



**Data Analysis Report
April 2021
Lockdown: Level 1**

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1. Introduction

Childline South Africa is an affiliation of nine Provincial Childline offices. The National Office, based in Durban, plays a supportive, co-ordinating and capacity building role to the provincial offices. Improving service delivery to the children of South Africa, as well as providing vital data to government and partners that assist in the planning and development of services.

Childline offers a twenty-four (24) hour operational Helpline seven days a week.

The telephone has a special role in allowing children to communicate in their way and their own time, allowing them to feel in control, allowing them to discuss dangers and difficulties in a way that would be “risky” with face-to-face contact. The Helpline through the assistance of trained and experienced counsellors listen to many children throughout the country to help them understand what they feel. Listening and helping also makes it possible to involve children and young people in planning their futures and by recording and publishing their views and wishes to influence the lives of many more who are unable to talk on their behalf.

The Childline helpline functions as both a prevention and early intervention service, offering communities a service they can contact for counselling, information and guidance before a situation develops to a stage where statutory or tertiary interventions are required. It also enables communities that are far from service providers access to the child protection system.

Along with the helpline, Childline also offers Online Counselling. This service is operational from Monday – Friday between 11:00 – 13:00 and 14:00 – 18:00. The Online Counselling Service aims to offer the same prevention and early intervention services through the use of electronic communication open to children and youth, including adults with concerns about children.

This service is complementary to the Childline Helpline, it extends our reach to children and adults with speech and hearing disabilities. The service provides a safe and confidential medium for children and young people to access counselling and information at no cost, other than the data used to access the mobile-friendly website. It has been noted that chats on the system last longer than calls to the Helpline; ranging between thirty (30) minutes to over an hour, based on the risk posed to the child, thus there is a core focus on counselling.

Furthermore, the helpline also assists in collecting statistical data on the well-being of children in South Africa. Through this an understanding can be formulated like challenges they face on a day to day basis, the response or lack of response from the institutions that are in place to provide help to them and to a greater degree, we are also understanding the challenges faced by caregivers in their parenting roles.

2. Executive Summary

This document illustrates the analysed data of Childline SA for April 2021. It should be noted that the country was on Level 1 of the National Lockdown during this month, with some restrictions eased during this lockdown period. The report also shows a comparison between calls that were made during March 2021 and April 2021. As indicated in Fig. 1 of this report.

A comparison of the data collected in 2020 to that of 2021 indicates an increase in the overall call volumes for April 2021¹. The overall call volume increased by 4 413 calls i.e. 17.98%

Most Prevalent Matters that Childline was called about during the Reporting Period:

| | Category | Percentage of Calls |
|-----|-----------------------------|----------------------------|
| 1. | Services | 32% |
| 2. | COVID19 | 21% |
| 3. | Abuse | 16% |
| 4. | Neglect | 8% |
| 5. | Family relationship problem | 5% |
| 6. | Poverty | 3% |
| 7. | Behaviour problem | 2% |
| 8. | Legal issues | 2% |
| 9. | School problems | 2% |
| 10. | Substance abuse | 2% |

¹ As indicated by Fig. 2. Page 8.

3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected during April 2021.

3.1 Daily Call Distribution for March 2021/April 2021

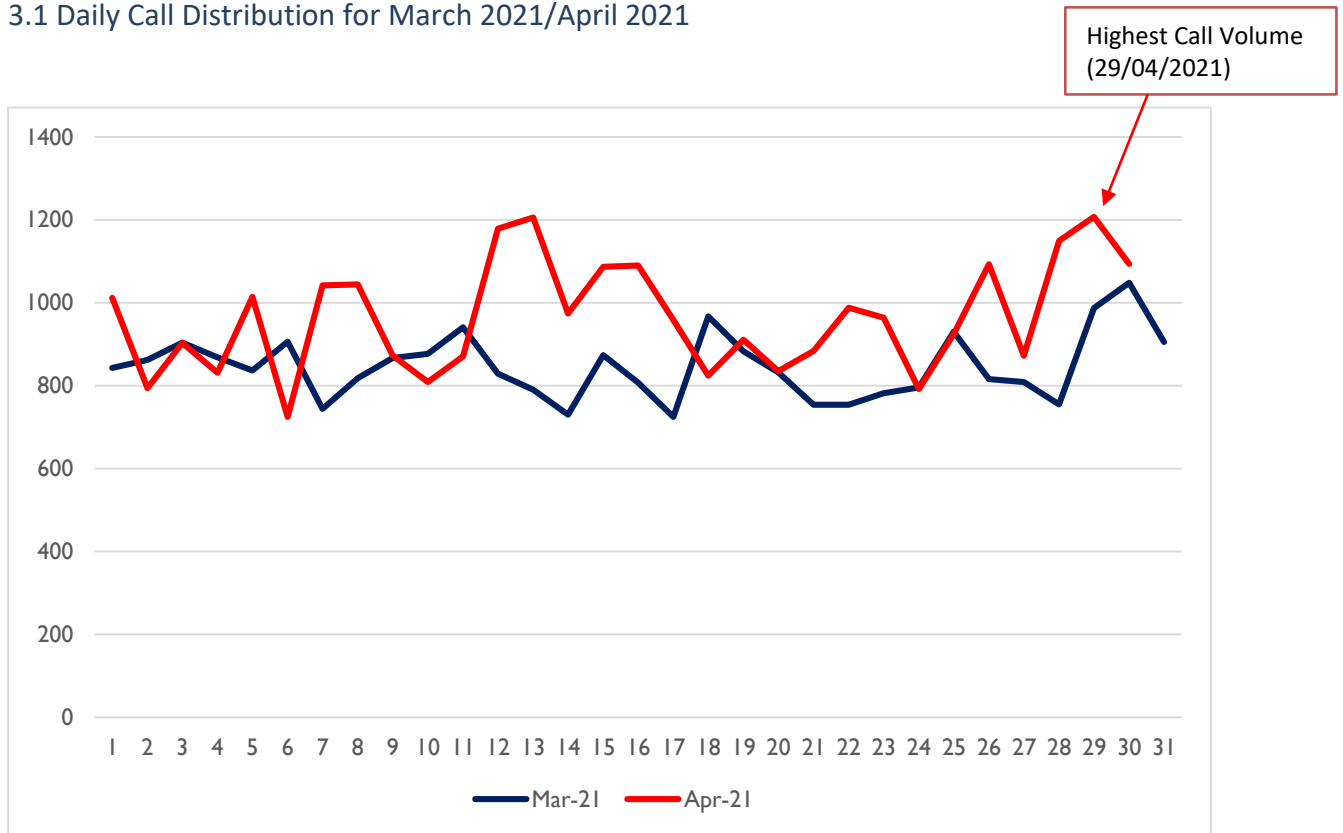


Figure 1: Overall Call Analysis (March/April 2021)

3.1.1. Broad Overview of Calls for March 2021 and April 2021

| Day | Mar-21 | Apr-21 |
|-----|--------|--------|
| 1 | 843 | 1012* |
| 2 | 862 | 794 |
| 3 | 904 | 903 |
| 4 | 868 | 831 |
| 5 | 837 | 1014* |
| 6 | 906 | 725 |
| 7 | 744 | 1042* |
| 8 | 818 | 1044* |
| 9 | 867 | 873 |
| 10 | 877 | 809 |
| 11 | 941 | 871 |
| 12 | 829 | 1179* |
| 13 | 790 | 1206* |
| 14 | 730 | 974 |
| 15 | 874 | 1087* |
| 16 | 807 | 1090* |
| 17 | 725 | 959 |
| 18 | 967 | 824 |
| 19 | 883 | 911 |
| 20 | 832 | 835 |
| 21 | 754 | 884 |
| 22 | 754 | 988 |
| 23 | 782 | 964 |
| 24 | 796 | 792 |
| 25 | 930 | 925 |
| 26 | 816 | 1093* |
| 27 | 809 | 872 |
| 28 | 755 | 1149* |
| 29 | 987 | 1207* |
| 30 | 1048 | 1094* |
| 31 | 905 | |

Highest Call Volume
(29/04/2021)

* The table above gives a detailed day-to-day account of calls made to Childline SA for March 2021 and April 2021. Higher call volumes are highlighted.

3.1.2. Comparison: April 2020 vs April 2021

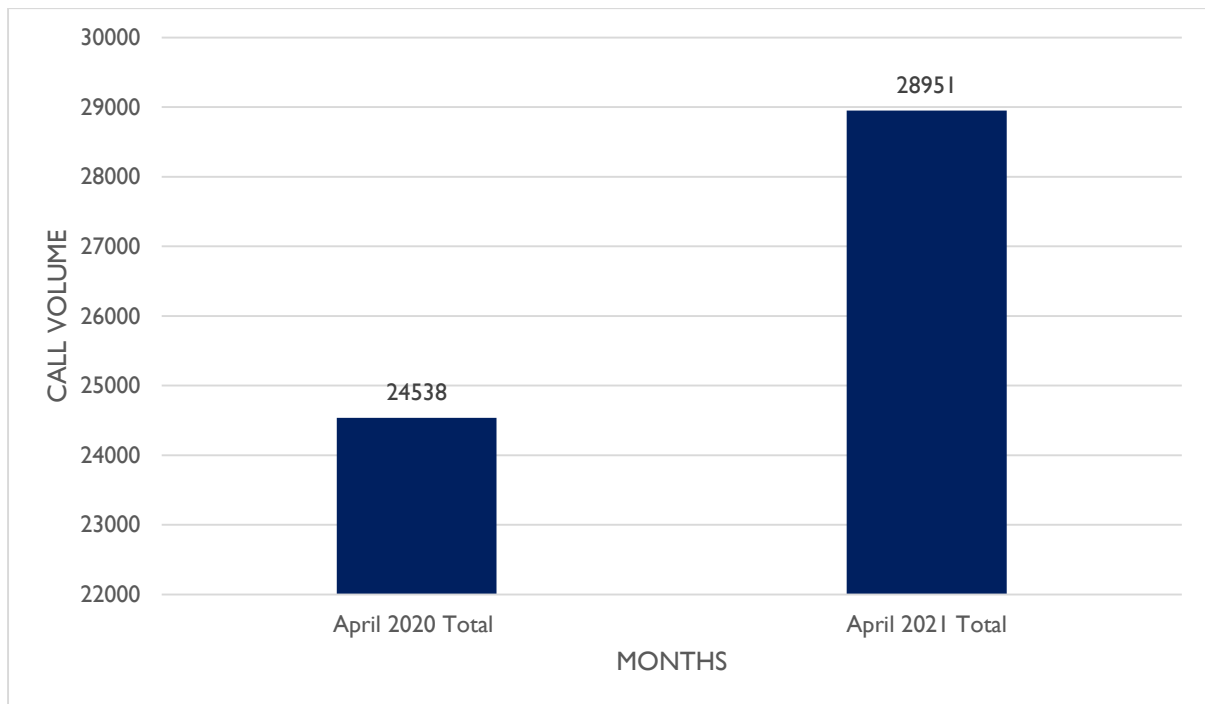


Figure 2: Call Volume Comparison April 2020 vs April 2021

3.1.3. Daily Call Distribution April 2021

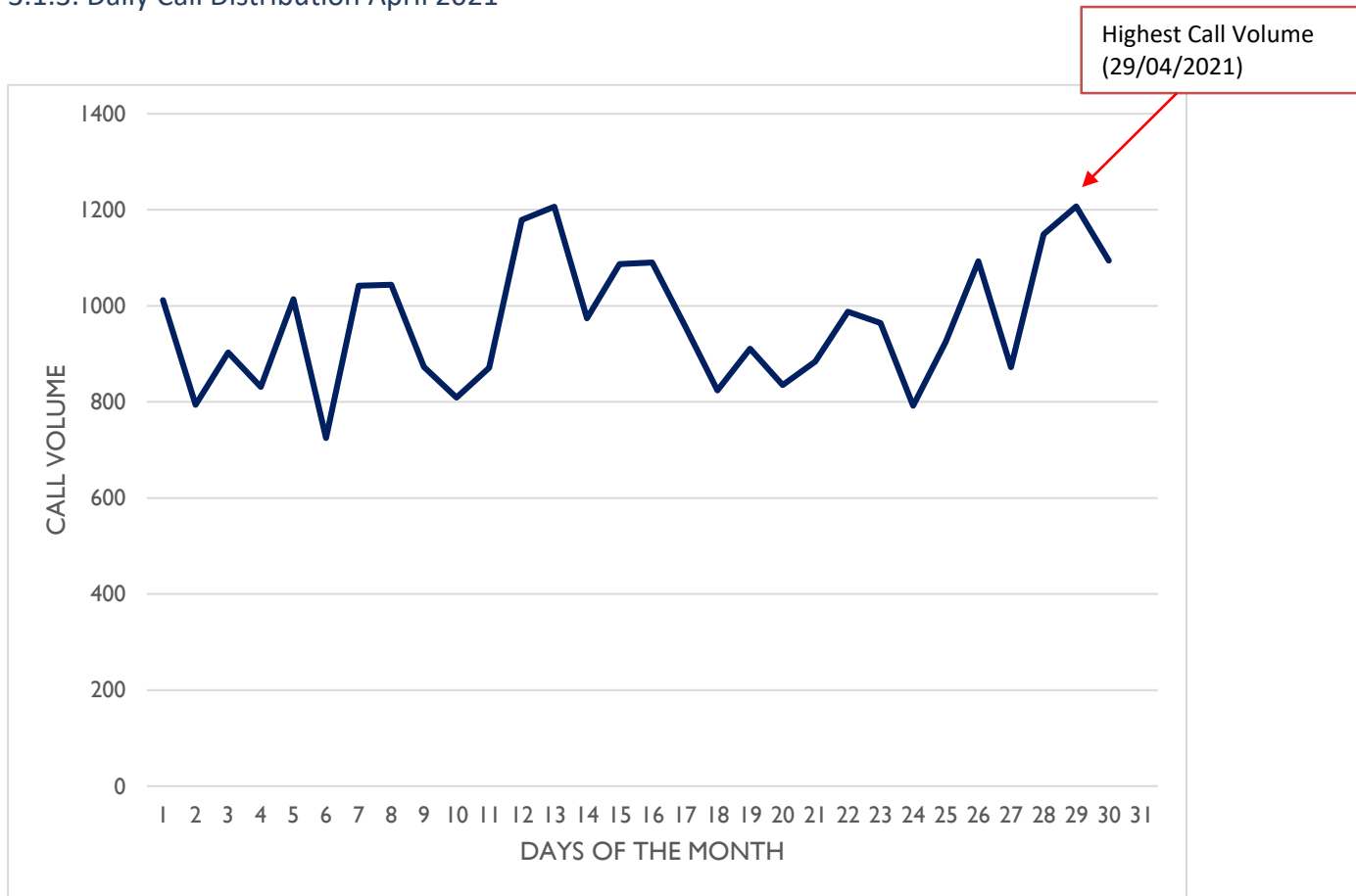


Figure 3: Overall Call Analysis (April 2021)

Please note that Fig. 3, above, as depicted on the data is illustrated in subsection 3.1.

3.1.4. Analysis of Calls – Lockdown Level 1

This section of the report till Section 7 covers data for Level 1 of the lockdown for the month of April 2021

3.1.4.1 Responsive Calls

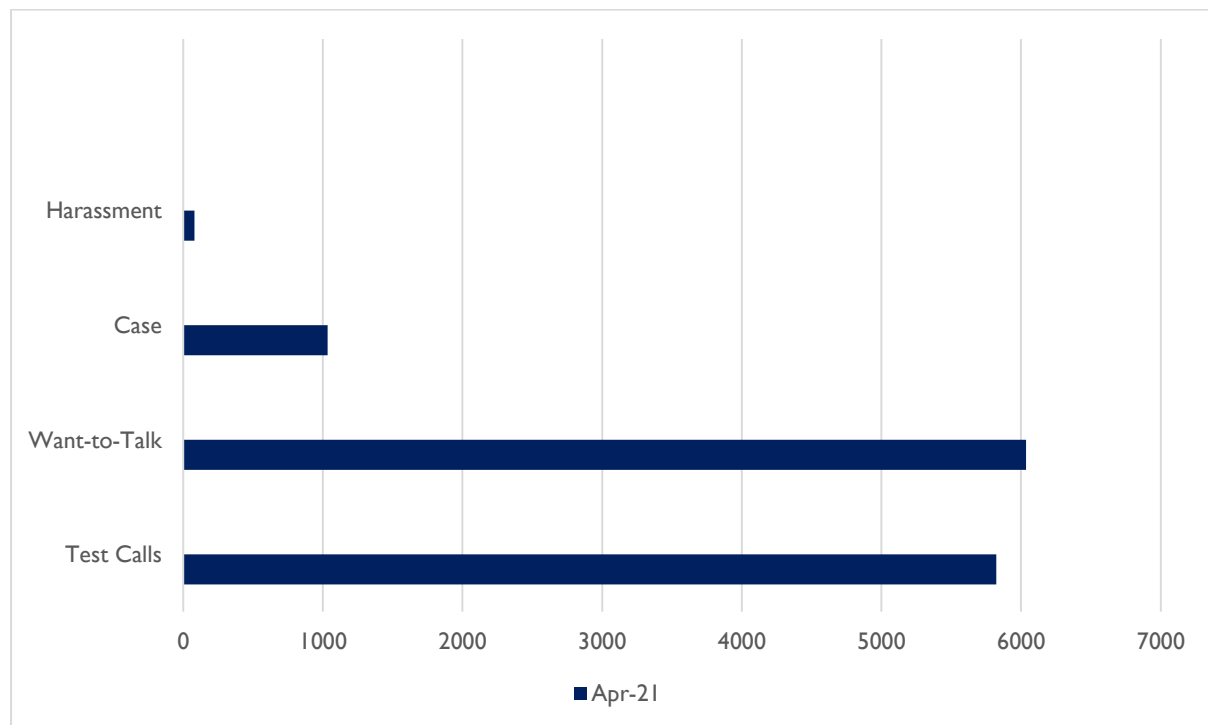


Figure 4: Responsive Calls (April 2021)

| Responsive Calls | Apr-21 |
|------------------|--------|
| Want-to-Talk | 6036 |
| Test | 5823 |
| Case | 1033 |
| Harassment | 81 |

Explanation of Responsive Calls Terminology

- **Want to Talk:** This is when a caller calls the Crisisline to receive a counselling service. In most cases support provided over the helpline is sufficient and no identifying information is disclosed to create a case warranting a referral
- **Test calls:** When a caller, **that is a child**, calls in and they have more questions about our Service, is abusive to the Counsellor by using Profanity, is testing the Counsellor with a Hoax, or playful or distressed by not engaging in conversation
- **Case:** When a caller calls in and wishes to report a matter and is willing to disclose their details i.e. a referral needs to be made and followed up.
- **Harassment:** When an **adult caller** calls in and abuses the counsellor through profanity, sexual talk or threats

A further breakdown of Child Abuse and Neglect Cases are provided below:

| Category | Sub - Category | Case | WTT | Total |
|-------------------------|---|------|-----|-------|
| Abuse | Abduction | 2 | 4 | 6 |
| Abuse | Bullying in School | 38 | 0 | 38 |
| Abuse | Bullying out of School | 9 | 2 | 11 |
| Abuse | Cyber Bullying | 3 | 1 | 4 |
| Abuse | Deceased Child | 0 | 0 | 0 |
| Abuse | Emotional abuse | 190 | 242 | 432 |
| Abuse | Exposure to criminal violence | 1 | 2 | 3 |
| Abuse | Exposure to domestic violence | 40 | 51 | 91 |
| Abuse | Exposure to pornography | 5 | 8 | 13 |
| Abuse | Grooming | 5 | 4 | 9 |
| Abuse | Harassment | 15 | 12 | 27 |
| Abuse | Inappropriate sex talk | 8 | 3 | 11 |
| Abuse | Physical abuse | 170 | 188 | 358 |
| Abuse | Rape | 107 | 102 | 209 |
| Abuse | Sexual assault | 48 | 44 | 92 |
| Commercial exploitation | Child begging | 0 | 0 | 0 |
| Commercial exploitation | Child prostitution/Commercial sexual exploitation | 3 | 3 | 6 |
| Commercial exploitation | Child used for criminal activity | 0 | 0 | 0 |
| Commercial exploitation | Child vendors | 0 | 0 | 0 |
| Commercial exploitation | Children used by adults to commit crime | 0 | 0 | 0 |
| Commercial exploitation | Domestic child labour | 5 | 3 | 8 |
| Commercial exploitation | Farm child Labour | 0 | 0 | 0 |
| Commercial exploitation | General child labour | 1 | 0 | 1 |
| Commercial exploitation | Involvement in pornography | 0 | 0 | 0 |
| Commercial exploitation | Trafficking | 0 | 0 | 0 |
| COVID-19 | Child Orphaned by COVID | 0 | 0 | 0 |
| COVID-19 | Child Vulnerable due to COVID | 2 | 3 | 5 |
| COVID-19 | General Medical Information | 677 | 25 | 702 |
| COVID-19 | Insufficient/No Income due to COVID | 5 | 6 | 11 |
| COVID-19 | Mental Health | 1031 | 18 | 1049 |
| COVID-19 | School Related Challenges due to COVID | 2 | 1 | 3 |
| Neglect | Child abandonment | 43 | 38 | 81 |
| Neglect | Circumstantial - Child uncared for emotionally | 18 | 18 | 36 |
| Neglect | Circumstantial - Child uncared for physically | 13 | 14 | 27 |
| Neglect | Deliberate - Child uncared for emotionally | 117 | 158 | 275 |
| Neglect | Deliberate - Child uncared for physically | 125 | 148 | 273 |
| Poverty | Child/ren starving | 38 | 35 | 73 |
| Poverty | Insufficient/No income | 21 | 19 | 40 |
| Poverty | Lack of clothing | 18 | 21 | 39 |

| | | | | |
|-----------------------------|--|----|----|----|
| Poverty | Problems with grants and pensions | 43 | 26 | 69 |
| Psychological health | Anorexia | 1 | 0 | 1 |
| Psychological health | Anxiety | 7 | 2 | 9 |
| Psychological health | Bereavement - peer | 3 | 0 | 3 |
| Psychological health | Bulimia | 0 | 0 | 0 |
| Psychological health | Child has difficulty in communicating | 1 | 2 | 3 |
| Psychological health | Depression | 18 | 13 | 31 |
| Psychological health | Lack of confidence | 3 | 0 | 3 |
| Psychological health | Lacks life purpose | 5 | 1 | 6 |
| Psychological health | Loneliness | 6 | 2 | 8 |
| Psychological health | Mental illness of parent/caregiver/child | 6 | 1 | 7 |
| Psychological health | Self harming | 8 | 0 | 8 |
| Psychological health | Sleep disorders | 2 | 1 | 3 |
| Psychological health | Suicidal feelings | 28 | 8 | 36 |
| Psychological health | Suicide attempt | 10 | 6 | 16 |
| Psychological health | Suicide of family member | 1 | 0 | 1 |
| Psychological health | Suicide of friend | 0 | 1 | 1 |
| Psychological health | Unmanageable anger and frustration | 7 | 10 | 17 |
| Sexuality | Abortion/Termination of pregnancy | 3 | 0 | 3 |
| Sexuality | Contraception | 0 | 1 | 1 |
| Sexuality | Information about sex | 2 | 0 | 2 |
| Sexuality | Pregnancy | 8 | 3 | 11 |
| Sexuality | Saying no to sex | 0 | 0 | 0 |
| Sexuality | Sexual identity | 1 | 1 | 2 |
| Sexuality | Sexual problem | 2 | 0 | 2 |
| Sexuality | Sexualized behaviour | 10 | 4 | 14 |
| Sexuality | Sexually exploitive/abusive behaviour | 8 | 3 | 11 |
| Sexuality | Sexually transmitted infections | 1 | 0 | 1 |
| Substance abuse | Child - alcohol abuse | 6 | 6 | 12 |
| Substance abuse | Child - other drug abuse | 22 | 21 | 43 |
| Substance abuse | Drug dealing | 0 | 0 | 0 |
| Substance abuse | Exposure to alcohol/drug abuse | 14 | 5 | 19 |
| Substance abuse | Information on alcohol/drugs | 5 | 2 | 7 |
| Substance abuse | Parent/caretaker - alcohol abuse | 22 | 41 | 63 |
| Substance abuse | Parent/caretaker - drug abuse | 0 | 0 | 0 |

3.1.4.2. Non-Responsive Calls

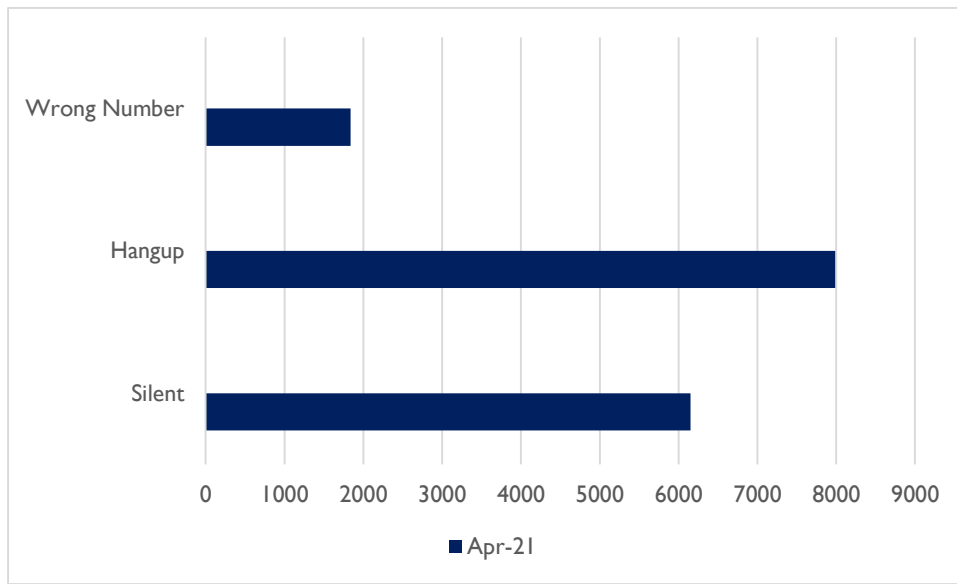


Figure 5: Non-Responsive Calls (April 2021)

| Non-Responsive Calls | Apr-21 |
|----------------------|--------|
| Silent | 6152 |
| Hangup | 7988 |
| Wrong Number | 1838 |

4. Want to Talk Categories – Lockdown Level 1

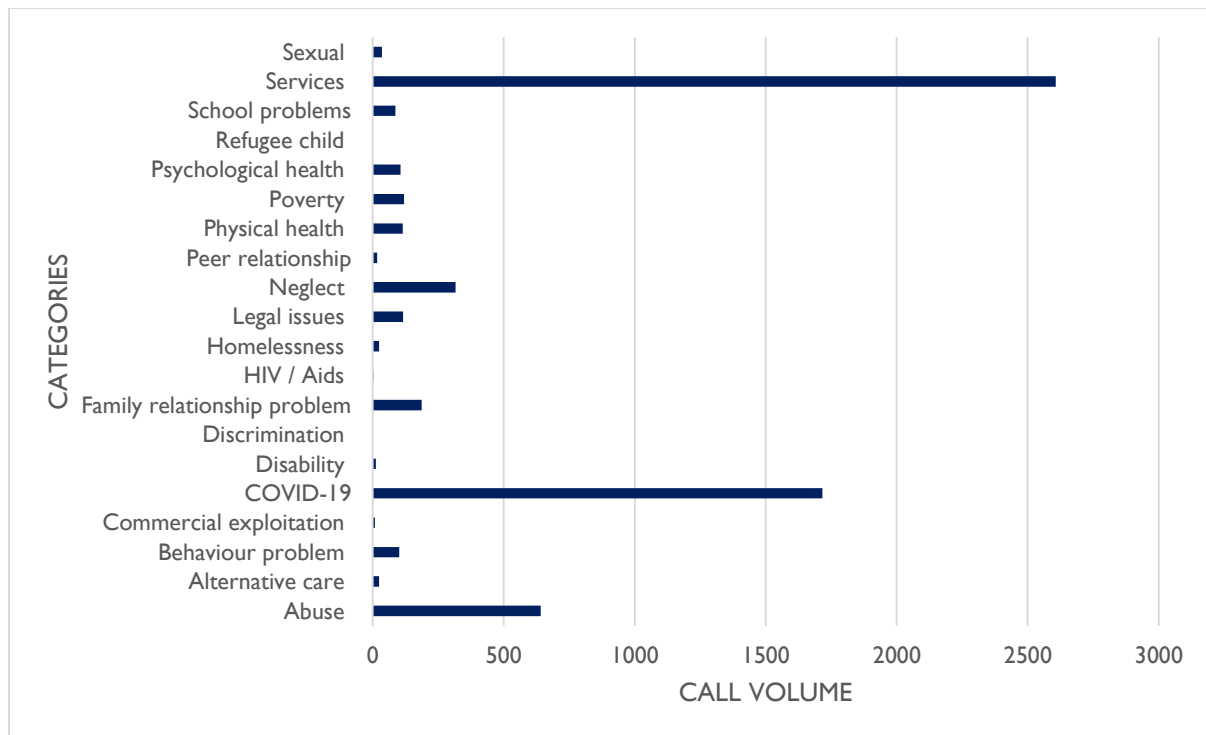


Figure 6: Want to Talk Categories Distribution (April 2021)

4.1. Comparison of Want To Talk Categories: March 2021 and April 2021

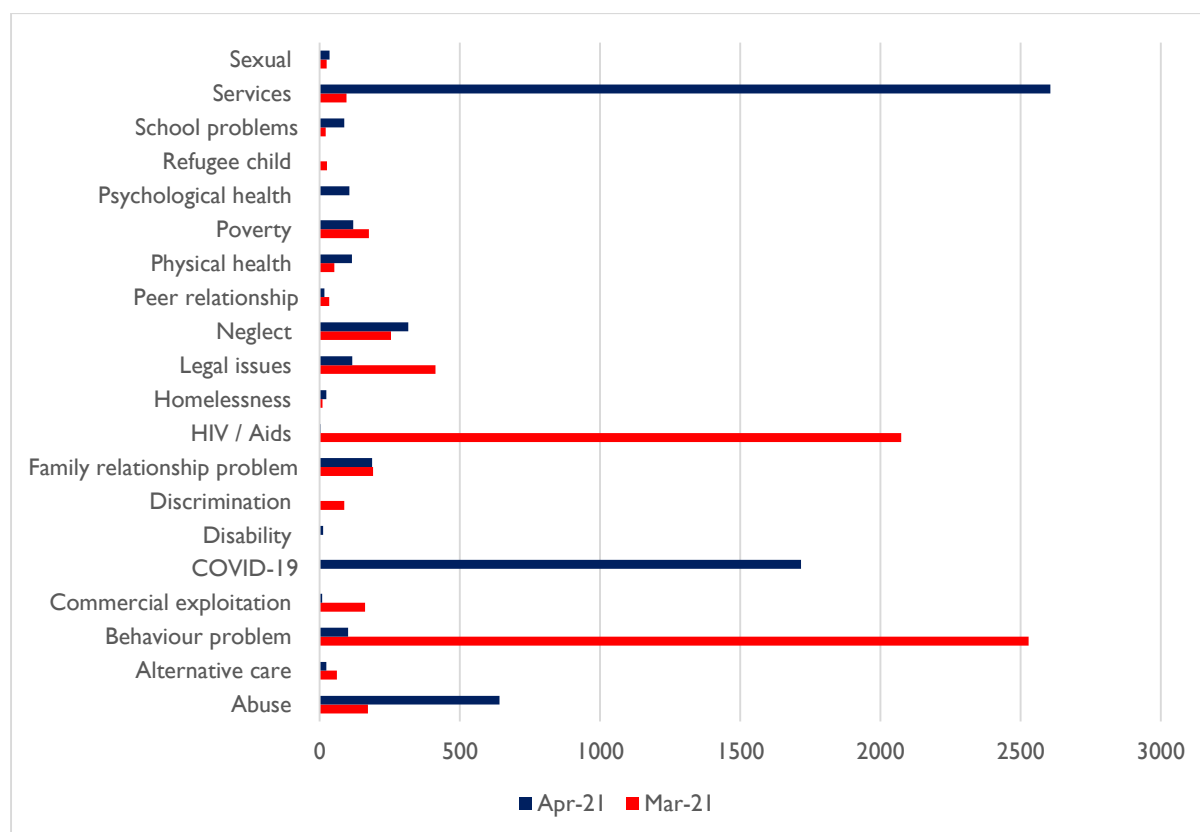


Figure 7: Comparison WTT Categories (March 2021 & April 2021)

| Categories | Mar-21 | Apr-21 |
|-----------------------------|--------|--------|
| Abuse | 172 | 641* |
| Alternative care | 61 | 24 |
| Behaviour problem | 2529 | 101 |
| Commercial exploitation | 162 | 9 |
| COVID-19 | 0 | 1717* |
| Disability | 1 | 12 |
| Discrimination | 87 | 0 |
| Family relationship problem | 190 | 187 |
| HIV / Aids | 2074 | 3 |
| Homelessness | 10 | 24* |
| Legal issues | 413 | 116 |
| Neglect | 254 | 316* |
| Peer relationship | 34 | 17 |
| Physical health | 52 | 115* |
| Poverty | 175 | 120 |
| Psychological health | 0 | 106* |
| Refugee child | 26 | 1 |
| School problems | 21 | 87 |
| Services | 96 | 2607* |
| Sexual | 25 | 35* |

* Categories with an increase in the new month are highlighted.

4.2. Comparison of Case and Want to Talk Categories

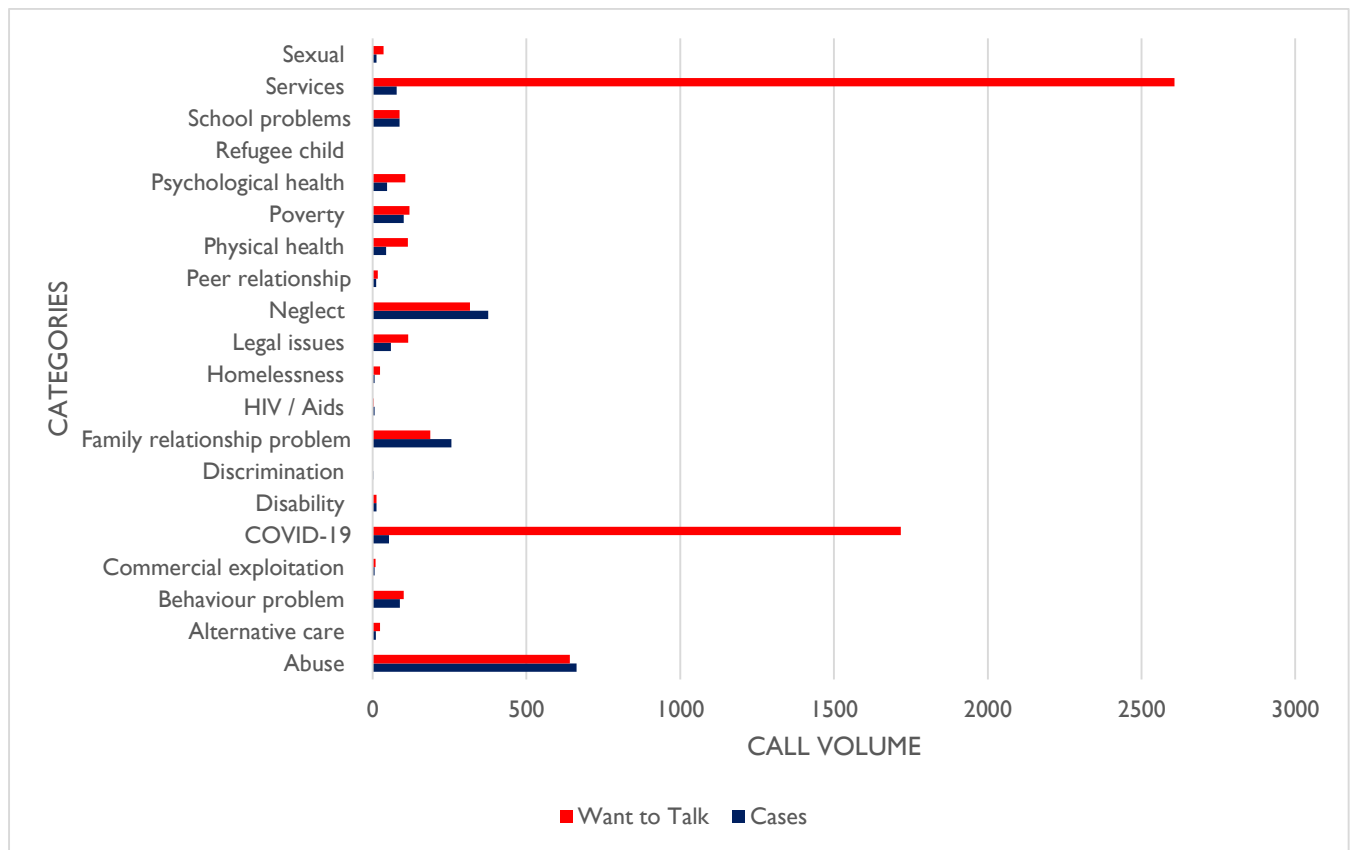


Figure 8: Comparison of Case and Want to Talk Categories (April 2021)

5. Provincial Call Distribution – Lockdown Level 1

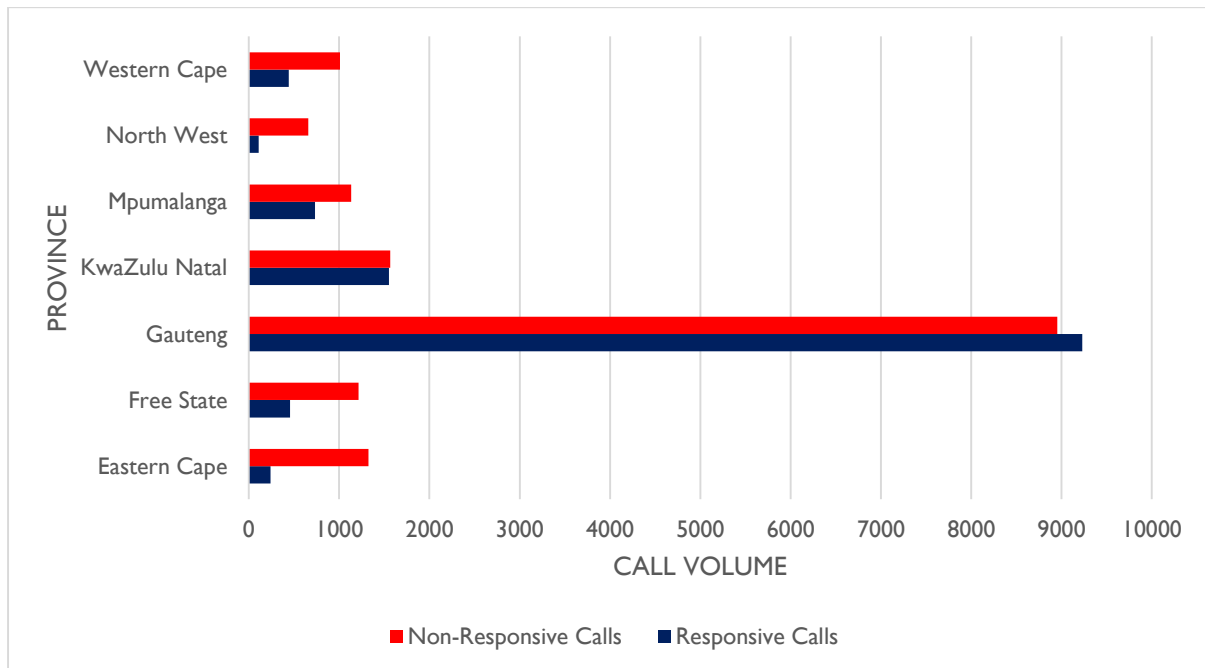
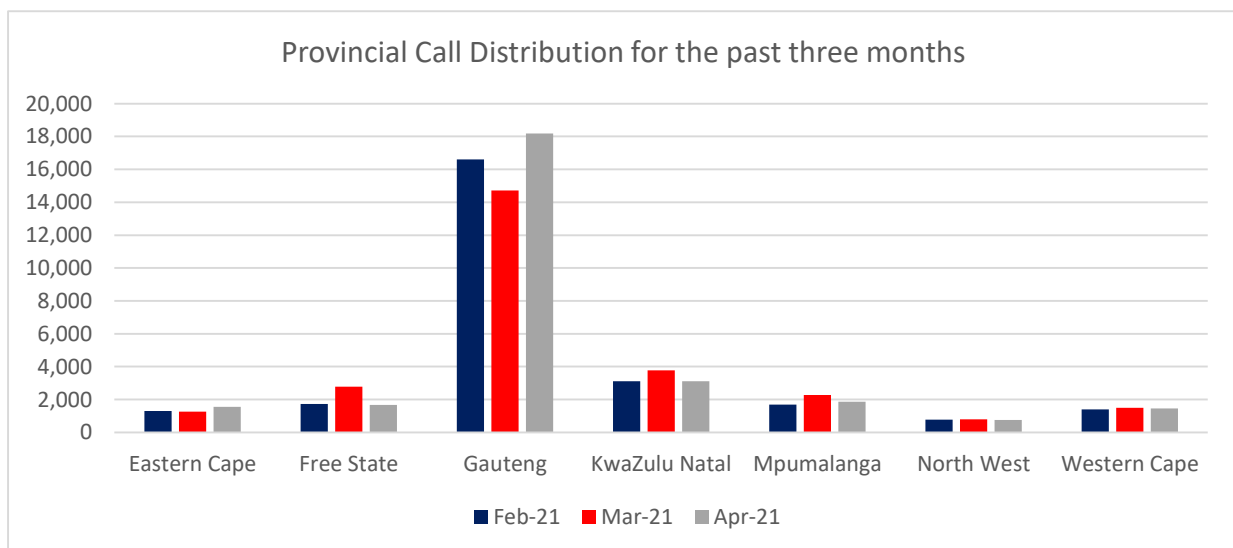


Figure 9: Provincial Call Volumes (April 2021)

| Province | Non-Responsive Calls | Responsive Calls | Total |
|---------------|----------------------|------------------|-------|
| Eastern Cape | 239 | 1326 | 1565 |
| Free State | 457 | 1214 | 1671 |
| Gauteng | 9230 | 8954 | 18184 |
| KwaZulu Natal | 1551 | 1566 | 3117 |
| Mpumalanga | 733 | 1133 | 1866 |
| North West | 107 | 657 | 764 |
| Western Cape | 442 | 1010 | 1452 |

* Childline Gauteng receives all Telkom Mobile and Cell C calls due to distribution challenges by the networks.



6. Gender Distribution

6.1. Gender Distribution for Case Calls

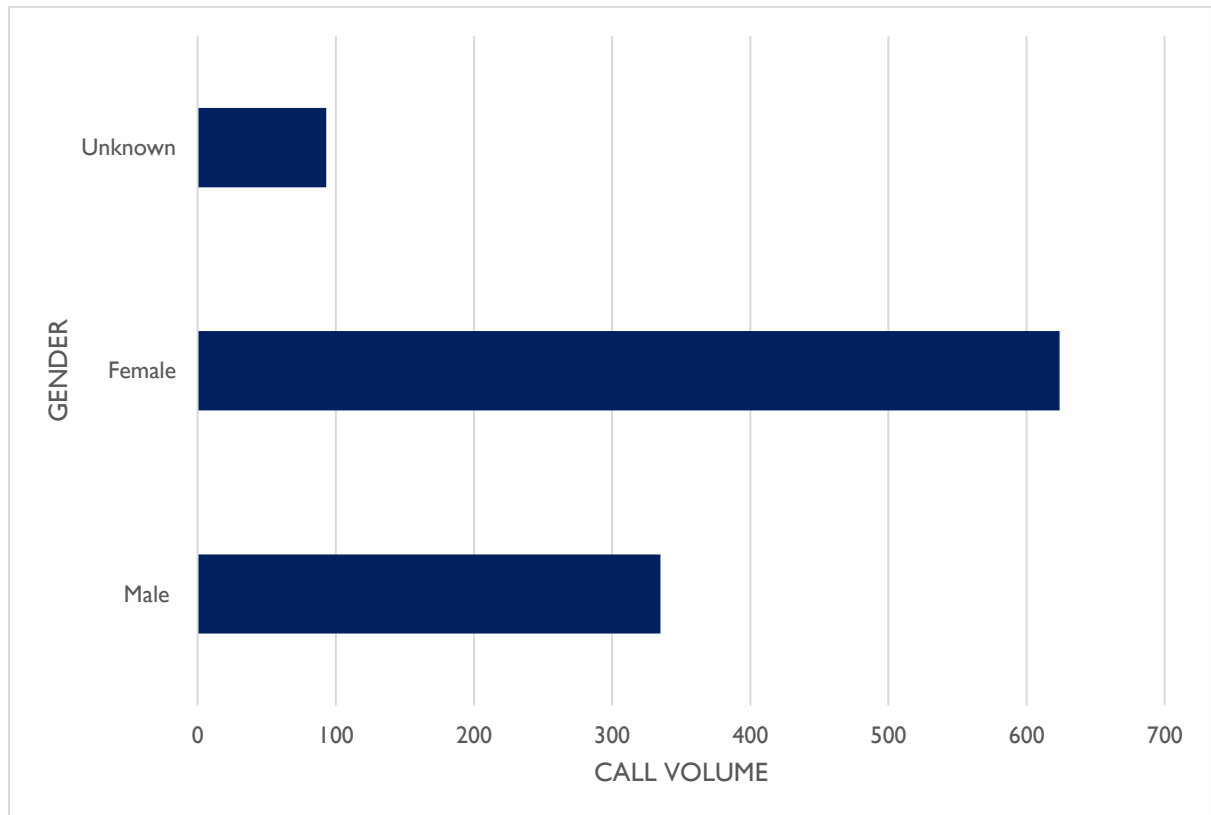


Figure 10: Gender Distribution (April 2021)

| Male | Female | Unknown | Non-Binary |
|------|--------|---------|------------|
| 335 | 624 | 93 | 0 |

6.2 Gender Distribution for Want To Talk Calls

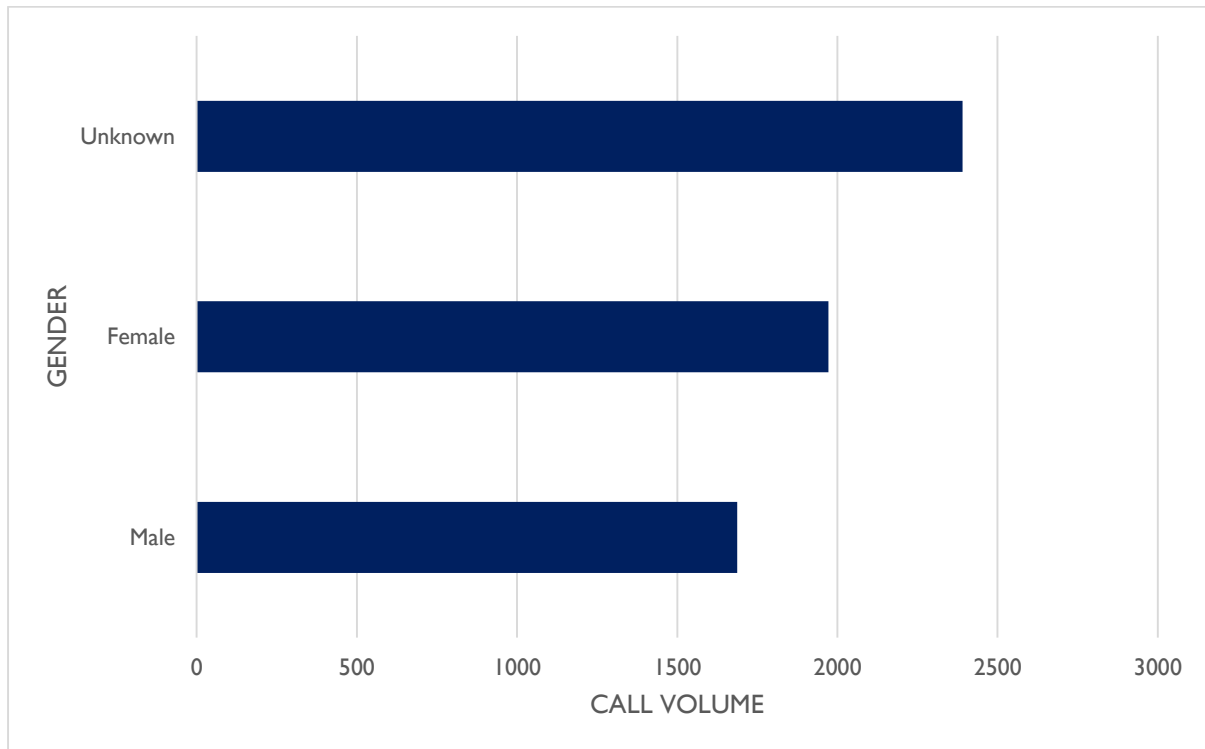


Figure 11: Gender Distribution – Want To Talk (April 2021)

| Male | Female | Unknown | Non-Binary |
|------|--------|---------|------------|
| 1687 | 1972 | 2391 | 1 |

7. Online Counselling Service

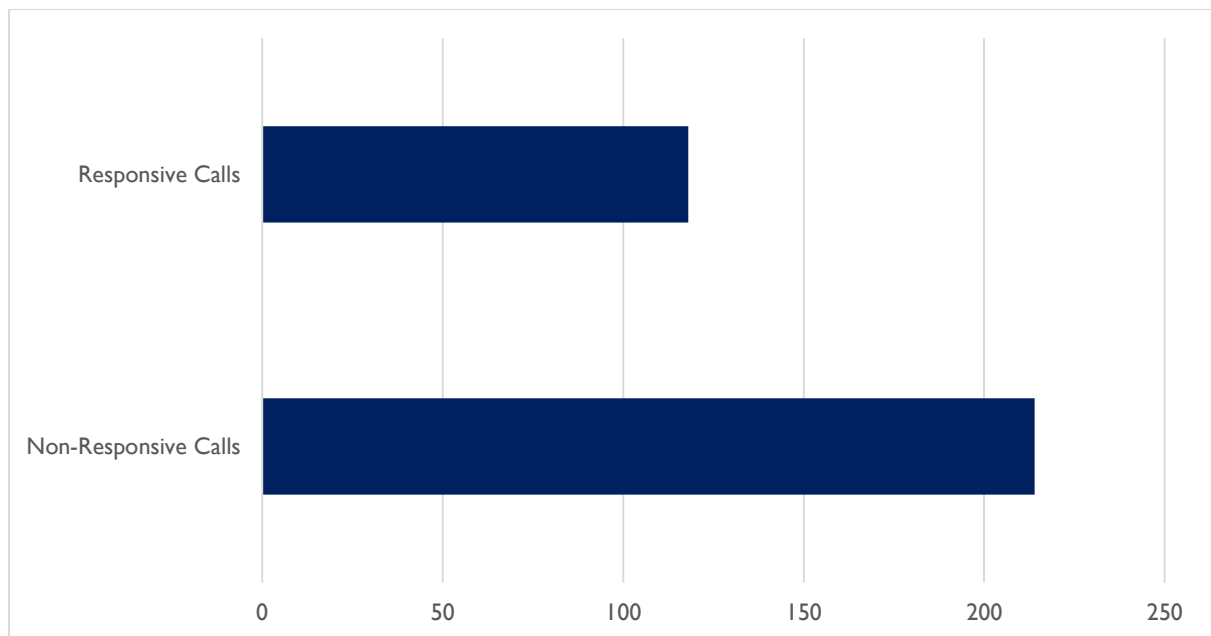


Figure 12: Online Counselling Chat Volumes (April 2021)

| | |
|----------------------|-----|
| Non-Responsive Calls | 214 |
| Responsive Calls | 118 |

8. COVID-19 Calls to the Helpline

During Level 1, the public has reached out to us with their concerns regarding COVID19. Here are some examples of calls received:

- We have added in a COVID-19 to our Data Capturing System with the following sub-categories:

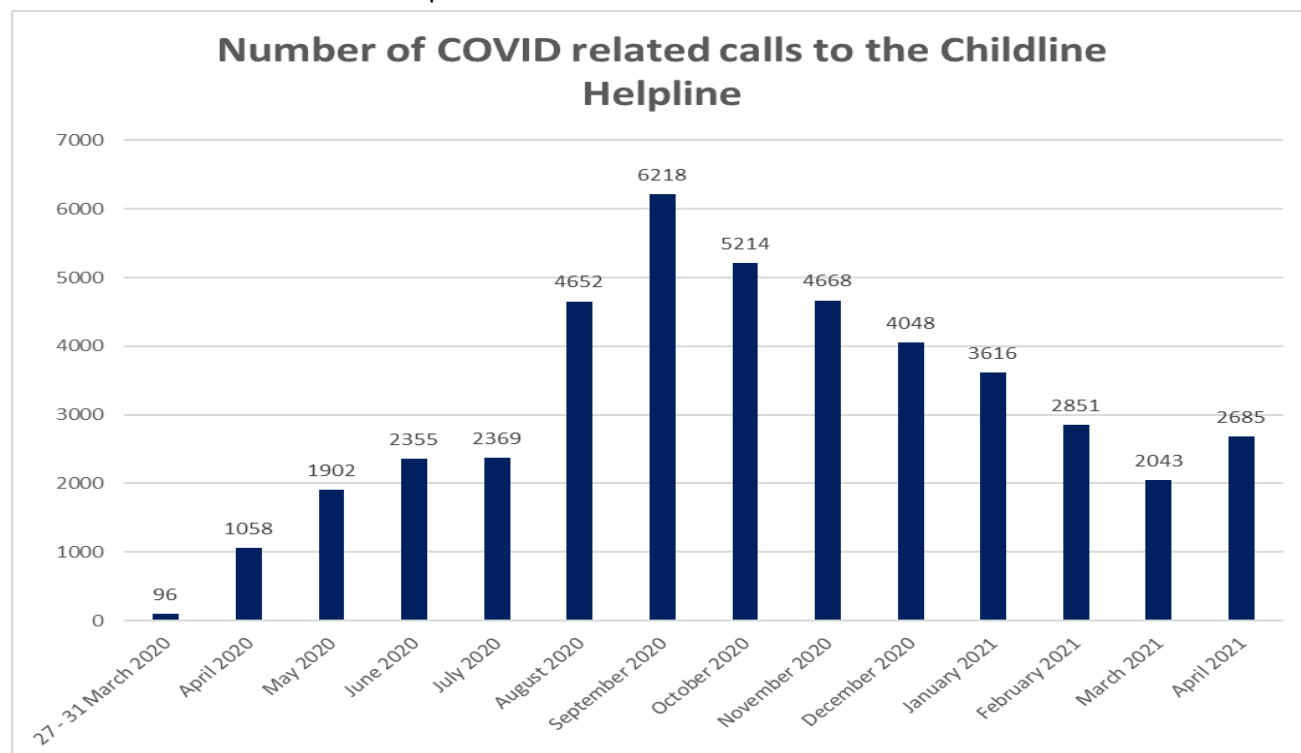
| Sub-Category | Number of Calls for April 2021 |
|--|---------------------------------------|
| Child Orphaned by COVID | 0 |
| Child Vulnerable due to COVID | 5 |
| Insufficient/No Income due to COVID | 702 |
| Mental Health | 11 |
| General Medical Information | 1049 |
| School Related Challenges due to COVID | 3 |

- As may be seen in the table above, our counsellors continue to explain to the callers how they may stay safe during the pandemic by wearing their masks, sanitizing their hands and safety tips on how to prevent the spread of COVID19. These relate to calls relating to symptoms, queries about the COVID Hotline number, and where they may get tested for COVID-19.
- We have also started getting a high number of queries related to vaccines, the rollout and costs that may be incurred for this
- We still receive a high number of calls of people requesting food parcels and social relief grants, hence accounting for our high number of calls under “Insufficient/No Income due to COVID”. Some of our offices continue to provide assistance through food parcels as per the photos below
- A case was reported by a concerned community member who concerned about children that were living in a house child headed household. According to the caller, the children live on their own with the supervision of the 16-year-old that is the oldest. The case of the children was reported to DSD but there have been no services rendered. In the meantime, the Sebokeng office has distributed a food parcel. What perpetuates the situation is the fact that social workers are working under COVID restrictions and have not be responding to cases swiftly. In the meantime the Childline office will be dealing with the case until the children gets the necessary assistance.
- A call was received from a child stating that they are being victimised in the community because their mother tested positive for COVID19 but since recovered. According to the counsellor the child (11 years) reported that the children do not want to play with her as she told them while playing and they told her that do not want to play with her. The counsellor contacted the child’s mother who indicated that she is aware that her child being victimised and that she informed her employer about the child’s situation and the employer has found a support group for her to attend. She also stated that she will attending with her daughter.
- A caller reported that her children are starving because she lost her job after her employer died of COVID19 complications. The counsellor queried if she has applied for UIF, the mother mentioned that she was not aware if the employer was contributing towards her UIF. The counsellor advised her to go Department of Labour to check and also referred her to the Ward Councillor’s office for food parcels.

* Photos Courtesy: Childline Gauteng and Childline Mpumalanga. The faces of the children have been obscured to protect their identity



As we continue to reach out to the public regarding COVID related matters, we wanted to reflect on the number of COVID related calls that reached our Helpline since the Lockdown was declared on the 27th of March 2020 till the end of April 2021.



9. Number of Referrals

During the month of April, Childline submitted the following referrals to different departments as well as NGOs

| Month | Referrals to Department of Social Development as per Form 22 | Referrals to Key Government Departments e.g. SASSA, SAPS, Department of Basic Education, External TCC | Referrals to other NGOs |
|---|--|---|-------------------------|
| 1 st – 30 th April 2021 | 178 | 678 | 477 |

| Provincial Offices | Number of Form 22s submitted |
|---------------------------|-------------------------------------|
| Eastern Cape | 10 |
| Free State | 47 |
| Gauteng | 24 |
| KwaZulu Natal | 16 |
| Limpopo | 0 |
| Mpumalanga | 14 |
| North West | 32 |
| Northern Cape | 0 |
| Western Cape | 35 |
| Total Submitted: | 178 |