

Advancing safety
in relationships,
homes and
communities



MOSAIC Philippi

SAFE Community Dialogue Summary

Wednesday, December 7, 2022



SAFE Philippi 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 Philippi area, inviting government departments, NGOs, community based organisations, and local activists to co-create solutions that will improve the lives of survivors.

SPONSORS



STAKEHOLDERS



1

MOSAIC Philippi

SAFE Community Dialogue Summary: Wednesday, December 7, 2022



SAFE Philippi 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 Philippi include: **empowerment, connected collaboration, transparency, equity, respect, and integrity.** SAFE also wants to promote an ethos of accountability, both within the platform and within the GBV sector more broadly, to ensure that we are collectively upholding our values and duties to survivors, as well as one another. During the dialogue, other participants shared the importance of **confidentiality, building trust, a commitment to share outcomes and actions, and being part of the solution by building solutions from within the group.**



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

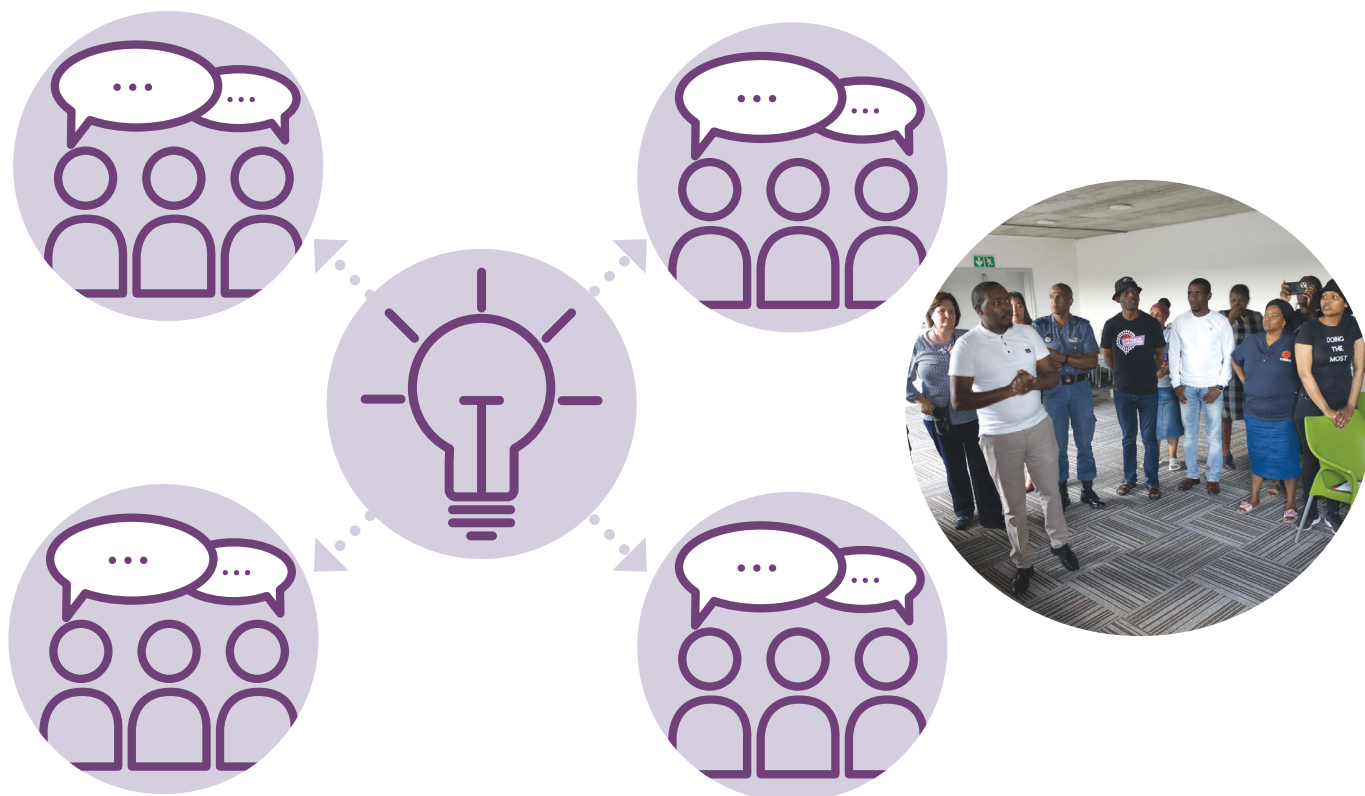
How the challenge showed up within the Philippi area (and in the lives of survivors)

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 Philippi Challenges and Solutions

1 Group 1 identified security in courts as their primary issue.

There are concerns that survivors are getting harassed as they enter the court, in particular by security guards who might “interrogate” survivors seeking a Protection Order, potentially even turning some survivors away.



There is also a concern that survivors are **not receiving “victim-centered care” at courts**, particularly over the weekends or after-hours, leading to secondary victimisation. The proposed solution would be to meet with court managers and senior security officers at the courts to ensure that they are trained and don’t unintentionally revictimise survivors.

NEXT STEPS: Identify who will assist in providing the training to the security officers, and the scope of the training—whether the training will focus on what domestic violence is, or focus instead on the decisions made by security guards (since they don’t necessarily need to be experts of GBV)



Group 2 identified the functioning of the Victim Friendly Rooms as their key challenge and issue within the Philippi area.

There is a need for more furniture and other materials in each of the Victim Friendly Rooms, but these items depend on SAPS partnerships with other organisations and donations from the community. Some of the Victim Friendly Rooms, such as Samora Machel, are not in good condition, and need to be upgraded immediately. The **Victim Friendly Rooms and GBV Desks should also be clearly marked** within the station, and the relationship between SAPS and DSD within those rooms also needs to be clarified to ensure a successful referral process. SAPS members have also become overly reliant on Victim Friendly Room volunteers to assist with survivors when they enter the station, even though **all SAPS members should be trained and capacitated to sensitively respond to and help survivors.**



Some proposed solutions to address ongoing issues within Victim Friendly Rooms include:

- 1. Conduct a needs analysis** of each police station to identify needs within the Victim Friendly Rooms and who should be trained first
- 2. Pay or reimburse Victim Friendly Room volunteers**, potentially through the Department of Community Safety
- 3. Train volunteers and GBV/DV Coordinators** that operate within SAPS
- 4. Work with DSD to explore the possibility of rolling out GBV Ambassadors within the Victim Friendly Rooms**, and to provide a database of services to assist with the referral pathway from the Victim Friendly Rooms
- 5. Compile a database of volunteers** that could potentially assist within the Victim Friendly Rooms

3 **Group 3 identified the lack of sufficient or sensitive training** for police and actors within the justice system, in particular police officers and clerks within the courts. There is a lack of sensitivity amongst these duty-bearers when it comes to working with survivors when they go to the police station to open a case or when they visit court to get a Protection Order. There is also a concern that information about their case, or the court process, is not shared with survivors—for instance, an alleged perpetrator might have been released on bail, and return to the community, but the survivor hasn't been informed about their imminent return. A representative from the NPA expressed concerns that not all SAPS officials, in particular Detectives, are taking statements properly, which can have an impact on the success or failure of the survivor's case in court. A Station Commander within Philippi also raised the issue of the number of withdrawn cases that come in on Sunday or Monday, in addition to the poor state of some of the Victim Friendly Rooms. Even though all SAPS officials should go through a four module course related to GBV, DV, and vulnerable populations, not all police officers receive this training in practice.



NEXT STEPS: The proposed solution is to begin by training Domestic Violence Coordinators within SAPS, clerks within the courts, Neighborhood Watch, CPF, Victim Friendly Room volunteers, and first responders at CSC CID—essentially **the first responders within the criminal justice system to survivors**. SAPS, NPA, MOSAIC and other NGOs can assist with providing those trainings, with the goal of beginning the training in February 2023.



+



=



4 **Group 4 identified the lack of clarity in DSD services** as their key challenge. There is some confusion about how victims can access services through DSD; how cases within DSD are monitored; the referral process; and the extent to which case follow-up is occurring. Some participants mentioned that if you don't know someone within DSD, your client won't receive assistance, indicating an issue with the referral pathway. DSD officials are not always available on Friday, over the weekends, or after-hours, which can impact support to survivors during those time periods. There is a concern that child neglect cases are not being monitored properly, and that victims referred to DSD aren't being helped. These issues within DSD might relate to issues with funding and how resources are channeled; a lack of transparency between DSD and SAPS; issues with the training of social workers and social auxiliary workers; and/or a lack of communication with both referral partners and survivors from DSD. Group 4 also expressed the desire to better measure success within DSD beyond "numbers" to improve tracking around the success or failure of a survivor's case and circumstances.



The solutions proposed include:

1. Dialogues with DSD social workers to understand what they are doing, and what is not being done, particularly to better understand the process for referrals and case monitoring

2. Circulation and discussion of case studies by Regional Manager, Supervisor and Social Workers, in addition to someone from Province, to understand where the blockages, challenges and success are

3. Improved performance monitoring and feedback loop on cases—include a consideration of indicators related to performance and whether those indicators work or not



Key Takeaways

- 1. Gratitude for people who care about this country**
- 2. Energy to work harder** within the community and make a difference collectively
- 3. Appreciation for commitment** amongst SAFE partners to work towards a collective goal

Next Steps

- 1. Improve conditions** of Victim Friendly Rooms, provide stipend and training for VFR volunteers
- 2. Improve sensitivity** and responsiveness of security within courts
- 3. Provide training** to members of SAPS, clerks of court, Neighborhood Watch and CPF to improve sensitivity and responsiveness to survivors
- 4. Dialogue** with DSD social workers, Regional Manager and Supervisors to clarify referral pathway, hours of operation, case monitoring, and improve understanding of service “flow”





Advancing safety
in relationships, homes
and communities

SAFE-PR Multi-Stakeholder Dialogue Action Outcome Tracker



Philippi 2023

Department	Service Focus	Activity	Output	Indicators	Outcome	Impact
South African Police Service + Department of Community Safety		Localised assessment of the state of Victim Friendly Rooms (VFR) in all of the SAPS police stations in Philippi, Nyanga and Gugulethu by SAFE-Platform members.	Assessment report published and used to co-create action plan to ensure that all VFRs are standardised.	Number of Police Stations with VFRs that are standardised.	Safe, functional VFRs offering containment and a clear referral pathway for survivors, to reduce secondary victimisation and ensure access to support, care and justice.	Survivors of domestic violence are safe and receive post-violence care and justice.
		Audit skill levels of volunteers in all VFRs and create a training plan to ensure that survivors are receiving trauma-informed services.	Skills level report and training plan for VFR volunteers.	Number of VFR volunteers/ personnel increase and stabilised for consistent services by having an allocated budget and resources to support the service.		
		Create a campaign to engage the community on the need for new volunteers and recruit new/additional cohorts who can provide services at VFRs.	Volunteers/personnel are recruited and provide services at VFRs.	Allocated budget and funding that will be used to pay and train personnel in VFRs.		
		Engage the Department of Community Safety, Department of Social Development in creating funding portal for 'volunteers' and ensure that we have paid, trained and available counsellors.				
Department of Justice and Constitutional Development		Training Court Officials which include court security staff, clerks, magistrates etc. as GBV first responders in Philippi 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 in and around Philippi (Athlone cluster).	SAFE Court Officials with improved sensitivity to GBV survivors.	Access to Justice.
South African Police Service + Department of Community Safety		Train SAPS Officials, Neighbourhood Watch, CPF, DV Coordinators as GBV first responders in Philippi 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.	Practitioners/ First Responders equipped to deal with GBV. Respond to victims in relationships/in the home.	SAFE in relationships, homes and communities.
Department of Social Development		Department of Social Development to meet with SAFE stakeholders and provide a service-referral map of all care and support services in the Philippi 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.	Quality and integrated support and care services for survivors.
		GBV social workers and other DSD designated social service practitioners receive training on referral pathway and there is a referral pathway report published quarterly.	Clear referral pathway created and survivors are linked.	Increase in numbers of referrals and service uptake .		

