

Advancing safety
in relationships,
homes and
communities



MOSAIC Paarl

SAFE Community Dialogue Summary

Friday, December 9, 2022



SAFE Paarl Platform

The SAFE platform has been established in collaboration with multi-stakeholder groups to coordinate local domestic violence (DV) prevention and response efforts.

MOSAIC offers backbone coordination and capacity building support in response to collectively identified capacity-building needs within the Paarl area, inviting government departments, NGOs, community based organisations, and local activists to co-create solutions that will improve the lives of survivors.

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STAKEHOLDERS



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SAFE Paarl Values

Our values ground us in a particular space and particular conversations, and also help to orient the partners and stakeholders in the SAFE Platform towards a shared vision for how we want to work together, and what our collective goals are.

The SAFE values of Paarl include: **empowerment, connected collaboration, transparency, equity, respect, and integrity**. SAFE participants also expressed **deep democracy*** as a value.



* **Deep democracy** as a value incorporates the voices of the minority as well as the majority to ensure that people don't feel excluded from collective decision-making processes. Deep democracy also meant that disagreement did not indicate an unwillingness to work together, but rather the value of transparency and honesty in co-creating a strategy for action. Participants also agreed that while each individual might have their own histories with departments, groups or institutions, as a platform they would try to be open to new perspectives, and not allow that history to colour their relationships moving forward.

Memorandum of Action— Reflecting on Our Power to Problem Solve

We broke into four groups to review the Memorandum of Action: Roadmap to 365 Days of Activism and Working Together to Advance Safety in Relationships, Homes and Communities.

This Memorandum was compiled through a series of stakeholder engagements conducted through SAFE over several months, borne out of conversations about the challenges that key stakeholders and duty-bearers face when assisting survivors of gender-based violence and domestic violence.

Each group was asked to identify one challenge indicated in the Memorandum of Action that they'd like to focus on for the duration of the workshop—ideally the challenge selected also related to the roles that they played within their respective professions (court managers, social workers, Domestic Violence Coordinators, etc).



Each group had to identify:

Where these challenges occurred

How the challenge showed up within the Paarl area (and in the lives of survivors)

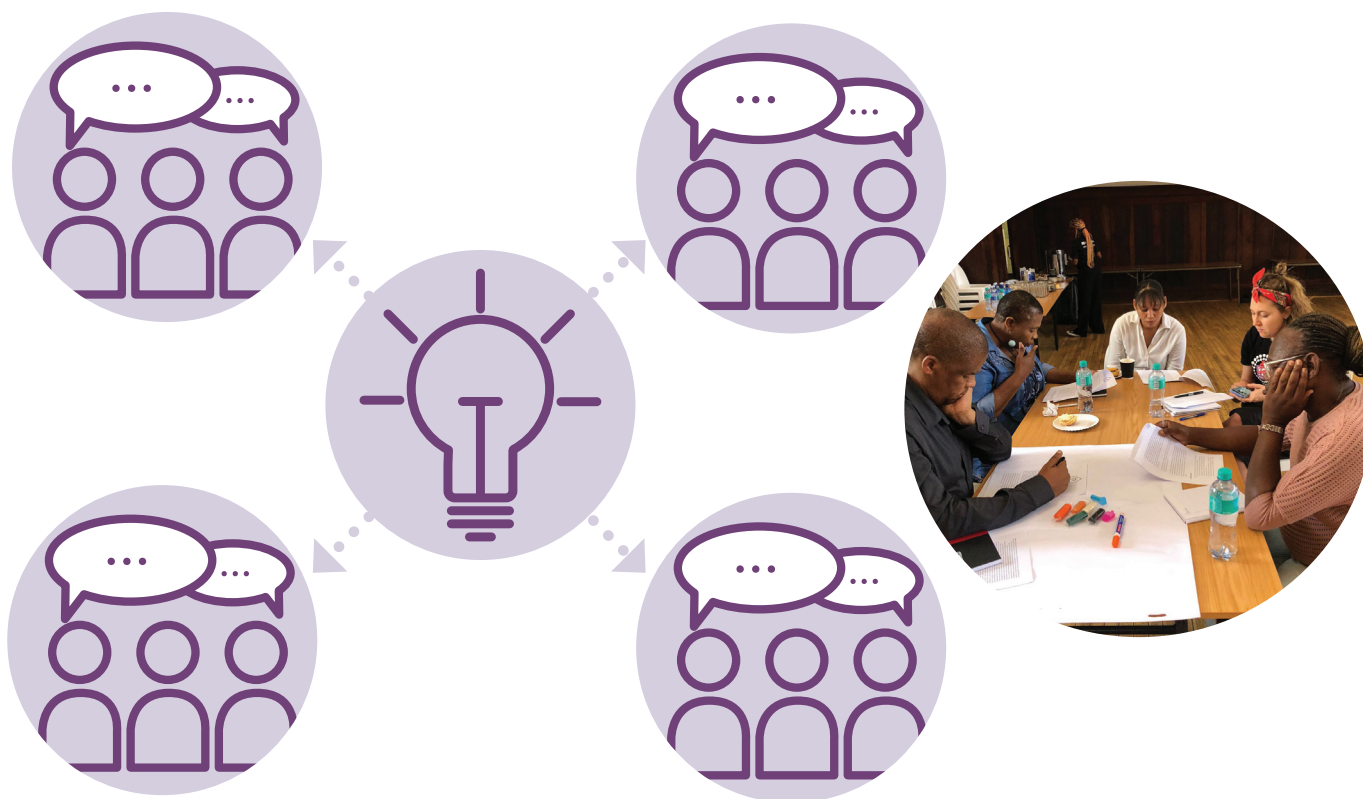
Who is most impacted by the challenge

The causes of the challenge, and

Who the key people are that will need to create solutions to address the challenge

After mapping out these key dimensions of the challenge, each group **co-created a strategy** for how they'd like to address their challenge.

In the strategic planning session, each group focused on:



1. What is the first step that we need to take in order to address this problem, ideally within the next six months?

2. Who is going to help lead the solution within the group?

3. How is the solution going to help to address the challenge identified? Or how does it contribute to help solving the problem?

4. When are the different dimensions of the solution going to start to happen?

SAFE Paarl Challenges and Solutions

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Group 1 identified the need for an all-inclusive shelter in Klapmuts.

In order to establish a shelter in Klapmuts, the group decided that there should be a meeting with municipality community development, a needs assessment and identification of a site to establish the shelter, and a workshop or plenary session with community leaders in Klapmuts and the surrounding areas. The Klapmuts shelter will be

led by Ms George, DSD and SAPS. Once the shelter is established, there is also a desire to build the entrepreneurial skills of the individuals who access the shelter so that they can gain further independence.



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Group 2 also identified the need for an additional shelter in Paarl. The one shelter in the area—AHOS—**does not necessarily cater to LGBTAIQ+ persons, children (depending on their age), men and individuals struggling with substance use.** Staff at the existing shelter in Paarl are not necessarily gender sensitive or adequately trained on gender-based violence and domestic violence. Survivors also struggle to get **transportation to a shelter**, and there is often very limited space to accept people into the existing shelter. Survivors also struggle to access referrals to shelters in the late afternoon or evening, on Fridays and over the weekends, depending on the after-hours assistance they are able to access. There are also some **concerns about the security** of AHOS, since there was recently a break-in to the facility.



The proposed solutions to address shelter needs in the area include:



1. DSD to source budget/funding for additional shelter, identify venue for a new shelter

2. DSD to talk to AHOS to explore **selection criteria for intake**, why there is limited space, and explore additional/upgraded security

3. **Gender Sensitisation training** for shelter staff, DSD, SAPS, etc. led by Zonwabele

4. **Transportation:** DSD to talk with SAPS to address transportation for survivors to shelters (falls within both of their mandates); court manager at Wellington to see if after-hours transport to court can also assist with shelter transport

On the question of Gender Sensitisation in shelters posed to Zonwabele, the following initial recommendations were made:



1. Gender inclusive **bathrooms**/gender non-binary bathrooms

2. Establishing **pronouns**

3. Needs to be a **process of gender sensitisation** and gender transformation

4. Ideally LGBTQIA+ individuals would have their **own rooms** (not placed in a room with other women)

Group 3 identified poor responsiveness to reports of VAW, VAC and violence against LGBTQIA+ people by SAPS, including Paarl, Paarl East, Mbekweni, Klapmuts, Wellington, Franschhoek and Groot Drakenstein. Clients have complained that the police don't pick up their phones when they're called by members of the community for assistance, will reportedly ignore reports of violence or ask questions that are inappropriate for survivors, fail to arrest perpetrators, or will send survivors away, telling them that they should instead open up a Protection Order. Amongst police officers, the experience of older police officers can influence new police officers on how they deal with cases, especially without adequate training for incoming SAPS officials. These issues of lack of police sensitivity or responsiveness are particularly pronounced on the weekends, and after-hours, especially when there might be limited staff and limited vehicles at the station. **Group 3 also raised the issue of the Victim Friendly Rooms**—not all Rooms are adequately furnished or have a service provider.



NEXT STEPS: the solution will be to **engage with Station Commanders** and Relief Station Commanders on reporting issues and barriers. **Training** will also be provided to both old and new SAPS members to ensure a positive mentorship and the transference of skills. Wellington Court is also currently collecting the names of SAPS officials who aren't doing their jobs properly with survivors, so this information will be shared with SAFE Platform members taking up this challenge.



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Group 4 identified the issue of court accessibility and sensitivity to survivors. When survivors come to court to apply for a Protection Order, they aren't necessarily met with support from court or justice officials. This issue often happens at the entrance of courts, where survivors might be "screened" by security guards, leading in some cases to secondary victimisation or discouraging those seeking Protection Orders.

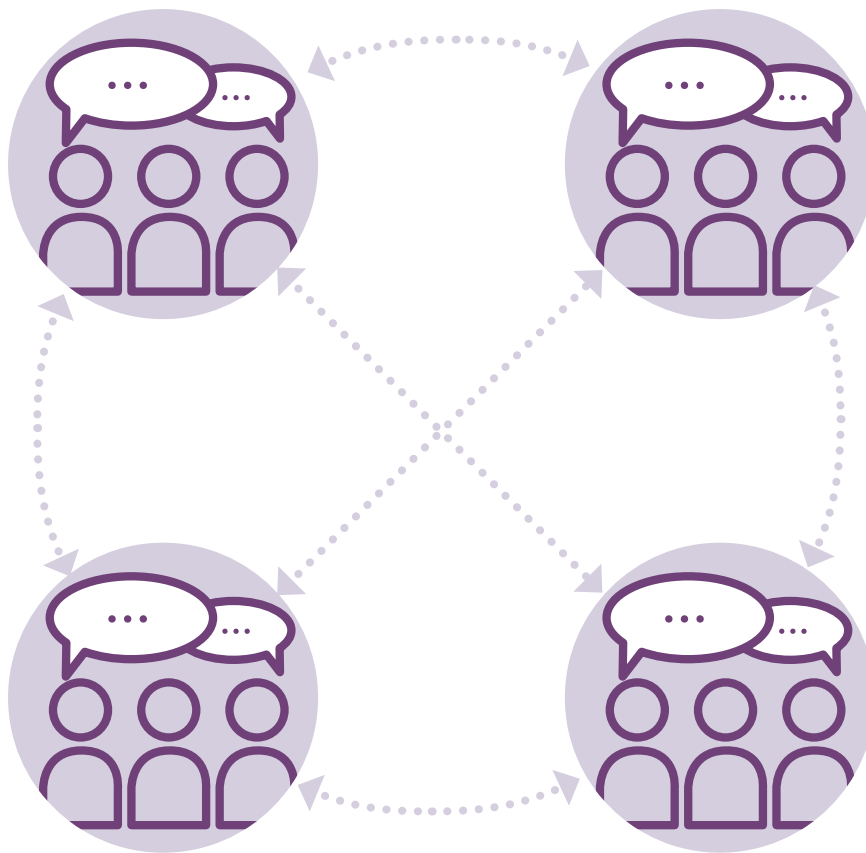


NEXT STEPS: the proposed solution is to have **a screening desk manned by trained court officials** or having a **designated Victim Friendly Room** at courts to support survivors. The group also suggested that there should be **specialised courts for GBV victims**. In order to better sensitise those who work within the courts, stakeholders will **engage the courts** to see how the courts can be improved and stakeholders can be engaged. This issue will also be taken up through **stakeholder meetings** within DEFEM, CSF, and forums hosted within the Paarl community.



Key Takeaways

1. Importance of **everyone working together** towards the same goal at the same time
2. Value of **knowledge sharing** to identify common challenges, gaps in service delivery, and ways forward
3. Ongoing **accountability, sustainability, inclusion** of new members in the future



Next Steps

Establish a shelter in Klapmuts and an additional shelter in the Paarl area



Improved training of SAPS officials, engage with SAPS Station Commanders around challenges related to responding



Improved court sensitivity and responsiveness to survivors





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SAFE-PR Multi-Stakeholder Dialogue Action Outcome Tracker



Paarl 2023

Department	Service Focus	Activity	Output	Indicators	Outcome	Impact	
Department of Social Development + Klein Drakenstein Municipality		Conducting a Needs Assessment in the Paarl and Klapmuts area for shelter services focussed on women, children, LGBTQIA+ .	Needs analysis report that will inform DSD on the shelter needs of the Paarl/ Mbekweni/Klapmuts.	Criteria needs created for a shelter in the targeted areas. Inclusive Criteria that is survivor/people-centred.	Increase in safe, accessible and inclusive shelters in the Paarl/ Mbekweni/ Klapmuts area for survivors of GBV in which adequate budget is allocated.	Survivors of GBV are safe and have access to care and support that fosters their healing and ability to move forward with their lives as active citizens in their own communities.	
		Identify a possible location for shelters and initiate a meeting with the municipality and the SAFE collective presents ways in which the shelter can be inclusive.	Agreement on process and location between the municipality and DSD, that includes SAFE Platform members.	Building and/ or land identified and agreement on creating a shelter/ shelters between local municipality and DSD.			
		Advocate and support DSD with budget details and information to ensure that there is budget allocated by end 2023.	Budget allocated for the shelters and services to be rendered.				
		Meeting with AHOS and DSD to understand the shelter model and shortcomings that will influence the selection for the new ones, including transportation issues.	Criteria are documented and shared with all stakeholders for ease of referrals.	Increase in referrals of survivors and connected service.	Strengthened and improved number of survivors being linked to the existing shelter and all stakeholder can visibly see the increase.		
		Department of Social Development to meet with SAFE stakeholders and provide a service-referral map of all care and support services in the Paarl area and surrounds.	GBV area service referral map that details services in the area, who the practitioner is and whether they are DSD funded and or direct Department service.	Official service referral booklet accessible to all in the community.	Access to services for GBV survivors.		
		Regular meetings between DSD, SAPS, DOJ and other stakeholders in each area (Paarl, Mbekweni, Klapmuts, Paarl East) on service improvement and strengthening the response rate to survivor needs. Attending SAFE Platform meetings and other engagements.	Attendance in multi-stakeholder forum meetings and linking services for increase of referrals.	Increase in number of personnel attending SAFE meetings and other stakeholder engagements.	Access to services for GBV survivors.		Quality and integrated support and care for GBV survivors in which they have guaranteed access.
				Improved referral pathways for survivors and increase in numbers of service uptake.			



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SAFE-PR Multi-Stakeholder Dialogue Action Outcome Tracker



Paarl 2023

Department	Service Focus	Activity	Output	Indicators	Outcome	Impact
South African Police Service + Department of Community Safety		Train SAPS Officials, Neighbourhood Watch, CPF, DV Coordinators on as GBV first responders in Paarl/Paarl East/Mbekweni/Klapmuts and surrounding areas.	Trained safety and security personnel that have a gender transformative and victim-centred approach to safety and security.	Number of officials trained as GBV First Responders and/or SAFE Practitioners.	SAFE Practitioners/ First Responders in and around Paarl equipped to deal adequately with matters related to GBV and will be responsive when anyone is victimised in relationships or the home.	SAFE in relationships, homes and communities.
				Number of survivors that report positive, sensitive handling of case reporting by officials.		
Department of Justice and Constitutional Development		Training Court Officials which includes court security staff, clerks, magistrates etc. as GBV first responders in Paarl Domestic Violence Court (to extend to the full suite of family law services personnel where domestic violence intersects).	Trained court officials that have a gender transformative and victim-centred approach to justice.	Number of trained court officials (including court security).	SAFE Court Officials with improved sensitivity to GBV Survivors.	Access to justice.
		Create safe ways for screening and issue a local court directive and put a mechanism in place that stops court security officials from screening domestic violence clients before entering the door.	Directives and instructions are clearly issued, communicated and enforced.	No security guards screening or exposing domestic violence at the entrance of the courts.		

Compiled by:
Names of team members?

MOSAIC NAME?
Contact details?

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