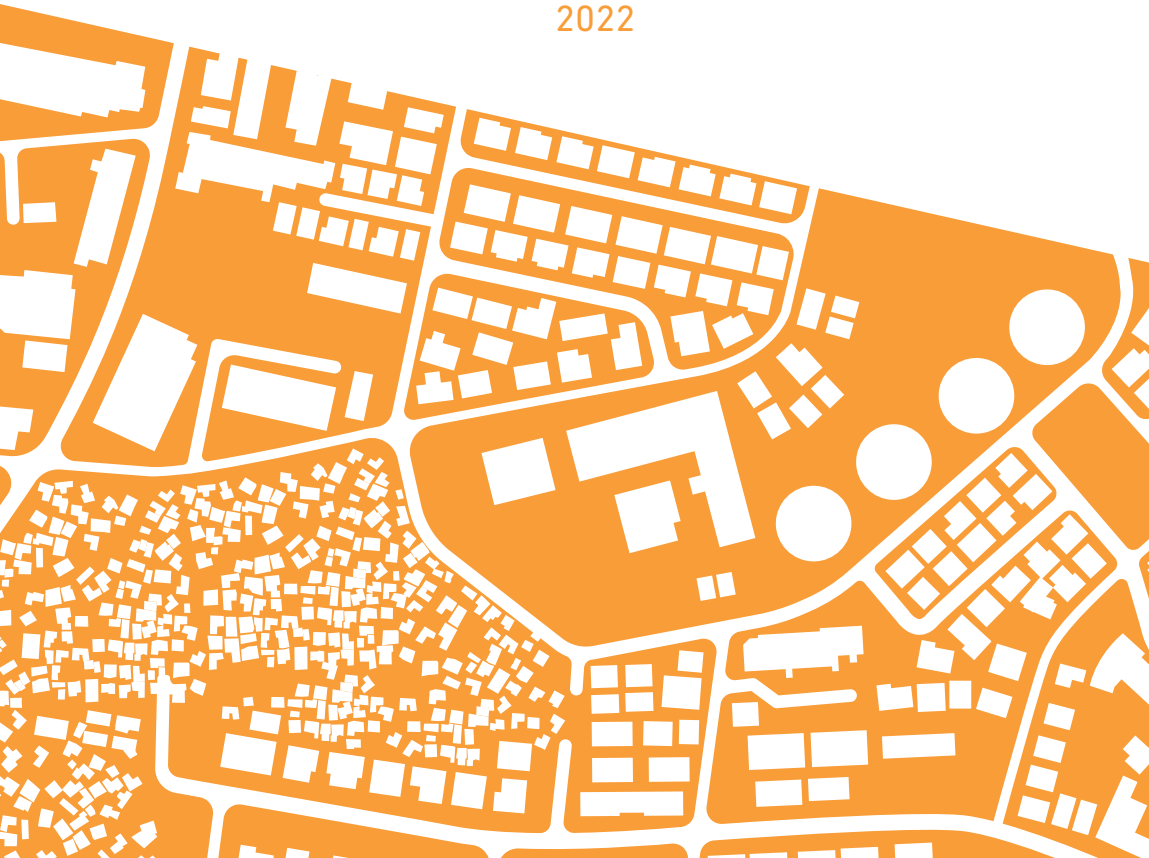
SAFER PLACES:
RESILIENT INSTITUTIONS AND
NEIGHBOURHOODS TOGETHER

SPRINT

PRACTICE BRIEF 3

Local evidence: The foundation of good practice

2022



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SPRINT

The SPRINT Project is a joint initiative of the South African-German Development Cooperation with the support of the Violence and Crime Prevention (VCP) Programme, implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) as the commissioning party and Global Affairs Canada (GAC) as co-financing partner. The SPRINT Project is implemented by Isandla Institute and Violence Prevention through Urban Upgrading (VPUU).

The primary objective of the SPRINT Project is to institutionalise area-based violence prevention intervention (ABVPI) approaches in public policy, programmes and practices in order to upscale them and have a sustainable impact. The SPRINT Project aims to connect practitioners in the interest of advancing urban safety outcomes. This is done through virtual learning events as well as face-to face champions events.

An initiative of the South African - German Development Cooperation

REPUBLIC OF SOUTH AFRICA

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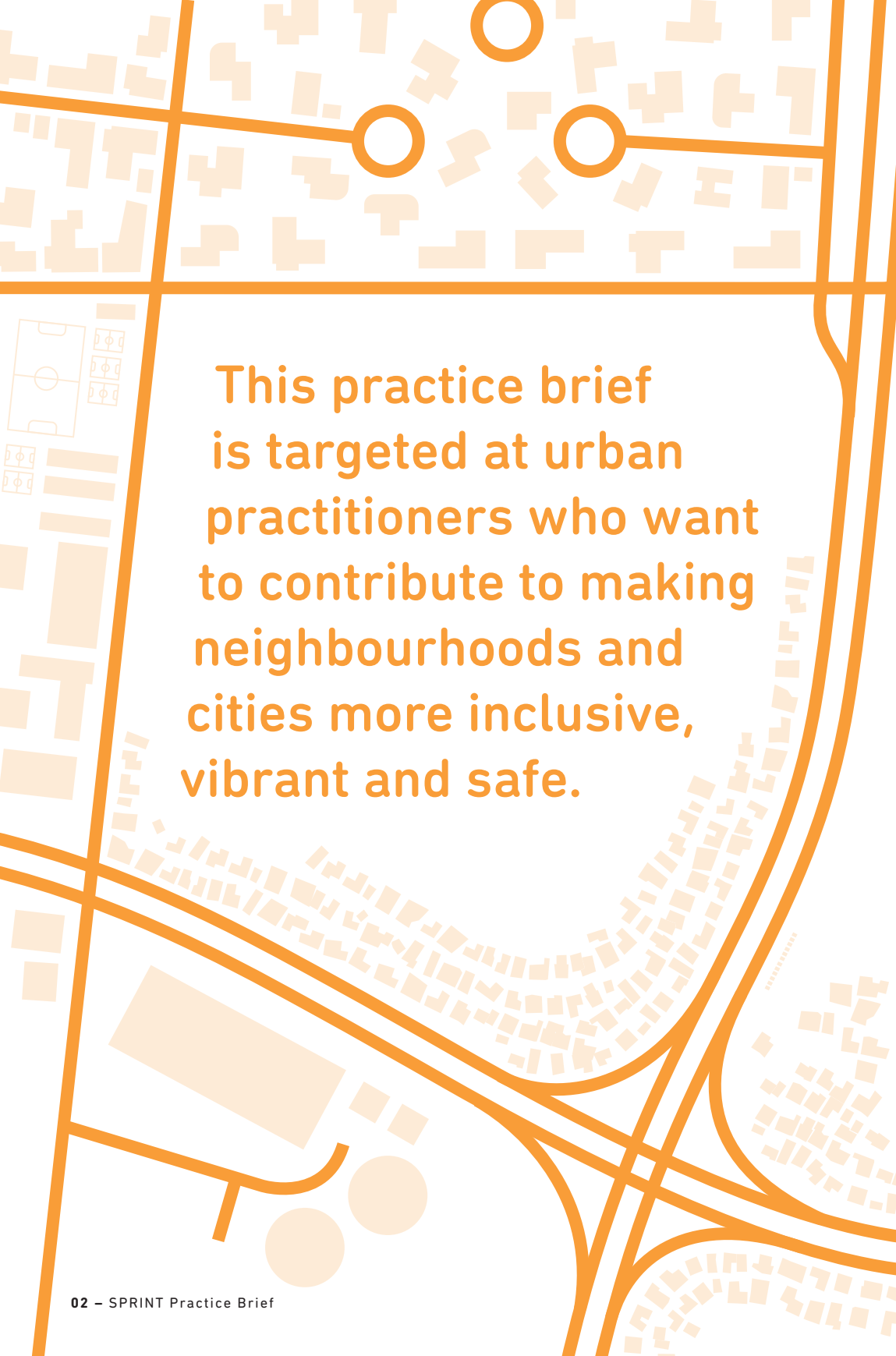


This practice brief is targeted at urban practitioners who want to contribute to making neighbourhoods and cities more inclusive, vibrant and safe.

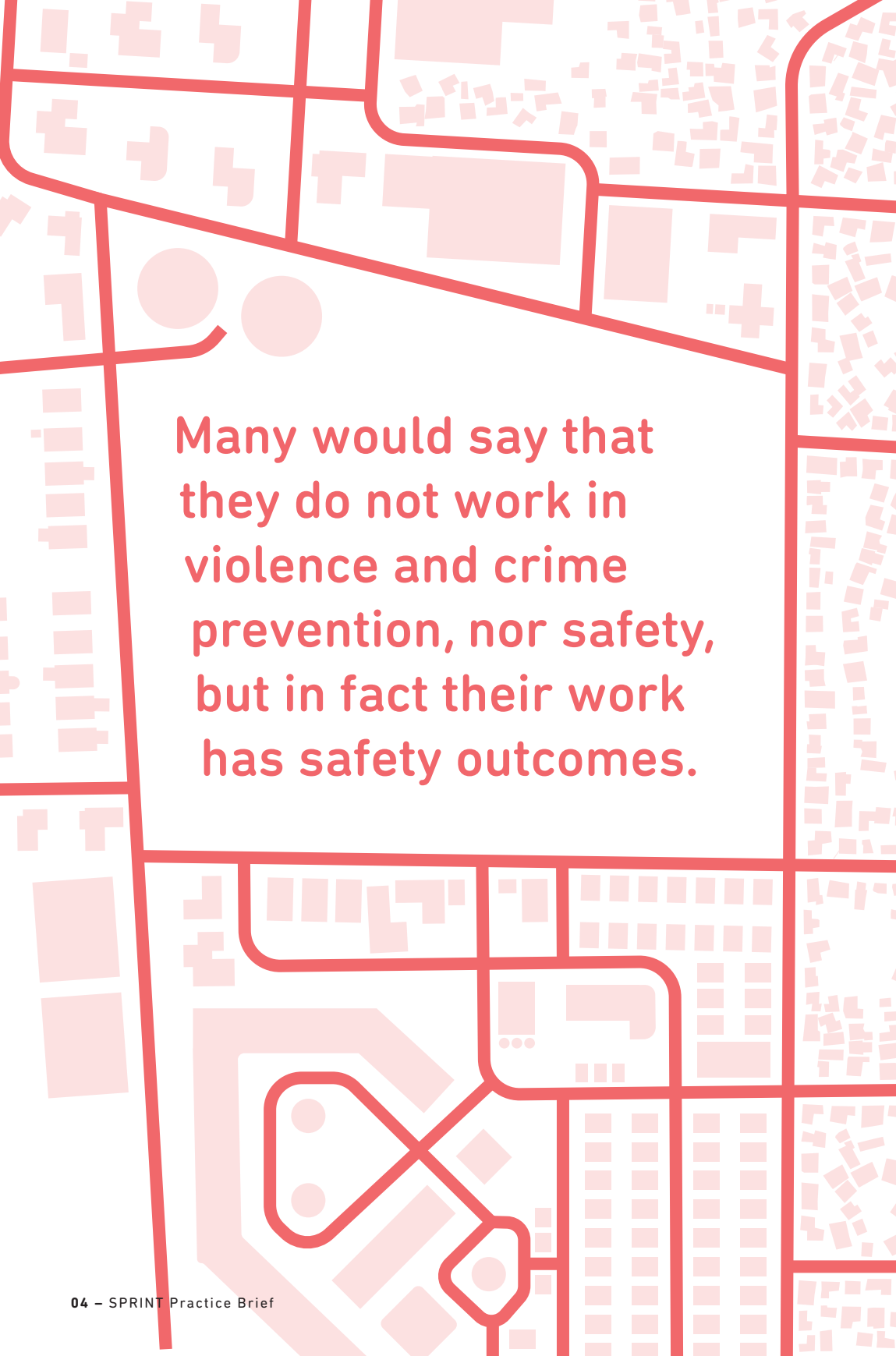
About this brief

This practice brief draws on the presentations and discussions at the first SPRINT Champions Event, held in October 2022. The event brought together practitioners (champions) from municipalities, civil society organisations, national government and other stakeholders. The event focused on evidence-informed interventions and peer learning about violence and crime prevention and improving safety through area-based interventions in South African cities and towns.

This practice brief is targeted at urban practitioners who want to contribute to making neighbourhoods and cities more inclusive, vibrant and safe. It does this by offering key insights shared by other practitioners who participated in the Champions Event. Key among these are:

1. A holistic view of safety and violence prevention is critical, specifically one that recognises the developmental aspects of safety and the importance of violence and crime prevention.
2. A community of practice provides valuable opportunities for learning and improved practice.
3. Good practice is informed by evidence that is collected through participatory processes, which should not be superficial processes to rubberstamp predetermined ideas, but rather those that use community mobilisation and authenic inclusion, ultimately leading to co-production.
4. There are many opportunies and challenges of local data gathering activities and safety audits processes can be used by municipalities and local actors to inform contextual planning and action.
5. Good development initiatives can contribute significantly to safer neighbourhoods and improved safety outcomes and can be leveraged for deeper, lasting impact.

This practice brief is structured according to these key insights and concludes with a number of key lessons.


Many would say that they do not work in violence and crime prevention, nor safety, but in fact their work has safety outcomes.

The need for a paradigm shift on violence and crime prevention

Violence and crime are endemic in South Africa, which is ranked the 4th most dangerous country in the world in terms of the levels of reported crimes.[1] The impact of violence and crime is extensive and beyond immediate harm, loss and possible death causes trauma, damage to societal fabric and deters future development investments. Given this, safety is a key concern.

A lack of safety, fear and feelings of insecurity are a part of people's daily lives – in their homes, on the streets, in their neighbourhoods and across their municipality. Violence and crime are not spread evenly, and marginalised neighbourhoods and vulnerable social groups are usually the most affected.

Violence and crime often stem from a complex set of factors, which create an environment of risk and vulnerability to becoming a victim and/or perpetrator of crime and/or violence.[2] The presence of risk factors alone will not lead to someone perpetuating violence. It is particularly in the absence of protective factors that there is an increased risk of engaging in crime and/or violence. Given this, systemic and lasting violence prevention requires multilevel action.[3] Put differently, fostering safety requires a holistic approach.

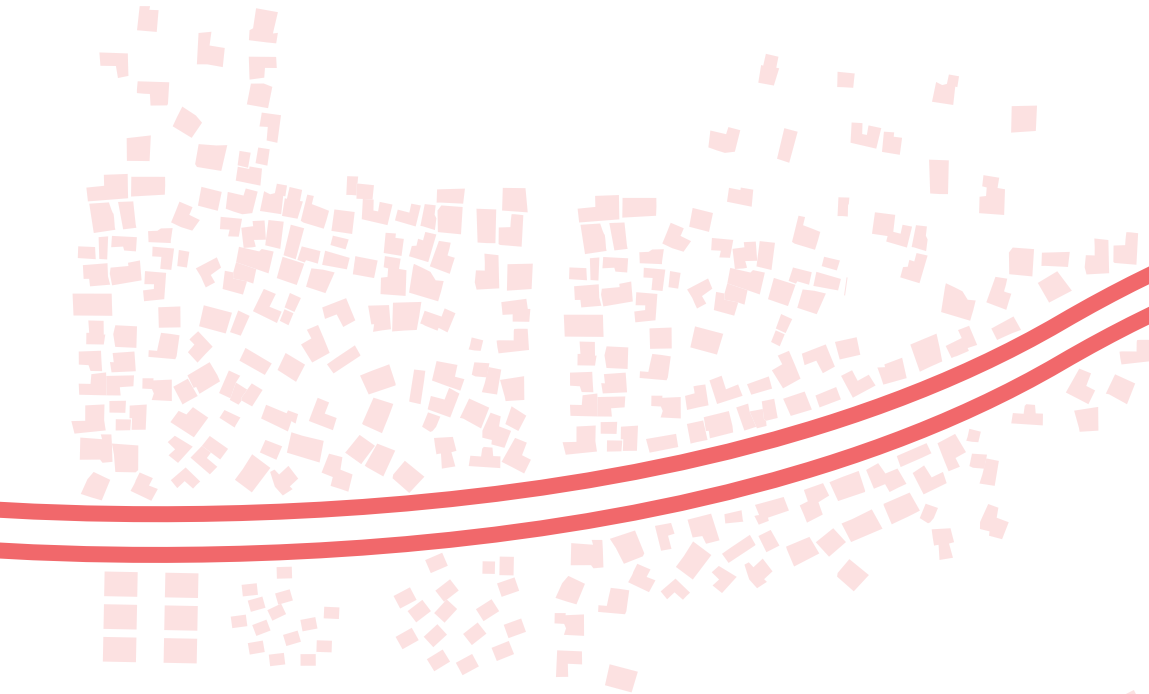
Safer communities are not created only by those who work explicitly on safety nor are traditional security responses alone sufficient. Rather, urban safety is improved by all those who contribute to a system in which vulnerability and risk factors are reduced. This includes preventative measures that reduce or stem violence and crime. Area-based violence prevention interventions (ABVPI) offer a holistic, spatially targeted approach that addresses risk factors and bolsters protectice factors. ABVPI[4] allow different interventions to come together within an identified area to maximise impact.

This can only be enabled through an integrated system approach to violence and crime prevention in which different points of intervention, and therefore protective factors,

directly or indirectly align with risk factors. Many government and civil society actors would say that they do not work in violence and crime prevention, nor safety, but in fact their work addresses root causes or bolsters key protective factors and the impact of that work has safety outcomes. Some examples are an organisation that offers youth development programmes or an Early Childhood Development centre, which provides a safe environment for children and releases caregivers to pursue economic activity.

South African Local Government Association's (SALGA) recent position paper "Enhancing the Role of Local Government in Building Safer Communities in South Africa"[5] calls for infusing safety and a safety lens into municipal planning and practice because of the prevalence of violence and crime across South Africa. Community safety is a critical component of the role of local government, even if it is not the exclusive responsibility of local government.[6] To enhance safety, it is necessary for municipalities to promote public participation and manage stakeholder involvement in all phases of the safety strategy from planning to programme roll out and monitoring and evaluation (M&E). Undertaking community safety programmes and interventions also requires cooperation with other sector functions.

Source for info-box: "How can we prevent violence?" https://www.saferspaces.org.za/understand/entry/how-can-we-prevent-violence



This approach requires a holistic view of safety and security that recognises the development aspects of safety and understands violence in terms of risk and resilience. It is also necessary to implement strategies that work to prevent violence and crime at a primary, secondary and tertiary level (see text box) and which rely on evidence-informed approaches. To generate such evidence, it is essential to utilize community participation. Such participation should create interventions which are responsive to community needs and empower communities to be co-creators in building safer communities. This will require a "whole of government" or "whole of society" approach with the issue of community safety at the heart through structures such as community safety forums, Community Action Networks (CANs) and neighbourhood groups. Communities of Practice (CoPs) are a key example of how to bring together different safety and development actors to enable learning, relationship building, inspiration and change.

Primary, secondary and tertiary violence and crime prevention

- ***Primary violence and crime prevention*** aims to discourage violent behaviour before it develops by identifying the conditions that lead to violence and then changing them.
- ***Secondary violence and crime prevention*** focuses on preventing violence from continuing or escalating, by addressing people who are strongly exposed to risk factors, or who have already demonstrated violent behaviour.
- ***Tertiary violence and crime prevention*** focuses on the provision of long-term care following acts of violence and efforts to prevent relapses by offenders.

Bringing people together to build a community of practice

Champions have passion and drive to take forward initiatives and issues. However, champions cannot support and sustain the work alone. This can especially be the case if they are innovating or 'going against the grain'. In such instances it is important to find support from fellow practitioners whose own experiences and passion can encourage and support. Communities of Practice (CoP) offer such opportunities.

CoPs are "groups of people who share a concern or passion for something they do and learn how to do it better as they interact regularly".[7] CoPs can come in many different forms, depending on their purpose and composition, and may change over time.

There are three characteristics that are crucial in the formation of a CoP.[8] Firstly, **a shared domain** to which members are committed and about which members have some knowledge or experience. This domain distinguishes them from other collectives and is the purpose for which they come together. The second characteristic is that a community of practice is **a community.** This means that while

the members may not interact every day, they do regularly interact to "engage in joint activities and discussions, help each other, and share information." Finally, the third characteristic of CoPs is the **practice that underpins the group.** Rather than a place of collective interest, a CoP is made up of practitioners.
CoPs can exponentially amplify the impacts of work and are opportunities to improve:

- **learning from practice** by creating a space where practitioners from different contexts, organisational settings and disciplines can reflect on their work – on experiences and lessons, exchange knowledge;
- **personal/organisational connections** between practitioners including sharing tools, methods and materials and examples of benchmarking, "good practice" and how it is adapted;
- **knowledge** by sharing and hearing about emerging and key guiding policies and frameworks and other helpful resources;
- **resource utilisation** by learning how others work within constrained resources and brainstorming together how to address a particular issue;
- **data utilisation** by seeing what others have and how they may use data you have;
- **partnership skills** by learning how to network, align your work with others, build your network, leverage existing structures and harness partners;
- **innovation** especially through collaboration with diverse partners;
- **distillation of insights into useful resources** which can be shared with and beyond participants to reach a wider audience of practitioners and interested parties.

It was with this in mind that the SPRINT CoP was formed. The SPRINT CoP is an emerging CoP. It is envisioned that it will be a mechanism through which more practitioners recognise and understand violence and crime prevention, and their (possible) role in enhancing urban safety. It is also a vehicle to connect practitioners to fellow champions to share experiences, resources and ideas, to learn from good practice and to build relationships. As such, the SPRINT project places significant emphasis on the production and dissemination of knowledge products (e.g. learning briefs, practice briefs, animations and resource notes), including to a wide range of practitioners who have not (yet) attended SPRINT events.

Good practice is informed by evidence

To understand violence and crime in South Africa we need to look at the evidence. Recent crime statistics paint a gruesome picture of violence and crime in South Africa. Recent South African Police Services (SAPS) crime statistics show us that for the period between July and September 2022, 162 518 contact crimes were reported. That includes 13 283 sexual offenses reported, which are disproportionately targeted towards women.[9]

In another report, data shows that 2 531 of 4 467 reported murders, 2 115 of 4 196 reported attempted murders and 2 531 of 20 933 reported gender-based assaults occurred in public places that include streets, open fields, recreational centres, parks, beaches, parking areas, and abandoned buildings.[10] This isn't the totality of crime and violence experienced in South Africa, but only statistics of reported crime. A large percentage of crimes in general in South Africa go unreported, meaning these statistics alone do not provide the full picture. For example, a 2017 Gauteng study found that only 1 in 23 women who experienced sexual abuse reported it to the police.[11]

While these national level statistics are important, they do not give a full understanding of the everyday lived experiences of people in South Africa. For this, local data that gives insight into the local manifestations of crime and violence and that highlights any possible hot spots is critical. In addition, it is important to appreciate that evidence is more than just numbers, as statistics only tell part of a story.

Below: Source: Oxman, A.D., Lavis, J.N., Lewin, S. et al. SUPPORT Tools for evidence-informed health Policymaking (STP) 1: What is evidence-informed policymaking?. Health Res Policy Sys 7 (Suppl 1), S1 (2009). https://doi.org/10.1186/1478-4505-7-S1-S1

The role of evidence in informing policy

Just as evidence is critical in designing and actioning interventions, it also plays a crucial role in policy-making.

Evidence-informed policy-making "aims to ensure that decision making is well-informed by the best available research evidence." This is done by ensuring that the research is relevant and managed systematically and transparently so that judgements and decisions made using that evidence can be examined (and critiqued) by others. Although other factors such as political context and social culture inform and influence decision making, evidence gives insight into experiences and perspectives on the ground.

Evidence can take different forms, either quantitative or qualitative research. Firstly, **it is important that we understand, acknowledge and include stakeholder voices and perspectives (qualitative research) as evidence.** Secondly, while both of these types of research can include both primary (your own) and secondary research (using past materials/archival research), a key point to remember is that **drawing on one source of evidence is not enough.** Evidence needs to be drawn from several different sources.[12] This is referred to as **triangulation.** For instance, this includes using more than one research report of informative materials and/or engaging more than one group of participant stakeholders.

Evidence gathering exercises should include both quantitative and qualitative data - the voices and experiences of people – brought together. Quantitative data (such as surveys) communicate the dimensions of an issue by answering questions such as 'what' and 'how much', while qualitative data (such as interviews) provide a real and deep understanding of the context by answering questions such as 'how' and 'why' things are occurring, or how people experience those issues or events. Using only one form of data collection could result in an incomplete picture, or in incorrect conclusions being drawn about a situation.[13] In sum, good practice is informed by evidence that is drawn from many different sources. This includes mobilising people and including their voices and experiences in evidence gathering.

Mobilising the voices of people

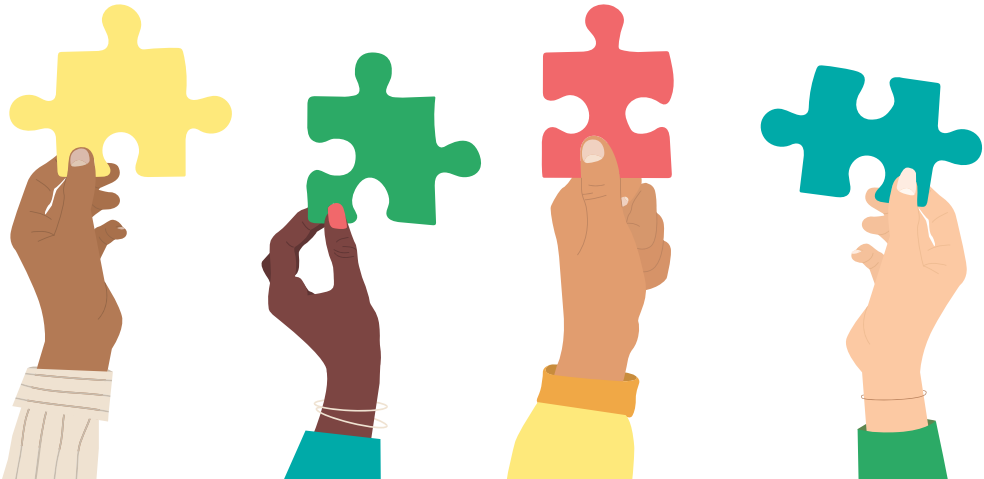
Community members play a critical role in evidence gathering as they are a critical source of information about that area. Also, given that they will be directly affected by any intervention, it is important to consider and include the voices, concerns and perspectives of stakeholders when undertaking any type of intervention. The involvement of community members is essential in evidence gathering, interpretation/analysis and joint planning and prioritisation of issues/interventions based on that evidence and analysis.

Community mobilisation is important in assisting communities and other relevant stakeholders to understand and benefit from their rights and responsibilities. Processes that strengthen community participation and capacitates people to be actively engaged in creating solutions and controlling their own development play a big role in building

a higher level of community interest and, importantly, ownership over the intervention. This means that subsequent interventions will be more sustainable over the long term.[14] This also allows for the development of context specific and appropriate interventions.[15] Additionally, capacitating communities to identify their own issues and solutions plays a significant role in building **civic agency** and empowering communities to be self-reliant to make the changes they want to see in their communities, which makes them less likely to be dependent on external sources for help.[16]

This can only be achieved if authentic participatory processes are undertaken. There are various degrees of participation (see figure 1). Community participation can be superficial or seen as a tick box exercise, where officials merely present their plans to communities with no real opportunity for engagement.[17] In other instances, communities can be part of the process by giving meaningful input and advice about ways forward. However, for such processes to truly be empowering for communities and other stakeholders it needs to take the approach of **co-production.** This means that communities and affected stakeholders are involved in all stages of the project/research, from its pre-planning stages and initiation of the project, all the way to post implementation monitoring and evaluation. Here these stakeholders are not just informants but take an active role in data collection and in decision-making processes about the way forward.[18] [19] The community become co-creators where officials and other stakeholders play the role of support and assistance to the community's own plans and ideas, rather than that of the expert.[20] This is what makes the process truly empowering.

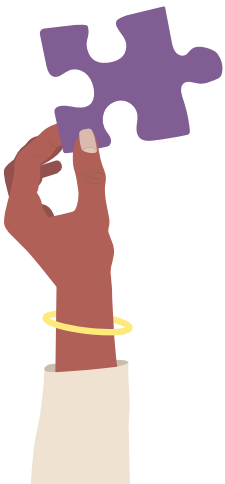
Right: Figure 1. ource: Adapted from https://www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/Co-production-in-commissioning-and-market-shaping/In-more-detail/The-spectrum-of-practice/



Ladder of participation	What does this mean?
Co-production	**Doing with people** Working together in an equal, give and take partnership
Co-design	
Engagement	**Doing for people** Engaging and involving people (asking for their views)
Consultation	
Informing	**Doing to people** Doing things to or for people without involving them or asking for their views
Educating	

Adopt inclusive processes and methodologies

It is specifically important that evidence gathering exercises are inclusive of people of different ages, genders, socio-economic backgrounds, physical abilities and interests. Inclusive engagement also means not only consulting with the local community who reside within the area, but also small business owners and any other parties that are interested and/or affected by the research or the area under investigation, such as civil society organisations (CSO), community groups, faith-based groups, business & professional associations, and trade unions.[21] However, not all interested and affected parties are represented through these (formal) associations. There are many hard-to-reach groups of people that are not organised in this way or do not engage with mainstream media, meaning their voices and perceptions could easily be left out. These groups may not necessarily be physically hard to reach but often include



marginalised groups, for example homeless people. Their exclusion could be due to factors such as fear or suspicion, tied to socio-economic status, discrimination as well as cultural, language or disability barriers.[22] If processes of participation are to be truly inclusive and empowering, concerted effort needs to be taken to get all these groups involved in evidence gathering and across the intervention project cycle.

Different forms of communication can be helpful to raise awareness and draw in different types of stakeholders. Examples include using flyers, posters, posting announcements on various social media platforms, the radio and in the newspaper. It is also important that these communication tools be visible and accessible to the target participants. For example, placing flyers on poles in the relevant area or in the popular community local corner shops can improve visibility.[23]

When collecting data, it is important that the methods and techniques used are relevant to, or match, the specific stakeholders.[24] Through this, it is important to be mindful to avoid using written materials with participants who struggle with reading and the correct language and terminology to ensure participants fully understand. Having members of community and/or local organisations can help to ensure this.

The location and time of evidence gathering also plays a particularly important role in drawing people in. Practitioners conducting the audit or gathering evidence need to meet stakeholders where and when it is convenient for them. This may include meeting within or outside their stakeholder homes so that they do not have to travel far and incur costs or other inconveniences. It may also mean meeting on weekends as many people will be working and therefore unavailable during the week.

It is vital to have facilitators that are skilled in drawing people in. These should include members of the communities and CSOs who understand the power dynamics that exist (such as with local gangs), as well as the correct channels through which to engage people. Having community members involved both as part of the collection process and decision makers, can spark interest and ownership by these communities. This can be enabled by drawing stakeholders in and creating opportunities where participation will benefit those stakeholders either in their current experience or by playing a role in bettering their circumstances. Additionally, trust building is a key part of getting stakeholders, and

particularly these hard to reach/marginalized groups, involved in the research process. This can take time as some may not trust what the information is being collected for or that any benefits will materialise. A critical first step in trust building is ensuring that the participant's views are heard, valued and acted on. This includes providing feedback on findings, being available for discussions and capacitating and including stakeholders to be part of decision-making.[25]

Safety audit: A tool to gather local evidence for joint action

Safety audits are tools that municipalities and local actors can use to get a better understanding of the nature, manifestation and location of crime and violence as well as any risk and protective factors and protective interventions in a particular area. An audit gives insight into what different stakeholders are doing that contributes to (or detracts from) improved safety outcomes.

Safety audits are embedded in a methodology that is based on the notion of co-production, i.e. communities are involved in the collation and analysis of data and the identification of interventions. Safety audits look different in different contexts, as they will be adapted depending on what information is already available and what resources (including time and human capacity) are available. It is envisioned that a community safety audit is undertaken using both desk-top and participatory methods to identify concerns to safety and to develop a deeper understanding of the context, including the stakeholders involved in violence prevention interventions.

The audit is then used to inform planning, such as the development of a community safety plan and/or a strategy to reduce risk factors and strengthen protective factors in alignment with, or integrated into, the integrated development plan (IDP). The community safety plan includes an allocation of clear roles and responsibilities and outlines project management principles and practices. This creates the basis for integrated interventions (ABVPI) with other stakeholders, including different parts of the municipality, other spheres of government and civil society actors.

An effective safety plan also includes a clear monitoring and evaluation plan/strategy with regular reviews against a series of indicators that measure progress to ensure

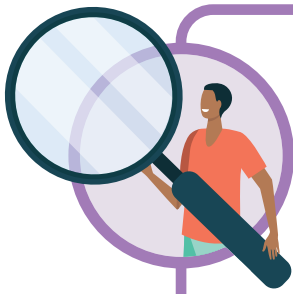
relevance for local context and to enable adaptation of the community safety plan as needed.[26]

Conducting a community safety audit

The guidebook on developing Community Safety Plans offers 8 steps that can be followed when conducting a safety audit:

- **Step 1:** Develop a community profile.
- **Step 2:** Identify the risks to safety by collecting information on levels of crime and violence in the area. This can be through review data and reports such as crime statistics and CPF minutes but also through surveys and holding focus group discussions.
- **Step 3:** Identify who is already involved in crime and violence prevention activities in your community. Tools that can be used include: Stakeholder mapping, actors venn diagram.
- **Step 4:** Analyse the physical and social characteristics of the environment.
- **Step 5:** Organise information against each type of risk. List the risk factors and possible solutions.
- **Step 6:** Analyse the problems that have been prioritised. Tools that can be used include the *Market Place of Resources* or *What do we want to achieve*.
- **Step 7:** Draft safety audit report, which includes findings and recommendations.
- **Step 8:** Validate report with members of the community to secure local buy-in and support.

Safety audits and related processes offer rich opportunities for evidence gathering. The resulting audit offers a key insight into the experiences of the community but also of critical issues. In understanding these issues, it is important that the voices of community members are included. One of the critical factors to creating success in auditing processes is to be adaptive to the needs and resources in ongoing processes. eThekwini Municipality have undergone a series of auditing processes since 2019, adapting as new information, opportunities and challenges arose (see text box). This practice is an example that starts with evidence-gathering, but then shows what is possible when that evidence is used to inform programmes, strategy and collaboration.



Using evidence to inform action: eThekwini case study

Based on a presentation by Nomusa Shembe, Senior Manager at Safer Cities, eThekwini Municipality

eThekwini is a city with 3.7 million people where 51% of the population are women. The murder rate in eThekwini is 49 per 100 000. According to the city, drugs and alcohol are the biggest drivers of violence and crime.

In 2019, eThekwini partnered with UN Habitat and conducted a safety audit using both qualitative and quantitative methods. The 2019 Safety Audit, together with the Integrated City Strategy and the Transversal Model, created the indicators for eThekwini's roadmap to a safe city.

The data sources for this process included the South African Police Services crime statistics; Victim Surveys; Annual Municipal Services and Living Conditions Survey (QoL); Community Based Planning (CBP); Safety Audits; SAFETIPIN and other research outputs. Based on this process, it was evident that a transversal and multidisciplinary approach was needed and that any departments that didn't see their role in safety needed to be brought on board. Doing this required significant effort to bring different groups together, help them understand and to guide their contributions.

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The audit identified five clusters of victims of crime: women, children, youth, tourists and people living in informal settlements. While these groups may overlap, they also each have unique characteristics. After reviewing the findings of the audit, the city decided that if a space is safe for a woman, it will be safe for all; as such, it decided to put the safety of women at the centre of any resulting interventions. From the process, the city discovered that 59% of women in the audit use public transport, especially minibus taxis, to travel to and from work and that the majority feel unsafe. This led eThekwini to zoom in on taxi ranks. In the Safetipin project, 30 women were trained to undertake an audit of six tank ranks. In the audit process, seven key issues were reviewed, namely lighting, openness of space, security, walkability and accessibility, gendered usage, eyes on the streets, facilities and infrastructure.

The city developed the 2020-2025 eThekwini City Safety Strategy which has seven key areas of action:

- Breaking the cycle of Crime and Violence – Social Crime Prevention and Empowerment
- Safety and Effective Policing – advancing rule of Law
- Safe built environment – Crime prevention through environmental design (CPTED)
- Neighbourhood Management – urban and rural management
- Smart Policing Technology
- Disaster Resilience
- Integrated knowledge Management and Innovation

Examples of strategic data driven transversal interventions and approaches in eThekwini include the Integrated Safer Cities Pilot Project, Operation Sukuma Sakhe, the District Development Model One Plan as well as in community-based planning and the Integrated Development Plan. In addition, eThekwini has a number of operational data driven interventions including Operation Good Hope (a service delivery reporting tool), SAPS statistics in the Gender Based Violence Prevention Programme, the safety audit/ SAFETIPIN process in the women safety Masiphephe Network and Violence Free Zones and surveys utilized in the Early Childhood Development Programme and the Homelessness Programme.

Opportunities and challenges of local data gathering activities

Safety audits are offered as valuable tools to develop a contextual understanding of local risks and opportunities related to violence and crime prevention and to involve local residents and stakeholders in processes of collecting, interpreting and using data to inform action. Participants identified a number of opportunities and challenges related to conducting a safety audit or similar local data gathering exercise, based on their experience.

Opportunities

First, organisations wanting to get involved in these processes can draw on existing tools and toolkits; they don't have to feel at a loss as to what to do or where to start. The safety audit is a particular tool that allows stakeholders to assess the situation and draw in community representatives and other stakeholders into the process.

Secondly, and importantly, people want change and in particular live in safer environments. This means that they are keen to be involved in safety audits and related processes.

Thirdly, involving local communities in data collection and analysis allows one to draw on local knowledge and relationships and results in better, more contextually appropriate interventions. Working with communities also builds trust, especially between the municipality and the community, and is empowering for people.

Furthermore, identifying and working with specific social groups, such as youth, women or informal traders, means that their issues and priorities are recognised and targeted programmes can be developed. It also contributes to their empowerment.

Digital technology presents another opportunity, as it can play a valuable role in data collection and can also be a force in enabling collaboration between different stakeholders. Technology and visualisation can also help in communicating data in an accessible manner, which helps to raise awareness and build a sense of ownership.

Engaging in safety audits and community data gathering activities also creates opportunities for collaboration, partnerships and capacity building, not only for community representatives involved, but also for municipal

representatives, by learning from and listening to the community.

Last but not least, evidence can be used to drive action and (re-)direct resources towards areas of need and suitable interventions that contribute to urban safety. It can also be used to advance advocacy, both within one's organisation and towards other stakeholders.

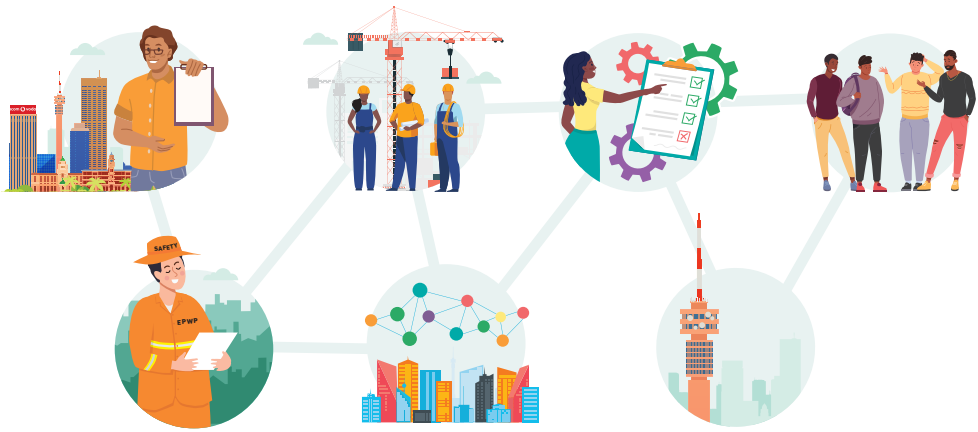
Challenges

The first set of challenges identified relates to quality of data and data sources. Accessing (external, relevant) data can be difficult, especially if one isn't sure where to find it or what data sources exist. There is also sometimes an element of gatekeeping, where the custodians of data are unwilling to share it. Another issue identified relates to the reliability of data.

The second set of challenges relates to data collection. This includes making sure that the correct data is collected, which means asking the right questions from the right people. Making sure that the data collection process is inclusive is therefore important. Collaboration between and involvement of different departments and stakeholders in data collection and data sharing can also be a stumbling block. Community-driven data collection processes are often faced with the question of compensation for people's time and sometimes no budgetary provision has been made for this. Another key challenge is that conducting a safety audit or local data gathering exercise can result in raised expectations in communities. This can be difficult to navigate and when those expectations are not met, communities become frustrated.

Related to this, another challenge is when no action is taken once the data has been collected. Some of this stems from a silo mentality in government, where departments struggle to work transversally on joint projects and initiatives. In other instances, actions or interventions are designed and agreed upon, but there is a lack of resources to implement, particularly beyond pilot projects. It was noted that the grant system in its current form hinders innovation.

A final challenge is to get support from leadership, who either do not (yet) appreciate the holistic underpinnings of violence and crime prevention or do not see the value of community-driven approaches and collaboration to advance urban safety.



Leveraging community infrastructure to create change

SPRINT CoP members were invited to share examples of work done to create safer, better spaces. Sharing lessons and inspiring practice is one of the cornerstones of a Community of Practice. This session was very well received and for many participants created "ah-ha" moments. As these examples show, some of the projects and initiatives shared by participants are designed with the explicit intention to advance urban safety while others provided useful lessons on how to enable community data gathering or facilitate inclusive, participatory processes.

The various initiatives also show that there are different entry points to promote change – whether it's working with specific social groups (youth or young men, as in the case of Masifunde and Project Empower respectively), or within a specific area/neighbourhood (e.g. eKhaya, Planact and DAG) or at a systems level (e.g. SACN's indicator work to improve M&E). This corresponds with the socio-ecological model, which outlines different levels of intervention and the importance of understanding the broader context in which an intervention is designed, which in turn suggests opportunities for collaboration and partnerships with stakeholders positioned at other levels of the model.

Additionally, the project summaries reiterate the importance of capacitating members of the community and building individual resilience (as seen in the Masifunde Learner Development programme), but also of creating an immediate social circle that supports these interventions (as seen in Project Empower's work) and the systems and structures to enable that work (as seen in the work of Planact and DAG). Across these projects, there is an acknowledgement of the power of collective voice and different approaches to enabling and elevating this voice – via groups, radio, reporting, etc.

Enabling and including community members (as seen in the work of Planact, in the Tshwane Public Employment Programme and the work of eKhaya CID) means that community members are enabled not only to speak about inadequate services as recipients of services, but rather their status is elevated to co-creators. Ultimately this leads to greater buy-in and more contextually appropriate and sustainable interventions. It also builds trust and co-operation, which has obvious benefits for future interventions and collaboration.

The outlined projects have some (direct or indirect) effect on creating safer places, and the inclusive and participatory research and evidence gathering processes undertaken by those projects have led to an increased quality of life for the community included. This increased quality of life and access to services are known to influence crime and violence reduction and promote safer neighbourhoods, as seen in the eKhaya neighbourhood project. This is because these interventions contribute to place making and inclusion within the city.

Importantly, as shown in the case of many of these initiatives, partnerships and collaboration are critical to achieve impact and sustain interventions. eKhaya is a particular case in point, where multi-stakeholder partnerships proved critical to bring about a safer, more vibrant neighbourhood. In other instances, such as Tshwane's Public Employment Programme, internal collaboration within the municipality was found to be important, whereas Planact's involvement in the Asivikelane campaign shows the power of connecting into a national initiative, which allows for combined local (community-driven) and national advocacy.

Planact

Based on a presentation by Chelsea Ndlovu, Planact's Resource and Communications Coordinator Asivikelane Campaign and Plus Codes

Planact is a non-profit organisation based in Johannesburg, working on eliminating the exclusion of vulnerable communities in local government policy, processes and practices. In an effort to realise this objective, Planact advocates accountability of municipalities to their respective communities.

Planact works in partnership with the International Budget Partnership South Africa through the Asivikelane campaign to give a voice to informal settlement residents in Johannesburg, Ekurhuleni and Tshwane who face severe basic service shortages including access to water, clean toilets and waste removal.

Testimonials and evidence (photos and videos) are collected by residents and then collated and analysed by the International Budget Partnership South Africa research team. Depending on the access to services reported, the municipality receives a rating. The findings and comments are shared with the relevant municipalities. The results are also relayed back to the residents to keep them abreast of any government action. Finally, the results are shared publicly in a 1-page summary document. Through this process, the community is empowered to help themselves and encouraged to speak out to the media and radio and urge for better service delivery.

Another project Planact is currently involved in is to push for digital addresses for homes in informal settlements through Google's Plus Codes addressing system. These Plus Codes are similar to street addresses, however, instead of using street names and numbers, Plus Codes use numbers and letters that are based on longitude and latitude coordinates.[27] To create Plus Code addresses, volunteers within these communities are brought together to map out streets within their settlements and are trained and capacitated to create these Plus Codes through an open-source address maker application. With Plus Codes, residents are better able to access social and emergency services such as an ambulance, police and other basic municipal services which are able to direct these services straight to their doorstep. These two initiatives highlight the need to enable stakeholders to hold service providers to account for service delivery but also the importance of innovation for enabling service delivery.

Masifunde Learner Development – Changemaker Programme

Based on a presentation by Andisiwe Mbelakane, Masifunde's Changemaker Network Coordinator

Masifunde Learner Development, a civil society organisation (CSO) in Nelson Mandela Bay Municipality, has a learner-led programme called "The Changemaker Network" that works with 180 learners across 45 schools. The aim of the programme is to build resilience and capacitate youth to be the active agents of the change they want to see in their schools and communities without waiting for external factors. They work with the learners on different social topics including the issues of violence, crime and bullying. This is done through interventions such as workshops and trainings on life skills and relevant social topics, as well as social assistance. Part of the programme is undertaking participatory school safety audits using mapping. Unsafe areas are identified by the learners so that they can be aware of their surroundings and strive to come up with constructive solutions to create a safe and conductive school environment. Masifunde also strives to work with the whole of the school community and different stakeholders to encourage reporting and addressing the issues. In this way, the youth become the agents of their own change, rather than recipients of services or support.

Project Empower – Working with men to prevent violence

Based on a presentation by Sivuyile Khaula, Programmes Manager

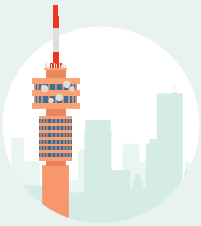
Project Empower, based in Durban, is working with young people to prevent violence against women. Their work with young men seeks to better understand the experiences and the social circles that shape young people's lives, including the violence perpetuated by men. To do this, they have identified social networks in young men's lives including their family, community, children, friends, girlfriends and the mothers of their children. These networks are important and the programme is focused on understanding these various

networks and how it affects young men on an individual level. This is based on reflections and learnings from previous one-on-one work where "at the end of the day, they [young men] return to their social networks where certain behaviours are normalised meaning no change has happened". Subsequently these social networks hold the key to change social norms and, in the long term, a sustained behaviour shift to reduce violence perpetration by men.

City of Tshwane – Public Employment Programme: a community safety project

Based on a presentation by Charmaine Sutil, Functional Head: City of Tshwane Metro Police

The City of Tshwane, through the expanded public works programme (EPWP), undertook a project that employed 31 people to be safety ambassadors in communities and undertake safety audits during the 2021/22 financial year. The selection was done through a lottery draw system whereby registered candidates are randomly selected. The individuals were trained in community safety planning which included an orientation on what risk and protective factors. The ambassadors were then sent into communities with a safety audit templates to conduct voluntary interviews. Questions included aspects relating to spatial factors and environmental design elements that contribute to an environment of risk such as the presence of lighting, long grass, childhood development facilities or youth recreation spaces etc. The project went well and ran for 6 months. The city will be running the programme for a second time, commencing in December 2022 with a target of 1,040 individuals acquired through the EPWP. The information from the safety audits will be utilised to develop a safety plan for inclusion into the Integrated Development Plan. The Safety Plan will be used to map out exactly what is missing or should be addressed to enhance local safety. This intervention highlights the potential to shift the system and enable needed skills and economic opportunities (employment) while gathering an understanding of the context.



eKhaya Neighbourhood Improvement Programme

Based on a presentation by Bafikile Mkhize, Urban Manager

Hillbrow, a neighbourhood in Johannesburg's inner city, has been in a state of decline since Apartheid. Many people had moved out of the area, including investors, leaving it empty and vulnerable. Between this and mismanagement of buildings it became a place of grime and crime including mugging, rapes, illegal dumping and no safe spaces for children to spend their time.[28] In 2004 the eKhaya Neighbourhood Programme was established to combat these issues through two landlords in the area, the Johannesburg Housing Company (JHC) (a not-for-profit Social Housing Institution) and Trafalgar Properties (a for-profit landlord and management agent).[29] Interventions included the expansion of the 'Bad Boyz' security company who were tasked to patrol the streets and assist with supplementary clean-up of the area. Building owners are asked to pay a levy, currently R45 per unit, towards this service.

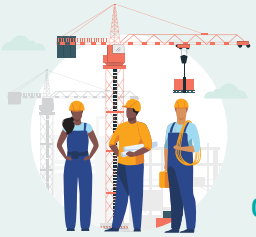
Subsequently, partnerships were formed with stakeholders including the City of Johannesburg, NGOs and civil society through which service delivery has been improved and activation initiatives in public spaces which promoted social cohesion have been conducted. This in turn contributed to reducing the overall crime rates of the area. Today, it has become a popular story of how together, through community participation and mobilisation, the partnerships and the programme took a rundown area in Johannesburg and turned it into a thriving neighbourhood, thereby highlighting the importance of working with different stakeholders to improve a particular space or area.

South African Cities Network

Based on a presentation by Nicolette Pingo, Programme Manager: Inclusive Cities

The South African Cities Network (SACN) is undertaking a piece of work to understand the common indicators for spatial transformation at a city level. By examining key international and South African policies and frameworks for targets and

indicators. This work will inform cities efforts to harmonise evaluation and reporting. The process is highlighting what data is collected, what is actually used and how progress is measured. The process is also highlighting the vast amount of information that is collected by the cities. Two key lessons emerging are the value of data collected "from the bottom up" and the lack of central platforms to share emerging data. The project is informed by earlier SACN work titled "Rules of the game" which looked at the alignment between practice and how practitioners are accesses and evaluated – which highlighted ongoing issues of siloed work. Working towards shared targets is a first step in working towards true integration in which a system is ordered, dynamic and complex. This initiative highlights the importance of working with the structures that regulate and define the context in which the stakeholder exists and implements.



DAG: Contractor Development Agency and the Township Development Forum

Based on a presentation by Kamogelo Shika, Project Officer

In 2011 the Development Action Group (DAG), a Cape Town based NGO, worked with emerging contractors in Khayelitsha as a developer for the Western Cape. Through this work, enhanced homes were delivered and DAG became aware of a number of emerging contractors, some of whom weren't registered, who critically needed skills including soft skills that included reading plans and business administration. They decided that in order to meet these needs and build capacity, they would develop the Contractor Developer Academy (CDA) for contractors in Cape Town. In the years since, DAG has noticed an increasing number of backyard and self-built rental homes with limited or no plans. As a result, the CDA focuses on building the capacity of developers that contribute to the housing market through tailor-made trainings and mentorship offered according to identified capacity gaps. One of the critical issues was the delay in the approval of building plans. To combat this, in 2020 the CoCT introduced incentives to support this sector, such as introducing prototypical plans. Recognising that the CDA is not a developer, the DAG CDA worked with developers to

establish Township Developers Forum (TDF) for collective bargaining purposes and engaging with the CoCT. In this way, the CDA works as a go between for the City of Cape Town and the micro-developers to support both the work being done by the community and the work being done by the city. The CDA and TDF have also been mechanisms for prototyping and innovation and highlighted some of the existing challenges. Together they work to address issues including interfering parties, collective engagements and communication, and limited knowledge and understanding of rights and responsibilities by landlords and tenants.

Successes of this initiative include CDA emerging contractors from the trainings securing work opportunities and micro-developers contributing to combating the housing crisis. Additionally, the recognition of this contribution and the subsequent political support to the sector. When the TDF was established members were added by word of mouth and a stakeholder map. That helped to ensure that they were "bringing the right people into the room" while also having accountability and encouraging transparency between groups. CDA and the TDF is recognized both in enabling access for micro-developers and emerging contractors but also in meeting the immediate need of providing more homes – more potential safe spaces. Highlighting the value of an approach which is responding to a need and adapting over time in a process that is led and owned by the members will help encourage sustainability.

Key lessons

Violence and crime are systemic and complex. Rather than overwhelming, this is an opportunity to intervene from different entry points and integrate safety.

A systemic approach to violence and crime prevention shows us that reactive responses are not enough. We need to include preventative action and strengthen protective factors if we are to stem violence and crime in South Africa. For those interventions to be meaningful and sustainable they need to be community-centred and community-driven.

Five key lessons about conceptualization and implementation have been highlighted through this process:

1 **Safety is not created only by those who work in safety.** Rather, it is created by all those who contribute to a system in which safety is increased and risks and vulnerability are reduced. An example of this is how early childhood development programmes help to keep children physically safe and provide for their emotional and intellectual development. They also give their caregivers (often women) an opportunity to engage in livelihood generation without having to focus on the care of their children. Traditional security responses alone are not sufficient. There is a need to include preventative measures that reduce or stem violence and crime. This can only be enabled through an integrated system approach to violence and crime prevention in which different points of intervention and protective factors (directly or indirectly) align with risk factors.

2 **Acting in the interest of the community means acting with the community.** Community-driven and community-centred violence and crime prevention interventions are the most powerful in creating sustainable actions that increase well-being and urban safety.

3 **Evidence is the foundation for effective action.** This means using an evidence-informed approach to understand the nuances of the area and ensuring that methods of data collection are participatory and include all relevant and affected stakeholders leading to evidence-informed decicision and policy making.

4 **Reflection, openness to new insights or other perspectives and feedback loops are essential** – put differently: "make space to learn more". This can be in the project life cycle through regular critical reflections. The feedback loops show respect for the community and project teams' time and effort and are critical in building trust. It can also be by engaging with colleagues through processes and structures such as CoPs. CoPs are spaces where practitioners from different contexts, organisational settings and disciplines can exchange knowledge and reflect on their work.

5 **Finally, "Start today, and start how you can".** This is a call to not wait until you have every resource but to start today and work incrementally with what you have. Incremental change can be more sustainable as it allows for more adaptation as more and new information becomes available. While large systemic change is needed, smaller catalytic interventions can have large impact.

SPRINT Champions participating organisations

Organisation	Name	Surname
Centre for the Study of Violence & Reconciliation (CSVR)	Boikanyo	Moloto
Cornerstone Economic Research	Carmen	Abdoll
Department of Cooperative Governance (DCoG)	Marvelous	Maluleke
Department of Cooperative Governance (DCoG)	Winnie	Mabunda
Development Action Group (DAG)	Kamogelo	Shika
eThekwini Municipality (Safer Cities Unit)	Nomusa	Shembe
Gender-Based Violence Monitor South Africa	Omogolo	Taunyane-Mnguni
Global Affairs Canada	Marinda	Weideman
Global Affairs Canada	Musawenkosi	Tshuma
GIZ Violence and Crime Prevention	Johanna	Tyrakowski
GIZ Violence and Crime Prevention	Terence	Smith
GIZ Violence and Crime Prevention	Thomas	Hellmann
GIZ Violence and Crime Prevention	Tlholohelo	Mokgere
Gun Free South Africa	Marlene	Matlala
Gun Free South Africa	Sikhumbuzo	Mokwena
Hillbrow eKhaya Improvement District	Bafikile	Mkhize
Isandla Institute	Inger	Harber
Isandla Institute	Mirjam	van Donk
Isandla Institute	Rishqa	Brown
King Sabata Dalindyebo Local Municipality	Ndumiso	Sapepa
Masifunde Learner Development	Andisiwe	Mbelekane
Municipal Infrastructure Administration	Nontuthuzelo	Maquze
National Department of Human Settlements (NDHS)	Hayley	McKuur
NICRO	Palesa	Mokoena
NICRO	Tinyiko	Makhubela
Planact	Chelsea	Ndlovu
Project Empower	Sivuyile	Khaula
Sol Plaatje Municipality	Sobuza Moss	Mathebula
South African Cities Network (SACN)	Nicolette	Pingo
South African Local Government Association (SALGA)	Nozibele	Makanda
South African Local Government Association (SALGA)	Ugeshni	Naidoo

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South African Local Government Association (SALGA)	Zweli	Sibuyi
Tshwane Metro Police	Charmaine	Sutil
Tshwane Metro Police	Sean	Bolhuis
Western Cape Department of Health	Nicolette	van der Walt
Western Cape Department of the Premier	Gwen	Dereymaeker

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