



ISANGE ONE STOP CENTER MODEL

Rwanda National Police (RNP)

ISANGE ONE STOP CENTER

- ✓ Initiative to complement existing efforts to prevent, respond to GBV and child.
- ✓ Established in 2009 by RNP at the Police hospital to provide timely affordable comprehensive support to victims of GBV and child abuse.
- ✓ Provides 24/7 multi-disciplinary free services
- ✓ The critical need to support investigation department (CID) in getting tangible evidence acceptable by courts of law

ISANGE ONE STOP CENTER cont...

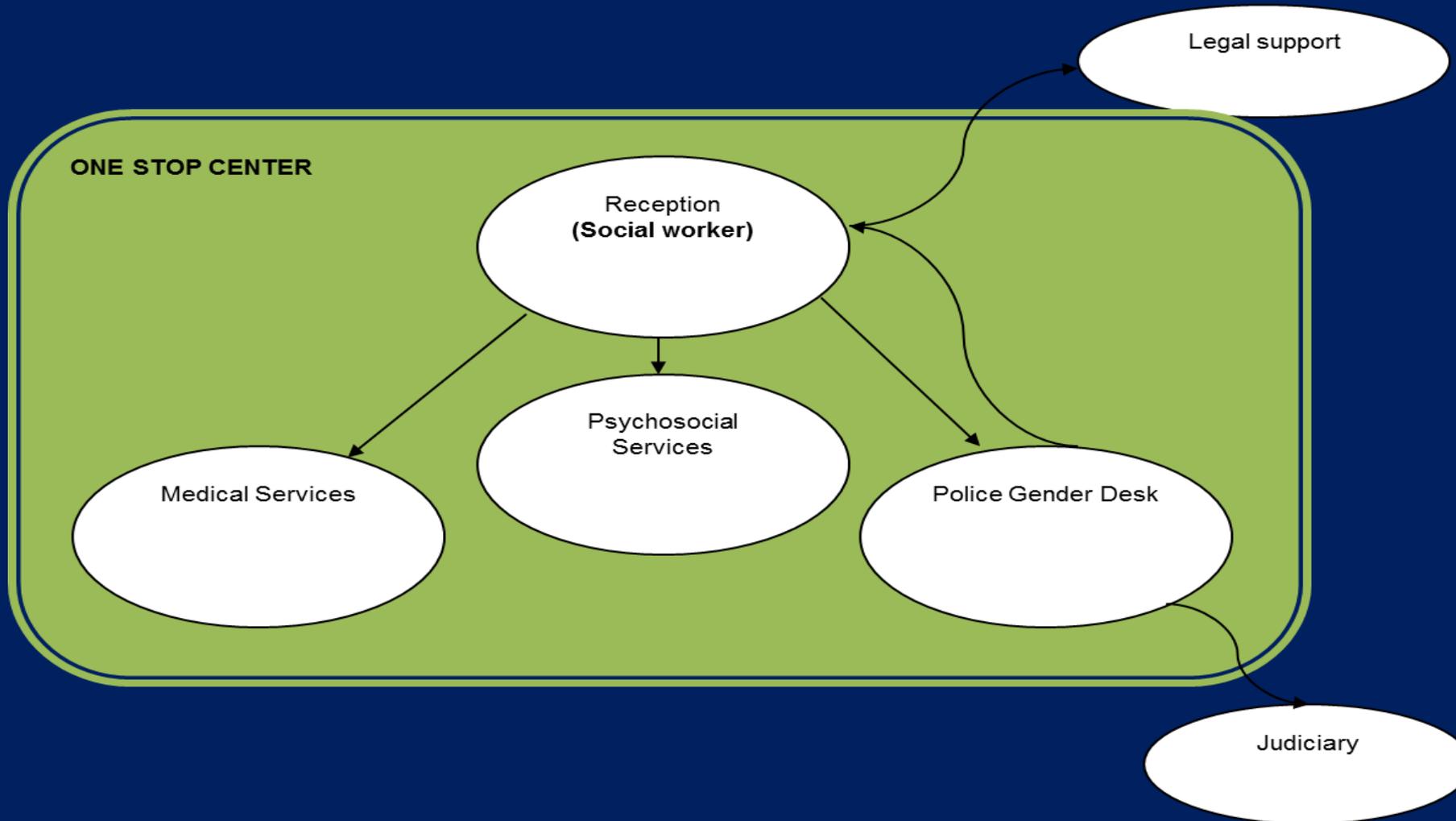
- ✓ Support victims of GBV & child abuse to access services one place (reduce distance, avoid risk of tainted evidence, ensure safety and security of victims, enhance coordination etc.)
- ✓ As a referral center, it covers the entire territory of Rwanda
- ✓ The plan is to have the centers across the entire country; 9 centers now fully operational

HOW THE CENTER OPERATES

- ✓ Communication to the centre
 - Information from the victims direct or from other sources through the community Policing structures (youth volunteers , GBV committees, anti- crime clubs in schools) Police structures, local administration etc.
- ✓ Toll Free line
- ✓ Back to community; Follow up for reintegration to the community

HOW THE CENTER OPERATES

IOSC model is based on multi-sectorial and multidisciplinary intervention for a more affordable and timely manner



START PROCESS

- ✓ An innovation of the Rwanda National Police leadership;
- ✓ Consultations with stakeholders on how best the initiative could respond to GBV;
- ✓ Mapping of stake holders' roles and tasks based on policy guidelines (eg UN & other development partners and government institutions).

CONSTRAINTS & SOLUTIONS

- ✓ Code of conduct that requires a victim to consent taking all the evidence and free to chose to report an incident or not;
- ✓ The concept of confidentiality
- ✓ Culture of silence
- ✓ Capacity of the center visa vis the case load



Mass campaigns for awareness raising on the victim's rights to be live a GBV free environment & seek justice

Replication of the modal to other health centers to reduce the coverage and increase access to services

ENABLING FACTORS

- ✓ The leadership & the political will at the highest level; enacting strong policies, legal & institutional framework, space for people oriented initiatives and reform
- ✓ Inter- agency coordination
- ✓ Existence of early detection & prevention structures like the Community Policing Committees, GBV committees, “*akagoroba k’ababyeyi*”

IMPACT

- ✓ Increased level of collaboration between service providers
- ✓ Reduced the number of interviews, thus decreasing the risk of tainted evidence and re-traumatization.
- ✓ Reporting rate increased more than 50%, case load 3 to 10 cases on average daily effectively treated freely; over 8000 cases registered since its inception.
- ✓ National and regional learning center and being replicated country wide.

SUSTAINABILITY

- ✓ The center is not independent, it is one among the departments of the police hospital
- ✓ Fully integrated in the hospital
- ✓ All requirements including equipment, drugs & stationery as well as staff are financed and managed by the hospital.
- ✓ Replication is based on the hospital readiness in terms of office facilities

LESSONS LEARNT

- ✓ Multi- disciplinary and multi- sectorial approach for comprehensive package of multi-services is commendable for effective management of GBV.
- ✓ Diversified partnership is paramount to ensure ownership and collaboration in preventing & responding to GBV in a sustainable manner.
- ✓ Inclusion of the entire service beneficiaries though the Concept of community policing has empowered the community in crime detection, prevention and reporting.