**NATIONAL ASSEMBLY QUESTION FOR WRITTEN REPLY QUESTION NUMBER: 3880**

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**3880. Ms L L van der Merwe (IFP) to ask the Minister of Social Development:**

With regard to her department’s call centre, (a) what (i) total number of calls are received on average in each month and (ii) number of the specified calls are prank calls and (b) what total number of (iii) calls are not related to issues of gender-based violence and (iv) total gender-based violence cases are successfully attended to in each month through the call centre?

NW4838E

**REPLY:**

a) (i) The department’s call centre during the period April 2022 – October 2022 received a total number of 4148 calls average per month.



ii) Currently GBVCC does not have a system to identify prank callers, all cases are treated as real cases. It is only after many times and or months that a specific official will determine if it is a prank call. Their numbers will reflect as regular callers. Victims of GBVF can sometimes call and drop calls when facing threats, which makes it difficult to always determine prank callers. There are also regular callers who either give feedback, refer cases or need further assistance. This is an area for development.

1. A total number of 2648 calls were received during the period April –October 2022 that are not related to issues of gender-based violence

|  |  |
| --- | --- |
| **Incident Type** | **Number of Calls Received: Non GBV Cases** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **April** | **May** | **June** | **July** | **August** | **Septemb er** | **October** | **Total** |
| Anger Management | 2 | 3 | 2 | 2 | 3 | 2 | 7 | **21** |
| Behavioural Problems | 4 | 9 | 7 | 7 | 5 | 7 | 10 | **49** |
| Child Adoption | 1 | 4 | 3 | 0 | 0 | 1 | 0 | **9** |
| Child Custody/Visitation | 12 | 23 | 20 | 10 | 12 | 13 | 10 | **100** |
| Child Maintenance | 7 | 4 | 9 | 9 | 8 | 2 | 8 | **47** |
| Counselling Death | 1 | 0 | 1 | 1 | 3 | 0 | 0 | **6** |
| Counselling Depression | 7 | 14 | 17 | 13 | 21 | 8 | 5 | **85** |
| Counselling Marriage &Relationships | 22 | 44 | 32 | 18 | 47 | 35 | 35 | **233** |
| COVID - 19 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | **1** |
| Economic/Financial Abuse | 0 | 0 | 0 | 0 | 5 | 1 | 2 | **8** |
| Funding | 0 | 2 | 1 | 1 | 1 | 1 | 2 | **8** |
| Home Affairs Related | 9 | 3 | 7 | 2 | 4 | 1 | 5 | **31** |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Labour Dispute | 3 | 2 | 2 | 0 | 3 | 3 | 1 | **14** |
| Legal Advice | 6 | 11 | 7 | 2 | 12 | 14 | 5 | **57** |
| Matric | 0 | 0 | 0 | 0 | 0 | 1 | 1 | **2** |
| Other type of Incident | 241 | 270 | 218 | 231 | 384 | 213 | 232 | **1789** |
| SASSA Grants | 19 | 13 | 25 | 12 | 10 | 15 | 14 | **108** |
| Substance Abuse | 8 | 12 | 17 | 8 | 17 | 9 | 9 | **80** |
| Xenophobia | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Total** | **342** | **415** | **368** | **316** | **535** | **326** | **346** | **2648** |

1. A total number of 1958 Gender-based violence cases were successfully attended to in each month through the call Centre during the period

|  |  |
| --- | --- |
| **Incident Type** | **Number of Calls Received: GBV Cases** |
| **April** | **May** | **June** | **July** | **August** | **Septembe r** | **October** | **Total** |
| Abandoned Children | 2 | 3 | 2 | 0 | 0 | 0 | 0 | **7** |
| Abduction/ Kidnapping | 2 | 1 | 2 | 1 | 2 | 3 | 0 | **11** |
| Assault | 9 | 13 | 6 | 10 | 12 | 14 | 11 | **75** |
| Bullying | 2 | 2 | 3 | 2 | 6 | 2 | 4 | **21** |
| Child Neglect | 20 | 42 | 38 | 16 | 35 | 29 | 18 | **198** |
| Child Pornography | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Elderly Neglect | 2 | 5 | 1 | 7 | 8 | 4 | 6 | **33** |
| Emotional Abuse | 41 | 33 | 35 | 37 | 41 | 49 | 28 | **264** |
| Forced Initiation | 1 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Forced Prostitution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Hate Speech | 0 | 0 | 0 | 0 | 0 | 0 | 1 | **1** |
| Human Trafficking | 0 | 1 | 0 | 1 | 0 | 0 | 1 | **3** |
| Incest | 0 | 1 | 0 | 0 | 0 | 0 | 1 | **2** |
| Indecent Assault | 1 | 0 | 0 | 0 | 0 | 0 | 0 | **1** |
| Molestation | 0 | 0 | 3 | 1 | 0 | 1 | 1 | **6** |
| Physical Violence | 155 | 175 | 113 | 122 | 158 | 137 | 125 | **985** |
| Rape/Corrective Rape | 16 | 34 | 29 | 15 | 23 | 27 | 22 | **166** |
| Sexual Harassment | 1 | 2 | 3 | 0 | 3 | 0 | 0 | **9** |
| Stalking | 0 | 2 | 0 | 2 | 2 | 2 | 1 | **9** |
| Verbal Abuse orIntimidation | 24 | 25 | 24 | 24 | 27 | 26 | 16 | **166** |
| **Total** | **276** | **339** | **259** | **238** | **317** | **294** | **235** | **1958** |