



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Victim empowerment services through developmental social work: the case of Ikhaya Lethemba

by

Olinda Vimbai Runganga

**A mini-dissertation submitted in partial fulfilment of the
requirements for the degree**

MSW Social Development and Policy

**in the Department of Social Work and Criminology
at the University of Pretoria, Faculty of Humanities**

Supervisor: Professor Antoinette Lombard

November 2017

DECLARATION

I, **Olinda Vimbai Runganga**, declare that, “**Victim empowerment services through developmental social work: the case of Ikhaya Lethemba**”, is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

A handwritten signature in dark ink, consisting of a series of loops and a trailing flourish, positioned above a horizontal line.

SIGNATURE

November 2017

DATE

ACKNOWLEDGEMENTS

The journey of undertaking this study has been long and challenging, but by the grace of God I have made it to completion. I would like to thank a few people who made it possible for me to pull through.

Firstly, I would like to thank the Almighty God for giving me strength, even on the verge of giving up. He kept on reminding me that “I can do all things through Christ who gives me strength” (Philippians 4:13, Berean Study Bible).

Secondly, I would like to appreciate my Supervisor Professor Lombard for her guidance, mentorship and intellectual input. I am highly honoured to have learnt from the best. Without you Prof, I would not have produced such quality work.

Thirdly, I give much thanks to my husband, John, for his undying support and patience when I had no time to spare for him whilst working on this study.

Fourthly, all gratitude goes to my mother, Melania, for believing in me and constantly reminding me that I am not destined for failure.

Fifthly, to my two sons, Munenyasha Caleb and Munenishe Joshua, I say thank you! You gave me a reason to study hard and set a standard for you.

Finally, I am extremely thankful to the team at Ikhaya Lethemba. Without you, this study would not have been a success. You made it all possible.

ABSTRACT

Title: **Victim empowerment services through developmental social work: the case of Ikhaya Lethemba**

Student: **Olinda Vimbai Runganga**

Supervisor: **Prof Antoinette Lombard**

Department: **Social Work and Criminology**

Degree: **MSW Social Development and Policy**

The advent of democracy in South Africa brought a paradigm shift towards a developmental approach for social welfare (RSA, 1997), including victim empowerment services. The government of South Africa established the Victim Empowerment Programme (VEP) in 1998. In 2004, the Cabinet of South Africa adopted the Victims' Charter (2004) which recognises the importance of the role and rights of victims in crime prevention and addressing the effects of crime in a manner that is empowering to the victim. Since victim empowerment services have to be aligned to the developmental approach, social workers must ensure that the services to victims are rendered developmentally.

The goal of the study was to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba.

The exploratory study used the qualitative research approach. The research design was collective case study. The sample was drawn purposively and participants included ten social workers, five managers and three supervisors. Data was collected from managers and supervisors through one-on-one interviews and focus group discussions were used to collect data from social workers. Both interviews were guided by semi-structured interview schedules

The findings of the study indicate that Ikhaya Lethemba has made a shift to rendering victim empowerment services from a developmental approach. The services at Ikhaya Lethemba are in alignment with the key themes and principles of the developmental approach. However, challenges that impact on comprehensive developmental victim empowerment services include gaps in understanding the development approach, as well as skills development programmes and internal procedures that restrict victims empowerment on both social and economic levels.

The study concludes that the lack of a comprehensive understanding of the developmental approach, the failure to align victim empowerment services to the strength based perspective, and the absence of clear internal policies in service delivery of VES influences the rendering of victim empowerment services from a developmental approach.

The recommendations include the need for revision and reinforcement of internal policies in rendering developmental victim empowerment services; training of social workers, supervisors and managers on the developmental approach, and revisiting the requirements of skills development programmes.

KEY WORDS

Developmental approach

Developmental social work

Domestic violence

Victim

Victim empowerment

Victim empowerment services

Table of Contents

DECLARATION.....	i
ACKNOWLEDGEMENTS	ii
ABSTRACT	iii
LIST OF TABLES.....	vii
 CHAPTER ONE	
INTRODUCTION AND ORIENTATION OF THE STUDY	1
1.1 Introduction	1
1.2 Theoretical framework.....	4
1.3 Rationale and problem statement	4
1.4 Goal and objectives.....	5
1.4.1 Goal of the study	5
1.5 Research methodology	6
1.6 Division of the research report	7
 CHAPTER TWO	
LITERATURE REVIEW	8
2.1 Introduction	8
2.2 Principles of the developmental approach applicable to victim empowerment services.....	9
2.3 Key themes of the developmental approach applicable to victim empowerment services	16
2.4 Obstacles in rendering victim empowerment services developmentally.....	25
 CHAPTER THREE	
RESEARCH METHODOLOGY, EMPIRICAL STUDY AND FINDINGS	29
3.1 Introduction	29
3.2 Research Methodology	29
3.2.1 Research approach.....	30
3.2.2 Type of research	30
3.2.3 Research design	30
3.2.4 Research methods.....	30
3.2.4.1 Study population and sampling	31
3.2.4.2 Data collection	31
3.2.4.3 Data analysis	32

3.2.4.4	Organising and preparing data for analysis.....	33
3.2.4.5	Reading through all data.....	33
3.2.4.6	Coding.....	33
3.2.4.9	Validity and trustworthiness of data.....	34
3.3	Pilot study	35
3.4	Ethical considerations	35
3.6	Limitations of the study	37
3.7	Empirical findings.....	38
3.7.1	Biographical information of participants	38
3.7.2	Themes and sub-themes	40
3.8	Discussion of the findings	62

CHAPTER FOUR

KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS.....		68
4.1	Introduction	68
4.2	Goal and objectives.....	68
4.3	Key findings and conclusions.....	71
4.4	Recommendations	75

REFERENCES	78
-------------------------	-----------

Appendix A: Semi-Structured Interview Schedule for Managers	86
Appendix B: Semi-Structured Interview Schedule for Supervisors	88
Appendix C: Semi-Structured Interview Schedule for Social Workers	90
Appendix D: Letter of Informed Consent for Participants.....	92
Appendix E: Ethical Clearance Approval.....	94
Appendix F: Permission Letter: iTemba	95
Appendix G: Permission Letter: Department of Community Safety.....	96
Appendix H: Permission Letter: Teddy Bear Clinic	97

LIST OF TABLES

Table 3. 1:	Biographical information of social workers	38
Table 3. 2:	Biographical information of social work supervisors	39
Table 3. 3:	Biographical information of Managers	39
Table 3. 4:	Themes and sub-themes.....	40

CHAPTER ONE

INTRODUCTION AND ORIENTATION OF THE STUDY

1.1 Introduction

During the apartheid era in South Africa, the rights of victims were not uniformly observed. The apartheid government compensated white victims of political violence whilst nothing much was done for their black counterparts in the townships (Hargovan, 2007:115). Prior to 1994, South Africa had neither legislation dedicated towards the victims of crime nor was it a signatory of any international policy framework focused on victims of crime (Hargovan, 2007:115).

The advent of democracy in 1994 brought hope to victims in South Africa because it was only then that the government joined the international community by adopting the *UN Declaration on the Basic Principles of Justice for Victims of Crime and Abuse of Power*, 1985 (Smit, Minnaar & Schnetler, 2012:218). This declaration established the standards intended to ensure justice for victims of crime, meaning it adopted the victim-centred approach (Smit et al., 2012:218). In an attempt to affiliate with the international community, the government of South Africa established the Victim Empowerment Programme (VEP) in 1998. In 2004, the Cabinet of South Africa adopted the Victims' Charter (2004) which recognises the importance of the role and rights of victims in crime prevention and addressing the effects of crime in a manner that is empowering to the victim.

In 1996 a National Crime Prevention Strategy (NCPS) was launched as an initiative to fight crime. One of the pillars of this initiative focused on victims of crime, which brought a paradigm shift towards crime prevention, thus making it a "victim centred" approach (SAPS, 2002:2). The NCPS was a response to the high rate of crime after the former President, Nelson Mandela, expressed concern on the increase in crime in South Africa. In his State of the Nation Address speech he showed strong detest on crimes against women and children (RSA, State of the Nation Address, 1995).

Historically, women were disadvantaged and excluded (Midgley, 2014:68) which made them more vulnerable to domestic violence (Vetten, 2014:51). Women are far more likely to be the victims of domestic violence than men (RSA, 2009:10). According to the United Nations Office for Drugs and Crime (UNODC) 2014 press

release, 70% of domestic violence fatalities globally are women (UNODC, 2014: Para 3)

On a global average, Southern Africa has one of the world's highest recorded incidences of domestic violence (UNODC, 2014: Para 6). South Africa falls within this region and the "high incidence of domestic violence has continued unabated despite the introduction of the Domestic Violence Act 116 of 1998" (Mazibuko & Umejesi, 2015:6584). Domestic violence is one of the most prevalent forms of violence in South Africa (Retief & Green, 2015:135). The emphasis on victim empowerment affirms the relevance of interventions within the developmental approach to address the high rate of domestic violence.

The advent of democracy in South Africa brought a paradigm shift towards a developmental approach for social welfare (RSA, 1997). The White Paper for Social Welfare (RSA, 1997) provides the mandate for all social welfare services to be aligned with the developmental approach and this includes victim empowerment services. Hence, the focus of the study was to explore the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba with a particular focus on domestic violence.

Key concepts relevant to the study are as follows:

Victim

The definition of a victim by the *National Policy Guidelines for Victim Empowerment* (RSA, 2009) applies to the study with a particular focus on the woman victim of domestic violence, "...who has suffered harm, including physical and mental injury; emotional suffering; economic loss or substantial impairment of his or her fundamental rights, through acts or omissions that are in violation of criminal law."

Domestic violence

The study adopted the definition of the Domestic Violence Act 116 of 1998, referring to domestic violence as the "act of physical, sexual, verbal, emotional, psychological and economic abuse, intimidation, stalking, damage to property" or other controlling behaviour towards the complainant where such conduct harms, or may cause imminent harm to the safety or health well-being of the complainant (RSA, 1998).

Victim empowerment

Victim empowerment is a process of affording the victims of crime an opportunity to play a greater and more meaningful role in the criminal justice system, helping them to cope with the consequences of their victimisation, and equipping them with knowledge and skills to become resistant to repeat victimisation (Kgosimore, 2012:223).

Victim empowerment services

Victim empowerment services are services of care and assistance aimed at facilitating victims' access to a range of services that may be needed after their crime victimisation (Schoeman, 2012:92). The services are rendered from the premise that victims are central in the criminal justice process, and that their skills and competencies should be developed through partnerships between various government departments and civil society, in order to better cope with the victimisation (Schoeman, 2012:92).

Developmental social work

Developmental social work refers to social work which is approached from a developmental perspective. *Developmental social work* and the *developmental approach to social work* are interchangeable concepts which emphasise a development lens in applying knowledge, skills and values to enhance the well-being of individuals, families, groups, organisations and communities in their social contexts (Patel, 2015:126). In this study, reference to 'developmental approach' implies relevance to social work. Patel (2015:82-97) suggests five key themes in anchoring the developmental approach to social work which will be adopted for purposes of this study: Rights-based approach, economic and social development, democracy and participation, social development partnerships, and bridging the micro and macro divide.

Ikhaya Lethemba

Ikhaya Lethemba is the planned research site of the study. It is the provincial flagship project of the Department of Community Safety and is based in Braamfontein, Gauteng. Ikhaya Lethemba is a one stop centre for female victims of crime and violence (Ikhaya Lethemba-Residential/Shelter Services, 2015). Ikhaya Lethemba comprises different NGOs and government departments operating on the same premises in an integrated manner. These include Department of Community Safety, South African Police Service (SAPS), Ithemba Rape and Trauma Support Centre, Lifeline and Teddy Bear Clinic.

1.2 Theoretical framework

In alignment with the developmental approach to social work the study adopted the strengths-based perspective as the theoretical framework for the study (Saleebey, 2013). The strength-based perspective helps to discover and explore the clients' strengths and resources in assisting them to achieve goals and realise dreams (Saleebey, 2013:1). It further states that, every individual, group, family and community has strengths (talents, knowledge, capacity, resources) to improve their lives (Saleebey, 2013:16). The strengths perspective gives a different approach to social work that is not based on the conventional and problem-focused practice (Payne, 2005:167; Midgley, 2010:14). Furthermore, this perspective allows the victims of domestic violence to realise opportunities and solutions rather than just problems (Hammond, 2010:4).

The rationale behind the strengths perspective is that, besides the challenges faced by victims, they have the ability to identify and find solutions by themselves, and social workers must support their decision to do so (Midgley, 2010:14). Within this perspective, the victims of domestic violence were considered as experts and their talents, knowledge, capacities, inner resources, skills, abilities and strengths were used to work towards solutions to overcome domestic violence (Hammond, 2010:4; Midgley, 2010:14; Payne, 2005:167; Saleebey, 2013:1).

It is within the context of the strength perspective, that the study explored victim empowerment programmes for women victims of domestic violence at Ikhaya Lethemba, with the intention to enable them to realise their talents, knowledge, capacities, inner resources, skills, abilities and strengths, thus, helping them to devise solutions to the social problem of domestic violence. Through the lens of a developmental approach to social work, the premise of the study was that; despite being disempowered by domestic violence, women are not captive victims, but are persons who have capabilities and, therefore, need to be empowered.

1.3 Rationale and problem statement

The researcher's choice of this topic emanated from her experience in the field of victim empowerment. Working as a victim empowerment coordinator for five years, the researcher noticed that many women who reported domestic violence cases were referred to follow legal procedures, such as applying for protection orders. There is little intervention on psycho-social and developmental interventions; yet the wellbeing of victims is central to restorative justice (Steyn & Lombard, 2013:332). Bruce (2005:107)

states that victim empowerment programmes only promote participation of victims in the criminal justice system and do not address the wellness of the victim outside the criminal justice system.

The principles of victim empowerment are in alignment with the principles of the developmental approach (RSA, 2009:8). Therefore, victim empowerment services should be developmental. There is, however, little research evidence of the use of the developmental approach in victim empowerment services. Steyn and Lombard (2013) apply the theoretical framework of the developmental approach to social work in analysing the experiences of victims in restorative justice from a developmental social work approach. This study explored the extent to which victim empowerment services rendered by social workers at Ikhaya Lethemba are developmental, taking into cognisance how they reflect the principles and key themes discussed in the literature review. It is envisaged that the study will contribute towards improving victim empowerment services and policies within a developmental approach.

The research question in this study was as follows:

- *To what extent are victim empowerment services rendered from a developmental approach at Ikhaya Lethemba?*

The sub-questions that assisted the researcher in answering the research question are as follows:

- What is the nature of victim empowerment services at Ikhaya Lethemba?
- In what ways are victim empowerment services aligned with the key themes and principles of the developmental approach at Ikhaya Lethemba?
- What are the obstacles encountered in rendering victim empowerment services from a developmental approach?
- How can victim empowerment services be improved, from the perspective of a developmental approach?

1.4 Goal and objectives

1.4.1 Goal of the study

The goal of this study was to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba. The objectives of the study were as follows:

- To contextualise and conceptualise victim empowerment services from a developmental approach.
- To explore and describe the extent to which the victim empowerment services at Ikhaya Lethemba are aligned with the principles and key themes of the developmental approach.
- To identify obstacles in rendering victim empowerment services from a developmental approach.
- To make recommendations to improve victim empowerment services from a developmental approach.

1.5 Research methodology

The researcher employed the qualitative approach to explore and describe the manner in which victim empowerment services are rendered at Ikhaya Lethemba. The study was exploratory in nature, as little research evidence of the use of the developmental approach in victim empowerment services is available, and therefore little is known about the topic (Neuman, 2011:38). Qualitative research enabled the researcher to elicit the “participant accounts of meaning, experience or perceptions” regarding the rendering of victim empowerment services (Fouché & Delport, 2011:65).

This study was considered as applied research as it sought to address the concern on the extent to which victim empowerment services are rendered developmentally (Neuman, 2011:27). The study was done on a small scale at Ikhaya Lethemba and the audience of the research was the “active practitioners,” who are social workers, their supervisors and managers (Neuman, 2011:27).

In line with a qualitative paradigm, the research design was a collective case study (Rubin & Babbie, 2011:442; Neuman, 2011:37). A collective case study research design examines cases from various groups and organisations (Neuman, 2011:42). In this study, the case was drawn from various organisations at Ikhaya Lethemba. Only the three organisations that employ social workers, namely the Department of Community Safety, iThemba Rape and Trauma Support Centre and Teddy Bear Clinic were included in the study. For the purpose of this study, the research population consisted of all social workers, their supervisors and managers from three of the organisations that render victim empowerment services at Ikhaya Lethemba. The population for this study was generally small; therefore, all eighteen (18) participants

were included in the study. The researcher used both one-to-one interviews and focus groups for data collection. A semi-structured interview schedule was used to conduct a one-to-one interview with the managers and supervisors as well as focus groups with social workers. The researcher used a semi-structured interview schedule containing open-ended questions (Neuman, 2011:250; Greeff, 2011:370) to guide the focus group and one-to-one discussions. There were three different semi-structured interviews, and hence interview schedules for social workers, supervisors and managers respectively. Data analysis was accomplished through the themed analysis model of Creswell (2014:197-200). Chapter three presents a more detailed outline of the research methodology, including the ethical aspects of the study.

1.6 Division of the research report

The research report is divided into four Chapters. Chapter one presents a general introduction and orientation to the study. Chapter two covers the literature review on contextualising victim empowerment within the developmental approach. Chapter three discusses the research methodology, reports on the empirical findings of the study, and interprets the findings from a literature review perspective. The final Chapter (Chapter four) presents the key findings, conclusions and recommendations.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The Victim Empowerment Programme is a national initiative that responds to the broader needs of the victims of crime (VEP Forum, 2010). It is facilitated in a partnership manner whereby different government departments and NGOs work together in their various capacities to serve the victim (VEP Forum, 2015). In giving the background to the VEP in South Africa, Kgosimore (2012:224) states that the development of VEP was “integrally linked to the re-engineering of the criminal justice system.”

Previously the criminal justice system focused on the offender whilst neglecting the victim (Patel, 2015:236). This neglect often left the victim disempowered and suffering the effects of an “unjust” criminal justice. The VEP was established with the interest of victims at heart so that they could regain the power that they might have lost after being disempowered by crime. Kgosimore (2012:224) states that the VEP addresses the negative effects of crime through programmes that mediate these effects by providing skills and support to the victim which is a process that is “service-oriented towards victims”. The emphasis is, therefore, to assist the victim with the knowledge and skills that will help her to recover from the devastating effects of crime while, at the same time, preventing re-victimisation.

The VEP is in itself a developmental programme, hence it has the attributes of the developmental approach. The elements inherent in victim empowerment, like victim centeredness, empowerment, use of partnerships, and participation of victims in their well-being are shared characteristics of the developmental approach. It can, therefore, be concluded that victim empowerment services are meant to be rendered from a developmental approach.

Victim empowerment services form an integral part of welfare services, though classified under crime prevention and restorative justice services (Patel, 2015:235-236). In the transition from the apartheid government to a new democratic state, the social welfare system was transformed to the developmental approach (Van Breda, 2015:2). Victim empowerment, as a welfare system, also had to subscribe to the

developmental approach by adhering to the principles and key themes of the developmental approach. The victims' services in the apartheid era were oppressive and racially discriminatory in nature as they gave no attention to the victim but only to the offender (Patel, Schmid & Hochfeld, and 2012:212). The Framework for Social Welfare Services challenges all stakeholders and practitioners (including social workers) to be "developmental in delivering quality social welfare services" (RSA, 2013:5).

In this Chapter, victim empowerment services are contextualised within the developmental approach, with reference to relevant principles from the *Framework for Social Welfare Services* (RSA, 2013) that underpin developmental social service delivery. The discussion starts with the principles, including empowerment, universal access and accessibility. The next discussion will focus on an outline of the key themes of the developmental approach as adopted from Patel (2015); the rights-based approach, democracy and participation, economic and social development, bridging the macro and micro divide, and social development. A discussion on the obstacles encountered by social workers in rendering the victim empowerment services from the developmental approach will then follow. The Chapter concludes with a summary.

2.2 Principles of the developmental approach applicable to victim empowerment services

This section will discuss the relevance of the principles of empowerment, universal access, and accessibility in relation to victim empowerment services.

- ***Empowerment***

Victim empowerment services focus on enabling victims to gain control of their lives by using certain skills and competencies to help themselves or cope with victimisation (Nel & Van Wyk, 2013:78). The experience of violence and abuse takes away the ability of a victim to control her own life. An empowerment programme is a way to assist the victim to regain power and control over her life. This includes affording victims an opportunity to use and build their capacity and support networks of their choice (RSA, 2009:8), as part of empowerment and regaining the power, strength and control they would have lost through abuse.

The *National Policy Guidelines for Victim Empowerment*, states that "empowerment" emphasises the promotion of "resourcefulness" for the victim (RSA, 2009:8). The

understanding is that every victim has resources and abilities that need to be identified and unlocked to make empowerment a success. The resourcefulness refers to “resources and tools within and around” the victim (Saleebey, 2013:13). This is closely related to the strength-based perspective in that it focuses on people’s talents, knowledge, capacities, inner resources, skills and abilities, and strengths that are used to work towards the solutions to escape from domestic violence (Hammond, 2010:4, Midgley, 2010:14, Payne, 2005:167; Saleebey, 2013:1). Empowerment in social work involves the intention to, and the processes of, assisting individuals, groups and communities to “discover and expend the resources and tools within and around them” (Saleebey, 2013:13).

The victims need an environment that allows them to choose options and act within their abilities in working their way out of the abusive circumstances and effects. Participation is, thus, of importance to victims in their own development and empowerment.

A study by Kulkarni, Bell and Rhodes (2012:93) shows that victims of domestic violence expressed their preference for being given choices throughout the helping process. The victims of domestic violence need to know what services are available and how to access them so that they can make informed decisions and choices. This means that, despite the challenges faced by victims, they have the ability to find solutions by themselves in unlocking their strengths and abilities (Midgley, 2010:14). Even though the process of victimisation is disempowering to the victim, victim empowerment services are meant to restore power to the victim through the strength-based perspective.

Empowerment and the strength-based perspective unlock the potential in victims and enable them to be independent. A case in point relates to the findings of a study on the women from Western Cape shelters with a variety of skills that enabled them to find employment after exiting the shelter (Lopes, 2013:5). This finding came from a study focusing on shelters; five in Gauteng and three in the Western Cape Province, whereby women went through some economic empowerment and training activities (Lopes, 2013).

To accomplish the women’s economic empowerment, these shelters offered a variety of skills development programmes (like sewing and hairdressing), helped them to

develop CVs, provided access to telephone and internet services to find work and actively assisted with job placements (Lopes, 2013:5). The findings further indicate that more than half of the women from shelters in the Western Cape got employed after leaving the shelter as compared to 12% of women in Gauteng shelters (Lopes, 2013:5). The reason for this tendency, according to Lopes (2013:5), is that the skills development programmes offered at the Gauteng shelters are not competitive enough to equip the women to find suitable employment.

It is important to offer women training and empowerment programmes that are relevant to them, and which would also assist them to find jobs or create income for themselves. Though victims attend economic empowerment and skills development programmes in different shelters, it is important to know how the programmes will benefit the victims outside the shelter. If the skills attained through skills development programmes do not help them to secure jobs, then it can be concluded that victim empowerment organisations need to review their empowerment programmes.

As much as empowerment of women through skills development programmes is important, availing legal assistance to victims is equally empowering as it gives them guidance in decision making. A study in Pakistan states that most women at the shelter were seeking legal assistance in terms of divorce, which enabled them to act on their own choices to leave abusive marriages, despite the patriarchal system in their culture (Critelli, 2010:145). The women were helped in terms of education, legal aid, counselling and resettlement services (Critelli, 2010:136). This support enabled them to gather strength to confront the perpetrators (Critelli, 2010:147), which is a sign of empowerment.

Legal assistance of victims of domestic violence is of paramount importance as it gives women confidence to act under the protection of the law. In South Africa, it is reported that Western Cape shelters were able to render legal services and refer the victims to other services, whilst in Gauteng, the shelters were limited to providing basic information only (Lopes, 2013:5). It emerges, thus, that the services rendered in the Western Cape shelters were more comprehensive in comparison to the services rendered in Gauteng shelters. After victims received legal services they were referred to other organisations for further holistic services.

On the contrary, it is not clear how the basic information given to victims in Gauteng benefitted or empowered the victims as their services excluded legal assistance. Since domestic violence is a crime, one way or the other, victims will need legal assistance, which makes it one of the most important services among the many that are rendered to the victims. Therefore the absence of legal services in Gauteng shelters can be a pointer to a gap in the rendering of victim empowerment services developmentally.

Legal assistance empowers the victims by giving them knowledge of the law and how it protects them. On the contrary, the pain and emotional trauma often left by the abuse does not require legal assistance, but therapy. Legal assistance on its own without therapy and counselling will leave the victims not fully empowered. Davhana-Maselesele, Myburgh and Poggenpoel (2009:25) echo the need for psychosocial support services for the healing of victims of violence so that they can return to a state of equilibrium and emotional functionality. Groenewald (2009:182) points out that most victims only access shelters when they are in a state of “disorientation, confusion and anger,” which require intensive social work services in the form of counselling and therapy.

McNamara, Tamanini and Pelletier-Walker (2008:135) evaluated women receiving short term counselling at a domestic violence shelter to determine the impact of the services they received. Significant improvements in the women’s life functioning, coping abilities and sense of being and satisfaction were noted as effects of short term counselling (McNamara et al., 2008:135). Counselling and therapy create a state of mental and psychological readiness in the victim as she is then more likely emotionally empowered and prepared to undertake other programmes such as economic empowerment activities. Empowerment is better facilitated through victim empowerment services that are socially inclusive through universal access.

- ***Universal access***

The principle of universal access implies that services must be rendered to everyone in need of them and, in particular, to vulnerable groups as emphasised by *The Framework for Social Welfare Services* (RSA, 2013:11). Women are part of vulnerable groups and social workers have a role to play in ensuring that they access services when needed. Vetten (2014:51) affirms that domestic violence victims are among the most vulnerable groups of society. Midgley (2014:68) highlights that women were historically disadvantaged and excluded.

Women are vulnerable and disadvantaged if they are victims of domestic violence and, even more so, if they are part of the Lesbian, Gays, Bisexual, Transgender and Intersex (LGBTI) community (Meyer, 2014). Access to integrated services whenever they need them is critical for healing and empowerment. The mentioned framework for social services is explicit that no one should be denied access to services, either because of lack of resources or lack of knowledge on how to access the services (RSA, 2013:11).

According to Koma (2015), in Gauteng, victim empowerment NGOs were trained in understanding the Lesbian, Gays, Bisexual, Transgender and Intersex (LGBTI) community and how to render victim empowerment services to women in this vulnerable group. A campaign against abuse of the LGBTI was held during the 16 Days of Activism campaign in December 2015 in KwaThema, east of Johannesburg. The KwaThema campaign was aimed at displaying universal access to victim empowerment services (Koma, 2015). The LGBTI community is often misunderstood by many and, as a result, is socially excluded, but because of the principle of universal access, the victim empowerment services are now socially inclusive to members of the LGBTI community.

In another context, shelters should be accessible to all women, including refugees. Lopes (2013:5) indicates that in 2013, 12% of women in Gauteng's shelters for domestic violence were non-South African citizens, which is an indicator of non-discrimination and an embracing of the principle of universal access. Victims are supposed to be treated equally, no matter who they are or where they come from. This implies that the victim empowerment services must be impartial.

Unfortunately, refugee women always suffer the most as they are faced with other challenges, besides the abuse. Reina, Brenda, Lohman and Maldonado (2014:608) reiterate that immigrant women always battle to access services because of fear of deportation, language barriers and lack of knowledge of the resources at their disposal. This is the reality on the ground, but the victim empowerment services are not supposed to shut out any victim of domestic violence. VEM services should be available to immigrants, even by the use of interpreters to mitigate language barriers.

In addition to the above, the victim empowerment services should be marketed to the immigrants so that they can be aware of the resources available to them. However,

research by Rugunanan and Smit (2011) indicates that there are still huge gaps in accessing social services for refugees and asylum seekers in South Africa and that this needs serious attention. Whilst universal access focuses on non-discriminatory availability and openness of services to victims, accessibility to services refers to the logistics and operational arrangements related to receiving the victim empowerment services like physical access, time and language.

- **Accessibility**

Within the context of a developmental approach, services must be accessible in terms of “physical and geographical conditions, time and language” (RSA, 2013:10). In other words, nothing must be found as limiting the victim from accessing the services anywhere and at any given time. To improve accessibility to victim empowerment services, all police stations across the country must have a victim support centre as a first point of contact for victims of domestic violence and other offences (Masiloane & Knock, 2010:212). This goes for the hospitals as well since the victims of domestic violence often turn to hospitals for treatment. All hospitals are expected to have a trauma centre to cater for victims (Gumani & Mudhovanzi, 2013:5575). The trauma centres should be primarily aimed at improving accessibility of services and facilities.

Organisations who render victim empowerment services must advocate for facilities for victims to prevent victims from travelling long distances to access services or waiting for a long time before being served. Rural and remote areas are usually under-served and are disadvantaged in terms of accessing victim-friendly services. Though Patel et al. (2012:216) say that progress has been made in increasing access of services to the disadvantaged and under-served populations; the services have remained “urban-biased”. Most services are located in urban areas, thus excluding people from remote rural areas. Women in urban areas have better access to social, legal and health services (Reina et al., 2014:609). This urban bias leaves women in remote rural areas at a disadvantage, thereby adversely affecting their ability to overcome abuse.

To improve the services in remote areas, some NGOs have attempted to reach out to these under-served areas by opening satellite offices as a way of enhancing accessibility to services. However, according to a study conducted by Reina et al. (2014:606) among Latina women, it was found that domestic violence services were not well integrated into rural communities. The communication of anti-violence services was poor and the programmes did not promote inclusion and meaningful participation

(Reina et al., 2014:607). This points to the need for organisations and social workers to improve accessibility by reaching out to rural areas and offering relevant and appropriate services within the victims' respective contexts.

A study in rural Limpopo conducted by Gumani and Mudhovanzi (2013:5577) revealed that the community resources and support networks for victims of domestic violence in rural areas are not sufficient, compared to urban areas. This is partly caused by the lack of financial support for NGOs to expand their services to "previously disadvantaged and underserved communities" (Patel et al., 2012:222). The service providers in the area have, however, attempted to make services more accessible by establishing victim empowerment units working in the structure of a 24-hour a day neighbourhood watch team based in the community (Gumani & Mudhovanzi, 2013:5577). This is similar to the Green Door project, initiated by the Department of Community Safety in Gauteng. The project is a "localised reception centre that is located as close to the community as possible" (Ikhaya Lethemba, 2017).

The Green Door acts as a short-term safety space that victims can access while waiting for police and other professional services. At the Green Door, the victim can be given emotional support, refreshments and basic care for not longer than six hours, whilst waiting for referral to professional services and further intervention (Ikhaya Lethemba, 2017). The Green Door is an attempt to make victim empowerment services accessible to victims in the community within a closer proximity (Ikhaya Lethemba, 2017). Furthermore, the Green Door project is an innovative way of enhancing accessibility to victim empowerment services by decentralising the services and taking them to the marginalised populations (Ikhaya Lethemba, 2017). The Green Door project makes use of the multi-disciplinary approach whereby the police, social workers and the Green Door ambassadors work together to serve the victim from the Green Door.

The multi-disciplinary approach is also an integral part of the victim empowerment services. The diverse needs of victims can only be effectively addressed in a multi-disciplinary approach by "relevant role players from various sectors in a coordinated and integrated manner" (RSA, 2009:9). In victim empowerment social workers work along other role players such as prosecutors, police officers, nurses and doctors and render vital services to the victim (Williams, 2016:132). The victimisation of a victim has medical, psychosocial and legal implications so it is important for victim

empowerment services and programmes to address all these aspects when serving the victim. In Netherlands, a Center for Sexual and Family Violence Nijmegen (CSFVN), established in 2012 serves as an example of comprehensive care within a multi-disciplinary approach between medical, psychosocial and judicial services (Zijlstra, LoFoWong, Hutschemaekers & Largro-Janssen, 2016:2). The comprehensive care of victims ensures that the victim is empowered by receiving full support from the multi-disciplinary team. At CSFVN the victims' advocates, caregivers, social workers and medical specialists like forensic physicians are available to assist the victims (Zijlstra et al.,2016:3). This qualifies the services to be rendered holistically within a developmental approach.

The principles of the developmental approach discussed in this study can be seen as a set of values that underpin the key themes of the approach, as will be elaborated below.

2.3 Key themes of the developmental approach applicable to victim empowerment services

Patel (2015:82-98) explains five key themes of the developmental approach, which will be discussed herein in relation to victim empowerment services.

- ***Right-based approach***

The rights-based approach refers to “equitable access and equal opportunity to services and benefits” with a focus on the needs of the most disadvantaged people in the society (Patel, 2015:82). The rights-based approach ensures that all people are equal and none is violated of his/her rights or deprived of access to any required service or benefits. Equitable access to benefits disregards culture or gender, implying that all humans are equally entitled to certain basic rights, such as freedom from violence and the right to political, economic and social freedoms (Critelli, 2010:137).

As alluded to above, the rights-based approach should be non-discriminatory in nature, given that all people have equal human rights. In South Africa, everyone is entitled to economic, social and cultural rights within the resources of the state (RSA, 2013:14). Herein, however, also lies the challenge that VEM services are restricted due to lack of government funding. It can, therefore, be inferred that practising social workers who are developmental approach-oriented have a vital role to play in helping the victims to

access relevant services and benefits due to them. It is also the social worker's role to conscientise the victims to practise their rights as well as hold duty bearers accountable to respond to the victims' rights.

Midgley (2014:68) states that the rights-based approach provides the framework to keep people responsive and accountable to the use of rights. Through the rights-based approach, people who are disadvantaged, oppressed and discriminated against can be assisted by utilising the legal system to enforce their rights and, by doing so, enable them to participate in the development process and enjoy the benefits of their rights (Midgley, 2014:69). Victims of domestic violence are deprived of their rights and the rights-based approach affords them an opportunity to enjoy the benefits of their rights. Critelli (2010:156) however, argues that shelters for domestic violence victims must not only focus on the legal system as there is more to rights for women than their legal rights. By being victims of domestic violence, women's rights and, in particular, their right to protection, have been violated. Therefore, focus must be equally placed on the restoration of the right to protection.

Ife (2012:15) states that rights "exist to the extent that they are protected, guaranteed or released as a result of state action." This is seen in the Constitution of the Republic of South Africa, which enshrines human rights in the Bill of Rights (RSA Constitution, 1996), as well as in the Victims' Charter (RSA, 2004) which emphasises the importance of observing the rights of victims. The Victims' Charter (RSA, 2004:4) indicates that the victim has the right to offer and receive information, to be treated with fairness, to be protected, assisted, compensated and resituated. All these rights are relevant to victims of domestic violence as the traumatic experience would have left them helpless, vulnerable, unprotected and feeling unfairly treated by the perpetrator.

However, Bonthuys (2014:115) sees the need to examine women's rights beyond socio-economic rights such as freedom and security by focusing on rights to property, housing and rights to work. The author posits that women who suffer domestic violence need to address their socio-economic rights because their ability to escape abuse is often hampered by the very socio-economic conditions that are ironically guaranteed by these rights (Bonthuys, 2014:115). The implication is that, without employment or access to their own finances, women are more vulnerable to abuse as they are often dependent on the abuser. In other words, victim empowerment services must strive to give the women access to economic rights through economic empowerment programmes.

While Bonthuys (2014) discusses the various socio-economic rights for domestic violence victims, Combrinck (2009) focuses on one socio-economic right, which is housing. It can be argued that when a woman leaves home due to domestic violence, the act must be equated to forced eviction, as the decision to leave is often involuntary (Paglione, 2006 in Combrinck, 2009:4). The concern for most women in shelters is where to go when their time at the shelter comes to an end (Combrinck, 2009:3). In the same vein, being forced to leave the shelter at the end of a mandatory term is tantamount to violation of the victims' right to housing.

Even after leaving the shelter, the women may still remain dependent on the perpetrators, due to lack of equal housing opportunities (Groenewald, 2009:302). That is a setback in rendering services to victims since the very same victims who would have been displaced due to abuse, remain in the same crisis of having no shelter.

Bonthuys (2014:128) recognises loopholes in the South African housing policy, stating that a wife leaving home because of domestic violence will not qualify to receive a housing subsidy (RDP) as she will be already listed as a beneficiary together with the abusive husband. The right to housing, for women victims of domestic violence, is often challenged again when families are evicted by landowners because of domestic violence (Bonthuys, 2014:128). When both the perpetrator and victim are evicted by landlords, it leaves the victim with a virtually no option but to stick with the abuser.

Bonthuys (2014:127) is of the opinion that women must move from "emergency shelters into more long-term forms of government-subsidised accommodation" such as communal housing. Apparently this is a function of the local government, which has shown unwillingness to embark on the burdensome process of allocating houses to victims of domestic violence. Although the South African Constitution (Section 26(1)) guarantees access to housing for all, there are no special preferences for women victims of domestic violence (Combrinck, 2009:6). Hence, it is a huge challenge for women, who upon leaving the shelters, often remain without a proper place to stay.

Critelli (2010:135) describes how the human rights approach has been applied at a shelter for domestic violence victims in Pakistan. The shelter utilises the human rights framework to provide services to women victims of domestic violence and advocate for public support for women's rights to safety and security (Critelli, 2010:135). Safety and security are some of the major concerns for victims of domestic violence. Therefore, shelters become a safety net for the abused women.

The study by Critelli (2010) is an exploration of how Pakistani women are acting against violence within their social, cultural and political lives. Critelli (2010:137) asserts that, “regardless of culture or gender all humans are entitled to certain basic rights, such as freedom from violence and political, economic and social freedoms.” Observing the rights of the victims and ensuring that they use to their rights is one of the social workers’ roles in the developmental approach.

The rights based approach cannot be tackled without referring to democracy and participation as these features are closely related. In explaining the importance of participation, Ife (2012:230) argues that human rights-based practice, “implies a strong element of empowerment; ideas of enabling people to define their rights and to act in order to have them realised and protected.”

- ***Democracy and participation***

Victim empowerment services are “service oriented towards victims”, hence the victim is the centre of interventions (Kgosimore, 2012:224). This requires active participation and involvement of the victims whenever services are being rendered to assist them. Midgley (2014:15) alludes that provision of services to passive recipients is not developmental. Participatory democracy requires the beneficiaries of social welfare services to have a say in decision making; they should be consulted on decisions involving them (Patel, 2015:91). In other words, the services must be victim-centred as victims determine their own future or rather their way forward. Kulkarni et al. (2012:93) add that the victims of domestic violence need to be involved throughout the helping process as they play a leading role in their own development.

Ife (2012:234) and Patel (2015:91) affirm that participatory democracy is inherent in the human rights-based approach and victims must actively promote their own well-being. Social workers should play a facilitative role in engaging victims to shape their lives according to their goals. However, Bruce (2005:107) states that victim empowerment programmes only promote participation of victims in the criminal justice system, but do not address the wellness of the victim outside the system.

The above-stated phenomenon is also evident in Sweden, where the victims of domestic violence are supported by social workers and the police within the Relationship Violence Centre (RVC), only for the centre to discontinue support as soon as a case is dropped or finalised (Ekstroom & Lindstrom, 2016:258). Participation

during criminal justice system process does not serve the victims fully as there is still need to improve the lives of victims outside and beyond the criminal justice procedures.

Research conducted in Sweden and other countries has shown that the provision of social support to female victims of domestic violence in the context of the legal process increases the likelihood of women continuing to participate in the criminal investigation (Ekstrom & Lindstrom, 2016:258). This means the long term wellness needs of the victim are not catered for. The participation is short-lived, lasting only for the duration of the criminal justice process (Ekstrom & Lindstrom, 2016:258). The focus is only on legal procedures and the goal is to increase prosecution (Ekstrom & Lindstrom, 2016:258). Though one may argue that the victims are empowered through the criminal justice procedure, the empowerment is incomplete since it does not proceed to participation outside the criminal justice process.

Participation also relates to the strength-based perspective as it allows the victims to exercise their talents, knowledge, capacities, skills, abilities and strengths to develop themselves (Hammond, 2010:4, Midgley, 2010:14, Payne, 2005:167; Saleebey, 2013:1). The ability of the victims to participate willingly within their strengths and talents confirms the need for democracy in serving the victims of domestic violence. Shelters for abused women offer a set of skills training programmes, including computer literacy, jewellery making, beading, knitting, crocheting, fabric painting, sewing and first aid (Bhana, Lopes, & Massawe, 2013:30). These skills enable the victims to participate democratically and willingly in their own development.

As one of the key themes of the developmental approach, participation implies that people should be fully engaged in their own growth and change, starting from where they are and moving at their own pace (RSA, 2013:10). This is aligned with the *National Policy Guidelines for Victim Empowerment* (RSA, 2009:9) which, in part, state that, “victims should be actively involved in any or all stages of the intervention process within the criminal justice and associated systems according to individual needs and desires.” Participation in skills training programmes as mentioned by Bhana et al. (2013:30) must further promote participation of women in changing their lives.

Participation of victims is aimed at empowering them through the restorative justice processes like victim-offender mediation (VOM), and family group conferencing (FGC) (Schoeman, 2012:92-93). These programmes are aimed at fostering participation of the

victim and family towards the healing process (Schoeman, 2012:92-93). The emphasis of VOM and FGC is on ensuring that the victims' voices are heard (Schoeman, 2012:92). This means that the victims must be given the freedom to express themselves through active participation in matters that involve them. In other words, no decision must be made without the input of the victim.

In corroborating the above assertions, Umbreit (2008), cited in Schoeman (2012:93), says the victim can participate to the point of advising the offender on how to make amends to her. This means that the victim actually determines the final outcome of the restorative justice process. The victim must be fully involved in the parole processes that are conducted by the Department of Correctional Services. In this regard the victim is expected to participate in determining whether or not the offender should be from the prison (Ramagaga, 2012). This implies that the victim has a say in any of the processes concerning her, including deciding on programmes that will promote her economic and social development.

- ***Economic and social development***

Economic and social development has tremendous importance in the developmental approach. This theme is embedded in the notion that the "welfare of the population will not automatically be enhanced by economic growth only", but through other social interventions (Patel, 2015:88). In accordance to a developmental approach, Midgley (2014:14) says the remedial function of conventional social welfare is transcended when economic and social activities are judiciously linked. The intervention and support services offered to the victims should not exclude the integration of social and economic activities from a developmental perspective.

Sanders and Schnabel (2006:49) acknowledge that economic concerns prevent women who do not have economic independence from leaving abusive partners. In support, Bonthuys (2014:124) states that women who have the means and ability to earn an income of their own can easily escape from domestic violence, which is in sharp contrast to women who depend on the financial resources provided by the perpetrators.

Sanders and Schnabel (2006:48) further indicate that domestic violence interventions must include economic issues and divert from only focusing on psychosocial aspects of the victim. It implies that the ability of women to have access and control over their own

finances can help them to escape from the adverse effects of domestic violence. corroborates: "...social investment, economic participation, empowerment and human investment are relevant to all systems and forms of social work intervention" Midgley (2010:12).

It can be concluded that victim empowerment services, as a welfare system, must include the economic aspect in all interventions. By integrating economic activities in social work, the women victims of domestic violence in St Louis (United States of America) were empowered through economic education and opening savings accounts (Sanders & Schnabel, 2006:53). The point of departure was the acknowledgement that poverty, financial factors and domestic violence are interrelated. When women are economically empowered, they would be in a position to escape both poverty and domestic violence, which are often interrelated (Sanders & Schnabel, 2006:63). The provision of economic services to low income battered women was reported as successful and effective in curbing domestic violence (Sanders & Schnabel, 2006:63).

Lack of gainful employment, limited access to economic resources and exclusion from participation in labour relations issues often exacerbate domestic violence against women. As a result, some shelters resort to training the victims whilst they are still living in the shelter and then give them employment referrals when they leave (Critelli, 2010:156). This is to ensure that the economic aspect of the victim is addressed. Social and economic development activities emphasise the diversification of services on both micro and macro levels.

Macro and micro divide

The theme on bridging the macro and micro divide refers to "a smooth transition between individual, family, group, community and societal interventions" (van Breda, 2015:3) so that victims receive the most appropriate service. The focus on micro interventions involve families and individuals, and macro interventions aim at changing institutions of society that cause social and economic injustices (Patel, 2015:98). Bridging the macro and micro divide means the victims must receive services holistically, not individually. Furthermore, the victim and her surrounding support system are simultaneously assisted, thus ensuring that the people who form the core of her support structure are not left behind.

Placing emphasis on both micro and macro interventions ensures that service users receive appropriate services in a generalist way (Patel & Hochfeld, 2012:691; Van Breda, 2015:3). Within a developmental approach, the focus shifts from only casework to incorporating other social work methods, including group work, community work, research and, in particular, policy interventions (Patel, 2005:110). All social work methods must be utilised for the victim to benefit fully from the victim empowerment services. According to Patel et al. (2012:698), focusing only on the casework method implies a failure to bridge the micro and macro divide. The restorative justice system is a typical example of an attempt to bridge the macro and micro divide.

The important outcome of restorative justice is the empowerment of victims (Hargovan, 2007:114). Family group conferencing, which is a restorative justice process, can involve the victim, parents, spouses or partners, business associates, police officers or even the community members (Schoeman, 2012:93). This is an attempt for victim empowerment services to deviate from only social casework to the utilisation of all methods of social work. Hargovan (2007:113,114) concurs by stating that the core value of restorative justice is to prioritise the needs of the victim. The findings of a study of women victims of domestic violence by Hargovan (2010:35) indicate that skills acquisition to enhance personal independence was best established through attending both individual and group work sessions on a regular basis.

Victim empowerment services are expected to extend beyond the actual victim to include family and ultimately the community. This fact is highlighted by Lopes (2013:5) who says most victims at shelters come with their children, who are also in need of psychosocial support. The children must be assisted at the shelters, despite the fact that they will not be the primary victims because the services must be holistic enough to include victims and their families. However, Lopes (2013:5) further states that most shelters in South Africa had no services for the victims' children, except for one shelter in the Western Cape Province which rendered psychosocial support and play therapy services.

On the other hand, Hargovan (2010) conducted a study with mostly women victims of domestic violence who had been through the restorative justice programme. In giving feedback on the victim empowerment services rendered to them, the women recommended the need for group intervention. These recommendations show that the services rendered require the bridging of macro and micro divide as casework alone is

not adequate to empower the victims. Bridging the macro and micro divide, however, requires the use of social development partnerships.

- ***Social development partnerships***

The developmental approach requires partnership for holistic service delivery. Role players bring different expert knowledge, skills, financial resources and commitment to achieve the goals of the sector (RSA, 2013:15). Research indicates that a multi-agency response is the most effective way to support victims of domestic violence (Rogers, 2016:3).

The advantage of social development partnerships is that they enable organisations to “share risks, responsibilities, resources, competencies and benefits” (Patel, 2005:283). This promotes transformation through sharing best practices and pooling knowledge (Patel, 2005:283). Due to different goals and mandates of different organisations, it is impossible to serve the victim holistically through one organisation, so there is always need to source services from other organisations through working partnerships.

Partnerships and inter-agency culture are crucial to the success of the victim empowerment services as well as responding to domestic violence victims (Rogers, 2016:4). To ensure the proper rendering of victim empowerment services, management forums have been established at national, provincial and local levels (RSA, 2009:14;15). The partnerships must be at every level of the society to enhance a smooth functioning of the victim empowerment services. These victim empowerment forums comprise different government departments and civil society organisations that share the responsibility for victim empowerment services (RSA, 2009:16).

On the other hand, there can be dominant players in the partnerships between the state and civil society. This is especially the case when the state is the major financier of the services offered to the poor and marginalised including women (Patel, 2005:107; Patel & Hochfeld, 2012:693). The South African Department of Social Development (DSD) is the major financier of social welfare services and NGOs (Lopes, 2013:2), but is not the sole funder as NGOs are expected to source and secure funds from donors elsewhere to meet their budget shortfall.

NGOs in Limpopo and Gauteng report how being underfunded by the DSD hampers their ability to function and render services appropriately (Patel et.al, 2012:222; Rupcic,

2012:11). The funding of NGOs by the DSD affects the nature and extent to which victim empowerment services are rendered based on the resources available. Inadequate funding means that the services offered to the victims strive on insufficient resources. This eventually compromises the quality of the services rendered.

Rupcic (2012:11) further indicates that some NGOs rendering victim empowerment services to domestic violence victims had to stop certain activities since it was hard to find funds for the services during times of a funding crisis. The discontinuity of services is a setback to victim empowerment. Lopes (2013:4) indicates that in 2013, seven out of eight shelters in Gauteng and the Western Cape were insufficiently funded by the DSD as they received grants that were way less than their operational expenditure. For this reason, these organisations are forced to cut on other services so that they can operate within the funding allocated to them.

Apparently, the government funds social work posts rather than social services and this leads to “continued funding of casework services and underfunding of promotive and developmental services” (Patel et al., 2012:222). The continued funding of casework, as opposed to other developmental services impacts negatively on attempts to bridge the macro and micro divide. The underfunding of NGOs is a major obstacle for, among others, service delivery, as will be discussed below.

2.4 Obstacles in rendering victim empowerment services developmentally

Many challenges are encountered by social workers and their respective organisations in rendering victim empowerment services developmentally. Based on the reviewed literature, the challenge of funding, insufficient understanding of the developmental approach and lack of cooperation by the victims emerge as the major obstacles in the rendering of services developmentally.

2.4.1 Funding

In the literature search, the insufficient funding of NGOs to render social welfare services, including services to the victims of domestic violence, surfaced as the major challenges for service delivery (cf. Lopes, 2013; Rupcic, 2012; Patel et al., 2012). In addition to the impact on services, lack of funding also manifests in less social work posts at NGOs, and in the underpayment of social workers, which resultantly causes a high staff turnover (Groenewald, 2009:302; Patel et al., 2012:223).

The lack of staff and high staff turnover hinder the provision of developmental services because the social workers have high caseloads, making it difficult to render development services to victims. Most shelters in South Africa experience a shortage of social workers and this affects the availability of specialised services, such as counselling and therapy, to the victims of domestic violence (Groenewald, 2009:302; Rupcic, 2012:10).

Worsening the scenario, as NPO managers report, funding for developmental programmes has not yet been introduced by the government, which means that NGOs retain remedial social casework services (Patel et al., 2012:222). The developmental services are said to be underfunded as the funding model is still remedial in nature and does not give cognisance to the developmental approach but, in fact, reinforces the dominant mode of practice via casework services (Patel et al., 2012:222). A casework focus means that NGOs are not in a position to practice different methods of social work, hence the failure to bridge the micro and macro services which is a core theme of developmental social work.

Although the government acknowledges the shift of the service paradigm to the developmental approach, its funding system has not done much to promote the new approach. The irregular and inconsistent funding system is seen as responsible for the many challenges facing the victim empowerment services. In Limpopo, some NGOs were funded via the “claim-system” whereby they claimed R40 or R25 for each victim seen by the organisation (Rupcic, 2012:9). This “claim-system” does not consider the operational costs that are incurred daily.

In short, the government has not developed a funding model that takes into account the full costs of services to ensure that transformation occurs (Patel et al., 2012:222). Such funding challenges have led some NGOs to exclude other victim empowerment services and shut down some operations (Rupcic, 2012:10 -11). The concern is that the funding by DSD is not able to sustain the NGOs and, consequently, the developmental services due to the victims are adversely affected.

The government has been blamed, rightfully so, for failure to support NGOs when they want to expand services to previously disadvantaged and underserved communities (Patel et al., 2012:222). Organisations attempting to reach out to the underserved communities have been forced to either cut their services to include some vulnerable

groups or maintaining the status quo with limited expansion of services as funds become available (Patel et al., 2012:222). This leaves vulnerable populations, as in the case of women victims of violence, not adequately served; yet they should be top priority in receiving developmental services.

2.4.2 Understanding the developmental approach

Despite the challenges emanating from insufficient funding, the findings of a study in Gauteng and Limpopo provinces by Patel et al. (2012:220) indicate that there is partial or minimal understanding of the developmental approach. This negatively affects the social workers' ability to translate the developmental approach into practice. This is further confirmed by Ntjana (2014:100) who states that the social workers in the Vhembe District of Limpopo do not understand the developmental approach and are not "conversant with the key themes and principles that should guide the implementation of the developmental approach". This means that social workers are not capable of rendering services from the developmental approach without a full understanding of the paradigm.

Lombard (2008:159) reiterates that without a clear understanding of the developmental approach, it is difficult for social work organisations and practitioners to implement it. There is no way in which social workers could apply the developmental approach effectively if they have not mastered it, so there is need for relevant training. According to Patel et al. (2012:221-223) the government did not clearly guide the NGOs or provide training on how to render social services developmentally. As a result, social workers were found to be resistant to change and unwilling to implement the developmental approach.

Furthermore, the service beneficiaries (victims) were found to be reluctant to participate in developmental programmes like income generating initiatives as they were more interested in state social grants (Patel et al., 2012:223). This is a serious challenge because developmental services require active participation of victims in programmes and interventions. On the other hand, Critelli (2010) observes that domestic violence shelters are not empowering but rather reinforce dependency of women on the government's protective system, which is contrary to the developmental approach.

2.4.3 Summary

In summary, embedded in principles of empowerment, universal access and accessibility, key themes of the developmental approach show how the victim empowerment services should be rendered. The rights of the victims must always be observed, partnerships should be forged and the participation of victims must be at the core of the victim empowerment services. All the victim empowerment services must include the rights-based approach and social development partnerships. Exploring how the discussed principles and key themes of the developmental approach are used in victim empowerment services at Ikhaya Lethemba enabled the researcher to make recommendations for improved service delivery to women victims of domestic violence.

CHAPTER THREE

RESEARCH METHODOLOGY, EMPIRICAL STUDY AND FINDINGS

3.1 Introduction

This Chapter presents the research methodology, empirical study and findings. The research question that guided the study was as follows:

- *To what extent are victim empowerment services rendered from a developmental approach at Ikhaya Lethemba?*

The research question was informed by the following sub-questions:

- What is the nature of victim empowerment services at Ikhaya Lethemba?
- In what way are victim empowerment services aligned with the key themes and principles of the developmental approach at Ikhaya Lethemba?
- What are the obstacles in rendering victim empowerment services from a developmental approach?
- How can victim empowerment services be improved from a developmental approach?

The study was conducted at Ikhaya Lethemba which is a shelter and one stop centre for women victims of domestic violence and sexual abuse and their children. Ikhaya Lethemba is situated in Braamfontein, Johannesburg. Three organisations that employ social workers at Ikhaya Lethemba participated in the study namely, Department of Community Safety, iThemba Rape and Trauma Support Centre and Teddy Bear Clinic.

The Chapter begins with a discussion of the research approach, followed by the type of research and the research design. Then the research methods are discussed, followed by the pilot study, the ethical considerations and the limitations of the study. Next, the findings of the empirical study will be presented and discussed. The Chapter concludes with a brief summary.

3.2 Research Methodology

In this section, the discussion will focus on the research approach, type of research, research design, sampling techniques, data collection methods, data analysis, trustworthiness of the study, pilot study, the ethical aspects and the limitations of the study.

3.2.1 Research approach

The researcher employed the qualitative approach to explore and describe the manner in which victim empowerment services are rendered at Ikhaya Lethemba. The study was exploratory in nature, as little research evidence of the use of the developmental approach in victim empowerment services at Ikhaya Lethemba is available, therefore, little is known about the topic (Neuman, 2011:38).

The qualitative research approach helped the researcher to gain insight into the topic from the participants' perspective (Babbie, 2007:88; Fouché & De Vos, 2011:95). The researcher obtained descriptive data from the participants, which enabled her to gain an understanding into how victim empowerment services are aligned to the key themes and principles of the developmental approach at Ikhaya Lethemba (Babbie, 2011:97; Babbie & Mouton, 2001:270; Fouché & Delport, 2011:65).

3.2.2 Type of research

Applied research was suitable for the study as it seeks to address a specific practice concern (Neuman, 2011:27) which in the case of this study was on the extent to which victim empowerment services are rendered developmentally. It is envisaged that the study will assist practitioners to apply and enhance knowledge on implementing the developmental approach in victim empowerment services (Neuman, 2011:23).

3.2.3 Research design

The collective case study was used as the research design (Rubin & Babbie, 2011:442; Neuman, 2011:37). Drawn from three organisations at Ikhaya Lethemba, this design enabled the researcher to explore and gain new knowledge which may be used to influence the rendering of victim empowerment services developmentally (Fouché & Schurink, 2011:322). Furthermore, the collective design provided rich information and explored in depth (Salkind, 2006:206) the victim empowerment services within the developmental approach offered by iThemba Rape and Trauma Support Centre, Teddy Bear Clinic and Department of Community Safety.

3.2.4 Research methods

This section will discuss the study population, sampling method, data collection, data analysis and the pilot study.

3.2.4.1 Study population and sampling

This study was conducted at Ikhaya Lethemba, which is the biggest shelter and one-stop centre for abused women and their children in Gauteng province. As indicated above, there are four different organisations rendering victim empowerment services at Ikhaya Lethemba, each focusing on different service delivery dimensions. The research population consisted of all social workers, their supervisors and managers from the three participating organisations that render victim empowerment services at Ikhaya Lethemba. During data collection one participant declined to proceed with the focus group but was immediately replaced by a social worker from her organisation. This did not affect the sample since the participant joined the second focus group.

Eighteen (18) participants were included in the study. The participants were familiar with the “central phenomenon or the key concept being explored” (Creswell, 2007:112) which was service delivery to victims of domestic violence. The Department of Community Safety is the only organisation with managers at Ikhaya Lethemba. The managers for iThemba Rape and Trauma Support Centre and Teddy Bear Clinic are not stationed at Ikhaya Lethemba, hence they were not included in the study population. Therefore the participants included five (5) managers from the Department of Community Safety, three (3) supervisors, of which one (1) is from Teddy Bear Clinic and two (2) from iThemba Rape and Trauma Support Centre. Seven (7) social workers from the Department of Community Safety, two (2) from iThemba rape and trauma support centre and one (1) from Teddy Bear Clinic were also included in the study.

3.2.4.2 Data collection

The researcher used both one-to-one interviews and focus groups for data collection. Different semi-structured interview schedules containing open-ended questions (Greeff, 2011:370) were used to conduct one-to-one interviews with the managers and supervisors respectively (see Appendixes A and B) and focus groups were used with the social workers (see Appendix C). The use of semi-structured questions allowed the researcher to yield comprehensive information (Creswell, 2009:188; Greeff, 2011:360). The interview questions were formulated to identify how talents, knowledge, capacities, inner resources, skills, abilities and strengths are used to work towards solutions for victims in overcoming domestic violence (cf. Hammond, 2010:4; Midgley, 2010:14; Payne, 2005:167; Saleebey, 2013:1).

The researcher arranged a time frame for the interview and place of meeting in advance (Greeff, 2011:350). The one-to-one interviews were conducted in the participants' offices as they are rather professional environments that provide privacy. The two focus group interviews were conducted in the boardroom of Ikhaya Lethemba. The focus groups included social workers from the Department of Community Safety, iThemba Rape and Trauma Support Centre and Teddy Bear Clinic. The number of participants was kept small at five (5) social workers per group so as to allow everyone to participate (Greeff, 2011:366). Though participants were from different organisations the fact that they work closely together at Ikhaya Lethemba made them familiar with each other's work, which encouraged group interaction (Salkind, 2006:204; Greeff, 2011:373).

The main advantage of focus groups is that they encourage an environment of sharing information amongst the participants (Babbie, 2011:234). Furthermore, the interaction and sharing in the groups produced concentrated data on the study topic and insight into various aspects of the empowerment services (Greeff, 2011:373).

On the other hand, focus groups can be a disadvantage if the facilitator is unskilled and allows the expressions of active participants to influence the passive participants (Greeff, 2011:374). This disadvantage was counteracted because the researcher is experienced in conducting group work and was able to handle the group dynamics. As such, the active participants were managed in such a way that they did not dominate the discussions.

A former social work colleague assisted the researcher during data collection with the focus groups. She used to work at Ikhaya Lethemba and has research experience. She was introduced to the group as an assistant assisting with recording of the focus group discussions. She assisted by operating the voice recorder, responding to unexpected interruptions as well as discussing what she observed during the data collection interviews (Greeff, 2011:368).

3.2.4.3 Data analysis

As is common with qualitative research, voluminous data was collected (Schurink et al., 2011:398). It was therefore important to process this raw data into understandable and clearer versions (Creswell, 2014:200).

The themed analysis model of Creswell (2014:197-200) was used to analyse the data according to the following steps:

3.2.4.4 Organising and preparing data for analysis

The recorded interviews were transcribed from the voice recorder into a coherent transcript (Creswell, 2014:200; Salkind, 2009:183). Field notes were typed up and data was arranged into different catalogues (Creswell, 2014:197). Before the data analysis began the researcher checked if all the interview transcripts were completed by comparing each one of them word for word with the audio tape and checking whether there was need for more data (Schurink et al., 2011:408).

The data reflected saturation as most themes became recurrent (Rubin & Babbie, 2011:448). As a precautionary measure at this stage of data analysis, some copies of notes were duplicated for safekeeping in case there was a loss of data which fortunately was not the case in the study (Patton, 2002 in Schurink et al., 2011:408).

3.2.4.5 Reading through all data

The researcher took time to read through all the data, taking note of the general sense, tone of ideas and the patterns that emerged from the data (Creswell, 2014:197). Reading the collected data enabled the researcher to reflect on the overall meaning of the data (Creswell, 2014:197).

3.2.4.6 Coding

After reading through the data, the process of coding resumed, whereby the researcher labelled the data and categorised it (Creswell, 2014:198). The coding process allows codes to take different forms like: “abbreviations of key words, coloured dots, numbers...” (Schurink et al., 2011:411). The researcher preferred to use abbreviated key words and started by labelling different phenomenon (Schurink et al., 2011:411). Concepts were found and grouped under the same phenomenon; then categories were identified and given a conceptual name or term (Schurink et al., 2011:411; Creswell, 2014:198). The process of coding assisted in translating data into a more understandable and organised form (Creswell, 2014:198).

3.2.4.7 Generating themes

Coding was used to generate themes for analysis (Creswell, 2014:199). The themes emerging from the coding were used as major findings of the study (cf. Creswell, 2014:198; 199). Then they were analysed individually as they emerged from the different codes as themes and sub-themes (Creswell, 2014:200).

3.2.4.8 Interpretation of data

Finally, all the analysed data was interpreted to find meaning and findings were presented (Creswell, 2014:200) (see section 3.7 below). The lessons from the study as well as comparison of the findings with other studies were done to confirm or diverge from existing information (Creswell, 2014:200). The researcher made conclusions on the extent to which victim empowerment services are rendered within a developmental approach.

3.2.4.9 Validity and trustworthiness of data

The validity and trustworthiness of data was ensured by the use of the following principles: credibility, dependability, reflexivity, transferability and conformability. The selection of a sample comprising various participant groups working with the victims of domestic violence, that is social workers, supervisors and managers, ensured the integrity, validity and accuracy of the findings (Patton, 1990 in Denzin & Lincoln, 1995:49). Thus, to ensure consistency of the findings as well as the measurements, the interviewing questions and techniques were used several times with different participants that yielded similar results.

To ensure credibility, a pilot study was used to test the suitability of questions for obtaining rich data (Elo, Kaariainen, Kannste, Polkki, Utriainen & Kyngas, 2014:4). The pilot study showed two overlapping questions (see 3.3 below). Furthermore, the researcher constantly reflected on the research process, scrutinising tapes and interview transcripts in order to record the findings properly (Elo et al., 2014:4). She used a diary to reflect and note important highlights regarding the research process.

The researcher is an employee at the Department of Community Safety which is the leading organisation at Ikhaya Lethemba. To manage possible bias and influence of the study, the researcher engaged in the process of reflexivity throughout the research process by keeping a written reflection journal that thoughtfully considered how her viewpoints may have influenced the research (Lietz & Zayas, 2010:102; 103; 198).

For confirmability, the researcher remained objective throughout the research process and ensured that all the collected data was recorded accurately and reflected what the participants had said (Schurink et al., 2011:421). The researcher made sure that all the procedures in the study were documented in the research report to allow other researchers to use the results in different settings (Schurink et al., 2011:421).

Triangulation was used to enhance the dependability of the study through interviewing different participants (managers, supervisors and social workers) with different points of view and using different data collection methods (Babbie & Mouton, 2007:277).

3.3 Pilot study

The purpose of a pilot study is to implement the planned investigation at a small scale and “assess the feasibility of the study” (Fouché & Delport, 2011:73). The first one-to-one interviews with a supervisor and a focus group of the social workers were used as the pilot tests of the study. The data collected in the pilot study was incorporated in the main study. The pilot study also assisted the researcher to critically observe the participants’ understanding of the questions (Strydom, 2011:237).

The pilot study showed that two of the questions overlapped (see question 2 and 3 in section B of Appendix C) and yielded the same answer, so the researcher skipped the other question during the interviews in the major study in order to avoid repetition. This process helped the researcher to get the feel of how the actual study would be like (Fouché & Delport, 2011: 73-75). The pilot study confirmed the feasibility of the study.

3.4 Ethical considerations

Strydom (2011:114) refers to ethics as a set of moral principles which offer rules and behavioural expectations about the most correct conduct towards experiential subjects and respondents to be adhered to. Prior conducting the research study, the researcher requested and was granted permission (see Appendices F-H) to conduct interviews with participants from the Department of Community Safety, iThemba and Teddy Bear Clinic. After obtaining permission to conduct the study from the participating organisations, the researcher was given ethical clearance by the University of Pretoria (see Appendix E). Strydom (2011:115) indicates some generally accepted ethical considerations which the researcher adhered to during the study. These ethical considerations are as follows:

- **Privacy or voluntary participation**

Participation in this study was voluntary and the researcher informed the participants that they had an option to refuse to participate (Babbie, 2007:27). One of the social workers actually refused to proceed with the interviews just after the interview started because she felt it was time consuming and she had other important things to do. This

was a minor setback as the researcher had to stop and look for another participant to replace from the other focus group.

- **Informed consent**

The researcher obtained informed consent for the study from the participants (Creswell, 2014:97). She drafted an informed consent form that participants signed before taking part in the actual research (Creswell, 2009:93). The informed consent letter (see Appendix D), indicated that participation was voluntary and that participants could withdraw from the study at any given time without consequences. The consent letter indicated that the obtained data would be stored for a period of 15 years in the Department of Social Work and Criminology, University of Pretoria.

- **Avoidance of harm**

The researcher ensured that there was no deliberate harm done to participants. The interviews were facilitated in a safe environment that was comfortable to all participants. The researcher explored the obstacles encountered in rendering victim empowerment services which could cause emotional distress for participants. The researcher debriefed the participants after the focus group sessions and the one-to-one interviews. However, no further consultation was needed, hence no participant was referred to the employee wellness practitioner (social worker) of the Department of Community Safety.

- **Confidentiality anonymity and privacy**

The participants were assured by means of the informed consent letter (see Appendix D) that the information gathered would be used for study purposes only. Furthermore, the participants were informed that their identity would be protected by not mentioning their real names when presenting the research findings (Salkind, 2006:61). This also promoted anonymity and privacy of the participants since “information given anonymously ensures the privacy of subjects” (Strydom, 2011:120). Since confidentiality in focus groups cannot be guaranteed, the informed consent letter appealed to participants to protect co-participants’ privacy in the study by not revealing what they would have said during the interview. Their privacy was also respected with regards to the selected meeting place for the interviews.

- **Dissemination and publication of findings**

The researcher compiled this research report as accurately and objectively as possible to avoid misinterpretation of the findings (Strydom, 2011:126). The researcher used simple written language. The use of the written form ensured that the research report could be of benefit to the participants, who are social workers, supervisors and managers working in victim empowerment positions (Strydom, 2011:126). The research findings will be documented in a manuscript and submitted to an accredited journal for publication. The participants also gave informed consent for this purpose.

- **Actions and competency of researcher**

The researcher passed a research methodology module in her postgraduate coursework, which empowered her to undertake the research study. Her experience in conducting group work as a social worker enabled her to facilitate the focus groups effectively. She also conducted the study under the guidance of an experienced supervisor.

3.6 Limitations of the study

The research focused on Ikhaya Lethemba, a shelter in Gauteng province. In alignment with qualitative studies, the research findings are not representative of the situation in other shelters. Lifeline's decline to participate in the study influenced the richness of the data as it is the NGO that admits victims to the shelter and conducts psychosocial programmes with victims on a daily basis throughout their stay. The study's findings therefore might not fully reflect the developmental nature of the psychosocial programmes in terms of victim empowerment. The research process was influenced by the absence of Lifeline as their input would have been of significance since they engage with the victims on a longer term basis than other organisations at Ikhaya Lethemba.

The researcher omitted asking the managers and supervisors whether they were formally trained in the developmental approach. The formal training would assist the supervisors and managers to direct the social workers appropriately and align the services to the developmental approach.

Finally, the researcher is an employee of the Department of Community Safety at Ikhaya Lethemba, occupying the position of victim empowerment coordinator. Her role is to monitor and oversee the services rendered by NGOs outside Ikhaya Lethemba.

The researchers' position at Ikhaya Lethemba could have influenced participants to release some information that was vital for the study. They might not have been honest in their answers as some openly wondered what would happen if they were to candidly confide in the researcher.

3.7 Empirical findings

This section will discuss the empirical findings of the study. The section is divided into biographical information of the participants, the themes and sub-themes that emerged from the study.

3.7.1 Biographical information of participants

The gender, age, number of years at Ikhaya Lethemba and social work experience of the respective participant social workers are summarised in Table 3.1 on the next page.

Table 3. 1: Biographical information of social workers

Participants	SW1	SW2	SW3	SW4	SW5	SW6	SW7	SW8	SW9	SW10
Gender	Male	Male	Male	Female	Female	Female	Female	Female	Female	Female
Age	41-50	36-40	31-35	50+	21-25	31-35	26-30	26-30	26-30	26-30
Years at Ikhaya Lethemba	6-10	6-10	6-10	11-15	0-5	0-5	0-5	0-5	6-10	0-5
Years of experience	6-10	6-10	6-10	16+	0-5	0-5	0-5	0-5	0-5	6-10

There are generally more female than male social workers at Ikhaya Lethemba. This confirms the fact that social workers are predominantly women and that the social work profession continues to face a gender imbalance (Mclean, 2003:1; Pease, 2011:406). Table 3.1 shows that most social workers are below the age of 40, and most have working experience of less than 10 years. The assumption is therefore that most of them qualified after 1997, when the developmental approach was adopted, and after it was formally integrated as a minimum standard in the social work curriculum with registration on the National Qualification Framework (NQF7) (Lombard, Grobbelaar, & Puijs, 2003).

The biographical information of supervisors, as presented in Table 3.2 below, covers the age, gender, years of experience, years of practice at Ikhaya Lethemba, number of social workers supervised by the supervisor and whether they work directly or indirectly with victims of domestic violence.

Table 3. 2: Biographical information of social work supervisors

Social work supervisors	S1	S2	S3
Gender	Female	Female	Female
Age	50+years	36-40years	41-45years
Years as supervisor	15+years	6-10years	6-10years
Years at Ikhaya Lethemba	6-10years	6-10years	6-10years
Number of social workers supervised	2	2	4
Working directly with clients	Sometimes	Sometimes	Sometimes

All social work supervisors at Ikhaya Lethemba are females, which, as indicated above, is a testimony to the gender imbalance in the social work profession. One of the social work supervisors is above 50 years. The researcher omitted to ask the question on the extent of their formal and/or informal training on the developmental approach. However, one indicated (see sub-theme 1.1) that she had no training in the developmental approach and was also not familiar with what it entails in relation to VES.

All the three supervisors have been employees at Ikhaya Lethemba for more than five (5) years. Their length of employment at Ikhaya Lethemba was long enough to make them adequately familiar with the work and services they rendered at Ikhaya Lethemba. At the time of the study, two supervisors supervised two social workers each, while one supervisor supervised four. The low supervisor - social worker ratio most likely helps the social workers to derive maximum benefit from individual supervision. The social work supervisors supervise social workers who render services directly to victims of domestic violence and they support them directly in rendering quality services.

As Carpenter, Webb, Bostock and Coomber (2012:1) state, supervision promotes the effectiveness of social workers. When need arises, the social work supervisors work directly with the victims. This especially happens when there are cases that are too complicated for the social workers to handle on their own.

The biographical information of managers included gender, age group, number of years as a manager and number of years working at Ikhaya Lethemba.

Table 3. 3: Biographical information of Managers

Managers	M1	M2	M3	M4	M5
Gender	Female	Female	Female	Female	Female
Age	41-50years	41-50years	41-50years	41-50years	50+years
Years as Manager	0-5years	6-10years	6-10years	6-10years	11-15years
Years at Ikhaya Lethemba	0-5years	6-10years	6-10years	6-10years	11-15years
Working directly with victims	Sometimes	Sometimes	Sometimes	Sometimes	Sometimes

All managers were above 40 years of age. As the researcher did not pose the question, it is uncertain whether they had any formal or informal training in the developmental approach.

One manager had less than five years working experience at Ikhaya Lethemba, whilst three had more than five years and one over 10 years of experience at the centre. The managers do not work directly with victims. They only intervene by giving guidance to supervisors and social workers when there is a complex case.

3.7.2 Themes and sub-themes

This section presents the themes and sub-themes that emerged from the data. The collected data reflected similar themes among the respective participant groups (social workers; supervisors; managers), hence the findings will be presented and discussed in an integrated manner. However, the respective pseudo codes will reflect the respective categories of the participants' voices. Literature will be integrated with the findings where relevant.

Table 3. 4: Themes and sub-themes

Themes	Sub-themes
1. Conceptualising the Developmental Victim Empowerment Services (VES)	1.1 Understanding the developmental approach in victim empowerment 1.2 Means to equip social workers in rendering victim empowerment services from a developmental approach
2. Alignment of services to key themes and principles of the developmental approach	2.1 Interventions in empowering women • Empowerment through information. • Skills development programmes • Services that do not promote the empowerment of victims. 2.2 Holistic services to victims in terms of group, case, community work and research. 2.3 Accessibility of services to victims 2.4 Stakeholder relationships at Ikhaya Lethemba. 2.5 Rights of victims to protection, housing, information and legal rights.
3. Obstacles faced in rendering services from a development approach	3.1 Lack of clear internal policies 3.2 Poor communication among stakeholders 3.3 Dependency and entitlement of victims 3.4 Insufficient resources
4. Recommendations to improve victim empowerment services from a developmental approach	

Theme 1: Conceptualising the Developmental Victim Empowerment Services (VES)

Findings indicate that participants did not have a clear understanding of what developmental victim empowerment services mean. Two sub-themes emerged from this theme, namely understanding the concept of the developmental approach and

systems to equip social workers in rendering victim empowerment services from a developmental approach.

Sub-theme 1.1: Understanding the developmental approach in victim empowerment

The findings indicate that most participants have a limited understanding of the developmental approach. The little that they do understand pertains to a few selected key themes and principles of the developmental approach.

The following responses from social workers show their understanding of the meaning of the developmental approach to social services:

SW2: *“Developmental approach basically says social workers should focus on social issues and social investments when approaching each case.”*

SW8: *“Developmental approach, like the term says, actually works towards developing, in the sense that we are empowering a client. First of all there are aspects you need to take into consideration when applying the approach to make sure that it is rights-based, whereby you respect the rights of the client and, if they are not aware, you mobilise in such a way that they know what their rights are... it somehow links to the person-centred approach in the sense that you try and let the client direct and take full participation in their decision making.”*

SW4: *“What is it that they have that you can use to [help them to] develop themselves? You have to make sure [that] when applying the approach ... your resources are accessible.”*

One of the supervisors indicated clearly that she does not understand the developmental approach as she qualified in the 1960s. She even used the term developmental approach interchangeably with community work, showing a total lack of understanding of the concept. However, she takes time to learn from the social workers that she supervises.

S1: *“As a social worker honestly who trained in the 1960s plus 30 years ago a part of social work training did not include community work. It was case and group and very little emphasis on community work. Community development was not included. So, on theory level in that area I am handicapped. But when I work with social workers I learn from them how social work in developing countries should be.”*

All managers seemed to slightly understand the developmental approach in terms of some of its principles and key themes.

M2: *“Developmental approach must look at holistically empowering an individual to reach the next level of functioning. It looks at education which is awareness, rights, etc.”*

M1: *“I think it is the participation of the client towards his/her own development to put the person at the centre of the service.”*

The managers, however, admitted that they have not fully reached the point of using the developmental approach in service delivery at Ikhaya Lethemba.

M2: *“I think for now there is a lot of work that needs to be done. I think currently we are not doing much in improving the services - we are still using the old approach.”*

When asked to clarify what the old approach is this is how she explained:

M2: *“The old approach was not proactive but reactive. It was not preventative but reactive. You wait for the offence to occur then you provide services, yet now it calls for preventative services.”*

There is, however, an effort to ensure that the services are developmental as one of the managers said:

M1: *“We are working towards the developmental approach in all our services as we are rendering holistic and comprehensive VEP services within the centre where we have this full basket of services that we give to our women.”*

Though the majority of participants do not seem to have a full understanding of the developmental approach, they are aware of a few principles like empowerment, participation and the key theme of the rights-based approach. This resonates with the findings of a study by Patel et al. (2012:220) in Gauteng and Limpopo provinces, which indicate that there is partial or minimal understanding of the developmental approach which affects the social workers' ability to translate the developmental approach into practice. The failure to fully master the developmental approach seems to be delaying the social workers in shifting towards the developmental approach.

Sub-theme 1.2: Means to equip social workers in rendering victim empowerment services from a development approach

Research findings show that managers and supervisors believe that they are making an effort in equipping social workers to render services within the developmental approach. The social workers are equipped through short courses, strategic planning sessions and meetings.

M5: *“There are opportunities of training short courses for social workers.”*

M1: *“Social workers are trained on the victim empowerment programme, community resilience trauma model [and] forensic social work aimed [at responding] to child sexual abuse cases. Other courses [include] how to respond to domestic violence, maintenance and custody issues in the legal sector.”*

The findings further indicate that the social workers are being equipped with different training courses on psychosocial aspects. The managers agree that the focus of Ikhaya Lethemba is on trauma and psychosocial services as indicated below.

M3: *“The courses are more on the psychosocial side because we provide psychosocial services. We are providing psychosocial services to ... victims.”*

M4: *“Community resilience trauma model, where we empowered them to respond to trauma experienced by victims in any setting whether its community or here.”*

M1: *“Our social workers are equipped to respond to trauma.”*

M3: *“It is important to mention that we recognise that social workers can't be generic ... [they] must be social workers with an understanding of trauma because Ikhaya Lethemba doesn't work with generic issues. If it is generic we take it out. We should be specialists in trauma work.”*

The findings show that Ikhaya Lethemba focuses on trauma and psychosocial services. This is not uncommon as most victims access shelters when they are in a state of trauma, disorientation, confusion and anger, which require intensive social work services in the form of counselling and therapy (Groenewald, 2009:182). The trauma and psychosocial services rendered at Ikhaya Lethemba correlate to the developmental approach that aims at the promotion of the wellbeing of individuals (RSA, 1997). This is further confirmed by McNamara et al. (2008:135) who state that psychosocial services must not be ignored as they play a significant role in improving the women's life functioning and coping abilities. So the psychosocial services contribute to the holistic functioning and wellbeing of the victim, which is a developmental aspect.

Theme 2: Alignment of services to key themes and principles of the developmental approach

The findings show that the services at Ikhaya Lethemba are aligned to key themes and principles of the developmental approach despite a few challenges. The following themes are interventions aimed at empowering women: holistic services to victims in terms of group, case and community work, accessibility of services to victims, stakeholders' relationships at Ikhaya Lethemba, rights of victims to protection, housing, information and legal rights. These themes are discussed below.

Sub-theme 2.1 – Interventions in empowering women

The findings above (Sub-theme 1.2) indicate that the victims at Ikhaya Lethemba receive psychosocial services. Apart from the psychosocial services, they are empowered through various skills development training, life skills, further formal education and exposure to information.

- **Empowerment through information**

Most participants explained that victims are empowered through knowledge and information on arrival at Ikhaya Lethemba. Some victims come to Ikhaya Lethemba with a need to understand basic knowledge on; how to apply protection orders against the perpetrator, the dynamics of domestic violence, how bail works, the status of their criminal case and how to approach the court. Social workers expressed their views as follows:

SW7: *“Some clients drop charges because they are not aware of the criminal justice system or they don’t know the protection order.”*

SW1: *“The family justice unit explains how bail works [and] walks [the victims] through the process of court preparation. By the time clients go to court they will be empowered and knowing what to expect.”*

SW10: *“Family Justice Unit does case tracking to find out, from the Investigating Officer, the state of the case. We check the progress of the case and update the client.”*

SW4: *“At intake there is a lot of empowering. There are lots of double checks to do from screening to admission. Just checking whether the client went to the Police; what’s the case number - if it’s wrong then you get the right one; educating client about the services to be rendered at Ikhaya Lethemba and that she knows why she has to be referred to Family Justice Unit, Lifeline etc. If*

Lifeline comes to conduct an assessment again, it shouldn't come as a surprise. The client must know fully what resources are available. Sometimes we refer externally."

According to the Victims' Charter (2004), the victims have the right to information. Access to information is also an empowering factor to victims of domestic violence. A study by Kulkarni et al. (2012:93) shows that victims of domestic violence need to know what services are available and how to access them so that they [may] make informed decisions and choices.

- **Skills development programmes**

All participants showed that they are aware of the skills development programmes rendered at Ikhaya Lethemba. The managers in particular, indicated that the Department of Community Safety has an annual budget for skills development programmes for women victims at Ikhaya Lethemba. The centre offers both soft and hard skills intended at helping the client to be independent and earn a living. They attend various courses on a voluntary basis as part of an economic empowerment programme for women.

M1: *"We sent them for various [skills] training. Right now they finished the Home Based Care, there is [also] beauty therapy [and] security [training] ... We try to match the market so that they can be employable. They did hospitality and Palliative care, talking about this year alone. We offer computer skills. We offer both soft and hard skills."*

M5: *"The skills development starts with crafting a CV so that you are at least called for an interview and the other skills development [course] is beauty therapy... for clients without matric. At least they can be able to secure employment."*

M3: *"We have a yearly budget for women at Ikhaya Lethemba. The resources sustain the library, sewing project, computer room [and] hair salon..."*

There is however criticism by most social workers about the nature of training programmes provided for the victims:

SW1: *"It's not about hair and nails. There are women with different needs and talent but we haven't even explored that."*

The findings show that the victims have no choice of a programme they want. One of the managers clearly explains that not all individual needs can be catered for.

M1: *“Unfortunately we cannot meet all the individual needs of our clients.”*

According to some social work participants, the victims are not assessed or given a choice to choose a course or skills development programme that they are interested in or that could easily earn them a job.

SW1: *“[The] Department of Labour can help women in areas where they feel they want to explore their skills, assist them [to] get training and help them to find employment; we are not even linked to them yet.”*

The majority of social worker participants indicated that victims without a matric qualification just take whatever training is available. The participants also felt that the skills development programmes are of a low nature such that they cannot contribute much in assisting the victim in finding employment. The following quotation reflects the social workers views:

SW6: *“The department is trying but it’s those low skills training that they offer with family justice unit. They give women [skills] in cooking, hair dressing, home based care, beauty therapy, security [services]. You can’t really say maybe those victims with matric try something different; something that will make them employable instead of those low skills jobs. Skills are inappropriate. It depends with level of education of clients. If you don’t have matric you take whatever comes.”*

Most social worker participants think victims with matric are at a disadvantage because the courses available are usually short term, of a lower standard and do not require one to have a matric qualification in order to meet the entry requirements. A few participants mentioned that victims with matric do not actually benefit from the skills development trainings offered at Ikhaya Lethemba. The views are reflected in the following quotations by two social workers:

SW8: *“The clients with matric don’t have an opportunity to try something so that they are employable instead of those low-level skills jobs. Skills are inappropriate. It depends with level of education of clients.”*

SW3: *“You can’t really say maybe those victims with matric try something different something that will make them employable instead of those low skills jobs.”*

Most social workers and some managers indicated that the short term courses do not make much difference in empowering victims with a matric certificate because they only cater for those without matric. The findings reveal that Ikhaya Lethemba has no say on the length of the training course as they depend on what the service provider is prepared to offer.

M4: *“[Regarding] the Home-Based Care course, we spoke to the service provider to accommodate the clients without matric certificates.”*

M1: *“The courses are usually [run over] 10 days at most, depending with the service provider.”*

SW10: *“The skills offered at the centre are semi-skills; they take a week and they are not adequate. Short-term courses can’t make much difference.”*

Longer term courses will make a difference, especially for victims with matric and a tertiary qualification, as a social worker indicates:

SW7: *“Even [a] 3 [or] 6-month course is ok for those with matric. Those with without matric have no choice.”*

There are, however, findings to the contrary which posit that the training has an impact for women with or without a matric certificate. All managers and a supervisor indicated that a number of victims without matric have been empowered to start their own businesses after leaving Ikhaya Lethemba. This is after attending the short courses offered at Ikhaya Lethemba.

SW3: *“Some clients [who were] helped here now think differently. A woman downstairs [has had her] life changed... she does not depend on the perpetrator [anymore] so now she has a business; she does her own thing.”*

M2: *“One opened a bakery and distributes bread to [the] community.”*

M5: *“Edcon gave sewing skills. Most were linked to fashion designers; got a starter pack and machines. It was a pilot with 40 women and it is currently running.”*

The managers also attested that even those with matric and tertiary qualifications have been successful through the help of Ikhaya Lethemba. Some victims secured formal employment whilst others started businesses.

M2: *“One of the clients opened an accountancy firm after leaving Ikhaya Lethemba.”*

- M4:** *“Clients are helped to apply for varsity, not necessarily employment. We have 3 or 4 case studies of clients that registered at varsities. One went for teaching and the other social work at [the] University of Johannesburg.”*
- M3:** *“A client couldn’t register for social work and was assisted to register and now she is a director for child welfare.”*

The participants confirmed that, indeed, the victims at Ikhaya Lethemba are empowered through skills development programmes, but they are not given an opportunity to choose according to their talents and strengths. A study by Kulkarni et al. (2012:93) shows that victims of domestic violence expressed their preference for being given choices throughout the helping process.

The findings revealed that the victims are not given an opportunity to choose a course or training programme for themselves. Although it may be argued that what is offered links with, and develops, the women’s skills needs, it may not always be the case. The principle of empowerment is linked to the strength-based perspective that focuses on people’s talents, knowledge, capacities, inner resources, skills, abilities and strengths, all of which are used to work towards the solutions (Hammond, 2010:4, Midgley, 2010:14, Payne, 2005:167; Saleebey, 2013:1). Unfortunately, the findings show that the programmes are not solely based on the strengths of the victim.

- **Services that do not promote the empowerment of victims**

Some participants echoed their doubt on the extent of empowerment services at Ikhaya Lethemba. They regarded the services as contributing to a dependency syndrome rather than empowerment. The manner in which the victims are treated defeats the purpose of the developmental approach and empowerment of victims.

- M3:** *“By being here we don’t encourage [the] victims to do things for themselves; children are driven to school, laundry is done [for them]; food is given to them; dishes are washed for them. It’s a nice pause, it’s like a 5 star hotel but when [they] go back to reality they can’t cope. Empowering will be giving back the power to women which ... I don’t see happening. You have a strong person that will use what she has as an opportunity to make it work [with] what is here, but [for the] majority it’s not happening.”*
- M2:** *“Clients are given a 5 star hotel kind of home/ shelter ... that ... has everything within the building. If you have a child you know the child is well taken care of.”*

The woman receives all sanitary needs, especially if you are unemployed, you will be accommodated or funded in terms of your well-being.”

S2: *“The budget covers all needs of the clients. Clients are given an opportunity, especially their children, to attend school. We cover all schooling needs.”*

S1: *“Clients are given an opportunity to look for a job and are given an allowance to look for a job.”*

As a result of this treatment, some victims are not motivated to attend training and skills development programmes, preferring to rely so much on social workers and the system at Ikhaya Lethemba, as the comments below show:

SW6: *“... clients feel we are jacks of all trades, so when they leave they [would not] have not accomplished independency.”*

SW5: *“Clients are not cooperative - you have to go after them so that they come for training, yet it is good for them.”*

SW3: *“I think the department/Ikhaya Lethemba don’t promote own decision making. They do everything for them. The client is made to demand things as if they are entitled [to them] e.g. a client came to management demanding food parcels. They are not given the freedom to say you will do 1 2 3 4 for you to meet us half way in order for you to get help and independency when you leave the shelter.”*

In summary, findings indicate that the programme creates scope for the victims at Ikhaya Lethemba to become dependent on social workers and the system. Not all of them are willing to participate in their own development and that hinders the developmental approach. Midgley (2014:15) alludes to the fact that provision of services to passive recipients is not developmental. So by victims being dependent and not willing or engaged to participate, the services rendered in this regard are not developmental.

Sub-theme 2.2: Holistic services to victims in terms of group, case, community work and research.

All participants pointed out that Ikhaya Lethemba utilises the three methods of social work (casework, group work and community work). Casework is however the mostly used method compared to the other two methods, as reflected in the following participants’ views.

M2: *“Clients are seen as individuals [or] groups and are engaged as [part of the] community, especially on days when we have awareness campaigns. Social workers make sure it’s compulsory for each and every client to attend both case and group work. The sessions are formal, with set dates for clients so that they attend.”*

S3: *“On a monthly basis the social workers go out to schools as [part of] community work. In-house, we have different groups that social workers run on a weekly basis.”*

SW9: *“All applicable at Lifeline. Lifeline does group work, parenting skills, and domestic violence and maintenance issues.”*

M5: *“Marketing of services in the greater Johannesburg and targeting women and children is done by Ikhaya Lethemba as community work.*

SW8: *“We do weekly presentations at schools on how to report abuse and it’s very successful.”*

Although the findings by the majority of participants indicate that all methods of social work are applied at Ikhaya Lethemba, one supervisor and one social worker explained that they find it difficult to practise other methods, except casework, due to the nature of their role at Ikhaya Lethemba, as the organisation responsible for intake.

S2: *“Group work is a challenge at iThemba Rape and Trauma Support Centre because clients are seen once and referred. ... walk-in clients cannot commit to coming back to Ikhaya Lethemba for group sessions.”*

SW2: *“Casework is done but group work is difficult to do. If you can’t bring them for counselling, then how do you bring them for group work? Our focus is on casework.”*

Most supervisors indicated that community work is also a challenge, causing their focus to remain on casework only.

S2: *“For community work we go to schools and do talks in Rossettenville via Moffatview Police Station. Unfortunately, we cancelled the talks in schools; [the arrangement] was problematic. The DSD wants us to go to shack dwellings; how do you send a social worker to dangerous Soweto areas, [given that] most social workers are women?”*

The participants confirmed that services are not only confined to women as victims of domestic violence, but also to their children.

M2: *“Children can be primary victims if they come with their mothers. We are not allowed to take unaccompanied children because we aren’t a statutory body. But if the child is raped and is accompanied by an adult we give that child a service. We have an organisation dealing with children and that is Teddy Bear Clinic.”*

M4: *“[The] education department makes sure that the children are at school anytime they come to the centre, and give provisions so that they go to school.”*

SW8: *“Teddy Bear Clinic assess children and renders therapeutic services to child victims of sexual abuse as well as help with expert witnessing in court.”*

M5: *“We have equipped social workers within our unit with Forensic Social Work training. That is not only focusing on children that already have to testify in court.”*

Only one participant, a manager, indicated that research was done by Ikhaya Lethemba in an attempt to improve the services.

M2: *“We had a survey in the community which is a form of research and feedback from the survey will indicate the extent of impact that we have, then we [will] improve on that.”*

The findings show that the three methods of social work are practised at Ikhaya Lethemba, despite the challenge with one NGO which cannot do group work because they focus on intake. The findings, however, correlate with a study by Van Breda (2015: 3) who states that bridging the macro and micro divide refers to “a smooth transition between individual, family, group, community and societal interventions”. This is further confirmed by Patel (2005:110) who says the developmental approach shifts from only casework, to include other social work methods, including group work, community work, research and, in particular, policy interventions.

Sub-theme 2.3: Accessibility of services to victims

The findings revealed that Ikhaya Lethemba is open to people from all walks of life at any time of the day. This is also enabled by the location of Ikhaya Lethemba as it is situated in the heart of the Gauteng province. Participants confirmed accessibility as follows:

M1: *“It has a walk-in set up; [the] majority [of cases are] brought by police and operates for 24hours.”*

S3: *“In terms of walk-in, our centre is on a busy side. There [are] all modes of transport. Public transport passes [by] Ikhaya Lethemba.”*

M3: *"It operates for 24hours and 7days a week. Social workers are available on normal working hours, but there is always someone to receive clients and contain the client until the social worker comes on Monday. For complex cases the managers are always on call."*

SW7: *"The centre is accessible to Johannesburg areas."*

Some participants indicated that the services to victims are open to people from all walks of life, especially vulnerable groups. There is no discrimination on race, religion, nationality or even sexual orientation.

SW3: *"The centre itself does not discriminate - whether its race [or] LGBTI [We] are inclusive of all vulnerable groups."*

SW2: *"Ikhaya Lethemba is a government; it is expected not to discriminate – anyone [from] inside [or] outside the province is accommodated."*

SW4: *"I have seen Chinese, Zimbabweans, Zulus, etc. I think they are trying to include everyone [regardless] of race. I have seen the LGBTI... the department is trying [to be truly inclusive]."*

S1: *"We see all colours, rich or poor. Most are young and uneducated black women with children."*

Some of the participants believed that Ikhaya Lethemba is not accessible to everyone who needs a service due to the strict admission criteria.

SW10: *"I think it's not open to everyone. They need a case number. What happens to those without a case number who could [have been] abused?"*

M4: *"We only have a regulation that clients coming in to Ikhaya Lethemba must have a case number or they open a case."*

Most participants (social workers and supervisors) were concerned about the restrictions placed on victims of foreign origin.

SW7: *"All victims are welcome to the centre. However, shelter admission is strict. You must be legal in the country. The challenge was also that clients previously lied about their names so now an identity document [must be produced]."*

S3: *"Foreigners are seen quite a lot - unless they have asylum papers the shelter won't take them."*

M5: *"We take from all walks of life, except undocumented people. We refer them to appropriate refugee camps where they are sent home. If that person is injured and raped we give a service. We cannot accommodate for long."*

Two of the managers indicated that an effort is made to improve accessibility of services through language. This means victims who are foreign nationals are assisted despite the language barrier.

M2: *“We always need an interpreter and [we] go to embassies when we receive a foreign national at the centre.”*

M1: *“Language [is a major barrier], especially if we receive people from China, even those from Mozambique. We use staff members that understand the language, or even the police, to interpret but it’s still a problem because we need to apply and wait for 3 to 4 days.”*

The findings indicate that Ikhaya Lethemba is generally accessible to all victims. This is consistent with the context of a developmental approach that states that services must be accessible in terms of “physical and geographical conditions, time and language” (RSA, 2013:10). From the study findings, it seems that the services cater for Johannesburg areas. This correlates with Patel et al. (2012:216) who says that services to disadvantaged and under-served populations are “urban-biased”. A study by Gumani and Mudhovanzi (2013:5577) shows that community resources and support networks for victims of domestic violence in rural areas are not sufficient, compared to urban areas. All participants agreed that Ikhaya Lethemba sees a number of foreign victims. This is confirmed by Lopes (2013:5) who indicates that 12% of women in Gauteng’s shelters for domestic violence were non-South African citizens. This is an indicator of non-discrimination and an embracing of the principle of universal access. However, the strict criteria for admission of foreign victims at Ikhaya Lethemba confirms the fact that social services for refugees and asylum seekers in South Africa still has a huge gap (Rugunanan & Smit, 2011) as the undocumented victims are turned away.

Sub-theme 2.4 Stakeholder relationships

Ikhaya Lethemba is a model based on partnerships of both the government and the non-governmental sector. There is an existence of partnerships with government organisations outside Ikhaya Lethemba, as demonstrated in the following quotes.

M5: *“We are partnering with DSD that makes sure that the IOM is in touch with them so that clients who are foreign nationals can go back home.”*

M2: *“Legal workshops are ... pro bono [for] low level clients. We are also in partnership with [attorneys] who look at legal matters [on a pro bono basis].”*

M4: *“Three skills development programmes are from the public service departments. Care packs are [donated by] civil society organisations. Quality*

forensic social work reports [are done by] Teddy Bear Clinic. [This] is [evidence] of partnership."

SW9: *"Rhema Church prepares them [for] spiritual healing, which is important."*

M1: *"Our social workers in NGOs are funded by Department of Social Development. Building was donated by Eskom. Movable furniture donated by Vodacom. Cosatu and Metrorail set up the library. The library [is manned by] permanent staff from the City of Joburg. [The] education [department] makes sure [that] children are at school anytime they come to the centre... [They] give [them] provisions so that they go to school. The health department helps our Medico-Legal clinic. They train our staff to be experts in forensic evidence taking."*

M3: *"The Department of Social Development sponsors 30 volunteers [and] 10 professionals to render services."*

One of the social work supervisors expressed concern over insufficient funding by their major partner, DSD.

S3: *"DSD sponsors [us] but [the] money is not enough; we manage it diligently. We get R500 a month for fuel,[but] it's not enough. R1000 petty cash is for everything - toilet paper, clients who need taxi fare, coffee..."*

The supervisor further indicated that they have terminated some of their services to the community.

S2: *"For community work we go to schools and do talks in Rossettenville via Moffatview Police Station. Unfortunately, we cancelled the talks in schools - it was problematic."*

All participants acknowledged the presence of partnerships of different organisations at Ikhaya Lethemba, but some participants do not see a good working relationship amongst the organisations. They see the organisations and professionals working in silos with poor communication between them.

SW4: *"iThemba Rape and Trauma Support Centre does intake for all victims, Lifeline does casework from admission, exit and after care, Teddy Bear Clinic [for] Children assesses therapeutic forensics."*

S3: *"No relationship. Each unit focuses on what they do. Here at 7th floor, Family Justice Unit and NGOs [each] do their own thing. There is no relationship."*

- S1:** *“We never see each other in meetings. We need meetings to discuss problems. We only see each other as individuals [and] when you want to refer ... it’s often hard to find people, especially those at Family Justice Unit.”*
- S2:** *“Often there is no one at Family Justice Unit and you wait for more than 48 hours, yet a client is not supposed to be in [the] containment room for more than 48 hours.”*

The participants also felt that the SAPS Family Violence and Child Protection Services Unit (FCS) working at Ikhaya Lethemba does not serve the victims and professionals at Ikhaya Lethemba. When the social workers need police services they actually turn to other police members not the ones stationed at Ikhaya Lethemba, as reflected in the following voices.

- SW1:** *“SAPS is a government entity with Hillbrow and Johannesburg clusters and handles provincial serial rape, Human trafficking and high profile cases. This unit (FCS) is placed at Ikhaya Lethemba.”*
- S1:** *“I was never introduced to [SAPS] - I don’t know them. When I can’t get hold of the FJU, I call the police and I don’t know where they are.”*

All participants acknowledge the existence of partnerships comprising the government, NGOs, FBO and private sectors at Ikhaya Lethemba and beyond. This relates to the fact that different role players bring different expert knowledge, skills, financial resources and commitment to achieve the goals of the sector (RSA, 2013:15) and that partnerships enable organisations to “share risks, responsibilities, resources, competencies and benefits” (Patel, 2005:283).

Most of the participants indicated that the DSD funds NGOs below their expected operational expenditure. This correlates with the views of Patel et al. (2012:222) and Rupcic (2012:11) who reiterate that underfunding by DSD affects the ability of NGOs to function and render services appropriately. One of the supervisors explained that they had stopped rendering some services in the community and that is confirmed by Rupcic (2012:10) who stated that some NGOs shut their operations due to insufficient funding.

Sub-theme 2.5: Rights of victims

All participants indicated that they make an effort to observe the rights of the victims and also assist the victims in realising their rights. According to the participants, the

environment at Ikhaya Lethemba allows the victims to exercise their rights. Furthermore, the findings show that Ikhaya Lethemba also observes the right to information, protection housing as well as access their legal rights which will next be discussed as sub-themes.

- **Exercise of rights**

According to the findings, Ikhaya Lethemba ensures that the rights of the victims are not ignored. Most participants indicated that if the victims feel their rights have been violated they can speak up anonymously or by formally writing a grievance letter. Two social workers voiced their experience:

SW6: *“There is a suggestion box and clients remain anonymous.”*

SW8: *“All victims are informed of their rights. They can write their grievances.”*

One of the senior managers indicated that she takes the rights of the victims seriously.

M5: *“I have an open-door policy whereby clients can walk in to my office anytime. I have a book that I record complaints when clients feel they have been treated unfairly.”*

- **Right to protection**

Most of the participants in this study indicated that the social workers at Ikhaya Lethemba ensure that the victims are protected.

M3: *“Clients are not allowed to enter and exit as they wish. They have to make an application via a social worker assigned to them. The social workers must know the movements of the clients. In other words, the client cannot ... [go] out without telling anyone; even when they go to the shop.”*

S2: *“Perpetrators are not allowed in. We have burglar cameras on each floor. Security [officers] at the gate ... work double shift. The security team is qualified and was absorbed from patrollers, but they are trained.”*

- **Right to housing**

The majority of the participants indicated that they observe the victims' rights to housing. Since Ikhaya Lethemba is a shelter for abused woman, one of its goals is to make sure women have access to housing, even though Ikhaya Lethemba offers short term housing as reflected in the following statements.

SW1: *"Ikhaya Lethemba is a shelter for abused women. Most women at the shelter [would have been] displaced and their rights to housing violated. So when admitted at Ikhaya Lethemba the right to housing and shelter is restored."*

M1: *"Housing is a problem because it's a challenge in the province and the country. The shelter is short term. We link those who qualify to go to second stage housing ... with city of Johannesburg. We [also] encourage them to rent or go back to their families. One case in 3 years was successful, where a client got an RDP house but we never help clients to get RDP houses at Ikhaya Lethemba."*

The managers echoed that the right to housing is not accessed in full by victims since their stay at Ikhaya Lethemba is short lived. There is usually no longer term plan for the victims' housing needs after leaving Ikhaya Lethemba. After leaving Ikhaya Lethemba, those victims without a place to go to are often placed in yet another short term shelter.

M2: *"If client is found not ready to go, she will [get] an extension of a month until [she] prepared. Before a client leaves we make sure we know where she is going. There are transitional homes that we partner with other organisations, [where] a client ... can be accommodated... should [she] not have a place to go to."*

The findings concerning the women's rights to housing correlate to Combrinck's (2009:3), who says most women in shelters have no place to go when their time at the shelter comes to an end, which means that their rights to housing are violated. Although the South African Constitution (Section 26(1) guarantees access to housing for all, there are no special preferences for female victims of domestic violence. Lack of housing remains a major challenge for women leaving shelters (Combrinck, 2009:6).

- **Legal rights**

The findings also pointed out that Ikhaya Lethemba helps the victims to access their legal rights as well as confirmed in the following participant views:

SW4: *"With Family Justice Unit the docket was retrieved so the case will be put on roll helped by correct procedure and legal rights for prosecution."*

M2: *"Pro bono [lawyers] look at legal matters. They assist clients to understand legal issues whereby they give them workshops around the Domestic Violence Act, Maintenance Court and all other issues around the court."*

- M1:** *“The Family Justice Unit was established in 2010 to help clients in terms of the criminal justice system and advise on protection orders [and] maintenance and track their cases especially bottleneck cases, we advocate and communicate why perpetrators is on bail or not.”*
- S3:** *“We advocate against the blockage of cases in the criminal justice system and ensure that the case is prosecuted properly.”*

- **Right to information**

According to most participants, the victims are afforded the right to receive and access information.

- SW1:** *“The Family Justice Unit explains to the victim how bail works [and] walks them through the process of court preparation. By the time clients go to court they will be empowered and know[ing] what to expect - that’s right to information.”*
- SW5:** *“Family Justice Unit does case tracking to find out from the Investigating Officer the state of the case. We check the progress of the case and update the client.”*
- M2:** *“Probono [attorneys] look at legal matters. They are here to give them education and it helps them prepare and assist to give an idea of what is expected in court.”*
- SW4:** *“[The] Family Justice Unit sees victims, not only those with cases, but even those that are not clear about something and are [in need of] information.”*
- SW1:** *“At court preparation of new information becomes practical, especially for a client who has no idea of court set up. It is access to information for clients.”*
- SW2:** *“Just checking whether the client went to the SAPS; what the case number is [and], if it’s wrong then you get the right one, educating clients about the services to be rendered at Ikhaya Lethemba and that she knows why she has to be referred to FJU, Lifeline.”*

The findings regarding the rights of the victim correlate with the rights as stipulated in the Victims Charter (RSA, 2004) as well as the Constitution of South Africa (RSA, 1996). The Victims’ Charter (RSA, 2004:4) indicates that the victim has the right to offer and receive information, to be treated with fairness, to be protected and assisted. All these services are being offered at Ikhaya Lethemba.

Theme 3: Obstacles faced in rendering services from a developmental approach

The social workers, supervisors and managers revealed that a number of obstacles hinder them from rendering the victim empowerment services in a developmental way. The obstacles are mentioned below.

Sub-theme 3.1: Lack of clear internal policies

One of the managers acknowledged that Ikhaya Lethemba is working without strong internal policies and that hinders the services from being rendered developmentally. Some supervisors and social workers also expressed frustration at the lack of regular protocol in serving the victims who come to Ikhaya Lethemba.

- S2:** *“Nothing is written... no definite internal policies; they shift to suit the circumstances.”*
- S1:** *“Anyone who comes here should [do so] via iThemba for records. So you hear that four Chinese women came through and were not assessed. They don’t speak English”*
- SW6:** *“People with no case numbers are not supposed to be seen, but suddenly you see one without just because she is known by the MEC.”*

Sub-theme 3.2: Poor communication of stakeholders

Even though the participants acknowledge the existence of partnerships at Ikhaya Lethemba, communication amongst the role players is expected to be smooth. The lack of, and poor, communication amongst the stakeholders at Ikhaya Lethemba makes it difficult to work developmentally. Supervisors articulated their view on lack of communication as follows:

- S3:** *“Lack of communication - we never see the director or deputy director. [We] last had a formal meeting last year. There is no contact. There are changes you don’t see, but just hear about them. As long as you do your job... no problem.”*
- S1:** *“So now ... a letter from Medico Legal Unit and Family Justice Unit is needed before Lifeline decides to admit a victim. Often there is no one at FJU and you wait for more than 48hours, yet a client is not supposed to be in [the] containment room for more than 48hours. What could be done in a day is then done in four days, because the FJU does not communicate when there is not going to be anyone in the office. And they don’t answer phones.”*

Sub-theme 3.3: Dependency and entitlement for victims

Most of the participants revealed that the developmental approach at Ikhaya Lethemba is hindered by the attitude of the victims. As indicated in sub-theme 2.1 there is a dependency mentality among the victims. Furthermore, Ikhaya Lethemba makes the victims more dependent by doing almost everything for them. Participants articulated their views as follows:

- M2:** *“Women about to exit the shelter mostly give us a problem, maybe because of the way we render services here at Ikhaya Lethemba. It is not, in our point of view, normalisation. We cook for them, we clean for them, we wash for them [and] take care of their kids. What is left is space for them to heal.”*
- M1:** *“We give them toiletries, nappies, etc. So it is a safe haven for them [and] they don’t want to leave. Some take us to the Human Rights Commission [arguing that we] can’t evict [them]. One case is with the attorney - the client has completed a full year, [and is] going [into] second year now. She doesn’t want to leave - she wants to be moved with an eviction order from court.”*
- SW4:** *“Clients [are] not cooperative. You have to go after them so that they come for training, yet it is good for them.”*

The above voices confirm the findings that the rendering of services to passive recipients is not developmental (Midgley, 2014:15). People must “participate fully in the development process” (Midgley, 2014:15). This is contrary to practices whereby centres provide everything to the victims without the latter’s input. Patel et al. (2012:223) further confirms the findings on the reluctance of victims to participate in developmental programmes. The victims are said to be primarily interested in state social grants.

Sub-theme 3.4: Insufficient resources

Most participants (managers and supervisors) expressed their frustration over insufficient resources to do their work. In their view, the lack of resources is a stumbling block for social workers, making it difficult to apply the developmental approach.

- M1:** *“We have few cars, sharing cars and we compromise a lot on conflict around cars with staff. FJU is thriving on interns - it has only two permanent staff members for the province.”*
- S1:** *“Lifeline social workers are upstairs and they don’t have phones and computers communication is incredibly difficult.”*
- M5:** *“Vacant posts are not easily filled had a vacant post for two years. Few vehicles, WiFi, lifts not working contract workers are demotivated.”*

S2: *“How do you get to the community without a car? We have an old car that not everyone can use. We have petty cash which is small - it means they must walk to the community. DSD sponsors, but [the] money is not enough. We manage it diligently; we get R500 a month for fuel, [which is] not enough. R1000 petty cash is for everything, [including] toilet paper, clients’ taxi fare and coffee. Assets are for Community Safety, but I bring my own printer.”*

The findings confirm what a number of authors say about the insufficient funding of NGOs. The Department of Social Development has been underfunding social welfare services; including services to victims (cf. Lopes, 2013; Rupcic, 2012; Patel et al., 2012). The NGOs at Ikhaya Lethemba are of no exception; they are struggling because of insufficient resources, mainly due to insufficient funding.

Sub-theme 3.5: Language barrier

As mentioned in sub-theme 2.3 above, the majority of participants revealed that, Ikhaya Lethemba receives victims from diverse backgrounds. Language barrier has become a usual challenge and social workers struggle to communicate with the victims.

M3: *“Language barriers [are prevalent], especially if we receive people from China, even those from Mozambique. Language is still a barrier.”*

M2: *“We use staff members that understand the language or even the police to interpret but it’s still a problem because we need to apply and wait for three to four days.”*

These findings correlate with the principle of accessibility that states that services must be accessible in terms of language as well (RSA, 2013:10).

Theme 4: Recommendations to improve victim empowerment services from a developmental approach.

The findings indicate that there is need for improvement of services at Ikhaya Lethemba. The majority of participants echoed the need to embark on continuous surveys and research to improve services at Ikhaya Lethemba.

M1: *“We must always stay ahead in terms of continuously doing surveys in terms of what’s happening in the community.”*

M2: *“So we need a research unit! It is essential to know what the women need and what their children need.”*

SW7: *“We need research and implementation of the findings. We are tired of meetings that don’t have outcomes.”*

The findings further indicate that Ikhaya Lethemba lacks ability to implement strong internal and external policies. One of the managers, however, echoed the need to establish internal policies.

M2: *“We need to strengthen internal and external policies despite the lack of legislation on VEP. There is a small policy we should create and strengthen internal policies.”*

One of the social workers recommended that the management should do long-term planning to ensure that the resources at Ikhaya Lethemba are sufficient.

SW3: *“[To mitigate] the lack of resources e.g. photocopying machines and paper, management needs longer term planning. They are forever planning but not implementing.”*

The findings also indicate that there is need for Ikhaya Lethemba to involve the Department of Labour in assessing the victims for relevant and appropriate skills.

SW1: *“This department can invite the Department of Labour, which can help women get skills and training. Labour department must be brought here to assess women for relevant skills; they have a mobile unit [which can do that].”*

One of the managers recommends that the managers at Ikhaya Lethemba must learn how other shelters foster participation for women staying at the shelter.

M3: *“We need to learn from other shelters. Visit them and engage on how we can teach women to do work e.g. cooking, laundry and so forth.”*

The above findings indicate that the participants are aware of the gaps in their services that need to be addressed in order to improve the victim empowerment services rendered at Ikhaya Lethemba.

3.8 Discussion of the findings

The findings show that most of the participants do not understand the developmental approach clearly. They have an idea of the principles and key themes of the developmental approach, but cannot clearly define and apply them. Lombard (2007: 298) states that it is difficult to implement the developmental approach without clearly understanding it. Ikhaya Lethemba is shifting to the developmental approach in most of its practices, although the approach to the welfare of the victims is remedial instead of developmental.

To some extent, the victims at Ikhaya Lethemba are being helped in some sort of “handout” fashion. This is by providing supplies for women’s sanitary needs and the needs of their babies. These “handouts” can be regarded as developmental from a right to health perspective. Furthermore, school- going children are sent to school at Ikhaya Lethemba’s cost which gives them access to their right to education. One can say that the issuing of “handouts” is a setback to the developmental approach as the victims learn to depend on others as opposed to using their own strengths to build capacity and empowerment from within. Midgley (2014:15) postulates that services must not be rendered passively to recipients within a developmental approach.

The managers explained that Ikhaya Lethemba is specialised in working with trauma cases, which explains its social workers’ focus on psychosocial services. The social workers at Lifeline render one-on-one counselling services as well as conduct group work. The psychosocial support service falls into the developmental approach category because it helps with the victims’ emotional, mental and psychological well-being. To participate in other developmental activities, it is vital for the victim to be in a state of good well-being (McNamara et. al., 2008:135).

Sanders and Schnabel (2006:48) state that interventions to victims of domestic violence must divert from only focusing on psychosocial aspects of the victim but should also include economic interventions. This is indeed happening at Ikhaya Lethemba as victims receive both psychosocial services and economic empowerment programmes.

Ikhaya Lethemba offers skills developmental programmes like beauty therapy, home based care, sewing, palliative care, security course, cooking and baking. The programmes are rendered and run by external providers. The social workers do not render these services but they facilitate, coordinate and outsource the service providers. The skills development programmes are a result of working partnerships whereby organisations share skills and expertise (Patel, 2015).

Though employment is not guaranteed straight after completion of the skills programmes, the nature of the training like cooking and baking, sewing and beauty therapy allow victims to start their own business. The victims are not given capital to start their own business, but for the sewing project, the women are fortunate enough to get machines and all the financial support needed to get started.

The participants acknowledged that the victims are linked to economic empowerment programmes but the programmes are mostly for those without a matric qualification. Victims with matric and tertiary qualifications cannot benefit much from the skills since the skills offered do not require their qualifications or matric certificate. This compromises economic empowerment effort as the other women are left out yet the developmental approach requires “economic participation, empowerment and human investment” Midgley (2010:12) in all systems and forms of social work intervention.

The participants indicated that the victims are given a chance to decide whether to participate or not in the programmes rendered at Ikhaya Lethemba. The liberty to choose is both empowering and democratic (Kulkarni et al., 2012:93; RSA, 2009:8). Although they have the freedom of choice, they cannot choose what skills they want to acquire as Ikhaya Lethemba gives them the skills available according to the available sponsor or service provider. It can be argued that in this instance, the clients are more or less deprived of their ability to choose a skills development programme according to their strengths, talents and interests.

The above-stated scenario is contrary to the strength-based perspective, which is supposed to help discover and explore the clients’ (victims’) strengths and resources in assisting them to achieve goals and realise their dreams (Saleebey, 2013:1). In spite of the availability of resources to develop their skills, the victims have no chance to explore and strengthen their talents and strengths as much as the developmental approach requires.

The findings also indicate that Ikhaya Lethemba is a model based on partnerships of different organisations. From intake to admission of clients at the shelter until exit, the process is smooth, as the victims are served by different organisations. This confirms the fact that organisations need to bring different expert knowledge, skills, financial resources and commitment to achieve the goals of the sector (RSA, 2013:15). The findings also pointed out that there are communication challenges amongst organisations at Ikhaya Lethemba and that compromises the use of partnerships.

The findings indicate that all three methods of social work are practised at Ikhaya Lethemba. Although casework comes across as the most used method of social work, the woman (as the primary victim) is not served alone; her children are also given

services at the centre when there is need. It seems research has not really been utilised at Ikhaya Lethemba until recently, when the Department of Community Safety conducted a survey on gender based violence in different communities.

It is apparent, therefore, that there is a visible effort to bridge the micro and macro divide. As van Breda (2015:3) speaks of the “transition between individual, family, group, community and societal interventions”, Ikhaya Lethemba is bridging the micro and macro divide to render appropriate and holistic services.

The participants revealed that the social workers, managers and social work supervisors do observe the rights of the victims and assist them to exercise their rights. This is confirmed by Midgley (2014:68) who states that the rights-based approach ensures that the client’s entitlement to rights is upheld. At Ikhaya Lethemba, the partners exercise the right to offer information by tracking their criminal cases, facilitating workshops on legal matters like protection orders, domestic violence and maintenance court.

Through the rights-based approach, the disadvantaged, oppressed and discriminated people can be assisted by utilising the legal system to enforce their rights. By so doing, the victims are enabled to participate in the development process, thus, they enjoy the benefits of their rights (Midgley, 2014:69). Apart from the above-mentioned rights, the victims are given the right to protection by being kept in a secured shelter where they are free from any further harm by the perpetrator.

On its own, admission at the shelter also fulfils the right to housing. Although the victims are not given permanent housing, their displacement by abuse is a violation of the right to housing. Unfortunately Ikhaya Lethemba cannot assist in long-term or provide permanent housing, which that is what the victims need the most. With nowhere to go the victims are sometimes transferred to another shelter for a certain period of time but it does not resolve their right to housing.

The social workers cannot do anything to help the victims to obtain permanent housing. In most cases, after leaving the shelter, the lack of housing opportunities causes women to remain dependent on the perpetrators (Groenewald, 2009:302). That is a setback in rendering services to the victims. The South African Constitution (Section 26(1) guarantees access to housing for all, but there is no special preference for

women victims of domestic violence Combrinck (2009:6 That remains a gap in rendering victim empowerment services as the victims need for permanent housing is not addressed.

The findings also point to the fact that services at Ikhaya Lethemba are non-discriminatory. Victims from different races, religions, sexual orientations and nations are welcome at Ikhaya Lethemba. Admission to the shelter, however, is not automatic to all victims of domestic violence. Foreign nationals without legal documents and those without case numbers cannot be served at Ikhaya Lethemba. This means that victims with serious issues of abuse are left out because they do not suit the set criteria. This is a loophole that leaves victims who are deserving of services without any support. The findings correlate with research by Rugunanan and Smit (2011) which revealed that access to social services for refugees and asylum seekers in South Africa is still a challenge.

Most participants affirmed that Ikhaya Lethemba and its services are accessible to the victims that meet the criteria. The services were found as accessible in terms of “physical and geographical conditions, time and language” (RSA, 2013:10). Ikhaya Lethemba is situated in the heart of Gauteng Province, close public transport hubs such as main roads, taxi and bus termini and railway stations.

Ikhaya Lethemba is open 24 hours a day, and has staff members on night shifts to serve the victims of domestic violence. Accessibility is also ensured through the use of interpreters from embassies whenever a victim from foreign nations is at Ikhaya Lethemba. However, the geographic location of Ikhaya Lethemba is largely advantageous to the victims in urban areas (Patel et al., 2012:216).

In conclusion, Ikhaya Lethemba has made significant strides to implement the developmental approach, despite the challenges that they face. The findings indicate that the key themes as well as the principles of the developmental approach are evident in service delivery at Ikhaya Lethemba.

3.9 Summary

Chapter three has discussed the research methodology used as well as ethical aspects followed in conducting the study. This Chapter also explored the manner in which social workers, supervisors and managers render victim empowerment services from a

developmental approach at Ikhaya Lethemba. The information collected from the interviews was analysed in relation to the literature and then discussed at length. Whilst the biographical information of participants was presented in form of tables, the empirical findings were presented under themes and sub-themes. The next Chapter (Chapter four) will discuss the key findings, conclusions and recommendations of the study.

CHAPTER FOUR

KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

4.1 Introduction

This Chapter concludes the research report. It begins by indicating how the goals and objectives of the study were achieved. Then the key findings are concurrently discussed with the respective conclusions. The Chapter concludes with recommendations based on the study.

4.2 Goal and objectives

The goal of this study was to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba. This goal was obtained through the following objectives:

Objective 1:

- To contextualise and conceptualise victim empowerment services from a developmental approach.

This objective was meant to bring about the understanding of the concept of victim empowerment services within the context of the developmental approach. The objective was discussed in Chapter two (see sub-section 2.2) where the victim empowerment programme was defined as an initiative that caters for the needs of the victims and seeks to address the negative effects of crime by providing support and opportunities for skills development to the victims.

Victim empowerment services were discussed within the context of the developmental approach and with reference to the principles of the Framework for Social Welfare Services (RSA, 2013). The aforementioned were the key themes, as highlighted by Patel (2015).

Next was an in-depth discussion of the victim empowerment services. The discussion was based on the principles of the developmental approach, which are; accessibility, universal access and empowerment (see Chapter two, sub-section 2.2). The objective was also covered in the empirical Chapter where participants' views on how they conceptualise victim empowerment services from a developmental approach were

presented (see Chapter 3, sub-section 3.7.2). Participants displayed their understanding of the developmental approach (see theme 1) and explained how they practically render victim empowerment services within the context of the developmental approach (see theme 2).

Objective 2:

- To explore and describe the extent to which the victim empowerment services at Ikhaya Lethemba are aligned with the principles and key themes of the developmental approach.

This objective was aimed at determining the extent to which victim empowerment services at Ikhaya Lethemba are in line with the developmental approach. This was explored with regards to the principles and key themes of the developmental approach. The objective was achieved in Chapter three.

Theme three explores in detail the manner in which the victim empowerment services at Ikhaya Lethemba adhere to the developmental approach. The execution of the principle of empowerment and participation was thoroughly explored and described by participants as reflected in sub-theme 2.1 where the participants explained how the victims at Ikhaya Lethemba are empowered through information and skills development programmes. The same theme exposed how the victims' participation is fostered in the victim empowerment services rendered at Ikhaya Lethemba.

Bridging the macro and micro divide came out in sub-theme 2.2, providing the evidence of using group, case and community work as well as research through surveys in improving victim empowerment services at Ikhaya Lethemba.

The principle of accessibility and universal access was described in detail in Chapter three (see sub-theme 2.3). It emerged through the participants that Ikhaya Lethemba is geographically accessible, which is aligned with being open 24 hours a day. Victims from diverse backgrounds are not excluded at Ikhaya Lethemba. However, the criteria of admission of victims are strict and exclude undocumented foreign victims and victims without case numbers.

In Chapter 3, sub-theme 2, it was discussed that Ikhaya Lethemba is a model based on partnerships of both the government and the non-governmental sector. These partnerships exist at Ikhaya Lethemba as well as outside the centre itself. The participants however described the challenges characterised by the partnerships.

Sub-theme 3.2 explains how DSD underfunds the NGOs and sub-theme 3.4 describes the poor communication between partnering organisations. Both these challenges affect the provision of services in a developmental way. Lastly, sub-theme 3.5 gave an in-depth description of how the rights of victims at Ikhaya Lethemba are observed, in keeping with the human-rights based approach that underpins developmental social work. The participants confirmed that the victim empowerment services at Ikhaya Lethemba utilise the legal rights, namely; the right to protection of victims and the right to information such as application of a protection order.

Objective 3:

- To identify obstacles in rendering victim empowerment services from a developmental approach.

This objective was achieved in Chapters 2 and 3. The obstacles were identified and discussed in Chapter two (see sub section 2.3). One apparent challenge was the lack of understanding of the developmental approach by the social workers (see Chapter two, sub-section 2.3.2). This lack of understanding emerged as emanating from a lack of formal training in the developmental approach as well as resistance to change by most social workers (Patel et. al., 2012).

Chapter two (see sub-section 2.3.1) brought into light the obstacles posed by insufficient funding of victim empowerment services by DSD. The participants confirmed the negative impact of insufficient funding on rendering victim empowerment services (see Chapter three, sub-theme 3.4). The insufficiency of funding led to the shutting down of other victim empowerment services by NGOs as the funding system does not promote the funding of developmental services (cf. Rupcic, 2012:10-11). Chapter three (sub-theme 2.4) also indicates that some NGOs at Ikhaya Lethemba have terminated victim empowerment services due to insufficient funding and lack of resources.

Objective 4:

- To make recommendations to improve victim empowerment services from a developmental approach.

This objective was achieved in this Chapter (see sub-section 4.4). As explored in Chapter three (Theme 4) there is need for more research regarding the victim empowerment services rendered at Ikhaya Lethemba. The participants indicated the need to strengthen internal policies with regards to the victim empowerment programme at Ikhaya Lethemba. Since most social workers, supervisors and managers showed minimal understanding of the developmental approach, there is need for further formal training in understanding this paradigm.

To ameliorate the adverse effects of resource insufficiency, the Department of Community Safety managers, including the NGO executives, are expected to embark on longer term planning to ensure that resources are timeously sourced and equitably allocated. The findings showed that the skills development activities offered at Ikhaya Lethemba are not based on the interests and strengths of the victims, but solely on what is available at the time. The participants therefore, recommended that victims can be assessed for suitability of a particular skills development programme, according to their strengths, by the Department of Labour.

4.3 Key findings and conclusions

This section presents the key findings of the study and the respective conclusions on the findings.

- The findings pointed out that the social workers, social work supervisors and managers at Ikhaya Lethemba generally have a minimal understanding of the developmental approach. However, some participants had absolutely no understanding of what the developmental approach entails. As a result, the delivery of services to victims is hindered by this lack of understanding.

It can be concluded that the lack of a comprehensive understanding of the developmental approach would influence the rendering of victim empowerment services at Ikhaya Lethemba.

- The findings showed that there was an effort to train the social workers on the developmental approach through short courses from various training organisations. Most of the courses are psychosocial in nature and are aimed at empowering the

social workers to handle victims who show up at the centre in a state of trauma and emotional distress. Despite the fact that there is minimal understanding of the developmental approach, the short psychosocial courses do contribute to, or promote, the well-being of the victims, which is a developmental aspect.

- It can be concluded that although the social workers at Ikhaya Lethemba are exposed short-term psychosocial courses, they render the psychosocial services without being aware that they are doing so from a developmental approach.
- The findings indicated that the victims at Ikhaya Lethemba are empowered through skills development programmes and information through legal workshops run by the organisation. The management also has an annual budget to sponsor skills development programmes. Even though the courses offered for victims at Ikhaya Lethemba do not guarantee employment for the victims, some have managed to start their own businesses, enrol for formal education and secure formal employment after leaving Ikhaya Lethemba.

However, there are many challenges surrounding the skills development programmes. Firstly, the victims do not have the liberty to choose the kind of skills development programme or course they are interested in. They just attend whatever programme Ikhaya Lethemba has to offer, instead of selecting programmes according to their strengths.

Secondly, most courses and skills development programmes rendered at Ikhaya Lethemba are low level skills that require no matric certificate or tertiary level qualification. While this leaves the victims with some form of qualification, those with matric have slim chances of benefiting from the skills development programmes.

Finally, the findings demonstrated that some victims at Ikhaya Lethemba have been dependent on the system whereby the centre provides everything for them and their children. As a result, those victims refuse to attend and participate in programmes that are meant to empower them.

- It can be concluded that the courses and skills development programmes offered at the centre equip some clients to be self-reliant by starting their own income generating businesses, obtaining gainful employment and enrolling for tertiary education. Ikhaya Lethemba affords an opportunity to the victims who never had an opportunity to obtain skills which empower them to earn a decent living.

However, while it can be concluded that the victims are empowered both socially and economically, there are loopholes which may hinder lifelong sustainability. Such challenges compromise the practice of the developmental approach.

The gaps in the findings indicate that the victim empowerment services at Ikhaya Lethemba are not in line with the strength-based perspective, as the victims cannot choose a skills development programme they are interested in. There is a contradiction between the intended outcomes of the skills development programmes and the manner in which the welfare of victims is taken care of at Ikhaya Lethemba. One of the consequences of this disparity is that some victims would tend to be relaxed and dependent on the system and neglect utilising their skills and abilities for self-reliance. Such victims wilfully shun from participating in initiatives that are designed for their own development.

- It was found that casework, group work, community work and research methods of social work are utilised at Ikhaya Lethemba. This is in line with the key theme of the developmental approach that speaks of bridging the macro and micro divide in order to render holistic services to victims (cf. Patel, 2005:10).
 - It can be concluded that Ikhaya Lethemba has managed to bridge the macro and micro divide and is rendering services to victims holistically.
- The findings indicated that Ikhaya Lethemba is accessible to everyone at any time of the day and it is open to all victims from diverse backgrounds. However, as indicated by the findings, there are access limitations for foreign nationals and those victims without legal documents.
 - It can be concluded that the services at Ikhaya Lethemba are presented on paper as non-discriminatory in nature, claiming to observe the principle of universal access which implies that everyone has access to services. However, reality shows that foreign victims are excluded from the services at Ikhaya Lethemba. As the research of Rugunanan and Smit (2011) confirms, this is attributed to the fact that social services for refugees and asylum seekers in South Africa still have a huge gap.

- The findings indicate that Ikhaya Lethemba operates based on partnerships forged by different service providers. The partners at Ikhaya Lethemba include the Department of Community Safety, which is the host of the centre; Lifeline; iThemba Rape and Trauma Support Centre; Teddy Bear Clinic, and the South African Police Services (SAPS). Outside Ikhaya Lethemba, partnerships exist with the National Prosecuting Authority (NPA), Probono, and Department of Social Development (DSD) just to mention a few.

On the other hand, the findings have shown that there is poor communication amongst the stakeholders at Ikhaya Lethemba, which makes it difficult to serve victims within the stipulated time frame.

- It can be concluded that the partnerships at Ikhaya Lethemba are in place to make the developmental approach successful. Partnerships are a key theme of the developmental approach, but in this case poor communication amongst stakeholders hinders the effectiveness of the services rendered to the victims and, ultimately, the developmental outcomes.
- The findings indicate that the DSD insufficiently funds the NGOs. As a result, the organisations would not have enough resources and funds to render services to victims effectively. Some social workers do not have telephones and computers in their offices. There are few cars, which staff members have to share. This compromises the rendering of services to the victims. The issue of insufficient funds and lack of vehicles has forced some NGOs at Ikhaya Lethemba to discontinue community work activities.
 - It can be easily deduced that financial and related resources shortages are major stumbling blocks which negatively affect the rendering of services from a developmental approach. Limited access to vehicles, telephones and computers seriously compromises the effectiveness of service rendering from a developmental approach.
- The findings indicated that there is lack of strong internal policies and regular protocol in serving victims at Ikhaya Lethemba, thereby limiting the effectiveness of efforts to serve the victims developmentally.

- It can be concluded that Ikhaya Lethemba does not have clear internal policies on service delivery and, moreover, from a developmental approach. Therefore, there is need to revise and reinforce internal policies at Ikhaya Lethemba.

4.4 Recommendations

The general findings of the study showed that there is need to improve victim empowerment services at Ikhaya Lethemba so that they are more effective from a developmental perspective. It is therefore, recommended that the management team at Ikhaya Lethemba considers the findings and conclusions of the study and renders support for the following recommendations.

- **Training on the developmental approach**

Whilst the findings indicate that there are efforts to train and equip social workers in practicing the developmental approach, it is sufficient for the social workers, social work supervisors and managers to render comprehensive victim empowerment services from a developmental approach. It is recommended that management considers taking the social workers, supervisors and managers on a course(s) to enhance their knowledge and skills on the developmental approach. This can be requested from training institutions, such as universities.

- **Revise and develop a comprehensive VEP policy framework in South Africa**

There is need to revise current policies on the rendering of VEP to explore the extent to which the developmental approach guides the services. For now, there are a number of VEP policies that address different issues, but what lacks is the actual legislation on VEP. It is therefore, recommended that Ikhaya Lethemba should take the lead in proposing policy changes and engaging in policy development that would provide a victim empowerment framework on a national level to support service provision on all levels.

- **Revision and reinforcement of internal policies**

The findings indicate that Ikhaya Lethemba lacks clear internal policies in conducting the victim empowerment services. It is recommended that internal policies must be revised and firmly enforced in rendering the victim empowerment services. It must be ensured that all the relevant stakeholders are aware of these policies and see to it that they are not compromised.

- **Revisit requirements for skills development programmes**

It has been found that most skills development courses offered at Ikhaya Lethemba to accommodate victims are presented on the basis of availability rather than demand. This practice compromises the victims' chances to enhance their skills from a strength-based perspective.

Based on the findings, the researcher recommends that Ikhaya Lethemba involves other government departments such as the Department of Labour to assess and empower the victims according to their strengths, talents, abilities and interest. This will most likely enhance the clients' chances to initiate sustainable livelihood initiatives, as aligned to the developmental approach. It is further recommended that some of the programmes offered at Ikhaya Lethemba must require a matric certificate as a prerequisite. It will promote engagement in higher level skills which, in turn, will facilitate improved job opportunities. Furthermore, organisations that offer micro financing can be brought on board to assist women with writing business proposals and give them knowledge on budgets and funding opportunities.

- **Facilitate victim participation in their own welfare**

The findings indicate that some victims at Ikhaya Lethemba prefer being dependent and do not want to participate in any activities that are considered as progressive for them. It is recommended that Ikhaya Lethemba shift from their policy of giving victims "five star" treatment whereby they cook, clean, do laundry and give them all the basic needs to engaging them in all household activities.

A sense of responsibility must be instilled in the victims so that they actively participate in their own welfare through their stay at Ikhaya Lethemba. Taking responsibility for their own basic needs may encourage them to also take pride in developing their skills through the development programmes offered at Ikhaya Lethemba.

- **Revise access requirements to accommodate undocumented foreign victims**

Since the strict admission criteria cannot accommodate undocumented foreign victims, the researcher recommends that Ikhaya Lethemba revises its access requirements to accommodate foreigners. A change in this regard will fulfil the principle of universal access.

- **Promote communication amongst stakeholders**

To address poor communication amongst stakeholders at Ikhaya Lethemba it is recommended that a management team, comprising of managers (representatives) from all organisations at Ikhaya Lethemba be established. The team will take the lead as collaborating partners, in putting in place systems that will enable effective communication amongst the stakeholders.

- **Explore funding options**

Most participants indicated that the NGOs at Ikhaya Lethemba are insufficiently funded, forcing them to operate on minimal or even no resources at all. The researcher therefore recommends that the Department of Community Safety, as the hosting department, should assist the NGOs at Ikhaya Lethemba with material resources, including cars, telephones and computers to enable do their work with more ease and efficiency.

- **Further research**

Further research is recommended on the proposed recommendations. It is imperative to further explore how the strength-based perspective can be incorporated into the skills development programmes. Furthermore, the impact of training of social workers, supervisors and managers in the developmental approach can be researched. Finally, internal policies should be reviewed, implemented and evaluated.

REFERENCES

Babbie, E. 2007. *The Basics of Social Research*. 4th ed. Belmont: Thomson Wadsworth.

Babbie, E. 2011. *The practice of social research*. 11th ed. London: Wadsworth Cengage Learning.

Babbie, E.& Mouton, J. 2007. *The practice of social research*. New York: Oxford University.

Bhana, K., Lopes, C. & Massawe, D. 2013. *Shelters housing women who have experienced abuse: Policy, funding and practice*. Available: file:/Documents/VEP/Onlinecopy_Shelters_Housing_Women_Who_Have_Experienced_Abuse[1].pdf (Accessed 2015/12/31).

Bonthuys, E. 2014. Domestic violence and gendered socio-economic rights: an agenda for research and activism? *South African Journal on Human Rights*. 30(1):111-133.

Bruce, D. 2005. *Challenges of the Criminal Justice System in addressing the needs of the victim and witnesses*. In Davis,L. & Snyman.R. *Victimology in South Africa*. Pretoria: Van Schaik Publishers.

Carpenter, J. Webb, C. Bostock, L. Coomber, C. 2012. Effective supervision in Social work and social care. *Social care institute for excellence*. 43(1): 1-23

Combrinck, H. 2009. *Access to housing for women who are victims of gender-based violence*. ESR Review: Economic and Social Rights in South Africa. 10(2):2-6.

Creswell, J.W. 2007. *Qualitative Inquiry and Research Design : Choosing Among Five Approaches* . 2nd ed. Thousand Oaks. London: SAGE Publications.

Creswell, J.W. 2009. *Research design: Qualitative and conducting mixed methods approaches*. Thousand Oaks. London: SAGE Publications.

Creswell, J.W. 2014. *Research design: Qualitative, Quantitative and conducting mixed methods approaches*. Thousand Oaks. California: SAGE Publications.

Critelli, F.M. 2010. Women's Rights=Human Rights: Pakistani Women against Gender Violence. *Journal of Sociology & Social Welfare*. 37(2):135-160

Davhana-Maselesele, M. Myburgh, C.P.H. & Poggenpoel, M. 2009. *Lived experiences of women victims of domestic violence in rural areas of Vhembe district: Limpopo province, South Africa*. *Gender and Behaviour*. 7(2): 2517-2540.

Denzin, N.K. & Lincoln. Y.S, 1995. *Strategies of Qualitative Inquiry*. London: SAGE Publications.

Elo, S., Kaariainen, M., Kannste, Polkki,O., Utriainen, K. & Kyngas, H. 2014. *Qualitative Content Analysis: A Focus on Trustworthiness*. Oulu. SAGE Open.

Ekstrom. V. Lindstrom. P. 2016. In the service of justice will social support to victims of domestic violence increase prosecution? *International Review of Victimology*. 22(3):257-267.

Fouché, C.B. & Delport, C.S.L. 2011.Introduction to the research process. In De Vos, A.S. (Ed.) Strydom, H., Fouché, C.B. & Delport, C.S.L. *Research at grass roots: for the social sciences and human service professions*. 4th ed. Pretoria: Van Schaik Publishers.

Fouché, C.B. & Schurink, W. 2011. Qualitative research designs. In De Vos, A.S. (Ed.) Strydom, H., Fouché, C.B. & Delport, C.S.L. *Research at grass roots: for the social sciences and human service professions*. 4th ed. Pretoria: Van Schaik Publishers

Greeff, M. 2011. Information collection: interviewing. In De Vos, A.S. (Ed.) Strydom, H., Fouché, C.B. & Delport, C.S.L. *Research at grass roots: for the social sciences and human service professions*. 4th ed. Pretoria: Van Schaik Publishers.

Groenewald, J.J. 2009. *Guidelines for a Shelter Service Delivery Model for Victims of Abuse*. Pretoria: University of South Africa. (DPhil Thesis).

Gumani, M. & Mudhovanzi, P.2013. *Gender-based violence: Opportunities and Coping resources for Women in Abusive Unions*. *Gender and Behaviour*. 11(2):5569-5578.

Hammond, W. 2010. Principles of strength based practice. www.ayscbc.org/principles%20of%20strength.pdf (Accessed 2016/04/16).

Hargovan, H. 2007. Restorative approaches to justice: “compulsory compassion” or victim empowerment? *Acta Criminologica: Southern African Journal of Criminology*, 20(3):113-123.

Hargovan, H. 2010. Doing Justice Differently: Is restorative Appropriate for Domestic Violence? *Acta Criminologica: Southern African Journal of Criminology*, 23(2): 25-41

Ife, J. 2012. *Human Rights and Social Work: Towards a rights-based practice*. Cambridge. Cambridge University Press.

Ikhaya Lethemba - Residential/Shelter Services. 2015. Available: <http://www.lifeline.co.za/projects/ikhaya-lethemba-residential-shelter-services/> (Accessed 2015/01/24)

Kgosimore, D.L. 2012. Victim empowerment. In Smit. J, Minnaar. A, Schnetler. J. 2012. *SMART POLICING: for law-enforcing officials*. Pretoria: Van Schaik Publishers

Koma, P.T. 2015. Interview with Phintia Koma, a Victim empowerment coordinator from the Department of Community Safety. 17 December. Johannesburg.

Kulkarni, S.J. Bell, H. & Rhodes, D.M. 2012. Back to Basics: Essential Qualities of Services for Survivors of Intimate Partner Violence. *Violence Against Women*. 18(1):85-101

Landman, L. & Lombard, A. 2006. *Integration of community development and statutory social work services within the developmental approach*. *Social Work/ Maatskaplike Werk* 42(1): 1-15

Lietz, C.A. & Zayas.L.E.2010. Evaluating Qualitative Research for Social Work Practitioners. *Advances in Social Work*, 11(2):188-2002.

Lombard, A. 2008. The implementation of the White Paper for Social Welfare: A ten year review. *Social Work Practitioner-Researcher*. 20(2): 154-168.

Lombard, A. 2007. The impact of Social Welfare policies on social development in South Africa: An NGO perspective. *Social Work Practitioner-Researcher*, 43(4): 295-316.

Lombard, A., Grobbelaar, M. Pruis, S. 2003. Standards for Social Work Qualifications in South Africa. *Social Work/Maatskaplike Werk*, 39(1):1-17.

Lopes, C. 2013. *Shelters housing women who have experienced abuse: Policy, funding and practice*. Available: https://za.boell.org/sites/default/files/downloads/Policybrief_reports_sheltershousingabusedwomen_updatedOct2013.pdf (Accessed 2015/12/31).

Mclean, J. 2003. Men as minority: Men employed in statutory social care work. *Journal of Social Work*. 3(1): 45-68.

McNamara, J.R. Tamanini, K. Pelletier-Walker, S. 2008. The Impact of Short Term Counselling at a Domestic Violence Shelter. *Research on Social Work Practice*. 18(2):133-136.

Masiloane, D.T. & Knock, A.M. 2010. The impact of victim empowerment centres. *South African Journal of Criminal Justice*, 23(2): 212-223.

Mazibuko, N.C. & Umejesi, I. 2015. Domestic Violence as a “class thing”: Perspectives from South African townships. *Gender and Behaviour*. 13(1): 6584-6593.

Meyer, D. 2014. Resisting hate crime discourse: Queer and intersectional challenges to neoliberal hate crime laws. *Critical Criminology*. 22(1): 113-125.

Midgley, J. 2010. The Theory and Practice of Developmental Social Work. In Midgley, J. & Conley, A. (Eds.) *Social Work and Social Development: Theories and Skills for Developmental Social Work*. New York. Oxford University Press.

Midgley, J. 2014. *Social Development: Theory and practice*. London: SAGE Publications.

Nel, J.A. & Van Wyk, H. 2013. Victim empowerment in South Africa. In Peacock, R. *Victimology in South Africa*. Pretoria: Van Schaik Publishers

Neuman W.L. 2011. *Social Research Methods: Qualitative and Quantitative approaches*. 7th ed. Boston. Pearson.

Ntjana, N. E. 2014. *The progress of developmental social welfare: A case study in the Vhembe district, Limpopo*. Unpublished Master's Dissertation. Pretoria: University of Pretoria.

Patel, L. & Hochfeld, T. 2012. Developmental Social Work in South Africa: Translating policy into practice. *International Social Work*. 56(5): 690-704.

Patel, L. Schmid, J. & Hochfeld, T. 2012. Transforming Social Work Services in South Africa: Perspectives of NPO Managers. *Administration in Social Work*. 36(2):212-230

Patel.L. 2005. *Social Welfare and Social Development in South Africa*. Cape Town: Oxford University Press Southern Africa.

Patel.L. 2015. *Social Welfare and Social Development in South Africa*. Cape Town: Oxford University Press Southern Africa

Payne, M. 2005. *Modern social work theory*. Basingstoke: Macmillan Palgrave

Pease, B. 2011. Men in Social Work: challenging or reproducing an unequal gender regime? *Affilia*. 26(4): 406-418.

Ramagaga. T. 2012. Is South Africa Making Strides In The Participation Of Victims Of Crime In Parole Processes?. Available: <http://www-issafrica.org/iss-today/is-southafrica-making-strides-in-the-participation-of-victims-of-crime-in-parole-processes>. (Accessed 2015/05/22)

Reina, A.S. Brenda, Lohman, B.J. Maldonado, M.M. 2014. "He said They'd deport me": Factors influencing domestic violence help-seeking practices among Latina Immigrants. *Journal of Interpersonal Violence*. 29(4): 593-615.

Republic of South Africa. 1995. *State of the Nation Address*, President of South Africa. Nelson R. Mandela, 17 February

Republic of South Africa. 1996. *Constitution of the Republic of South Africa Act 108 of 1996*. Pretoria: Government Gazette.

Republic of South Africa. 1997. Ministry for Welfare and Population Development. *White paper for Social Welfare. Government Gazette*, 386 (18166). Pretoria: Government Printers.

Republic of South Africa. 1998. *Domestic Violence Act 116 of 1998*. Pretoria. Government Printer.

Republic of South Africa. 2004. Department of Justice and Constitutional affairs. *Service Charter of Victims of Rights*. Pretoria. Government Printers.

Republic of South Africa. 2009. Department of Social Development. *National policy Guidelines for Victim Empowerment*. Government Gazette. Pretoria: Government Printers. Republic of South Africa. 2013. Department of Social Development. *Framework for Social Welfare Services. Government Gazette*. Pretoria. Government Printers.

Republic of South Africa. 2015. Department of Community Safety. *Diversity of Abuse: 16 Stories unmasking the stereotype*. Randburg. KR Publishing.

Retief, R. & Green, S. 2015. Some challenges of policing domestic violence. *Social Work/Maatskaplike Werk*. 50(1): 1-432.

Rodgers, M. Thomas, S. Harden, M. Parker, G. Street, A. & Eastwood, A. 2016. Developing methodological framework for organisational case studies: a rapid review and consensus development. *Health Services and Delivery Research*. 4(1) 1-170.

Rubin, A. Babbie, E. 2011. *Research Methods for Social Work*. 7th ed. Belmont: Cengage Learning.

Rugunanan, P. & Smit, R. 2011. Seeking refugee in South Africa: Challenges facing a group of Congolese and Burundian refugees. *Development South Africa*, 28(5)

Rupcic, S. 2012. Rights rhetoric or rights realization: Victim empowerment NGOs in South Africa. *Ethnography*. 0(00) 1-25.

Saleebey, D. 2013. *The strengths perspective in social work practice*. Pearson Education.

Salkind, N.J. 2006. *Exploring research*, 6th ed. New Jersey: Pearson Education.

Sanders, C.K. & Schnabel, M. 2006. *Organizing for Economic Empowerment of Battered Women*. Journal of Community Practice, 14(3): 47-68.

SAPS. 2002. *Victim empowerment programme: The South African Police Service*. Pretoria

Schoeman, M. 2012. Working with victims of crime. In Holtzhausen, L. *Criminal Justice Social Work: A South African practice framework*. 1st ed. Cape Town: Juta and Company.

Schurink, W., Fouché, C.B. & De Vos, A.S. 2011. Qualitative data analysis and interpretation. In De Vos, A.S. (Ed.) Strydom, H., Fouché, C.B. & Delpont, C.S.L. *Research at grass roots: for the social sciences and human service professions*. 4th ed. Pretoria: Van Schaik Publishers.

Smit, J., Minnaar, A. & Schnetler, J. 2012. *SMART POLICING: for law-enforcing officials*. Pretoria: Van Schaik Publishers.

Steyn, F. & Lombard, A. 2013. Victims Experiences of Restorative Mediation: A Developmental Social Work Perspective. *Social Work/Maatskaplike Werk*, 49 (3):332-353

Strydom, H. & Delpont, C.S.L. 2011. Sampling and pilot study in qualitative research. In De Vos, A.S. (Ed.) Strydom, H., Fouché, C.B. & Delpont, C.S.L. *Research at grass roots: for the social sciences and human service professions*. 4th ed. Pretoria: Van Schaik Publishers.

Strydom, H. 2011. Ethical aspects of research in the social sciences and human service professions. In De Vos, A.S. (Ed.) Strydom, H., Fouché, C.B. & Delpont, C.S.L. *Research at grass roots: for the social sciences and human service professions*. 4th ed. Pretoria: Van Schaik Publishers.

UNODC. 2014. *Some 437000-people murdered worldwide in 2012, according to UNDOC*. Available: www.unodc.org/unodc/en/press/releases/2014/April/some-437000-people-murdered-worldwide-in-2012-according-to-unodc.html (Accessed 2016/05/10).

Van Breda, A. 2015. Developmental social case work: A process model. *International Social Work*. 20(4):1-13.

VEP Forum. 2010. Available:
http://www.dsd.gov.za/npo/VEP1/index.php?option=com_content&task=view&id=71&Itemid=121 (Accessed 2016/01/11).

Vetten, L. 2014. The ghost families' past: Domestic violence legislation and policy in post-apartheid South Africa. *Agenda: Empowering women for gender equity*. 28(2):4

Williams, M. 2016. Police social work in South Africa. *Social Work / Maatskaplike Werk*. 52 (1): 130-143

Zijlstra, E. LoFoWong, S. Hutschemaekers, G. & Lagro-Janssen, A. 2016. Improving care for victims: a study protocol of the evaluation of a centre for sexual and family violence. Available: <http://dx.doi.org/10.1136/bmjopen-2016-011545>. (Accessed 17/01/2018).

Appendix A: Semi-Structured Interview Schedule for Managers

Goal of the study:

The goal of this study is to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba.

SECTION A: BIOGRAPHICAL DETAILS

Please provide the following details:

1. Age Group

20-30years	31-40years	41-50years	50+years
------------	------------	------------	----------

2. Total number of years as a manager

0-5years	6-10years	11-15years	16+years
----------	-----------	------------	----------

3. Number of years working at Ikhaya Lethemba

0-5years	6-10years	11-15years	16+years
----------	-----------	------------	----------

4. Do you ever work directly with victims of domestic violence?

Yes		No	
-----	--	----	--

SECTION B: INTERVIEW QUESTIONS (ONE-TO-ONE)

1. What is your understanding of the developmental approach to social services?
2. To what extent do you think victim empowerment services rendered at Ikhaya Lethemba are aligned to the developmental approach?
3. As a manager what systems have you put in place to equip social workers in rendering victim empowerment services in a developmental way?
4. What programmes/activities have you established to foster participation of victims in their own development, decision making and well-being so that they leave Ikhaya Lethemba empowered?
5. In your management role, how do you ensure that the victim empowerment services are reachable to the victims of domestic violence at Ikhaya Lethemba?
6. What initiatives have you taken to promote inclusivity of victims of domestic violence from all walks of life at Ikhaya Lethemba?
7. In what ways have you made resources available for the social and economic empowerment of victims of domestic violence?

8. In what way does Ikhaya Lethemba utilise partnerships, if any? What is your role in these partnerships?
9. To what extent do you promote the use of different methods of social work (case work, group work and community work)?
10. What systems have you put in place to promote and protect the rights of victims at Ikhaya Lethemba?
11. What obstacles does management encounter in promoting the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba?
12. In your opinion, what do you think management should do to improve victim empowerment services in a developmental way?

Appendix B: Semi-Structured Interview Schedule for Supervisors

Goal of the study:

The goal of this study is to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba.

SECTION A: BIOGRAPHICAL DETAILS

Please provide the following details:

1. Age Group

20-30 years	31-40 years	41-50 years	50+ years
-------------	-------------	-------------	-----------

0-5 years	6-10 years	11-15 years	16+ years
-----------	------------	-------------	-----------

2. Total number of years as a social work supervisor

3. Number of years working at Ikhaya Lethemba

0-5 years	6-10 years	11-15 years	16+ years
-----------	------------	-------------	-----------

4. How many social workers do you supervise? _____

5. Do you ever work directly with victims of domestic violence?

Yes		No	
-----	--	----	--

SECTION B: INTERVIEW QUESTIONS (ONE-TO-ONE)

1. What is your understanding of the developmental approach to social services?
2. To what extent do you think the victim empowerment services rendered by social workers are aligned to the developmental approach?
3. As a supervisor do you think you are equipped to guide social workers in rendering victim empowerment services in a developmental way?
4. In your view how do social workers empower the victims of domestic violence?
5. To what extent do social workers under your supervision promote the participation of victims in their own development, decision making and well-being?
6. In your supervisory role, how do you ensure that victims of domestic violence have access to victim empowerment services?
7. Explain in what way your services are inclusive of victims from all walks of life?

8. What resources are available for the social and economic empowerment of victims of domestic violence?
9. In your experience, how do you see different organisations in victim empowerment working together at Ikhaya Lethemba and beyond?
10. In your view, how do you see social workers in using different methods of social work (case work, group work and community work)? In your view, how do you see social workers approaching service delivery in a holistic manner by linking micro/ individual matters with macro/ policy issues?
11. By what means do you make sure that the rights of victims are upheld and protected by social workers?
12. What obstacles are encountered by social workers in rendering victim empowerment services from a developmental approach at Ikhaya Lethemba? Explain.
13. In your opinion what do you think supervisors, social workers and management should do to improve victim empowerment services in a developmental way?

Appendix C: Semi-Structured Interview Schedule for Social Workers

Goal of the study:

The goal of this study is to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba.

SECTION A: BIOGRAPHICAL DETAILS

Please provide the following details:

1. Gender

Female		Male	
--------	--	------	--

2. Age Group

Below 20 years	21-30 years	31-40 years	41-50 years	50+ years
----------------	-------------	-------------	-------------	-----------

3. Total number of years practicing as a social worker

0-5 years	6-10 years	11-15 years	16+ years
-----------	------------	-------------	-----------

4. Number of years working at Ikhaya Lethemba

0-5 years	6-10 years	11-15 years	16+ years
-----------	------------	-------------	-----------

5. What kind of services do you render to victims of domestic violence?

SECTION B: INTERVIEW QUESTIONS (FOCUS GROUP)

1. What is your understanding of the developmental approach to social services?
2. To what extent do you think your victim empowerment services are aligned to the developmental approach?
3. In what way do you see your services empowering the victims of domestic violence?
4. To what extent do your services promote the participation of victims in their own development, decision making and well-being?
5. How have you made sure that victims have access to victim empowerment services?

6. Please explain in what way your services are inclusive of victims from all walks of life?
7. What resources are available for the social and economic empowerment of victims of domestic violence?
8. In your experience, how do you see different organisations in victim empowerment working together at Ikhaya Lethemba and beyond?
9. In what way do you approach service delivery in a holistic manner by linking micro/ individual matters with macro/ policy issues?
10. What means do you use to ensure that the rights of victims are upheld and protected?
11. What obstacles do you encountered in rendering victim empowerment services from a developmental approach at Ikhaya Lethemba? Explain.
12. In your opinion what do you think social workers and management should do to improve victim empowerment services in a developmental way?

Appendix D: Letter of Informed Consent for Participants



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Faculty of Humanities

Department of Social Work and Criminology

26/01/2017

Our Ref: Researcher: Olinda V. Runganga

Mobile: 0832814025

Email: veeolinda@yahoo.co.uk

Letter of informed consent for participants

The information below will attempt to give you all the details that pertain to your participation in this study. It is very important for you to read through all sections, so that you are aware of what you are consenting to. If you agree to be interviewed in this study please sign the consent declaration that you will find at the end of this document.

Title of Study: Victim empowerment services through developmental social work: the case of Ikhaya Lethemba

Goal of the study: The goal of this study is to explore and describe the rendering of victim empowerment services from a developmental approach at Ikhaya Lethemba.

Procedures: I understand that as a participant in this study, I am expected to attend a focus group interview meant to explore the rendering of victim empowerment services from a developmental approach. I am aware that the interview will be scheduled for approximately 60 minutes. I take note that the venue of the interview will be at the office of Ikhaya Lethemba at a time that is convenient for me. I give full consent to the researcher to use audio tapes to record the whole interview.

Risks and discomforts: As I have been informed, I take note that the study will not have any unforeseen risks and discomforts. However, I understand and I am aware that the research may disturb me as it may remind me of some emotional challenges that I encounter as a social work supervisor. Hence, I have been informed that the researcher will provide debriefing after every interview.

Benefits: I understand that there are no financial benefits or any other incentives offered to participate in the study. However, I understand that I could indirectly benefit by strategies for that will be proposed as an outcome of the study which could assist me in supervising the rendering victim empowerment services developmentally.

Participants' rights: I am fully aware that participation in this study is voluntary and that I may withdraw my participation at any time without any negative consequences.

Right of access to the researcher: I understand that the researcher will always make time during and after the interview to provide clarity on any issues that I have questions on.

Confidentiality: I am aware that the information shared during the interview is supposed to be kept with utmost confidentiality and that it will not be linked to me directly in any way that would identify me. I understand that if I withdraw from the study, the information that I would have shared in the interview will be destroyed and that I am not supposed to discuss it with anyone. I am also aware that the researcher is supposed to compile a research report that have to be submitted to the University of Pretoria for academic purposes and that the research findings will be submitted for publication to a scientific journal. I understand that, other than the researcher and her supervisor no one will have access to the research data and that both will treat it with confidentiality. I am also aware that according to the stipulations of the University of Pretoria, raw data will be kept securely for a minimum of 15 years and that it will not be used for any other purposes, without my informed consent.

My signature on this letter of consent, is a confirmation that I have read and clearly understood the content thereof. I understand by signing this letter of informed consent, I do not give up any legal rights.

Participant (Print name)

Participant's Signature

Date

Researcher (Print name)

Researcher's Signature

Date

Appendix E: Ethical Clearance Approval



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Faculty of Humanities
Research Ethics Committee

8 March 2017

Dear Prof Lombard

Project: Victim empowerment services through developmental social work: the case of Ikaya Lethemba
Researcher: OV Runganga
Supervisor: Prof A Lombard
Department: Social Work and Criminology
Reference numbers: 10445642 (GW20170212HS)

Thank you for your response to the Committee's correspondence of 24 February 2017.

The **Research Ethics Committee** notes that the outstanding permission from *Teddy Bear Clinic* was submitted as requested and has therefore given **final approval** for the above application at an *ad hoc* meeting on 8 March 2017. Data collection may therefore commence.

Please note that this approval is based on the assumption that the research will be carried out along the lines laid out in the proposal. Should the actual research depart significantly from the proposed research, it will be necessary to apply for a new research approval and ethical clearance.

The Committee requests you to convey this approval to the researcher.

We wish you success with the project.

Sincerely

Prof Maxi Schoeman
Deputy Dean: Postgraduate and Research Ethics
Faculty of Humanities
UNIVERSITY OF PRETORIA
e-mail: tracey.andrew@up.ac.za

Research Ethics Committee Members: Prof MME Schoeman (Deputy Dean); Prof KL Harris; Dr L Blokland; Dr R Fasselt; Ms KT Govinder; Dr E Johnson; Dr C Panebianco; Dr C Puttergill; Dr D Reyburn; Prof GM Spies; Prof E Taljard; Ms B Tsebe; Dr E van der Klashorst; Mr V Sithole

Appendix F: Permission Letter: iThemba

Non Profit no:
049-275 npo

SARS Section 18A certification
930024958

Physical address
Cnr Woburn & Kimbolton Avenue
Western Extension
BENONI 1501

Postal address
PO Box 15661
Farrarmere
1518

Tel: (011) 422-4107
Fax: (011) 421-2301
Fax to email: 086-609-2363

Email:
hope4u@traumasupport.org.za
Website
www.traumasupport.org.za
Facebook:
[iThemba-Hope4U](https://www.facebook.com/iThemba-Hope4U)

Bank Details

Nedbank Benoni 190 342

Account: 190 3511 909

The iThemba Rape and Trauma Support Centre is a one stop rape and trauma support centre that assists with the examination, medico-legal aspects and emotional support for survivors of crime and sexual assault and ensures the survivors receive support timeously.

Our Vision is to empower, support and assist survivors of violence and sexual trauma through the process of healing and reconciliation in our community.

Our Mission is to offer support to people affected by trauma, to enable a process of advocacy for these people and to educate and raise awareness about trauma in our community.



Date: 7/11/2016

To whom it may concern:

Re: permission to conduct research

iThemba Rape and Trauma Support Centre based at iKhaya Lethemba 176 Smit Street, Braamfontein hereby gives permission for Olinda Vimbai Runganga to conduct her research for her Master's Degree.

The Organisation will assist and support her in any way we can.

Regards Jill Knott
Chief Social worker
Tel: 011 242 -3021

A handwritten signature in black ink, appearing to read 'Jill Knott'.

ITHEMBA
Rape & Trauma Support Centre
176 Smit St
Braamfontein 2017
Tel: 011 242 3000

Appendix G: Permission Letter: Department of Community Safety



GAUTENG PROVINCIAL GOVERNMENT, SOUTH AFRICA

176 Smit Street, Braamfontein 2017, South Africa Tel: +27 11 242 3000 Fax: +27 11 242 3017

10 November 2016

To whom it may concern

RE: PERMISSION TO CONDUCT RESEARCH AT THE DEPARTMENT OF COMMUNITY OF COMMUNITY SAFETY (IKHAYA LETHEMBA).

The Department of Community Safety hereby, gives Olinda Vimbai Runganga permission to conduct her research at our office at Ikhaya Lethemba.

We adhere in giving her full support and the needed information available in order for her to complete her research. We would however, request that she presents the outcome of the research to the Department of Community Safety and submit a copy of her research to Ikhaya Lethemba and the Departments' research Unit.

Our best wishes accompany her.

Kind regards,

Executive Director: Merita Ground
Department Of Community Safety
Ikhaya Lethemba
0112423000

Appendix H: Permission Letter: Teddy Bear Clinic



30 November 2016

Dear Sir/Madam

Head Office
The Memorial Institute for
Child Health and Development
13 Joubert Street Ext.
Parktown

Postnet Suite 320
Private Bag X30500
Houghton 2041

Branches
Head office and Johannesburg:
Tel: (011) 484-4554/4539
Fax: (011) 484-4551

Krugersdorp:
Tel: (011) 660-3077

Soweto:
Tel: (011) 980-8160/8873
www.ttbc.org.za

Permission for Olinda Runganga to conduct her research at the Teddy Bear Foundation

This letter serves to confirm that Miss Olinda Runganga has been granted permission to conduct her research at the Teddy Bear Foundation, pending the approval of her research proposal by the University Ethics Committee. Miss Runganga will receive written confirmation of the full permission, once we have received proof of her ethics approval and a copy of her proposal.

If you would like any further information, please contact me via any of the details listed below.

Yours Sincerely,

Dr. Shaheda Omar

Director

shahedao@ttbc.org.za

011 484 4554

TEDDY BEAR CLINIC
FOR ABUSED CHILDREN
2ND FLOOR TMI BUILDING
13 JOUBERT STREET, PARKTOWN
TEL. (011) 484-4554/4539
FAX: (011) 484-4551