

Shukumisa

MONITORING THE IMPLEMENTATION OF SEXUAL OFFENCES LEGISLATION & POLICIES

FINDINGS OF THE MONITORING CONDUCTED IN 2013/2014



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SHUKUMISA.ORG.ZA



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Shukumisa: Monitoring the Implementation of sexual offences legislation & policies
Findings of the monitoring conducted in 2013/2014

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A police officer in a dark uniform stands next to a white police car. The car has "POLICE" written on the roof and side. The officer has a serious expression. An orange semi-transparent box is overlaid on the image, containing white text.

This site may either empower a survivor to report the case and continue through the criminal justice system or may cause a survivor further suffering through secondary victimisation and trauma.

1.

INTRODUCTION

Over the past ten years, over sixty thousand sexual offences have been reported yearly – a grand total of 664 804 such crimes since 2003. In the 2013/14 period alone, 62 649 sexual offences were reported at South African police stations.

For survivors who report this crime, the police station is often their first entry into the criminal justice process. This one site of state service provision has the potential to transform a survivor's experience. This site may either empower a survivor to report the case and continue through the criminal justice system or may cause a survivor further suffering through secondary victimisation and trauma.

The South African Police Service (SAPS) is governed by a number of laws, regulations, and policies. These regulations detail exactly how a survivor of a sexual offence should be assisted, what information should be taken from them, what information should be given to them, what services should be available to them, and how they should be referred for further assistance. When these standards are met, the process of reporting the crime can empower a survivor.

The Shukumisa Campaign was launched in 2008 by members of the National Working Group on Sexual Offences (NWGSO). The Shukumisa Campaign aims to stir and shake up both public and political will to develop and implement policies and strengthen laws related to sexual offences. It is made up of about 50 campaign partners, all working to achieve the vision of a South Africa where

- Everyone treats rape as a serious crime
- Quality health, policing and legal services are available to all rape survivors, everywhere
- All women are free to move around and dress as they please
- Rape victims aren't stereotyped by the media
- We are all included in the development of laws that affect our lives and communities

The Shukumisa Campaign undertook monitoring of health facilities, courts, and police stations between 26 November 2013 and 13 September 2014 to assess their readiness to meet these standards and their readiness to provide adequate support to survivors. This particular report relates only to the results garnered in the police monitoring, which took place in four provinces.

The results of this monitoring make it clear that the services available at police stations across the country continue to vary from station to station, and vary significantly between provinces. Continuing to monitor these stations, as well as monitoring new stations in the 2014/15 period, is therefore important to encourage improvement as well as the continuation of good practice where it is occurring.

The report aims to provide both a national and provincial picture of the readiness of police stations to provide the necessary support to survivors when a sexual offence is reported.

2.

METHODOLOGY: DATA MANAGEMENT & ANALYSIS

Monitoring of police stations has taken place since 2010. Questionnaires included in the monitoring have been developed on the basis of the legislative, policy, and regulatory requirements placed on the SAPS. This section will discuss the basic methodological points in relation to the research design, sampling, data collection, data management, and analysis of the monitoring survey. It also provides an overview of some of the limitations of the study.

2.1. Research Design

The purpose of the Shukumisa Monitoring survey is to explore and describe the implementation of Sexual Offences legislation, as well as explore and describe policies at police stations. In line with this purpose, a cross-sectional approach incorporating both quantitative and qualitative methods embedded within the design of a survey has been selected. This allows us to solicit the most holistic picture of the implementation.

2.1.1. Survey

Surveys provide a valuable means of collecting data that can be used to describe the characteristics of the unit under analysis, which in this case, includes police stations. They are flexible enough to collect both quantitative and qualitative data, which allows not only for a descriptive component, but also for the additional element of exploration (Babbie & Mouton, 2004). Thus, this approach facilitates a more holistic view of the extent to which sexual offences legislation and policies have been implemented at a practical level. A key strength of using a survey research design in this study is based on its use of a standardised questionnaire (Babbie and Mouton, 2005), which allows for any variations in implementation between different stations, courts, and health facilities in different provinces to be captured.

2.2. Sampling

A form of non-probability sampling, called convenience sampling was used in obtaining participants for the study.

2.2.1. Convenience Sampling

Although convenience sampling is efficient and cost effective in large scale studies, it is the least strategic form of sampling (Patton, 2002). In this monitoring survey, convenience sampling allowed monitors to collect data from police stations that they either knew of previously or had easy access to. However, this method of sampling has imposed critical limitations on the findings. These limitations will be discussed in more detail in the final section.

2.3. Data Collection

The Shukumisa Monitoring Survey used a standardised questionnaire administered in the form of face-to-face interviews of key informants at each of the respective institutions, including police stations, in the monitoring.

2.3.1. Questionnaire

The questionnaire used for the monitoring survey is a standardised questionnaire that includes both closed and open-ended questions that have been adapted from surveys conducted by Shukumisa in 2008 and 2010. The questions included in the survey were derived from an analysis of legislation, policy, and regulation to assess what standards the SAPS should be meeting when providing services to survivors.

Using the same questionnaire over a number of years promotes the evaluation of similarities and differences between stations and provinces within this study. Using the same questionnaire also adds a longitudinal component to the survey, in allowing for a measure of comparison between the findings of the monitoring survey over time.

2.3.2. Face-to-Face Interviews

Monitors were trained on the administration of the survey, and undertook face-to-face interviews at each of the stations included in the sample. This is ideal and most likely to have a positive impact on response rate and data quality when monitors have: (1) familiarity with the purpose of the survey, (2) understanding of the topic under investigation, and (3) experience within the field of sexual offences.

2.3.3. Procedure

Based on the data collected, the standard procedure involved in collecting the data for the survey, involved:

1. The convenience based recruitment of organisations from different provinces to participate in the Shukumisa Monitoring Survey.
2. The involvement of staff and/or volunteers (as monitors) from each of the respective organisations to administer the questionnaires.
3. The identification of police stations to monitor based on the availability of monitors to visit stations.
4. Monitors familiarising themselves with the survey.
5. In very few instances, an appointment was set up at the institution to be monitored prior to the face-to-face interview. In most cases, the monitor arrived unscheduled then introduced themselves and the purpose of their visit and asked for permission to conduct the survey.
6. Where permission was granted, the monitor proceeded with the interview, often with the person identified as most suitable to complete it, and in other cases merely with the officer of first contact. Where permission was not granted, the monitors were prompted to ask for an explanation before leaving. Some of the monitors continued to complete parts of the survey that asked them to provide their own observations, while others left the remainder of the survey blank.
7. The surveys were then collected by the Shukumisa Coordinator and scanned into a Dropbox Account for easy distribution to the data management and analysis consultant – The Teddy Bear Clinic.

2.4. Data Management

The Teddy Bear Clinic was tasked with the management of the data resulting from the monitoring survey. This included the design of a database for the data collected through the monitoring survey, the entry of the data, data entry verification, coding, and analysis.

2.4.1. Database Development & Data Capturing

In order to facilitate the process of data capturing and limit human error in data capturing, a data entry form was designed using a Google Drive application. Google Drive has an online data management system that allows multiple users to view and edit a single database simultaneously, via a pre-designed form. This form was designed in accordance with the questionnaires administered by the monitors. It provides a template with dropdown boxes, check boxes, and windows for short and long responses that greatly facilitated the capturing process. This worked particularly well in cases where the ordering of the questionnaires differed. The data capturers found it simple to navigate to the correct section of the online form and enter the data into the correct place.

Two staff members and one volunteer from the Teddy Bear Clinic were involved in the data capturing process, all of whom were briefed on the data entry form and involved in consultations with regards to any data capturing issues that arose during the process. The only factor that severely delayed progress with regards to capturing related to problems with internet connectivity and load shedding in Gauteng.

The benefit of using this type of process was the development of all staff and volunteers involved in terms of their communication, administration, and research skills. In addition, through making use of existing human resources, rather than bringing in outside consultants, the costs of the project were lowered making it more financially sustainable.

2.4.2. Data Entry Verification & Coding

As mentioned above, the Google Drive application used to design the form allows for parameters to be set for each question. These are set according to the types of responses required by the form and serve as an initial level of data cleaning. For example, where the monitors may have written “three” in response to the question about number of staff, the form would prompt the capturer to enter the response as “3” instead. This process facilitated the preparation of the data for analysis.

Data capturers were briefed to capture all qualitative information exactly as it had been recorded on the monitoring surveys, inclusive of grammar and spelling mistakes, if any. Once all the data had been captured, data entries from 15 randomly picked forms were checked to verify that the data had been captured accurately. The captured data was then imported onto an Excel spreadsheet for further analysis. No coding was required to prepare the data for analysis.

2.5. Data Analysis

Given that the study is descriptive and exploratory, using both quantitative and qualitative methods of enquiry, both types of analysis have been incorporated into the study. A basic descriptive analysis with frequencies was conducted on the quantitative data and a thematic content analysis was conducted on the qualitative data.

2.5.1. Quantitative Analysis: Descriptive Statistics

Descriptive statistics illustrate the basic characteristics of the data, providing straightforward summaries of the measures taken for a sample of participants. Essentially, descriptive statistics only describe the trends in the data and provide no information about possible relationships between the variables (Howell, 2004). When the aims do not involve the need to understand correlations and relationships, descriptive statistics are more than sufficient as a means of describing the nature of the frequency related data. Simple frequency analyses were used to obtain the descriptive statistics representing the data collected from the participants.

2.5.2. Qualitative Analysis: Thematic Content Analysis

Thematic analysis is a systematic approach to analysing patterns that are identified in a set of data, and reporting on themes that they represent within this data. The analysis follows a method of organising the data into categories, which facilitates the identification of patterns. Thematic analysis is a flexible method of analysis that provides the potential to describe the observations in rich detail.

2.6. Strengths & Limitations

The study has a number of strengths in relation to its design and method of data collection. Surveys that utilise a standardised questionnaire allow comparative data to be collected from a large population group. The response rate and quality of data is, in turn, increased by the use of face-to face interviews to gather the data for the surveys, as interviewers will have a better understanding of what kinds of responses are required and the social interaction elicits a greater level of responsiveness to participation in the study (Russell and Mugenyi, 1997). However, these strengths rely on three key factors: (1) sampling strategy, (2) the interviewer, and (3) the quality of the questionnaire.

2.6.1. Sampling Strategy

Surveys that are conducted using probability sampling, or a purposive non-probability sampling strategy, will elicit findings that can be generalised relatively broadly across the population under investigation. This survey used convenience sampling – a form of non-purposive, non-probability sampling. This unfortunately limits the extent to which the findings presented in this document provide a reliable measure of police stations that have not been included in the study. In addition, in this particular round of monitoring, the

impact of convenience sampling was that there were far more stations monitored in the Eastern Cape than in any of the other provinces, limiting comparability provincially. Furthermore, it meant that stations that had been monitored in previous years were not necessarily monitored again, limiting the ability to compare results across a longer time period.

2.6.2. Face-to-Face Interviews

The second factor, which may affect the reliability and validity of the findings relates to the interviewer, as they play a crucial role as the interface between the participant and the quality of the data collected in the data collection phase (Babbie & Mouton, 2004). The interviewers' demeanour, familiarity with the questionnaire, and capacity to observe, probe, and record responses will impact on the quality of the data obtained. The monitors' demeanour and capacity to make relevant observations contributed to the collection of good quality data across a number of questions in the survey. There were, however, instances where the monitors' lack of familiarity with the questionnaire, limited experience in the field, and subsequent lack of clarity on what types of responses are expected detracted from the quality of the data.

2.6.3. Standardised Questionnaire

As mentioned above, using a standardised questionnaire in a survey design allows for the collection of comparative data from a large population group. This, in turn, requires that the questionnaire is carefully constructed to promote the reliability and validity of the data to be collected. Given that this questionnaire had been adapted from similar previous surveys, it has the advantage of having had most of its content already piloted. This, as highlighted in one of the monitors' responses, creates the possibility of test-retest reliability. Although, this is not entirely significant in this study, it is important to note that the performance of some police stations may be better than others as a result of having been exposed to this survey on a previous occasion. Aside from this, there were still instances in which data arising from the questionnaire was affected by the quality of specific questions.

it is important to note that the performance of some police stations may be better than others as a result of having been exposed to this survey on a previous occasion.

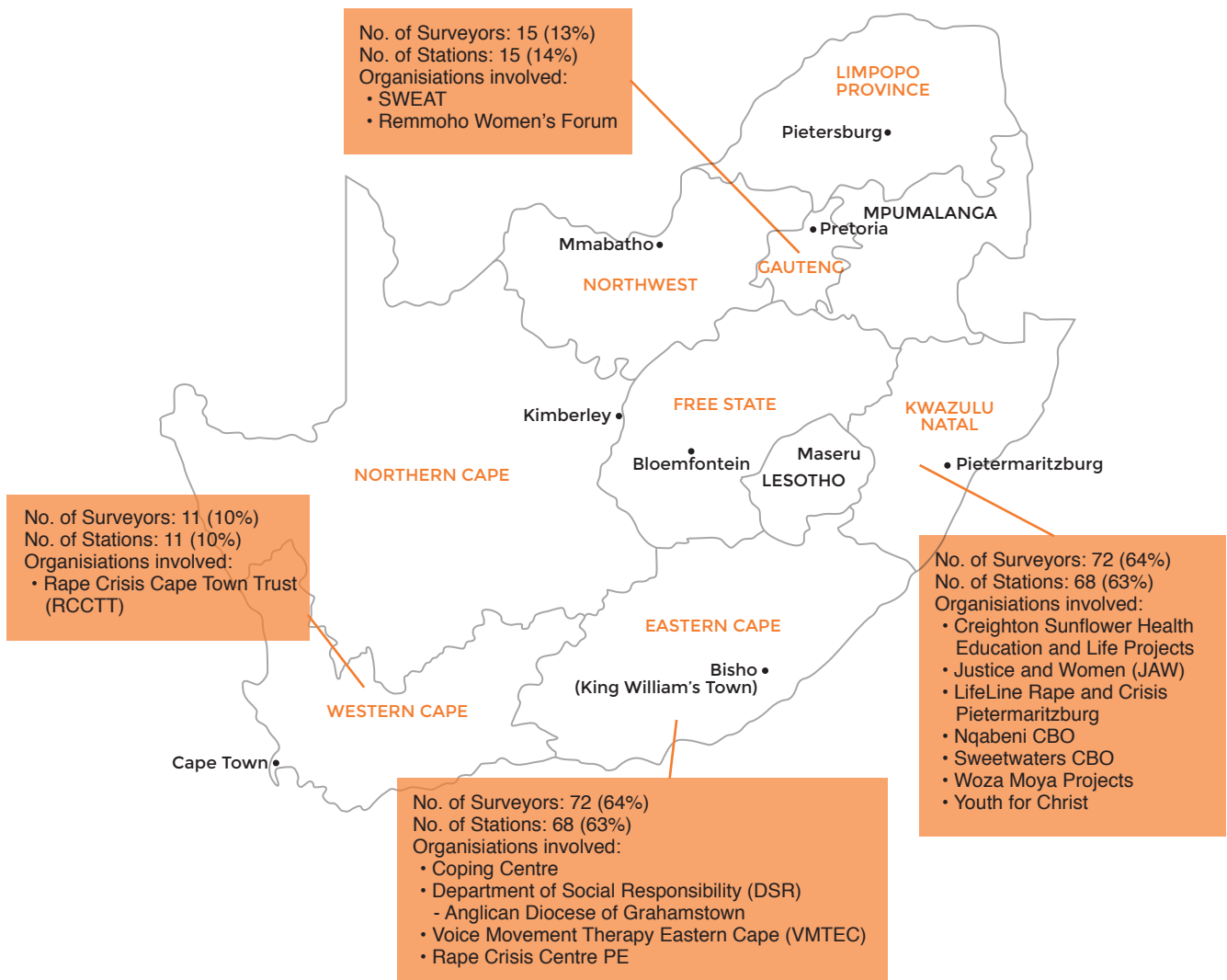


3.

FINDINGS: SOUTH AFRICAN POLICE SERVICE

3.1. Sample

In total, 112 police stations across four of South Africa's nine provinces were included in the monitoring survey. Appendix A contains the full list of police stations that were monitored in each province. The majority of the surveys were conducted in the Eastern Cape, where 108 Police Stations were monitored (with three of these being monitored more than once). In 2013/14, ten organisations were involved in the police monitoring survey. The distribution of surveys and stations is marked in percentages in the diagram below.

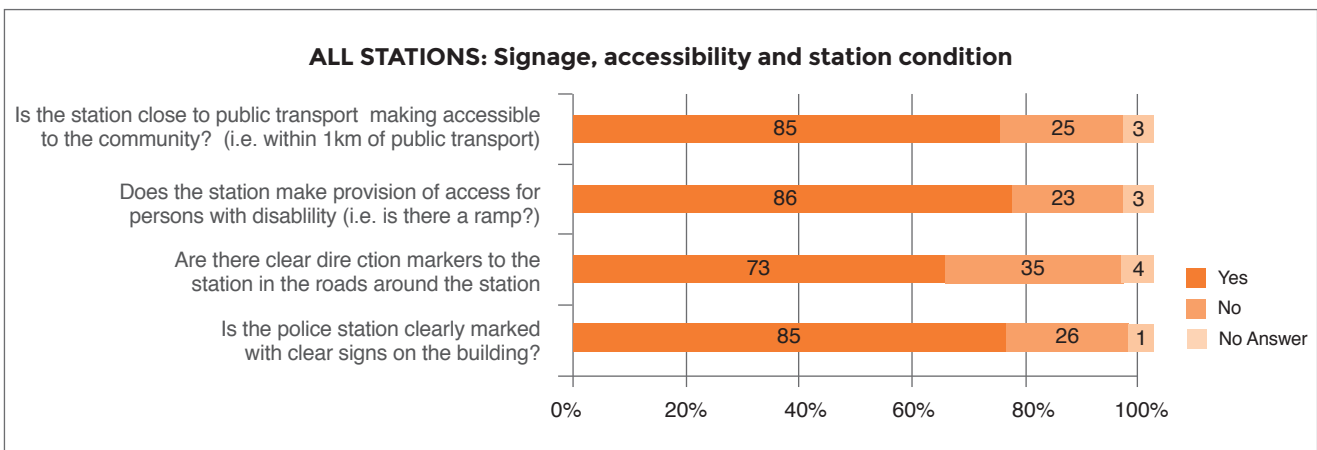


3.2. Outside the Police Station

It is important for police stations to be accessible and have clear, visible building signs to ensure that survivors do not face physical barriers when reporting a sexual offence. Accessibility refers to the location of the station in relation to public transport, as well as the ability of individuals with a physical disability to enter the station by means of a ramp.

3.2.1. Signage, Accessibility and Station Condition

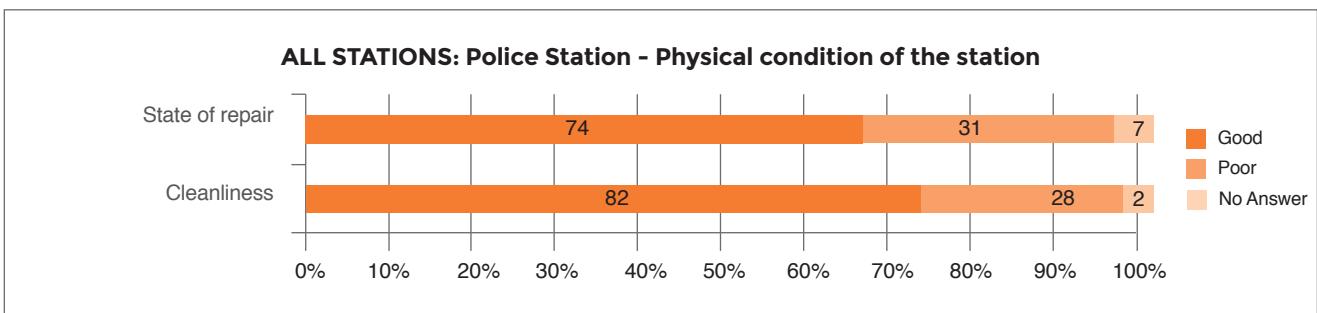
Approximately 70% of all the stations included in the monitoring survey were reported as being accessible to the community, being accessible to persons with disabilities, and having clear, visible signs. However, there were variations across the provinces. Gauteng was rated as having the best signage, accessibility, and station condition. Gauteng's rating was closely followed by the Western Cape, while the Eastern Cape and KwaZulu Natal receiving a lower rating by comparison. This information is included in the graph below.



A breakdown of the ratings for stations in each province is attached as Appendix B.

3.2.1. Signage, Accessibility and Station Condition

Between 65% and 75% of all the stations included in the survey were rated as clean and in good condition. The monitors provide greater detail with regards to the physical condition of the station in later questions.



Appendix C provides a breakdown of the ratings for the physical conditions of the stations per province.

3.3. Inside the Client Service Centre (CSC)

The Client Service Centre (CSC) is a survivor's first entry-point at a police station and often has other people present reporting crimes. A welcoming environment can reduce secondary trauma and improve survivors' feelings of safety.

3.3.1. What is happening inside the Client Service Centre/charge office?

There were five categories of qualitative data relating to the CSC. These categories provided information on the level of activity, number of staff/volunteers, quality of service, nature of activity, and the physical environment. Within each category there were a number of key themes.

Level of Activity

There were 78 responses to the question "what is happening inside the CSC", which mentioned the level of activity in the station. This was generally noted in relation to whether there was a queue at the client service centre or not.

The monitors reported that there were no queues, or a low level of activity at 72% (56 out of 78) of the stations monitored. Monitors also reported that there were queues at 28% (22 out of 78) of the stations. The ratio of there being lower levels of activity was similar at stations across all provinces except KwaZulu Natal. KwaZulu Natal was the only province in which more of the stations monitored had higher levels of activity and queues.

Province	Low Activity/No Queues		High Activity / Queues		Total per province	
	No.	%	No.	%	No.	%
Eastern Cape	40	71%	16	29%	56	72%
Gauteng	5	83%	1	17%	6	8%
KwaZulu Natal	3	43%	4	57%	7	9%
Western Cape	8	89%	1	11%	9	11%
Total per theme	56	72%	22	28%	78	100%

An analysis of the times at which the monitoring visits were conducted did not point to any significant differences between the times of the visits at those stations that were busy and those that were not.

At stations where there were reportedly queues, very few of the monitors provided details as to what was or could have been the cause for this. Of the 22 responses where a queue was observed, only 10 included a possible cause. Five of the possible causes cited insufficient staff available to assist. The remaining responses listed the lack of assistance from available staff and that it was a busy time.

Staff and Volunteers on Duty

96 of the monitors' responses included information about the number of officers and volunteers on duty. 13 of these responses did not provide a count of the staff or volunteers, but instead used descriptions such as: "few", "many", and "lots". These could not be included in the calculations involving the number of staff. The table below indicates the breakdown of volunteers to staff at the stations monitored.

	Eastern Cape		Gauteng		KwaZulu Natal		Western Cape	
	Staff	Volunteers	Staff	Volunteers	Staff	Volunteers	Staff	Volunteers
Total number of Officers on duty per province	205	20	28	0	21	0	25	1
Number of stations	56		8		6		9	
Average number of Officers on duty in each station per province	4		4		4		3	

Across all of the stations in the Eastern Cape, Gauteng, and KwaZulu Natal there was an average of four officers on duty at the time of the monitoring visit. It was only in the Western Cape where there were slightly less. These were predominantly paid staff. Very few volunteers were recorded as being on duty at the time the surveys were conducted.

In order to determine whether the monitor's observations of level of activity were related to the amount of staff on duty, the stations with and without queues were analysed separately against the number of officers on duty.

	Eastern Cape		Gauteng		KwaZulu Natal		Western Cape	
	No Queues	Queues	No Queues	Queues	No Queues	Queues	No Queues	Queues
Number of stations	38	13	2	3	1	4	7	1
Average officers on duty at CSC	4	4	4	3	2	4	3	4

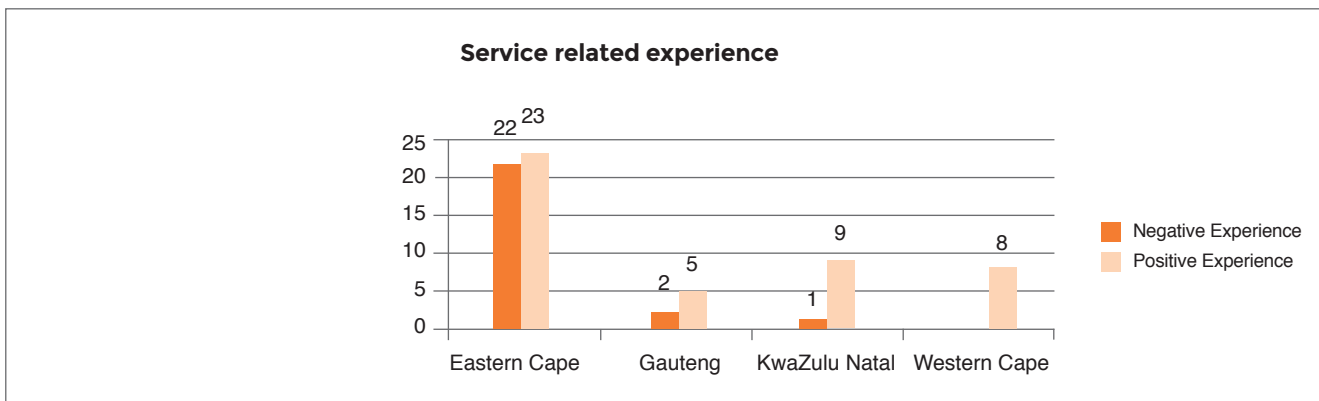
In the Eastern Cape, the average number of staff on duty was the same at stations where there were queues and stations where there were not, suggesting that the reasons for the queues at these stations must be related to something other than the number of staff on duty. Of the five stations in Gauteng, whose monitoring data could be included here, there was a difference between the average number of officers on duty and whether or not there was a queue. In both KwaZulu Natal and the Western Cape, there were more staff on duty at the

stations where there were queues, than at the stations where there were none. It is possible that these stations have been identified as busy stations, which require more officers.

Gauteng, KwaZulu Natal, and the Western Cape results must be read with caution, as they are based on data from a very limited number of stations, which cannot be considered as representative.

Service

In most instances (70 of the responses), responses to the question of what it is like inside the CSC referred to the monitors' experiences of the service received upon entering the police station. The majority (64% or 45 out of 70 responses) of the monitors had a positive experience. The responses, both positive and negative, included themes relating to the attitude, efficiency, and professionalism of the officers on duty. The graph below indicates the positive and negative responses per province.



The responses relating to the monitors' experience of the service they received at the CSC were analysed in greater detail to understand what, in the monitors' opinions, constituted a positive experience and a negative experience. Although this process did provide greater detail the responses were, in many cases, driven by the prompts in the question. In the analysis, eight of the responses fit into more than one of the sub-themes, for example: officers at a particular station may not have been very welcoming and took an excessive amount of time to assist the monitor. This was then included under both themes of attitude and efficiency.

Theme	Sub-theme	Description	Examples	Freq	%
Attitude	Positive Attitude	Responses in which monitors describe having had a positive experience of the officer's attitude.	<ul style="list-style-type: none"> • "...the constable on duty was very nice and asked me if he could help me. I said yes and he introduced himself to me..." – Bethelsdorp, EC • "The police were welcoming and they were serving the community with respect." – Ixopo, KZN • "The officer who showed me to the warrant officer's office was very pleasant; even those on duty were very friendly with the clients." – Parow, WC 	45	58%
	Negative Attitude	Responses in which monitors describe having had a negative experience of the officer's attitude.	<ul style="list-style-type: none"> • "CSC is not welcoming..." – Cookhouse, EC • "...Constable xxx was so rude with us. He was not willing to help us..." – Kareedow, EC • "...The police officers were not friendly at all in such a way that all people were tense as they were sitting at the benches waiting to be assisted..." – Umzimkulu, KZN 	17	22%
Efficiency	Efficient	Responses in which monitors refer to being assisted quickly and efficiently.	<ul style="list-style-type: none"> • "There are queues but they attend the people quickly and friendly..." – Kwazakhele, EC • "You come in as clients and immediately you are served by one of the police or officer" – Protea, GP 	7	9%
	Inefficient	Responses in which monitors describe having to wait due to long queues, lack of staff or poor service.	<ul style="list-style-type: none"> • "...The officer was very unfriendly and had an attitude. After 20 minutes she asked if she could help me. There was no queue." – Stutterheim, EC • "... too many people with only two officers and it made them work very slowly until even people lose [their] temper with the police and police with the people..." – Jeppe, GP 	5	6%
Lack of professionalism		Responses in which monitors refer to instances in which the officer's conduct demonstrated a lack of professionalism.	<ul style="list-style-type: none"> • "...There are some people that just come beyond the counter and chat with the officers. One of the two were cutting nails, and checking make up. But later when she realised that we were there for monitoring purposes - she quickly changed the style of behaviour..." – Whittlesea, EC • "Three officers (two in plain clothes) sitting & chatting to a man in uniform. When I returned they were eating meat & rolls & assisting a man & woman..." – Rosebank, GP 	4	5%
Total				78	100%

It appears that the monitors had a positive experience where the officers on duty were efficient and friendly in responding to the request to participate in the survey. Where monitors had a negative experience, they found the officers to be unfriendly, inefficient, and lacking in professionalism. Given the poor reputation that the SAPS have for customer service, it was surprising to find more positive than negative feedback about the officers' assistance.

Nature of Activity

In a few of the responses (14 out of 70), the monitors noted some of the activities that were taking place within the CSC at the time of the survey. These findings are only relevant because they provide insight as to what the monitors were exposed to at the time the monitoring took place, and thus are some of the additional factors that may have influenced their observations and experiences at the stations.

Province	Nature of activities noted (no. of responses)
Eastern Cape	<ul style="list-style-type: none"> • Renewing grants (1) • Opening statements and taking cases (1) • Paperwork (1) • Affidavit (2) • Reporting a rape (1) • Data capturing (1)
Gauteng	<ul style="list-style-type: none"> • Certifying documents (2) • Charging sex workers (1) • Paperwork (1) • Completing accident forms (1) • Opening cases (1)
KwaZulu Natal	<ul style="list-style-type: none"> • Data capturing (1)
Western Cape	(none noted)

Physical Environment

The physical environment inside the CSC was mentioned in 13 (out of 70) of the monitors' observations in their responses. Almost all comments came from monitors in the Eastern Cape, apart from those relating to the need for more seating in the CSC, which came from Gauteng.

Theme	Definition	Examples	Freq
CSC is too small	Responses referring to the CSC being too small	<ul style="list-style-type: none"> • "...there were queues and as a result of community members were standing in the CSC and is too small, I mean very small there is not even air to breathe..." – Engcobo, EC • "...it was full. There were more than five people with no volunteers and there was no space – it's cramped." – King Williams Town, EC 	4
Cleanliness	Four responses referred to the CSC as clean and/or neat, while two noted that it was untidy.	<ul style="list-style-type: none"> • "...The station was clean and neat..." – Patensie, EC • "...a clean sitting area..." – Uitenhage, EC • "...the papers were all over the place, they were not in order -- very untidy..." – Ikamvelihle, EC 	6
Insufficient seating	Monitors' observations that there was not enough seating for clients	<ul style="list-style-type: none"> • "...benches are not enough, people had to stand." – Sophiatown, GP • "People not provided with enough chairs..." – Alexandra, GP 	2
Not welcoming	One response in which the building itself was considered to be unwelcoming	<ul style="list-style-type: none"> • "We were welcomed by a building that is not welcoming. The doors were closed..." – Kareedow, EC 	1
Total			13

It is encouraging that 90% of the officers approached agreed to assist with the monitoring, either immediately or following the approval of the Station Commander.

3.3.2. Officers surveyed

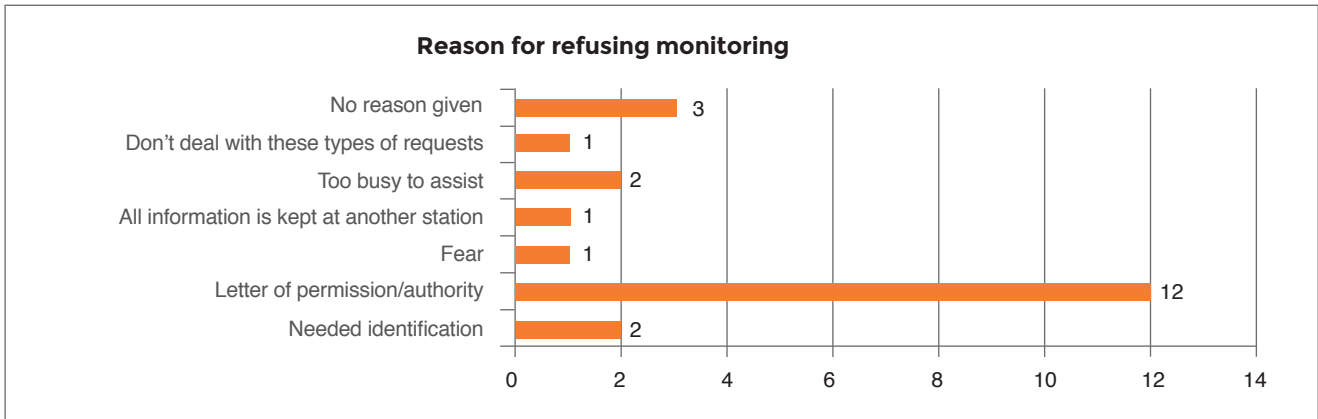
It is encouraging that 90% of the officers approached agreed to assist with the monitoring, either immediately or following the approval of the Station Commander. The majority (68%) of the officers surveyed were lower ranking officers.

Rank	Number	Percentage
Warrant Officer	28	25%
Constable	25	22%
Sergeant	12	11%
Captain	12	11%
Other	11	10%
Lieutenant	8	7%
Lieutenant Colonel	3	3%
Colonel	1	1%
Major General	0	0%
Major	0	0%
Lieutenant General	0	0%
General	0	0%
Brigadier	0	0%
Total	100	90%

Under other, the monitors listed: "Inspectors", "Secretaries", "Officer", "Commander", "Councillor", "CAC" and "Sergeant Coordinator of the Victim Support Centre".

Reasons for Refusing to Participate in the Monitoring

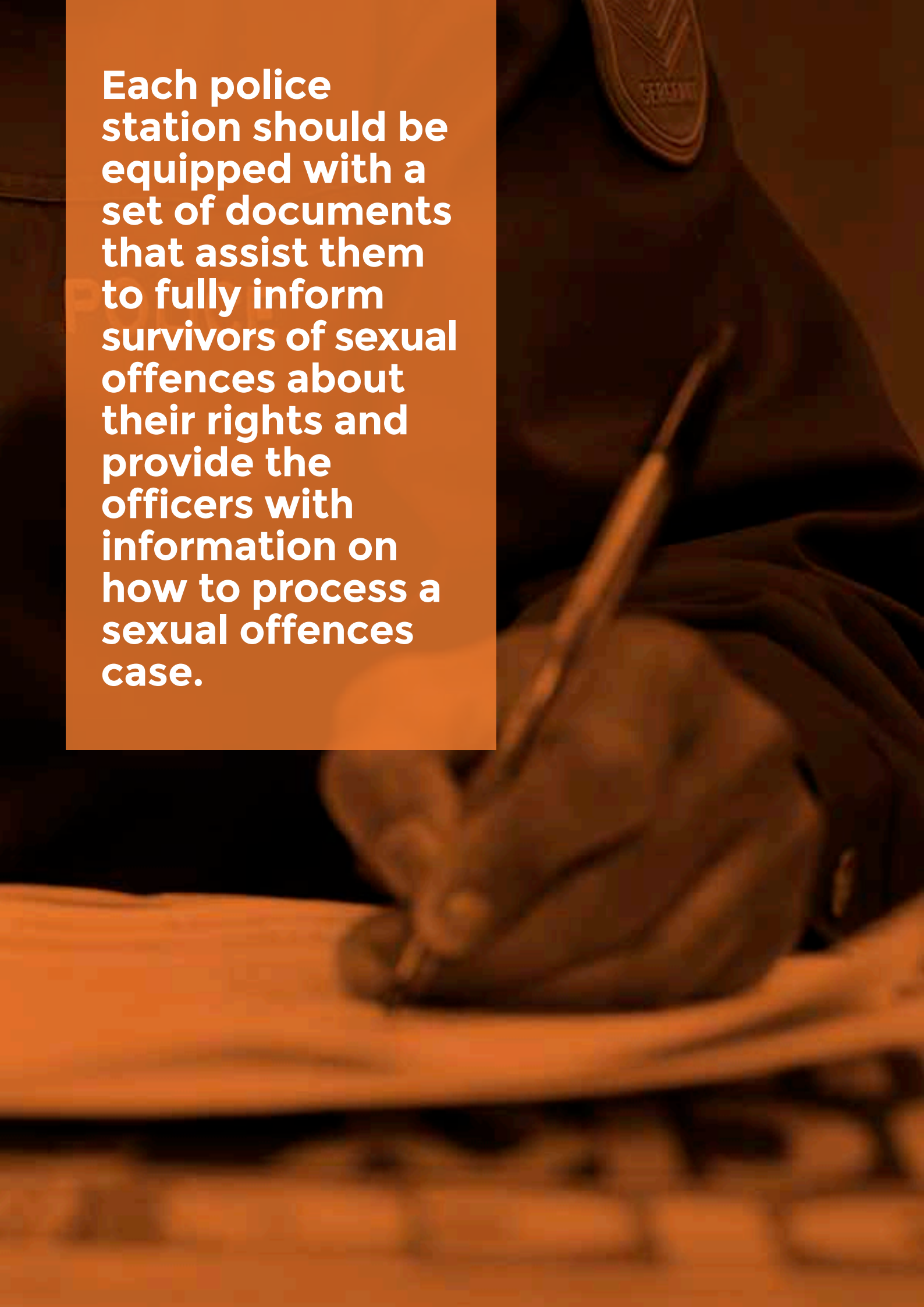
At 22 of the stations surveyed, the assisting SAPS member refused to allow the monitoring to be conducted. The most common reason stated was the need for a letter of authority or permission, as the station commanders had not been informed about the survey or received any instructions from their superiors. The remaining reasons are listed in the chart below.



Where the officers on duty in the CSC required a letter of permission or authority to allow the monitoring, varying sources were listed. The officers most often requested that this letter come from the station commander, the national SAPS, or even the provincial SAPS. Other sources for the letter included the Non-Governmental Organisation (NGO) that the monitor was representing and the Shukumisa Campaign. For clarification, the response categorised as fear, was:

“...it was out of fear he didn't know if it was right talking to me.” – Sophiatown, GP

Each police station should be equipped with a set of documents that assist them to fully inform survivors of sexual offences about their rights and provide the officers with information on how to process a sexual offences case.



3.4. Policy and Legislation

Each police station should be equipped with a set of documents that assist them to fully inform survivors of sexual offences about their rights and provide the officers with information on how to process a sexual offences case. In addition, each station is required to have station orders relating to the management of sexual offences cases. Ideally these documents should be readily available to anyone on duty to ensure that regardless of the time or of police shifts, each and every survivor receives the same level of service. The documents that were monitored in this survey were:

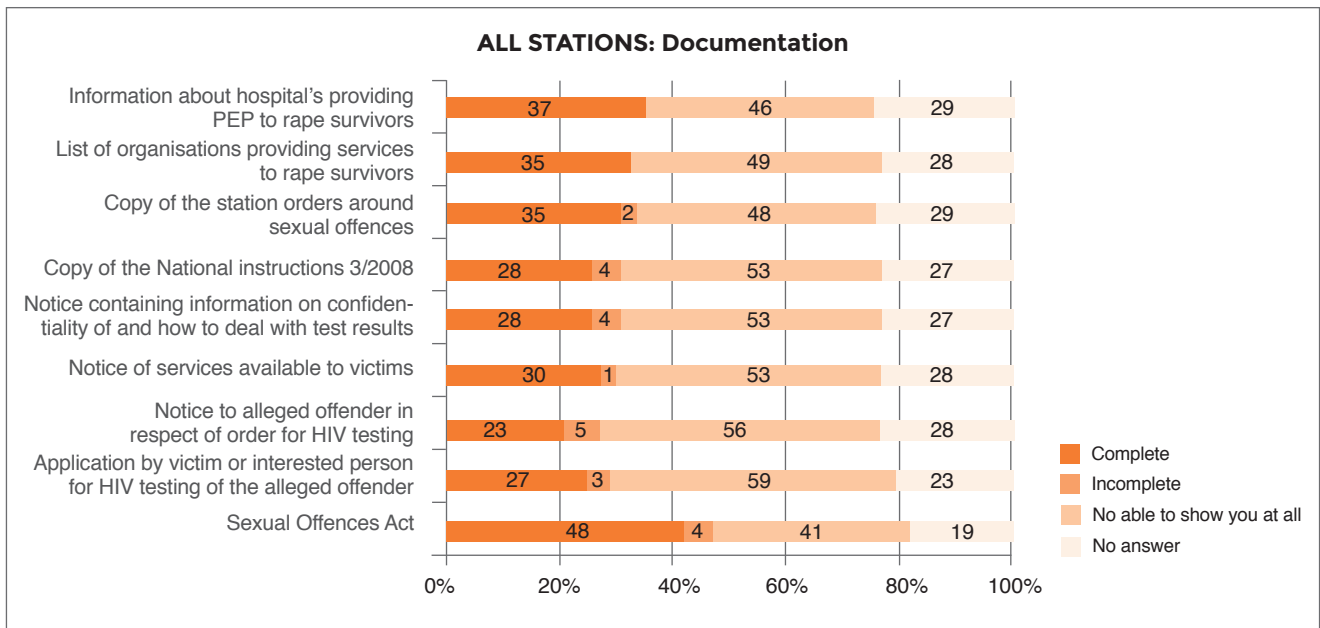
- Information about hospitals near to the station that provide Post-Exposure Prophylaxis (PEP);
- A list of organisations in the area providing services to rape survivors;
- A copy of the Station Orders related to sexual offences;
- A copy of the National Instruction 3/2008 that relate to sexual offences;
- A notice containing information on the confidentiality of, and how to deal with, HIV test results;
- A notice of services available to victims of crime;
- A notice to the alleged offender regarding an order for HIV testing;
- The form for the application by a victim of a sexual offence or interested person for the HIV testing of the alleged offender; and
- A copy of the Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007.

The monitoring survey included questions that related to the presence and availability of this documentation. Whilst having the documents on site doesn't necessarily translate into good service for sexual offence survivors, it is a useful first step in ensuring that survivors are able to access the information they need about reporting the office.

3.4.1. Documentation

Between 35% and 45% of police stations across all provinces were unable to show the documentation listed as necessary under policy and legislation. The most commonly available to officers was the Sexual Offences Act, which was shown to monitors at approximately 45% of all police stations. Impressively, 80% of the police stations monitored in the Western Cape could produce a complete set of all documentation listed in the survey, which is a far greater percentage than any of the other provinces.

On the following page is a summary of the responses to this question across all stations in all provinces. Appendix D provides a breakdown of these responses per province.



Between 35% and 45% of police stations across all provinces were unable to show the documentation listed as necessary under policy and legislation.

3.4.1.1. Officer's reaction to the request

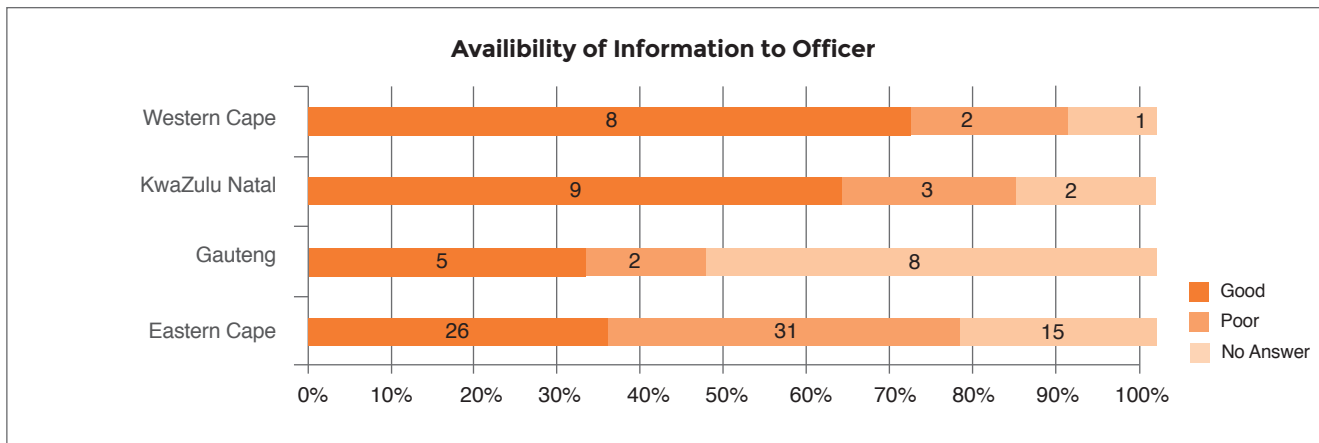
Monitors were asked to note the officers' reactions to their requests for the policy and legislation, and 86 of the monitors were able to complete this section. In more than half (52%) of the stations, the officers were helpful and willing to assist. In most cases, however, not all the documentation was available, accessible to, or known by the officer. This is problematic, as it means that there will not be a standardised level of information and services available to all survivors.

Sub-theme	Description	Examples	Freq	%
Helpful and willing to provide the documents where available	This theme included responses in which the monitors indicated that the officers assisting them knew about the documents and were helpful and willing to show them the documents where available.	<ul style="list-style-type: none"> • <i>"The officer was helpful and willing to cooperate. They also helped each other with documents and information that was needed."</i> – Fort Beaufort, EC • <i>"She had the file in her office but also at the CSC. She didn't seem to know about the notices but knew where to find the file..."</i> – Sandton, GP • <i>"...It was a good police [station] but the copies were not exactly [as requested] but they showed us the copies available in the station."</i> - Melmoth, KZN • <i>"The officer was well informed and helped me quickly. He knew what I asked for and showed me the documents in the book..."</i> – Elsie's River, WC 	45	52%
Knowledge of the forms, but no access to them or knowledge of where they are kept	These included responses in which the officer knew of the forms but either did not know where they were kept, or had no access to them.	<ul style="list-style-type: none"> • <i>"...They knew what I was talking about. But they haven't got any copies that I was having, or other documents, and they were frustrated..."</i> – Dalasile, EC • <i>"Don't keep [the forms on site]. The FCS comes with necessary forms but give them the rape kit..."</i> – Erasmia, GP • <i>"Officers are familiar, noting that this is available through the FCS..."</i> – Camperdown, KZN 	18	21%
No knowledge of the forms	There were a number of responses describing officers as confused or unaware of the forms requested.	<ul style="list-style-type: none"> • <i>"They were very puzzled and were not sure what I was asking them about"</i> – Kwanobuhle, EC • <i>"The police officer we spoke to didn't know about all these forms we have asked him to produce and he even confessed that he would be very pleased to have all of these forms if it's possible..."</i> – Highflats, KZN 	23	27%
			86	100%

Although the officers at most stations were not able to provide all of the documentation requested, as seen in response to the previous question, the majority were helpful and accommodating with regards to this request.

Availability of the Information to the Officer

The documentation relevant to the policy and legislation listed in the above question was reportedly more available to officers at police stations in the Western Cape and KwaZulu Natal, than it was to officers at police stations in Gauteng and the Eastern Cape.



If not available, where was it located?

There were 33 responses to this question. In 20 of these responses, the monitors indicated that the officers assisting them went to go and look for the forms. In the remaining 13 responses that did not indicate whether or not the officers had gone to look for the requested documentation, the monitors noted that the officers either informed them that the information was not available or the officers made no effort at all to go and look.

When officers did return with the documents, 12 of the monitors noted where the documents had been located. This included:

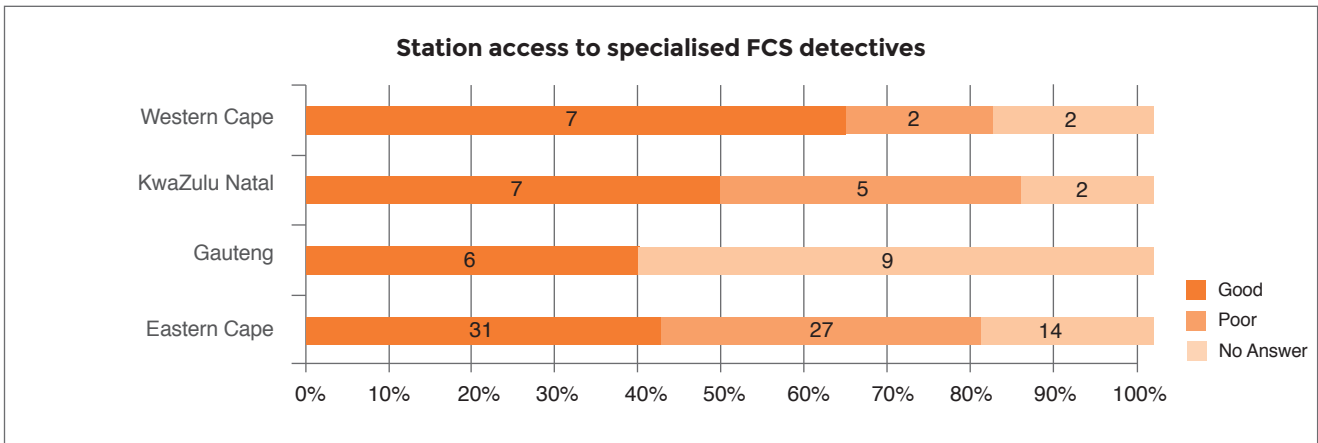
1. Victim Support (1)
2. Another station (4)
3. Another room: Administration office, logistics office, locked away (4)
4. Filing cabinet or file (3)

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

Family Violence, Child Protection and Sexual Offences (FCS) Units help to improve the service provided to survivors through ensuring that trained and sensitive staff are able to assist them during the reporting process. These units employ specialised detectives to assist with the case, however not every station has an FCS detective. Often, these detectives are based at one station, but are also required to assist a number of stations, which are clustered according to location. Thus, even those stations that do not have an FCS detective based on the premises should have access to a specialised detective.

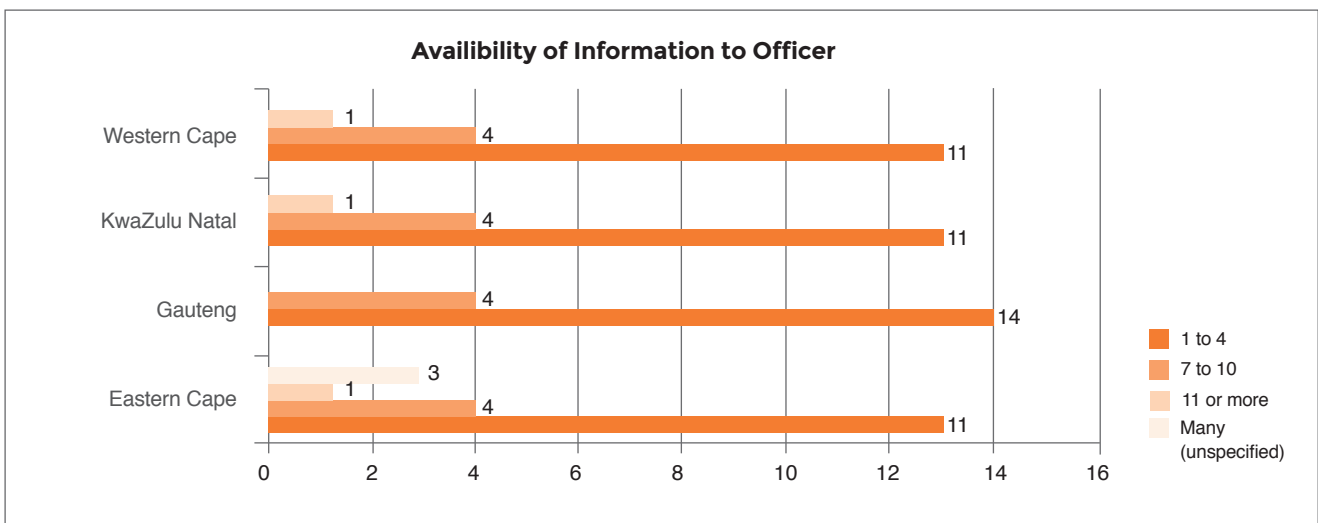
3.4.2.1. Access to specialised FCS Detectives

Not all stations monitored reported to have access to specialised FCS detectives. Of those that responded to the question, between 40% and 65% did have access to specialised FCS detectives.



3.4.2.2. FCS detectives based at the station?

Of the stations who indicated that they did have access to specialised FCS detectives, 27% (25 out of 94) either had no answer or an invalid answer reflected on the monitoring survey. Invalid responses included: “own unit”, “not sure”, “didn’t state” and “Eshowe”. They were marked as invalid because they did not provide the number of FCS detectives available to the station. In order to sensibly analyse the varied responses to this question, the responses were grouped into categories, as shown in the chart below. None of the stations listed having access to either five or six FCS detectives, so these were not included in the category ranges.



Across all provinces, approximately half (50%) of all the stations who indicated that they do have access to specialised FCS detectives, have access to between one and four of these detectives.

3.4.2.3 Details of FCS Detectives

In all provinces, responses pertaining to where specialised FCS detectives are based were recorded whether the previous response to the stations' accessibility to FCS detectives was "yes" or "no". The table below presents the list of stations where specialised FCS detectives were able to be accessed by stations that do not have any. These are listed per province.

Province	Stations where specialised FCS detectives are based	No. of stations reportedly utilising these FCS detectives	No. of FCS detectives reportedly based at the station	No. of stations in FCS cluster
Eastern Cape	1. Bisho	2	Not stated	12 to 13
	2. Chungwa	4	2 to 3 detectives	10
	3. Craddock	2	10	6 to 7
	4. Dora Ngiza	3	3	13
	5. Edcorn Court Square	4	18	11
	6. Grahamstown	5	8	8
	7. Humansdorp	5	9 to 10	9
	8. King Williams Town	6	2 to 3	13
	9. Jeffrey's Bay	2	Not stated	9
	10. Metropolitan Place Mthatha	4	Not stated	12
	11. Queenstown	2	7	8
	12. Thuthuzela	1	18	11
	13. Uitenhage	1	Not stated	7
Gauteng	1. Braamfontein	2	Not stated	2
	2. Buccleu	1	4	5
	3. Gallo Manor	1	Not stated	5
	4. Pretoria Central	1	Not stated	9
	5. Protea	1	5	2
KwaZulu Natal	1. Eshowe	1	Not stated	1
	2. Howick	1	Not stated	1
	3. Ixopo	3	5	5
	4. Mountain Rise	1	Not stated	Short staff
	5. Pietermaritzburg	1	Not stated	13
	6. Plessislaer	1	Not stated	1
Western Cape	1. Bellville	1	12	4
	2. Bishop Louis Cluster	2	Not stated	1 to 3
	3. Bredasdorp	1	Not stated	7
	4. Hermanus	2	Not stated	7
	5. Swellendam	1	Not stated	6

There appears to be no uniformity across the stations with regards to the number of FCS detectives that each station reportedly has access to. The number ranges from less than one per station to three per station in some provinces. However, this cannot be accurately determined, as not all of the officers surveyed provided the necessary information and some may not have had the relevant knowledge or experience to answer the question accurately.

3.4.2.4. Where does the station store its crime kits?

A total of 83 monitors obtained responses relating to where the crime kits are stored. Nine of the responses did not provide a clear location.

		Eastern Cape	Gauteng	KwaZulu Natal	Western Cape	Total Frequency	%
At the CSC	CSC - not specified	5	-	1	-	6	7%
	Storeroom	3	-	1	-	4	5%
	In a safe	25	2	1	7	35	42%
	Commanders office	1	-	-	-	1	1%
	Logistics Office	-	-	3	-	3	4%
	Cupboard	-	-	-	1	1	1%
Not at the CSC	FCS	9	-	1	-	10	12%
	Another station	6	-	2	-	8	10%
	Hospital	3	-	-	1	4	5%
	Victim Empowerment Centre	-	1	-	-	1	1%
No crime kits		1	-	-	-	1	1%
Not clear		6	2	1	-	9	11%
Total		59	5	10	9	83	100%

The majority of the crime kits across all provinces were reportedly stored in a safe in the Client Service Centre, except for in KwaZulu Natal. In KwaZulu Natal, the kits were more commonly stored at the logistics office.

3.5. Vulnerable Survivors

3.5.1. Resources Available to Rape Survivors with Hearing Disabilities

Of the 84 responses to this question, there were a total of 14 officers from stations in the Eastern Cape and two from the Western Cape who reported to have never had a victim with a hearing impairment report a rape to them before. A disconcerting 44% of all stations included in the survey were reported to have no resources available in the event that a rape survivor with a hearing impairment does try to report a case at their station. In these instances, the officers explained that:

"...they are assessing on their own and they are trying their best to help."
– Bitye, EC

		Eastern Cape	Gauteng	KwaZulu Natal	Western Cape	Total Frequency	%
No resources	No access to assistance	32	-	5	-	37	44%
Internal resources	Trained officers	-	1	-	3	4	5%
	FCS	8	0	1	2	11	13%
	Victim Support Centre	2	-	-	-	2	2%
External resources	Family Members	2	-	-	-	2	2%
	NGO/school/Hospital	6	3	6	3	18	21%
	Court	1	-	-	-	1	1%
	Consultant	1	1	-	-	2	2%
	Social Worker	1	-	1	-	2	2%
	Social Development	-	1	-	-	1	1%
Not stated		4	-	-	-	4	5%
Total		57	6	13	8	84	100%

It is interesting to note that police stations in Gauteng and the Western Cape had police officers trained in sign language who assisted in these cases. Not surprisingly, there is a considerable reliance on NGOs for support, and also the utilisation of schools and hospitals where available.

The monitors recorded 72 responses to this question. There were 15 officers across the Eastern Cape and KwaZulu Natal who claimed to never have had cases involving lesbian or gay rape survivors before.

3.5.2. Resources Available to Lesbian and Gay Rape Survivors

The monitors recorded 72 responses to this question. There were 15 officers across the Eastern Cape and KwaZulu Natal who claimed to never have had cases involving lesbian or gay rape survivors before.

		Eastern Cape	Gauteng	KwaZulu Natal	Western Cape	Total Frequency	%
No resources	No access to assistance	12	-	1	-	13	18%
Internal resources	No separate services	4	-	1	-	5	7%
	FCS	6	-	1	1	8	11%
External resources	Organisation/Hospital	15	1	3	8	27	38%
	Social Worker	4	1	2	-	7	10%
	Rape survivors support group	1	-	-	-	1	1%
	Victim Support Centre	5	-	-	-	5	7%
	DSD	-	-	1	-	1	1%
Not stated		3	1	1	-	5	7%
Total		50	3	10	9	72	100%

There were less reports of no services for this particular group of survivors. Interestingly five stations, four in the Eastern Cape and one in KwaZulu Natal, viewed the provision of separate services to these victims as a form of discrimination.

“He explained to us that it doesn’t matter who has been raped. Rape is rape.”
– St. Francis Bay, EC

There was again a strong reliance on external resources for support on these cases, but not as much of a lack of resources, as in the case of survivors with hearing impairments.

3.5.3. Resources Available to Rape Survivors with Mental Disabilities

Although 89 responses were recorded in relation to this question, only 81 responses referred to resources available to this group of rape survivors. Twelve officers (ten in the Eastern Cape and one in each Gauteng and KwaZulu Natal) indicated that they had not yet had any survivors with mental disabilities.

		Eastern Cape	Gauteng	KwaZulu Natal	Western Cape	Total Frequency	%
No resources	No access to assistance	20	-	1	-	21	26%
Internal resources	No separate services	2	-	-	-	2	2%
	FCS	10	1	3	2	16	20%
	Trained Police Officers	-	-	1	1	2	2%
	Another Station	2	-	-	-	2	2%
External resources	Witness/family member	2	-	1	1	4	5%
	Social Worker	3	1	1	1	6	7%
	NGO/Hospital	8	-	3	3	14	17%
	Victim Support Centre	6	-	-	1	7	9%
	DSD	-	1	1	-	2	2%
Not stated		2	2	1	-	5	6%
Total		55	5	12	9	81	100%

There was again a large proportion of responses indicating that there are no available services for this group of survivors, but this was predominantly in the Eastern Cape and at one station in KwaZulu Natal. FCS and NGOs were the most frequently cited sources of support.

3.6. Statements

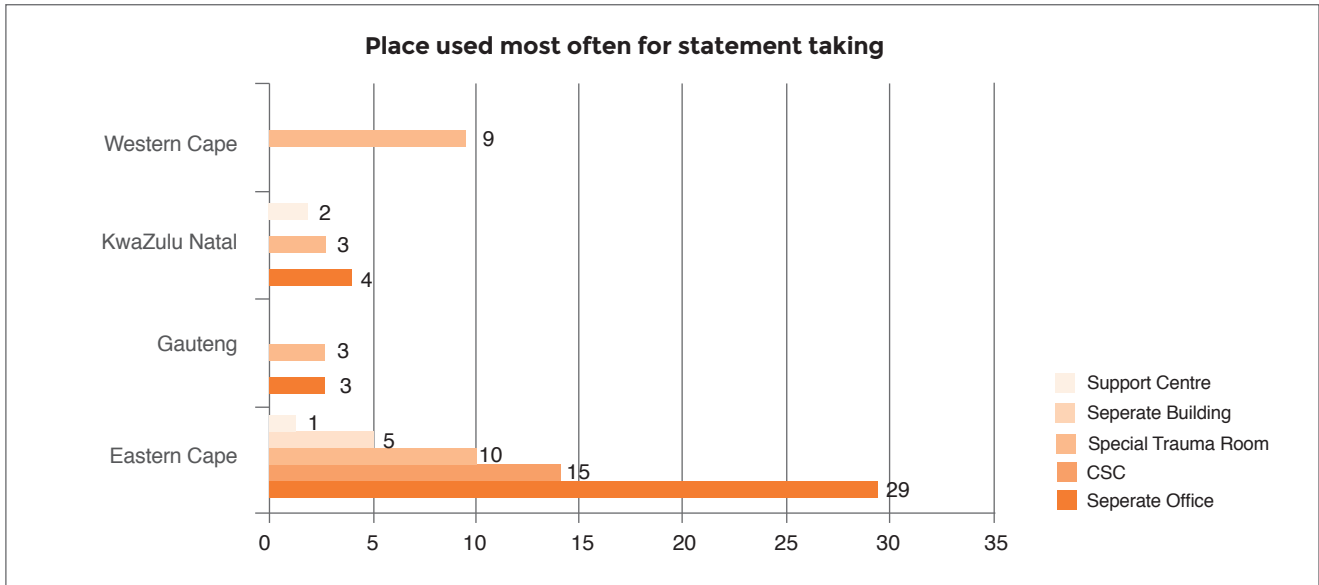
Ideally, when a survivor gives a statement it should be in a private room, away from the other activity of a police station and other people who might be reporting crimes. A special room or centre, that is welcoming and comfortable, is an ideal location for statement taking to make the survivor feel at ease, and create a context in which she feels safe to report the case.

The officers surveyed were asked if the statements of rape survivors were taken in the CSC, a separate office, a special trauma room, or a separate building. It was reassuring to find that across the four provinces, the separate office and special trauma room were used by between 80% and 100% of the stations. In the Eastern Cape, 47% of the stations reported to have taken statements in the CSC. This was only noted to have happened at one to two of the stations in Gauteng, KwaZulu Natal, and the Western Cape. However, the question does not distinguish between statements taken from rape survivors and accident reports, for example. As such, it is not evident how significant this finding is.

	CSC		Separate Office (away from CSC)		Special Trauma Room		Separate building	
	Freq	%*	Freq	%*	Freq	%*	Freq	%*
Eastern Cape	28	47%	51	85%	20	35%	32	52%
Gauteng	1	17%	5	100%	4	80%	2	50%
KwaZulu Natal	1	8%	12	100%	11	92%	10	77%
Western Cape	2	20%	9	100%	10	100%	8	89%

**Percentages calculated according to the total number of responses to question.*

When asked where statements are taken when these facilities are in full use, the findings were consistent with the above. The most frequent response was a separate office (75%), which, in some cases, was specified as: *“the Station Commander’s office”, “a detective’s office”, “the admin office”,* or was not specified at all. These findings were further supported by the responses to the question of where statements are most often taken. A separate office and special trauma room were the most frequently stated places, as illustrated in the findings on the following page.



It was reassuring to find that across the four provinces, the separate office and special trauma room were used by between 80% and 100% of the stations.

Most (76) of the monitors requested that the officers show them the office or trauma room mentioned in their previous responses. At seven police stations the officers did not show the monitors the room where statements are taken, and in most cases no reason was given by the monitors as to why. However, at one station it was because the room was not located on the grounds and at another the officers were assumed to be “avoiding the matter”, as per the monitor’s observation. Presented below are the themes from the descriptions of rooms that monitors were shown.

Category	Theme	Description	Examples	Freq	%
Furniture	Basic Office Furniture	These rooms were described as having only a desk and chairs, as would be found in a basic office. All examples in this sub-theme came from the Eastern Cape	<ul style="list-style-type: none"> • “This is just a room and [there is] no indication that this is used as a special trauma [room] or [that] statements are being taken there. Yes tables and chairs are there, but it’s not a conducive place for taking statements.” – Mthatha Central, EC • “They use an ordinary office with office equipment” – Kaskammahoek, EC 	13/48	27%
	Basic office and trauma room furniture	These rooms had basic office furniture for taking statements and a few additional items for victims. These were generally the items that should be standard in every room for survivors. In some cases this included items for children.	<ul style="list-style-type: none"> • “...they have two. More like an office with desk, chair (one had PC) & then a couch, some toys, kiddies table & chairs. No materials or posters, had some neutral artwork...” – Sandton, GP • “They have two trauma rooms...with a couch, teddy bears, painting staff for the children, magazines and a cabinet where they keep toiletries for the ladies, second hand clothes for the children and the baby needs.” – Prestbury, KZN 	30/48	63%
	Ideal furniture for trauma room	From the descriptions of these rooms, it seemed that they were equipped with everything that could possibly assist in making the survivor feel comfortable. In all cases this included items for children.	<ul style="list-style-type: none"> • “...there is a shower (separate), the toilet and hand wash basin, a silver rail to hang the towels. The toilet facilities can be locked! In the room is an office desk, three adult chairs four plastic, kiddies chairs, two bookshelves with reading books and one use for files. There is one file cabinet (old Tin), one fridge black board one build in cupboard where old clothes in drawer and cups and plates in store place is...” – Elsie River, WC 	5/48	10%

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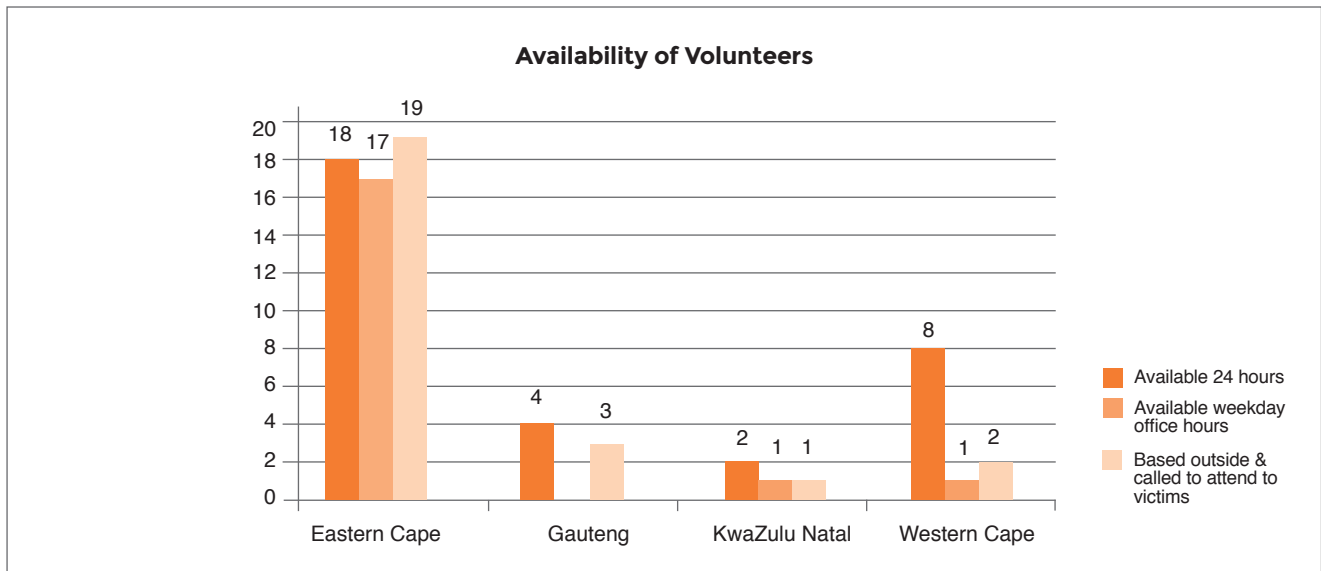
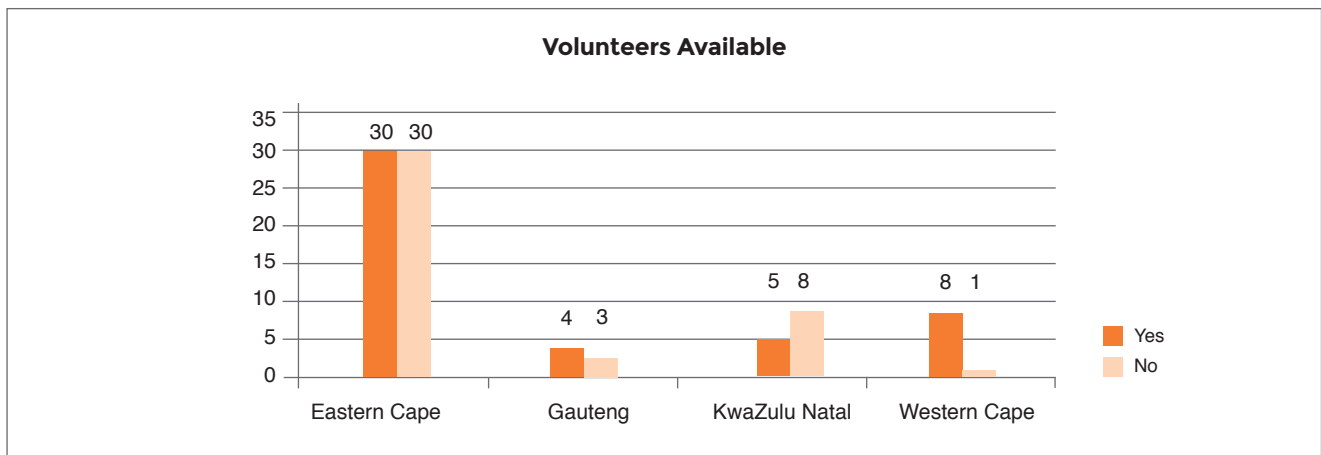
Category	Theme	Description	Examples	Freq	%
Cleanliness	Clean and tidy	The majority of the rooms were generally described as clean and neat or tidy.	<ul style="list-style-type: none"> • “The room is neat...” – Kwanobuhle, EC • “...clean and tidy...” – Grahamstown, EC • “...also neat.” – Langa, WC 	14/21	67%
	Dirty and untidy	Some of the rooms where statements are taken were perceived as dirty or untidy. Almost all of these were in the Eastern Cape.	<ul style="list-style-type: none"> • “It’s shabby and not welcoming untidy and there are papers like people [were] having lunch and left the dirty containers on the table and crumbs” – Bisho, EC • “...full of papers with old shabby furniture” – Cambridge, EC 	7/21	33%
Perceived suitability of the room for rape survivors	Suitable	Monitors who perceived the room to be suitable for rape survivors generally described it as friendly, comfortable or relaxing.	<ul style="list-style-type: none"> • “They have two beautiful rooms there. The room are very colourful and child friendly. Every child would love to be in that...” – Mount Rd, EC • “...That room look very comfortable to talk in.” – Bethelsdorp, EC 	19/22	86%
	Un-suitable	Where it was perceived to be unsuitable, it was described as unwelcoming.	<ul style="list-style-type: none"> • “The special trauma room is so cold and there is nothing on the walls, no toys nothing.” – Humewood, EC • “...it was not a good place for a rape survivor...” – Ulundi, KZN 	3/22	14%
	Tea or lunch room	A few of the monitors observations lead them to believe that the room used for taking statements from rape survivors was also used as a tea, or lunch room by the officers.	<ul style="list-style-type: none"> • “... there papers like people having lunch and left the dirty containers on the table and crumbs” – Bisho, EC • “...the officers were having lunch at that room...” – Vulindlela, EC 	3/10	25%
	Store room	A few of the monitors found that the special trauma room or separate office was being used as a store room.	<ul style="list-style-type: none"> • “It’s clean but is full of boxes even on top of the bed there are boxes, not enough space.” – Gonubie, EC • “...it is used as a store room, there were chairs.” – Bolo, EC 	3/10	25%
	Never used	Perhaps the most worrying observation was related to stations where there were special trauma rooms available, but they were locked and never used.	<ul style="list-style-type: none"> • “Outside the police officer showed me a white elephant victim support centre that is nicely built and locked. No one is using it. The rape cases are opened in the CSC” – Komga, EC • “The police station was sponsored a trauma room with fridge, television, small bed with bedding shower and the rest room facility in 2010. They never use the room - it was locked since then. When they opened it, it was full of dust and the officers confirmed they never use the room. They told us that the management does not allow them to use the facility.” – Chungwe, EC 	5/10	50%

3.7. NGOS/CBOS and Volunteers

In many instance, NGOs, Community Based Organisations (CBOs), and volunteers play an important role in victim support at stations. They often fill a gap in service provision at stations, by providing sensitive support and additional information to survivors that can help them on their journey to healing.

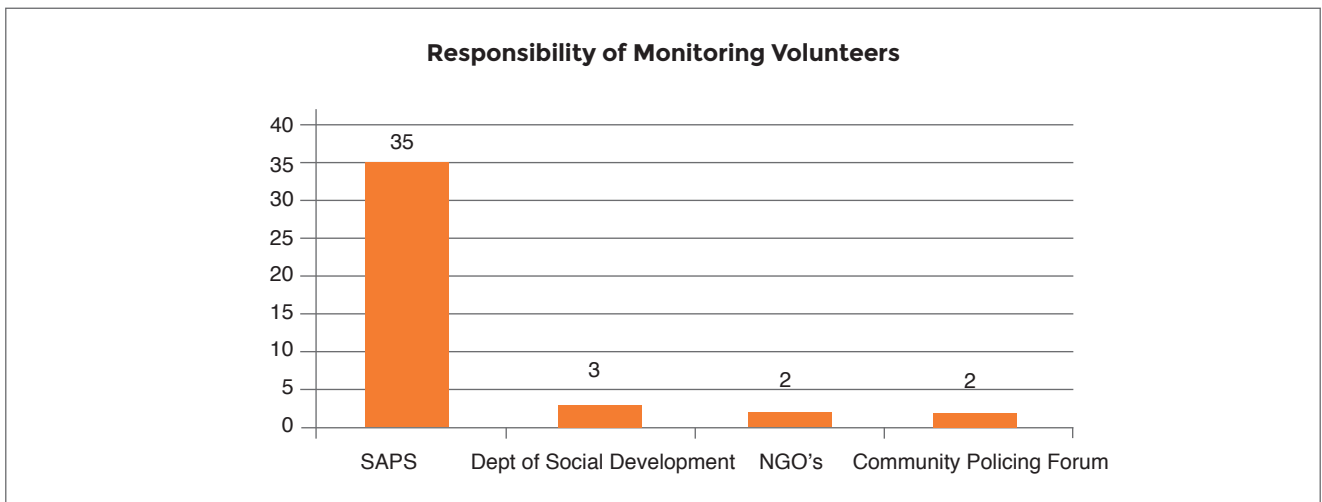
3.7.1. Volunteer Services

At least half of the 89 stations that provided responses to this question had access to the support of volunteers.



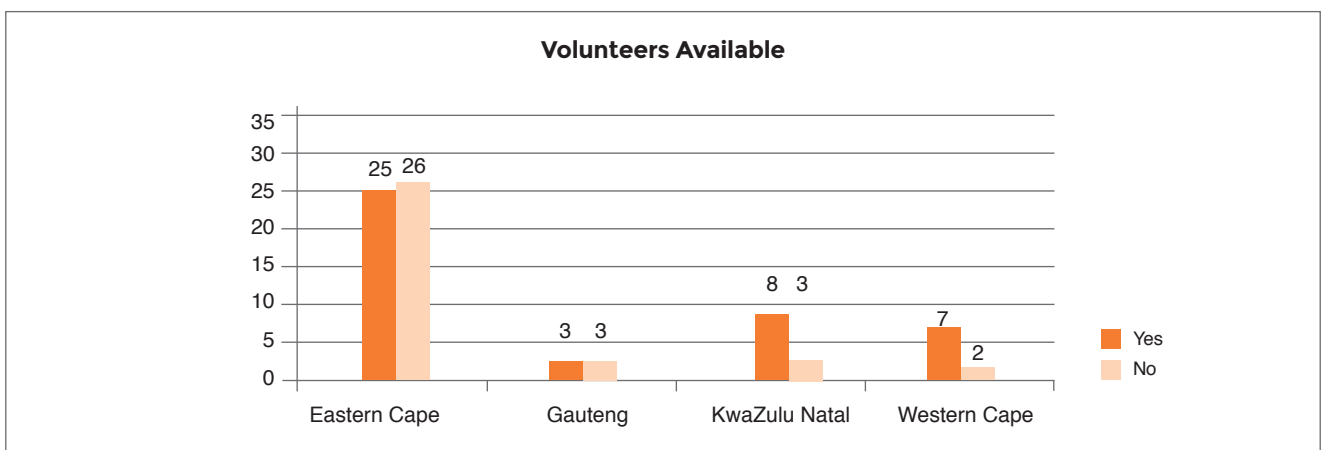
More than half of the volunteers assisting the police stations were available 24 hours a day. Where these volunteers are only available during office hours on weekdays, the officers surveyed indicated that they are generally on standby and can be called to come in if needed. There were only four stations in the Eastern Cape where the officers stated that they have to continue to do the work without that support.

The monitoring of these volunteers is predominantly done by SAPS, the Department of Social Development, supporting NGOs, and the Community Policing Forum, as shown below.

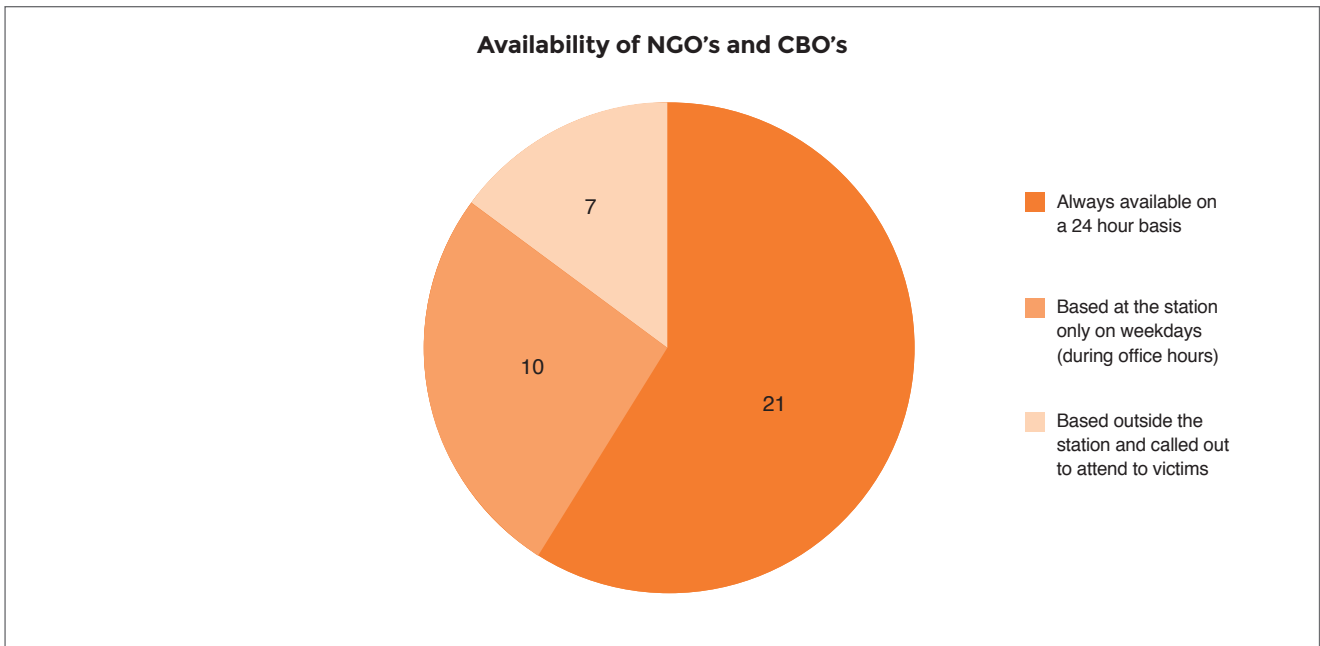


3.7.2. NGO and CBO Services

Approximately half of the 77 stations that responded to this question indicated that they had NGOs or CBOs providing services at their stations



At those stations where there is access to services provided by NGOs and CBOs, more than half of these services were reportedly available to the stations on a 24 hour basis.



The list of names and contact details for those organisations given by the officers surveyed has been attached as Appendix E. The officers in Gauteng were the only ones that did not provide any resources or contact details.

Approximately half of the 77 stations that responded to this question indicated that they had NGOs or CBOs providing services at their stations.

3.8. Posters and Pamphlets in the Client Service Centre

In the process of reporting a case, survivors often receive large volumes of information at a time when they are traumatised. This can be very overwhelming. Informational posters and pamphlets relating to the rights of victims of crime and to the procedure following reporting a case can provide useful information to survivors that they can consult again after leaving a station. In particular, pamphlets allow survivors to go through the information in their own time. Ideally, these should be available in all spoken languages in the area.

3.8.1. Posters in the CSC

The average number of posters per station in the CSC varied across provinces, with the Eastern Cape and Gauteng having an average of two, KwaZulu Natal having an average of four, and an average of five in the Western Cape.

The content of the posters was recorded by the monitors and this was then grouped into different types, as reflected in the table below.

	Eastern Cape		Gauteng		KwaZulu Natal		Western Cape	
	Freq	%	Freq	%	Freq	%	Freq	%
Legislation	22	15%	1	4%	4	8%	2	4%
SAPS Service Delivery	47	31%	10	38%	13	25%	14	29%
Rights	11	7%	2	8%	3	6%	4	8%
Information	59	39%	12	46%	18	35%	22	45%
Advocacy	4	3%	1	4%	4	8%	4	8%
Map	4	3%	0	0%	6	12%	0	0%
Pictures	3	2%	0	0%	3	6%	1	2%
Advertisement	0	0%	0	0%	1	2%	2	4%
Total Posters	150	-	26	-	52		49	
Avg posters per station	2		2		4		5	

The types of posters falling into each of the different categories are listed in the attached Appendix F. Posters containing useful information relating to awareness, reporting, and procedures specific to different types of crimes were the most frequently found in the stations. These were followed by posters which contained information about SAPS' service delivery promises to the public.

A significant finding across all stations and provinces, regardless of the predominant language in that particular area, was that the vast majority of the posters were

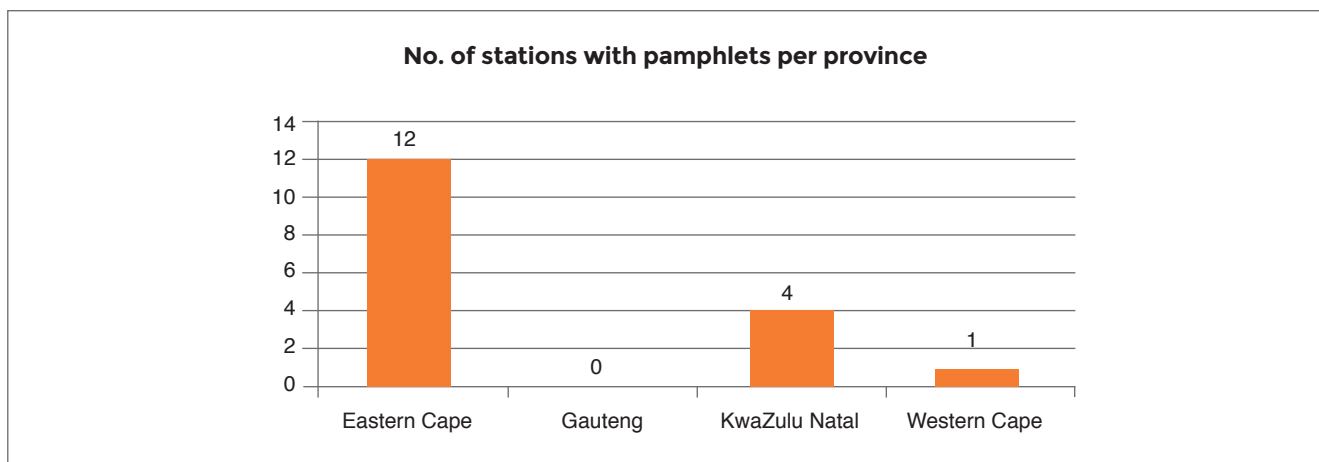
in English. Across all 112 stations surveyed, only four languages were found on posters – Afrikaans (1%), English (95%), Xhosa (3%), and Zulu (1%).

There is very little variation across the provinces, when the findings for language are broken down.

	Eastern Cape		Gauteng		KwaZulu Natal		Western Cape		Total
	Freq	%	Freq	%	Freq	%	Freq	%	Freq
Afrikaans	3	2%	0	0%	0	0%	1	2%	4
English	140	93%	17	100%	53	96%	49	94%	259
Xhosa	7	5%	0	0%	0	0%	2	4%	9
Zulu	0	0%	0	0%	2	4%		0%	2
Total	150		17		55		52		274

3.8.2. Pamphlets in the CSC

Across the 112 stations that were monitored, there were very few that had pamphlets available in the CSC, as was noted by the monitors.



Similarly to the posters, pamphlets containing information relating to various kinds of crime and to SAPS service delivery standards were most frequently found at the stations. There were a few pamphlets that provided any clients of the CSC with information about available resources and services if needed. The fact that there were very few of these highlighted a gap in the types of pamphlets that could be useful to clients at the CSC.

Afrikaans (5%), English (80%), Xhosa (12%), and Zulu (4%) were again found to be the predominant languages of the pamphlets in stations across all four provinces, with English still featuring as the most frequently occurring by far.

There was very little variation between the overall language findings and the findings when broken down per province, apart from in Gauteng where there

	Eastern Cape		Gauteng		KwaZulu Natal		Western Cape		Total
	Freq	%	Freq	%	Freq	%	Freq	%	Freq
Afrikaans	0	0%	0	0%	1	6%	3	10%	4
English	32	86%	0	0%	12	75%	22	73%	66
Xhosa	5	14%	0	0%	0	0%	5	17%	10
Zulu	0	0%	0	0%	3	19%	0	0%	3
Total	37		0		16		30		83

Across the 112 stations that were monitored, there were very few that had pamphlets available in the CSC, as was noted by the monitors.

3.9. Monitors' Observations

were no pamphlets at all.

Monitors were encouraged to note down any observations and findings when they visited the station. A total of 103 monitors provided their observations of the stations that they visited. Most of the responses fell into more than one category, meaning that the total number of responses is greater than 103.

Category	Theme	Definition	Examples	Freq	% (of total)
Service	Good service	Efficient, helpful, friendly and clearly dedicated officers	<ul style="list-style-type: none"> • <i>"Everyone was willing to help people even if they are not assigned for that job..."</i> – Booyens, GP • <i>"the police were very helpful and they have good client service and very helpful..."</i> – Kei Rd, EC 	43/65	42%
	Poor service	Officers demonstrate a lack of knowledge and professionalism in their approach to clients.	<ul style="list-style-type: none"> • <i>"The police officer...was just making a fool of us... he wouldn't listen..."</i> – Joza, EC • <i>"To me when I looked at it all - they do not even care about rape survivors, though at that time no one was served with dignity..."</i> – Queenstown, EC 	22/65	21%
Station Condition	Environment	In four stations the monitors' experience of the environment was pleasant and welcoming, while in six it was unpleasant, dirty, or scary.	<ul style="list-style-type: none"> • <i>"The police station is neatly renovated and everything is to standard..."</i> – Bolo, EC • <i>"...the victim support centre is situated right at the back of all the dilapidated building were rubbish is dumped the grass is over grown. There is also stinking water in front of this prefab and the way from CSC is scary..."</i> – King Williams Town, EC 	10/18	10%
	Renovation	Stations in which there were renovations underway.	<ul style="list-style-type: none"> • <i>"...Station being renovated. When I was there in 2012 it was also being renovated."</i> – Rosebank, GP 	8/18	8%
Needs	Materials	Correct documentation, as well as posters and pamphlets needed for the station.	<ul style="list-style-type: none"> • <i>"...The only thing the warrant officer was sad about was how dirty the station was and that there were no pamphlets..."</i> – Elsies River, WC • <i>"...they know the Act although they don't have a single document"</i> – Healdtown, EC 	9/29	9%
	Signage	Need for signage to the station and within the station.	<ul style="list-style-type: none"> • <i>"The police station is very far from the community... No signs indicated up until you get to the gate where you are seeing the notice on the wall."</i> – Committees Drift, EC 	4/29	4%
	Victim Support Centre	This was mentioned at stations which currently do not have victim support centers.	<ul style="list-style-type: none"> • <i>"...This is one of the police stations that is in rural areas there is no Victim Empowerment container like other police stations..."</i> – Keiskammahoek, EC 	4/29	4%
	NGO & CBO partnerships & volunteers	Need for support from NGO's, CBO's and volunteers.	<ul style="list-style-type: none"> • <i>"Serg was very helpful & open. Said she would be interested in training on Act but also building networks with orgs."</i> – Sandton, GP 	3/29	3%

graph continued next page...

Category	Theme	Definition	Examples	Freq	% (of total)
Needs cont...	Training	Improve knowledge and understanding of sexual offences and client interaction.	<ul style="list-style-type: none"> • "...I guarantee this police station, because rape survivor can be treated with dignity although they need to be assisted on how to feel the pain of the rape survivor because police officers are not trained on how to help survivor they are trained on how to open a case..." – Tsolo, EC 	4/29	4%
	Renovation	Predominantly comments relating to the size of the station and the need for renovation.	<ul style="list-style-type: none"> • "...When I asked they said they don't have a cleaner and the building needs major renovation." – Gonubie, EC 	3/29	3%
	Vehicles	Two monitors noted the limitations resulting from insufficient vehicles.	<ul style="list-style-type: none"> • "...the police station is serving 87 farms and 11 townships. There is one vehicle in charge office. The station was complaining that it is very difficult to work in charge office with one vehicle..." – Fort Beaufort, EC 	2/29	2%
Trauma Room	Misuse thereof	Evidence of the misuse of the trauma room by the police officers.	<ul style="list-style-type: none"> • "...SAPS members are misusing the trauma room. They make it a place of having sex..." – Cradock, EC • "...The trauma room is used as a storage of furniture..." – Bolo, EC 	3	3%
Disability services	Either no services, resources, or facilities for people with disabilities		<ul style="list-style-type: none"> • "...It was also interesting that few kilometers they have a deaf school but they don't work closely with them. The other police stationws they use their services but this one don't use them..." – Stutterheim, EC 	4	4%
Letter of authority	Stations where monitoring was either not permitted or officers were hesitant to participate given that there was no letter of permission		<ul style="list-style-type: none"> • "was not able to monitor as I didn't have permission letter..." – Rosebank, GP 	4	4%
Access-ibility	Location of the station	The station is too far from the surrounding community to be easily accessed	<ul style="list-style-type: none"> • "The police station is very far from the community to such an extent that they are not busy. No flow of people that are coming for services rendered. Even if one is driving you have to travel a long way. No signs indicated up until you get to the gate where you are seeing the notice on the wall." – Committees Drift, EC 	1	1%

4.

CONCLUSION

The survey provided descriptive data regarding the performance of approximately 112 police stations across four provinces on the implementation of sexual offences legislation and policies. This data provided valuable insight into the South African Police Services progress towards achieving the standards of implementation expected. The findings are subject to limitations mentioned in Section 2.6. In particular, monitoring similar stations across years and ensuring a better distribution of stations across provinces would strengthen the research findings, as well as help to build relationships between the campaign and police stations. The ongoing implementation of the survey is imperative to this process and can lead to greater insights if there is an element of development aimed at improving the quality of data collected.

Despite the limitations, this survey provides an exciting opportunity to understand the progress and performance of key service providers involved in the implementation of sexual offences policies and legislation.

Overall, there was clearly a need to address the following issues: (1) the inaccessibility of documents at some stations, (2) the missing standardisation of the use of and equipment in victim friendly rooms, and (3) the lack of informational pamphlets in multiple languages available. Whilst much has been done since the inception of the Sexual Offences Act in 2007, almost ten years later there remains a great deal to be done to ensure that every survivor is able to report an offence and receive sensitive, empowering service from the SAPS.

APPENDICES

APPENDIX A: List of Police Stations Monitored

EASTERN CAPE	
Police station monitored	Address of station
Algoa Park	6th Avenue Cradock Road Algoa Park 6005
Alice	Alice Town
Alice Dale	1 Main Street, SAPS, Alice Dale
Beacon Bay	
Berlin	
Bethelsdorp	Sodium Road Bloemendale Bethelsdorp
Bisho	
Bityi	P.O. Box 11, Bityi, 5103
Bolo	Bolo Location
Buffalo Flats	
Cambridge	
Chungwe	Dube Location
Committees Drift	Committees Gravel Road, Po Box Private Bag 1644, Grahamstown, 6140
Cookhouse	6 End Street SAPS, Cookhouse, 5820
Cradock	Sikhulu Street, Lingelihle, Cradock, 5880
Dalasile	Post Box Private Bag X6208, Engcobo, 5050
Despatch Police Station	60-62 Church Street, Heluvelkom, Despatch
Dimbaza	
East London	East London Police Station
Engcobo	Po Box 836, Engcobo, 5050
Ezibeleni	Ezibeleni Police Station 830 Zone 1 Ezibeleni 5326
Fort Beaufort	21 Campbell Street, Fort Beaufort Town
Galvendale	Khayelitsha
Gonubie	
Grahamstown	16 Beaufort Street Grahamstown 6139
Healdtown	Heald Town

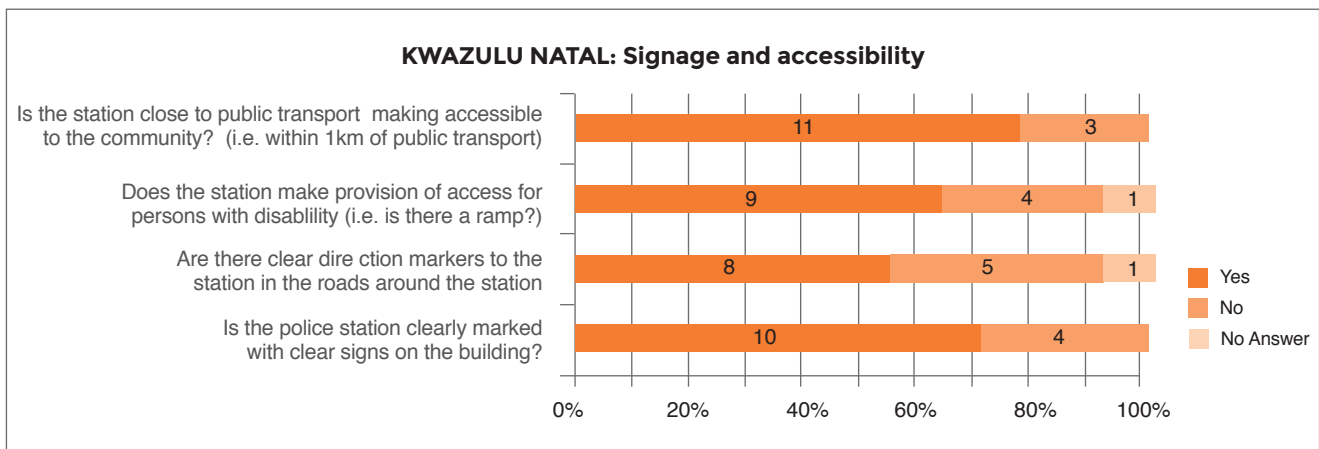
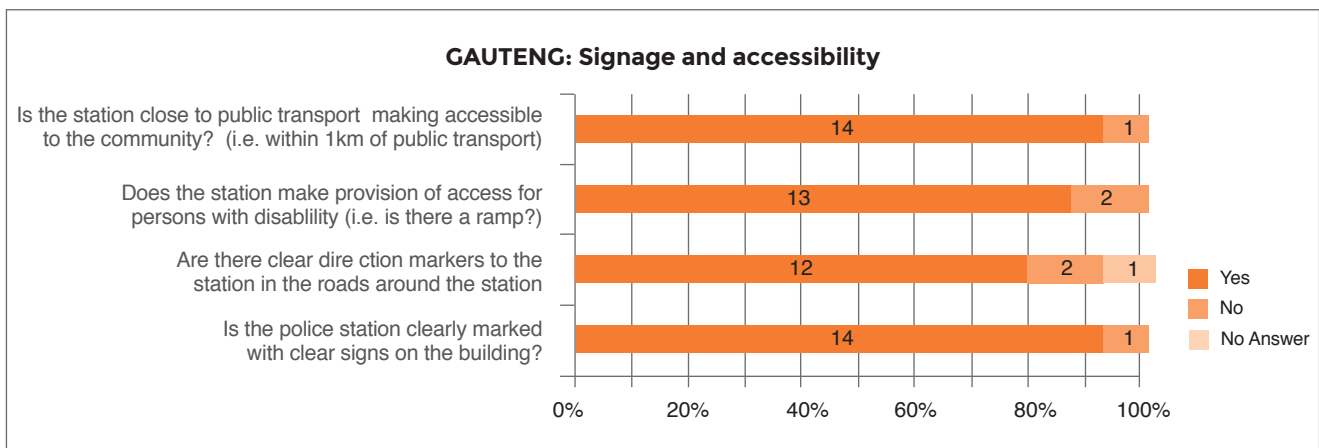
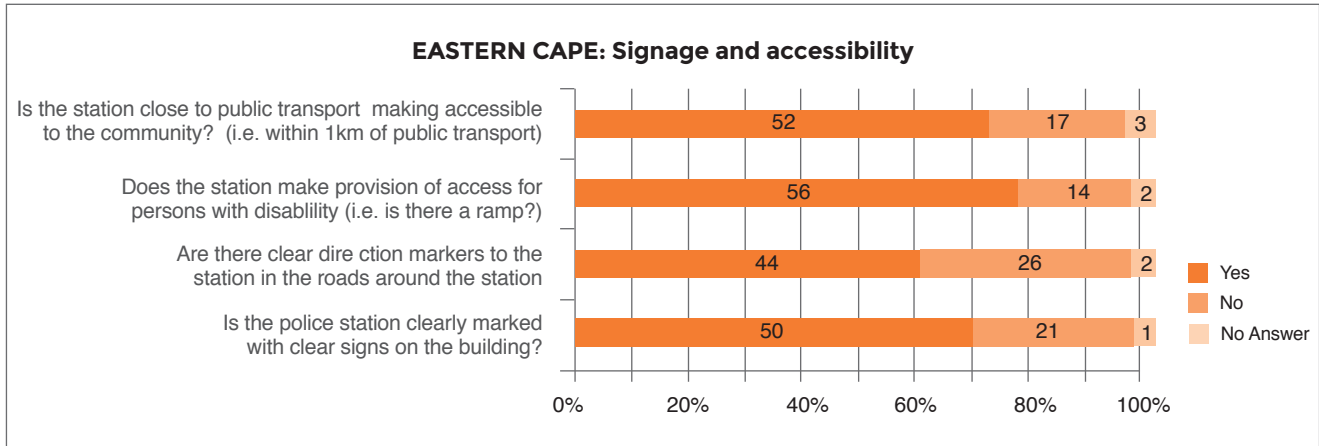
Humansdorp	35 Duplesii Street Humansdorp
Humewood	1-6 Lea Place South End Humewood PE
Ikamelihle	Maku Street N.U. 2 Motherwell 6211
Jeffreys Bay	6 Woltemade Street Jeffreys Bay 6330
Joza	Extension Joza Police Station Grahamstown
Kabega Park	Hunters Retreat Rd Kabega Park P.E.
Kareedow	13 Eendrag Street Kareedow
Kaskammahoek	Keiskammahoek Town
Kei Road	29 Gleason Rd, Kei Road, 4920
Khubisi Drift	Khubisi Drift
King Williams Town	
Komga	
Kwa Dwesi	24 Mthunyele Street Kwadesi Port Elizabeth 6001
Kwanobuhle	Mkoko Street Kwanobuhle Uitenhage
Kwazakhele	Kwa-Zakhele Police Station Port Elizabeth
Mdantsane	
Middledrift	Middle Drift Town
Mount Road	1-9 Lenox Street Mount Croix PE
Mthatha Central	Sutherland Street Mthatha
Ndevana	
New Brighton	New Brighton
Ngangelizwe	Church Street Ngangelizwe Township Mthatha
Nyibiba N.V14	Nyibiba Police Station N.V. 14 Mdantsane
Patensie	Alwyn Street Patensie SAPS
Paterson	30 Griffiths Street Paterson 6130
Queenstown	They did not give me the address
Qgebera Fountain Sethete	Qgebera (Fountain Satellite)
Seven Fountain	01 Road Bay Seven Fountain
St. Francis Bay	8 Kansies Street
Sterkstroom	
Steve Vukile Tswete	Frankford Location
Storms River	14 Darnelle Street Storms River
Stutterheim	Stutterheim Town
Tamara	Tamara Location
Tsolo	Bt Songra Street, Tsolo
Uitenhage	
Vulindlela	
Walmer	N.U. 9 Walmer
Whittlesea	Private Bag X 341 Whittlesea
Zelevu	Zeleni Location
Zwelitsha	
Zwide	Bertram Street Zwide P.E.

GAUTENG	
Police station monitored	Address of station
Alexandra	
Booyens	
Bramley	234 Louis Botha Ave
Erasmia	373 Willem Erasmus Street
Fairland	Corner Sophia & 11th Av
Jeppe polisestation	
Joburg central	
Kempton Park	
Orange Farm	15742 Orange Farm Ext
Orlando	6519 Mooki Streets Orlando Soweto 1803 Gauteng
Protea / Moroka	
Rosebank	15 Styrdee Ave Rosebank
Sandton	Summit Road Sandton
Sebokeng	Moshoshoe Street, Sebokeng, 1982
Sophiatown	

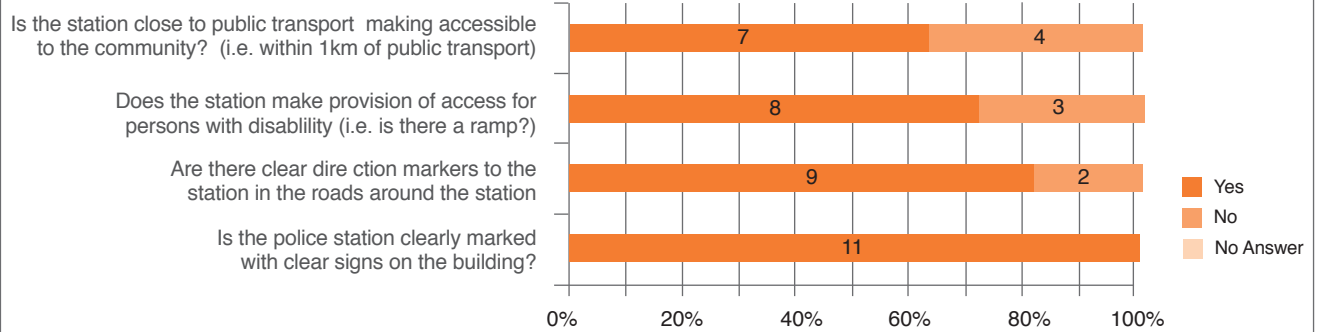
KWAZULU NATAL	
Police station monitored	Address of station
Camperdown	19 Shepstone Street Camperdown
Donnybrook	P.O. Box Donnybrook 3237
HighFlats	P.O Box 55 Highfats 3306
Eshowe	Private Bag 505 Eshowa 3815
Imbali	Imbali Police Station Unit 2 Pietermaritzburg 3200
Ixopo	No. 5 Lansdowne Road Ixopo 3276
Loop Street	Loop Street Police Station
Melmoth	Office of the Station Commissioner SA Police Service Melmoth 3835
Mpopomeni	357 Ubhejana Road Mpophemeni 3291 Telephone: 0332380078
Plessislaer	Plessislaer Police Station Plessislaer 3216
Prestbury	
Taylors Hatt	Private Bag X511 Plessislaer 3216 Tel:0335050017
Ulundi	
Umzimkulu	P.O. Box 504 Umzimkulu 3297

WESTERN CAPE	
Police station monitored	Address of station
Berrydale	Bain Street Barrydale
Bredasdorp	Recreation Street Bredasdorp
Elsies River Saps	Vicking Way Reiyterwacht
Gemsbaai	Gemsbaai
Hermanus	61 Main Road Hermanus
Langa	Mandy Avenue Langa
Lingelethu	Corner of Duinfontein and Klipfontein Rd
Manenburg SAPS	
Parow	Arnold Wilhelm Straat Parow
Standford	Dutoit Street Stanford
Swellendam Police	2 Rheunis Street Swellendam

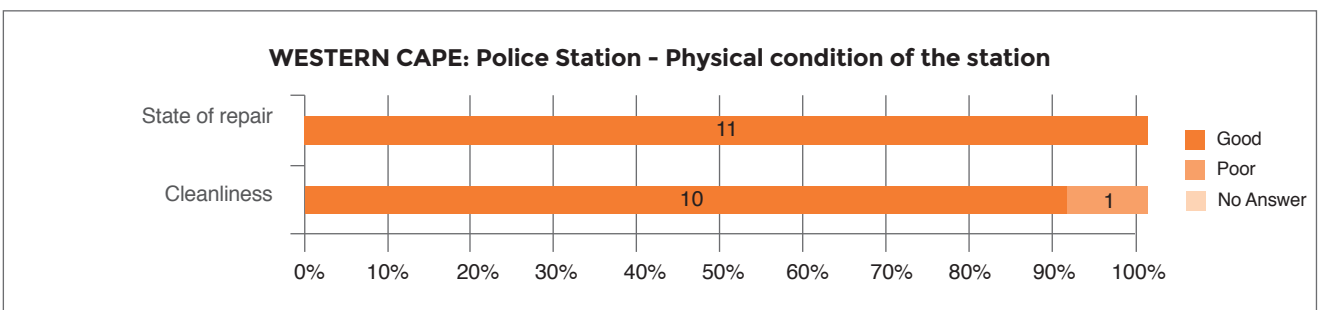
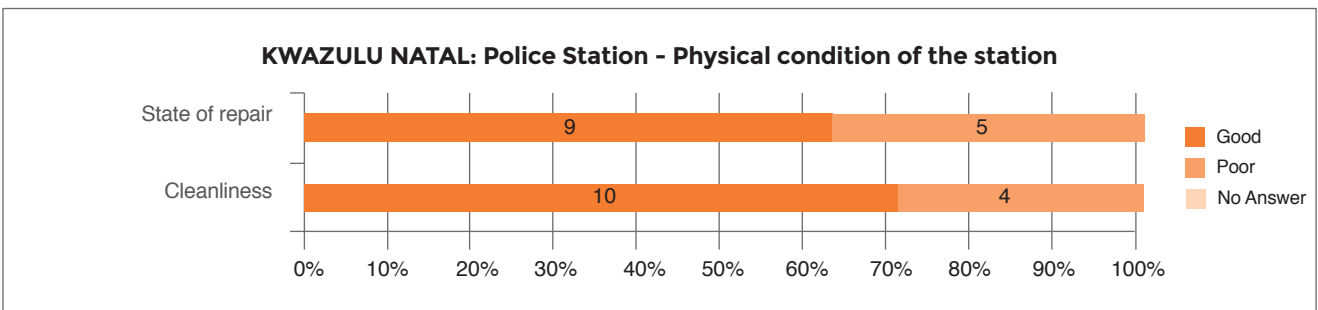
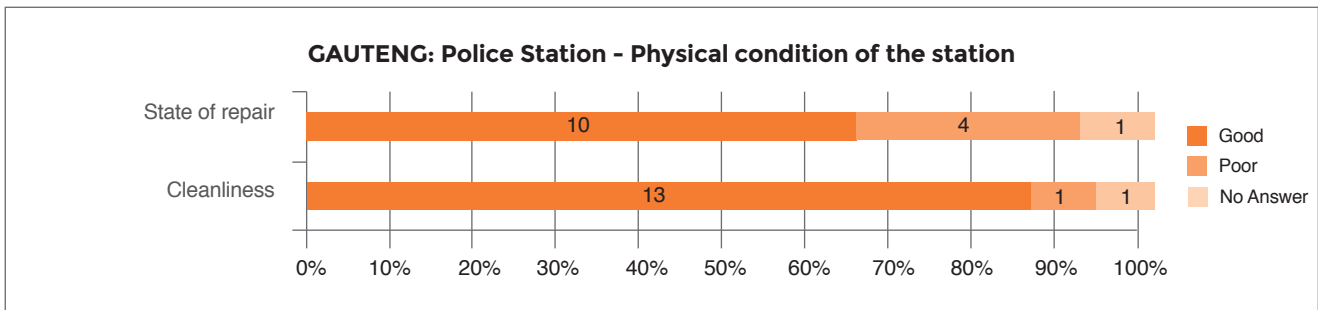
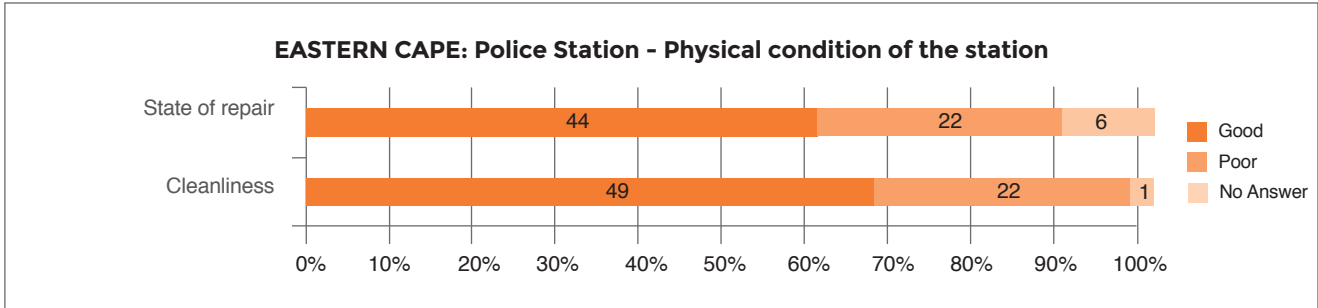
APPENDIX B: Provincial Breakdown of Signage, Accessibility and Station Condition Ratings



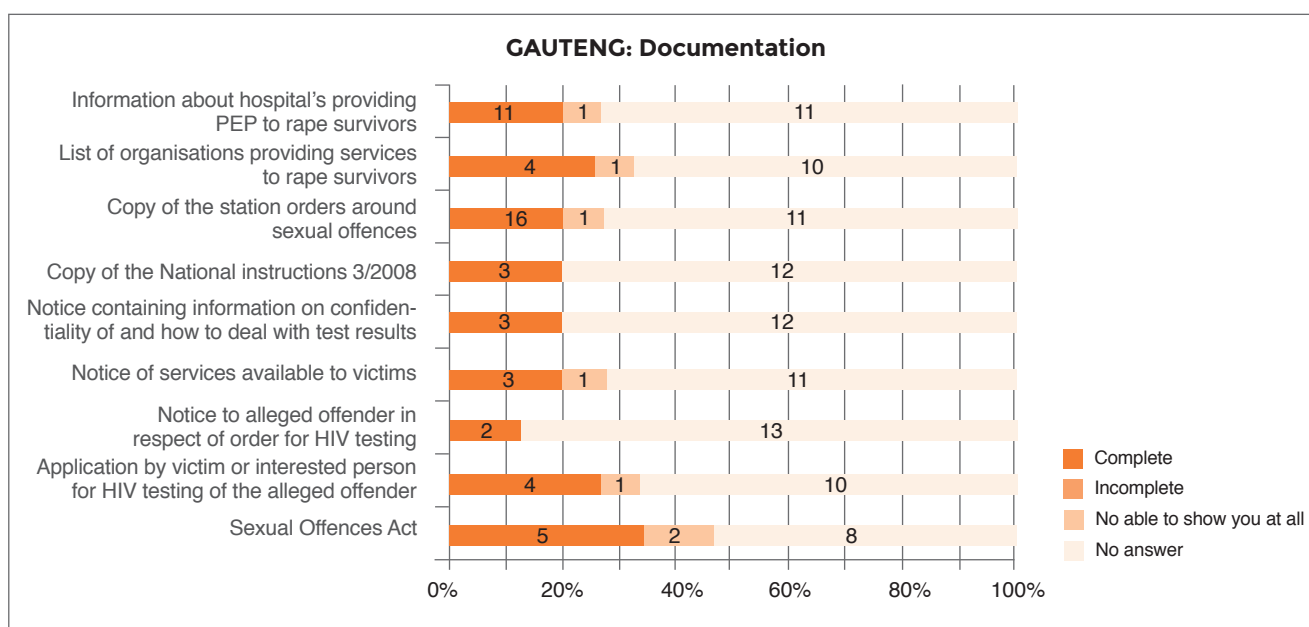
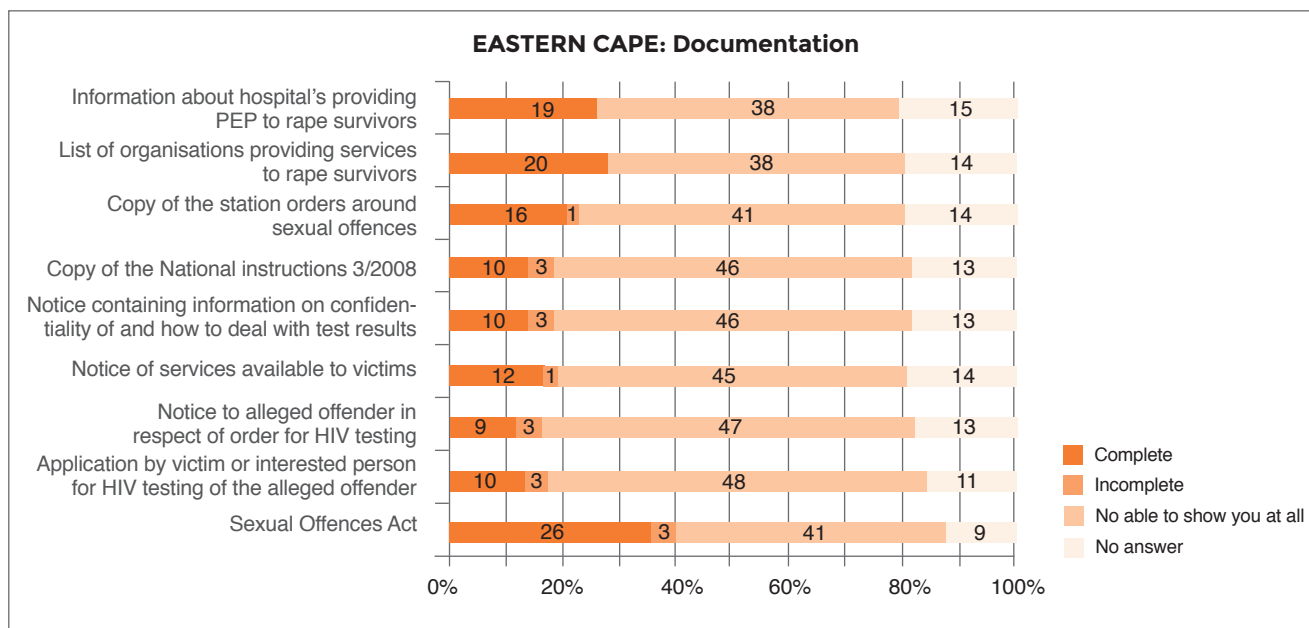
WESTERN CAPE: Signage and accessibility

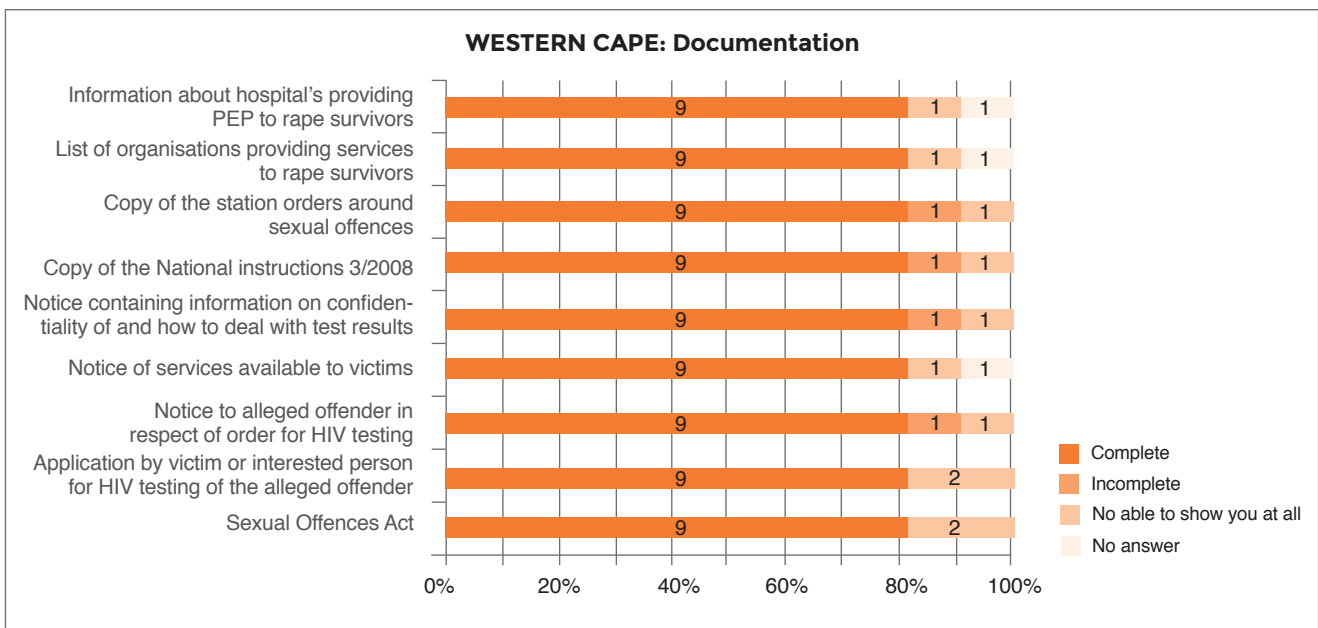
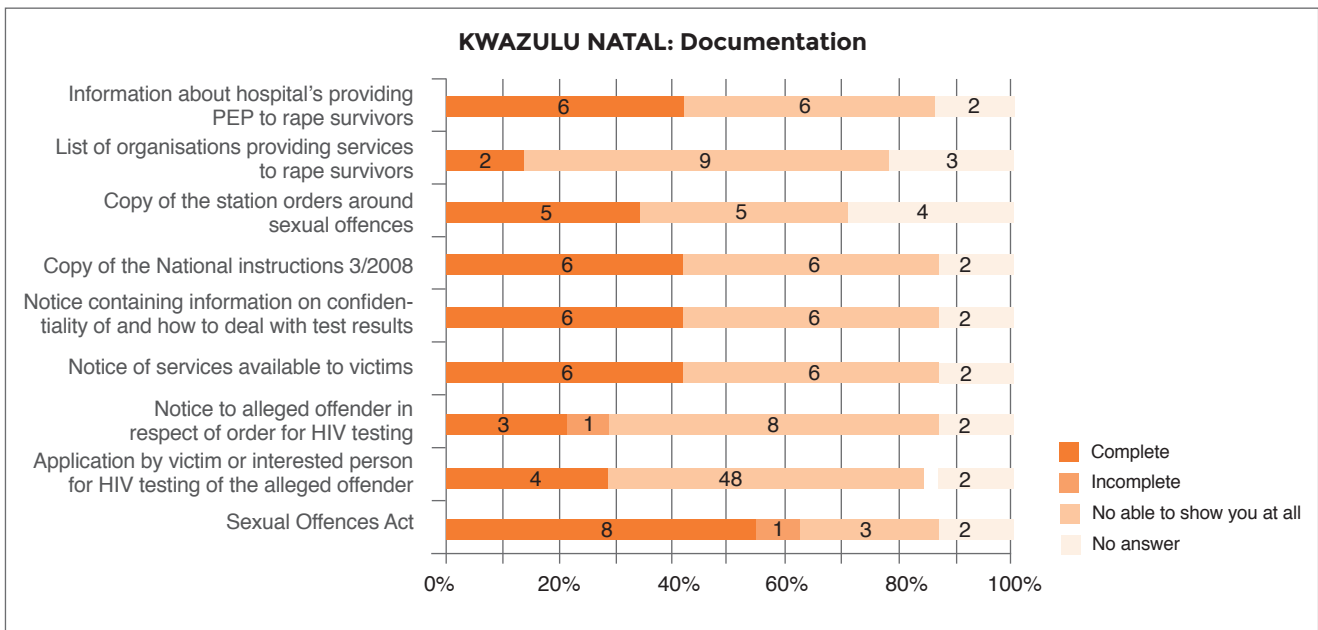


APPENDIX C: Provincial Breakdown of Physical Condition of the Station Ratings



APPENDIX D: Provincial Breakdown of Policy and Legislation Documentation Available to Officers at the Station





APPENDIX E: List of NGO's and CBO's Assisting Police Stations

Province	Police station monitored	Name of the NGO	Contact Number
Eastern Cape	Alice	Victim Support Centre	040 653 2562/083 455 6703
	Bityi	Sinawe Referral Centre (Dr Madiba)	047 531 2335
	Buffalo Flats	Masimanyane Women Support Centre	043 722 5005
	Cradock	White Door Centre Of Hope	083 456 1714
	East London	Masimanyane	043 722 5005
	Grahamstown	FAMSA, RSSG Rape Survivor Support Group	073 105 1002
	Humansdorp	Victim Support Centre (VSC)	Not given
	Humewood	VSC	072 852 4828
	Humewood	VSC	072 552 4528
	Ikamelihle	VSC	041 402 5253
	Ikamvelihle	VSC	041 402 5253
	Kamelihle	VSC	041 402 5253
	King Williams Town	White Door	
	Kwanobuhle	Victim Friends Visibility	041 978 5639
	Kwazakhele	FAMSA, WAWA etc.	041 585 9393/082 721 9181
	Middledrift	Mashiphathisane VE	078 202 1010
	Mount Road	Hannah's Arms Yokhusero Haven	041 585 4265/076 145 8688
	Mthatha Central	Thembelitsha Rehab Centre	
	Ngangelizwe	Ngangelizwe White Door Centre	Not given
	Qgebera Fountain Sethete	Gqebera White Door Centre of Hope	083 485 3565
	Sterkstroom		045 966 0006
	Steve Vukile Tswete	Victim Support Center	List of 20 numbers
	Tsolo	Victim Empowerment Programme	078 105 0080
Walmer	Nicro (Thando Nkili)	041 582 2555	
Whittlesea	Victim Empowerment Centre (Constable Klaas)	040 842 6138	
KwaZulu Natal	Donnybrook	DVAP	059 831 0000/1
	Eshowe	Rainbow Circle	035 473 4202/11
	Imbali	Victim Support Centre	033 398 0194
	Melmoth	CPF Reverents	060 356 3940
	Plessislaer	NPA Stakeholders	033 395 4325
	Prestbury	FAMSA, Townhill Hospital	033 342 494/033 341 5500
	Ulundi	Ulundi Community Centre (Mrs Dube)	085 877 1087/082 048 9541

Province	Police station monitored	Name of the NGO	Contact Number
Western Cape	Berrydale	Victim Empowerment Program	028 579 1001
	Bredasdorp	ACVV organisation	028 514 2954
	Gemsbaai	VEP (NGO)	028 3840201
	Hermanus	VEP (NGO)	028 214 3000
	Langa	Saphila	078 180 3235
	Standford	Badisa	028 341 0951
	Swellendam Police	Victim Empowerment Program	028 514 8102

APPENDIX F: List of Posters Recorded by the Monitors Across all Provinces

Type of Poster	Content of Poster
Legislation	Children's Act
	Domestic Violence Act
	Criminal Law Sexual Offences and related matters
	Did you know in terms of the Children's Act, 2005 Act no. 38 of 2005
	Summary of Employment Equity Act
	Acts: Housebreaking
	Acts: Missing persons
	National Health & Safety Act
SAPS Service Delivery	The SAPS is committed to provide a victim friendly service to all victims
	The SAPS Charter
	We are ready to serve
	Service Delivery to Victims
	Vision and Mission
	Police Code of Conduct
	Hand of our police
	IPD Policing Police for Safer SA
	Ethical Principles
	Victim Empowerment is a Priority for the SAPS
	Vision 2015 - Building Positive Image
	SAPS embrace disability
	The SAPS commitment to children
	Rights
Victim of Crime Rights	
Rights of persons with disability	
Amalungelo Abantwana	
Children and their Rights	
Victims charter of rights	
Human Rights must be non-negotiable	

Type of Poster	Content of Poster
Information	Did you know?
	Human Trafficking
	Stop Gender Violence
	PEP Post Exposure Prophylaxis
	Rape, assault and indecent assault
	Drug & alcohol abuse
	Legal Aid
	Child Safe Haven "Safe Home"
	Who are children in need of care?
	What can you do to make your school safe?
	Missing Person
	Medical Emergency
	Mainstreaming Disability
	The process of applying for applying for refugee HIVDS
	Fighting Crime
	Safety & Security
	House breaking
	Social Development Child Assessment Code of Ethics
	From Victims to Victory
	A cocktail of pills won't cure social ills
	What to do when your child goes missing
	Robbery and Theft Missing Persons Human Trafficking House Breaking
	Format and Content of a good statement
	Child & women abuse
	The cases IPID investigates
	Statement of intent
	Ukuhlaziywa Kwamaphepha Mvume Ezixhoba Zokudubula
	Akayiboni indlela yokuphuma kulemeko
	Batho Pele
	Have you been a victim of Crime
	Fraud and Lookout
	The National Register for Sex Offender Chapter
	Seven rules to remember about sexual abuse
	Guidelines for lodging a complaint in small claims court
	Safety today alive tomorrow
	Help prevent hijacking
	Firearms Regulation
	Rape response Protocol
	HIV Testing - consent they them counseling

Type of Poster	Content of Poster
Advocacy	Imagine for 16 Days
	Act against Crime together
	Victim Empowerment is Priority
	Take a stand against violence
	Nothing about us without us
	Stand UP against Gender Based Violence
	Break the Silence
	Together squeezing crime
	Bambanani against Crime
Maps	SAPS Map
	Safety & Security Map
Pictures	Pictures of the President, deputy president and other officials
	Pictures of wanted people
	Picture of children
Advertisements	Arrested can't afford a lawyer
	Ashley towing and plant hire numbers of towing vehicles