



**Data Analysis Report
Quarterly Report
April - June 2024**



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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 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 the April - June 2024 period.

During the past reporting period, we saw a 0.33% increase in calls as compared to those received in the January - March quarter. Although this is a minimal increase, we intensified our outreach and awareness programmes in the past quarter, particularly during the Child Protection Month activities.

We are grateful that in the past quarter that no load shedding was experienced. During the month of April, there was a technical error on the MTN Network that caused a decrease in our calls nationally. This was ongoing till the 19th of April when the problem was resolved.

We continue to market our Helpline Number 116 to young people and communities, be it in person, or digitally on our social media networks, and continues to remain a valuable prevention and early intervention service to our beneficiaries.

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

	Category	Percentage of Calls
1.	Services	46%
2.	Physical health	13%
3.	Abuse	7%
4.	Sexual	7%
5.	Behaviour problem	6%
6.	Neglect	5%
7.	Psychological health	4%
8.	Family relationship problem	3%
9.	School problems	3%
10.	Poverty	2%



3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected between April - June 2024

3.1 Comparison: April 2023 vs April 2024/May 2023 vs May 2024/June 2023 vs June 2024

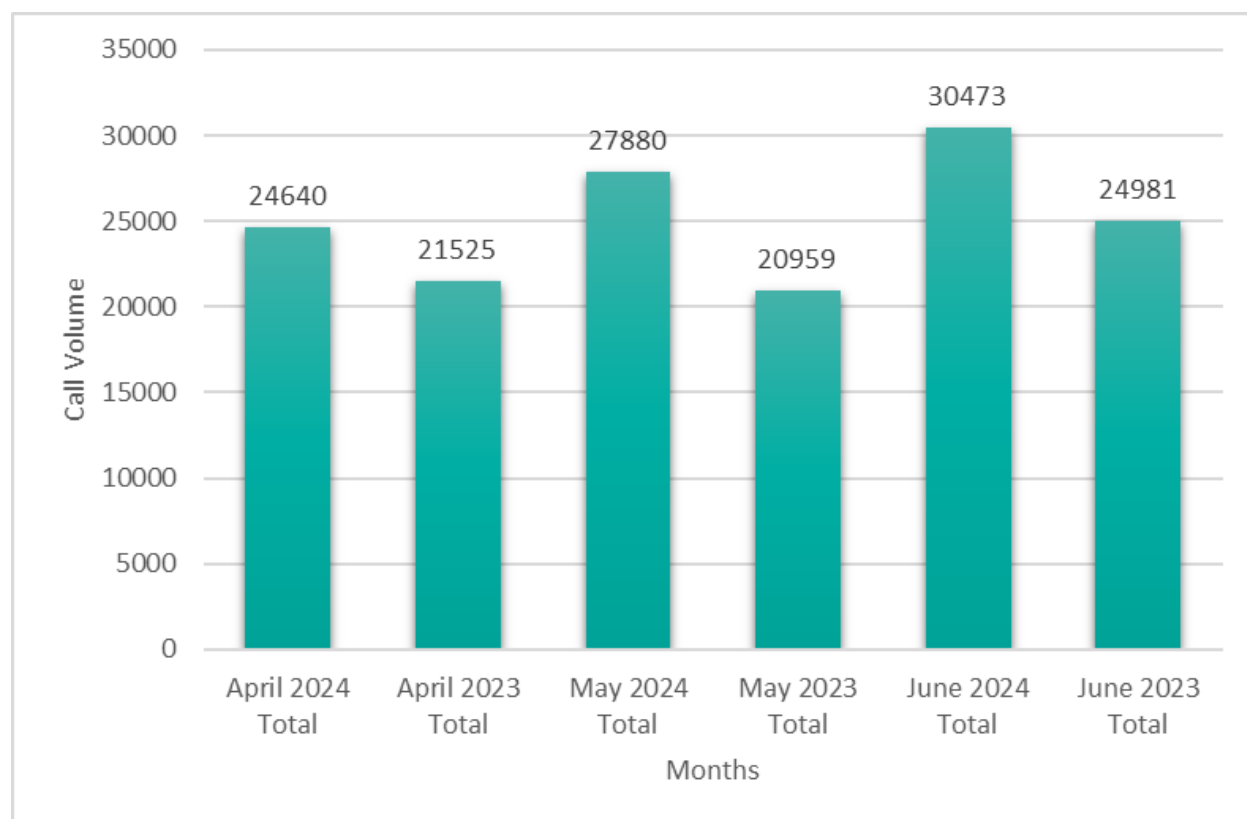


Figure 1: Call Volume Comparison



3.1.1. Analysis of Calls

3.1.1.1 Responsive Calls

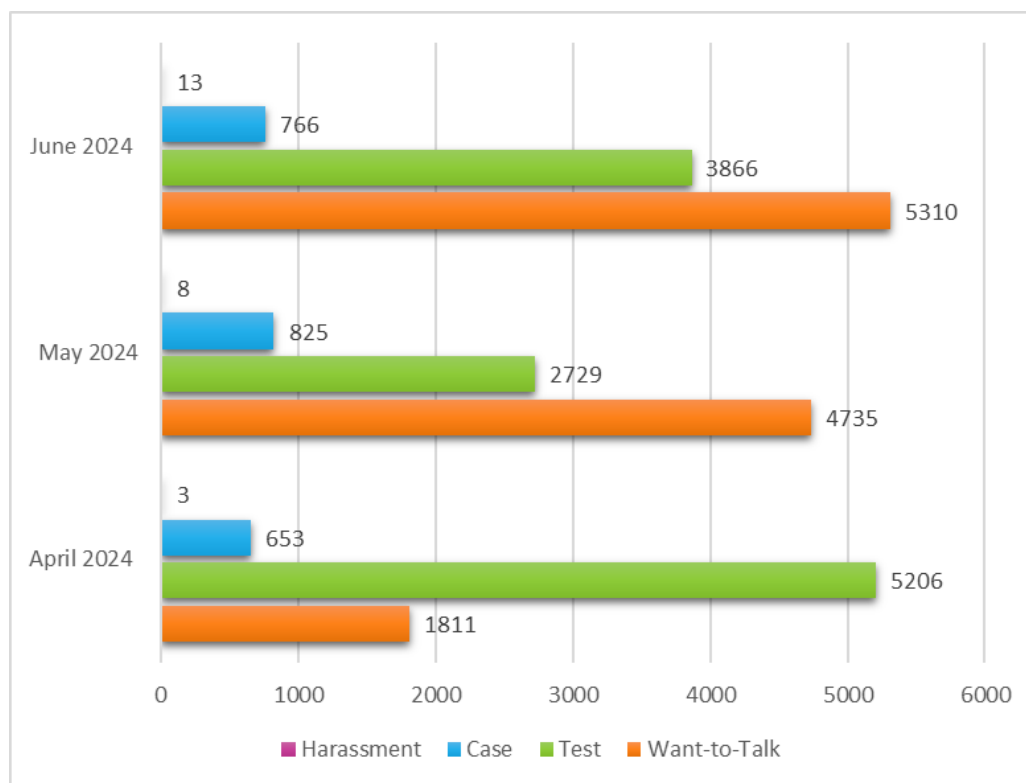


Figure 2: Responsive Calls

Responsive Calls	April 2024	May 2024	June 2024
Want-to-Talk	1811	4735	5310
Test	5206	2729	3866
Case	653	825	766
Harassment	3	8	13

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

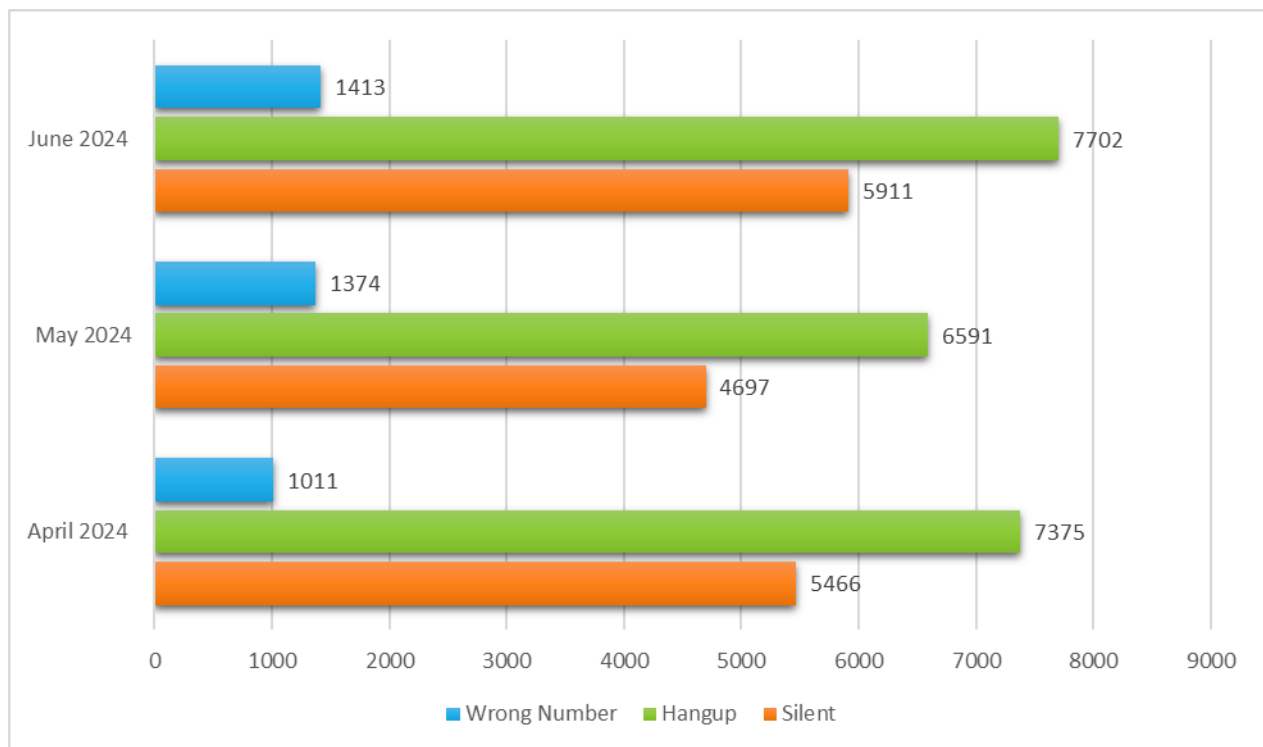


Figure 3: Non-Responsive Calls

Non-Responsive	April 2024	May 2024	June 2024
Silent	5466	4697	5911
Hangup	7375	6591	7702
Wrong Number	1011	1374	1413



4. Want to Talk Categories

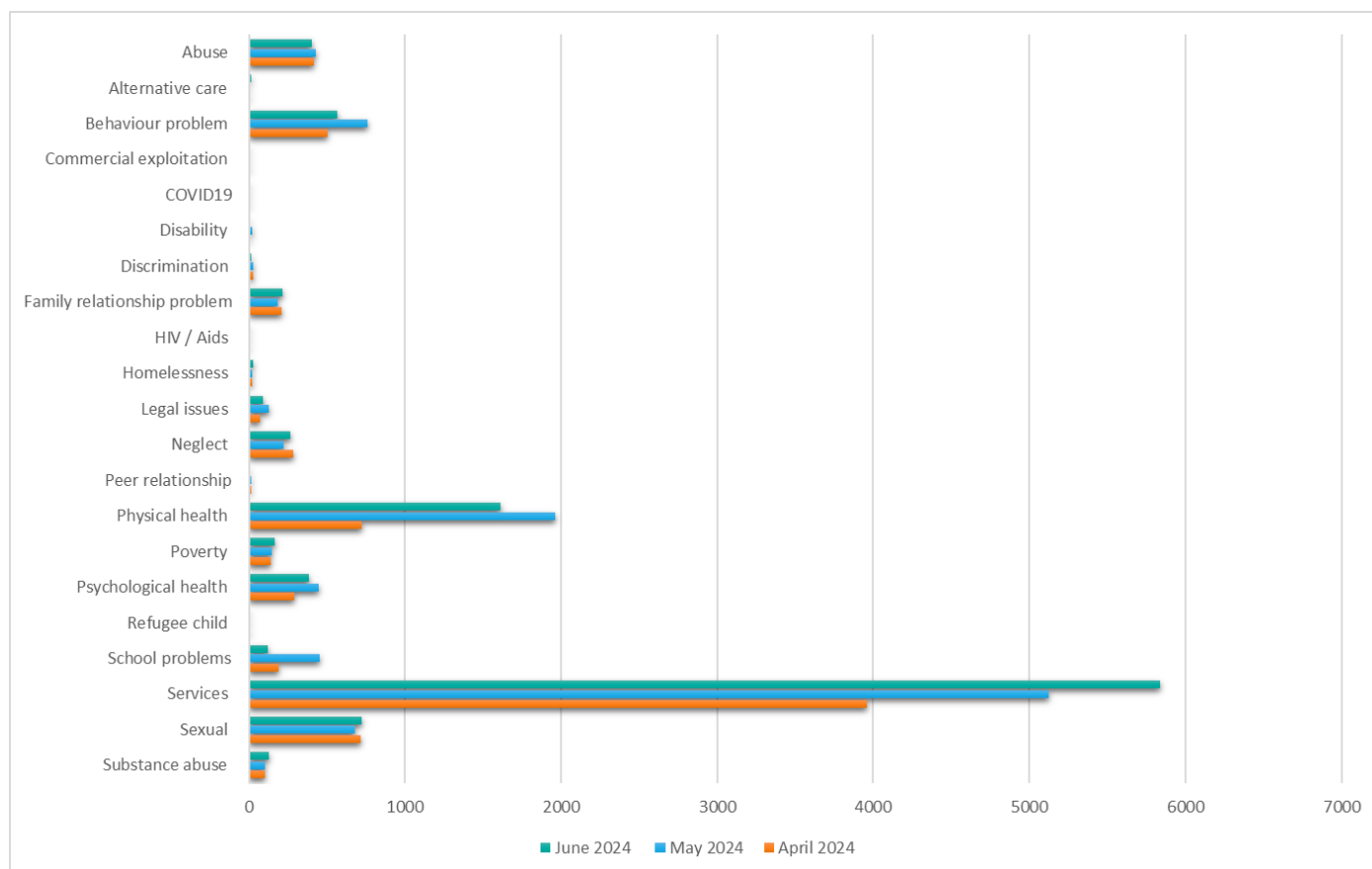


Figure 4: Want to Talk Categories Distribution

	April 2024	May 2024	June 2024
Abuse	416	426	402
Alternative care	6	5	13
Behaviour problem	503	761	565
Commercial exploitation	11	5	8
COVID19	1	0	0
Disability	11	20	11
Discrimination	25	25	15
Family relationship problem	210	183	218
HIV / Aids	4	8	5
Homelessness	23	21	26
Legal issues	70	126	89
Neglect	283	220	267
Peer relationship	14	18	11
Physical health	721	1962	1612
Poverty	140	146	168



Psychological health	292	449	384
Refugee child	1	1	0
School problems	190	456	119
Services	3962	5127	5841
Sexual	717	677	720
Substance abuse	102	105	128



5. Provincial Call Distribution

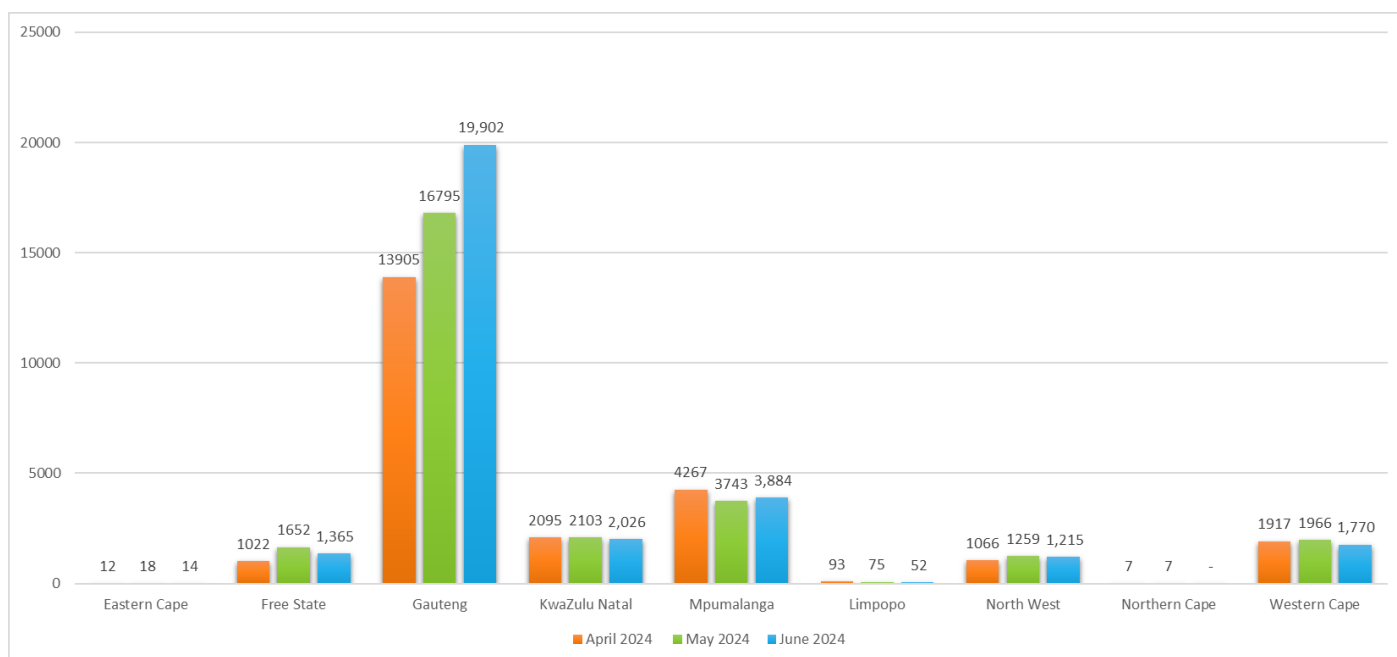


Figure 7: Provincial Call Volumes

Province	April 2024	May 2024	June 2024
Eastern Cape	12	18	14
Free State	1022	1652	1,365
Gauteng	13905	16795	19,902
KwaZulu Natal	2095	2103	2,026
Mpumalanga	4267	3743	3,884
Limpopo	93	75	52
North West	1066	1259	1,215
Northern Cape	7	7	-
Western Cape	1917	1966	1,770

* Childline Gauteng receives all Telkom Mobile and Cell C calls due to distribution challenges by the networks, as well as calls from Childline Eastern Cape since February 2023 due to challenges at our offices.



6. Gender Distribution

6.1. Gender Distribution for Case Calls

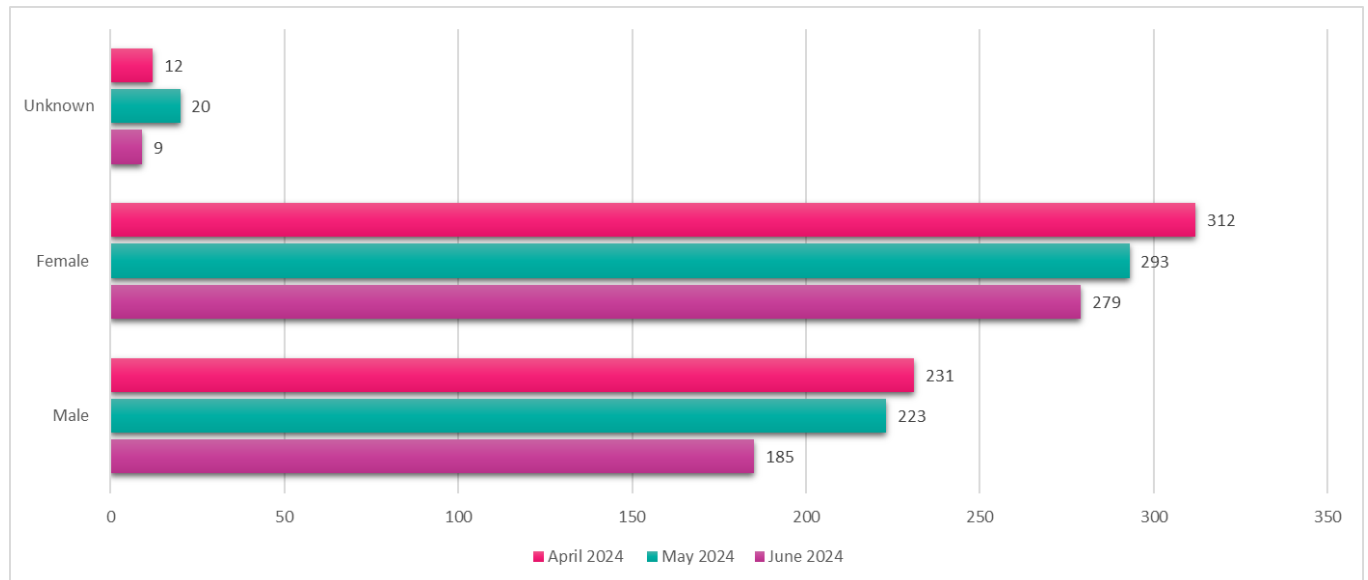


Figure 9: Gender Distribution

	April 2024	May 2024	June 2024
Male	231	223	185
Female	312	293	279
Unknown	12	20	9



6.2 Gender Distribution for Want to Talk Calls

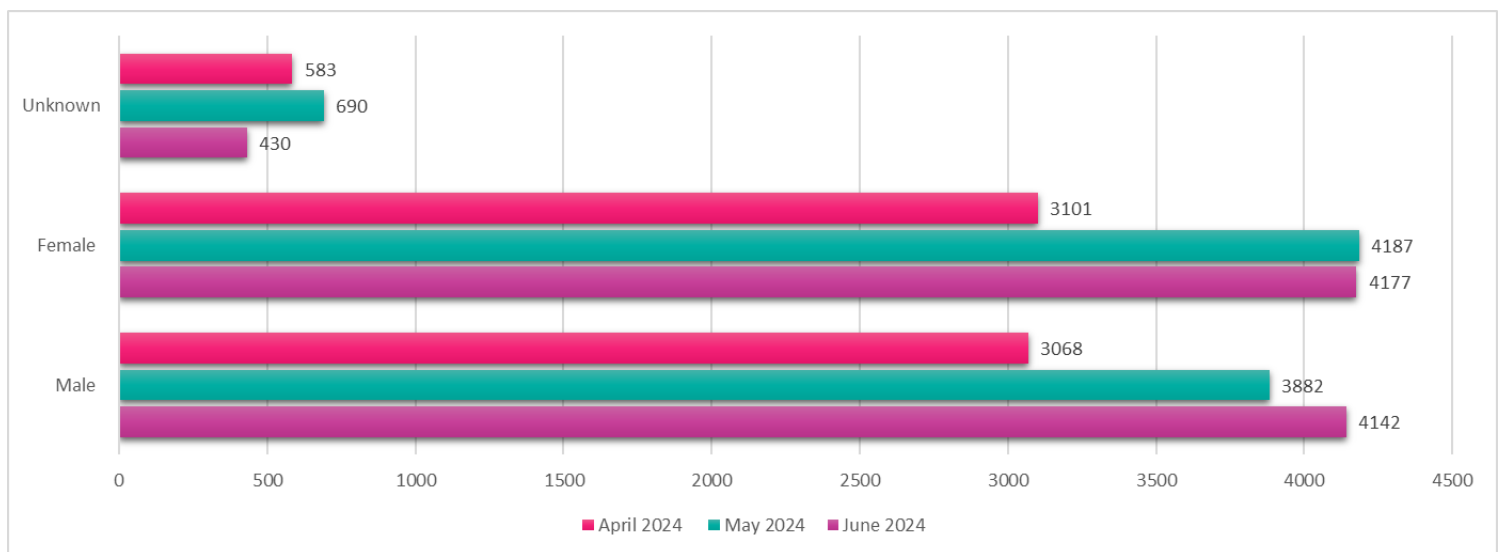


Figure 10: Gender Distribution – Want to Talk

	April 2024	May 2024	June 2024
Male	3068	3882	4142
Female	3101	4187	4177
Unknown	583	690	430



7. Online Counselling Service

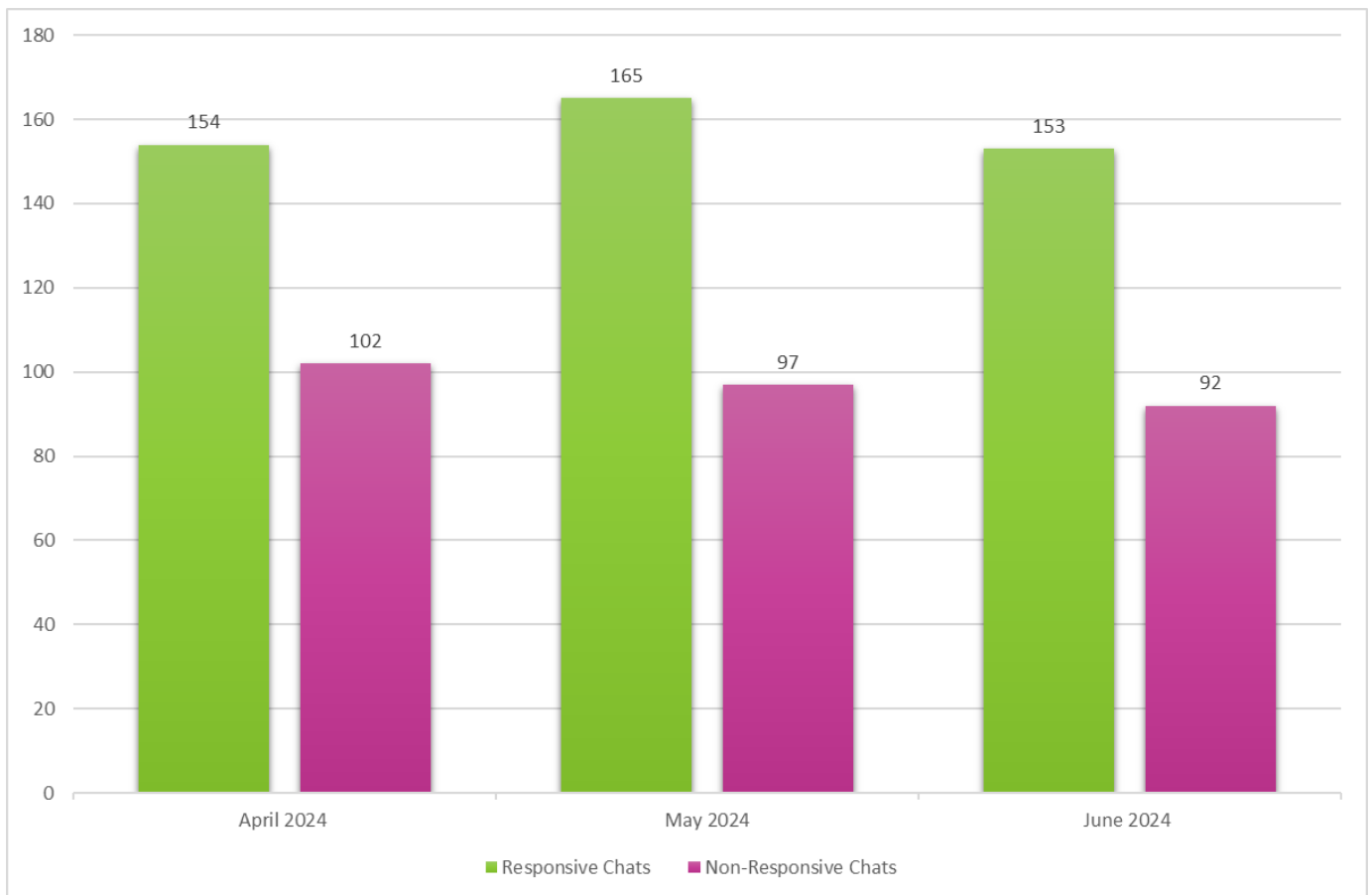


Figure 11: Online Counselling Chat Volumes

Online Counselling	April 2024	May 2024	June 2024
Responsive Chats	154	165	153
Non-Responsive Chats	102	97	92



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:

"I am so proud of myself"

We received a chat through our Online Counselling Service from a 16 year old. She mentioned that that she was being cyberbullied therefore the counsellor explored more about the situation wherein the child mentioned that there was a photo taken of her hair, and this picture was posted on a WhatsApp Channel and became a meme. She mentioned that she did tell her teacher about it and her mum, but she decided not to report it any further as she was not identifiable in the picture.

We advised her on reporting the matter to the school and reporting the WhatsApp channel, as she was unsure of whom the person was that posted the content, or even took the photo, but knew that it was definitely someone in her school. Childline SA also assisted in reporting the WhatsApp Channel for violating community guidelines on the child's behalf. We spoke to the child about being strong through this and she mentioned that she was okay and had put the matter behind her and did not feel that giving bullies any more of her time or attention was worth it. The counsellor provided the child with some self esteem boosting tips and ways in which she should not give bullies any power over her. The child then proceeded to thank us and mentioned "Thank you so much for that .i was saying that to myself that people can see my greatness that's why they are tryna make me go down. I will never allow what other people say about me have a negative impact in my life ,people can be so mean. I am so proud of myself for handling this matter so well". We also enforced how proud we were of her for how she took the situation in her stride and was so



strong about it. She further added that she had made peace with it. The child further thanked us for the chat and ended with saying that she wanted to go on and motivate others that had been bullied to master themselves and know that they are good enough.

- Courtesy Childline South Africa

"I'm so scared of Mommy."

A concerned community member called into the Helpline to ask for assistance after walking passed a certain house on several occasions and witnessing emotional abuse upon 4 children under the age of 10. The concerned community member asked the neighbours next door about the incident as it had happened before, and she feared for the safety and wellbeing of the children whom she suspected were being abused.

According to the caller, the neighbour confirmed her suspicion that indeed the children were being neglected and abused by their biological mother.

She asked one of the neighbours who asked to be anonymous as she feared getting involved about the children and asked her to speak to the children to get some information as she had no means of communicating to them without raising suspicion to the mother.

The neighbour's child confirmed that the children sometimes do not have food and they sometimes sleep alone at home as their mother would leave them without adult supervision during the night. It is alleged that she abuses alcohol and drugs as she is constantly screaming at the children, threatens to hurt them physically and pushes them aggressively when she is drunk. The caller added that she herself had witness this scene during her walk by.

The counsellor thanked the reporter for calling in to report and promised to refer the case as crisis to the nearest area worker. The counsellor referred the case immediately and the crisis



worker did a home visit the following day and found the mother screaming at the children. The children have not gone to school and the mother was high on drugs. She became very aggressive towards the crisis worker and as a result, the social worker had to call in the local police to the scene.

The social worker reports that the youngest child said that I quote "I am so scared of Mommy when she is like this"

All four children were removed and placed in temporary safe care with their grandmother. A case of neglect was opened against the mother and the children are receiving counselling and psycho-social support from the social worker.

The counsellor provided the report with feedback that all her suspicions were indeed true and that her braveness saved those children's lives.

The reporter thanked Childline for acting with urgency and for assisting those children.

– Courtesy Childline Free State

A breakdown of Child Abuse, Neglect and Exploitation (CANE) calls are provided below as compared to our past quarter:

Category	Subcategory	January - March 2024	April - June 2024
Abuse	Abduction	11	3
Abuse	Bullying in School	131	263
Abuse	Bullying out of School	30	40
Abuse	Cyber Bullying	12	18
Abuse	Deceased Child	0	0
Abuse	Emotional abuse	1213	849
Abuse	Exposure to criminal violence	14	12
Abuse	Exposure to domestic violence	115	17
Abuse	Exposure to pornography	91	134
Abuse	Grooming	10	4
Abuse	Harassment	212	71
Abuse	Inappropriate sex talk	1	0



Abuse	Physical abuse	77	16
Abuse	Rape	0	10
Abuse	Sexual assault	0	9
Commercial exploitation	Child begging	831	550
Commercial exploitation	Child prostitution/Commercial sexual exploitation	175	147
Commercial exploitation	Child used for criminal activity	92	91
Commercial exploitation	Child vendors	17	14
Commercial exploitation	Children used by adults to commit crime	4	1
Commercial exploitation	Domestic child labour	2	2
Commercial exploitation	Farm child Labour	2	0
Commercial exploitation	General child labour	0	0
Commercial exploitation	Involvement in pornography	30	18
Commercial exploitation	Trafficking	2	0
Neglect	Child abandonment	5	1
Neglect	Circumstantial - Child uncared for emotionally	1	3
Neglect	Circumstantial - Child uncared for physically	0	0
Neglect	Deliberate - Child uncared for emotionally	2	0
Neglect	Deliberate - Child uncared for physically	180	151
Poverty	Child/ren starving	120	104
Poverty	Insufficient/No income	106	89
Poverty	Lack of clothing	754	633
Poverty	Problems with grants and pensions	748	601
Substance abuse	Child - alcohol abuse	40	31
Substance abuse	Child - other drug abuse	83	78
Substance abuse	Drug dealing	16	12
Substance abuse	Exposure to alcohol/drug abuse	59	49
Substance abuse	Information on alcohol/drugs	57	81
Substance abuse	Parent/caretaker - alcohol abuse	269	206
Substance abuse	Parent/caretaker - drug abuse	90	92

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 and Online 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 SA, Childline North West, and Childline Western Cape



10. Number of Referrals

During this reporting period, Childline submitted the following referrals to different departments as well as NGOs

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
889	780	322

Provincial Offices	Number of Form 22s submitted
Eastern Cape	26
Free State	102
Gauteng	177
KwaZulu Natal	144
Limpopo	0
Mpumalanga	310
North West	93
Northern Cape	0
Western Cape	37
Total Submitted:	889