysing:

My reference/My verwysing: **3/34/2**

COMPONENT: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

Enquiries/Navras:

**Lt Col Joubert
A/C Thenga
(012) 393 3118
JoubertG@saps.gov.za**

Tel:
Email:

Ms M Malebatso
NORTH WEST UNIVERSITY

RE: PERMISSION TO CONDUCT RESEARCH IN SAPS: MANAGER'S EXPECTATIONS OF THE ROLES AND RESPONSIBILITIES OF FORENSIC SOCIAL WORKERS IN SOUTH AFRICAN POLICE SERVICE (SAPS): NORTH WEST UNIVERSITY: MASTERS DEGREE: RESEARCHER: M MALEBATSO

The above subject matter refers.

You are hereby granted approval for your research study on the above mentioned topic in terms of National Instruction 1 of 2006.

Further arrangements regarding the research study may be made with the following offices:

The Provincial Commissioner: Free State:

- **Contact Person:** Lt Col J Nair
- **Contact Details:** (051) 507 7030/7028
- **Email Address:** Nair.J@saps.gov.za

Kindly adhere to paragraph 6 of our attached letter signed on the **2019-03-18** with the same above reference number.

MAJOR GENERAL

**HEAD: RESEARCH
DR PR VUMA**

DATE: 2019-04-09

ADDENDUM B: ETHICS APPROVAL OF THE STUDY



Dr S Smith
Forensic Social Work
COMPRES

Private Bag X6001, Potchefstroom
South Africa 2520

Tel: 018 299-1111/2222
Web: <http://www.nwu.ac.za>

Health Sciences Ethics Office for Research,
Training and Support

Health Research Ethics Committee (HREC)
Tel: 018-285 2291
Email: Wayne.Towers@nwu.ac.za

8 October 2018

Dear Dr Smith

APPROVAL OF YOUR APPLICATION BY THE HEALTH RESEARCH ETHICS COMMITTEE (HREC) OF THE FACULTY OF HEALTH SCIENCES

Ethics number: NWU-00003-18-S1

Kindly use the ethics reference number provided above in all future correspondence or documents submitted to the administrative assistant of the Health Research Ethics Committee (HREC) secretariat.

Study title: Managers' expectations of the roles and responsibilities of forensic social workers in SAPS

Study leader: Dr S Smith

Student: M Malebatso-26378906

Application type: Single study

Risk level: Minimal (monitoring report required annually)

Expiry date: 31 October 2019 (monitoring report is due at the end of September annually until completion)

You are kindly informed that after review by the HREC, Faculty of Health Sciences, North-West University, your ethics approval application has been successful and was determined to fulfil all requirements for approval. Your study is approved for a year and may commence from 08/10/2018. It, however, requires the following further conditions specific to *the progress* of the study:

- a. Please provide the HREC with a copy of the approval letter from General Research and Curriculum Development Committee of the South African Police Service, before recruitment of the participants may begin.
- b. Please provide the HREC with a copy of the approval letter from the Research Division of SAPS indicating that the research can proceed, before recruitment of the participants may begin.
- c. Please provide the HREC with a copy of the goodwill permission letter from the provincial FCS manager, granting access to the other FCS's, before recruitment of the participants may begin.
- d. Please provide the HREC with copies of the goodwill permission letters from the FCS clusters included in the study when they become available, before recruitment of the participants may begin.
- e. The researchers will have to submit the interview schedule to the HREC, for approval, before it is implemented in the study.
- f. The researchers will have to provide the HREC with copies of the signed confidentiality agreements from the mediators/fieldworker/transcribers, once they have been obtained.

As the study progresses the aforementioned conditions should be submitted to Ethics-HRECProcess@nwu.ac.za with a cover letter with a specific subject title indicating "Outstanding documents for approval: NWU-XXXXX-XX-XX." The letter should include the title of the approved study, the names of the researchers involved, that the documents are being submitted as part of the conditions of the approval set by the HREC, the nature of the document i.e. which condition is being fulfilled and any further explanation to clarify the submission.

The *e-mail*, to which you attach the documents that you send, should have a *specific subject line* indicating the nature of the submission e.g. "Outstanding documents for approval: NWU-XXXXX-XX-XX". The e-mail should indicate the nature of the document being sent. This submission will be handled via the expedited process.

Continuation of the study is dependent on receipt of the annual (or as otherwise stipulated) monitoring report and the concomitant issuing of a letter of continuation. A monitoring report should be submitted two months prior to the reporting dates as indicated i.e. annually for minimal risk studies, six-monthly for medium risk studies and three-monthly for high risk studies, to ensure timely renewal of the study. A final report must be provided at completion of the study or the HREC, Faculty of Health Sciences must be notified if the study is temporarily suspended or terminated. The monitoring report template is obtainable from the Faculty of Health Sciences Ethics Office for Research, Training and Support at Ethics-HRECMonitoring@nwu.ac.za. Annually, a number of studies may be randomly selected for an internal audit.

The HREC, Faculty of Health Sciences requires immediate reporting of any aspects that warrants a change of ethical approval. Any amendments, extensions or other modifications to the proposal or other associated documentation must be submitted to the HREC, Faculty of Health Sciences prior to implementing these changes. These requests should be submitted to Ethics-HRECApply@nwu.ac.za with a cover letter with a specific subject title indicating, "Amendment request: NWU-XXXXX-XX-XX". The letter should include the title of the approved study, the names of the researchers involved, the nature of the amendment/s being made (indicating what changes have been made as well as where they have been made), which documents have been attached and any further explanation to clarify the amendment request being submitted. The amendments made should be indicated in yellow highlight in the amended documents. The *e-mail*, to which you attach the documents that you send, should have a *specific subject line* indicating that it is an amendment request e.g. "Amendment request: NWU-XXXXX-XX-XX". This e-mail should indicate the nature of the amendment. This submission will be handled via the expedited process.

Any adverse/unexpected/unforeseen events or incidents must be reported on either an adverse event report form or incident report form to Ethics-HRECIncident-SAE@nwu.ac.za. The *e-mail*, to which you attach the documents that you send, should have a specific subject line indicating that it is a notification of a serious adverse event or incident in a specific project e.g. "SAE/Incident notification: NWU-XXXXX-XX-XX". Please note that the HREC, Faculty of Health Sciences has the prerogative and authority to ask further questions, seek additional information, require further modification or monitor the conduct of your research or the informed consent process.

The HREC, Faculty of Health Sciences complies with the South African National Health Act 61 (2003), the Regulations on Research with Human Participants (2014), the Ethics in Health Research: Principles, Structures and Processes (2015), the Belmont Report and the Declaration of Helsinki (2013).

We wish you the best as you conduct your research. If you have any questions or need further assistance, please contact the Faculty of Health Sciences Ethics Office for Research, Training and Support at Ethics-HRECApply@nwu.ac.za.

Yours sincerely

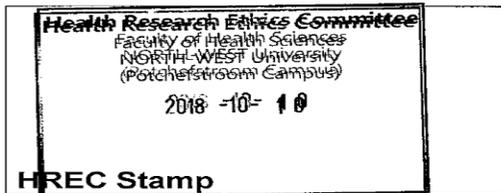


Prof Wayne Towers
HREC Chairperson



Prof Minnie Greeff
Ethics Office Head

ADDENDUM C: CONSENT FORMS



INFORMED CONSENT FORMS

Research project on: Managers' expectations of the roles and responsibilities of forensic social workers in SAPS

Principal Researcher: M. Malebatso - MSW (Forensic Practice) Student

Study leader: Dr S Smith

REFERENCE NUMBERS: NWU-00003-18-S1

ADDRESS:

North West University
Faculty of Health Sciences
Private Bag X6001
Potchefstroom
2522

CONTACT NUMBER: 071 999 2983

You are being invited to take part in a research project. Please take some time to read the information presented here, which will explain the details of this project. Please ask the researcher any questions about any part of this project that you do not fully understand. It is very important that you are fully satisfied that you clearly understand what this research entails and how you could be involved. Also, your participation is entirely voluntary and you are free to decline to participate. If you say no, this will not

affect you negatively in any way whatsoever. You are also free to withdraw from the study at any point, even if you do agree to take part.

This study has been approved by the Health Research Ethics Committee of the Faculty of Health Sciences of the North-West University (NWU-00003-18-S1) and will be conducted according to the ethical guidelines and principles of the international Declaration of Helsinki, South African Guidelines for Good Clinical Practice and Ethical Guidelines for Research of the National Health Research Ethics Council. It might be necessary for the research ethics committee members or relevant authorities to inspect the research records.

What is this research study all about?

- This study will be conducted at different FCS units and will involve semi-structured interviews with FCS unit managers at cluster level.
- The objective of this research is: to develop an understanding of the Roles and responsibilities of SAPS forensic social work from the perspective of managers and to identify gaps that exists.

Why have you been invited to participate?

- You have been invited to participate because you are a member of the South African Police Service with significant work experience in the management of an FCS unit at provincial/cluster level.
- You have also complied with the following inclusion criteria: A manager of FCS unit at cluster level; willing to participate in the research through informed consent; willing to have the interviews digitally recorded; directly or indirectly have a forensic social worker(s) under your command; and able to communicate freely and express yourself adequately.

What will your responsibilities be?

- You will be expected to have a one-on-one interview with the researcher at a time convenient to you and share your views on forensic social work in the South African Police Service. The duration of the interview will be approximately 60-90 minutes. I will try my best to arrange it at a convenient time for you.
- You will be approximately one of 18 participants.

Will you benefit from taking part in this research?

- There will be no direct benefits for you as a participant in the proposed study but through the study you will be offered an opportunity to share your views on how forensic social workers are utilised in practice within the South African

Police Service. Your input will ultimately contribute to the design of relevant interventions in future.

Are there risks involved in your taking part in this research?

- The risks in this study are minimal. The topic is of an intellectual nature. The subject being investigated does not necessarily invoke negative emotions but should that be the case an independent social worker will be available for one debriefing session to the participants at no additional costs. The interview itself will have a research nature and will not cover any sensitive topics. The researcher will ensure that you are given body breaks whenever necessary and the interview will not last longer than 90 minutes.

Who will have access to the data?

- During the transcription, data will be coded to ensure that no link can be made to a specific participant. Privacy will be ensured by the way data will be captured, changing identifying data during transcription and deleting the digital recordings once data have been transcribed. Privacy will be maintained, in that no participant's name will be disclosed or linked with a particular response.
- The researcher will collect electronic data in the form of audio recordings as well as written data. After the audio recordings are transferred to a password protected the computer, the recordings will be erased from the recorder. The recordings will also be stored on a Next Cloud which is password protected, for the purpose of backing up the data. The written as well as audio data will also be stored on a memory stick after the completion of the interviews. This data on the memory stick will be password protected and encrypted. Only the researcher, her study leader and the person responsible for coding the data, will have access to the data. The memory stick will be locked away in a lockable cabinet in a lockable office at all times, when not in use. After the data is transcribed, data will be stored as explained. Once the research is completed, the discs and the memory stick will be saved at the offices of the Research Entity named Compress in a locked cabinet. After five years all data will be destroyed.

What will happen in the unlikely event of some form of discomfort occurring as a direct result of your taking part in this research study?

- Should you have the need for further discussions after the interview due to possible discomfort an opportunity will be arranged for you at the expense of the researcher.

Will you be paid to take part in this study and are there any costs involved?

- No, you will not be paid to take part in the study and there will be no incentive involved for your participation.
- Interviews will be held during office hours but the interview will be conducted at a time convenient to you.
- The researcher will personally travel to your respective FCS units for the collection of data and the location of the meeting will be arranged with each one of you prior to the interview.
- You will receive a token of appreciation to thank you for the discomfort you endured to participate in the research. The token of appreciation will be in the form of a pen with a logo of the North-West University on it.
-

Is there anything else that you should know or do?

- You can contact Mrs. Matshidiso Malebatso at 071 999 2983 if you have any further queries or encounter any problems.
- You can contact the study leader Dr Sufran Smith from the School of Psychosocial Behavioural Sciences of the North West University at 018 299 1682; Sufran.Smith@nwu.ac.za if you have any concerns or complaints that have not been adequately addressed by the researcher.
- You can contact the Health Research Ethics Committee via Mrs Carolien van Zyl at 018 299 1206; carolien.vanzyl@nwu.ac.za if you have any concerns or complaints that have not been adequately addressed by the researcher.
- You will receive a copy of this information and consent form for your own records.

DECLARATION BY PARTICIPANT

By signing below, I agree to take part in a research study entitled: **“Managers’ expectations of the roles and responsibilities of forensic social workers in SAPS”**. I declare that:

- I have read this information and consent form and it is written in a language with which I am fluent and comfortable.
- I am aware that audio recording will be made during the interviews.

I (name) declare that:

- I explained the information in this document to
- I encouraged him/her to ask questions and took adequate time to answer them.
- I am satisfied that he/she adequately understands all aspects of the research, as discussed above

Signed at (place) on (date)
20....

.....
Signature of researcher

.....
Signature of witness

ADDENDUM D: INTERVIEW SCHEDULE WITH PARTICIPANTS

Research project on: Managers' expectations of the roles and responsibilities of forensic social workers in SAPS

SECTION A: INTERVIEW

1. What do you think is the role and responsibilities of a forensic social worker in SAPS?
2. Explain to how and by whom you were informed about the roles and responsibilities of a forensic social worker?
3. What is your opinion on how the forensic social worker can assist with the investigation of cases of child sexual abuse?
4. What needs to be done to improve and facilitate effective service delivery of forensic social work services in SAPS?
5. The SAPS Forensic Social Work Manual (SOP 2015:11) states the mandate of forensic social workers as follows:
 - To assist the SAPS members in cases of child sexual abuse and to achieve the relevant goals set by the SAPS.
 - Conduct forensic assessments in cases of alleged child abuse referred by SAPS and the judicial system.
 - Provide scientifically based court reports in order to assist the investigative and legal process.
 - To deliver expert testimony in court regarding crimes against children.

- Assist the investigating officer only when she/he cannot communicate effectively with the child to take a statement or cannot obtain enough information relating to the alleged crime.

What is your opinion on this? (This statement will be printed and provided to each participant)

6. Is there anything else you would like to add?