

Community Safety Survey of SAPS Erasmia

Survey period: March 2022 – 23 April 2022

This survey serves as a benchmark to determine progress in SAPS community safety initiatives and evaluate SAPS Erasmia performance over the next 3 years. It is an anonymous survey. It does not collect email addresses, IP addresses or any other contact details. No response(s) can be traced back to an individual respondent.

SAPS Erasmia has a new Station Commander who has expressed a sincere wish to re-establish community engagement through CPF structures and has convened a number of meetings with residents in the Erasmia precinct and telephonically followed up on progress made. This survey provides a benchmark to evaluate improvements in SAPS policing in the area over the next 3 - 5 years.

This survey will provide this community with an opportunity to give our new Station Commander direct feedback on historical interactions with SAPS or the lack thereof and areas to focus on in the future.

Acknowledgement: CPF Parkview SAPS survey, 2020

Source: <https://parkviewcpf.co.za/wp-content/uploads/2020/10/Community-Safety-Plan-of-CPF-2020-2021-latest-1.pdf>. This survey is an extended version of the one conducted by the Parkview CPF.

Acknowledgement: An evaluation of the effectiveness of Community Policing Forums, Modjadji Madintshi Malatji, Dissertation Master of Arts in Criminology



Community Safety Survey of SAPS Erasmia



Questions

Responses 76

Settings

76 responses



Accepting responses



Summary

Question

Individual

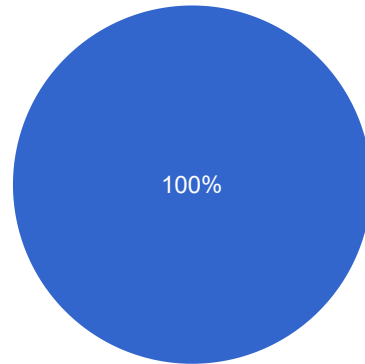
Date survey completed

74 responses

Apr 2022	3	6	4	6	4	7	17	8	26	9	6	10	2	19	20	21	22	5	23
Jul 2022	4	2																	
Aug 2022	4																		

76 responses

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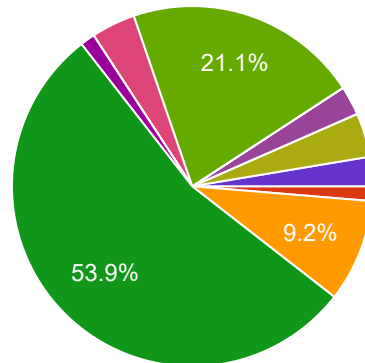
- I acknowledge this survey is completely anonymous and does not collect any personal information
- I do not wish to participate in this survey

Resident Profile

Suburb. No street addresses or plot numbers

 Copy

76 responses



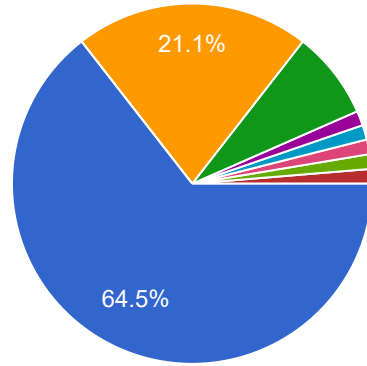
- Crocodile River Nature Reserve - Sec...
- Crystal Mist - Sector 3
- Doornranje AH - Sector 3
- Gerardsville AH - Sector 2
- Hennopsrivier AH - Sector 2
- Hills and Dales AH - Sector 3
- Knoppieslaagte AH - Sector 2
- Laezonia AH - Sector 3

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Persons per household

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76 responses

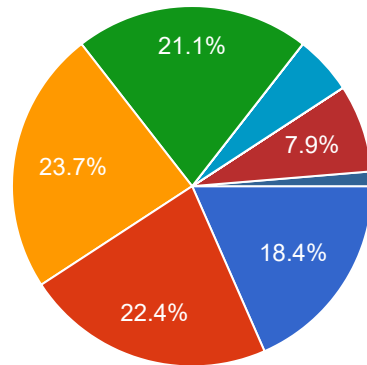


- I reside with family members
- I am a single person with no other household residents, tenants or dome...
- I reside with other tenants on the pre...
- I reside with domestic workers on the...
- I reside with family. Cannot select this...
- With family, tenants & domestic workers
- Family members, tenants and domest...
- I reside with a lodger & two domestic...
- Single Mother of two who reside with...

Resident status

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76 responses



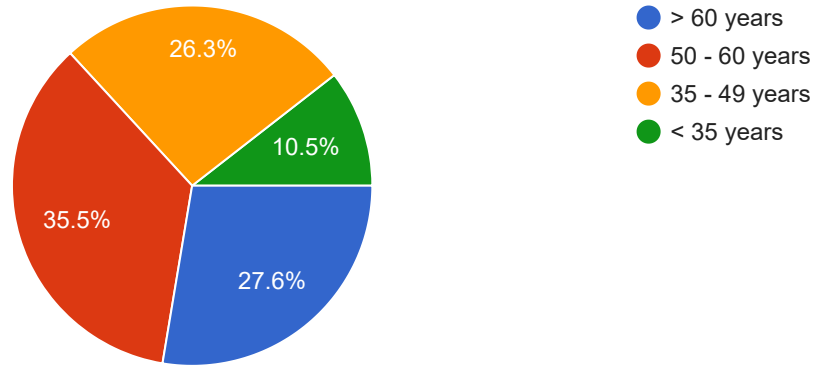
- I live in the area
- I live in the area and commute elsewh...
- I live and work in the area
- I live in the area and occasionally wor...
- I work in the area but do not live here
- I live in the area and am retired
- I visit the area
- I am a landowner but do not reside in...

▲ 1/2 ▼

Age

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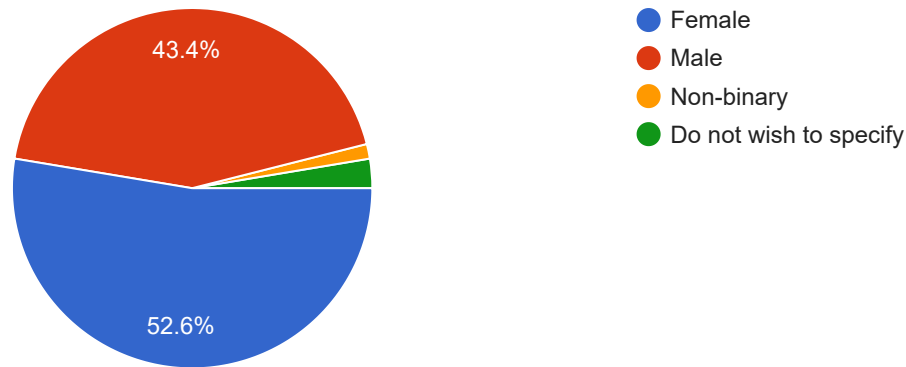
76 responses



Gender / Sex

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76 responses



Community Priorities

What community activities should SAPS Erasmia prioritise?

Community visits / meetings

Vehicle patrols and police visibility

Operations concerning drugs

Roadblock operations

Addressing vagrants, abandoned properties and undocumented foreigners

Closure of illegal shebeens

Joint operations with community patrollers and security providers

Conducting investigations on criminal activities and criminal suspects

Utilising under cover operatives to identify criminal suspects and activities

Establish mobile SAPS units in areas experiencing incidents of increased criminal activity

I am satisfied with how they currently operate

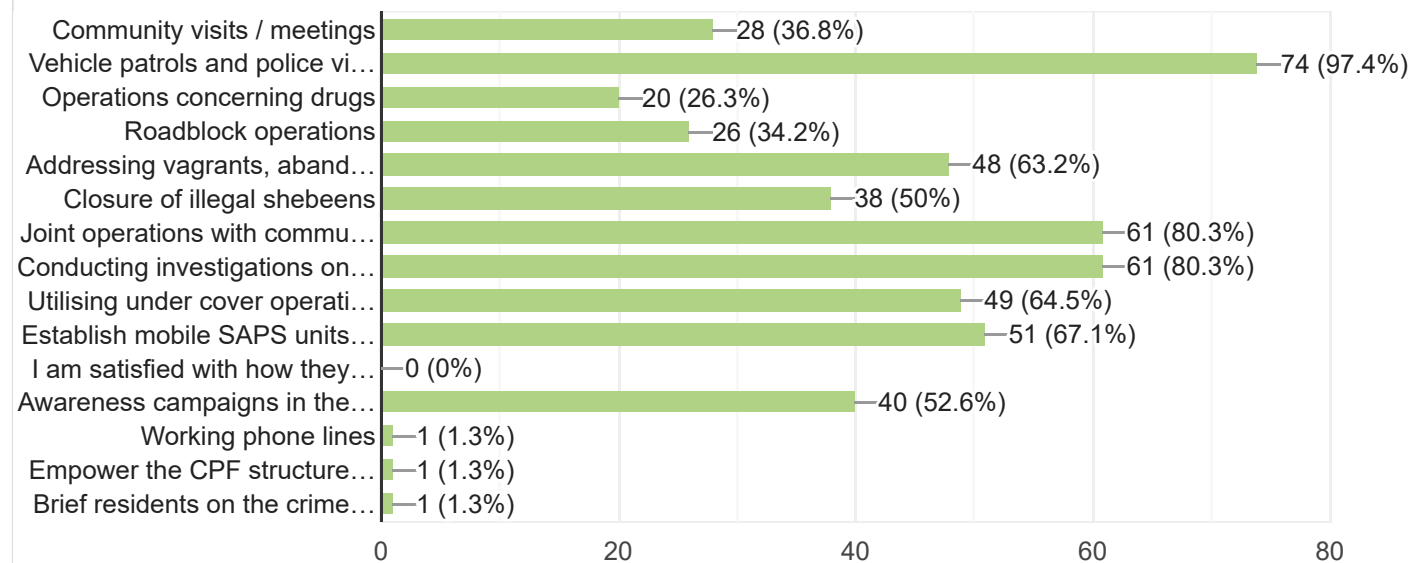
Awareness campaigns in the area and training residents how to report crimes or suspected criminals

Other...

What community activities should SAPS Erasmia prioritise?



76 responses



What are the main priority crimes for SAPS Erasmia to focus on?

Burglary at non-residential premises

Home burglary (unlawful entering of premises, no weapons used or visible)

Home robbery (where weapons visible or used)

Robbery outside of residence (street crimes)

Common robbery - other incidents of robbery

Common assault (application of force or threat to do so)

Assault GHB (intention of causing grievous bodily harm)

Robbery with aggravating circumstances (where any weapon is used and application of force) business or residential premises

Robbery of a motor vehicle or "hijacking"

Smash and grab - theft out of or from motor vehicle on public roads

Theft out of motor vehicle and motorcycle on residential or business premises

Alleged Metro Police bribery and corruption or perpetrated by perceived Metro officials

Alleged SAPS corruption or perpetrated by perceived SAPS officials

Malicious damage to property

Stock-theft

Environmental crimes (protected fauna and flora)

Gender based violence (GBV)

Domestic violence

Enforcement of protection orders

Damage and theft of infrastructure (Eskom, road signage)

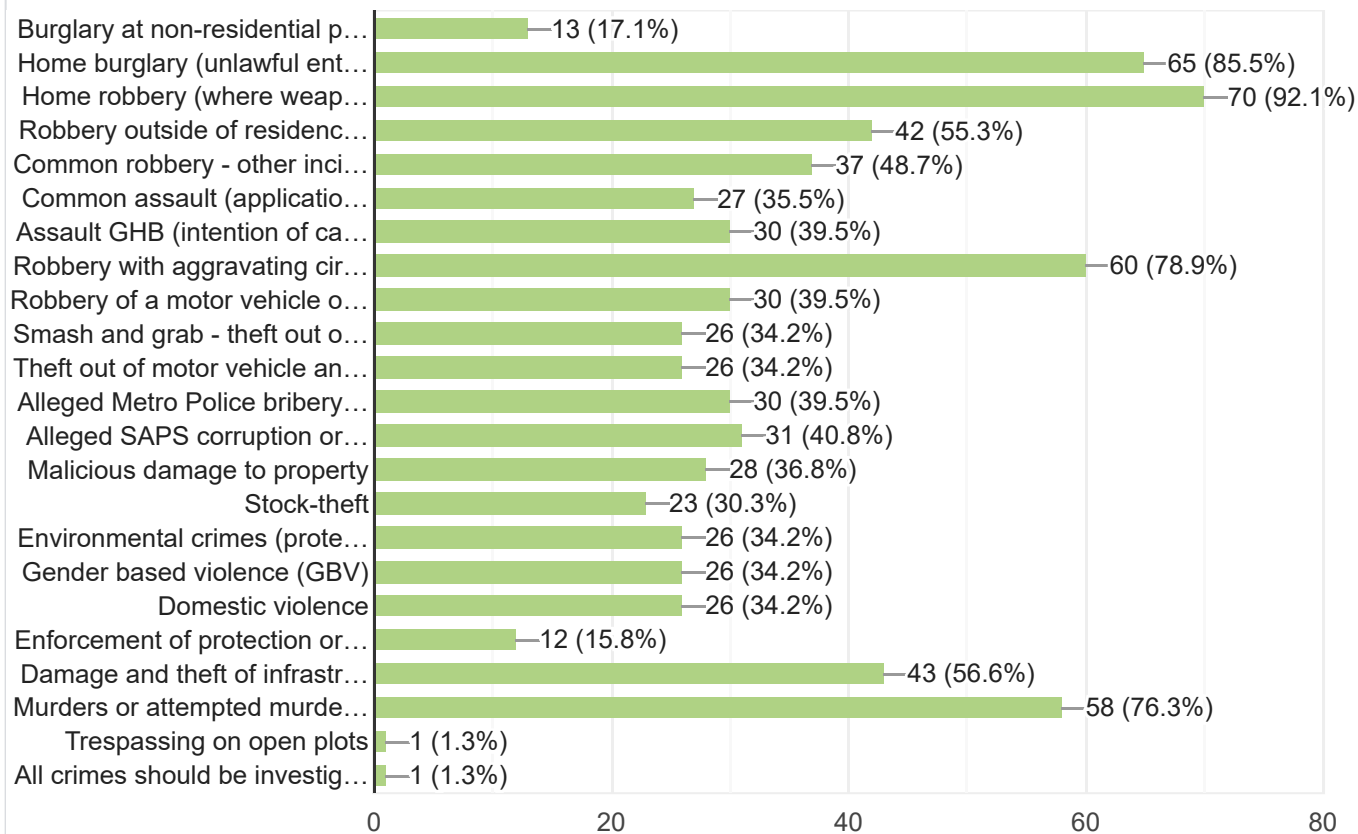
Murders or attempted murders during armed robberies

Other...

What are the main priority crimes for SAPS Erasmia to focus on?



76 responses



Perceptions of crime and SAPS

Perceptions of crime and SAPS?

Burglary at non-residential premises

Home burglary (unlawful entering of premises, no weapons used or visible, includes cutting of fences, cables, piping etc)

Home robbery (where weapons visible or used)

Robbery outside of residence (street crimes)

Common assault (application of force or threat to do so)

Assault GHB (intention of causing grievous bodily harm)

Robbery with aggravating circumstances (were any weapon is used with application of force) business or residential premises

Robbery of a motor vehicle / motor cycle or "hijacking" with driver present

Theft of motor vehicle and motorcycle no driver present

Smash and grab - theft out of or from motor vehicle

Alleged Metro Police bribery and corruption or perpetrated by perceived Metro officials

Alleged SAPS corruption or perpetrated by perceived SAPS officials

Malicious damage to property

Stock-theft

Environmental crimes (protected fauna and flora)

Gender based violence (GBV)

Domestic violence

Threats or intimidation from other residents

Obtained protection orders against a family member

Obtained a protection order against a 3rd party

I have not been a victim of crime

Murder or attempted murder during an armed robbery

No criminal incidents

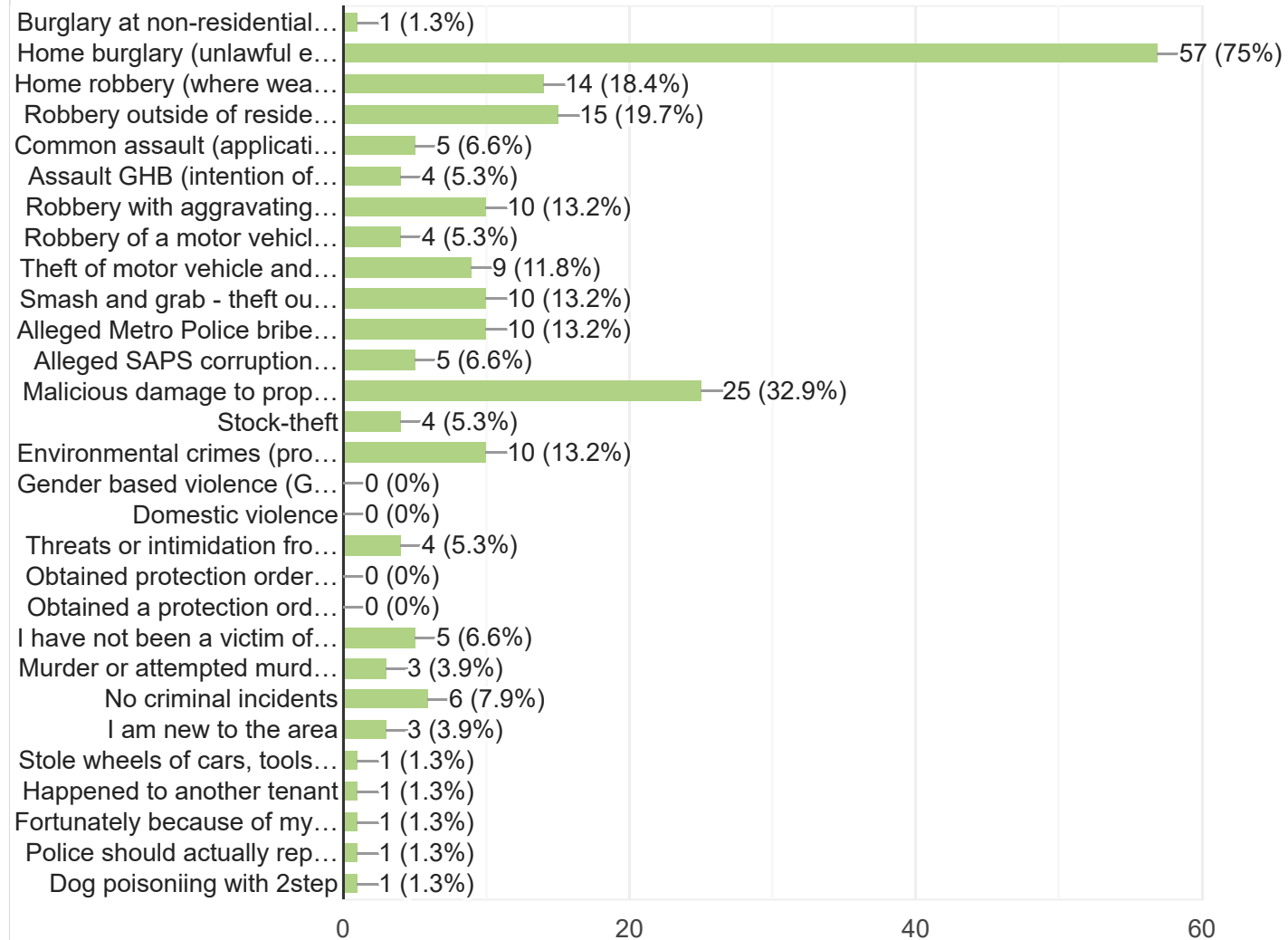
I am new to the area

Other...

In the past 5 years, have you or your household been a victim of crime?



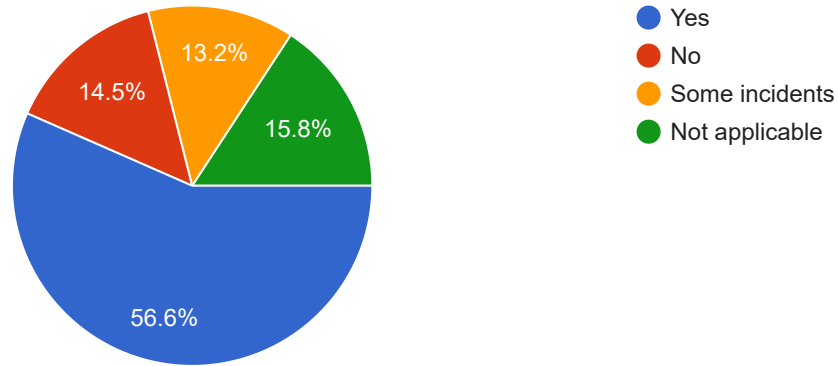
76 responses



Did you or any in your household or workplace report the incident(s) to SAPS Erasmia and open a case?



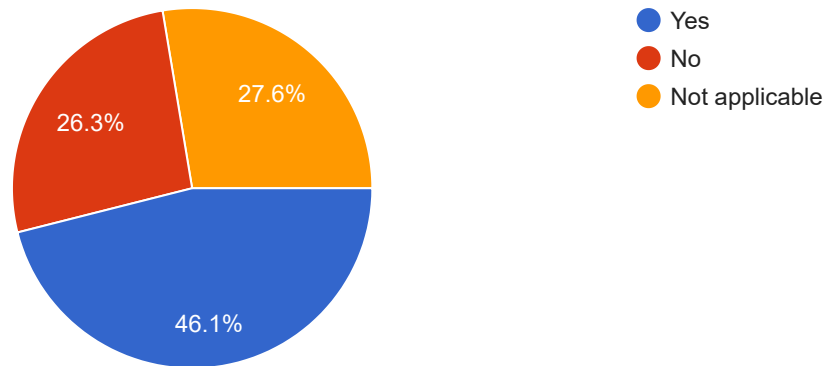
76 responses



Did you obtain an Incident Report (IR) Number



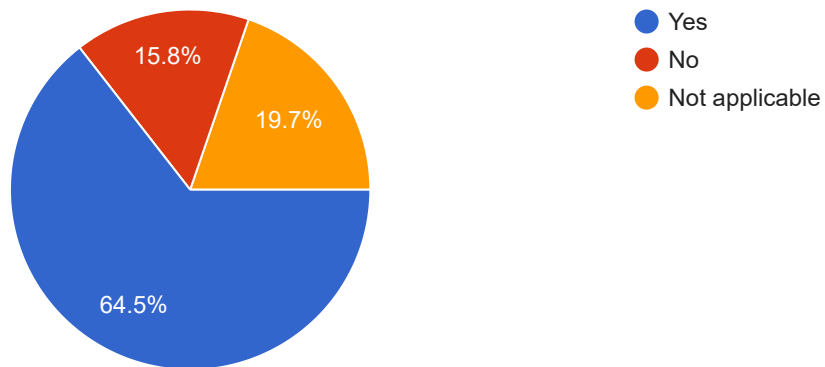
76 responses



Did you obtain a SAPS Case (CAS) Number

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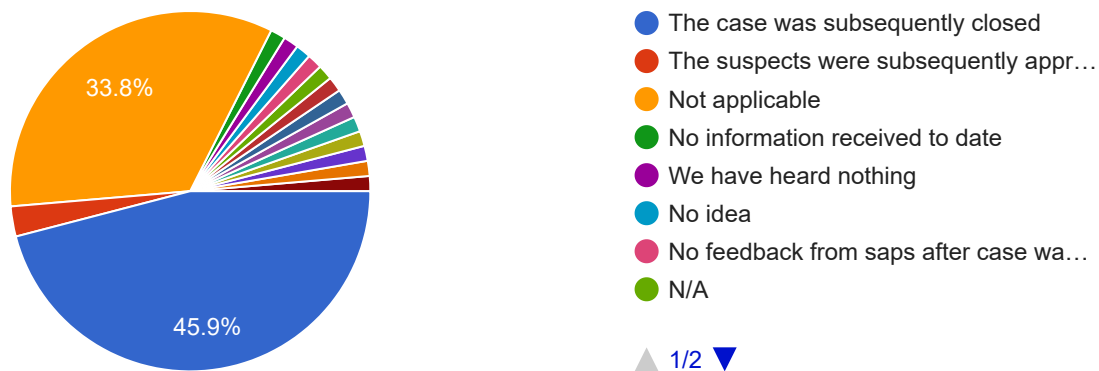
76 responses



What further steps were taken by SAPS after the case was opened?

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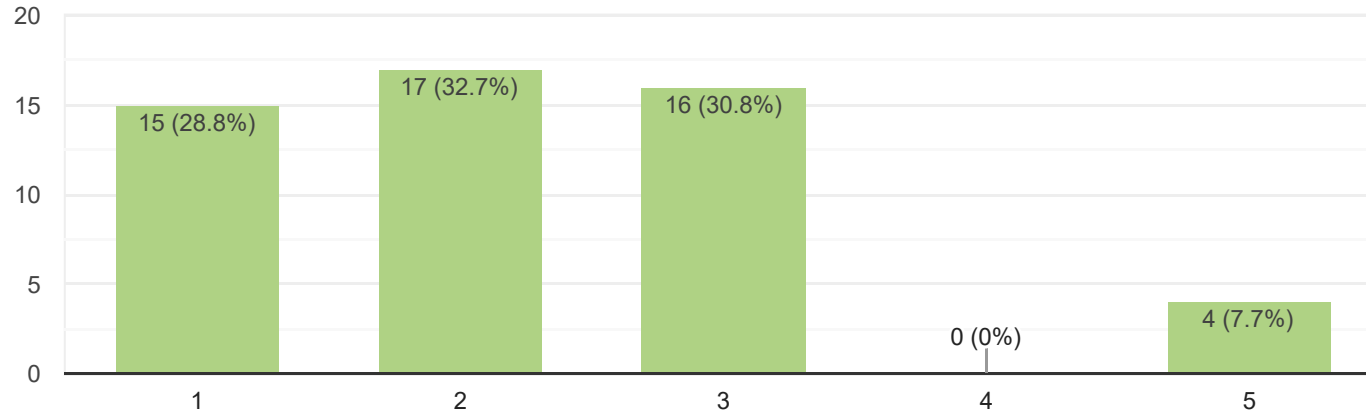
74 responses



If you opened a case with SAPS Erasmia, how satisfied were you with the police response?
Ignore this question if not applicable.



52 responses



After the case was opened did you experience any the following (select more than one if required)?

Crime scene ignored by SAPS

Had information but no one asked

SAPS official did contact me, but only after 48 hours

SAPS official did not contact or update me

SAPS official kept me informed

SAPS never informed me who the investigating officer was

SAPS did not take the case seriously

SAPS prosecuted the case but the criminal justice system failed, e.g. criminals released, fined, or case withdrawn

SAPS did not provide me with an Incident Report Number (IR Number)

SAPS did not provide me with a case number (CAS number)

SAPS refused to prosecute the case further

No forensic evidence was taken by SAPS at the incident

I was satisfied with the response by SAPS Erasmia

No suspects were arrested or interviewed

The suspect paid an admission of guilt fine

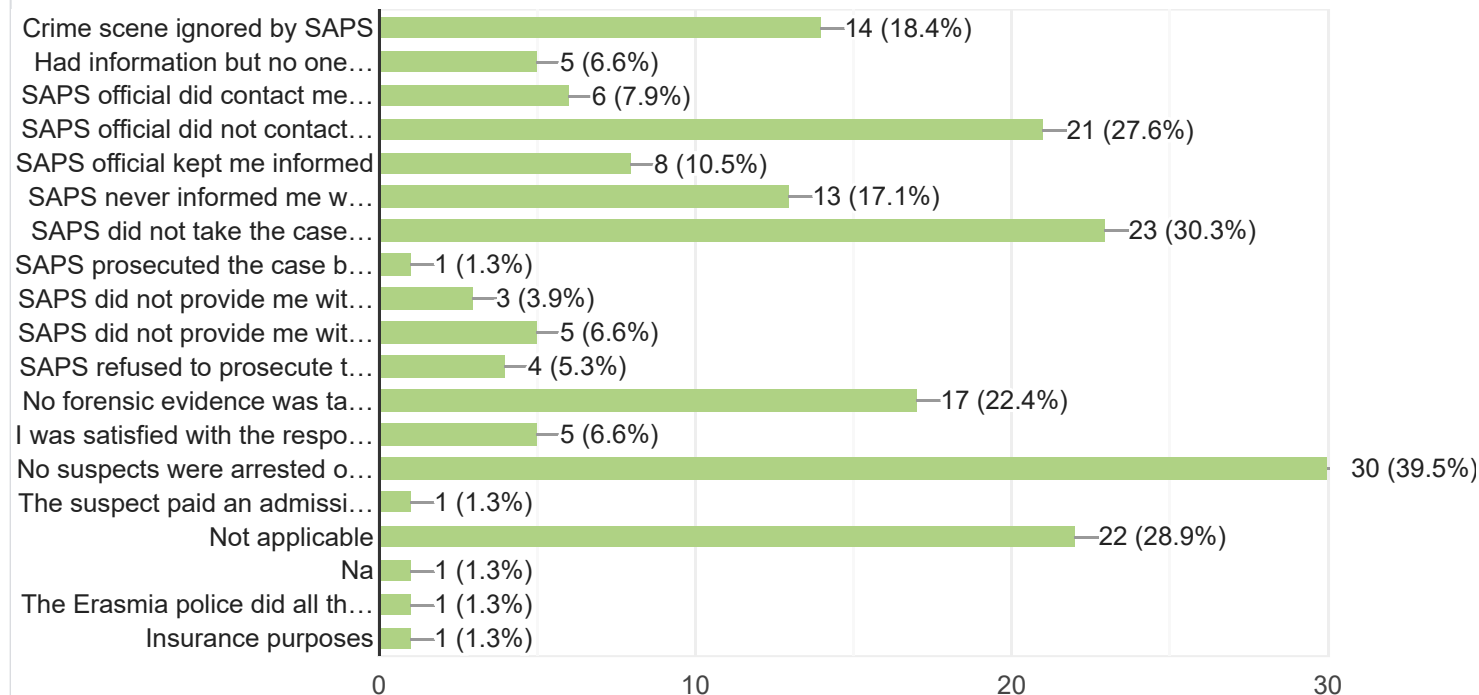
Not applicable

Other...

After the case was opened did you experience any the following (select more than one if required)



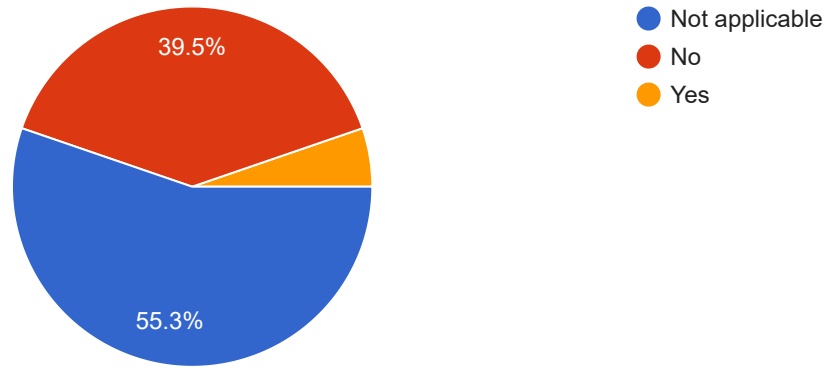
76 responses



Did you receive victim support (i.e. counselling services)?

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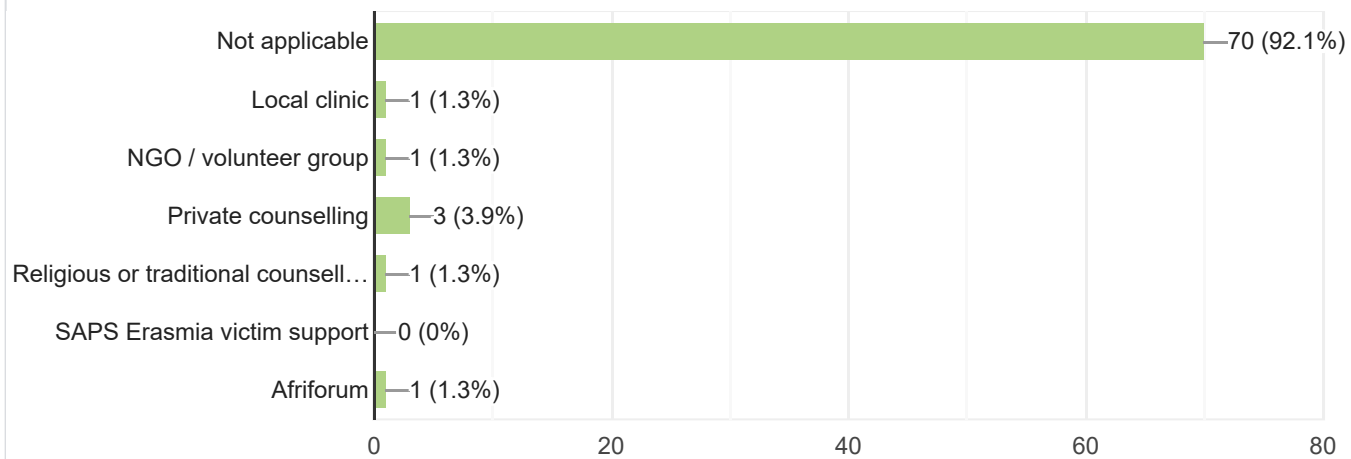
76 responses



Where did you receive counselling services? Select more than one item if appropriate.

 Copy

76 responses

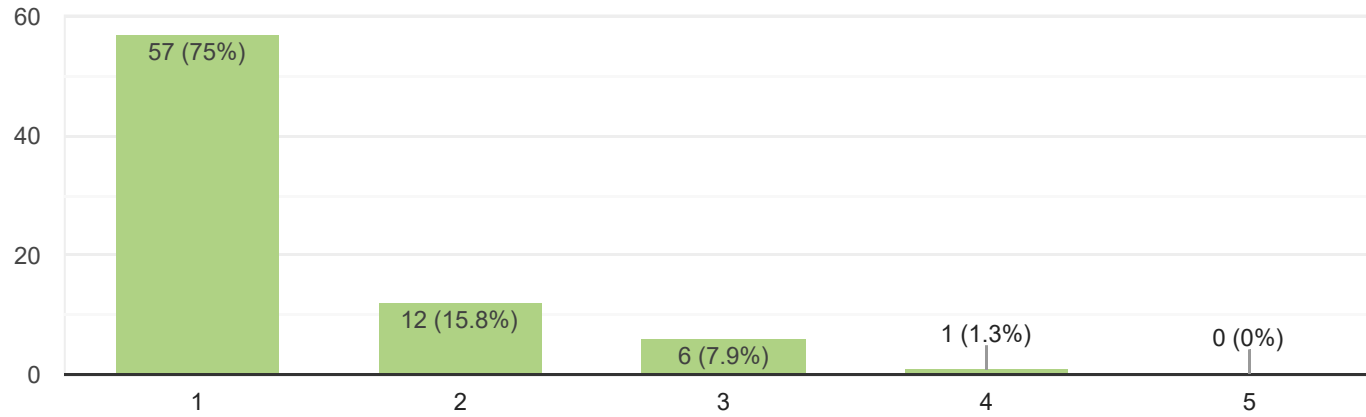


Perceptions of safety

How safe or unsafe would you feel walking alone in your suburb when it is dark?



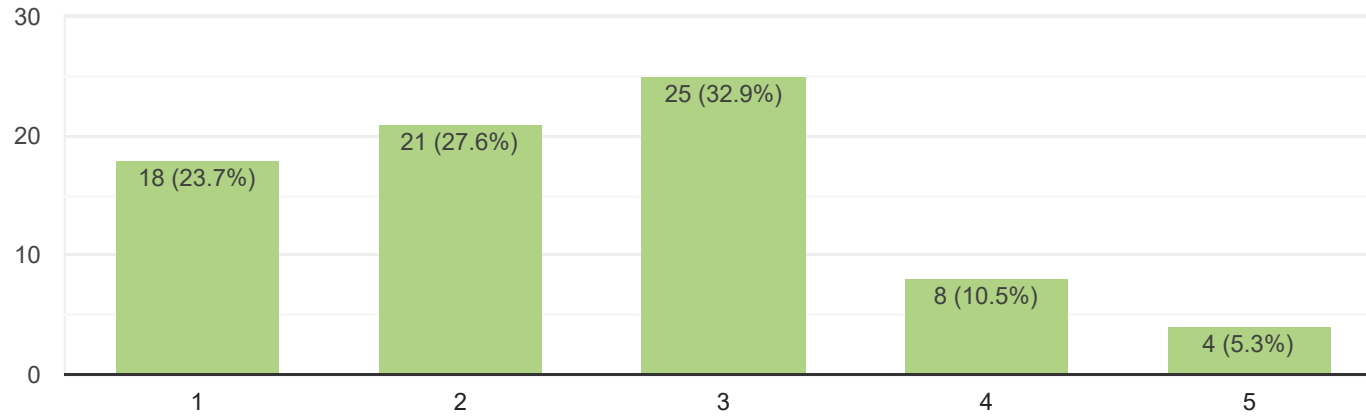
76 responses



How safe or unsafe would you feel walking alone in your suburb during the day?



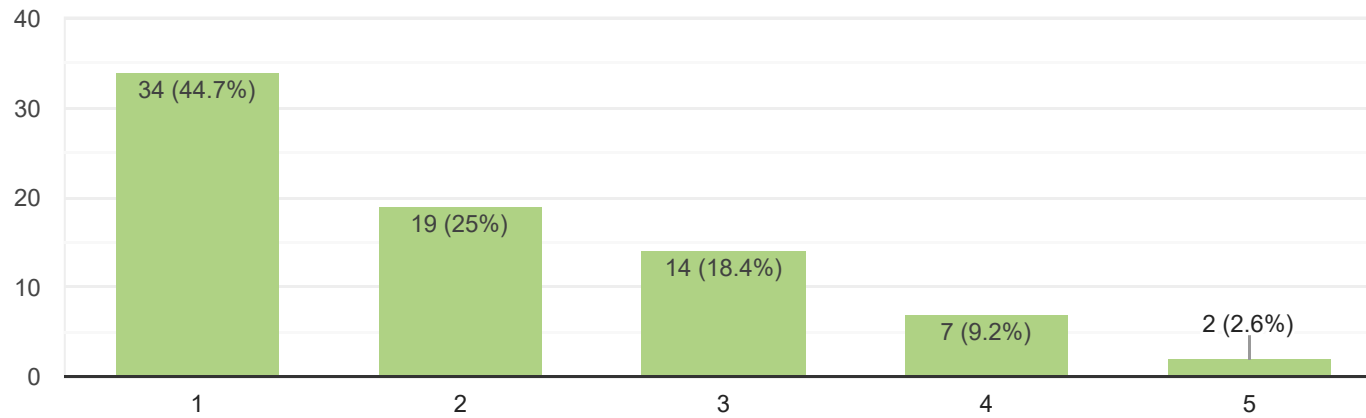
76 responses



How safe or unsafe do you feel going outside at night on your own premises?

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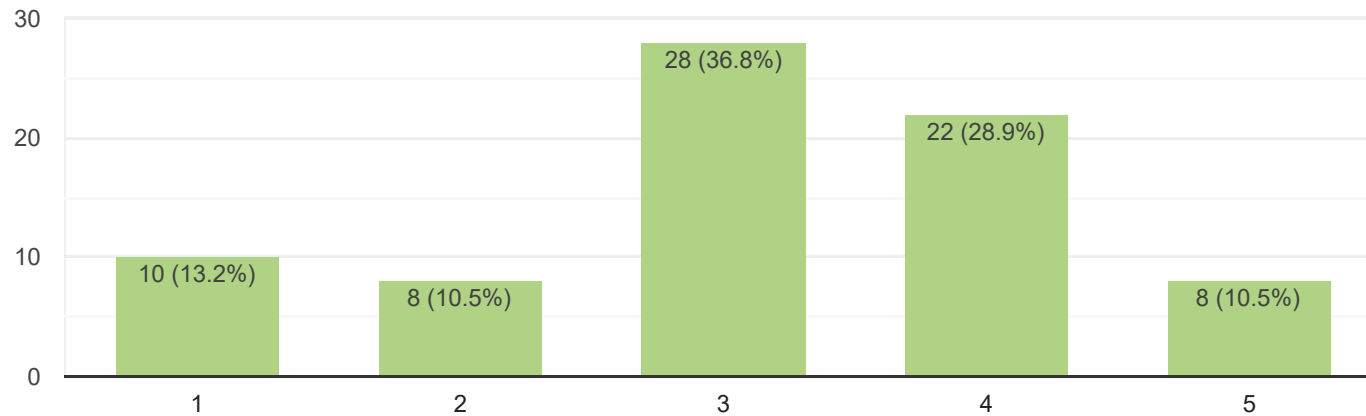
76 responses



How safe or unsafe do you feel in your own house?

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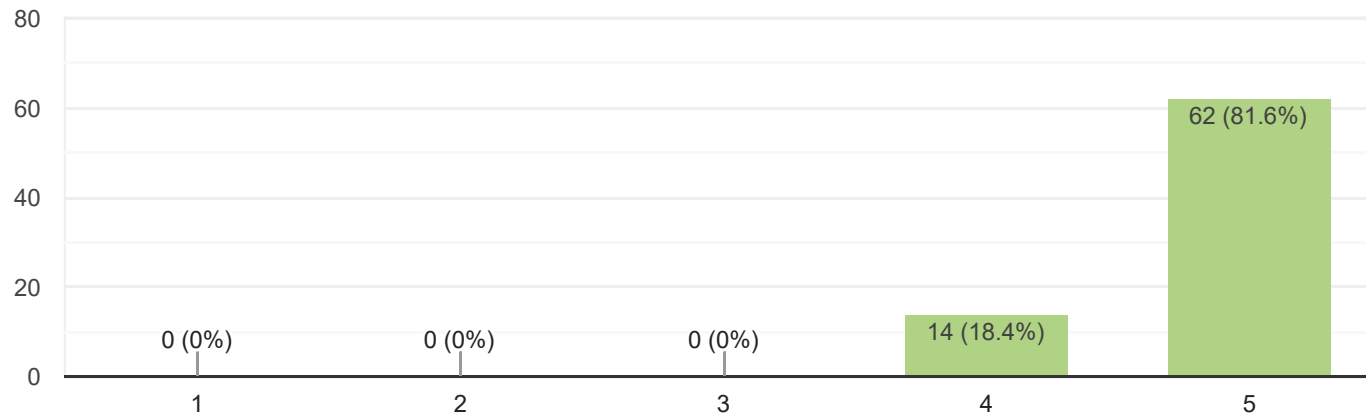
76 responses



Criminal activity is on the increase?

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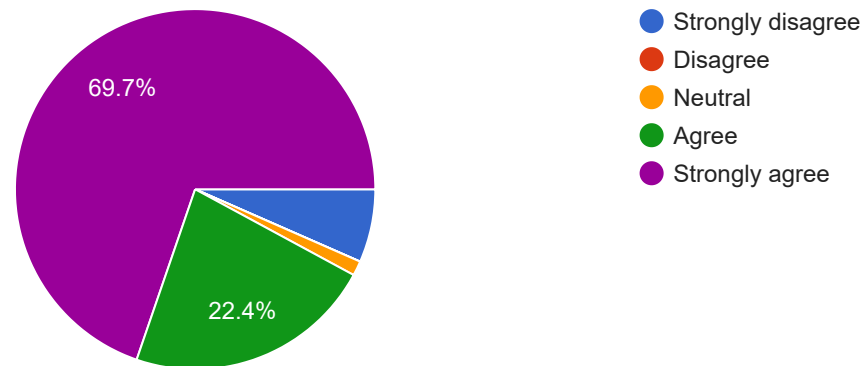
76 responses



Criminal activity is becoming more violent?

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76 responses



Personal security measures

What are the main actions you have taken to protect yourself against crime? Select more than one item if appropriate?

Private security (CCTV, alarms, locks and chains on doors and equipment, burglar guards etc)

Contracted with private security providers

I am more alert of my surroundings / use safer routes

I have enrolled in self-defense classes

I only go into unsecured areas when it is safe

I am a licensed fire-arm owner

I belong to local community security related channels

I have not implemented any security measures

I am unable to implement security measures as I am not the property owner

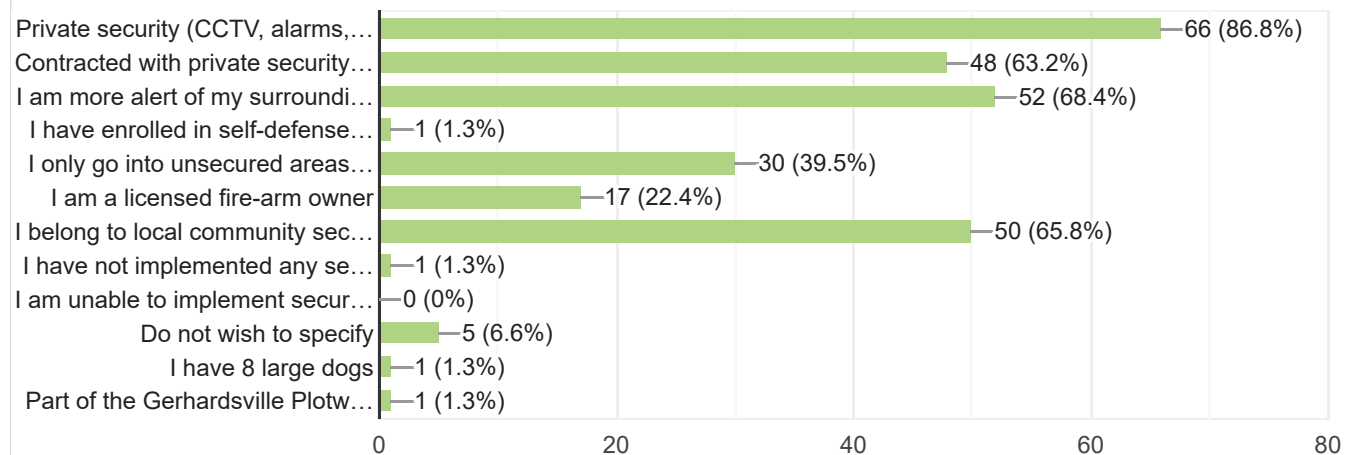
Do not wish to specify

Other...

What are the main actions you have taken to protect yourself against crime? Select more than one item if appropriate.



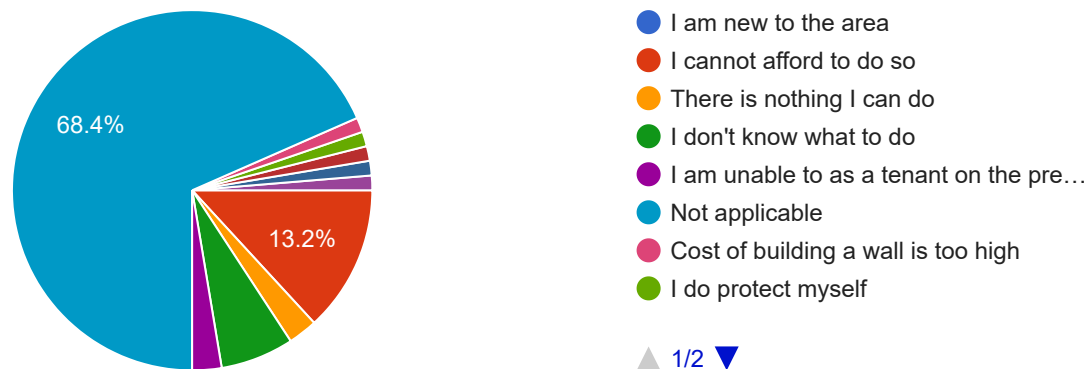
76 responses



Reasons for not protecting yourself against crime



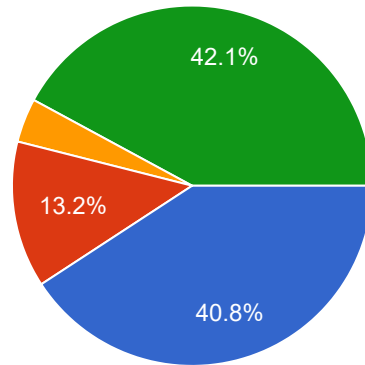
76 responses



Would you like assistance to identify appropriate measures to protect yourself against crime?



76 responses

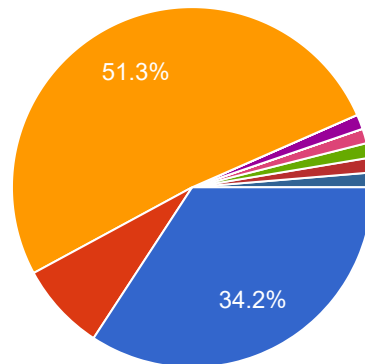


- No
- Yes, by a private security provider representative
- Yes, by a neighbour familiar with security
- Yes, by a representative of the CPF who is knowledgeable on these matters

If you are the victim of a crime or suspect that there is criminal activity on your premises, what is the first thing you do or would do?



76 responses



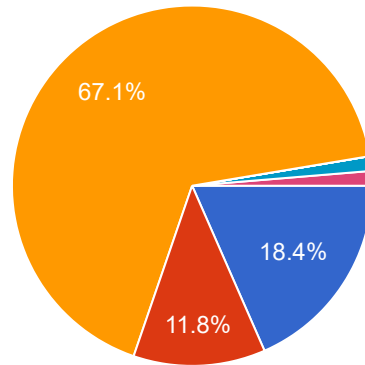
- Call my private security
- Call SAPS
- Report on WhatsApp, Telegram or Ra...
- Record on my cellular phone
- Confront the suspect
- Do nothing
- Go to my safe zone
- Call SAPS and hope that someone an...

▲ 1/2 ▼

If you see a person committing a crime not linked to you or your property, what is the first thing you do or would do?



76 responses



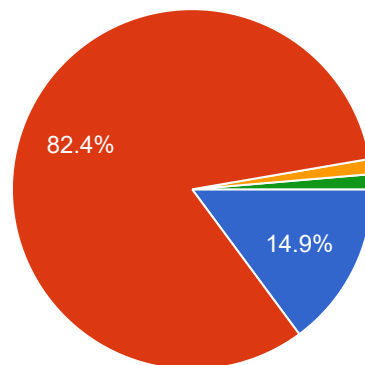
- Call my private security
- Call SAPS
- Report on community security channels (Radio, WhatsApp or Telegram)
- Record on my cellular phone
- Confront the suspect
- Do nothing. It is not my concern.
- That will depend on the situation

SAPS Erasmia

Do you know who your Sector Commander / Manager is and have his/her contact details?



74 responses



- Yes
- No
- Have met her at the meeting but don't have her contact details
- We don't have anyone in that position as yet.

SAPS Erasmia resourcing

SAPS Erasmia is undermined by lack of funding, staffing, vehicles, resources and inadequate premises

SAPS Erasmia vehicles are unsuited for rural policing

SAPS Erasmia lack modern policing methods (e.g. night vision, systems and technology)

Criminal activities are not being reported by residents and therefore crime is being under reported

SAPS Erasmia lacks family violence, child protection and sexual offences units

SAPS Erasmia should enable the Memeza Community Policing Alarm system for local informal settlements as in Diepsloot

The size and varied nature of the SAPS Erasmia precinct makes it unmanageable

SAPS Erasmia requires more residents to volunteer and be trained as police reservists

There does not appear to be a specialised intelligence and investigation unit at SAPS Erasmia

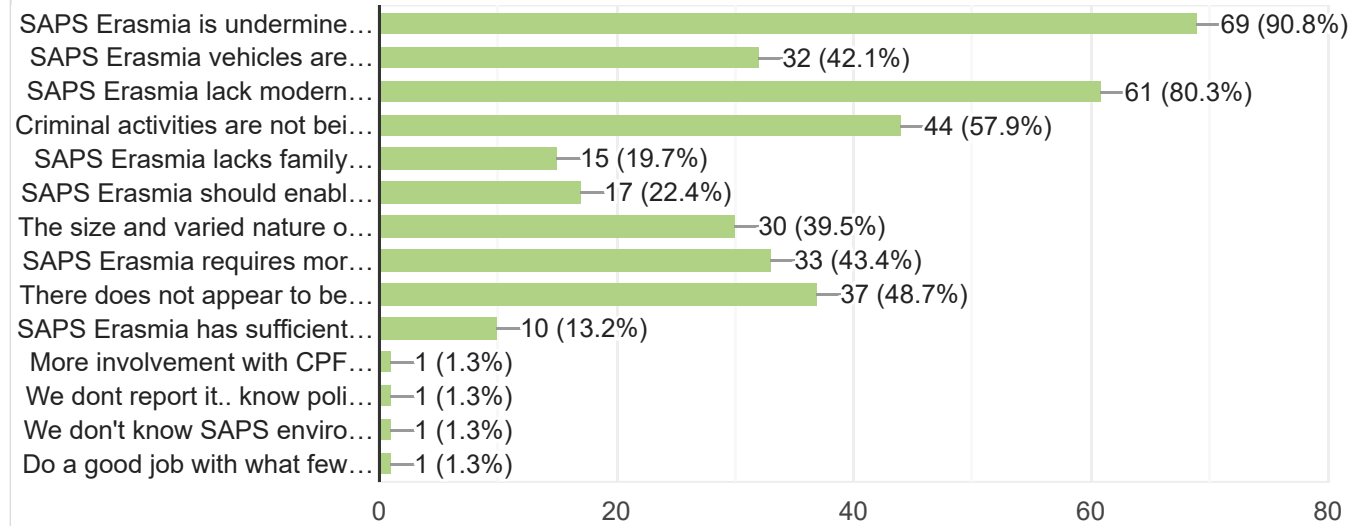
SAPS Erasmia has sufficient resources and manpower to police the precinct

Other...

SAPS Erasmia resourcing

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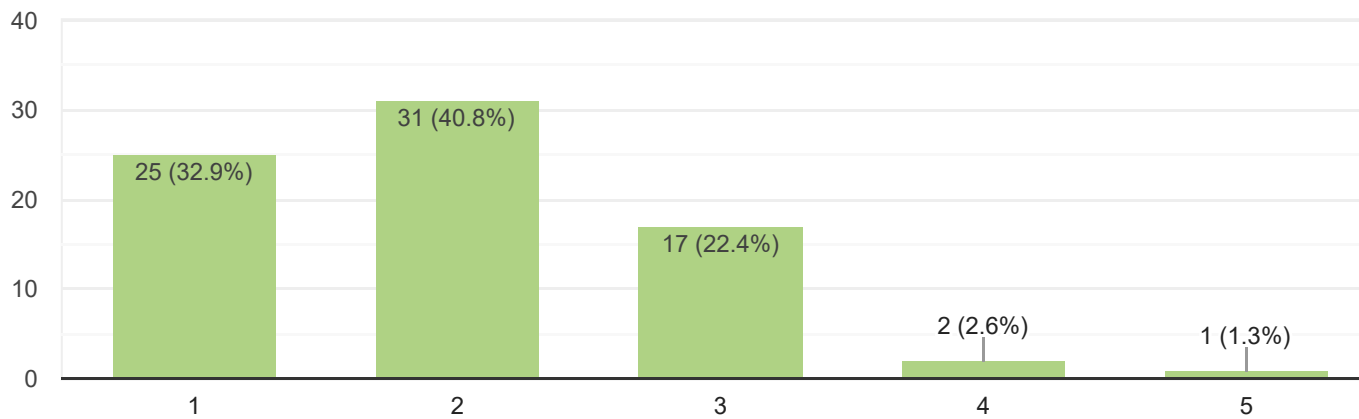
76 responses



Level of confidence in SAPS Erasmia officials

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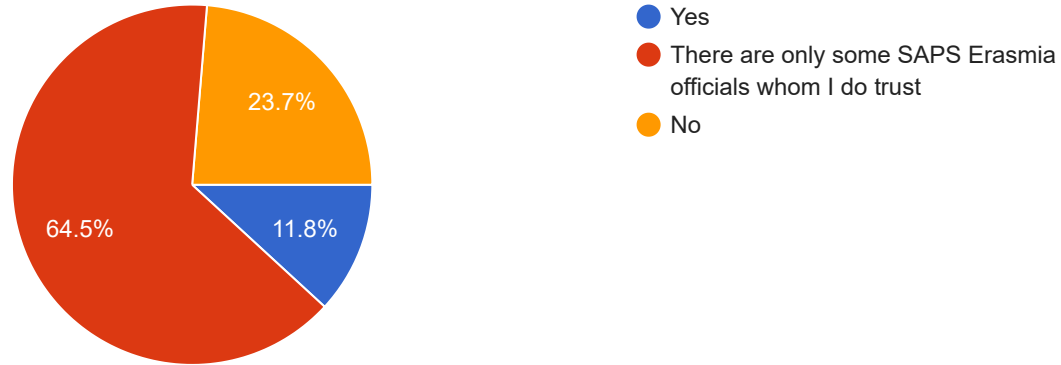
76 responses



Do you trust SAPS Erasmia officials?

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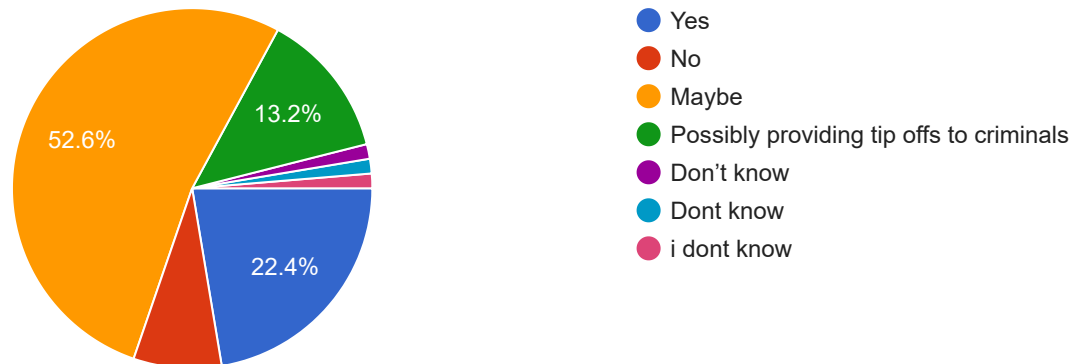
76 responses



Do you believe some SAPS Erasmia officials are engaged in alleged criminal activities themselves?

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76 responses



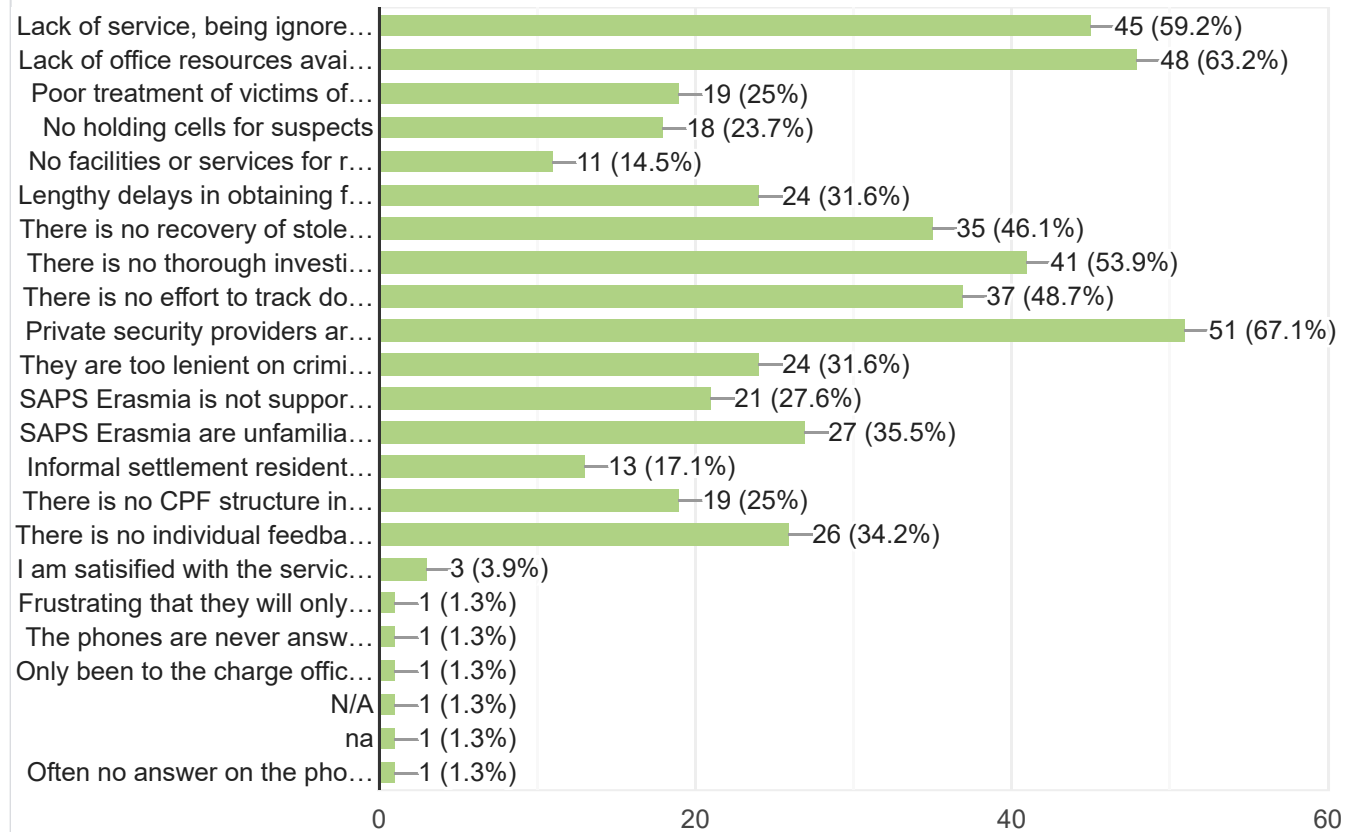
What are your main frustrations when dealing with SAPS Erasmia?

- Lack of service, being ignored or perceived unwilling to assist
- Lack of office resources available to SAPS (computers, printers, waiting areas etc)
- Poor treatment of victims of crime
- No holding cells for suspects
- No facilities or services for rape or GBV victims
- Lengthy delays in obtaining fire-arm licences
- There is no recovery of stolen property
- There is no thorough investigation of criminal incidents
- There is no effort to track down known suspects
- Private security providers are more effective at policing than SAPS Erasmia
- They are too lenient on criminals
- SAPS Erasmia is not supported by SAPS provincial or SAPS sector officials
- SAPS Erasmia are unfamiliar with environmental crimes
- Informal settlement residents' concerns are ignored or not treated seriously
- There is no CPF structure in place to obtain feedback from SAPS or provide input to SAPS
- There is no individual feedback on crimes reported by me
- I am satisfied with the service provided by SAPS Erasmia
- Other...

What are your main frustrations when dealing with SAPS Erasmia?



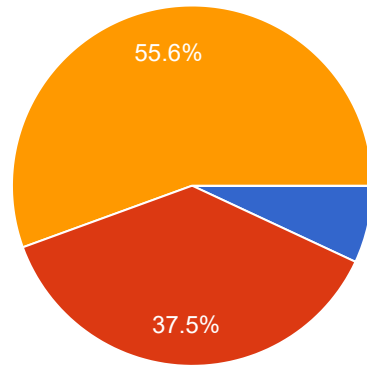
76 responses



SAPS Erasmia Responses to incidents.

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72 responses

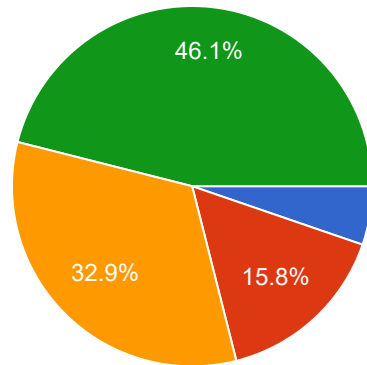


- They never respond to incidents
- They only respond to serious criminal incidents (e.g. armed robbery)
- They do the best they can with the resources they have
- They always respond to all incidents

Visible policing: How often do you see a SAPS patrol?

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76 responses

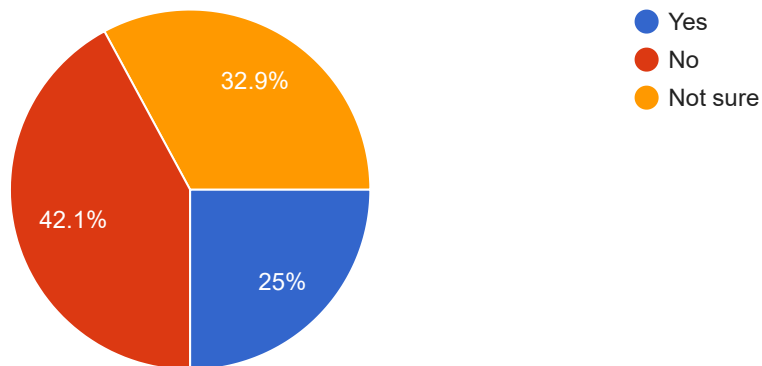


- At least once a day
- At least once a week
- At least once a month
- Never

Police Operations: Has there been a police operation in your suburb in the past 12 months (joint police and metro police /traffic police or joint police / private security providers)?



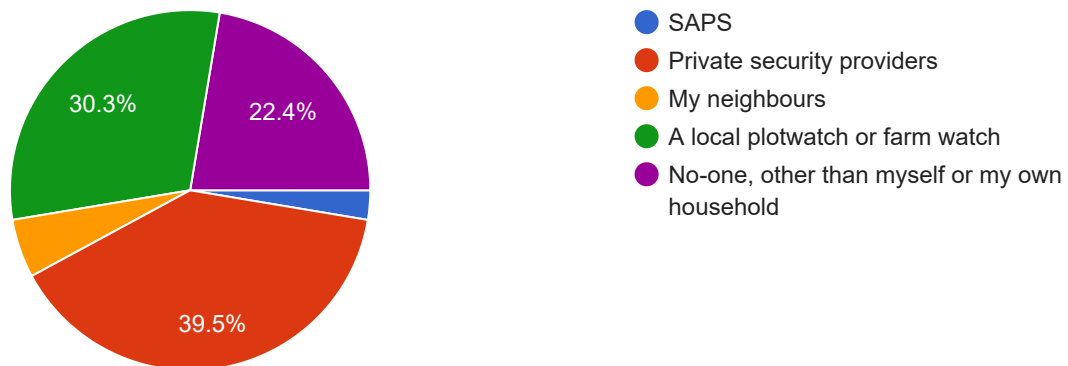
76 responses



On whom do you place most reliance for your safety or the safety of your family, tenants or property?



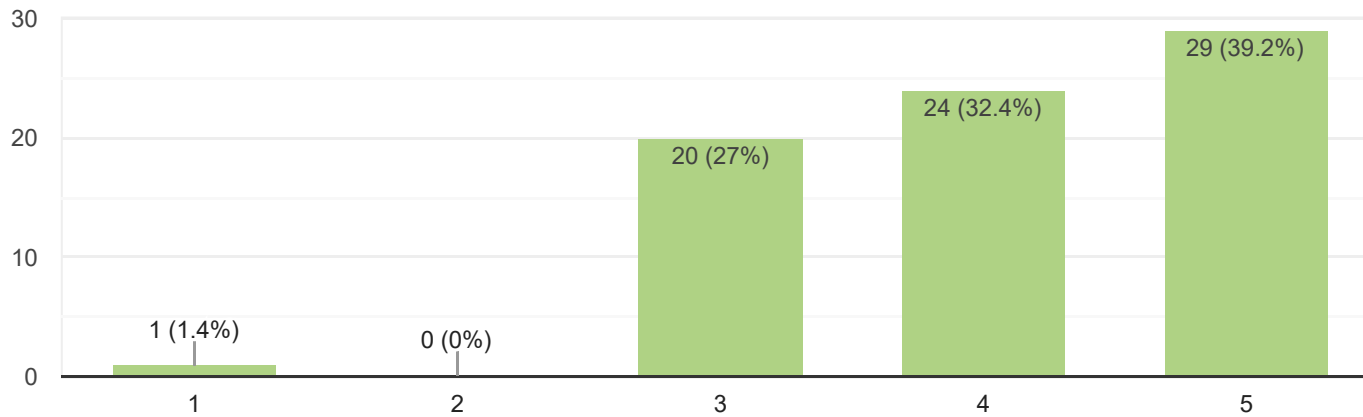
76 responses



Private security providers are more effective at reducing crime than SAPS?

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74 responses

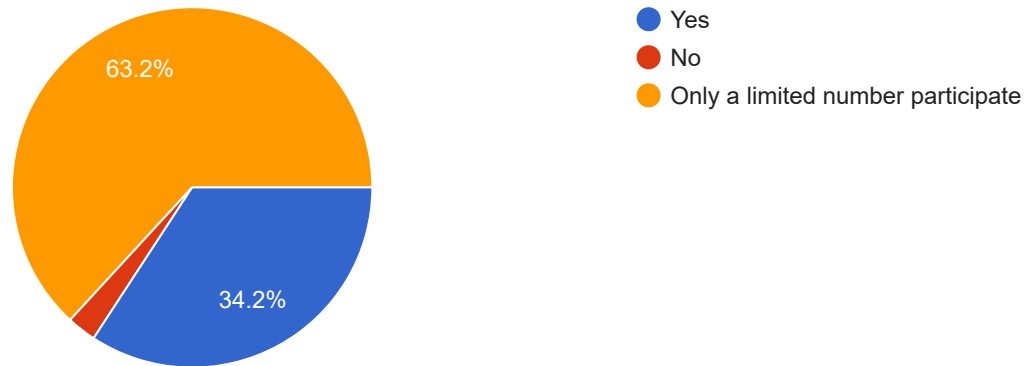


You, the community and the CPF in promoting community safety

Do community members participate in neighbourhood initiatives to safeguard the area in which they live?

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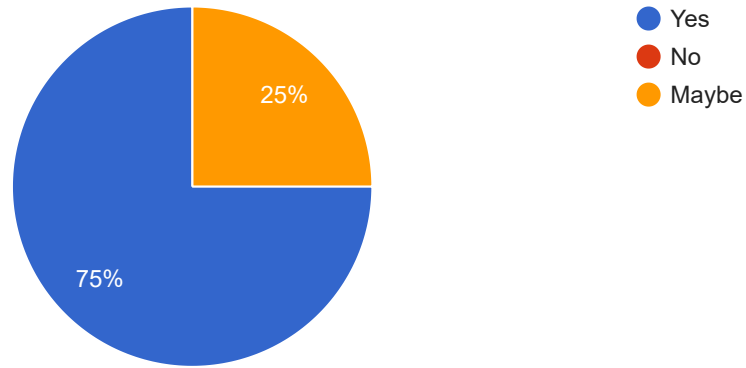
76 responses



Will you attend CPF meetings to discuss action plans to deal with crime in the area?

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76 responses



Do community members take ownership of community policing and support SAPS in the enforcement of the law?

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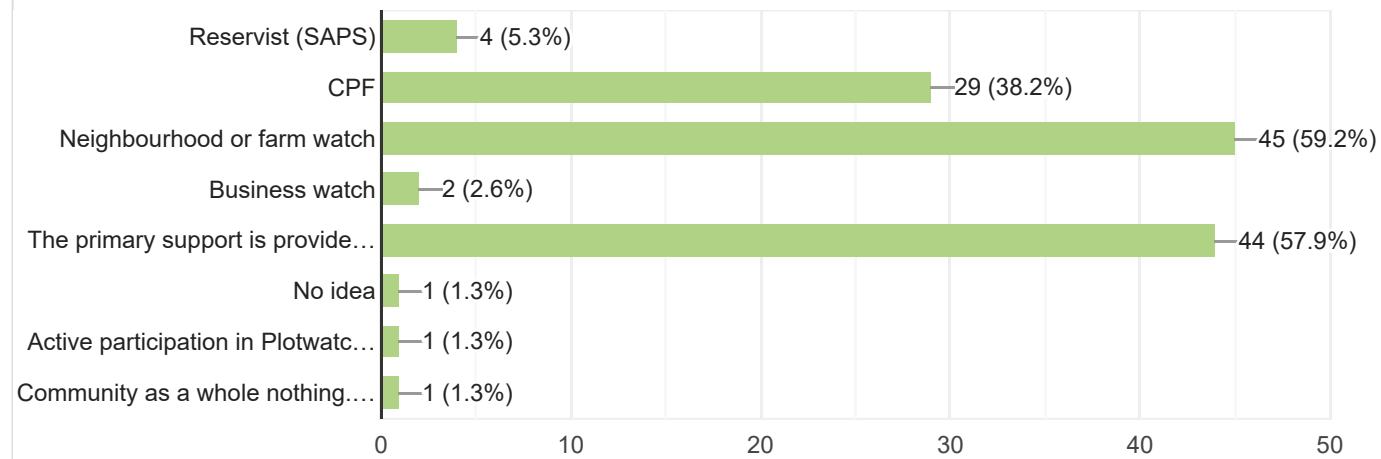
76 responses



What kind of support does the community members give the police?

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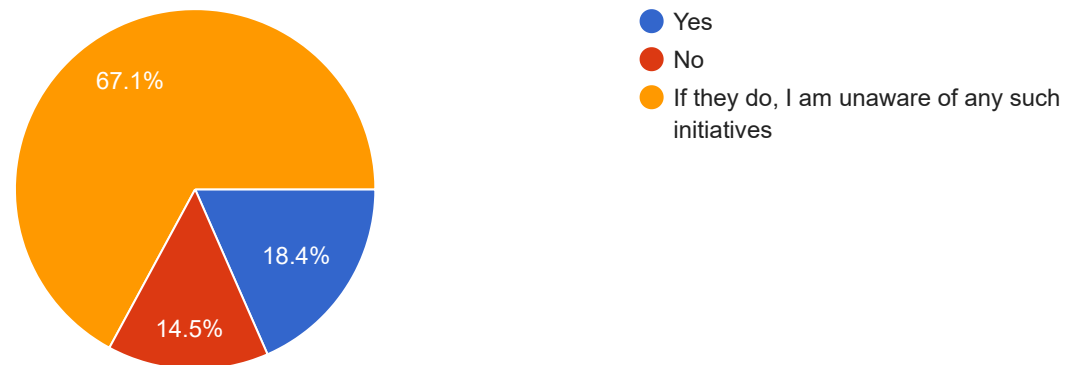
76 responses



Does SAPS support and encourage community members to exchange information with them?

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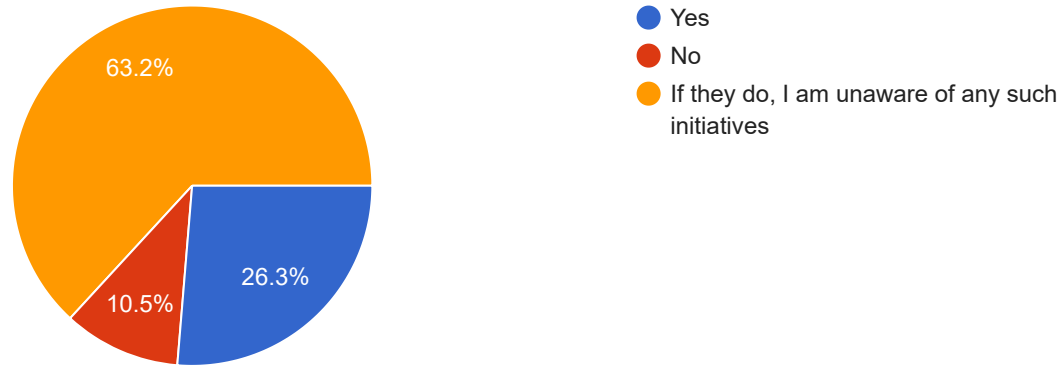
76 responses



Does SAPS recognize and accept the need for the community members to assist in the performance of their duties?



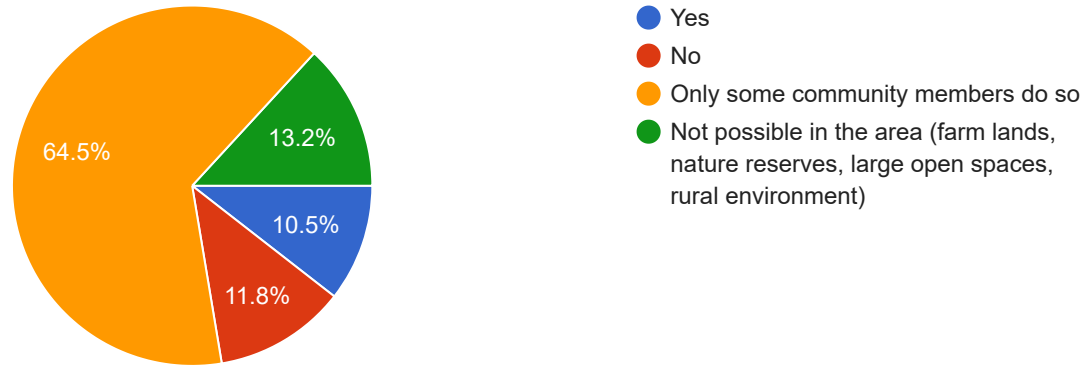
76 responses



Do community members clean up roads and crossways and vacant plots to improve visibility in the area?



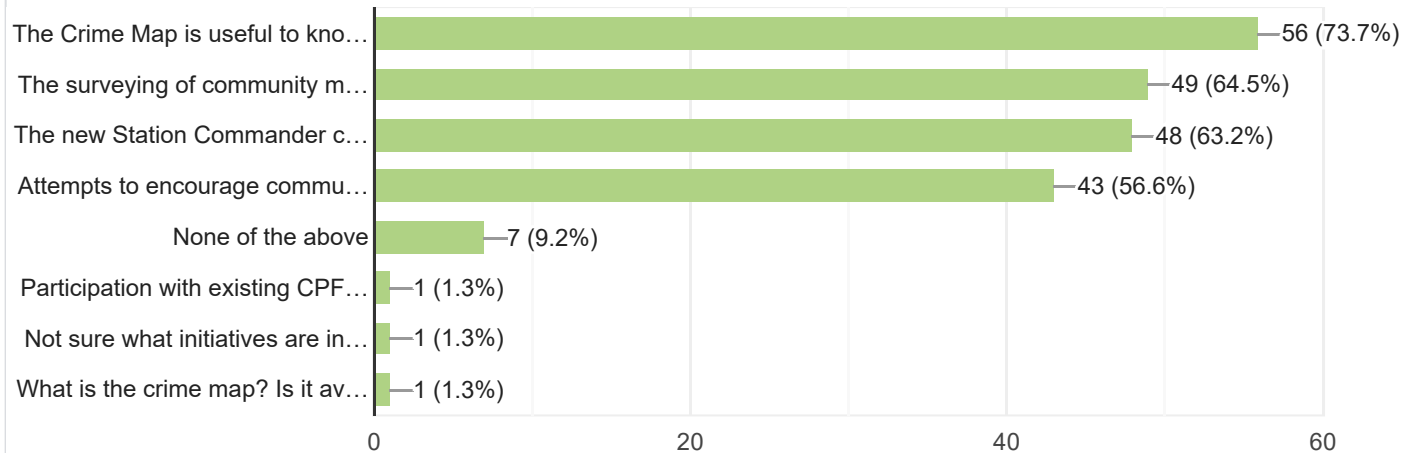
76 responses



Current initiatives: Indicate your view on current ideas and initiatives



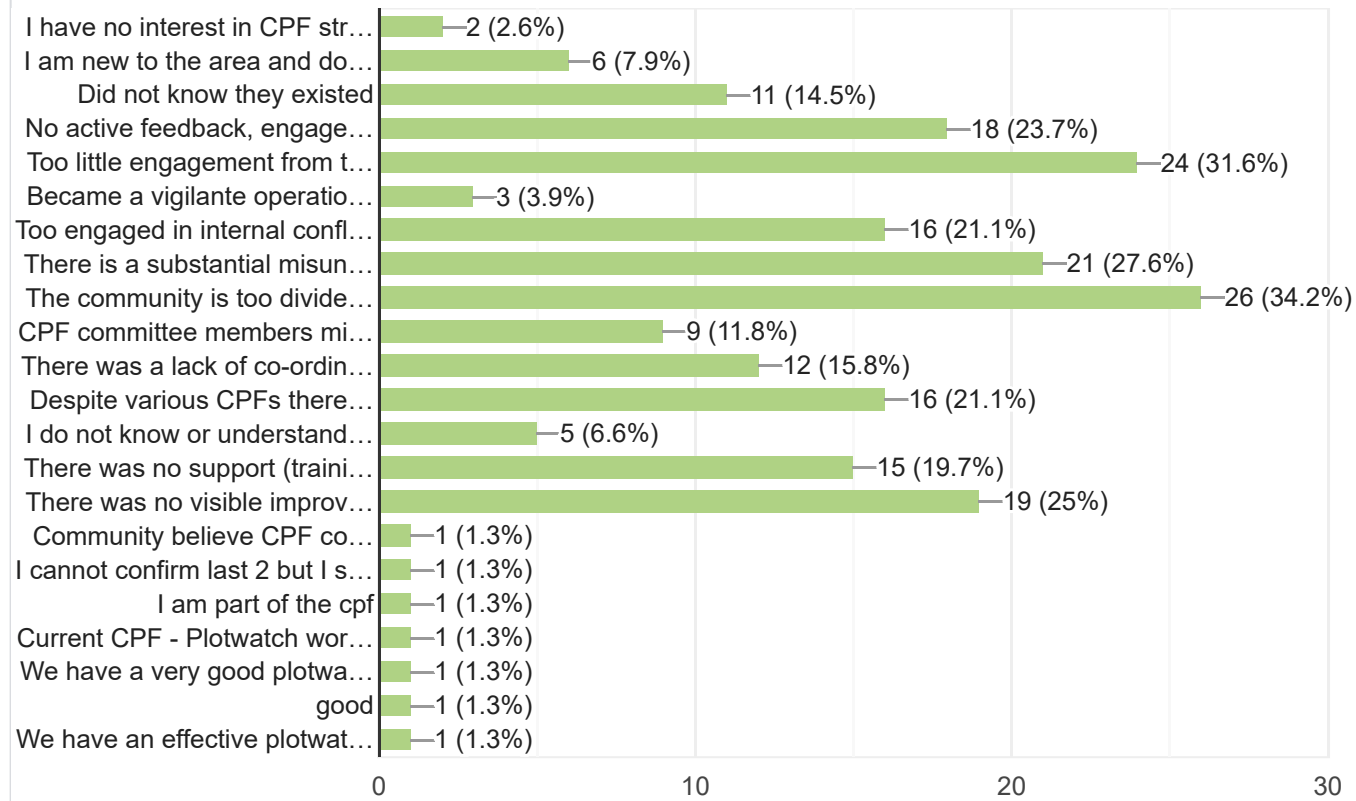
76 responses



What is the community's perception on previous CPF forums?



76 responses



What is the community's perception on previous CPF forums?

I am new to the area and do not know what happened in the past

Did not know they existed

No active feedback, engagement, consultation and communication by the CPF

Too little engagement from the community to be effective

Became a vigilante operation harassing community members

Too engaged in internal conflict to be effective

There is a substantial misunderstanding of the role and function of a CPF

The community is too divided to have a functioning CPF

CPF committee members misunderstood their roles and responsibilities

There was a lack of co-ordination or distrust between various CPF forums in the area

Despite various CPFs there was no visible reduction in crime

I do not know or understand the role of a CPF

There was no support (training or resources) by SAPS for the CPF

There was no visible improvement seen in SAPS Eramia policing

Other...

What other questions should have been asked or should be included in future surveys?

- None
- The training of SAPS members
- Gating or closing of access routes. Cohesion with all sectors. Permanent SAPS patrols to support private security and apprehend suspects and suspicious activity. Roadblocks with search. Less lenient bail. Better SAPS communication. Post recovered items. Close down scrap metal and chop shops. Chase away loiterers, dog hunters. React promptly to cable theft. Encourage use of CCTV and use evidence.
- Nothing to add at this point.
- Do you believe that formally creating a local CPF structure will improve the performance of SAPS Erasmia in any way?
- Would you like a satellite police station (caravan) to be placed in Gerardsville ~ YES

- None
- Another question you could ask is: What other suggestions do you have to make your community a safer place? Perhaps smaller street or block meetings should be arranged instead of trying to get the whole community together at once. Every block or street must have a Go-To person or first responder. Everyone must know who that person is. There are some blocks that are targeted more than others. Residents should schedule a together walk about once a month and walk in and around their block or street together to check for cut fences, potential hiding spots and help each other out to fix issues on their street. People should also be more careful of who their workers are and who they allow access on their property. We need smaller meetings with police members or CPF as not all people like to partake in large meetings where they feel intimidated or too shy to speak up.
- What can you do to make a difference ?
- Suggestions on how to solve the crime issue in the area
- I think this survey has been thorough enough
- My conclusion is that the Erasmia Police do a good job as far as they are able but lack resources. Recently they came to me, in response to a robbery, in a "beaten up" vehicle which was unroadworthy. It had broken lights numerous dents and was in a very poor state. When I remarked on this I was told that this was the ONLY VEHICLE THEY HAD. You can't do policing without the tools to do it. Several years ago when I lived in the Eastern Suburbs the police even had a helicopter with thermal imaging cameras with which they could spot criminals hiding in the bush etc. Policing was done properly then with the correct equipment!
- We are a small section of the greater community with older residents in large open spaces with too much hiding places. Leaving house and patrol are too dangerous. May we still partake in our unique way (e.g. being eyes and ears and informants) and rely on help from GV and vicinities in a time of crisis?
- Covered all
- CFP should be better supported and all CFP members and anyone in community who are interested should get basic self defence, hijacking, what to do if intruder, get to know who your closest neighbours for larger communication and awareness. More visible patrol by SAPS especially during evening loadshedding.

What other questions should have been asked or should be included in future surveys?

16 responses

None

The training of SAPS members

Gating or closing of access routes.

Cohesion with all sectors.

Permanent SAPS patrols to support private security and apprehend suspects and suspicious activity.

Roadblocks with search.

Less lenient bail.

Better SAPS communication. Post recovered items. Close down scrap metal and chop shops.

Chase away loiterers, dog hunters.

React promptly to cable theft.

Encourage use of CCTV and use evidence.

Nothing to add at this point.

Do you believe that formally ceating a local CPF structure will improve the performance of SAPS Erasmia in any way?