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NATIONAL ASSEMBLY

FOR ORAL REPLY

QUESTION 42

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 21 FEBRUARY 2023
(INTERNAL QUESTION PAPER NO 3-2023)

42. Mr A G Whitfield (DA) to ask the Minister of Police:

With reference to the SA Police Service's 10111 call centres, where a mere 40% of the required staff are currently employed, resulting in more than 7 million calls having been dropped, what (a) steps have been taken to improve the performance of the 10111 call centres to date and (b) are the details of the steps planned for the future in this regard?

NO424E

REPLY:

(a) The South African Police Service (SAPS) Management has taken the following steps to improve the performance of the 10111 Call Centres:

- The SAPS is in the process of finalising the advertisement of posts for the appointment of interns, in 2022/2023, to improve the administrative support functions at the 10111 Call Centres. In addition, demands for the appointment of additional interns, in 2023/2024, have been identified and are in the process of consideration.
- The utilisation of SAPS personnel from police stations and units, within the provinces, is being considered as an interim mechanism, to address personnel shortages at the 10111 Call Centres. The consideration also includes earmarked provision for overtime.
- Training and development deficiencies at the 10111 Call Centres will be addressed through the roll-out of the 10111 Learning Programme and Train-the-trainer workshops. This will be implemented as from 6 March 2023.
- In order to enhance command and control at the 10111 Call Centres, a total number of ten posts were advertised and filled, through the SAPS post promotion process.
- To address current funded vacant positions, a total number of 98 posts have been identified and will be advertised and filled, with effect, from 1 May 2023.

(b) In 2023/2024, depending on the revision and outcome of the work-study investigation that has already commenced, the SAPS will earmark the allocation of personnel to 10111 Call Centres, in line with the staff compliment to be proposed through the work-study investigation.

Reply to oral question 42 recommended/~~not recommended~~


**GENERAL
NATIONAL COMMISSIONER: SOUTH AFRICAN POLICE SERVICE
SF MASEMOLA (SOEG)**

Date: 2023-02-23

Reply to oral question 42 approved/~~not approved~~


**MINISTER OF POLICE
GENERAL BH CELE MP**

Date: 27/02/2023