



Cape Peninsula
University of Technology

AN INVESTIGATION OF SAFETY AND SECURITY
MEASURES IN CAPE TOWN WITH RESPECT TO THE 2010
SOCCER WORLD CUP TOURNAMENT

By

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DECLARATION

I, Kambere Mwanuhehere, declare that the contents of this thesis represent my own unaided work, and that the thesis has not previously been submitted for academic examination towards any qualification. Furthermore, it represents my own work and not those of the Cape Peninsula University of Technology.

Signature

16th September 2009

ABSTRACT

Over the years, the history of football has been characterised by several incidents of violence and disasters. According to Holding et al. (2002:4) globally, since 1945, approximately 1,000 people are believed to have lost their lives and about 3,400 people have been injured in nearly 30 serious soccer stadium accidents.

In 1989, English soccer witnessed a stampede that left around 96 people dead at Hillsborough stadium in Sheffield during an FA cup semi-final match between Liverpool and Nottingham. Similar incidents in Africa occurred in Ghana in May 2001 when 126 supporters died after a stampede at Accra stadium at the end of a local league game. In South Africa, Ellis Park stadium witnessed a similar disaster on 11 April 2001, which left 43 people dead when soccer giants Kaizer Chiefs and Orlando Pirates clashed in a premier league soccer game.

South Africa lost the bid to host the 2004 Olympic Games in Cape Town in favour of Athens and the 2006 FIFA World Cup to Germany as a result of perceived high crime rate. Whether perceived or real, issues of safety and security impact negatively on the image of a host nation.

On the other hand, South Africa was selected to host the 2010 FIFA World Cup competition, despite a continued prevalence of high crime rates across the country. More effort from the Government is needed to guarantee adequate safety and security at soccer stadiums, training venues, and other areas used for public gatherings. Stakeholders that deal with safety and security, such as SAPS, Metro Police, Fire Brigade, and emergency medical services, should be deployed in such a way that they can respond quickly to emergency situations.

A literature review has shown a close relationship between crime and event tourism. The crime mapping concept, which covers hot spot theory, routine activity, crime pattern approach and rational choice theory, helps in the understanding that some areas may be more affected by crime than others and that criminals' motivations can differ.

Some of the most recent mega large-scale events used in the literature review includes: FIFA Soccer World Cup Competitions in Korea/Japan in 2002 and in Germany in 2006. This has provided guidance for South African organisers in terms of dealing with security issues. These examples have also provided a framework of reference on how to garner support and collaboration of national and international security agencies, which are relevant to the staging of the 2010 Soccer World Cup in South Africa.

The foundation of this research considers the employees views concerning safety, security and health in Cape Town. It is envisioned that these ideas can strengthen future management decisions with regard to preparing safety, security and emergency services for major events such as the 2010 Soccer World Cup. This should not only involve taking note of security staff ideas, but also incorporating them into the grand national safety and security strategy and ensuring the full implementation of the security strategy at ground-level.

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CHAPTER 1

INTRODUCTION AND BACKGROUND TO THE STUDY

1.1 Introduction

Brent & Daryl (2004:176) indicate that sports events are often affected by similar social impacts, characterised by crime. The opportunity for crimes to occur is simply increased during the time when a country hosts sporting events.

The increased opportunity for crime can have a long-term impact well after the event has ended. Such an impact should be considered in the course of continued examination of crime if one wants to understand its short-term influence, this is due to the fact that the numerous consequences of such an impact may not be fully understood in the short-term.

It is proved by evidence that reports of increased crime at sporting events are always different due to the size, nature, locations and durations and can have both attractive and diverse impacts.

Due to the high numbers of visitors at sporting events, crime against tourists is likely to be committed in areas where there is a concentration of tourism facilities and attractions. This leads to the possibility that there will be a high rate of tourist focussed crime in areas where special events take place. In line with this theory, the government has announced a number of new plans to reduce crime.

According to Burger (2007:5) there is currently a high prevalence of crime and related issues in South Africa. Looking towards the 2010 World Cup, this could mean possible humiliation for the Government due to their inability to curb crime. The alarming levels of crime and violence may discourage visitors from visiting, which has lead to rumours that

the FIFA Soccer World Cup could be moved elsewhere. Based on the rumours, the government announced some new strategies being implemented to reduce crime.

Lockwood & Medlik (2002:147) argue that inadequate security measures in place for visitors is considered to be a central obstacle hindering the growth of a healthy tourism industry in many destinations. The rising trend of tourists being harassed on beaches and the streets and the increase of tourist-targeted crime, and the open peddling of drugs is a matter of growing concern for policy makers.

1.2 PROBLEM STATEMENT

Being in unfamiliar territory can lead to visitors becoming victims of crime. According to the garden route (2007:1) Patrick Matlou, deputy head of the national Department of Environmental Affairs and Tourism, in a meeting held on activities related to the tournaments, warned the politicians about the fear created by the crime fighting analysis. A declaration made by the Government of South Africa recognised that they are facing challenges in dealing with crime rate in the country ahead of hosting the 2010 Soccer World Cup. The dilemma faced is to make sure that visitors will be safe and enjoy their stay in South Africa. Nevertheless, the National crime statistics established that approximately 19 000 murders were reported in 2004 and 2005, which was a drop of 5.2% from 2003 and 2004.

According to the South African Sports Commission (2003:39) when organising an event, the people in charge should be assured that the event they are preparing will continue without any security threats and that the hosts can ensure a protected environment for all participants, spectators, VIPs, media and sponsors. Event planners should also bear in mind that not all security threats can be prevented; instead, it is necessary to be confident that the systems in place will make it possible for the organising committee to meet any security challenge.

It is therefore crucial that while planning security actions and measures to not only look

at the size, but also at the type of security that will be appropriate for that event. Along with this, there needs to be a logical co-ordination between the different government authorities at both national and local level that are responsible for the security to be utilised by the organising committee.

Security issues that should be taken into consideration are indicated as follow:

- General security measures need to be put in place in the host city, with a particular focus on venues to guarantee crime prevention
- Extra security measures also need to be put in place around accommodations, competition and training sites
- Arrangements need to be made for emergency and evacuation plans for all event sites
- Security plans for all ceremonies and cultural activities associated with the event need to be finalised
- Easy access control plans need to be put in place not only for people and vehicles, but also for their equipment at all event sites
- Organise security in the transport used by VIPs, participants and spectators for the duration of the event (before, during and after).
- Make sure that security is maintained for the routes that will be used together with the security for port of entry, such as at the airports and the borders.
- Arrange special security procedures for high-risk groups or individuals
- Organise security plans for the importation and transportation of special equipment (for example fire arms)
- Set up security plans that allow the protection of vital public services such as electricity, public transport and airports
- Coordinate security plans to protect communications, media and computer networks

Ferreira & Harmse (2000:80) suggest that event planners in the city of Cape Town should be able to learn a lot from the 6th of September 1997 experience, when they missed the bid to host the 2004 Olympic Games in favour of Athens.

Politicians, development scientists, and sport fans in South Africa -including authorities at local level in the Western Cape - viewed the Olympic Games as an occasion for development of a life time. Unluckily, the status of crime in South Africa, and in the Cape Peninsula in particular, made the international Olympic Committee (IOC) wary to give the 2004 Olympics to Cape Town.

This is supported by the evidence that reports increased crime as one of the negative impacts of special events. This is sustained by the confirmation of reports of an increase of crime as one of the negative impacts of special events. They also mentioned that at events crime features differ extensively and can range from opportunistic to organised crime.

Brent & Daryl (2004:174) state that crimes that are associated with sport tourism present challenges to hosting destinations and proper planning is needed in this regard. The preparation and management concerns, which are so important for the development of sustainable sports tourism, need to be examined by the organisers.

In fact, some of the most severe impacts of hosting events happen from a boost in crime and unpleasant behaviour.

Although this research focuses mainly on the up coming 2010 Soccer World Cup in South Africa, negative publicity around crime activities, in whatever capacity, might have severe consequence not only on the event itself and the host destinations, but also on future investment opportunities from visitors.

It was recognised that special events in general are a major focus and revenue generator for cities that host events.

It is therefore reasonable for event planners to make the best use of positive returns and minimize any negative impacts, such as crime, which may put the event in danger. Planners should take note of the nature of sport tourism and the possibility of a raise in criminal activity, either directly or indirectly attributable to an event.

At several sport tourism events, according to Turco, Riley & Swart (2002:129), a plan in terms of alcohol is used; every crowd management arrangement should contain an inclusive alcohol policy. Events planners should also be aware of the possible issues that exist with large events, as intoxicated people can cause troubles, harming themselves and others.

However, the link between crime and sport tourism is supported by the wider relationship between crime and the attendance and visibility of tourists in a destination.

Pizam & Mansfeld (1996:11) state that a particular attention focused on international crime against tourists and travel industry has shown that however limited resources are, a portion needs to be allocated towards convincing tourists that it is safe to travel. Sociologically it has been indicated that there are two major categories of crimes that affect tourists: firstly, planned crimes such as terrorism—demonstrated by the hijacking of international airline flights and the bombing of tourism sites such as the Uffizi Gallery in Florence, Italy – and, secondly, crimes that occur sporadically, such as the ones that took place in New York, Washington and Florida.

Ryan (1993:9) argues that there is a chance for crime to increase due to the tourism development and its seasonal nature. This happens due to the generation of friction between the host population and tourists, which may be evident in actions of criminality. Adding that, the opportunities for criminals are increased and situations are created as crime may be high and the possibility to detect it is small.

Williams (1998:165) argues that the relationship between tourism and crime in an area is fluid and not always easy to understand. The differences are visible at the levels of affluence between visitor and host. Tourists new to an area are often unable to distinguish safe from unsafe, which makes them easy targets leading to an increase in the incidence of muggings and robbery. He also added that studies of different destinations such as Queensland, North California, Hawaii and New Zealand show a corresponding relationship between the development of tourism with an increase of vandalism, burglary, drunk and disorderly behaviour, sexual and related drug offences

and prostitute requests. However, statistical relationships did not show that such activities were the consequence of tourism.

Lockwood & Medlik (2002:245) argue that there is an improved awareness of health and security in tourism. It is also acknowledged that there are some risks and hazards that are also associated with travel, and they may not be entirely taken out. Risks that affect travellers comfort and safety may arise anywhere and include adverse political developments, dangers to public health and/or natural forces.

Ryan (1993:159) indicates that in the state of Florida the studies undertaken proved a positive link between tourism and crime. Several people believe that there is correlation between tourism and crime. They believed that when tourism boosts and so does criminal activity in their area.

According to Cook, Yale & Marqua (1999:252) when tourism is doing well, crime can also become a serious concern in the society. Researchers believe that this phenomenon is influenced not only by the increase in the number of potential victims and the resentment towards them, but also by the envy of the perpetrators of the apparent wealth and carefree attitude of tourists. Milman and Pizam found that there is a link between tourism season and periods of crime; an increase of crime was noticed at the height of tourist season, and was lower at some stages in the off season.

The researchers, as a result, consider that when there is large number of people visiting an area that there is potential for an increase in criminal activities as the chance of being caught decreases. The increase in crime becomes not only a social factor but also an economic burden on the local area because it raises fear and necessitates the funding of a larger police force.

Lockwood & Medlik (2002:171) suggest that there is a necessity for the development of more effective safety and security measures in order to maintain a tourist climate that is more stable. They also state that it has a contribution to the long-term plan for tourism

expansion programmes at a competitive level world wide.

1.3 STATEMENT OF THE BROAD RESEARCH GOAL

It is hoped that if clean, credible crime statistics for Cape Town's visitor destination areas are developed then security measures can be taken at the provincial level for hot spot areas to ensure that the Western Cape maintains its reputation as a safe destination at a national and an International level.

Lockwood & Medlik (2002:171) suggest that it is essential to develop more effective safety and security measures to guarantee a more stable tourist climate that contributes to longer-term tourism development programmes in the face of international competition.

1.4 KEY QUESTIONS PERTAINING TO THE RESEARCH

The primary research question of this study is:

1. What are the safety and security issues in preparing for the 2010 World Cup event in Cape Town?
2. Is there a comprehensive coordination between the role players that are dealing with safety and security matters?
3. Are there areas that might attract more criminal activities than others during the event?
4. What roles do all the emergency services play in the preparation of the 2010 Soccer World Cup in Cape Town?

1.5 RESEARCH OBJECTIVES

Tourism is important to the South African economy as a whole and to the Western Cape in particular. Therefore, the possible negative effects of crime on tourism should be a matter of concern. There is no decisive effort that has been made to control crime situation ahead of the event.

It is the responsibility of event organisers to provide adequate security for an event, and to ensure that a sufficient number of security personnel are present and trained sufficiently to manage the expected size of the event's crowd.

In the case of the 2010 Soccer World in South Africa, there is a necessity for security to be present within the stadiums as well as around the surrounding areas due to the reputed crime rate.

A well organised coordination of emergency response teams is required from various role players in charge of safety and security in order to meet the requirement of such major events.

The aim of this research is to plan ahead of the event depending on challenges that may be encountered during the 2010 Soccer World Cup in Cape Town.

Organisers should implement strategies in order to minimise the risk of disaster and victimization of both the visitors and local citizens during the event in order to ensure that the event held in South Africa is considered successful. These strategies include:

- A. An emergency and evacuation plan
 - B. Crime prevention
 - C. Communication
 - D. Crowd control
-
- o Examine various challenges with regard to safety and security ahead, during and after the 2010 Soccer World Cup in Cape Town.
 - o Identify the collaborative efforts among the role players when responding to emergency situations.
 - o Identify spots that would attract perpetrators during the tournament in Cape

Town.

- Understand the role that each emergency service plays in the tournament planning in Cape Town.

1.6 DELIMITATION OF THE RESEARCH

The proposed research will, for the most part, work closely with the departments that deal with safety and security issues in Cape Town, which include:

1. SAPS
2. Fire Brigade
3. Metro Police and Traffic Department
4. Hospitals (Private and Government Entities)

1.7 RESEARCH METHODOLOGY

The information was sourced from the departments that deal with safety and security issues in Cape Town, which include: SAPS, Fire Brigade, Metro Police and Traffic Department, Hospitals.

Apart from the common questions for all the departments every sector had its own appropriate section.

Interviews were conducted among the senior management leaders in order to get more insight of the research objectives.

The quantitative method was used to ensure objectivity and eliminate bias.

The results were recorded on a computer database and were analysed by the Cape Peninsula University of technology (CPUT) institutional statistician.

1.7.1 LITERATURE SEARCH

The literature discusses the link that exists between tourism and crime in various aspects. The aspects of safety and security are receiving attention by the organisers of the 2010 FIFA world Cup soccer tournament.

- o **Relationship between tourism and Crime**

Allen (1999:1) states that tourists are often victims of a variety of illicit offences that are associated specifically with travellers, which often spark media attention. Some of these crimes committed against tourists include: assault, rape and murder. However, proof of the frequency of such serious crimes is low and strong media coverage of these sorts of actions may harmfully affect the tourists who are intending to visit some sites

Globally, in the recent years some of the well-known destinations have suffered a decrease in foreign visits due to incidents of crime and terrorist attacks perpetrated against tourists.

Ntuli & Potgieter (2001:62) argue that tourism development creates popular zones where tourists from different regions converge. These tourists are easily identified by their dressing and valuable possessions they carry and can be easy targets for criminals.

The temporary nature of the tourist's visit makes them unable to force law enforcement agencies - such as the South African Police service - to take appropriate actions against their offenders.

They also state that when justice is enforced and the case gets taken to court that sometimes the prosecution suffers due to tourist's being unwilling to appear as witnesses. In some cases, the language barrier may cause difficulties as well as the associated costs in travelling to attend a prosecution trial.

Another victim typology also renders an acceptable indication of the existence of criminal-victim-relationship. Some visitors have careless behaviour and awful habits that

makes them easy targets for criminal activities such as theft and rape.

Local or overseas visitors may become victims of crime due to negligence in leaving doors or windows unlocked or through their inattentiveness when they leave costly property unattended at areas such as the beach.

Cooper et al (1998:177) state that it is not easy to establish a relationship between tourism and crime. Even though numerous writers, such as Mathieson and Wall in (1982:174) have proposed the link, they also discovered that it is difficult to find evidence that the population increase in an area corresponds to the boost in crime rate or whether it is more associated with the development of tourism itself.

In fact, the presence of large numbers of tourists offers an opportunity for illegal activities, such as trafficking, robbery and violence that also have to be acknowledged.

International press coverage on Florida increased due to violent crimes committed against tourist.

Tourist destinations, including Florida, have suffered due to the international press coverage of this nature. Visitors are most of the time victims of crime when they are easily distinguished, due to language, colour or the fact that they are carrying around large amounts of money.

Weaver & Lawton (2002:282) argue that the tourism industry expansion often corresponds with a boost in certain crimes, as well as illegal prostitution.

The tourism intensive surfers Paradise neighbourhood of Gold Coast, for example, tourism suffered due to the negative press surrounding the higher levels of criminal activity in the area compared to that of the neighbouring suburbs.

There is a pull towards concluding that the growth in tourism growth is the reason for the prohibited behaviours, however the consequence and the linkage is very difficult to demonstrate.

The demonstration effect shows that the rise in tourism may go with broader development of modernisation and progress that could be the major source of social insecurity and consequently of activities related to crime.

They added that when talking about the link between tourism and crime, one should at first orientate the discussions with respect to universal tourism and then with an orientation to specific types of tourism that involve a relationship with unlawful activities. Ideally, people need to establish the difference between the criminal activities affecting the tourists and those committed by the tourists themselves.

Generally, tourists are victims of crime given that are habitually regarded as wealthier than local people, consequently when two different groups come into close contact with another there is a tendency for crime to take place.

As a result, visitors become a tempting target for the minority of local citizens of lesser advantage.

Dalhouzie (2005:3) says that a study was conducted by Kathrada, Burger and Dohnal, on a holistic tourism crime model. Their research showed that in South Africa, even though the Government is not capable of dealing with issues related to criminal activities that the tourism industry is still the main source of revenue, even though crime impacts negatively in the tourism rates. Embassies and travel agencies have begun warning tourists travelling to South Africa of the crime and attacks affecting tourists, which is now becoming increasingly publicised.

Consequently, tourists are aware of the variety of crimes - ranging from robberies, muggings, theft, and pick pocketing - that they can fall prey to in Cape Town city centre, Durban and Johannesburg.

He added that dilemma of crime in the South African context is that it has its foundation in its political history and the current realities of the socio-economic aspects.

Through the political transition era, an expectation of wealth arose among the previously

disadvantaged. However, the expectations were not reached, which consequently led to an increase in frustration and criminal activity.

Doswell (1997:179) added that numerous countries are convinced that setting up a separate tourist police unit is indispensable. For example, such a unit was established by the Royal Malaysian Police in 1998. The objective for this specific unit was to sustain tourism by providing tourists with security and assistance, and by preventing crime against tourists or crime committed by tourists.

The roles and functions of this police unit are:

- Obtain sufficient knowledge of tourist destinations and attractions
- Make sure that both security and assistance is guaranteed
- Offer information and guidance
- Be certain that areas are safe for tourists and free from criminal activities
- Be certain that the victimisation of tourists is reduced.
- To equip educate tourists on the local norms, customs, laws and regulations.
- To take immediate actions on criminal cases that are related to tourists, expediting investigations and prosecutions
- To prevent fraud or any unsavoury activity related to the tourism industry
- Assist visitors that are involved in accidents, theft or have lost essential documents during their visit.

Therefore, this unit selects specific employees, and makes sure that they receive appropriate training to fulfil their roles and functions within the organisation.

1.7.2 EXTRACTING NORMATIVE CRITERIA FROM THE LITERATURE

It was found that visitors are mostly victims of crime; however, it was also mentioned that visitors could sometimes make themselves easy targets by carrying expensive items, having careless attitudes and being unable to speak the local language. At the

same time, it was also difficult to prove that the tourism boom influences the increase in crime.

1.7.3 EMPIRICAL SURVEY

The data collection will consist of a set of questionnaires addressed to the implicated departments and an interview of people holding top positions in these sectors to gain an insight into the preparation in terms of safety and security for the 2010 Soccer World Cup event in Cape Town.

1.7.4 STATISTICAL ANALYSIS

A minimum number of 30 respondents from each department dealing with safety or security will be considered. Thus, 120 respondents is the target from the four sectors from which the charts will be drawn.

1.7.5 INTERPRETATION OF THE FINDINGS

The charts and figures provided by a professional statistician will be interpreted in order to understand and analyse the views of the people working in these departments. The statistics will be considered in terms of maintaining safety and security for visitors in the normal situation and their views in preparing an event of the Soccer World Cup magnitude.

1.8 SUMMARY

Engaging entities like the SAPS, Fire Brigade, Metro Police and EMS is essential to maintaining safety at major events. Each of which has its own duty, ability, culture and operational approach. Event organisers have the duty to coordinate and harmonise these different bodies to achieve a unity of purpose and work towards the same goal of ensuring safety and security of the event. This calls for a preparation plan to enable the different bodies to work closely together. The need for professional communication is of

great importance to clarify roles, the need for cooperation and support, in preparation for the successful staging of the event. This also entails making sure that there is well trained and equipped safety and security personnel that can maintain the highest order at such grand events.

In the next chapter, theoretical aspects on tourism safety and safety will be discussed.

CHAPTER 2

THEORETICAL ASPECTS ON TOURISM SAFETY AND SECURITY

2.1 INTRODUCTION

This chapter covers theoretical aspects of the feeling of visitors while visiting some destinations, pointing out that there are some areas that could endanger a tourist.

In preparing the event of the 2010 soccer world cup, it is imperative for the South African government to learn from previous major event organisers, that's why the most recent events of the same nature which include Korea and Japan in 2002 and Germany in 2006 were consulted in terms of dealing with safety and security matters.

2.2 RELATIONSHIP BETWEEN TOURISM AND CRIME

Perception is one of the factors that that drive the choice of visitors, when making decision.

2.2.1 Tourist and perception

Richie & Crouch (2003:237) indicate that a place where tourists consider their security to be guaranteed is not only a supplementary requirement; on the other hand it boosts the determination and the influence of the competitiveness for that particular area. Tourists anticipate to feel safe however will show a level of tolerance for low levels risk. As a result it may be found that due to a high level of security the competitive advantage for a destination with a good reputation and image may improve to some modest extent.

The advantage for a destination is therefore probably not particularly important, but the downside result can be powerful to the level that they can engulf most other positive tourist attributes. Reputations rather that reality rule choices by tourists and can

drastically damage a destination's image.

Oppermann (1997:201) states that horrible travel experiences discourage travellers and make destinations less popular. The responsibility lies with the Government to ascertain community safety, but also the necessity for adequate training that should be provided to local representatives about visitors' safety to make tourists feel welcome.

Lockwood & Medlik (2002:304) argue that in spite of the real risks, human behaviour is based less on actual risk and more on the perception of risk, an aspect that is very terrible at judging. The consequence may take about 18-36 months to be forgotten at national level. Acts of terrorism or health scares tend to be viewed as one-off events and for this reason that they do not appear with great regularity in the same place.

They seem to be considered by tourists as being unpredictable and unlikely to happen at the destination to which they are going at the time they are going. Another theory suggests that Egypt is one of the places previously considered as being a safe place, but just after the most recent terrorist attack the perception of tourists changed. For that reason, the occurrence of a single awful incident seems to slip promptly in memories, a feature that tourism and hospitality industries support if they can.

Glaesser (2004:92) indicates that the security matter is essential within the context of destination image. It is responsible for the general security situations being classified as dangerous; security events can also devastate experience values of the destination image.

2.2.2 Tourism and Terrorism

Van Wyk (2005:63) states that for African countries, the Convention of Algiers presents the most inclusive definition of a terrorist act. In terms of this convention, a "terrorist act" means:

Whichever act that breaches the criminal laws of a country and which may cause

danger to the life, physical integrity or freedom of, or cause grave injury or death to, any person, any number of group of persons, or may cause wrong to public or private belongings, natural resources, cultural heritage and intended to:

- intimate, put in fear, force, induce any regime, body, institution, the general public to do or refrain from doing any act, or to adopt or abandon a particular standpoint, or to act according to certain principles; or
- trouble any public service, the delivery of any required service to the public or to generate a public emergency; or
- Cause general revolution in a state.

Gartner (1996:21) argues that lack of ability for governments to stop terrorism focussed at tourists might also affect travel at least regionally. Although reported incidents of terrorist activity decreased during the early 1990s, there is no guarantee this movement will go on. Tourists have been targeted by terrorists' factions in order to destabilize the political system as tourism is an important foreign exchange earner for the country.

Toohey, Taylor and Lee (2003:176) argue that indeed, so involved was the anti-terrorist planning that the Cup's security measures became the strictest for any sporting event to date. Korean and Japanese security organisations, aided by the US' FBI and UK, were involved in pre-Games anti-terrorist planning.

During the event, fighter jets patrolled no fly zones around the stadiums, while surface-to-air missiles were ready to shoot down suspicious aircraft. Sharpshooters were in place at all venues and in addition to the normal security measures, undercover operatives, some trained by the Israeli intelligence agency, Mossad and assisted by Israeli Army specialists, were on the lookout for suicide bombers. No major terrorist incidents occurred during the event.

Rifer (2005:108) states that internationally the theory of security was obliged to change

after September 11th 2001; as terrorism became an undeniable truth, which implies a necessity for adequate arrangements in terms of security worldwide that may be adjustable for a range of reasons and in diverse ways. In fact, the notion of security in the United States changed immediately due to the fact that the most significant threat for a state may no longer be another state, but rather an unclear sub-state or even a trans-state or groups of people, weapons and financing. In the same perspective, terrorism can affect negatively the viability of the economy of a region without a bomb explosion.

Ewi & Aning (2006:33) argue that the worldwide perception of the struggle against terrorism should take into consideration four aspects which include national, regional, intercontinental and global. The power of the state still has its own authority unchanged while fighting terrorism at all levels remains the focus point. For that reason, no matter what, the role the intergovernmental organisations play in the fight against terrorism is what has been assigned to them by states based on competitive advantage.

Lockwood & Medlik (2002:129) argue that the political instability which includes civil war, coup d'état, dictatorships, terrorist activities and other forms of political turbulence. These can unfavourably affect the flow of visitors as well as investment into Africa, and impact on the service delivery of existing tourism.

Pizam & Mansfeld (1996:144) argue that terrorists are attracted to tourists and tourism infrastructure because they provide targets which allow them to meet their goals. The reason for terrorist attacks is generally to seek international publicity which will publicise the cause they support. A successful action from a terrorist's perspective is one that generates a great deal of international publicity that clearly demonstrates the originality of the terrorist group, emphasizes the mind strength of the group and makes a direct strike against the enemy and its symbols.

In addition, they mentioned that a hostage held with a pistol pointed at him is comparable to a pistol that is pointed at the heart of a country.

Goeldner & McIntosh (1990:135) suggest that a spot affected by war, turbulence and unhelpful publicity in the past will create uncertainty in the mind of possible travellers. In the past 10 years, campaigns of terror have increased its disagreeable head and have become a limitation to the travel industry. Because of the hijacking of TWA Flight 847 in Athens, the Achille Lauro cruise ship incident, violence at airports in Rome and Vienna, and the explosion of Pan Am flight 103 over Scotland, tourists have safety concerns.

Glaesser (2004:92) indicates that an important prerequisite of any tourist destination is that it should have a positive image. Therefore, the problem with several kinds of civil disturbances is that hostile images are created across the world, even those who are not afraid of terrorism will be discouraged from travelling. It is not to say that the area is dangerous; in fact, it just does not seem attractive for tourists.

According to Lepp & Gibson (2003:609) the link between tourism and terrorism in 1972 during the Munich Olympic Games extended globally as soon as the Palestinians attacked Israeli athletes, leaving eleven people deceased. It introduced a global television audience of nearly 800 million viewers to terrorism and from that time tourists around the world have been aware of this link. The terrorism acts against tourists that took place in Egypt in 1997 after gunmen killed 71 tourists outside of Luxor was one of the most famous terrorism acts. Indeed, tourists are often the specific targets of terrorist organizations.

According to Theobald (2005:300) even though terrorist actions are sporadically targeted at tourists; the image of the destinations where such acts take place is negatively affected in the minds of potential travellers. He also found that image is a key determinant of destination choice.

Ritchie & Crouch (2003:239) are of the opinion that on the 11th of September 2001 in the US, the shock of terrorism significantly changed the tourism industry in the USA. As a result, on that particular day a number of people thought that the world had changed

forever. There was a strong sense as well that additional terrorism acts were possible in England and even in other parts of the globe. As a consequence, the demand for tourism around the world changed immediately while the United States Airline temporarily closed down.

2.3 MAPPING AND CRIME

Using a crime representation map is a significant information tool. Indicate the fact that criminals are beings of habit and use of the same locales when committing offences, or are attracted to certain high crime risk areas. Mapping crime in selected hot spots and other locations based on crime patterns may help solve the problem by patrolling the affected areas. Nevertheless, it should be recognised that enforcing law to certain areas may cause crime to move from one place to another.

In our research, four theories were chosen in order to understand that there are areas that are more likely to be affected by crime than others and that; the offenders have different objectives when perpetrating crime.

2. 3.1 Hot spot theory

Eck et al (2005:2) indicate that there are areas where crime is mostly committed and that are often referred to as hot spots, however, the phrase 'hot spot' is used in a different way by both the researchers and police. Some of them refer to addresses as hot spots and others refer to blocks of flats as hot spots. Further more it was also mentioned that crime analysts look for concentrations of unrelated events that might indicate a series of related crimes.

Braga (2006:630) suggests that crime at the so-called hot spots can be reduced by the police. Combating crime at hot spots has become a common police approach for reducing crime and disorder in the United States. He mentioned that a modern Police Foundation report found that 7 in 10 departments with more than 100 sworn officers reported that they make use of crime drawing for classifying crime hot spots.

Crotts (1996:3) argues that hot spot theory on 'Criminology of place' in that it can be expected that a relatively few places will be associated with high percentage of crimes. These places give convergent prospects in which predatory crimes can take place.

Eck et al, (2005:2) nevertheless indicate that no universal definition of the word hot spot of crime exists, the broad understanding is that a hot spot is an area that has a higher than usual number of criminal or disorderly incidents, or a place where people have a higher than average threat of being victimized. On the other hand, they suggest the existence of cool spots which are areas with less than average amount of crime or disorder. An additional category found concluded that some hot spots may be 'hotter' than others; that is to say, the crime in these areas is higher.

Braga (2006:630) suggests that Police departments have used a variety of interventions; such as proactive arrests, and problem-oriented policing; or directed patrols were used by the Police department as a method to stop major crime expand in high-activity crime areas. In the United States, the National Academy of Sciences Committee reassessed the policy of the police and preparations by concluding that a strong body of signs suggested that taking a geographic focus approach to crime nuisance can boost the effectiveness of law enforcement.

2.3.2 Routine activity theory

Felson & Clarke (1998:4) state that the approach of routine activity started as an explanation of predatory crimes. It recognises the fact that there should be a relationship in time for crimes to take place and a minimum of a space of three fundamental characteristics which include a suitable target, a possible offender, and the lack of a capable guardian in opposition to crime occurrence. In this particular approach the potential offender is considered as known and focused on the other elements. A police officer or security guard is not considered as the only potential guardians in interrupting the criminal activity to take place, but also presence or proximity would reduce the probability of the incidence of crime.

2.3.3 Crime pattern theory

Felson & Clarke (1998:6) argue that crime statistics of an area can be used in order to know more about how people interact with their physical environment, creating more crime or less.

An essential element of environmental criminology is crime pattern, which takes into consideration how the public and things involved in crime move about time and space.

This theory is appropriate when three central concepts are utilised: **nodes, paths, and edges**. “**Nodes**”, which is a terminology that refers to transportation, with, reference either to where people travel to or from.

Such places not only can produce additional crime inside, but also in their neighbourhood. For instance, tough security that is maintained within a bar may generate more crime outside the premises than inside.

The word “node” articulates a sense of movement and therefore as a result takes extra meaning about crime opportunities.

Criminals in general look for targets around individual activity nodes (including homes, schools and entertainment areas) as well as the paths among them. Additionally, the pathways that people use in their daily lives are related to where they may become a victim of crime. Crime pattern theory therefore emphasis is more orientated in the analysis crime on the geographical distribution and the movement regularity on a daily basis.

For example, it generates crime maps for different hours of the day and days of the week, linking crime to commuter flows, school children being let out, bars closing, or any other process that moves people among and along paths.

'Edges' is a view of crime model theory that refers to the limits of areas where people work, live, do their shopping or look for entertainment. A number of crimes take place at

the edges, such as racial attacks, robberies, or shoplifting – due to the fact that people from different areas who do not know each other come together at edges.

A dissimilarity of people between visitors and citizens or people who are familiar with the environment makes it easy to emphasize the outcome of edges, as insiders often commit crimes closer to their own neighbourhoods, whereas outsiders find it safer to offend at the edges, after that to retreat to their own areas. Theorists of crime patterns and other criminologists with more experience in environmental analysis have shown that the design and management of city, town and business areas can influence the crime rate. Therefore, it is possible to decrease crime for instance by calming traffic and orienting windows so that people can better control their own streets.

2.3.4 Rational choice theory

Felson & Clarke (1998:7) state that this theory focuses on the offender's decision making. This theory is based on the fact that offending is purposeful behaviour, designed to benefit the offender in some way. Offenders have goals when they commit crimes, even if these objectives are short sighted and take into account only a few benefits and risks at a time. They added that to understand crime choices, one should always analyze highly specific categories of offence.

The reason for this specificity is that offences have such different purposes and are influenced by very different situational factors.

For example, car thieves are of several kinds, including joy riders, people stealing components for spare parts, those wanting a car to use for another crime, and those simply wanting to drive home.

This is not to say that those who commit one type of crime such as a car theft never commit another; it only gives evidence that a car theft for one purpose is quite different from another and must be analysed accordingly.

2.4 SAFETY AND SECURITY

According to Turco, Riley & Swart (2002:128) the mission to assure safety and security of clients and participants at an event is getting more and more considerable and has a degree of complexity. Preventive measures that are satisfactory need to be taken into account to maintain order and to implement all rules and regulations.

Requirements of employees dealing with security matters and essential equipment, such as intrusion detection systems and communications tools should be acknowledged while additional methodical training programmes with methods should be carried out by the security personnel in order to get them ready to deal effectively with security matters that arise.

Theobald (2005:542) argues that the tourism industry all over the world is dealing with a considerable change when it comes to perception, as well as the reality, of alleged risks in travel. In the world of tourism, both the Government and tourism operators need to address anxieties relating to tourists' safety and security when dealing with a crisis. There is a need for safety and an appropriate security measures to be taken into consideration as tourists need to be convinced that the place where they visit is safe.

Toohy, Taylor & Lee (2003:176) state that the last Olympic Summer Games were held in Sydney in 2000. An Olympic Intelligence Centre was created within the organising committee like a division of security planning. Its mission was to link the Australian Security Intelligence Organisation (ASIO) and provide intelligence-based risk management that acknowledged and took into consideration as a priority all threats related to the games.

Hudson (2003:248) suggests that safety refers to the comprehensive nature of the responsibility of keeping guests healthy and safe with respect to hazards in the wilderness. This consists of all aspects of hygiene, diet, medical treatment and care, search and rescue, and management of emergencies.

Ritchie & Crouch (2003:239) suggest that disaster and risk of accidents may also intimidate more visitors' safety and security. Tourists are more exposed to higher levels of such risks compared to local residents, as residents are more familiar with risks in their own environments and are familiar with the tactics to reduce them.

Du Plessis & Saayman (2003:63) state that safety is a concern that has to be dealt with because it is seen as the main significant factor for visitors' selection criteria of a destination. Even though South Africa is different when it comes to scenery, nature and wildlife together with the value for money, these aspects were considered as less important than safety. The Government of South Africa at all stages has a role to play in maintaining safety for tourists, for instance by introducing specific divisions in police dealing with tourist matters in order to fight crime against tourists, as it is currently being done in Durban.

Burkart & Medlik (1992:21) argue that reasonable safety for holidaymakers is a prerequisite of tourism, both in their own country and overseas. There is recognition that the political and naval dominance of the UK did their utmost to confirm that their citizens were treated with dignity in a foreign country.

Williams (1998:94) argues that pessimistic views develop from a series of possible troubles at destinations, which comprises levels of crime, incidence of illness and epidemics.

Gartner (1996:173) states that one of the few quantifiable sociocultural impacts is the type and magnitude of crime associated with tourism. The sustainability of crime statistics on a regular basis allows an examination of change over time. In a different way, tourism is considered as a tool to increase crime.

When there is a progress of development, a corresponding boost of populations are attracted to that particular area. In fact, when local populations augment, there is a

possibility for criminal activities to increase in accordance. In this case, tourism should not be viewed as the reason for crime any more than an increase in any other industrial activity which contributes to the population expansion that causes crime. Secondly, tourists are normally easy targets of criminal activity.

Lockwood & Medlik (2002:129) suggest that the political instability of politics that are associated to events generally include depression of human beings and disaster, when transmitted via the print and electronic media; make stronger the negative images that are incompatible with safety and peaceful status of destinations desirability by the majority of leisure visitors. They added that some studies accessible in tourism literature recognize the fact that leisure at intercontinental level and business travellers consider Africa generally as unsafe and a place to stay away from.

Doswell (1997:178) argues that security of a high standard has become a major aspect of tourism, and tourism management should do their utmost to deliver a safe environment. However, tourists are more victims of two categories of crime:

Common crime - mainly mugging, assault, and public road robbery are regarded to be regular types of crime by which tourists are affected. It is also the case that tourists will be found carrying cash, travellers' cheques, and credit cards. The cars hired by tourists are also easily identifiable which make them targets

Politically motivated crime- in most cases political actions involving tourists take place through hijacking and sometimes assassination, committing crimes against tourists, revolutionary groups expect to gain publicity for the cause they fight for.

People in charge of the destination management often make an effort to not to talk about crime, as a result visitors may be unaware of the dangers occurring in that particular area. Thus, tourists may also not be aware of the culture, environments and the language. Most areas are frequently crowded and the attention of visitors is sometimes unfocused.

2.5 DISASTER MANAGEMENT IN SOUTH AFRICA

Uys (2006:58) states that on daily basis disasters pose problems of emergencies. The management of a disaster necessitates the mobilisation of additional personnel, facilities or supplies. A disaster managed successfully is more than an extension of every day emergency procedures done in a good way. With reference to research, successful disaster management is evident when institutions dealing with the management of disasters cope well with factors such as the coordination development, the communication process, the information flow, the use of authority and the way the decision is being made.

South Africa. Department of Constitutional Development (1999:11) the responsibility for disaster management in South Africa lies with the Government. In terms of section 41(I) (b) of the Constitution of the Republic of South Africa, all spheres of the government are required to "secure the well-being of the people of the Republic."

Part A of Schedule 4 of the Constitution recognizes disaster management and related concerns as areas coordinated at national and provincial legislative capabilities. For that reason, the power and responsibility related to the management of disaster are the duties for both the national and the provincial capacity.

The government at local level is therefore also encouraged to work with a number of functions which are associated directly to disaster management under part B of schedule 4 and 5 of the constitution.

In Addition to that, section 152 (I) (d) of the Constitution involves local governments to support a safe and healthy environment.

The use of the constitution's responsibility is to give the right to life, equality, human dignity, environment, property, health care, food, water and social security.

Thus, the foundation for the policy is to maintain an approach to disaster management

that focuses on reducing threats such as the risk of loss of life, economic loss, and property damages, mostly to those of the population who are generally vulnerable due to poverty and general lack of resources. Therefore, environmental protection is also one of major aims in this approach.

2.5.1 Current situation in South Africa

South Africa. Department of Constitutional Development (1999:19) in South Africa, disasters were acknowledged on a few occasions such as fire, seasonal flooding and accidents in the mining industry.

On a National level, drought has affected the macro-economic growth, as well as the livelihoods of the poor living in rural areas. It is nevertheless difficult to determine the human, economic and environmental costs derived from disasters with precision.

Disasters may derive from various sources such as environmental, technological and natural risks associated with either unexpected or unsuccessfully planned urbanisation.

The risk factors underlying a disaster have gradually become more consistent.

The deterioration of living conditions in rural areas, for instance, are linked to the migration of the population to urban areas; which is the outcome of quick growth of under-serviced settlements near manufacturing areas which increases the possibility for human death and injury in the event of an industrial accident. The incidence of the disaster may be due to an industrial accident, and overcapacity and poor living conditions in the settlements in close proximity may create an additional threat, and may also result in a much larger disaster.

According to the International Quality and Productivity Centre (2006:5) South Africans still remember some questions that are associated with the catastrophe as they tried to come to terms with the Ellis Park Disaster in 2001. Six years later, the bad memory of the event was still in their minds when they approached the draw of the country that will host the 2010. The Ellis Park stadium disaster killed 43 people after a stampede of upset spectators forced their way into a sports ground filled to capacity. Could this

calamity have been avoided? Can South Africa risk another tragedy of this scale at the 2010 FIFA World Cup and after? Are there measures in place to manage future emergency situations at large events?

2.5.2 New approaches for disaster management

South Africa. Department of Constitutional Development (1999:21) at the moment there is a need to modify the perception of disasters. Mostly disasters are not unusual occurrences managed by emergency rescue services. Instead, there is a need for a general awareness and responsibility in terms of involvement when one wants to reduce risk in every aspect of our lives.

A new approach to disaster management identifies two prolonged approaches:

- Firstly, by strengthening the tracking ability, bring together, examine and spread information on phenomena and activities known to cause disaster events, such as droughts, floods, epidemics and fire is important. There is also a necessity for support from institutions dealing with emergency preparedness and reaction capacity in particular from the government at local, provincial and national levels.
- Secondly, the guarantee to boost prevention and mitigation actions that will decrease the chances and severity of disasters is also necessary. All the actions need to be incorporated into the existing and potential policies, plans and projects of national, provincial and local government, together with policies and practices of the private sector.

2.5.3 Joint operations centre

According to the safety planning for major events a consultation of the management team composed by SAPS, emergency services and all the organizations implicated in the event's safety and security must initially choose an area or facilities to be used in the Joint Operations Centre. Therefore, in the operation of safety and security, all emergencies will be operating from the JOC facility in order to facilitate good inter-service communications and to improve effective response actions.

The JOC is composed by the following and should be arranged before the event: Event organisers, Emergency Medical Services, Security Representative, SAPS, Traffic Control, Fire Services, Disaster Management and other parties involved.

The above groups are used as an inspection committee in all areas related to the venue safety and security such as fencing, access and the way out for spectators, and dangers on the field.

There is flexibility in terms of the position of JOC which is established by the security management team in charge at the time of the event, however a reflection in all the safety features and accessibility to the basics has to be made.

2.5.4 Incident coordinator

The coordinator in charge of the management for all the situations is selected by the SAPS which is the key law enforcement group, assisted by the safety manager and leaders of other disciplines to whom the emergency concerns are related.

He/she should take into account the legal authority of the other services. Every discipline represented on the JOC retains their authority predetermined in the constitution but acts according to decisions taken by the JOC and announced by the coordinator. However, the event organisers are still accountable irrespective of various tasks assigned.

2.5.5 Health

According to the City of Cape Town (2006:61) the health issues should be dealt with in the agreement with the requirement set by the governing body which is FIFA.

A complete medical service needs to be presented that encompasses both a 24-hour emergency medical treatment and competence in terms of disaster medicine for the period when the 2010 FIFA World Cup will be held.

There is also a necessity of co-ordinating the response of all health providers (governmental, private and N G O's) that is relevant to all phases of the event.

To build up adequate plans for the various Health categories namely:

- command and Control
- health Services
- medical Services
- forensic Pathology Services

2.5.5.1 Command and Control

- improvement of Provincial Health Operations Centre
- expansion of Bed Bureau
- assimilation of Mass Casualty Bureau into the Provincial Health operations Centre
- *necessity to open a Medical Incident Command System and proper training*

2.5.5.2 Health services

Incorporate the Environmental Health of the City with regard to the overall FIFA Health Agreement Projection which includes:

- sufficient portable water
- secure Management of Food
- satisfactory Waste Management
- preventative of Communicable Diseases with Victim
- control
- anticipation of Air and Noise Pollution
- provision of Facilities for disabled people.
- to make sure that visitors to the Western Cape get information with regard to health requests and services.
- incorporate and make a priority of Hospital plan to be reused in observing the service delivery for 2010 Soccer World Cup
- emergency Units assessment with subsequent representation of staffing and facility
- introduction and appropriate training on an applicable Disaster Medicine Programme.

- integration of Emergency Unit into the Pre-Hospital Information System

2.5.5.3 Medical services

- Make available the contribution and support in designing the health facilities in the stadium
- set up regulations in terms of Health and Safety at Mass Gatherings
- Make sure that Emergency Medical Services sites such as training grounds, view Parks as well as selected Hotels are also provided with the same service.
- Offer a complete medical capacity at all events
- Present aero medical services together with medical rescue and response to mass casualty
- Review of present training capability and develop a new accelerated training

The National Department of Health and the Health Professions Council of South Africa have the responsibility to set up such a plan after a mutual agreement.

2.5.5.4 Forensic pathology services

There is a need for comprehensive Forensic Pathology services and the Integration of the Victim Identification Programme (VIP) into the Health Operation Centre within the Province.

2.6 SAFETY AND SECURITY FOR SOCCER WORLD CUPS IN JAPAN AND GERMANY

The World Cup held in 2002, on Japanese soil served as a model in terms of security preparation.

2.6.1 Soccer World Cup Security in Japan

According to the Embassy of Japan (2002:2) all the 32 representatives of the countries

that participated in the 2002 Soccer World Cup held a workshop for two days in Tokyo in late February, during which the main focus centred on the games' organisation and the security measures that would be required in light of the terrorist attack that occurred in the US on September 11th as being a threat that could affect the soccer event. The Japan World Cup Organising Committee (JAWOC) enhanced its security budget by 25 percent to \$18.5 million, allowing airport security checks with 700 stewards at each of the 10 Japanese stadiums that hosted the 2002 Soccer World Cup matches. The police in Japan were practising a zero-tolerance policy when approaching troublemakers as some interrupted the World Cup finals in France in 1998.

The skills of the French Commandos who were experienced in terms of major events and fighting terrorism visited Seoul on March 11th to contribute to their anti-terrorism knowledge with South Korean authorities.

Approximately 800 known hooligans were prohibited from leaving Britain during the World Cup, and from Great Britain 700 police were deployed to Japan to work with their local counterparts at England's matches.

2.6.2 National security strategies for 2006 World Cup

According to the Federal Government Progress Report (2005:11) the approval for National Security Strategy of the 2006 FIFA Soccer World Cup was executed by the Conference of Interior Ministers (IMK) on the 25 May 2005.

The strategy comprised the framework for the supplementary security measures taken for the 2006 World Cup. Aspects of awareness in the strategy were the hooliganism, politically motivated crime or terrorism, and crime associated with events in general and organised crime. Exceptionally, the broad actions towards hooliganism and the security measures planned to deal with this sort of criminal activity drew on the developments of recent months ahead of the event.

In sight of violent transgressions committed by hooligans in the recent weeks and months, representatives of Germany's federal and state governments, the German Football Association (DFB), the German Football League (DFL) and the organizers of

the 2006 World Cup met with the purpose to discuss ways of neutralizing this trend during the regular season and for the major sporting event of the 2006 World Cup in particular. For instance, attempts to gather and bring together progress of information about violent offenders that were intensified.

Meticulous prosecution and the use of stadium bans, predominantly below the level of the professional leagues, served the same purpose. Interconnected security measures were thus being taken to deal successfully with hooliganism as a joint force.

2.6.3 International cooperation for 2006 Soccer World Cup

According to the Federal Government Progress Report (2005:12) the National Security Strategy for the 2006 World Cup in addition dealt with International assistance before and during the World Cup. The German Government signed bilateral contracts on event-related assistance in terms of security issues with neighbouring countries, transit and the countries that were taking part in the event. Initially, in 2006 Germany shared information associated with major events at International level, in accordance with the EU security principles and recommendations for EU member states to prevent terrorist attacks on Olympic Games and sporting events of that nature.

2.6.4 Lessons that can be learnt from Germany 2006 FIFA World Cup

According to Wannenburg (2006:1) a researcher at 'Business against Crime', the German media broadcast that during the month in which the event took place in 2006, police recorded roughly 7000 incidents of crime, of which 850 injuries.

In general, the crimes involved assault, theft and damage to property. For the duration of the event, the police locked up 9000 people, 80% among them were originally German Citizens and the majority of foreigners that were imprisoned were English. The Police in Germany expected more football hooliganism and right wing violence among the 14 million people that got together for outdoor screenings of the matches.

'Business against Crime' analysts are of the opinion that there are lessons that South Africans can learn in terms of crime deterrence planning and performance for the 2010 Soccer World Cup as follows.

2.6.4.1 Common crimes committed at mega events

When preparing for mega events the following are the most useful areas that need to be dealt with:

- Violent and other crime
- Aggravated Robberies
- Commercial crime and Fraud
- Corruption and IT Security
- *Communications about Crime and security*

2.6.4.2 Violent and other crime

At many sporting events, isolated incidents of violent crime, theft and damage to property have occurred. Foreigners and locals should be educated about the possible areas of risk via the expected venue at the operating centres within the hotels.

The trade and hospitality sectors particularly, also have the responsibility not only of promoting awareness but also of securing the inside of the venues, while the police are *stationed outside*.

The Los Angeles Olympic Games, the City Winter Olympics in Salt Lake City and other similar events were considered as an illustration for the fact that there was a necessity to do background checks on potential employees and volunteers at the event, as a fair number of them were influenced in committing more crime than any group at the games.

Hooliganism is also an issue to be considered as an area of concern due to the fact that

it affects soccer events, therefore sharing information may help in deterring this from occurring.

The South African government, as a member of Interpol, should work in partnership to set up security measures that facilitate the banning of hooligans by means of biometric software that point out known offenders.

The issue of soccer hooliganism is another area that should be mentioned here. This, is however, not likely to be as prevalent at the South Africa hosted World Cup, owing to the distances that people have to travel to attend the event. The South African government should ideally put in place measures (in consultation with Interpol) to deny entry and tickets to known hooligans using biometric software.

In some instance, it may be necessary to establish the use of CCTV coverage as sufficient evidence of a crime committed, and to fast track procedures and sentencing for unruly behaviour and violence during sporting events. The EU has passed model legislation and developed training manuals to equip nations to deal with this threat.

2.6.4.3 Aggravated robberies

They also identified some trends that appear to regularly spike during certain months in *cash and merchandise robberies, and vehicle crime*. A joint plan among the role players such as business men and the government is necessary in combating these sorts of crimes at joint operational centres and through better information sharing.

2.6.4.4 Commercial crime and fraud

A type of crime that has also been acknowledged with increase during major events is the theft of identity and credit card fraud, mostly organised by international crime syndicates. For example, counterfeiters made a fake Olympic Visa card at the Barcelona Olympics. Gail Wanneburg stated that more than 100 ways can be used by *credit card employees to obtain money dishonestly*. In addition, other common sorts of fraud consist of the fake offer of tickets to events, the use of counterfeit currency and

other scams.

2.6.4.5 Corruption and IT security

Past Soccer World Cups have been negatively affected by alleged corruption in ticket sales.

The government of South Africa points out that they have the 'prevention of corrupt actions' Act and a range of other statutes which could be used to bring to court offenders involved with such a crime. From the above, one can deduct that there is a need to ensure the security of IT networks during the 2010 World Cup, which may consist of no less than 5000 devices (including printers and telephones) for the event.

2.6.4.6 Communications about crime and security

The three factors that should be considered here are safety and security and a practical *communication system with the public related to crime*. This is imperative during the Soccer World Cup. Nevertheless, it is essential to find a balance between informing people about possible risks that may affect them, and at the same time creating faith in the country's ability to respond to any threats. The complexity in reaching divergent goals has been recognised by every one of the countries that have hosted major sporting events.

Toohey, Taylor & Lee (2003:174) say that among a range of security measures principles for the Sydney Games were undertaken as follows:

- Ensuring that related Olympic for International entry and accreditation methods were trustworthy with the policies in place in Australia;
- Making certain that all accredited persons were subjected to appropriate background checking;
- Restricting sensitive areas to authorised persons;
- Scan all Olympic venues and sites for the presence of explosive devices after

'lockdown';

- o Imposing targeted screening procedures, using metal detectors and searches of hand-carried items for all spectators entering Olympic venues and sites;
- o Inspection of all people and items entering higher risk areas such the Olympic Village;
- o Make sure that there is a strict and consistent control on the entrance of vehicles and commercial materials into all Olympic venues and sites.

Gartner (1996:173) states that there are some characteristics associated with tourists such a concentration in an area (e.g. hotels) which makes them easy to locate. They are often free spenders, which supports the income inequality that exists between them and local residents. They are also less likely to return for any legal trials if the crime is not major and losses are covered by insurance.

2.7 ROLE OF THE MEDIA

Gartner (1996:22) says that crime on its own or the concern of becoming a victim of crime will keep on creating troubles for the tourist industry, particularly in city areas. Reports via the media about violence and crime can affect a destination's image and the probability to travel to perceived crime ridden areas can be decreased.

Moolman (2000:36) says that investigating and dealing with security concerns can be discouraged by negative press coverage which can still reinforce fear, which in turn can cause the unwillingness of people to become involved.

People's perceptions of crime are also influenced by the media, local newspapers and other media channels should be involved in dealing with the crime issue.

Saayman (2001:78) states that at the moment when tourists are victims of crime at a particular destination it creates bad exposure and as a result the potential visitors will be

pessimistic about the concerned area.

Therefore, the tour operators are likely to stay away from destinations that are recognized for crimes against tourists. Even so, extra efforts can be made to market the benefits that the area offers, however the decline in popularity will result in failure in the long run. He also added that during the Rugby World Cup in South Africa, tourists stayed for most of their time in their hotel rooms instead of spending money, due to the high crime rate in the country. Only about 100 tourists were actually mugged during the Rugby World Cup.

2.8 SUMMARY

Even though South Africa has been awarded the opportunity to host the 2010 soccer world Cup, the crime rate is still a major concern. There should be an implementation of effective security systems in the stadiums; its surrounding environment, all the tourists' attraction areas and hot spots.

Other concerns that should not be ignored cover the threats ranging from terrorism, organised crime, and protested actions that may end up in violence and football hooliganism.

Based on Korea/Japan in 2002 and the German Soccer World Cup in 2006 experiences, it is advisable for the use of external expertise where needed. Due to the complexity of safety matters at major events, the implementation of security strategy was carried out in consultation with the neighbouring countries, all the countries that were involved in the tournament, the transit countries and Interpol ahead of the event.

In the next chapter, a normative frame work for preventing crime in South Africa is explained.

CHAPTER 3

SOUTH AFRICAN GOVERNMENT FRAME WORK FOR PREVENTING CRIME

3.1 INTRODUCTION

Louw & Pelsler (2002:1) state criminologists have portrayed crime prevention as most likely the most over-worked and least understood concept in modern criminology, and a concept of almost endless elasticity.

Prevention is considered to be a word that is multifaceted. To prevent something means that you have the capacity to foresee its occurrence, and the ability to intervene or to stop it from happening. They added that Paul Ekblom, a British policy analyst, believes that crime prevention is action prior to the criminal event that disrupts a series of cause and effect which would otherwise have led to the event. An anticipation of the activity of criminality is complicated, difficult and finally, dependent on various challenging theories.

South Africa. Department of Safety and Security (1998:27) defines "crime prevention" as: all actions which reduce, discourage or prevent specific crimes from happening starting with changing the environment where they take place, secondly by shifting the conditions which may cause them, and thirdly by providing a strong deterrent in the form of an effective justice system.

Roestenburg (2000:12) states that the incidence of crime is frequently mentioned as an important indicator to the well-being of society. Several conclusions can be made from the rate of crime as indicator; the stability of the crime rate is often influenced by several variables such as reporting accuracy, geographical characteristics, allocation within an area of police stations and the reliability of the police together with the levels of literacy in the society.

3.2 OVERVIEW OF CRIME PREVENTION

Leggett (2004:11) argues that the reasons of crime are deep-rooted in social and economic struggle. While searching for solutions to crime, people should consider the disparity within the society. On the other hand, it was also mentioned that the police are believed not to be well-equipped in doing this kind of work. Instead, they are reputed competent, in the regularly significant task of keeping social order by reacting to crime incidents and other emergency situations. In terms of social matters police are regarded not to have expertise.

Frank (2003:21) says that crime prevention is comparable to a mission in the political field as any other project that effects social change. It entails commitments with questions that are associated not only to continuous prevention against law enforcement matters; but more generally with regard to how human rights, social justice, and democracy feature in this venture. He added that numerous sorts of crime may require functional responses to challenging social, economic and cultural situations. As a result, the most important factor should be to make an evaluation that is sustainable for crime prevention alternatives and ensure that the beneficiary of safety measures is being served by these options.

Marais (2003:124) says that numerous countries have accepted the definition of crime as follows: expectation, recognition and assessment of crime risk and the commencement of some action to get rid of or decrease it. He added that in the educational world, it is normally acknowledged that two sets of factors need to happen before a crime can take place in a particular area. Such characteristics are known as the opportunity (precipitating characteristics) to commit a crime together with the desire to execute a crime (predisposing characteristics). If any one of these characteristics can be cut off it is impossible that crime will be committed. He also mentioned that the writer Jacobs added the third component, which, are the **skills and tools** required to commit

the crime.

3.3 CRIME PREVENTION APPROACH AND LAW ENFORCEMENT APPROACH

South Africa. Department of Safety and Security (1998:27) the planned priority areas of focus in order to attain a safer and more secure society are:

Law enforcement entails that the police can improve safety and security of an area by *making more arrests and bringing suspects to court with good evidence.*

The major areas of focus are:

- o To increase the effectiveness and efficiency of criminal investigations;
- o To target visible policing to address specific crimes and the fear of crime;
- o To develop the quality of services provided to victims of crime.

Social crime prevention: this type of crime can be reduced by looking at the socio-economic and environmental factors that influence people to commit crimes and become persistent offenders.

It can be achieved by:

- o Factoring out crime;
- o Education;
- o Supporting youth, families and groups at risk;
- o Breaking cycles of violence;
- o Promoting social organization;
- o Promoting individual accountability; and
- o Socio - economic interventions to undercut causes of crime.

3.3.1 Responsibility in combating crime in South Africa

South Africa. Department of Safety and Security (1998:28) crime prevention responsibility is the duty of the departments and organisations below within the society in South Africa.

Social Crime Prevention:

- All echelons of Government
- Government departments such as Housing, Education, Welfare, Health
- Municipalities
- National Crime Prevention Strategy
- Organisations of civil society
- Citizens and residents of South Africa.

Crime Prevention through effective criminal justice

- All levels of Government
- All departments of the Government, mostly those engaged in the National Crime Prevention Strategy
- South African Police Service

3.4 PLANNING CRIME PREVENTION STRATEGY

Various approaches were used to illustrate in crime fighting:

3.4.1 Trans-national

There is no respect to borders jurisdiction when it comes to vulnerability or security threats. Thus, South Africa's government has extended its collaboration beyond its boundaries in order to fight crime from which it could be a victim or is currently facing as a problem.

According to Selebi (2005:11) a number of 341 organised crime groups have been recognized by the South African Government for being operational within the country. These groups of criminals in general focuses their activities in drug-related crime, motor

vehicle theft, hijacking of motor vehicles (and trucks), fraud, corruption and the trafficking in non ferrous metals, precious metals and stones.

In the South African Government's view, they have successful strategies to deal with organised crime, 167 of these crime groups have been detected to date, while 174 are still in the process of investigation. Strategies implemented have led to the arrest of 467 leaders and 1, 229 syndicate members.

According to Oliviera (2003:323) its widest logic international partnership in criminal matters allows the use of two aspects which entail expatriation and mutual legal assistance.

Agreements have appeared as a form of co-operation in their own right, different to the former which is the well established older sibling.

South African government renders and request international assistance in criminal and related matters, and thus its developing contribution to effecting mutuality of assistance between jurisdictions.

There is a necessity for closer collaboration in order to fight international crime successfully. This has resulted in the need to remove traditional reluctance to go outside simply by making easy expatriation. Crime pays no attention to national borders. It was previously expected and is now the negative side of globalisation, therefore crime fighters should make sure that international crime is targeted though it seems to be more complicated.

3.4.1.1 Regional, continental and international collaboration

According to Oliviera (2003:349) the Southern African Development Community Protocol on mutual legal Assistance (SADC Protocol) was signed in Luanda on 3 October 2002 by the leaders from 12 of the 14 member states. The Protocol is projected exclusively for mutual legal assistance between the state parties.

Even though, there is a confirmation of South Africa's involvement in International co-operation it adds up to a major commitment to regional mutual legal assistance.

The protocol includes signs of the preparedness of the Republic to develop its existing practice in harmony with international custom.

According to Selebi (2005:12) the Southern African Regional Police Chiefs Cooperation Organisation has the duty to address organised crime and other safety and policing-related concerns inside the Southern African Development Community Region. The Southern African Regional police Chiefs Cooperation organisation encompass the chiefs of policing agencies in the following countries: South Africa, Angola, Botswana, Lesotho, Malawi, Mauritius, Mozambique, Namibia, Swaziland, Tanzania, Zambia and Zimbabwe.

In August 2004, the 9th Southern African Regional Police Chiefs Cooperation Organisation Annual General meeting took place and the meeting approved some decisions to conduct coordinated cross border operations.

The propagation of small arms and organised crime groups in the Southern African region was also considered as another aspect of concern to be targeted. An acknowledgement of efficiency in operations conducted so far have led to a number of achievements, including the capture of stolen vehicles, illegal firearms, drugs and the arrest of persons implicated in these crimes.

3.4.1.2 Multilateral Police Cooperation

According to Oliviera (2003:326) expatriation engages the police of a requested state in locating and arresting alleged fugitives. It is easy to envisage joint co-operation by growing criminal intelligence exchange, and involves other types of alliances.

It should be acknowledged that co-operation with the police agencies of other countries in extradition related issues are well established and considered to be of high

importance.

In the mid twentieth century the SAP (SAPS) was an affiliate to Interpol for a period and in September 1993 South Africa officially rejoined this organization.

Liaison and co-operation in cross-border drugs matters was a target feature of the work of the South African Narcotics Bureau (SANAB) even before coming into collaboration with the 1992 Drugs and Drug Trafficking Act. Wide teamwork was also established in white collar crime matters and during the 1980's an International Office was established in Police headquarters.

Where Southern Africa is concerned, the formation at the end of August 1995 of the Southern African Regional Police Chiefs Co-operation Organisation (SARPCCO) was a significant advance on a simple ad hoc bilateral co-operation towards joint operations.

According to Selebi (2005:13) the South African Government signed extra agreements in terms of the police collaboration at international level with diverse countries with the main purpose of prevention and fighting organised crime at trans-national level maintaining the agenda as follows:

- Police assistance agreements regarding drug fighting and drug trafficking between South Africa, Brazil, Argentina and Chile.
- A memorandum of understanding in respect of combating of drugs and drug trafficking concluded with the Islamic Republic of Iran.
- General police cooperation agreements with the Russian Federation, France, Hungary, the People's Republic of China, Portugal, Turkey and Bulgaria.

Apart from that South Africa is an active member of Interpol and takes part in all related

Interpol actions. The National Commissioner of the South African Police Service was also elected as President of Interpol in 2004, which reinforced South Africa's membership in Interpol activities.

A collaboration that can be achieved among countries implicated in Interpol is to prevent organised crime in getting enhanced network and information sharing.

According to Selebi (2005:11) the justice in crime prevention and security bring together priorities in terms of organised crime that have been recognized by the group and channelled through to the suitable government departments are the following:

- Communication with countries in Southern Africa for better harmonisation and development of mutual beneficial activities, systems and processes.
- Setting up better coordination of the role players and greater use of information from the Intelligence Centre and National Communication Centre.
- Bribery matters are taken with special consideration as part of the organised crime priority.
- High level priority crimes with specific attention over the next five years with regard to high level priority crimes committed and syndicate that are concerned.

3.4.2 National Government

In South Africa there is a structure in terms of combating crime using a frame from national perspectives named as the National Crime Prevention Strategy Centre. The Centre is responsible to work together with the department of Safety and Security, as well as co-ordinating and facilitating the Director's- "General and Ministers" for joint decision-making Structures.

Maree & Prinsloo (2001:2) state that the South African National Crime Prevention Strategy (NCPS) was initiated on 22 May 1996 as an interdepartmental Unit with a long-term strategy linking a range of state departments and civil society to launch a comprehensive integrated policy framework to address crime problems in South Africa

and to build up a national crime prevention curriculum. It promotes a wide range of accountability for crime prevention and a shift in highlighting from reactive crime control perspective towards proactive crime prevention and strives to achieve the subsequent objectives (Naudé 1999):

- Set up of a complete policy structure to facilitate the South African government to deal with crime in a co-ordinated and focused manner drawing on the resources of all government agencies, as well as civil society.
- Promote a mutual understanding and common vision of how to fight and manage crime. With the vision to enlighten and encourage programmes at both provincial and local levels.
- Develop a set of national programmes to initiate and focus the efforts of a range of government departments in quality delivering service with the purpose of solving the problems leading to high crime levels.
- Maximise the participation of civilians by mobilising and sustaining crime prevention plans.
- Designing committed and incorporated crime prevention capacity which can allow accomplishing ongoing research and assessment of departmental and public campaigns while facilitating successful crime prevention programmes at both provincial and local level.

South Africa. Department of Safety and Security (1998:58) the head of the Centre is selected on a performance agreement by the Department of Safety and Security and whose duty is to:

- Examine and build up a resource base that is available with reference to suitable best practice linked to the delivery of crime prevention.
- Improve social crime prevention policies and plans in order to make crime prevention easy with regard to service.
- Observe and facilitate a consistent progress in the justice system.

- Expand interventions, through systems analyses, with the purpose to deal with a rationale economic for particular crimes.
- Check the achievement of social crime prevention in terms of contribution within both the province and local areas.
- Facilitate delivery of targeted social crime prevention.

3.4.3 Provincial Government

According to the Constitution of South Africa, the Department has the following functions:

The Province is responsible to:

- Inspect police conduct;
- Oversee efficiency and effectiveness of the police service including receiving reports on the police service;
- encourage good relations between the police and the community;
- Measure effectiveness with regards to crime and policing in the province.

In order for the province to accomplish its mission in fighting crime as mentioned above:

- There is a necessity to look at or appoint a commission responsible for enquiry to any complaint of police incompetence or a breakdown in relationship between the police and any community;
- Formulate recommendations that have to be addressed to the Cabinet in charge of policing; and
- The provincial Commissioner of the province may be required by the provincial legislature to appear before any of its committees to respond to questions.

South Africa. Department of Safety and Security (1998:54) at provincial level, successful crime prevention can be accomplished by taking into account these responsibilities:

- Set up a joint venture to fight private and public crime.

- Consideration and support for social crime prevention programmes at local level.
- Put as a group a variety of provincial functions such as health, education, welfare, and local government with the purpose of achieving efficient crime prevention.
- Initiate and manage social crime prevention programmes
- Implement and take a joint responsibility in terms of social crime prevention programmes in areas where the local government has less resource and there is a necessity for back up. Thus, collaboration with the local government is needed.
- Assemble resources for social crime prevention programmes

3.4.4 Local Government

According to Shaw (1998:2) it is essential when crime fighters focus on cities and towns to prevent crime that they are straight in line with international developments in the area of crime prevention. Most of the criminal actions take place inside cities and urban areas in general; therefore there is a reason to focus on these types of spots in fighting crime.

Local government is often well situated to implement plans to counter and prevent criminality with greater management between different local government department functions. It is an important factor in attaining and sustaining urban safety and security successfully.

Here are lessons that South Africa should follow in combating crime at local level:

- Criminal activities are different from one district to another and obviously require diverse solutions to reduce them, The central government can only provide a structure for encouraging and supporting crime prevention; the implementation should take place at local level.
- The local community representatives are often regarded to be in a good position to decide on what crime prevention priorities should be in any area.
- Developing an innovative culture and experimentation is essential to the long term achievement of local crime prevention.
- When debating the crime prevention in developing countries, control should not

be taken away from urban management and governance.

Frank (2003:25) argues that initiatives of crime prevention focused on geographic areas have been acknowledged for being the most labour and resource intensive, but a fair level of learning has emerged.

A lot of this relates to corporations and coordination, structures for crime prevention, and the question of scale when it comes to initiatives.

He also added that there is no issue that this is a difficult area of work and confirming that generating knowledge here is attached to development issues in local communities. The questions here are linked to the point where crime and development meet are most tangible in contributing to valuable opportunities for knowledge in this regard. The decentralisation was adopted at SAPS so that service delivery can be improved at local level in preventing social crime.

It is said that crime differs from one place to another within the same city, thus there is a necessity for the local government to look for answers by focusing on the problems that affect the needs of a particular area.

South Africa. Department of Safety and Security (1998:58) states that at local level crime prevention should focus on:

Working with the local police and identifying possible spots for local government intervention:

- Guarantee the development of projects that take into consideration the crime prevention principles.
- Good coordination of crime prevention initiatives in order to avoid repetition.

- Help crime victims with information with regard to the services accessible within the area and where the government has the capacity for service.

- Align internal resource and objectives within crime prevention.
- Ensure effective traffic law enforcement of by-laws for a safer and cleaner environment less conducive to crime.
- Initiate targeted crime prevention programmes with the purpose to address specific problems and groups at risk
- Internal crime prevention within the structures of, and on the property of, the municipality.

Landman & Liebermann (2005:25) suggest that community participation in local crime prevention is important, working to identify crime issues and assist in resolving related problems. Crime prevention requires a partnership between the police, the municipality, and the community that is going to be assisted. Their approach to safety involves a combination at three levels:

Firstly, there is a need for crime prevention initiatives that are based on special incorporation such as higher densities through an appropriate built form, fences, symbolic barriers, and opportunities for natural surveillance.

Secondly, a need for social integration is required during participation procedures in which local residents take part in the detection and solution of their crime problems. Local empowerment and social cohesion are not simply expected, however, it gives the opportunity for extra reflection of the public's needs in terms of crime in their neighbourhood.

Thirdly, there is a need for institutional integration. In this respect, the integrated Development Plan is imperative to conduct the process and make sure that preparation against crime becomes successful with accuracy. When there is information from IDP in order to classify locations for strategic interventions, adaptation at a better level can begin to occur. It will be more convenient for the IDP to be more responsive to the main concerns of people.

It is good to make sure that crime deterrence responses take into consideration their impact on the immediate neighbourhoods and the rest of the city.

They also mentioned that local crime prevention strategy initiatives should be based on participation of the public through spatial, social and institutional integration rather than on reinforcement. When dependence is more attached on physical barriers against crime often causes division and segregation, and finally tension and conflict within the city when it happen. Relying too heavily on physical barriers against crime often causes fragmentation and segregation, and ultimately tension and conflict within the city.

3.4.5 Community crime prevention strategy

Roelofse (2007:100) states that crime prevention is the responsibility of a community. He added that Reiss and Roth mentioned (in *Solutions for America 2003:1*) that, the safety of a neighbourhood is an indicator which plays a significant role in its overall economic and social health.

Safety in the neighbourhoods is necessary to promote common values and ensure the value of life in that community. Neighbourhood crime equally engenders fear and doubt among residents. Generally, crime is in poorer neighbourhoods with high inhabitants' turnover density where bonds between residents are vulnerable.

Van den Berg & Klopper (2001:115) argue that according to Simos (1979:228), as well as Katz (1995:118-125), involving the community is very significant when it comes to assist the victims of crime so that their low self esteem can be rebuilt, their isolation may also be decreased, with the purpose to get back to a sense of power, and dealing with their fear and anger.

The community contribution and membership is enhanced with expression as activism (Simos1979:228), the pain of the victims is converted into power; by assisting the change in the society and in this process they also find themselves healed.

Moolman (2000:35) states that the importance of the community involvement in crime

analysis cannot be overemphasized. Other means that are confidential may be used in communicating information to the police to disclose unknown drug peddling and other types of unlawful practices in the area.

According to Ferns (1983:25) research conducted before indicates that it is much more efficient to make use of recognized organisations in the surroundings than to start new establishments because bringing together a new organisation may be complicated.

Minnaar (2005:93) states that the Community Policing policy in South Africa requires the local police to ascertain and promote Community safety strategies in cooperation with representatives of community, that is to say through the local community police forum (CPF). In this regard, there is no real talk of specific partnerships with the private security as such.

Landman & Liebermann (2000:1), suggest that the following community crime Prevention Strategy can be adopted in fighting crime:

- An action to keep away from crime and violence and reduce public fear of crime.
- A means to bring together role-players from various sectors involved in crime prevention.
- A way of developing local crime prevention partnerships.
- A system to ensure coordination and management of crime prevention initiatives.
- A method to classify priority areas and tasks.

According to Goodenough (2006:22) the main objectives of the CSF are:

- To get more information on crime, safety and security concerns that affect a particular municipality;
- To put together a common vision around social crime prevention and around combating crime and violence within the community successfully;
- To discover gaps in service provision and barriers in the criminal justice system and develop ways to tackle these locally;
- To bring together an interdisciplinary approach to crime prevention and crisis

management; and

- To make it easy for better assistance and interaction of the criminal justice system

South Africa. Department of Safety and Security (1998:57) states that the CPFS form the foundation of effective law enforcement and crime prevention. The partnership orientation strategies in terms of problem solving for police generate positive results in reducing crime, and the role of the community police forums to work together with the SAPS by:

- Setting together crime prevention priorities and agreeing upon strategies to ensure implementation is made.
- Supporting the development of targeted social crime prevention programmes.
- Categorizing flashpoints, crime patterns and community anti-crime priorities and communicating these to the local government and the SAPS and participating in problem solving.
- Organising and mobilizing community based campaigns and activities and the resources required to maintain them.
- Making possible regular attendance by local elected representatives at CPFs.

3.4.5.1 An Overview of the causes of crime

Landman & Liebermann (2000:4) say that crime prevention can successfully be conducted when it is based on a consideration of what the causes of crime are. It is simply by evaluation throughout the roots of a crisis that one will be able to avoid it. Crime is not caused by any one event; it is the consequence of an amalgamation of many aspects. In general, whether or not a crime is committed is based on three sets of characteristics: those of the offender, those of the possible victim, and those of the environment where a crime is expected to be committed. Physical location, the people and activities create the environment that might either prevent or encourage the offender in his or her business.

Crime prevention differs from the application perspective depending on the fields:

- **From the police's perspective:** crime prevention usually deals with roadblocks, visible policing and investigate-and- arrest operations.

- **From the social worker's perspective:** it might signify setting up plans to re-integrate a young offender back into society after being arrested for a petty crime. These two approaches are different; however they both contribute to prevent crime from happening.

- **Crime prevention partnership:** the police by themselves can not be expected to reduce crime; therefore a partnership from different role players is significant in addressing the crime matters in our communities. In the meantime it is important to acknowledge that crime is caused by diverse factors, being the reason why it is not possible for the police alone to make major contribution.

Oppler (1997:2) states that the partnership goes to the heart of what is meant by community safety.¹⁶ Although this sounds like an advertising jingle, it highlights Even though it may appear like advertising, it is believed that there is no organisation on its own that can triumph in crime fighting being alone. This was approved by Sir John Smith, who articulated the view that, "any strategy that is comprehensive with the purpose to reduce crime should not simply involve the police and the criminal justice system but also the entire range of environmental, economic, social and educational aspects which might contribute on crime possibility.

In this regard, it is the plan of the National Crime Prevention Strategy (NCPS) to create partnerships between government organisations and private organisations in dealing with crime.

The recognition of all agencies' participation is the foundation of the partnership as they have something to gain by working together. Being partners within a business perspective recognise their combined responsibilities, as each organization that takes part should be able to make a contribution towards crime fighting. Though, it should be accepted that there is *no particular model in terms of partnership that applies to all contexts*. For instance affiliation will obviously differ in terms of objectives, resources and results. The principle of finding local solutions to address local issues is important. Each partnership should adapt the following six elements to adhere to its local environment: a structure; leadership; information; identity; durability; and resources.

Landman & Liebermann (2000:6) argue that it is very significant for explaining additional local crime-partnership relationship, to tackle problems such as hijacking:

- **Law enforcement agencies** (police and prosecutors agencies):

The accomplishment of this system might be reached by using visible police patrols on high ways, at major intersections and in suburbs, and to have special courts for prosecuting suspects.

- **Municipalities:** Encourage the design of buildings and roads to decrease the chances for hijacking and notifying people of risk factors and hijacking locations.
- **Communities:** Neighbourhood-watch groups that provide information; support victims and deter attacks by patrolling the area.
- **Business:** Providing the necessary equipment such as cars and radios for police patrols; project management; and applying media liaison and publicity skills to advertise the project.
- **NGOs:** Contribute by providing counselling to the victims of car hijackings and giving support in court preparation.
- **Causes of crime are linked to the solutions:** In addressing crime prevention, one should look at the factors that cause crime:
- **Victims:** Crime prevention plans could consider what makes victims vulnerable or attractive targets for offenders.
- **Offenders:** crime prevention projects should focus on what makes offenders

willing and able to commit crime.

- **The environment:** Crime prevention projects should reduce the opportunities for crime in places reputed for high crime occurrence.

Due to the fact that activities in these three types are different and include different agencies and Government departments, crime is usually understood in terms of three approaches: Law enforcement, situational prevention and social prevention. All the three approaches are related, and at some occasions they can necessitate a synchronized application when it comes to crime prevention.

3.5 THE PRIVATE SECURITY INDUSTRY IN SOUTH AFRICA

Potgieter et al (2003:35) state that the private security industry in South Africa is of substantial strategic importance in terms of maintaining safety and security of people and property through the deployment of vast human and material resources. They also mentioned that even though private security is not linked to public police, they are also concerned with crime prevention through proactive measures.

According to Pillar (2001:66) presently research was done by Ministry and Minaar (1999) on private security, commissioned by the National secretariat for public safety and security, significant points mentioned below need be considered:

- Before the 1994 democratic elections, a survey conducted during that period indicated that the growth of the private Security industry in South Africa was linked to the tradition of the oppressive regime that was used during the 1970s and 1980s. At that particular time, the police was mostly used to support the law and impose inequitable racist laws.
- Because the adversaries to the apartheid regime expanded in power, wealthy residents and the corporate world began to consider private security issues with more appreciation.
- Belongings and handbags of people at the public edifices such as shopping centres were used for serous search. Meantime notice boards were placed at well-known places as caution in terms of advising the public to be more

observant concerning explosive devices.

Types of Security Sectors:

Minnaar & Ngoveni (2004:52) argue that there is a number of security sectors that were identified such as:

Security guards (Industrial, residential and commercial) cash in transit, reaction service or armed response and with key aspects to consider:

- Security consultants
- Special events security
- Security training
- Body guarding
- Security control room operators
- Security loss control
- Entertainment venue control

Pillay & Claase-Schutte (2004:122) argue that security services in general comprise three primary business areas:

- **Protection and safeguarding of property or persons in general**

This type of security focuses on an extensive variety of activities in the business of the guarding sector. The sort of services provided in this package ranges from the traditional static way of maintaining safeguarding to patrolling guards, VIP guards, and airport security, service guards in shopping centres and access/exit control.

- **Reactive security**

Reactive security service is more generally described as “armed response” or “alarm response”. On one occasion an alarm signal or other warning activated, is an act of response to necessitate the deployment of armed security personnel to examine or take other steps as may be essential. It includes those who check alarms and equipment that are related (in a control room or elsewhere), or dispatch/supervise any security personnel.

- **Armed escort service**

This service provides the safety for transport of “cash in transit”, assets in-transit and secret documents.

Other security services, encompasses the following: ensuring order and safety on the premises used for sporting, recreational, entertainment or similar services.

3.5.1 The Evolution of private security companies

According to Steenamp & Potgieter (2004:71) private security includes the protection of individuals, their properties (assets) and associated interests against various risks related to crime, fire, disasters, and accidents by means of utilising people and equipment. They also mentioned that the Private security and crime prevention measures applied in ancient times and the Middle Ages in early Europe and America have been fairly well documented by different authors.

The Greek and Roman era made a major contribution to the development of contemporary civilisation. Roman Emperor Augustus Caesar, who surpassed his opponents, split military and police functions by putting into operation a security force, the Praetorian Guard, to protect Rome against social disorder and himself from assassination.

Goodenough (2007:7) states that the duty that Private security industries play in fighting crime is extremely considerable. By taking into consideration the resources owned by the private security industry, there are roughly three times as many security officers as police members on the streets and three times approximately as many armed response vehicles as police patrol vehicles. More or less 10 years ago, there were about 100 000 security officers; nevertheless this increased to about 300 000 by April 2006, according to the Private Security Industry Regulatory Authority (PSIRA).

He also added that there is a perception from the public that considers the private security industry to be more efficient in crime control responsibility than the SAPS. He referred to the research carried out by both Professors Johan Prinsloo and Coen Marais of the University of South Africa in the Department of Criminology who found that the efficiency of security guards as 'very good ' by 28% and 'fairly good' by 43 % from the respondents.

3.5.2 Expansion of the private security industry in South Africa

Minnaar & Ngoveni (2004:42) state that before the first police force in London was even created in 1829, the private security was a form of policing and social control which was universally recognised. By the early 1960s public police agencies had the monopoly in their control over policing but from the late 1970s onwards the private security industry began to come back and grew fast over the following decades. Considering 1995 as the beginning, the private security industry in South Africa extended at twice the rate of the public police sector, with the growth and development that continues nowadays.

o Reason for the rapid expansion

Minnaar & Ngoveni (2004:42) state that in the early 1990's three arguments were put forward to explain the rapid growth of the Private Security Sector in South Africa over the last 20 years, specifically the withdrawal of the state from making police available for functions; the immense growth in private property; and the failure of police to protect citizens.

The first arguments relate to the inability of the state police to protect activities with efficiency and the withdrawal that was subsequent of the state from activities of police, and quick growth in public demand and an unresponsive criminal justice system, as a consequence of which the presence of private security is considered to be filling the perceived gap.

The expansion of all forms of property ownership and the associated growth was enormous and there was a need for providing a safe environment (particularly in the absence of any visible protection offered by the state). Shopping malls, for instance, is privately owned but is used by the public, and the security of such property is ensured by the owners and not the state. The growth in private home ownership also plays a role.

Thirdly, the fact that there is a perception whereby the public believes that the police have become unsuccessful in maintaining their protection, they will look for other forms of protecting their safety which are private security, armed response and ever more sophisticated security systems. There is lack of faith in the police that influences numerous people to buy firearms for self protection.

Thus, the South African security industry's expansion is more linked to the huge availability of ex-military and police personnel who have either resigned from the services or have been demobilised or retrenched after the transition period in the Republic of South Africa.

3.5.3 Functions of the police versus private security

Minnaar & Ngoveni (2004:51) argue that the major task of the police is to protect and secure all the residents of South Africa and their properties using winning law enforcement, crime fighting and the protection of the public order.

Furthermore, they added that the aim of the public police is to identify and investigate the crime committed by means of effective crime investigation and detective intervention. However, private security is characterised by the need to make a profit and its main purpose is the safety of its clients' interests. For that reason, private security companies are responsible to their market together with the clients. It is vital for these

companies not only to adapt themselves to the market where they are operating but also to be flexible via levels of service delivery in terms of quality and performance.

The Private Security industry is more concerned with deterrence, securing premises or the safety of persons separately and crime prevention without being involved in investigative responsibilities. Nevertheless, in-house forensic investigators might embark on an investigation and collect evidence. But, if such a case is prosecuted this evidence would have to be given to the police for a docket to be opened and for action to take place.

3.6 THE FOUR PILLAR APPROACH TO CRIME PREVENTION

Naude (2000:3) indicates that four models can be developed in reaching an appropriate target when fighting crime within a society. He also added that these models should be executed in different areas in which crime prevention is concerned at national, provincial and municipal levels as well as the initiatives that should be driven by civil society:

3.6.1 The criminal justice process:

This focal point is on a rightful criminal justice system for the protection of human rights and comprises of key programmes with the following aims:

- Improving the criminal justice process with a view to deterring crime, better convenience to dis-empowered groups, focusing on crimes of main concern and improving service delivery particularly concerning the rights and needs of victims.
- Getting better interdepartmental co-operation to boost investigations, arrests, prosecutions, and convictions, and training of personnel.
- Information systems improvement in terms of the exploring and retrieval of data to boost the decision making and planning made strategically.
- Increasing the investigation of strategic information for crime prevention purposes and comprehensive analysis for criminal trends to facilitate local crime prevention initiatives.

- Guidelines establishment to reach particular groups with regard to priority crimes and to enhance relationships between the police and prosecutors.
- Develop sentencing guidelines for priority crimes and the upgrading of existing community sentencing options.
- *Reassess and speed up the legislation that is needed to maintain crime prevention efforts.*
- Make the criminal justice procedures more victims oriented and training of police and justice officials with regard to the rights and needs of victims.

3.6.2 Reducing crime through environmental design

The main idea of this model is to decrease the probability of crime occurrence by means of environmental design.

Such an objective can be achieved by observing the following:

- Set up institutional competencies to explore and check environmental design inside the private and public sector and the development of an environmental design policy for government
- Establish mechanisms for law enforcement agencies to access the National ID system and the automated fingerprint identification system, as well as a network which allows for online checking of ID validity
- Speed up the new licensing system to discourage crime
- Prevent corruption and commercial crime by establishing a business code of conduct and implementing legislation to restrict money laundering

In the South African context, this model can be applicable in addressing change of the way townships are built by redesigning their environment.

3.6.3 Public values and education

The public values and education model's goal is to promote better citizen accountability and participation in crime prevention. By getting better public understanding of the criminal justice system, to develop strong community values and promote non-violent conflict resolution. While there is a need to start a National Public Education Programme on crime; and to develop a school-based education programme on the criminal justice system, persecution.

3.6.4 The prevention of trans-national crime

The purpose of this model is to manage cross-border smuggling through better guidelines in terms of border posts, harmonization of border policing resources in Southern Africa, improved co-ordination among diverse South African agencies accountable for immigration measures and border control and with a main focus on regional movements by means of coordinated regional intelligence and security and also by the management of effective execution of the Aliens Control Act No 76 of 1995.

3.7 CHALLENGES TO CRIME PREVENTION IN SOUTH AFRICA

Irrespective of what has been mentioned previously in this chapter, the South African Government is still facing some challenges in addressing crime prevention.

Frank (2003:25) indicates that the ideal crime prevention needs to focus on technical skills based on the necessity to supply support where it is significant in doing so. However, a national crime prevention centre, as discussed by Pelser and Louw, would represent a precious tool in fighting crime in South Africa. Such a structure would nevertheless, have to be suitably capable and resourced, and sustain a critical distance from government.

Louw & Pelser (2002:2) on the other hand state that the South African Government has implemented the Western models rather than adjusting its crime prevention to the realities within its society. In South Africa these matters are complex because the policy

models have been adopted from developed countries, such as England, Canada and the United States. They mention that the local crime prevention policy in these countries is a foundation on direct local accountability in those respective countries. It is based on the assumption that elected officials oversee government functions to guarantee that these respond to and meet the needs of the electorate.

3.8 SUMMARY

Crime prevention involves all the role players within the Nation starting from national to the local community to intervene in addressing issues related to crime. While there is no development without globalisation the trans-national way of combating crime is also vital. It is therefore essential to take into consideration the realities in which a particular society is living in and the type of criminal activities affecting it so that successful security measures can be well addressed since crime varies from one spot to another. Irrespective of different structures implemented in combating crime in South Africa, the government is still facing some challenges.

In chapter four, the findings of the research will be analysed and graphs interpreted.

CHAPTER 4

ANALYSIS OF RESEARCH RESULTS

4.1 INTRODUCTION

In this particular chapter, the findings of the empirical survey indicate that safety and security is of prime importance during the planning for the 2010 FIFA World Cup. The targeted group was the departments dealing with emergency services during disasters which include the Fire Brigade, the South African Police, metro police (City Police and Metro Police) and Hospitals in Cape Town. However, in the health department the consideration of employees' views working in both the private and public sectors were considered.

4.2 ANALYSIS OF THE RESEARCH RESULTS

The data collection consisted of a set of questionnaires addressed to the concerned departments related to safety and security matters as discussed in the literature study and interviews of people holding top positions in those various sectors to get more insight about the preparation in terms of safety and security for the 2010 Soccer World Cup event in Cape Town. The charts were interpreted in order to analyse and understand the views of the people working in these departments in maintaining safety and security in normal situations or day to day activities and getting their visions in preparing an event of the 2010 magnitude.

4.2.1 RESPONSES

In general, 21 questionnaires were set. However, 5 of them were common for all the departments, while every sector had a separate section which covered at least four questions.

All the respondents were employees from emergency services and the questionnaires were written in English. The survey took place between October and November 2007. A selection of four different stations or hospitals per department covered at least 30 employees from every emergency sector.

This allowed us to get various views within the same department. Respondents were given an option to choose more than one answer where applicable.

What are mostly the causes of accidents during events?

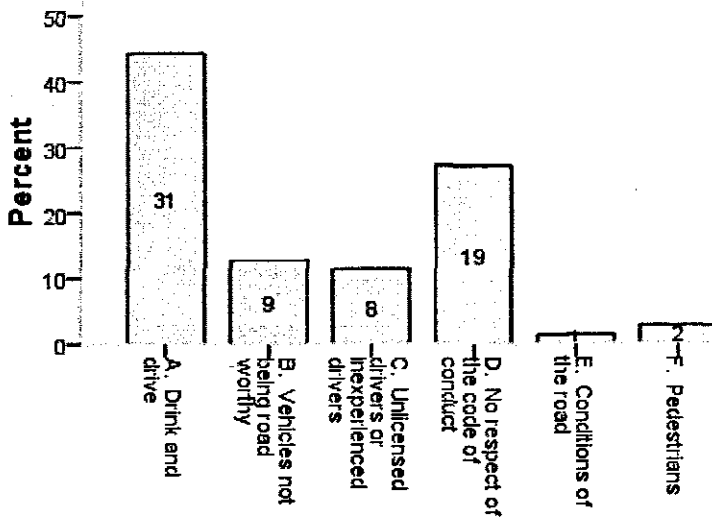


Table 1 Various Causes of Accidents during Events

When one loses control under the influence of alcohol, one tends to lose the adhering ability to obey road signs and driving regulations.

Due to the dysfunction of the body resulting from excessive drinking, the driver may not be able to have proper sight or to think properly, endangering himself/herself and

possibly other road users. Such a scenario often culminates into fatal accidents.

On the other hand, vehicles not being road worthy should not be allowed on the road. They are in poor mechanical condition and without these vehicles passing the road worthy test; they can lead to the death of people on board.

The disrespect of road signs and regulation by the road users constitutes another grievance that should be addressed in alleviating accidents during the events.

In fact, there should be a means of educating the public on the issues of proper road usage, through the media, training of community members to observe and direct the people in regard to the proper use of the roads.

In fact, the above situations are not the only ones that cause accidents. There are so many causes that lead to accidents such as fatigue, driver distraction, speeding, giving way at level crossing and the driver's health condition such as people with epilepsy or with disability.

Thus, an awareness of both the drivers and pedestrians is significant so that everyone can be aware of his/her responsibility and duties while walking or driving on the road. Drivers caught driving their vehicle under the influence of alcohol should be reprimanded and persecuted.

What are be the major challenges facing the structure of the 2010 safety and security?

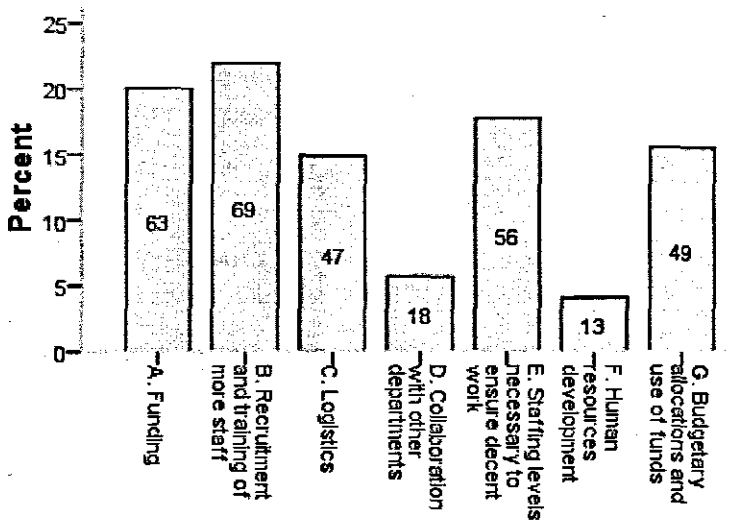


Table 2 Major Challenges Facing the Structure of the 2010 Safety and Security

During recruitment of staff, adequate care should be exercised to ensure that there is no mismatch of the prospective staff job descriptions with the qualification/training obtained.

In respect to the funds allocation to the Safety and Security department, there is no proper fund management structure in place. Apparently, payment packages are not motivating enough, leading to poor work attitude and resulting in brain drain.

Following the inadequacies of funds to purchase the necessary vehicles and other necessary equipments to cater for logistics, there would be no means to obtain smooth logistics operations to handle uncertainties during and after an event of such magnitude as the 2010.

There would also be a need to train staff so that they can be well equipped and skilled to use the equipment and produce satisfactory results during and after 2010.

Without enough available funds, adequate training of staff and logistics; there would be a lack of sufficient drivers to maintain a smooth movement off the sight and to the sights

of uncertainties, lack of confidence in using equipment which might cause delays in responding to incidents and might also end up in accidents or stampedes.

The availability of funds should not be regarded as the only source of problems however; other aspects to look at would be corruption and mismanagement of public funds.

What is the kind of crime reported at your station that affects tourist the most?

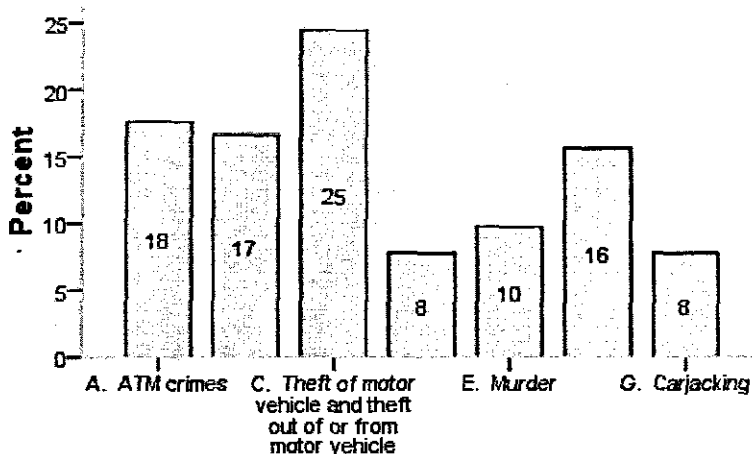


Table 3 Crimes reported at various police stations in Cape Town that affect tourists

From the graphical representation, it could be seen that theft of motor vehicles and theft out of motor vehicles happens to dominate the various kind of crime affecting tourists being reported in the various Police stations. Secondly, ATM crimes appear to be more rampant than common robbery such as mugging and pick pocketing.

Carjacking, rape and murder appear to be poorly represented here, featured at the bottom of the graph as shown above.

Going to the representation, much emphasis should be placed on how this theft of motor vehicles might be reduced or if possible completely eliminated.

In fact, whoever leaves valuable items in the vehicle might obviously attract thieves. For

that reason, awareness would be one of the good solutions in this regard for instance by informing the visitors not to leave bags or other important items in the car.

As part from the general guiding principles, every police station should implement its own strategy depending on the type of crimes that affects the area they are assigned for tasks, and obviously the spot where they occur and time during which they happen.

The public should also be encouraged to report any crime committed against them so that the strategy can be implemented accordingly.

Visitors should also be informed about avoiding hot spot, dangerous areas in general and walking alone, especially at night.

Although theft of motor vehicles and theft out of motor vehicles are the most common crimes reported by tourists at different police stations consulted within Cape Town, they are exposed to other crimes as well, which include credit card fraud and physical and sexual assaults.

Tourists mostly expose themselves to petty crimes, for instance, by carrying and flashing large sums of money; visiting unsafe locations, walking in isolated areas, particularly at night and leaving expensive items in plain view.

Where do accidents mostly occur during an event?

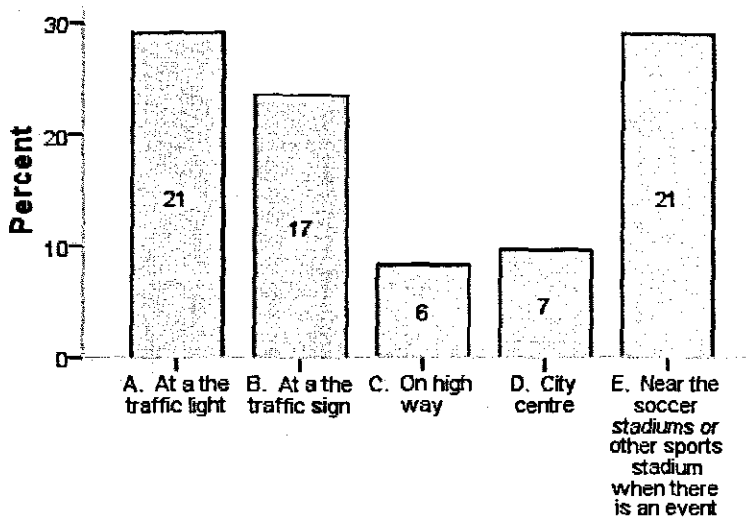


Table 4 Places where accidents occur the most during events

A survey of the places most easily affected by accident occurrence is being revealed here to be near the soccer stadium and at traffic lights.

This is not just something out of the blue. It could obviously be associated with the high volume of traffic and goes along with soccer matches. It is equally revealed by this survey that most accidents do occur at traffic lights.

Although accidents happen on the highway or at the city centre, this is not so prevalent when compared to others. The rate of accidents occurring on highways or in the city centre during this period in question is 6 and 7 respectively.

They can meet all the above aspects however, if the number of vehicles on the roads is still excessive, accidents can still happen during the event.

How is the Traffic Department organising to meet the challenges caused due to high traffic congestion during the 2010 soccer World Cup?

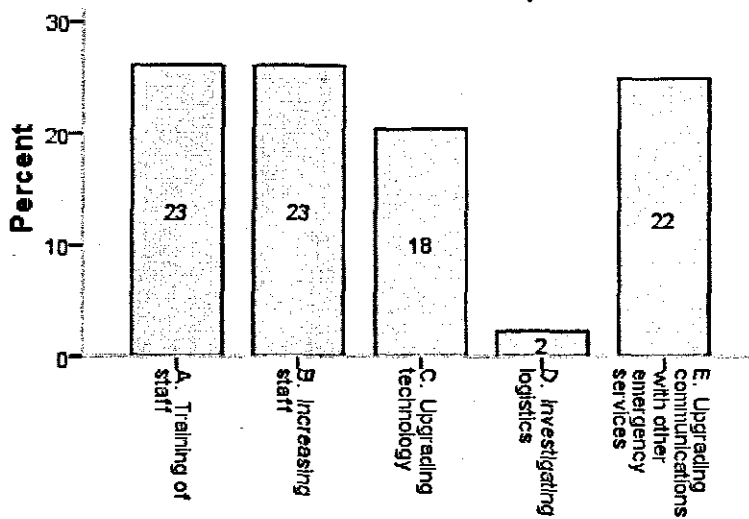


Table 5 Ways the Traffic Department is planning alleviate the 2010 high traffic congestion

A survey was carried out at the Traffic Department to ascertain the level of the preparation in this particular Department in terms of meeting the various challenges that could emanate from high traffic congestion during the 2010 Soccer World Cup. The respondents revealed that the training of staff, increasing staff, upgrading technology, investing in logistics and upgrading communication with other emergency services should be considered as priorities.

Responses collected from this department discloses that increasing and training staff happened to enjoy particular attention by being highly rated compared to others, while a boost in communication with other emergency services and the improvement in technology were also regarded as significant in tackling challenges.

Although upgrading communication was seen to be quite important as well, it is however, imperative, to mention that investing in logistics essential.

Apart from different aspects mentioned above, the public should be encouraged to use public transport, or if necessary, private cars should be banned during the Soccer World Cup in South Africa with the purpose of reducing the number of vehicles on the roads.

What can the Traffic Department do to improve the 2010 Soccer World Cup?

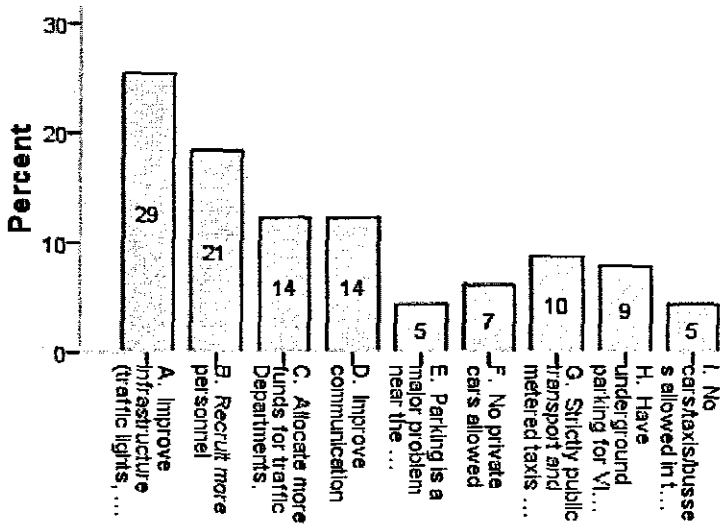


Table 6 Approaches that the Traffic department should look at

This analysis was carried out in this department in order to get more suggestions about what could be done in terms of traffic flow when preparing for the 2010 Soccer World Cup. Improving infrastructure was considered to be the most important factor that needs to be addressed, however it requires more funds and might take more years to be accomplished.

Increasing the number of personnel within the department was also considered as critical due to the increase of the cars on the road. Although upgrading communication and funds allocation were necessary for the event preparation, all factors mentioned above are significant to decrease traffic congestion irrespective of their low rate from the graphic representation.

Apart from the different aspects mentioned above, the public should be encouraged to use public transport and if necessary, private cars should be banned during the Soccer World Cup in South Africa with the purpose of reducing the number of vehicles on the roads.

What do you think the Health Department can do to cope with 2010 Soccer World Cup in terms of health related problems?

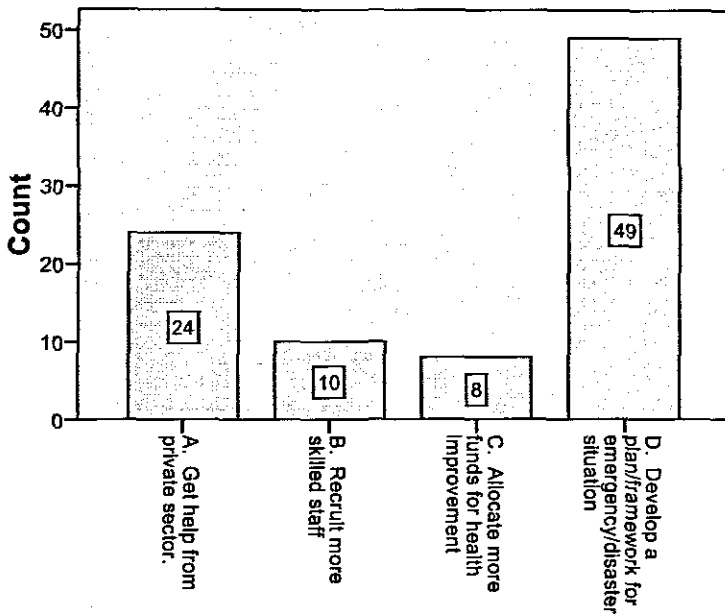


Table 7 Plans in order to develop the health sector for 2010

An analysis was conducted in the health department in both the private and public sectors, in order to find a good way of preparing this department in dealing with the health issues that might be encountered during the 2010 Soccer World Cup.

In general, respondents suggested that developing a framework for emergency situations is a tool that covers all the necessary aspects in terms of disaster situations and should be used as a model during the event.

Getting assistance from the private sector is also good as the event represents the image of South Africa as a whole. A number of employees believe that Government hospitals themselves should not be assigned the task of the event in fact; the private sector should also play a role when preparing to improve the service in this sector.

Recruitment and allocations of the funds represented respectively portions of 10 and 8 that are factors not to be ignored.

What are the contingency plans that the Department has in place for the 2010 Soccer World Cup?

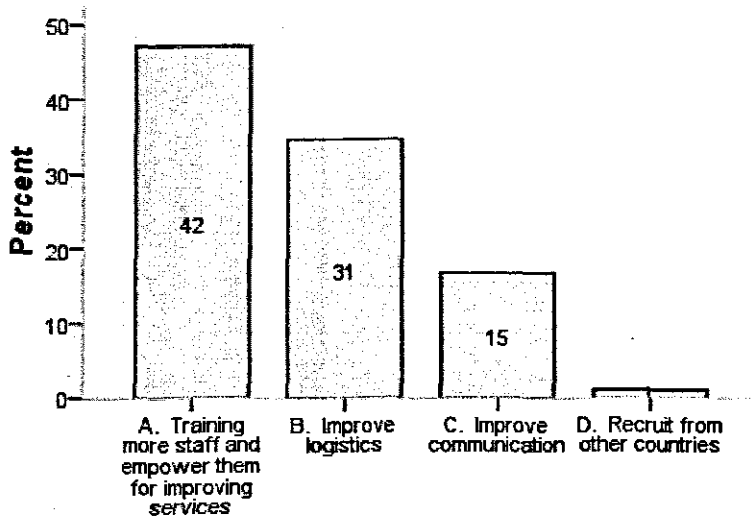


Table 8 Contingency plans in place for the 2010 Soccer World Cup

A survey carried out in the health department as per contingency plans that the department has in place for the up coming 2010 Soccer World reveals the following responses as graphically described above. Some respondents were more concerned about the training of more staff and empowering them to improve the delivery of services, while others suggest that logistics should be enhanced.

Communications was rated third; a collaborative effort should be put in place by linking all levels of the health department when planning an event. Therefore, an effective *health and safe communication should be maintained.*

Recruiting from other countries received the lowest rating in the health department; however, a combination of all the factors would benefit South Africa as fans and Soccer players will come from various countries, obviously organisers should think of getting the external expertise where needed.

What would you suggest in terms of overcapacity during the 2010 Soccer event?

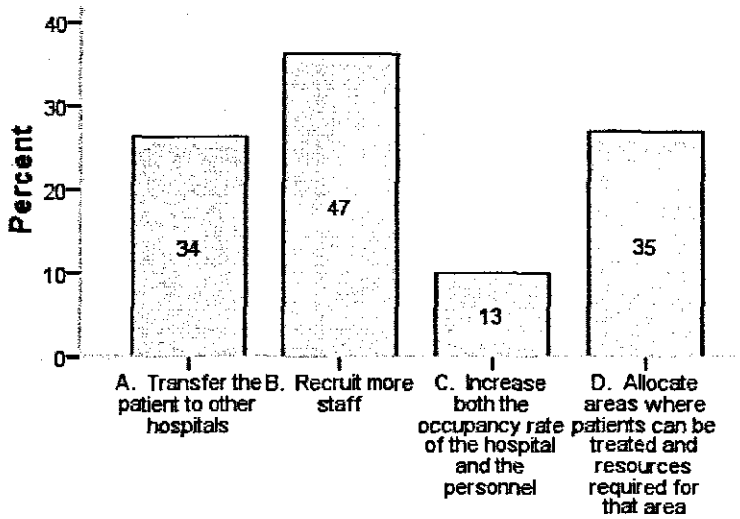


Table 9 Suggestion in terms of overcapacity

It was also imperative to ascertain what managers in the hospitals suggest in case of over capacity due to the fact that a major event might lead to situations in which either the hospital infrastructures or experts in some fields would require more support than usual to maintain a quick and good service so that lives can be protected.

Respondents believed that recruiting more staff would make it easy in responding to emergency situations followed by others who suggested that patients would be allocated to other areas within the same hospital where they could get proper treatment either for illness or problems affecting them. Thirdly, it would also be advisable to consider the option of transferring the patients to other hospitals where they can get assistance if there is overcrowding.

Lastly, increasing both the occupancy rate of the hospitals and the personnel which was not opted by so many respondents because it would be more costly for the organizers as the facilities would be underutilized after the event or in a normal situation. Unemployment might be considered as an aspect that might affect extra staff that would be recruited. In fact, a combination of all the aspects might benefits the organizers while

excluding the option C which is considered to be costly for the industry.

Communications among the various health departments which include both the Private and Governmental sectors would be necessary for saving human lives.

How will the call centre deal with the non English speakers?

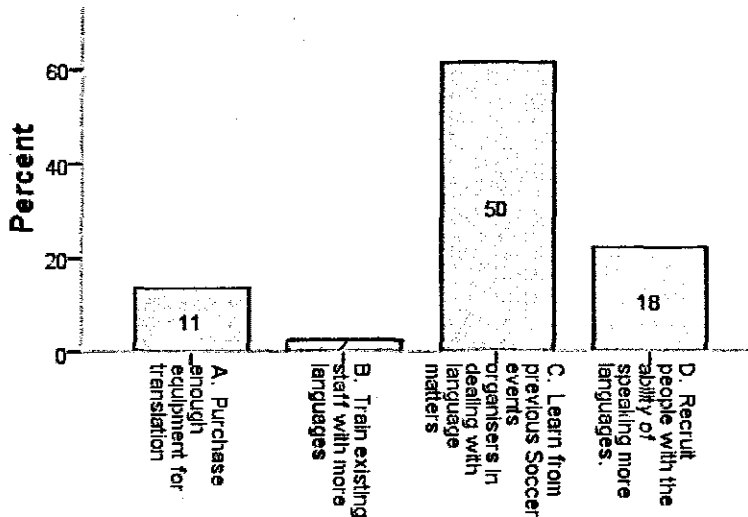


Table 10 Dealing with non English speakers

Language barriers is one of the issues that should be addressed when preparing to host an event of such magnitude, not only for security purposes, but also for keeping the visitors feeling comfortable while using the facilities provided to them.

The survey revealed that the South African organizing committee should learn how previous organizers dealt with language matters while others suggested that it is important to recruit people with the ability to speak more languages so that they could assist with translations.

Purchasing equipment to translate languages would be an option; the questions to be answered are what will they do with this equipment after the event? They would be

costly and their usage is limited.

What should be the best options for South African police service to meet the 2010 Soccer World Cup?

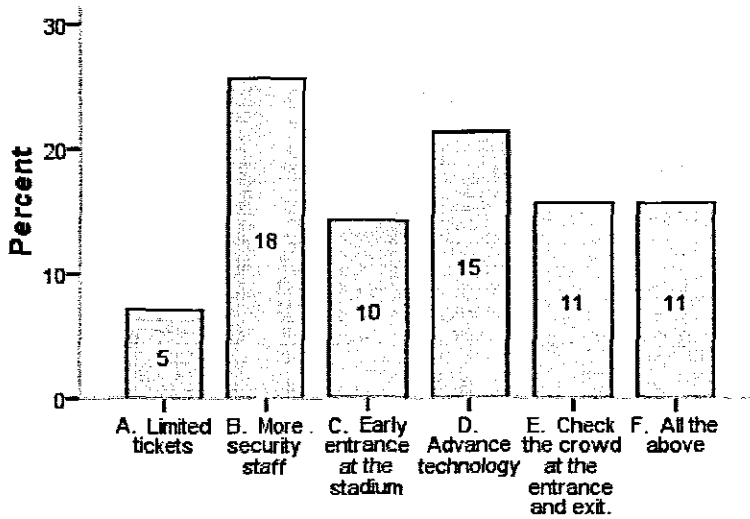


Table 11 Best options for SAPS to control the event at the stadiums

A survey was carried out to find the best alternative for the SAPS in coping with 2010 in terms of maintaining safety at the stadiums.

In fact, preference was given to the recruitment of more security staff while equipping them with advanced technology in order to allow them in checking the crowd at both the entrance and the exit. The other aspect to be considered here would be early entrance in the stadium and other respondents suggested that a combination of all the aspects might be useful in dealing with the security issues.

The organising committee should make sure that fake tickets are banned at the stadium entrance and if possible an appropriate security system should be implemented to avoid over crowding.

What is the best option for the South African Police Service in order to control the 2010 Soccer World Cup?

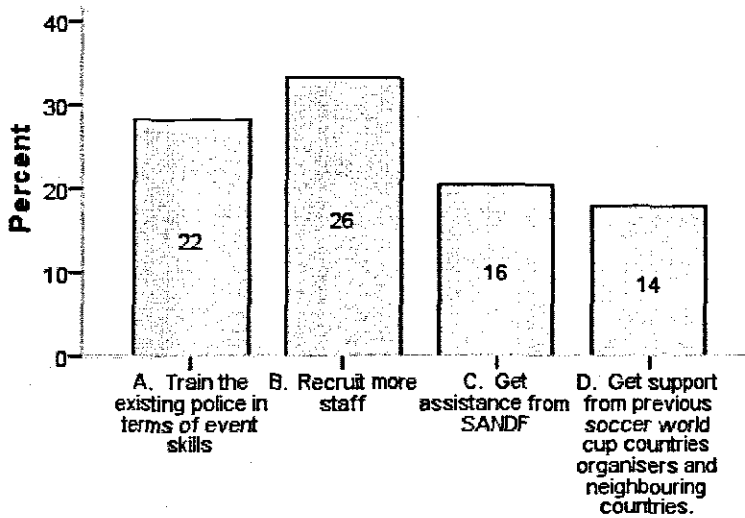


Table 12 Best options for SAPS in terms of staffs capacity and skills

A survey of the best options for the South African Police Service to meet the demands of the 2010 Soccer World Cup in terms of personnel reveals that following alternatives as represented in the graphs and recruiting more staff was predominant and represented a high percentage followed by the options of training the existing police in terms of skills related to events.

Getting assistance from the South African National defence Force (SANDF) would also be a profitable option as a source of support. That is why respondents might have put that option in the third place. Another opportunity would be to consider getting assistance from past event organisers, and if possible engaging with Interpol. This option happens to be the least with a graphic representation of 14.

It would however be essential at major events to consider the various options in order to achieve its viability. Ir-respective of the preference given to the recruitment of more staff, it could be less desirable if one were to consider the after affects and could be costly in terms of training.

International co-operation is essential for providing security for large scale sporting events which requires not only the involvement of the participating countries, but also the transit countries and neighbouring countries.

The benefit of such collaboration is to get expertise from engaging service personnel with good background experience who are well trained as well as having the culture of dealing with this kind of scenarios composed of the same range of behaviour.

Which tourist destinations in the Western Cape would be more unsafe for tourists for 2010?

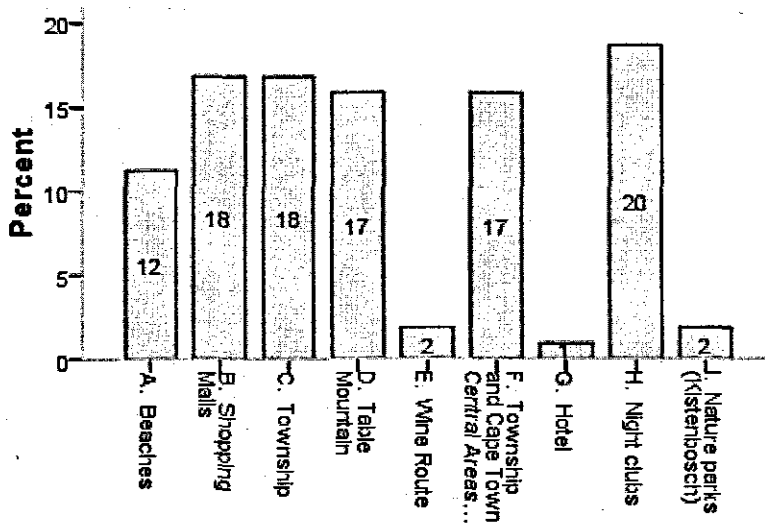


Table 13 Expected unsafely tourists destinations during the event

A survey revealed that night clubs were identified as places where tourists would be more likely to be unsafe, followed by townships, shopping Malls, Table Mountain and the city centre during the night.

Visitors go to night clubs for entertainment and at the same time they also interact with people from different backgrounds, both female and male, which might let them become victims of crime. Either on their way to or from night clubs visitors might be exposed to the risk of being assaulted especially because they are not familiar with the area.

The awareness of the visitors should be crucial so that they may be aware of where to make a report in case of an emergency or services that they could use at their convenience at the time when an incident occurs.

Foreigners are not only interested in soccer but would also like to know how people live in areas where they go to attend events and obviously for sight-seeing, therefore their safety should be addressed wherever they may visit and securing their ways to various destinations.

Illicit activities are expected to be higher in townships and shopping malls. Shopping malls are however protected by private security guards and CCTV cameras in case any irregularities are noticed against visitors, as crime could be committed anywhere. Thus offences affecting visitors may be investigated by the police station in their respective jurisdiction in consultation with the managers of security companies in order to maintain a safe environment. Unemployment is high in townships which have an impact on the provincial security due to the relation between poverty, crime and unemployment.

During the 2010 Soccer World Cup visitors might be interested in visiting townships to get a true idea of the African way of living.

However, the challenges will be to maintain their security in the townships as visitors are seen to be wealthier than local people which might contribute to illegal activities.

Table Mountain encompasses the beauty and scenery of Cape Town that attracts visitors when visiting the Mother City, the event organisers should consider securing these areas. Visitors should be encouraged not to walk at night except when they are escorted by security.

Other areas such as beaches, wine routes and hotels should also draw the attention of the SAPS as crime may take place anywhere if is possible. Security is complex; therefore a lot of aspects need to be considered starting from the awareness of visitors, a partnership with local citizens and a strategy should be implemented by SAPS.

How would you rate the communication among fire brigade, police, metro police and hospitals?

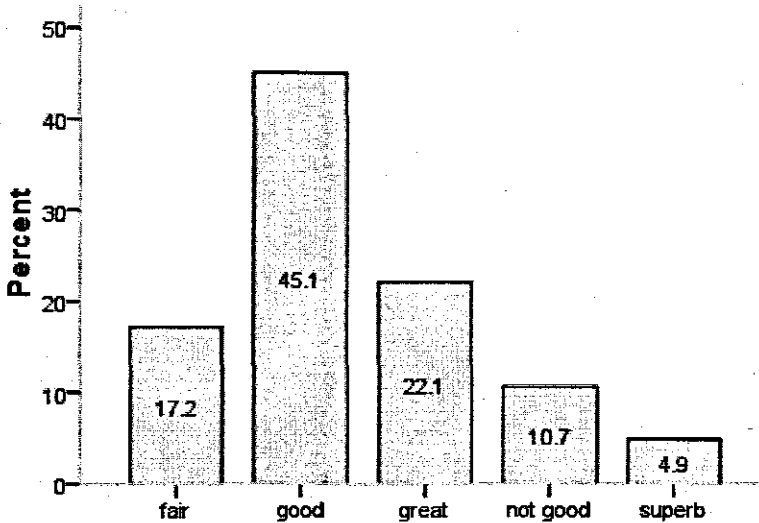


Table 14 Rating Communication among the various role players

Problems at the event may increase in number due to many challenges encountered in the area of communication.

The major concern of this question was to find out if the various departments will join forces when they respond to incidents. 45.1% rated their collaboration as good, 22.1% great, 17.2% fair, 10.7% believed that it was not good. And lastly, the communication was rated to be very good by 4.9%. It could be noticed that some people within these departments would suggest that they improve the communications system among the various departments even though their communication was rated good due to the complexity of the event to be hosted.

How is the capacity in your department in terms of personnel to handle safety and security for 2010 Soccer World Cup?

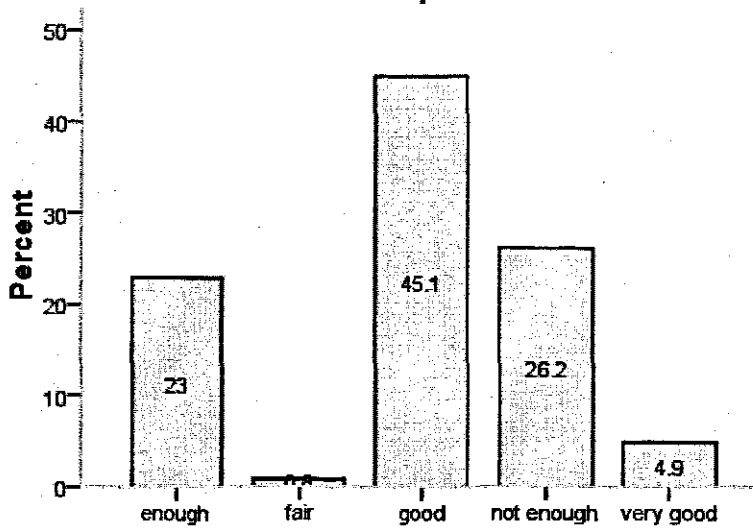


Table 15 Personnel Capacity in different departments

Respondents were questioned in this area, to identify how their various departments are preparing themselves ahead of the Soccer World Cup event in terms of personnel. 45.1% was the highest rating in estimating that their personnel is of high-quality followed by 26.2% agreeing that there is a necessity for more personnel in their departments. Thirdly, 23% revealed that there were enough personnel within their departments. Such answers should be questioned as employees at these departments might not be willing to expose the inability in terms of capacity.

How quick is your department in responding to an emergency call?

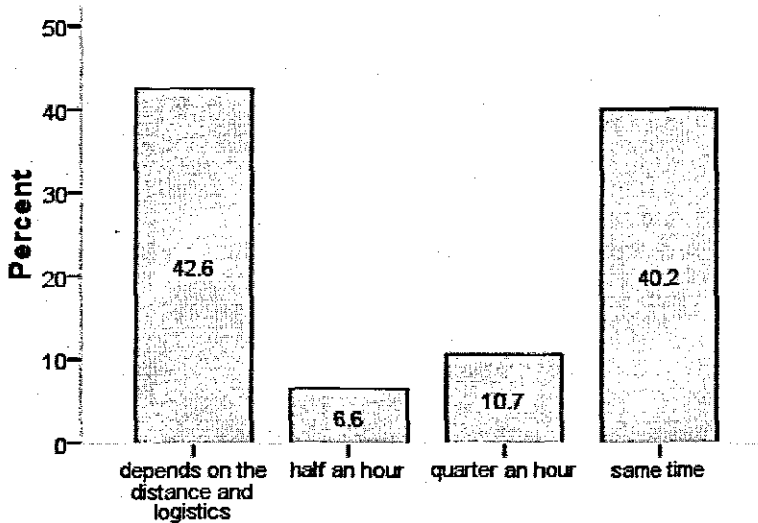


Table 16 Status when responding to emergency calls

The survey revealed that distances and logistics were the major factors that affect the emergency services to respond to incidents in Cape Town. No matter how quick they are, if the place where the incident occurs is far from where they are based, they would not be quick enough.

The other aspect that was critical for the emergency services (Health, Fire Brigade, Metro Police and Police) was logistics. Employees at different departments in general indicated that there is not enough equipment for logistics which might affect their service or create a delay in responding to incidences.

However, there was a belief that responses to incidents are done at the same time when a call is received and a response is made immediately.

During the event of 2010, most targets will be known and joint operation centres will be close to the stadiums. It is the duty of the SAPS to make sure that perpetrators will not shift their target to other areas where security is not tight.

At the same time, response times together with adequate logistics might lead to lives being saved.

During the 2010 Soccer World Cup there will be more cars on the roads, therefore another aspect that should be taken into consideration is that of traffic congestion and the incidences that might happen within the city or at various locations.

How many calls were you unable to respond to?

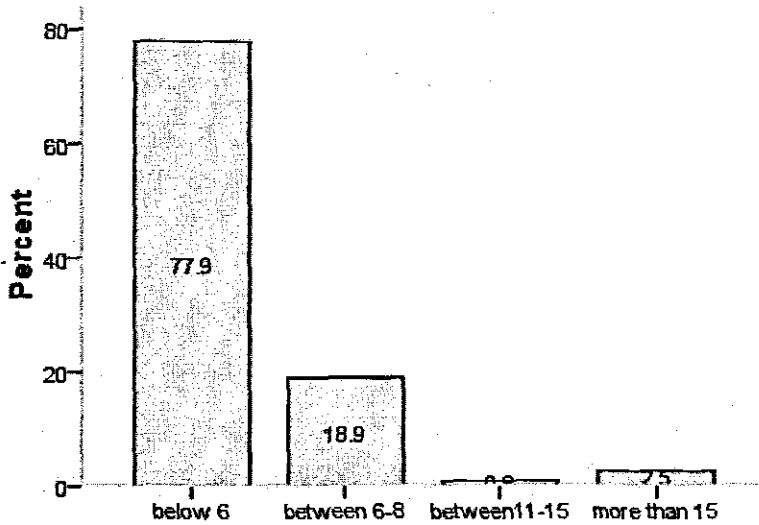


Table 17 Inability to respond to some calls

On the other hand, a survey was carried out to determine the inability of the emergency departments to respond to calls. Respondents at the various safety and security departments (Fire Brigade, SAPS, Metro Police and Hospitals) stated that they would be unable to respond to less than 6 calls with the rate of 77.9% and between 6 -8 calls respondents rated them at second position with 18.9%.

However, it could be very difficult to report the true situation for safety reason or keeping the image of the industry.

According to the research, the existing structure is not deplorable, but should be addressed so that it can be improved.

How often did you make use of crowd management?

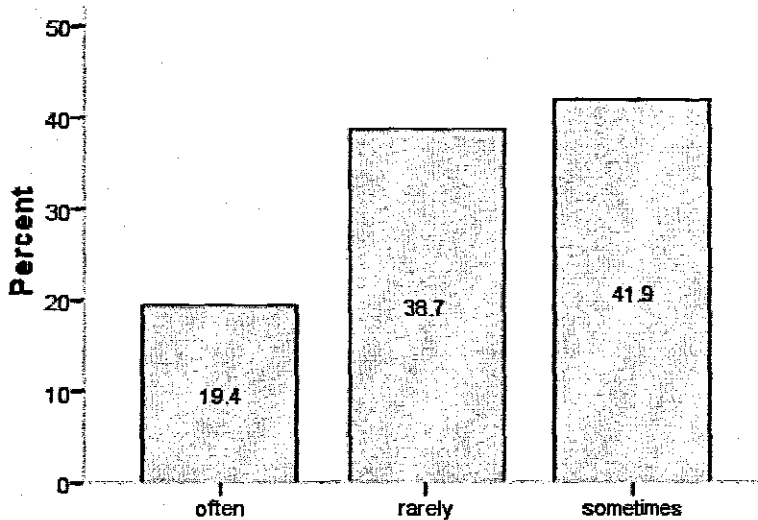


Table 18 Experience with the crowd management

Major events require good coordination in terms of management and responsibility at operational level and in situations that necessitate the crowd to be controlled with enough capacity and equipment.

It is the responsibility of the SAPS to ensure that participants at the event feel safe and enjoy the atmosphere in the stadium. Our concern here was to find out if the respondents are familiar in dealing with crowd as the Soccer World requires such an expertise.

However, the police responded that they sometimes work with crowds with 41.9% representing the highest rate of police in who said this while 38.7% admitted that they rarely deal with crowds.

It is imperative for the SAPS that will be selected and assigned tasks especially in and around the stadiums to have experience in maintaining the crowd's safety or gathering information by patrolling areas.

Have you ever encountered any emergency related problems with the previous events such as Rugby or Cricket World Cup?

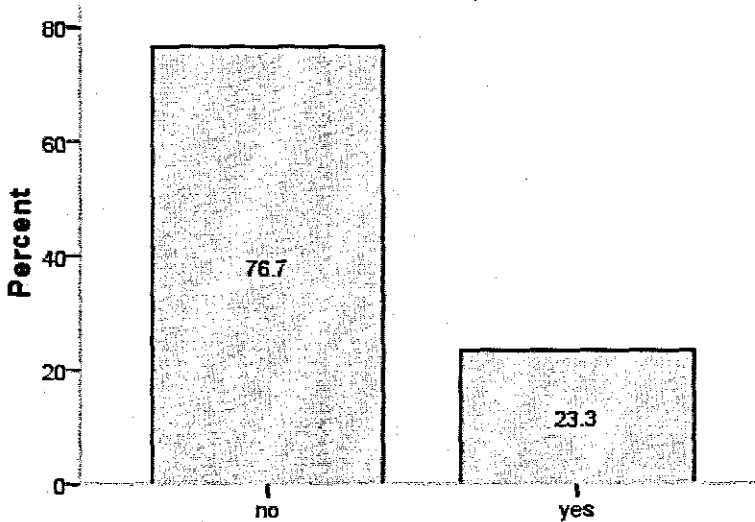


Table 19 Getting evidence about previously related problems

More than $\frac{3}{4}$ of respondents from various emergency departments agreed that they have never encountered emergency problems during the previous events such as the Rugby and Cricket World Cup.

Some factors that should be taken into consideration here would be:

Events like the Rugby and Cricket World Cup and the African Cup of Nations previously hosted in South Africa do not have fans like soccer does.

Few people are Rugby and cricket fans compared to soccer which cover 32 teams from all over the world.

How many emergency calls/situations do you deal with per week?

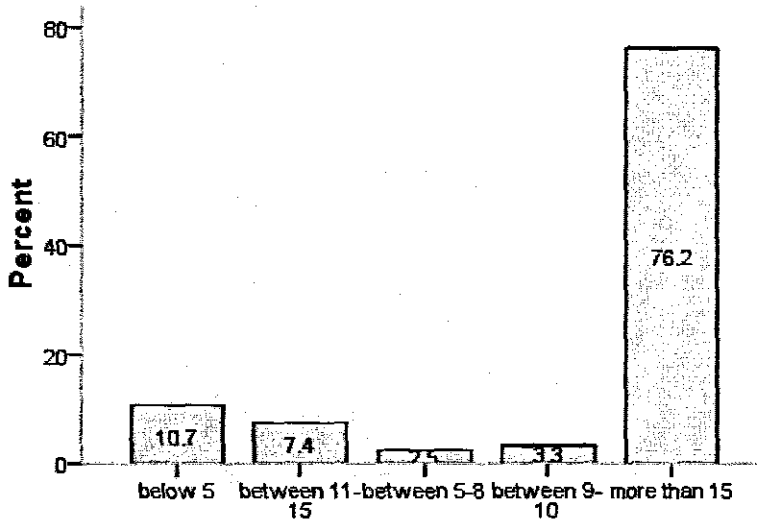


Table 20 Estimation of weekly calls

A survey was carried out in the departments of the Fire brigade, the SAPS, the Metro Police and the Hospitals to ascertain how many emergency calls/situations they dealt with on a weekly basis. The graph reveals that on average more than 15 calls represents the highest rate at 76.2%, and between 11-15 represent 7.4%.

According to the graph, the various emergency departments deal with more than 15 calls on a weekly basis.

On which day of the week you think crime is more committed?

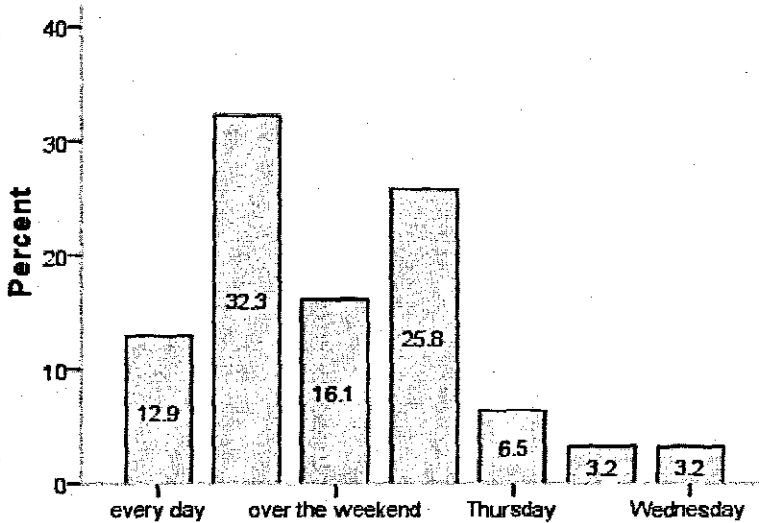


Table 21 The days crime is more committed along the week

SAPS personnel should not take it for granted that all the criminals operate in the same way even if Friday is identified as the day with the highest of crime committed according to various stations consulted in Cape Town, followed by Saturday respectively with 32.3% and 25.8%. The advance of security means that the criminals are also getting ahead with more sophisticated mechanisms of committing crimes, resulting in organized crime which eludes security systems.

It is the responsibility of every police station to identify hot spots and the time during which the criminals operate so that they can overcome the situations in their respective areas of supervision while keeping in mind that criminals may change in space and time.

Are the departments of health/fire brigade setting up plans to meet the demands of the 2010 Soccer World Cup?

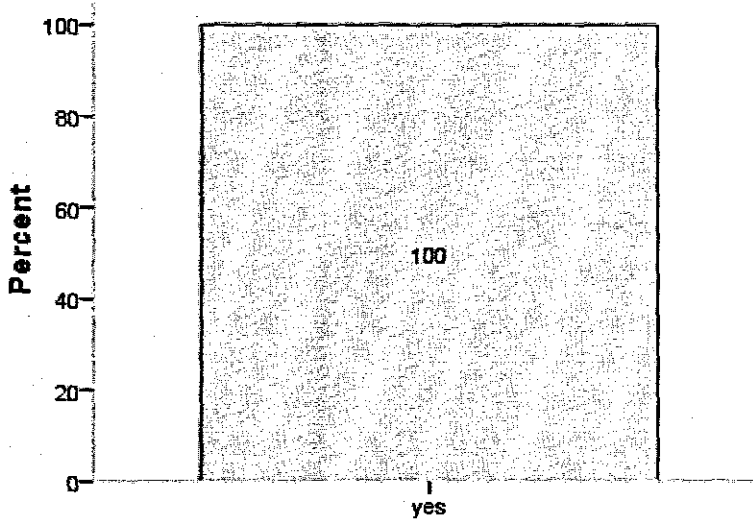


Table 22 The contingency plans for both the fire brigade and health sectors

Employees at both the fire brigade and health sectors accepted that in their respective departments contingency plans are being set in order to control the demands during the 2010 Soccer World Cup in Cape Town.

4.3 SUMMARY

The success of major events should associate the contribution of the SAPS, the Fire Brigade, the Traffic Department personnel and EMS (Emergency Medical Service) intervention with solid coordination, communication processes, information exchange and the exercise of authority and the way the decisions are made.

Assigning responsibility to experienced personnel and equipping them with logistic support.

Events like the Soccer World Cup represent a complexity in staging as a result a full cooperation and collaboration amongst security experts from various nations and international organisations to ensure the safety of VIP and other participants attending major events is necessary.

The South African organising committee should learn from what happened previously in the same situation, especially what they encountered as challenges and possibly ask for assistance so that their expertise can be utilised locally for the period of the event.

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

The literature review and the findings of the employees' interviewed from SAPS, Fire Brigade, Metro Police and EMS engaged in maintaining safety at events the preparation for the 2010 Soccer World Cup.

This calls for a preparation plan to enable the different bodies to work closely together. The need for professional communication is of great importance to clarify roles, the need for cooperation and support, in preparation for the successful staging of the event.

The findings emphasised on some aspects that should be addressed adequately which include the recruitment and training of the employees, logistics, and crowd control expertise for the people involved in the event and funding shortage.

At the same time, it was also difficult the literature to prove that the tourism boom influences the increase in crime.

5.2 RECOMMENDATIONS

The analysis of the questionnaire implicated the employees from various safety and security departments, hospitals both private and Governmental entities. In addition to that, the consultation of documents for the previous Soccer World Cup held respectively in 2002 in Korea/Japan and in 2006 in Germany served for background in order to plan the 2010 Soccer World Cup in South Africa.

5.2.1 Recruitment and Training

Events management involves people from different disciplines to work together ranging from health, fire brigade, police, traffic, security, volunteers and stewards. The personnel within every department should be increased depending on the size or skills required in the preparation of the event.

It is essential to address staff insufficiency to ensure commitment to the 2010 Soccer World Cup together with normal operations.

Therefore, making early appointments to ensure training processes and development prospects should be undertaken so that recruited employees receive appropriate expertises that match the duties that would be assigned to them.

Out-sourcing of skilled people who already participated at major events organisation would also be taken into consideration with the improvement of co-operation in terms of knowledge, competence and assistance with language barriers from other countries.

All related posts to safety and security duties should be allocated to relevant personnel with suitable job descriptions to ensure that participants are taken care of with experienced and suitably trained employees.

Develop a training strategy for all emergency services personnel

Interagency co-operation to ensure satisfactory responses and supplemental personnel

5.2.2 Logistics

Shortage in logistics is one of the major challenges that should be addressed ahead of the event for the emergency services (Health, Fire Brigade, Metro Police and Police). The various departments should all be equipped, depending on the size to cater for in

case of incidents that might occur simultaneously at the event of the 2010 Soccer World Cup.

- Identification of necessary resources during crisis responses to maintain significant safety and other related emergency issues
- Set up sufficient capacity to make available medical care for large numbers of individuals and secure medical facilities for VIPs
- Implement strategies and make them accessible to sustain responsibility of personnel with appropriate resources

5.2.3 Crimes identified for affecting tourists in Cape Town

The Soccer World Cup takes place every four years. It should be used not only for event attendance but also for increased tourism. People in charge of security have the duty to cater for visitors' safety so that they can enjoy their stay during the event and return with a good memory of the visited areas, with the possibility of returning in the future.

Generally theft of motor vehicles and out of motor vehicle, drug related crime, pick pocketing and ATM crimes appeared to have a high occurrence.

However, the Organising committee for security matters should not only set the target for crime as indicated above, instead they should think of other criminal acts as well such as terrorism, hooliganism, violence and securing both the air space and the ocean given that Cape Town is encircled by water.

5.2.4 Causes of accidents during the events

Public awareness of both the visitors and all road users are essential, especially

because there will be participants from all over the world with a different system of driving on the road. In fact, they should conform themselves to the way people drive cars using the left hand side in English speaking countries of which South Africa is part of.

5.2.5 Places of accidents during the event

Events involve thousands of people that create traffic and safety problems. As part of the 2010 planning and management, the department of Traffic should find a creative way in the planning stage that deals with such traffic issues.

These matters can be managed by employing cordon on designated streets to prevent influx of the cars to the area where the event is taking place.

Areas that are acknowledged for high accident occurrence such as the areas surrounding the soccer stadiums due to the congestion caused by the influx of the people and cars. The influx of the people within the city will boost the number of cars to be used on the roads, encouraging visitors to use public transport. It is necessary to make sure that the parking at the stadiums are well managed to avoid accidents. Again public awareness is important for the use of the roads by observing the traffic lights and signs when using the roads for their safety and other roads users.

5.2.6 Crowd management

At major events fans are mostly gathered in crowds that security personnel should protect by putting in place a system which entails controlling soccer fans. When dealing with crowd security issues, one has to learn a lot about the fans manners and other characteristics that may influence the group of people gathered together for enjoyment,

for example how to deal with their disappointment if their team is losing the game.

Appropriate crowd management that is well implemented at the large events will allow all the participants including fans and visitors in general to enjoy the vibe in the stadium; therefore multi-agency cooperation is essential when setting up a contingent plan for an event.

5.2.7 Communication

Setting up clear communication is an essential approach when planning for large events. It should not only be within a particular department but also when liaising with other emergency services involved in the event's preparation.

As a result, a meticulous evaluation of communications for all the organisations involved in the event planning is of high importance for success.

Diagnosis in general and operational management of the event, the management of regular health, and safety and security issues together with effective communication when major incident occurs.

Critical Aspects are:

- Check the adequacy of communication technology and equipment
- Create a command centre facility with appropriate size and scope in communication
- Make sure that there is a process in place to communicate regularly with all the co-workers
- Improve and review standard operating procedures for information sharing to the public, media and other supporting organisations
- Build up systems and procedures to guarantee inter-agency communications during the event
- Set up an Operational Command Centre with personnel of leading decision representing the department involved in the running of the event
- By planning the event of 2010 co-operations with European countries that are reputed for having quite a large number of hooligans at Soccer events such as the United Kingdom, Germany, The Netherlands and Italy should be consulted

for information.

- In collaboration with Interpol, SADC and all countries of transit, planners should set security measures that will ensure that no loop holes can be taken advantage of by criminals.

5.2.8 Funding

There is no event that can be prepared without appropriate funds to purchase equipment and pay the personnel. Even though South Africa was awarded the 2010 Soccer World Cup, there is an expectation from the organisers not only to be able to host an event of such magnitude but to effectively host it like any other developed country has in the past.

South Africa is a developing country and therefore faces so many challenges such as inadequacy of infrastructures and funds, unemployment, poverty and training of staff, which the government is still struggling to overcome.

5.3 CONCLUSION

Organising major events in a country exposes the area at international level and brings so many opportunities; however, such events will also be interrupted by incidents of any nature if not well planned ahead by the multi- agencies that are involved.

Planning a major event entails dealing with a multitude of matters, most of which organisers will have not come across previously. It is therefore the mandate for organisers' in collaboration with safety emergency services to ensure that the responsibilities of each group involved in the planning process are clearly defined.

It also requires good coordination in terms of command and operational responsibilities for situations that necessitate the crowd to be controlled with enough human resource that is appropriate to run major events smoothly and with adequate equipment. It is significant to improve both the visitors' and citizens' awareness to reduce their

vulnerability. This means that full co-operation among agencies to combat these risks, is one of the most important requirements for maintaining safety during events. There will also be necessity to protect the air space above soccer stadiums and oceans around Cape Town.

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ANNEXES

A. DEFINITIONS

ASIO: Australian Security Intelligence Organisation

CSF: Community Safety Forum

CCTV: Closed Circuit Television

CPF: Community Police Forum

DFB: German Football Association

DFL: German Football League

EU: European Union

FBI: Federal Bureau of Investigation

FIFA: Fédération Internationale de Football Association

ID: Identity Document

IDP: integrated Development Plan

IMK: Conference of Interior Ministers

INTERPOL: International Criminal Police Organisation

IOC: International Olympic Committee

IT: Information Technology

JAWOC: Japan World Cup Organising Committee

JOC: Joint Operation Centre

NGO: Non Governmental Organization

PSIRA: Private Security Industry Regulatory Authority

NFIP: National Football Information Point

NPCS: National Crime Prevention Strategy Centre

SADC: Southern African Development Community

SA: South Africa

SANAB: South African Narcotics Bureau

SANDF: South African National Defence Force

SAPS: South African Police Service

SARPCCO: Southern African Regional Police Chiefs Co-operation Organisation

STF: Special Task Force

UK: United Kingdom

USA: United States of America

VIP: Very Important Person

VIP: Victim Identification Programme

B. FIFA GUIDE FOR SAFETY AND SECURITY

The commissioner shall emphasise the following points for high-risk matches at the official meeting.

- Set up good relations and co-ordination with the security forces.
- Make sure the capacity of the stadium (number of seats) and the approximate attendance.
- Visiting supporters: know how many are expected and how many tickets have been allocated to them.
- Be certain that overseas Soccer fans are aware of direction signs in and around the stadium and the travelling actions initially known.
- Make sure that the parking plan for buses and cars (set apart from home supporters)
- Make the arrangements at airport for arrival and departure and the dispersal engagements after match
- Control of the tickets sale (keeping spectator groups apart from the police protection).
- Be certain that the authorities are prepared for the late emergence of forged tickets
- Ensure safety measures in and outside the stadium; which requires for the

presence of adequate security forces on duty before, during and after the match

- One or two police cordons around the stadium (as the first step to control and channel spectators).
 - Details of entry procedures; personal inspection of each spectator upon entering the stadium: confiscation of weapons, fireworks, bottles.
 - There is no kick-off to be allowed until the situation outside the stadium and in the stands is under control.
 - Certify services in the stadium which include numbered seats, easy access to refreshment stalls, public conveniences, medical and first-aid facilities, stand-by forces and so on.
 - Keep all stadium exit doors and gates in the fence around the pitch always unlocked and each are permanently manned by a steward;
 - Emergency evacuation arrangements;
 - Put the advertising boards in such a way that they do not obstruct the opening of safety gates and do not represent a danger to the players; Spectators and all other unauthorised persons, such as media representatives, must be barred from entering the stadium enclosure;
 - Anyone authorised to enter the stadium enclosure, such as ball boys/ball girls, photographers must be prevailed upon to behave correctly and refrain from trespassing onto the field;
- 2 Letting off fireworks of any kind is strictly prohibited; organisers should be discouraged from using fireworks in the stadium during ceremonies

- The sale of alcohol and the distribution of any drinks to the public in bottles or tins are strictly prohibited
- Ensure that the local authorities satisfied with the fire precautions
- delegate a person for the commissioner to contact if emergency announcements have to be made over the stadium loudspeaker
- Make sure that loudspeaker announcers are accessible in the required languages (home and visiting teams)
- Set up adequate security measures for the visiting team's arrival at and departure from the stadium
- Make sure that the commissioners, referees, assistant referees and teams are assisted when they need a police escort (on match days, for training sessions)
- Agree on the structure of a small crisis group to meet in the event of a major crisis (e.g. police commander, fire chief, medical chief, stadium manager, one representative from each team, commissioner, FIFA security officer, media officer) and on a central meeting point in the case of an emergency.
- Make sure that the security, fire and medical authorities are all satisfied with the match preparations or there if there is anything which FIFA and/or the organising national association or the stadium directors should do which has not yet been done

C. QUESTIONNAIRE

Please complete the questionnaire and indicate your preferences with an X where appropriate.

Questions 1 to Questions 5 should be completed by members of the South African Police, Metro Police, Fire Brigade and Hospitals.

1. How would you rate the communication among fire brigade, police, metro police and hospitals?

Superb		Great		Good		Fair		Not Good	
--------	--	-------	--	------	--	------	--	----------	--

2. How is the capacity in your department in terms of personnel to handle safety and security for 2010 Soccer World Cup?

Very good		Good		Enough		Not enough	
-----------	--	------	--	--------	--	------------	--

3. How quick is your department in responding to an emergency call?

Quarter an hour		Half an hour		An hour		Two hours		Depends on the distance, logistics and personnel
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4. A. How many emergency calls/situations do you deal with per week?

Below 5		5 - 8		9 -10		11 -15		More than 15
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4. B. How many of these are unable to respond to?

Below 5		6 - 8		9 -10		11 -15		More than 15
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5. What are the major challenges facing the structure of the 2010 safety and security?

	A	funding
	B	Recruitment and training of more staff
	C	Logistics
	D	Collaboration with other departments
	E	Staffing levels necessary to ensure decent work
	F	Human resources development
	E	Budgetary allocations and use of funds
	H	If other, which one.....

Questions 6 to 11 should be completed by members of the South African Police only

Crowd management is defined as techniques used to address unlawful public assemblies, including a display of formidable numbers of police officers, crowd containment, dispersal tactics and arrest procedures.

6. How often did you make use of crowd management?

Often		Sometimes		Rarely		Never	
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7. What is the kind of crime reported at your station that affects tourist the most? NB. You may choose more than one.

	A	ATM crimes
	B	Common robbery such mugging, pick pocketing etc.
	C	Theft of motor vehicle and theft out of or from motor vehicle
	D	Rape
	E	Murder
	F	Drug related crime
	E	Carjacking
	H	If other, which one.....

8. What should be the best options for South African police service to control the 2010 Soccer World Cup at the stadium? You may choose more than one.

	A	Limited tickets
	B	More security staff
	C	Early entrance at the stadium
	D	Advance technology
	E	Check the crowd at the entrance and exit.
	F	All the above
	G	If other indicate which one.

9. What are the best options for the South African Police Service in order to control the 2010 Soccer World Cup?

	A	Train the existing police in terms of event skills
	B	Recruit more staff
	C	Get assistance from SANDF
	D	Get support from previous soccer world cup countries organisers
	E	If, other which ones

10. Which tourists' destinations in the Cape Peninsula would be more unsafe for tourist during the 2010? You may choose more than one.

	A	Beaches
	B	Shopping Malls
	C	Township
	D	Table Mountain
	E	Wine Route
	F	Township and Cape Town Central Areas at night
	G	Hotel
	H	Night clubs
	I	Nature parks

11. On which day of the week do you think crime is more committed? _____

Questions 12 to 15 should be completed by members of the Metro Police Department only

12. Where do accidents mostly occur during an event? You may choose more than one.

	A	At a the traffic light
	B	At a the traffic sign
	C	On high way
	D	City centre
	E	Near the soccer stadiums or other sports stadium when there is an event
	F	If, other which one.

13. What are mostly the causes of accidents during events?

You may choose more than one.

	A	Drink and drive
	B	Vehicles not being road worthy
	C	Unlicensed drivers or inexperienced drivers
	D	No respect of the code of conduct
	E	Conditions of the road
	F	Pedestrians

14. How is the Traffic Department organising to meet the challenges caused due to high traffic congestion during the 2010 soccer World Cup?

You may choose more than one.

	A	Training of staff
	B	Increasing staff
	C	Upgrading technology
	D	Investigating logistics
	E	Upgrading communications with other emergency services
	F	If other, indicate which one

15. What can the Traffic Department do to improve the 2010 Soccer World Cup? You may choose more than one.

	A	Improve infrastructure (traffic lights, roads conditions, more roads)
	B	Recruit more personnel
	C	Allocate more funds for traffic Departments.
	D	Improve communication
	E	Parking is a major problem near the Stadiums. What do you think is the best
	F	No private cars allowed
	G	Strictly public transport and metered taxis to be used
	H	Have underground parking for VIP's and players.
	I	No cars/taxis/busses allowed in the streets around the stadiums

Questions 16 to 21 should be completed by members of the Hospitals and Fire Brigade Departments only

16. What do you think the Health Department can do to cope with 2010 Soccer World Cup in terms of health related problems? You may choose more than one.

	A	Get help from private sector.
	B	Recruit more skilled staff
	C	Allocate more funds for health improvement
	D	Develop a plan/framework for emergency/disaster situation

17. What are the contingency plans that the Department has in place for the 2010 Soccer World Cup? You may choose more than one.

	A	Training more staff and empower them for improving services
	B	Improve logistics
	C	Improve communication
	D	Recruit from other countries

18. What would you suggest in terms of overcapacity during the 2010 Soccer event?

You may choose more than one.

	A	Transfer the patient to other hospitals
	B	Recruit more staff
	C	Increase both the occupancy rate of the hospital and the personnel
	D	Allocate areas where patients can be treated and resources required for that
	E	If other which one.

19. How will the call centre deal with the non English speakers? You may choose more than one.

	A	Purchase enough equipment for translation
	B	Train existing staff with more languages
	C	Learn from previous Soccer events organisers in dealing with language matters
	D	Recruit people with the ability of speaking more languages.

20. Are the departments of health/fire brigade setting up plans to meet the demands of the 2010 Soccer World Cup?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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21. Have you ever encountered any emergency related problems with the previous events such as Rugby or Cricket World Cup?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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