



**Data Analysis Report
April 2022**



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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 2022. The report also shows a comparison between calls that were made during March and April 2022, as indicated in Fig. 1 of this report.

A comparison of the data collected in 2021 to that of 2022 indicates a decrease in the overall call volumes for April 2022¹. The overall call volume increased by 4 759 calls i.e. 16.43%. This may have been attributed to a number of errors with our Helpline call distribution which we have addressed with various network providers. Childline also experienced Load Shedding during this time which resulted in our Helpline centers across the country being non-operational during those times. This not only impacts us as the Helpline, but we have noted that children and their communities impacted by load shedding as their devices remain uncharged, or have poor signal during that time and therefore unable to call us. We continue to seek assistance in obtaining backup systems like Uninterrupted Power Supplies and Generators for our offices to assist with this.

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

	Category	Percentage of Calls
1.	COVID19	39%
2.	Services	19%
3.	Abuse	12%
4.	Neglect	9%
5.	Family relationship problem	4%
6.	Legal issues	3%
7.	Poverty	3%
8.	Behaviour problem	3%
9.	Substance abuse	2%
10.	School problems	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 2022.

3.1 Comparison: April 2021 vs April 2022

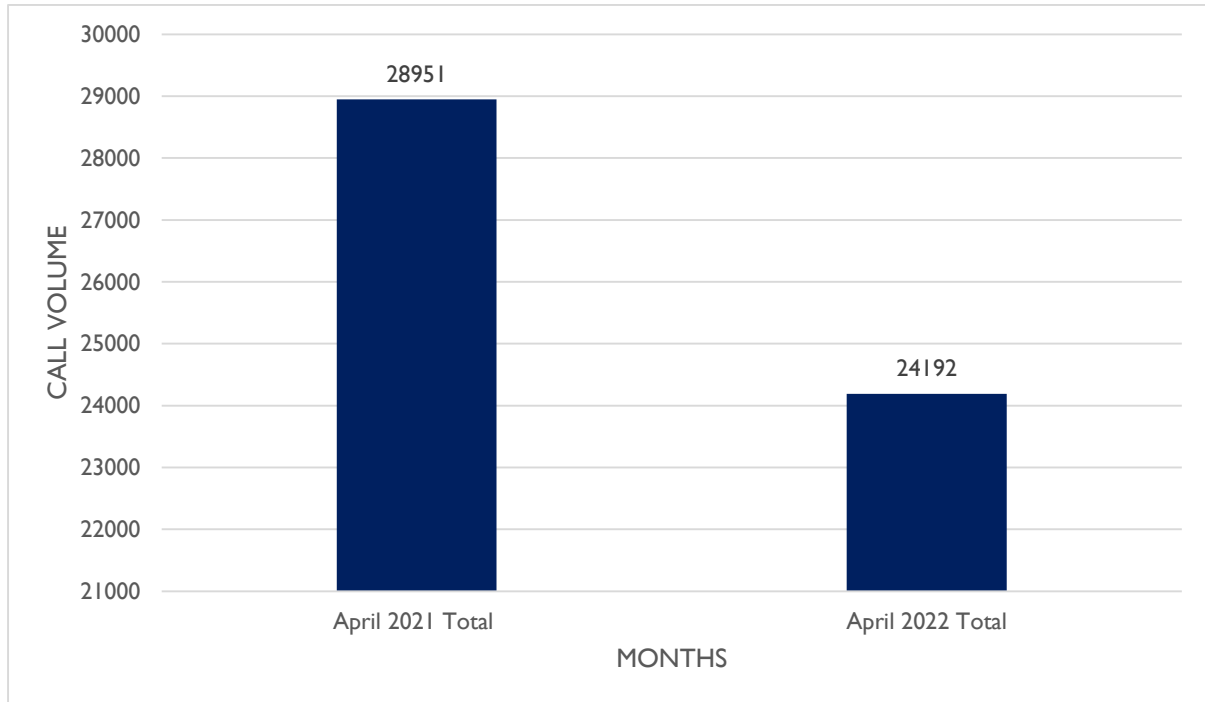


Figure 1: Call Volume Comparison April 2021 vs April 2022



3.1.1. Analysis of Calls

3.1.1.1 Responsive Calls

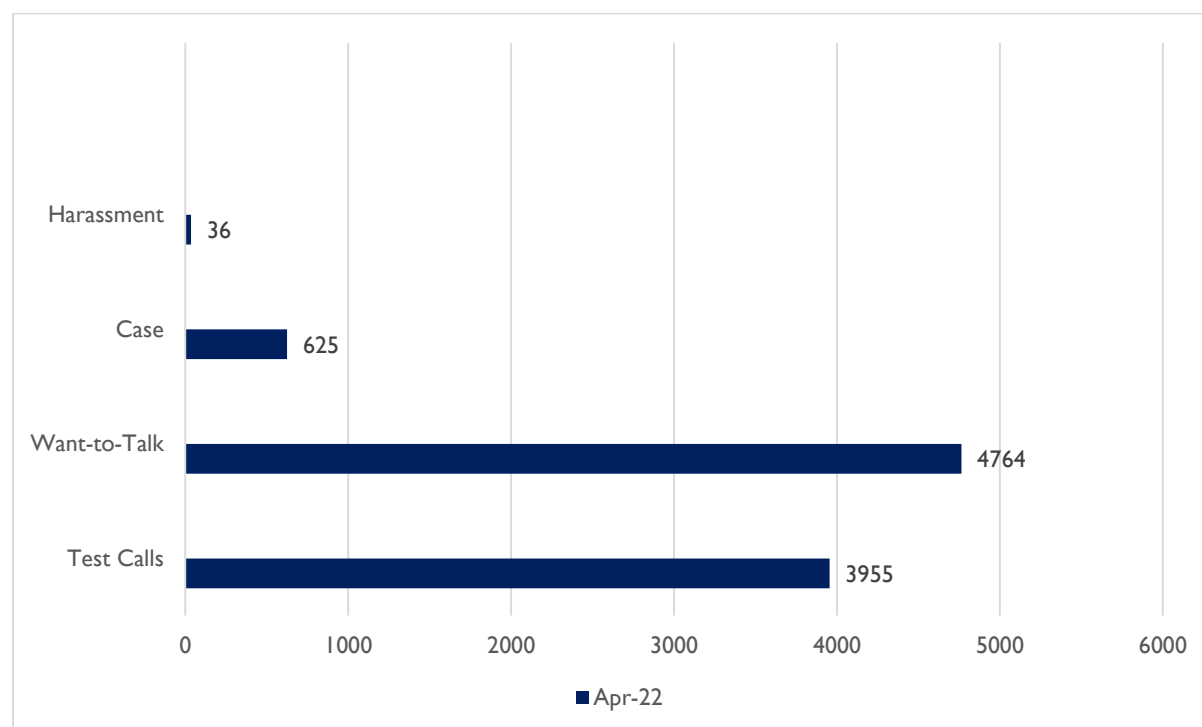


Figure 2: Responsive Calls (April 2022)

Responsive Calls	Apr-22
Want-to-Talk	3955
Test	4764
Case	625
Harassment	36

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



3.1.1.2. Non-Responsive Calls

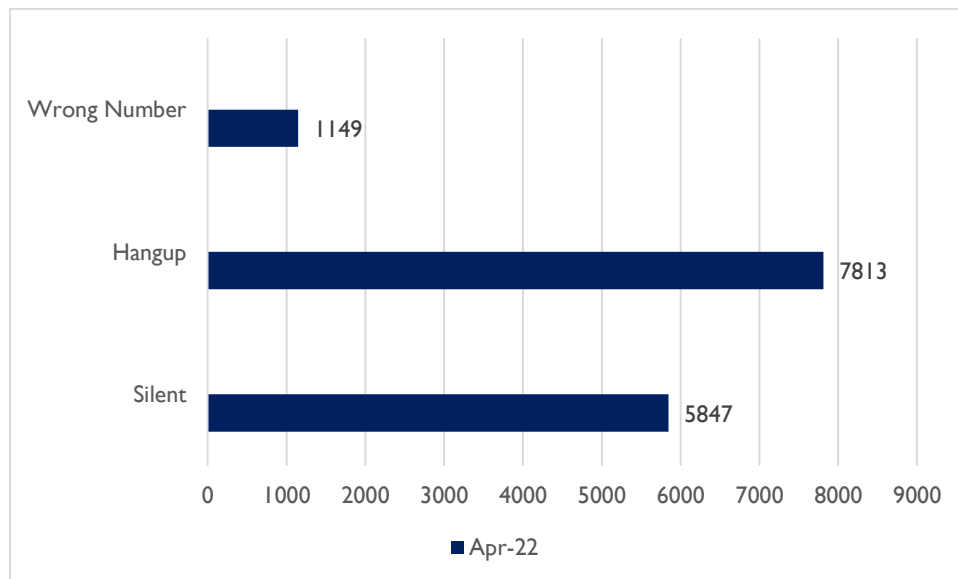


Figure 3: Non-Responsive Calls (April 2022)

Non-Responsive Calls	Apr-22
Silent	5847
Hangup	7813
Wrong Number	1149



4. Want to Talk Categories

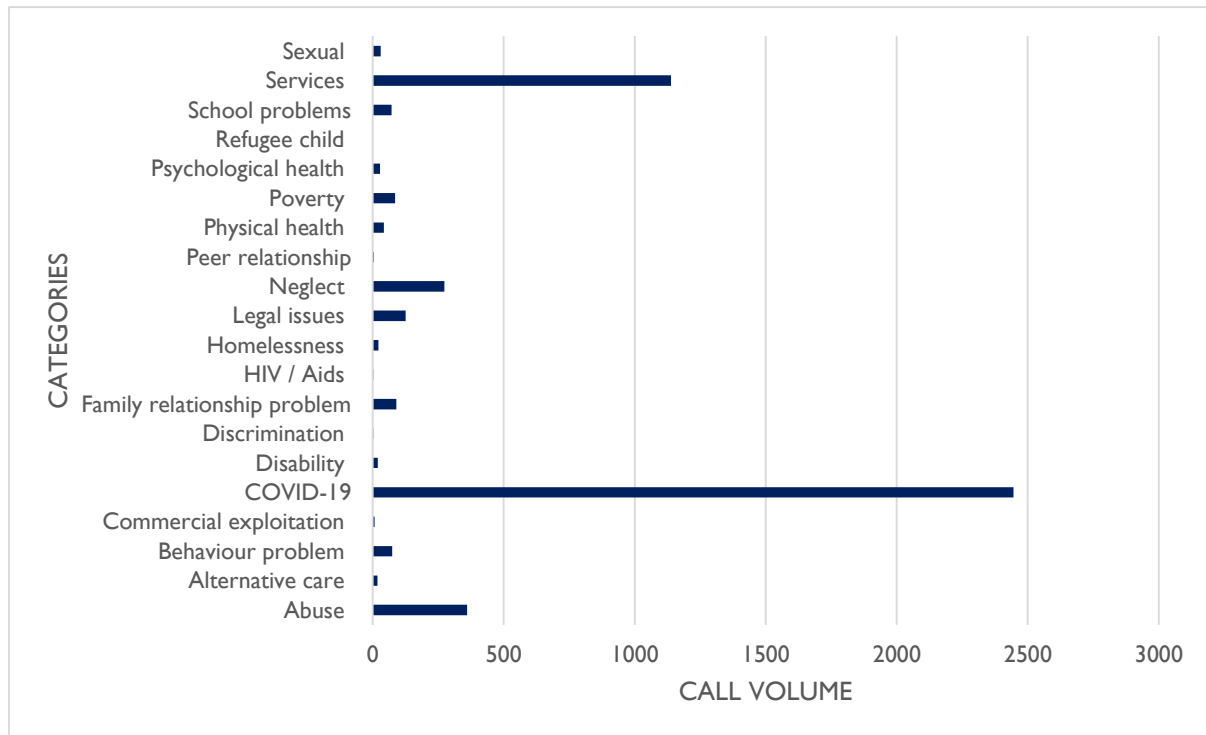


Figure 4: Want to Talk Categories Distribution (April 2022)



4.1. Comparison of Want To Talk Categories: March 2022/April 2022

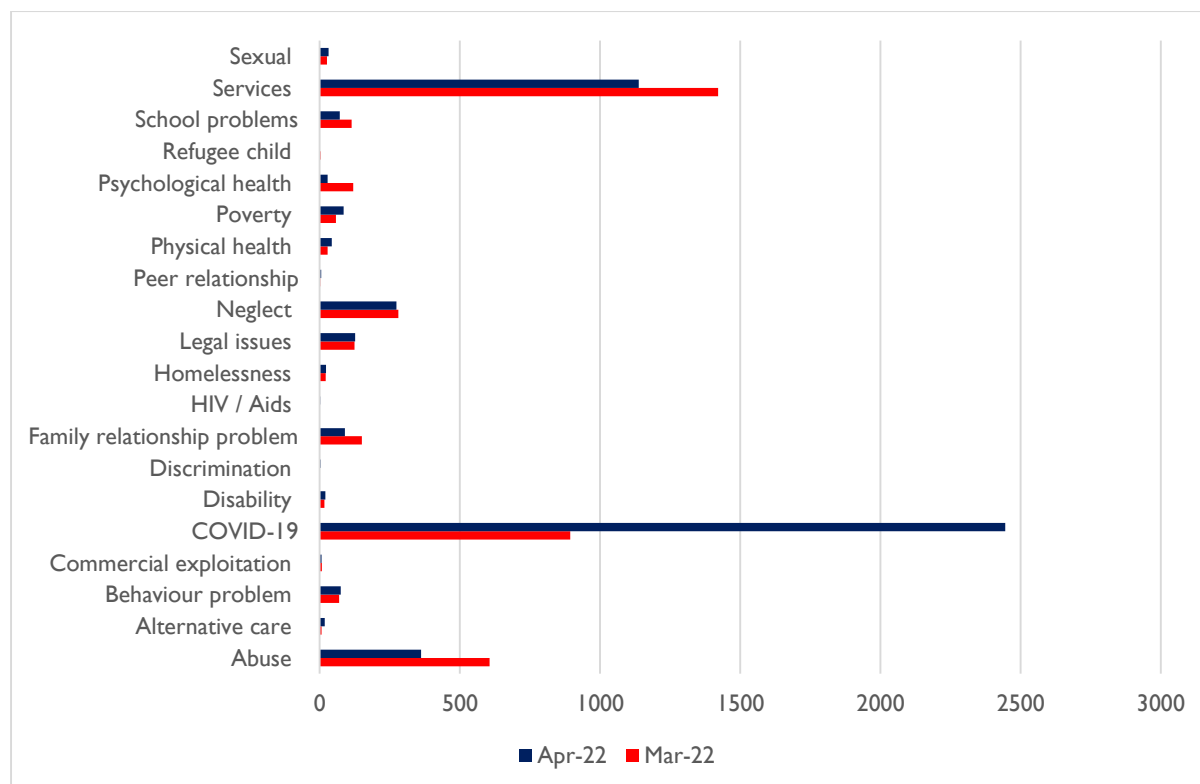


Figure 5: Comparison WTT Categories (March 2022/April 2022)

Categories	Mar-22	Apr-22
Abuse	606	361
Alternative care	7	18
Behaviour problem	69	75
Commercial exploitation	8	7
COVID-19	894	2446
Disability	17	20
Discrimination	0	3
Family relationship problem	150	90
HIV / Aids	1	2
Homelessness	21	22
Legal issues	124	126
Neglect	281	274
Peer relationship	2	5
Physical health	28	43
Poverty	58	85
Psychological health	119	28
Refugee child	3	1
School problems	114	72
Services	1421	1138
Sexual	26	31

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



4.2. Comparison of Case and Want to Talk Categories

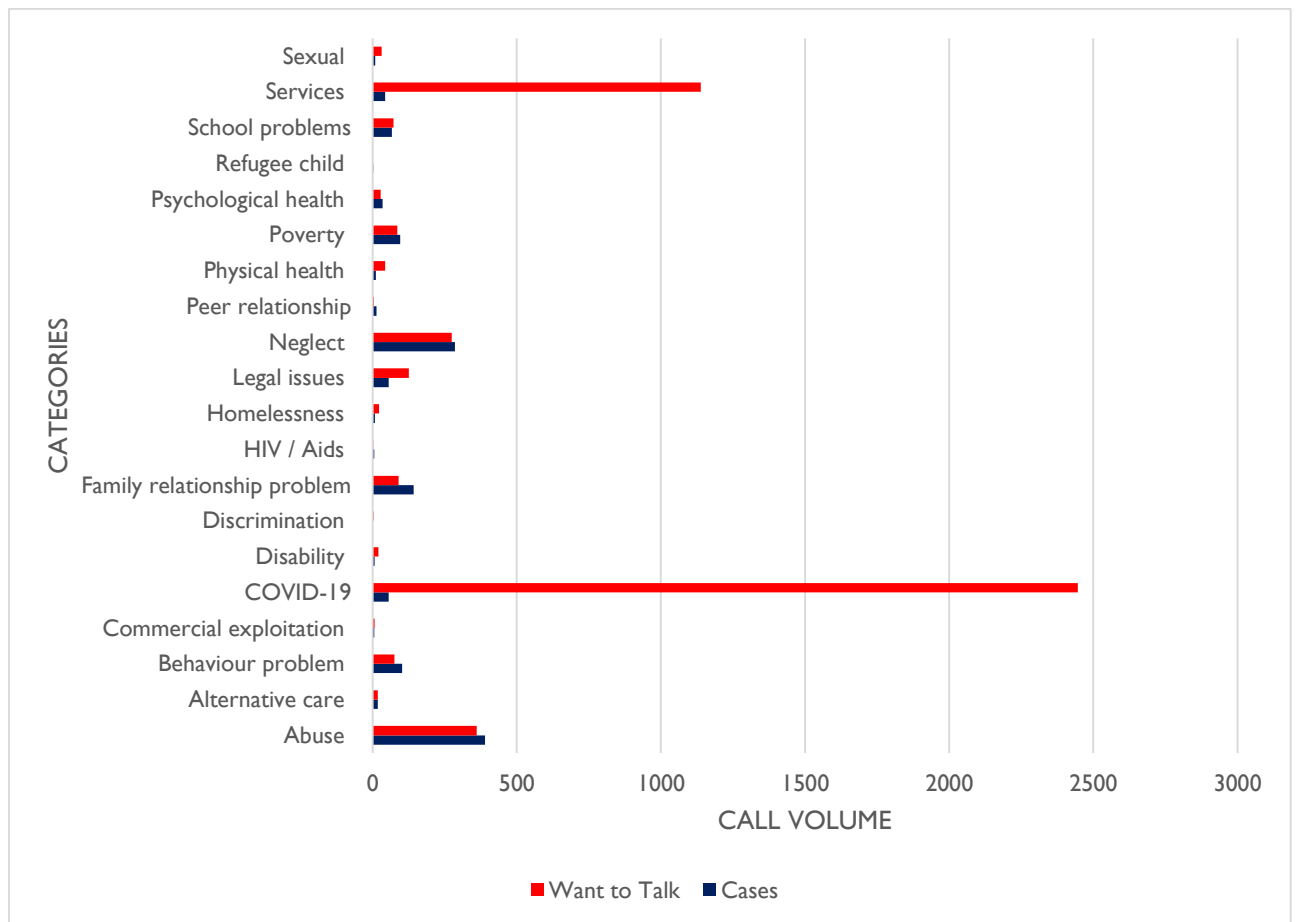


Figure 6: Comparison of Case and Want to Talk Categories (April 2022)



5. Provincial Call Distribution

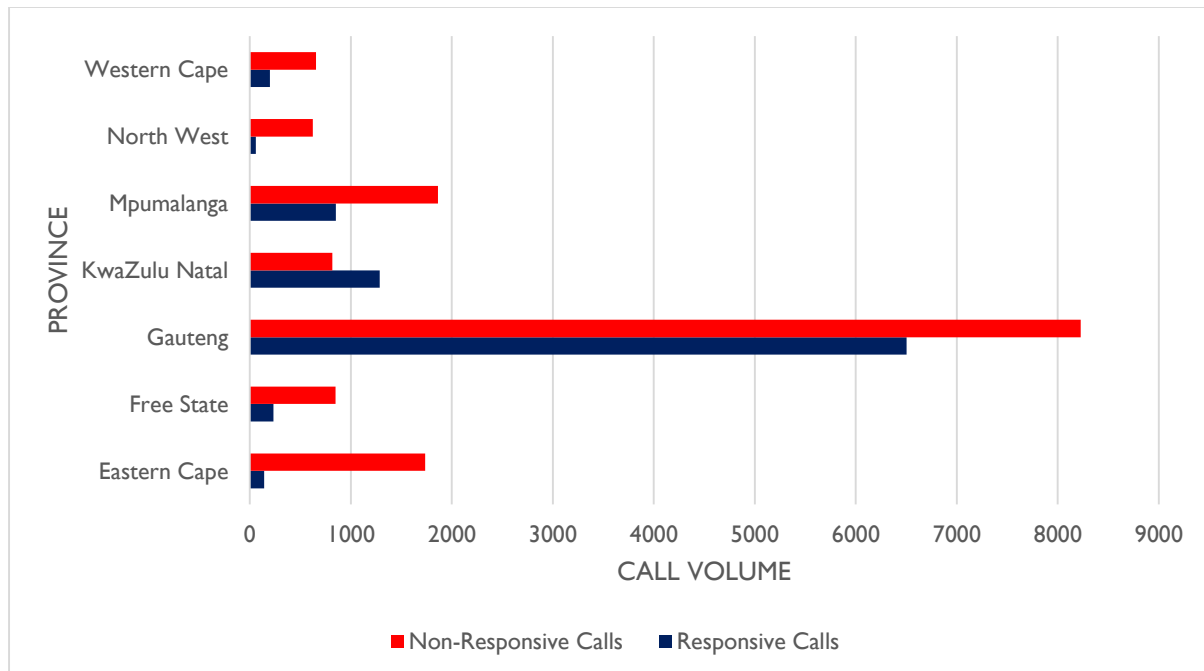


Figure 7: Provincial Call Volumes (April 2022)

Province	Non-Responsive Calls	Responsive Calls	Total
Eastern Cape	142	1735	1877
Free State	233	848	1081
Gauteng	6502	8228	14730
KwaZulu Natal	1286	816	2102
Mpumalanga	852	1864	2716
North West	60	623	683
Western Cape	200	656	856

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

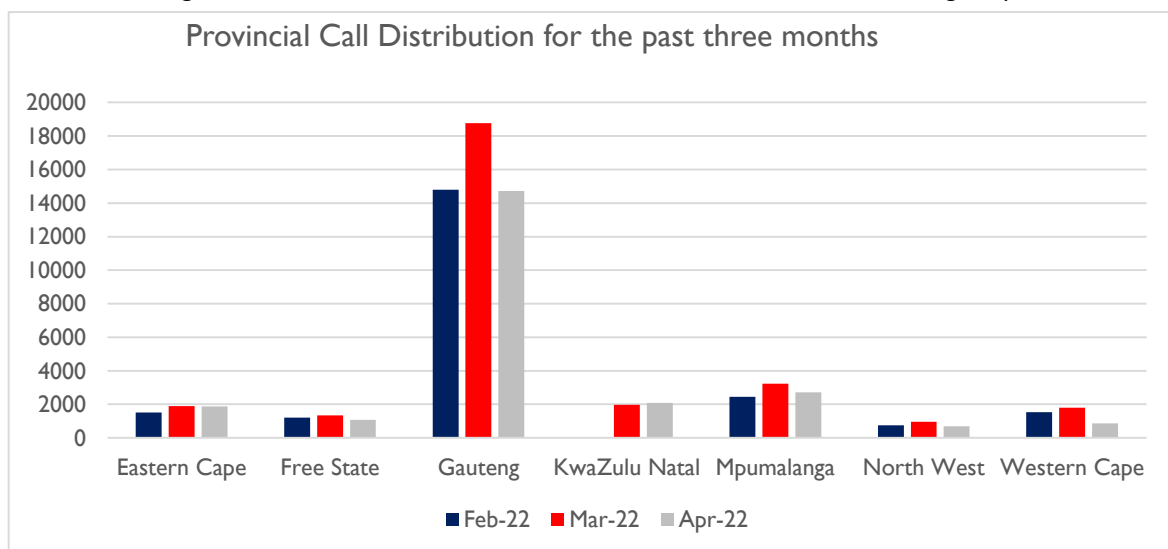


Figure 8: Provincial Call Distribution (February - April 2022)



6. Gender Distribution

6.1. Gender Distribution for Case Calls

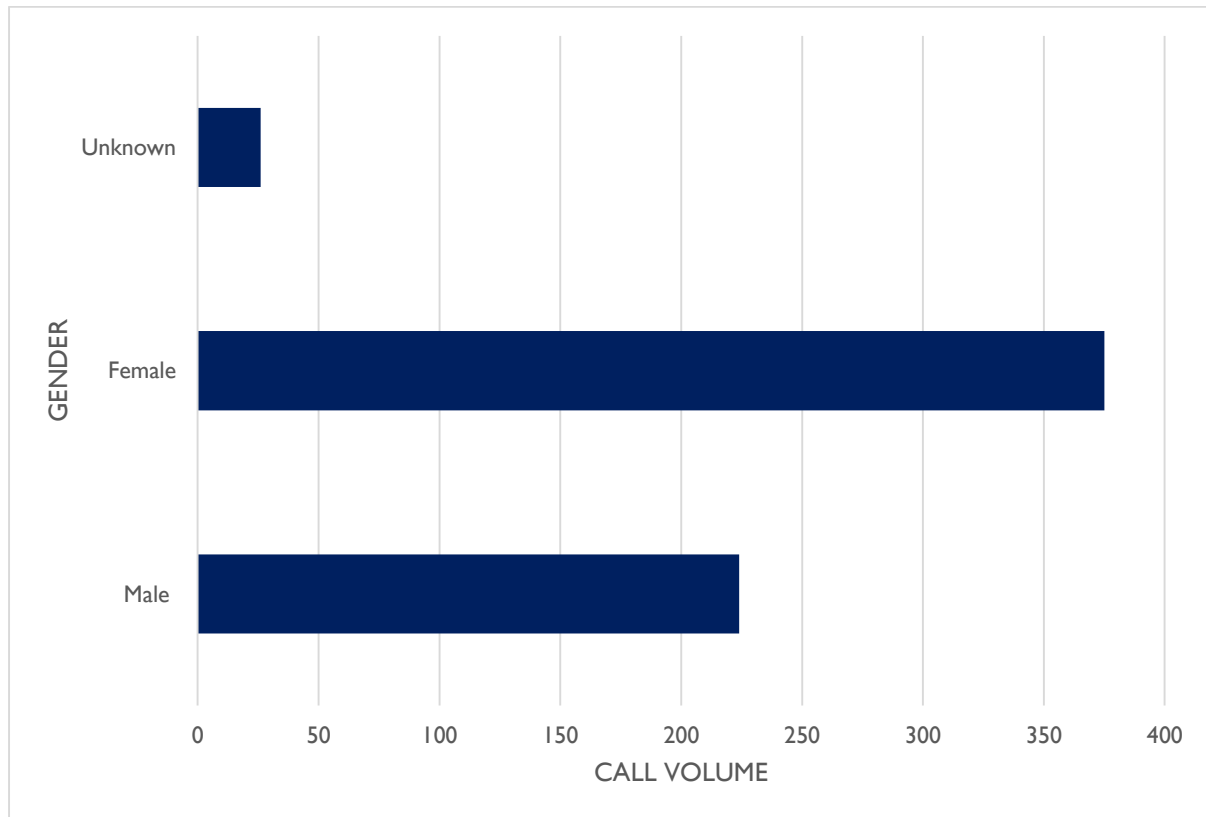


Figure 9: Gender Distribution (April 2022)

Male	Female	Unknown	Non-Binary
224	375	26	0



6.2 Gender Distribution for Want To Talk Calls

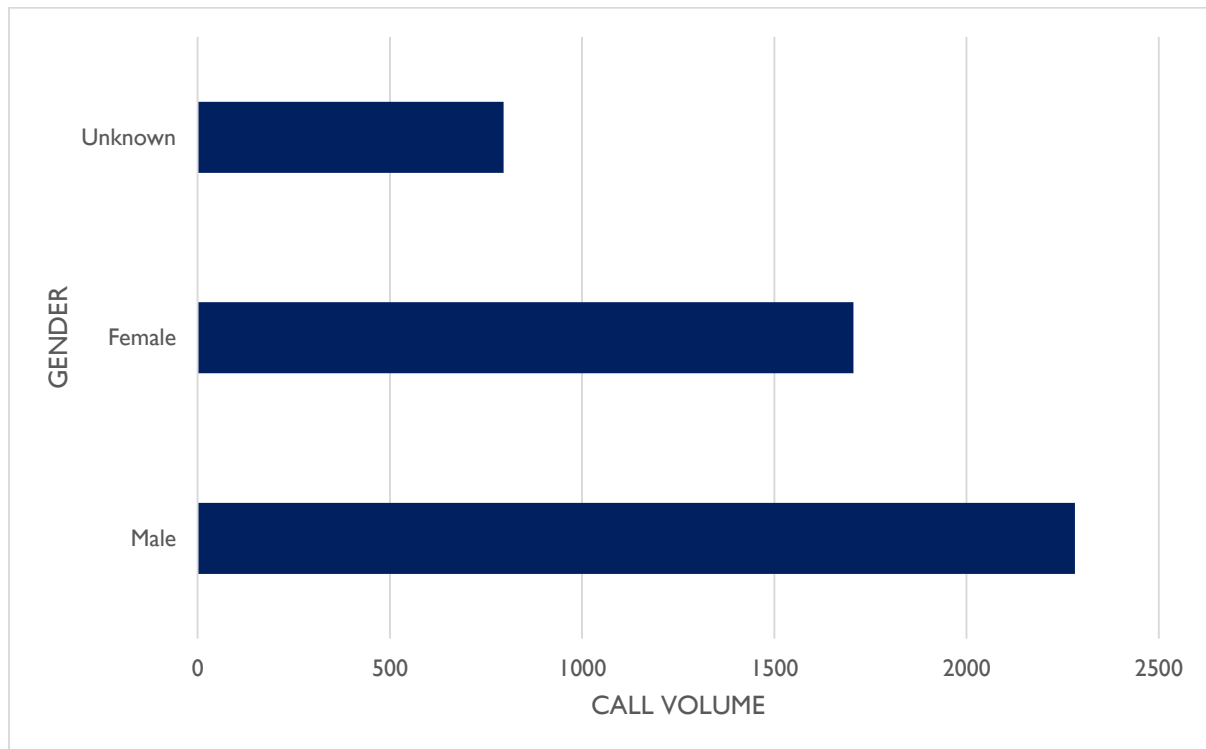


Figure 10: Gender Distribution – Want To Talk (April 2022)

Male	Female	Unknown	Non-Binary
2282	1706	796	0



7. Online Counselling Service

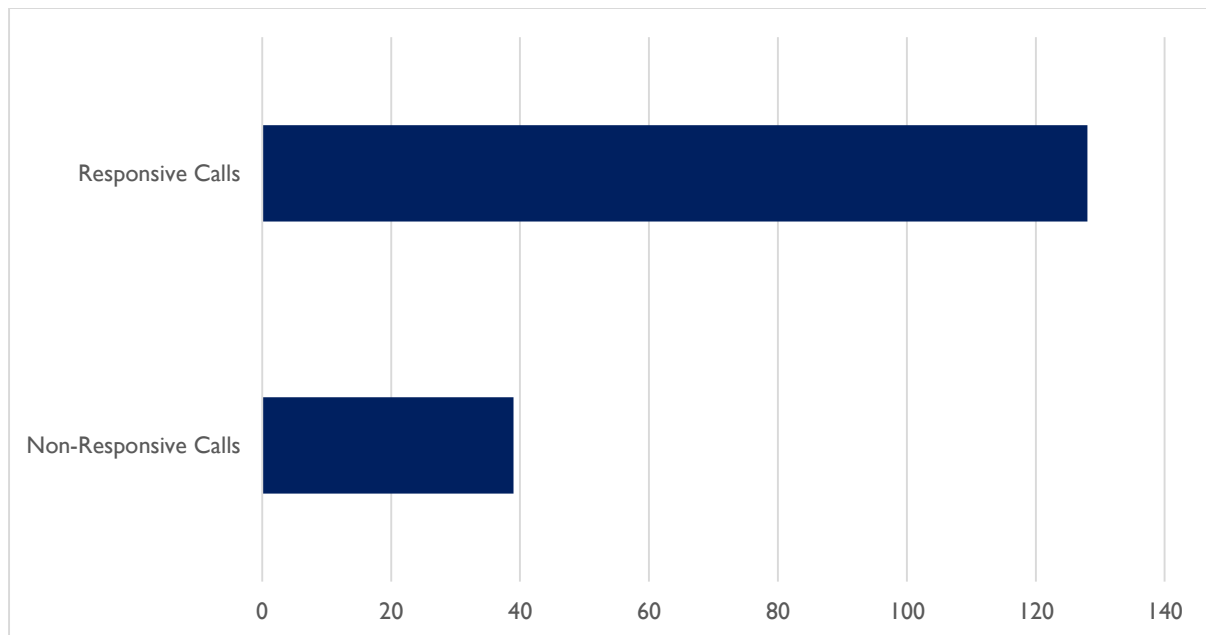


Figure 11: Online Counselling Chat Volumes (April 2022)

Non-Responsive Calls	39
Responsive Calls	128



8. Child Abuse, Neglect and Exploitation (CANE) Calls to the Helpline

Our Helpline deals with a number of calls on a monthly basis, and per our Top 10 categories reflected in the Executive Summary of this report, it must be noted that Child Abuse and Neglect forms a large part of the calls we receive. As a Child Protection Organisation, our interventions on the Helpline focus on our counsellors empathising with children, listening to them, and providing advice as well as assessing the risk posed to them.

Here are some success stories from our Helpline:

*To whom it may concern, my name is *****, I called Childline two weeks ago as I needed assistance from a professional regarding my child. I spoke to a sincere pleasant woman Nelisiwe. She was incredible and assisted us by speaking to our daughter and explaining the importance of having parents and how a child should carry herself.*

She kept her word and was consistent with progress and checkups. I am truly grateful for her assistance and thought you should know.

A mother of a 5 year old who was being bullied at school called in for help. The mother had laid a complaint with the teacher who did not really help in the matter as the child came back with bruises the one day. According to the mother the school ignored her and instead blocked her from the school social media group when she tried to alert other parents.

The client called the helpline and the counsellor referred mother to the DOE district Johannesburg North and also referred the child for counselling.

The client called back very happy that the matter has been amicably resolved. The child was very happy. The mother does not contemplate removing the victim from the schools as indicated before. The mother says she has been put back on the social media group and seeking help for the abuser as well.

One of our clients who was being neglected by her parents and as a result started displaying some behavioral challenges was successfully placed in temporary safe care after her father physically assaulted her. The child suffered great injuries and as a result her father is currently in prison for



charges of attempted murder on the concerned child and the child's step-mother is soon going to be charged with neglect.

The child is now safe and in a Child and Youth Care Centre and will soon be reunited with her maternal family in KZN.

A breakdown of Child Abuse, Neglect and Exploitation (CANE) calls are provided below:

Category	Sub - Category	Case	WTT	Total
Abuse	Abduction	2	1	3
Abuse	Bullying in School	3	33	36
Abuse	Bullying out of School	1	5	6
Abuse	Cyber Bullying	0	0	0
Abuse	Deceased Child	0	0	0
Abuse	Emotional abuse	184	128	312
Abuse	Exposure to criminal violence	0	1	1
Abuse	Exposure to domestic violence	24	22	46
Abuse	Exposure to pornography	0	2	2
Abuse	Grooming	1	1	2
Abuse	Harassment	15	5	20
Abuse	Inappropriate sex talk	1	3	4
Abuse	Physical abuse	79	82	161
Abuse	Rape	54	55	109
Abuse	Sexual assault	26	23	49
Commercial exploitation	Child begging	0	2	2
Commercial exploitation	Child prostitution/Commercial sexual exploitation	2	3	5
Commercial exploitation	Child used for criminal activity	1	1	2
Commercial exploitation	Child vendors	1	0	1
Commercial exploitation	Children used by adults to commit crime	0	0	0
Commercial exploitation	Domestic child labour	1	1	2
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	1	0	1
COVID-19	Child Vulnerable due to COVID	2	2	4
COVID-19	General Medical Information	48	2411	2459
COVID-19	Insufficient/No Income due to COVID	2	6	8
COVID-19	Mental Health	1	12	13
COVID-19	School Related Challenges due to COVID	1	15	16
Neglect	Child abandonment	14	34	48



Neglect	Circumstantial - Child uncared for emotionally	32	37	69
Neglect	Circumstantial - Child uncared for physically	25	31	56
Neglect	Deliberate - Child uncared for emotionally	117	93	210
Neglect	Deliberate - Child uncared for physically	97	79	176
Poverty	Child/ren starving	31	23	54
Poverty	Insufficient/No income	9	7	16
Poverty	Lack of clothing	16	14	30
Poverty	Problems with grants and pensions	39	41	80
Psychological health	Anorexia	0	0	0
Psychological health	Anxiety	3	4	7
Psychological health	Bereavement - peer	0	0	0
Psychological health	Bulimia	0	0	0
Psychological health	Child has difficulty in communicating	1	1	2
Psychological health	Depression	11	7	18
Psychological health	Lack of confidence	2	1	3
Psychological health	Lacks life purpose	1	1	2
Psychological health	Loneliness	2	0	2
Psychological health	Mental illness of parent/caregiver/child	2	1	3
Psychological health	Self harming	0	2	2
Psychological health	Sleep disorders	0	0	0
Psychological health	Suicidal feelings	4	9	13
Psychological health	Suicide attempt	6	2	8
Psychological health	Suicide of family member	0	0	0
Psychological health	Suicide of friend	0	0	0
Psychological health	Unmanageable anger and frustration	2	0	2
Sexuality	Abortion/Termination of pregnancy	0	3	3
Sexuality	Contraception	0	2	2
Sexuality	Information about sex	1	1	2
Sexuality	Pregnancy	1	14	15
Sexuality	Saying no to sex	0	2	2
Sexuality	Sexual identity	0	1	1
Sexuality	Sexual problem	0	0	0
Sexuality	Sexualized behaviour	3	2	5
Sexuality	Sexually exploitive/abusive behaviour	3	1	4
Sexuality	Sexually transmitted infections	1	5	6
Substance abuse	Child - alcohol abuse	2	6	8
Substance abuse	Child - other drug abuse	11	19	30
Substance abuse	Drug dealing	1	4	5
Substance abuse	Exposure to alcohol/drug abuse	9	13	22
Substance abuse	Information on alcohol/drugs	0	9	9
Substance abuse	Parent/caretaker - alcohol abuse	36	20	56

Substance abuse	Parent/caretaker - drug abuse	10	13	23
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9. Outreach and Awareness Activities



Our teams across the country carry out Outreach and Awareness activities e.g. community and school talks that address a number of problems being faced by the children in our communities e.g. Abuse, Body Safety Talks, Puppet Shows and Parenting Talks

Our teams also assist communities in need, when possible, with Food Parcels or necessary material assistance

Photos Courtesy: Childline Gauteng and Childline Mpumalanga



10. 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 2022	187	183	99



Provincial Offices	Number of Form 22s submitted
Eastern Cape	8
Free State	31
Gauteng	34
KwaZulu Natal	16
Limpopo	0
Mpumalanga	79
North West	11
Northern Cape	1
Western Cape	7
Total Submitted:	187