

from: **Mathe A - Colonel** <MatheA@saps.gov.za>  
to: Lenina Rassool  
cc: "Head:Communication and Liaison:Head Office:Peters M - Maj Gen"  
<PetersM@saps.gov.za>,  
Themba Lirandzu <ThembaLirandzu@saps.gov.za>  
date: Jun 6, 2022, 10:07 AM  
subject: Re: Media Enquiry: GBV Desks - 18 March 2022

On Mon, Jun 6, 2022 at 10:07 AM Mathe A - Colonel <[MatheA@saps.gov.za](mailto:MatheA@saps.gov.za)> wrote:

Good day Lenina

Thank you for the opportunity to respond and we humbly apologize for the delays.

Regards

Colonel Athlenda Mathe

3.1 **Question 1:** What is the purpose of the GBV desks and what does the practical implementation look like for a victim of GBV crime? Are victims/survivors able to request access to the GBV desk on arrival at the police station?

**Response:** GBV desks are established in order to ensure victims of sexual offences, domestic violence and trafficking in persons receive victim-friendly services and to improve GBV case management. This involves ensuring that the victim's statement is taken in private, investigations initiated, necessary processes served on the respondent (eg tracing and tracking of respondents to domestic violence protection orders that courts have indicated the police should serve), facilitation of the provision of feedback on the case status and referral to other services needed that are available within the precinct (surrounding area). This includes being assisted to have access to health services (eg HIV testing for rape victim), shelters and psycho-social support within the precinct, should these be required. GBV desks are also required to clarify the role of the South African Police Service (SAPS) in the provision of services to victims of GBV related crimes in the chain of services within the criminal justice system. It is intended that victims should be able to access services on enquiry at the front desk – also known as the Community Service Centre (CSC).

3.2 **Question 2:** Has there been any concrete feedback/study results on the effectiveness of GBV desks between November 2020 and currently, within the areas and stations where it had already been implemented?

**Response:** The work study report was completed and approved by the former National Commissioner on 27 September 2021. The pilot was initiated with the establishment of GBV desks and it is expected that concrete results on lessons learnt and sound practices should be available

after 30 June 2022. It is possible that the implementation of these desks may not be operating as effectively as they should as this is a new initiative. Adjustments will be done after the first evaluation depending on the findings.

3.3 **Question 3:** How many GBV desks are currently installed at police stations and is SAPS still on track for all GBV desks to be installed by 31 March 2022?

**Response:** 1094 out of 1155 police stations have already established GBV desks around the country.

3.4 **Question 4:** Can you confirm whether the police officers stationed at the GBV desk did indeed receive training by the FCS and NPA on taking statements or whether this will still happen? And in reference to question 1 above, whether this means that victims/survivors of GBVF will be referred to the GBV desk or can ask for the GBV desk when reporting crimes of GBVF?

**Response:** All functional members are trained in statement taking during their basic training. All cases will be reported from CSC and victims will then be channelled to the desk accordingly. As this is a pilot, we are in process to provide clear signage for desks.

3.5 **Question 5:** Whether the GBV desk will also be dealing with complaints against police about the treatment of victims/survivors of GBV and/or it is foreseen that the GBV desk will affect/address/reduce complaints made against the police in these circumstances and if so, how?

**Response:** It is foreseen that complaints will be reduced and services to clients will be improved. If members of the public are not satisfied they will have the right to report their complaints to the Station Commissioner and/or the service complaints number.

3.6 **Question 6:** Can you confirm that this number is for complaints against the police in GBV cases and active? The Minister also said that a SAPS directory with all numbers should be available at every police station. Can you confirm or comment on whether this is so.

**Response:** The 0800 333 177 number is currently active and is the SAPS service complaints number which deals with all service related complaints including complaints against police officials. Members are also free to call the Independent Police Investigative Directorate (IPID). Numbers of the station management and other relevant role-players such as the Community Police Forum (CPF) will be available in the Client Service Centre (CSC). The SAPS telephone directory is available on the intranet.