

Chapter 10

Perceptions and experiences of social service delivery

This section provides data on 1 475 grant beneficiaries and not the total number of 1 480 beneficiaries included in the original sample. Five beneficiaries have administrators, who are not members of their household, and who collect and manage the grant money on their behalf. The administrators were not traced and therefore questions on service delivery were not put to these five beneficiaries. Two OAG beneficiaries (one 80 year old in Mossel Bay and a 79 year old in Malmesbury) are too frail to collect and manage their grant. Their daughters collect and manage the OAG on their behalf. Another OAG beneficiary, a 72 year old in Laingsburg, relies on her cousin to administer her grant since she is disabled and house-bound. In Mossel Bay a 45 year old male cannot collect and manage his grant due to illness. His sister does this on his behalf. The fifth case is a 43 year old Disability Grant beneficiary in Beaufort West. His neighbour collects and manages the grant on his behalf since, according to one of the members of his household, 'he spends all his grant money on alcohol and money lenders'.

10.1 Information on grants

Beneficiaries were asked to indicate the source of information from which they first heard about the grant. From the data it seems that word-of-mouth is the most common means by which information on grants is spread. In all the magisterial districts except for Beaufort West and Murraysburg, nearly all the beneficiaries first heard about the grant from friends (Tables 10.1 and 10.2). In Beaufort West (30%) and Murraysburg (38%) the majority of beneficiaries received information on grants from a social worker. In the magisterial districts where the majority of beneficiaries first heard about the grant from friends, the highest percentage is in Goodwood (55%) and the lowest percentage in Mossel Bay (33%). By looking at responses by various sources of information (a beneficiary could have indicated more than one source of information), friends appear again as the most often indicated source and social workers as the second most indicated source. In Mitchell's Plain the radio as a source was indicated second to friends and in Malmesbury the clinic was indicated as second to friends. In most of the magisterial districts marketing campaigns by the Department of Social Services and Poverty Alleviation are listed after friends, social workers and clinics.

10.2 Service levels during grant application process

This section provides information on beneficiaries' experiences of the grant application process. It focuses on certain OAG and CSG grant beneficiaries who have received their grant for a period of two years or less (i.e. since end of 2001). FCG, DG and CDG beneficiaries are excluded from this section, the main reason being that their application process involves a third party (e.g. social worker, magistrate, doctor and assessment panel) and therefore beneficiaries might not be aware of all the problems and difficulties involved in the process. Since some people might find it difficult to remember detail regarding the application process, it was decided to limit questions on grant application only to those beneficiaries who have been receiving their grant for a period of two years or less.

When beneficiaries were asked to indicate the number of times they phoned the Department to enquire about the status of their grant application, the majority indicated that they never phoned (Table 10.3). No one in Beaufort West phoned the Department, while in all the other magisterial districts 73% or more never phoned. The highest percentage of beneficiaries who had to phone twice was in Hopefield and Laingsburg (8%) and very few beneficiaries indicated that they phoned more than twice.

In most of the magisterial districts the majority of grant beneficiaries never visited the Department's offices (including payout points, service points and helpdesks) after their application and before the first payout was made (Table 10.4). In Beaufort West (46%), Laingsburg (47%), Prince Albert (44%) and Mitchell's Plain (46%) the majority of beneficiaries visited the Department's offices once. For beneficiaries who visited the Department's offices twice the greatest percentage was in Hopefield (27%) and the smallest percentage in Mossel Bay (14%).

Taking into account that grant beneficiaries included in this study are those that were successful in the grant application, it can be expected that only a small number experienced serious problems with their application (Figure 10.1). Of these the highest percentage is in Hopefield (11%), while no one experienced problems in Beaufort West, Murraysburg, Vredenburg and Caledon. Of the few beneficiaries who did experience problems the majority are Child Support Grant (CSG) (n=13) and OAG (n=2) beneficiaries (Tables 10.5, 10.6 and 10.7). One of the OAG beneficiaries experienced problems to show proof that she was unemployed at the time of application. The other OAG beneficiary had trouble proving she was not receiving private maintenance at the time of application (even though her husband had been deceased for a number of years). When asked what the main problem was for CSG beneficiaries, 23% indicated that they had trouble with the completion of the application forms. Other complaints include: difficulty with getting to the district office (n=2), officials were unhelpful (n=2), problems with providing required documentation (n=2) and problems with providing proof of the whereabouts of the child's father (n=2).

None of the grant beneficiaries in any of the magisterial districts indicated that they had to pay either an official of the Department or someone else before they could receive the first payout of their grant (Figures 10.2 and 10.3).

In all magisterial districts the majority indicated that the period from the date of application to the first grant payout of grant was three months (Table 10.8). Relatively few beneficiaries indicated the process to have taken four months or longer. The highest percentage is in Ceres where 20% of beneficiaries waited four months from the date of application to the first grant payout.

Nearly all beneficiaries were of the opinion that the service they received from the Department when they applied for their grant was good (Figure 10.4). In Laingsburg and Hopefield all beneficiaries indicated that the service was good. It is only in Murraysburg (n=1), Mitchell's Plain (n=4) and Caledon (n=1) that beneficiaries experienced the service as 'bad'.

10.3 Collecting grants at payout points

This section excludes beneficiaries whose grants are deposited into bank accounts (ACB payments).

Only in isolated cases (n=4) did beneficiaries report that they have to pay someone in order to receive the grant on payout day (two beneficiaries in Goodwood, one in Mitchell's Plain and one in Caledon) (Figure 10.5). When asked who it is they have to pay, one respondent indicated an official at the payout point and another indicated a security guard at the payout point (Table 10.9). During fieldwork some respondents mentioned that grant beneficiaries pay money to get a good position in the queue at the payout point.

The majority of grant beneficiaries prefer weekdays to Saturdays to collect their grant at the payout point (Figure 10.6). In Prince Albert all the grant beneficiaries prefer weekdays. With regard to beneficiaries who are employed/doing paid work, the greater majority also prefer weekdays (Figure 10.7). The lowest percentage is in Goodwood where 24% of employed beneficiaries would prefer to collect their grant on Saturdays. The lowest percentage of employed beneficiaries who prefer Saturdays is in Beaufort West and Mossel Bay (n=1).

The following reasons were given by those beneficiaries who prefer Saturdays to collect their grants (Table 10.10):

- Attending school during week
- Can do shopping on the same day
- Don't have enough time during the week
- Wouldn't have to take leave to collect grant
- More pleasant atmosphere (not so busy)
- Need money during weekend
- Person who accompanies beneficiary to payout point works during the week
- Stores have their specials during the weekend
- Queue is always very long

Nearly all beneficiaries are satisfied with the collection hours for grants (Figure 10.8). Again the trend is the same for beneficiaries who are employed/doing paid work. A very small percentage said they would prefer to collect their grant after hours, with the highest percentage in Caledon (4%).

Reasons given by those who would prefer to collect their grant after hours are (Table 10.11):

- Attending school during office hours
- Would be able to go after working hours
- Would be able to collect grant in own time
- There would be a more pleasant atmosphere at the payout point as it would not be so busy
- When 'hospital days' are on the same day as payout day it is difficult to get to the payout point in time
- When looking for work elsewhere beneficiary has to rush back to the payout point to be in time

With the exception of Prince Albert, the majority of employed beneficiaries do not have to take leave in order to collect their grants on payout day (Figure 10.9). In Prince Albert 50% of the grant beneficiaries have to take leave to collect their grants. The lowest percentage of employed beneficiaries who have to take leave on payout day is in Goodwood and Mitchell's Plain (17% each). However, the majority of those who take leave from work on payout day indicated that it is not a problem to do so (Figure 10.10). The three magisterial districts where beneficiaries seem to have the biggest problems in taking leave to collect their grants are Goodwood (33%), Vredenburg (33%) and Malmesbury (33%). In Beaufort West, Laingsburg, Prince Albert and Hopefield all the beneficiaries who have to take leave indicated that they could do so without any difficulty.

The majority of those beneficiaries who have to take leave to collect their grant do not lose part of their wage (Figure 10.11). In Beaufort West and Hopefield again all the beneficiaries who have to take leave indicated that they do not lose any income on payout day. The highest percentage of grant beneficiaries who lose part of their income on payout day is in Malmesbury (50%).

The majority of grant beneficiaries do not have any transport expenses to and from payout points (Table 10.12). The median amount for all magisterial districts is R0. In Goodwood, Malmesbury and Caledon 25% pay R4 or more for a return trip to and from the payout point and in Mossel Bay 25% pay R5 or more.

Most of the beneficiaries do not need accompaniment to the payout point on payout day (Figure 10.12). For those beneficiaries who do need someone to accompany them to the payout point, the greatest percentage is in Goodwood (21%) and the lowest percentage is in Laingsburg (1%). Reasons reported most often for accompaniment are (Table 10.13):

- Need help due to disability/injury/other health and physical problems
- Safety reasons (majority in Goodwood and Mitchell's Plain)

Most of these beneficiaries do not have to remunerate the person who accompanies them to the payout point (Figure 10.13). For those who have to pay the travelling costs of their companions the highest percentage is in Mossel Bay (50%) and the lowest in Malmesbury (8%) (Table 10.14). The highest median amount paid is in Mossel Bay (R30) and the lowest in Caledon (R2). In Mitchell's Plain, Vredenburg, Hopefield and Malmesbury 25% pay R10 or more and in Goodwood 25% pay R7 or more.

Hardly any (n=10) of the grant beneficiaries have been intimidated or victimised at payout points during the last two years (Figure 10.14). The highest percentage of those who were intimidated is in Prince Albert (n=2) and the lowest in Goodwood (n=1) and Mitchell's Plain (n=1). The ages of the beneficiaries who were intimidated range from 21 years to 58 years (Table 10.15). Of the ten beneficiaries eight are female (Table 10.16). In Mitchell's Plain, Ceres and Caledon beneficiaries reported that security guards at the payout point came to their aid while someone was trying to rob them of their money (Table 10.17).

When beneficiaries were asked whether they feel safe inside the payout point, nearly all said yes (Figure 10.15). For those who feel unsafe inside payout points the highest percentage is in Beaufort West (n=6) and the lowest in Prince Albert (n=1).

Hardly any (n=15) of the beneficiaries have been mugged after leaving payout points during the last two years (Figure 10.16). Only in Beaufort West (n=4), Goodwood (n=2), Mitchell's Plain (n=6), Hopefield (n=1), Vredenburg (n=1) and Mossel Bay (n=1) did beneficiaries report that they have been mugged after leaving the payout point. The ages of these beneficiaries range from 21 years to 88 years (Table 10.18). Nearly all of them are female beneficiaries (Table 10.19).

The greatest majority of beneficiaries rate the manner in which payment officials do their work as 'good' (Figure 10.17). In all magisterial districts 95% or more rate the conduct of payment officers as good. A few rated it as neither good nor bad and only one beneficiary in Hopefield rated it as 'bad'.

Nearly all beneficiaries evaluate the accuracy of the amounts they receive each payout day as good (Figure 10.18). A smaller percentage, highest in Malmesbury (5%) and lowest in Laingsburg, Prince Albert and Murraysburg (0%), said 'neither good nor bad' and a few indicated that the accuracy was 'bad'. In both Beaufort West and Hopefield only one grant beneficiary indicated the accuracy of payouts to be bad.

When asked to evaluate the manner in which helpdesk staff conduct their duties the majority of beneficiaries answered 'good' (Figure 10.19). Again the percentage beneficiaries who were not satisfied with the manner in which they do their work was very low, with only two complaints in Goodwood and one in Hopefield. The majority of beneficiaries have not experienced any problems related to the specific language of payout point staff (Figure 10.20). For those who have experienced some difficulties due to language barriers the highest

percentages are in Caledon (14%) and Malmesbury (11%) and only one in Murraysburg (Table 10.21). Of these beneficiaries 69% (n=52) are Afrikaans-speaking, 28% (n=21) are Xhosa-speaking, one is English-speaking and one is Sesotho-speaking.

10.4 Obtaining additional information on grants

In all magisterial districts 96% or more of grant beneficiaries have never used the Department's toll-free number to get additional information on social grants (Figure 10.21). For those who have used the toll-free number nearly all received the information they required (Figure 10.22). In Laingsburg, Prince Albert, Murraysburg, Mitchell's Plain and Malmesbury all the beneficiaries got the information they needed. It was only in Goodwood (n=1), Hopefield (n=1), Ceres (n=1), Caledon (n=1) and Mossel Bay (n=1) that beneficiaries did not get the information they required.

Hardly any beneficiaries have tried to obtain additional information on grants (Figure 10.23). The highest percentage of beneficiaries who tried to get additional information on grants is in Caledon (13%) and the lowest in Mossel Bay (2%). Of these beneficiaries the majority indicated a social worker as the main source for other or additional information on grants (Tables 10.22 and 10.23). In Prince Albert (60%), Murraysburg (67%), Goodwood (46%), Vredenburg (50%), Ceres (50%), Malmesbury (50%) and Caledon (47%), the majority indicated a social worker as their primary source for other or additional information on their grants. In Beaufort West 29% obtained additional information from letters, brochures and posters distributed by the Department. 57% of beneficiaries in Mitchell's Plain received additional information on grants from friends. In Laingsburg the responses were equally divided between three sources: social worker (33%), official at payout point (33%) and community meetings (33%). In Hopefield and Mossel Bay no sources were indicated.

Of those who indicated a source for other, or additional, information the majority indicated that they received the information they needed (Figure 10.24). In Laingsburg, Prince Albert, Murraysburg and Malmesbury all of the beneficiaries got the information they needed. In the other magisterial districts the number of beneficiaries who did not get the information they needed is low. The highest number was in Beaufort West (n=4) and the lowest in Ceres (n=1).

In almost all the magisterial districts hardly any grant beneficiary household members read a newspaper. It is only in the magisterial districts of Goodwood (68%), Mitchell's Plain (76%) and Malmesbury (54%) that members in the majority of grant beneficiary households read a newspaper (Figure 10.25). Of those who read newspapers, *Die Burger* is the most often read paper (Table 10.24). In Goodwood (49%), Mitchell's Plain (80%) and Mossel Bay (54%) the majority of beneficiary households who read a newspaper read their local town or community paper. In Laingsburg (58%), Prince Albert (53%), Hopefield (43%), Ceres (60%), Malmesbury (61%) and Caledon (64%) the majority of beneficiaries reported that someone in their household reads *Die*

Burger and in Vredenburg 41% read their local town paper and another 41% read *Die Burger*. In Beaufort West (38%) and Murraysburg (77%) the majority of beneficiary households who do read a newspaper read *Rapport*.

In the majority of beneficiary households in all magisterial districts someone listens to the radio, with the highest percentage in Mitchell's Plain (80%) and the lowest percentage in Murraysburg (65%) (Figure 10.26). The radio station most often listened to is *KFM* with 40% in Beaufort West, 35% in Vredenburg, 41% in Ceres and 29% in Caledon (Table 10.25). The majority in Laingsburg (50%), Prince Albert (57%), Murraysburg (62%) and Hopefield (44%) listen to *Radio Sonder Grense*. In Mitchell's Plain (55%) and Mossel Bay (32%) the majority listen to *Umhlobo Wenene FM*. In Goodwood (27%) and Malmesbury (38%) the majority listen to a local community radio station.

Beneficiaries reported that written communication from the Department was in their preferred language (highest percentage 74% in Goodwood and the lowest 48% in Vredenburg) (Figure 10.27). However, there was also a significant percentage who indicated that they have never received any written information from the Department. The highest percentage of beneficiaries who have never received any written communication was in Vredenburg (48%) and the lowest in Goodwood (22%). There were also a few beneficiaries who indicated that a letter from the Department is of no use to them as they cannot read. The highest percentage is in Mossel Bay where 13% of the grant beneficiaries cannot read and the lowest is in Prince Albert (1%).

Information on grants

Table10.1: Initial source of information on grants per magisterial district

			Magisterial district											
			Beaufort West	Laings-burg	Prince Albert	Murrays-burg	Good-wood	Mitchell's Plain	Vreden-burg	Hopefield	Ceres	Malmes-bury	Caledon	Mossel Bay
Letters/ brochures/ posters/ campaigns by Dept	Yes	Col %	21.1%	15.1%	6.8%	16.7%	3.7%	3.8%	2.9%	6.8%	3.3%	4.6%	6.4%	9.1%
	Not reported	Col %	78.9%	84.9%	93.2%	83.3%	96.3%	96.3%	97.1%	93.2%	96.7%	95.4%	93.6%	90.9%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
NGO offices/ campaigns/ brochures	Yes	Col %	1.3%	4.1%	6.8%	.0%	1.5%	1.3%	.0%	.0%	.0%	1.1%	2.1%	3.0%
	Not reported	Col %	98.7%	95.9%	93.2%	100.0%	98.5%	98.8%	100.0%	100.0%	100.0%	98.9%	97.9%	97.0%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Imbizos/ road shows by Dept	Yes	Col %	1.3%	1.4%	.0%	.0%	.7%	3.1%	.0%	.0%	4.4%	1.1%	.0%	6.1%
	Not reported	Col %	98.7%	98.6%	100.0%	100.0%	99.3%	96.9%	100.0%	100.0%	95.6%	98.9%	100.0%	93.9%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Radio	Yes	Col %	1.3%	4.1%	4.1%	8.3%	4.5%	13.8%	1.5%	5.5%	2.2%	9.2%	5.3%	4.5%
	Not reported	Col %	98.7%	95.9%	95.9%	91.7%	95.5%	86.3%	98.5%	94.5%	97.8%	90.8%	94.7%	95.5%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66

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			Magisterial district											
			Beaufort West	Laingsburg	Prince Albert	Murraysburg	Goodwood	Mitchell's Plain	Vredenburg	Hopefield	Ceres	Malmesbury	Caledon	Mossel Bay
Television	Yes	Col %	2.6%	2.7%	2.7%	2.8%	3.7%	5.0%	.0%	1.4%	3.3%	2.3%	.0%	.0%
	Not reported	Col %	97.4%	97.3%	97.3%	97.2%	96.3%	95.0%	100.0%	98.6%	96.7%	97.7%	100.0%	100.0%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Newspaper	Yes	Col %	1.3%	.0%	.0%	.0%	3.0%	3.1%	.0%	2.7%	2.2%	1.1%	3.2%	3.0%
	Not reported	Col %	98.7%	100.0%	100.0%	100.0%	97.0%	96.9%	100.0%	97.3%	97.8%	98.9%	96.8%	97.0%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Official at payout point	Yes	Col %	2.6%	.0%	.0%	1.4%	.7%	1.3%	.0%	.0%	4.4%	1.1%	3.2%	.0%
	Not reported	Col %	97.4%	100.0%	100.0%	98.6%	99.3%	98.8%	100.0%	100.0%	95.6%	98.9%	96.8%	100.0%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Community meeting/ community leader	Yes	Col %	3.9%	5.5%	1.4%	2.8%	2.2%	11.9%	5.9%	1.4%	4.4%	.0%	7.4%	6.1%
	Not reported	Col %	96.1%	94.5%	98.6%	97.2%	97.8%	88.1%	94.1%	98.6%	95.6%	100.0%	92.6%	93.9%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Call centre (toll-free number)	Yes	Col %	.0%	.0%	.0%	.0%	.0%	1.3%	.0%	.0%	.0%	.0%	.0%	1.5%
	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66

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			Magisterial district											
			Beaufort West	Laings-burg	Prince Albert	Murrays-burg	Good-wood	Mitchell's Plain	Vreden-burg	Hopefield	Ceres	Malmes-bury	Caledon	Mossel Bay
Clinic	Yes	Col %	13.2%	11.0%	5.5%	5.6%	4.5%	10.6%	11.8%	2.7%	7.8%	9.2%	6.4%	15.2%
	Not reported	Col %	86.8%	89.0%	94.5%	94.4%	95.5%	89.4%	88.2%	97.3%	92.2%	90.8%	93.6%	84.8%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Church/mosque/religious group	Yes	Col %	1.3%	.0%	.0%	.0%	3.7%	1.3%	.0%	.0%	2.2%	.0%	.0%	4.5%
	Not reported	Col %	98.7%	100.0%	100.0%	100.0%	96.3%	98.8%	100.0%	100.0%	97.8%	100.0%	100.0%	95.5%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Pensioner's Forum	Yes	Col %	1.3%	2.7%	.0%	.0%	11.2%	.6%	4.4%	1.4%	3.3%	6.9%	3.2%	6.1%
	Not reported	Col %	98.7%	97.3%	100.0%	100.0%	88.8%	99.4%	95.6%	98.6%	96.7%	93.1%	96.8%	93.9%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Friends	Yes	Col %	25.0%	38.4%	39.7%	23.6%	54.5%	46.9%	42.6%	38.4%	41.1%	47.1%	53.2%	33.3%
	Not reported	Col %	75.0%	61.6%	60.3%	76.4%	45.5%	53.1%	57.4%	61.6%	58.9%	52.9%	46.8%	66.7%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66
Social worker	Yes	Col %	30.3%	21.9%	30.1%	37.5%	20.1%	10.0%	29.4%	34.2%	25.6%	10.3%	12.8%	25.8%
	Not reported	Col %	69.7%	78.1%	69.9%	62.5%	79.9%	90.0%	70.6%	65.8%	74.4%	89.7%	87.2%	74.2%
Total	Count		76	73	73	72	134	160	68	73	90	87	94	66

Table 10.2: Initial source of information on grant

Source of information	Count	Percentage of responses	Percentage of cases
Friends	448	39.9	46.2
Social worker	237	21.1	24.4
Clinic	90	8.0	9.3
Letter/ brochures and posters/ campaigns	81	7.2	8.4
Radio	64	5.7	6.6
Community meeting/ leader	52	4.6	5.4
Pensioner's forum	39	3.5	4.0
TV	27	2.4	2.8
Newspaper	20	1.8	2.1
NGO offices/ campaigns/ brochures	18	1.6	1.9
Imbizos/ Road Shows	17	1.5	1.8
Official at pay-point	14	1.2	1.4
Church/ religious group	13	1.2	1.3
Call centre (toll-free number)	3	0.3	0.3
Total responses	1123	100	115.8

Service levels during grant application process

Table 10.3: Number of times phoned Department before first payout

Magisterial district	Number of times beneficiary phoned the Department before first payout						Total Count
	0	1	2	3	4	6	
	Row %	Row %	Row %	Row %	Row %	Row %	
Beaufort West	100.0%	.0%	.0%	.0%	.0%	.0%	33
Laingsburg	93.3%	.0%	6.7%	.0%	.0%	.0%	30
Prince Albert	93.3%	6.7%	.0%	.0%	.0%	.0%	45
Murraysburg	94.3%	2.9%	.0%	2.9%	.0%	.0%	35
Goodwood	82.7%	8.0%	5.3%	1.3%	1.3%	1.3%	75
Mitchell's Plain	88.9%	8.5%	2.6%	.0%	.0%	.0%	117
Vredenburg	86.1%	11.1%	.0%	2.8%	.0%	.0%	36
Hopefield	73.3%	13.3%	6.7%	.0%	.0%	6.7%	15
Ceres	84.5%	10.3%	5.2%	.0%	.0%	.0%	58
Malmesbury	91.3%	8.7%	.0%	.0%	.0%	.0%	46
Caledon	80.6%	14.5%	3.2%	1.6%	.0%	.0%	62
Mossel Bay	91.7%	8.3%	.0%	.0%	.0%	.0%	36

Table 10.4: Number of visits to Department before first payout

Magisterial district	Number of times beneficiary visited the Department before first payout								Total
	0	1	2	3	4	5	6	8	Count
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	
Beaufort West	30.3%	45.5%	15.2%	9.1%	.0%	.0%	.0%	.0%	33
Laingsburg	30.0%	46.7%	20.0%	3.3%	.0%	.0%	.0%	.0%	30
Prince Albert	33.3%	44.4%	17.8%	4.4%	.0%	.0%	.0%	.0%	45
Murraysburg	40.0%	22.9%	22.9%	11.4%	.0%	2.9%	.0%	.0%	35
Goodwood	49.3%	28.0%	14.7%	1.3%	2.7%	1.3%	.0%	2.7%	75
Mitchell's Plain	16.2%	46.2%	17.9%	12.0%	4.3%	2.6%	.9%	.0%	117
Vredenburg	38.9%	27.8%	19.4%	11.1%	2.8%	.0%	.0%	.0%	36
Hopefield	40.0%	20.0%	26.7%	.0%	.0%	6.7%	6.7%	.0%	15
Ceres	46.6%	22.4%	20.7%	5.2%	3.4%	1.7%	.0%	.0%	58
Malmesbury	60.9%	19.6%	15.2%	4.3%	.0%	.0%	.0%	.0%	46
Caledon	46.8%	16.1%	16.1%	8.1%	8.1%	1.6%	3.2%	.0%	62
Mossel Bay	44.4%	36.1%	13.9%	2.8%	2.8%	.0%	.0%	.0%	36

Figure 10.1: Problems with grant application

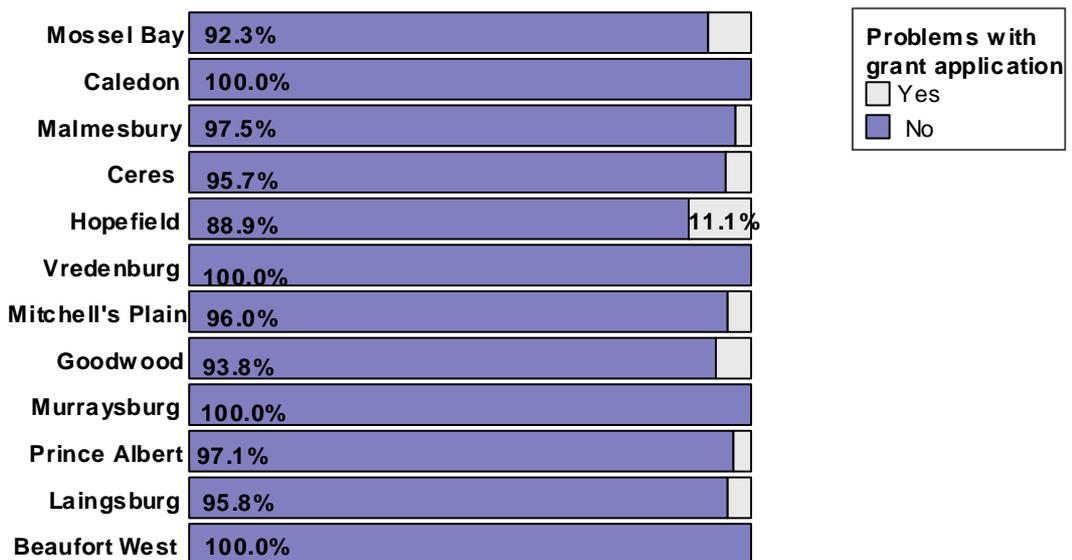


Table 10.5: Problems with grant application by grant

		Did beneficiary experience problems with grant application		Total
		Yes	No	Count
		Row %	Row %	
Type of grant beneficiary	Old Age Gant	3.2%	96.8%	63
	Grant In Aid	.0%	100.0%	5
	Child Support Grant	3.4%	96.6%	383

Table 10.6: Application problems experienced by CSG beneficiaries

			CSG beneficiaries
First mentioned problem with grant application	Difficulty in getting to district office	Col %	15.4%
	Officers unhelpful	Col %	15.4%
	Letters from employers/pay slips	Col %	7.7%
	Problems with completing the application form	Col %	23.1%
	Other documentation (electricity bills, bond repayments, etc.)	Col %	15.4%
	Did not understand application process	Col %	7.7%
	Problem with proof of whereabouts of child's father's	Col %	15.4%
Total	Count		13

Table 10.7: Second most mentioned problem with grant application by CSG beneficiaries

			CSG beneficiaries
Second mentioned problem with grant application	Not applicable - no second problem mentioned	Col %	69.2%
	Other documentation (electricity bills, bond repayments, etc.)	Col %	15.4%
	Did not understand application process	Col %	7.7%
	Problem with proof of father's whereabouts	Col %	7.7%
Total	Count		13

Figure 10.2: Had to pay a worker from the Department before first payout

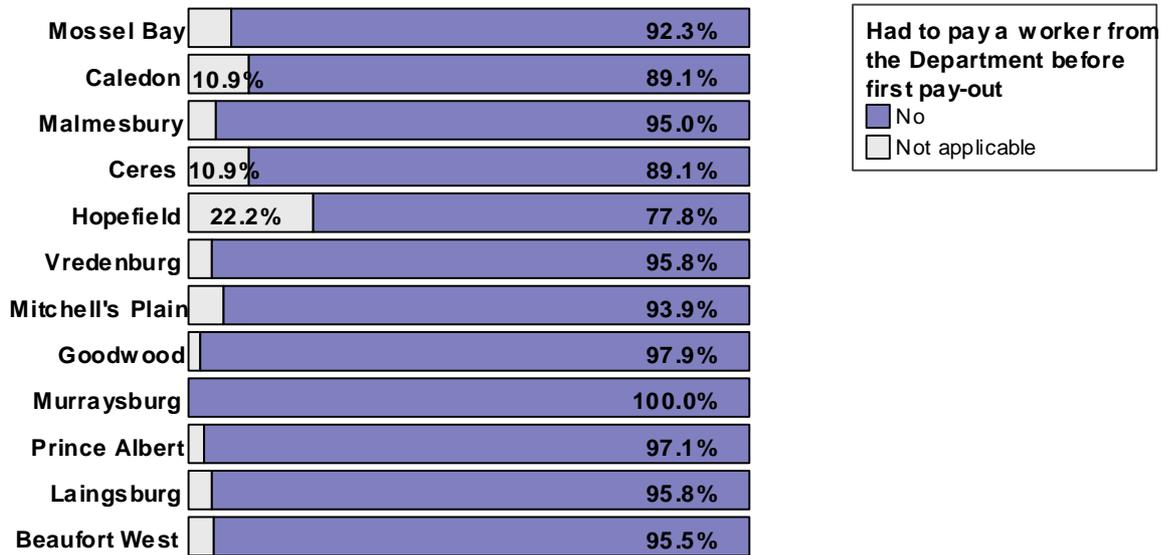


Figure 10.3: Beneficiary had to pay someone else before first payout

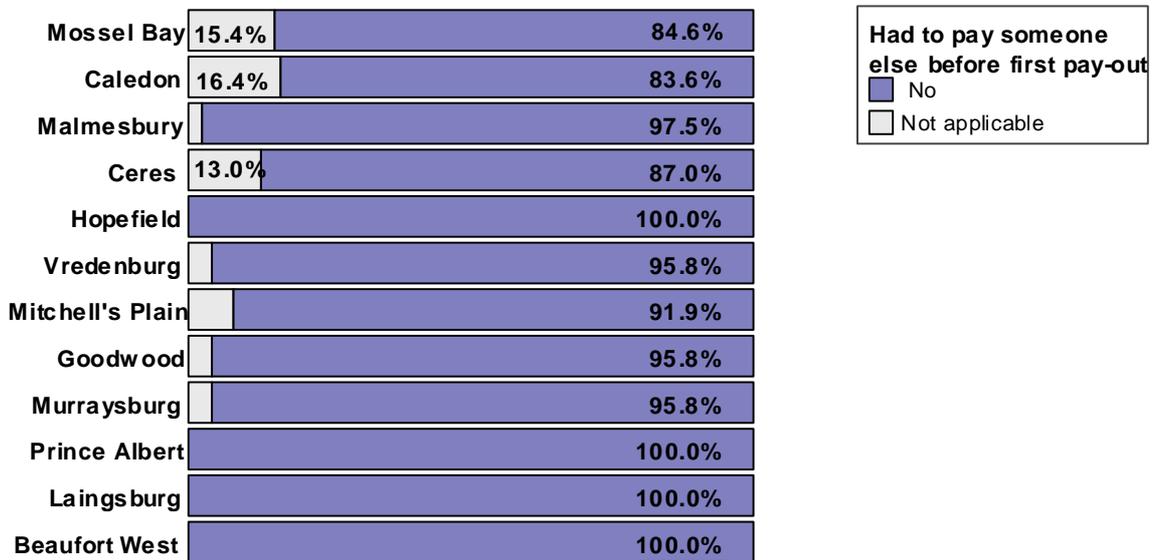
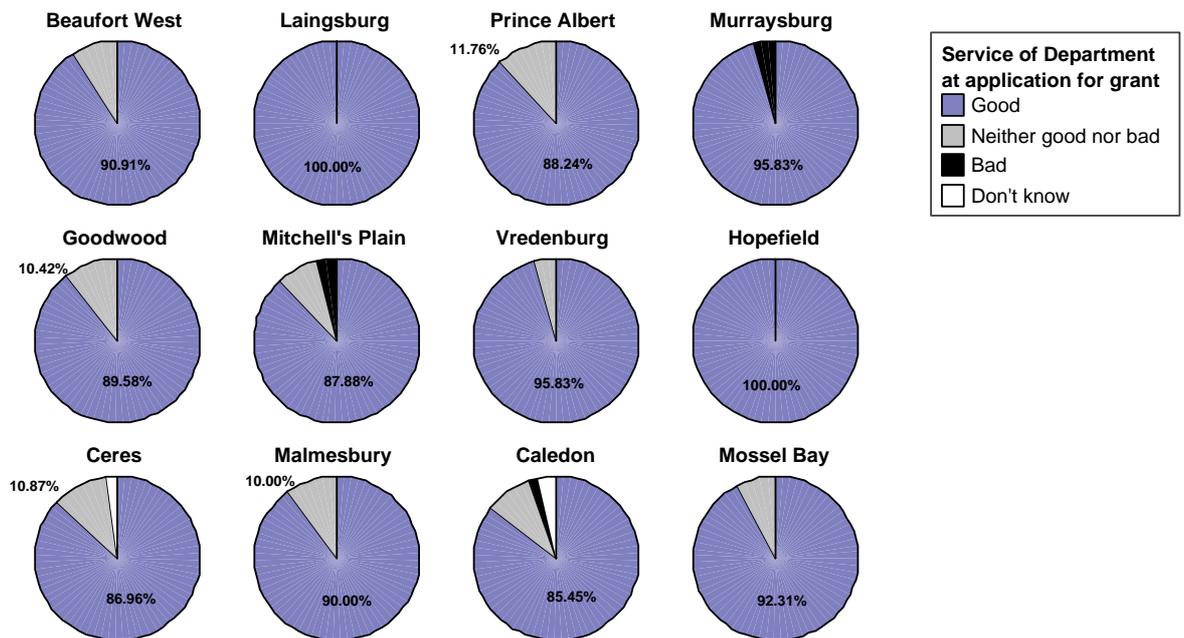


Table 10.8: Number of months from application to first payout

Magisterial district	Number of months from application to first payout									Total
	0	1	2	3	4	5	6	7	8	Count
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	Row %	
Beaufort West	4.5%	9.1%	22.7%	59.1%	4.5%	.0%	.0%	.0%	.0%	22
Laingsburg	.0%	4.2%	12.5%	66.7%	4.2%	4.2%	4.2%	4.2%	.0%	24
Prince Albert	.0%	8.8%	26.5%	58.8%	5.9%	.0%	.0%	.0%	.0%	34
Murraysburg	.0%	8.3%	20.8%	66.7%	4.2%	.0%	.0%	.0%	.0%	24
Goodwood	2.1%	10.4%	22.9%	52.1%	4.2%	.0%	6.3%	2.1%	.0%	48
Mitchell's Plain	2.0%	17.2%	27.3%	44.4%	7.1%	2.0%	.0%	.0%	.0%	99
Vredenburg	.0%	4.2%	16.7%	58.3%	8.3%	4.2%	8.3%	.0%	.0%	24
Hopefield	.0%	.0%	22.2%	66.7%	11.1%	.0%	.0%	.0%	.0%	9
Ceres	.0%	4.3%	10.9%	56.5%	19.6%	2.2%	4.3%	.0%	2.2%	46
Malmesbury	.0%	2.5%	17.5%	70.0%	7.5%	2.5%	.0%	.0%	.0%	40
Caledon	.0%	3.6%	12.7%	61.8%	10.9%	7.3%	3.6%	.0%	.0%	55
Mossel Bay	.0%	11.5%	19.2%	57.7%	11.5%	.0%	.0%	.0%	.0%	26

Figure 10.4: Service by Department during grant application



Collecting grants at payout points

Figure 10.5: Beneficiary pays someone else in order to receive grant

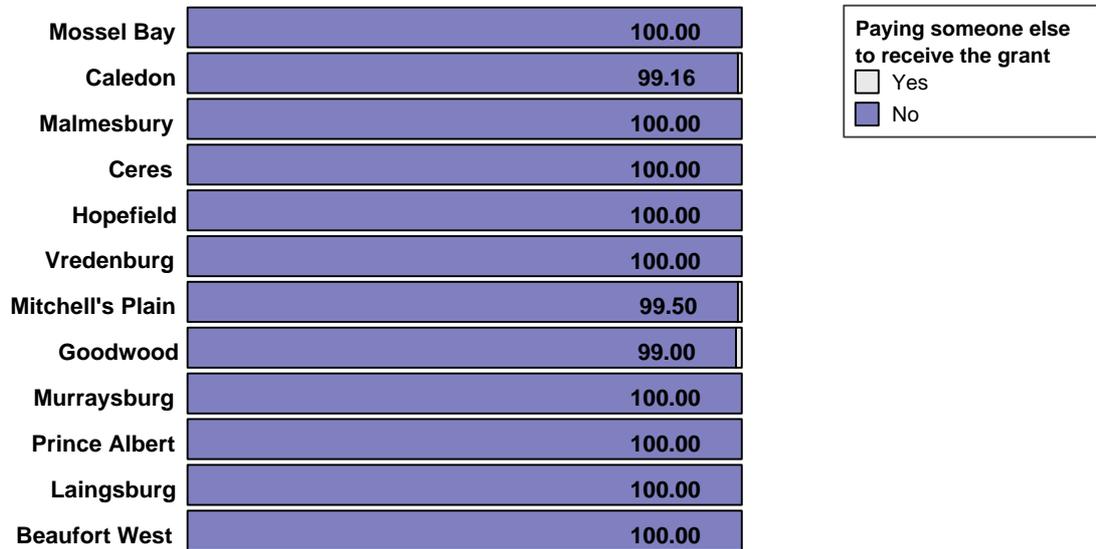


Table 10.9: Person beneficiary has to pay to receive grant

Person beneficiary has to pay	Frequency	Percent
Not specified	2	50.0
Officials at payout point	1	25.0
Security at payout point	1	25.0
Total	4	100.0

Figure 10.6: Preference for weekdays or Saturdays for payout

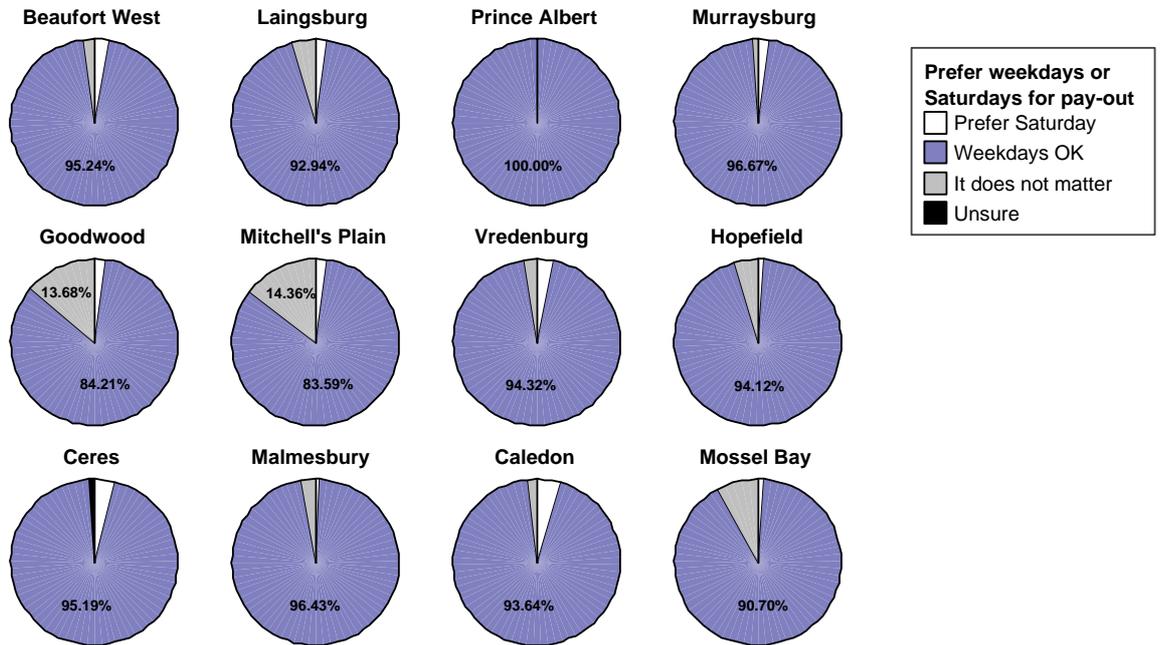


Figure 10.7: Doing paid work: prefer weekdays or Saturdays for payout

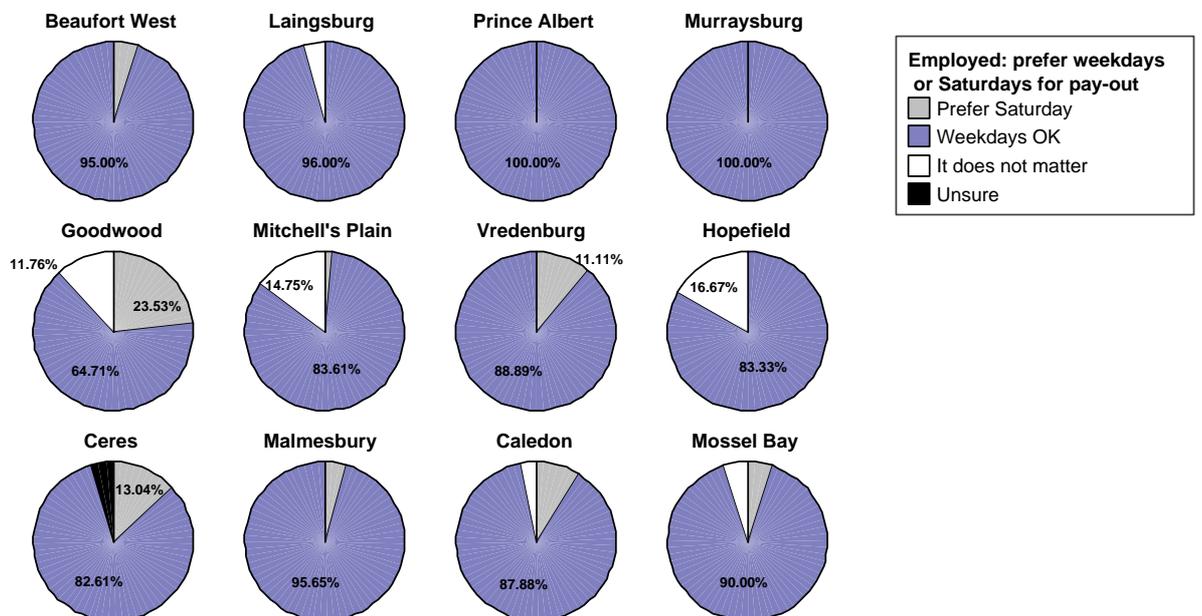


Table 10.10: Reason why beneficiary prefers Saturdays for payout

Reason for Saturdays	Frequency	Percent
Attending school during week	1	3.3
Can do shopping on the same day	3	10.0
Doesn't have enough time during week	1	3.3
If I get a job I won't have to take leave to collect grant	1	3.3
More pleasant atmosphere; not so busy	1	3.3
My wife works during the week; she accompanies me to pay-point	1	3.3
Needs money during weekend	1	3.3
Prefers Fridays because stores have their specials during the weekend	1	3.3
Queue is always very long	1	3.3
Then one of my children, who works during the week, can accompany me to pay-point	1	3.3
Then the money lasts longer	2	6.7
Works during the week	15	50.0
Not specified	1	3.3
Total	30	100.0

Figure 10.8: Satisfied with collection hours on payout day

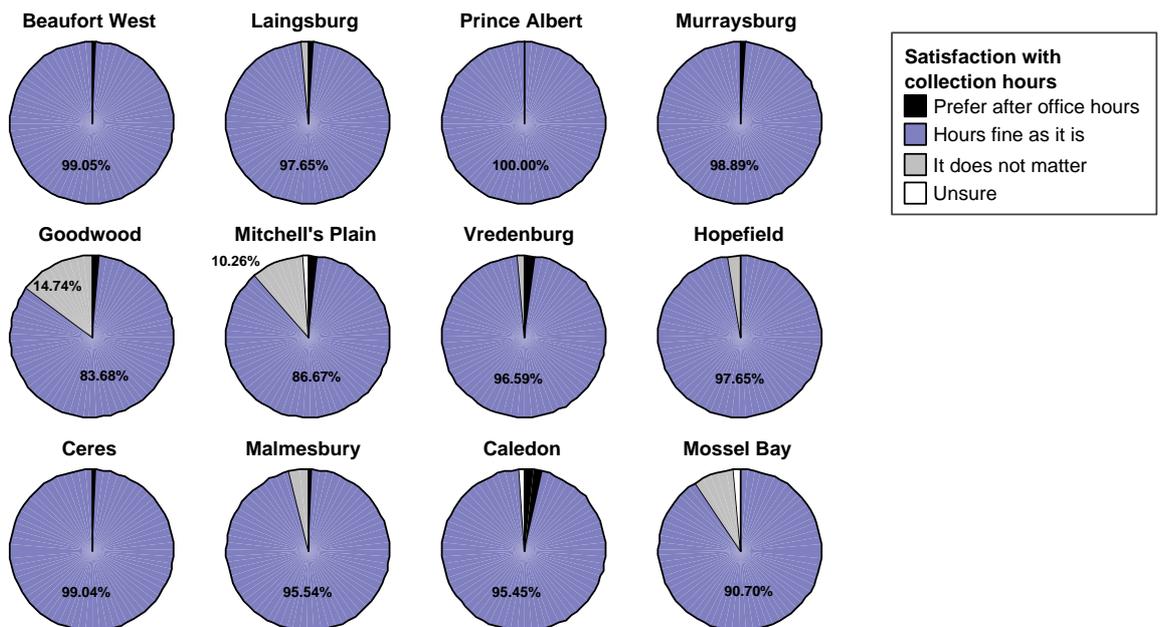


Table 10.11: Reason why beneficiary prefers after hours for payout

Reason for after hours	Frequency	Percent
Attending a course during office hours	1	5.6
Attending school during office hours	1	5.6
Collect grant in my own time	1	5.6
Doesn't have to go during working hours	9	50.0
During hunting season I have to work	1	5.6
It is not so busy after hours; more pleasant atmosphere	1	5.6
Must go to hospital sometimes; not in time for office hours at pay-point	2	11.1
Often away from home to look for work; must rush back to pay-point during office hours	1	5.6
Sometimes I must rush to get there in time	1	5.6
Total	18	100.0

Figure 10.9: Doing paid work: have to take leave to collect grant

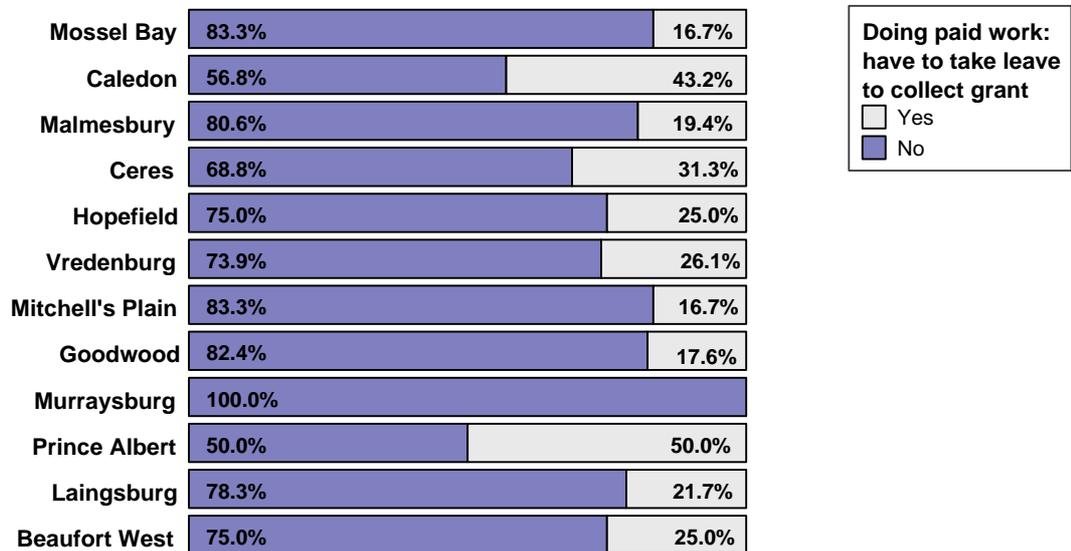


Figure 10.10: Doing paid work: problem to get leave to collect grant

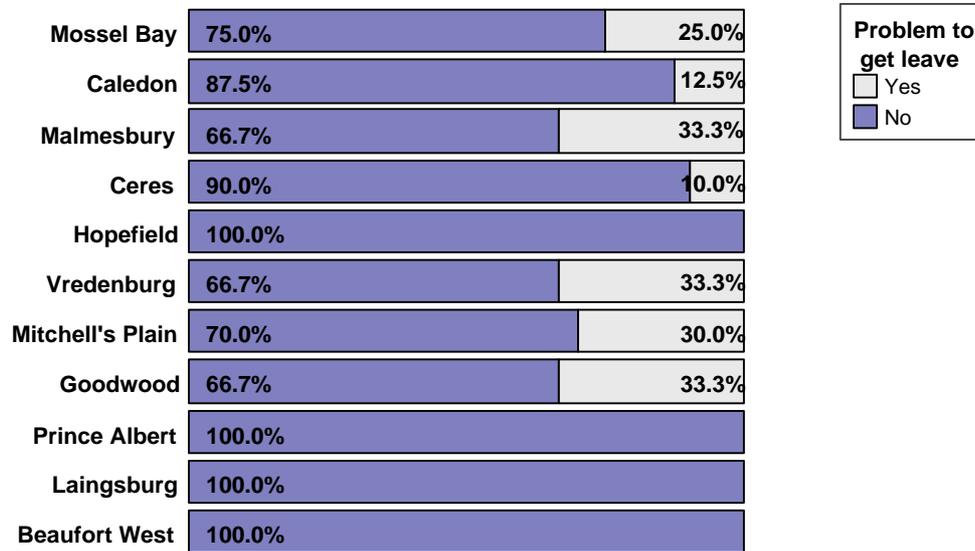


Figure 10.11: Doing paid work: lose income when taking leave to collect grant

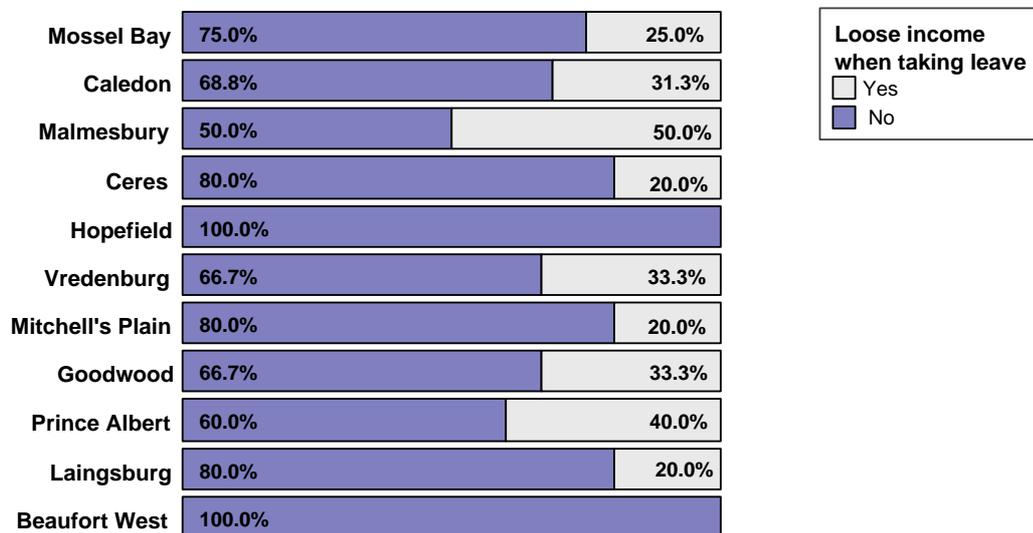


Table 10.12: Cost of return trip to payout point (descriptive statistics)

Magisterial district		Mean	Median	Percentile 25	Percentile 75	Count
Beaufort West	Cost of return trip to payout point	1.59	.00	.00	.00	684
Laingsburg	Cost of return trip to payout point	2.71	.00	.00	.00	478
Prince Albert	Cost of return trip to payout point	.93	.00	.00	.00	531
Murraysburg	Cost of return trip to payout point	1.56	.00	.00	.00	578
Goodwood	Cost of return trip to payout point	2.44	.00	.00	4.00	1076
Mitchell's Plain	Cost of return trip to payout point	1.81	.00	.00	.00	1072
Vredenburg	Cost of return trip to payout point	1.85	.00	.00	.00	443
Hopefield	Cost of return trip to payout point	3.61	.00	.00	.00	441
Ceres	Cost of return trip to payout point	3.39	.00	.00	.00	673
Malmesbury	Cost of return trip to payout point	1.87	.00	.00	4.00	670
Caledon	Cost of return trip to payout point	3.56	.00	.00	4.00	593
Mossel Bay	Cost of return trip to payout point	3.17	.00	.00	5.25	503

Figure 10.12: Accompaniment to payout point

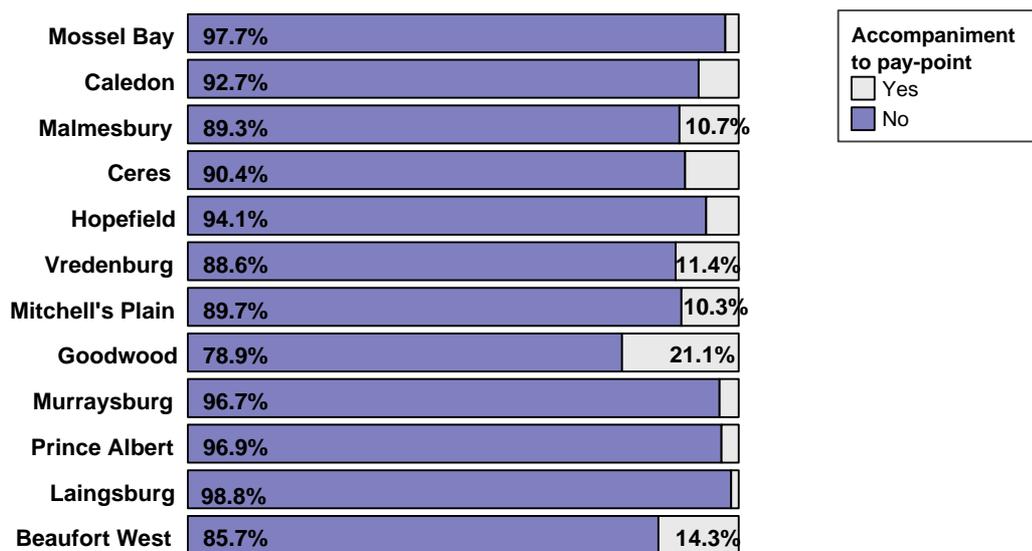


Table 10.13: Reason beneficiary needs accompaniment to payout point

Reason for accompaniment	Frequency	Percent
Both collect grant on same day	2	1.6
Can't see well	8	6.2
Daughter has to pay the accounts	1	.8
For company	3	2.3
For safety	35	27.1
Need help because of illness	34	26.4
Need help because of disability	14	10.9
Need help because of injury	4	3.1
Need someone to look after baby while standing in queue	1	.8
Need someone to stand in queue, can't stand so long	1	.8
Not specified	3	2.3
Struggle to walk	18	14.0
Struggle to walk and see	1	.8
To help buy food	2	1.6
To help with the money	2	1.6
Total	129	100.0

Figure 10.13: Beneficiary has to pay companion

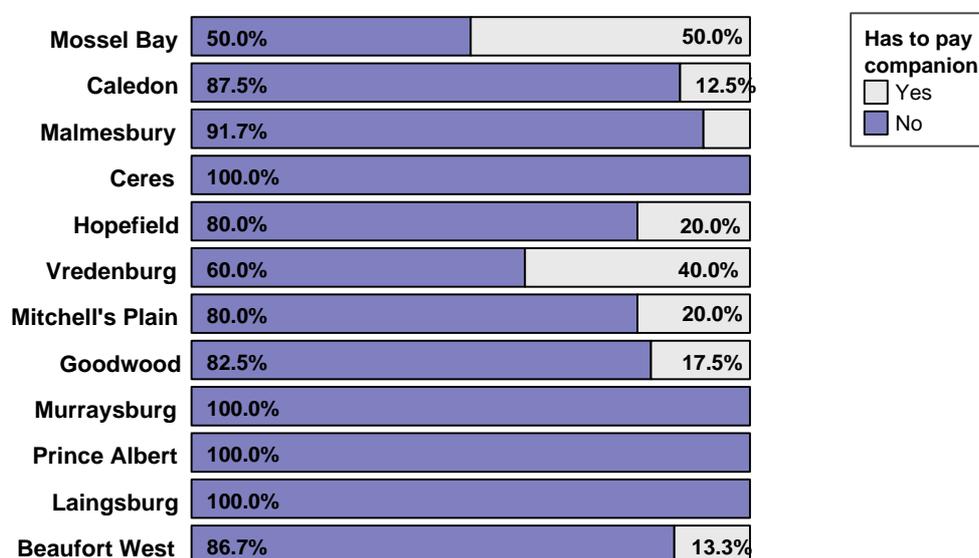


Table 10.14: Travelling costs of companion (descriptive statistics)

Magisterial district		Mean	Median	Percentile 25	Percentile 75	Count
Beaufort West	Amount paid to companion	11.00	11.00	2.00	.00	684
Laingsburg	Amount paid to companion	.00	.00	.00	.00	478
Prince Albert	Amount paid to companion	.00	.00	.00	.00	531
Murraysburg	Amount paid to companion	.00	.00	.00	.00	578
Goodwood	Amount paid to companion	5.14	5.00	4.00	7.00	1076
Mitchell's Plain	Amount paid to companion	8.75	10.00	6.25	10.00	1072
Vredenburg	Amount paid to companion	9.50	10.00	8.50	10.00	443
Hopefield	Amount paid to companion	10.00	10.00	10.00	10.00	441
Ceres	Amount paid to companion	.00	.00	.00	.00	673
Malmesbury	Amount paid to companion	10.00	10.00	10.00	10.00	670
Caledon	Amount paid to companion	2.00	2.00	2.00	2.00	593
Mossel Bay	Amount paid to companion	30.00	30.00	30.00	30.00	503

Figure 10.14: Intimidate/victimised at payout point

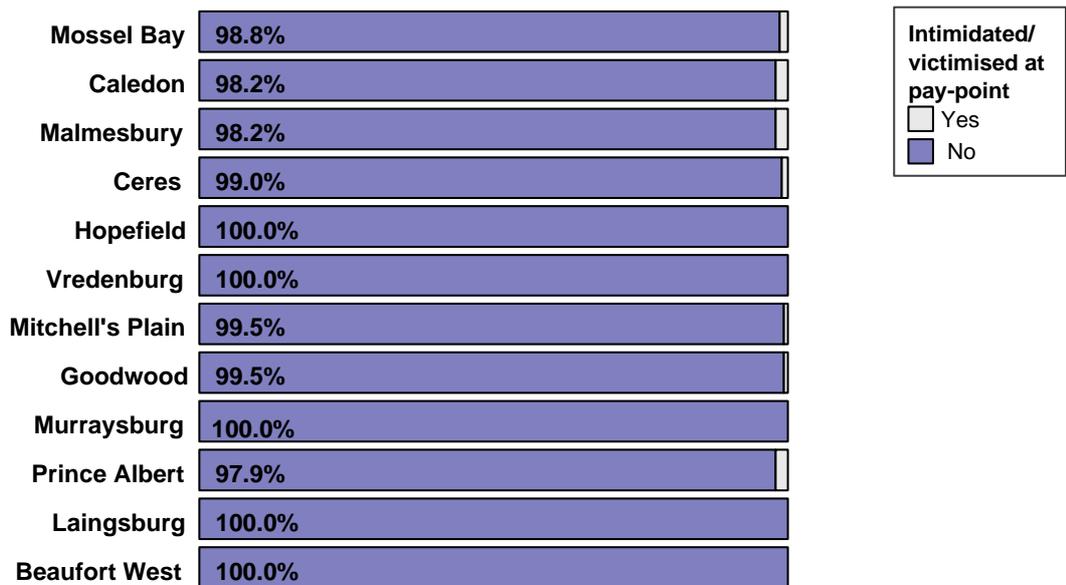


Table 10.15: Age distribution of beneficiaries intimidated/victimised at payout point

Age		Magisterial district						
		Prince Albert	Goodwood	Mitchell's Plain	Ceres	Malmesbury	Caledon	Mossel Bay
21 yrs	Col %	.0%	.0%	.0%	.0%	50.0%	.0%	.0%
22 yrs	Col %	.0%	.0%	.0%	.0%	50.0%	.0%	.0%
34 yrs	Col %	50.0%	.0%	.0%	.0%	.0%	.0%	.0%
35 yrs	Col %	50.0%	.0%	.0%	.0%	.0%	.0%	100.0%
38 yrs	Col %	.0%	.0%	.0%	.0%	.0%	50.0%	.0%
44 yrs	Col %	.0%	100.0%	.0%	.0%	.0%	.0%	.0%
47 yrs	Col %	.0%	.0%	100.0%	.0%	.0%	.0%	.0%
56 yrs	Col %	.0%	.0%	.0%	.0%	.0%	50.0%	.0%
58 yrs	Col %	.0%	.0%	.0%	100.0%	.0%	.0%	.0%
Total	Count	2	1	1	1	2	2	1

Table 10.16: Sex of beneficiary intimidated/victimised at payout point

		Sex		Total
		Female	Male	Count
		Row %	Row %	
Magisterial district	Prince Albert	100.0%	.0%	2
	Goodwood	.0%	100.0%	1
	Mitchell's Plain	100.0%	.0%	1
	Ceres	.0%	100.0%	1
	Malmesbury	100.0%	.0%	2
	Caledon	100.0%	.0%	2
	Mossel Bay	100.0%	.0%	1

Table 10.17: Description of intimidation/victimisation incident

Description of intimidation incident	Frequency	Percent
My cousin took some of my money when I sent him to the payout point	1	.0
Someone threatened me	1	.0
Someone tried to grab my handbag	1	.0
Someone tried to rob my money but security at payout point helped me	3	.0
Someone tried to steal my money	3	.0
Threatened by people I owed money to	1	.0
Total	10	100.0

Figure 10.15: Beneficiary feels safe inside payout point

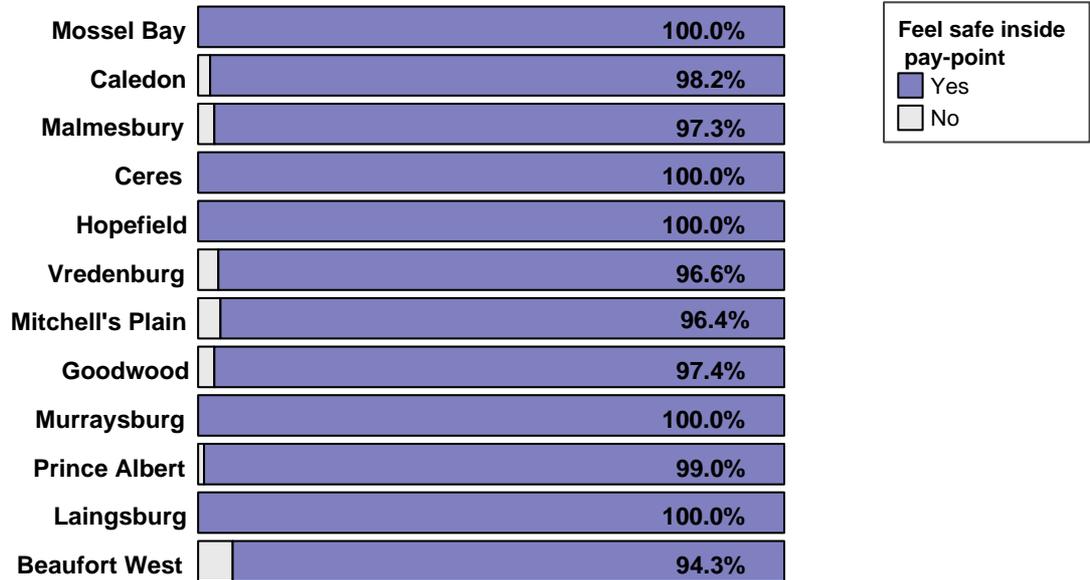


Figure 10.16: Mugged when leaving payout point

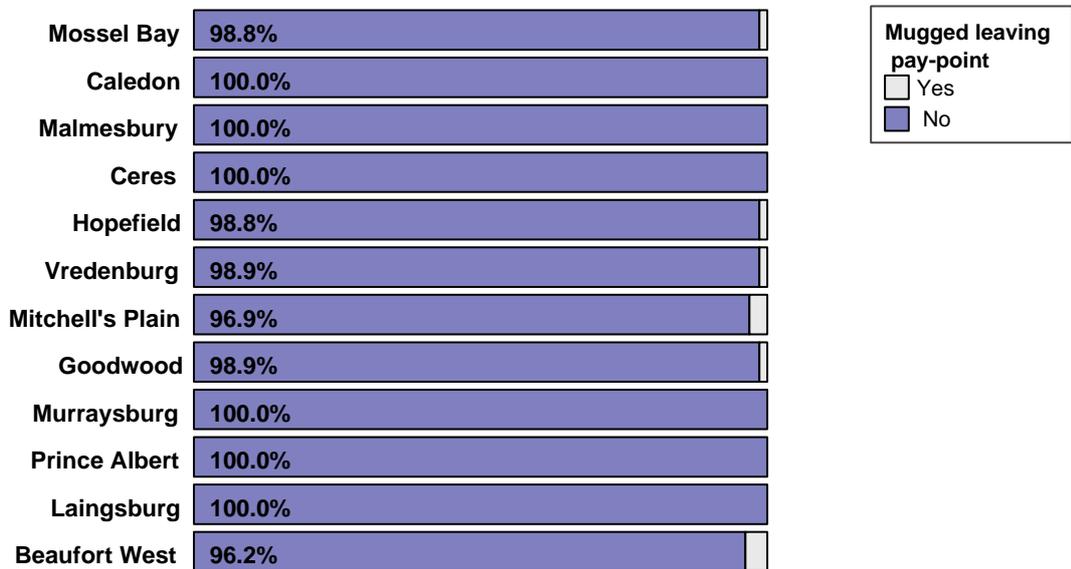


Table 10.18: Age of beneficiary mugged when leaving payout point

			Magisterial district					
			Beaufort West	Goodwood	Mitchell's Plain	Vredenburg	Hopefield	Mossel Bay
Age	21 yrs	Col %	.0%	.0%	16.7%	.0%	.0%	.0%
	22 yrs	Col %	.0%	.0%	16.7%	.0%	.0%	.0%
	26 yrs	Col %	.0%	.0%	.0%	100.0%	.0%	.0%
	27 yrs	Col %	.0%	.0%	16.7%	.0%	.0%	.0%
	28 yrs	Col %	.0%	.0%	16.7%	.0%	.0%	.0%
	31 yrs	Col %	.0%	.0%	.0%	.0%	.0%	100.0%
	33 yrs	Col %	25.0%	.0%	.0%	.0%	.0%	.0%
	37 yrs	Col %	.0%	.0%	16.7%	.0%	.0%	.0%
	39 yrs	Col %	.0%	.0%	16.7%	.0%	.0%	.0%
	44 yrs	Col %	.0%	50.0%	.0%	.0%	.0%	.0%
	45 yrs	Col %	.0%	50.0%	.0%	.0%	.0%	.0%
	63 yrs	Col %	50.0%	.0%	.0%	.0%	.0%	.0%
	64 yrs	Col %	25.0%	.0%	.0%	.0%	.0%	.0%
	88 yrs	Col %	.0%	.0%	.0%	.0%	100.0%	.0%
Total	Count		4	2	6	1	1	1

Table 10.19: Sex of beneficiary mugged after leaving payout point

		Sex		Total
		Female	Male	Count
		Row %	Row %	
Magisterial district	Beaufort West	50.0%	50.0%	4
	Goodwood	.0%	100.0%	2
	Mitchell's Plain	83.3%	16.7%	6
	Vredenburg	100.0%	.0%	1
	Hopefield	100.0%	.0%	1
	Mossel Bay	100.0%	.0%	1

Table 10.20: Description of mugging incident

Description of mugging incident	Frequency	Percent
Four men followed me when I left the payout point, they threatened me with a knife and stole my money	1	.0
I was buying groceries when the gangsters followed me, threatened and mugged me	1	.0
I was mugged by some guys	1	.0
I was mugged by two boys	1	.0
I was mugged in the centre of town	1	.0
I was mugged on my way from the payout point; they took R450; I couldn't defend myself because my ankle was broken	1	.0
I was mugged on my way home; they took everything	1	.0
I was mugged outside the payout point	1	.0
I was mugged while I was walking across the railway line	1	.0
Someone stole my handbag as I left the payout point	1	.0
Someone took my money from my wallet while I was shopping at the store; I didn't notice it at all	1	.0
The gangsters stopped the taxi in Guguletu and robbed all of us	1	.0
There isn't any transport home and I have been robbed 3 times already	1	.0
They made me drunk and then mugged me	1	.0
Two men mugged me on my way home from the payout point	1	.0
Total	15	100.0

Figure 10.17: Evaluation of payment officials

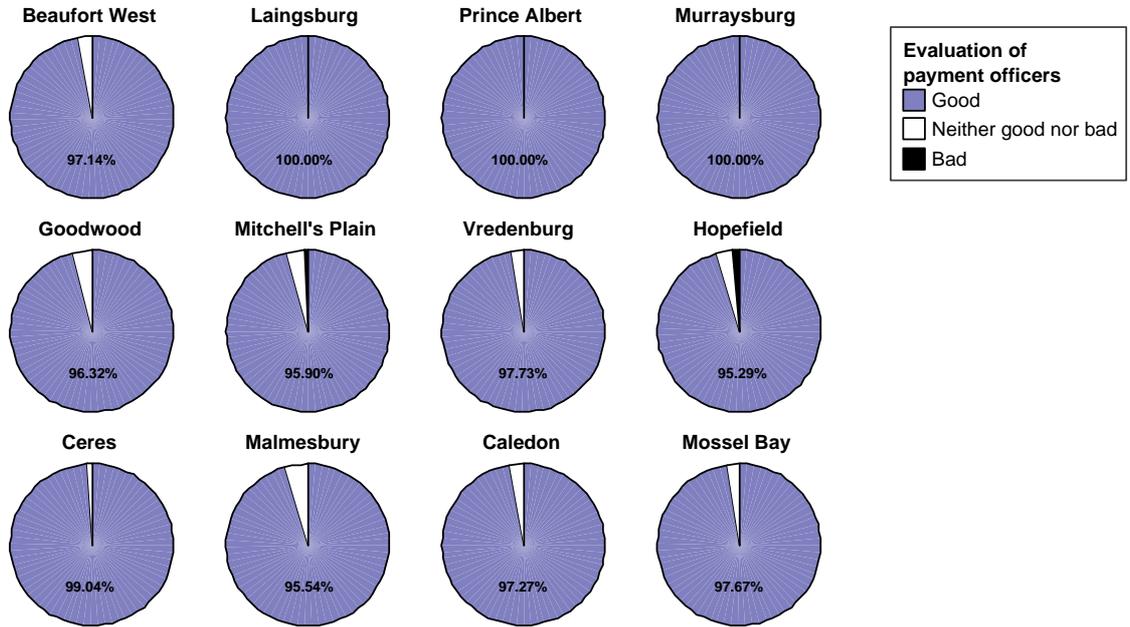


Figure 10.18: Evaluation of accuracy of payouts

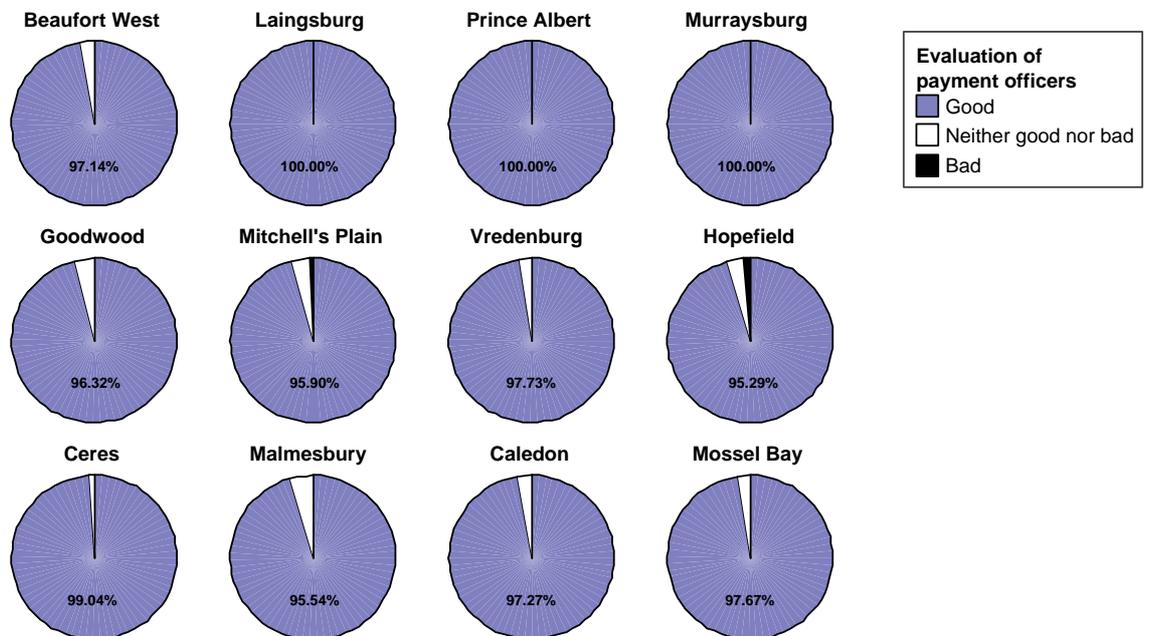


Figure 10.19: Evaluation of Helpdesk staff

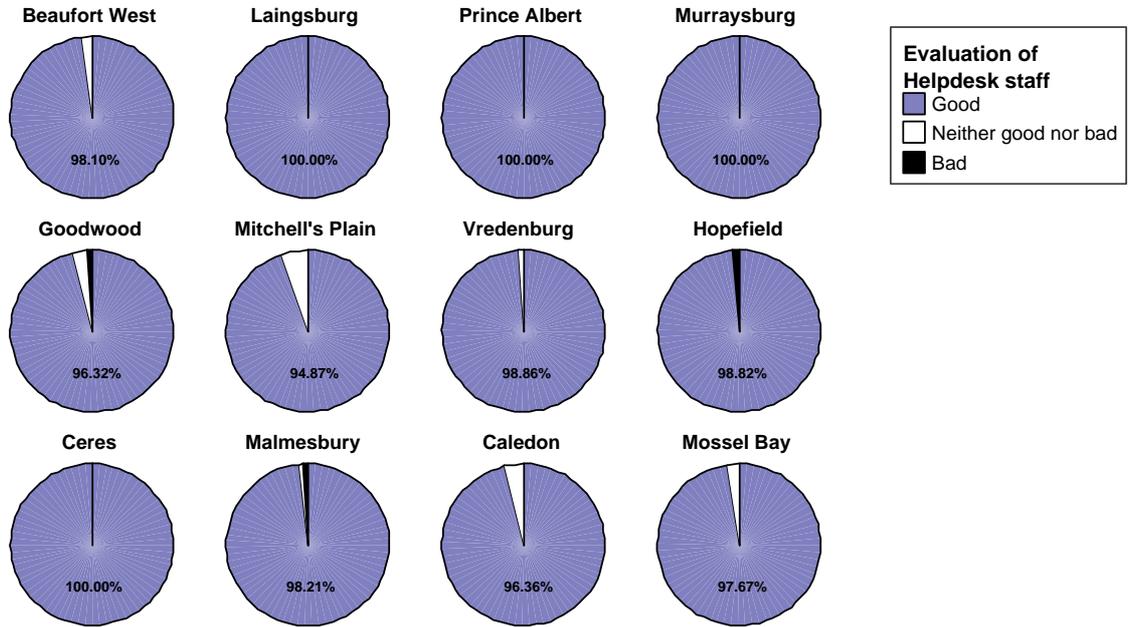


Figure 10.20: Language problems with payout point staff

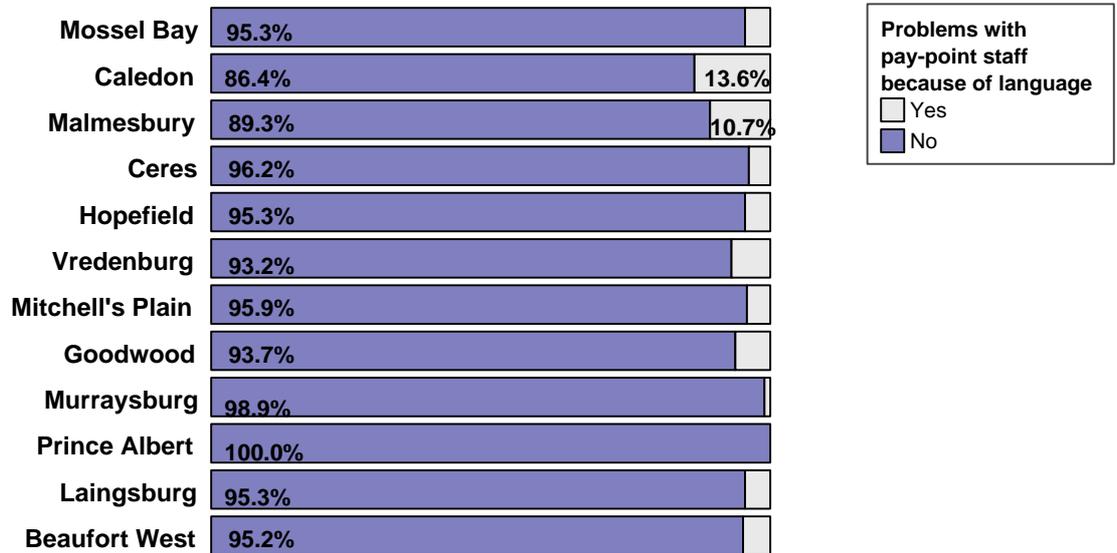


Table 10.21: If language problems at payout point: language of beneficiary

Home language	Frequency	Percent
Afrikaans	52	69.3
Xhosa	21	28.0
English	1	1.3
Sesotho	1	1.3
Total	75	100.0

Obtaining additional information on grants

Figure 10.21: Use of Department's toll-free number

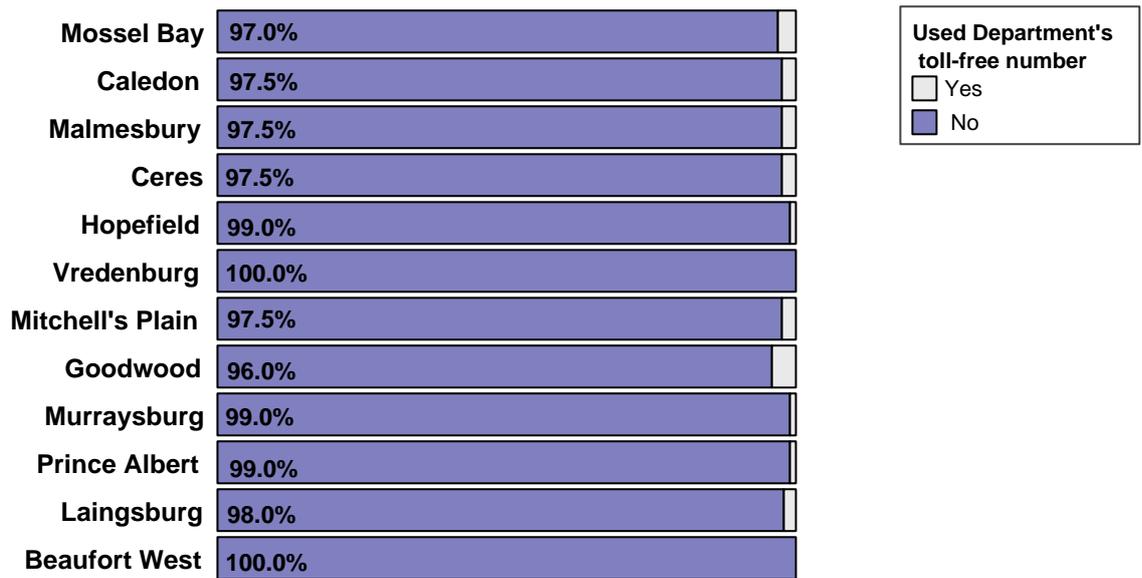


Figure 10.22: Beneficiary received required information from toll-free number

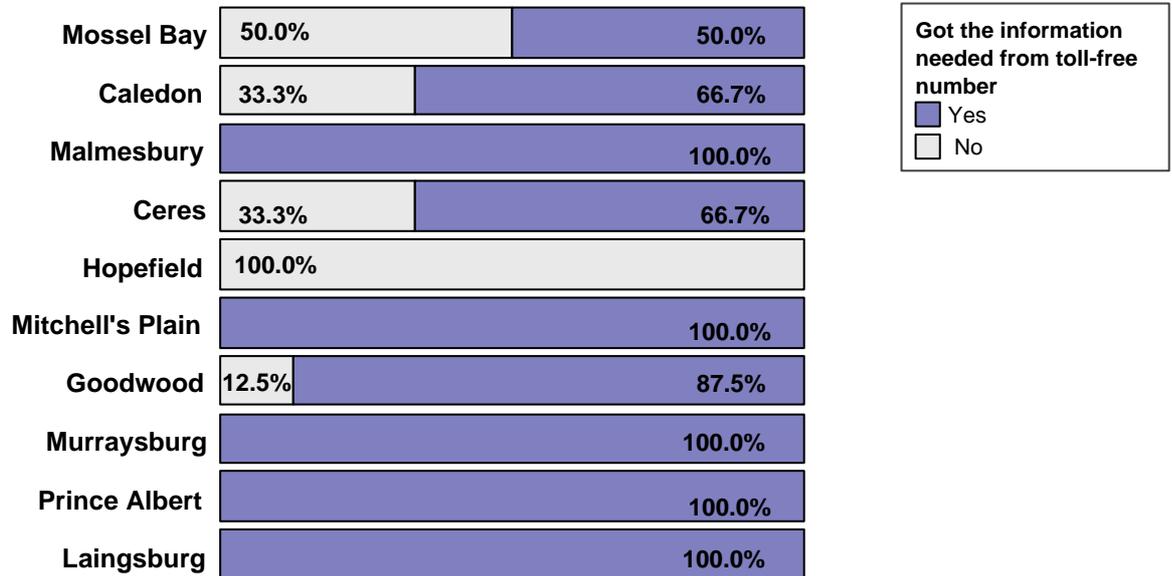


Figure 10.23: Beneficiary tried to get other/more information on grant

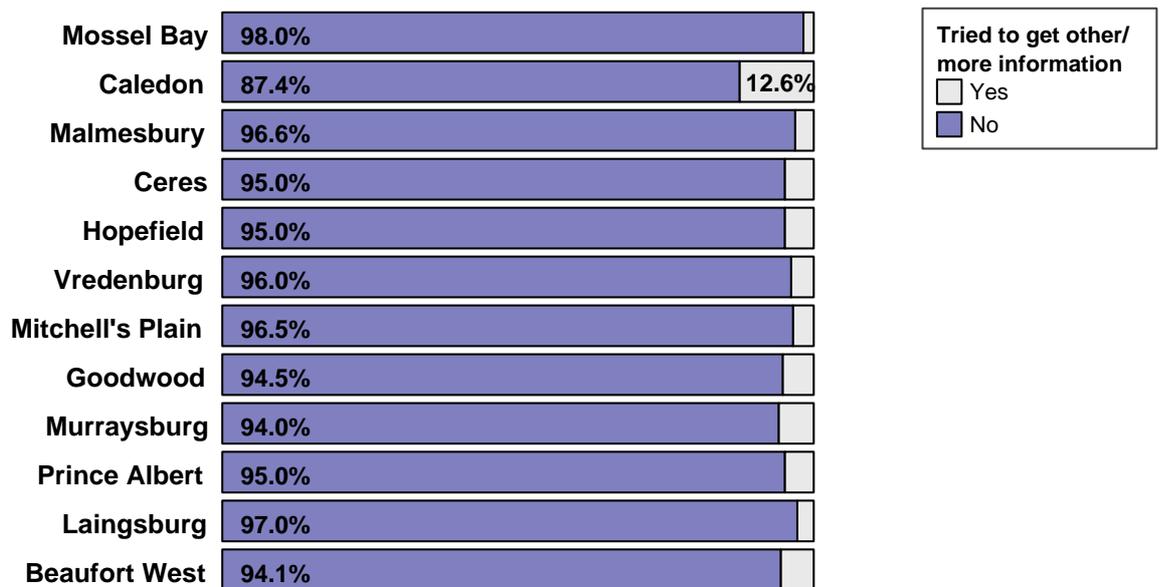


Table 10.22: Source of information for additional information on grant per magisterial district

			Magisterial district											
			Beaufort West	Laingsburg	Prince Albert	Murraysburg	Goodwood	Mitchell's Plain	Vredenburg	Hopefield	Ceres	Malmesbury	Caledon	Mossel Bay
Letter/ brochures/ posters/ campaigns by Department	Yes	Col %	28.6%	.0%	.0%	16.7%	9.1%	.0%	50.0%	.0%	33.3%	.0%	26.7%	.0%
	Not reported	Col %	71.4%	100.0%	100.0%	83.3%	90.9%	100.0%	50.0%	100.0%	66.7%	100.0%	73.3%	100.0%
Total	Col %		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NGO offices/ campaigns/ brochures	Yes	Col %	.0%	.0%	20.0%	.0%	9.1%	.0%	.0%	.0%	.0%	.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	80.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Imbizos/ Road shows by Department	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Radio	Yes	Col %	.0%	.0%	.0%	16.7%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2

... continued

			Magisterial district											
			Beaufort West	Laings-burg	Prince Albert	Murrays-burg	Good-wood	Mitchell's Plain	Vreden-burg	Hopefield	Ceres	Malmes-bury	Caledon	Mossel Bay
Television	Yes	Col %	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	16.7%	.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Newspaper	Yes	Col %	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	16.7%	25.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	75.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Official at payout point	Yes	Col %	28.6%	33.3%	20.0%	33.3%	9.1%	.0%	.0%	.0%	.0%	25.0%	26.7%	.0%
	Not reported	Col %	71.4%	66.7%	80.0%	66.7%	90.9%	100.0%	100.0%	100.0%	100.0%	75.0%	73.3%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Community meeting/ community leader	Yes	Col %	14.3%	33.3%	.0%	.0%	9.1%	28.6%	.0%	.0%	.0%	.0%	6.7%	.0%
	Not reported	Col %	85.7%	66.7%	100.0%	100.0%	90.9%	71.4%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Call centre (toll-free number)	Yes	Col %	.0%	.0%	.0%	16.7%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2

... continued

			Magisterial district											
			Beaufort West	Laingsburg	Prince Albert	Murraysburg	Goodwood	Mitchell's Plain	Vredenburg	Hopefield	Ceres	Malmesbury	Caledon	Mossel Bay
Clinic	Yes	Col %	14.3%	.0%	.0%	.0%	9.1%	.0%	.0%	.0%	16.7%	.0%	6.7%	.0%
	Not reported	Col %	85.7%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	83.3%	100.0%	93.3%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Church/ mosque/ religious group	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Count		7	3	5	6	11	7	4	5	6	4	15	2
Pensioner's Forum	Yes	Col %	.0%	.0%	.0%	.0%	9.1%	.0%	.0%	.0%	.0%	.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Friends	Yes	Col %	.0%	.0%	.0%	.0%	9.1%	57.1%	.0%	.0%	.0%	.0%	.0%	.0%
	Not reported	Col %	100.0%	100.0%	100.0%	100.0%	90.9%	42.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2
Social worker	Yes	Col %	14.3%	33.3%	60.0%	66.7%	45.5%	28.6%	50.0%	100.0%	50.0%	50.0%	46.7%	100.0%
	Not reported	Col %	85.7%	66.7%	40.0%	33.3%	54.5%	71.4%	50.0%	.0%	50.0%	50.0%	53.3%	.0%
Total	Count		7	3	5	6	11	7	4	5	6	4	15	2

Table 10.23: Source of information for additional information on grant

Source of information	Count	Percentage of responses	Percentage of cases
Letter/ brochures and posters/ campaigns	12	14.3	16.0
NGO offices/ campaigns/ brochures	2	2.4	2.7
Radio	1	1.2	1.3
TV	1	1.2	1.3
Newspaper	2	2.4	2.7
Official at pay-point	12	14.3	16.0
Community meeting/ leader	6	7.1	8.0
Call centre (toll-free number)	1	1.2	1.3
Clinic	4	4.8	5.3
Pensioners forum	1	1.2	1.3
Friends	5	6.0	6.7
Social worker	37	44.0	49.3
Total	84	100.0	112.0

Figure 10.24: Did beneficiary receive required information

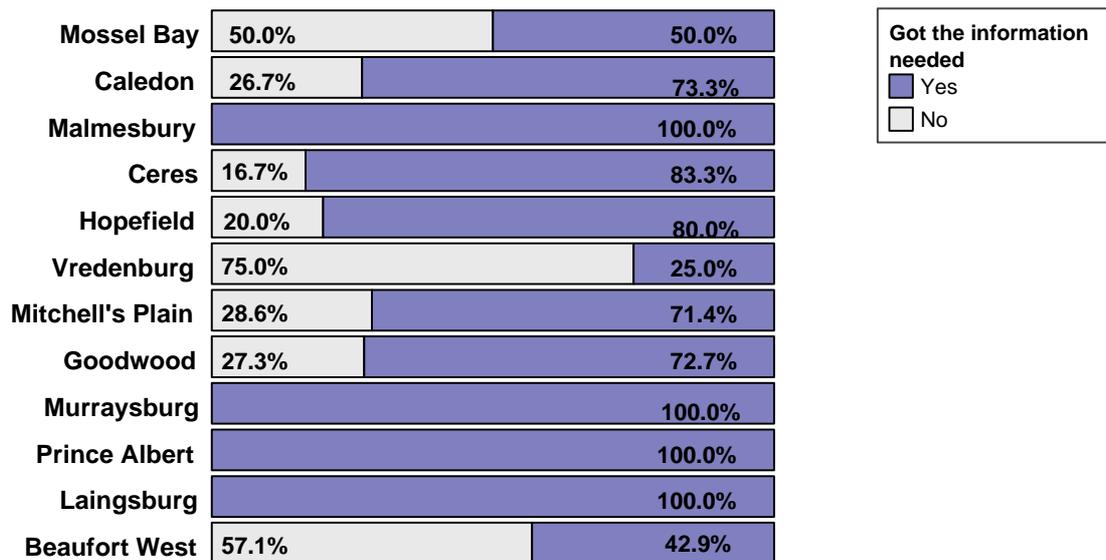


Figure 10.25: Household member reads a newspaper

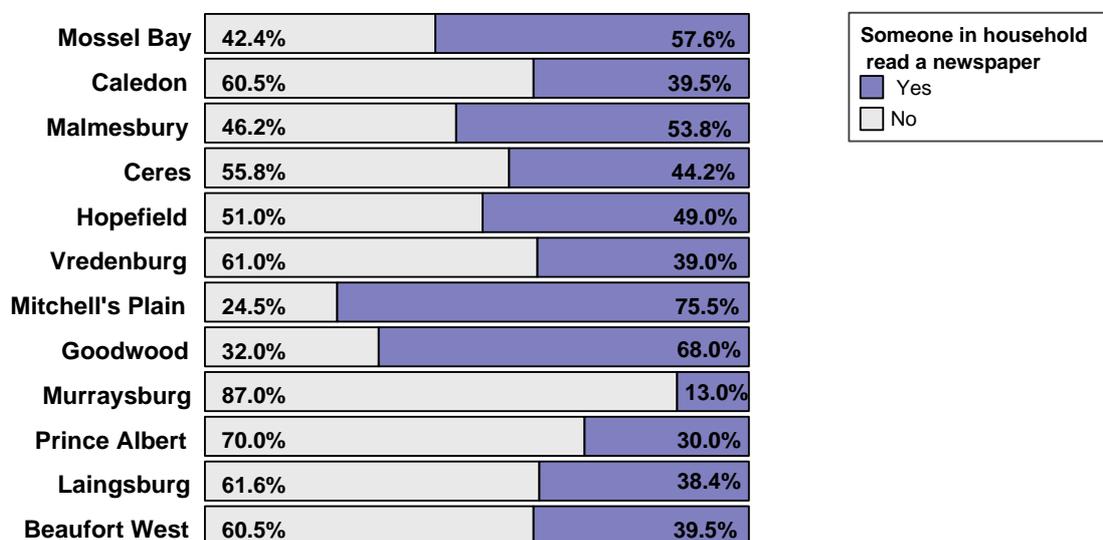


Table 10.24: Newspaper most often read

Magisterial district	Newspaper most often read							Total
	Local community paper	Die Burger	Cape Times	Cape Argus	Rapport	Sunday Times	Kaapse Son	Count
	Row %	Row %	Row %	Row %	Row %	Row %	Row %	
Beaufort West	34.0%	27.7%	.0%	.0%	38.3%	.0%	.0%	47
Laingsburg	.0%	57.9%	.0%	.0%	36.8%	.0%	5.3%	38
Prince Albert	3.3%	53.3%	3.3%	.0%	33.3%	.0%	6.7%	30
Murraysburg	.0%	23.1%	.0%	.0%	76.9%	.0%	.0%	13
Goodwood	48.5%	17.6%	3.7%	20.6%	5.9%	.0%	3.7%	136
Mitchell's Plain	79.5%	2.6%	2.6%	13.2%	.0%	2.0%	.0%	151
Vredenburg	41.0%	41.0%	.0%	.0%	10.3%	2.6%	5.1%	39
Hopefield	32.7%	42.9%	.0%	.0%	16.3%	.0%	8.2%	49
Ceres	9.4%	60.4%	1.9%	.0%	22.6%	.0%	5.7%	53
Malmesbury	17.2%	60.9%	1.6%	3.1%	6.3%	3.1%	7.8%	64
Caledon	14.9%	63.8%	2.1%	.0%	14.9%	.0%	4.3%	47
Mossel Bay	54.4%	26.3%	.0%	.0%	17.5%	1.8%	.0%	57

Figure 10.26: Household member listens to the radio

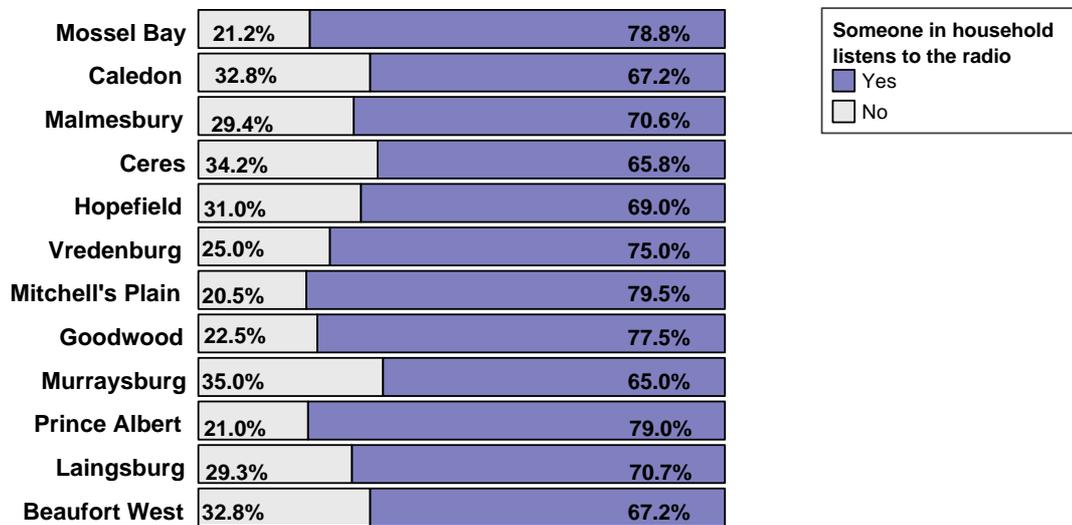


Table 10.25: Radio station most often listened to

Magisterial district	Radio station most often listened to								Total
	Good Hope/Goeie Hoop	P4	Cape Talk	Radio Sonder Grense	Kfm	Radio Kansel	Umhlobo We-nene FM	Community radio/local radio station	Count
	Row %	Row %	Row %	Row %	Row %	Row %	Row %		
Beaufort West	7.5%	.0%	.0%	27.5%	40.0%	2.5%	22.5%	.0%	80
Laingsburg	1.4%	.0%	.0%	50.0%	47.1%	1.4%	.0%	.0%	70
Prince Albert	1.3%	.0%	.0%	57.0%	41.8%	.0%	.0%	.0%	79
Murraysburg	1.5%	.0%	.0%	61.5%	21.5%	.0%	12.3%	3.1%	65
Goodwood	18.7%	15.5%	.6%	11.0%	18.7%	8.4%	.0%	27.1%	155
Mitchell's Plain	6.9%	6.3%	3.1%	3.8%	7.5%	3.1%	55.3%	13.8%	159
Vredenburg	4.0%	.0%	1.3%	30.7%	34.7%	6.7%	22.7%	.0%	75
Hopefield	7.2%	.0%	.0%	43.5%	37.7%	10.1%	.0%	1.4%	69
Ceres	8.9%	1.3%	.0%	36.7%	40.5%	2.5%	7.6%	2.5%	79
Malmesbury	11.9%	2.4%	1.2%	13.1%	19.0%	7.1%	7.1%	38.1%	84
Caledon	11.3%	3.8%	.0%	21.3%	28.8%	11.3%	16.3%	7.5%	80
Mossel Bay	1.3%	1.3%	1.3%	7.7%	26.9%	14.1%	32.1%	15.4%	78

Figure 10.27: Language of written communication from Department

