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Empower communities. Empower yourself.

From Invisibility to Inclusion:
5th Wakamoso and Mams Radio Survey
Safety and the Law



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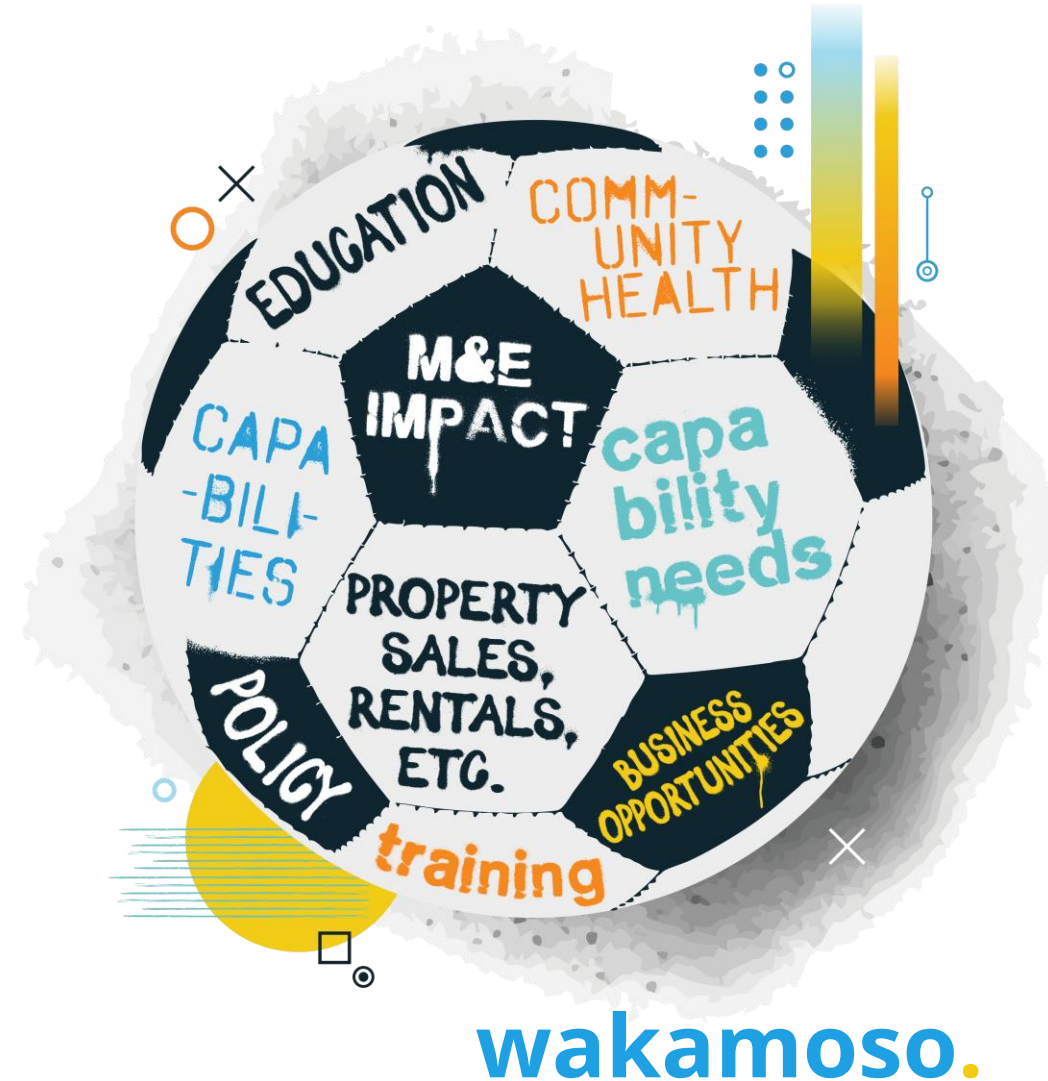
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Acknowledgements



This **fifth Community Voices survey** was made possible through the ongoing partnership between Wakamoso and Mams Radio 92.9. This study reflects the commitment of partners who share a vision of inclusive, evidence-based community development and people-centred leadership across South Africa.

Wakamoso Africa extends sincere appreciation to Mams Radio and the network of Wakamoso Trailblazers whose mobilisation efforts, local relationships and on-the-ground presence helped ensure that the voices captured reflect the lived realities and safety concerns of ordinary residents.

We also acknowledge the CPF and the GBV Brigade, with whom Malusi has begun constructive engagements. Their openness to future collaboration is deeply valued. We hope that the findings in this report strengthen the critical work they are doing and form a foundation for building long-term, data-driven partnerships that support safety, justice & community wellbeing.

Our gratitude also goes to the 251 respondents - young people, community members and local trailblazers - who took the time to share their experiences, needs & aspirations related to safety, justice and leadership

Together, these contributions form part of a growing national conversation about trust, inclusion and the renewal of community-centred leadership in South Africa.



Executive Summary

Wakamoso Trailblazer's Safety & Law Insights

- The Safety and the Law survey, completed by Wakamoso Trailblazers in Mamelodi and supported by additional voices from the wider Wakamoso platform, paints a clear and compelling picture of a community that understands its realities and knows what strengthens or weakens its safety
- Across the data, residents point to the same foundations:
 - Safety grows where trust is strong, leadership is present, policing is visible, jobs exist & justice works
 - Risk rises where institutions fail to respond, where crime goes unchallenged and where everyday pressures go unanswered
- What also stands out is that the community is not passive
 - People are willing to volunteer, support one another, engage with safety structures & seek legal help when they need it
 - But they need systems that respond, leaders who stand with them & pathways that are simple, fair and accessible





Executive Summary

Wakamoso Trailblazer's Safety & Law Insights

- A crucial insight during these **16 Days of Activism: GBV need is high, visible & urgent**
 - One of the strongest signals in the entire survey is the plea for support around domestic violence:
 - 1 in 3 respondents (33%) selected **“Domestic violence or protection orders”** as a legal need making GBV one of the top three legal concerns across the whole community
 - At the same time, many of the respondents asking for legal advice related to domestic violence did not know where to go (34%)
 - Those seeking GBV-related help show higher openness to alternative, private reporting channels, such as WhatsApp-based legal assistance or simplified digital pathways
 - This reinforces a critical message: people are actively asking for help but the system is not easily reachable
 - The willingness to use digital pathways shows real demand for safer, more accessible, stigma-free GBV reporting & legal support
- Taken together, these insights remind us that safety is not only shaped by conditions on the street - it is shaped by relationships and vulnerabilities within the home & by whether people know how to find help when they need it most



Executive Summary

Wakamoso Trailblazer's Safety & Law Insights

- What the community is telling us...
 - Safety is shaped by far more than policing alone
 - It is influenced by:
 - Economic opportunity - especially job creation for youth
 - Community cohesion & visibility - neighbours watching out for one another
 - Local leadership - leaders who live in, understand & stand with the community
 - A justice system that works - where cases are taken seriously, followed up & resolved
 - When these elements strengthen, safety grows
 - When they weaken, fear & frustration take root

A community ready for change

- Above all, the data shows a community that is ready to participate, ready to partner & ready to be heard
- Residents are not waiting for safety to be delivered to them - they are signaling clearly what works, what does not & where support is urgently needed
- Our responsibility is to ensure these insights do not stay on these pages but move into action that recognises, respects and responds to the lived experience of the Trailblazers and residents who shared them



Introduction & Purpose

This survey is part of the 26-episode Community Voices series on Mams Radio 92.9

Every second week, our local Wakamoso team prepares a community survey, based on topics the community prioritised in a workshop, to help us understand everyday experiences in Mamelodi and beyond

This forms the base of the conversation we take to radio - where local experts, community members & listeners engage and reflect

This episode also links with the global 16 Days of Activism campaign, making it a timely moment to listen to how safety, justice & protection are experienced in everyday life

The purpose of this Safety and the Law survey is to:

- Capture how our Trailblazers experience safety, crime, policing, public protest, fairness & access to legal help
- Build a basic evidence base that guides the weekly radio conversation
- Allow local experts, leaders & listeners on Mams Radio to reflect on, debate or challenge what the Trailblazers are telling us
- Invite the broader community to share their own views by completing the survey throughout the week.

This is not a full study; it is a community pulse check

The insights reflect the views of the respondents, our Wakamoso Trailblazers

Our aim is to listen better and to create a platform where data and lived experience meet



Methodology

The survey was conducted in two phases

PHASE 1: MAMELODI TRAILBLAZERS

- Distributed only to registered Wakamoso Trailblazers in Mamelodi to gather the first wave of local insights

PHASE 2: WIDER COMMUNITY

- Later the survey was opened to the broader Wakamoso community

All responses were captured via the Wakamoso WhatsApp platform

251 responses analysed for this report

Survey Results

- The Safety & the Law survey brings together the real experiences and concerns of residents from Mamelodi and the broader Wakamoso community
- Across safety, crime, justice, leadership and access to legal support, respondents offer a clear picture of what strengthens trust and what weakens it
- These results are not just numbers; they reflect lived realities, daily pressures and aspirations for a safer, more accountable and more supportive community
- This report shares what residents told us - how safe they feel, their experiences of crime, what they need to feel safer, where they seek support and what builds or erodes trust in their community

Respondent Overview

The Safety and the Law survey was completed by 251 Wakamoso Trailblazers and other community respondents

The group is predominantly female, with most participants in their mid-20s to late-30s, reflecting the voices of young adults who navigate safety and justice daily in Mamelodi and beyond

Employment patterns show a mix of realities: many respondents are actively looking for work, while others are part-time workers, full-time employees, students or small-scale self-employed

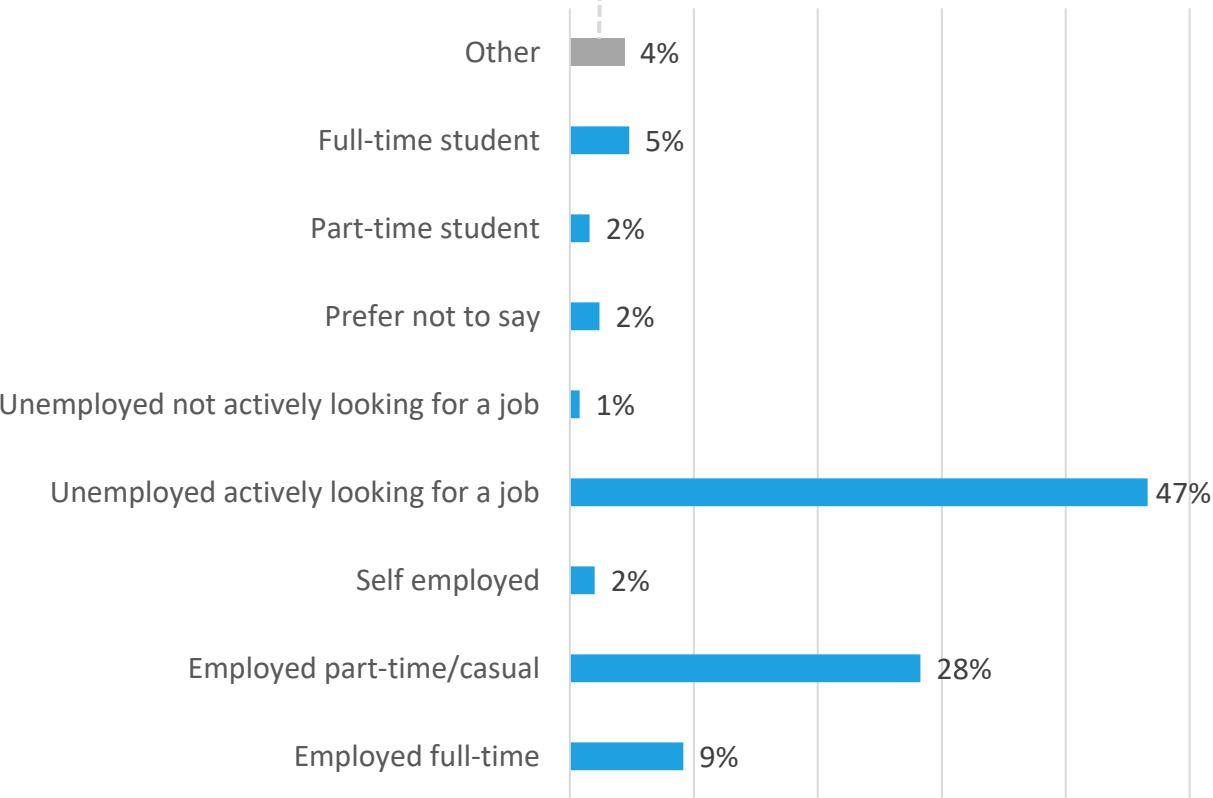
This gives us a grounded view of how **safety, policing & access to justice** are experienced across different day-to-day circumstances



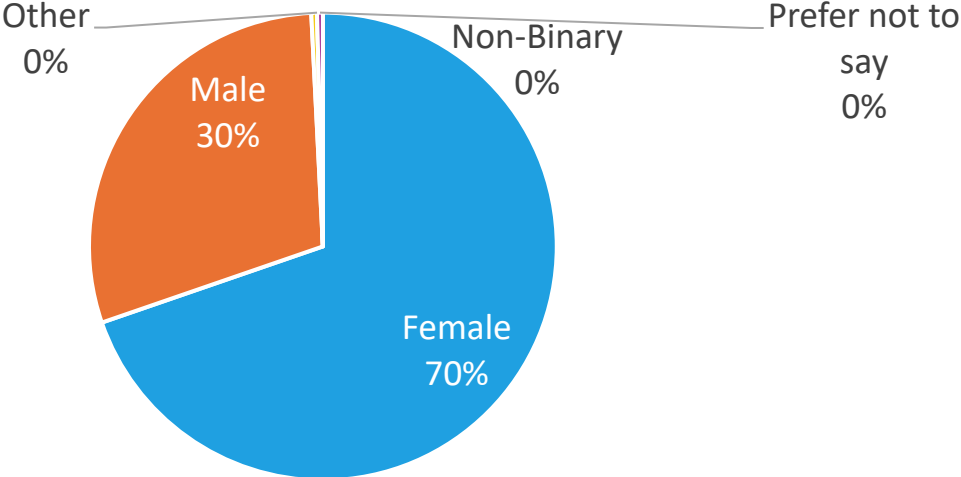
Respondents

Employment status

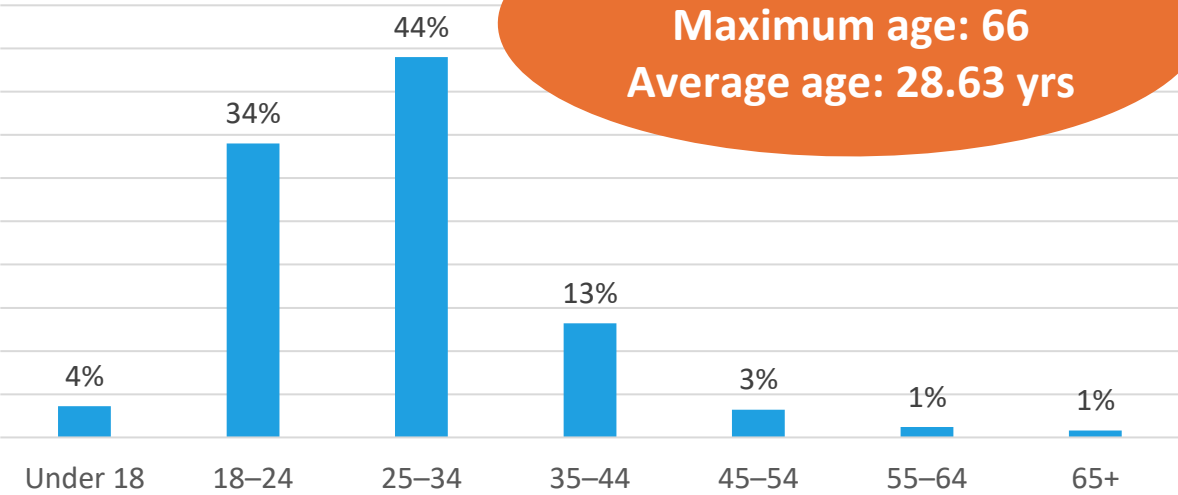
Most “Other” responses include learnerships or training programmes, contract or temporary work, internships, recent matriculants seeking work, students in combined study-learnership paths and one pensioner



Gender



Age



Minimum age: 15
 Maximum age: 66
 Average age: 28.63 yrs

Happiness Index

Overall happiness levels in the community are **moderate**, with an average score of **57%** for the statement **“You are leading your best life possible”**

Most respondents place themselves around the middle of the scale, with fewer people selecting the strongest positive or negative options

When asked about their feelings yesterday, half reported feeling very happy, though a smaller group (19%) did not feel happy at all

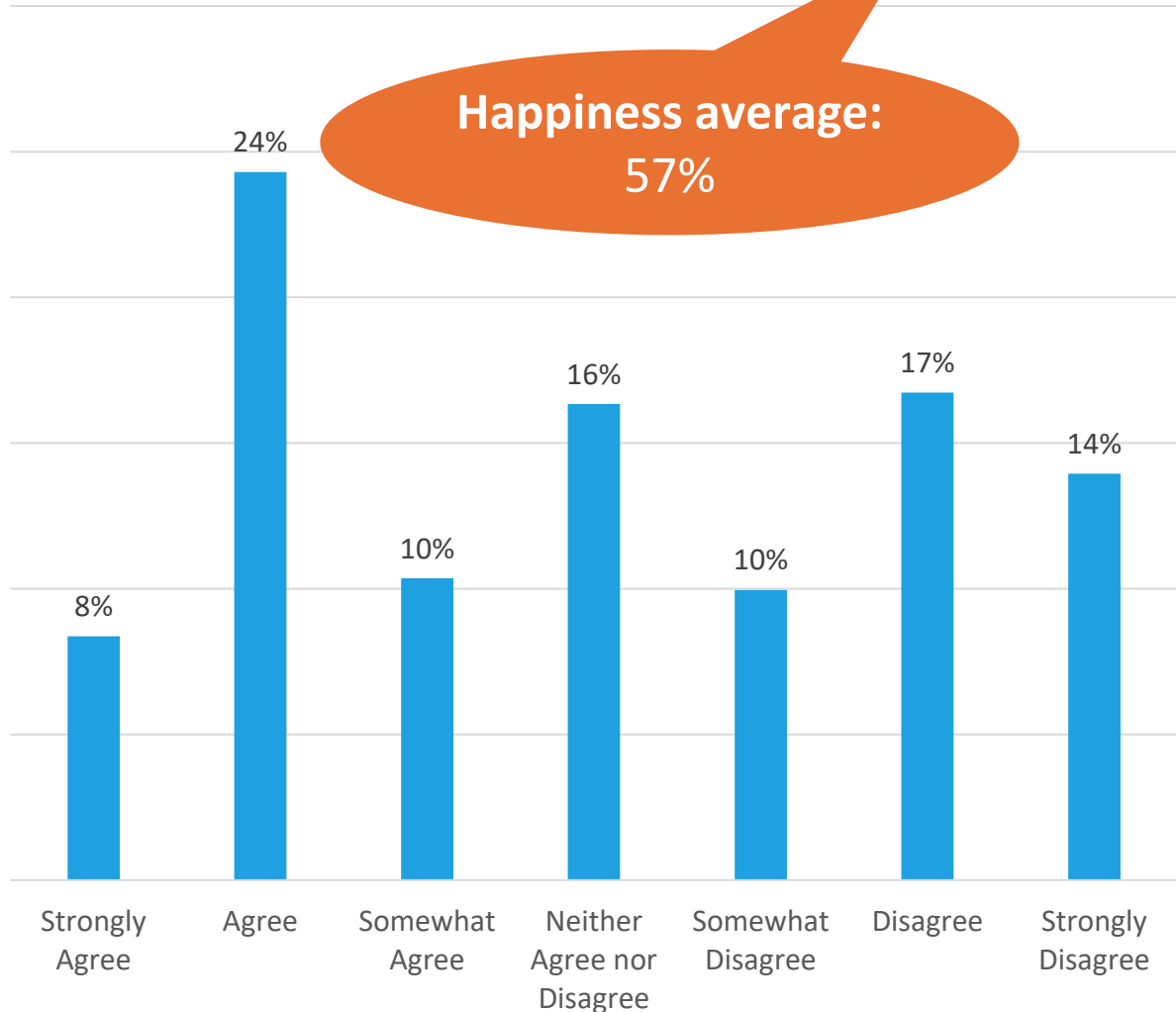
Feelings of worry or sadness were also present: while 46% did not feel worried, more than half experienced some level of sadness or concern

Together, these results suggest a community where **everyday wellbeing is mixed** - many moments of happiness, but also persistent stressors that shape how people feel day to day

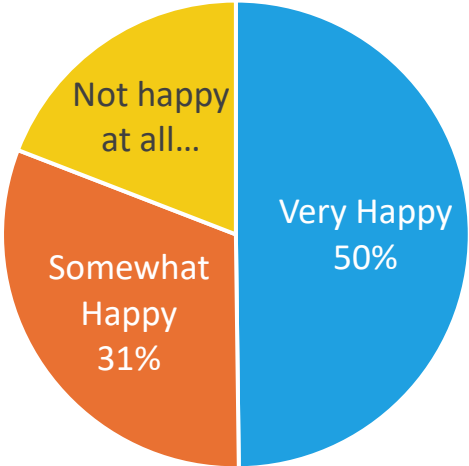


Happiness

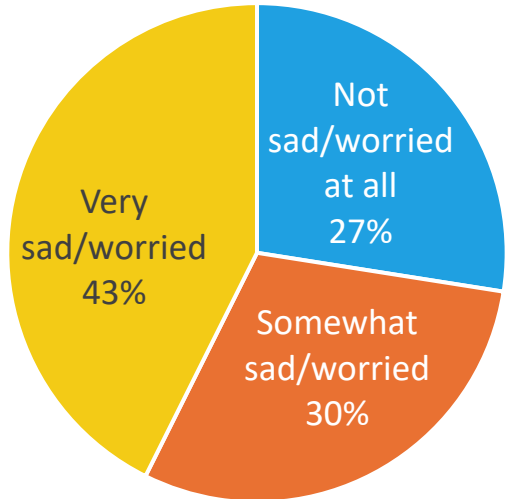
"You are leading your best life possible"



Yesterday, did you feel happy?



Yesterday, did you feel worried or sad?



Happiness vs Safety & Law

Insight

- Happiness is most strongly linked to:
 - Trust in police & fairness in the justice system
 - Knowing where to get legal help
 - Awareness of community safety groups
- Higher life satisfaction sits alongside feeling safer, trusting the system more & knowing where support structures are

Trust in police and fairness in the system

- Several questions about policing & fairness show a moderate positive link with happiness
- Trust in the police, believe that law is applied fairly or feel that protests & crime are handled effectively = higher life satisfaction
- Feeling the area is fairly policed, protected & governed with some sense of justice = Overall wellbeing appears higher
- Perceptions of justice, safety & fairness play a meaningful role

Knowing where to get legal help

- Respondents who know where to access legal advice also score higher on happiness
- Sense of control, security & preparedness when navigating difficult situations

Awareness of community safety groups

- People who are aware of local safety structures (community forums, neighbourhood watches & more) tend to be happier
- Sense of support, connection & collective protection

Feeling Safe

Feeling safe shapes how people move, live & participate in their community

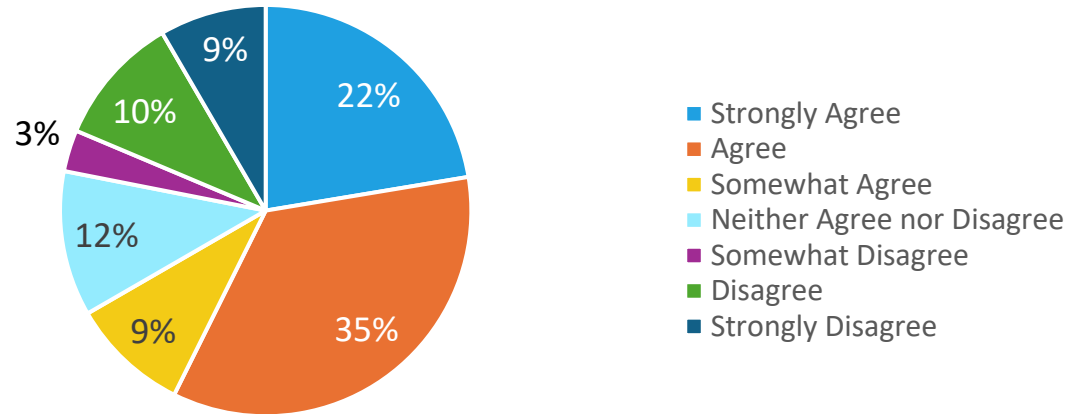
This section explores where residents feel most protected, where fear increases & what these patterns reveal about everyday safety in Mamelodi and beyond



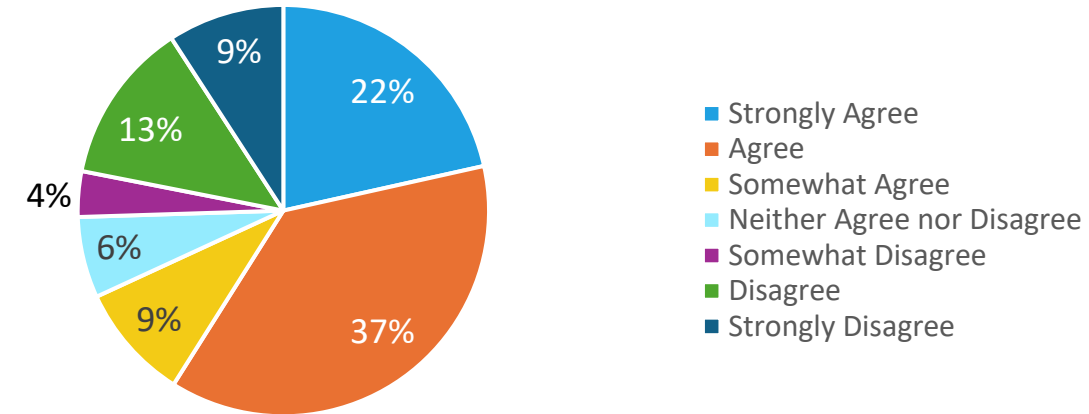
Insight

- Trailblazers feel safest inside their homes, especially during the day
- Public transport comes out surprisingly strong, with most respondents saying they feel safe using it
- Safety drops slightly at night but the **biggest concern by far is walking alone after dark** where nearly six in ten people feel unsafe

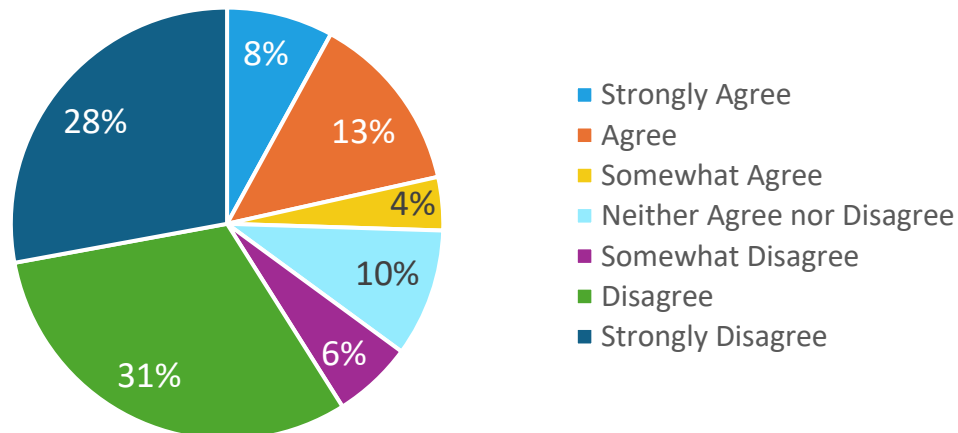
...in my home during the day



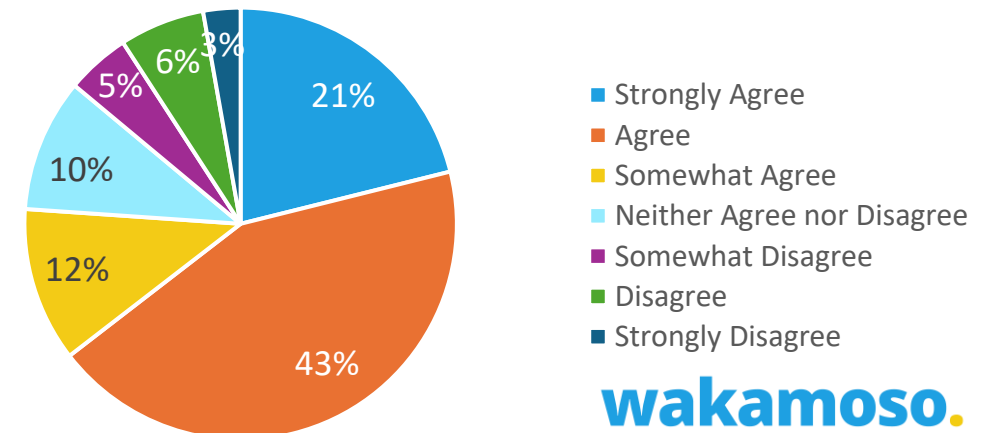
...in my home during the night



...walking alone in my area after dark



...using public transport in my area



Feeling Safe (mean scores)



- Residents feel safest inside their homes, especially during the day, where safety reaches 83%
- Confidence remains fairly strong at night (70%) & public transport scores surprisingly high (77%), suggesting that movement in shared spaces feels reasonably protected
- The biggest safety gap is walking alone after dark, with only 43% feeling safe
 - The clearest point of vulnerability in the community
- These patterns link directly to the broader drivers of safety: people feel safer where there is visibility - visible policing, visible lighting & visible community activity
 - Where visibility drops, especially at night, feelings of safety fall sharply

Crime

This section explores how often residents **experience or witness crime**, how they respond in the moment & what happens when they try to report it

The findings highlight both the seriousness of crime in everyday life & the challenges people face when seeking help or justice

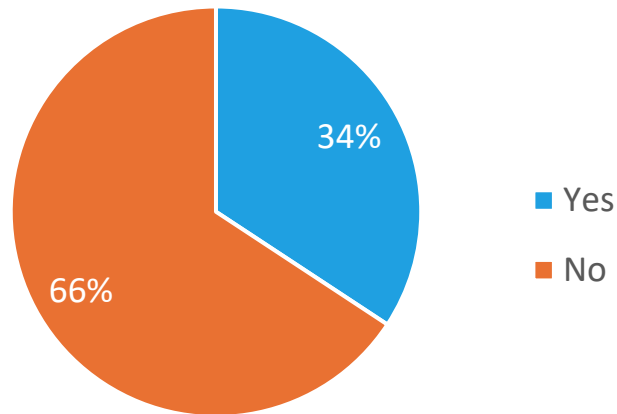


Insight

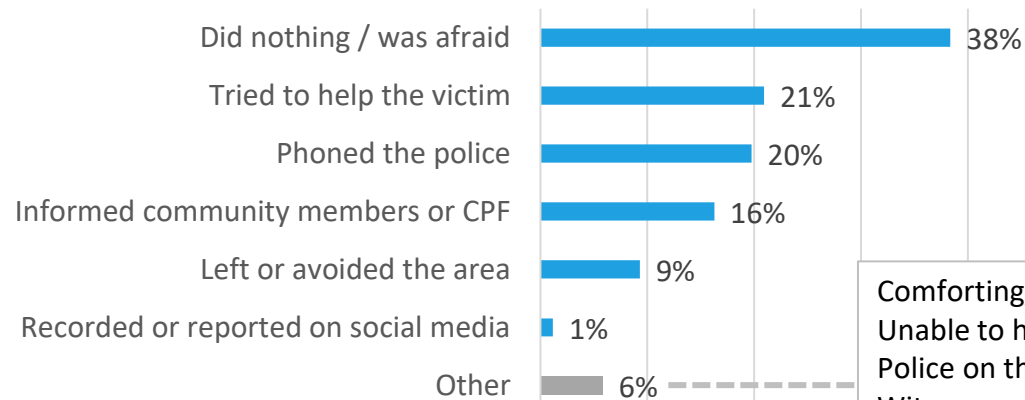
- A third of residents have witnessed crime, most often serious incidents like robbery, assault or hijacking
- Many felt too afraid or unable to act in the moment, while others turned to police or community structures for help

Witnessing crime...

Have you ever witnessed a crime in action?



How did you react at the time?



Comforting/consoling the victim
Unable to help - in a moving taxi or car
Police on the scene or chasing suspects
Witnesses choosing to stay safe and not intervene directly

Respondents reported witnessing a range of serious crimes, most frequently

Street robberies and muggings - often sudden, targeted attacks on pedestrians, phones or belongings

Armed robberies and hijackings - including gun-related incidents, cash-in-transit attacks & vehicle hijackings

Assault and interpersonal violence - from physical fights to severe cases of GBV and domestic violence in public

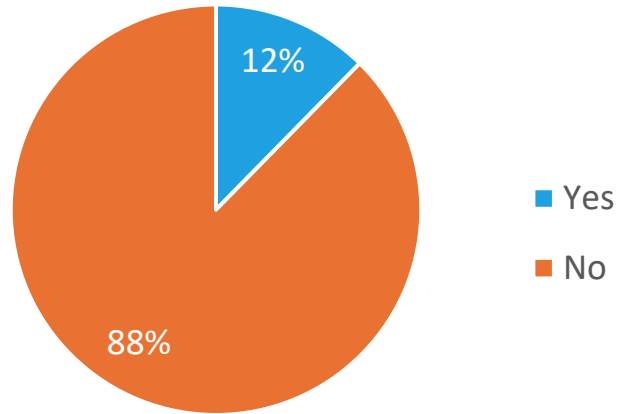
Housebreaking and burglary - repeated mentions of homes being broken into or property stolen

Various forms of theft - including cable theft, theft from vehicles & opportunistic stealing in crowded areas

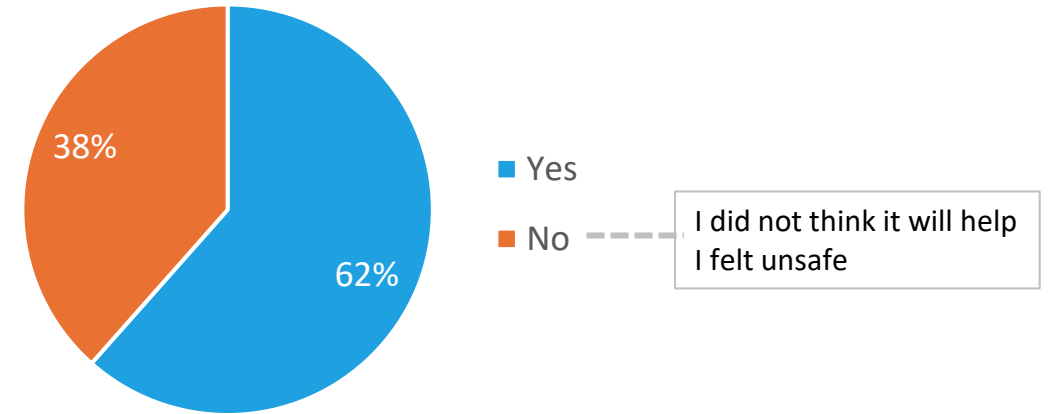
Insight

- Only 12% experienced violent crime but robbery & assault were the most common incidents
- 62% of victims reported the crime, mostly to SAPS (42%) & the CPF (24%)
- Those who did not report mainly felt it wouldn't help or that they felt unsafe

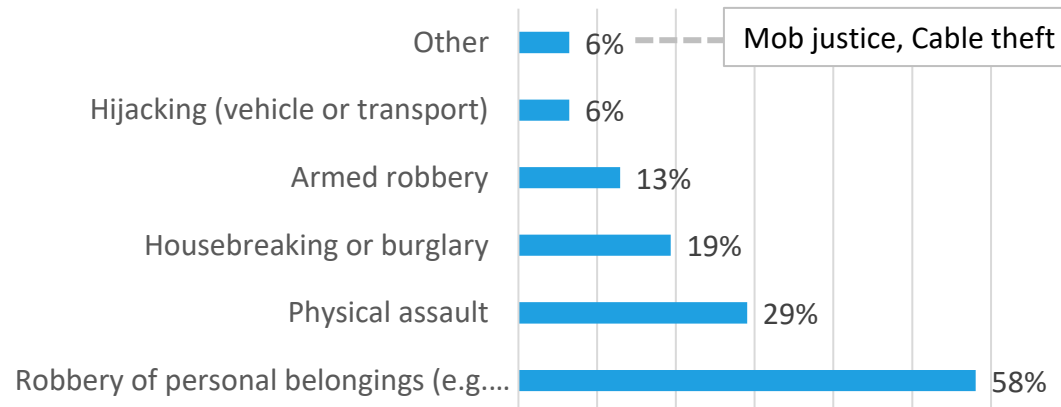
Have you personally been a victim of any violent crime in the past 12 months?



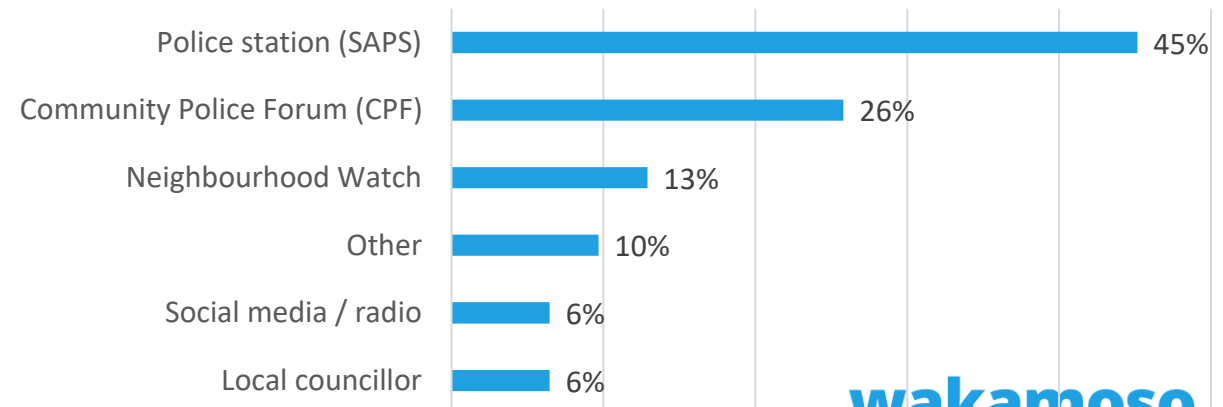
Did you report the matter to anyone?



What type of violent crime did you experience?

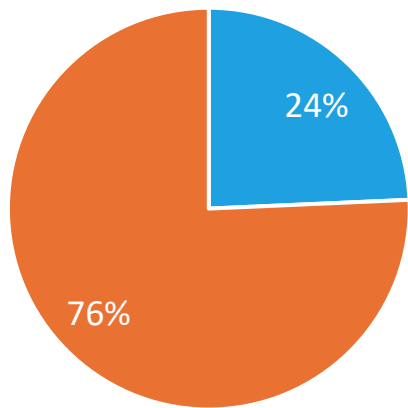


Where did you report it?



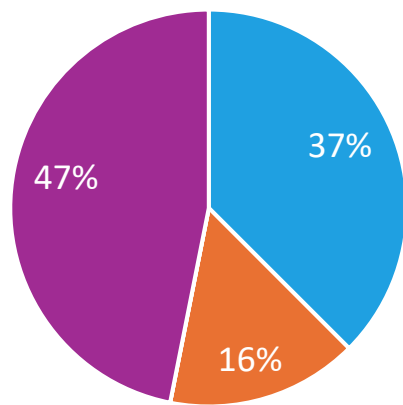
Reporting Crime

Have you ever reported any crime to the police or other authority (even if not violent)?



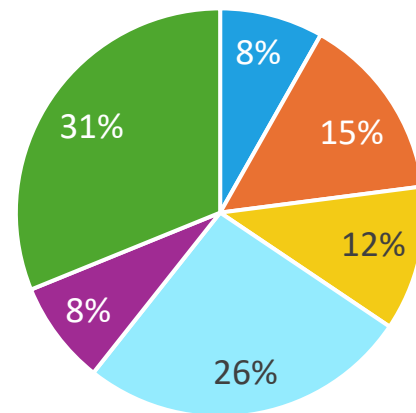
■ Yes ■ No

How long did it take to open a statement?



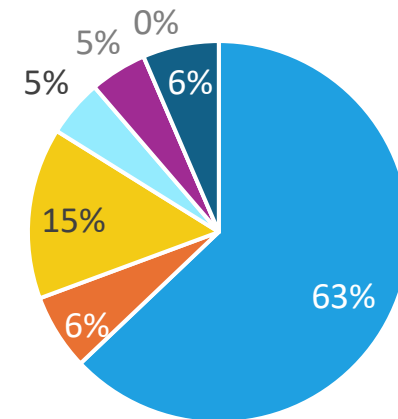
■ Never got to make a statement
 ■ More than 2 hours
 ■ 1-2 hours
 ■ 30-60 minutes
 ■ Less than 30 minutes

How confident were you that your report would lead to action?



■ Very confident
 ■ Confident
 ■ Somewhat confident
 ■ Neither unconfident nor confident
 ■ Somewhat unconfident
 ■ Not confident at all

If there was an alternative, easier way to report a crime (for example via phone, WhatsApp, or online), would you use it?



■ Very likely
 ■ Somewhat likely
 ■ Likely
 ■ Neither unlikely nor likely
 ■ Unlikely
 ■ Somewhat unlikely
 ■ Very unlikely

How People Described Their Experience of Reporting a Crime

Positive experiences (some, but fewer)

- Officers were helpful, patient, and listened
- Felt safe, supported, and guided through the process
- Police acted quickly or made an arrest
- Some received updates or follow-up from SAPS or CPF
- A few felt it was “worth it” or “the right thing to do”

Negative experiences (more frequent and strongly expressed)

- No action taken, no follow-up, or cases postponed for years
- Long, slow, stressful reporting processes
- Felt dismissed, unheard, or not taken seriously
- Police refused to log cases or showed poor attitude
- Fear and emotional distress (nervous, traumatised, unsafe)
- Concerns about corruption or risk of retaliation

Insight

- Most responses reflect **frustration, fear or lack of confidence** in the reporting process
- A smaller group did have **positive and supportive** interactions with the police

SUMMARY: Low Reporting, Low Confidence: Crime Often Goes Unreported

Reporting Crime: Behaviour & Confidence

- Only 24% of respondents have ever reported a crime, suggesting most incidents, especially non-violent ones, **remain unseen by the system**
- Of those who did report, the administrative burden varies: nearly half (47%) had to spend less than 30 minutes while a smaller group (16%) spent more than 2 hours to open a statement
- Confidence that reporting will lead to action is low
 - A combined 39% felt unconfident or not confident at all, while only a small group felt very confident (8%)
- Despite this, there is strong appetite for alternative ways to report crime, with 63% “very likely” to use an easier option such as WhatsApp, phone or online channels
 - This signals a clear demand for simpler, faster, more accessible reporting pathways

Experience of Reporting Crime: What Residents Encounter

- While a minority described positive experiences (helpful officers, guidance through the process, quick action, or follow-up), these were isolated
- Far more respondents reported negative experiences
 - Including no follow-up, long delays, dismissiveness, refusal to open cases or emotional distress
- Several responses point to deeper systemic issues, such as corruption, lack of feedback or fear of retaliation, which directly undermine trust in formal structures
- The combined picture shows that willingness to report does exist, but confidence collapses after the reporting experience, which limits future reporting & weakens community-police cooperation

People who report vs. people who don't report crime

People who DO REPORT tend to...

- Believe that reporting might lead to some form of action or support
- Take responsibility for safety in their community - they phone SAPS, CPF, or tell neighbours
- Have had at least one positive or neutral experience with authorities (helpful officers, follow-up, guidance)
- Be more willing to engage again if the process is easier (high interest in WhatsApp/phone/online reporting)
- Show slightly higher trust in local safety structures like CPF or neighbourhood watch

People who DO NOT REPORT tend to...

- Feel nothing will happen, or the system is too slow or dismissive.
- Fear retaliation, police attitude, or being treated badly.
- Have had a previous negative experience - long waits, no follow-up or refusal to log cases
- Actively avoid engagement because the process feels emotionally stressful (nervous, unsafe, traumatised)
- Believe reporting is not worth the effort given the low chance of justice

The biggest difference between the two groups

- Confidence
- Reporters have some belief that action is possible
- Non-reporters have lost confidence due to past experiences or fear

Another important insight

- People are not unwilling to report - they are unwilling to report through the current system
- The strong interest in easier reporting channels (WhatsApp, online, phone) shows that the barrier is the process, not the desire to seek help

What this means for the community

- When the reporting system works, even a little, people use it
- When it fails repeatedly, people retreat from it
- Trust is fragile: a few bad experiences outweigh many small good ones

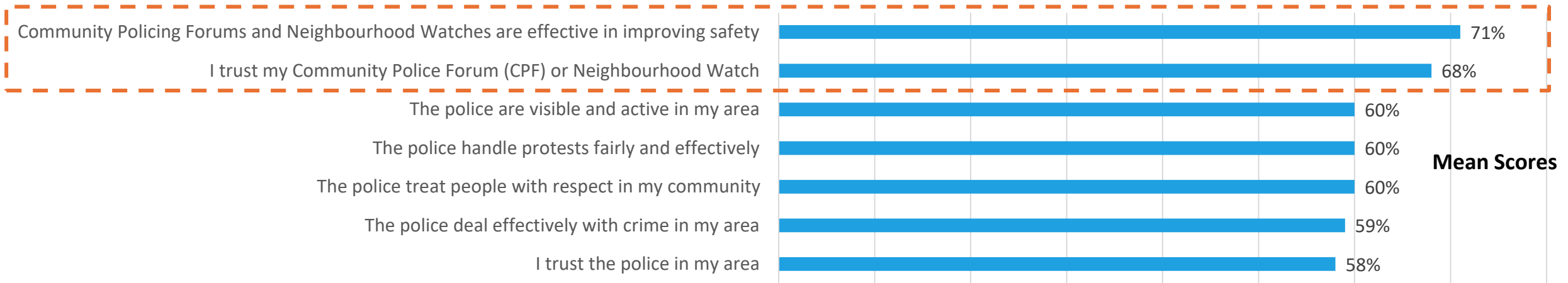
Perceptions of Police, CPF and the Neighbourhood Watch

This section explores how residents perceive the **police & local safety structures**, showing where trust is strongest & where uncertainty remains

It highlights the important role of community-led groups like CPFs & Neighbourhood Watches and how their visibility and engagement shape people's sense of safety



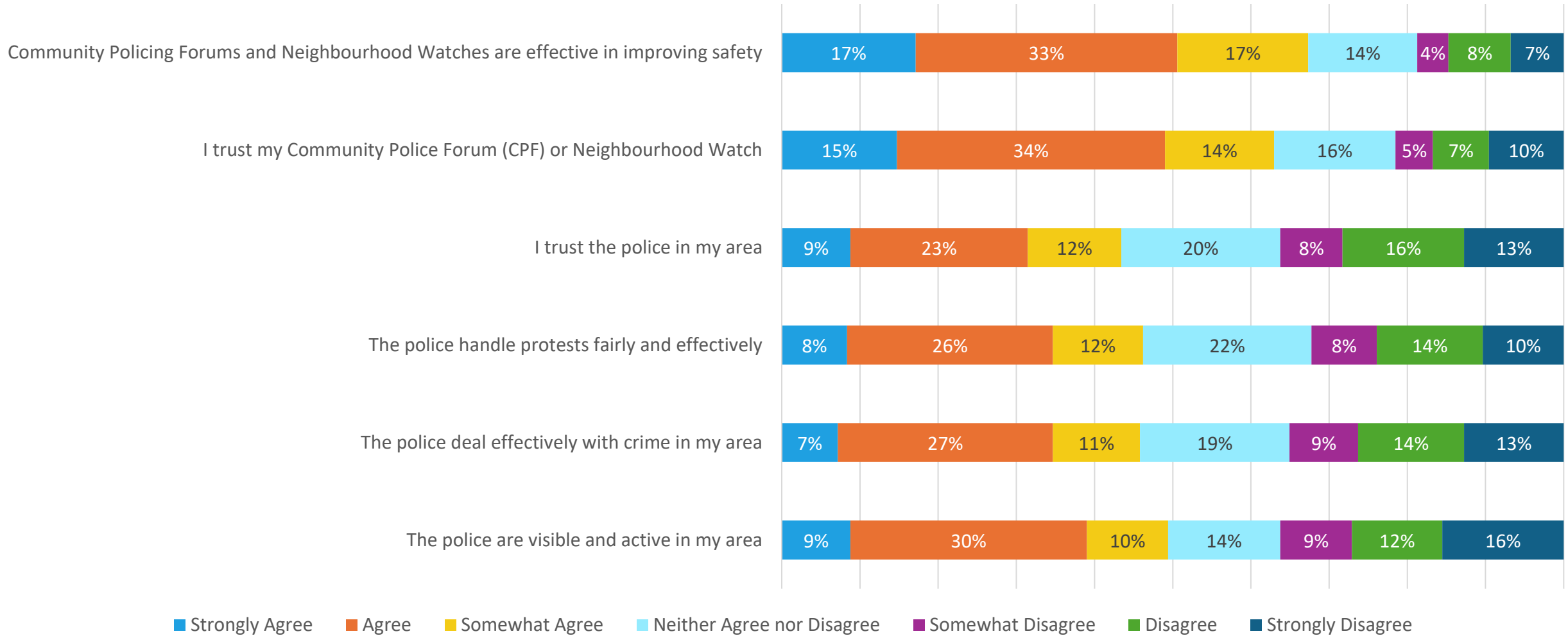
Police, Community Police Form (CPF) & Neighbourhood Watch



What the Community Thinks About Police & Local Safety Structures

- Overall trust in policing is moderate, but community-based structures stand out as noticeably stronger
- Community Policing Forums (CPF) & Neighbourhood Watches receive the highest confidence scores, with 71% of respondents agreeing they improve safety and 68% saying they trust them
- Perceptions of SAPS are mixed - around 60% feel the police are visible, treat people with respect & handle protests fairly but fewer believe the police deal effectively with crime (59%) or report high levels of personal trust (58%)
- The detailed scale shows a significant spread of views (next slide) - a core group expressing confidence but a sizeable portion expressing uncertainty or disagreement
- Together, the results suggest that local, community-driven safety structures are viewed as more reliable and effective, while trust in formal policing remains cautious & uneven

Police, Community Police Form (CPF) & Neighbourhood Watch (Scale)



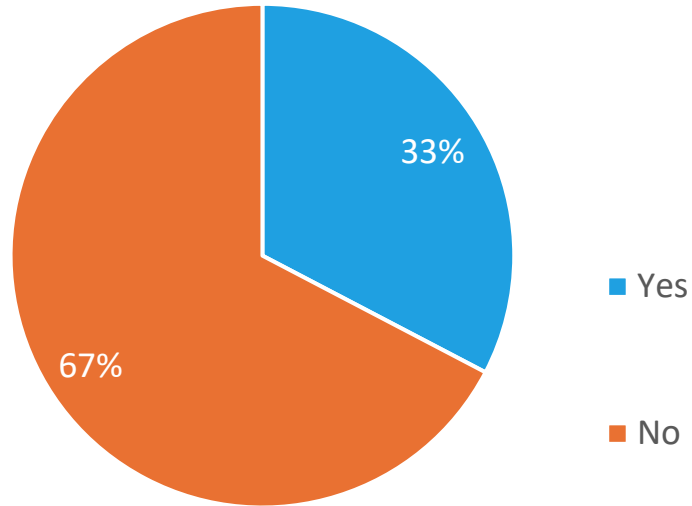
Protests

The survey reveals how residents think about **public protest** - what drives it, how acceptable different forms of protest are & whether they believe unrest is likely in the near future

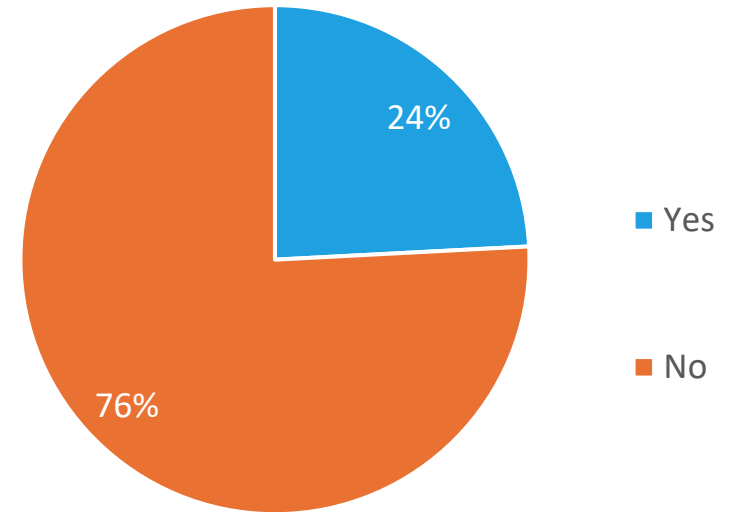
Their responses highlight the pressures that fuel community frustration, the issues most likely to trigger unrest and the conditions under which people feel protest becomes **a necessary way to be heard**



Have you seen any signs of protest or unrest in your area over the past 12 months?



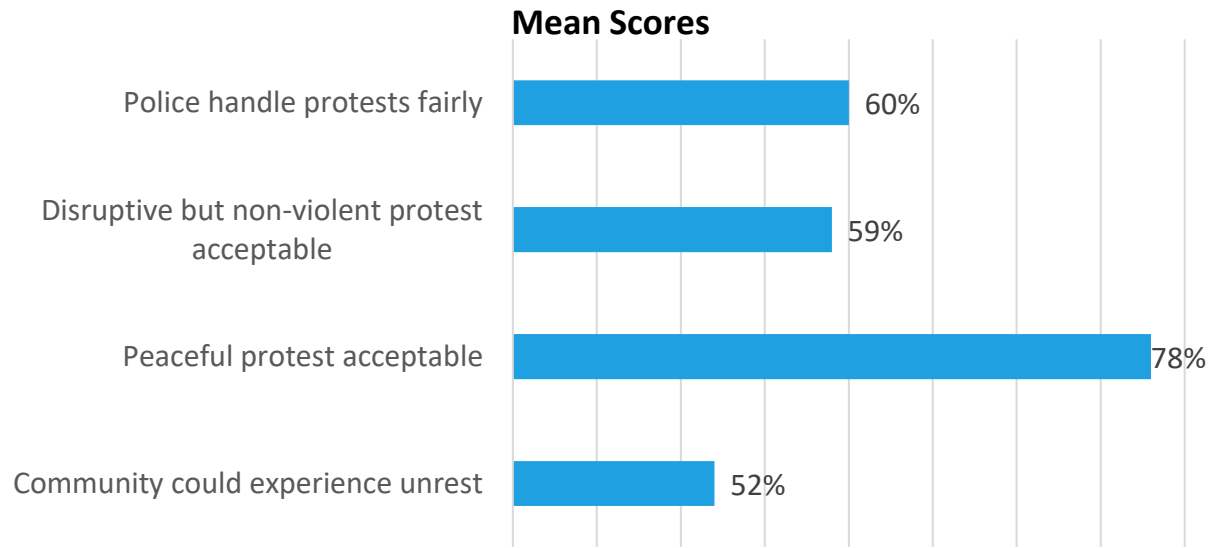
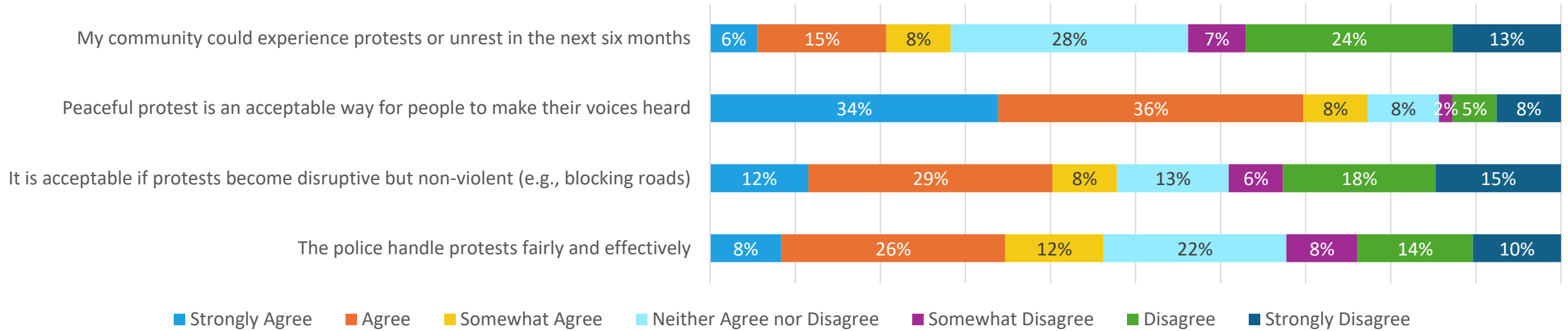
Have you ever joined or supported a protest in your area?



Insight

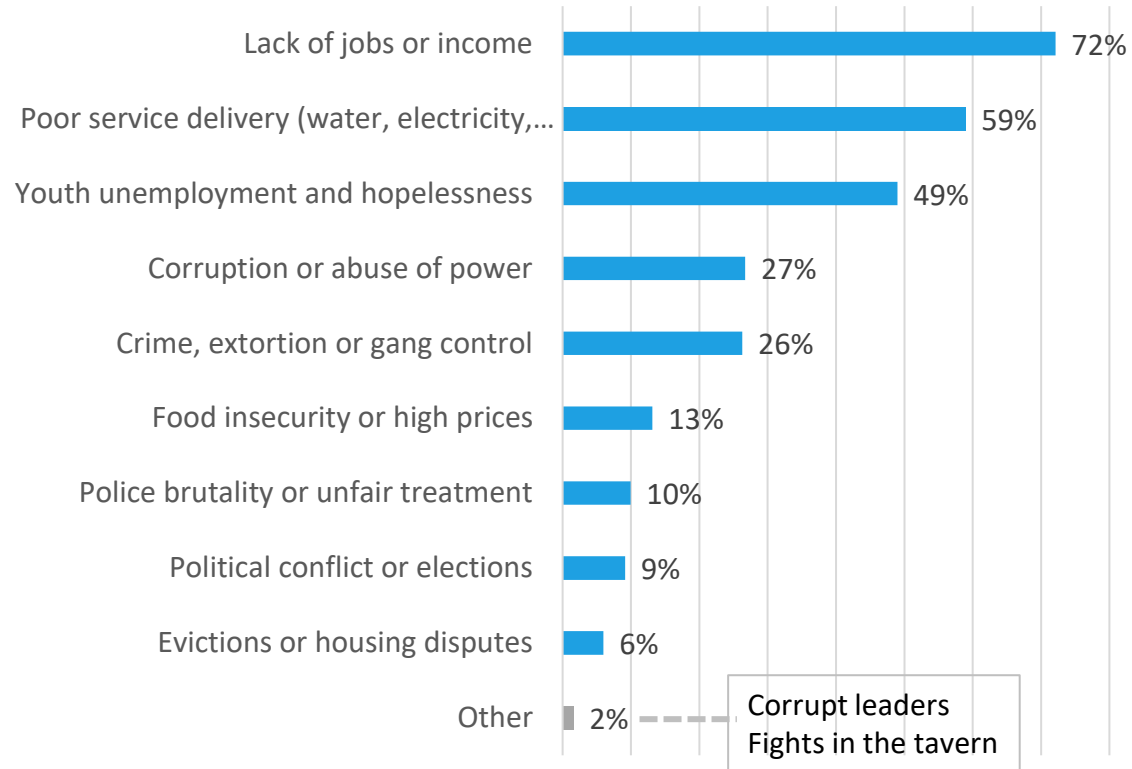
- About a third of respondents (33%) have seen signs of protest or unrest in their area over the past year but far fewer (24%) say they have ever joined or supported a protest themselves
- While protests are visible in the community, active participation, from this cohort, is much lower, indicating either caution, disagreement with protest methods or a preference to observe rather than engage directly

Protests

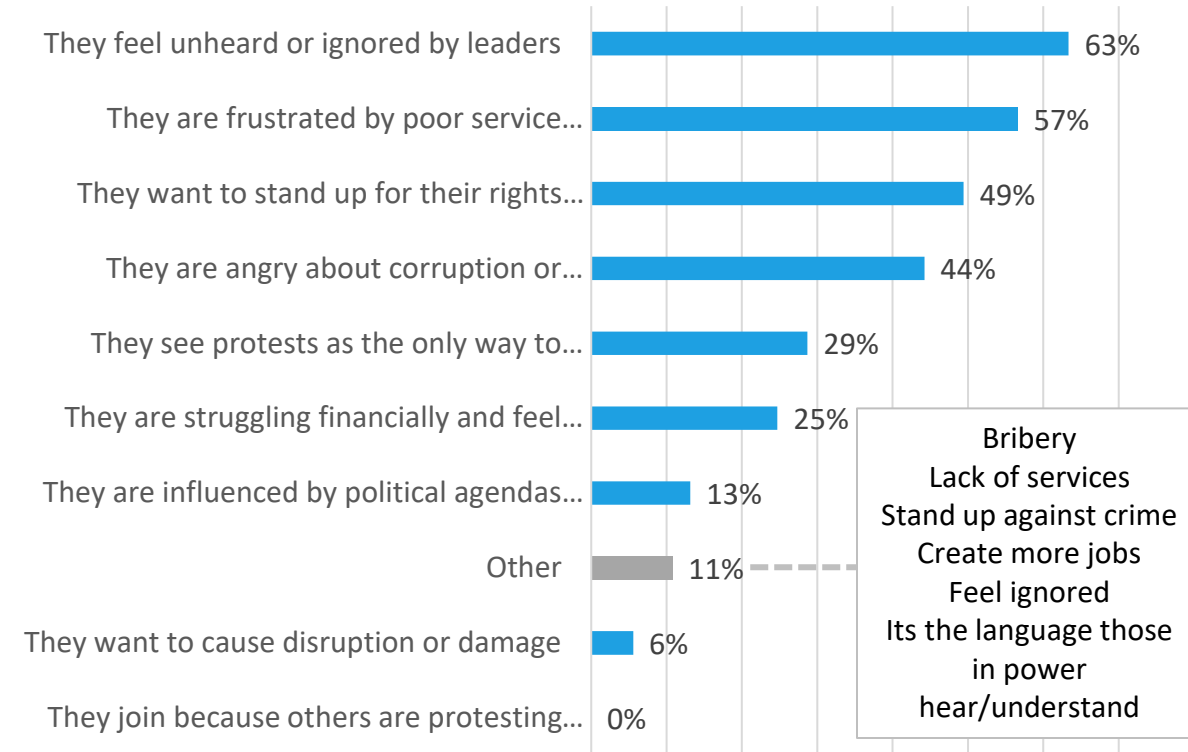


- Just over half of these respondents believe their community could experience unrest in the next six months (52%)
- Residents strongly support peaceful protest as a legitimate way to be heard (78%) & many also accept disruptive but non-violent actions like road blockages (59%)
- Views on the police are mixed - around 60% feel protests are handled fairly but the detailed scale shows significant disagreement, suggesting divided confidence in police response

The following issues could trigger unrest in my community



People protest in my community mostly because of the following reasons



- Residents link potential unrest mainly to everyday pressures i.e. lack of jobs, poor services and youth unemployment/hopelessness
- These same issues also explain why people protest: they feel unheard by leaders, frustrated with failing services & want to stand up for their rights
- Protests seem to point to unmet needs and rising community stress

People who believe unrest is likely to occur within the next 6 months

Heightened sense of vulnerability

Those who think unrest is possible tend to score lower on feeling safe, especially:

- walking alone after dark (already the lowest-scoring safety item)
- trust in the police to respond effectively
- confidence that reporting crime will lead to action

They are more sensitive to signs of instability in daily community life.

Perceive weak institutional control

Across the policing questions, respondents express

- Mixed/low confidence in SAPS effectiveness
- low belief that police manage protests fairly or effectively
- stronger trust in CPFs/Neighbourhood Watches than formal policing

Suggests that perceived institutional weakness fuels expectations of unrest

View protest as a legitimate & sometimes necessary form of expression

This group strongly supports

- peaceful protest (very high approval)
- and to a lesser extent, disruptive but non-violent protest (e.g., road blockages)

The acceptance of protest as a valid tool for being heard means they may interpret local frustrations as likely to escalate

Belief in unrest is rooted in lived experience

From the data: A significant number have witnessed crime (34%)

- some have experienced violence themselves,
- many have seen protests or unrest in the past year (33%)

Their expectation of future unrest is therefore not hypothetical - it is shaped by patterns they have already seen

Low trust & slow justice amplify the expectation of unrest

Among those who have reported crime:

- many describe long delays,
- no follow-up,
- feeling dismissed,
- or concerns about corruption

A system that does not resolve issues feels like a system where tensions can grow

Reinforces perception that unrest is not just possible but likely

Underlying drivers: unemployment, inequality, community strain

From the open-ended “what would make you feel safer?” responses:

- job creation
- youth development
- removal of drugs and gang activity
- visible policing
- faster justice

Insight

- People who believe unrest is likely in the next six months are drawing from **lived experience, weak institutional trust, visible community strain & a belief that protest is a legitimate response when people are not heard**
- They are not predicting unrest out of fear - they are **reading the patterns around them**

My Community

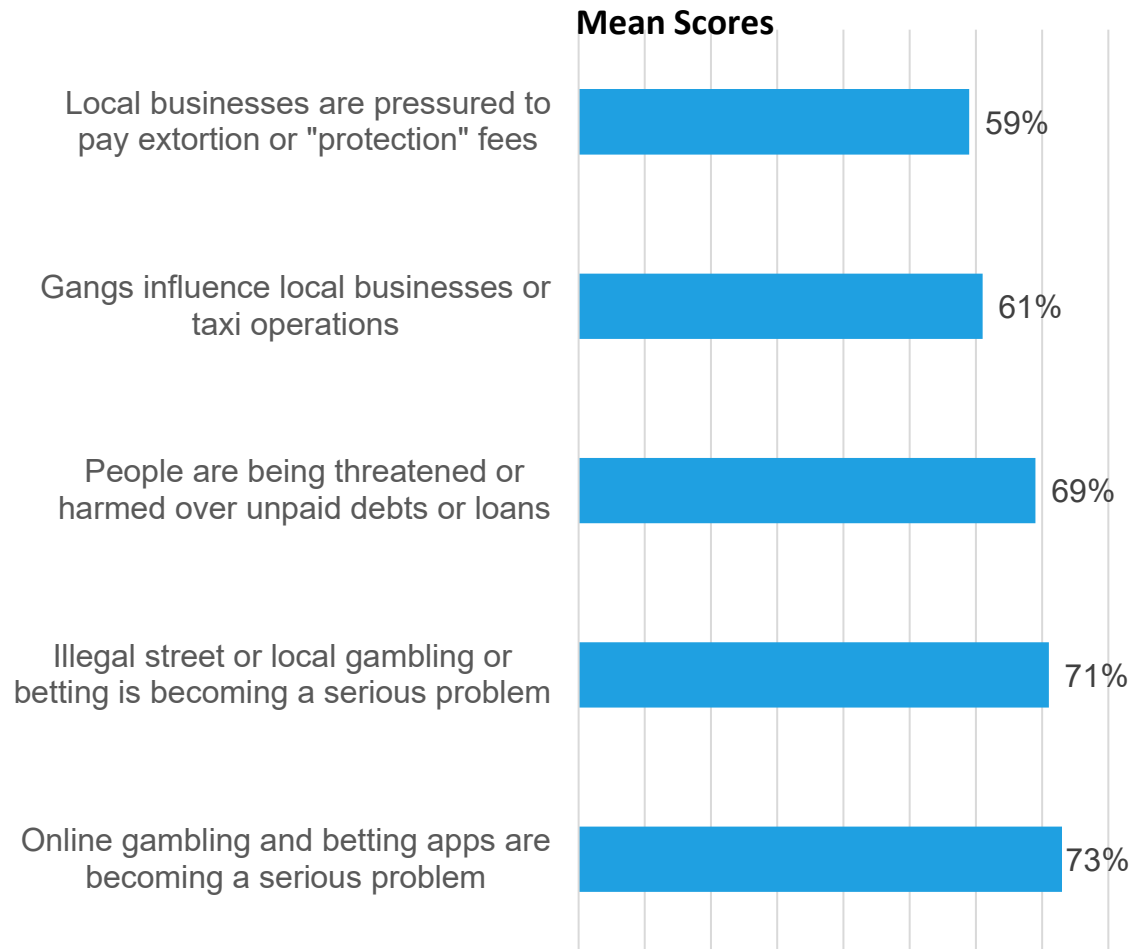
This section looks at how residents understand the **risks** in their community and the **solutions** they believe can make the area safer

It also highlights the strong **willingness** of people to work together, volunteer & support local safety efforts when given the right tools and leadership

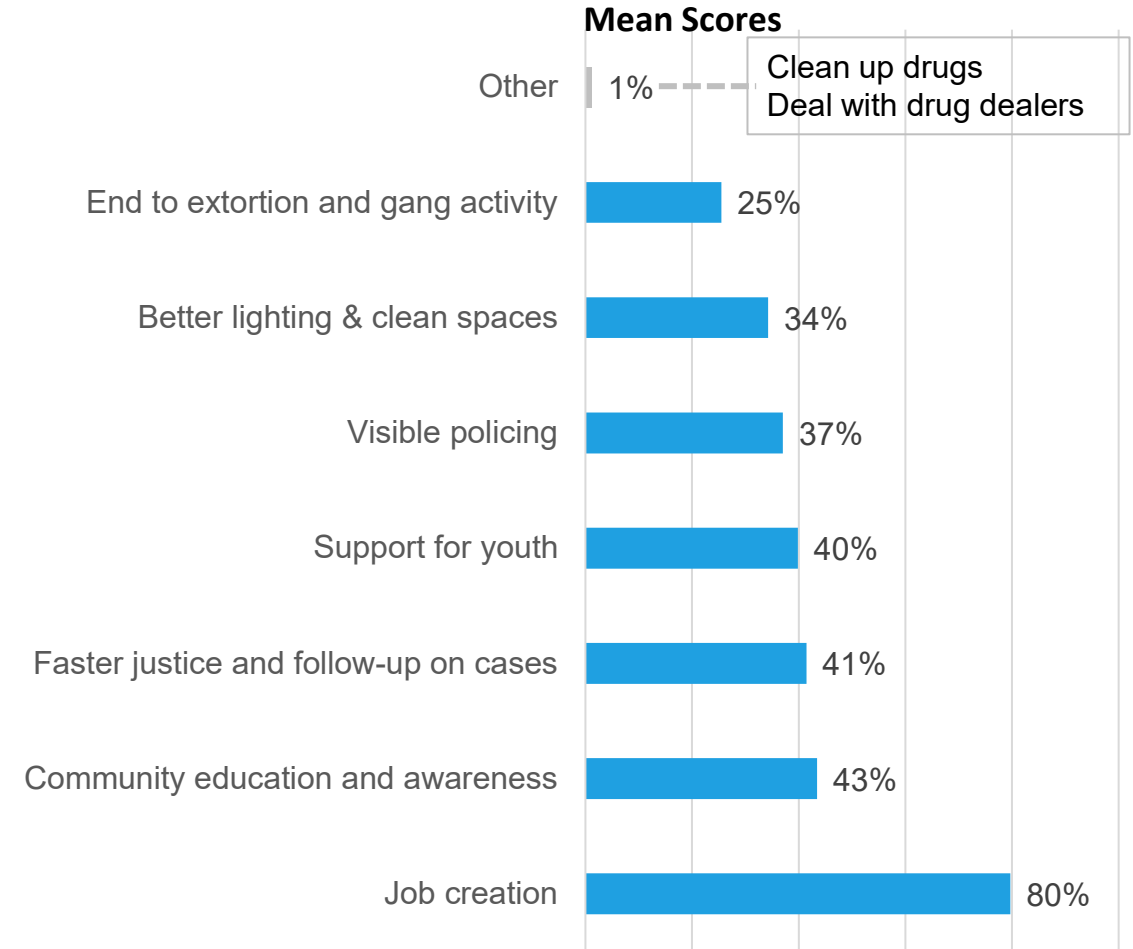


Community Risk

Community Risks



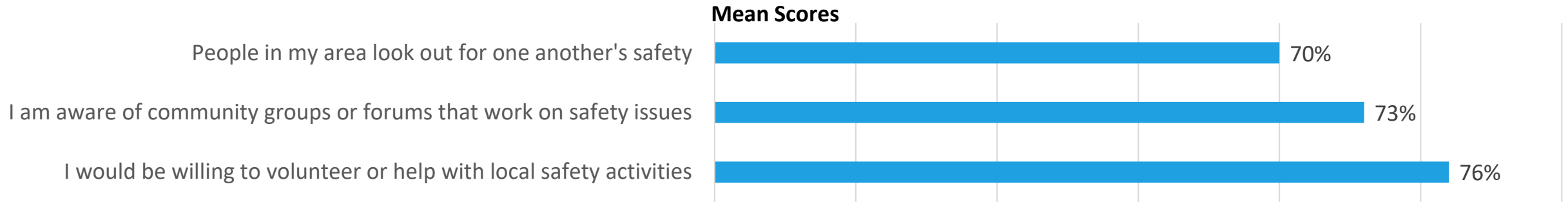
What can be done?



What would make you feel safer in your community?

VISIBLE POLICING & REGULAR PATROLS (dominant theme)	STREET LIGHTING & CLEANER, WELL-MAINTAINED SPACES	COMMUNITY PATROLS, CPF & WORKING TOGETHER	JOB CREATION & OPPORTUNITIES FOR YOUTH	REDUCING GANGS, DRUGS, EXTORTION & VIOLENCE	FASTER JUSTICE, BETTER CASE FOLLOW-UP & LESS CORRUPTION	ACCESS TO LOCAL LEADERSHIP & TRUSTWORTHY AUTHORITIES	MISCELLANEOUS BUT CLEAR THEMES
<ul style="list-style-type: none"> • “24/7 police patrol” • “Police patrolling day and night” • “Police visibility” (appears more than 20 times) • “Police acting against crime” • “Police must patrol over night” • “Police to take good care of the community” • “More police vans that patrol during the night” <p>Safety improves when police are present, active, reliable & responsive</p>	<ul style="list-style-type: none"> • “Better lighting” • “Street lights working full-time” • “Fixing the Apollo lights” • “Better lighting & clean spaces” • “Proper street lights” • “More visible lighting in my community” <p>Lighting = visibility = lower fear and lower opportunity for crime</p>	<p>Repeatedly mentioned NW, CPFs, patrollers & collective action</p> <ul style="list-style-type: none"> • “Active NW watches” • “CPF” / “Forum” / “Patrollers” • “Community must patrol every day” • “Working together as a community” • “Community engagement” • “Being a volunteer... makes me feel safe” <p>Safety is a shared responsibility - citizens & police</p>	<p>Strongest non-security themes</p> <ul style="list-style-type: none"> • “Job creation” (mentioned repeatedly) • “Creating jobs for youth” • “Education and job opportunities” • “Less crime because people would be employed” • “Youth support groups” <p>Economic stability is strongly linked to perceived safety</p>	<p>Specific crime threats people want addressed</p> <ul style="list-style-type: none"> • “End to extortion and gang activities” • “Get rid of drug dealers” • “Less gangs” • “Stop gang activity” • “Remove drugs and drug lords” • “Ending robbery and shooting” <p>People want safety through removal of the most harmful criminal elements in the area</p>	<p>Respondents also emphasise system reliability</p> <ul style="list-style-type: none"> • “Faster justice” • “Follow up” • “Government can stop taking bribes” • “Truthful, fair & reliable leadership” • “Police taking cases seriously” <p>Accountability & fairness are seen as essential ingredients for safety</p>	<p>Recurring mentions of leadership living locally and being involved</p> <ul style="list-style-type: none"> • “Honest leadership and policing” • “When our leadership lives in the community they serve” • “Trustworthy leaders” • “Police and councillors on our side” 	<p>These are less frequent but important:</p> <ul style="list-style-type: none"> • CCTV cameras • Safer public spaces / no prostitution / fewer hawkers • Community education • Transport safety • Estate-style gated areas • Support for women and protection from GBV • Youth sports/activities

Community Dynamics



- Residents see their community facing serious risks - from extortion & gang influence to rising gambling & debt-related threats - with many of these problems shaping daily safety
- At the same time, there is a strong sense that solutions lie within both community action & better support systems
- People consistently call for job creation, opportunities for youth, visible policing, clean & well-lit spaces and an end to drugs, gangs & extortion
- Importantly, the community shows high willingness to work together:
 - 70% believe neighbours look out for one another, 73% know of local safety groups & 76% are willing to volunteer
 - This reflects a community that is worried but not passive - residents are ready to act, collaborate & contribute to safety if supported with resources, leadership and reliable justice processes

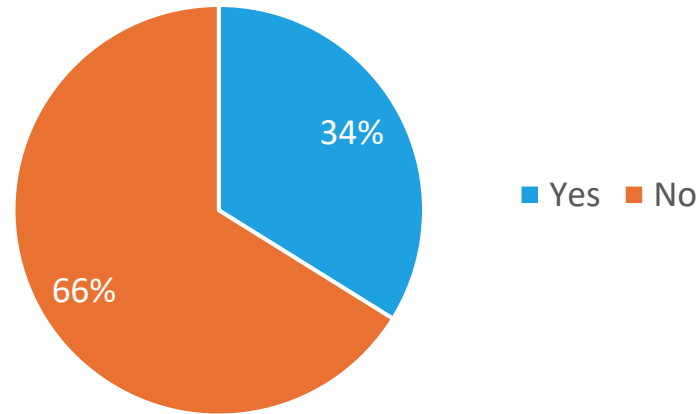
Justice & Law

This section explores how residents [view the legal system](#) - whether they know where to get help, whether they trust the fairness of the law & how well they feel justice services work for ordinary people

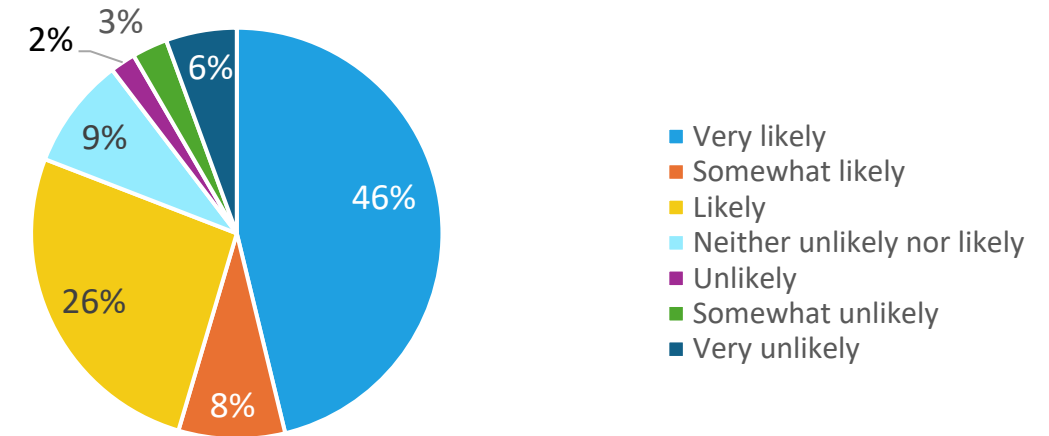
The results show that while access to legal help feels possible, confidence in fairness & real outcomes remains limited



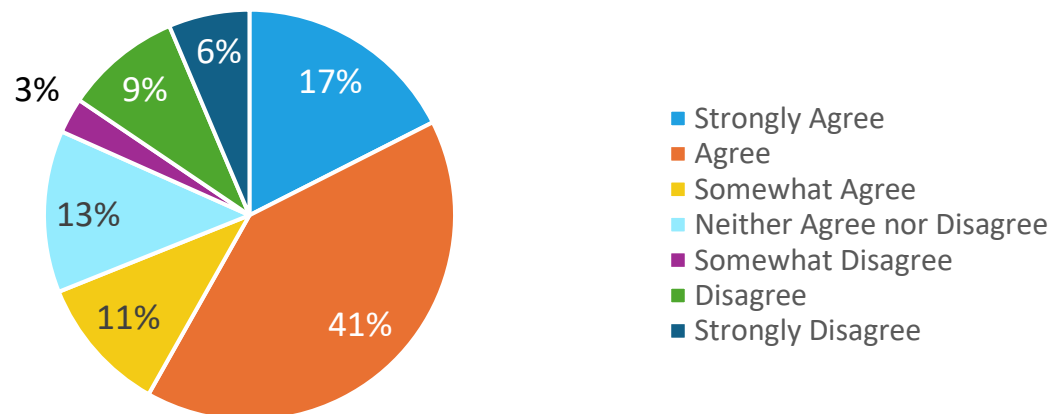
Have you ever needed legal advice or information but didn't know where to go?



If you could chat online or on WhatsApp with a legal assistant chatbot that gives quick answers based on South African law, how likely would you be to use it?

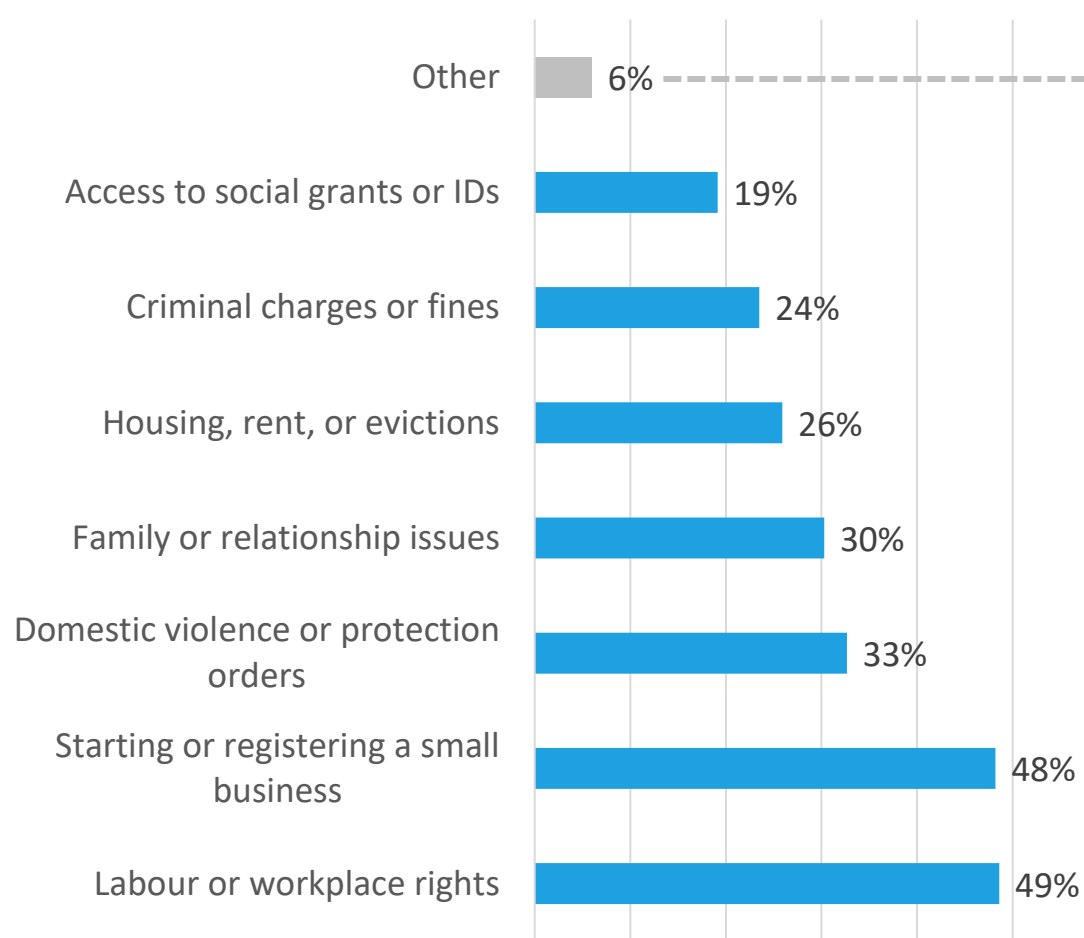


I know where to get legal help if I need it



- A significant number of residents struggle to access legal information: **one in three (34%)** have needed legal advice but did not know where to go
- Although many people believe they know where to get help, the responses show this confidence is mixed
- At the same time, there is a **very strong appetite for easier, digital access to legal guidance** - with **46% very likely** and **another 26% likely** to use a WhatsApp or online legal assistant
- This suggests that **legal uncertainty is common, but people are eager for simple, accessible tools that help them understand their rights**

What kind of legal questions would you most want help with?



Can the youth be taught how to handle life after finishing matric cause it doesn't hit the same way

Community project that motivate youth and create jobs

Education

Ethical hacking activities

Finding legal resources

How to deal with police cover-ups?

I was in a car accident - my details were taken, they promised to call and do follow up so I can get RAF but nothing happened after that

I would like to know about starting or registering a small business

I would like to know about working as a legal assistant or legal advisor because I might be interested with working with them

Police related conduct

Safety

School learners rights

To know about my law father's things like money

Understanding legal concepts and terminology, laws and regulations, legal procedures

Where to report GBV and other things

Insight

- Residents want practical legal knowledge that helps them navigate everyday challenges, especially youth-focused education, clear guidance on reporting GBV or police misconduct, support with justice processes like RAF or estate matters, help for small business development & a better understanding of their rights and protections

Access to Opportunities, Careers & Education About the Law

Several respondents want information that helps them build a future, understand the legal system, or pursue legal-related work

- “Education”
- “Understanding legal concepts and terminology, laws and regulations...”
- “I would like to know about working as a legal assistant or legal advisor...”
- “Ethical hacking activities” (*interest in cyber law or digital safety*)
- “School learners’ rights”
- “Meaning that can people especially the youth be taught how to handle life after finishing matric”

Interpretation: There is strong demand for legal literacy, career guidance & youth-focused legal education

Reporting Crime, GBV & Police Accountability

Some respondents ask about how to report, where to report, or how to deal with misconduct

- “Where to report GBV”
- “How to deal with police cover-ups?”
- “Police-related conduct”
- “Safety”

Interpretation: People want clarity on accountability, rights & safe reporting channels

Justice System Navigation & Follow-up

These relate to procedural justice and unresolved cases

- “Once being involved in a car accident... they promised to call but nothing happened after that” (*RAF follow-up*)
- “Like to know about my late father’s things like money” (*estate questions*)

Interpretation: Respondents are seeking help with victim follow-up, estate matters, and how to navigate slow or incomplete justice processes

Small Business & Community Development

A few respondents ask about the legal steps involved in starting or managing a business

- “Starting or registering a small business”
- “Community project like Seriti program that motivate youth and create jobs”

Interpretation: Legal knowledge is seen as a tool for entrepreneurship & community upliftment

Rights Awareness & Protection

These reflect interest in personal or community rights

- “School learners’ rights”
- “Safety” (in legal context)

Interpretation: People want to understand which rights apply in everyday life - especially for youth

Understanding **GBV** Through the Wakamoso Community Voices Surveys

GBV Legal Need Is High and Visible

- Although the survey did **not** directly ask about GBV experiences, **1 in 3 respondents (33%)** selected “**Domestic violence or protection orders**” as a legal need
- GBV-related legal help ranks **among the TOP 3 LEGAL CONCERNS**, alongside workplace rights & small-business support

GBV Legal Need Is Gendered But Cuts Across Age

- **37% of women** and **22% of men** requested DV-related legal assistance
- GBV legal need appears **across all age groups** (average age difference negligible)

GBV Does Not Occur in Isolation

- People needing DV legal help often also need:
- **Labour/workplace support (56%)**
 - **Family/relationship guidance (38%)**
 - **Help with criminal charges or fines (40%)**
 - This shows GBV sits inside a **broader cluster of legal & economic vulnerabilities**

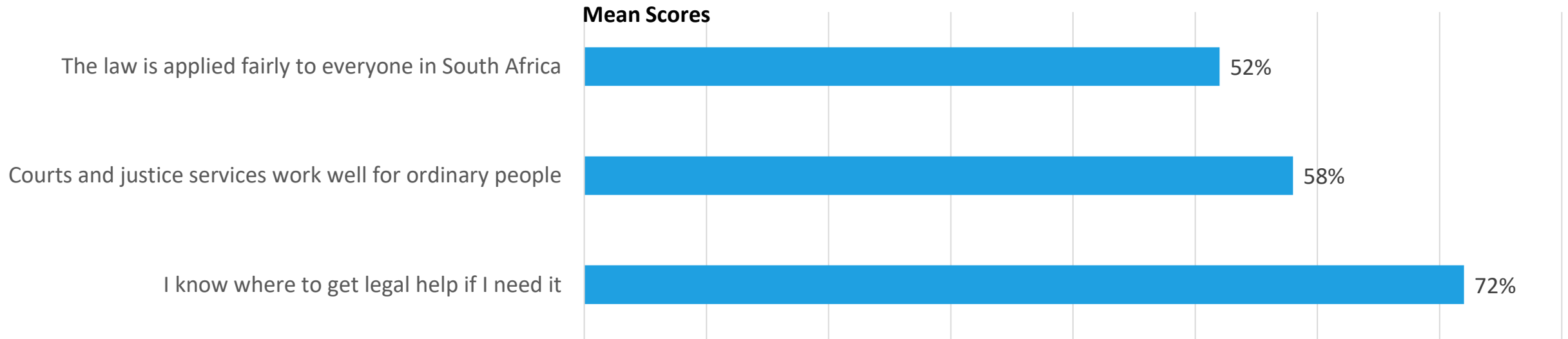
GBV Is Mostly a Household-Level Issue

- DV respondents are **no more exposed** to violent crime than others (11% vs 13%)
- **Safety perceptions are similar** to the rest of the community
- No strong links to **gangs, extortion, or gambling**
- This reflects GBV as a **relationship- and household-based problem**, not primarily driven by external crime

DV Respondents Are Open to Digital Support & Reporting

- Higher willingness to use **WhatsApp-based legal assistance**
- More likely to use **alternative, easier reporting channels** if available
- Indicates strong potential for **private, accessible, digital GBV support pathways**

I can find legal help BUT I don't trust the system



- Residents show moderate confidence in the legal system: most say they know where to get legal help, but fewer believe the law is applied fairly or that justice services work well for ordinary people
- This suggests that while access to legal help feels possible, trust in fairness & system performance remains limited

People say they know where to get legal help but this confidence is fragile

Majority of respondents *agree or strongly agree* that they know where to get legal help if needed But the detailed distribution shows:

- many only “somewhat agree,”
- a notable minority actively *disagree* or feel unsure

This suggests that access to help is **not the real problem** - **clarity & reliability are**

People may know *where* to go, but they are not fully confident the system will help them when they arrive

Trust in the fairness of the legal system is low

½ of the respondents feel the law is applied fairly to everyone in South Africa - this suggests:

- people experience inconsistency
- they see unequal treatment
- they believe justice depends on connections, money or influence

This weak trust can feed into broader **feelings of vulnerability** already seen in the safety & policing sections

Courts and justice services are not seen as working well for ordinary people

Confidence in the justice system is moderate but not strong, aligning with:

- long delays
- lack of follow-up
- cases that ‘go nowhere’
- experiences of being dismissed or not taken seriously

Residents experience the justice system as **slow, unpredictable & often unhelpful**

Together, these results show a gap between *access* and *justice*

People may know where to get help but:

- they are unsure it will be fair or lead to action
- unsure they will be respected in the process

This gap explains the strong interest in:

- simpler information
- quick legal guidance
- tools like a WhatsApp legal assistant (72% said yes)

People do not lack willingness to seek help - **they lack trust that the help will work**

Leadership

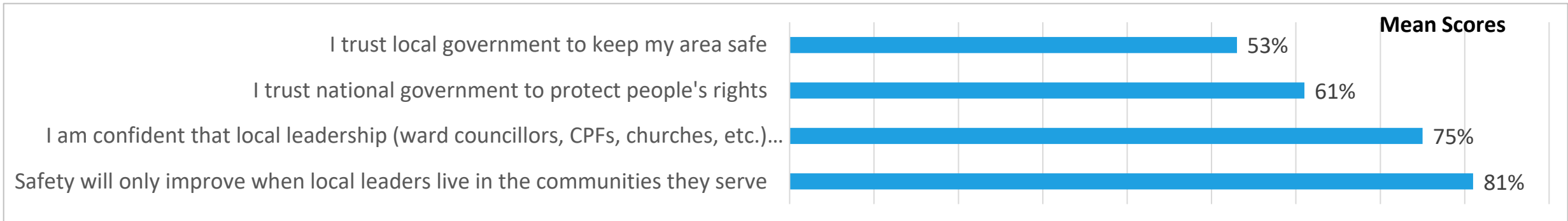
This section explores how residents view leadership & safety, showing that while trust in government is moderate, confidence is far stronger in **local leaders who are present, involved & rooted in the community**

Residents believe safety improves when leadership is visible, accountable & lives alongside the people they serve



Trust in formal government structures is moderate

Trust in local leadership is significantly stronger



- **Local government:** Only 53% believe local government can keep their area safe showing mixed confidence and a sense that municipal structures may be distant or ineffective
- **National government:** Trust rises slightly to 61% suggesting people believe national institutions have a broader responsibility for rights & protection but trust is still far from strong
- **Local leadership (councillors, CPFs, churches):** Confidence is much higher at 75%, indicating that residents see community-rooted leaders as more capable of improving safety than formal government alone
- **Leaders living in the community:** The strongest message is that 81% believe safety improves when leaders live where they serve
 - A desire for accountability, presence & shared experience - leadership that understands local realities & faces the same risks as residents
- **People want leadership that is close, visible & invested in the community**
- Real confidence sits with local leaders who engage directly & share community life

Final Insights

These insights bring together the **strongest patterns across the entire survey** - showing what shapes people's sense of safety, what increases risk & what residents believe would make the biggest difference in their daily lives

The findings reveal a community that is deeply aware of its challenges but also clear about practical solutions: **stronger trust, visible policing, active local leadership, job creation & accessible legal support**

Above all, the data shows that safety is not only a policing issue - it is a community, economic & leadership issue intertwined



Drivers of Safety vs. Risk

Strongest Drivers of Safety

- Trust in institutions (police, local government, courts, justice)
- Confidence in community structures (CPF, local leaders, safety groups)
- Access to support (legal help)
- General wellbeing (better life satisfaction)
- Feeling of visible policing (presence and responsiveness)

Strongest Drivers of Risk

- Lack of trust in police, fairness, leadership, or government
- Low community connectedness (not aware of groups, not confident in leadership)
- Lower wellbeing (negative life satisfaction)
- Lack of access to help (legal, safety structures)

Residents say they would feel safer with...

- More visible and active policing
- Reliable street lighting and cleaner community spaces
- Stronger community involvement (CPF, patrollers, neighbourhood watches)
- Job creation, especially for youth
- Ending gang activity, drug trade, extortion and violent crime
- Faster justice and accountable leadership
- Leaders living in the community and being present

Top 10 Insights

1. People feel safest inside their homes especially during the day

- Daytime home safety scores highest (83%), followed by nighttime home safety (70%)
- Safety drops sharply when walking alone after dark (43%)

2. Public transport feels safer than expected

- Despite common narratives, 77% of respondents feel safe using public transport

3. A large share of residents have witnessed crime firsthand

- 34% have witnessed a crime in action
- What they report seeing most includes robbery, hijacking, assault/GBV, housebreaking & theft

4. Many people do not report crime because they believe nothing will happen.

- Only 24% have reported a crime before
- Dominant reasons:
 - no action taken in past cases
 - slow processes
 - feeling dismissed or unsafe
 - cases not followed up

5. Experiences when reporting crime is mixed but negative stories dominate

- Positive experiences exist (helpful officers, follow-up) but most descriptions reflect frustration:
- delays, no feedback, cases closed without progress & feeling unheard

6. Job creation is the strongest community safety priority

- When asked what would reduce risk or make them feel safer...
- job creation consistently appears as the top answer (80%)
- policing, lighting or justice reform

7. Gangs, extortion, gambling & debt-related threats are major risks

- Residents report high levels of:
 - gang influence (61%)
 - pressure on businesses to pay extortion fees (59%)
 - people being harmed over unpaid debts (69%)
 - concerns about gambling (71-73%)

8. People trust community structures more than formal policing

- Confidence levels:
 - CPF/Neighbourhood Watch effectiveness: 71%
 - Trust in CPF/NW: 68%
 - Trust in SAPS: 58%
- Community groups are perceived as more reliable

9. There is strong demand for simple, accessible legal support

- 34% needed legal help but did not know where to go
- Confidence in knowing where to get help is mixed
- 72% would use a WhatsApp legal assistant
- Residents want quick, clear guidance on everyday legal issues like workplace rights, starting a business, GBV reporting, housing, evictions & fines

10. Residents strongly believe leadership should be rooted in the community

- 81% say safety improves when local leaders live among the people they serve
- Confidence in local, familiar leadership (75%) is higher than in local (53%) or national (61%) government



Conclusion

Safety and the Law

- The voices in this survey describe a community that is alert, engaged & deeply aware of what shapes their safety
 - People feel safest when leadership is close, policing is visible, jobs exist & justice works
 - They feel most at risk when institutions fail to respond, when crime goes unchallenged & when economic pressure intensifies
- Yet the data also reveals strength:
 - Residents are willing to act, volunteer, organise, seek information & build safer spaces together
- What they are asking for is simple - systems that listen, leaders who show up & support that is accessible when needed

**These findings remind us that safety is not built for communities;
it is built with them**

wakamoso. Thank You.

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