



Kliptown Performance Survey 2006

Prepared for the JDA by
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1. Introduction

The Kliptown area has been characterised by systematic under-investments in the area, resulting in increased unemployment and lower levels of disposable household income. The Greater Kliptown Development Project aims at arresting this decline through infrastructure, environmental and economic redevelopments which seek to promote it as a heritage site, as well as a prosperous residential and commercial area.

The purpose of the Project is to implement an Urban Renewal Programme that will:

- Contribute to the integration of the area's local economy with that of Greater Johannesburg and Gauteng;
- Upgrade existing business node into a sustainable entity that helps address the needs of the local residents as well as visiting tourists;
- Create business opportunities and employment in the retail, manufacturing, tourism, transport, services, and construction industries;
- Through the creation of a distinctive cultural and heritage centre, grow tourism in Johannesburg and Gauteng;
- Increase commuter transport efficiencies within and to the Kliptown and surrounding areas of Soweto; and
- Improve the socio-economic conditions of the area and thereby contribute to the overall improvement of the Human Development Index in Johannesburg.

This report continues from 2005, which was the first year that the methodology applied in the inner city surveys was applied to the Kliptown area.

2. Kiptown Trend Data

In this report, we present the results of the survey and present further data outlining trends in the area.

2.1 RSC Levies

The table below presents the data for the RSC (Regional Services Council) levies for Kiptown. The data is important as these taxes are levied upon business turnover and their salary expenditure. As a result it gives an indication of trends as regards business activity and employment levels in Kiptown – this is the second year that we are reporting and as can be seen below there has been a healthy increase in RSC levies collected both on turnover and salaries. It should be cautioned, however, that RSC levies are notoriously volatile. Nevertheless, it remains a useful guide.

RSC Levies for Kiptown

Year	Turnover	Salaries
2004	R705,091	R62,960
2005	R1,235,606	R103,598

2.2 Building plans

As regards building plans ~ no satisfactory data on building plans has been received for 2005.

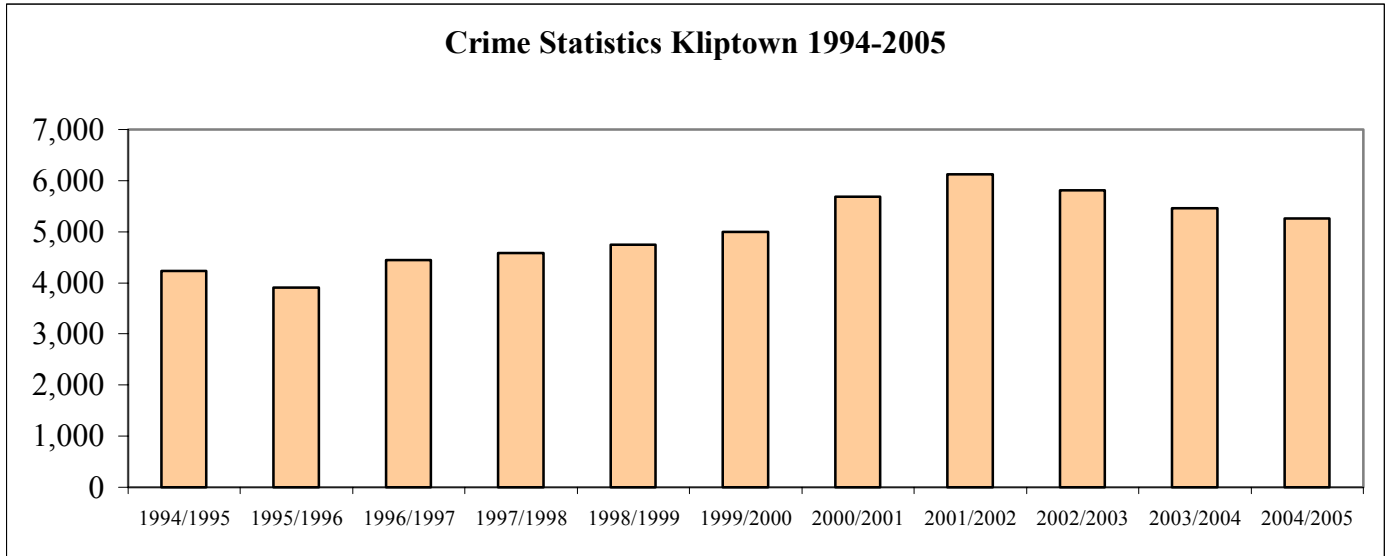
2.3 Crime Data

The latest SAPS statistics are very encouraging as they show a steady decline in overall crime in the Kliptown area. Crime statistics reported at the Kliptown police station show crime falling to 5,263 reported cases. This is a considerable improvement from the highs of 2002 where 6,118 cases were reported. It would seem as though the Kliptown Development Project is having a considerably positive impact in this area.

Crime Statistics: Kliptown 1994-2005

Crime Category	April to March										
	94/95	95/96	96/97	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05
Murder	90	87	102	89	90	67	57	59	70	47	50
Rape	200	177	245	204	167	170	170	159	157	148	142
Attempted murder	110	95	170	156	131	107	93	85	116	68	89
Assault with the intent to inflict grievous bodily harm	842	834	1,117	1,206	1,182	1,189	1,222	1,056	878	709	760
Common assault	458	382	269	272	226	337	487	784	787	867	782
Robbery with aggravating circumstances	511	345	256	369	565	576	679	615	582	592	484
Common robbery	54	129	215	220	235	233	297	348	275	273	285
Indecent assault	3	2	6	2	2	10	13	18	11	25	23
Kidnapping	33	20	30	33	33	48	35	27	22	27	21
Abduction	6	2	4	4	8	11	4	5	12	10	12
Neglect and ill-treatment of children	5	9	8	6	4	9	7	7	21	37	23
Culpable homicide	35	27	23	27	31	21	13	19	15	20	25
Public violence	5	2	3	2	0	0	3	2	0	7	5
Carjacking (Sub Category of Robbery Aggravating)	-	-	73	68	120	123	138	77	79	64	42
Truck hijacking (Sub Category of Robbery Aggravating)	-	-	8	13	47	29	16	15	1	4	1

Bank robbery (Sub Category of Robbery Aggravating)	-	-	1	1	0	0	1	0	0	0	0
Robbery of cash in transit (Sub Category of Robbery Aggravating)	-	-	1	0	0	0	2	1	0	0	1
House robbery (Sub Category of Robbery Aggravating)	-	-	-	-	-	-	-	-	35	24	49
Business robbery (Sub Category of Robbery Aggravating)	-	-	-	-	-	-	-	-	9	12	8
Arson	16	21	22	26	16	19	27	11	12	16	9
Malicious damage to property	366	331	367	353	373	358	413	457	440	414	409
Crimes Injuria	84	70	50	47	36	55	116	135	92	59	47
Burglary at residential premises	351	329	360	344	334	406	446	479	450	492	444
Burglary at business premises	62	46	42	55	69	67	51	61	34	48	54
Theft of motor vehicle and motorcycle	179	190	175	124	135	106	128	121	90	79	87
Theft out of or from motor vehicle	174	176	197	208	180	191	233	246	260	226	252
Stock theft	5	2	6	2	4	2	4	5	4	1	1
Illegal possession of firearms and ammunition	38	38	34	50	57	54	52	51	45	34	29
Drug related crime	65	30	42	55	33	67	38	169	106	56	66
Driving under the influence of alcohol or drugs	27	19	56	38	36	72	48	95	85	87	70
All theft not mentioned elsewhere	423	473	493	546	577	631	830	937	1,069	907	862
Commercial Crime	41	32	49	41	26	19	30	27	34	30	35
Shoplifting	45	34	23	21	28	24	30	47	19	82	96
TOTAL	4,228	3,902	4,447	4,582	4,745	5,001	5,683	6,118	5,810	5,465	5,263



3. Survey Methodology

Objective:

This section presents the results from a survey that was conducted on businesses operating in Kliptown. The purpose of the research was to gain an understanding of perceptions of Kliptown by businesses operating in the area. This was done in an effort to monitor the perceived success of the JDA's interventions in the study area.

Methodology:

The survey was conducted during April 2006. Trained students were sent out to the designated area in Kliptown centred on Union Street, to administer the questionnaires. The data from the surveys was then captured and analysed.

Over the last two years we have adopted the same methodology as that which has been employed in the Inner City, for this reason prior years may not be comparable.

Limitations of methodology:

- Whilst every effort was made to ensure that the questionnaire was completed by the intended person (Senior Manager or Owner), in a few questionnaires it may have been completed by a less informed person.
- The respondents may not always have given the survey the necessary effort and attention that it required which may have led to some poor responses.
- Convenient sampling has some shortcomings in terms of representativity.

4. Survey Results

4.1 Business Confidence

The first part of the questionnaire develops a business confidence index for Kliptown.

The overall index score for the year 2006 in Kliptown is 43.5, which is slightly down on the 45.1 recorded in 2005.

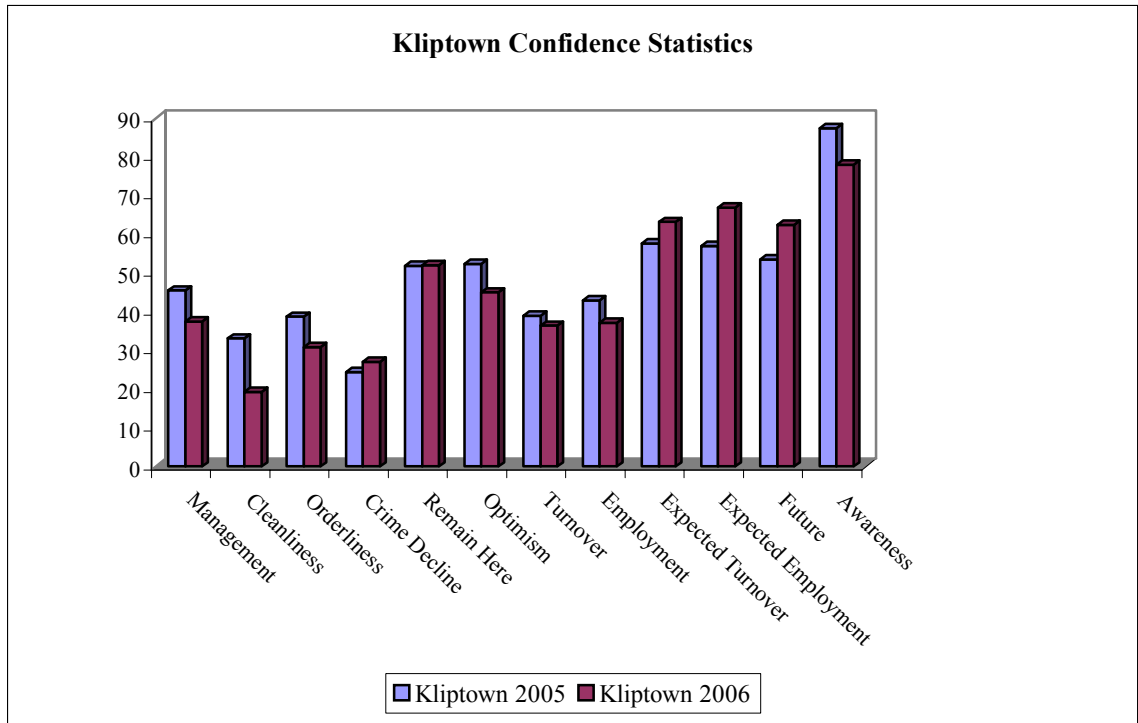
The responses to the following questions were as follows:

- Over the past year I have noticed an improvement in the management of Kliptown: 26.6% agreed, 3% were neutral and the rest disagreed. It scored a 37.5 down from 45.5 recorded in 2005 on the scale.
- Over the past year I have noticed an improvement in the cleanliness of Kliptown: only 11.4% agreed (22.7% in 2005), 9% were neutral and 80% disagreed. It scored a 19.3 on our scale. This is the lowest score in the scale and overtakes crime from last year as the lowest scale.
- Over the past year I have noticed an improvement in the orderliness of Kliptown: 21% agreed (25% in 2005), 5.7% were neutral and 68.5% disagreed. It scored 30.9 down on 38.7 recorded in 2005 on the scale.
- Over the past year I have noticed a decline in the crime rate in Kliptown: 17% agreed up from 9% in 2005, another 20% were neutral, and 62% disagreed with this statement. It scored 27.1 up from 24.4 recorded in 2005 on the scale – this is in line with the lower crime statistics recorded by the SAPS which is very positive for the development of Kliptown as a business and tourist area.
- Over the past year my resolve to remain based in Kliptown has risen: 48.6% agreed (38.6% in 2005) with this statement, 29.5% were neutral and 27.3% disagreed. It scored a 52.1 on the scale.
- Over the past year I have become more positive/optimistic about Kliptown: 37.2% agreed (43% in 2005) with this statement, 14% were neutral and 48.6.1% disagreed. 45 down from 52.3 in 2005 on the scale.

- Over the past year my business turnover has risen: 50% disagreed, 20% agreed (18% in 2005) and the rest were neutral. 36.4 on the scale.
- Over the past year my employment levels have risen: 25.7% agreed, 23% were neutral and 51.4% disagreed. It scored 37.1 on the scale (43 in 2005).
- Over the coming year I expect my business turnover to rise. 54.3% of the respondents agreed, 17.1% were neutral and 25.8% disagreed. It scored 63.2 up from 57.6 recorded in 2005 on the scale.
- Over the coming year I expect to increase my employment levels: 65.7% agreed (45.4% in 2005), 11.4% were neutral and 20% disagreed with this statement. 66.9 up from 57 recorded in 2005 on the scale.
- Over the coming year I am optimistic that things will improve (crime, grime etc) in Kliptown: 60% up for 45.5% in 2005 agreed, 8.6% were neutral, whilst 28.6% disagreed. It achieved a result of 62.5 on the scale (53.5 in 2005).
- Finally, we have an awareness proxy. It is made up of three questions related to the awareness of the JDA and its projects. It scored 78 - down on last year's 87 on the index for Kliptown.

Summary of confidence indices for Kliptown 2005/6

Index	Kliptown 2005	Kliptown 2006
Management	45.5	37.5
Cleanliness	33.1	19.3
Orderliness	38.7	30.9
Crime Decline	24.4	27.1
Remain Here	51.8	52.1
Optimism	52.3	45.0
Turnover	39.0	36.4
Employment	43.0	37.1
Expected Turnover	57.6	63.2
Expected Employment	57.0	66.9
Future	53.5	62.5
Awareness	87.4	78



4.2 Awareness and support

86% of the businesses that were sampled were aware of the Greater Kliptown Development Project (as opposed to 91% in 2005). Their understanding of what the project's purpose was as follows in order of frequency – which closely mimics the results seen in 2005.

- the most frequent response was related to improving business conditions, followed by
- the development of facilities and infrastructure
- job creation
- making Kliptown a tourist attraction
- community upliftment (building houses and shopping malls)
- the Walter Sisulu Square
- moving of the hawkers
- crime reduction in the area

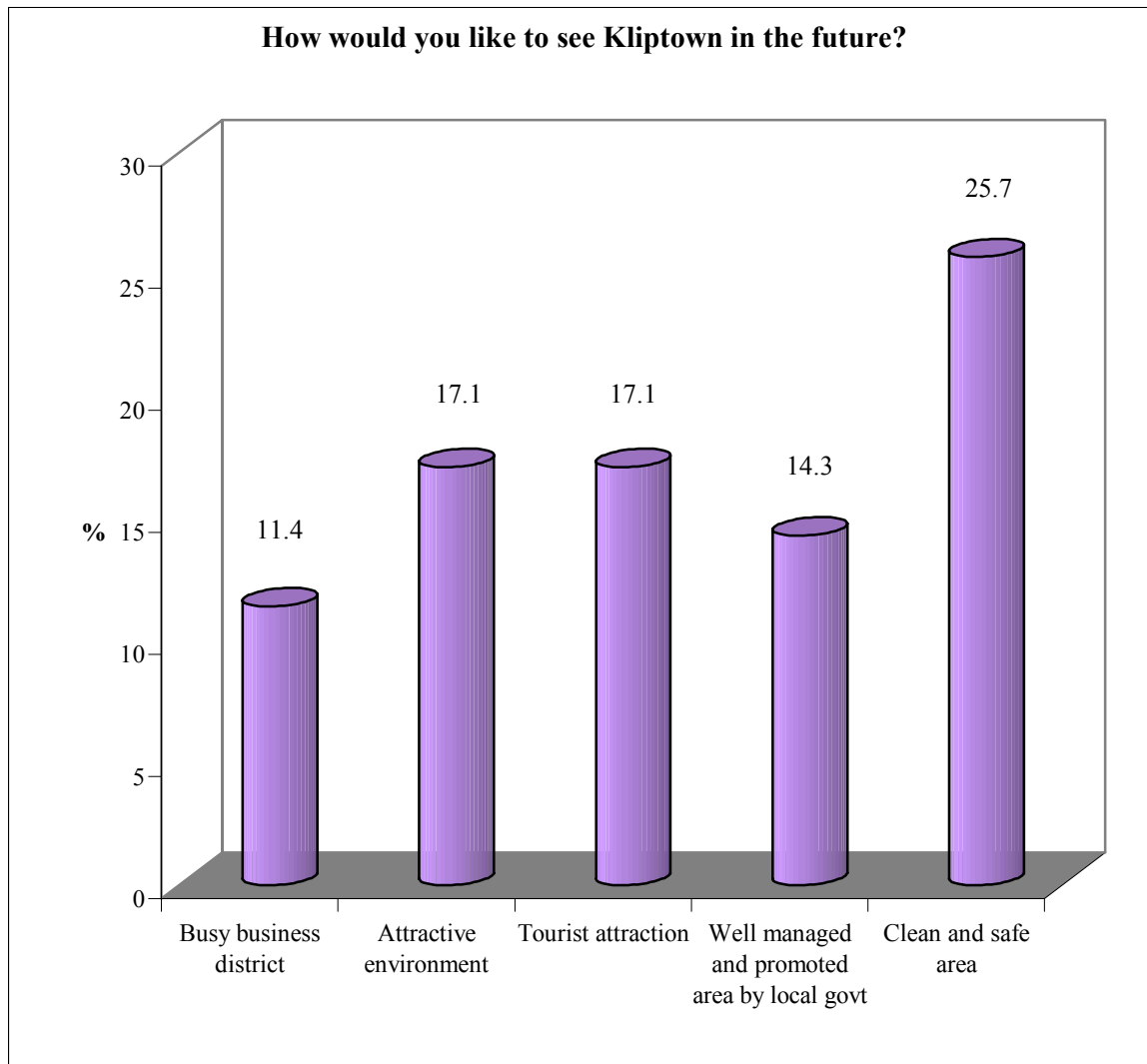
63% of those sampled were supportive of the project - down on last year's 93%. Those that support the project believe that it will lead to an increase in business in the area and a reduction of crime. Of those that do not support the project the biggest reason seems to be that they feel that change is not happening fast enough.

When asked how the Project was likely to affect their lives, their responses were as follows – they are similar to those seen in previous years.

- it will improve business trading because of the influx of tourists/people and better infrastructure
- it will improve the physical environment which will be cleaner and more attractive
- it will improve safety and security
- it will improve general living conditions
- it will lead to the removal of squatters into proper houses
- it will lead to job creation

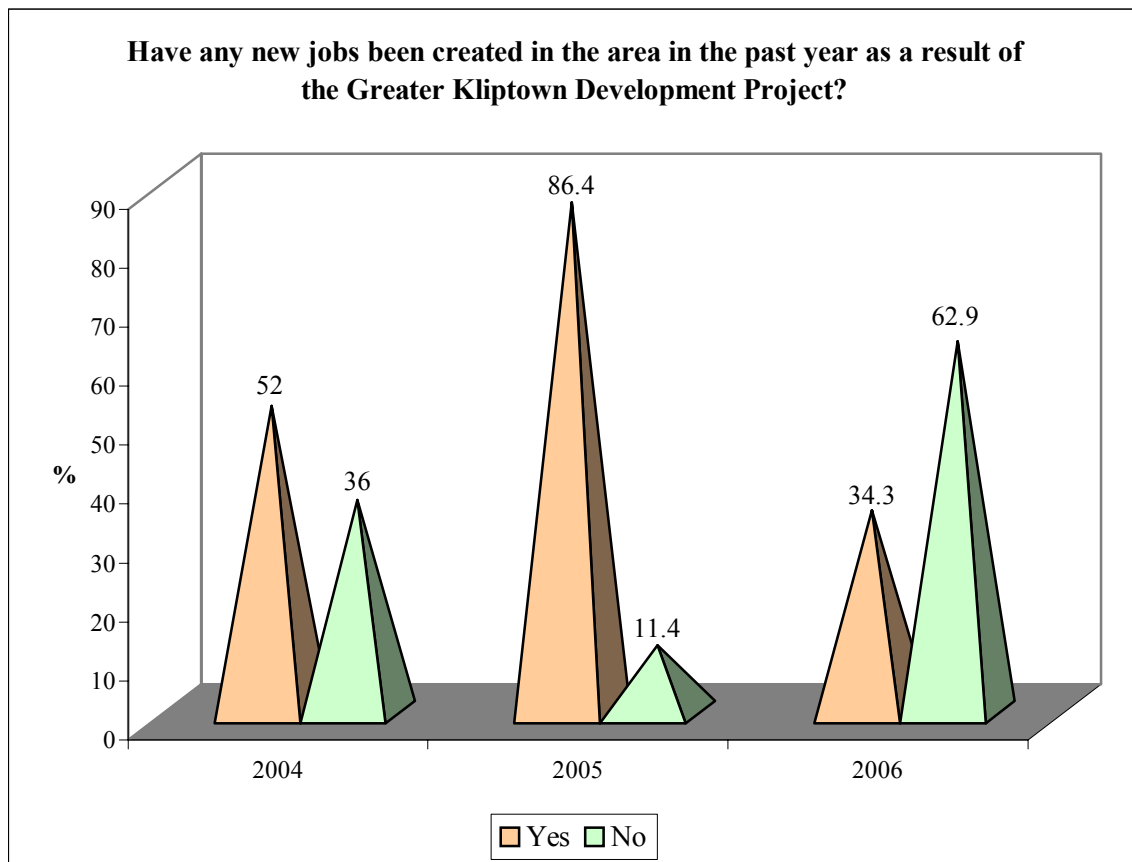
4.3 Future

Respondents were asked how they would most like to see Kliptown in the future and the responses this year were fairly evenly varied. This year 25.7% chose a clean and safe area, followed by a tourist attraction and an attractive environment both at 17.1%.



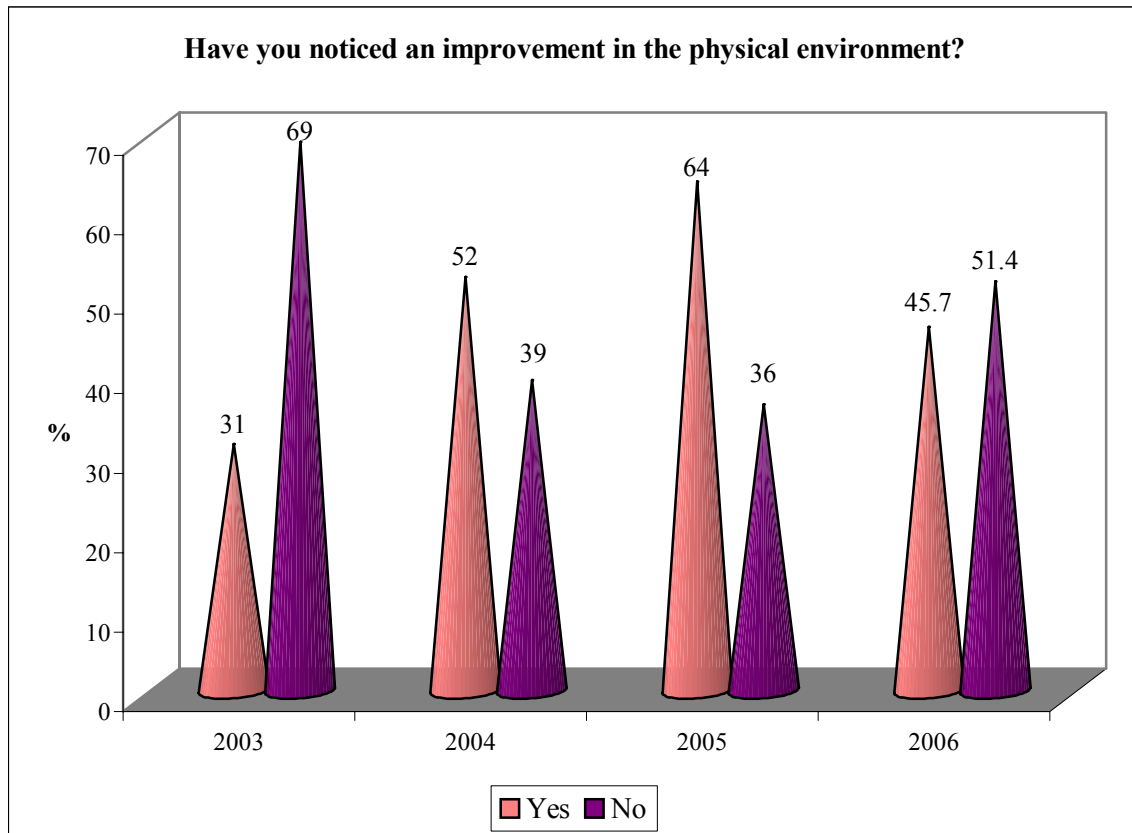
4.4 Employment

Respondents were asked whether any new jobs had been created in the area during the past year through the Greater Kliptown Development Project. 34.3% answered in the affirmative - compared to 86% in 2005.



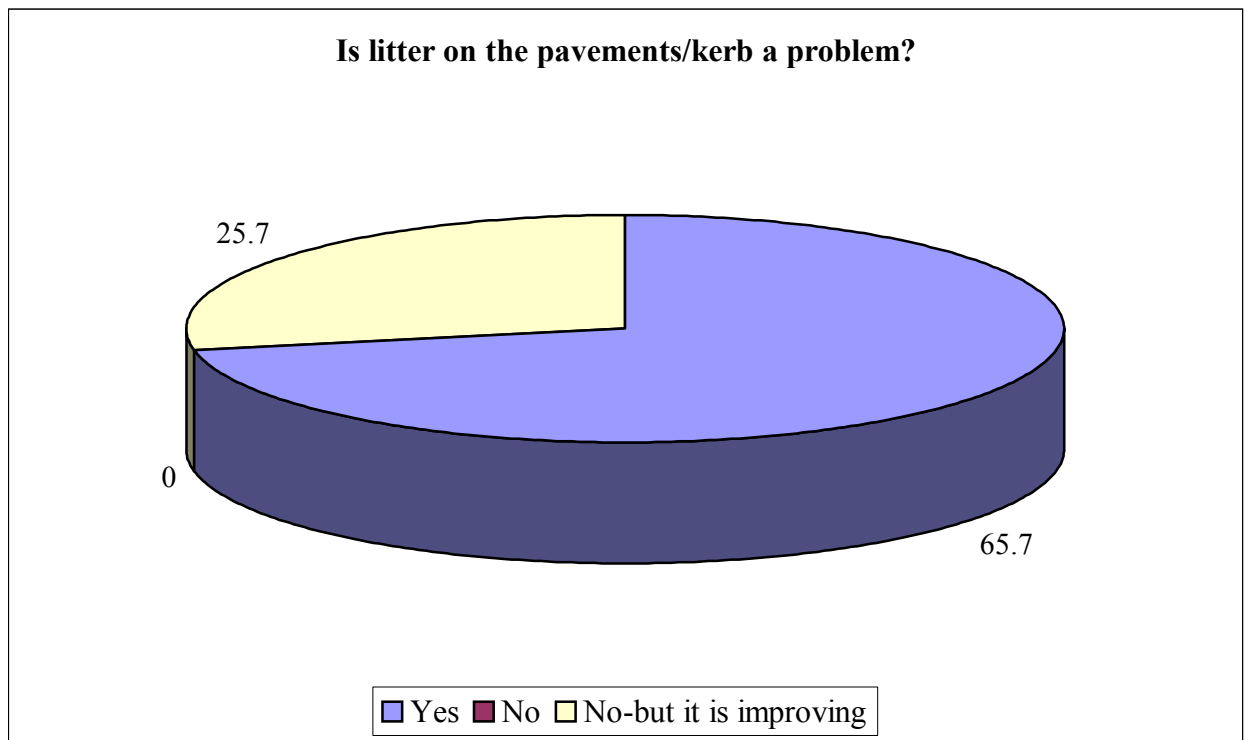
4.5 Physical Environment

Respondents were asked whether they had noticed an improvement in the physical environment of the area. 45.7% of respondents answered yes which is down on last year's 64%.

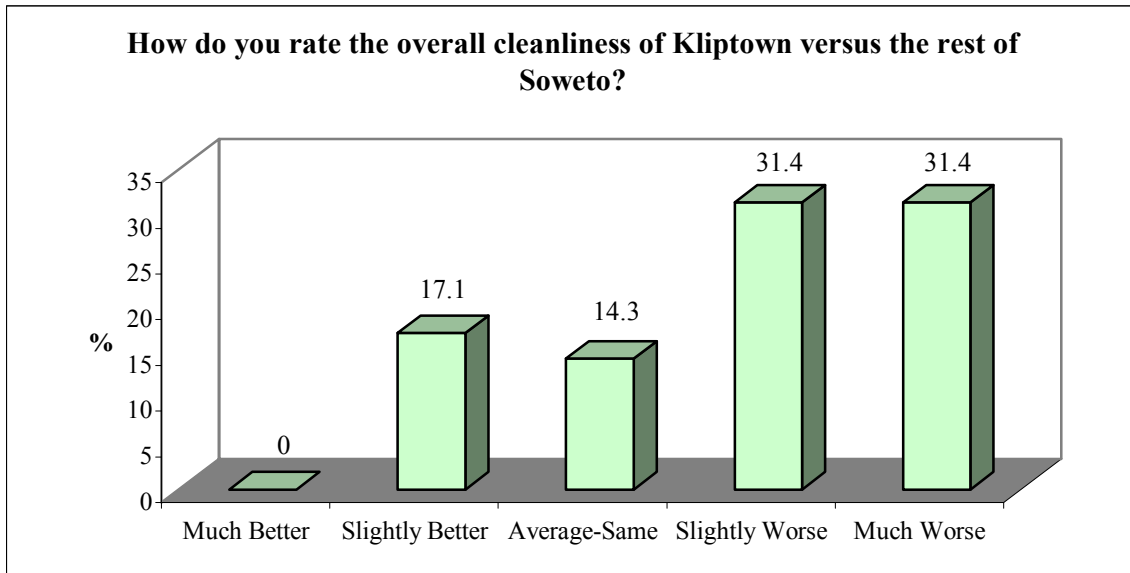


Only 11.4% (9% in 2005) of respondents believe that street and pavement lighting is adequate – much the same problem was highlighted in previous surveys.

65.7% felt that litter on pavements and kerbs was a problem in the area, down from 79.5% in 2005. 25.7% felt it was a problem but improving.

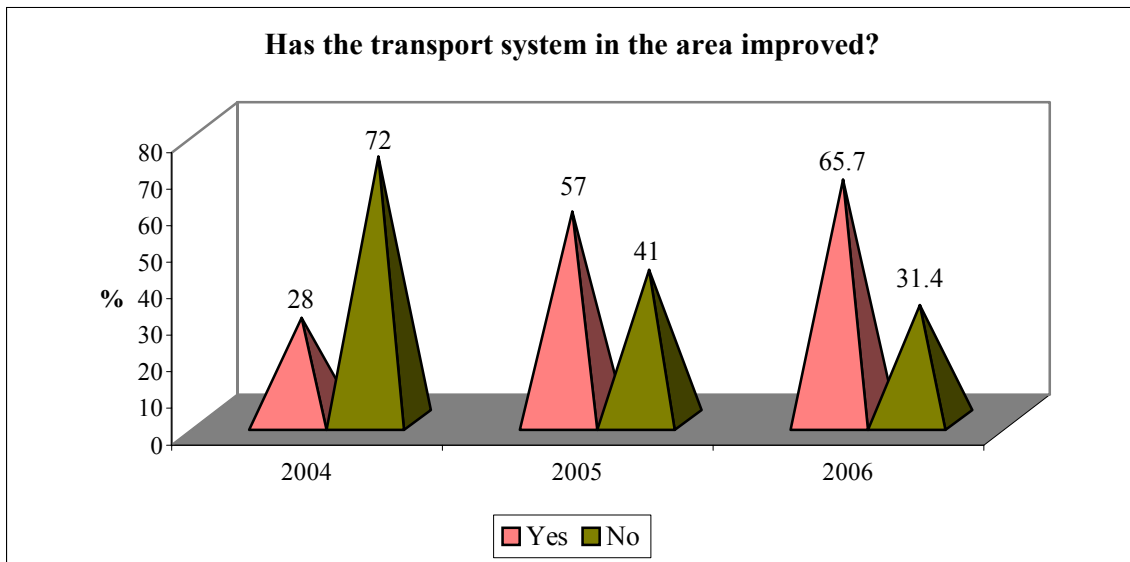


Respondents were then asked to rate the overall cleanliness of Kliptown versus the rest of Soweto. 17.1% thought it was much or slightly better. 14.3% thought it was about the same. 62.8% felt that it is worse in Kliptown (52% in 2005).



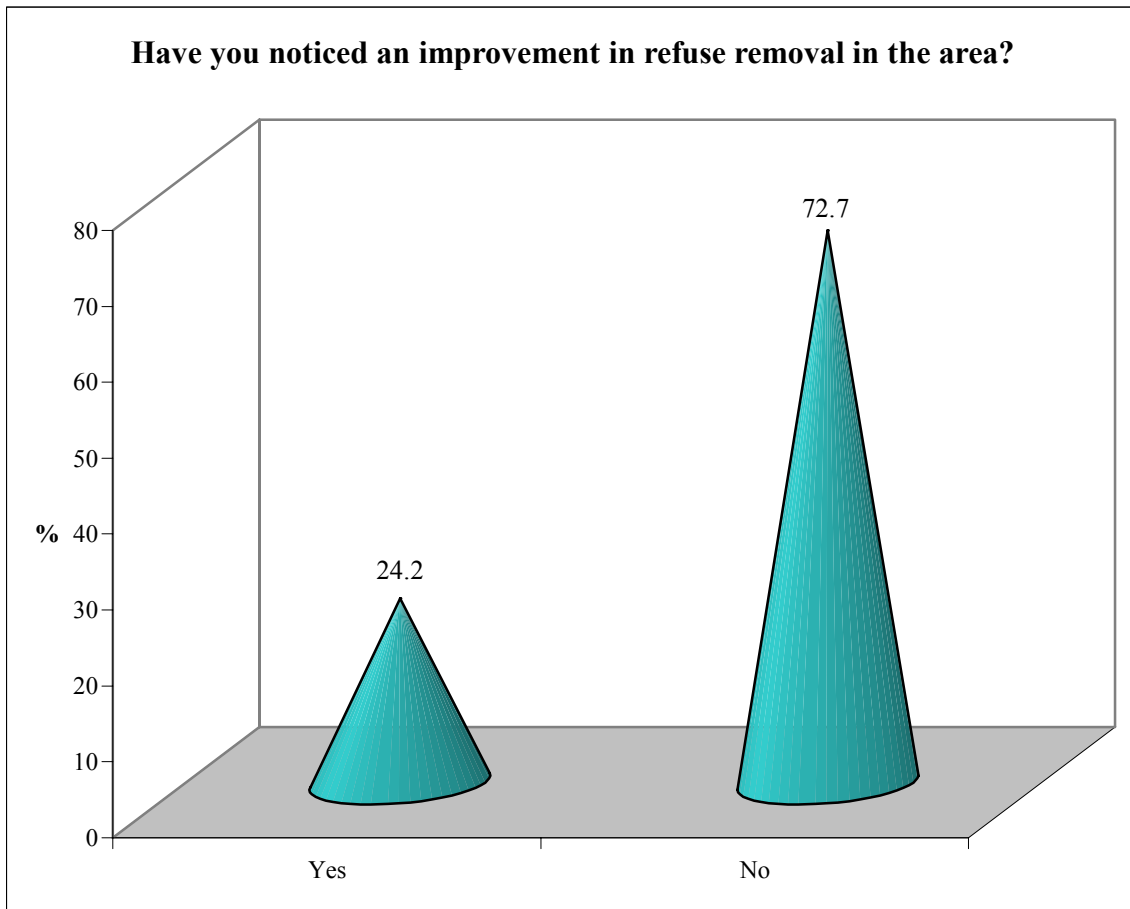
4.6 Transport

Respondents were asked whether they had noticed an improvement in the transport system in the area (e.g. roads and taxi ranks). 65.7% said yes and 31% no. This continues the improving trend that we saw last year as illustrated below.



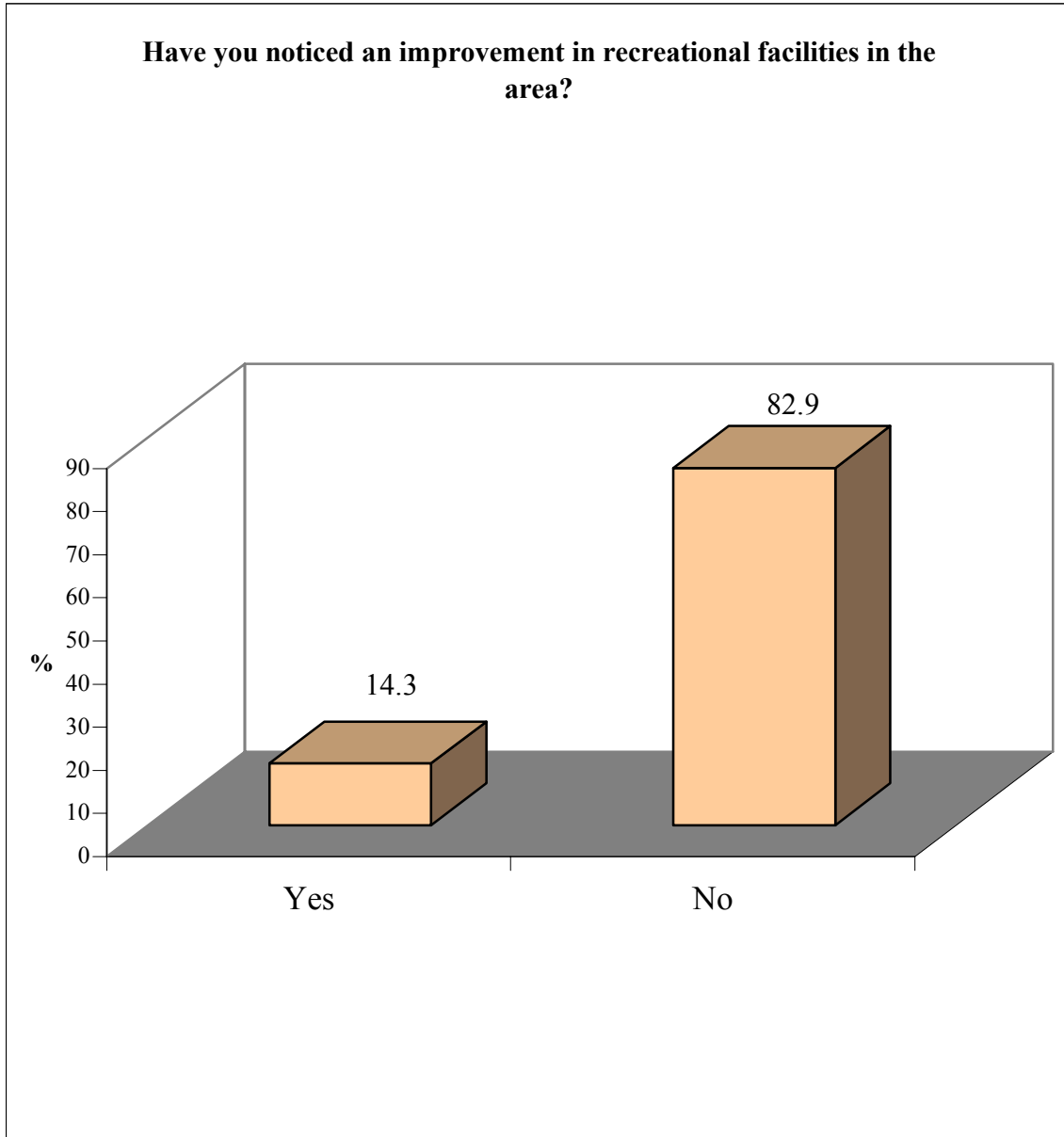
4.7 Refuse Removal

23% of respondents stated that they had noticed an improvement in refuse removal in the area whilst 74% had not. This is slightly down on last year.



4.8 Recreation facilities

Only 14.3% of respondents had noticed an improvement in recreation facilities in the area which is much the same as last year.



4.9 Water facilities and the Klipspruit River

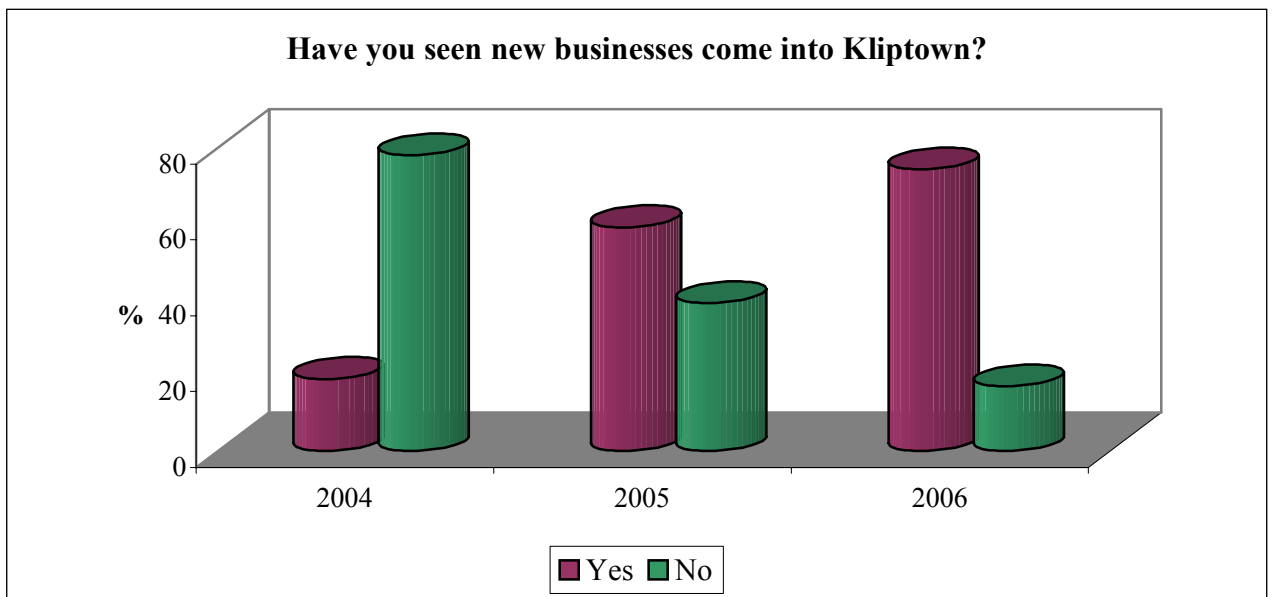
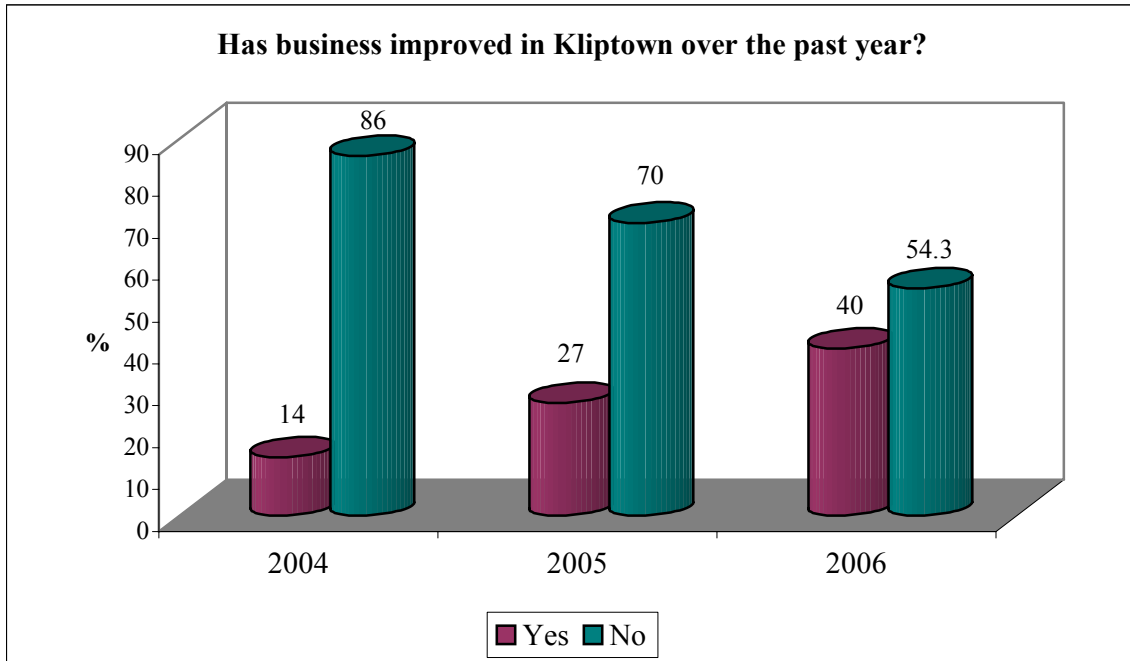
Only 5.7% of respondents claimed to have noticed an improvement in the appearance of the Klipspruit river, while 80% saw no improvement.

When asked whether they had noticed an improvement in the water facilities in the area, 17.12% answered in the affirmative, and 71.4% said no which is similar to last year.

4.10 Business

40% of respondents had noticed an improvement in business in Kliptown over the past year – up from 27% in 2005.

When asked if they had seen new businesses come into Kliptown over the past year, the results were as follows: 74% yes, 17% no – this continues the major improvement seen last year on previous years.



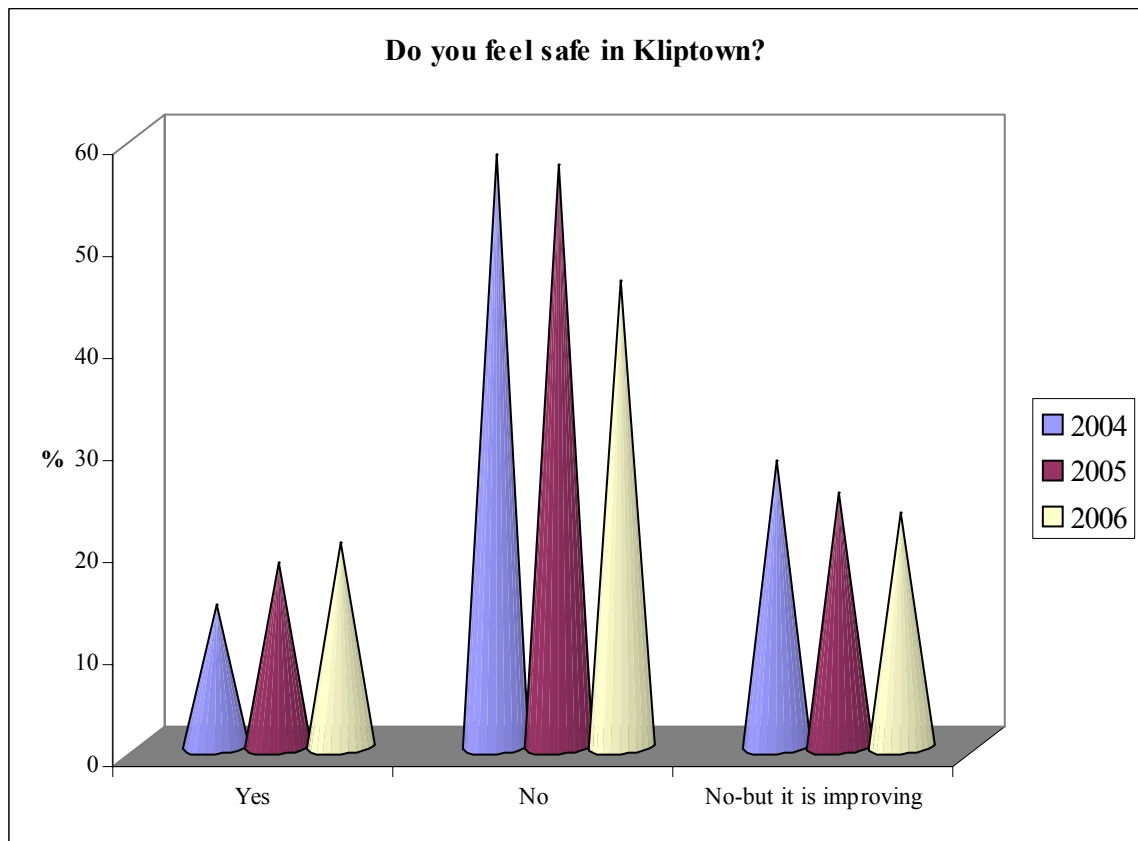
Respondents were asked whether they were aware of the initiatives in the area to assist them with capacity building and training for their businesses. 23% were aware of these initiatives, which is a steep decline from last year's 52%.

As regards the variety and choice of shops and other facilities in the area, 26% felt that the variety was good, 14% bad and 49% argued that it was not yet satisfactory but it was getting better. When asked which shops or facilities they would like to see in the area, the most frequent responses were similar to last year and are listed as follows:

- Banks
- Chain stores like Shoprite, Pep stores etc
- Better food stores and restaurants
- Clothing stores
- Recreational Centres
- More offices

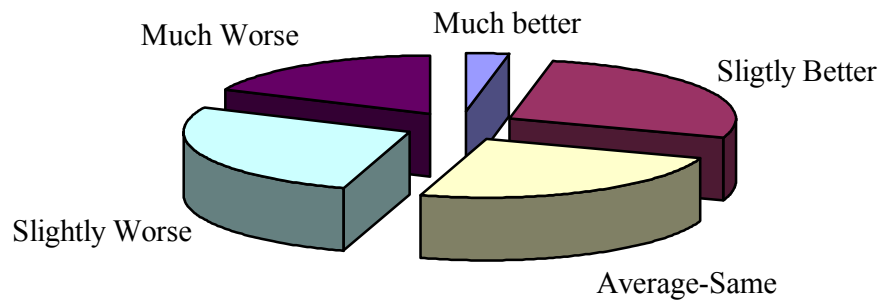
4.11 Safety

Only 20% of respondents feel safe in Kliptown, 46% feel unsafe and 23% feel unsafe but believe that the situation is improving.



When asked to rate the security position in Kliptown relative to the rest of Soweto, 23% felt it was about the same and 43% felt it was worse.

How do you rate the overall security situation in Kliptown versus Soweto?



4.12 The JDA and Development

74% of respondents had heard of the JDA – down from last year.

They were then asked whether they believed that the JDA had the capability to manage projects in Kliptown – in other words, whether it would make a difference in the area.

51% said yes and 34% said no whilst the rest left it blank.

Only 26% of respondents had had any dealings with the JDA and just under half of those were satisfied with the service they had provided.

Respondents were asked what the most positive development in Kliptown had been in the past year. Responses in order of frequency were as follows:

- New taxi rank
- Walter Sisulu Square
- Building of the new business centre
- The Hotel
- Flats and houses

As regards the most negative developments in Kliptown over the past year, the responses in order of frequency were as follows:

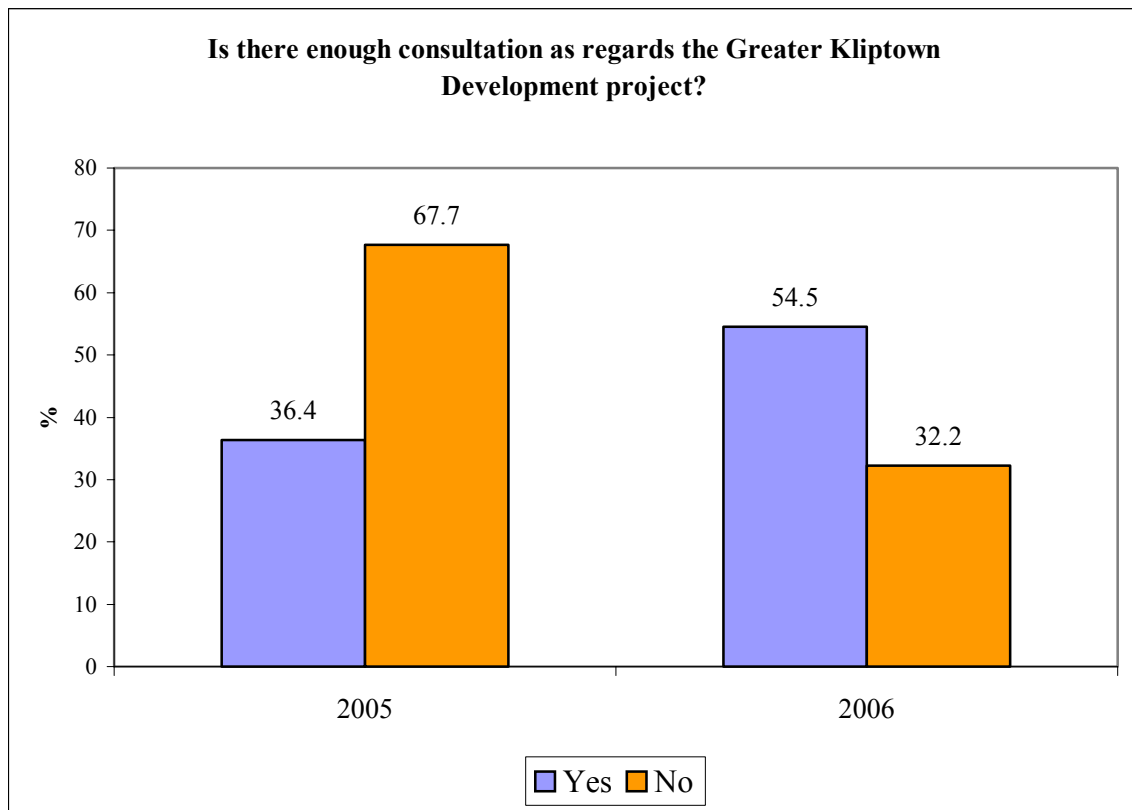
- Crime
- Hawkers

- Traffic control and roads

Issues that the JDA needs to address most urgently in Kliptown were as follows, in order of frequency:

- Safety and security presence
- Improve cleanliness of the area, refuse removal, drainage systems
- Prevent hawkers from obstructing the streets
- Improve quality of roads

Lastly, respondents were asked whether there was sufficient consultation with communities as regards the Greater Kiptown Development Project. 67.7% of respondents said yes (51.5% in 2005), which is a big improvement on previous years. There were requests for more firm deadlines for completion of initiatives undertaken by the JDA.



5. Conclusion

The 2006 Kliptown survey shows results that are overall similar to last year. Respondents are more positive about the future and have a greater expectancy that turnover and employment will increase with respondents indicating that they expect good employment and business growth. This year there seems to be a larger concern with cleanliness in Kliptown. Crime seems to have improved as can be seen with the indicators and the SAPS statistics.

Summary of Kliptown Results: 2003-2006

Issue	2003	2004	2005	2006
Awareness of Project	97% aware	100% aware	91% aware	86% aware
Support	No one against it	No one against it	93% support	63% support
Improvement in physical environment	31% yes	52% yes	64% yes	46%
Improvement in transport system	31% yes	28% yes	57% yes	66%
Improvement in refuse removal	34.5% yes	33% yes	34% yes	23% yes
Improvement in recreational facilities	10% yes	16.7% yes	18% yes	14%
Improvement in water facilities	14% yes	11% yes	14% yes	6% yes
Awareness of JDA	79% yes	81% yes	68% yes	74% yes
Confidence in JDA's capability to manage projects	62% yes	56% yes	77% yes	51%
Job creation	-	52% yes	86% yes	34% yes

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