



mandela bay  
DEVELOPMENT AGENCY  
RENEW • REVIVE • INSPIRE

SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING  
• HELENVALE • PORT ELIZABETH • SOUTH AFRICA

GOOD  
Story  
HOOD

*We have a good story to tell (2011-ongoing)*



We would like to highlight and honour the efforts and contributions of Ward 13 community members that work hand-in-hand with the **Mandela Bay Development Agency (MBDA)** on the **Safety and Peace Through Urban Upgrading (SPUU)** programme co-financed by Kreditanstalt für Wiederaufbau (KfW) and Nelson Mandela Bay Municipality (NMBM) in Helenvale.

**HELENVALE WARD 13**

**SAFETY AND PEACE  
THROUGH URBAN  
UPGRADING**



# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING  
• HELENVALE • PORT ELIZABETH • SOUTH AFRICA



mandela bay  
DEVELOPMENT AGENCY  
RENEW • REVIVE • INSPIRE

www.mbda.co.za

# GOOD Story HOOD



## SPUU MBDA | HELENVALE, NELSON MANDELA BAY MUNICIPALITY

The SPUU Programme aims to improve the quality of life of the residents of Helenvale through the reduction of crime and violence.

This can be achieved through five component interventions namely safety in public spaces, safety in schools, improved perspectives of youth, reduction in domestic violence and improvement in living space.

Helenvale is a community that was created by the Apartheid-era forced removals with:

**75%** unemployment

**80%** of residents living in informal dwellings

**22%** of households experienced violence in 2016

Helenvale has a population of over 21,000 people. The community faces some of the highest crime rates in the municipality, with an average ten year homicide rate of 65 per 100 000.

In 2011, the SPUU programme initiated a feasibility study and found that the community was:

**70%** under the age of 35

**13%** education attainment

The study also found:

- Strong social cohesion;
- Low trust in public information or confidence in their leadership;
- Strong talent in music, performing arts and sports; and
- High crime and victimisation levels.

### WHY IS SOCIAL COHESION IMPORTANT TO VIOLENCE AND CRIME PREVENTION?

Social cohesion is the level of social integration and inclusion in communities and society. Research has found a possible link between community cohesion and lower levels of fear, even where there are high levels of crime and victimisation. Trusting our neighbours can help us to feel safer.

In 2013, SPUU MBDA began a youth dialogue programme to provide young people with more information about life skills and social issues. But the team soon realised that women in Helenvale were also keen to stay informed and come together through dialogues; therefore, a women's dialogue group was established.

The dialogues are a women-led, non-hierarchical, informal space for women from Helenvale to learn about SPUU and to plan events and group-run programmes that focus on women's issues.



The SPUU Social Facilitator supports the group's cohesion, empowerment and knowledge of options.

The group hosts different programmes focusing on different "strata" of women from Helenvale, from teen to elderly. The group is an effective way for SPUU MBDA to reach sectors of the community that may otherwise be difficult to reach.





Non-Hierarchical Leadership  
 Organic group processes

**RESULTS**

12-15 Consistent members who are "always ready to roll up their sleeves".

Committed members: the women's group has consistently met every Thursday for the past five years.

**OUTCOMES**

The women have gained self-confidence and skills, even in a context of domestic violence. The group now independently designs its own programmes.

Training programmes have led to employment.

The women in the group speak up for themselves and speak "truth to power".

The women in the group offer peer support to one another.

The women completely own the group; it will continue when the SPUU programme is finished.

**WHY REPLICATE THIS INTERVENTION?**

The IUDF 2016-2019 Implementation Framework mandates that municipalities involve communities in implementation and monitoring of projects. The Eastern Cape Department of Safety and Liaison Provincial Safety Strategy 2016-2020 calls for community-based activities that are locally appropriate, feasible, affordable, successful, and able to be evaluated.

The Implementation Framework for the 2016 White Paper on Safety and Security calls for all spheres and levels of government to capacitate communities, especially women, "to participate in planning, design and implementation of interventions." The Integrated Social Crime Prevention calls on all municipalities to "mobilise community support for the implementation of the integrated SCP strategy."

# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING

• HELENVALE • PORT ELIZABETH • SOUTH AFRICA

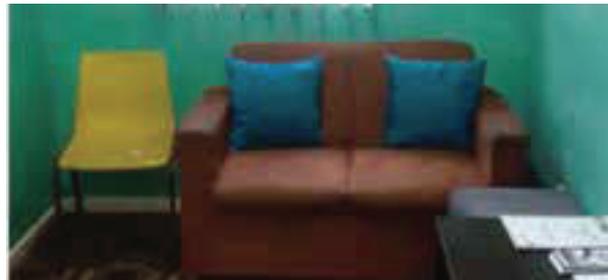


mandela bay  
DEVELOPMENT AGENCY

RENEW • REVIVE • INSPIRE

www.mbda.co.za

# GOOD Story HOOD



## COUNSELLING ACCESS POINTS

### SPUU MBDA | HELENVALE, NELSON MANDELA BAY MUNICIPALITY

This community faces high crime and victimisation levels, with

**2x** the national  
homicide rate

**3x** the national assault and  
robbery rate

**4x** the national attempted  
murder rate

In 2015, SPUU MBDA coordinated a variety of services, including government, psychological and youth support services, which could be accessed at the Helenvale Resource Centre, located centrally in Helenvale. However,



The area in which the Resource centre was built is a conflict zone overlapping with several gang territories.

After several months, gang violence began disrupting services and making the centre inaccessible. By 2017, DSD and other service providers had stopped working in the centre, and services were discontinued.

In March 2017, SPUU relocated victim support services to counselling access points (CAPs) at four schools:

- Bayview Primary School
- Gelvendale High School
- Helenvale Primary School
- Hillcrest Primary School

These new spaces of victim support were first housed in shipping containers on school property and then moved into classrooms that allowed for privacy, access to the community, and little disruption to learning.



CAPs are run by local volunteers and community-based service providers.

The volunteers were sourced from SPUU's employment database and selected through an intensive and transparent interview process.



Volunteers underwent rigorous training on social services norms and standards.

The volunteers provide psychological support to community members, with management support from White Door Centre of Hope. The volunteers are paid a stipend (as per the DSD rate). They are mentored by Voice for the Voiceless on

- Professional development,
- Operational social service support and
- Governance and management of NPOs.

#### WHY PARTNER WITH SCHOOLS?

When the Helenvale Resource Centre became too unsafe to provide victim support services, schools became the most accessible hubs of safety in the community.

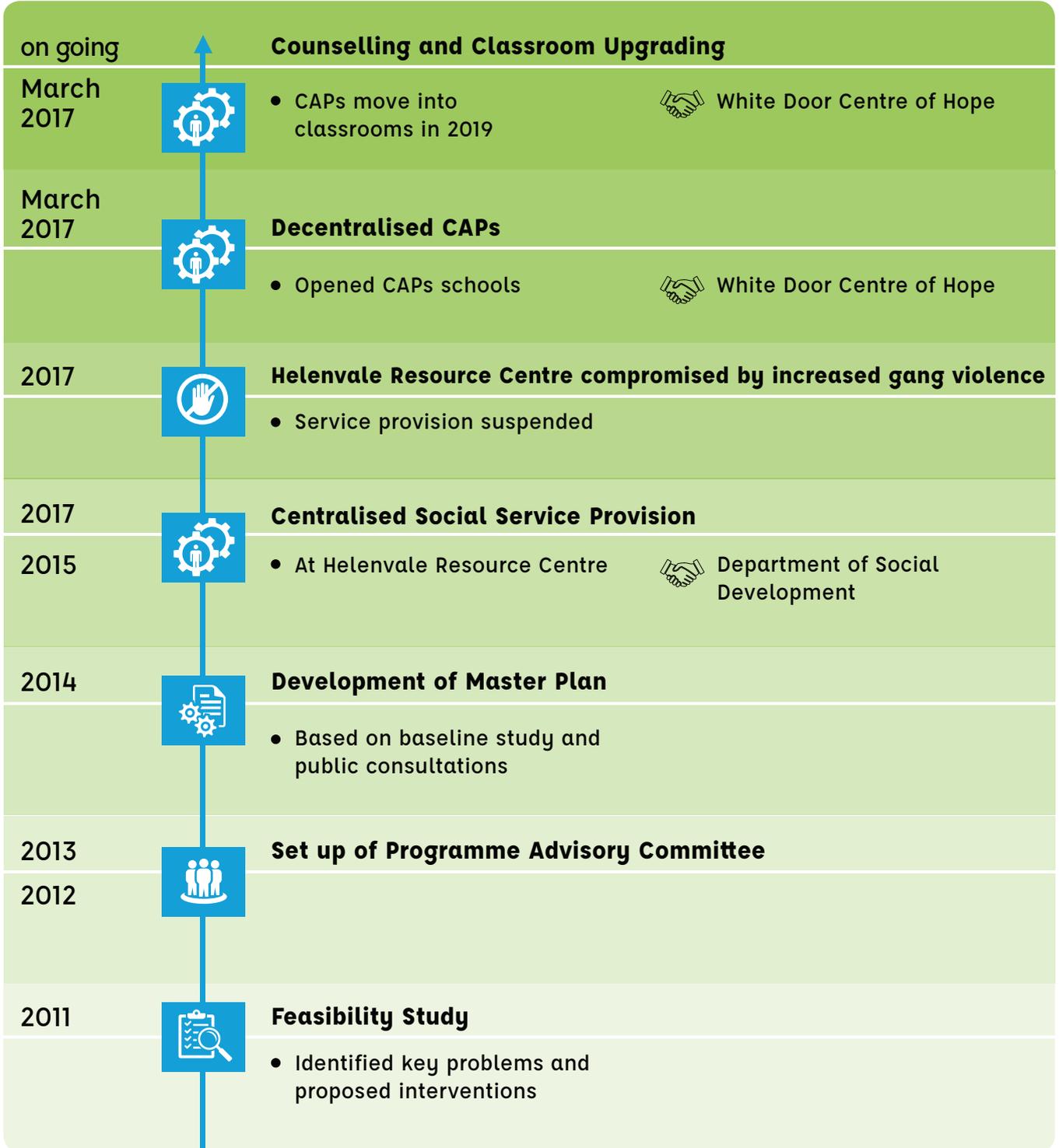
Now, community members know where they can go for counselling in the absence of government services. These locations are also safe for survivors of domestic abuse to receive counselling without raising suspicions that could jeopardise their safety; for example, mothers can access the service at the school where their children attend, without having to explain their presence at the school.



SAFETY AND PEACE THROUGH URBAN UPGRADING  
• HELENVALE • PORT ELIZABETH • SOUTH AFRICA



www.mbda.co.za



- Asset-Based Approach
- Creative Problem-Solving
- Volunteers from Helenvale
- Shipping Containers

# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING

• HELENSVALE • PORT ELIZABETH • SOUTH AFRICA



mandela bay

DEVELOPMENT AGENCY

RENEW • REVIVE • INSPIRE

www.mbda.co.za

# GOOD Story HOOD

## RESULTS

Average monthly caseload of all four CAPs for January through September 2019, disaggregated by sex:



Female victims



Male victims

Domestic Violence	10	4
Physical Abuse	1	2
Emotional Abuse	10	8
Financial Elderly Abuse	1	1
Financial Abuse	3	1
Financial Child Abuse	less than 1	less than 1
Child Neglect	less than 1	less than 1

## OUTCOMES



Accessibility of safe counselling spaces achieved

## GREATEST ACHIEVEMENTS



Volunteers easily adapted to counselling roles



Pro-actively responding to needs presented in classrooms



Partners collaborate effectively, with MBDA serving as mediator

## FUTURE GOALS



Improved management and governance of CAPs



Completion of mentorship programme, which is key to sustainability of White Door Centre of Hope & Safer Schools Partnership

### WHY REPLICATE THIS INTERVENTION?

The **Implementation Framework for the 2016 White Paper on Safety and Security** calls for SAPS, CSPPS and DSD to reduce barriers victims face to reporting and accessing services. It also calls on SAPS, DSD and provincial safety departments to create accessible, community-based psychological support service portals.

The **National Strategic Plan on Gender-Based Violence Shadow Framework** calls on DSD to increase funding to NGOs providing psychosocial services which would be under its own mandate and to expand training for front-line rape responders.

# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING  
• HELENVALE • PORT ELIZABETH • SOUTH AFRICA



www.mbda.co.za

# GOOD Story HOOD

## HELENVALE YOUTH SKILLS DEVELOPMENT

### SPUU MBDA | HELENVALE, NELSON MANDELA BAY MUNICIPALITY

With a large proportion of young people, the Helenvale population faces many risk factors for youth violence. In particular, the community struggles with:

- 70%** of the population being younger than 35
-  Lowest matriculation rate in the municipality (less than 10%)
-  Lack of employable skills
-  Perception of Helenvale as crime-prone stigmatises youth and prejudices potential employers

**40%** unemployment rate for people between 15 and 35

In 2014, a baseline study identified the above as risk factors for:

-  high crime and victimisation levels

The study indicated a need for **youth skills development** and business support in Helenvale.

#### SPUU MBDA partnered with:

-  Leap Entrepreneurial Development, to implement youth services in Helenvale
-  Eastcape Training Centre (ETC), to provide accredited skills development programming



#### WHY YOUTH SKILLS DEVELOPMENT?

**Youth skills development** prepares young people to meet the challenges of adolescence and adulthood and to achieve their full potentials.

Youth development is promoted through activities and experiences that help youth develop social, ethical, emotional, physical, and cognitive competencies. Youth programmes integrate academic training and **skills development** with social action, leadership development and personal transformation.

The aim is to provide youth with alternative options to the social and economic attractions associated with gangsterism and crime, such as employment opportunities.



Skills training and career guidance was provided by ETC.



Career day at Hillcrest Primary School.

# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING

• HELENVALE • PORT ELIZABETH • SOUTH AFRICA

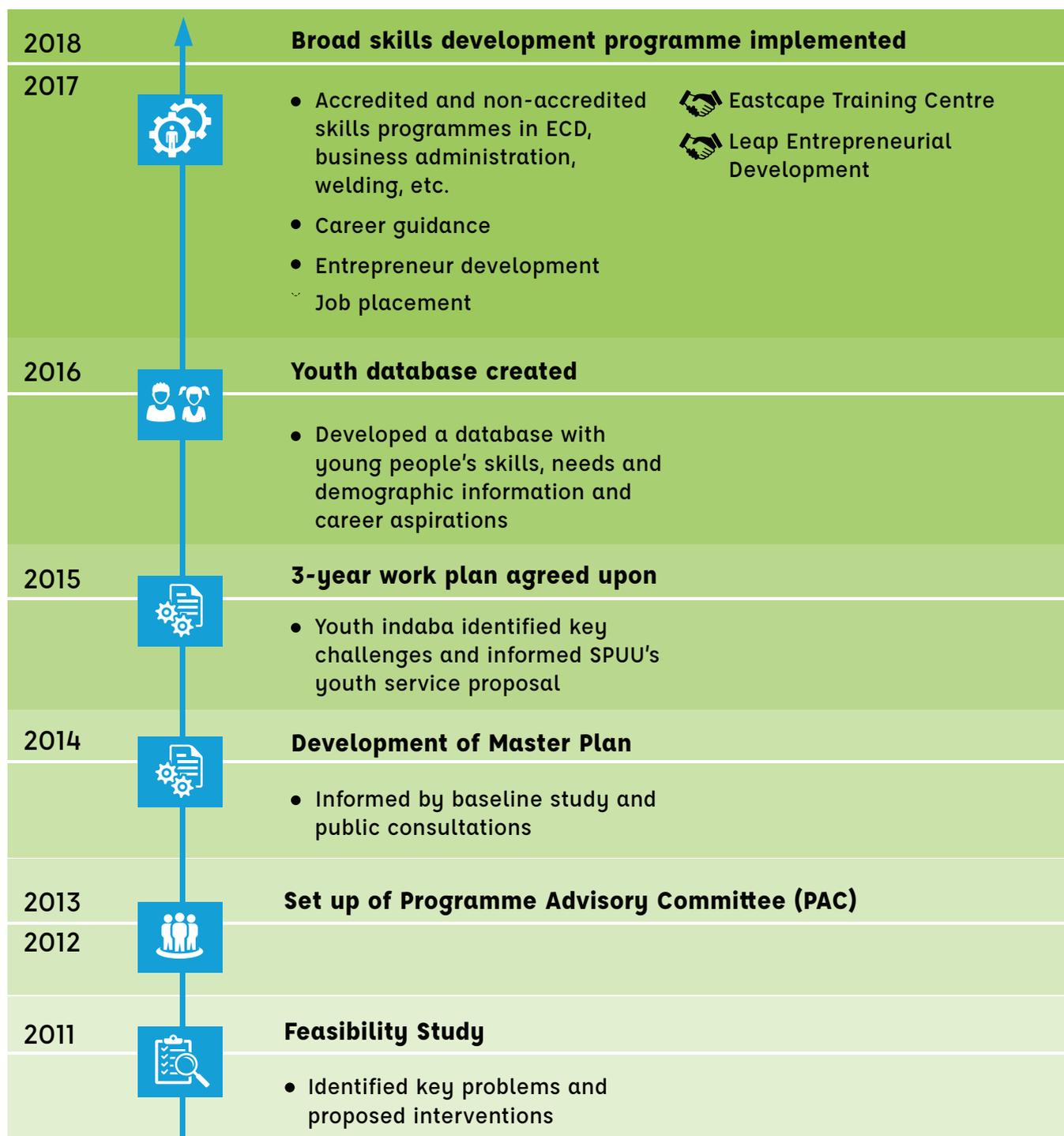


mandela bay  
DEVELOPMENT AGENCY

RENEW • REVIVE • INSPIRE

www.mbda.co.za

# GOOD Story HOOD



Training Service Providers

Employment Database

Addressing Barriers to  
Participation

# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING

• HELENVALE • PORT ELIZABETH • SOUTH AFRICA



mandela bay

DEVELOPMENT AGENCY

RENEW • REVIVE • INSPIRE

www.mbda.co.za

# GOOD Story HOOD

## RESULTS

**50+** Youth have been accredited or started their own businesses.

## OUTCOMES



Youth directly engaged and made their voices heard.



Graduation and certification days instil a sense of pride, optimism and achievement in the community.

## GREATEST ACHIEVEMENTS



Despite initial community contestation, the programme was accepted and implemented.



Government and private sector budget for skills training was unlocked.

## FUTURE GOALS



Phase 2 of Youth Service contract (2019-2021).



Launch of the MBDA 5-Year Helenvale Youth Development Strategy 2020-2025.

## WHY REPLICATE THIS INTERVENTION?

The **2016 White Paper on Safety and Security** calls for targeted economic development in neighbourhoods and places considered 'unsafe.'

The **National Development Plan** calls for an expanded system of further education and training that offers clear and meaningful opportunities for young people.

The Nelson Mandela Bay **Integrated Development Plan** stipulates the need to deliver well-planned initiatives that enable economic opportunity, competitive advantage, access to skills and feelings of safety.



Gelvandale High School learners at a Career Expo at the Helenvale Resource Centre.

# SPUU

SAFETY AND PEACE THROUGH URBAN UPGRADING  
HELENVALE • PORT ELIZABETH • SOUTH AFRICA



www.mbda.co.za

# GOOD Story HOOD



## SAFE HOME-TO-SCHOOL ROUTES

SPUU MBDA | HELENVALE,  
NELSON MANDELA BAY MUNICIPALITY

Child mortality rates Helenvale are high, in part because young children often get caught in the crossfire when gang violence occurs and older children are at risk of gang involvement.

In 2014, the SPUU programme identified the need for learners to have safe routes when walking home from school. Three routes, selected based on priorities for pedestrians, with child-friendly themes were designed for safe access to and from school along the most used routes affected by gang violence in the neighbourhood.



### HOW CAN WE WORK WITH SMMES?

In order to succeed, this project requires the cooperation of **Small, Medium and Micro Enterprise Businesses (SMMEs)** in a gang- and violence-affected areas.

This cooperation began with community meetings to identify SMMEs and to begin negotiating ahead of tender development. Now, a dedicated project leader ensures that:



Funding is ring-fenced for risk mitigation



Tender documents satisfy both SMME and project needs



Skills are transferred to SMMEs



Peace between gangs is maintained



Relationships between contractors and SMMEs are strong



Local labour recruitment is fair and equitable

### Partnerships throughout the project:

-  Northern Areas Development Initiative
-  Contractors
-  Ward Councillors



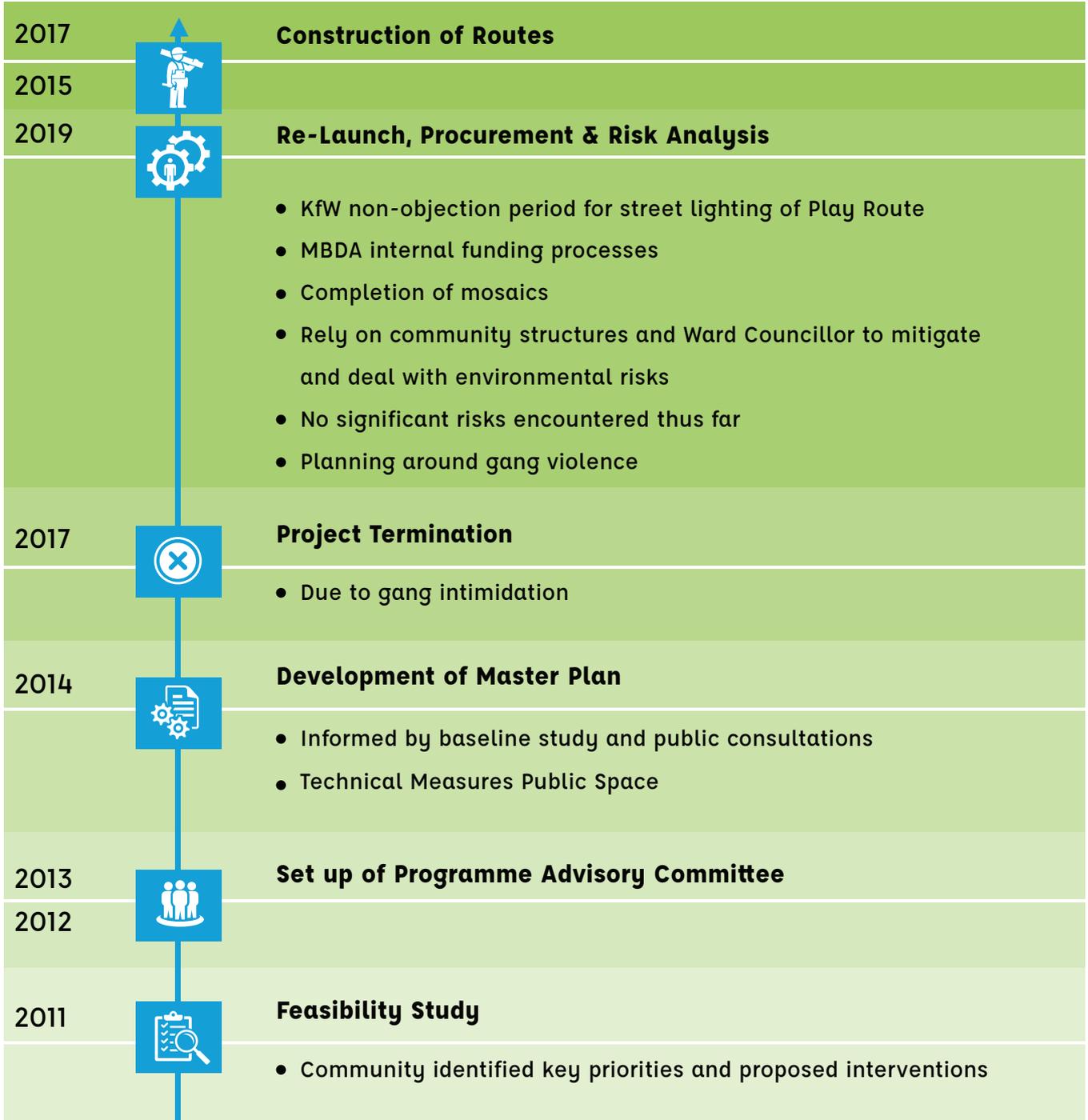
Helenvale residents created mosaics on the routes.



SAFETY AND PEACE THROUGH URBAN UPGRADING  
• HELENVALE • PORT ELIZABETH • SOUTH AFRICA



www.mbda.co.za



- Community Ownership
- Community Delivery of Services
- Situational Violence Prevention

**SPUU**

SAFETY AND PEACE THROUGH URBAN UPGRADING

• HELENVALE • PORT ELIZABETH • SOUTH AFRICA



www.mbda.co.za

**GOOD  
Story  
HOOD**

## RESULTS



Poetry authored by learners



Public art mosaics were created by Helenvale learners, with training from an artist

## OUTCOMES

It is too early to know the impacts of this project yet.

## GREATEST ACHIEVEMENTS



Two major, rival gangsters negotiated at the same table four times and promised to protect the project.

## FUTURE GOALS



Appoint the preferred bidder



Complete the Play Route Project



Integrate with Walking Bus activity to promote the use of the safe routes

## WHY REPLICATE THIS INTERVENTION?

The **IUDF 2016-2019 Implementation Framework** calls on DCoG, DSD, and municipalities to facilitate social compacts for upgrading informal settlements.

The **Implementation Framework for the 2016 White Paper on Safety and Security** calls on:

- SAPS, DSD, and provincial-level safety departments to instil safety through the environmental design of public spaces and human settlements.
- Municipalities to sustain participation in spatial planning and design and to promote safe environments.

The **National Development Plan** and the **2000 Municipal Systems Act** mandate municipalities to consult communities on spatial planning.

The Eastern Cape Department of Safety and Liaison **Provincial Safety Strategy 2016-2020** envisions the use of situational crime prevention in community safety efforts.

The **Gauteng Safety Strategy 2014-2019** and the **City of Joburg's Growth and Development Strategy (GDS) 2040** envision meaningful community participation and citizen empowerment in crime prevention.

**Sustainable Development Goal 11.7** calls for universal access to safe, inclusive and accessible public spaces.