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**DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD
SEXUAL ABUSE INVESTIGATION DELAYS IN THE EASTERN
CAPE, SOUTH AFRICA**

BY



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A thesis submitted in fulfilment of the requirements for
the degree of Doctor of Philosophy in Social Work
in the Department Of Social Work/ Social Development
Faculty Of Social Science And Humanities
University Of Fort Hare

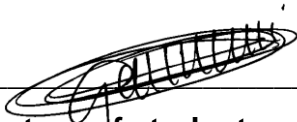
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CO-SUPERVISOR: DR MARINEI HERSELMAN

DATE: NOVEMBER 2024

DECLARATION OF PLAGIARISM

I, Sivuyile Nqaphi, hereby declare that “**The Development of an innovative strategy to address child sexual abuse investigation in the Eastern Cape, South Africa**”, is my work that has not been submitted for any degree or examination in any other university. Furthermore, all sources or information used in the thesis, both published and unpublished, have been indicated and acknowledged in the list of references.



Signature of student

24 November 2023

Date

Approved for final submission:



Prof Ulene Schiller

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24 November 2023

Date

ETHICAL CLEARANCE

Ethical clearance was granted and approved for the project. The ethical clearance number for the project is SCH011SNQA01, for the topic: “Development of an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa.” The ethical clearance certificate has been attached in the annexures as Annexure 1; however, the research thesis’s ethical considerations are discussed in detail in Chapter Five, which is the research methodology.



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DEDICATION

This work is dedicated to my children, Somila Linamandla Nqaphi, Hlumelo Lizalise Nqaphi and Kungawo Thingoluhle Nqaphi for their unconditional love, support, and inspiration.

To my siblings Nobahle Nqaphi-Tanga, Nonkumbuzo Nqaphi, Ntombizanele Nqaphi, and my niece and nephews for their moral support.

Exclusive dedication goes to my brother David Zibekile Nqaphi for his unconditional support.

This work is further dedicated to my late father, Nyibidayala Nqaphi, for his unconditional love and support of my initiatives and projects.

Furthermore, I would also love to extend my dedication to my late mother, Nophathile Nqaphi, and my grandmother for their unconditional love and support during the early stages of my life.



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ABSTRACT

The research concentrated on establishing an approach to examine child sexual abuse cases in the Eastern Cape, South Africa. The aim of the study was to identify the causes of delays in the investigation processes of child sexual abuse cases. The study further analysed the disputes among the child sexual abuse (CSA) actors, primarily concentrating on the duties and functions each fulfilled throughout the investigation of child sexual abuse cases. Additionally, the ecosystem theory was employed as a theoretical framework to dissect the major core issues within the study.

A qualitative research methodology employing a case study design was implemented within an Intervention Research paradigm. The study utilised a purposive sampling strategy to recruit individuals with specific competence and knowledge of child sexual abuse investigations, providing a diverse cohort comprising law enforcement personnel, social workers, legal experts, and healthcare specialists. A total of 68 people were interviewed, comprising 30 from the SAPS Family Violence, Child Protection and Sexual Offences Investigations Unit, 14 from governmental stakeholder groups, 4 from non-governmental organisations, 3 from private social workers and psychologists, and 17 participants in focus group discussions. The data was collected through semi-structured interviews and focus group discussions, followed by thematic analysis.

The study found that several participants expressed apprehensions over the lack of social workers to aid the forensic assessment of the victims. In contrast, others highlighted issues related to DNA collection and the absence of crime kits for procuring buccal samples (cheek swabs). The researcher discovered that the NPA and SAPS possess investigative aids; , there is a deficiency in these aids, which are also inadequately maintained. In such instances, it obstructs the investigative process. Many interviewees identified the scarcity of human and physical resources as a challenge, citing insufficient personnel and vehicles for investigating child sexual abuse cases. The extended duration required to get DNA forensic results is a significant obstacle despite the substantial dependence of prosecutors and courts on such evidence, especially in cases involving juvenile victims. Interviews with participants revealed inadequate directives, policies, or protocols to guide the

stakeholders. They further underscored the deficiency of collaboration and comprehension among stakeholders, which complicates the provision of services such as counselling and placement for sexually assaulted children. It is possible to draw the conclusion that there are difficulties in addressing the issue of child sexual abuse due to a confluence of factors, one of which is a deficiency of resources to address the issue. In addition, it is suggested that there should be a collective coordination among the various actors that can be found within the value chain in order to ensure the proper implementation of the procedure that is required to speed up investigations. The proposal of a joint child sexual abuse investigation model to be developed from the study. Thus, the research recommends that a pilot study be conducted to implement the proposed model.

Key Words: Development, Innovative Strategy, Child Sexual Abuse, Investigations, Eastern Cape



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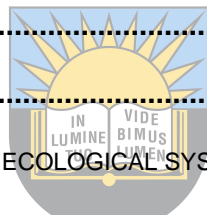
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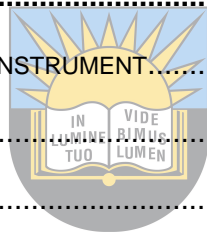
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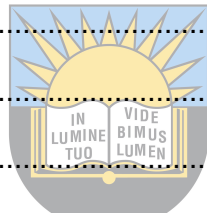
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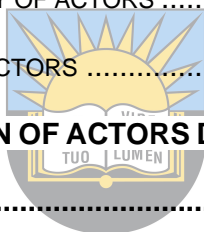
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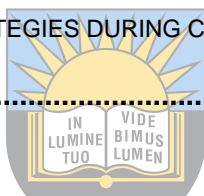
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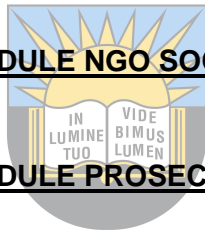
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LIST OF ABBREVIATIONS AND ACRONYMS

ABE	Achieving Best Evidence
ACRWC	African Charter on the Rights and Welfare of the Child
APSAC	American Professional Society on the Abuse of Children
AU	African Union
BCM	Buffalo City Metro District
CAS	Crime Administration System
CBO	Community-Based Organisations
CCTV	Close-Circuit Television
CEM	Child Exploitation Material
CFM	Clinical Forensic Medicine Centres
CPU	Child Protection Unit
CSC	SAPS Community Service Centre
COVID-19	Coronavirus 2019
CS	Children's Services
CSA	Child Sexual Abuse
CMR	Christelike Maatskaplike Raad
DNA	Deoxyribonucleic Acid
DPP	Director of Public Prosecution
DPP	Division of Public Prosecution

DSD	Department of Social Development
DRC	Democratic Republic of Congo
EC	Eastern Cape
EHW	Employee Health and Wellness
EU	European Union
FCS	Family Violence, Child Protection and Sexual Offences
FSL	SAPS Forensic Science Laboratory
FSW	Forensic Social Work
HIV/AIDS	Human Immunodeficiency Virus/ Acquired Immunodeficiency Syndrome
IAFN	International Association of Forensic Nurses
ICSA	Intrafamilial Child Sexual Abuse
IRFEC	Inter-Faculty Ethics Committee
IQ	Intelligence Quotient
ICT	Information and Communication Technology
IIOC	Indecent Images of Children
IO	Investigating Officer
KSDM	King Sabata Dalindyebo Municipality
LAB	Laboratory
LCRC	Local Criminal Record Centre
NGO	Non-Governmental Organisations

NPA	National Prosecuting Authority
OAU	Organisation of African Unity
PEP	Post-Exposure Prophylaxis
PFA	Psychological First Aid
POC	Provincial Oversight Committee
POWA	People Opposed to Women's Abuse
PTSD	Post-Traumatic Stress Disorder
RIO	Radar Intercept Officer
RCSA	Ritualistic Child Sexual Abuse
SA	South Africa
SAEC	Sexual Assault Evidence Collection
SACSSP	South African Council for Social Service Professions
SALRC	South African Law Reform Commission
SANC	South African Nursing Council
SAPS	South African Police Service
SBST	School-Based Support Team
SCYCC	Siyakhana Child and Youth Care Centre
SGB	School Governing Body
SMT	School Management Team
SOCA	Sexual Offences and Community Affairs
SOP	Standard Operating Procedure

STD	Sexual Transmitted Disease
STI	Sexually Transmitted Infection
TCC	Thuthuzela Care Centre
UNCRC	United Nations Convention on the Rights of the Child
USA	United States of America
VCT	Voluntary Counselling Testing
VFS	Victim-Friendly System
VOM	Victim Offender Mediation
WHO	World Health Organisation



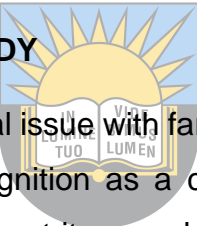
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CHAPTER ONE: INTRODUCTION AND BACKGROUND OF THE STUDY

1.1. INTRODUCTION

This chapter presents a general overview of the study. It provides a brief background and emphasises the inspiration for conducting the study. The research problem, the aims and objectives, as well as the main questions and theories underpinning the study, are outlined in this chapter. The chapter briefly describes the research methods employed during data collection and how the study can contribute positively and significantly to developing communities in South African societies. In addition, the chapter outlines how the study chapters are structured. Moreover, the chapter defines key concepts in the study, such as child, forensic social work, sexual abuse, South African Police Service, family violence, child protection, and sexual offences Investigations.

1.2. BACKGROUND OF THE STUDY



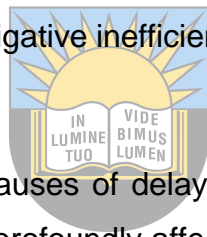
Child sexual abuse (CSA) is a global issue with far-reaching public health implications (Ali et al., 2024). Despite its recognition as a critical societal concern for several decades, fundamental questions about its prevalence, impact, and associations with broader challenges such as teenage pregnancy and the spread of infectious diseases remain inadequately addressed or contested. CSA has devastating consequences for victims' physical, psychological, and social well-being, and the escalating number of cases underscores the urgent need for effective prevention and intervention strategies. Research emphasises the importance of a multidisciplinary approach in addressing CSA to mitigate its impact and safeguard the well-being of children and adolescents (Essabar et al., 2015; Attrash-Najjar & Katz, 2023).

In South Africa, CSA remains alarmingly pervasive. Margo (2017) revealed that one in three children is sexually assaulted before the age of eighteen, illustrating the depth of the crisis. Similarly, Makoae et al. (2020) found that 36.8% of boys and 33.9% of girls in South Africa have experienced some form of sexual abuse, amounting to an overall prevalence rate of 35.4% among youth under seventeen. Alarmingly, data from the South African Police Service (SAPS) reported over 351,214 cases of sexual abuse

among 15- to 17-year-olds in 2018, with numbers rising annually (Leoschut et al., 2018).

Gender disparities in CSA victimization are particularly troubling. While both boys and girls are affected, girls are disproportionately targeted, with one in five girls falling victim to sexual abuse. Females account for 40% of all reported sexual violence crimes in South Africa, making them particularly vulnerable (Ozor, 2022). This stark reality positions South Africa among the countries with the highest recorded CSA rates globally, and the highest on the African continent.

The Eastern Cape, one of South Africa's most vulnerable provinces, exemplifies the crisis. Persistent challenges in addressing CSA include delayed investigations, inadequate resource allocation, and systemic barriers within the criminal justice system. Data from SAPS between 2017/2018 and 2021/2022 reveal a steady increase in reported sexual crimes against children. Despite heightened awareness and legal frameworks to combat CSA, investigative inefficiencies remain a significant hindrance to achieving justice for victims.



This study investigated the root causes of delays in the CSA investigative process within the Eastern Cape, a region profoundly affected by socio-economic inequalities and institutional challenges. By identifying these root causes, the research aims to develop an innovative and practical strategy to enhance the effectiveness and efficiency of CSA investigations. In doing so, the study contributes to the broader objective of reducing CSA prevalence and improving outcomes for affected children.

1.2.1. South Africa: National and provincial statistics

The 2019/2020 annual crime statistics released in early 2022 by the SAPS report that more than 24,000 minors in South Africa experienced sexual abuse. A concerning trend emerged in the 2021/2022 statistics, showing a significant increase with 24,410 cases of sexual abuse recorded (Weber, 2022). Table 1.1 shows the number of sexual crimes against children in South Africa for the period of 2017/2018 to 2021/2022 (South African Police Service: Efficiency Index, n.d.).

Table 1.2 delineates the statistics about sexual offences against minors in the Eastern Cape from 2017/2018 to 2021/2022. The data from the SAPS' Efficiency Index reveals

an increase in child sexual abuse, with over 3,000 children in the Eastern Cape region subjected to such abuse annually. In the 2017/2018 year, the SAPS Family Violence, Child Protection and Sexual Offences Investigations Unit documented and investigated 3,344 cases of child sexual abuse, which increased to 3,846 in 2018/2019 and 3,880 in 2019/2020. Despite a minor decline of 412 instances in 2020/2021, resulting in 3,468 cases, the figure increased to 3,922 in 2021/2022.

Table 1.1: Sexual crimes (children) in South Africa for the period of 2017/2018 to 2021/2022

Crimes	April to March				
	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Rape	17078	18207	18346	17177	19176
Sexual Assault	3521	4397	3940	3602	3946
Attempted Sexual Assault	625	582	594	554	594
Contact Sexual Offences	676	713	691	634	694
Total Sexual Offences	21900	23899	23571	21967	24410

Source: (South African Police Service: Efficiency Index, n.d.)

According to the statistical information provided, children represent the most vulnerable demographic in South Africa, especially in the Eastern Cape Province. Although CSA occurrences are highlighted as a significant concern in this study, the primary emphasis is on the CSA investigation procedure, which significantly affects the handling of these instances in South Africa

Table 1.2 Sexual crimes (children) in Eastern Cape for the period of 2017/2018 to 2021/2022

Crimes	April to March				
	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Rape	2800	3244	3192	2851	3265
Sexual Assault	365	428	482	452	490
Attempted Sexual Assault	97	93	122	84	110
Contact Sexual Offences	82	81	84	81	57
Total Sexual Offences	3344	3846	3880	3468	3922

Source: (South African Police Service: Efficiency Index, n.d.)

1.2.2. Current child sexual abuse (CSA) investigation processes

The current CSA investigation process in South Africa regards a member of the SAPS conducting an investigative interview, after which it would be decided whether the statement consists of enough information to arrest the accused or continue the investigation (Fouchè, 2016). These investigations are conducted by different CSA actors in the investigation process, with expertise, such as social workers from private practice, social development, police, and nurses from the Department of Health (Themeli & Panagiotaki, 2014). The process of investigating child sexual abuse cases is affected by numerous challenges, one of which is that these CSA actors work in isolation. In this research study, the researcher saw the time spent on interviews by various CSA actors as one of the factors contributing to the investigation delays.

A CSA case is typically opened at a SAPS Community Service Centre (CSC). A member from the South African Police Service who is an official or investigating officer in the Family Violence, Child Protection and Sexual Offences Unit collects the case

docket (a docket is a term used in South Africa to describe the official opening of a case for an alleged offence) at the CSC for further investigation. Several CSA actors would be involved; for example, social workers prepare assessment reports, psychologists offer therapeutic services, and prosecutors have expertise in deciding on the case docket (National Instruction 3/2008 Sexual Offences, 2008).

In addition, these CSA actors experience several challenges when referring the child victim from one place to another, such as lack of communication, which is discussed in detail in Chapter Three of this thesis. Therefore, this study identified communication as a gap during the investigation process of CSA cases. Brand (2019) notes that working together could improve CSA actors' communication in these cases. The disagreements among the CSA actors are fuelled by a failure to acknowledge each profession's value in an interdisciplinary collaborative process, indicating a need for a more profound awareness of the various players' roles.

Sambu et al. (2017) posit that South Africa has made efforts and is committed to providing a child protection system that assists victims of child abuse. Since 1994, South Africa has had a comprehensive legal framework that defines a wide range of abuse and requires the government to establish a child protection system that provides services to manage abuse and maltreatment (Fouché & Le Roux, 2018).

However, the study conducted by Sambu et al. (2017) did not evaluate the quality of the investigation. Instead, it focused on the police handling cases concerning the child protection aspect of their work, such as ensuring the child's safety and connecting the child and family with medical and therapeutic support services.

Furthermore, Sambu et al. (2017) found that investigation efforts were complicated and ineffective within governmental structures. There was a lack of oversight, where the SAPS would contact the Department of Social Development (DSD) without the required acknowledgement of receipt of the communication, resulting in an ineffective and inefficient working environment that must be revisited to address issues affecting children who have been victims of child sexual abuse (Sambu et al., 2017). However, Hendricks (2014) states that one police officer serves every 336 residents. Given the scope of the child abuse problem and the lack of resources mandated to safeguard children, it is clear why children do not receive proper assistance.

Weideman (2023) conducted research in 2021 at the SAPS Family Violence, Child Protection, and Sexual Offences Units (FCS) in Gauteng Province, revealing that police personnel face several hurdles and impediments to effectively fulfilling their duties, including:

- Getting statements from minors necessitates a unique skill set and is complex. The challenges highlighted by officers include young children having difficulty expressing themselves verbally due to underdeveloped language skills.
- Young children sometimes struggle with a sense of time and logical narration; when eyewitnesses are children, their parents often refuse to consent to them being interviewed by investigating officers; when perpetrators are family members or friends, children often feel obligated to protect them.
- Parental attempts to speak on behalf of their children frequently disrupt interviews.
- Survivors often relocate or change phone numbers or other contact information without alerting investigators. This complicates and delays investigations and severely impacts communication between police and the survivors they intend to aid.

1.3. PROBLEM STATEMENT

Childhood Sexual Abuse (CSA) constitutes a worldwide public health emergency that severely infringes upon children's rights to health and safety, resulting in lasting and expensive repercussions throughout their lives (Sakelliadis & Spiliopoulou, 2014). CSA encompasses several offences perpetrated against children, both offline and online, such as commercial sexual exploitation, online sexual solicitation, and the production of child sexual exploitation material. Child sexual exploitation has emerged as a global criminal concern owing to the challenges in detection and the intricacies of adopting international legal frameworks (Seigfried-Spellar & Soldino, 2020). Victimization transcends cultural and economic boundaries and is associated with compromised neurological, physiological, and psychosocial functioning, resulting in various short- and long-term health repercussions (Latzman et al., 2017).

Despite its alarming prevalence in South Africa, CSA is frequently shrouded in secrecy and denial, exacerbating the issue (Hein & Hirsch, 2018). The primary focus of this study was not the prevalence of CSA, but the investigation procedures associated with

CSA cases. The technique utilised by numerous stakeholders in the Eastern Cape during CSA investigations was of paramount concern.

In CSA cases, the interview process is essential for information acquisition, as it profoundly affects the quality of the data obtained (Masango, 2015). Various professionals, such as social workers, police officers, prosecutors, nurses, doctors, and psychologists, participate in these investigations, all united in the objective of protecting children within South African communities. Nevertheless, the operation of multidisciplinary teams poses a distinct challenge, as each professional must accomplish their individual responsibilities while conforming to the collective goals of the team (O'Donohue & Fanetti, 2016).

Although these actors share the overarching purpose of protecting children, issues arise due to misunderstandings and conflicts among them. Police, for instance, at times blame social workers and prosecutors for delays in investigations, citing issues with accessibility and timely reporting (Rule & John-Langba, 2017). This discord highlights a glaring lack of effective communication and coordination among the parties involved in CSA investigations.



Rule and John-Langba (2017) acknowledge that social workers often face difficulties in their interactions with the justice system, with cases taking years to resolve, leading to potential issues like children forgetting crucial details of the incidents. Saar-Heiman (2023) refers to this as generally characterised by inequalities between the State and its residents and between social workers, role actors, and service users. The court process itself is complex and intimidating for children and their families. Moreover, caregivers' lack of communication with the police and children not being accompanied to court hearings often result in matters being removed from the court's docket, and social workers may find themselves in a disadvantageous position in these proceedings (Rule & John-Langba, 2017).

This study addressed a critical theoretical gap by shifting the focus from CSA statistics and awareness-raising to creating an innovative strategy for improving CSA investigations. It also delved into the factors causing delays in the investigative process and the significant number of interviews conducted by different actors in varying office settings. Moreover, social workers provide both investigative and

therapeutic services; however, even if these services can be performed as soon as possible, social workers have no control over court processes, which can take years to resolve, potentially leading to issues such as children forgetting critical details of the incidents.

Furthermore, the scarcity of resources among these actors and their communication practices are identified as areas of concern. Ruxsora (2019) refers to effective professional communication, which is integral to collaborating with various professionals, and notes that developing this communicative skill set is crucial. This research emphasises the need to enhance the intellectual communication between the various stakeholders.

This research sought to fill a critical gap in the field of social work by concentrating on the urgent need to develop an innovative strategy to address CSA investigations in the Eastern Cape Province of South Africa. This study took a holistic approach, aiming to improve the efficiency of the investigative process and enhance communication and collaboration among the diverse professionals involved, all with the ultimate goal of better safeguarding the rights and well-being of children affected by CSA.

Childhood Sexual Abuse (CSA) is a global public health and social justice crisis that severely violates children's rights to health and safety, resulting in profound and long-lasting consequences. Offences under CSA include commercial sexual exploitation, online solicitation, and the production of child exploitation material, with challenges in detection and international legal enforcement amplifying its complexity (Seigfried-Spellar & Soldino, 2020). While CSA transcends cultural and economic boundaries, its impacts on victims—ranging from compromised neurological and physiological functioning to severe psychosocial repercussions—underscore the urgent need for effective intervention strategies (Latzman et al., 2017).

In South Africa, CSA is a particularly pressing issue, often concealed by societal denial and stigma (Hein & Hirsch, 2018). This study does not focus on CSA prevalence but instead examines the investigation procedures in CSA cases, specifically within the Eastern Cape Province. The interview process, a cornerstone of CSA investigations, significantly impacts the quality of information gathered (Masango, 2015). Multiple professionals—social workers, police officers, prosecutors, healthcare providers, and

psychologists—collaborate during investigations. However, the collaborative nature of these multidisciplinary teams often presents challenges, as professionals must balance individual responsibilities with collective objectives (O’Donohue & Fanetti, 2016).

Coordination issues, misunderstandings, and role conflicts frequently arise, with police officers sometimes blaming social workers and prosecutors for investigation delays due to accessibility and reporting challenges (Rule & John-Langba, 2017). Such conflicts highlight the lack of effective communication and coordination among stakeholders. Social workers face significant challenges navigating the justice system, with lengthy case resolution times leading to children forgetting key details, thereby jeopardising legal outcomes (Rule & John-Langba, 2017). The intimidating court process, insufficient caregiver involvement, and cases being removed from court dockets further compound these challenges. Saar-Heiman (2023) notes that these dynamics often reflect broader inequalities between the State, social workers, and service users.



This study addresses a critical gap by moving beyond CSA awareness to focus on improving the efficiency of investigative processes. Delays in investigations, frequent interviews conducted across varying settings, and social workers' dual investigative and therapeutic roles exacerbate inefficiencies. Resource constraints and inadequate communication practices among professionals' further compound these. Ruxsora (2019) highlights the importance of professional communication skills in fostering collaboration, emphasising the need to enhance inter-professional communication among stakeholders.

This study sought to develop an innovative strategy to improve CSA investigations in the Eastern Cape Province by adopting a holistic approach. Its objectives include addressing procedural delays, fostering better communication and collaboration among stakeholders, and safeguarding the rights and well-being of children affected by CSA.

1.4. RESEARCH QUESTIONS

1. What causes the delay in the child sexual abuse investigation process conducted by the SAPS in the selected districts in Eastern Cape Province?

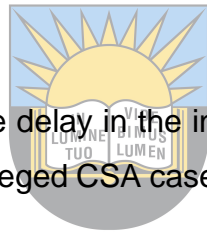
2. What are the different actors' contestations regarding the child sexual abuse investigation process?
3. What are the roles and functions of these actors in addressing child sexual abuse investigations?
4. What are the communication strategies used by the different actors during the child sexual abuse investigation process?
5. What would the elements (or components) be of an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa?

1.5. RESEARCH AIM

The study aimed to develop an innovative strategy for CSA investigations in the Eastern Cape Province of South Africa.

1.6. RESEARCH OBJECTIVES

1. To determine what causes the delay in the investigation processes of the South African Police Services into alleged CSA cases in selected districts in the Eastern Cape.
2. To identify the contestations by the different actors in the investigation processes of CSA.
3. To determine the roles and functions of different actors during CSA investigation processes.
4. To determine the communication strategies used by actors during the investigation processes of CSA.
5. To compile information for an innovative strategy to address CSA investigations in the Eastern Cape Province of South Africa.



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1.7. OVERVIEW OF THE RESEARCH METHODOLOGY

1.7.1. Research paradigm

This study adopted the interpretivist paradigm, which aligns closely with its objectives and the nature of the research topic. According to Alharahsheh & Pius (2020), interpretivism is grounded in the belief that individuals possess unique experiences and perspectives, emphasising the need to understand their beliefs and actions. This

paradigm is precious for exploring the subjective nature of human understanding, as it acknowledges that individuals interpret reality differently (Hein & Hirsch, 2018). Therefore, by focusing on these diverse perspectives, the research aims to gain a nuanced understanding of the complexities surrounding child sexual abuse investigations.

1.7.2. Research Approach

Employing a qualitative approach, the study utilised semi-structured interviews and focus group discussions with participants in the Eastern Cape, alongside a review of relevant theories and policy documents. Sefotho (2021) notes that qualitative research seeks to comprehend human experiences from the participants' viewpoints, making it suitable for this investigation. This approach allowed for a rich collection of empirical materials, including personal experiences and insights, which were crucial for developing questions that elicited detailed accounts of participants' work environments (Yegidis et al., 2012).

1.7.3. Research Design: Case study

A case study design was chosen for its effectiveness in capturing the meanings individuals assign to their experiences. Schurink et al. (2021) indicate that this design is valuable for developing theories that inform policymaking. Research design encompasses decisions regarding the topic, population, methods, and purpose of the study, guiding the methodology and data interpretation (Joubert, 2021).

1.7.4. Data analysis

Data analysis involves structuring and interpreting the collected information to derive meaningful insights. According to Schurink et al. (2021), this process includes identifying patterns and themes within the data, supported by thematic analyses that move beyond simple counting of words (Guest et al., 2012). The analysis was conducted concurrently with data collection, allowing for ongoing reflection and integration of findings with existing literature.

1.7.5. Ethical considerations

Ethical clearance for the study was obtained from the University Research Ethics Committee (UREC). Ethics refers to a set of moral principles that an individual or group suggests, is subsequently widely accepted, and offers rules and behavioural

expectations about the correct conduct towards the research subject and respondents and every person involved (Roostenburg & Strydom, 2021). Research ethics are to protect research participants from abuse by researchers. The following ethical issues were considered during the study: informed consent, privacy, and participants' anonymity (discussed further in Chapter Five).

1.7.6. Trustworthiness

Trustworthiness has four epistemological standards: truth value, applicability, consistency, and neutrality. Truth value, consistency, and neutrality were used to assess the value of findings according to the standards, strategies, and applied criteria to ensure trustworthiness (Botma et al., 2010). Trustworthiness is discussed further in Chapter Five.

1.7.7. The significance of the study

This study's outcomes contribute positively by informing the development of an innovative strategy to enhance the efficiency of the child sexual abuse investigation processes in the Eastern Cape. The novel joint child sexual abuse investigation strategy proposed by the researcher is developed for implementation in the field of child sexual abuse investigations. Therefore, the beneficiaries of the study are the SAPS: Family Violence, Child Protection and Sexual Offences Investigation Units (investigating officers, forensic social workers), the National Prosecuting Authority (prosecutors), the Department of Social Development (social workers), the Department of Health (forensic nurses/doctors), as well as non-governmental organisations (NGOs) (social workers) dealing with investigations of child sexual abuse cases.

1.8. DEFINITION OF TERMS

1.8.1. Child

Vaghri and Lansdown (2022) state that while all international human rights treaties relate to children, only the UN on the right of the child defines who is considered a child. Article 1 defines a child as a person younger than 18. The majority of articles is determined at the age of 18 unless it is obtained earlier under domestic law. During the negotiations for the Convention's language, there was much debate about defining the beginning and end of childhood. The initial version, submitted by the Polish Government and based on Principle 1 of the 1959 UN Declaration of the Rights of the

Child, did not describe childhood, simply suggesting that a child is a human. For this study, a child refers to anybody younger than 18, except under the regulations or laws appropriate to the child; the majority of articles is attained earlier. The South African Children's Act defines a child as anyone under 18 years old (South African Children's Act, No. 38 of 2005, 2010a).

1.8.2. Forensic social work (FSW)

Forensic social work, according to the Gazette, Notice (2017, p. 3) of the South African Council for Social Service Professions, is a specialised field of social work that focuses on the interface between society's legal and human systems and is characterised by the social worker's primary function of providing expert testimonies in courts of law with the primary client being the judiciary system.

1.8.3. Child sexual abuse

Child sexual abuse is defined in Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007, 2013) as an assault on a child or permitting a child to be involved in sexual activities without the child's consent, as well as motivating, convincing or coercing a child to engage in or be exploited for the sexual satisfaction of another person. The definition also includes obtaining or allowing a child to be obtained for commercial sexual exploitation, as well as participating in or assisting in the commercial sexual exploitation of a child. Using a child in sexual activities or exposing a child to pornography are both prohibited.

1.8.4. South African Police Service (SAPS)

The South African Police Service (SAPS) is a law enforcement agency established under Section 1 of the South African Police Service Act, No. 68 of 1995 (SA, 1995). SAPS's mission is to uphold public order and protect the citizens of the communities they serve (Sitole, 2018).

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

The SAPS Family Violence, Child Protection, and Sexual Offences Unit (FCS) is a specialised unit that works with victims (adults and children) of domestic violence and sexual abuse crimes. The FCS Unit operates according to a structured protocol as indicated by the SAPS (National Instruction 3/2008 Sexual Offences, 2008) when dealing with victims (Masemola, 2023).

1.9. CHAPTER OUTLINE

This thesis consists of eight chapters, as outlined below. The study mainly focused on developing an innovative strategy to address the investigation of child sexual abuse cases (CSA) in the Eastern Cape Province of South Africa.

Chapter One covers the introduction and background of the study, its purpose, problem statement, research questions, and the definition of critical terms.

Chapter Two discusses the literature review, which assisted in developing a conceptual framework for the child sexual abuse investigation process in the South African Police Services in the Eastern Cape. Furthermore, the chapter covers the South African Police Service's current investigation processes and different actors for these cases. This chapter reviews literature based on international, African national and regional perspectives of how different countries legally regulate child sexual abuse cases. The role and function of the different CSA investigation actors and their views regarding a joint investigation approach to child sexual abuse are also discussed.

Chapter Three focuses on the processes or channels of communication between the actors investigating child sexual abuse cases and also discusses the roles and functions of these various actors. Communication is vital in all aspects of life, but especially in investigating cases of this nature.

Chapter Four outlines the theoretical framework used to address the research problem. The study used systems theory, specifically ecosystem theory, to unravel the research problem.

Chapter Five discusses the research methodology adopted for the study, describing the research approach, the research design, how the data collection was conducted, and the data analysis methods. The research limitations are also discussed, including ethical considerations such as ensuring that participation in the study was voluntary and that the participants provided their informed consent before participating.

Chapter Six presents the data presentation and focuses on its analysis. This chapter discusses the findings that led to the development of the proposed innovative strategy for child sexual abuse investigations.

Chapter Seven discusses further the findings that led to the proposed innovative strategy that encourages a joint investigation strategy in child sexual abuse cases.

Chapter Eight presents the current investigation process and proposed strategy for assisting in the investigation of child sexual abuse cases and concludes the study with recommendations for the successful and optimal development of a joint child sexual abuse investigation model.



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CHAPTER TWO: LITERATURE REVIEW

2.1. INTRODUCTION

This chapter commences by discussing the concept of child sexual abuse (CSA), providing international and local perspectives from the African continent. It also overviews relevant international, regional, and national legislation and policies concerning the protection of children against sexual abuse.

2.2. THE CONCEPTUALISATION OF CHILD SEXUAL ABUSE (CSA)

Child sexual abuse (CSA) is defined as forcing or enticing a child to engage in sexual activities, whether the child knows what is happening or not. Physical contact may involve penetrative or non-penetrative acts. Non-contact activities include children viewing or producing pornographic videos and magazines, watching sexual activities, or encouraging children to behave sexually inappropriately, as well as offences involving the downloading of child abuse images (Rodgers & Hamilton, 2013).

The definitions of CSA provide many opportunities for interpretation and discussion, which can impede preventative efforts. For example, it is defined as any actual or threatened sexual or physical intrusion that includes inappropriate physical contact and forced conditions. Child sexual exploitation, on the other hand, is described as any sexual use, vulnerability position, trust, or power differential that results in monetary, social or political gain from the sexual exploitation of another (Digidiki & Bhabha, 2018).

The production and distribution of child pornography have a long history, but the advent of the Internet in the 1990s gave a new impetus to child pornography offenders. The new technology has offered unprecedented anonymity, secrecy and efficiency for the widespread sharing and selling of what is more aptly termed child exploitation material (CEM), distributed via networks of those sexually attracted to children. It has also provided opportunities for child 'grooming' (solicitation and seduction) and the exploitation of vulnerable children (Broadhurst, 2019).

There is a broad consensus that what is known about child sexual abuse, including the number of disclosed and reported cases, is only the tip of the iceberg, and issues

related to non-disclosure and non-reporting, among others, make this issue challenging to grasp (Musiwa, 2019).

Child sexual abuse (CSA) laws differ from country to country. The definition of CSA varies by country, as does the age of consent for sexual behaviour; however, most countries impose some form of the age of consent, with sexual contact with a minor being punishable by law. The UNCRC is a legal treaty requiring nations to protect children's rights, and Articles 34 and 35 of the Convention obligate states to protect children from sexual exploitation and abuse (Encyclopaedia, 2022). The UNCRC makes it illegal to coerce a child to engage in sexual activity.

The phenomenon of child sexual abuse poses a unique set of challenges to humanitarian communities, aid organisations and governments, particularly during humanitarian emergencies. The phenomenon often goes undetected and is challenging to define and identify, leaving its victims hidden in plain sight, unidentified and unprotected (Digidiki & Bhabha, 2018).

Simon et al. (2020) explain that child sexual abuse can occur solely for the perpetrator's sexual gratification. Rodgers & Hamilton (2013) define CSA as forcing or enticing a child to engage in sexual activities, regardless of whether the child is aware of what is happening during the physical contact, whether penetrative or non-penetrative.

The term "sexual violence" is increasingly used as an umbrella term to encompass various forms of child sexual abuse, including child sexual exploitation. Children and young people in European countries have identified various forms of sexual violence in their communities and peer groups, including sexual harassment, child sexual exploitation, trafficking, and unwanted touching. Sexual violence is identified as occurring in the family home, school classrooms, on the street, on public transportation, at parties, in the workplace, over the phone, and online (Cody & Arcy, 2017).

The following is a brief overview of relevant legislation and policies from international contexts such as the United Kingdom, the Republic of Fiji (Fiji hereafter), India, Brazil, and Alaska, regional contexts such as Morocco, Ghana, Kenya, Tanzania, and

Nigeria, as well as the current national context in South Africa related to the protection of children against sexual abuse. These countries were chosen as case studies to highlight their particular contexts regarding child protection laws, how they deal with child sexual offences, and how they protect children against sexual abuse.

2.3. DIVERSE COUNTRIES SELECTED FOR AN OVERVIEW OF THEIR CHILD SEXUAL ABUSE INVESTIGATIONS

The selected number of diverse countries provide an overview of the who CSA cases are investigated. The United Kingdom, Fiji, India, Brazil, and Alaska represent a range of practices and policies aimed at addressing child sexual abuse.

Each of these countries has established legislation that recognises the severity of child sexual abuse and outlines the necessary legal measures to protect children. For instance, the UK's legislative framework includes the Sexual Offences Act, which provides comprehensive coverage of various sexual offences, including those against minors. Similarly, countries like Fiji and India have implemented specific laws to combat child sexual exploitation and abuse, reflecting a growing recognition of the need for stringent legal protections.

In addition to domestic legislation, the status of being a signatory to United Nations conventions plays a significant role in shaping how countries approach child protection (Andrade, 2018). All selected countries, the United Kingdom, Fiji, India, Brazil and Alaska, are signatories to key UN agreements, such as the Convention on the Rights of the Child (CRC). This international commitment underscores their obligation to uphold children's rights and implement measures to prevent abuse. However, the effectiveness of these commitments varies, as local cultural, social, and political contexts can influence the actual enforcement of these laws (Attrash-Najjar & Katz, 2023). For example, while the legal frameworks may exist, the challenges of implementation and the availability of resources can hinder effective protection and support for victims.

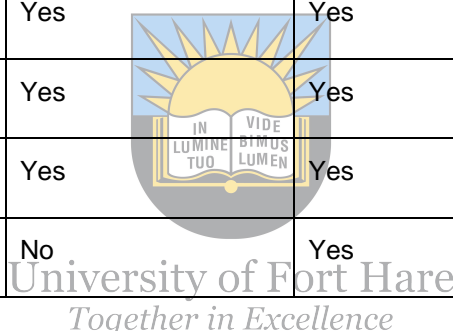
The investigation processes for child sexual abuse cases also differ significantly among the selected countries. All five entities demonstrate a formalized investigation process aimed at addressing allegations of child sexual abuse, often involving specialised units within law enforcement. However, the degree of collaboration among

various agencies can vary. Notably, the concept of "working in one building," which promotes integrated service delivery among law enforcement, social services, and child protection agencies, is not consistently applied. For instance, some initiatives in the UK and Brazil facilitate the co-location of services to streamline investigations and provide comprehensive support for victims. In contrast, countries like Alaska and Fiji may face logistical and systemic barriers that prevent us from collaborative environments, potentially impacting the effectiveness of their investigative processes.

Table 2.1.

Table 2.1 Selected countries for child sexual abuse investigation cases

Countries	Legislations	Signatory of United Nation	Investigation Process	Working in One Building
United Kingdom	Yes	Yes	Yes	No
Fiji	Yes	Yes	Yes	No
India	Yes	Yes	Yes	No
Brazil	Yes	Yes	Yes	No
Alaska	Yes	No	Yes	No



2.4. INVESTIGATION OF CHILD SEXUAL ABUSE CASES

2.4.1. United Kingdom (UK): Legislation

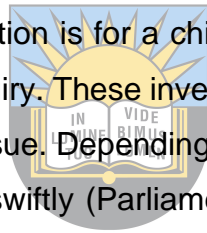
The Sexual Offences Act of 2003 updated the criminal code in the United Kingdom. Insofar as it relates to offences, this Act applies to England, Wales, and Northern Ireland. It defines and penalises child sexual abuse offences (Parliament of the United Kingdom of Great Britain and Northern Ireland, 2022). In the United Kingdom, Section 160 of the Criminal Justice Act (Home Office, 2003) criminalises the possession of an indecent photograph or pseudo-photograph, for example, a computer-generated photograph of a child, as well as taking, producing, distributing, and disseminating an indecent photograph or pseudo-photograph of a child (Section 1; Protection of Children Act; Home Office, 1999).

2.4.1.1 Signatory of the United Nations

According to Elías (2023), the United Kingdom is one of the United Nations' founding members and one of the five founding countries to adopt the UN Charter and hold a permanent seat on the United Nations Security Council. For child abuse offences, a “child” is described as any person under 18 years of age (UN Convention on the Rights of the Child, 1998).

2.4.1.2 Investigation process

If a local authority has cause to believe that a child (a person younger than 18) who lives or is located in their area is suffering (or is likely to suffer) substantial harm, they must conduct an investigation. A social worker should decide what type of inquiry is required within one working day of a reported concern. Unless there is no reason to be concerned, they will elect to conduct one of two investigations to determine whether the child is in need. This investigation is for a child in danger of substantial damage and is known as a Section 47 Enquiry. These investigations must be completed within 45 working days of the reported issue. Depending on the conditions, the investigation may need to be completed more swiftly (Parliament of the United Kingdom of Great Britain and Northern Ireland, 2022).



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The Section 47 Enquiry (social work assessment) should be led by a skilled and experienced social worker from Children's Services, who will be responsible for its organisation and completion. The social worker must consult with other agencies to acquire a complete picture of the conditions of all children in the household, noting parenting strengths and any risk factors. All agencies contacted are responsible for supplying information to aid the assessment process. At the same time, where there is a joint inquiry/investigation, the police must collect evidence and determine the facts concerning any offence committed against a child (Lincolnshire Safeguarding Children Partnership Policy and Procedures Manual, 2023).

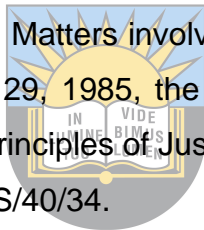
2.4.2. Fiji: Legislations

Prasad (2015) states that the protection of fundamental freedoms and rights of all persons in Fiji is enshrined in the 2013 Constitution of Fiji, which includes Children's Rights: According to Section 41(1) of the Constitution, every child has the right to be

protected from abuse, neglect, harmful cultural practices, any form of violence, inhumane treatment and punishment, and hazardous or exploitative labour.

Mattar (2013) reveals how children are protected in Fiji, confirmed in Chapter 56 of the Juveniles Act, as revised in 2003. Section 8 of the Act states that a child is not allowed in court: No child (other than an infant in arms) shall be permitted to be present in court during the trial of any other person charged with an offence or during any proceedings preliminary to it, except when their presence is required as a witness or otherwise for justice; and any child present in court who is not so permitted shall be ordered to be removed.

Pryde (2019) states that the director of public prosecutions is mindful of the following for the protection of children: Articles 41(2) and 15(9) of the Constitution of Fiji, The Child Welfare Act of 2010; The Convention on the Rights of the Child, adopted by the General Assembly in its resolution 44/25 of November 20, 1989, and ratified by Fiji in 1993; The Guidelines on Justice in Matters involving Child Victims and Witnesses of July 22, 2005, and on November 29, 1985, the United Nations General Assembly adopted the Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power through Resolution A/RES/40/34.



2.4.2.1. Signatory of United Nations

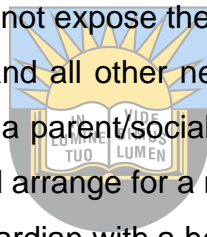
Bauckloh and Schaltegger (2023) highlight that several countries, including Fiji, are signatories to the United Nations Uniform Principles and Guidelines for Investigations. This framework aims to ensure that investigations into serious human rights violations, including child abuse, are conducted effectively and impartially. The guidelines emphasise the importance of thorough and transparent investigative processes, which are essential for holding perpetrators accountable and providing justice for victims. As a signatory, Fiji is committed to adhering to these principles, which can enhance the integrity and effectiveness of its investigative practices.

In addition, Abrahams and Matthews (2019) discuss the significance of the United Nations Convention on the Rights of the Child (UNCRC), the first legally binding international treaty that affirms the human rights of all children. Adopted by the UN, the UNCRC includes specific provisions aimed at protecting children from abuse and neglect, as well as establishing protocols for investigating and preventing such

abuses. Signatory states are required to ensure that children have separate legal representation in any judicial matters concerning their care, and that the views of the child are taken into account. This commitment underscores the importance of prioritizing children's rights and voices in legal proceedings, thereby fostering a more protective environment for vulnerable populations.

2.4.2.2 Investigation process

Vuniwaqa (2018) explains that Fiji operates in a multidisciplinary team with a developed protocol, the Fiji National Service Delivery Protocol for Responding to Cases of Gender-Based Violence. This protocol ensures appropriate, timely and quality services for survivors of gender-based violence, together with accountability and justice for perpetrators. Vuniwaqa (2018) briefly explains the police role during the investigation of child sexual abuse cases: Ensure that all officers handling child victims, witnesses, or offenders always act in the child's best interests and follow procedures and processes that do not expose the child to any further harm, interview the child as soon as practicable and all other necessary witnesses, where criminal proceedings are a possibility, that a parent/social welfare officer or a person trusted by the child should be present, and arrange for a medical assessment of child victims with signed consent of a parent/guardian with a health worker as soon as possible.



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2.4.3. India: Legislation

In May 2012, both houses of the Indian Parliament passed the Protection of Children Against Sexual Offences Act, which prohibits child sexual abuse. The Act became effective on November 14, 2012. The government claims that a new, more effective law is being prepared (Belur & Singh, 2015): The Protection of Children from Sexual Offences Act, 2012 (32 of 2012). The Goa Children's Act, No. 18 of 2003, Section 2 "Child Abuse," refers to any maltreatment of a child, whether chronic or not, and includes any of the following: physical and psychological abuse, neglect, brutality, sexual abuse, and emotional maltreatment (Mattar, 2013).

Yerakhmilevich and Detkov (2019) state that the UNCRC on the sale of children, child prostitution, and child pornography mandates the adoption of measures to stop children from being pressured or incited to engage in any unlawful sexual activity. It

also forbids children's exploitation for prostitution or other illegal sexual activities. Moreover, efforts are being made to align domestic law with international law.

Under Article 3(1)(a)(i), UNICEF (2020) defines acts and activities in the context of the sale of children that must be criminalised: Offering, delivering or accepting a child for (a) sexual exploitation of the child: the committee is of the view that this legal provision covers all forms of sexual exploitation and sexual abuse, including when they are facilitated through ICT; (b) Transfer of organs of the child for profit: it is essential to specify that the purpose of such transfer must be "for profit"; the legal transfer of a child's organ may entail costs which are not for profit.

2.4.3.1. Signatory of United Nations

According to Chopra (2019), the Protection of Children from Sexual Offences Act of 2012 (POCSO) is a good law. However, there is a great need to ensure its implementation and raise awareness among police and all stakeholders about what it comprises. The act covers only sexual offences against children. It fulfils India's requirements as a member of the UNCRC, which it ratified on December 11, 1992.

Mukerji (2021) describes that India and 50 other member states founded the United Nations on June 26, 1945. During World War II, almost 2.5 million Indian soldiers volunteered to fight on the Allied side, sparking the formation of the United Nations. Sir Arcot Ramaswami Mudaliar, who had been active in Indian politics as a member of the Justice Party and later became the first elected president of the UN Economic and Social Council (ECOSOC) in 1946/47 signed the treaty (UN Charter) establishing the United Nations for British India.

2.4.3.2. Investigation process

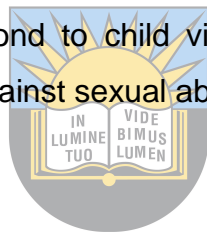
Chopra (2019) states that in terms of investigation processes, all lawful medical registers, teachers, school counsellors, childcare workers, doctors, and nurses in India are required by law to report and investigate any occurrences of child sexual abuse. Mandatory reporting is included in child sexual abuse laws in India and also in Malaysia.

2.4.4. Brazil: Legislation

According to the International Centre for Missing and Exploited Children (ICMEC) (Brazil National Legislation, 2019), engaging in sexual activity or other unethical behaviour with a person under the age of 14 in Brazil carries a sentence of 8 to 15 years in prison. Furthermore, Silvestrini (2020) indicates that the abuse of children happens in the adolescent stage. Article 226 of the 1988 Federal Constitution of Brazil ensures a vast portfolio of rights for children, including their complete protection and access to social security. Advancements guaranteeing the child's rights in Brazil were realised in the late 1980s during reform and structural change. Brazil also signed the UNCRC, illustrating the political will to protect all children.

2.4.4.1. Signatory of United Nations

Wedy et al. (2022) confirm that Brazil is a United Nations country. Andrade (2018) states that Brazil understands the need for accurate statistics on children and adolescents to prevent and respond to child violence. Brazil has several federal regulations that protect children against sexual abuse in a gender-neutral manner.



2.4.4.2. Investigation process

Silva-Oliveira et al. (2020) discuss that there is no uniform way to report child abuse cases in Brazil. The current Brazilian legislation determines that the general population can report maltreatment cases to child protection agencies, mainly the Guardianship Council, responsible for supervising and ensuring the rights of children and adolescents. Brazilian health professionals working in the primary care setting of the public healthcare system in the city of Belo Horizonte recognise CSA and, consequently, protect the children, provided that they report the recognised cases, corroborated by other scientific investigations.

According to Aznar-Blefari et al. (2023), children with impairments are abused at a higher rate than their non-disabled peers. Child protection services must have sufficient protocols and training to guarantee that all child victims of abuse have access to justice, including those who are deaf or hard of hearing. One essential modification is ensuring that investigative interview procedures, such as the National

Institute of Child Health and Human Development's investigative interview protocol (NICHD), are adapted for deaf and hard-of-hearing children.

2.4.5. Alaska: Legislations

The Alaska Department of Education and Early Development (2017) cites the Alaska Safe Children's Act of 2017 (also known as Erin's and Bree's Law) as comprising two separate pieces of legislation that took effect on June 30, 2017: Sexual abuse and assault education and prevention. According to Bernier, Child and America (2015), Alaska approved the Safe Children's Act in June 2015, establishing a task committee "to create age-appropriate curricula for different grades by 2017." Its component on K-6 training is known as Erin's Law, while the section on dating violence prevention for Grades 7–12 is known as "Bree's Law." It emphasises "raising teacher, student, and parent awareness" and "actions a child can take to prevent and report" sexual abuse. There is an opt-out feature for parents. The task force was allocated two years to establish a curriculum for children till 2017.

2.4.5.1. Signatory of United Nations

According to Artusi (2022), Alaska is not listed as a signatory to the United Nations agreements that promote the rights of Indigenous peoples. This lack of formal recognition can impact the extent to which Indigenous health determinants are addressed by the government. Lavoie et al. (2021) emphasize that signatory governments are obligated to ensure that Indigenous populations have access to health services that are culturally relevant and that address the unique health determinants faced by these communities. However, the implementation of these obligations can vary significantly across different regions, including the circumpolar north.

In the United States, there is a recognised duty to provide healthcare to Alaska Natives in exchange for the land taken from them. The Alaska Native Medical Center exemplifies this commitment by offering comprehensive medical services, including speciality care, primary care, dental services, behavioural health, and pharmacy services. Importantly, these services are designed within a framework that incorporates fundamental Indigenous values into program planning and service

delivery, ensuring that care is culturally appropriate and responsive to the needs of Alaska Native communities 2.8.3. Investigation process

According to the Alaska Department of Public Safety (2023), the primary focus of their Child Abuse Investigation Units (CAIUs) is cases of child sexual and severe physical abuse. In criminal investigations involving crimes against children, these divisions collaborate closely with the Office of Children's Services, child advocacy centres, district attorney's offices, and other organisations. CAIUs are critical to investigating these crimes with multidisciplinary team protocols and allocating direct resources.

2.5. PERSPECTIVES FROM THE AFRICAN COUNTRIES

The African countries chosen as case studies, for example, for this study to illuminate knowledge drawn from their laws and policies regarding how they protect children against sexual abuse were Morocco, Ghana, Kenya, Tanzania, and Nigeria, as well as Southern African countries, Zambia, Malawi, Mozambique, Zimbabwe, Namibia, Botswana, Eswatini, Lesotho, and South Africa. However, the study only focused on how a child sexual abuse investigation is undertaken in the Eastern Cape Province of South Africa.

Simukai et al. (2019) posit that child abuse violates children's fundamental rights. While research on child abuse is expanding globally, research on childhood violence exposure is a neglected area in many parts of Africa. Many of the child abuse incidents occur at home or in school. Family disorganisation and dysfunction are standard CSA drivers, as are poverty, structural violence, cultural factors, and community norms accepting of violence. Table 2.2 illustrates the country's signatories.

Table 2.2 Randomly selected countries for child sexual abuse investigation cases

Countries	Legislations	Signatory of United Nation	Investigation Process	Working in One Building
Morocco	Yes	Yes	Yes	No
Ghana	Yes	Yes	Yes	No
Kenya	Yes	Yes	Yes	No

Tanzania	Yes	Yes	Yes	No
Nigeria	Yes	No	Yes	No

2.5.1. Morocco: Legislations

Sexual abuse is usually a hidden offence in Morocco; consequently, there is no statistical evidence on how many cases occur each year, and the statistics only cover the cases disclosed to child protection associations, children's hospitals, and law enforcement agencies (Essabar et al., 2015, p. 2). Ouassini (2021) recounts that Amina Filali, a 16-year-old girl from Larache, Morocco, was kidnapped and raped and then forced to marry her rapist in 2012 under Moroccan Penal Code Article 475. The court's decision to foist the law coerced females into abusive relationships with their husbands or partners, which at some points led to suicide by consuming rat poison. This was one of Morocco's first mediatised criminal events following the Arab Spring, and it sparked a domestic and global movement to repeal Article 475 and protect rape victims.



Morocco does, however, have laws in place to combat sexual abuse, primarily because it is party to a variety of international treaties and conventions on related issues. For example, Morocco agrees with the United Nations regarding women and children and offences involving the sexual abuse of minors; the specified prison sentence has been increased from 2 to 10 years, along with the minimum fine. Moreover, a review of the Moroccan Penal Code is necessary, and it is recommended that the minimum penalty for those who rape children or minors be 20 years in jail, with no possibility of a reduction under any circumstances (Aldris, 2023).

According to Attrash-Najjar and Katz (2022), despite the widespread interest in CSA, few studies have explored its social and cultural factors and their implications. Furthermore, Attrash-Najjar and Katz (2022) describe the Arab culture around the issue of protecting children, as frequently characterised by collectivism, in which the group's well-being precedes the individual. Relationships in the Arab family are hierarchical, based on age, and patriarchal, resulting in a relationship of submission and obedience on the part of the children towards their parents. One method of preserving family reputation is for females to remain virgins and refrain from having

intimate relations before marriage. Losing virginity brings shame to both the girl child's nuclear and extended family. As a result, children learn to avoid discussing sex-related issues. What is interesting about Morocco is how children are protected through upholding the cultural practice of abstaining from sexual activities.

2.5.1.1. Signatory of United Nation

Mohammed Anouar Elhazziti et al. (2023) discuss and confirm that Morocco has benefited from the United Nations Development Programme for strengthening information and communication technology use in the Arab States (UNDP, 2005). Furthermore, this programme responded to the request to develop a partnership with Morocco by signing a memorandum of understanding between the UN Development Programme and the Microsoft Corporation, aiming to implement the support programme through the kingship of many initiatives and projects.

2.5.1.2. Investigation process

According to the International Commission of Jurists (2017), specialised units exist for women and children. These specialised units exist in Morocco's 86 jurisdictions of the First Instance and Appeal Courts. Each comprises a prosecutor-general's representative, an investigative judge, a trial judge, a juvenile court judge, a registrar, and a social worker. These units are the victims' and complainants' first point of contact with the judiciary. The specialist sections offer free administrative and medical aid to victims, as well as legal assistance to speed up the processing of their complaints.

2.5.2. Ghana: Legislations

In Ghana, the issue of CSA has garnered significant attention, yet it remains a persistent problem with severe implications for both children and society. Despite various discussions and initiatives aimed at explaining the incidence of CSA and developing preventive measures, the prevalence of these offenses continues unabated, particularly in developing countries like Ghana. Tetteh & Markwei (2018) note that the consequences of CSA extend beyond individual victims, affecting families and communities at large. The societal impacts are profound, leading to intergenerational cycles of trauma, stigmatization, and a breakdown of trust within communities. This emphasizes the need for comprehensive strategies that not only

address the legal framework but also promote education, awareness, and cultural change to combat CSA effectively.

Legally, Ghana's approach to child protection is grounded in its 1992 Constitution and the Children's Act of 1998, which collectively define a child as anyone under the age of 18. This legal framework acknowledges the vulnerability of children and underscores the state's responsibility to protect their rights. According to Johnson (2004), any sexual activity with a child below the legal age of consent for the gratification of an adult or older child constitutes CSA. This includes both contact and non-contact offenses, such as kissing, fondling, and penetrative sexual acts. The specificity of these definitions is crucial for legal proceedings, as they provide clear guidelines for identifying and prosecuting offenders. In comparison, Ghana's legislation mirrors aspects of South Africa's legal framework, particularly regarding the definitions and punishments associated with sexual offenses against children. For instance, South Africa's Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007 (2013) establishes a detailed categorization of sexual offenses, including statutory rape and sexual exploitation, which echoes the foundational principles found in Ghanaian law.

In Ghana, statutory rape is explicitly addressed in Section 101 of the Criminal Offences Act. This section stipulates that any individual convicted of engaging in sexual intercourse with a child under the age of 16, regardless of consent, faces significant penalties, including a minimum prison sentence of seven years and a maximum of 25 years (Archampong & Baidoo, 2011). These penalties are designed to serve as a deterrent against sexual offenses and reflect the seriousness with which the legal system treats such crimes. However, the effectiveness of this legislation is contingent upon proper enforcement and the societal willingness to report and address incidents of CSA. Furthermore, the legal definitions and penalties must be complemented by comprehensive support systems for victims, including psychological counseling, legal assistance, and community education initiatives. Only through a holistic approach that integrates legal, social, and educational measures can Ghana hope to reduce the incidence of child sexual abuse and safeguard the well-being of its most vulnerable citizens.

2.5.2.1. Signatory of United Nation

Ghana has enacted several laws and policies to protect children from abuse and prides itself on being the first nation to ratify the United Nations Convention Charter on the Rights of the Child (UNCRC, 1989). It has also endorsed other international conventions, such as the African Commission on Human and Peoples' Rights (ACHPR) and the African Charter on the Rights and Welfare of the African Child (ACRWAC).

2.5.2.2. Investigation process

According to Kwakye-Nuako et al. (2022), there are also police and court organisations dedicated to dealing with child-related issues. When there is abuse, the complainant reports it to the Domestic Violence and Victim Support Unit (DOVVSU), a specialist police unit in charge of domestic violence. This police unit was founded in 1999 (Amoakohene, 2004) and is available in most of the country's police stations. Kwakye-Nuako et al. (2022) further explain that this unit comprises police officers trained to work on domestic violence and children's rights issues. Child victims of sexual abuse are interrogated first by police detectives or social workers at this facility. They are then given a medical form to complete and submit to the hospital to acquire a medical report on the presence of physical evidence of sexual engagement. These reports are returned to the police, and if there is evidence of sexual behaviour, the suspected offender is charged with the crime, and the case is prepared for court.

2.5.3. Kenya: Legislations

Wangamati et al. (2019) state that, as a signatory of the UNCRC, the Kenyan government is mandated to ensure that children are protected from sexual abuse through sound laws and policies, which include the National Constitution (2010), the Children Act, No. 8 of 2001, the Sexual Offences Act, No. 3 of 2006, and the Victim Protection Act, No. 17 of 2001.

Kenya passed a Sexual Offence Act in 2006 establishing what legally constitutes sexual abuse of a child. Before passing this Act, responses to child sexual abuse were hampered by a lack of minimum incarceration sentences and a failure to acknowledge the sexual abuse of male children. The Act contains comprehensive definitions of child sexual abuse in Kenya, including sexual contact with unmarried females under 16 and

boys under 12; however, it further defines that a person commits rape if (a) they intentionally and unlawfully commit an act which causes penetration with their genital organs; (b) the other person does not consent to the penetration; or (c) the consent is obtained by force or using threats or intimidation of any kind. Child sexual abuse is a significant problem in many African countries, yet few studies document the prevalence rates or examine its unique dynamics in specific African cultures. The documentation of child sexual abuse requires a clear definition and an understanding of the phenomenon as being a significant problem (Pierce & Bozalek, 2004).

Plummer and Njuguna (2009) conclude that there is a need to understand how the public, policymakers, and professionals define child abuse. Mpanza (2021) states that Kenya lacks a fully functional child protection system. According to a 2015 policy statement of the National Plan of Action, while the country has established a solid legislative framework to protect children, they remain primarily vulnerable. The booklet provides 54 action ideas divided into 13 categories to address this issue. One is establishing and improving monitoring and evaluation procedures in the child protection sector to assist policymakers and program implementers in making better judgments.

Even though this is not happening in Kenya, Devries et al. (2014) note that exposure to violence in childhood has profound health and social consequences, including increased risk of depression, suicide, conduct disorder, disruptive behaviour and risky sexual behaviour.

2.5.3.1. Signatory of United Nation

According to Wangamati et al. (2019), Kenya is a signatory to the UNCRC and the ACRWC and must adhere to the provisions specified in both international treaties. Furthermore, Githaiga (2020) states that the United Nations Development Programme (UNDP) has provided financial and technical assistance to peace infrastructures in over 30 nations, including Kenya. Procedures for dealing with problems inclusively and peacefully must be institutionalised and methodically built to assist the transition from fragility to resilience.

2.5.3.2. Investigation process

According to Rockowitz et al. (2023), the model of specialised police units used by each country differs, and there are several varied mandates and relationships to the greater police force. In Kenya, the Sexual and Gender-Based Violence Unit of the Office of the Director of Public Prosecutions was established to assist with sexual violence cases by acting as point persons who can advise police prosecutors at the magistrate and appeal levels. Moreover, the one-stop centre (OSC) is the most prevalent intervention in Kenya. It offers emergency health care, free mental health support, paralegal services, and integrated collaboration with the police, judiciary, local leaders, and the public.

2.5.4. Tanzania: Legislations

In Tanzania, Mkonyi et al. (2021) discuss that CSA is a significant threat to children's development and efforts to achieve the UNCRC and the Sustainable Development Goals (SDGs) by 2030.



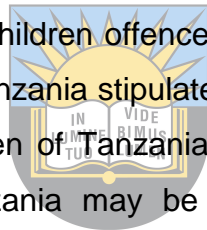
Mpanza (2021) states that the Tanzanian government enacted the Sexual Offence Special Provision Act (SOSPA) in 1998, following the adoption of the UNCRC and the ACRWC in response to a rise in sexual offences involving adults and minors. The goal is to reduce similar crimes in the country. The Act specifies that the legal age of consent to sex is 18. Anyone charged with or indicted for a sexual offence against a child faces harsh penalties. The term "child abuse" is defined by Tanzanian law as a contravention of the child's rights by causing physical, moral or emotional harm, including beatings, insults, discrimination, neglect, sexual abuse, and exploitative labour.

Bakta (2019) stated that Tanzania has several laws that protect minors against sexual abuse. The Penal Code (Chapter 16 of the Tanzanian Laws) regulates offences and punishments, including those for rape and indecent assault. Furthermore, when a rape victim is a girl under 18, the victim's consent is irrelevant. The Act calls for a life sentence if the victim is a girl younger than 10. The Law of the Child Act, No. 21 of 2009, also addresses child protection. Section 83 of the Act bans sexual exploitation, while Sections 9, 94, and 95 impose obligations on parents and local government officials to protect minors.

Liebling (2016) notes that research indicates that, in Tanzania, the sexual abuse and exploitation of female children as a social problem has gained increasing recognition from both civil society and the government. The author further states that research has highlighted that the factors attributed to the high occurrence of sexual abuse of female children in Tanzania are linked to the construction of their sexuality. For example, some men with AIDS and HIV believe that if they have sexual intercourse with a young virgin, they will be cured of the disease.

The misconceptions which have led to the sexual exploitation of young girls are based on the overall construction of female sexuality and the 'purity' of virgin girls. Thus, while it is important to respect cultural norms, values, and traditions prevalent in Tanzania, this should not be done at the expense of the rights and safety of women and children. It is important to note that culture is often used as an excuse to disguise practices that continually oppress and violate women and children (Liebling, 2016).

Regarding sexual exploitation of children offences, including those occurring online, Section 6 of the Penal Code of Tanzania stipulates that the courts are competent for any offence committed by a citizen of Tanzania in any place outside Tanzania. A person committing CSA in Tanzania may be sentenced to thirty years or life imprisonment (Ezekiel et al., 2017).



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2.5.4.1. Signatory of United Nation

Khamis (2022) confirms that, despite the Tanzanian government's signature on several declarations, including the United Nations Convention on the Right of Children and many gender-related international conventions, as well as many gender-related laws, policies, and programmes, the gender gap in leadership positions in the health sector remains wide, owing to, among other things, how males and females are raised. As a result, complete dedication, beginning at the family level, is required to confront the patriarchal system in raising male and female children.

2.5.4.2. Investigation process

Mpanza (2021) describe the Tanzanian investigation process as follows: The police, a certified medical officer, a registered nurse, the court prosecutor, and the magistrate/judge may all be present when a case is reported. Health professionals aid

the police in conducting forensic examinations of suspected victims. They describe physical findings such as bruising, bleeding, and tearing, as well as their location, discharges, and the presence of bodily fluids like sperm or blood. They also take samples for other laboratory tests to rule out STDs like syphilis, chlamydia, gonorrhoea, and HIV. At the time of reporting and following the three-, six-, and twelve-month follow-ups, survivors are given post-exposure prophylaxis (PEP) to reduce the chance of contracting HIV, and they also receive ongoing psychological care. A broad-spectrum antibiotic is used to treat sexually transmitted infections. Reproductive survivors are given a urine pregnancy test and a high-dose oestrogen emergency contraception pill (the morning-after pill) to avoid conception.

2.5.5. Nigeria: Legislations

Okongwu (2021) states that Section 42 of the Nigerian Constitution bans discrimination against Nigerian citizens based on gender and other characteristics. It protects Nigerian citizens from limits imposed by any law or government action. The Nigerian government passed the Violence Against Persons Prohibition Act of 2015 (VAPPA), which forbids damaging traditional and widowhood customs, Female genital mutilation and all types of violence against people.

Folake (2012) states that the prevalence of child abuse in Nigerian urban centres has remained an extremely intractable problem. Over the years, this phenomenon has changed both in form and characterisation, covering a wide range of work activities, such as domestic service, bus conducting, industrial work, street hawking, and child trafficking, with enormous adverse consequences both for the children and the nation. Okongwu (2021) further states that the Sexual Offences Act of 2013 was introduced to make provisions for the prevention of sexual offences and to protect all persons from harm and unlawful sexual acts.

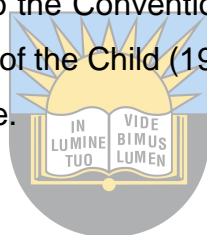
Rex (2020) describes child abuse as rampant in Nigeria due to common factors such as poverty. Some families that consider the harshness of poverty unbearable compromise the future of their young children. The primary reasons for the compromise are the need for survival and the weakness or failure of legal means established by the Nigerian government to protect the child. Okongwu (2021) describes that the Child's Rights Act of 2003 was enacted to implement the principles stated in the UNCRC and the African Charter on the Rights and Welfare of the Child.

The Act requires individuals and public and private organisations to guarantee the child's best interests in all acts involving a child.

Rex (2020) defines child sexual abuse as the use of a minor to satisfy one's libido or engage them in prostitution for income generation. The Child Abuse Prevention and Treatment Act defines child abuse as any act or failure to act on the part of a parent or caregiver that results in sexual abuse or an act or failure to act that presents an imminent risk of serious harm to a child. However, the one responsible for a child's welfare can also be held responsible when child sexual abuse occurs by another.

2.5.5.1. Signatory of United Nation

Okongwu (2021) describes that Nigeria, a United Nations member, has ratified international and regional instruments to preserve and advance women's and girls' rights. Nigeria ratified the UNCRC in 1991. It domesticated it in 2003 through the Child Rights Act of 2003 to give effect to the Convention and the provisions of the African Charter on the Rights and Welfare of the Child (1990). Moreover, the Child Rights Act forbids child betrothal and marriage.



2.5.5.2. Investigation process

According to Akin-Odanye (2018), Nigeria has no definite CSA evaluation, management, or follow-up guidelines. The less-than-desirable standard of medical care for CSA victims can be linked to a lack of protocol to serve as a convenient reference point on what needs to be done in the event of CSA. Furthermore, Akin-Odanye (2018) states that most hospitals are inadequately equipped to address CSA cases, most likely because of low government financing and that where there is police participation, prosecutions are seldom made, meaning that, in Nigeria, there are not only a few police reports but also few perpetrators prosecuted for child sexual abuse.

According to Sule and Sambo (2021), Nigeria has been actively developing measures and processes for preventing and combating sexual abuse through partnerships with public officials, relevant international agencies, victims and their families, and other local supporting agencies. Civil societies came together to take proactive measures against incidences of sexual violence.

2.6. SOUTHERN AFRICAN COUNTRIES

The following Southern African countries share common factors that contribute to CSA, such as poverty, patriarchy, and gender violence, and are discussed below: Zambia, Malawi, Mozambique, Zimbabwe, Namibia, Botswana, Eswatini, Lesotho, and South Africa. These countries' legislations are discussed regarding the investigation of child sexual abuse cases, as well as which of these countries are United Nations members.

2.7. SIGNATORY OF THE UNITED NATION

Edwin (2021) confirms that all these selected Southern African countries are United Nations members. The United Nations (UN) was established on October 24, 1945, shortly after World War II concluded. The UN was founded with 51 member countries and has grown to 193 members. South Africa joined the United Nations in 1945, Malawi and Zambia in 1964, Botswana and Lesotho in 1966, Swaziland in 1968, Mozambique in 1975, Zimbabwe in 1980, and Namibia in 1990.

2.7.1. Zambia: Legislations

According to Chilensi-Sakala (2012), child sexual abuse is a type of abuse in which a child is abused in order for an adult or older adolescent to have sexual gratification. Child sexual abuse is defined as the actual or likely sexual exploitation of a child and includes rape, incest, and all forms of sexual activity. In Zambia, anyone under the age of 16 is considered a child. Akani et al. (2015) expand on the definition of child sexual abuse (CSA) as forcing or encouraging a child to engage in sexual activity, which may include the penis, fingers, or other objects penetrating the vagina, anus, or mouth, as well as non-penetrative activities, such as any of the activities mentioned above, as well as fondling with or without clothes, exhibitionism, watching others engage in sexual acts and pornography.

According to Phiri (2017), child sexual abusers in Zambia face a maximum sentence of life in prison, but the increase in cases suggests that the harsh punishment has not deterred offenders. According to a 2001 study by the Children in Need Network and the United Nations Children's Fund (UNICEF), one in every 18 children in Zambia is at risk of sexual abuse. Furthermore, girls are at a higher risk of sexual abuse and account for 72% of all abused children, while boys account for 28%. However, Lee (2019) notes that the Zambian Government has enacted national laws and regulations

to prevent violence and has created channels for reporting and responding to violence. These actions also establish a clear framework for reviewing and benchmarking the government's progress in developing and reforming laws that adequately protect children from violence.

2.7.1.1 Investigation process

Akani et al. (2015) note that the police are the initial responders to CSA incidents in Zambia. Furthermore, CSA cases are reported to the local police station and referred to the CSA centre for initial assessment and further review, with results to be provided within a week. Multidisciplinary teams investigate these CSA cases.

Makasa and Heathfield (2018) note that forensic evidence is ideally the most conclusive corroborative proof. Understanding the case features and how variables interact may aid in forecasting the case outcome during the police investigation and in court. Samples from selected instances requiring DNA evidence are analysed in South Africa. In addition, there is no standardised methodology for handling forensic samples in sexual assault cases.



2.7.2. Malawi: Legislations

There has been a number of cases of sexual child abuse in Malawi. Kangaude (2017) noted that, one out of every five females and one out of every seven males in Malawi aged 18 to 24 years has experienced at least one incident of sexual abuse before reaching the age of 18.

Kangaude (2017) indicates that Section 138 of Laws of Malawi, Penal Code 1930, as amended, stipulates the following regarding sexual intercourse with a girl under the age of 16 as follows: Anyone who has a sexual relationship with a girl under the age of 16 is guilty of a felony and faces life in prison. Anyone who attempts to have sexual intercourse of a girl under sixteen is guilty of a felony and faces fourteen years in prison. Furthermore, puberty is the most critical and significant marker of adulthood in traditional Malawi, and initiation rites mark it in some cultural groups in Malawi. The child is recognised as capable of adult sexual behaviour at puberty, and the initiation rites mark the beginning of adulthood. Girls are generally taught to avoid sex with boys in case they become pregnant before marriage, which would bring shame and dishonour to the family. Social shaming of girls who have sex or have premarital

pregnancies has resulted in stricter regulation of sexual conduct for girls. However, boys are relatively free to engage in premarital sexual activities.

2.7.2.2 Investigation process

Mulambia et al. (2018) discuss how counsellors have more contact with victims than other care providers and arrange to meet families weekly as needed. Police and social workers then continue their investigation and visit the victim at home to ensure the child's safety. Staff working in a one-stop centre said the centre enhanced client satisfaction and outcomes. As a result, the Malawian Government has used the Chikwanewane model to construct four more big centres and 23 smaller centres across the country.

2.7.3. Mozambique: Legislations

Crianca (2020) indicates that Mozambique suffers from high levels of sexual harassment towards children in schools, as evidenced by a 2017 survey that found that many primary and secondary school students across three provinces had been victims of sexual harassment.



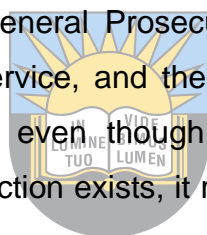
According to Crianca (2020), extraterritorial jurisdiction for offences committed by Mozambican nationals abroad is provided for in Article 56(6) of the Penal Code, provided that the alleged perpetrator has not yet been tried in the country where the offence was committed. However, in addition to the requirement that the alleged perpetrator be found in Mozambique, this provision includes a requirement for double criminality. As a result, child sex offenders may avoid prosecution if they do not return to Mozambique or if the legislation of the country where the offence was committed does not adequately criminalise all manifestations of security exchange commission. Furthermore, no legal provisions provide extraterritorial jurisdiction for offences committed by permanent residents or Mozambican nationals outside the country.

Nhassengo et al. (2021) note that violence against children is widespread in Mozambique, particularly among youngsters who engage in sexual activities with adults in exchange for economic items or social status. Financial compensation or forced marriage are also used to deter sexual abuse.

2.7.3.1. Investigation process

The investigating organisation shall notify the complainant/survivors of the status and outcome of their investigation in a secure and timely manner. Feedback to complainants/survivors is a two-fold responsibility: it is part of the mandated outcome of agency investigations under international agreements and part of the survivor assistance package. Criticism should ideally be offered in writing to avoid confusion or differing interpretations of the criticism. The Protection Against Sexual Exploitation and Abuse (PSEA) Focal Point for the investigating organisation is also required to update the Mozambique PSEA Network on the progress of the organisation's investigation process, as well as services provided to the survivor/complainant while maintaining the confidentiality of both the complainant/survivor and the subject of the complaint (Mozambique PSEA SOPs for Recording and Processing, 2019).

The principal law enforcement units specialised in investigating and prosecuting child sexual abuse crimes were the General Prosecutor's Office, the Minor Court, the National Criminal Investigation Service, and the police. When it comes to sharing information during investigations, even though collaboration between the many institutions dealing with child protection exists, it remains one of the critical problems (n.d, 2020).



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2.7.4. Zimbabwe: Legislations

According to Muridzo and Malianga (2015), Zimbabwe recognises various types of sexual abuse, ranging from indecent assault to rape. Rape is defined as the intentional and unlawful sexual intercourse of a male over the age of 14 with a woman without her consent. Even minor vaginal penetration is sufficient, and male ejaculation is not required to constitute rape. Zimbabwean law considers boys under the age of 14 to be too young to commit rape. As a result, if they are involved in forced sex, they are sent to rehabilitation but are not tried in a court of law.

Child sexual abuse (CSA) is a public health concern as it puts victims at considerable risk of many adverse effects, including bodily damage, development of chronic diseases, poor mental health, and exposure to sexually transmitted infections (STIs), including HIV and AIDS. The Zimbabwe Government introduced the Victim-Friendly Court initiative to manage all forms of sexual abuse and violence through the

coordinated efforts of various government ministries, civil society, the private sector, and local communities (National Victim-Friendly Court Committee [NVFCC], 2012). This system is supported by relevant child protection policies and laws, mainly the National Action Plan for Orphaned and Vulnerable Children (Musiwa, 2019).

2.7.4.1. Investigation process

The disparity in Zimbabwean law on assessing coercive circumstances emphasises the importance of training police and prosecutors in the investigating and prosecuting processes so that they are aware of the presence of coercive circumstances in offences, which assists police in conducting thorough investigations and gathering information on coercive circumstances that the prosecution can utilise in court (n.d, 2020).

Muridzo et al. (2018b) discuss that child sexual abuse (CSA) interventions are classified as medical, psychological, judicial, or social services. CSA interventions are very specialised, requiring specialists from various fields, including doctors, nurses, police officers, magistrates, prosecutors, counsellors, social workers, and psychologists. Professionals are involved in various services for CSA survivors and their natural surroundings. Medical intervention is viewed as an emergency and given top priority in Zimbabwe, including access to HIV and STI post-exposure prophylaxis within 72 hours.

Furthermore, Muridzo et al. (2018a) note that forensic evidence supports a child's testimony in court. Medical doctors, nurses, radiographers, social workers, and psychiatrists are examples of professionals employed in this regard. This social worker level functions in a secondary setting as a part of a multidisciplinary team.

2.7.5. Namibia: Legislations

Van den Berg (2020) reports that some girls below the age of 14 are forced into early marriage. Various ethnic minorities in Namibia have been reported to be more vulnerable to forms of sexual exploitation such as trafficking and early and forced child marriage. The age of sexual consent in Namibian legislation varies; for example, the Combating Rape Act (2000) sets the age of sexual consent at 14, with a three-year close-in-age exemption. However, under Section 14 of the Combating of Immoral Practices Act (1980), the consent age is 16, with a three-year close-in-age exemption.

However, any person who commits or attempts to commit a sexual act with a child under the age of sixteen is fined (US (approximately US\$2,000) or is imprisoned for a period not exceeding ten years (Van den Berg, 2020).

2.7.5.1. Investigation process

According to Ndeitunga (2020), the Child Care and Protection Act (CCPA), No. 3 of 2015, covers the roles and responsibilities of all professionals, from designated social workers to law enforcement, the courts, and others who come into contact with children in need of protection, as well as children in conflict with the law. Namibia does not prosecute adolescents when the younger adolescent is younger than 14, and the older adolescent is no more than three years older (ICMEC, 2020).

2.7.6. Botswana: Legislations

According to Ramabu (2020), though there is yet to be a universal definition of CSA, the World Health Organisation defines CSA as the involvement of a child in sexual activities that those children cannot comprehend, are unable to consent to, and are not yet developmentally ready for, or that violates societal laws or social taboos. The World Health Organisation (2017) emphasises that children also perpetuate sexual abuse against other children, which should be addressed. The Botswana Children's Act of 2009 provides that every child has a right to be protected from sexual abuse, including prostitution and pornography (Botswana Children's Act, 2009, A.57, Section 25(1)). The Act defines sexual abuse as an intentional act inflicted on a child and assaulting and permitting a child to be sexually abused. Section 147 indicates that anyone who unlawfully and carnally knows a person younger than 16 could be prosecuted and, if found guilty, faces a minimum of ten years and a maximum term of life imprisonment (ICMEC, 2020).

2.7.6.1. Investigation process

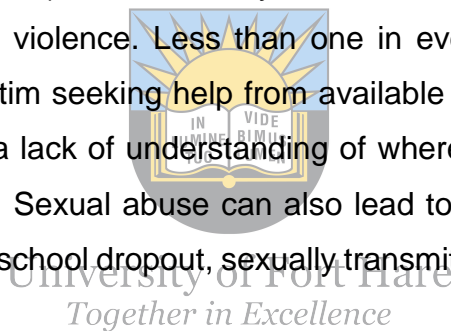
The Botswana Police Service have some child-friendly centres in Gaborone to support victims of sexual violence. Although these centres mainly cater to minors, women can also receive help there. The centres focus on creating a safe space for victims to give evidence to the police. Social workers at the centres provide basic counselling, write reports that serve as evidence in the case, and make referrals. Some hospitals may not have rape kits available to administer, and the police must bring these and the

medical forms to be completed by a doctor. If one is present at a child-friendly centre, the police should take the child to the hospital for medical examinations and treatment. The doctor has to complete a form which is used in evidence (Foreign Commonwealth & Development Office, 2022)

The police in Botswana investigate crimes and apprehend suspects. The public prosecutor evaluates if there is enough evidence to charge a culprit based on the evidence presented. If there is enough proof, the public prosecutor will register the case before the Magistrate Court and commence the prosecution, and the investigating officer will inform the family of the trial date (Foreign Commonwealth & Development Office, 2022).

2.7.7. Eswatini: Legislations

Gilbert et al. (2019) note that sexual violence against children is a severe problem in Eswatini (formerly Swaziland). One in every three children is subjected to severe violence, including sexual violence. Less than one in every seven sexual violence incidents results in the victim seeking help from available resources due to a lack of awareness about abuse, a lack of understanding of where to report it, and a fear of stigma and abandonment. Sexual abuse can also lead to other vulnerabilities, such as adolescent pregnancy, school dropout, sexually transmitted infections such as HIV, depression, and suicide.



The consent matter is covered in Eswatini's Sexual Offences and Domestic Violence Act Summary (2019). Sexual action must be approved by one of the individuals involved for it to be legal. The court must establish the complainant's agreement (or assent) to the sexual act. The Act gives instances of why someone could not have given their agreement or approval to a sexual act. For instance, having intercourse with a child constitutes rape. According to Section 3(6)(e) of the Act, it is forbidden to have sexual intercourse with anyone under the age of 18. Sexual contact with a child is against Section 37 (Meerkotter, 2019).

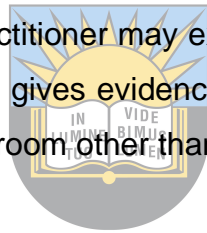
2.7.7.1. Investigation process

According to Indvodza (2019), children's ability to reliably recall events and analyse and contextualise events evolves throughout childhood, including distinguishing an experience and thoughts as one's own or belonging to someone else, which is why

Section 161(b) of the Act states, a child can only be re-interviewed provided they have undergone counselling: Any police officer conducting the inquiry must ensure that the referral to counselling required by this Act is made as soon as possible after the offence is committed and that the referral is made to a government or NGO that provides counselling services to children.

Meerkotter (2019) states that in Eswatini, any police officer who deals with a victim of a sexual offence or domestic violence must inform the victim of the availability of counselling and other support services and the availability of post-exposure prophylaxis (PEP) to prevent HIV infection. A prosecutor dealing with any case under Eswatini's Sexual Offences and Domestic Violence Act must refer all child victims to those agencies designated to help children prepare for court.

Furthermore, Meerkotter (2019) indicated that the minister of health must prescribe treatment norms, protocols and procedures for attending to victims of sexual offences. Any qualified nurse or medical practitioner may examine a victim of a sexual offence with the victim's consent. If a child gives evidence about a sexual offence, the court must exclude all persons from the room other than essential persons.



2.7.8 Lesotho: Legislations

The Ministry of Social Development in Lesotho has admitted that young women aged 15–24 and forced to have sex have a higher prevalence of HIV (18.6%) than those not forced to have sex (11.9%) (Sekete, 2020). About one in seven females (14.5%) and one in twenty males (5.0%) experience sexual violence before the age of 18.

The Sexual Offences Act of 2003 was the first to implement severe punishments for offences, including rape and incest, in Lesotho. It recognises marital rape as a criminal offence in specific circumstances, including when violence or threats are used to perform a sexual act and the accused spouse or partner has an STI or other serious illness of which there is reasonable suspicion. The legislation forbids engaging in sexual interaction, which includes showing genitalia, performing a sexual act in front of someone else, and introducing an object into someone else's body without their consent or, in the case of children, their ability to consent (Project, 2013).

2.7.8.1. Investigation process

Tsholofelo and Naidoo (2020) state that the Child and Gender Protection Unit inside the Lesotho Police Service, established in 2002, has to provide services to victims of sexual abuse and gender-based violence. The section primarily concerns protecting children and women through investigating and prosecuting offences and educating communities about gender-based crimes.

Furthermore, Tsholofelo and Naidoo (2020) state that a police officer visits with the child's parent to gather information, and the child is referred to officers trained to investigate sexual offences. The child is asked to explain what happened in their own words and then questioned to probe for details. The interview is held in a discreet, comfortable, and child-friendly environment, and the child can proceed at their own pace. Their statement is recorded in a child-friendly manner to be used as evidence in future legal proceedings.

2.7.9. South Africa: Legislations

South Africa has exceptionally high rates of both physical and sexual abuse of children. In South Africa, child abuse and neglect will not be significantly reduced unless the social and economic conditions in which many children live improve concurrently (Richter & Dawes, 2008). Sexual abuse of a child is when adults or older children engage in sexual activity with a child who cannot give informed permission and is unaware of the gravity of the situation (Ntlatleng, 2011).

Chapter 3 of the Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007 and 2013, defines child sexual abuse and separates it into three categories: The sexual offences against minors in Part 1 include consenting actions with specific children. Section 16 discusses acts of consensual sexual violence with certain minors, while Section 15 discusses consensual sexual penetration with children (statutory rape) (statutory sexual assault). Part 2 includes exposing, causing, or showcasing the sexual exploitation and grooming of children.

All forms of child pornography, pornography that targets children, exploits minors for pornographic activities and makes money off child pornography, are outlawed. Sections 17 and 18 tackle the sexual exploitation of minors, while Section 19 addresses the exposure, incitement, or display of child pornography or other

pornography to children. Section 20 addresses the use of minors in or as a result of child pornography. Part 3 includes exposing or causing to expose genital organs, anus, or female breasts to minors (also known as "flashing") and making children watch sexual offences, sexual actions, or self-masturbation. Section 22 addresses the exposure or display of female breasts to minors, and Section 21 discusses enticing children to watch or participate in sexual behaviours or self-masturbation (Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007, 2013).

According to Liebenberg (2019), South Africa took a clear stance on protecting and upholding children's rights by signing the UNCRC in 1995 and the ACRWC. Liebenberg (2019) also states that by ratifying these international agreements, South Africa has demonstrated its determination to establish laws and other institutional frameworks that guarantee the recognition of children's rights and the inclusion of children in matters involving their lives beyond their age and level of development. Following the UNCRC and ACRWC, South Africa created innovative legal frameworks to defend children's rights and offer social welfare services to children. The Constitution for the Republic of South Africa, No. 108 of 1996 (South Africa, 1996), was written according to the UNCRC and ACRWC concerning children's rights. Section 28 of the Constitution explicitly addresses children's rights in South Africa, giving South African children a right to protection from maltreatment, abandonment, exploitation, and humiliation.

2.7.9.1. Investigation process

Nomdo and Rezant (2019) state that the South African Police Service investigating officer is a crucial point of engagement for children in sexual abuse cases. The investigating officer is the first point of contact for the children. The empathy of these officers is critical to ensure the child's best interest is paramount. In some cases, children are supported by victim support services. Masemola (2023) revised the investigation process of child sexual abuse in South Africa as follows:

Receiving a report of a sexual offence at a police station: The SAPS Community Service Centre (CSC) commander must open an inquiry docket to have the matter investigated by a member connected to an FCS Unit to assess whether or not a sexual offence was committed.

Responsibility of the first member on the crime scene: Those members who arrive first on the scene must emphasise the need to preserve evidence of the sexual offence, informing the victim, others present at the scene, and those who support the victim.

Medical examination of the victim: The victim must be taken for a medical checkup as soon as feasible, and urine and blood samples must be obtained from the victim. These samples must be gathered within 24 hours of the offence occurring.

Preventing contamination of exhibits: Only those trained or experienced in the gathering, handling, storing and transporting evidence must do so. These members must safeguard crime scenes against contamination and request the assistance of a trained member or contact the Local Criminal Record Centre (LCRC) for assistance.

Taking an in-depth statement from the victim: The initial victim statement must be followed up by an in-depth statement. The investigating officer must take or ensure that the victim's in-depth statement is taken once the victim has recuperated sufficiently. Depending on circumstances, ideally between 24 to 36 hours after the incident.

Victim after-care: The victim of a sexual offence has undergone a traumatic experience, and most victims of a sexual offence will need some form of counselling to cope with this. Victims of sexual offences may also fear that they have contracted AIDS or another sexually transmitted disease during the sexual offence.

Preparation for court proceedings: The investigating officer must keep the victim informed of any developments in the investigation of the case and must explain to the victim the court process and what to expect in court to prepare the victim for the court hearing.

The primary focus of this study was on the investigation process of child sexual abuse cases, precisely the causes of delays to the investigation process of these cases in the Eastern Cape. The following chapter provides a clear flow chart to outline the communications among the actors and the CSA investigative process. (See Figure 1: Illustration of the current investigation and communication processes in the province of the Eastern Cape, South Africa).

2.8. CONCLUSION

This chapter explored varied literature on international and regional legislative definitions of child sexual abuse, describing how various countries protect children against child sexual abuse. Reading through all of the studies mentioned, it became apparent that child sexual abuse is the exploitation of children, particularly those aged 6 to 18. Regarding child protection legislation, there are similarities and slight differences between countries, regionally and internationally. Southern African countries, through looking at different sections such as legislations, the investigation process during the investigation of child sexual abuse cases and indicate which countries form part of the United Nations and European countries to those of the randomly selected countries.



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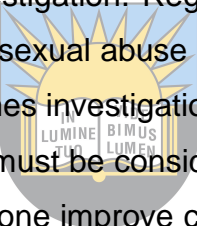
CHAPTER THREE: ACTORS IN CSA INVESTIGATIONS IN SOUTH AFRICA

3.1. INTRODUCTION

This chapter focuses on the communication processes or channels between the CSA actors investigating these cases and reviews their roles and functions. This chapter further illustrates communication and the investigation processes of child sexual abuse in South Africa.

3.2. COMMUNICATION PROCESS DURING THE INVESTIGATION OF CHILD SEXUAL ABUSE (CSA)

The communication process is there to ensure an efficient, effective response to child abuse and ensure the safety and well-being of a child and the family. The communication process is expected to minimise trauma to a child/family from the time of assessment and during the investigation. Regardless of the type of investigative team involved, whether it is a child sexual abuse investigation team, a team from the health sector or a cross-border crimes investigation team, Greenbaum-Jordan (2016) states that the following questions must be considered: What can one do to increase communication? In what ways can one improve cooperation? What needs to change to facilitate multidisciplinary collaboration?


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Ali et al. (2021) define communication as the heart of an organisation's operations. The communication process is critical to an organisation's survival. Communication inside an organisation is such an essential part of human performance that it is virtually impossible to envision a workplace without it. Anwar and Abdullah (2021) define communication as any behaviour that results in the sharing of meanings. Communication is sending information between employees and organisations so the responder can respond based on the message's significance (Prabhu et al., 2020). Communication conveys specific information from one person to another (Ganeshkumar et al., 2019). Communication process is defined as a systematic series of actions that allows individuals or groups to exchange information, ideas, thoughts or feelings.

Masango (2015) states that the method of communication used with anyone involved in the investigation (be it witnesses, victims, suspects, or the first police officer on the

scene) should be aimed at obtaining the highest quality information; therefore, communication is essential. Communication between professionals (social workers, psychologists, nurses, doctors, police investigators, prosecutors and teachers) can be a challenge during a child sexual abuse investigation.

Kuehnle and Connell (2010) contend that regarding allegations of sexual abuse, professionals' ability to effectively communicate, uphold professional boundaries, and act in the capacities of the forensic interviewer, court-appointed forensic evaluator, or clinical evaluator and therapist will have a significant impact on children's ability to provide accurate information during the investigative and legal process.

According to the studies mentioned above and information gathered from participants, communication is a critical challenge when investigating child sexual abuse cases, as also identified by participants in this study. Clear communication channels allow the CSA investigation to run smoothly. The primary concern in this study was the delay in investigating CSA cases, to which inadequate communication has contributed negatively, as stated by participants during data collection. Below are the roles and functions of all the actors that form part of a child sexual abuse investigation.

3.3. THE CURRENT INVESTIGATION PROCESS AND HOW ACTORS COMMUNICATE IN SOUTH AFRICA

Once a matter has been reported to the police, an investigation process is carried out, which may involve interviewing the child complainant and other witnesses, taking their statements, and conducting a medical examination. Raising the standard of proof, a reasonable person would now consider the evidence sufficient for a conviction. Due to the presumption of innocence, a defendant cannot be found guilty until the State establishes their guilt beyond a reasonable doubt (Reddy, 2018).

Figure 3.1 illustrates how actors communicate during the investigation process, from when the case docket is opened until its finalisation. Figure 3.1 depicts arrows with dotted lines to illustrate how actors communicate with each other during the child sexual abuse investigation process.

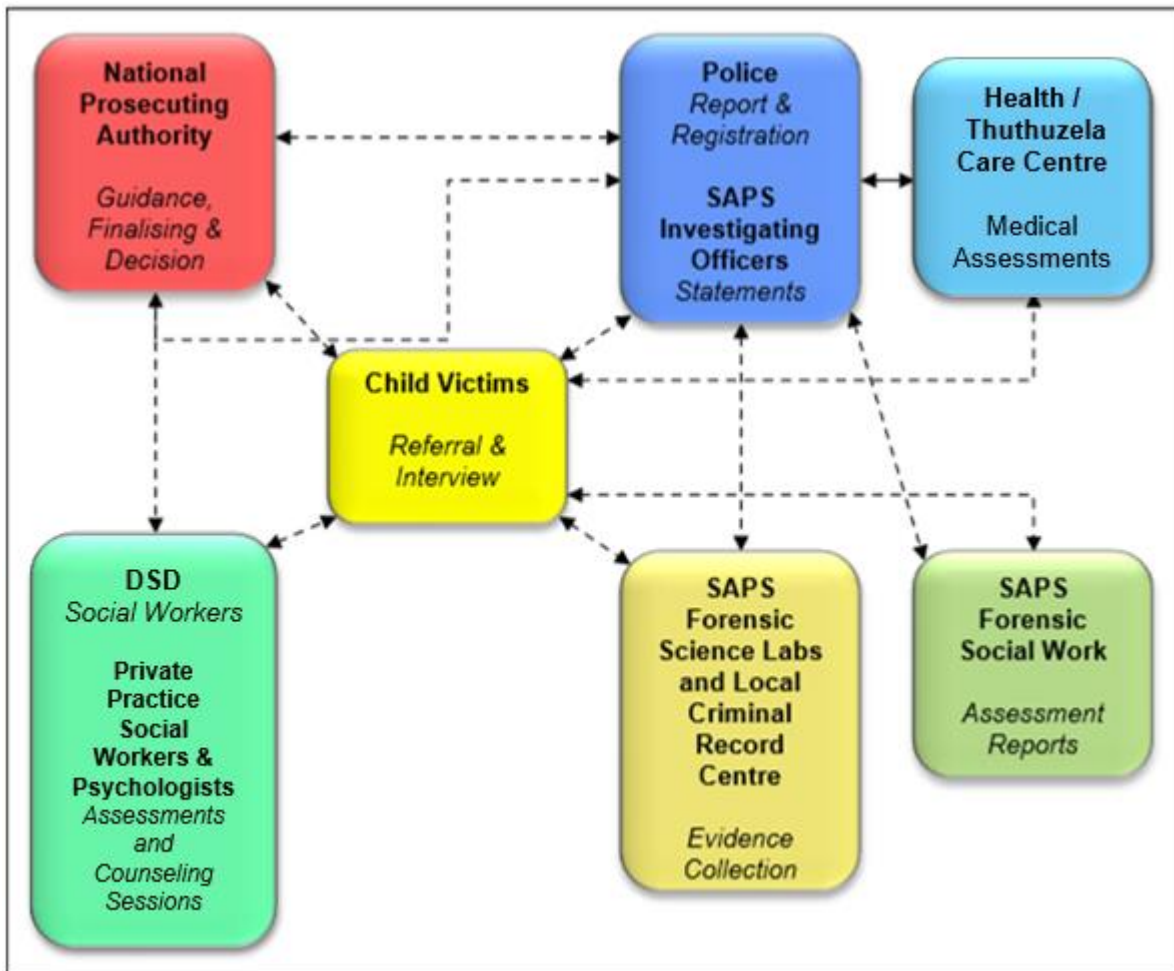


Figure 3.1 The current investigation and communication processes used in the Eastern Cape Province of South Africa (Source: Own Construct)

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Child Victim: The child is taken to the nearest police station, health institution or any welfare service for assistance after the incident.

Police Stations: A case is opened and registered with the SAPS CSC.

Health Institution/Thuthuzela Care Centre: The child is referred to the nearest clinic or Thuthuzela Care Centre (TCC) for medical examination and treatment, which is always necessary soon after a sexual abuse incident.

Investigating officer: The member on standby from the Family Violence, Child Protection and Sexual Offences Unit collects the case docket at the CSC for further investigation. The involvement of other actors follows.

Local Criminal Record Centre: The member or officer collects evidence; thereafter, the investigating officer takes the evidence to the SAPS Forensic Science Laboratory for processing.

Forensic social workers: The child victim is referred to the forensic social worker for competency assessments or disclosure. The assessment is conducted, and a report is compiled for presentation in court.

Social workers/Psychologists: Further referral is made to the social workers at the Department of Social Development and psychologists for victim impact assessment and therapeutic services, as well as to the prosecutors for a decision on the case docket.

National Prosecuting Authority: The investigating officer then refers the case docket to the prosecutor for a decision. The prosecutor may call the child victim for consultation based on the presented evidence. Therefore, the case is taken to court for finalisation after all the steps outlined above. There is no set time limit for investigating CSA cases. The time spent on interviews by various actors was seen as one of the factors contributing to the delay in CSA investigations.

According to Matthias and Zaal (2017), child complainants, including victims of sexual abuse, are expected to testify in person in criminal trials and are consequently subjected to cross-examination. The main aim is to test the credibility of the witness's testimony. In 1996, the South African criminal justice system adopted the intermediary system to protect child witnesses. Furthermore, international evidence also shows that insufficient or inappropriate assessment forms are frequently used. In cases where children do not have adequate legal representation, incorrect assessments may carry undue weight in court.

A professional is enlisted to explain the broad meaning of the questions to the young witness. This enables children to testify through closed-circuit television when necessary (Fouché & le Roux, 2018).

In the context of the victim-centred approach, several initiatives aim to lessen the secondary victimisation of victims. For instance, the Sexual Offences Court in the Eastern Cape of South Africa is still housed in the same magistrate's office building as

the other criminal courts but transferred to a different level during the case trial to keep victims waiting to testify from coming into contact with the accused or the public in the courthouse hallways (Kruger & Reyneke, 2008).

Undoubtedly, interviewing children is one of the most challenging types of interviews (Turoy-smith et al., 2018). Firstly, a child may be interviewed more than once due to multiple experts interrogating the child in various circumstances. This is referred to as a repeated interview. Repeated interviews are when a child is re-interviewed or when the free recall component of the interview is repeated (Duron, 2018). It entails examining the communication skills of children who were the victims of crime or because they saw the crime happen to someone else. Not all police officers are capable of interviewing children for investigation purposes. Properly trained investigators should interview children as a matter of duty and practice (Masango, 2015).

The principles of The National Policy Framework on the Management of Sexual Offences are founded on the tenet that a multidisciplinary and cross-sectoral approach is necessary for an effective and comprehensive response to managing sexual offences. It calls for the combined effort of service providers such as police officers, medical staff, social workers, lawyers, judges, administrators of penal facilities, teachers, and traditional leaders. The coordinated response of non-governmental organisations (NGOs), community-based organisations, and religious groups that support interventions against sexual abuse has also become crucial at the local level. Specialisation is well known for its ability to boost the quality and quantity of services. It does so by getting rid of substandard and subpar service results, increasing sensitivity to victims' demands, and enabling a more profound experience in handling CSA cases. In contrast to the overused generalisation paradigm, specialisation improves service delivery speed, quality, and quantity and is an excellent motivator for someone to be passionate about their job (Radebe, 2012).

3.4. THE ROLES AND FUNCTIONS OF DIFFERENT ACTORS

The roles and functions of various actors are discussed: SAPS CSC members, detectives in the Family Violence, Child Protection and Sexual Offences Units (FCS), forensic social workers, nurses and doctors in the Department of Health, social workers from the Department of Social Development, educators from the Department

of Education, prosecutors from the National Prosecuting Authority, magistrates from the Department of Justice and Constitutional Development, services from NGOs and psychologists.

Rule and John-Langba (2017) discuss the importance of roles and functions during the investigation of child sexual abuse cases, which a good working relationship among the actors should accompany. Furthermore, the Department of Social Development social workers reveal that poor relationships with police investigating officers in the South African Police Service have made it difficult for them to do their jobs; however, some social workers did acknowledge exceptions where there were good working relationships.

Additionally, social workers reported that there were difficulties working with the justice system, including cases taking years to resolve, which created difficulties such as the child forgetting details of the incident, the court process being challenging, intimidating, and taxing on children and their families, caregivers' inability to bring children to court, which frequently led to cases being struck off the court roll, and courts seldom granting social workers their requests (Rule & John-Langba, 2017).

There is an argument by O'Donohue and Fanetti (2016) that one of the most significant and unique challenges to the smooth functioning of the multidisciplinary team is the need for each professional to completely fulfil both their professional mandate and the collaborative goals set by the multidisciplinary team. A thorough understanding of each team member's professional parameters and mandates is critical for effective collaboration and directly relates to the team's effectiveness.

The following are the specific roles and functions of each professional investigating child sexual abuse cases. The roles and functions are defined to understand the nature of involvement and how these actors investigate these cases.

3.4.1. SAPS Community Service Centre

The South African Police Service (SAPS), as discussed by Modise et al. (2020), was established in 1995, when the South African Police were integrated with the police forces of ten ethnic homelands created during apartheid (apartheid in this context implies separate economic, political, and social development of races). With the rise

of the new political dispensation led by the African National Congress political party and the drafting of the new Constitution of the Republic of South Africa in 1996, a critical reassessment of the nature of policing in South Africa was required. The SAPS was forced to abandon policies that violated the country's laws. To reflect new customer service thinking, the term 'charge office', for example, was changed to SAPS CSC. The terms 'charge office' and 'SAPS Community Service Centre (CSC)' refer to a frontline office/front desk where clients are served and are managed by SAPS members 24 hours a day, seven days a week. Kotie (2020) confirms that SAPS can no longer battle crime alone. One way to create a community service centre where ordinary individuals' lives might be improved is for communities to collaborate with law enforcement and other stakeholders and become active partners in the battle against crime.

The SAPS Community Service Centre (CSC) is the heart of the police station. The information recorded must be accurate because when the completed documents leave the CSC, they become part of the criminal investigation and sometimes the court cases. If a CSC commander receives an incident of domestic violence, whether telephonically, via radio, or in person, they must, without unreasonable delay, ensure a police vehicle is dispatched to the complainant to attend to the matter. The CSC commander must ensure that the crew of such a vehicle is aware of the violent nature of the complaint and who the complainant is. The commander has to ensure that the police officials attend to the complaint in line with all requirements. The police officials who arrive on the scene must protect the complainant and prevent any harm or further harm against the complainant. The police official must treat the victim with sensitivity and care by creating an environment conducive to communication, staying calm, refraining from judging and instead listening to what victims say (Phahlane, 2016; Yesufu, 2023).

According to Schwartz et al. (2022), South Africa has extensive experience. Instead of utilising ways they 'believe' will work or make sense, policing concepts and tactics should be tried and tested to learn what works successfully. A CSC consists of three focus areas: managing the CSC, attending to and receiving complaints, and managing the detention of persons in custody. In most instances, the CSC is the first contact the community will have with SAPS members. The SAPS must deal with the public

professionally and efficiently daily. A person visiting the CSC may be seeking information or reporting a crime that has taken place. When receiving and handling complaints in the CSC, one must always keep the Batho Pele principles in mind. The SAPS member receiving a complaint must provide their full attention. In addition, SAPS members should reassure the complainant that their complaints are essential and that they will receive the necessary assistance (Phahlane, 2016).

According to Phahlane (2016), there are three general steps when a SAPS member deals with complaints. The first step, considered a golden rule, is to remember that when a complainant phones in with an issue or arrives at the CSC to lay out a complaint, they have probably been the victim of some crime. The SAPS member assisting the complainant should try to put themselves in the complainant's shoes. The second step is that when a SAPS member receives a complaint, they must try to calm the complainant down. Whether a complainant is angry or sad, they must calm down, which can be done in various ways. The third step is to deal with the complaint, which should be reported and recorded as professionally as possible.

Section 205 of the Constitution states that the SAPS objectives are to prevent, combat, and investigate crime, maintain public order, protect and secure the people of South Africa and their property, and uphold and enforce the law. The SAPS vision is to make South Africa a safe and secure place for everyone. Furthermore, the SAPS mission is to prevent and combat anything, investigate any crimes that may endanger the safety and security of any community, ensure offenders are brought to justice, and participate in efforts to address the root causes of crime (Sitole, 2018b).

The police officer must ask the complainant whether they require medical treatment. If so, the police officer has to assist or make arrangements for the complainant to receive medical treatment. Should criminal charges be laid, the official should issue the following reports to the complainant: a J88 report (which is a report on an examination in a case of the alleged assault or other relevant crimes) and a SAPS 308 report (which is a request to a doctor for examination in the case of an alleged assault or other related crime). These reports must be completed by appropriate and qualified practitioners (Phahlane, 2016).

A victim of a sexual offence is frequently severely traumatised by the incident. It is difficult to imagine another crime in which a victim's bodily and psychological integrity, privacy, and dignity are violated more severely than a sexual offence. A sexual offence has far-reaching consequences for the victim, their family, and their personal life. A SAPS member must never forget this when interacting with a victim or the victim's family or friends. A copy of the Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007, 2013, must always be available in the CSC of each police station (Phahlane, 2016).

The Criminal Law (Sexual Offences and Related Matters) Amendment Act, No. 32 of 2007, 2013, deals with the procedures for reporting cases related to sexual offences in the CSC and protects adults, children, and mentally disabled persons against sexual offences. According to the Act, the CSC commander must ensure that police officials who attend the scene have sexual assault kits and are competent enough to attend to the scene. If the complaint is submitted telephonically, the SAPS officials must stay on the telephone, talking to the victim for as long as possible and reassuring them that the necessary help has been dispatched.

There is a four-point rule which gives direction on how to offer professional assistance to victims of sexual offences. The four-point rule directs the following: (1) give immediate attention, (2) treat the victim, and any third party with respect and dignity (a third party could refer to a counsellor, family member, friend or spouse supporting the victim), (3) protect the privacy of the victim, and (4) provide information to prevent sexual offences from taking place (Phahlane, 2016).

According to Van Der Merwe (2010), many investigators with homicide, robbery, burglary, and wiretap experience are easily lulled into a false sense of security about their knowledge of the criminal investigation field. Although there are many similarities, conducting a rape investigation necessitates different skills and expertise in areas unique to this type of investigation. Unfortunately, many investigators are unaware of the issues that arise in rape investigations and special training to deal with CSA cases effectively is required.

When obtaining a statement from a victim and their family, a police officer must act professionally and consider the feelings of all concerned. The investigating official

must be patient with the victim and refrain from needlessly interjecting so that the victim can clarify what occurred during the alleged conduct of the offence. Once the victim has provided enough information, a docket must be opened and recorded on the Case Administration System (CAS), and a sworn statement containing specific information must be provided (Phahlane, 2016).

It is also crucial that victims be taken for testing if they have been exposed to contracting HIV and AIDS from coming into contact with the blood, semen or vaginal fluid of the alleged sexual offender during the sexual offence. The victim must be made aware of the significance of getting a medical check-up as soon as practicable. The victim must also be aware that the examination will be carried out at the State's expense and that they have the right to request medical advice from the examiner regarding how the alleged sexual offence may have damaged any element of their health. The victim must further be advised of available services on HIV testing and post-exposure prophylaxis (PEP) and that they or an interested person may apply to a magistrate for an order compelling the alleged sexual offender to undergo an HIV test at the expense of the State (Phahlane, 2016).

3.4.2. South African Police Service; FCS: Responsibility of the first member on the crime scene

The first SAPS member on the scene of a suspected sexual offence must treat the victim respectfully and maintain the crime scene until an investigating officer is available to take over the inquiry (National Instruction 3/2008 Sexual Offences, 2008). The police officer on the scene must ask the victim whether the suspect could still be in the vicinity and, if so, obtain a description of the suspect. The suspect's description must immediately be relayed to all police vehicles. A police officer who comes into contact with a victim of a sexual offence must, as far as possible, avoid touching the victim unnecessarily. The officer interviewing the victim must also reassure them that they are now safe and will be protected; take investigative notes, not a statement; listen to what the victim says without interrupting them; put the victim at ease; write down everything that the victim says, as it may be evidence that can assist the police investigation; and later make a comprehensive statement concerning the interview and the investigative notes taken, and file the notes under Part A in the case docket (Jobela, 2019; National Instruction 3/2008 Sexual Offences, 2008)

The police officer must avoid unnecessary or uncomfortable questions about the intimate details of the alleged sexual offence at this stage. Since a victim is often worried that everyone will know the intimate facts of the case, the member must explain to the victim that the exact details of the incident will only be disclosed to the necessary actors and that it will not be necessary for intimate details to be told repeatedly as this may lead to re-victimisation. It is vital that the first officer on the scene safeguard the crime scene. The police must take note that in most sexual offence cases, there are three basic crime scenes, namely the body of the victim, the body of the suspect, and the place the crime occurred, including, where applicable, the vehicle or vessel at or in which the incident took place and to where the victim and offender may have moved. Substantial evidence relating to the case will often be on the victim's person and at the crime scene (Mmamabolo et al., 2020; National Instruction 3/2008 Sexual Offences, 2008).

Given the current situation in the SAPS CSCs, the police from the CSC are frequently the first responders in child sexual abuse or any reported case. Although CSC officers are trained SAPS members, handling victims of sexual abuse, particularly child sexual abuse, requires specialised training in the context of investigating CSA cases. SAPS has a dedicated officer from the FCS Unit on standby, but this is insufficient.

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Due to the sensitivity of child sexual abuse cases, SAPS must place officers in the CSC who have undergone FCS training. Cases of child sexual abuse should also be reported directly to the FCS Unit or TCC. To avoid re-taking the child's statement, the first responder who obtains the statement must be trained to obtain a detailed statement from child victims of sexual abuse. In the absence of a one-stop centre, all actors dealing with child sexual abuse should be situated in a central place rather than the victims having to move from one location to another.

3.4.3. The role of the investigating officer

The investigating officer is responsible for conducting a thorough and professional investigation in every case. The investigating officer must take charge of the investigation immediately after being informed that they have been designated a sexual offence case. If they cannot attend to the investigation immediately, they must instruct a member attending to the victim and the crime scene to inform the victim of the procedures they must undergo and explain the role of the investigating officer in

assisting the victim. The investigating officer must ensure the victim's safety if the victim is a child. This includes determining whether the child requires care and protection and, if so, taking appropriate steps to ensure their safety and protection. The investigating officer must also obtain information from the victim (National Instruction 3/2008 Sexual Offences, 2008; Voss et al., 2017).

Weber (2014) reports that when a sexual offence is committed, the victim suffers severe trauma. It is difficult to think of another crime in which a victim's bodily and psychological integrity, privacy, and dignity are violated more severely than when a sexual offence is committed. Furthermore, a sexual offence affects not only the victim but also their family and personal life. As a result, officers must assist victims in any way possible to lessen the trauma. The South African Police Service provides professional services to victims in investigating such offences and will assist victims in this regard.

The investigating officer should initially interview the victim for a statement outlining what transpired (this is only a preliminary statement). The victim's choice of a witness may be present, but the investigative officer must take the statement privately. Once the victim has fully recovered from the incident, the investigating officer must get the victim's detailed statement (depending on circumstances, ideally within 24–36 hours). This is so that the victim can provide a complete statement once the severity of the trauma they have endured has subsided and the relationship with the investigating officer has improved (Mmamabolo et al., 2020; National Instruction 3/2008 Sexual Offences, 2008).

Weber (2014) further indicates that the investigating officer must keep the victim updated on any changes in the investigation and explain the court procedure and what to expect in court to prepare the victim for the court hearing. Additionally, the investigation log must include all interactions between the investigating officer and the victim, including the date, time, and location of each interaction and whether it occurred in person, over the phone, or in writing. The victim must also be given the investigating officer's contact information and urged to contact them and provide a statement about the crime (National Instruction 3/2008 Sexual Offences, 2008).

The researcher believes that when investigating child sexual abuse cases, the investigating officer should do so in a welcoming or child-friendly environment. When conducting investigations in these cases, professionalism should always take precedence. The multidisciplinary approach should also be implemented so that all actors can obtain detailed information from the child victim, which may also help to avoid conducting several different interviews in various locations by different actors.

3.4.4. Medical examination of the victim by forensic nurse/doctor

The purpose of medically examining the victim is to establish any bodily evidence relating to the alleged sexual offence and to ascertain the mental and emotional state of the victim. The possibility of obtaining evidence at any given point can never be discounted. The National Instruction 3/2008 Sexual Offences (2008) indicates that a medical examination is vital in investigating child sexual abuse. Blevins and Belvins (2023) also emphasise the importance of presenting medical evidence in child sexual abuse cases, showing that how the evidence is presented is essential to ensure that justice is served.



The physical examination of child sexual abuse victims is critical when investigating child sexual abuse cases in South Africa. While Kotzé and Brits (2019) examine the medico-legal importance of a history of CSA, healthcare professionals must consider a child who may have been sexually abused. However, the physical examination should not be used as evidence before filing criminal accusations. As a result, healthcare practitioners must collect and document the history of abuse with the same care as the clinical examination. A medical examination follows a predetermined methodology, regardless of the history. Elsewhere, Madrid (2019) conducted a study on child abuse in Manila, the Philippines, confirming that because children rarely confess sexual assault promptly, evidence such as sperm is unusual. However, there are additional reasons why tests of sexually assaulted children do not yield physical evidence of the perpetrator for use in court; after a rape or sexual assault, a victim's first reaction is to bathe, washing away all traces of the event, including evidence such as ejaculation. Urinating and defecating will also remove traces of blood and other suspect fluids from the child's body.

Even if the sexual offence was reported up to 72 hours after it had already occurred, the victim must be taken for a medical examination as quickly as possible. If there are

allegations of drug or alcohol use, whether voluntary or not, by either the victim or the alleged offender, the victim must be taken in for a medical examination, and the healthcare provider must obtain blood and urine samples from the victim, even if the victim has already washed, destroying evidence in the process. If possible, these samples should be obtained within 24 hours of the offence (National Instruction 3/2008 Sexual Offences, 2008).

The findings of Madrid (2019) in Manila, Philippines confirms that the increased reporting of STDs in children generally correlates with the increased occurrence of child sexual abuse. While the non-sexual transmission of STDs is reported in adults, sexual abuse must be suspected when it is reported in children. While children who have been sexually abused may develop an STD, the absence of an STD does not rule out sexual abuse.

It is expected that the investigating officer inform the victim of the need for HIV testing and PEP. The investigating officer must also inform the victim about the purpose of obtaining samples from them, why they must complete forms (SAPS 308 and J88), and what processes they must follow. The investigating officer must also inform the victim that they may request the return of all articles seized as evidence after the conclusion of the criminal case (there is a possibility that the forensic process may damage the articles). Furthermore, the investigating officer must also inform the victim that they will be allowed to wash or bathe once the medical examination is completed and that a healthcare professional will be available to answer questions relating to medical treatment or services available if the victim needs further treatment. The healthcare professional should also refer the victim to a public health establishment (National Instruction 3/2008 Sexual Offences, 2008).

The medical examinations following child sexual abuse not only assist the court in concluding these cases without difficulty but also help reduce the risk of sexually transmitted diseases or the spread of infection. It is critical to have these services available 24 hours a day because victims of sexual abuse are not allowed to bathe until the evidence has been collected.

The Department of Health plays a vital role in providing primary health care services during the investigation of child sexual abuse. According to Rahnavardi et al. (2022),

healthcare providers play an essential role in providing early access to care services to child and adolescent sexual abuse victims. These victims require immediate and effective medical, psychological, and legal assistance. If a girl has reached menarche or is of reproductive age, she is at risk of having an unwanted pregnancy. Furthermore, Goldstein, Purtle and Suder (2020) note that emergency department professionals must provide immediate medical care, including testing and treatment for sexually transmitted infections, prophylaxis for potential HIV exposure, and emergency contraception for children who have been sexually abused. Das (2017) confirms that formal institutional care settings, such as public hospitals, are significant because they are frequently the first point of contact for CSA victims and their guardians seeking health care.

A forensic nurse provides promotive, preventative, curative, and rehabilitative health services to individuals, families, and communities in collaboration with the legal system. In addition, the forensic nurse will collaborate and work with related professionals and will give an accurate medico-legal interpretation of findings, order diagnostic tests and procedures in line with the Forensic Nursing: Scope and Standards of Practice, organise, synthesise, analyse and interpret data from different sources to arrive at a nursing diagnosis and determine a care plan. The forensic nurse also assesses, measures, and describes wounds accurately, obtains consent for collecting forensic evidence, observes and complies with specific time frames for collecting and preserving evidence, and provides medication (South African Nursing Council, 2014).

Forensic nursing involves applying the nursing process to public or legal proceedings (Abdool, 2006). It is the application of the forensic aspects of health care to the scientific investigation of trauma. Forensic nursing relates to the knowledge, skills, and practices of nurses in emergency departments who collect and preserve forensic evidence. This includes nurses registered and enrolled with the South African Nursing Council (SANC) (Abdool, 2006).

The forensic nurse in CSA cases provides specialist services and personnel and further provides post-exposure prophylaxis (PEP) to victims of sexual offences. Dedicated health facilities such as clinical forensic medicine centres (CFM) provide medico-legal services (including HIV and AIDS testing). Sometimes, the Department

of Health provides referrals to appropriate psychosocial services, such as clinical psychologists and social workers. Trained medical and health practitioners also provide annual training reports to parliament. All these quarterly and annual progress reports are submitted to the senior management of the Department of Health (Radebe, 2012).

The term 'forensic nursing' was officially coined in 1992 during the first national Sexual Assault Conference, which led to the founding of the International Association of Forensic Nurses (IAFN) (Nelson, 1998). Virginia Lynch is the pioneer of forensic nursing in the USA. Lynch did not invent it, but she gave it a name long before the IAFN. The American Nursing Association recognised forensic nursing as a speciality in 1995 (Abdool, 2006).

The forensic nurse in CSA cases explains how a medical examination will be conducted and what clothing might be taken for evidence. A consent form that allows the doctor to conduct the medical examination is offered. After the medical examination, the victim can use bath or shower facilities. The forensic nurse will arrange for a follow-up visit, treatment and medication for sexually transmitted infections (STIs), such as HIV and AIDS. The victim is offered transport home by an ambulance or the investigating officer. Arrangements are also made for the survivor to go to a place of safety, if necessary, while consultations are arranged with a special prosecutor before the case goes to court. Court preparation is conducted by a victim assistant officer, an explanation of the case's outcome is given, and regular updates on the trial process are provided by a case manager (Majokweni & Mafani, 2009).

The Department of Health plays an essential role in the investigation of child sexual abuse by providing primary health care services and ensuring that these victims are treated for any infections and diseases. As cases of child sexual abuse form part of contact crimes, the roles and functions of doctors and nurses are crucial in this regard.

3.4.5. South African Police Service: Forensic social work

Forensic social work (FSW) education and practice in South Africa is an emerging field adopted from the United States of America. There are currently guidelines (FSW standard operating procedures) prepared for South African forensic social workers to inform the assessment of children who are alleged to have been sexually abused. For

the protection of children in child sexual abuse cases, skilful forensic interviews must be conducted for the perpetrators to be convicted (Rapholo & Makhubele, 2019). The child is often interviewed in a clinical and non-child-friendly environment, contributing to a child's vulnerability as they are 'interrogated' in an environment where they are not in control (Schiller, 2017d).

According to Bull (2003), cited by Rapholo and Makhubele (2019), forensic social workers in South Africa who assess children alleged to be sexually abused use various interviewing techniques. Forensic interviews are aimed at eliciting complete and more accurate reports from the child victim to determine if they have been sexually abused or are at risk of abuse and, if so, by whom. These interviews are also aimed at gathering facts regarding the incident that is being investigated. FSW refers to a specialised field of social work practice characterised by the social worker's primary function of providing expert testimony in court. The forensic social worker acts as a neutral, independent fact-finder who tests multiple hypotheses using legally defensible techniques in court. The forensic social worker acts as an expert witness to assist the court in making a just and fair decision. The forensic social worker can explain inconsistencies in the child's statement and testimony. Forensic social workers expand their scope of practice by including statements taken from children and preparing child witnesses for court in their assessment process (Sitole, 2018b).




Sitole (2018b) emphasises the importance of SAPS appointing a forensic social worker to conduct forensic social work assessments for child sexual abuse victims. Furthermore, the SAPS annual report for 2017/2018 reveals that 5,312 cases were referred to forensic social workers, with 5,793 children being assessed. In South Africa, forensic social workers compiled 3,881 court reports for that period.

It is stated in the Forensic Social Work Manual (SOP) that social work services in the SAPS began with the establishment of FSW Services on 6 May 1997 and became operational in November 1997. The idea of a specialised FSW service for child sexual abuse cases arose after a research project that social work students from Potchefstroom University undertook. This research was conducted among public prosecutors, magistrates and Child Protection Unit (CPU) members in Johannesburg, Carletonville, Klerksdorp, Krugersdorp, Potchefstroom, Vanderbijlpark and Vereeniging in 1995. In May 1996, Social Work Services in the SAPS conducted a

comprehensive follow-up study among the CPUs, revealing a need for direct social work involvement in investigating child sexual abuse cases. Research into FSW was informed by the following: A reluctance among social workers in the community to work after hours; social workers who practise forensic social work would more readily become part of the FCS Unit; the presence of an internal social worker would improve the quality of the FCS Unit's services; and a social worker would expedite the FCS Unit's investigations. Based on the research conducted among the CPUs and various discussions in the SAPS, a final decision was taken on 2 May 1997 to introduce an FSW service. The FSW service resided under the Employee Health and Wellness (EHW) Division until 2012, when they were moved to the Detective Service Division under the FCS Unit (Strauss et al., 2016b).

FSW aims to conduct an investigation at the request of an investigating officer or public prosecutor and to assist the judicial system and the court in making a just and fair decision in child abuse cases by providing an expert opinion. Their objectives are the following:

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- Conduct a scientific investigation of the reported crime committed against the child by assessing the child with the use of specialised FSW knowledge, skills and methods.
 - Conduct forensic assessments and obtain a statement from the child victim/witness to provide a scientifically-based court report to assist in investigating crimes committed against children.
 - Provide a full forensic report, a competency report and a victim impact report, deliver expert testimony in court and develop and maintain the necessary expertise to enhance professionalism by conducting relevant research in the field of FSW through relevant training.
 - Implement FSW administration procedures as prescribed in the FCS National Instruction/FCS Policy.
 - Liaise/attend meetings with other departments, non-governmental institutions, and the relevant stakeholders to be aware of the latest developments in the field of FSW.

- Market the role of FSW to state prosecutors, investigating officers, detective commanders and all relevant actors (Strauss et al., 2016a).

The forensic evaluator is an impartial scientist who collects data from several sources. The forensic evaluator focuses on a single question; the evaluation process is designed to answer the question of relevance to the legal system. The forensic evaluation of child sexual abuse differs from the clinical evaluation in that more effort is invested in obtaining corroborating information from other sources, such as medical evaluations, school reports, primary interviews and collateral interviews with relevant persons (Strauss et al., 2016a). The role of an expert witness is similar to that of the forensic evaluator in that the expert witness acts as an impartial scientist who provides an objective professional opinion based on the appropriate evaluation methods. The forensic social worker's role is also as an expert witness to assist the court in making just and fair decisions (Strauss et al., 2016a).

The forensic social worker has to provide expert testimony or assessments based on the investigation of persons involved to the courts of law or legal authorities. FSW provides for the scientific investigation and assessment of an individual or individuals involved in a criminal case and the presentation of these assessments to a legal authority and a court of law; the SAPS is regarded as a legal authority. This type of testimony is directed at the main issue that is to be decided by the court. Within the role, the expert can rely on any data that would typically be relied on in clinical practice to formulate decisions. This data could include the child's developmental history, reports from collateral sources (teachers, doctors, and other professionals) and published literature. The expert can only provide information to the justice system based on probability rather than certainty, for example, that the child's behaviour and statements are consistent with the behaviour and statements of children who have been sexually abused (Strauss et al., 2016).

FSW is a specialised field that is more relevant in child sexual abuse investigations because it focuses on young victims. The forensic social worker should conduct interviews with child sexual abuse victims to conduct proper assessments and obtain detailed information about these cases. There are various reasons for referral in these cases, including disclosure, competency, assistance in obtaining a statement, and a

victim impact report, which is currently being transferred to social workers at the Department of Social Development in the case of the Eastern Cape.

3.4.6. Social Workers

Miller (2019) describes the role and function of social workers as providing assessments, diagnoses and psychotherapy to individuals, couples, families and groups. Liebling (2016), citing in the South African Children's Act, No. 38 of 2005, indicates that a designated social worker (who is registered according to the Social Service Professions Act, No. 110 of 1978, is in service of (a) the Department or Provincial Department of Social Development; or (b) a designated child protection organisation, rendering child protection services.

According to Justine Amadi et al. (2021), social workers play an essential societal role. In order to end child sexual abuse, social workers should work with children to assess social functioning challenges, process information in ways that improve their ability to discover solutions, develop skills to solve life challenges and build support for change. Social workers connect people with resources and services, an essential strategy in any change effort. Social workers advocate for optimal benefits, develop communication networks among organisations in the social service delivery network, establish access to resources, and connect people with services. Social workers should refer any child who is at risk of sexual abuse to a safer environment, such as either a private or public children's home.

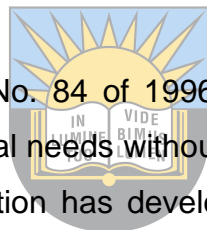
Social workers play an essential role in assisting physically and sexually abused children and must understand the nature of the problem, legal definitions of physical and sexual abuse, its incidence and prevalence, and its signs and symptoms. Furthermore, social workers have three major roles to play: identifying and reporting child abuse to agencies mandated to intervene; investigating and assessing children and families involved in child abuse; and providing physical and sexually abused children with evidence-based interventions, including case management and treatment (Faller, 2017).

In child sexual abuse investigations, social workers from the Department of Social Development and private social work services provide similar services. The social worker is responsible for ensuring that the case is handled at the agency where the

incident was reported, regardless of where the child lives. Assessments, interventions, advocacy, and therapeutic services are all provided by social workers. The assessment for a victim impact report would be conducted at the last stages of the investigation process, especially when the court is preparing for the sentencing of the case. However, counselling services are always offered during the investigation until the child has healed.

3.4.7. Department of Education

Regarding the significance of teachers in preventing child sexual abuse, educators play a crucial role in school-based prevention. They not only teach children about sexual abuse and self-protection but also observe children's behaviour, spot abuse signs, report them, and support the students. Despite being essential to CSA prevention education, teachers' participation is restricted to several circumstances, such as teaching and development and reporting any suspicion of CSA (Kim et al., 2019).



The South African Schools Act, No. 84 of 1996, requires public schools to admit students and meet their educational needs without unfair discrimination (Brock et al., 2014). The Department of Education has developed a protocol for managing and reporting. In schools, there is sexual abuse and harassment. Schools should be exciting places for children to realise their potential; however, the high prevalence of violence, particularly sexual abuse and harassment, has made going to school a terrifying experience for many affected children (Mweli, 2019). According to Gulbrandson (2019), educators often know several children who have been or are currently being abused. One of the many reasons why children find it challenging to discuss abuse is fear. If relatives or family members abuse a child, the child may be reluctant to report the abuse to a parent or another adult at home and, therefore, may turn to their teacher for assistance.

The reporting process is outlined as follows: In the case of a learner being the victim of sexual abuse or harassment, the following actors are required to be notified: The principal must inform the parents/guardians of the learner victim (if not the alleged perpetrators) and of the learner perpetrator (of the case), if not available, a member of the school management team (SMT) takes on the role *in loco parentis*. The principal must inform the grade head if the alleged perpetrator is a learner. The school-based

support team (SBST), circuit manager, Department of Social Development (DSD), and school governing body (SGB) chairperson must also be informed, and the principal must report the matter to the SAPS and contact the nearest TCC (Mweli, 2019).

Stearns (2021) confirms that educators play a critical role in recognising child abuse that may go unreported or a child in danger. Educators are mandated to report suspected child abuse, which means they have a legal obligation to report any suspicion of maltreatment. Suppose an educator suspects that a child in their class is being abused. In that case, they should speak with their school's principal or guidance counsellor, who will know what steps to take in the particular community or locality.

In reporting sexual abuse cases, the following should be observed. If a victim is younger than 18, the principal or SMT member must report the matter to the police on the victim's behalf. Victims who are older than 18 can report the case to the police without an adult. The victim can lay a charge if they are older than 18, and if unsure whether or not to press charges, they can still make a statement to the police. The victim (or principal, if reporting the case on the victim's behalf) should make sure they write down the name and phone numbers of the investigating officer and request the case number as well as a summary of the reported incident. Suppose the victim (or principal reporting the case on the victim's behalf) is unsatisfied with the treatment received by the SAPS. In that case, a complaint can be submitted to the station commander where the incident was reported. If the station commander does not respond appropriately or to the victim's (or principal's) satisfaction, a report can be made to the SAPS cluster commander (Mweli, 2019).

According to the researcher's view, educators are the primary caregivers with the ability to detect child sexual abuse at an early stage. Educators also spend more time with children, which allows them to become familiar with their children's behaviours and to notice behavioural changes. Even if child sexual abuse occurs at home, however, these children trust educators (Gulbrandson, 2019).

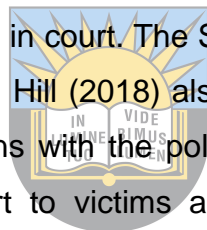
3.4.8. The National Prosecuting Authority

According to Maphutuma (2016), the constitution provides the primary mandate of the NPA, which gives it the authority to initiate criminal proceedings on behalf of the State and authorises it to conduct any other necessary functions to initiate criminal

proceedings. The National Prosecuting Authority Act, No. 32 of 1998, addresses issues concerning the prosecuting authority (such as its structure, powers, and functions).

Langston (2021) indicates that the prosecutor's role is to represent the State in criminal proceedings to protect the community. The presumptive goal is to get the alleged offender convicted if guilty. The prosecutor will decide how the case is handled and whether or not charges are filed and oversee the case's progression through the criminal justice system.

Williams et al. (2022) note that a victim's reluctance to proceed significantly contributes to cases not progressing from investigation to prosecution and that, in informal conversations, prosecutors express opposing views on the benefits of children testifying in court. However, Ernberg et al. (2016) state that prosecutors provide support to the victims of child sexual abuse and discuss factors that they feel would make a child appear more credible in court. The Supreme Court criteria are criticised for not considering the child's age. Hill (2018) also confirms that prosecutors should raise this issue in case discussions with the police and other relevant agencies to provide the best possible support to victims and witnesses. Where appropriate, parents and guardians should know what is expected and what support is available.



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Ernberg et al. (2020a) further discuss that the prosecutor is essential in investigating child-related criminal cases. When an alleged CSA case is reported to the police, it is immediately turned over to a prosecutor, who decides whether to institute a criminal investigation and prosecute the case. During a criminal investigation, the prosecutor collaborates with the police and, in some cases, Child Protection Services. The police are in charge of interviewing the alleged victim, suspect, and witnesses, among other things, under the prosecutor's supervision. Prosecutors are not only crucial players in CSA investigations, but they also decide which cases are tried in court.

Furthermore, the Sexual Offences and Community Affairs Unit (SOCA) of the Office of the National Director of Public Prosecutions has established clear guidelines for prosecutors in sexual assault cases. Guidelines for all parties involved in sexual assault cases, including victims, have been established and are constantly updated.

SOCA Unit has recently been in discussions with SAPS about updating SOCA's policies.

The prosecutor's role is critical during the investigation of child sexual abuse because its function is to guide the child sexual abuse investigation team. Prosecutors are also the cornerstone of child sexual abuse investigations, ensuring that legal perspectives are followed and justice is served without fear or favour.

3.4.9. Department of Justice and Constitutional Development

Kambula and Madonsela (2017) have shown that the Department of Justice has worked with Parliament to create a legal framework that encourages compliance with international and regional obligations against gender-based violence, including sexual violence. Justice and constitutional development have resulted in the establishment of sexual offences courts, which seek to strengthen the establishment of a victim-centric justice system, particularly for victims of sexual violence.

Lamola (2020) explains that the roles and functions of the justice system are to identify service delivery bottlenecks in the identified courts and develop guidelines to address those bottlenecks, discuss the implementation of the National Policy Framework on Management of Sexual Offences on Handling Victims/Survivors of Sexual Offences, and develop guidelines for the handling of maintenance and domestic violence cases; discuss the protection of constitutional rights, because rights must be recognised for them to be authentic; provide magistrates with knowledge on how to strengthen the lower court judiciary; provide a forum for the judiciary to discuss issues of judicial independence, ethics, judicial accountability, and minimum standards for judicial officers; and encourage members of the judiciary to assume leadership in courts in order to protect women and children.

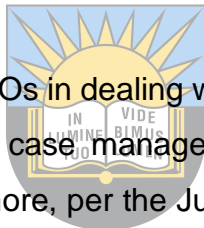
The Department of Justice is at the tail end of child sexual abuse investigations. Furthermore, the department provides overall guidance and the final decision in all roles that deal with cases of child sexual abuse.

The main issue that prompted this study was the delay in the investigation of child sexual abuse cases. However, Iqbal and Supriyatna (2020) posit that the justice

principle is a simple, quick, and low-cost method to realise an efficient court administration system, particularly in segmenting justice in bureaucratic services.

3.4.10. Non-Governmental Organisations (NGOs)

For this study, applicable non-governmental organisations were considered in terms of their responsibilities and functions during the child sexual abuse investigation process, with a focus on therapeutic services, such as counselling victims of sexual abuse. Khera (2017) notes that child sexual abuse impacts many psychological, physiological, and social levels and may lead to sleep and eating disturbances, anxiety, lack of trust, regressive behaviour patterns, and even suicidal tendencies, which can all have a psychological impact. NGOs can take steps to detect behavioural changes and develop intervention mechanisms initiated by NGOs that work with children, either directly or indirectly. These NGOs have an essential role in child protection as they have instrumental mechanisms that can be deployed to protect children.



Das (2017) confirms the role of NGOs in dealing with CSA and that most NGOs use a holistic strategic plan in terms of case management and prevention efforts when dealing with these cases. Furthermore, per the Juvenile Justice (Care and Protection of Children) Act of 2015, registered NGOs can conduct a home investigation report on behalf of CSA victims and provide them shelter and support. NGOs were initially formed to fill gaps in government provision for essential service delivery. The roles of institutional care settings, such as NGOs, are essential because victims of child sexual abuse must often be removed from their homes and placed in alternative care or a safe place.

Various theorists agree and have similarities regarding the roles and functions of NGOs. According to Soken-Huberty (2020), many NGOs, particularly advocacy organisations, focus on exposing human rights violations and holding perpetrators accountable. The most influential NGOs should serve as a link between grassroots activists and smaller organisations with limited power. NGOs can assist in addressing the underlying causes of humanitarian and social justice issues.

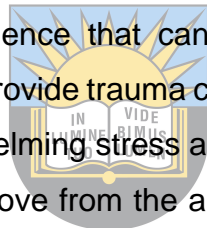
South Africa has several NGOs; however, only a few provide counselling and therapeutic services to victims and survivors of child sexual abuse to facilitate the

healing process. Child Welfare South Africa is an NGO focusing on child protection, childcare, and family development. Various kinds of child abuse can also be reported to them. People Opposed to Women Abuse (POWA) offers face-to-face and in-person counselling. Childline South Africa assists abused children and their families and addresses physical and sexual abuse (Matshediso et al., 2018).

3.4.11. Private Psychologist

According to Chamarette (2021), psychologists are responsible for explaining to clients the extent and impact of CSA and the importance of prevention and treatment. Psychologists recognise that because CSA is the root cause of so many problems in life, treating it can help prevent suicide, relationship problems, and mental illness, which is beneficial to the entire community. Psychologists provide hope for healing for CSA victims and expand programmes that protect those at risk.

Edoh-Torgah and Matafwala (2021) discuss and confirm that child sexual abuse is recognised as a traumatic experience that can have several adverse effects on victims. Therefore, psychologists provide trauma counselling geared towards assisting victims to recover from the overwhelming stress and to function productively, allowing these traumatised individuals to move from the inability to disclose and be believed to be provided help that empowers and strengthens.



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Tanwar (2019) indicates that a child's sexual abuse (CSA) could have various consequences in adulthood, while some adult survivors may have few mental health problems. Due to the urgent need, psychological treatment must be included from the first hour of this traumatic event, beginning with psychological first aid (PFA), to deal with problems affecting children's mental health. Early intervention is critical for sexually abused children because the level of distress immediately following the incident is strongly associated with future pathologies and post-traumatic stress disorder (PTSD). Psychologists also offer group therapy, which can be very effective in assisting survivors to focus on the present while sharing their experiences with others.

Some of the roles played by psychologists for child sexual abuse victims are critical and point out that the dual treatment that concurrently combines Hyperbaric oxygen therapy and psychotherapy was the first to address both the brain areas suffering from

metabolic dysfunction and the clinical psychological symptoms that CSA survivors exhibit (Lev-Wiesel et al., 2018).

3.5. CONCLUSION

The communication among the actors during the CSA investigation was indicated as a negative contributing factor in dealing with CSA cases. Communication is a cornerstone in every sphere of life, particularly during the investigation of CSA, as dealing with these cases requires the utmost sensitivity. Reviewing the current investigation process in South Africa and how these actors communicate reveals a need for effective coordination and organised investigation to attend effectively to the CSA cases. The following chapter outlines the theoretical frameworks used to develop an innovative strategy to address child sexual abuse investigations in the Eastern Cape Province of South Africa.



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CHAPTER FOUR: THEORETICAL FRAMEWORK

4.1. INTRODUCTION

To understand the root causes and challenges that delay the child sexual abuse investigation process, the systems theory, specifically the ecosystem theory, was used to aid in unravelling the research problem in this study. After providing an overview of the study, this chapter focuses on the theoretical framework that underpinned the analysis of the process of investigating child sexual abuse allegations. It is a process that involves many actors, structures, power relations and, at the centre, the victim of the child abuse.

The ecosystem theory was used to determine the available resources and whether a support system exists within the environment of a child sexual abuse investigation. A support system speeds up the investigation process and assists in avoiding any possibility of re-victimisation. The support system assists the investigation process in that it provides a framework for understanding the process of investigating child sexual abuse cases and assists professionals in dealing with these investigations effectively. In most disciplines, including the social sciences, the ecosystem theory provides a meaningful framework to explain interrelationships among the constructs under investigation. It provides insights leading to discovering new relationships; hence, the argument that there is "nothing more practical than a good theory" has guided and grounded many studies. Theoretical models help provide researchers with a common scientific language guiding empirical studies in such a way as to allow findings from different studies to be evaluated with a common rubric (Rule & John-Langba, 2017).

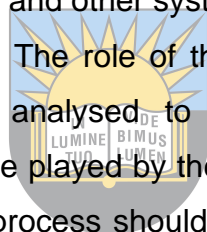
In light of the preceding discussions, a theoretical framework would assist with analysing issues on different levels of child sexual abuse investigation and connect the actors in the process. Understanding the link between the different actors provides a better comprehension of what influences the development of investigation processes and interventions, indicating what these actors try to achieve (Bergman, 2008).

4.2. SYSTEMS THEORY

The systems theory is a holistic theory based on the fundamental premise that the whole is greater than the sum of its parts (Anfara & Mertz, 2006). According to Muridzo et al. (2018b), the systems approach further emphasises that individuals exist within

a social context. So, to best understand the consequences of a phenomenon such as CSA, the effects must be examined in context and at multiple levels. Understanding the phenomena of CSA should, therefore, be limited by the context of consequences within various ecological systems (Chitereka, 2012; Muridzo et al., 2018b). Bronfenbrenner (1979) proposes five systems that comprise the ecological system: the microsystem, mesosystem, exosystem, macrosystem, and chronosystem. In keeping with ecological philosophy, the impacts of CSA are layered based on how they affect many natural systems.

Systems theory was mainly developed in response to the requirement for various disciplines to analyse the complex interactive situations in which various systems are dynamic systems consisting of more minor elements or subsystems and larger supersystems that impinge upon an individual's life (Shaffer & Kipp, 2009). In this context, the forensic investigation process of child sexual abuse is viewed as the result of an interaction among individuals and other systems in which these individuals may or may not be active participants. The role of these systems in shaping individual behaviour was scrutinised and analysed to ensure an adaptive process of reorganisation and growth. The role played by the environment in these child sexual abuse cases in the development process should equally be given attention (Garfat, 2003).



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This theory considers an individual as an organism and a member of society and immediately recognises the interaction between the individual and their situation or environment (Coulshed & Orme, 2006). When applying systems theory to the child sexual abuse investigation process, the interaction between actors and their processes, as well as how these interactions affect the child victims, influences whether individual professionals develop positively or negatively (Benson & Pittman, 2001). Ecosystems theorists argue that while examining sexually abused children, practitioners should consider the family and the environmental systems in which they interact. Viewing sexually abused children and their unwillingness to reveal abuse in isolation from their family and surroundings ignores the impact of their home environment on their perception of self and others' effect on their behavior (Rapholo & Makhubele, 2018).

The effort to change the investigation process will consequently be not only directed at victims of child sexual abuse themselves but also directed at the system in which these victims are caught up.

In this context, systems theory also considers victims of sexual abuse as components of various systems that are dynamically linked to the environment in which they exist (Anfara & Mertz, 2006). As victims, they have an impact on these systems, and the systems also impact them. Efforts to effect change should, therefore, be directed towards the systems in which these victims are caught up and also toward victims of child sexual abuse themselves. It is essential to understand victims of child sexual abuse, and the various types of systems that may influence or re-victimise them should equally be studied and understood (Davies, 2004).

4.2.1. Evolution and history of the ecological system theory

According to Pardeck (1988), systems in social work are recognised by Mary Richmond as an essential element of the human social functioning environment. As a result, in social work, theorists emphasise the importance of a person's environmental perspective and social work knowledge, which is based on tradition. Pardeck (1988) further notes that writers like Germaine (1973) and Hartman (1976) recognised and developed the groundwork for the ecological approach currently being promoted in the field of social work. The ecological approach that has emerged from the early works of Germaine (1973) and others (Barker, 1973; Grinnell, 1973; Hartman, 1976) offers a rich theoretical base which practitioners can translate into effective social work practice. Even though these writers made several significant gains and early contributions to the ecological theoretical approach, there are several limitations. In particular, they needed to clearly define procedures for implementing the ecological approach in assessing and treating people's problems. Furthermore, it seems that the emergence of this theory was not adequately conceptualised; in addition, the limitations were similar to those found with the social system theory perspective (Pardeck, 1988).

Ahmed et al. (2017) state that although the 'person-in-environment' perspective has guided social work for almost a century, there has been a historical tension between micro practice with individuals and macro practice with the environment. Social

workers only sometimes attend both areas, often paying more attention to individual interventions and modelling practices.

A social worker can currently advance from different levels, such as macro and micro-interventions of social treatment, using strategies from the ecological approach. The ecological approach assists the social worker in impacting a client's system through policy and planning activities, psychotherapy, and other micro-level approaches. Therefore, when working with a client's system using the ecological approach, both direct and indirect practice, a congruent practice orientation can be created by combining intervention strategies (Pardeck, 1988).

Within the scope of ecological systems, a system must first be defined. According to Von Bertalanffy (1968), cited by Drack (2015) as one of the founders of systems theory, a system is a collection of interconnected elements. Another way to think of a system is as a collection of independent, interacting, and interconnected pieces (Ambrosino et al., 2012). The actors can be considered a system comprising several persons interacting with and dependent upon one another.

An ecological model of human development has also been helpful to social work in that it clarifies the various social systems in which a person lives as a series of concentric circles: the microsystem, mesosystem, exosystem, and macrosystem. The microsystem comprises family, peers, neighbours, classmates, and other individuals and institutions with which the person regularly interacts. The mesosystem represents the relationships between components in the microsystem, such as the interaction between a child's parents and their school, which influences the child (Ahmed et al., 2017; Bronfenbrenner, 1979).

Child sexual abuse is a phenomenon that does not only involve the child victim. Often, the child sexual abuse investigation process involves different systems. In South Africa, the following systems form part of the investigation process: the South African Police Service, the National Prosecuting Authority, the Department of Health, the Department of Social Development, the Department of Education, non-governmental organisations, psychologists, and the family of the child or other individual within the broader community system. When considering the phenomenon of sexual abuse, it is crucial that professionals also contemplate and understand each system. By

incorporating the various systems in understanding child sexual abuse, professionals avoid a simplistic, one-sided understanding of a multifaceted and complex phenomenon.

The ecological framework has given rise to six distinct professional roles. Many authors identify these roles as essential to advanced generalist practice. These six professional roles enable the practitioner to effectively work with five basic systems: individual, family, small group, organisation, and community (Pardeck, 1988, p. 135).

The five professional roles include the following:

- **Conferee:** This role is derived from the idea of a conference and concentrates on the actions taken when the practitioner acts as the client's primary resource for problem-solving guidance.
- **Enabler:** This role concentrates on actions taken by the practitioner when they structure, arrange and manipulate events, interactions, and environmental variables to facilitate and enhance system functioning.
- **Broker:** This role refers to the actions taken by the practitioner when the objective is to provide the consumer with goods and services or to regulate the quality of those goods and services. According to Chibaya (2022), as cited in (Hoffman & Sallee, 1994), social workers deal with broader social issues relating to social justice and attaining human rights for vulnerable populations. Social workers must act as brokers and recommend individuals to various resource systems, including public legal services, health care, child welfare, mental health, geriatric care, and family counselling (Hepworth et al., 2013).
- **Mediator:** The actions taken when the practitioner wants to reconcile conflicting or divergent points of view and bring the participants together in a single voice are the focus of the mediator role.
- **Facilitator:** The role of a facilitator is equally important as the social worker. , in the context of this specific study, a facilitator has significant implications for the investigation process. A facilitator can be considered a person who helps a group work together effectively through meticulous planning, steering them to understand and

attain their common objectives (Chibaya, 2022; Potgieter, 1998). The social worker can also be a facilitator for the families or groups by linking them to NGOs and other government agencies for psychosocial support.

- Advocate: The advocate role refers to the practitioner's actions when securing resources or services on behalf of a client in the face of apparent resistance or when creating resources or services where they are insufficient or non-existent. The word 'advocate' in the context of social work is borrowed from the legal profession (Compton & Galaway, 1994; Hepworth et al., 2013).

The role of different actors could, therefore, be to ensure that both structures and practices respond to the child sexual abuse investigations with the systems mentioned below in order to review the effectiveness of different investigation processes (Pardeck, 1988).

4.3. BRONFENBRENNER'S ECOLOGICAL SYSTEMS

An ecological systems perspective aids in understanding the occurrence of sexual abuse when considering the larger ecological systems framework and underlying principles. The ecological systems approach developed by Bronfenbrenner considers the larger ecological context while also emphasising the person's importance as a highly valued system within the larger context (Ambrosino et al., 2012, p. 55).

Bronfenbrenner's theory, from an ecology to a bioecological theory, is divided into three phases. The Ecology of Human Development, published in 1979, resulted from Phase 1 (1973–1979). Changes to the theory occurred almost immediately in Phase 2 (1980–1993), with a more significant focus on developmental processes and a higher emphasis on the role of the individual, and Phase 3 (1993–2006) saw the definition and centralisation of proximal processes in the framework of bioecological theory. The process-person-context-time (PPCT) model was presented as the theory's suitable research protocol in 1998. The central aspects of this theory phase are the proximal process, personal characteristics, context and time (historical and current). These explanations of the development of this theory set the stage for resistance against academics who consider the theory to be simply dealing with the influence of context on children's development (Rosa & Tudge, 2013). The PPCT model's four parts work harmoniously and depend on one another. Nonetheless, these components

must be examined separately for heuristic and organisational reasons before briefly discussing their interaction and synergy (Navarro et al., 2022). Explaining these four concepts before they can be succinctly comprehended regarding the study issue is necessary.

Proximal processes are progressively complex, reciprocal interactions between a developing individual and other people, objects and symbols in their immediate environment. Proximal processes must also occur frequently for an extended time to be efficacious. Bronfenbrenner almost exclusively wrote about proximal processes involving positive interactions (Navarro et al., 2022). The proximal process, which refers to the reciprocal interactions between the families and actors involved in the investigation of child sexual abuse cases, was vital to this study because it represents the settings in which attitudes on child sexual abuse investigations and communication among actors are created.

Person characteristics are attributes that appear twice in the PPCT model: once as an output (as a result of the synergistic interactions between person, context, and proximal processes across time) and once as an input (as an antecedent of proximal processes). Nonetheless, the growing person or people of interest must be recognised before selecting the person characteristics within the research design since this forms the theoretical and empirical basis for selecting characteristics as the input and output of the PPCT model (Navarro et al., 2022).

Context was a fundamental component of Bronfenbrenner's theory and model, and it has remained so throughout the development of ecological (and later bioecological) theory. El Zaatari and Maalouf (2022) and Rosa and Tudge (2013) cite these concepts as helpful sources of further data regarding exo-, meso-, macro-, and microsystemic impacts. The macrosystem was present during the initial two stages of theory development.

Time is the fourth element in the PPCT model, which Bronfenbrenner defined as having three types: micro, meso, and macro. "Continuity versus discontinuity in ongoing episodes of proximal process" is the definition of macro time, indicating the level of attention participants pay to the episode. Regarding the term "mesotime," Bronfenbrenner and Morris (2006) describe how frequently a developing person

participates in a proximal process over several days, weeks, and years. According to the definition, "to be effective, the interaction must occur on a fairly regular basis over extended periods of time" (Navarro et al., 2022, p. 237). An interaction must occur in both microtime and mesotime.

According to Navarro et al. (2022), the four components of the PPCT model work together and are interconnected. Bronfenbrenner used the definition of synergy from Webster's Dictionary, which states that the coordinated activity of distinct agents results in a total effect more significant than the sum of two or more effects when taken separately. According to Bronfenbrenner and Morris (2006), it is not possible to operationalise synergy through linear regressions, which separate each variable's independent contribution from the overall statistical variance. These techniques make it difficult to see how process, person, context, and time work together.

According to Ahmed et al. (2017), an ecosystem approach to social work ensures a better fit between clients and their environments, aiming for improved quality of these journals of religion and spirituality in social work: social thought transactions so that growth and adaptive potential are released. Environments are more responsive to people's needs and goals.



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Bronfenbrenner's ecological systems theory states that every environment contains risky and protective elements that may present opportunities or threats to each individual's healthy functioning (Ambrosino et al., 2012, p. 55).

Bronfenbrenner's ecological systems approach helps understand the effect of sexual abuse on the child. It provides an interactive model that includes all the systems in which children function and the interaction between the various systems. Professionals need a theoretical framework that enhances their understanding of the child-in-environment interactions that the ecological systems framework provides (Friedman & Allen, 2011). The ecosystem is the most utilised word receiver to the study as it covers the interactions between the different actors in child sexual abuse investigations.

A client can operate in more than one ecology; the client's ecosystem results from these ecologies' interactions and conglomerations. A client's ecosystem, for example,

consists of the self, family, neighbourhood, and the entire community. Conceptualising the client's relationship to the environment is a familiar idea in social work. The concept of the ecosystem is powerful because the client's social functioning is intertwined with the environment, and the client is an inextricably linked part of the ecological system (Hobbs, 1980). As a result, the client's ecosystem includes many overlapping systems, such as the family, the workplace, and the community, as well as other critical subsystems unique to each client (Pardeck, 1988).

4.3.1. Microsystem

The microsystem, which includes the individual and everyone involved in the individual's daily functioning, is referred to as the system's core. The individual's qualities and psychosocial and intellectual functioning are also considered at this level (Bronfenbrenner, 1979; Karakurt & Silver, 2014). In this study, the microsystem refers to the connections and surroundings in a child's immediate environment. In addition, it encompasses all the actors involved in investigating child sexual abuse cases, including family, friends and classmates.



4.3.2. Mesosystem

The mesosystem is the level following the microsystem level and regards the interaction between two microsystems of which the person is a part. A child who participates in the previously described microsystems of family, education, health, SAPS, social development, psychologists, and NGOs establishes the link between these microsystems, forming a mesosystem between these two microsystems (Ambrosino et al., 2012). The effects of macro-level impacts may not always be immediately evident in an individual, but they are constantly present in striking ways. The influences inside the mesosystem are frequently apparent (Shaffer & Kipp, 2014).

Furthermore, according to Schaie (2011), the mesosystem includes the primary contexts or environments where personal growth occurs. The Bronfenbrenner model views the family as the primary development environment since it immensely impacts childhood. However, the family and all other participants have made the mesosystem one of the aspects of the settings in the framework provided below.

4.3.3. Macrosystem

The macrosystem concerns variables that may not directly affect the child but may impact one or more systems, indirectly affecting the child. The macrosystem comprises norms, regulations, and standard operating procedures (SOPs) (Ambrosino et al., 2012). Newman and Newman (2020) confirm that while the macrosystem is not a physical entity, it does influence what occurs at the microsystem level. Culture, income, government policies, and laws are all part of it. The different actors have various operating policy standards even though they share the same vision of investigating child sexual abuse cases and protecting children.

4.3.4. Exosystem

Newman and Newman (2020) further discuss that exosystems are one or more settings in which the developing person is not actively engaged but is involved in activities that impact or influence events occurring in the developing person's setting. The exosystem concept contributes to the metaphor of nested systems. Conditions that affect one or more members of a person's significant relationship network can also affect the developing person. Influence can also be directed in the opposite direction. Something can happen at the microsystem level, cascading into settings where the person is absent.

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All of the structure's components are linked, and interaction occurs between system members and systems; each layer affects the others (Ambrosino et al., 2012). Similar to how a stone tossed into one part of a pond generates ripple effects, an event or the effect of an event in one system ripples out and influences the other systems. When one system interacts with and is dependent on the others, misuse in one system will significantly affect the others. In addition, because each system in the interaction impacts the other, the interactions between the systems are circular rather than linear (Friedman & Allen, 2011).

4.3.5. Chronosystem

The chronosystem collects all the factors, events, and circumstances that occur during an individual's lifetime and influence their psychosocial development, such as technology, the birth of siblings, war, and natural disasters. Technology has advanced throughout human history, causing revolutionary changes in human social, political, and economic systems (Drew, 2022).

Hayes et al. (2017) discuss and confirm that a fifth system, known as the 'chronosystem', was introduced later to acknowledge the impact of time and history on development. The chronosystem describes the impact of time on development and considers time from the individual's perspective and historical time; it is relevant to early childhood practitioners when, for example, transition concerns are addressed.

For this study, a chronosystem refers to the collection of all the factors, events, and circumstances that occur during an individual's lifetime and influence their psychosocial development; however, in this context, this would only give attention to the technological part. The investigation of child sexual abuse relies on physical evidence, requiring the involvement of forensic laboratories to process DNA. Therefore, the availability of these technologies in all spheres of child sexual abuse investigation may contribute positively to the investigation of these cases and how the different actors involved communicate using today's technological systems.

Time and history may be a hindrance or opportunity in undertaking the investigation effectively; currently, there is the involvement of physical evidence such as blood samples, hair and saliva, which is required to be obtained within a specific period; therefore, the inclusion of technology in the investigation of child sexual abuse cases could be effective.



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Delays in the investigation of child sexual abuse, which include several different interviews by multiple actors, can have severe consequences for the child's life. Downey and Crummy (2022) describe how the impacts of trauma history on a child and family include learning problems such as lower grades, more suspensions and expulsions, and increased demand for health and mental health services. Childhood trauma has been linked to the development of anxiety and depression later in life, and a history of abuse may be more easily identified as emotional in adulthood. For children, trauma destroys self-worth and self-identity since unstable connections in the early years can manifest as uncertainty and weak self-belief.

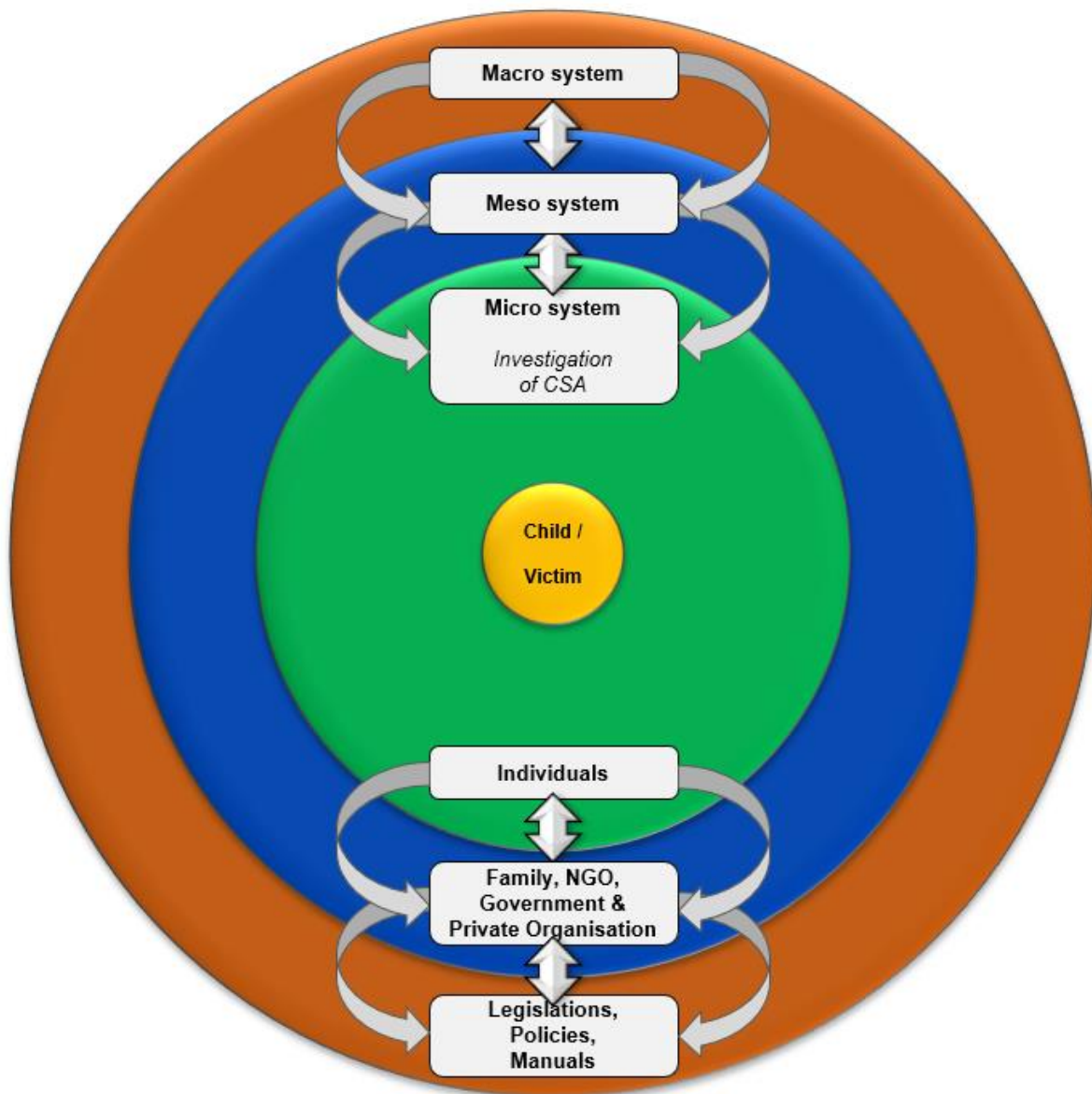


Figure 4.1 :Ecological systems Source: Adapted from Ambrosino et al. (2012, p. 55)

According to Bronfenbrenner (1979), the ecological environment is envisioned as a series of nested structures. The following section provides an outline of this, explaining the concept of Bronfenbrenner’s ecological systems approach.

The effects of child sexual abuse investigations on the child from an interactive ecological systems model perspective are shown in Figure 4.2.



Figure 4.2 Levels of the ecological system *Together in Excellence* Source: Adapted from Ambrosino et al. (2012, p. 55).

The figure 4.2 illustrates the relationships between microsystems and the victim of sexual abuse in a cycle. The microsystems all interact with the victim of sexual abuse at different times and places during the investigation process, which is linked in a proximal process. The illustration depicts bidirectional arrows pointing to all actors and the victim, illustrating the magnitude of all the time spent conducting different interviews in various environments, negatively impacting the child and delaying the investigation process.

4.4. APPLICATION OF THE ECOLOGICAL SYSTEMS THEORY IN THE STUDY

System's theory describes the community and parts of the community, such as actors and how these actors operate in the community. It further explains the systems through various aspects, such as the micro, macro, meso and exosystems, which are linked to what is happening in the community at large. Some factors in an individual's

life can be classified as risky or protective. Rapholo and Makhubele (2018) have applied this theory to indigenise forensic social work in a South African context. Thus, this study follows the same route in the application of the systems theory. The ecosystems theory, in a nutshell, emphasises the importance of cultural values and belief systems on the disclosure of child sexual abuse, which to date has been inadequately addressed in the literature. Therefore, this theory is relevant when assessing children who are allegedly been sexually abused. For example, as stated above, cultural practices and beliefs in South Africa and Africa as a whole play a role in children’s reluctance to disclose abuse. Therefore, forensic social workers should have an adequate knowledge of the culture of the children whom they assess. Primarily, children should be interviewed by a forensic social worker who comes from the same culture as the

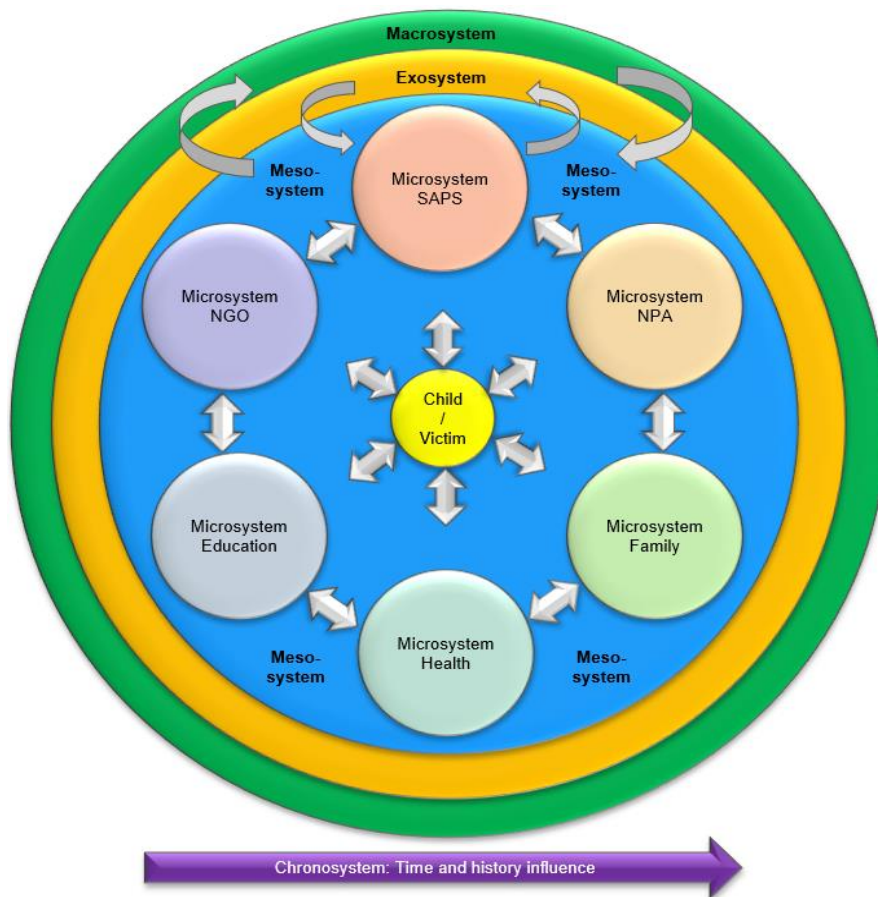


Figure 4.3 :Levels of the ecosystem

Source: Adapted from Ambrosino et al. (2012, p. 55) and Crew (2022).

The illustration in Figure 4.3 of the ecological system depicts that actors are conducting their function in a child sexual abuse investigation at different times and

places, leading to delays in finalising these cases. Figure 4.3 depicts the current investigation and communication processes among the actors in the Eastern Cape.

The core of the system refers to the microsystem that includes the child and everyone involved in the child sexual abuse investigations. This level also considers the child's characteristics and level of functioning. A child victim's functions or interactions involve family (immediate and extended family, caregivers, guardians), SAPS (the police), NGOs and government (social workers, forensic social workers, and private social workers), health (forensic nurses/doctors), the NPA (prosecutors, presiding officers, judges), and psychologists and educators as microsystems, thus creating a link between the actors, forming a mesosystem between these two microsystems.

The third level, the exosystem, includes government and non-governmental factors that may not be directly related to the child but may affect one or more of the mesosystems, thereby indirectly affecting the child. The exosystem includes factors such as a parent's workplace, community policies, and socioeconomic factors. The final level, macrosystems, includes actors, values, morals, and cultural attitudes (Ambrosino et al., 2012).

To effect positive change and outcomes in any working context, professionals must understand risk and protective factors in the client's environment or a CSA investigative process. Protective factors are not only for the child but also for the systems in which CSA investigation actors function. These can either alleviate or exacerbate the effects of sexual abuse on the child.

Individuals in a CSA family system can function independently, in isolation, or collaboratively, resulting in more effective functioning. Addressing child sexual abuse issues will be ineffective if individuals operate in isolation. They must collaborate with other actors during the investigation process.

When addressing the effects and impact of child sexual abuse cases, professionals working with these cases must include the victim's family. The concept of interaction implies that the more systems in a child's life are aware of the abuse and work together to mitigate the effects of sexual abuse on the child, the better the outcome for the child (Mugabe, 2021).

4.5. CONCLUSION

This chapter reviewed the systems theory and ecological systems theory with a particular focus on the relevance to the investigation of child sexual abuse by assessing the essential theoretical views in investigating these cases. This theory was helpful with the study's research problem as it helped define the availability of resources and support systems. The systems theory served as a lens through which the study data was collected and analysed. Thus, this study was inductive research, where the systems theory was employed to understand and build the joint investigation approach. Neuman (2012) refers to a research theory as providing the concepts and basic assumptions that direct the researcher to critical questions and suggest various ways to make sense of data. There is an opportunity to undertake child sexual abuse investigations effectively by having all the actors clustered and working under one roof, as this will allow the interviewing of the victim to be correctly coordinated, minimising the time spent on interviews.



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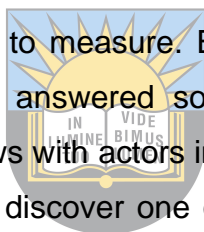
CHAPTER FIVE: RESEARCH METHODOLOGY

5.1. INTRODUCTION

This chapter presents the research approaches or methods used in the study. It begins with providing a research approach, research paradigm and data collection techniques. Upon reviewing the techniques, it then provides a summary of data analysis methods which were used. Lastly, it provides a guide on how ethical considerations were adhered to within the study.

5.2. RESEARCH APPROACH

Tenny et al. (2022) state that qualitative research is a study that investigates and delivers more significant insights into real-world problems. Crick (2020) defines qualitative research as generating in-depth and subjective discoveries to construct theories. Qualitative research collects information about individuals' experiences, attitudes, and actions. Qualitative research can explain processes and patterns of human behaviour that are difficult to measure. Busetto et al. (2020a) indicate that some research topics cannot be answered solely by quantitative methods. For example, using qualitative interviews with actors involved in investigating child sexual abuse cases allowed the study to discover one of the most significant insights into what causes these investigations to become delayed.



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The qualitative research approach has been used in previous studies in the social science discipline and has produced excellent results. Various authors such as Bergman (2008) and Schurink et al. (2021) have written on the differences between qualitative and quantitative approaches to research (herein referred to as approaches). Although these approaches differ, they each have strengths and weaknesses. At the same time, Schurink, Schurink and Fouché (2021) refer to the difference between qualitative and quantitative research, wherein in qualitative research, the researcher is primarily concerned with increasing the understanding of the situation, contexts and people. However, in the quantitative approach, the researcher aims to confirm hypotheses, examine causality and explain relationships between variables and groups. Surbhi (2018) indicates that quantitative research uses logical or statistical observations to conclude, whereas qualitative research depends on verbal narratives, such as spoken or written data. The researcher used a qualitative approach in this study to answer questions about the complex nature of child sexual

abuse investigations, intending to describe and understand the phenomena from the participants' perspectives (Schurink et al., 2021).

The chosen research approach was appropriate because this research project sought a better understanding of complex situations. Qualitative research is often exploratory, and observation may be used to build a theory from the ground up. The qualitative research process is also more holistic and emergent, with a specific focus, design, and data collection methods, such as interviews and interpretations, that can develop and possibly change along the way. Qualitative research methods also refer to several distinctive research design elements such as participant observation, intensive interviews and focus groups (Engel & Schutt, 2013). A qualitative study is more likely to end with tentative answers or hypotheses about what was observed, which may form the basis of future studies designed to test these proposed hypotheses (Schurink et al., 2021).

5.3. RESEARCH PARADIGM

A research paradigm is a set of universally accepted norms and assumptions that must be followed when conducting research. A research paradigm is critical since it is the intellectual foundation for a scientific study. A research paradigm is a way of studying the world and comprehending its facts and realities (Rehman & Alharthi, 2016).

Eresso et al. (2022) discuss and refer to research paradigms as clear and succinct instructions on planning and carrying out excellent research projects provided through the discussion of issues. Furthermore, Tracy (2019) defines a research paradigm as a conceptual framework that informs the interpretation of social action. Research paradigms are influenced by a researcher's belief system, experiences, disciplinary orientation, and training (Clarke, 2005; Denzin & Lincoln, 2011).

An interpretive research paradigm was used (Gunbayi & Sorm, 2018) as it allowed for the identification of problematic factors being investigated in the study, which were the causes of delays in child sexual abuse investigations. The interpretive research paradigm enabled an understanding of the possible delays in investigating child abuse cases and the roles played by the various actors.

Furthermore, interpretivism adopts a human-centred approach, recognising that human beings cannot be studied in the same way as physical phenomena (Alharahsheh & Pius, 2020), aligning with the core focus of this research, which aimed to enhance the investigation process for child sexual abuse cases—a complex and multifaceted topic requiring a human-centred approach.

The interpretivist paradigm also offers flexibility and contextual relevance, allowing researchers to adapt research methods and approaches to the specific context and subject matter. Given the unique challenges and intricacies of child sexual abuse investigations in the Eastern Cape, the flexibility offered by interpretivism was crucial for addressing these issues effectively.

Another notable strength of the interpretivist paradigm is its focus on in-depth variables and contextual aspects associated with a given setting or topic, aligning with the study's emphasis on the investigation of child sexual abuse, where a deep understanding of the intricacies of the investigative process was essential (Masango, 2015a).

Finally, as Romani et al. (2018) emphasise, interpretivist research typically involves qualitative data collection and analysis methods well-suited for exploring the complexities of social phenomena. This approach aligned perfectly with the research's goal of gaining insights into the various aspects of child sexual abuse investigations.

Data was collected from the participants (who deal with child sexual abuse investigations), which is the observation process according to the interpretive paradigm. Conclusions were drawn from the themes and subthemes defined from the data obtained.

5.4. RESEARCH DESIGN AND STRATEGY

An exploratory descriptive case study research design was used to obtain as a detailed description and exploration of a phenomenon. Case studies are defined in different ways by various authors. A case study can be regarded as an exploration or in-depth analysis of a bounded system or a single or multiple case over time. The exploration and description of the case take place through detailed, in-depth data collection methods involving multiple information sources rich in context. These may

include interviews, documents, observations, or archival records (Schurink et al., 2021).

This study employed a collective case study method because of the involvement of various actors in investigating child sexual abuse to gain insight into the reasons behind delays in child sexual abuse case investigations, explicitly focusing on the Eastern Cape..An instrumental case study that is extended to numerous cases that show a problem or concern is referred to as a collective case study (Creswell, 2013). The system in question was a bounded system, which is a collection of in-depth interviews that had been transcribed in the past and related to the role actors.

The researcher travelled throughout the Eastern Cape Province, collecting data from several SAPS districts, particularly from FCS Units, the Department of Social Development, the National Prosecuting Authority, private practice psychologists, private practice social workers, the Department of Health, and especially the Thuthuzela Care Centres (TCCs) were targeted to be interviewed. These institutions are all actors involved in investigating child sexual abuse incidents. As a result, interviews were conducted, and some facts in policy documentation were verified. The focus group was recruited through the National Prosecuting Authority and gathered to discuss the identified research topic in a group setting to generate research data.

A case study research design is used when a researcher wants to understand the specific life experiences of single or multiple small cases. In addition to the case study design, assessment, intervention, and participatory action research have become crucial in the social sciences, especially social work (Schurink et al., 2021), which have emerged in response to the need for professions with a high impact, such as actors investigating child sexual abuse cases, and to include participants as active partners during the research process (De Vos & Strydom, 2011b; Fouché & Schurink, 2011; Schurink et al., 2021).

These study methods have become essential in social work since it is a profession that promotes change in collaboration with individuals, families, and communities. As a result, social work is concerned with providing interventions that enable an effective transition process. These interventions should be developed in collaboration with various actors involved in child sexual abuse investigations and the victims of child

sexual abuse in the communities because social work values significantly encourage empowerment and self-determination in the communities in which they work. These treatments must be reviewed subsequently to ensure they have the intended impact. With this in mind, intervention research was chosen as the study's strategy. The intervention research design has risen in popularity in recent years, and it is now being utilised to inform social change, solve real-world problems, and drive program creation, all of which are critical in today's South Africa (Roestenburg & Strydom, 2021).

5.4.1. Intervention research strategy

Intervention research is recognised by social workers as assisting in the process of change in collaboration with families or communities to promote and preserve well-being (Govender, 2015a). As the study aimed to provide an innovative strategy to address child sexual abuse investigations, intervention research was identified as most suited to this study. Intervention research is used when a practical solution is needed to support a particular family or community (Roestenburg & Strydom, 2021; Rothman & Thomas, 1994; Schiller, 2005). In this study, it was to develop an intervention strategy to address CSA investigations in the Eastern Cape. . The number of cases that are taking too long to be finalised has become a challenge in the Eastern Cape, as discussed later in Chapter Six of this study, highlighting the need to develop an innovative strategy to address the investigation of child sexual abuse cases. As a result, a foundation is laid for bringing together three types of research and inquiry as components of intervention research:

- Empirical research to extend knowledge of human behaviour related to human service intervention (referred to as intervention knowledge development)
- How findings from intervention knowledge development research can be linked to and used in practical application (referred to as intervention knowledge utilisation)
- Research aimed at developing innovative interventions (referred to as intervention design and development)

Intervention design and development research were relevant to this study, as the study was a problem-solving process seeking the development of an innovative strategy to

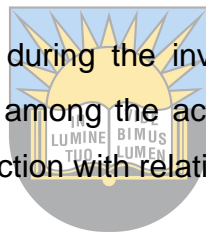
address the delays in investigating child sexual abuse cases (Rothman & Thomas, 1994). The main phases of intervention design and development were utilised:

a) Problem analysis and project planning. During this phase, the focus was on the following aspects:

- Identifying and involving actors: The researcher works in the FCS environment in the Eastern Cape, which greatly assisted in identifying all the actors involved in investigations of child sexual abuse.

- Gaining entry and cooperation from settings: Permission letters were drafted, signed, and forwarded via email, and some were physically delivered to all the identified actors' institutions, requesting permission from the authoritative management to conduct interviews with the identified actors for the study.

- Identifying concerns during the investigation (among actors): Similar concerns were identified among the actors regarding human and physical resources, gaps in connection with relationships among the actors, and lack of communication.



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- Analysing the concerns or problems identified: The concerns identified in the previous phase were analysed as themes and subthemes and later presented in a discussion format incorporated with the existing theory.

- Setting goals and objectives: There was a goal to develop an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa. Four objectives were listed to ascertain this goal.

a) Information gathering and synthesis:

- Using existing information sources: The information was gathered from different actors and aligned with the existing theory, which was different and similar at some point.

- Studying natural examples: The examples used and cited during the study's investigation are accurate and accepted.

- Identifying functional elements of successful strategies: Considering the identified and discussed factors, the developed innovative strategy would be more successful and effective than the current investigation process of child sexual abuse if implemented.

b) Design:

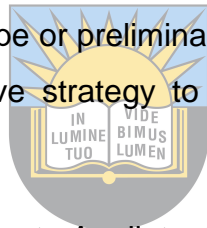
- Designing an observational system: The study has proposed a design for how the investigation process of child sexual abuse cases should be done, by whom and where the interviews should be conducted.
- Specifying procedural elements of the intervention: The roles and functions of various actors have been stipulated.

c) Early development and pilot testing:

- Developing a prototype or preliminary intervention: The study proposed the develop an innovative strategy to address the investigation of child sexual abuse cases.
- Conducting a pilot test: A pilot study was conducted and a group presentation session was held, which formed part of data collection and during this session. No adjustments were made to the pilot testing and the focus group members considered that the implementation of the development of an innovative strategy should work well in comparison to the current investigation procedure.

d) Evaluation and advanced development:

- Selecting an experimental design: One group pre-test-post-test design.
- Collecting and analysing data: The collected data was analysed as themes, discussed in detail, and linked with the existing literature.
- Replicating the intervention under field conditions: The study sought to reproduce an innovative strategy to address the investigation process of CSA.



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Refining the intervention: The proposed strategy will help to improve the current investigation process.

5.5. RESEARCH SETTING

Fonseca (2023) states that a research study's setting refers to the physical, social, or experimental situation in which the research is conducted, covering the place, period, population, and environmental conditions. Most of these facts must be mentioned in the methods section and occasionally in the study Abstract. The Eastern Cape is one of nine provinces in South Africa, and the study took place in the following areas within the Eastern Cape: Mdantsane, Mthatha, King William's Town, Queenstown and Gqeberha (formerly Port Elizabeth). These SAPS districts were selected for the research project because all the areas have Family Violence, Child Protection and Sexual Offences Units (FCS). Furthermore, these SAPS districts also fall within the jurisdictions of the High Courts in the Eastern Cape and have TCCs.



Figure 5.1 Map of the Eastern Cape Source: Eastern Cape Parks and Tourism, 2023

Ensuring that the setting is accurately described in a research paper is essential because it may significantly impact the findings and their interpretation. Figure 5.1 shows a map of the Eastern Cape, indicating the provinces' vastness.

5.6. RESEARCH POPULATION AND SAMPLING

Bhandari (2022) refers to the research population as the entire group from which a researcher wants to conclude. Shukla (2020) further describes that the research

population refers to the collection or group of all the units to which the research conclusions should be applied. In other words, the population is a set of all the units with variable characteristics under study and for which research findings can be generalised. The research population refers to the whole Eastern Cape. The research population refers to the whole Eastern Cape. This Eastern Cape is divided into eight (08) district and twenty-seven (27) SAPS-FCS districts.

Five SAPS-FCS districts from the twenty-seven (27) SAPS-FCS districts in the Eastern Cape were selected for the study. Five districts were selected for the study to ensure a manageable scope while capturing diverse experiences and contexts within the Eastern Cape province. This selection of 5 districts also enabled the researcher to identify and analyse localised issues that may not be evident in a broader study encompassing all 27 SAPS-FCS districts. The five selected districts were purposively selected due to the number of cases of child abuse and the number of successful prosecutions of the offenders based on the availability of resources.

The following participants were identified as the study population: Investigating officers, unit commanders, forensic social workers from the SAPS: Family Violence, Child Protection and Sexual Offences Unit, doctors and forensic nurses from the Department of Health, social workers from the Department of Social Development, NGOs and social workers, and prosecutors from the National Prosecuting Authority. The rationale for selecting this variety of professionals was due to the researcher's interest in all actors involved in the investigation process, from the first report of a case of child sexual abuse to the police to a trial and prosecution/acquittal.

5.7. SAMPLING

Neelankavil (2015) describes sampling as selecting a representative sample from the population of interest on which tests and observations are conducted to answer central research questions. This study used non-probability sampling procedures, namely purposive and snowball sampling.

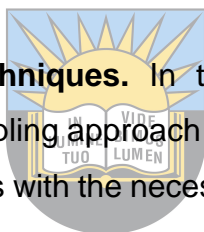
5.7.1. Non-probability sampling

Non-probability sampling was used to select potential participants because this is proposed as the best sampling method to use when the exact population size or the

population members are unknown. Furthermore, non-probability sampling is a relevant sampling technique in qualitative research to collect rich data (Strydom, 2021).

5.7.1.1. Purposive sampling. Purposive sampling was also used to select the participants with specific characteristics and knowledge that could contribute to the study. In purposive sampling, a particular case is chosen because it shows some features that interest a study (Strydom, 2021). The abovementioned processes were supplemented with snowball sampling, which involves approaching a specific participant in the phenomenon under investigation. A total of 68 participants were identified and interviewed, whereas 17 participated in the focus group discussions.

The Eastern Cape was selected using convenience sampling as the researcher resides there. The following five districts were purposely selected: Mdantsane, Mthatha, King Williams Town, Queenstown and Gqeberha (specifically, the Mount Road cluster).



5.7.1.2. Snowball sampling techniques. In this study, the snowball sampling technique was also applied, a sampling approach in which individuals already chosen for the study refer other participants with the necessary qualities (Etikan & Bala, 2017; Kumar, 2019).

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This study's snowball sampling method proved particularly effective with private practice social professionals and psychologists. It was also employed by a Department of Health participant when the TCC had been closed and the service transferred to a hospital environment.

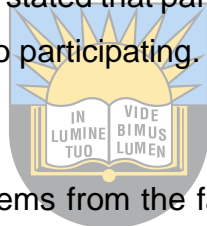
5.7.2. Inclusion and exclusion criteria

The following inclusion and exclusion criteria were critical for gathering relevant data:

- The different actors investigating child sexual abuse cases needed to be included, for example, police officials, forensic social workers in the FCS environment, social workers registered with the South African Council for Social Service Professions, doctors and psychologists registered with the Health Professions Council of South Africa as well as nurses registered with South African Nursing Council.

- The participants had to have no less than five years of experience practising in the field of child sexual abuse investigation, which means that they had significant experience.
- Participants unwilling to grant consent to participate in the study were excluded; consent was adhered to as it was a fundamental part of the research procedure.
- The condition for the focus groups and key informant interviews was that both the group and the key informants, particularly members of the oversight committee for child sexual abuse investigations, be present at the same time.
- The exclusion was on participants who were unwilling to participate in the study.

The researcher adhered to the research ethics by ensuring that informed consent and permission letters were forwarded to the relevant authorities to ensure no conflict of interest. Furthermore, these clearly stated that participation in the study was voluntary, and no participant was coerced into participating.



5.7.3. Sampling size

The significance of sample size stems from the fact that a study's trustworthiness is contingent on using an appropriately sized sample size. Consequently, Boddy (2016) adds that one of the argumentative problems in research spheres is the size of study samples. As a result, leaving out some examples from the sampling can be similar to having an unfinished puzzle with prominent missing pieces. For this study, it was decided that the best sample technique would be to include all of the actors investigating child sexual abuse cases in all SAPS districts in the Eastern Cape. Therefore, occasionally, leaving out some instances from the sampling may be analogous to having an unfinished puzzle with evident missing pieces. In this circumstance, the optimum sample approach would be to use all of the actors investigating child sexual abuse cases in all of SAPS's districts in the Eastern Cape.

A total of thirty (30) participants were interviewed from the SAPS Family Violence, Child Protection and Sexual Offences Investigations Unit, fourteen (14) participants from different government stakeholder groups were interviewed, four (04) participants from different NGO stakeholder groups were interviewed, and three (03) participants

from different private social workers and psychologists stakeholder groups were interviewed.

Seventeen (17) members participated in the focus group discussions. The selection of such a number for focus group discussion was to make the discussion of diverse role-players involved in handling child sexual abuse cases richer and more dynamic. Initially, the researcher intended to divide the focus groups into two, based on location: the Mthatha and the Grahamstown groups, because the Eastern Cape NPA used to have two divisions, one based in Mthatha and the other in Grahamstown. The two divisions have recently been combined into one and are called the Eastern Cape Division of Public Prosecution. The focus group was therefore conducted in one place with both groups, and it involved all the actors dealing with CSA cases. The participating members were actors from the South African Police Service (FCS commanders, investigating officers, and forensic social workers), the National Prosecuting Authority (prosecutors), Thuthuzela Care Centres (nurses) and (DSD) social workers.



Invitations to participate in the study were responded to by all categories of respondents, and there were no non-responses for the interviews from the SAPS Family Violence, Child Protection and Sexual Offences Investigations Unit, government stakeholder groups, NGO stakeholder groups, and private social workers and psychologists. However, a total of five potential participants did not respond to the invitations concerning the focus group discussions. Thus making it 17 participants who made it for the focus group discussions out of 22 participants who were engaged in total.

The table 5.1 presents the distribution of participants sampled in the study.

Table 5.1 Sample structure and size

Research approach	Sampling method	Sample	Sample size
Qualitative	Key participants	South African Police Service (SAPS): FCS Commanders	05
		South African Police Service (SAPS): Forensic Social Workers	05
		South African Police Service (SAPS): Investigating Officers	20
		Government departments National Prosecuting Authority: Prosecutors	04
		Department of Social Development: Social Workers	06
		Department of Health: Nurses	04
		Doctor(s)	01
		Non-Governmental Organisation: Social Workers	03
Qualitative	Focus group	Private practice practitioners: Social Workers	02
		Psychologist(s)	01
Qualitative	Focus group	All actors dealing with the investigation of child sexual abuse cases	17
Total Participants			68

5.8. SELECTION AND RECRUITMENT PROCESS

Manohar et al. (2018) highlight how various recruitment tactics can improve participant engagement and enrolment in research. The tactics used are determined by several aspects, including the study's desired target audience, study size (number of participants and recruitment sites), study and intervention strategy, ethics approval, Recruitment of Research Participants protocols, and recruiting budget.

Geyer (2021a) refers to recruiting participants using a purposive sample method and confirms that participants should be recruited through personal invitation, in person, by phone, or email. It is critical to agree on specific dates for interviews or discussions with participants and create a plan that works for each individual.

All participants, including individual and focus group members, were carefully invited to take part in this study, which focused on the investigation process of child sexual abuse cases. To initiate this process, letters were drafted and signed by the principal investigator, outlining the study's aims and the importance of their contributions. These letters were then forwarded via email to the heads of various organizations involved in child sexual abuse investigations. This step was crucial, as it not only lent credibility to the invitation but also ensured that the outreach was appropriately directed to those in positions to facilitate participant involvement. Alongside the invitation letters, relevant annexures (specifically Annexures 2, 14, and 15) were attached to provide additional context and information regarding the study's methodology and ethical considerations.

Once the organizations received the invitation, available participants were contacted to schedule appointments for interviews lasting between 45 to 60 minutes. This timeframe was chosen to allow for comprehensive discussions while respecting the participants' time constraints. The recruitment process prioritized individuals with direct experience in handling child sexual abuse cases, including professionals such as law enforcement officers, social workers, legal experts, and representatives from child protection agencies. Therefore, by fostering a diverse pool of participants, the study aimed to capture a wide range of perspectives and insights, thus enriching the data collected. Ethical considerations were paramount throughout the process, with informed consent obtained to ensure that participants were fully aware of their rights and the voluntary nature of their involvement.

5.9. DATA COLLECTION

5.9.1. Data collection method and instrument

The process of gathering information for the study is called data collection. The researcher gathered data for this study through semi-structured interviews with participants and the focus group discussion, as described below.

5.9.1.1 Document analysis

The experiences and viewpoints of the participants and document analysis of documents from relevant departments were used to gather information and develop an innovative strategy for investigating child sexual abuse cases. Document analysis has historically been an underutilised method of qualitative research. This strategy can be valuable for a variety of reasons. When used to examine preexisting texts, this technology enables academics to conduct studies that would otherwise be impossible. Moreover, completing a document analysis can help alleviate some ethical difficulties connected with other qualitative methodologies (Bowen, 2017; Morgan, 2022). The document analysis for this research study was used to ensure no duplication with previously conducted research. For example, one could mistake the Thuthuzela Care model for the suggested development of an innovative technique to alleviate delays in child sexual abuse investigations.

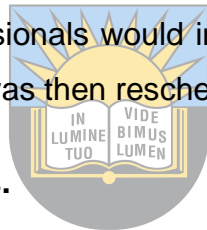
This study conducted semi-structured interviews in different areas across the Eastern Cape Province, South Africa. The guide or schedules were formulated with similar questions for different actors in the field of child sexual abuse investigation (see attached Annexures 17, 18, 20–27). According to Busetto et al. (2020b), interviews are used to obtain insight into a person's subjective experiences, opinions, and motives rather than facts or behaviours. Semi-structured interviews feature open-ended questions and use an interview guide (or topic guide/list) to outline broad areas of interest, which may include sub-questions.

The semi-structured interview was chosen for this study because it allowed the researcher to construct some essential interview questions that related directly to the research objectives and would aid in ensuring that the study's overall goal was met.

At the same time, it allowed participants to share additional material, which could lead to the emergence of new themes.

Once all fifty-one participants were interviewed, the interviews were transcribed. The semi-structured interview schedules were then critically examined and refined to ensure that they aligned with the research questions and that the data being collected aligned with the overall aim and objectives of the study. The interviews lasted for approximately 45 minutes per participant.

Five FCS Unit commanders were emailed and invited to participate in the study with investigating officers and forensic social workers. Five prosecuting authorities, the Department of Social Development, the Department of Health, non-governmental organisations, private practice psychologists and social workers were also emailed and invited to participate; however, some participants declined to participate. Therefore, they were not forced to participate as per the research procedure and ethics concerned. Some of these professionals would initially agree to participate but kept postponing their interview, which was then rescheduled to a later date.



5.9.1.2 Focus group discussions.

The investigation of child sexual abuse involves different actors from various organisations; hence, a focus group was also used to collect data. The researcher conducted a focus group where members could share their experiences and beliefs about the investigation processes and the causes of delays.

Gundumogula and Gundumogula (2020) describe focus groups as more detailed, in-depth group interviews with a discussion that extends the interview method. The focus group's objective is to offer insightful information on the subject. Gundumogula and Gundumogula (2020) describe a focus group as an informal discussion about particular topics among chosen individuals. A focus group is a group interview where a small group is gathered to discuss one or more topics of interest.

Nyumba et al. (2018) observe that focus group discussions are frequently employed as a qualitative strategy to comprehend social issues. Instead of using a statistically representative sample of a larger population, the method seeks to collect data from a chosen group. Nyumba et al. (2018) further recommend maintaining a balance

between having enough individuals to spark a debate without having too many people, which could cause some to feel pushed out.

All the actors were invited through their managers or supervisors, and the same procedure was followed concerning the individual interviews. Since the coordinator of the Oversight Committee is the National Prosecuting Authority (NPA), an email that stipulated the purpose of the focus group discussion was forwarded to the NPA, who extended the invitation to all other actors.

The focus group session was held in East London at the Department of Justice's regional offices (No. 3 Phillip Frame Road, Chislehurst). The individual interviews took place in different offices, particularly those of the participants in the Eastern Cape. The focus group aimed to present the research topic, develop an innovative strategy to address child sexual abuse investigation in the Eastern Cape, South Africa, and get the Provincial Oversight Committee members to give their input. The focus group comprised members from the South African Police Services, particularly FCS members, social workers from the Department of Social Development, the Department of Health, TCCs, and the National Prosecuting Authority.

The session took three hours, including registration time and the brief presentation by the researcher (See Annexure 19: Summary of the Core Aspect of the Research Proposed Strategy). The focus group members actively participated as they were given an opportunity at the end of the presentation to engage with the topic regarding the causes of delays in child sexual abuse investigations. The data was collected through audio recording using a cellular phone as a recorder.

5.10. DATA ANALYSIS

According to Clarke and Braun (2017), thematic analysis is a method for detecting, analysing, and interpreting patterns of meaning ('themes') in qualitative data. Thematic analysis is unique in the canon of qualitative analytic techniques since it provides a method—a tool or technique unconstrained by theoretical commitments—rather than a methodology (a theoretically informed and limited framework for research). Individual interviews were conducted, and the results were transcribed and analysed. A thematic analysis goes beyond counting exact words or phrases and focuses on identifying and describing implicit and explicit ideas within the data, which is a theme (Guest et al.,

2012). The information gathered through observations, interviews, and focus groups was also transcribed.

Maguire and Delahunt (2017), as cited in Braun and Clarke (2006), provide a six-phase approach to guide the data analysis. The six phases are becoming familiar with the data, generating initial codes, searching for themes, reviewing, defining, and writing up.

5.10.1. Become familiar with the data

In the first phase of the data analysis, it is necessary to become familiar with the information gathered from the participants. Familiarisation with the data was done by going through it several times. This was the creative part of the work, as it entailed brooding and reflecting upon all of the data for long periods until it made sense. It is also a complicated process to describe.

5.10.2. Generation of initial codes

The second phase in data analysis entails organising data in a manageable and methodical manner (Braun & Clarke, 2006; Maguire & Delahunt, 2017). Caulfield (2022) refers to themes as being more significant than codes. Typically, the collected data would merge multiple codes into a single theme. As a result, the data must be organised logically and relevantly throughout the coding step. Code generation was conducted in this research to ensure adherence to the principle of confidentiality. The patterns and themes were utilised to make sense of the data collected. In order to analyse the data, which generally consisted of audio-recorded data and field notes, and to identify significant events, feelings, and patterns of behaviour, this study focused on highlighting and writing notes on data that answered the study's unique research concerns.

5.10.3. Searching for themes

The process of looking for themes is comparable to that of coding. The topics that emerged from the data transcripts were organised. The themes and subthemes were separated, and pertinent data were recorded in the appropriate column for each theme or subtheme. As mentioned by Maguire and Delahunt (2017), this phase focuses on the study's semantic themes, which are formed from the surface meaning of the data, rather than seeking more information beyond what the participants report.

5.10.4. Review themes

Maguire and Delahunt (2017) refer to a theme as a pattern that captures something significant or interesting about the data and research question. A theme is characterised by its significance. If one has a minimal data set, there may be considerable overlap between the coding stage and this stage of identifying preliminary themes.

At this phase, the themes generated were analysed and were significant to the study. This was done by gathering all the necessary data under each theme or subtheme. The data under each theme were read to ensure accurate data supported the themes.

5.10.5. Define themes

Caulfield (2022) notes that defining and naming themes requires clarifying what each topic means and how it helps to understand the data. In addition, naming themes includes developing a short but adequate and easily accessible term for each theme. Maguire and Delahunt (2017) discuss this as the final refinement of the themes, and the aim is to identify the 'essence' of each theme.

In this research study, each theme is identified, what it encompasses, and its relevance to the study. At this point, these identified themes are named in line with the study's research questions while trying to identify any inconsistencies and contradictions. This data was also integrated with the research literature, and differences and similarities were noted.

5.10.6. Write up

In the write-up phase, all the collected information, such as participant contributions and literature, is compiled into a report. According to Caulfield (2022), the data analysis is eventually written up in research. Like any other academic document, writing a theme analysis requires an introduction to establish the research question, goals, and approach. Compiling the final report is integral to thematic analysis (Maguire & Delahunt, 2017). This chapter uses all gathered data to inform the reader about the study and link it to the current literature.

5.11. TRUSTWORTHINESS

According to Lincoln and Guba (1999), credibility, transferability, dependability, and

confirmability are critical in sustaining good quality during a qualitative research project. Anderson, Herr and Nihlen (2014) and Lincoln and Guba (1999) rely on four general criteria in their approach to trustworthiness. These are credibility, transferability, reliability, and confirmability. These elements and viewpoints from others who have written about trustworthiness in qualitative research were analysed.

5.11.1. Credibility

Credibility, also known as authenticity, confirms that a conducted inquiry accurately identifies and describes the subject under study (Schurink et al., 2011a). The primary criterion of credibility is the degree to which testimony is likely or unlikely based on shared experience (Braun & Clarke, 2006), indicating that the credibility of a study is determined by how easily it can be believed and relied upon (Creswell & Plano Clark, 2011). The researcher ensured that lengthy engagements were applied by establishing self-rapport with participants during the semi-structured interviews. A detailed introduction was conducted (the researcher's name, surname, and being a student from the University of Fort Hare), and the research procedures were briefly explained. Field notes and audio recordings were captured and written directly after each interview with all the participants, and an introduction and brief background of the presentation were done during the focus group session.



5.11.2. Dependability

The degree to which the same results can be acquired from the same participants following a repeat of the study (Bryman, 2012; Creswell & Creswell, 2018) is called dependability. Stahl and King (2020) state that a few specific qualitative research procedures generate trust and feel trustworthy when carried out. The reliability of qualitative data is proved by assurances that the conclusions were established despite changes in the research setting or participants during data collection. Again, thorough data-gathering techniques and procedures help ensure the consistency of the final data set. An audio tape recorder was used during the participants' interviews and the focus group session. Data was captured verbatim utilising audio recordings, which allowed for auditing. All participants were given questions which allowed them to reflect on their experiences in their daily duties investigating CSA cases. The study was also confirmed during the focus group talks when some preliminary results were noted.

5.11.3. Confirmability

Confirmability is defined as "the degree of neutrality or the extent to which the findings of a study are shaped by the participants and not by researcher bias, motivation, or interest" (Lincoln & Guba, 1999; as cited in Nieuwenhuis, 2016, p. 125). According to Schurink et al. (2011a), confirmability captures the researcher's ability to remain impartial throughout the study and, in particular, to present and analyse the research findings without bias. During data collection, the field notes were compiled comprehensively and to be made available when required for auditing purposes at any stage.

5.11.4. Transferability

The importance of transferability cannot be overstated, as each study should provide room for future research (Bryman, 2012). The aims, research design, and analysis were all declared to ensure transferability in this study. In order to ensure transferability, the research data collection procedure has been clearly explained, and a complete theoretical description of the research methodology that guided the study has been provided. Transferability was further strengthened across the study's chapters by finding a good balance between theory and a narrative of the research process, resulting in descriptive and thorough chapters in this final report.

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Furthermore, Tracy and Hinrichs (2017) outline eight requirements for qualitative quality, each of which can be met with a range of adaptable skills based on the study's objectives. Excellent qualitative methodological research is distinguished by the following: a worthy subject, rich rigour, sincerity, credibility, resonance, notable contribution ethics, and meaningful coherence. This conceptualisation is intended to serve as a frugal teaching tool, foster respect from those in positions of authority who frequently misunderstand and undervalue qualitative work, create a forum where scholars of qualitative research can come together to speak with one voice when needed, and foster communication and learning among qualitative methodologists from different paradigms.

A worthy topic is timely, relevant, meaningful, and captivating. A study is richly rigorous if it uses a sufficient number of sophisticated theoretical ideas, time and data spent in the field, samples, contexts, and procedures for gathering and analysing data.

In research, sincerity is defined as being open and honest about the procedures and difficulties and self-reflexivity regarding the researcher's values, prejudices, and tendencies.

A study's credibility is determined by its extensive description, specific detail, explanation of implicit (contextual) knowledge, preference for showing over telling, triangulation or crystallisation, multivocality, and participant reflections.

For a study to have resonance, it must employ artistic and evocative representation, naturalistic generalisations, and transferable findings to impact, affect, or move specific readers or a range of audiences.

Significant studies contribute conceptually/theoretically, practically, morally, methodologically, or heuristically to the literature.

Researchers are ethical when addressing procedural, situational, culturally specific, relational, and existing ethical standards.

A study has meaningful coherence if it meets its stated aims, employs methodologies and procedures appropriate for its objectives, and meaningfully relates literature, research questions/foci, findings, and interpretations.



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5.12. OBTAINING PERMISSION

An application to conduct interviews with all the actors from various departments and NGOs dealing with investigating child sexual abuse cases within the Eastern Cape was sent to the heads of the departments. The approval and support to conduct the study were obtained in the form of written letters from the following: South African Police Service (FCS commanders, forensic social workers, and investigating officers), government departments (National Prosecuting Authority prosecutors, Department of Social Development social workers, Department of Health nurses and doctors), and non-governmental organisation social workers (private practice social workers and psychologists). These letters were then presented to the supervisors to access the details of potential participants (see Annexures 3–13).

Christian (2012) confirms that in traditional research, a gatekeeper is an individual with whom the researcher must negotiate access to study participants. Sarantakos (2005)

concur that before the study, researchers must obtain the approval of individuals in authority (gatekeepers) to access sites and study participants. This often involves writing a letter specifying the nature of the study, the extent of time, the potential impact, and the research outcomes.

5.13. ETHICAL CONSIDERATIONS

Barrow et al. (2022) explore the idea of individual respect, commonly known as human dignity. As a result, researchers must respect research participants' autonomy while guaranteeing complete disclosure of all study-related elements, including possible hazards and benefits. Research ethics are developed to protect research participants from abuse by researchers. The most popular definition of ethics is standards of conduct that distinguish between acceptable and inappropriate actions (Resnik, 2020). Furthermore, Barrow et al. (2022) describe an autonomous person as capable of deliberating about personal goals and acting based on that decision. To ensure that participants have autonomy and self-determination, researchers must ensure that potential participants understand that they have the right to participate in the research study voluntarily and that declining to participate will not impact their access to current or future care. In addition, self-determined participants must be able to ask and comprehend questions posed by the researcher. Participants must also be informed that they have the right to withdraw from the study at any time without penalty. The following ethical issues were taken into consideration during the study.

5.13.1. Ethical clearance

The researcher acquired an ethical clearance certificate (SCH011SNQA01, provided as an appendix) from the University's Research Ethics Committee (UREC). The ethical clearance certificate permitted the research to be conducted responsibly and ethically, ensuring that the researcher did not endanger the participants and that the study benefits society (see Annexure 1).

5.13.2. Informed consent and voluntary participation

Participants were informed of all the aspects of the study. All participants were informed that they could withdraw from the study at any stage. It was ensured that participants voluntarily participated in the study (see Annexures 14 and 15).

5.13.3. Reduction of harm to participants

The participants were not subjected to any pain or harmed physically, psychologically, or emotionally. All participants were treated with respect and dignity, avoiding harming them in any manner. Access was obtained to research participants through gatekeepers; in this case, most were from the FCS Units. The SAPS management, particularly members from the FCS Unit, were informed that employee health and wellness services were available to assist with counselling sessions in case the interview triggered adverse emotions.

5.13.4. Violation of privacy, anonymity, and confidentiality

Confidentiality was achieved by ensuring that all participants participated anonymously. No names or pictures of the participants have been attached to the results and presentation of the data, ensuring that none of their personal information has been divulged. Furthermore, confidentiality was achieved by ensuring that all materials which contained participants' biographical data and information were kept in a secure place (a lockable steel cabinet). The researcher is a registered social worker who conducted the interviews without assistance. The study participants worked with sensitive cases, such as investigating cases of abused children, and during the study, some had cases that were still ongoing; therefore, it was essential to adhere to the issue of confidentiality and vigorously maintain it. COVID-19 restrictions were followed, including the use of COVID-19 protective clothing (mask), maintaining an acceptable distance between the researcher and the participants, using hand sanitiser during the sessions, and postponing some appointments out of caution.

5.14. LIMITATIONS OF THE RESEARCH

Some participants were unwilling to participate because they believed the study would not benefit them, despite being informed that there was no financing for the study; nonetheless, involvement in the study was clearly stated to be voluntary. Furthermore, some others cancelled appointments at the last minute. However, the study was able to recruit enough participants. The nationwide COVID-19 lockdown further hampered data gathering because most interviews had to be postponed until further notice, and data collection was complex due to restrictions implemented because of the pandemic.

5.15. CONCLUSION

This chapter detailed the study's methodology and how data was collected and analysed. The data accuracy was evaluated, and all ethical considerations were explained and followed.



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CHAPTER SIX: DATA ANALYSIS AND PRESENTATION OF FINDINGS

6.1. INTRODUCTION

The previous chapter covered the research methodology used in this research project. It further described the research approach used and gave an overview of the research design and how the data collection was conducted.

This chapter focuses on data presentation to address the investigations of child sexual abuse cases in the Eastern Cape Province of South Africa. The research findings are presented in the form of themes and subthemes, which are supported by the relevant theory and literature. These themes and subthemes were formulated from different participants' responses, which are directly quoted. The study aimed to develop an innovative strategy for child sexual abuse (CSA) investigations in the Eastern Cape, South Africa. The study's objectives are outlined and linked to each theme discussed in this chapter.

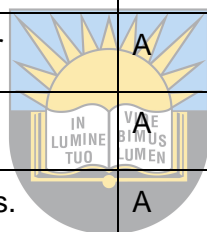
6.2. BIOGRAPHICAL INFORMATION OF THE PARTICIPANTS

This section outlines the participants' biographical information. Principles of confidentiality were adhered to by using coding and pseudonyms for the participants instead of their real names. The table below categorises the following aspects: Participants 1 to 30 were police officers and forensic social workers, Participants 31 to 35 were nurses, Participants 36 to 39 were prosecutors, and Participants 40 to 51 were social workers from government, non-governmental organisations, and private practice, and one participant in this category was a psychologist. Identifying information has been deliberately removed from the table of biographic information (Table 6.1) to protect the participants.

Table 6.1 Participants' biographical information

No.	Participants	Title/ Rank	Race	Gender	Highest education level
1.	Participant 1	Sgt	A	F	Degree
2.	Participant 2	Sgt	A	F	Grade 12
3.	Participant 3	Sgt	A	M	Grade 12
4.	Participant 4	Sgt	C	F	Grade 12
5.	Participant 5	Capt	C	F	Grade 12
6.	Participant 6	Capt	A	F	Master's Degree
7.	Participant 7	W/O	A	M	Diploma
8.	Participant 8	Sgt	A	M	Grade 12
9.	Participant 9	W/O	A	F	Grade 12
10.	Participant 10	W/O	A	F	B-Tech
11.	Participant 11	Lt Col	A	M	B-Tech
12.	Participant 12	Capt	A	F	Degree
13.	Participant 13	Sgt	A	M	Grade 12
14.	Participant 14	Sgt	A	M	Grade 12
15.	Participant 15	W/O	W	M	Grade 12
16.	Participant 16	Sgt	A	F	Degree
17.	Participant 17	Lt Col	W	F	Degree
18.	Participant 18	Capt	A	F	Degree
19.	Participant 19	Sgt	A	F	Diploma
20.	Participant 20	Sgt	A	F	Honours Degree
21.	Participant 21	Sgt	A	M	Grade 12

22.	Participant 22	Sgt	A	M	Grade 12
23.	Participant 23	Lt Col	A	F	Higher Certificate
24.	Participant 24	Capt	A	F	Degree
25.	Participant 25	Sgt	A	M	Grade 12
26.	Participant 26	Sgt	A	M	Grade 12
27.	Participant 27	Sgt	A	M	Diploma
28.	Participant 28	Sgt	A	F	Degree
29.	Participant 29	Capt	A	F	Degree
30.	Participant 30	Lt Col	A	M	Degree
31.	Participant 31	Mr	A	M	Degree
32.	Participant 32	Mr	A	M	Degree
33.	Participant 33	Dr	A	F	Degree
34.	Participant 34	Ms.	A	F	Degree
35.	Participant 35	Ms	A	F	Degree
36.	Participant 36	Ms	A	F	Degree
37.	Participant 37	Dr	A	M	PhD Degree
38.	Participant 38	Ms	W	F	Degree
39.	Participant 39	Miss	A	F	Degree
40.	Participant 40	Miss	A	F	Degree
41.	Participant 41	Miss	A	F	Degree
42.	Participant 42	Miss	A	F	Degree
43.	Participant 43	Miss	A	F	Degree
44.	Participant 44	Miss	A	F	Degree



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45.	Participant 45	Miss	A	F	Degree
46.	Participant 46	Miss	C	F	Degree
47.	Participant 47	Mr	A	M	Degree
48.	Participant 48	Mr	A	M	Degree
49.	Participant 49	Dr	A	M	PhD Degree
50.	Participant 50	Mrs	W	F	Degree
51.	Participant 51	Mrs	W	F	Degree

Race: A = African, W = White, C = Coloured; Gender: M = male, F = female

6.2.1. Race and gender

The participants came from different ethnic groups and genders. Of the participants, eighteen (18) were African males, one (01) was a White male, twenty-five (25) were African females, three (03) were Coloured females, and four (04) were White females. The study investigated what causes delays during the investigations of child sexual abuse cases; therefore, it was essential to ensure that all the actors working in the field of practice were interviewed to understand their various experiences investigating these cases. The focus of the research was not on race and gender; however, it was essential to include and consider race and gender as intersectional constructs to give a sound evaluation of what causes delays during the investigation of these cases. Including the race and gender statistics further confirms that the research not only had a good diversity of participants but also reveals that all are affected by the issue under study and stand to benefit from the study's outcomes.

6.2.2. Institution/workplace

The research participants came from different professions, departments, organisations, and private practices. The investigating officers and unit commanders were police officers from the South African Police Service, from their Family Violence Child Protection and Sexual Offences Unit, and the forensic social workers also came from SAPS. The nurses and doctors were from the Department of Health, and the prosecutors were from the National Prosecuting Authority. There were also social workers from the Department of Social Development, representatives of non-

governmental organisations, a psychologist, and private practice social workers. All the participants had no less than five years of experience practising in the field of child sexual abuse investigations, which means that they had significant experience, making them ideal for the study.

Furthermore, the representatives sampled comprised a good cross-section of all CSA actors involved in investigating child sexual abuse cases. Therefore, the data provided a comprehensive context of what happens during the investigation process. Those participants who were unwilling to participate are discussed in Section 5.14 regarding the study's limitations.

6.2.3. Level of education

Most participants held degrees; some had postgraduate degrees; others had diplomas and a Grade 12 certificate, which assisted the researcher in having a smooth and flowing process during the study investigation. Many participants indicated that further training or education in the environment of CSA investigation was still required.

“I think the training of the investigators is [a] very important fact; the more training a person can get, the easier and the better you [know] how to investigate the case. By training all members, you are equipping them in order to perform better in solving the cases of the children.” Participant 18

Venema et al. (2020) discuss that many sexual assault victims are hesitant to come forward for fear of being mistreated by investigators, while others suffer secondary victimisation after reporting. However, there is little emphasis in policy, practice, and research on how investigators are trained to connect with victims and adequately conduct sexual assault investigations. According to Ernberg et al. (2020b), prosecutors working on CSA matters receive specialised training from the National Prosecution Authority over three one-week courses. In addition to legal training, these courses cover forensics, child interviewing, and developmental psychology.

What was observed during data collection in the study was that some of the participants still needed to receive relevant training in the field of CSA investigations. Knowledge of the intricacies of CSA investigations directly affects service delivery.

The need for training is alarming because all the participants had been employed for more than five years in their respective positions. Therefore, continuous professional development is required.

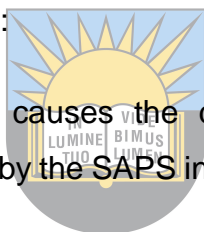
The following section presents the findings, divided into themes and subthemes. Some brief descriptions and statements of the participants are provided as quotations, while theory is also highlighted to supplement the findings presented in this section.

6.3. THEMES AND SUBTHEMES/PRESENTATION OF FINDINGS

The semi-structured interviews were guided by a planned interview schedule (Annexure C). After completing the interviews, during the data analysis, the researcher identified five (05) themes and 21 subthemes in connection with views from different actors dealing with child sexual abuse cases.

The themes and subthemes are presented according to the objectives of the study commencing with the first objective:

Objective 1: To determine what causes the delays in the child sexual abuse investigation processes conducted by the SAPS in the selected districts of the Eastern Cape.



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This objective is addressed under two interlinked themes, and both describe or unveil the causes of delays during child sexual abuse investigations.

The following themes and subthemes address this objective, starting with the time spent on the CSA investigation by the different stakeholders (Theme 1), followed by the challenges hindering investigations and service delivery (Theme 2).

6.4. THEME 1: TIME SPENT ON CSA INVESTIGATIONS BY DIFFERENT STAKEHOLDERS

The amount of time that was spent on child sexual abuse investigations was identified as a theme, and the different actors were outlined as subthemes. Seeing that one of the issues in CSA investigations is the time they take, this study endeavoured to establish how much time the different actors spent on the investigations to identify what caused delays. Table 6.2 below presents the themes and subthemes.

Table 6.2 Theme 1: Time spent on CSA investigations by different stakeholders

Theme 1	Sub-themes
1. Time spent on CSA investigations	1.1 SAPS investigating officers 1.2 Department of Health nurses 1.3 Social workers and private practitioners 1.4 SAPS forensic social workers 1.5 Psychologists 1.6 NPA and court cases 1.7 Forensic Science Laboratories

Participants noted delays during the investigation process. Each CSA actor was considered separately to identify aspects to address this research objective and establish how much time each participant spent investigating a CSA case.



6.4.1. Subtheme 1.1: Average time spent by SAPS investigating officers

Interviews were conducted with five different SAPS Family Violence, Child Protection and Sexual Offences (FCS) Units. Five investigating officers, including their unit commander, were interviewed from each FCS Unit. Some participants indicated that their investigations typically take three to six months but usually do not exceed a year to complete. Participant 2 said the following:

It takes quite some time. Sometimes, it does exceed even a year. Let's say it can be ten (10) months, the maximum, or if the evidence is strong enough, then in about three (03) weeks, they do finalise some.

It seemed that the participants did not have issues finalising their investigations if matters were uncomplicated. However, most participants indicated that an investigation could sometimes take three to four years.

“It takes three years to finalise the investigation of the case.” Participant 10

“I can say it’s plus or minus three to four years.” Participant 20

Participant 11 stated:

If I can indicate there is a problem with DNA, DNA takes time. It's not something that can be done over a week, so that is why it prolongs the investigation so that the docket could take a long time.

These comments were analysed further, revealing that the type of crime in question often determines the length of the investigation, indicating that the investigation process and period may differ based on the type of crime.

This finding is supported by the University Policy Library (2021) report, which states that investigating differs from one case to another. The lack of resources and cooperation of stakeholders, among other reasons, could pose challenges to completing the investigation process. Generally, a case investigation may not take longer than four months (120 days). However, if investigations take too long to finalise because of insufficient evidence, the investigating officer may apply for an extension to the chairperson of the Radar Intercept Officer (RIO) board. Based on the reasons presented by the investigating officer, the board may grant or deny the application.

Most participants reported that investigations took an average of four to five years, and several challenges came to light during the interviews, such as a lack of DNA evidence, the child's young age, and the complexity of such cases. McElvaney et al. (2020) highlight an identifiable trend concerning age at the time of disclosure, regardless of the age at which the child was harmed. Furthermore, there may be a u-curve association between age and time of revelation, with younger and older children delaying more than children in the middle. Even if pre-schoolers acknowledge the abuse, soliciting and analysing testimony from very young children is challenging, requiring awareness of the developmental underpinnings of their ability to remember and recount earlier experiences (Ernberg et al., 2020a).

6.4.2. Subtheme 1.2: Average time spent by Department of Health nurses

Some of the participants indicated that they spent 45 minutes to an hour on average throughout the examination of the victims of child sexual abuse. Most participants revealed that the examination took approximately two to three hours.

"It takes an hour to two hours to examine a patient." Participant 33.

“It takes plus minus three hours.” Participant 34.

The forensic nurses in the Eastern Cape Province, South Africa, indicated that the maximum and accepted period for the examination of child sexual abuse victims is two to three hours, which includes the administration process and comprehensive examination.

Machisa et.al. (2017) noted that trained forensic nurses should render 24-hour services as the first response in a medical care system and conduct emergency services in the form of intervention for sexually abused victims in healthcare institutions such as hospitals and clinics. Machisa et al. (2017) indicate that delays in reporting and conducting an examination could affect the provision of medical care involving the tests regarding post-exposure prophylaxis for HIV. Delays can also negatively impact the possibility of obtaining forensic evidence; therefore, victims should be examined within 72 hours after the case has been reported.

6.4.3. Subtheme 1.3: Average time spent by the Department of Social Development, NGOs, social workers and private practice social workers

Social workers or psychologists are often requested to provide corroborating evidence during the forensic investigation. Social workers from the Department of Social Development and non-governmental organisations were interviewed for the study. One participant revealed that their investigation could be concluded in only a month, while three others indicated that CSA investigations could take three to four months.

“It can take a month to finalise a case.” Participant 41.

“For example, if she [the participants’ superior] gave me [a case] on [the] 4th of March, she would give me [till] the fourth of the next month to finalise the case.” Participant 44.

However, some social workers indicated the following about the duration of their investigations:

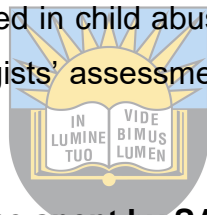
“Normally, it takes two to three months.” Participant 45.

“It can take anything from six (06) week[s] to three (03) months, but in most cases, it takes two (2) years to finalise.” Participant 40

The social workers in the private practice in South Africa had similar responses when it came to the time frame for the investigation of child sexual abuse cases. There were slight differences in duration; however, the consensus was that investigations took a long time to complete. The above responses show that each child’s sexual abuse case is different. For this reason, cases are handled differently.

According to Ernberg et al. (2020b) in the Department of Psychology, University of Gothenburg, Sweden, investigating and prosecuting cases of alleged child sexual abuse is difficult, especially if the report involves a very young child. Hence, the investigation takes longer to complete. Prosecutors are significant players in CSA investigations and serve as gatekeepers, determining whether cases are tried in court.

It is clear that the timeline employed in child abuse investigations varies greatly and that social workers’ and psychologists’ assessments differ depending on the type of case.



6.4.4. Subtheme 1.4: Average time spent by SAPS forensic social workers

Forensic social workers are brought into the investigation of child sexual abuse cases immediately after the case has been reported and registered in the Case Administration System (CAS). They conduct forensic assessments and compile reports of their findings. One participant indicated that the average time spent investigating a child sexual abuse case was two weeks:

“Under normal circumstances, it takes a week or two (02).” Participant 29.

However, two participants indicated that the investigation of child sexual abuse cases takes a month to a maximum of two months.

“So in most cases, it takes one to three sessions, which can be done within the maximum period of two months, so I can safely say from the day the case is reported until it’s finalised from itself.” Participant 12

“It can take plus, minus two months.” Participant 06

A study by Smith (2014) encourages interviewing the child more than once, making use of a comprehensive assessment model, and further engaging in the direct inquiry of the child about the sexual abuse at some point during these interviews. This is viewed as the best model as it helps professionals effectively facilitate the disclosure of CSA.

Lupondo (2016), argues that if initial interactions with a child suggest numerous potential communication barriers, spending time getting to know the child before conducting the interview may be fruitful. Archambault, Lonsway and Munch (2005) argue that severe sexual assault cases require comprehensive written reports. A thorough report will identify on-scene evidence and document details from the victims' and suspects' accounts of the incident, which will assist those investigating the case in overcoming consent challenges and serve to refresh memories for court testimony.

The nature of the work of forensic social workers is that they spend time conducting interviews with children who were sexually abused and prepare a scientific-based report detailing the incident. This means that an investigation of child sexual abuse takes time to get thorough information to complete a report of good quality. Therefore, there is a need for proper training for forensic social workers to ensure more effective and efficient investigations.

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6.4.5. Subtheme 1.5: Average time spent by psychologists

Various professionals are part of the child sexual abuse investigation process, such as psychologists who come in as corroborating team members. The psychologists are expected to determine the level of functioning of the victimised child, and sometimes, at the end of the investigation, they are expected to submit a victim impact report to the court for a final decision.

Only one private practice psychologist participated in this study, as most of the psychologists contacted did not want to participate without being compensated for their time. Participant 49 indicated the following:

I would say six to ten weeks to complete my investigation and report. I think some difficulties are [a] lack of commitment; sometimes, some stakeholders don't opt to commit themselves; remember, dealing with sexual abuse cases

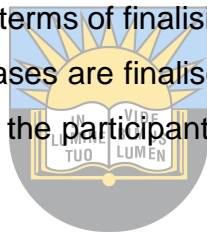
at different levels involves a lot of risks if it occurs within the family. There are always fears of family disruption, and so on and so on. At that point, some stakeholders tend to be scared, and they fail to commit.

Kirby (2021) indicates that the average number of sessions for child sexual abuse cases, including those for counselling, ranges from six to ten; however, there can be as many as forty and as few as one.

The participant indicated it takes approximately two months to complete the investigation and submit the report. Psychologists take a month or more to deal with the investigation of child sexual abuse cases.

6.4.6. Subtheme 1.6: Average time spent by the National Prosecuting Authority (NPA)

Participants from the National Prosecuting Authority (NPA) were interviewed to determine where the delays are in terms of finalising the cases of child sexual abuse. Some participants indicated that cases are finalised within three to nine months. The following were the responses from the participants, as well as literature in support of the responses.



“Definitely, it would need more time, about nine (09) months and if it’s a straightforward case where there is another corroborating evidence, less than six (06) months.” Participant 36.

Participant 37 said:

Where the identity is not in dispute, and also where the accused person himself is known to the victim and also pleads guilty, then in that instance, it takes [a]round about maybe three months. But at most, for a rape case to be finalised, it takes more than nine months upwards.

“That would take about four to five months to finalise. But in cases with children or where DNA is needed, the turnaround time is about eighteen months.” Participant 38.

“So ideally, I would say between six and nine months in terms of finalisation; however, that is not the case.” Most participants said, “It took about nine (09) months.” Participant 39.

The police are responsible for interviewing the alleged victim, suspect, and witnesses under the prosecutor's guidance. In Sweden, children who are alleged victims of abuse are required to be interviewed within two weeks of the case being reported (Ernberg et al., 2020).

Matthews (n.d.) confirmed that when the South African Police Service, generally an investigative officer or, in larger courts, a police services liaison officer, presents a crime docket to the prosecutor, the prosecutor becomes involved in the case. By this point, the police should have investigated the case thoroughly enough to identify a suspect. If the culprit has been apprehended and is in custody, the SAPS must provide the docket to the prosecutor within 48 hours of the arrest.

Kambula (2013) highlights that the report issued after the re-establishment of the Sexual Offences Court lacks a specialised framework for the prosecution and adjudication of sexual offence cases. Victims of sexual offences have special needs that require special services that can only be rendered by specialists in this field. There is, therefore, a need to consider the creation of specialist posts for sexual offences.

A consensus emerged regarding the time allocated to investigating child sexual abuse cases. While prosecutors offer guidance to the police, they also engage in consultations with child sexual abuse victims to seek clarification on specific information. This process involves multiple parties conducting extensive interviews with children who have experienced sexual abuse. This multifaceted approach may, in turn, contribute to the delays in expeditiously concluding these cases.

6.4.7. Subtheme 1.7: Forensic science laboratories

The findings revealed that, DNA evidence is viewed as one of the contributing factors in the delays of child sexual abuse investigations. Participant 37 revealed the following regarding the SAPS Forensic Science Laboratory (FSL):

The average time spent processing DNA during the investigation process is approximately three months. Currently, however, the FSL has a major backlog,

and it takes them a year to two years to complete the DNA processes. The delays partly emanate from long processes arising from the procurement of chemicals.”

Broughton (2022) states that a rape suspect who was freed because of delays in DNA analysis at the police forensic laboratories raped and murdered an 11-year-old child nine months later.

Prosecutors rely heavily on DNA results, especially in cases involving children and where there may be doubts about the suspect's identity, regardless of the statements submitted by the investigating officers, which are obtained from various witnesses.

According to Broughton (2022), delays in DNA testing caused by a contractual dispute with a service provider resulted in a backlog of more than 200,000 cases at the end of 2021, mainly involving violent crimes and gender-based violence. Mabuse (2021) indicates that the television programme “*Check Point*” on the eNCA television channel had an interview with the National Forensic Science Laboratory management in Pretoria, where there then a backlog of over 170,000 forensic exhibits, showing that justice is denied to victims of crime, especially rape. This is shocking, especially as the interviewee could not explain who was accountable for the backlog of over 170,000 cases. There is clearly a challenge with the DNA analysis process at the National Forensic Laboratories in South Africa.

Theme 1 revolves around the time and interaction dynamics during child sexual abuse (CSA) investigations involving various stakeholders. The subthemes within this overarching theme highlight the timeframes and the unique challenges each CSA actor faces in the investigation process.

One common thread running through the subthemes is that the average time spent by all actors in investigating CSA cases is roughly similar. However, subtle variations exist, primarily influenced by the nature of their roles and the distinct challenges they encounter within their respective offices.

For investigating officers, the time range spans from a minimum of three weeks to as much as four years. This wide variance in duration helps explain the often frustrating delays in resolving CSA cases.

The Department of Health's nurses and doctors involved in medical examinations typically invest a minimum of 45 minutes per case. However, when dealing with restive young victims, who require more time and attention, these examinations can extend to two to three hours.

Social workers, whether working for the Department of Social Development or in private practice, generally take one to two years as the maximum period to resolve a CSA case fully, with a minimum of one month.

Forensic social workers within the SAPS Family Violence, Child Protection, and Sexual Investigation Unit typically conclude forensic assessments in six sessions and submit the requested reports within two weeks to two months.

Psychologists involved in CSA investigations generally aim to complete their tasks within six to ten weeks, while prosecutors suggest a minimum timeframe of six months. However, standard operating procedures dictate nine months as the ideal time frame, though it often extends due to unavoidable challenges.

The subthemes also highlight that the type of crime in question significantly influences the investigative process and the overall duration of the investigation. The nature of CSA cases requires meticulous attention and, in many cases, an extended period of interaction with the young victims to ensure the most accurate and sensitive handling of their traumatic experiences.

In summary, Theme 1 underscores the critical role of various stakeholders in CSA investigations and the range of timeframes they work within. The subthemes emphasise the importance of understanding the unique challenges faced by each CSA actor and the delicate nature of their interactions with child victims to provide comprehensive and sensitive support throughout the investigative process.

During the interviews conducted with different actors who deal with the investigation of child sexual abuse cases, it emerged that some challenges contribute negatively towards the finalisation of the investigation process of these cases. The following are the challenges hindering stakeholders who deal with the investigation of child sexual abuse cases.

6.5. THEME 2: COMPLEXITIES AND CHALLENGES HINDERING THE STAKEHOLDERS

The second theme concerns several challenges that delay the investigation of child sexual abuse cases. Six subthemes emanated from the analysis as follows in table 6.3:

Table 6.3 Table 8 Theme 2: Complexities and Challenges Hindering the Stakeholders

Theme 2	Sub-themes
2. Complexities and challenges hindering the stakeholders	2.1 Inadequate investigative aids and human resources
	2.2 DNA forensic results
	2.3 Lack of basic required resources
	2.4 Lack of appropriate office space
	2.5 Lack of training in specialised skills
	2.6 Age of the child

6.5.1. Subtheme 2.1: Inadequate investigative aids and human resources

According to participants in this study, one of the important aspects during the investigation of child sexual abuse cases is to have adequate investigative aids to ensure proper investigation processes. The following are investigative aids and required human resources identified by the participants that can contribute to more efficient investigations: SAPS Local Criminal Record Centre (LCRC), SAPS forensic social workers, Department of Social Development social workers, non-governmental organisations, and private practice social workers and psychologists.

The involvement of investigative assistance, such as the SAPS Local Criminal Record Centre, is crucial as it plays an integral role in solving challenging investigation cases. These investigative aids significantly enhance the evidence-gathering process, producing more positive results.

Some participants raised concerns about the unavailability of social workers to assist with interviewing the child victim, and others were concerned about the challenges

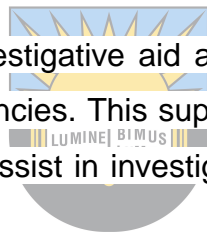
regarding DNA and the unavailability of crime kits to obtain buccal samples (cheek swabs). Referring to the investigative aids that caused a delay in the investigations, participant 16 said:

It would be things like forensic social work reports, consultation with the prosecutors, Cyber Unit reports that could ... make the investigation [a] little bit longer, but when we have got less witnesses, we can finalise the investigation within a month.

Participant 29 stated:

By conducting the investigation process thoroughly and make use [of] the informers in order to track the unknown suspect[s] in the cases or use the investigative aids like forensic science laboratories and available professionals in and out of the SAPS organisation.

Kayo (2022) briefly describes investigative aid as providing various support to law enforcement and government agencies. This support usually involves gathering and analysing information needed to assist in investigating and prosecuting various civil and criminal cases.



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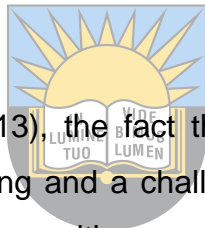
Mokoena (2021) argues that this process includes using recognised investigative aids and the services of other divisions within the SAPS. Implementing legislation such as the DNA and Fingerprint Acts is proving to be a catalyst in linking unidentified perpetrators to criminal offences where physical forensic material is left at the crime scene. The daily duties of an investigative assistant do not require a college degree, and the process may include gathering evidence, conducting interviews, and locating witnesses. An investigative assistant must know the various regulations and procedures of the agencies that conduct criminal investigations.

In the context of the United States, Scalzo (2013) at the US Department of Justice emphasises the significance of a sexual assault evidence collecting (SAEC) kit. Clothing, foreign materials on the body, hair (including head and pubic hair samples and combines), oral and anogenital swabs and smears, body swabs, blood and urine samples for alcohol, toxicology testing, and blood or saliva samples for DNA analysis and comparison, are all examples of evidence that may be collected.

When the suspect is unknown in the reported case, the investigating officer utilises all adequate investigative aids to get a breakthrough in the case, and the involvement of different investigative aids also prolongs the finalisation of these cases. Investigating officers must wait for the process to take its course and for the necessary reports to be compiled and submitted. Participant 33 referred to investigative aids utilised during the investigation process as follows:

The quality of resources is poor; There are too many there [that] are just not in good standard. But the lack of adequate resources that is where the problem is. Like for instance, if we need to use a colposcope to show septum evidence, [it] is always out of order, or there is no ink in our case, if the machinery that we are using is not there, we find it very difficult.

Participant 33 added “[If] at times there [is a] shortage of evidence collection kit[s] then that would be [problematic], [and] may somehow [contribute to] the lack of efficiency there.”



According to Seelinger et al. (2013), the fact that sexual violence usually leaves physical evidence is both a blessing and a challenge. DNA evidence can place an alleged perpetrator at a crime scene with more certainty than the statement of an eyewitness. Forensic evidence has immense value in cases of domestic sexual crimes, particularly where DNA evidence can help confirm the identity of an individual perpetrator. Keisler, Daley and Hagy (2007) indicate that technology-related tools and devices may be encountered in an investigation or assist in identifying and examining electronic evidence to assist the courts.

Participant 37 said:

Because you find out that there are some challenges, for instance, in relation to DNA, for instance, issues in relation to identity because if there is an issue of identity, then it means as a prosecution you have to rely on circumstantial evidence which in the main is DNA, which takes longer given also the experiences they have heard with the South African Police Laboratory services in Cape Town where it has taken more than a year for instance to finalise some

of the cases because there are unable to analyse cases because of the shortage of the material they use in order to do the analysis.

The researcher found that the NPA and SAPS have investigative aids; however, there is a shortage of these aids, which are also not maintained. In such cases, it hampers the investigation process.

6.5.2. Subtheme 2.2: DNA forensic results

All the stakeholders interviewed for this research project expressed different challenges; however, issues with processing DNA results were identified as a critical factor in delaying the investigation of child sexual abuse cases.

Processing of DNA evidence is one of the challenges contributing to delays in the investigative process due to the backlog of evidence still to be processed. Most participants revealed that processing DNA evidence is the problem, as the cases must wait for the outcome of DNA results. The waiting period resulted in cases being struck off the court roll. The following are two of the responses from participants:

“The main problem would be DNA laboratories’ results.” Participant 20.

“Cases are struck off the court roll because of delays in DNA results.” Participant 22.

According to Ntlatleng (2011), laboratory delays prolong the investigation process because police must wait up to 18 months or more for DNA results. There has been criticism concerning DNA backlogs and delays in obtaining timeous forensic reports from the SAPS Forensic Science Laboratory (Omar, 2016). However, Malema & Smangele (2020) interviewed the national SAPS spokesperson, who denied these claims and stated that there are no backlog issues at their forensic science laboratories.

Weber (2022) reveals that the Minister of Police, B Cele, at the release of the quarter two crime statistics 2022/2023 hosted in Pretoria, Gauteng Province, on Wednesday, November 23, 2022, confirmed that the SAPS continues to make significant progress toward eradicating the DNA backlog at their forensic service laboratories. The prioritising project for court-ready cases with unresolved forensic findings is gaining traction. The number of DNA specimens in SAPS laboratories as of 23 November

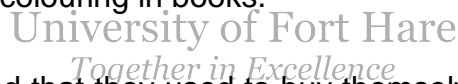
2022 was 111,174. Of this statistic, 67,905 is the DNA backlog, reduced from more than 241,167 in May 2021.

The remaining 111,174 DNA specimens, 43,269, fall within the time frame of 113 days. These instances included cases against women and children, including sexual abuse and gender-based cases. The Minister of Police, B Cele, declared that the South African Police Service has cleared its historic DNA backlog during the publication of the quarter three crime statistics 2022/2023 on 17 February 2023 in Cape Town. As of 16 February 2023, the DNA backlog, which was initially above 241,000, had been reduced to 1,600, marking a 99.3% reduction in the country's DNA backlog.

There is a list of case dockets that have been waiting to process DNA results for a long time, and the availability of DNA results could improve the processing and finalisation of cases.

6.5.3. Subtheme 2.3: Lack of essential and human resources

Kambula (2013) states that it is necessary during the assessment of child sexual abuse cases to help and facilitate the assessment and to have toys that are very useful for entertaining children. These can include dolls, cars, blocks, educational games, and tools for drawing and colouring in books.



Some participants revealed that they used to buy themselves items such as crayons to keep in their pockets. Other participants indicated that the lack of a cellular phone and insufficient data led to delays in conducting searches and compiling a quality report.

“[I] do not have data lines for internet connection.” Participant 3.

Most participants also referred to the shortage of human and physical resources as a challenge, giving examples of the shortage of personnel and vehicles to execute the investigation of child sexual abuse cases.

“This is a very problematic issue when it comes to the resources. For instance, I don't have a 3G card. I also don't have a car.” Participant 6.

“We are experiencing a shortage of vehicles; we cannot attend [to] the cases of children immediately.” Participant 9.

Some participants complained about the non-availability of offices, making it difficult to conduct interviews where utmost privacy was required.

“It is not fair; there (are) more resources needed for sexual abuse cases, for example, the office space and the playroom.” Participant 42.

The available resources are essential to the investigative process and play a vital role in achieving positive results. Unfortunately, a country as vast as South Africa lacks resources (Public Servants Association, 2015).

In support of the above statement, Petersen (2021) indicates that limited resources often prevent child protection agencies from responding to increasing numbers of reports during the investigation of child sexual abuse cases.

Ntlatleng’s (2011) study, which was conducted in Tembisa in the Gauteng Province, echoes the issue of a lack of human resources and identifies this as a factor that contributes to delays in finalising sexual abuse cases. An example she provided was that in the South African Police Service, there were only six social workers in the Gauteng Province who assisted the courts in the forensic assessment of sexually abused children. This remains the same today in the Eastern Cape, where only eight social workers in the SAPS deal with forensic assessments covering 27 Family Violence, Child Protection and Sexual Offences Units in the Eastern Cape Province.

Fouchè (2016) highlights that the critical assets for an organisation are physical resources; without these, an organisation cannot function effectively. Fouchè (2016) further notes that physical resource capabilities contribute to employee performance in various firms, which comprise the basic infrastructure, machines, tools and factories and produce goods needed to support work performance.

During a visit to Gqeberha (Port Elizabeth) in the Eastern Cape, the former Minister of Health noted a significant infrastructure issue due to various equipment shortages stating that, “We went throughout the facility and heard about the need for pulse oximeters, transportable x-ray equipment, and cardiac monitors. We brought the team

together to expedite the procurement processes at that level.” Another concern is human resources and the shortage of nurses.

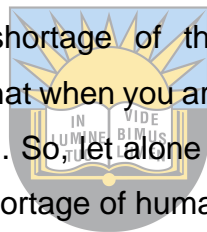
Malema and Smangele (2020) found that informal settlements in the Western Cape, Nyanga, Khayelitsha, and Philipi face challenges in managing sexual abuse survivors and preventing sexual abuse crimes due to a lack of resources.

The study participants also highlighted the challenge of a lack of essential and human resources. Below are some excerpts of these narratives:

“Not good resources when it comes to resources. There [is a] shortage of relevant vehicles. You see, the area we are serving is a wide area. We are serving thirteen (13) police stations, and its rural areas, you see.” Participant 5

Participant 11 stated:

Let alone the immense shortage of the resources, specifically human resources, because I think that when you are talking about resources, you also refer to human and physical. So let alone the shortage of vehicle resources, because we are having a shortage of human resources.



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Muridzo et al. (2018) conducted a study in Zimbabwe, and participants’ responses also aligned with what Mkhize (2020) alluded to by noting human resource challenges, including staff shortages. Shortages in the medical staff may delay the collection of evidence, affecting the other victim-friendly system (VFS) processes downstream. In addition, staff shortages in the VFS may lead to performance deficiencies among VFS professionals. The performance of the staff can also diminish due to fatigue from attending to too many cases, which are not just limited to CSA cases.

Human resources are imperative for success. Mxunyelwa and Vallabh (2017) argue that human resources form a cornerstone that can potentially accelerate service delivery. The addition of human and physical resources should be a solution to improve the investigation of child sexual abuse cases. The participants in the study highlighted similar concerns regarding a shortage of vehicles and human resources (Govender, 2015), indicating that the lack of resources was a huge challenge for most

participants. They reported a lack of transport, office space, and training as challenges compromising service delivery.

Almost every participant interviewed during the data collection highlighted the importance of resources. Members investigating child sexual abuse cases revealed that they are required to have specialised training skills as the environment itself is indicated as a specialised field. It emerged that a lack of essential and required resources contributes negatively to the investigation of child sexual abuse cases.

6.5.4. Subtheme 2.4: Lack of appropriate office space

It is essential to look at issues related to infrastructure, as some of the participants indicated that there is a lack of appropriate office space when dealing with child sexual abuse investigations.

In South Africa, child sexual abuse cases are regarded as cases that require special attention; therefore, these cases should be given priority when it comes to matters of infrastructure, such as building facilities and availing other resources that can help to enhance the investigation of child sexual abuse cases.

The study participants were asked how they would describe the quality of resources, including infrastructure, provided by their organisation when investigating CSA cases. As indicated below, most participants believed the lack of appropriate office space was a significant challenge.

“Our offices, in fact, investigating officers don’t have enough offices.” Participant 30.

“I think in other FCS Units, members don’t have the victim support room where we can keep the victims, and at times, in our offices, we are sharing the offices.” Participant 1.

“The social workers, for example, you find you have to share offices with other social workers.” Participant 40.

Colenberg, Jylhä & Arkesteijn (2021) highlight the differences between an open workspace and a smaller room that is used as an office. Open offices have been seen to be related to a higher incidence of sick leave and lower physical and mental health.

Nowak (2020) indicates that a desk-sharing office does not significantly improve the quality of work or individual productivity. However, it is essential to understand why some employ such structures. Fan et al. (2021) indicate that there are problems in the application of shared office space, such as a single design model and lack of humanisation, due to the lack of definition between spaces, unclear functional partitioning and excessive focus of designers on external modelling, resulting in an overly compact space layout and a severe loss of personal privacy space, causing mutual interference between work, reducing work efficiency and being extremely easy to produce fatigue and oppressive anxiety. Therefore, the open workspace has significant shortcomings concerning the investigative process.

Lack of appropriate office space among the actors who deal with child sexual abuse investigation cases has been identified as one of the critical challenges. There is a lack of privacy as some participants revealed that they share offices. It is evident that there is a need for private interview rooms.

6.5.5. Subtheme 2.5: Lack of training in specialised skills

Child sexual abuse cases require skilled and well-trained personnel. Most of the participants explained that the lack of training provided to the members investigating child sexual abuse cases is a concern. Lack of training in specialised skills may contribute negatively to investigating these cases. Most participants indicated that there is a need for members to be equipped with training in the field of investigating child sexual abuse cases. The following are responses from the participants:

“Equipping the members with training.” Participant 15.

“By training all members, you are equipping them in order to perform better in solving the cases of the children.” Participant 16

“The training of social workers can help to improve service delivery.” Participant 24.

A study conducted in Zimbabwe also notes issues relating to a lack of training and specialised skills. Lack of specialised training and experience has been identified as a challenge for the victim-friendly system (VFS) (Muridzo et al., 2018). Lupondo (2016) also argues that when social workers require sufficient specialised training to investigate child sexual abuse cases proficiently.

In consultation with most of the participants during data collection, it was found that there is a need for training in the field of investigating or interviewing child sexual abuse cases. Proper training in the field may assist in improving service delivery, particularly the investigation of CSA. Some participants were never given appropriate or adequate training, causing delays in investigating these cases.

According to Røed et al. (2023), conducting investigative interviews with children is a skill that requires specialised training. Practice is a vital component of training. Schiller (2017) argues that the social service sector cannot respond adequately to all reports, and the result is that children are not sufficiently protected against abuse. Social workers employed by the Child protection organisations are expected to provide general social work services. When it comes to cases of child sexual abuse, they often need to provide a forensic examination, but they are not trained for it. Schiller (2017) and Ludwig (2007) further describe forensic social work as a professional field. However, due to the high number of child sexual abuse cases in South Africa, information on how to deal with child sexual abuse needs to be incorporated into the training curriculum.



6.5.6. Subtheme 2.6: Age of the child

Most participants from different sectors indicated that the child's age was a factor that exacerbated the case's complexity. The younger the child, the more training that should be given to the interviewer of child sexual abuse cases.

Some participants revealed that because of the age of the child, at times, prosecutors were not willing to deal with child sexual abuse cases due to the long periods it takes to complete them. The following were responses from the participants:

Participant 50 stated:

It can take anything from six (06) week[s] to three (03) months. It depends because my process is developmental[ly] sensitive; it depends on the client's age, so if the younger client's sessions are shorter and more frequency [frequently] that it's an extended forensic interview that wouldn't take longer because I have to see them [for] shorter [periods]. It [is] supposed on the week

for all the child where it might take three or four weeks for the younger child could take to three months.”

“I am sometimes requested to compile, so the issue of the cases that I finalised depends on the availability, the readiness and the age of the child.” Participant 24.

“Sometimes it can go beyond that depending on the age of the child because sometimes you get children that are restless.” Participant 34.

Participant 42 said:

For us, we do assessments. We have [an] assessment tool that we use; depending on the case, we remove the child and go to court. It depends on the age and how long the child will be placed in the temporal place of care.

Children are expected to give information about the incident. They should be offered the necessary time, particularly for young children, those with special needs, those who differ culturally from the dominant culture, or those who have experienced extreme trauma (Duron, 2018).



Obong'o et al. (2020) conducted a study in Zimbabwe and found that the disclosure rates are low due to the young age of the children who experience CSA. It became evident that the younger the victim, the harder it becomes to conduct interviews with these children, which prolongs the investigation process, adversely affecting the finalisation of the child sexual abuse cases.

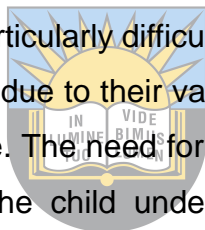
Therefore, theme 2 delves into the complex challenges faced by key stakeholders involved in the investigation of child sexual abuse (CSA) cases. A central issue identified is the dispersion of various investigative aids across different locations, contributing to protracted case investigations. The availability of sufficient resources is pivotal in enhancing the prospects of success in these investigations. The consolidation of all resources, whether physical or human, in one location, is emphasised to streamline the efficiency of the investigative process.

Within this theme, a significant difficulty lies in insufficient essential resources and professionals, such as shortages of social workers and psychologists, often contracted

from private practices. Notably, the protracted timeline for obtaining DNA forensic results is a considerable challenge despite the heavy reliance of prosecutors and courts on such evidence, particularly in cases involving young victims.

A shortage of essential resources further hampers service delivery, with participants expressing concerns during data collection. Inadequate supplies of cellular phones, computers, vehicles, assessment tools, and limited office space were among the primary concerns. For instance, forensic social workers are expected to have dedicated spaces for assessment sessions and administrative tasks; however, some reported sharing offices due to space constraints.

Another critical aspect impacting CSA cases is the need for specialised training for all actors in investigating these cases. Even those with existing expertise in CSA investigations require special training, as the sensitive nature of these cases demands patience and caution. Some children face cultural taboos or threats, making disclosures about sexual abuse particularly difficult. Age also plays a role, as younger victims require additional attention due to their varying developmental stages, further extending the investigative timeline. The need for specialised training and the unique demands posed by the age of the child underscores the intricacies inherent in addressing child sexual abuse cases.



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Under objective two, the following theme and subthemes emerged:

Objective 2: To identify the contestations that the different actors have regarding the investigation process of child sexual abuse. This objective sought to establish the relationships among the actors investigating child sexual abuse.

6.6. THEME 3: MISUNDERSTANDING AMONG ACTORS INVESTIGATING CHILD SEXUAL ABUSE CASES

Table 6.4 provides the sub themes which were generated from the interviews.

Table 6.4 Theme 3: Misunderstanding among actors investigating CSA cases

Theme three	Sub-theme
3. Misunderstanding	3.1 Lack of cooperation among actors

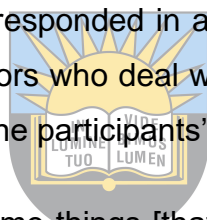
among role-players	3.2	Non-availability of actors
	3.3	Disorganised actors

The study participants were all actors from different organisations sharing the same goal of investigating child sexual abuse cases. During data collection, it emerged that there were several misunderstandings or often a lack of understanding, which could contribute negatively to the finalisation of child sexual abuse cases.

Freshely (2022) describes misunderstandings as caused by conflicts. It is, therefore, advisable to allow the parties a chance to understand one another. Campbell et al. (2020) argue that despite misunderstandings, it is necessary to maintain a good relationship with co-workers.

6.6.1. Subtheme 3.1: Lack of cooperation among actors

Most of the research participants responded in a manner that shows that there is a lack of cooperation among the actors who deal with investigating child sexual abuse cases. The following are some of the participants' responses:



“Sometimes the court will need some things [that] are already there on the docket.”
Participant 1.

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Participant 5 said:

Social workers outside the SAPS now they are taking [a] long time to do their report, especially these social workers outside SAPS. The Department of Social Development and Probation officers, sometimes, they are taking their own time to submit their reports.”

“Sometimes, you don't get the social worker on the phone on time for [an] intermediary. The court preparation with the child sometimes not be available.” Participant 10.

Participant 11 said:

We are not working together with other stakeholders. It will be difficult for us to curb the scourge of these cases because, [in] these cases, you cannot just work alone. You need to work together with other stakeholders. There are

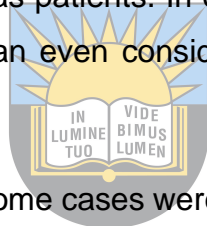
many things that are needed by the other stakeholders as well, so we need to work together.

Participant 17 stated:

Unfortunately, the availability, especially the external actors like [the] Department of Social Development, it is sometimes difficult to get them immediately. Sometimes the lack of understanding and empathy and obviously the dragging out of getting the feedback or necessary reports.

Participant 37 said:

Look, the challenge we are having at the Thuthuzela Care Centre at the moment is the problem. There are no dedicated doctors who assist in terms of examining these victims, and also the attitude of some doctors who do not view or who do not view victims as patients. In other words, they always start with other victims before they can even consider the victims; that is also a very serious problem.



Sambu et al. (2017) indicate that some cases were referred to social services through intersectoral collaboration, consequently receiving no therapeutic or support services. Participants from the police said that the South African Police Service experienced poor service from the Department of Social Development (DSD). It emerged that the police had contacted the DSD numerous times, but the head of the department changed so many times that they needed to learn who was doing what work. If the police asked them for assistance, the DSD would send them from pillar to post without giving them the necessary assistance.

Schiller (2017) argues that misunderstandings exist due to South African policies, conventions, and legislation that do not complement each other, creating gaps in these policies that lead to challenges and uncertainties among social workers in this field. A lack of cooperation among the actors who deal with the investigation of CSA is evident. Furthermore, to concur with Schiller, there are policies among the organisations that do not help and instead create problems between actors investigating CSA cases.

It emerged from interviewing research participants that there is a lack of proper

directions, policies or protocols to guide the actors. They further emphasised the lack of cooperation and understanding between actors, which makes it challenging to render services such as counselling and placement for children who are abused sexually.

6.6.2. Subtheme 3.2: Non-availability of actors

Some participants revealed that there were difficulties working with social workers who were not available on weekends.

Participant 3 stated:

The difficulty we usually face is between the social workers because social workers during the weekends are not available; there is no social worker on standby. Like in social development for the placing of the child, so the problem will be social workers and also the social workers, if involve[d], they are taking long to compile a report concerning the case.

“Unfortunately, the availability, especially [of] the external actors like [the] Department of Social Development, it is sometimes difficult to get them immediately. Sometimes the lack of understanding to render[ing] services optimal[ly].” Participant 17.

“We are experiencing backlog from those other organisations that we are working with. Some of our cases take long to be finalised by the other departments. We would sometimes wait for reports, that creates [a] backlog.” Participant 19.

Patel and Atkins (2021) state that different actors are required to work together in order to solve child sexual abuse cases and that tackling child sexual abuse cases is beyond the capacity and capability of an individual role player. Patel and Atkins (2021) further state that information sharing at strategic and operational levels is vital for the actors. Various government departments are encouraged to work together. The obligations are laid on the law enforcement personnel to render different services to the victims of child sexual abuse. However, these obligations need to be supported by other departments, such as health, justice or social development (CSV, 2018).

Ntlatleng (2011) indicates that the community needs to understand how to deal with these cases. Consequently, the community members blame the law enforcement

officers or police for not performing the work they are entitled to perform correctly and brand them as incompetent.

“In some cases, we do have gaps, especially with the NPA because during the day, its not easy to get them. They are always in court and have to call them time and again.” Participant 30.

Participant 40 said:

We have identified with other stakeholders that we are working [with]. For example, is [the] late response from the SAPS, [which] is one of our stakeholders that we are working with. I would say that is one of the gaps because, for [one] to go to the Thuthuzela centre, you have to wait for them. You cannot go on your own; you have to go with the police, but they would take time to respond to such. Maybe it could be the issues of vehicles or whatever technicalities that they may be faced with.



Participant 43 stated:

The difficulties that I used to experience is with [the] investigating officer; when I am done with the report, they take time to come and collect the report. We normally do in that version. When the report is done, they come and collect it. They take time and find out that the case has been struck off the court roll. Whereas on my side, I am done with my report.

“Difficulties, I would indicate that it’s just some lack of understanding among us.”

Participant 2.

Participant 23 said:

Then if, for instance, the case has been sent to DSD for assistance when they play their role immediately also with [the] court so that we can move together. Because at some point, there are gaps whereby you see that DSD is not taking these cases seriously or speeding the finalisation of the cases. Also, courts at some point find out that they are struck cases whereby cases can move

without, for instance, without DNA they cannot rely, then if we can work together.

“[I] experience problem[s] with [the] Local Criminal Record Centre; they are not compiling reports immediately.” Participant 4.

“You know, assisting the police from the time of reporting up until the case is finalised. But now it becomes a problem when, for instance, the police since there with the case, not knowing what to do.” Participant 37.

A notable issue within the landscape of child sexual abuse (CSA) cases is the non-availability and the subsequent blame game among the professionals involved. This blame often extends to the failure to prosecute perpetrators effectively. For instance, prosecutors may point fingers at the police, citing inadequacies in their investigations. Conversely, the police may counter by accusing prosecutors of releasing suspects unreasonably and removing cases from the court roll due to insufficient evidence.

During data collection, a significant concern emerged regarding the scarcity of dedicated prosecutors for the Sexual Offences Court, specifically for child sexual abuse cases. This inadequacy posed a considerable challenge to the handling of these cases.



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The Department of Social Development also faced scrutiny, with their social workers being accused of suboptimal performance and lengthy delays in submitting assessment reports. Furthermore, their lack of availability outside regular working hours, such as evenings and weekends, was a recurring issue.

The accountability was also extended to doctors, who were held responsible for failing to appear in court and submitting incomplete reports. The non-availability of these essential actors significantly complicates the handling of child sexual abuse cases, often leading to recriminations among professionals.

6.6.3. Subtheme 3.3: Disorganised actors

Most participants indicated disorganisation among the actors who deal with the investigation of CSA cases. This disorganisation leads to delays in finalising cases on time. One must commit oneself in order to make good progress. The following are

some participant responses:

Participant 1 said:

You have to liaison [liaise] with the social worker and see if whose [who is] working this week, then change that person and speak to the one who is working at that time, if that person needs assistance like, for instance, a social worker will say no they don't have transport, maybe he or she is from the area, and the victim will be at other areas that are bit far, you will sometimes offer the transport to that person in order for you to be helped so that there should be progress in the case.

“Sometimes you get to that department, and that department will sometimes they are struggling, or you will get a difficult somebody that is not easy to work with.” Participant 4.

Participant 23 stated:



I think if we can have a common understanding of what is expected of us. Then, for instance, if the case has been sent to DSD for assistance when they play their role immediately, also with [the] court, so that we can move together. Because at some point, there are gaps whereby you see that DSD is not taking these cases seriously or speeding the finalisation of the cases. Also, courts at some point find out that they are struck cases whereby cases can move without, for instance, without DNA they cannot rely, then if we can work together.

Participant 37 said:

You know, we have what we refer to as an implementation meeting at the Thuthuzela Care Centre, where, as stakeholders, we now sit down and discuss challenges that we are facing, how can we improve the service at the Thuthuzela station level. But also at the provincial level, we have what we refer to as provincial oversight committees, where we deliberate around problems not only at a particular local Thuthuzela Care Centre but at the provincial level and begin to devise ways of improving the service that we are providing not

only at the local level but at the provincial level in order to respond correctly and appropriately to the policies and challenge[s] of child abuse in the province of Eastern Cape.

“Working together with other organisations can also contribute to the finalisation of the child sexual abuse cases.” Participant 11.

Gafner (2022) affirmed that a disorganised employee may struggle to keep materials ordered, clean, and accessible and follow set procedures to perform a task. Disorganised personnel may be untrustworthy due to their unpredictable behaviour. Disorganised conduct can occur anywhere in the workplace and impact work relationships, team productivity, and company performance. Additionally, Autonomous (2022) confirms that a disorganised work environment is typically defined as an employee’s lack of order, discipline, and structure, which commonly leads to uncertainty and chaos. Disorganised behaviour can harm workplace relationships, organisational outcomes, and corporate performance. Theme 3 uncovers a prevalent issue revolving around misunderstandings among actors engaged in the investigation of child sexual abuse (CSA) cases. Many of these misunderstandings can be traced back to the absence of clear policies and protocols to guide their actions during these investigations. Instead of adhering to established guidelines, the actors often blame one another for their unavailability during specific periods and occasional disorganisation.

A lack of effective coordination further exacerbates this disorganisation among the actors conducting CSA investigations. This deficiency in harmonising their efforts results in inefficient allocation of crucial resources necessary for effective service delivery. Delving further into the subsequent theme and subthemes, it becomes evident that addressing the issues surrounding the roles and functions of the different actors engaged in CSA investigations is imperative, particularly within the context of these misunderstandings and organisational challenges.

6.7. THEME 4: ROLE AND FUNCTION OF ACTORS DURING CHILD SEXUAL ABUSE INVESTIGATIONS

Table 6.5 Theme 4: Roles and functions of actors during child sexual abuse investigations

Theme 4	Sub-theme
4. Roles and functions among role-players	4.1 Uncertainty of roles within the same field
	4.2 Lack of knowledge of basic roles and functions of each other
	4.3 Lack of coordination of actors

Table 6.5 provides the themes and subthemes which emerged with regards to role player functions.

6.7.1. Subtheme 4.1: Uncertainty of roles within the same field

During data collection, the participants were asked to identify the actors involved in investigating CSA cases and to define the roles that these actors perform.

Though some participants were from the same department, their responses differed, and some only mentioned a few roles. The following is a response from one of the participants who deal with CSA:

Participant 7 said:

The Police are responsible for the registering and investigating [of] the cases. The Department of Health is responsible for [the] examination and treatment of sexual[ly] abused children. The social services are responsible for counselling and assessment, and then [the] National Prosecuting Authority is responsible for prosecuting of the offenders, and the Department of Justice as well. The Correctional Services is responsible for the rehabilitation of the offenders.

Kambula (2013) indicates that doctors and forensic nurses are responsible for examining the victims following established medical procedures and documenting this

evidence on the J88 form. Various crisis counselling models are part of the care for victims, from volunteers based at the Thuthuzela Care Centre (TCC) to those available on call.

Ntlatleng (2011) states that it is challenging for the actors to successfully resolve CSA cases as they are considered sensitive, which is a severe problem. According to research, the police are expected to help the victim obtain legal representation, including serving the offender with a protection order after it has been obtained. Shelter for the victim's safety and accommodation or counselling should be recommended by the police (CSVR, 2018).

6.7.2. Subtheme 4.2: Lack of knowledge of each other's roles and functions

Some participants indicated that they lacked an understanding of the roles and functions of the other stakeholders during the CSA investigation process. The lack of knowledge of each other's roles and functions delays cases. The following are participant responses:



“Then NPA is where our cases are going.” Participant 4.

“The NPA is our prosecutors again; we are fortunate with TCC. We have got [a] senior prosecutor that does our consultations, prepares the victims for court and then also they are responsible for the trial of the perpetrator.” Participant 17.

“The prosecutors, I would say they act as the legal advisors, if I can put it that way, to our victims and prepare them for court.” Participant 14.

“NPA is also trying to familiarise them with the court proceedings.” Participant 16.

“The prosecutors [are] the people who are once fighting for the victims in court.” Participant 15.

Participant 36 said:

The prosecutors' role is basically to guide the investigation and also to screen the court docket and place the matters on the court roll if there is evidence. To consult with witnesses as soon as possible and also to make sure they received counselling.

“Social development are there for assessing the youth.” Participant 3.

“[in] some other cases, the report is needed from the forensic social worker.” Participant 13.

“[The Department of] Social Development, they are there to assist us for the removal of the child if the child is not talking.” Participant 20.

“Its as an IO are playing a big role from the start. Because the CSC will only take the victim to Thuthuzela, then from there will even call you.” Participant 4

Participant 36 stated:

SAPS investigations, statement taking, collection of evidence, crime scene management, etc., I cannot name everything that the gist. [The] Department of Health, [in] their role is to do medical examinations, collection of evidence in the form of crime kits, health care to victims, etc., and PEP as well as counselling. Department of Social Development, psychosocial services, e.g., trauma counselling, establishing shelters for victims. Because sometimes, the victim cannot go back home because the perpetrator is a relative or a neighbour. Compiling reports for court because we depend on [The Department of] Social Development; for example, whenever we are dealing with a child, there have to be an assessment report of the child in terms of their ability to testify and the impact of the offence to them, the other report they do for us is victim impact. There are also mentioned court preparation officer, who is very crucial, especially with cases of children. I do not take cases with kids without them and also assist with victim impact statement so that those are the one[s] I have mentioned.”

The above participant statements shed light on a significant issue within the context of child sexual abuse (CSA) investigations, which is the lack of knowledge and clarity among actors regarding each other's roles and functions. The following can be seen as the significant issues arising from this lack of understanding:

- Role Confusion: The statements reveal a degree of confusion and overlap in roles. For example, some participants describe the role of prosecutors in preparing

victims for court, while others attribute this task to social workers. This role confusion can lead to inefficiencies in the investigation, resulting in victims not receiving the support they need.

- **Inefficient Resource Allocation:** It is evident that many of the participants are not fully aware of the roles and responsibilities of their colleagues in different agencies. This lack of understanding can result in the inefficient allocation of resources, as different agencies may duplicate efforts or miss critical aspects of the investigation.
- **Dependency on Limited Personnel:** Some participants mention roles crucial for cases involving children, like the court preparation officer. However, this person's role and functions are not universally understood, which can lead to a heavy reliance on a few individuals with specific knowledge, potentially overburdening them.
- **Lack of Interagency Collaboration:** The lack of knowledge about each other's roles can hinder effective collaboration between agencies. For instance, there is a mention of the Department of Social Development and the Department of Health being involved in similar activities, such as counselling and assessments, and may indicate a lack of coordination and potential duplication of efforts.
- **Impact on Victim Services:** Ultimately, the lack of clarity surrounding the roles and functions of each agency involved can impact the quality and comprehensiveness of services provided to victims. Victims may not receive the necessary support, assessments, and preparation for court, which could negatively affect their experience and the case outcome.

A critical issue is the lack of knowledge and understanding of each other's roles and functions among actors in CSA investigations. This lack of clarity can lead to role confusion, inefficient resource allocation, and a potential lack of collaboration, ultimately affecting the quality of services provided to victims. Addressing these issues through improved communication and training may enhance the effectiveness of CSA investigations and support for victims.

6.7.3. Subtheme 4.3: Lack of coordination of roles players

Some participants indicated a lack of role-player coordination during the investigation of CSA cases. This lack of coordination leads to cases being delayed and not finalised

on time. The following are responses from the participants:

“The Department of Social Development and probation officers sometimes they are taking their own time to submit their reports.” Participant 5.

“If it was for our organisation having these stakeholders at one central point, I think it would speed up the process in terms of finalising these cases.” Participant 8.

Participant 11 said:

We are not working together with other stakeholders. It will be difficult for us to curb the scourge of these cases because, [in] these cases, you cannot just work alone. You need to work together with other stakeholders. There are many things that are needed by the other stakeholders as well, so we need to work together.

“The attitude of some doctors who do not view ... victims as patients, in other words, they always start with other victims before they can even consider the victims that is also a very serious problem.” Participant 37.

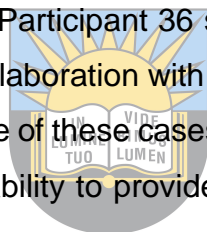
“Child sexual abuse cases cannot be done in isolation; you have to work with other stakeholders in order to successful[ly] prosecute these cases, so all the time you cannot work in isolation.” Participant 36.

The above participant statements highlight a significant issue in the handling of child sexual abuse (CSA) cases: the lack of coordination and collaboration between the various CSA actors involved.

- **Duplicate Efforts and Delays:** Several participants noted that different agencies, such as the Department of Social Development and probation officers, may take their time to submit reports. This lack of coordination can result in duplicate efforts and unnecessary delays in the investigative process.
- **Fragmented Resources:** Participant 8 emphasised the importance of having stakeholders at one central point, indicating that the fragmentation of resources and efforts among different agencies can delay the finalisation of CSA cases. Without

centralised coordination, resources may be spread thin, impacting the efficiency of the investigative process.

- **Interconnected Nature of CSA Cases:** Participant 11 underscored the need for stakeholder collaboration, emphasising that CSA cases are complex and require a multifaceted approach. Working in isolation is ineffective because various aspects of the investigation rely on the contributions of different agencies. Without coordination, critical information and support may be missed.
- **Doctor's Attitude:** Participant 37 raised the issue of some doctors not prioritising CSA victims, which can result from the lack of coordination and awareness of the significance of CSA cases. When stakeholders fail to work together and do not understand the importance of each other's roles, victims may receive inadequate care and attention.
- **Necessity of Collaboration:** Participant 36 stressed that CSA cases cannot be prosecuted in isolation and that collaboration with other stakeholders is imperative for success. The interconnected nature of these cases requires a joint effort. When actors fail to coordinate, it hampers the ability to provide comprehensive support to victims and efficiently prosecute perpetrators.



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In summary, the lack of coordination and collaboration between actors involved in CSA cases is a significant hindrance. It leads to duplicate efforts, delays, fragmented resources, and insufficient attention to victims' needs. Addressing these issues will require improved communication, centralised coordination, and a shared understanding of the importance of each agency's role in investigating and supporting CSA cases.

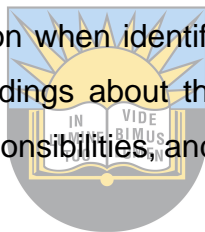
Firdausi et al. (2023) concur that coordination is critical to an organisation's success. It provides several benefits to keep efforts synced and integrated when diverse people and departments work toward the same goal. If each department operates independently of the others, they may be unable to collaborate. As a result, coordination is critical for merging the functions.

Coleman (2023) indicates that successful collaboration can enable teams to find inventive solutions to complicated issues and work efficiently toward common goals.

While collaboration is generally highly appreciated in workplaces across industries, creating a cohesive team atmosphere where professionals can effectively collaborate can be challenging. For teams to work together effectively, they need leaders who can guide them, offer insight, and consistently encourage collaboration. To work together toward a set of shared goals, professionals on a team often need to trust one another and develop respectful relationships through which they have confidence in each other's abilities.

Theme four touched on the roles and functions of all these actors, and what emerged was that there was no clarity on the roles of different actors. The definition of the roles and functions of all these actors is essential to the success of investigations.

Participants were uncertain about the exact actors and the roles and functions of those actors. They could not give a comprehensive list of who the actors were. Though participants were from the same department or organisation, they would provide different explanations or information when identifying the actors and their roles and functions, indicating misunderstandings about the roles played by different actors. Understanding the characters, responsibilities, and duties of the actors in investigating CSA cases is critical.



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The following theme and its subthemes emerged under Objective 4. One of the more critical aspects that emerged was the importance of communication during the investigation of the CSA cases.

6.8. THEME 5: COMMUNICATION STRATEGIES DURING CHILD SEXUAL ABUSE INVESTIGATIONS

Table 6.6 provides the themes which were generated with regard to communication.

Table 6.6 Table 11:Theme 5: Communication strategies during CSA investigations

Theme 5	Sub-themes
5. Communication strategies during child sexual abuse investigations	5.1 Communication media (Telephone, Email, and letters)
	5.2 Lack of communication channels

In every organisation, effective communication is crucial to success. If communication strategies are not appropriately implemented in organisations that deal with CSA cases, there could be delays during the investigation process, highlighting the essence of effective and efficient communication in investigating CSA cases.

6.8.1. Subtheme 5.1: Communication media (Telephone, Emails and Letters)

Effective communication is the cornerstone of every organisation. There are many communication channels which actors use during the investigation of child sexual abuse cases. Participants indicated that most communication was directed to the supervisors and sometimes other actors. Most participants reported that when conducting their investigations, they used telephones, letters and emails as modes of communication.

“Sometimes actors contact each other telephonically or write a letter. If we don't have contact numbers, we write them a letter.” Participant 49.

“Documentation is one of the mediums that actors are using, as well as computers, cell phones, and telephone lines. Participant 11.



Participant 37 said:

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“We rely on letters, most often than not, you know letters take longer. And if, for instance, an ordinary prosecutor writes a letter to the outside stakeholder, there are steps that that letter has to take before it goes out because it has to be checked, you see. The second thing that we use is emails, and not everybody, particularly from the police side, is having access to [the] Internet and computers, and sometimes it takes longer to respond to emails.”

“The case docket itself in the investigation dairy is very useful for communication, and most of our communication is done there, obviously, also, we use cell phones, telephone, and emails.” Participant 38.

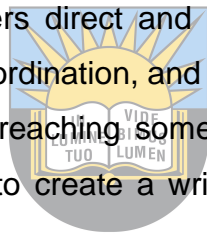
Participant 36 stated:

“We make telephone calls to other service providers if the child needs to be referred to the place of safety or to other social workers or any departments that she would need. Then we do referrals, write letters, send them via emails.”

“Telephonically, those are [the] main channel of communication we normally use. Sending emails, meetings in certain situations, verbal is another way of communicating; it could be direct or indirect at times.” Participant 33.

The above statements provide insight into the various communication media used by stakeholders involved in child sexual abuse (CSA) investigations, highlighting both their utility and potential challenges. Here is an analysis of the communication methods:

- **Telephonic Communication:** Telephone calls are mentioned by several participants as a primary means of communication. This method is considered a main channel of communication. It offers direct and immediate interaction, making it a valuable tool for quick updates, coordination, and clarifications. However, it may have limitations, such as difficulties in reaching someone, especially when dealing with multiple parties, and the inability to create a written record of the conversation for documentation purposes.



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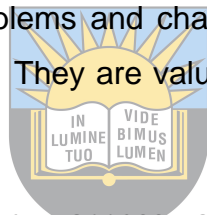
- **Written Communication (Letters):** Letters are noted as a common form of communication. They are often used when contact numbers are not readily available. However, participants also highlighted that letters can be slow, as they require several steps for processing and may take time to reach their intended recipients. While letters provide a formal record, their speed and efficiency can be improved.

- **Email Communication:** Emails are recognised as a more efficient alternative to letters. They allow for faster communication, especially when documents or information need to be shared. However, challenges exist, as not all stakeholders have easy access to the internet and computers, which can hinder the promptness of responses and collaboration.

- **Documentation (Case Docket and Investigation Diary):** The case docket and investigation diary are identified as valuable tools for communication. These documents facilitate record-keeping and information sharing among stakeholders.

They serve as a reference point for updates and case progress. This form of communication can be effective within the investigative team.

- **Meetings:** The participants also mentioned that face-to-face meetings are used, albeit infrequently, to communicate in certain situations. While meetings can be highly effective for detailed discussions and collaboration, they may also be logistically challenging to arrange and time-consuming.
- **Verbal Communication:** Verbal communication can be either direct or indirect, including in-person conversations or discussions over the phone. It allows for an immediate exchange of information but may not always result in a documented record of the communication.
- **Committees and Oversight Groups:** Some participants mentioned using committees and oversight groups for communication. These forums allow stakeholders to deliberate on problems and challenges, align on policies, and find ways to improve service provision. They are valuable for addressing broader issues and policy challenges.



Addressing issues like technology access and ensuring streamlined written communication processes could enhance communication effectiveness and lead to more efficient coordination among stakeholders involved in CSA investigations.

Campbell et al. (2020) show that a company stays connected through communication via email and other contemporary electronic tools. These forms of communication are practical because they require less time and effort. One can go to their workspace to speak with someone. Additionally, regular meetings are held so that everyone can voice their opinions.

It is evident that some modes of communication contribute to delays in investigations. Most concerns were about the writing of letters, which took too long to reach the relevant person. It also became evident that not everyone had resources such as computers to access emails. Some participants depended on their supervisors to access electronic mail. The following subtheme focuses on the lack of communication.

6.8.2. Subtheme 5.2: Lack of communication

Effective communication is regarded as key to efficiency in different sectors, both public and private. Some participants revealed a lack of communication among professionals in dealing with child sexual abuse investigations.

Some participants indicated that some organisations followed different administration protocols, which may cause delays in communication. For example, one cannot send letters directly to the intended person when writing correspondence. Instead, it must go via the different levels of management. Only then does it get acknowledged and sent, which takes too long and delays the process.

“But [when] it comes to written communication, I see a gap, that is, it is delayed because you write, and it takes time to get to the other person and answer back to you.” Participant 21

Participant 30 said:



In some cases, we do have slow responses, especially when we, as investigating officers, communicate with the NPA because, during the day, it's not easy to get them. The prosecutors are mostly unavailable due to being in court, and [I] must call them time and again, but there is non-responsiveness. Even [the] Local Criminal Record Centre, which is in our department as SAPS, when you require their service, you will be referred to another member, [and the] other member refer[s] [you] to another member so that you get to the member on standby very late. That was one of our challenges(s).

“Sometimes there is poor communication between organisations who [are] supposed to be more in contact, in communication and keep each other updated with or [share] more recent information or new developments since [we] are working in one case.” Participant 47.

Participant 33 stated:

They are not really effective at times. My opinion is that there is a lack of follow-up, for instance, on missed calls. If you have phoned somebody then missed call, they do not really do follow-ups, and at times, I feel there is no clear

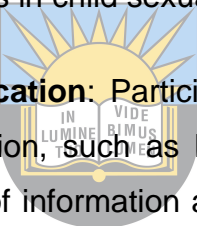
centralised office that deals with these channels, so we have got a challenge sort of thing. I think we sort of need a centralised office so that we can be able to deal with these cases.

“This one is a fellow challenge, you know, because we rely on letters. Most often than not, you know, letters take longer.” Participant 37.

Participant 51 said:

There [is] number of Form 22 that I have submitted family. So, I would usually email them. Then I would also go drop them off in a hardcopy. I never get confirmation on receipt, I hardly ever get any feedback or enquiry about them, so it's almost like a dead end, and that's quite [a] hard thing.

The above narratives highlight several issues related to the lack of effective communication among stakeholders in child sexual abuse investigations:

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- The logo of the University of Fort Hare is a circular emblem. It features a central sun with rays, a book, and a scale of justice. The Latin motto 'IN LUMINE VERITAS' is inscribed within the emblem. Below the emblem, the text 'University of Fort Hare' and 'Together in Excellence' are visible.
- **Delayed Written Communication:** Participants express concerns about the delay in written communication, such as letters and emails. This delay can hinder the timely exchange of information and responses, potentially affecting the progress of cases.
 - **Slow Responses:** Slow responses are noted in cases where written communication is preferred. Participants, particularly investigating officers, face challenges in reaching prosecutors, as they are often occupied with court duties. The non-responsiveness and difficulty in reaching key stakeholders can lead to delays in case management.
 - **Poor Coordination Between Organisations:** Some participants mention poor communication and coordination between organisations that should ideally collaborate closely. This lack of effective inter-organisational communication can result in information gaps and hinder the sharing of critical updates and new developments in shared cases.
 - **Lack of Follow-Up:** Participants noted inadequate follow-ups on missed calls. This communication gap can lead to incomplete information exchange and challenges in coordinating efforts among stakeholders.

- **Need for Centralised Office:** The absence of a centralised office responsible for managing and coordinating communication channels is mentioned. A centralised office could help streamline communication processes, address issues promptly, and improve the overall efficiency of CSA investigations.
- **Lack of Confirmation and Feedback:** Several participants expressed frustration over the absence of confirmation of receipt and feedback on the information they submitted, such as Form 22 documents. This lack of acknowledgement can create a sense of uncertainty and disconnection among stakeholders.

The lack of effective communication channels and processes among stakeholders in CSA investigations is a significant challenge. Delayed written communication, slow responses, poor inter-organisational coordination, inadequate follow-up, and the absence of centralisation contribute to inefficiencies and difficulties in managing and progressing CSA cases. Addressing these communication issues is crucial to enhancing the effectiveness of the collaborative efforts in CSA investigations. Sulistyanto and Jamil (2020) assert that government organisations, which are bureaucratic and hierarchical, frequently take a long time to decide how to handle a crisis, which is consistent with these findings.

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Campbell et al. (2020) argue that an organisation should hold regular meetings with the supervisors. Employees should be treated with openness and be able to distinguish between their personal and professional lives. Communication breakdowns within the internal organisation of the subsector are to blame for this. The organisation should meet with the supervisors regularly.

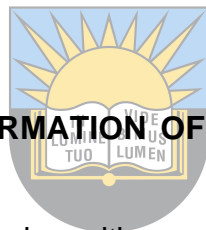
Theme 5 revolves around communication, which is paramount in the context of child sexual abuse (CSA) investigations. Effective communication is a linchpin for organisational success, and its significance cannot be understated. During data collection, the challenges that have the potential to impede the timely finalisation of CSA cases came to the fore. The crux lies in the communication breakdown among the actors investigating CSA cases.

The absence of clear and robust communication pathways leads to delays in CSA investigations. These cases demand a seamless transition of child sexual abuse

victims through different stages of the investigative process, all while upholding the highest standards of professionalism. There is an imperative need to devise innovative communication strategies to overcome the challenges reported by participants from various regions.

The deficit in communication has cast a shadow over CSA investigations, primarily because it has contributed to CSA actor unavailability and a lack of responsiveness. A significant shortcoming highlighted is the lack of coordination among the actors who conduct these investigations.

In essence, addressing these challenges and fostering efficient CSA investigations necessitates the development of effective and streamlined communication strategies. Establishing robust communication channels and promoting coordination among actors can enhance the effectiveness of CSA investigations and ultimately provide better support to victims. Effective communication is the linchpin upon which success in these investigations hinges.



6.9. INFORMATION AND CONFIRMATION OF FINDINGS THROUGH A FOCUS GROUP DISCUSSION

There was one focus group discussion with a sufficient number of participants. The focus group discussion had representation from various disciplines investigating child sexual abuse cases. Participants included the South African Police Service (FCS commanders, investigating officers, and forensic social workers), the National Prosecuting Authority (prosecutors), Thuthuzela Care Centre (nurses), and the DSD (social workers). This section provides brief information about the focus group participants.

Confidentiality principles were followed by coding and using pseudonyms instead of the participants' real names. The rules were explained before the focus group session, such as the goal of the focus group and that members of the focus group should respect one another, offer each other the opportunity to participate during the session, and raise their hands when they wish to speak. The focus group members were advised to turn their cell phones to silent mode and to use the restroom, if necessary, before beginning the conversation. Furthermore, they were told there was no wrong or right solution, and they were encouraged to commit to discussing ideas.

Lauri (2019) defines a focus group as a method of data collection that entails engaging a small number of people in an informal group conversation focused on a specific topic or set of issues. Focus groups, as defined by George (2023), are a data collection tool in qualitative research and refer to observations of the group dynamic, their responses to focus group questions, and their body language, which can help guide future research on consumer decisions, products and services, or controversial topics.

Lauri (2019) states that the goal of a focus group is debated, and the notion that people may feel restricted in disclosing personal and private details during a group discussion is incorrect. Focus groups are well-suited for investigating delicate themes. Nyumba et al. (2018) reveal that conducting focus groups from an interpretive perspective enables capturing intersubjective meaning beyond the explicit and rich answers to societal issues. Jones et al. (2022) discuss using a qualitative interpretative design with focus groups. Focus groups allow participants to communicate, debate topics with one another, and capture perspectives through collective explanation and investigation. Table 6.7 provides the information for the focus group.

Table 6.7 Biographical information about the focus group

No	Focus group members	Professions	Departments
1	FGM 1	Prosecutor	National Prosecuting Authority
2	FGM 2	Prosecutor	National Prosecuting Authority
3	FGM 3	Nurse	Department of Health: Thuthuzela Care Centre
4	FGM 4	Nurse	Department of Health: Thuthuzela Care Centre
5	FGM 5	Forensic Social Worker	Family Violence, Child Protection and Sexual Offences Investigations
6	FGM 6	Social Worker	Department of Health: Thuthuzela Care Centre
7	FGM 7	Police	Family Violence, Child Protection and Sexual Offences Investigations

8	FGM 8	Police	Family Violence, Child Protection and Sexual Offences Investigations
9	FGM 9	Police	Family Violence, Child Protection and Sexual Offences Investigations
10	FGM 10	Prosecutor	National Prosecuting Authority
11	FGM 11	Police	Family Violence, Child Protection and Sexual Offences Investigations
12	FGM 12	Police	Family Violence, Child Protection and Sexual Offences Investigations
13	FGM 13	Police	Family Violence, Child Protection and Sexual Offences Investigations
14	FGM 14	Police	Family Violence, Child Protection and Sexual Offences Investigations
15	FGM 15	Forensic Social Worker	Family Violence, Child Protection and Sexual Offences Investigations
16	FGM 16	Social Worker	Department of Social Development
17	FGM 17	Police	Family Violence, Child Protection and Sexual Offences Investigations

6.9.1. Determine the focus group questions.

During the gathering with the focus group investigating child sexual abuse cases, questions valuable to the research were asked. For example, what is your opinion about the child sexual abuse investigation process? What do you think about the number of interviews conducted during a CSA investigation?

George (2023) states that the questions asked by the researcher during the focus group are critical for the analysis, and the researcher must spend time developing them, paying particular attention to phrasing and avoiding asking leading questions, as these can influence the participants' responses. Overall, the researcher's focus group questions should be open-ended, flexible, and impossible to answer with a "yes" or "no" (questions that begin with "why" or "how" are often best).

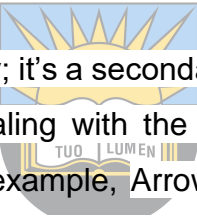
6.10. FINDINGS FROM THE FOCUS GROUP MEMBERS

Some focus group members responded to the questions indicated above. The following responses constitute the findings on investigating child sexual abuse cases by various actors in the Eastern Cape. These actors provided their perspectives in the field, which helped identify the theme of secondary victimisation. The many interviews conducted with victims of child sexual abuse result in extended periods before these cases can be finalised, requiring new ways of coordinating the investigation process of these cases.

6.10.1. Secondary victimisation

Secondary victimisation was identified as a theme since a few focus group members agreed that having many interviews could cause secondary victimisation. Following are the responses from the focus group members:

FGM 2 said:



“It seems like a child in a way; it’s a secondary victimisation, but we have to be very careful in terms of dealing with the child because the child needs to interact with all people, for example, Arrow that I wanted to add, you know, people that take photographs, I’ve noticed that especially with teenagers, the child will do the pointing out of the scene of the crime so the child is also dealing with those people as well.”

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FGM 5 stated:

“I think I want to concur; effect remains a challenge is our concern, and the child is the one that has all, and then maybe, honestly, we need to come up with a strategy also in terms of timeframe to see if the cases has been reported, because you would find out that the child has referred for example to the forensic social worker after a year and remember when this child has been referred to the forensic social worker after a year, the forensic social worker is not going to conduct counselling, rather opening the wound again? Maybe the child has gone through the process of healing within this frame of the year. So, I think, for me, if you can look at a timeframe, especially when we do all these investigations, or perhaps having a system where if the case has been opened,

every person gets to be involved, like get to know whether it's a set up that all the actors are aware, but now it more of a second victimisation towards the child and that's [not] only the child because it starts with the child and the parent that is involved, all of this the cost of moving up and down getting into all these places that the child is needed."

The above responses reveal that the different interviews conducted by different actors dealing with child sexual abuse investigations may cause secondary victimisation. These were outlined as follows:

- Secondary Victimization: Children involved in child sexual abuse (CSA) investigations may experience secondary victimisation, where they face additional trauma and distress during the investigative process.
- Interactions with Multiple People: Interactions with various individuals involved in the investigation, including those taking photographs, can be distressing for the child, as they are repeatedly asked to recount their traumatic experiences. The following participants indicated concern about the timeframe for the finalisation of these cases:



FGM 16 stated:

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"Timeframe, knowing the fact that the child has to build a relationship with all these stakeholders, that alone is too much for the child. I think of this young child who has to develop a relationship with all these actors, a social worker, a forensic social worker and now this child is going through that traumatic experience of talking to each person coming to him or her and now, the trauma itself might contribute to the child forgetting everything that has happened and that child ended up losing the case in court that's my concern. It is like the system is not really assisting but traumatising the child further and also to the history of the timeframe if the court, when the case has been open, how long is it going to take for the case to be finalised"?

FGM 07 said:

“It is too much because each person has to speak to the child. So, it is too much at the end of the day, and it would end up with the child losing confidence in everybody. You can check: everybody has to interview the child; the police interview the child, then the child would also go to the social worker, the child would go to the forensic nurse, the child would also go to point out the crime scene repeats the same thing, and then the child will go to [the] DSD, the child would go to the National Prosecuting Authority. So that will explain the same thing, that on its own would cause the child to be fed up [and] to have the fatigue around this issue because there is a lot that the child has to go through.”

During the individual interviews, the issue of many interviews was a concern, which was also raised in the focus group discussion by different group members who were not part of the one-on-one interviews, as these interviews were conducted in various office settings of the actors investigating child sexual abuse cases.

Block et al. (2014) indicate that multiple interviews have intuitive appeal since they give children another chance. However, they may also provide another opportunity for leading questions and other suggestive and less reliable approaches. Multiple interviews may lead to false positives and unjustified allegations and contaminate the evidence. Hershkowitz and Turner (2007) indicate that interviews with children who have been sexually abused are not uncommon. Concern has been expressed that repeated investigations may create and preserve inaccurate details. Szojka et al. (2022) considered multiple interviews a means of suggestion and, therefore, a risk factor potentially diminishing the accuracy of children's testimonies. Furthermore, frequent interviews reduce the accuracy of children's recollections, and investigators are inclined to rely on multiple interviews and various forms of suggestion, such as leading questions, social pressure, or false physical props.

Prolonged timelines in CSA investigations can reopen emotional wounds for the child, causing distress when they are referred to professionals after a significant period. The process of moving the child to various locations, interacting with multiple professionals, and reopening discussions about the abuse can force the child to relive their traumatic experiences, constituting a form of re-victimisation.

The burden on the child and their family regarding time and resources is also significant. Travelling to different locations and engaging with multiple actors can be emotionally and financially taxing.

Hunter (2019) agrees, describing secondary victimisation as when the victim experiences additional pain due to how institutions and other individuals treat the victim rather than the criminal act itself. Ross (2019) asserts secondary victimisation as a period of persistent injury following sexual abuse. Consideration of the interpersonal is equally crucial to institutional betrayal and secondary victimisation because re-victimising behaviours are enacted by individuals in those circumstances. Mulder and Bohner (2022) note that the victims of sexual abuse are commonly subjected to secondary victimisation in the form of victim blaming and other unfavourable reactions from their peers.

6.10.2. New strategies

Furthermore, the focus group members responded to the question or the discussed topic with their opinion on the investigation process of child sexual abuse by further agreeing that it was too much for the child. Therefore, there is a need for a better way of dealing with the investigations of child sexual abuse cases.

“But is there any way we can devise a strategy whereby the child can speak to one person? I do not know; I’m just throwing.” FGM 07.

FGM 10 stated:

“So, honestly, this is the first time I have looked at this. However, now, the challenge we have is how we congest all these necessary interventions. They are important how [do we congest the process in one place or the number of people/actors] ... people, how we minimise so as not to overburn our victims or surely but the time these victims get to court. Surely fatigued of talking the same story over and again.”

“Right, you're right. So, we need to come up with ways because we cannot avoid having to deal with the challenge. We have to come up with something that can be effective.” FGM 2.

“If we can have a strategy where the child at least talks to one or two people because having all those stakeholders gathered here to provide a service for the child, that's draining.” FGM 16.

The focus group discussions highlight the pressing need for the development of new strategies to assist in child sexual abuse (CSA) investigations. Participants expressed concerns about the multitude of stakeholders involved and the potential burden this places on child victims. They seek more streamlined and practical approaches. Below is an analysis of the key points raised:

- **Simplify Communication Channels:** Participants suggest the importance of creating a strategy that allows the child to speak to a limited number of individuals or even a single person, reducing the burden on the child and minimising the need to repeat their traumatic experiences multiple times. It emphasises the importance of streamlining communication channels and interventions.
- **Efficiency and Coordination:** The discussions underscore the congestion challenge in interventions, with numerous stakeholders involved in the process. Addressing this issue requires strategies that maximise efficiency while minimising the number of people involved in the child's case, which would help prevent victim fatigue and expedite the investigative process.
- **Victim-Centric Approach:** The focus groups recognise the significance of considering the victim's perspective when devising new strategies. The idea is to design practical investigative approaches that consider the child's emotional well-being. Strategies need to be victim-centric and considerate of the investigative process's psychological impact.
- **Effective Multi-Stakeholder Coordination:** While the aim is to streamline interventions, participants also acknowledge the importance of retaining essential multi-stakeholder involvement. The challenge lies in making these collaborations more efficient and less burdensome on the victim.

The participants in the focus group discussions called for innovative strategies that simplify communication channels, improve efficiency, consider the victim's perspective, and enhance multi-stakeholder coordination. The overarching goal is to

provide adequate support and investigative processes while minimising the emotional and procedural burden on child victims. These discussions highlight the need for a holistic, victim-centred approach to CSA investigations. According to Johansson, Pariat, Onidi, Luchner and Gminder (2020), combating child sexual abuse is a top priority for the European Union.

The 2020–2025 strategy of the European Union recommends a comprehensive response to the growing threat of child sexual abuse, both offline and online, by increasing prevention, investigation, and victim care. In investigating child sexual abuse, it is critical to devise a strategy to address the investigation process. According to Patel (2021), the strategy for addressing child sexual abuse has been informed by the growing understanding of group-based child sexual exploitation and the policies outlined throughout to strengthen, safeguard, and support victims and survivors and be more stringent in the law enforcement response.

This research study used an interpretive paradigm that was detailed in depth in the first and fifth chapters. The qualitative paradigm was used to acquire detailed information about the research topic, which is an innovative technique for dealing with child sexual abuse investigations in South Africa's Eastern Cape Province. Individual interviews and focus group discussions were used to learn about the issue and the participants' experiences, which was also valuable for describing themes and subthemes and comparing, measuring, and understanding various factors causing delays in child sexual abuse investigations. This was further related to ecological systems theory and the process-person-context-time.

6.11. CONCLUSION

The preceding chapter provided a comprehensive examination of child sexual abuse cases, drawing from the perspectives of both the individual study participants and the collective wisdom shared during the Focus Group discussions. This chapter not only established a firm foundation for understanding the intricate challenges within child sexual abuse investigations but has also offered valuable context for the study.

CHAPTER SEVEN : DISCUSSION OF FINDINGS

7.1. INTRODUCTION

This chapter discusses the study's findings, the gaps noted during the study, and available data. In order for actors investigating child sexual abuse cases to provide good services, an innovative technique must be developed for use in South Africa. There is currently no novel approach to investigating child sexual abuse cases. Some participants emphasised the necessity for an innovative approach that can be used to investigate CSA cases. Furthermore, the study found that current investigative processes for child sexual abuse cases present several problems that can be analysed to establish an effective strategy.

This chapter emphasises the key findings associated with each of the study's objectives, analysed using the theoretical framework provided by the ecosystem theory and supported by the literature. These themes were informed by constructive input from the research participants and focus group members. Furthermore, the proposal for developing an innovative strategy in investigating child sexual abuse cases is highlighted and aligned with topics that should be covered or recommended.

7.2. DISCUSSIONS

This study examining child sexual abuse (CSA) investigation cases employed a comprehensive research approach, including semi-structured interviews and focus group discussions with the actors involved in these cases. These investigative methodologies yielded invaluable insights that can be applied to enhance the typical procedures in CSA cases. The themes highlighted in Chapter Six, extracted from the perspectives of actors and focus group members, align with the existing literature, thereby underpinning the study's key constructs.

7.2.1. Theme 1: Time spent on CSA investigations by different stakeholders

In the context of the ecosystem theory, these findings emphasise the interconnectedness of various components in the system, demonstrating how they contribute to the overarching issue of CSA investigations. Within this framework, several critical components and interactions can be discerned; the study's exploration of child sexual abuse (CSA) investigations revealed several crucial aspects within this intricate ecosystem. Delays in CSA investigations are apparent, with actors citing

varying durations influenced by the nature of the crime and the specific challenges they face. Pizarro, Terrill and LoFaso (2020) underscore the importance of initiating investigations within the first 48 hours, emphasising the need for swift action in CSA cases.

Furthermore, the Department of Health participants emphasised the timeliness of medical examinations, highlighting the ideal timeframe as two to three hours. Herrmann et al. (2014) state that the South African Police Service stress the necessity of dedicating ample time to examining child victims of sexual abuse. Machisa et al. (2012) recommend conducting medical examinations within 72 hours of reporting a case to secure essential forensic evidence.

In terms of social work assessments, social workers who participated in the study, both from the Department of Social Development and private practice, concur that a maximum of six months is appropriate for conducting assessments of abused victims. Ntwampe (2013) suggests an expedited timeframe of seven days for determining the circumstances surrounding the abuse. Referring to standard operating procedures (SOPs) for forensic social workers, Strauss et al. (2016) advocate completing assessments within 30 working days and submitting reports within five working days.

In contrast to other actors, prosecutors exhibited less adherence to specific timeframes, resulting in potential inconsistencies. Langa (2016) stressed the value of suggested timeframes as a foundation for evaluating case flow practices and ensuring the timely handling of cases. The interconnectedness of actors in the broader CSA investigation ecosystem became evident as the study participants demonstrated awareness of the practices and processes contributing to delays. These findings mirror existing literature, illustrating the alignment between actors' experiences and perceptions with prior research.

The study proposes developing an innovative strategy in response to the challenges and inefficiencies inherent in CSA investigations. This strategy aims to streamline the investigative process, minimise the number of interviews, and enhance the overall efficiency of services within the ecosystem.

In conclusion, the investigation of CSA cases is a complex ecosystem comprising multiple stakeholders, each with a role to play. Timeframes, processes, and interactions are critical elements within this ecosystem. By considering the ecosystem theory, the study underscores the need for coordinated efforts and innovative strategies to optimise the investigation of CSA cases and ensure the best possible outcomes for child victims.

7.2.2. Theme 2: Complexities and challenges hindering the stakeholders

The challenges encountered by the stakeholders involved in child sexual abuse (CSA) investigations can be comprehensively understood through an ecological lens, encompassing various systems and their intricate interplay.

The microsystem represents the immediate environment in which the child operates, and this system is comprised of various actors, including family, friends, and classmates. Each individual plays a unique role in the child's daily functioning and is integral to the investigative process. However, the challenges emanating from resource shortages, delayed forensic results, and logistical constraints directly affect these microsystems, hindering the efficacy of CSA investigations.

Interactions occur between these microsystems at the mesosystem level, highlighting the connections between various actors. The child's mesosystem is informed by their engagement with family, education, health, the SAPS, social development, psychologists, and NGOs. Challenges stemming from inadequate resources and the necessity for specialised training resonate within these interactions, ultimately impacting the child's well-being and the investigative timeline. This level represents the primary context for personal growth and development, as the dynamics between different actors significantly influence the child's experience.

The ecosystem delves into settings where the developing person is not actively engaged but is influenced by events occurring in their immediate setting. The challenges faced by actors and the inadequacy of resources in one system can have a cascading effect, influencing other systems. The interdependence of these systems and their influence on each other is akin to the ripple effect caused by a stone tossed into a pond. For instance, the delayed acquisition of forensic results in one system can

disrupt the functioning of other systems, creating a ripple of challenges throughout the investigative process.

In the macrosystem, external factors such as norms, regulations, and standard operating procedures (SOPs) come into play. While not directly impacting the child, they indirectly affect the systems within which the child operates. Variations in operating policy standards among different actors, despite their shared vision of protecting children in the community, exemplify the influence of the macrosystem. These external factors shape the overall landscape in which CSA investigations unfold.

The chronosystem encompasses all the factors, events, and circumstances occurring over an individual's lifetime that influence their psychosocial development. In this context, the technological aspect is paramount. The investigation of child sexual abuse relies on technological advancements, such as forensic laboratories processing DNA evidence. The availability and integration of these technologies within all spheres of CSA investigations, along with modern communication systems, represent the dynamic nature of the chronosystem.

The ecological framework illuminates how challenges within different systems, their interconnections, external factors, and evolving technologies collectively contribute to the complexities and hindrances stakeholders involved in CSA investigations face. The challenges are not isolated but interconnected, emphasising the need for a holistic approach to address them effectively.

7.2.3. Theme 3: Misunderstanding among actors investigating child sexual abuse cases

The challenges arising from misunderstandings among actors involved in child sexual abuse (CSA) investigations can be analysed through the lens of the ecological systems theory. This framework explores how various systems and interactions influence individuals.

At the microsystem level, the immediate environment involving all the actors engaged in CSA investigations becomes crucial. This system regards family, friends, classmates, and the professionals conducting these investigations.

Misunderstandings among actors at this level can be attributed to the diverse backgrounds, training, and experiences they bring to the task. Varied perspectives and approaches can lead to friction and miscommunication, impacting the investigative process. These misunderstandings highlight the need for a cohesive approach guided by standardised policies and protocols to align these diverse microsystem components.

Bronfenbrenner emphasises using the PPCT model to explain how interactions between process, person, context, and time affect individual development (Hayes et al., 2017; Rosa & Tudge, 2013). After reviewing the three phases of Bronfenbrenner's theory, the researcher concluded that his bioecological systems theory provides a complete explanation for the formation of actors in child sexual abuse investigations. Furthermore, the theory emphasises how process, person, context, and time (PPCT) interact to influence individual development. Hayes et al. (2017) discuss that the mesosystem, representing interactions between microsystems, is a critical juncture where misunderstandings among actors manifest prominently. Actors in CSA investigations, such as family members, social workers, police officers, and medical personnel, frequently interact within the mesosystem. The complexities of their roles and responsibilities can lead to misunderstandings about expectations, availability, and coordination. These misunderstandings disrupt the efficient flow of information and actions, negatively impacting the investigation's progress.

Moving up to the macrosystem, we encounter norms, regulations, and standard operating procedures influencing behaviour. While all actors share the overarching objective of investigating child sexual abuse and protecting children, the existence of different operating policy standards within this system can lead to conflicts. The lack of a common framework contributes to misunderstandings, as actors may interpret their responsibilities and boundaries differently.

Moreover, the exosystem, which encompasses settings that indirectly influence an individual, comes into play. The impacts of misunderstandings can cascade through the various layers of this system, affecting the developing person. For instance, if actors misunderstand each other's roles or availability, it can create a ripple effect that hampers the investigative process.

Misconceptions may arise regarding applying these technologies and their compatibility with established processes. The changing technology world may necessitate modifications from actors, and disparities in using these technologies can lead to further misunderstandings. Furthermore, the impacts of a child's trauma and experience include delays in the investigation of child sexual abuse cases through several interviews conducted by different actors rather than a single session and evaluating the outcomes. Family members may be influenced by their traumatic histories, as well as intergenerational and historical trauma.

7.2.4. Theme 4: Roles and functions of actors during child sexual abuse investigations

Exploring the roles and functions of actors involved in child sexual abuse (CSA) investigations within the ecological systems framework sheds light on the complexities arising from a lack of clarity in these roles and the subsequent misunderstandings.

At the microsystem level, misunderstandings often stem from these actors' diverse backgrounds and experiences. These misunderstandings can escalate without a clear understanding of their roles and responsibilities. It is evident that a more precise definition of these roles is essential, as it influences the daily functioning of the individuals within this microsystem. Rose (2021), recommends that everyone should know and understand their roles and responsibilities in order for the child sexual abuse investigation process to be effective. They can efficiently carry out their tasks if they know what is expected of them.

Within the mesosystem, the interactions between the various microsystems come to the forefront. For instance, family members, social workers, police officers, and medical personnel are part of the mesosystem. Here, the complexities of their roles and responsibilities can lead to misunderstandings about expectations, coordination, and communication. At this juncture, the lack of clearly defined roles and functions becomes most apparent, affecting the efficiency and effectiveness of CSA investigations.

The macrosystem introduces the broader norms, regulations, and standard operating procedures influencing the roles and functions of actors. Different actors may adhere to varying standards, even though they share a common goal of investigating CSA

cases and protecting children. These discrepancies contribute to misunderstandings, as aligning diverse operating policy standards without a shared framework is challenging.

The exosystem concerns settings that indirectly affect the individuals involved in CSA investigations. Misunderstandings can originate from activities in these settings that cascade into the actors' realm. For example, issues arising from external entities can disrupt internal processes, further compounding misunderstandings.

The chronosystem adds the dimension of time and technological advancements. Here, the availability of advanced technologies in CSA investigations can create discrepancies in understanding and utilisation among actors. The adoption of new technologies can impact communication strategies. The incorporation of these aspects into the investigative process may cause misconceptions among actors who are not familiar with these technologies.

7.2.5. Theme 5: Communication strategies during child sexual abuse investigations



Effective communication is a cornerstone of any well-functioning organisation, and in the context of child sexual abuse (CSA) investigations, it is paramount to ensure that cases progress smoothly. The findings of this research underscore the need for a coherent and integrated communication strategy among the various actors involved in these investigations.

Communication breakdowns and a lack of information sharing hampered teamwork, emphasising the need for effective teamwork and engagement within teams and with other professionals involved in the care of sexual assault survivors (Coelho et al., 2023). However, the study found a lack of effective communication among actors, leading to delays and challenges in CSA investigations. Some participants voiced the necessity for improved communication practices, emphasising the importance of informing each other about new developments. Insufficient communication channels and tools, such as delays in writing and sending letters, posed significant obstacles. Furthermore, not all individuals had equal access to resources like computers and email, sometimes relying on supervisors to facilitate electronic correspondence.

In the context of the chronosystem, which mainly focuses on technology, it is evident that embracing modern communication methods is crucial. The investigation of CSA cases heavily relies on tangible evidence involving forensic laboratories and DNA analysis. Therefore, adopting advanced communication tools in all facets of CSA investigations can significantly enhance the efficiency and effectiveness of the process. Considering the widespread use of cellular phones and platforms like WhatsApp in communities, adapting to modern communication platforms is essential.

The study revealed substantial concerns among research participants regarding communication strategies. There is an urgent need to address this communication gap, as highlighted by participants using various communication channels. Khan (2021) emphasises that effective workplace communication is essential for productivity and for sharing ideas and information within an organisation.

The research findings underscore the importance of establishing a well-defined and integrated communication strategy for CSA investigations. Such a strategy would facilitate a more comprehensive understanding of case progress and processes, reduce delays, and improve the overall effectiveness of the investigation. Adapting to contemporary communication methods is vital in the context of the fourth industrial revolution, ensuring that CSA actors can collaborate seamlessly in the pursuit of justice for CSA victims.

7.3. CONCLUSION

This chapter discussed the research findings, linking them to existing literature and aligning them with the theoretical framework to build an innovative strategy for investigating child sexual abuse cases. In conclusion, the research study has revealed several critical themes and findings related to child sexual abuse (CSA) investigations and the challenges surrounding them.

CHAPTER EIGHT: CONCLUSIONS AND RECOMMENDATIONS

8.1. INTRODUCTION

This chapter outlines the current investigation process presented to the focus group. The researcher further presents the proposed innovative strategy for assisting in the investigations of child sexual abuse cases. The discussion is based on many aspects related to the proposed strategy, the actors' understanding of the strategy and how the strategy will assist during the investigation of child sexual abuse cases. In reviewing the focus group discussion, the proposed model for the investigations of child sexual abuse cases was developed.

Figure 3.1 presents the current investigation process for CSA cases. Knowledge of the current investigation process assisted the researcher in developing the proposed strategy for investigating child sexual abuse cases, as developed and illustrated in Figure 8.1 This chapter further discusses some concepts utilised in the child sexual abuse joint investigation strategy.



8.2. PRESENTING THE CURRENT INVESTIGATION PROCESS OF CHILD SEXUAL ABUSE CASES

8.2.1. The current investigation process of child sexual abuse cases

One of the aims of the research project was to develop an innovative strategy to address child sexual abuse cases in the Eastern Cape, South Africa. The proposed strategy seeks to address the challenges faced in the current investigation process. The strategy addresses challenges such as different actors being situated in different offices and conducting interviews at different times.

The current investigation process, presented in Figure 3.1, shows the actors communicate, what are different roles and functions of all the actors involved during the investigation of child sexual abuse cases. The processes originated from the challenges identified during the theoretical and research stages. Therefore, figure 8.1 the proposed strategy was developed to present a new, innovative strategy for investigating child sexual abuse cases that addresses the issues uncovered in the study.

8.3. THE PROPOSED STRATEGY FOR ASSISTING IN THE INVESTIGATION PROCESS OF CHILD SEXUAL ABUSE CASES

The following innovative strategy is proposed based on the engagements with the participants through interviews and the focus group.

This strategy proposes to assist in investigating child sexual abuse cases by minimising the multiple interviews usually conducted by the different actors while investigating these cases. Furthermore, the strategy offers a way to conduct CSA investigations more efficiently than the current approach.



Figure 8.1 Joint Child Sexual Abuse Investigation Strategy

In Figure 8.1, the different actors with different functions and critical efficiency factors are briefly described to clearly understand how efficiency would be helpful if the proposed strategy were implemented. The strategy is named the joint child sexual

abuse investigation strategy. At the centre of this strategy is the child victim, with whom all the actors are dealing during the investigation of child sexual abuse cases.

The following is a description of the proposed strategy to address the identified shortfalls in the current investigation process of child sexual abuse cases in the Eastern Cape, South Africa.

8.4. CHILD VICTIM: REFERRAL AND INTERVIEWS

8.4.1. Referrals

The child victim must immediately be referred to the relevant office for proper consultation and assistance regarding the alleged incident. Any person who witnessed the incident is obliged to inform the parents or the professionals who deal with CSA. These referrals should be completed immediately after the incident to ensure that investigators obtain evidence from the child to assist in the investigation.

8.4.2. Interviews

The interviews with child victims of sexual abuse must follow a well-coordinated process. It is crucial to designate a specific CSA actor to conduct the interview, ideally a forensic social worker or a trained investigating officer. This individual should receive specialised training in interviewing child victims or witnesses. The interview should occur in a dedicated room or a suitable setting where other relevant actors can effectively observe and record the interview.

A panel of actors, distinct from the interviewer(s), should be present to ensure a comprehensive approach. They can observe the interview through a one-way mirror or a video camera system. Moreover, the panel of actors must have the means to communicate with the interviewer during the process. This communication is essential to guide the interview effectively and minimise the need for multiple and repetitive interviews, which can be distressing for the child.

Ideally, the interview process should be divided into one to three sessions, allowing for careful confirmation of any disclosures made by the child. This approach ensures the child's comfort and well-being and provides the actors ample time to gather comprehensive information about the incident. In essence, this coordinated interview

process aims to be sensitive to the child's needs and protect their rights while gathering essential information for the investigative process.

8.5. POLICE: REPORT AND REGISTRATION

8.5.1. Report

The case reporting must be done at the police station or the proposed centre where the actors are situated. When the case is reported at a police station, it must be instantly referred to the proposed centre for a joint investigation. Any person who has first-hand information must report the case to the police at the SAPS Community Service Centre (CSC) or to the relevant centre where all the actors who are investigating CSA cases are situated. There should be an intake officer who receives all new cases and distributes them accordingly for further handling and investigation.

8.5.2. Registration

The registration of child sexual abuse cases should be done at a police station or the proposed centres for the investigation of the CSA cases and be prioritised to avoid delays during the investigation process. In a situation where the case is registered at a police station, there should be a link with the proposed centre where the case is going to be investigated; however, even if the case has been registered at the proposed centre for the joint investigation of child sexual abuse cases, it must be linked with the relevant police Case Administration System (CAS) system. The relevant personnel for this function should always be available to furnish the person who reported the case with the CAS number, which should be the second step after the case has been reported and other processes have been explained to ensure adequate feedback.

8.6. SAPS INVESTIGATING OFFICER: OBTAINING STATEMENTS FOR INVESTIGATION

8.6.1. Obtaining statements for investigation

The investigating officer must obtain statements from the abused child and any witnesses, which allows other actors to ask questions directly to the child through the investigator or interviewer. For example, all actors involved in investigating child sexual abuse cases would be seated in a boardroom setting with a closed-circuit television (CCTV) camera and a microphone, allowing them to see and hear the interview process. Furthermore, the interviewer should use earphones to interact with

other actors watching the video feed. However, the child victim would be aware of the procedure, similar to when the young victims give evidence in court via CCTV and are assisted by an intermediary. This will allow for a scenario where different actors can ask questions relevant to their part of the investigation without interacting with the child directly. Questions to be asked during the session include: What happened? How did it happen? Where did it happen? When did it happen?

8.7. FORENSIC NURSE/DOCTORS: MEDICAL ASSESSMENTS

8.7.1. Medical assessments

A medical assessment should be the only session without the panel of actors. It is essential to gather evidence from the sexually abused child, and the provision of preventative medical care should be made separately to give privacy to the child. This process can only be considered when there is a dispute over the alleged perpetrator's identity.

8.8. FORENSIC SOCIAL WORK: ASSESSMENTS AND REPORTS

8.8.1. Assessments

The forensic social worker should coordinate the process during the interviewing session. Forensic social work assessments should be conducted as the key interview process. Furthermore, other actors must collect process notes for future use and reference when discussions occur among the actors, but they must not physically interview the child.

8.8.2. Reports

Assessment reports should be compiled and submitted within five days after the assessment session. The scientifically based forensic assessment reports should be handed to the panel of actors to lessen the time needed for the investigation.

8.9. SAPS FORENSIC SCIENCE LABORATORY (FSL)/LOCAL CRIMINAL RECORDING CENTRE (LCRC): EVIDENCE COLLECTION AND PROCESSING

8.9.1. Evidence collection

Evidence exhibits should be collected immediately after the crime scene has been visited. All exhibits that may assist in bringing the case to court should be coordinated by the proposed centre for the joint investigation of child sexual abuse cases and

gathered by the Local Criminal Recording Centre (LCRC), put into a sealed bag, and forwarded for processing to the SAPS Forensic Science Laboratory (FSL).

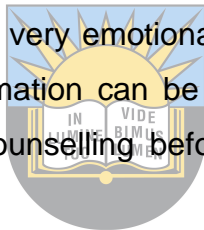
8.9.2. Processing

Evidence should be processed immediately at the FSL to get the DNA results and finalise the case as soon as possible. Processing of the evidence, particularly for child sexual abuse cases, should be prioritised and coordinated by the proposed centre for the joint investigation of these cases. Each district should have an FSL for preliminary investigations, which is then forwarded to the provincial FSL for final processing.

8.10. SOCIAL WORKERS AND PSYCHOLOGISTS: COUNSELLING SESSIONS AND VICTIM IMPACT REPORT

8.10.1. Counselling sessions

Both clinical social workers and psychologists should conduct the counselling session after the forensic assessment sessions. However, children are frequently not ready to disclose information and are often very emotional during the assessment sessions, often to the point where no information can be compiled. In cases of this nature, children should be referred for counselling before a forensic assessment can be conducted.



According to Fouché and Le Roux (2018b), various authoritative documents in South Africa specify how incidents of CSA should be handled, including victim support. One such document, The National Policy Framework on the Management of Sexual Offences Matters, states that child sexual abuse victims should be referred for psychosocial services to relevant professionals, such as social workers, immediately after the case is reported. Although not explicitly stated, these psychosocial services usually include therapeutic services. However, anecdotal evidence suggests that parents, social workers, and other mental health experts are frequently encouraged to delay any therapeutic intervention until the child has testified in court.

Mlotshwa and Mthembu (2021) address the importance of assessments in social work intervention planning. In South Africa, the high prevalence of traumatic childhood experiences and abuse jeopardises a child's mental well-being. Early identification of psychosocial assistance is an important beginning point for social workers. A timely

and suitable evaluation is the starting point for determining whether the child is emotionally stable for the forensic examination or requires counselling or care first.

However, this technique, aimed at minimising contamination of the child's evidence, creates the ethical quandary of denying the child the opportunity to heal, as the legal process can take two or more years to complete. Delaying therapy until the child has given evidence in court is not a unique practice in South Africa. Section 28 of the Republic of South Africa Constitution says unequivocally that the child's best interests come first in all situations regarding the child. The Children's Act, No. 38 of 2005 (RSA) subsequently mandates social workers to advance the constitutional rights of society's most vulnerable members, especially children needing care and protection (Fouché & Le Roux, 2018b).

8.10.2. Victim impact reports

Both clinical social workers and psychologists conduct assessments to compile a victim impact report used by the court to hand down sentencing to the accused. This report should also be compiled speedily to enable the case to be closed in good time. These reports assist in investigating and finalising these cases, enabling the court to make a fair and just decision.



8.11. NATIONAL PROSECUTING AUTHORITY: GUIDANCE AND FINALISING

8.11.1. Guidance and finalising

The proposed centre will coordinate all the actors for the joint investigation of child sexual abuse cases; therefore, the NPA should be involved from the beginning of the case to give proper guidance to the investigating officer or assessor. All the actors should be in place to contribute valuable input to the investigative process and to help finalise cases efficiently.

8.12. CRITICAL EFFICIENCY FACTORS

8.12.1. Clear definition and understanding of roles

The roles and responsibilities assigned to each CSA actor should be understood clearly. The investigation process will be better coordinated and facilitated if everyone knows how the others work. This will also promote efficiency during the investigation process and contribute to the speedy finalisation of cases. These roles and functions

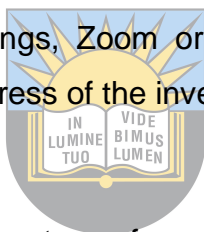
would be communicated through workshops coordinated by the proposed centre for the joint investigation of child sexual abuse cases.

8.12.2. Shared vision and goal

Actors in the investigative process should have a shared vision and goal, one of which should be to educate each other. They should also work beyond what is required to help the investigative process reach its conclusion. Once ownership has been established, positive results will automatically be achieved, and actors will be self-motivated and committed.

8.12.3. Continued monitoring and evaluation of the investigation process

An essential aspect of the investigative process is the ability to consult effectively with all actors and have constant guidance or acceptance of changes and corrections. This can assist actors in gaining knowledge and being change agents. Decision-making should be based on the evaluation of the current investigation process. For example, in the absence of physical meetings, Zoom or Teams could play a vital role in monitoring and evaluating the progress of the investigation process.



8.12.4. Effective communication

Effective communication is the cornerstone of every organisation, and to avoid passing or shifting blame, communication needs to be consistent and transparent during the investigative process. Effective communication helps to share ideas among actors, improving the investigation process.

The above highlights a few factors that may influence the investigation process. These factors emerged while gathering data for this study, and it is essential to consider them when evaluating the efficiency of the investigation process.

Although the strategy might seem comprehensive, it will require adequate resources for successful implementation. Resources such as office space and meeting technology (microphones, video-capable devices, software) would be needed to implement this strategy.

The strategy could be adapted for implementation in the Eastern Cape Province or nationally, which would require giving the issues around investigating child sexual abuse cases prominence. It would also require demonstrations of what changes need

to be implemented. The proposed strategy presented by the researcher must be considered at all levels of education within the province and all South African child protection units.

8.13. FOCUS GROUP FEEDBACK ON THE PROPOSED MODEL

The focus group participants supported the proposed strategy and thought it could effectively address the difficulties encountered by the actors during the CSA case investigations.

The focus group members expressed concern about the implementation of the proposed strategy. This concern was addressed by taking the group through the strategy and advising them of the importance of developing such a strategy and its potential to be effective while defining the roles that those involved in the investigative process would play.

The strategy proposes formulating the consolidated mandate, including all the actors dealing with CSA cases. Once the consolidated mandate is defined, it is recommended that the document be legislated and implemented.

The focus group participants believed that the proposed strategy could facilitate a positive change in the area of child sexual abuse investigation cases and generally expressed support for it. Below is a brief discussion of the procedures and vital efficiency elements that may be helpful when looking into cases of child sexual abuse.

8.14. SUMMARY

The study aimed to develop an innovative strategy to address child sexual abuse investigations in the Eastern Cape Province of South Africa. An innovative strategy has been proposed to achieve this objective.

The literature review permitted the researcher to reach the set objectives of the study. The literature helped form the theoretical basis of this study. What emerged from the literature was that the CSA investigation process needs to be more efficient, an issue the proposed model seeks to address.

A qualitative data collection method was used to investigate the causes of delays in investigating child abuse cases and the contestations of various actors. The study also

looked at the roles and functions of each role player, investigating these cases and the communication strategies among these actors.

The research findings were presented as themes and subthemes. These findings led to the development of a new strategy for child abuse investigations, as illustrated in Figure 8.2. The proposed strategy is innovative in how it addresses child sexual abuse investigations. Implementing the strategy in the Eastern Cape, South Africa, will assist in completing CSA investigations more efficiently and avoid re-victimisation of the victim, another challenge identified during this study.

8.15. ACHIEVING THE ORIGINAL GOALS

The study highlighted several challenges that needed to be addressed. For the development of the strategy, the researcher explored the root causes of the delays in the investigations of CSA cases. The various actors involved in investigating these cases were included in the study, and their challenges were unpacked.

Based on the findings, a strategy was developed. The research process informed the strategy, and the researcher is confident that the model could successfully alleviate the investigative challenges identified.



The researcher successfully obtained data and analysed the findings based on the theoretical framework and the application of available literature. The researcher believes that the main aim and objectives of the study were achieved successfully and that all the research questions have been answered.

8.16. IMPLICATION OF THE RESEARCH FINDINGS TO SOCIAL WORK EDUCATION AND PRACTICE

The recognition and use of Section 6 of Chapter 2 of the Children's Act, No. 38 of 2005, when investigating child sexual abuse cases indicates that children should be empowered and educated on their rights to have their views, perceptions and voices heard concerning any matter that involves them.

The study proposed the development of an innovative strategy to address the shortfalls of the current child sexual abuse investigation process.

Social workers are crucial in investigating these cases, as they conduct assessments, provide counselling, and compile reports. Social workers should be practical when dealing with child sexual abuse cases. The reason is that these cases are sensitive, as children have experienced the trauma of being sexually abused. These cases must be dealt with sensitively and in a manner that assists the child in continuing their life.

Individual therapeutic services must be rendered to children who have been sexually abused. If a social worker cannot render such services, a necessary referral to a relevant CSA actorspecialising in child protection would be helpful for the child. The Family Violence, Child Protection and Sexual Offences Unit (FCS) require well-trained members; therefore, social workers can play a crucial role in investigating CSA cases and implementing the proposed strategy through education and training programmes.

8.17. RECOMMENDATIONS FOR PRACTICE

The following recommendations are presented based on the outcomes of this study. The recommendations address the relevant actors and their functions as envisaged in the proposed model.



8.17.1. Police Stations

The case docket should be opened and registered in a joint child sexual abuse investigation centre, where all actors will be situated, to implement the joint child sexual abuse investigation model and technology and management system to create a link or access for the SAPS CSC to be able to see if the case is open at the station and for case system management.

8.17.2. Health Care Institution/Thuthuzela Care Centre

These medical examination services are in the same building/facilities as where the proposed joint investigation of the child sexual abuse centre would be, as it is most notably medical treatment that is always necessary following the incident, and this would further assist in not from moving the child victim from one place to another.

8.17.3. Investigating Officer

The investigating officer would be instrumental in coordinating and facilitating the registration of the new case docket using the Case Administration System (CAS), which will be linked with the nearest or relevant police station where the abused child

comes from and should have a Family Violence, Child Protection, and Sexual Offences Unit member on standby. In addition. The officer would collect the required information from the building where all actors would be sitting to investigate CSA cases effectively.

8.17.4. Local Criminal Record Centre

There should be two to three members or officers collecting any evidence at the crime scene. These members would form part of the proposed centre for the joint investigation of child sexual abuse cases.

8.17.5. Forensic Science Laboratory

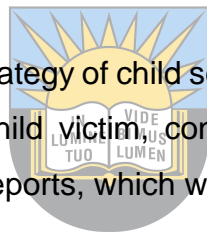
The proposed centre for the joint investigation of child sexual abuse cases should include a section with members to process the evidence collected and present the analysis afterwards.

8.17.6. Forensic social workers

The proposed joint investigation strategy of child sexual abuse cases includes forensic investigators who interview the child victim, conduct competency assessments or disclosure, and compile required reports, which would also be presented in court.

8.17.7. Social workers/Psychologists

A section is required where therapeutic services are ready for those victims who need further psychosocial support and for victim impact assessments, counselling services, and compiling required reports, particularly victim impact reports, for the joint child sexual abuse investigation or by the court for sentencing purposes. Furthermore, it is recommended that both the victims of sexual abuse and the actors receive trauma-informed care. Menschner and Maul (2016) discuss and confirm that trauma-informed care recognises the importance of understanding a patient's life experience to give adequate care, which can potentially increase victim involvement, psychosocial support adherence, health outcomes, and provider and staff wellness. Trauma-informed care requires both organisational and clinical approaches that acknowledge the complicated impact trauma has on both patients and providers.



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8.17.8. National Prosecuting Authority

Prosecutors are required to guide the joint child sexual investigation team legally and ensure that the case docket is ready to be presented for court and finalisation. The time spent on interviews by various actors was seen as one of the factors contributing to the delay in investigations.

8.18. SUGGESTIONS FOR FURTHER RESEARCH

The following • Research into the implementation of the proposed joint strategy for child sexual abuse investigations in the Eastern Cape Province of South Africa.

- Research into how the strategy should be adapted for different contexts.
- Research into the effects of additional role-player training on the duration of CSA cases.
- Research into creating a good working environment for actors investigating child sexual abuse cases.
- Research to identify the type of training and development required by actors involved in investigating CSA cases.
- Researching the effects of efficient and coordinated resource allocation on the success of cases. suggestions for further research are provided:



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8.19. LIMITATIONS OF THE STUDY

8.19.1. Possible Methodological Limitations

8.19.1.1. Size of the sample. The study could not cover all the Eastern Cape FCS units for many reasons, such as time and financial constraints; however, the researcher ensured that all High Courts and Thuthuzela Care Centres (TCCs) were covered. Furthermore, the researcher avoided having a large sample, which would have been significantly demanding for data analysis.

8.19.1.2. Availability and reliability of data. It was important for the researcher to determine how long the study was scheduled for allocating the resources and funds for travelling around the Eastern Cape and how many hours would be required from the researcher's schedule to conduct interviews with each participant and the focus

group. The planned time per participant was 45 minutes and 2 hours with the focus group.

8.19.1.3. Lack of previous studies on the topic. The literature on investigating child sexual abuse cases, particularly those that focus on some of the subthemes that were developed in this study, was minimal, particularly literature covering the Eastern Cape. Instead, there were some outdated references. Most of the literature is based on the statistics and prevention of child sexual abuse rather than on how to investigate these cases effectively.

8.19.1.4. Access to data. During data collection, participants cancelled scheduled appointments, and government departments took too long to respond to research-related requests. The researcher could not do otherwise due to ethical considerations; for example, if the participant did not want to continue, all participants were informed that they had the right to withdraw from the study at any time. Furthermore, in the request letter, it was stated clearly that participation in the study was voluntary.

8.19.1.5. Time constraints. Some non-governmental organisations also cancelled or postponed scheduled appointments, while some participants did not respond to requests made via emails, SMS, WhatsApp messages or telephone calls. The COVID-19 pandemic also negatively impacted this study because of subsequent delays and cancelled appointments. As much as the researcher would blame the organisations for not responding on time, the delays began with the institution approving ethical clearance to write letters to these organisations. This issue needs to be improved at both the organisations and the institution as this had financial implications since the programme was already scheduled. Once exceeded scheduled period for the degree, the student has to shoulder the financial burden.

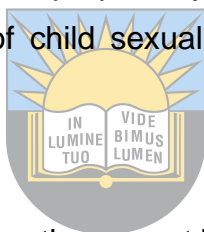
8.19.1.6. Cultural and other issues. Some research participants asked for money, especially those in private practice. They asked for money because they bill their services per hour and would lose income if they participated in the research without compensation. However, the study was bound by ethical considerations as indicated in the request for authorisation of the research letter, which stated that participating in the study was voluntary and it was made clear that participation would be unpaid/not compensated telephonically.

8.20. CONTRIBUTION OF THIS STUDY

This study focused on developing an innovative strategy to address the investigations of child sexual abuse cases. The study contributes positively to the different actors and stakeholders investigating child sexual abuse cases.

Most research focuses on child sexual abuse statistics and prevention of these cases rather than on investigating child sexual abuse cases. The study contributes to understanding the processes involved in investigating child sexual abuse cases. Most crucially, the study was undertaken in the Eastern Cape of South Africa, where no analogous studies had ever been conducted. This study contributes to and enhances the efficiency of the investigation processes of child sexual abuse cases in the Eastern Cape Province of South Africa.

Furthermore, the study revealed the causes of delays during the investigation of child sexual abuse cases. Implementing the proposed joint child sexual abuse investigation model would benefit the victims of child sexual abuse and the actors involved in investigating these cases.



8.21. CHAPTER CONCLUSIONS

This chapter concluded by presenting the current investigation process of child sexual abuse cases, a proposed strategy in assisting in investigating these cases, and recommendations and conclusions based on the study findings. The chapter presented how this study contributes to new knowledge and provided recommendations on improving the effectiveness of the child sexual abuse investigation process.

8.22. FINAL CONCLUSIONS OF THE STUDY

The primary objective of this comprehensive research study was to pioneer an innovative strategy for investigating child sexual abuse (CSA) cases in the Eastern Cape of South Africa. An extensive review of international and regional literature was conducted to achieve this objective, focusing on child sexual abuse, legislation, and child protection mechanisms. Child sexual abuse poses a significant threat to children, especially those aged between 6 and 18 years. While variations existed in child protection legislation at different international, regional, and national levels, commonalities could be identified.

The study's framework was grounded in a thorough exploration of conceptual and theoretical underpinnings of child sexual abuse investigations. Various theoretical perspectives were considered, contributing to the understanding of resource availability and support networks in the context of CSA investigations. Notably, the systems theory served as a critical lens through which data were collected and analysed, reinforcing this complex issue's multidimensional and interconnected aspects. This approach complemented the research's multidisciplinary nature. Furthermore, the process-person-context-time (PPCT) model was considered and incorporated as an appropriate theory for this research study. When investigating child abuse cases, the focus was on the proximal process, personal traits, context, and time (both historical and current).

The research methodology embraced a qualitative approach with an intervention design, allowing in-depth exploration of the subject matter. The selection of research participants was conducted meticulously through non-probability sampling methods, including purposive and snowball sampling, ensuring that individuals with profound insights into child sexual abuse investigations were included.

Significant gaps in the existing CSA investigation processes came to light throughout this study, mainly related to delays in case resolution. In response to these identified challenges, the study set out to provide essential findings and recommendations to improve the efficiency and effectiveness of CSA investigations. A paramount conclusion arising from the research is the imperative need for the government to employ efficient models when addressing child sexual abuse cases, ensuring expeditious resolution rather than prolonged investigative processes.

In summation, it is strongly recommended that the proposed innovative strategy developed in this study be adopted, implemented, and communicated comprehensively to all relevant stakeholders engaged in child sexual abuse investigations at every level. This strategy holds the potential to make a profound and positive impact on the investigation of CSA cases, thereby safeguarding the well-being and rights of children in the Eastern Cape and, by extension, the broader South African context.

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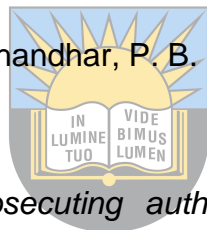
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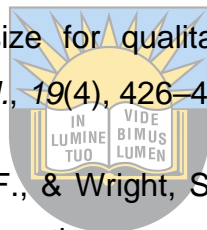
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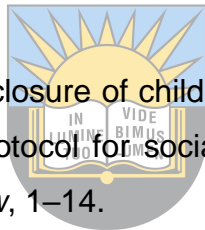
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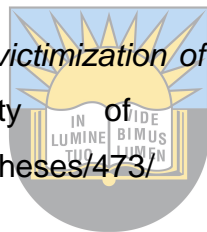
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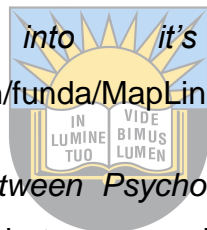
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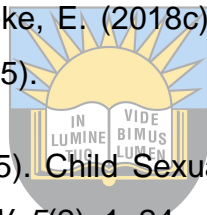
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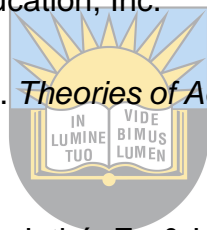
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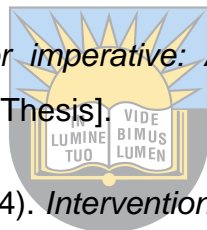
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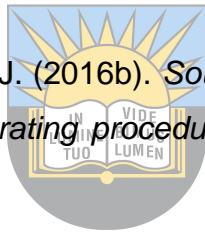
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Annexure 1 – Ethical Clearance



University of Fort Hare
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ETHICS CLEARANCE REC-270710-028-RA Level 01

Project Number:	SCH011SNQA01
Project title:	Development of an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa.
Qualification:	PhD in Social Work
Student name:	Sivuyile Nqaphi
Registration number:	201916627
Supervisor:	Prof U Schiller
Department:	Social Work
Co-supervisor:	N/A

On behalf of the University of Fort Hare's Research Ethics Committee (UREC) I hereby grant ethics approval for SCH011SNQA01. This approval is valid for 12 months from the date of approval. Renewal of approval must be applied for BEFORE termination of this approval period. Renewal is subject to receipt of a satisfactory progress report. The approval covers the undertakings contained in the above-mentioned project and research instrument(s). The research may commence as from the 30/07/20, using the reference number indicated above.

Note that should any other instruments be required or amendments become necessary, these require separate authorisation.

Please note that UREC must be informed immediately of

- Any material changes in the conditions or undertakings mentioned in the document;
- Any material breaches of ethical undertakings or events that impact upon the ethical conduct of the research.

The student must report to the UREC in the prescribed format, where applicable, annually, and at the end of the project, in respect of ethical compliance.

UREC retains the right to

- Withdraw or amend this approval if
 - Any unethical principal or practices are revealed or suspected;
 - Relevant information has been withheld or misrepresented;
 - Regulatory changes of whatsoever nature so require;
 - The conditions contained in the Certificate have not been adhered to.
- Request access to any information or data at any time during the course or after completion of the project.

Your compliance with Department of Health 2015 guidelines and any other applicable regulatory instruments and with UREC ethics requirements as contained in UREC policies and standard operating procedures, is implied.

UREC wishes you well in your research.

Yours sincerely



Professor Renuka Vithal

Chairperson: University Research Ethics Committee

26 October 2020

Annexure 2 – Letter Requesting Permission to Conduct Research: Example of Letter sent to all Actors

University of Fort Hare
DEPARTMENT OF SOCIAL WORK AND SOCIAL DEVELOPMENT
East London Campus:
Private Bag X9083, 50 Church Street, East London, 5201, RSA
Tel: +27 (0) 43 704 7032 • Fax: +27 (0) 86 622 8034
Email: gmagqupu@ufh.ac.za



24 March 2021

To: Private Practice Social Worker
EASTERN CAPE

REQUEST FOR PERMISSION TO CONDUCT RESEARCH: DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD SEXUAL ABUSE INVESTIGATIONS IN THE EASTERN CAPE, SOUTH AFRICA.

Dear Sir/Madam

My name is Sivuyile Nqaphi, and I am a PhD candidate in Social Work at the University of Fort Hare since 2019. The research I wish to conduct for my PhD's dissertation thesis involve "Development of an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa"

This project will be, conducted under the supervision of Professor Ulene Schiller and Dr. Marinei Herselman (University of Fort Hare).

I am hereby requesting your permission to conduct interviews with you as a Social Worker at your Private Practice. I have provided you with a copy of approval letter which I received from the Research Ethics Committee, University of Fort Hare. Upon completion of the study, I undertake to have workshop with the organization and render a presentation on the research findings.

If you require any further information, please do not hesitate to contact me on Cell: 083 2404867, Tel: 040 608 8448 Fax: 086 585 9881 and Email: nqaphis@gmail.com

Thank you for your time and consideration in this matter.

University of Fort Hare

DEPARTMENT OF SOCIAL WORK AND SOCIAL DEVELOPMENT

East London Campus:

Private Bag X9083, 50 Church Street, East London, 5201, RSA
Tel: +27 (0) 43 704 7032 • Fax: +27 (0) 86 622 8034
Email: gmaqupu@ufh.ac.za



Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sivuyile Nqaphi', is written over a light blue oval background.

University of Fort Hare East London Campus: PhD Candidate
Sivuyile Nqaphi

Supervisor:

Prof Ulene Schiller

Interim Deputy Dean Teaching Learning and Community Engagement
Faculty of Social Science and Humanities

Tel: (043) 704 72 95

Cell: (082) 855 8913

Email: uschiller@ufh.ac.za

Annexure 3 – SAPS Approval Letter



Privaatsak Private Bag X94	Pretoria 0001	Faks No. Fax No.	(012) 393 2128
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Your reference/U verwysing:

My reference/My verwysing: 3/34/2

Enquiries/Navrae:

Lt Col Joubert
AC Thenga
(012) 393 3118
JoubertG@saps.gov.za

Tel:

Email:

THE HEAD: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

APPROVED

Mr S Nqaphi
UNIVERSITY OF FORT HARE

RE: PERMISSION TO CONDUCT RESEARCH IN SAPS: DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD SEXUAL ABUSE INVESTIGATIONS IN THE EASTERN CAPE, SOUTH AFRICA: UNIVERSITY OF FORT HARE: DOCTORATE DEGREE: RESEARCHER: NQAPHI S

The above subject matter refers.

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

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

The Provincial Commissioner: Eastern Cape:

- **Contact Person:** Col SN Ginya
- **Contact Details:** (040) 608 7215
- **Email Address :** GinyaS@saps.gov.za

The Provisional Commissioner: Eastern Cape has stressed that they researcher must share the research findings with the SAPS Management Eastern Cape before it is published.

Kindly adhere to paragraph 6 of our attached letter signed on the **2021-02-26** with the same above reference number.



MAJOR GENERAL
THE HEAD: RESEARCH
DR PR VUMA

DATE: 2021-03-19

Annexure 4 – Siyakhana Child and Youth Care Centre Mt Frere Centre Approval Letter

Siyakhana Child and Youth Care Centre Mt Frere Centre

544 Sophia Township
Mount Frere
5090

Registration No. 037-977- NPO



PO Box 92581
Mount Frere
5090

22 January 2021

University of Fort Hare
Department Social work and Social Development
East London Campus
5201

Dear Sir / Madam

Re: Acknowledgement letter

Siyakhana Youth Outreach and Education Programme is a child care facility that primary provides temporal shelter for vulnerable children in the Alfred Nzo District Municipality. Since 2005 Siyakhana provided hundreds of vulnerable children in our community with free access to healthy meals, safe place for sleeping clothing and counseling sessions, (basic needs). This access has been made possible through assistance from the Department of Social Development.

By writing this correspondence is to accept and permit Mr. Sivuyile Nqaphi to conduct his project of PhD's dissertation with the organization (Siyakhana Child & Youth Care Centre- Mt Frere).

Yours in child development,


Ntorobifuthi Gxumisa
(079 6672147 /078 127 5541)

Annexure 5 – Port Elizabeth Rape Crisis Centre Approval Letter



22 January 2021

To whom it may concern

RE: PERMISSION FOR CONDUCT RESEARCH AT THE PORT ELIZABETH RAPE CRISIS CENTRE TRUST

This letter serves as confirmation that Mr Sivuyile Nqaphi can proceed to conduct research at the Organization Rape Crisis Centre Port Elizabeth. During the Covid 19 period we would also like to remind the researcher that we require that all safety protocols must be adhere to.

Yours truly,

Berenice Jacobs
Director
Rape Crisis Centre
041 484 3804
060 479 0918

RAPE CRISIS CENTRE
COUNSELLING & ADVICE SERVICE
15 Adderley Arcade, 701 Govan Mbeki Avenue, North End
P.O. BOX 29480 PORT ELIZABETH 6059 SOUTH AFRICA
TEL: 041 484 3804 FAX: 041 487 1384
E-mail: ps-rape@epwec.co.za
NPO No. 059-183-NPO TRUST No. IT 963 / 2002

 terre des hommes
Help for Children In Distress

Rape Crisis Centre Address, Adderley Arcade, Suite 15, 701 Govan Mbeki Avenue, North End, Port Elizabeth, 6000.
Tel: 041 484 3804 · Fax: 041 487 1387 · Email: director@peccriscentre@rcocpe.co.za
Board Members: Mr Kempie Van Rooyen (Chairperson), Ms Roslyn Booth McGregor (Deputy Chairperson), Mr Atinck Swartbooi (Treasurer),
Ms Berenice Jacobs-Melgas (Director), Mr Marvin Draai, Ms Adele Allen, Mrs Neliswa Sokutu
16 Nyulutsi Street, NU 4B, Motherwell, Tel: 041 462 2371

Annexure 6 – Christelik-Maatskaplike Raad / Christian Social Services East London Approval Letter



CHRISTELIK-MAATSKAPLIKE RAAD
CHRISTIAN SOCIAL SERVICES
ONONTLALONTLE

Tel / Phone : 043-722 6104
Faks / Fax : 043-7432865 / 086 274 2909
E-Pos/E-Mail : admin@cmrel.co.za
Web page : www.cmreastlondon.co.za Facebook: CMR East London

9 Gordon Road
Box 11172
Southernwood
5213

21 January 2021

Mr S Nqaphi
University of Fort Hare
PhD candidate
Social Work Dept

Dear Mr Nqaphi

RE: REQUEST FOR PERMISSION TO CONDUCT RESEARCH: DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD SEXUAL ABUSE INVESTIGATION IN THE EASTERN CAPE

This letter serves to inform you that Christelik-Maatskaplike Raad (CMR) East London approves your request and welcomes you to conduct research at our organisation.

We look forward to engaging with you and will avail social workers to be interviewed.

Thank you for giving us the opportunity to participate in your research.

Kind regards,

Lorraine Macdougall
Director: Principal Social Worker

003-638 NPO
PBO no 930014722

Annexure 7 – Christelik-Maatskaplike Raad / Christian Social Services Port Elizabeth Approval Letter



Christelik-Maatskaplike Raad Port Elizabeth

U – CMR uPhuhlisa Ubomi kwintsapho zamakhaya ngokubonisa uthando luka Yesu uKristu
CMR verryk gesinslewe deur die liefde van Christus in aksie te wees
The CMR enriches family life by being the love of Christ in action
003-636 NPO

Tel/Phone: 041-4843554
Faks/Fax: 041-4842848
E-pos/E-mail: cmr-pe@webafrica.org.za

Mountweg / Mount Road 16
Posbus / P.O. Box 3217
PORT ELIZABETH
6056

Direkteur / Director: M. von Solms

Mr. S. Nqaphi
Ford Hare University
East London

25.02.2021

Dear Mr. S. Nqaphi

Request regarding participation in research for PhD degree

Your request towards CMR Port Elizabeth to take part in your research are hereby acknowledged. However, due to the workload of social workers they were not in agreement to become a participant in this study.

Mrs. Lusu, social worker at CMR Kareedouw and Ms. K. Seis, social worker at CMR Graaff Reinet, are willing to take part in your research.

Both of these organisations are affiliated to CMR in the Eastern Cape, but are also independently registered as NPO's. I thus requested these organisations to provide a letter to you regarding their consent to participate in this research.

Your patience in this matter is much appreciated.

Greetings.

Magdalena von Solms
Director CMR Eastern Cape

Annexure 8 – Christelik-Maatskaplike Raad / Christian Social Services Graaff Reinet Approval Letter



Christelike Maatskaplike Raad
Christian Social Services
Graaff-Reinet

U - CMR uPhuhlisa Ubomi kwintsapho zamakhaya ngokubonisa uthando luka Yesu
uKristu

CMR verryk gesinslewe deur die liefde van Christus in aksie te wees
The CSS enriches family life by being the love of Christ in action
003 - 645 NPO

Tel/Phone: 049 8923557

Faks/Fax: 0866132640

Epos/E-mail: cmrgt@wam.co.za

Maatskaplike Werker/Social Worker: Ms. K. Seis

Posbus/PO Box: 157

GRAAFF REINET

6280

Date: 24 February 2021

Enquiries: Mr. Albertus Nagel

Dear Mr. Nqaphi

RE: PERMISSION TO PART TAKE IN RESEARCH STUDY

CMR Graaff Reinet hereby provide permission for Ms. K. Seis to take part in a research study conducted by Mr. Sivuyile Nqaphi of the University of Fort Hare.

Yours Truly

Mr. A Nagel
Chairperson

Annexure 9 – Eastern Cape Department of Social Development Approval Letter



Beacon Hill Office Park - Corner of Hargreaves Road and Hockey Close - Private Bag X6039 - Bisho - 5605 - REPUBLIC OF SOUTH AFRICA
Tel: +27 (0)43 605 5237 Fax: 043 665 5612 - Email address: linda.saki@ecdsd.gov.za Website: www.ecdsd.gov.za

10 DECEMBER 2020

SIVUYILE NQAPHI
UNIVERSITY OF FORT HARE
EAST LONDON CAMPUS

Dear Mr Sivuyile Nqaphi

REQUEST FOR PERMISSION TO CONDUCT RESEARCH: DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD SEXUAL ABUSE INVESTIGATIONS IN THE EASTERN CAPE, SOUTH AFRICA

The Department considered your application for permission to conduct a research study in the Eastern Cape Districts. The application is hereby approved.

You are requested to adhere to the following conditions:

1. You will liaise with
 - Ms Linda Saki, Assistant Director, Population Policy Promotion, Provincial Office to keep her abreast of progress and any issues that might arise when conducting your research. Contact details are [lindasaki93@gmail.com/0718814249](mailto:lindasaki93@gmail.com)
 - Ms Afika Siziba, District Director Buffalo City, to facilitate access to the identified respondents. Contact her at afika.siziba@ecdsd.gov.za
 - Ms Qambela, Acting District Director O.R. Tambo, to facilitate access to the identified respondents.
 - Mr Tembisile Toyiya, Chief Director Programme 2&3, Provincial Office, to facilitate access to the identified respondents. Contact him at tembisile.toyiya@ecdsd.gov.za
 - Ms Mpondwana, District Director at Amathole, to facilitate access to the identified respondents. Contact details are [veronica.mpondwana@ecdsd.gov.za/043 711 6607/082 411 5773](mailto:veronica.mpondwana@ecdsd.gov.za)
 - Mr Tembile Ngqabayi, District Director at NMM, to facilitate access to the identified respondents. Contact details are tembile.ngqabayi@ecdsd.gov.za
2. Interviews with the identified respondents must be conducted with the least disruption of service delivery.
3. The Department must be afforded a fair opportunity to respond to any issues that might arise from the research before publication.
4. After completion of your research, you must provide the Department (Population Policy Promotion Unit) with a written research report. The report will be used to inform Departmental programmes.
5. The research be undertaken for academic purposes only.

APPROVAL LETTER FOR MR SIVUYILE NQAPHI *Building a Better Future Together*

Annexure 10 – National Prosecuting Authority (NPA) Approval Letter

Administration



Tel: +27 12 845 8000

Victoria & Griffiths
Mxonge Building
123 Westlake Avenue
Weavind Park
Pretoria

P/Bag X752
Pretoria
0001

Mr. S. Nqaphi
13 Chamberlain Street
Fort Hill
King William's Town

Enquiry: Mr. Marius Bester
Email: mjbester@npa.co.za
Phone: 012 845 8274
Date: 27/11/2020

RE: Request to Conduct Interviews with Prosecutors working with TCC's in the Eastern Cape

Dear Mr. S. Nqaphi

Thank you for showing interest in conducting research in the NPA. The purpose of this memorandum is to communicate the outcome of your request to conduct research.

The request to conduct interviews with selected NPA officials attached to TCC's in the Eastern Cape is approved.

The NPA appreciates that the topic has been approved by the University of Fort Hare (Ethics clearance reference no: REC-270710-028-RA Level 01). Please consider and/or observe (whichever is applicable) the below-mentioned in support of your research:

1. The research request focuses on gathering information through interviews with Prosecutors attached to TCC's.
2. Permission to conduct research is limited to interviewing selected NPA officials, and is subject to their availability and personal willingness to contribute to your research.

3. Permission is specifically subject to the stated research questions as stated in your research proposal.
4. Interviews with NPA officials should adhere to COVID-19 related Regulations.
5. It is requested that a copy of the report be sent to the NPA for perusal upon completion of the research project.
6. It is also requested that in the event of the author publishing an article on research which contains NPA information, such article should be shared with the NPA.
7. This approval letter is valid for 2 years from the date of approval by the Acting Head of Administration. In case your research exceeds the above-mentioned timeframe, you will be required to re-apply.

In your case, there will be no need to complete "FORM A", which is the request for access to records of a Public Body, in terms of section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), since your research study only involves interviews with selected officials.

Kindly keep the NPA informed about further developments on this research and please direct your correspondence to Ms. Kefentse Mojaki-Moremogolo on the following details:

Telephone number: 012 845 8506 / 073 079 8444
E-mail address: KMojaki-Moremogolo@npa.gov.za

Yours sincerely



Ms. Karen van Rensburg
Acting Head: Administration
Date: 15/12/2020

Annexure 11 – Eastern Cape Department of Health Cecilia Makiwane Hospital Approval Letter



Office of Senior Manager Medical Services • Cecilia Makiwane Hospital
Private Bag X 9047 • East London • 5200 • South Africa
Tel: 043 708 2132 E-mail: bongwe.yose-xasa@echealth.gov.za; website: www.ecdoh.gov.za

05 March 2021

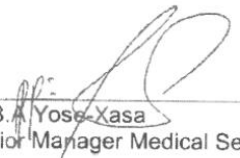
**RE: DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD
SEXUAL ABUSE INVESTIGATIONS IN THE EASTERN CAPE, SOUTH AFRICA.
(EC_202011_008)**

Dear Mr S. Nqaphi

Permission is hereby granted for you to conduct the above mentioned research study at Cecilia Makiwane Hospital subject to the following:

1. Complying with the provision of the permission letter dated 27 January 2021.
2. Complying with your Research Methodology Plan as approved by the relevant ethics committees.
3. Introducing yourself to the relevant management division of the hospital and providing the necessary documentation showing permission and approval of research study to be conducted at the hospital.
4. Ensuring minimal disturbance to the day to day operations of the relevant department of the hospital.
5. Observe the confidentiality of information and participants.

Your compliance in this regard will be highly appreciated and wishing you all the best in your research study.


Dr B. A. Yose Xasa
Senior Manager Medical Services

05-03-2021
Date

Annexure 12 – Eastern Cape Department of Health Buffalo City Health District Approval Letter



BUFFALO CITY METRO HEALTH DISTRICT

OFFICE OF THE DISTRICT MANAGER

18 Sheffield Road • Westbank • East London • 5200, Eastern Cape
Private Bag X 9015 • Main Post Office, East London • 5200 • Eastern Cape
Tel: +27 (0)43 708 1790 • Fax: +27 (0)43 708 1836/086 245 5023 • Website: www.ecdoh.gov.za
Enquiries: Ms. M Tshaka

INTERNAL MEMORANDUM

To:	BCMHD Health Facilities: Sub-District Manager Clinic Supervisor CHC facility Managers
From:	Acting District Manager
Subject:	Permission to conduct Research Study: Mr. S Nqaphi
Date:	17 February 2021

Purpose

The purpose of this memorandum is to inform relevant Buffalo City Metro Health District staff and patients of permission granted on research study to be conducted by Mr. S Nqaphi from the University Of Fort Hare.

Background and Exposition of Facts

Mr. S Nqaphi is currently studying towards a PhD in Social Worker with the University Of Fort Hare. The title of his research study is **“Development of an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa.”**

He has requested for permission to do research at BCMHD Health Facilities. Mr. Nqaphi has submitted all the required documents for a research study in the Eastern Cape Department of Health facilities and as such permission has been granted to him by the Research unit to conduct the study in terms of his research protocol and methodology.

United in achieving quality health care for all

Fraud prevention line: 0800 701 701
24 hour Call Centre: 0800 032 364
Website: www.ecdoh.gov.za



Annexure 13 – Eastern Cape Department of Health Komani Hospital Feedback Letter



KOMANI HOSPITAL No. 1833 National Road, QUEENSTOWN, 5320
Private Bag X 7074, QUEENSTOWN, 5320
Tel : (045) 8588 400 • Fax: (045) 8588 802

Enquiries: **MR. M TSHAKA**

Mr. S. Nqaphi

Re: REQUEST TO PARTICIPATE IN THE DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD SEXUAL ABUSE INVESTIGATIONS IN THE EASTERN CAPE, SOUTH AFRICA

The office of the CEO acknowledges receipt of the above mentioned request.

It is unfortunate that the Institution (Crisis Centre) in particular was unable to assist you with the research that you were requesting to conduct. The Crisis Centre is not running services at the moment due to unforeseen circumstances and therefore we had to request Frontier Hospital to assist in the meantime.

Hope you find the above in order.

Yours in service delivery.

MR. M TSHAKA
ACTING CHIEF EXECUTIVE OFFICER
13/04/2021

Together, moving the health system forward

Fraud prevention hotline: 0800 701 701
24 hour Call Centre: 0800 0323 64
Website: www.ehealth.gov.za



Annexure 14 – Request Letter Sent to Research Participants

Dear Participant(s).

RESEARCH: PhD DEGREE (SOCIAL WORK)

As part of the successful completion of this research I need to do research interview regarding “Development of an innovative strategy to address child sexual abuse investigations in the Eastern Cape, South Africa”

In order to compare theoretical and other existing information with practical experiences of child sexual abuse investigations I hereby kindly request your participation in this research study.

Your participation will include an hour-long interview. The interview needs to be digitally recorded to ensure accuracy of capturing all aspects of the interview for verbatim transcription. All aspects will be kept confidential and anonymous. The interview schedule will be forwarded to you before the interview in order for you to be prepared. The results also be presented to you for further verification as to ensure trustworthiness of this study.

Your participation and cooperation in this research will be highly appreciated.

If you have any further enquiries, you are welcomed to contact the undersigned researcher directly.

Kind regards



S. NQAPHI
Registered Social worker: Researcher
083 240 4867

2021-03-25

Annexure 15 – Consent Form

I HEREBY _____ (Name
of participant (s) GIVE CONSENT THAT

SIVUYILE NQAPHI CAN

- CONDUCT AND INTERVIEW WITH ME;
- MAKE A DIGITAL RECORDING OF THE RESEARCH ;
- SUBMIT THE DIGITAL RECORDING TO THE SUPERVISOR FOR VERIFICATION AND GUIDANCE.

SIGNED ON THIS _____ DAY OF _____ 20

AT _____

Signature of Participant(s)

Signature of Researcher: Sivuyile Nqaphi

Date:.....

Date:.....

Annexure 16 – Proofreading Certificate



Proofreading Certificate

It is hereby certified that this thesis has been proofread and edited for spelling, grammar and punctuation by a professional English language editor from www.OneStopSolution.co.za

Client

SIVUYILE NQAPHI

DEVELOPMENT OF AN INNOVATIVE STRATEGY TO ADDRESS CHILD SEXUAL ABUSE INVESTIGATIONS IN THE EASTERN CAPE, SOUTH AFRICA

Editor

Matthew Harvey

Name

Signature

14 March 2024

Date

I cannot guarantee that the changes that I have suggested have been implemented nor do I take responsibility for any other changes or additions that may have been made subsequently. The track changes of the language editing will be available for inspection upon enquiry, for a period of one year.

Contact

One Stop Solution
18 Woltemade str
Kabega Park
Port Elizabeth
6045

Redène Steenberg
076 481 8341
www.OneStopSolution.co.za

Annexure 17 – Interview Schedule FCS Commander

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE FCS COMMANDER(S)

Please complete this form:

Details of the role player	
Name of Institution/workplace:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions, please complete the box below to the answer.

Interview schedule for FCS Commander(s)

1. How many child sexual abuse cases do you deal with per month?

2. How many case dockets of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Investigating Officer (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are the effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the social workers and investigating officer?

17. How will you describe the quality of resources given by your organisation when investigating CSA?

Annexure 18 – Interview Schedule Focus Group

FOCUS GROUP SCHEDULE: BIOGRAPHICAL INFORMATION OF THE ROLE PLAYERS

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

1. Today's topic is about child sexual abuse investigation. What is your opinion about child sexual abuse investigation process?

2. All role-players that investigate child sexual abuse cases conduct sessions with the child victim during the investigation process. What do you think about the number of interviews conducted during the investigation of CSA?

3. What causes the delay in child sexual abuse investigation process conducted by the police, Social workers, nurses, doctors, prosecutors, forensic social workers and investigating officers?

4. What are your (police, social workers, nurses, doctors, prosecutors, forensic social workers and investigating) roles and functions during the investigation of child sexual abuse cases?

5. What are the police, social workers, nurses, doctors, prosecutors, forensic social workers and investigating similarities during the investigation of child sexual abuse cases?

6. What are the police, social workers, nurses, doctors, prosecutors, forensic social workers and investigating differences during the investigation of child sexual abuse cases?

7. Do you think it will possible for role-players share the same venue or interview room during the investigation of CSA? What is your opinion about sharing same venue?

8. Do you think working in one venue will contribute positively? Explain how this will be positively contributing in the investigation of CSA?

9. Investigation of CSA case takes a duration of two to five years even more. How long the investigation of CSA cases should take?

10. What kind of communications do the role-players (police, social workers, nurses, doctors, prosecutors, forensic social workers and investigating) have? Explain the communication channels you have during investigation of CSA.

11. Think back over all the years that you've participated and tell me your fondest memory. (The most enjoyable memory). How will your fondest memory contribute to the depth of the study?

12. What needs improvement?

Annexure 19 – Interview Schedule Forensic Social Workers

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE FORENSIC SOCIAL WORKER(S)

Please complete this form:

Details of the role-player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer.

Interview schedule for Forensic Social Workers

1. How many child sexual abuse cases do you deal with per month?

2. How many reports of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Forensic Social Worker (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stakeholders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are the effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the social workers and investigating officer?

17. How will you describe the quality of resources given by your organisation when investigating CSA?

Annexure 20 – Interview Schedule Health Nurses and Doctors

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE FORENSIC NURSES AND DOCTORS

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer.

Interview schedule for Nurses and Doctors

1. How many child sexual abuse cases do you deal with per month?

2. How many reports of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Nurse (s)/Doctor (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are the effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the Nurse (s)/ Doctor(s) and investigating officer?

17. How will you describe the quality of resources given by your organisation when investigating CSA?

ANNEXURE 21 – INTERVIEW SCHEDULE INVESTIGATING OFFICERS

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE INVESTIGATING OFFICER(S)

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer.

Interview schedule for Investigation Officer

1. How many child sexual abuse cases do you deal with per month?

2. How many case dockets of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Investigating Officer (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are the effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the social workers and investigating officer?

17. How will you describe the quality of resources given by your organisation when investigating CSA?

Annexure 22 – Interview Schedule NGO Social Workers

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE SOCIAL WORKER(S) FROM NON-GOVERNMENT ORGANISATION

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer.

Interview schedule for NGO Social Workers

1. How many child sexual abuse cases do you deal with per month?

2. How many reports of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Social Worker (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are the effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the social workers and investigating officer?

17. How will you describe the quality of resources given by your organisation when investigating CSA?

Annexure 23 – Interview Schedule Prosecutors

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE PROSECUTOR(S)

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer.

Interview schedule for Prosecutors

1. How many child sexual abuse cases do you deal with per month?

2. How do you get referrals of these cases?

3. How long does it take you as Prosecutors (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

4. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

5. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

6. What are the gaps that other organisations could assist in order to provide more support in the finalisation of child sexual abuse cases?

7. What would you say are the role of the other stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

8. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

**9. What is your opinion with regard to these communication channels?
Are they effective and where are the gaps?**

10. Identify and describe your roles in the investigation of CSA cases?

11. How often do you work with other role players when investigating CSA cases?

12. What are some of the difficulties when working with other role-players?

13. How would you describe your relationship with the other role-players?

14. What is your view of the investigation process between the Prosecutor (s) and investigating officer (s)?

15. How will you describe the quality of resources given by your organisation when investigating CSA?

Annexure 24 – Interviewing Schedule: Biographical Information of the Psychologist(S) from Private Practice

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer. Interview schedule for Private Practice Psychologist

1. How many child sexual abuse cases do you deal with per month?

2. How many reports of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Psychologist (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are they effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the psychologist (s) and investigating officer?

17. How will you describe the quality of resources in your private practice when investigating CSA?

Annexure 25 – Interviewing Schedule: Biographical Information of the Social Worker(S) from Private Practice

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the Interview schedule for Private Social Workers

1. How many child sexual abuse cases do you deal with per month?

2. How many reports of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Social Worker (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stake- holder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are the effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the social worker (s) and investigating officer?

17. How will you describe the quality of resources in your private practice when investigating CSA?

Annexure 27 – Biographical Information of the Social Worker(S) From Private Practice

INTERVIEWING SCHEDULE: BIOGRAPHICAL INFORMATION OF THE SOCIAL WORKER(S) FROM PRIVATE PRACTICE

Please complete this form:

Details of the role player	
Name of Institution/work place:	
Title: (Miss/ Mrs/ Mr/ Dr/Professor)	
Profession	
Name and surname:	
Race:	
Home Language:	
Highest Educational level:	
Location:	
Town:	
Province:	
Contact no:	

To answer the following questions please complete the box below to the answer.
Interview schedule for Private Social Workers

1. How many child sexual abuse cases do you deal with per month?

2. How many reports of child sexual abuse cases submitted to court per month?

3. How do you get referrals of these cases?

4. How long does it take you as Social Worker (s) to finalise a sexual abuse investigation from when the case is reported until its finalised?

5. How would you describe the efficiency or lack of efficiency by your office as a stakeholder in the investigation process?

6. What would you say is the most important aspects that is your organisation can contribute to the finalisation of child sexual abuse cases?

7. What are the gaps that other organisations could you assist in order to provide more support in the finalisation of child sexual abuse cases?

8. Can you please identify all the stake-holders in the investigation process?

9. What would you say are the role of these stake-holders in the investigation process with regard to the finalisation of child sexual abuse cases?

10. Identify the communication channels that you as a stake-holder make use of when dealing with child abuse cases?

11. What is your opinion with regard to these communication channels? Are they effective and where are the gaps?

12. Identify and describe your roles in the investigation of CSA cases?

13. How often do you work with other role-players when investigating CSA cases?

14. What are some of the difficulties when working with other role-players?

15. How would you describe your relationship with other role-players?

16. What is your view of the investigation process between the social worker (s) and investigating officer?

17. How will you describe the quality of resources in your private practice when investigating CSA?
