

PRESIDENTIAL HOTLINE

QUARTERLY PERFORMANCE REPORT

FOR THE PERIOD

1 APRIL – 30 JUNE 2020

QUARTER 1

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1. BACKGROUND

The Presidential Hotline was established in September 2009 by the President of the Republic as a mechanism for citizens to communicate directly with government. The main aim was to unlock service delivery bottlenecks and to ensure that relevant services are rendered to the public with the cooperation of all Government Entities. Since the inception of the Hotline, high volumes of calls have been received, indicating the need for such a service and the keenness of South African citizens to interact with Government. The Presidential Hotline is an apex complaints management system utilised to ensure that government responds efficiently and effectively to the complaints, enquiries and suggestions made by citizens.

2. PURPOSE

The purpose of this report is to provide an overview for the quarter 1 performance of the Presidential Hotline for all provinces, highlighting overall performance of all provinces for the period 1 April to 30 June 2020 with a special focus on COVID-19 related cases during the lockdown period. This is a special COVID-19 report reporting on the types of calls received relating to the pandemic in this period. The report highlights COVID-19 related issues per province and across provinces as received through the Presidential Hotline. The report highlights top 5 COVID-19 related issues per province and across the nine provinces.

The report closes with highlighting the risks and challenges of the Presidential Hotline as experienced during the quarter.

3. PROVINCES: NATIONAL OVERVIEW

Overall, the Presidential Hotline received 2619 logged cases for all nine provinces in total during this quarter. As stated earlier, the focus of this quarter was on COVID-19 cases that were prioritised since the dawn of pandemic in March 2020. The report provides the overall picture of cases received and then a breakdown for each province. It must be noted that, although the majority of calls received were on COVID-19 related issues, some of the callers were still calling about basic services cases and these were categorised as "other" in the report. These were on issues of water, electricity, transport, housing, SASSA grants, issues of child maintenance and municipal services complaints, just to mention a few.

3.1. Calls Received by provinces

Below is a Graph depicting the distribution of cases as received by each province

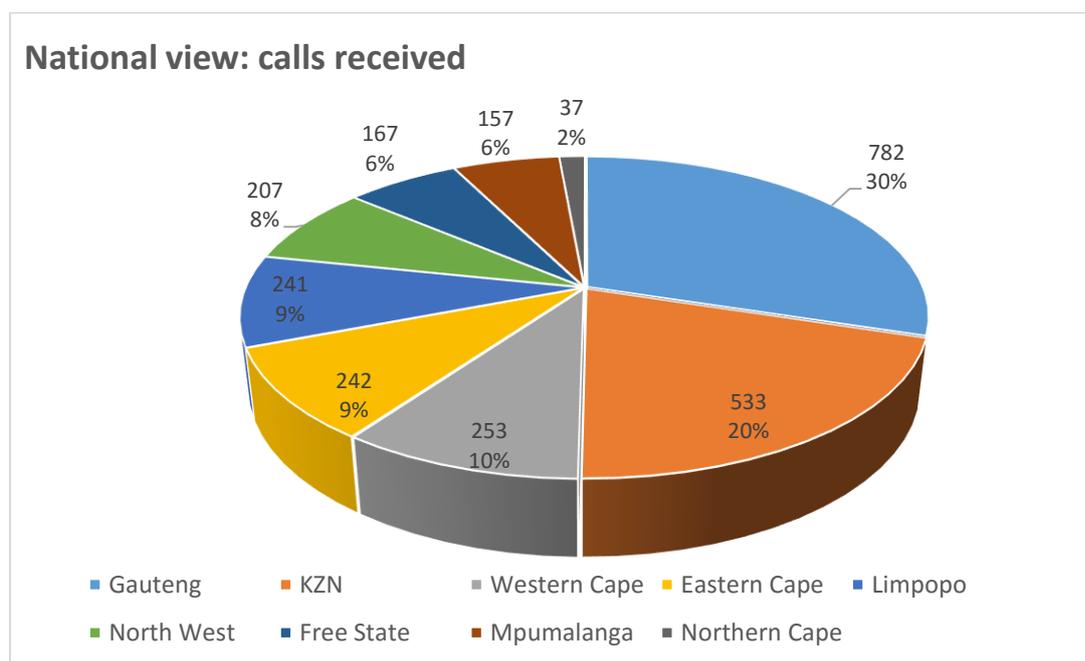


Figure 1: Calls received by provinces

Graph 1 depicts Gauteng as the province with the highest number of calls received with 782 calls (29.8%), followed by KZN with 533 calls (20.3%). Third on the list is the Eastern Cape with 242 calls (9.2%), followed by Limpopo with 241 calls (9.0%) and

fifth is North West with 207 calls (8.0%). The remaining provinces received the lowest number of calls. All provinces received a high number of calls on covid 19 enquiries. The Presidential Hotline received a high number of cases in the first month of April and the numbers went down in the last two months of the quarter. This is shown in the individual provinces reports below.

3.2. Top 5 issues: provinces (COVID-19 related)

PRESIDENTIAL HOTLINE									
Top Ten Covid-19 related issues per province Quarter 1 (April - June 2020) (Issues are listed in order of most to least common: 1-5)									
Issues/ Categories are listed	EC	FS	GP	KZN	LIMP	MP	NW	NC	WC
Food parcels		1	1		1		1	1	1
Funding /SMMEs									
Law Enforcement and Regulations			5		5				5
Other		2	2		2		2	3	2
Permits		5					5	5	3
Unemployment Insurance Fund		4	4		4		4	2	
Unemployment Social Relief Grant		3	2		3		3		3
Health								4	4
Total number of calls (April-June 2020)	242	167	782	533	241	157	207	37	253
Cell colour coding: Red: category in which the highest number of calls were received Orange: Category in which the second highest number of calls were received Yellow: Category in which the third highest number of calls were received Green: Category in which the fourth highest number of calls were received Blue: Category in which the fifth highest number of calls were received									

Table 1: Top covid19 related issues for Q1

The trends as reflected in table 1 on categories of calls received is line with the findings of the Stats SA Wave 2 survey report findings on the impact of the covid-19 pandemic on employment and income and hunger in South Africa (StatsSA, 2020). The report shows the negative impact on income impacting on the ability to access food by South Africans. This is evident in the trends as shown in table 1 with Food parcels as highest on the trends. With lockdown, the reduced hours of work negatively impact on the wages of employees and some small businesses who are forced to close their businesses. This has a ripple effect on the increased UIF claims, Unemployment Social Relief Grant and Funding SMMEs. The report shows that covid-19 negatively impacts on food security and income with the necessary lockdown limitations on the movement of people in the country. This shows increased financial pressure on individuals in the country.

3.3. Categories of calls received

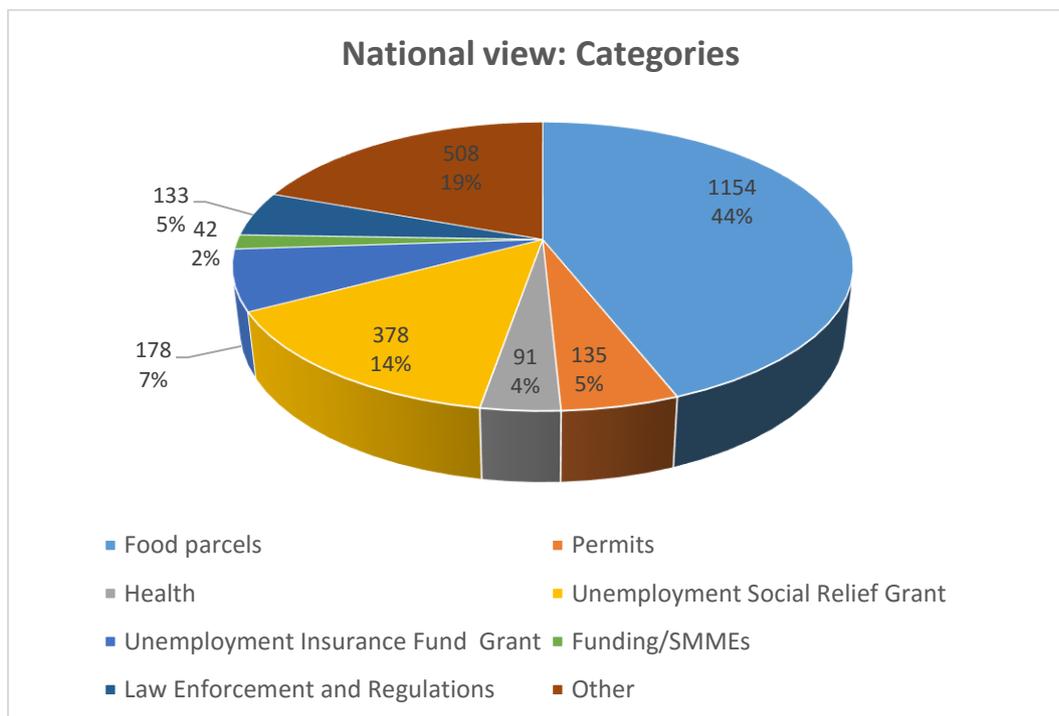


Figure 2: National view of categories

Figure 2 depicts the overall national view of categories for the calls received in this quarter. The majority of calls were on food parcels with 1154 calls (44%), followed by issues of basic services categorised as “other” with 508 calls (19%) and these are issues of water, electricity, housing, sanitation, roads and transportation issues. Third on the list was the Unemployment Social Relief Grant with 278 calls (14%) with enquiries on how to access the grant and also the criteria for consideration. Many citizens were not working and wanted assistance with the grant.

NB: Summary description of categories attached as **Annexure A** at the end of the report.

3.4. Categories received per province

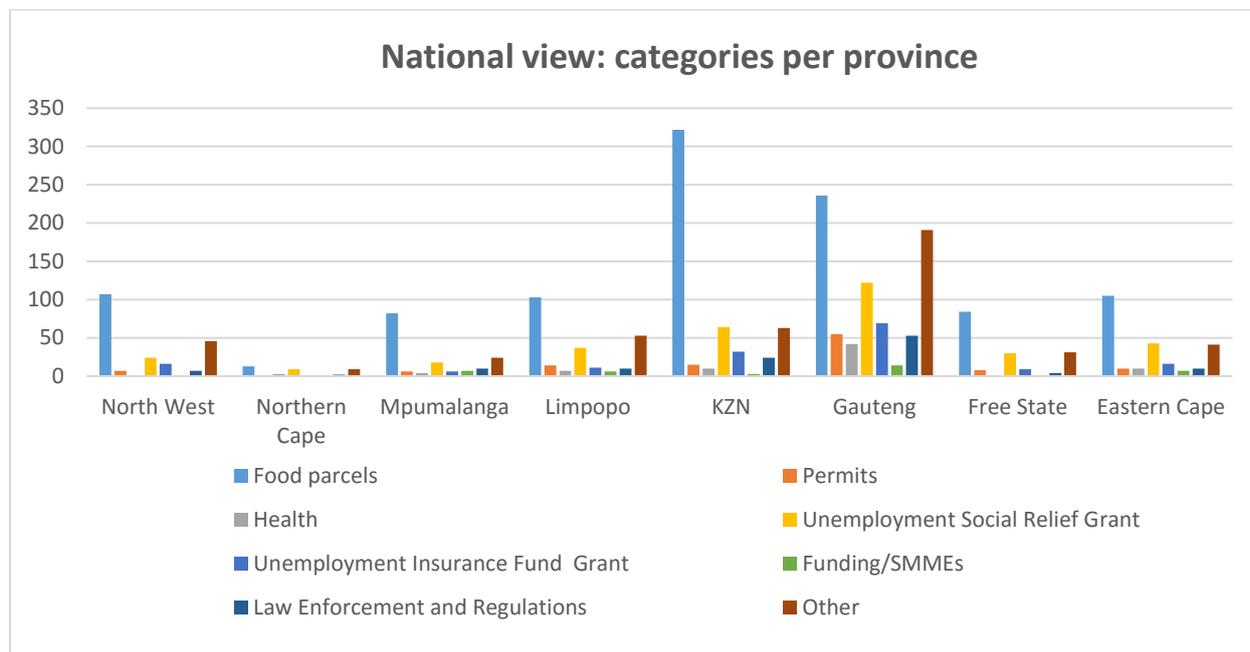


Figure 3: National view: categories per province

Figure depicts an overview of the national spread of the calls received and categories received per province. These are elaborated in the next part of the report and each province is analysed individually.

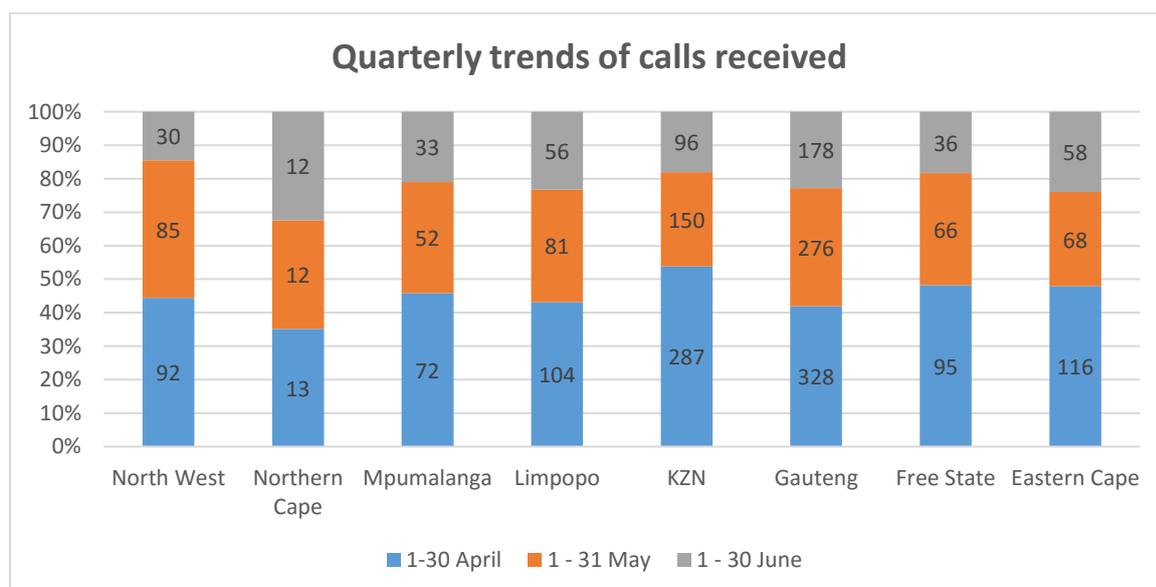


Figure 4: Quarterly trends of calls received

Figure 4 shows that across of provinces, a high number of calls was received between 1 April to 30 April. This is when the covid-19 started and people had more enquiries in relation to covid-19 and the lockdown. The numbers show a decline in the remaining months of the quarter, May and June.

4. PROVINCES

4.1 Eastern Cape

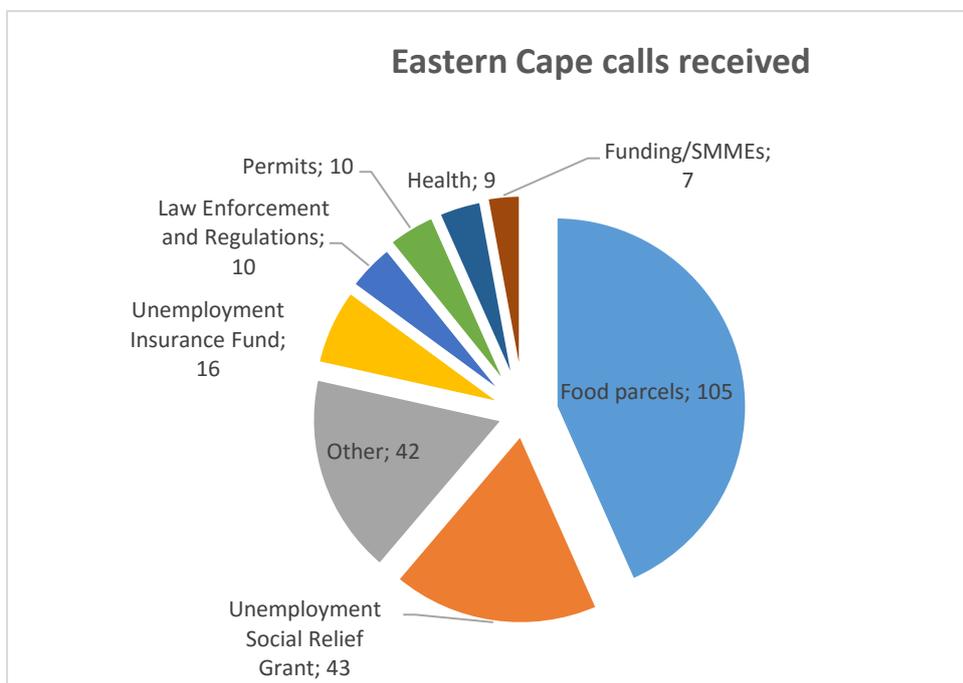


Figure 5: Eastern Cape Categories of calls received

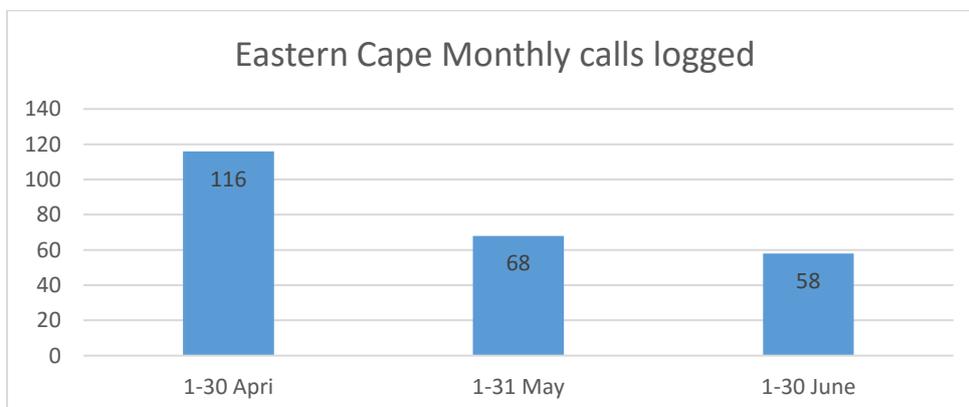


Figure 6: Eastern Cape Monthly calls logged

Of the 242 calls received in the province 82.6% (200) calls were covid-19 related. Majority of callers were mostly enquiring about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund. Remaining calls were on permits, health, SMMEs and law enforcement. Only 17.3% of calls received were on issues of basic service delivery. Figure 2 depicts the high volumes of calls received when covid19 started in April and by end June the numbers had reduced significantly.

4.2. Free State

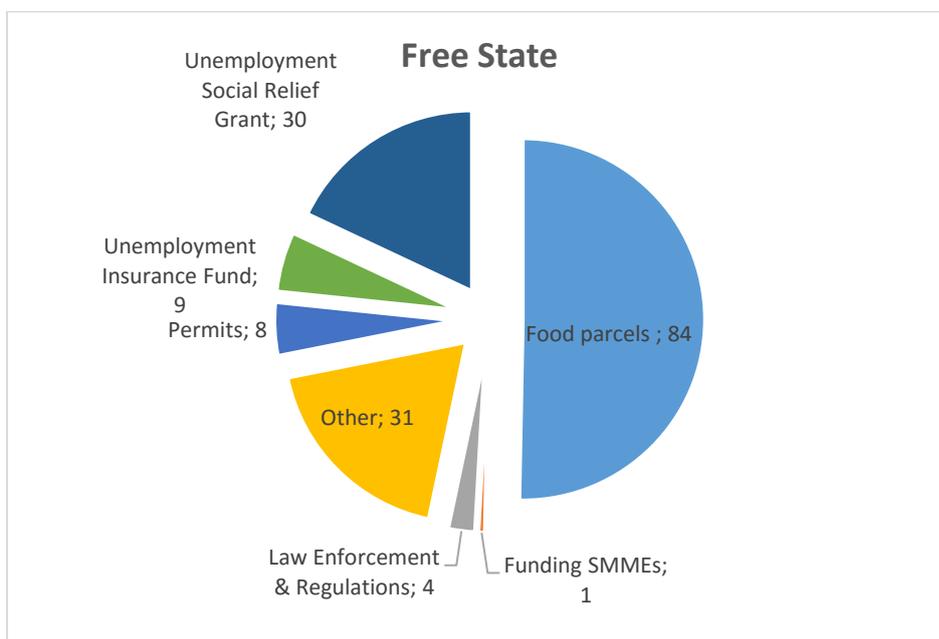


Figure 7: Free State Categories of calls received

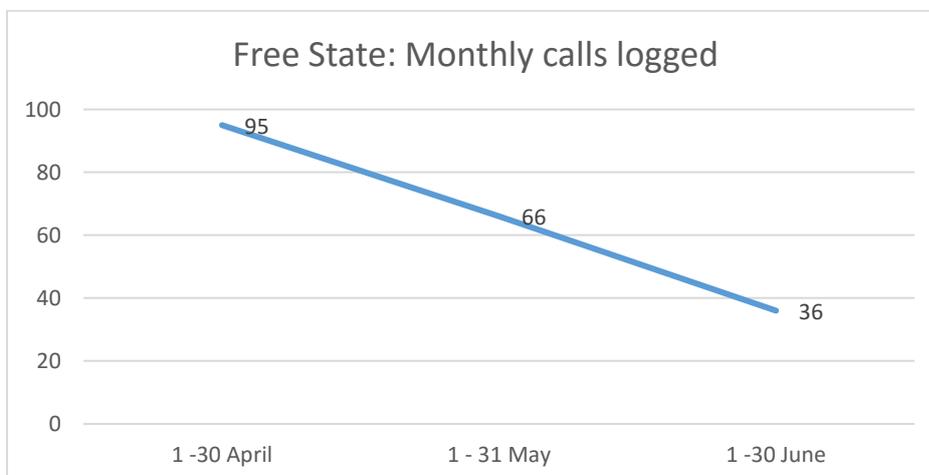


Figure 8: Free State Monthly calls logged

Of the 167 calls received in the province 81.4% (136) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund. Remaining calls were on permits, health, SMMEs and law enforcement. Only 18.5% (31) of calls received were on issues of basic service delivery. Figure 4 depicts the decline in calls received over the quarter.

4.3. Gauteng

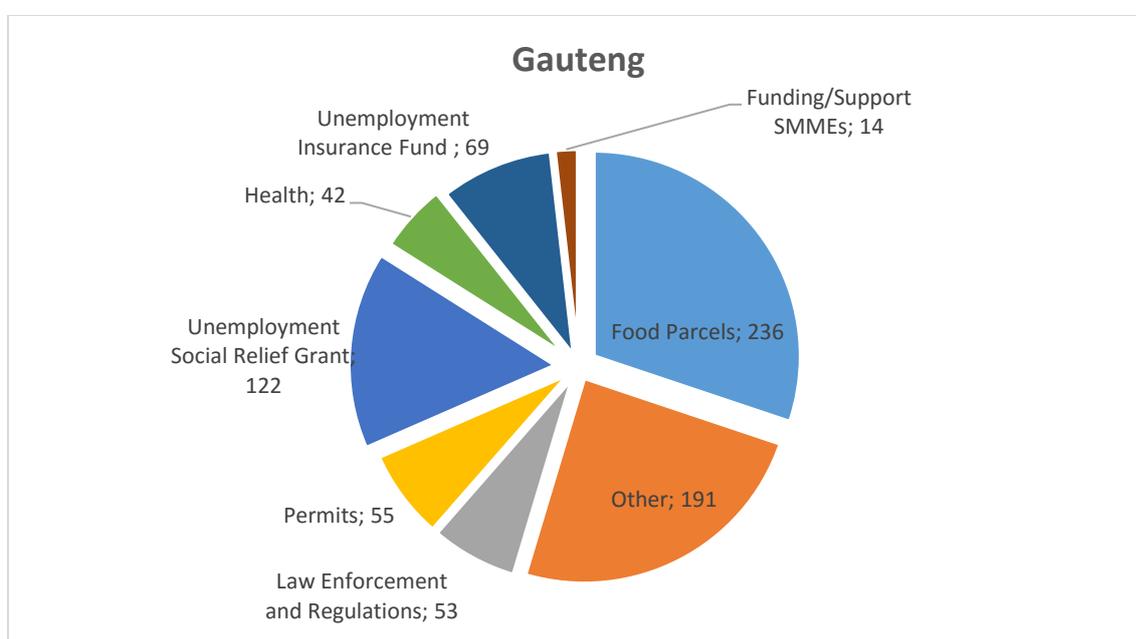


Figure 9: Gauteng Categories of calls received

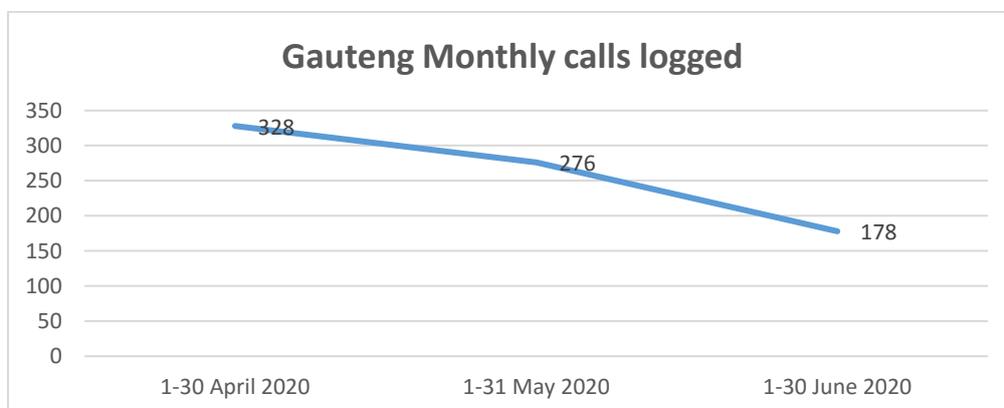


Figure 10: Gauteng Monthly calls logged

Of the 782 calls received in the province 75.5% (591) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund. Remaining calls were on permits, health, SMMEs and law enforcement. Only 24.4% (191) of calls received were on issues of basic service delivery. Table 8 depicts the decline in calls received over the quarter.

4.4. KZN

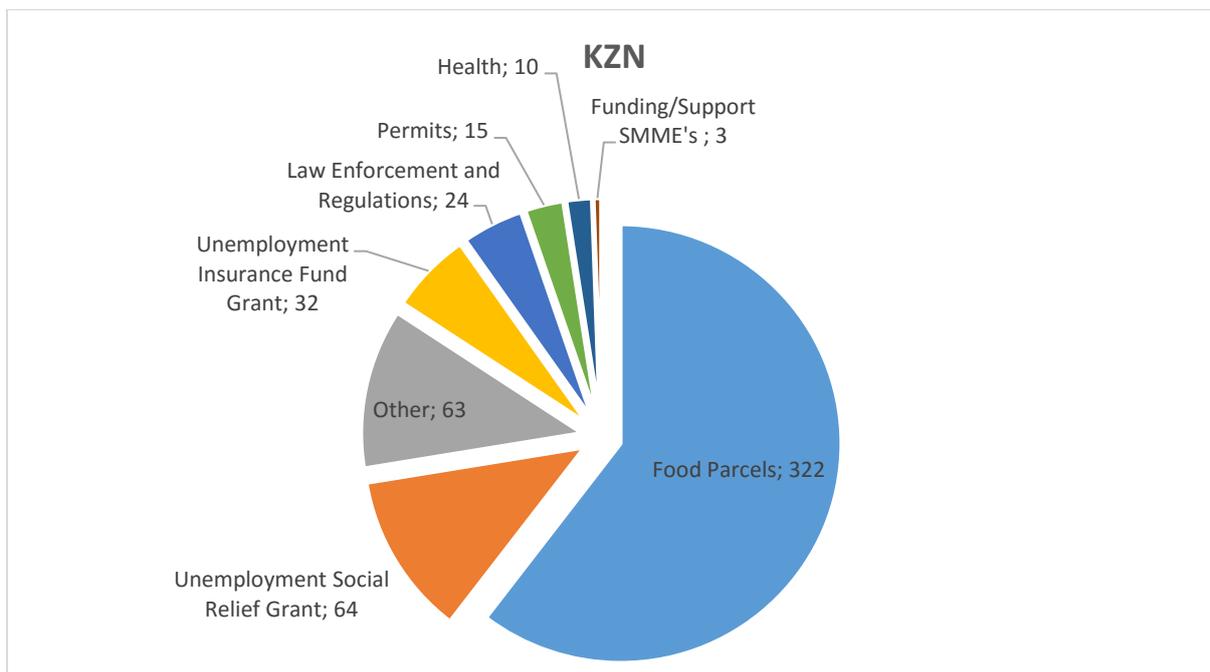


Figure 11: KZN Categories of calls received

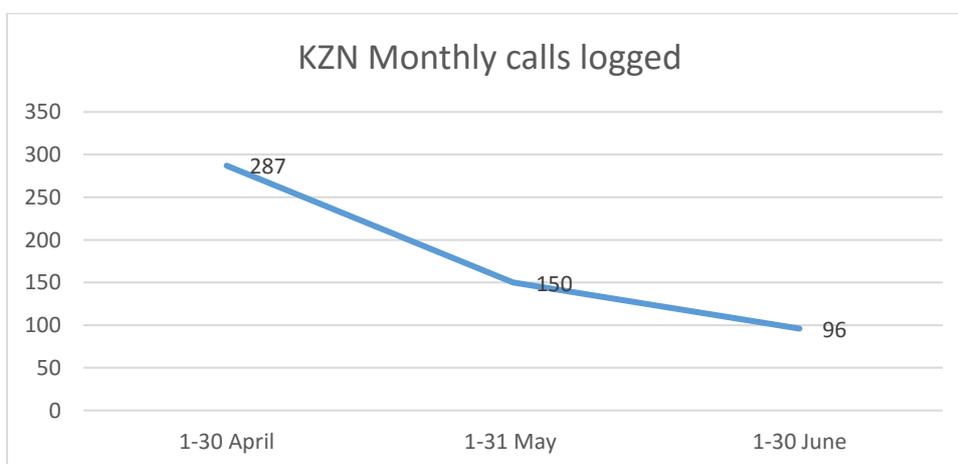


Figure 12: KZN Monthly calls logged

Of the 533 calls received in the province 88.1% (470) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund. Remaining calls were on permits, health, SMMEs and law enforcement. Only 11.8% (63) of calls received were on issues of basic service delivery. Figure 8 depicts the decline in calls received over the quarter.

4.5. Limpopo

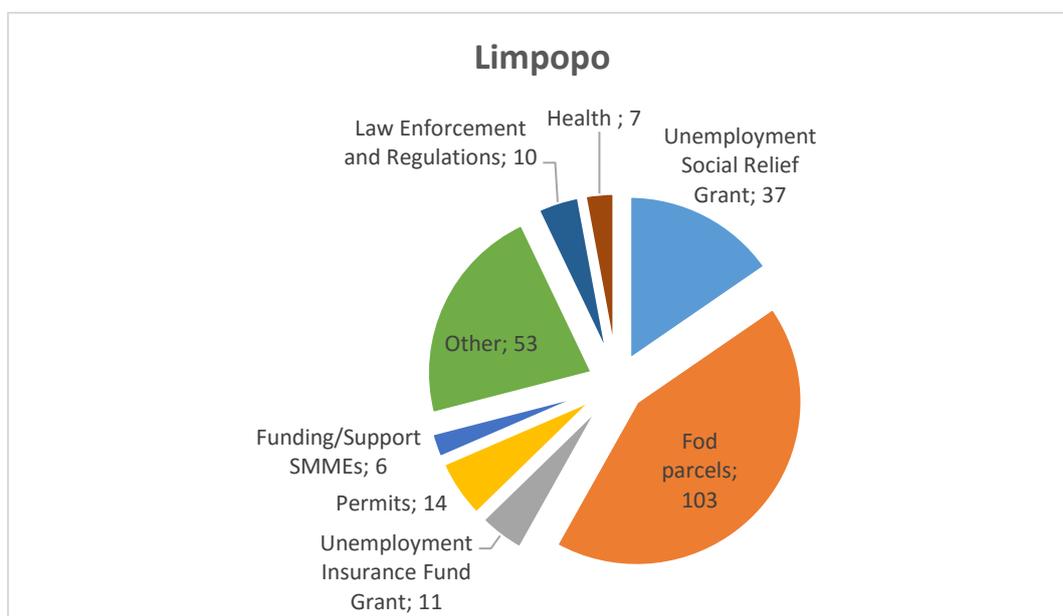


Figure 13: Limpopo Categories of calls received

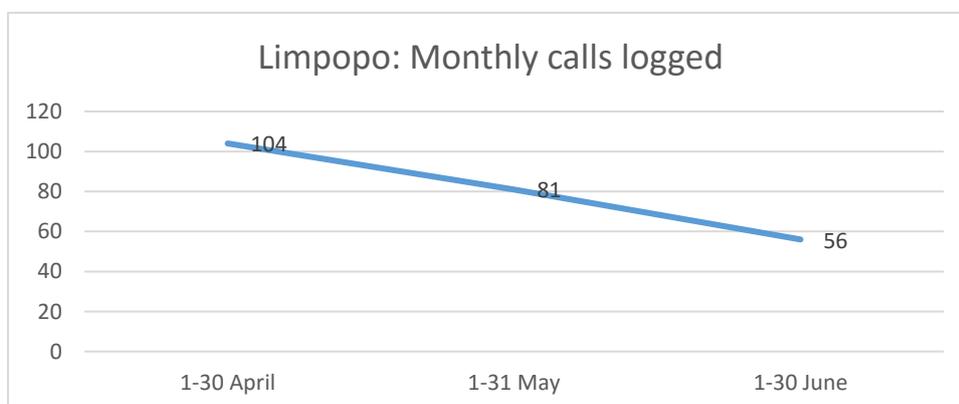


Figure 14: Limpopo Monthly calls logged

Of the 241 calls received in the province 78.8% (188) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund. Remaining calls were on permits, health, SMMEs and law enforcement. Only 21.9% (53) of calls received were on issues of basic service delivery. Figure 10 depicts the decline in calls as received over the quarter.

4.6. Mpumalanga

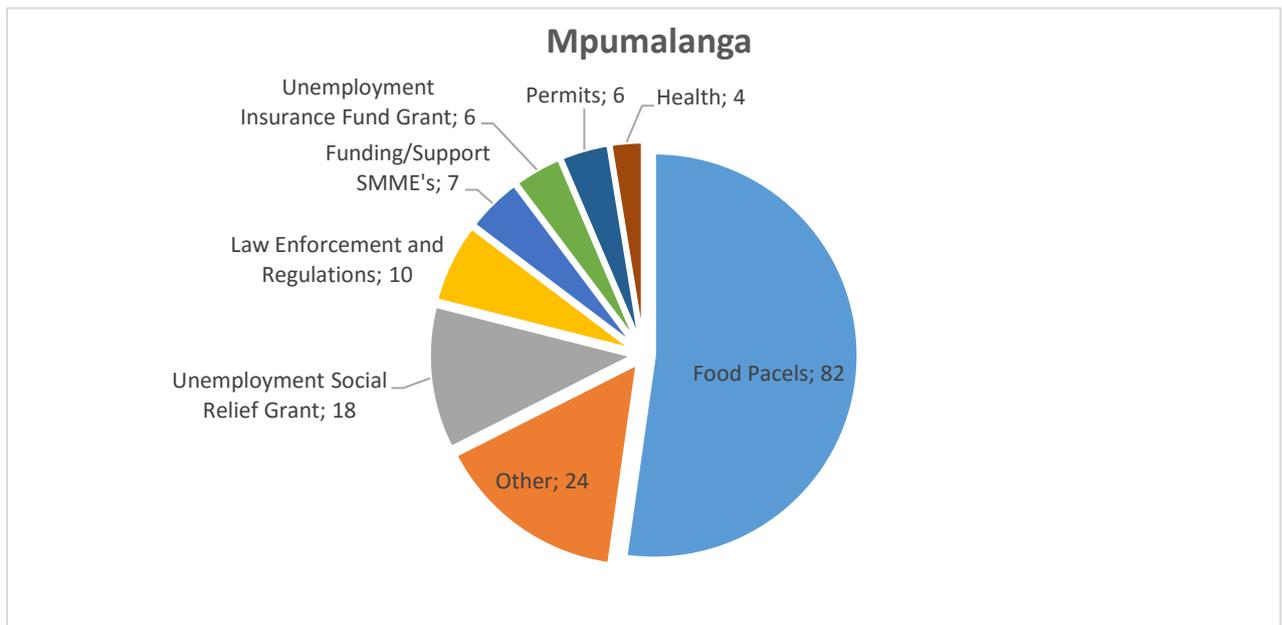


Figure 15: Mpumalanga Categories of calls received

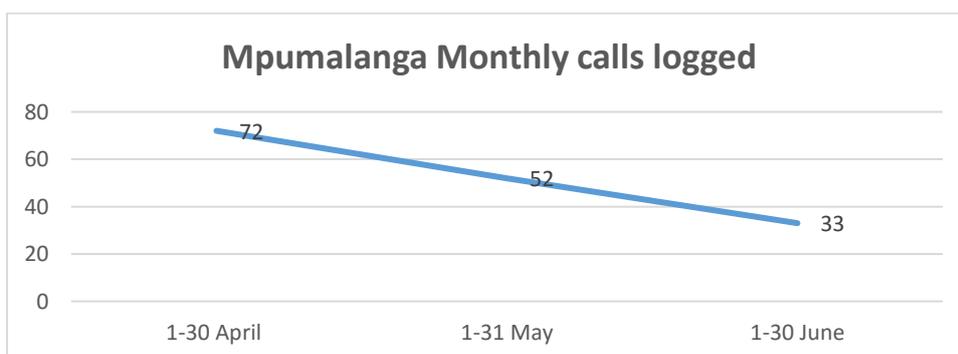


Figure 16: Mpumalanga Monthly calls logged

Of the 157 calls received in the province 84.7% (133) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Law enforcement and regulations, followed by Unemployment Insurance Fund. Remaining calls were on permits, health and SMMEs. Only 15.2% (24) of calls received were on issues of basic service delivery. Figure 12 depicts the decline in calls received over the quarter.

4.7. Northern Cape

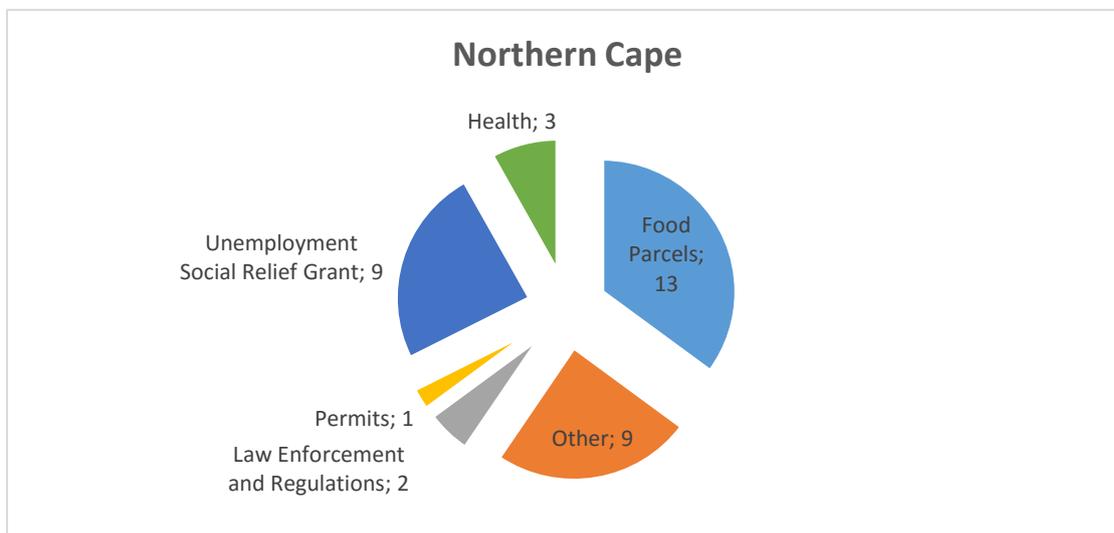


Figure 17: Northern Cape Categories of calls received

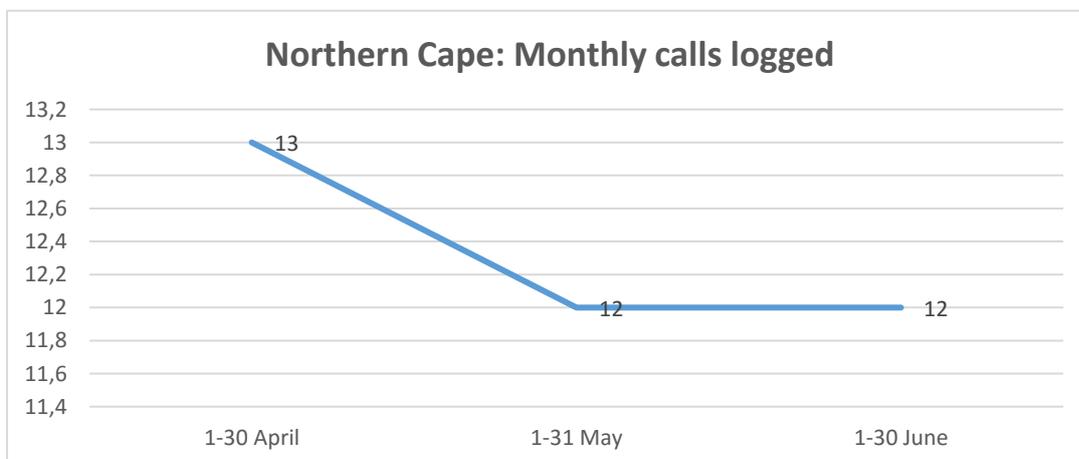


Figure 18: Northern Cape Monthly calls logged

Of the 37 calls received in the province 75.6% (28) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were law enforcement enquiries and the last two were on health and permits. Only 24.3% (9) of calls received were on issues of basic service delivery. Figure 14 depicts the decline in calls received over the quarter.

4.8. North West

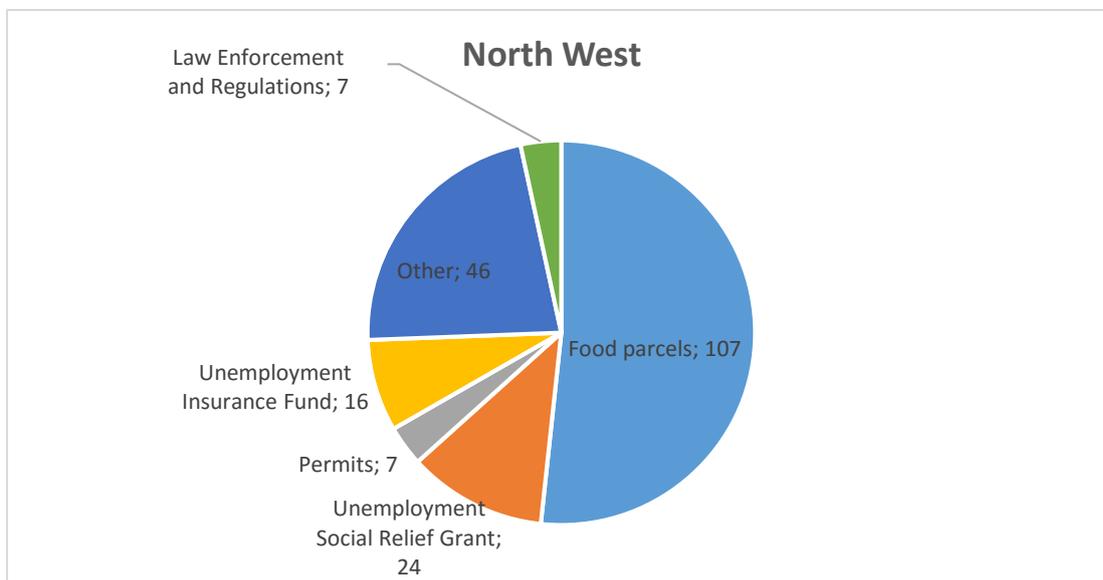


Figure 19: North West Categories of calls received

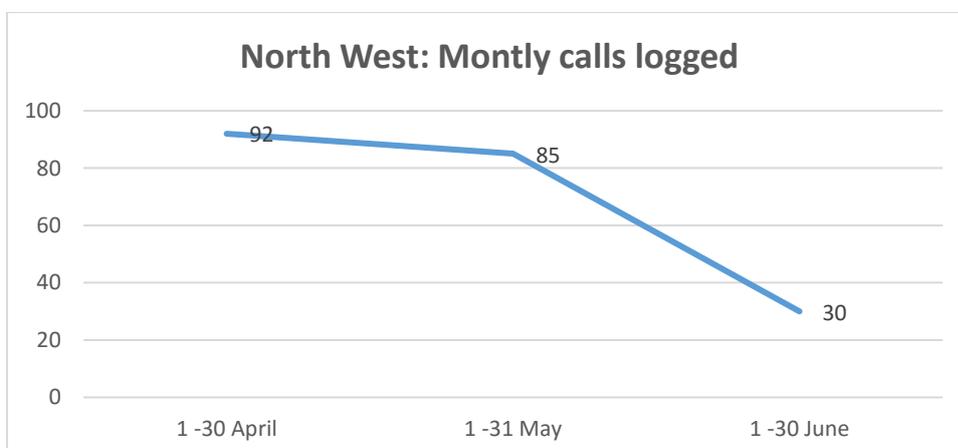


Figure 20: North West Monthly calls logged

Of the 207 calls received in the province 77.7% (161) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund. Remaining calls were on permits and law enforcement. Only 22.2% (46) of calls received were on issues of basic service delivery. Figure 16 depicts the decline in calls received over the quarter.

4.9. Western Cape

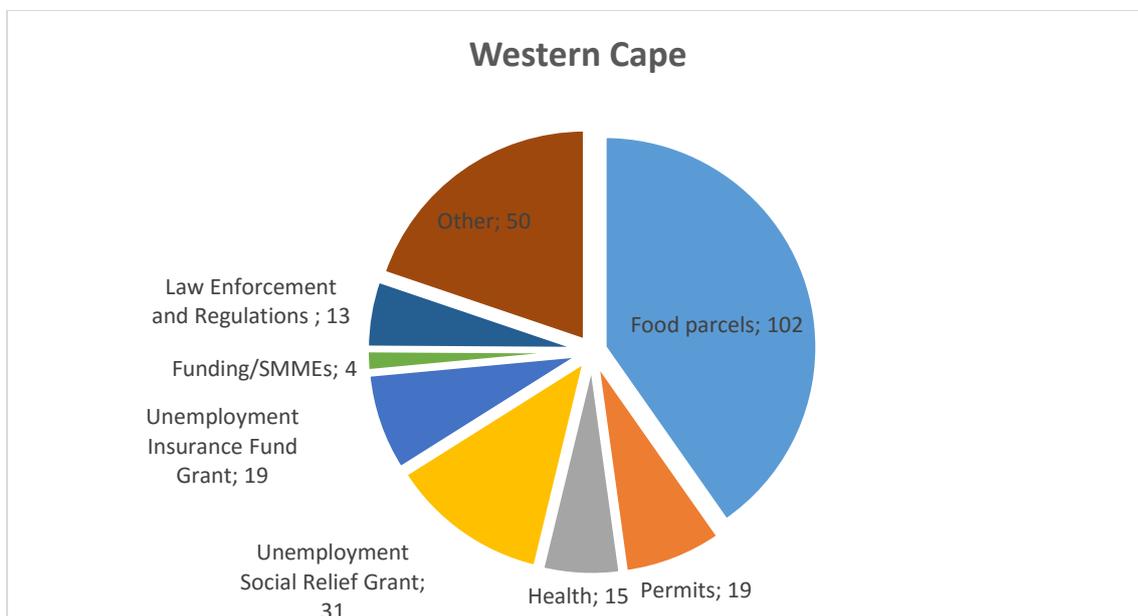


Figure 21: Western Cape categories of calls received

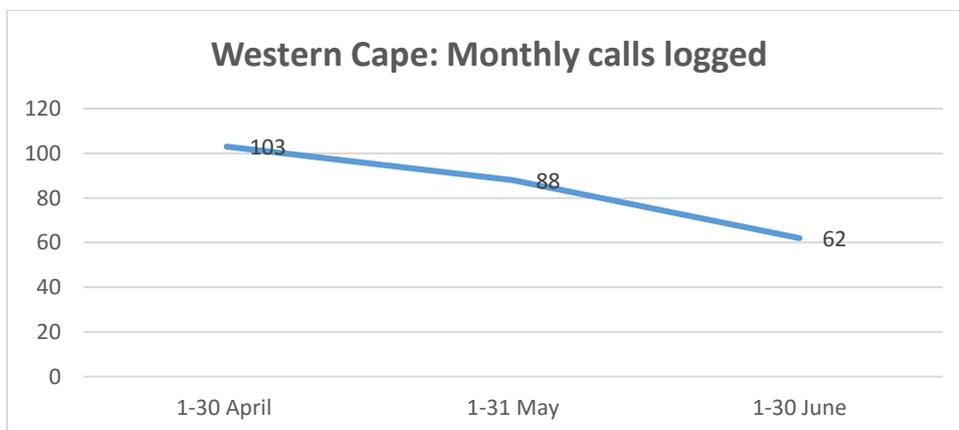


Figure 22: Western Cape monthly calls logged

Of the 253 calls received in the province 80.2% (203) calls were on issues related to covid-19. Majority of callers enquired about food parcels, followed by Unemployment Social Relief Grant. Third on the list were enquiries on Unemployment Insurance Fund and permits. Remaining calls were on health and law enforcement. Only 19.7% (50) of calls received were on issues of basic service delivery. Figure 18 depicts the decline in calls received over the quarter.

5. CONCLUSION

The report reported on the overall performance of the Presidential Hotline over quarter 1, with a special focus on COVID-19. The report presented provincial trends on covid-19 related cases, highlighting areas of that citizens were mostly calling about. Food parcels and Unemployment Social Relief Fund Grant topping the list.

The risk faced by the Presidential Hotline during this lockdown period was the non-resolution of basic services cases across provinces as officials due to lockdown regulations, had to work from home, most of which did not have the necessary tools of trade. The COVID-19 related cases were dealt with at first line as these were information based, which were handled, with information provided to the citizen who contacted the Presidential Hotline.

Overall, COVID-19 cases were attended to as citizens were guided and provided with the information they required.

ANNEXURE A: Summary of Categories

Categories	Explanatory notes
Food parcels	Enquiries on: Distribution of food parcels for the unemployed Information on who qualifies for food parcels Access to food parcels and processes to follow Contact details of organizations responsible for food parcel distribution.
Permits	Enquiries and complaints on various forms of permits as required during lockdown: Travel permits - locally, inter provincially and international permits Work permits - permits to operate as businesses; permits to go to work
Health	Suggestions and opinions on COVID-19 solutions Delays and long queues at hospitals; negligence by doctors and nurses Unavailable Personal Protective Equipment (PPE) and sanitisers at some work places Enquiries about COVID-19 symptoms, Lack of equipment, non-functioning equipment in hospitals/clinics.
Unemployment Social Relief Grant	Applications for the R350 grant Enquiries on process of accessing the Social Relief Grant Information on how and where to apply for the Grant
Unemployment Insurance Fund Grant	Enquiries relating to the Department of Labor - Citizens not paid by employers who claim to be waiting for UIF. Payments. UIF applications not paid out to applicants. Reduced hours of work resulting in reduced salaries to no salaries increased UIF claims. Job cuts resulting in more UIF claims
Funding/SMMEs	Assistance regarding support of SMMEs in distress including request for the nearest office to go for further information (physical address). Funding for small business out of business during lockdown. Businesses shutting down due poor business during lockdown
Law Enforcement and Regulations	Concerns about non-compliance and disregard of lockdown rules by people loitering not wearing masks and not practising social distancing despite lockdown rules. Reporting price hikes, police brutality during lockdown. Enquiries on essential services and rules and working conditions by employees Appeals for reinforcement of lockdown rules for a safer life during lockdown.
Other	General enquiries relating to basic services issues that do not about covid-19 (complaints about leaking roofs; building and maintenance of roads; crime; water, electricity, transport, housing, bursaries etc)