



**Childline**

South Africa

**☎ 08000 55 555**

**Data Analysis Report  
December 2020  
Lockdown: Level 1 and 3**

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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 December 2020. It should be noted that the country was on Level 1 of the National Lockdown during this time, with some restrictions enforced under Level 3 as at the 28<sup>th</sup> of December. The report also shows a comparison between calls that were made during November 2020 and December 2020. As indicated in Fig. 1 of this report.

A comparison of the data collected in 2019 to that of 2020 indicates an increase in the overall call volumes for December 2020<sup>1</sup>. The overall call volume increased by 13 328 calls i.e. 73.40%.

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

	<b>Category</b>	<b>Percentage of Calls</b>
1.	Physical health	39%
2.	Services	30%
3.	Abuse	9%
4.	Neglect	6%
5.	Family relationship problem	4%
6.	Poverty	3%
7.	Legal issues	3%
8.	Substance abuse	2%
9.	Behaviour problem	1%
10.	HIV / Aids	1%

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<sup>1</sup> As indicated by Fig. 2. Page 8.

### 3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected during December 2020.

#### 3.1 Daily Call Distribution for November/December 2020

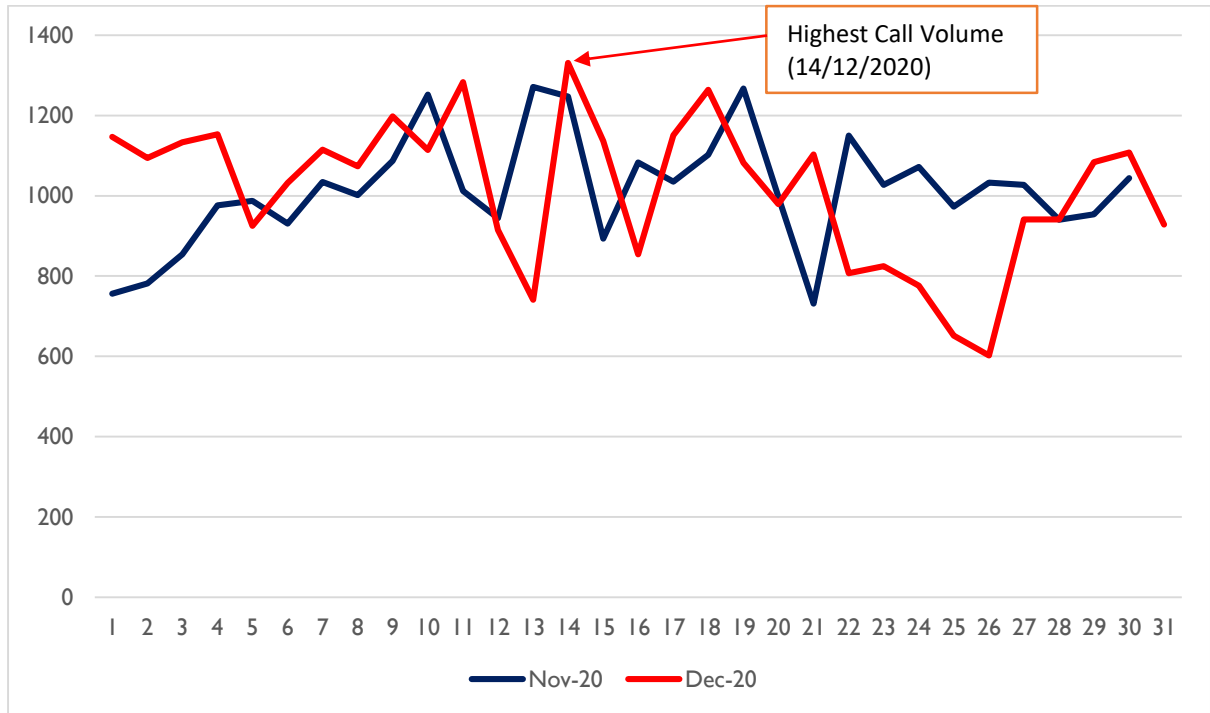


Figure 1: Overall Call Analysis (November/December 2020)

### 3.1.1. Broad Overview of Calls for November 2020 and December 2020

Day	Nov-20	Dec-20
1	756	1147
2	782	1094
3	854	1133
4	976	1153
5	987	925
6	931	1032
7	1034	1115
8	1002	1073
9	1087	1198
10	1252	1114
11	1012	1283
12	944	915
13	1271	741
14	1247	1331
15	893	1136
16 (PH)	1083	854
17	1035	1151
18	1102	1264
19	1267	1082
20	998	979
21	731	1103
22	1150	807
23	1027	825
24	1072	776
25 (PH)	973	652
26 (PH)	1033	602
27	1027	941
28	940	941
29	954	1084
30	1044	1108
31		928

Highest Call Volume

The table above gives a detailed day-to-day account of calls made to Childline SA for November 2020 and December 2020. Higher call volumes are highlighted. PH = Public Holiday

### 3.1.2. Comparison: December 2019 vs December 2020

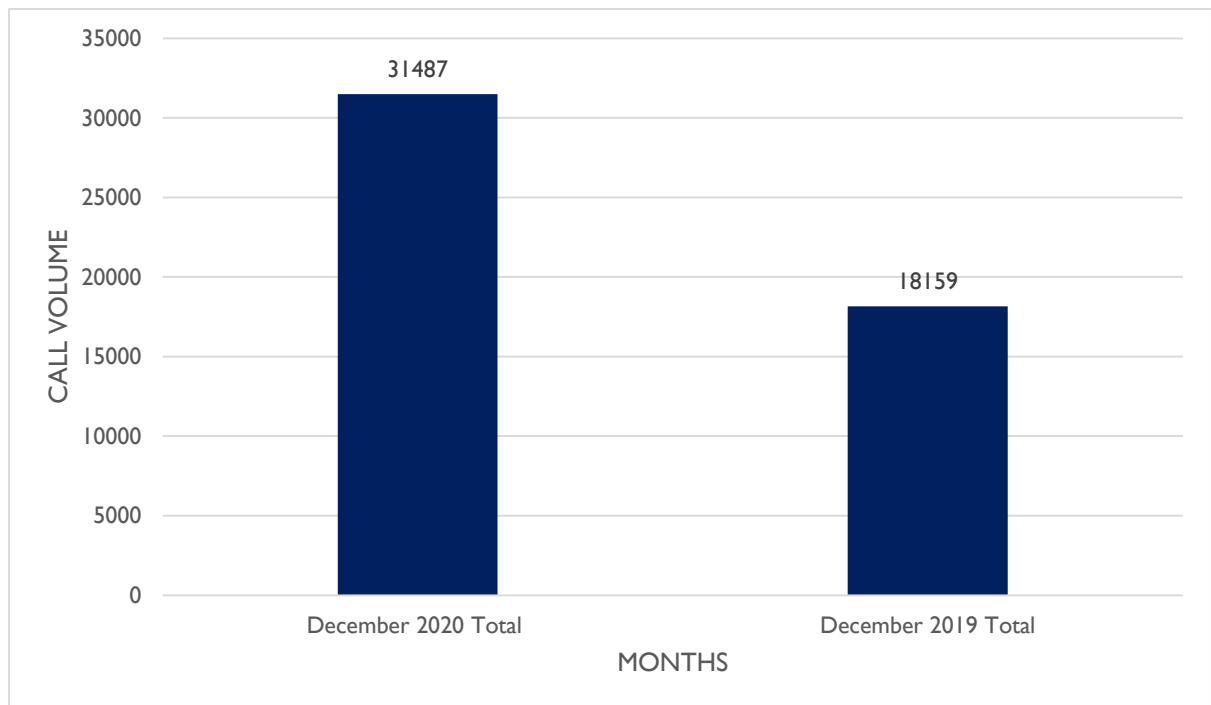


Figure 2: Call Volume Comparison December 2019 vs 2020



### 3.1.3. Daily Call Distribution December 2020

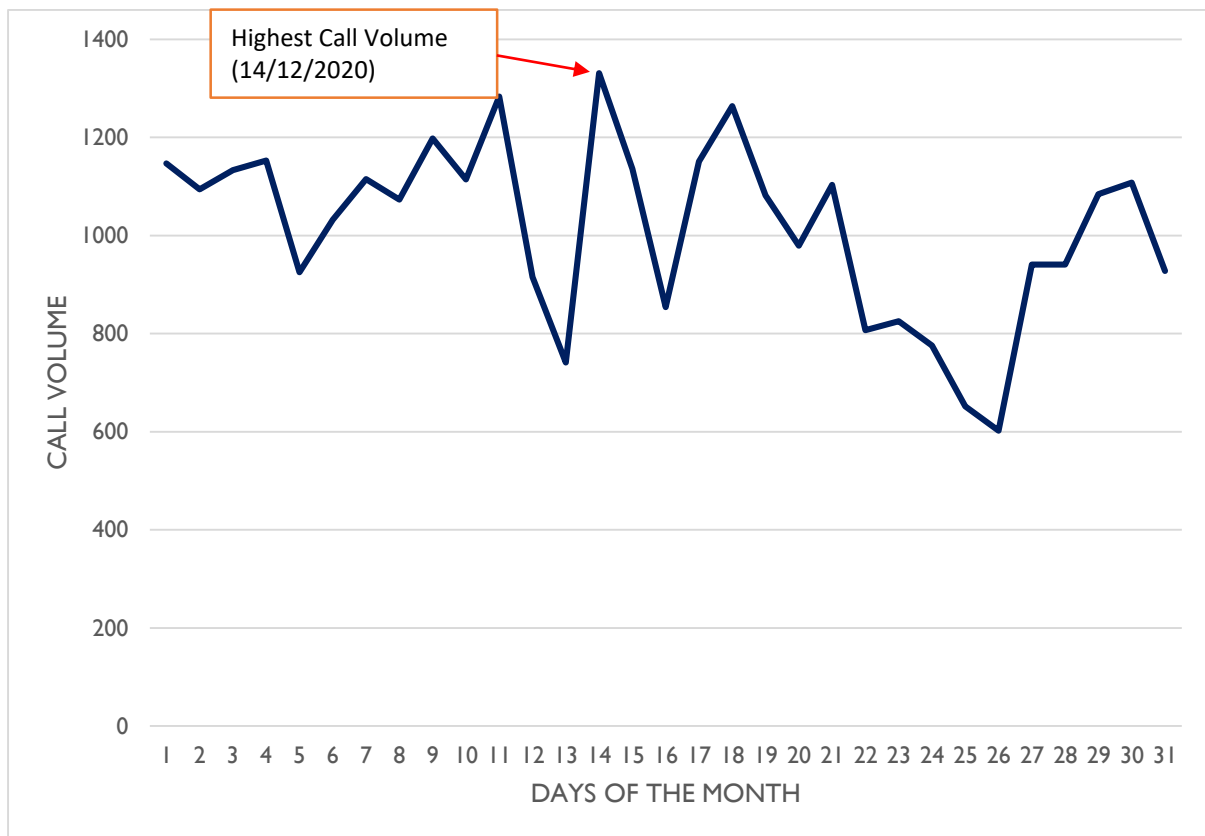


Figure 3: Overall Call Analysis (December 2020)

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 and Level 3

This section of the report till Section 7 covers data for the following Lockdown Levels

- Level 1: 1<sup>st</sup> – 27<sup>th</sup> December 2020
- Level 3: 28<sup>th</sup> – 31<sup>st</sup> December 2020

#### 3.1.4.1 Responsive Calls

Responsive Calls	Dec - 20 (Level 1)	Dec - 20 (Level 3)	Total
Test Calls	4843	509	5350
Want-to-Talk	6745	670	7415
Case	950	71	1021
Harassment	41	6	47

\* It should be noted that Responsive call totals are tabulated in two different tables (Level 1 and 3).

#### Explanation of Responsive Calls Terminology

- **Want to Talk:** This is when a caller calls the Crisiline 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	6	8
Abuse	Bullying in School	0	8	8
Abuse	Bullying out of School	0	12	12
Abuse	Cyber Bullying	0	6	6
Abuse	Deceased Child	0	1	1
Abuse	Emotional abuse	230	162	392
Abuse	Exposure to criminal violence	4	4	8
Abuse	Exposure to domestic violence	39	27	66
Abuse	Exposure to pornography	5	3	8
Abuse	Grooming	3	6	9
Abuse	Harassment	11	16	27
Abuse	Inappropriate sex talk	13	5	18
Abuse	Physical abuse	153	145	298
Abuse	Rape	36	27	63
Abuse	Sexual assault	27	24	51
Commercial exploitation	Child begging	2	4	6
Commercial exploitation	Child prostitution/Commercial sexual exploitation	1	1	2
Commercial exploitation	Child used for criminal activity	2	0	2
Commercial exploitation	Child vendors	0	0	0
Commercial exploitation	Children used by adults to commit crime	1	0	1
Commercial exploitation	Domestic child labour	6	4	10
Commercial exploitation	Farm child Labour	0	0	0
Commercial exploitation	General child labour	1	1	2
Commercial exploitation	Involvement in pornography	0	0	0
Commercial exploitation	Trafficking	1	0	1
Neglect	Child abandonment	32	38	70
Neglect	Circumstantial - Child uncared for emotionally	17	20	37
Neglect	Circumstantial - Child uncared for physically	20	22	42
Neglect	Deliberate - Child uncared for emotionally	142	110	252
Neglect	Deliberate - Child uncared for physically	142	104	246
Poverty	Child/ren starving	45	43	88
Poverty	Insufficient/No income	16	15	31
Poverty	Lack of clothing	27	21	48
Poverty	Problems with grants and pensions	23	42	65
Psychological health	Anorexia	0	0	0
Psychological health	Anxiety	4	3	7
Psychological health	Bereavement - peer	2	1	3
Psychological health	Bulimia	1	0	1
Psychological health	Child has difficulty in communicating	0	2	2
Psychological health	Depression	2	6	8
Psychological health	Lack of confidence	0	0	0
Psychological health	Lacks life purpose	0	0	0
Psychological health	Loneliness	0	2	2
Psychological health	Mental illness of parent/caregiver/child	2	1	3

<b>Psychological health</b>	Self harming	0	3	3
<b>Psychological health</b>	Sleep disorders	0	0	0
<b>Psychological health</b>	Suicidal feelings	5	5	10
<b>Psychological health</b>	Suicide attempt	2	3	5
<b>Psychological health</b>	Suicide of family member	0	0	0
<b>Psychological health</b>	Suicide of friend	0	0	0
<b>Psychological health</b>	Unmanageable anger and frustration	5	2	7
<b>Sexuality</b>	Abortion/Termination of pregnancy	0	10	10
<b>Sexuality</b>	Contraception	0	4	4
<b>Sexuality</b>	Information about sex	1	4	5
<b>Sexuality</b>	Pregnancy	1	26	27
<b>Sexuality</b>	Saying no to sex	0	1	1
<b>Sexuality</b>	Sexual identity	1	2	3
<b>Sexuality</b>	Sexual problem	0	2	2
<b>Sexuality</b>	Sexualized behaviour	2	2	4
<b>Sexuality</b>	Sexually exploitive/abusive behaviour	1	3	4
<b>Sexuality</b>	Sexually transmitted infections	0	6	6
<b>Substance abuse</b>	Child - alcohol abuse	5	9	14
<b>Substance abuse</b>	Child - other drug abuse	14	14	28
<b>Substance abuse</b>	Drug dealing	0	4	4
<b>Substance abuse</b>	Exposure to alcohol/drug abuse	5	12	17
<b>Substance abuse</b>	Information on alcohol/drugs	0	12	12
<b>Substance abuse</b>	Parent/caretaker - alcohol abuse	46	39	85
<b>Substance abuse</b>	Parent/caretaker - drug abuse	18	12	30

### 3.1.4.2. Non-Responsive Calls

<b>Non-Responsive Calls</b>	<b>Dec - 20 (Level 1)</b>	<b>Dec - 20 (Level 3)</b>	<b>Total</b>
<b>Silent</b>	6368	698	7066
<b>Hangup</b>	7937	1018	8955
<b>Wrong Number</b>	1483	148	1631

\* It should be noted that Non-Responsive call totals are tabulated in two different tables (Level 1 and 3).

## 4. Want to Talk Categories – Lockdown Level 1

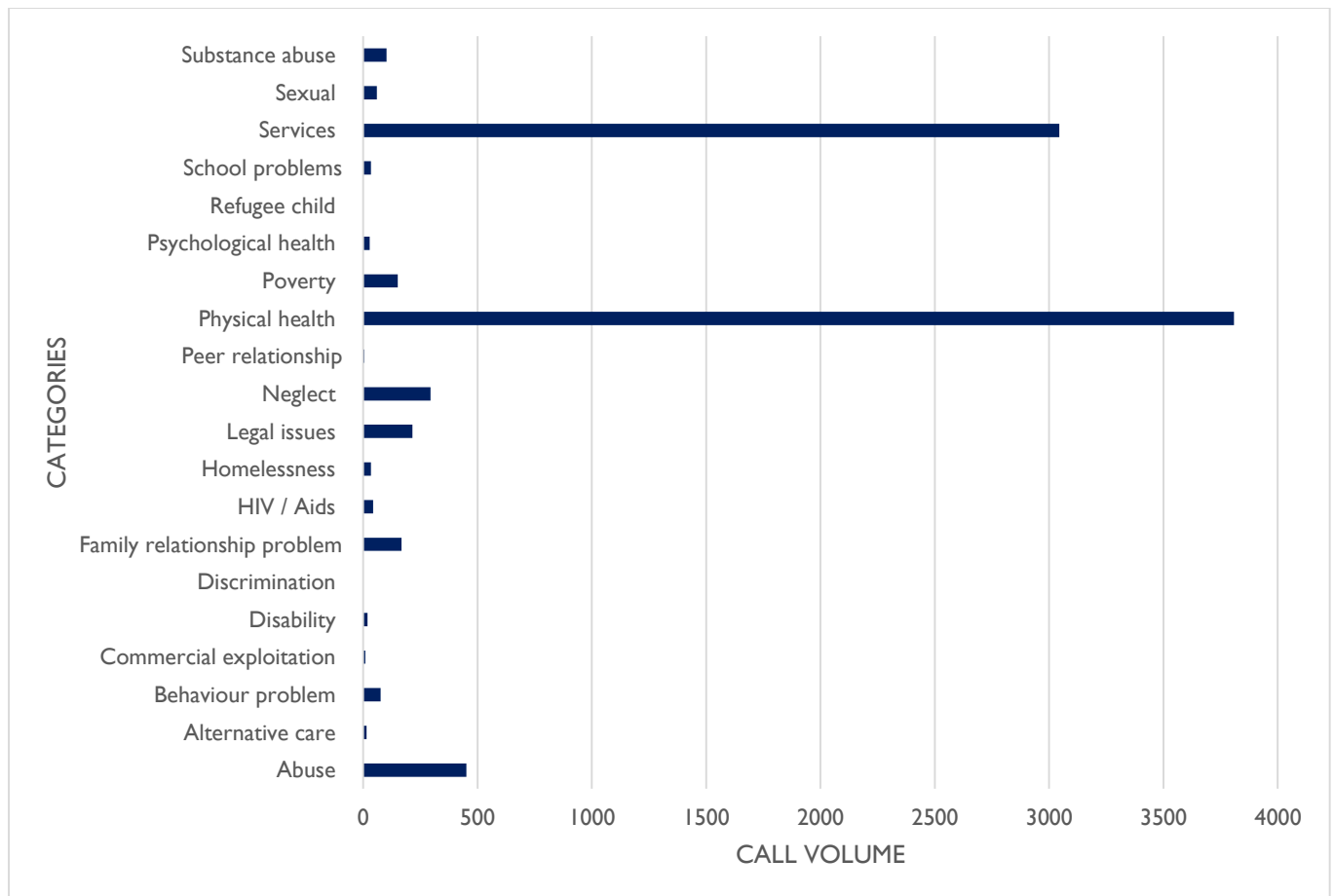


Figure 4: Want to Talk Categories Distribution (December 2020)

#### 4.1. Comparison of Want To Talk Categories: November 2020 and December 2020

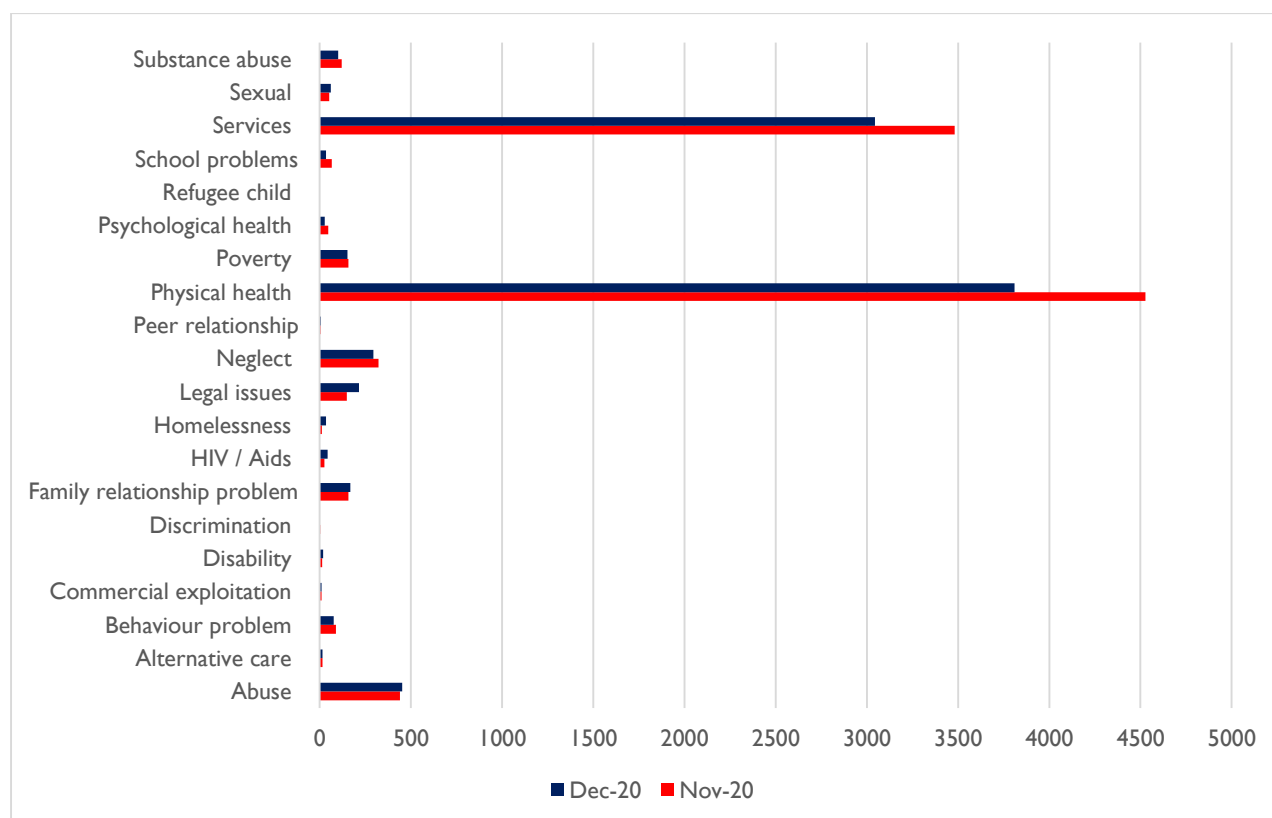


Figure 5: Comparison WTT Categories (November 2020 & December 2020)

Categories	Nov-20	Dec-20
Abuse	440	452
Alternative care	16	15
Behaviour problem	88	76
Commercial exploitation	10	10
Disability	13	19
Discrimination	2	1
Family relationship problem	158	168
HIV / Aids	26	44
Homelessness	12	34
Legal issues	149	216
Neglect	323	294
Peer relationship	5	6
Physical health	4528	3809
Poverty	157	152
Psychological health	47	28
Refugee child	1	0
School problems	66	34
Services	3482	3044
Sexual	52	60
Substance abuse	121	102

Categories with an increase in the new month are highlighted.

## 4.2. Comparison of Case and Want to Talk Categories

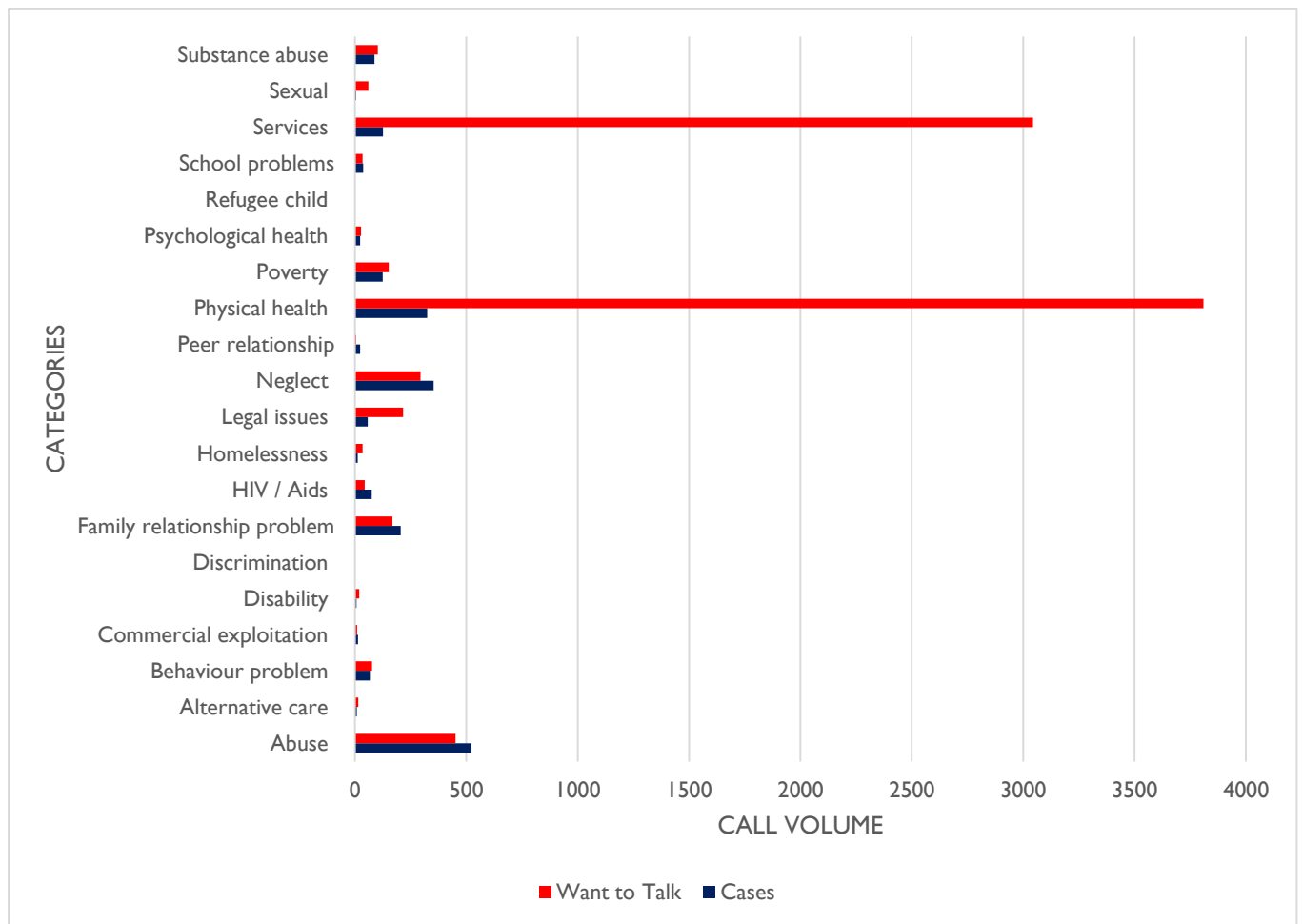


Figure 6: Comparison of Case and Want to Talk Categories (December 2020)



## 5. Provincial Call Distribution – Lockdown Level 1 and 3

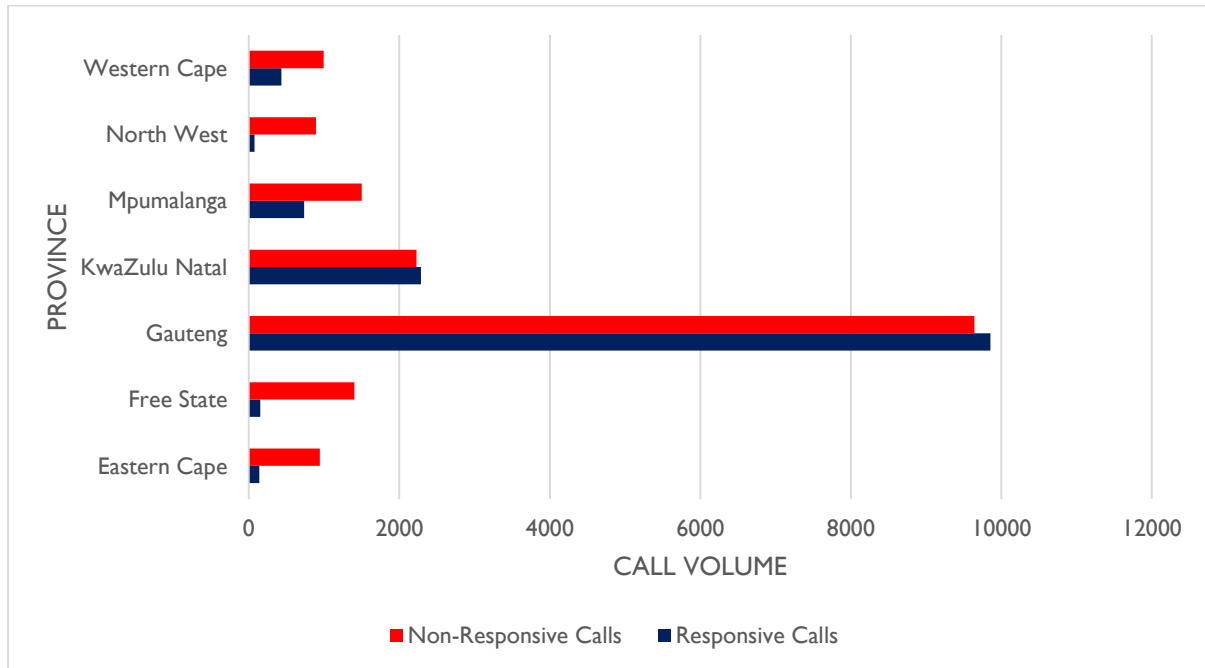
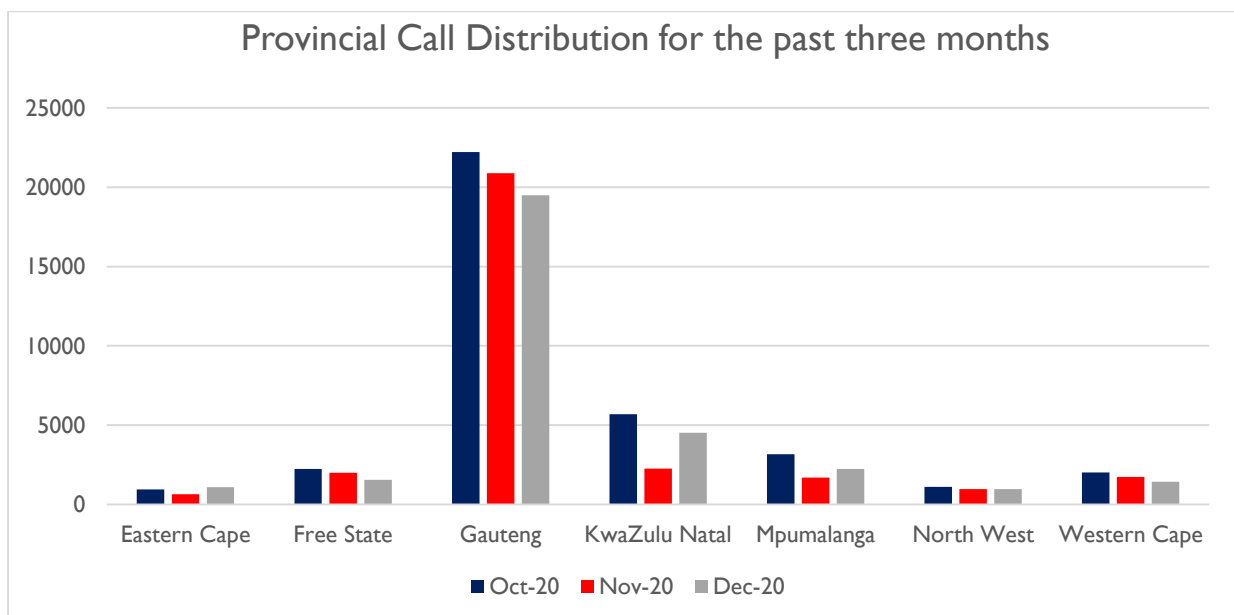


Figure 7: Provincial Call Volumes (December 2020)

Province	Responsive Calls	Non-Responsive Calls	Total Calls
Eastern Cape	138	944	1082
Free State	152	1404	1556
Gauteng	9855	9642	19497
KwaZulu Natal	2287	2226	4513
Mpumalanga	734	1500	2234
North West	76	892	968
Western Cape	434	995	1429

\* 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

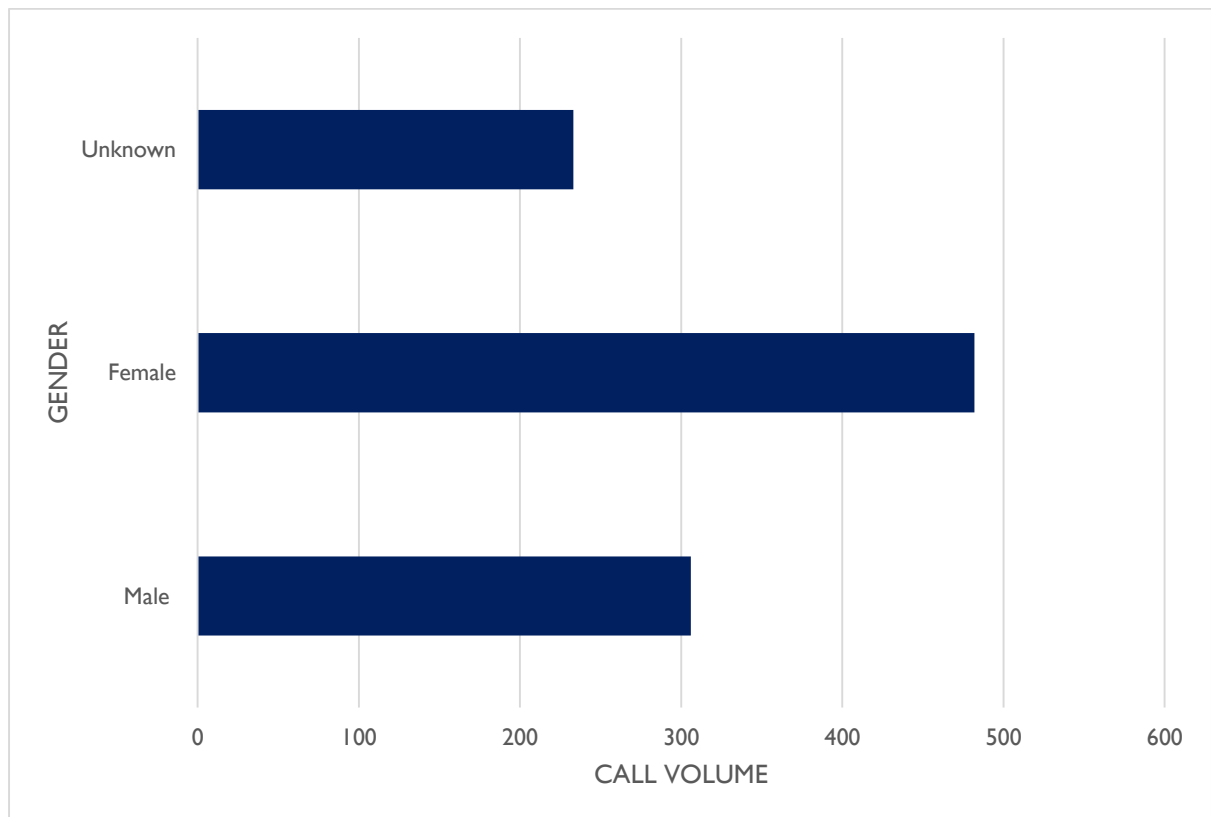


Figure 8: Gender Distribution (December 2020)

Male	Female	Unknown	Non-Binary
306	482	233	0

## 6.2 Gender Distribution for Want To Talk Calls

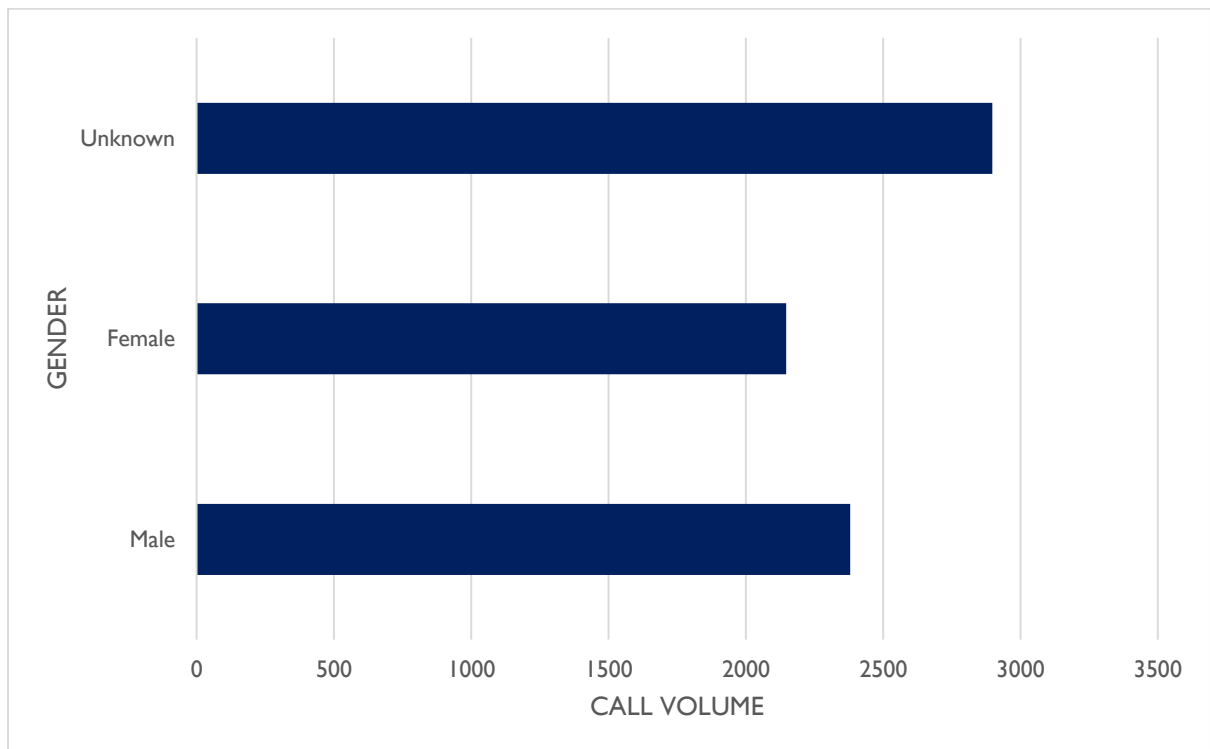


Figure 9: Gender Distribution – Want To Talk (December 2020)

Male	Female	Unknown	Non-Binary
2380	2147	2898	1

## 7. Online Counselling Service

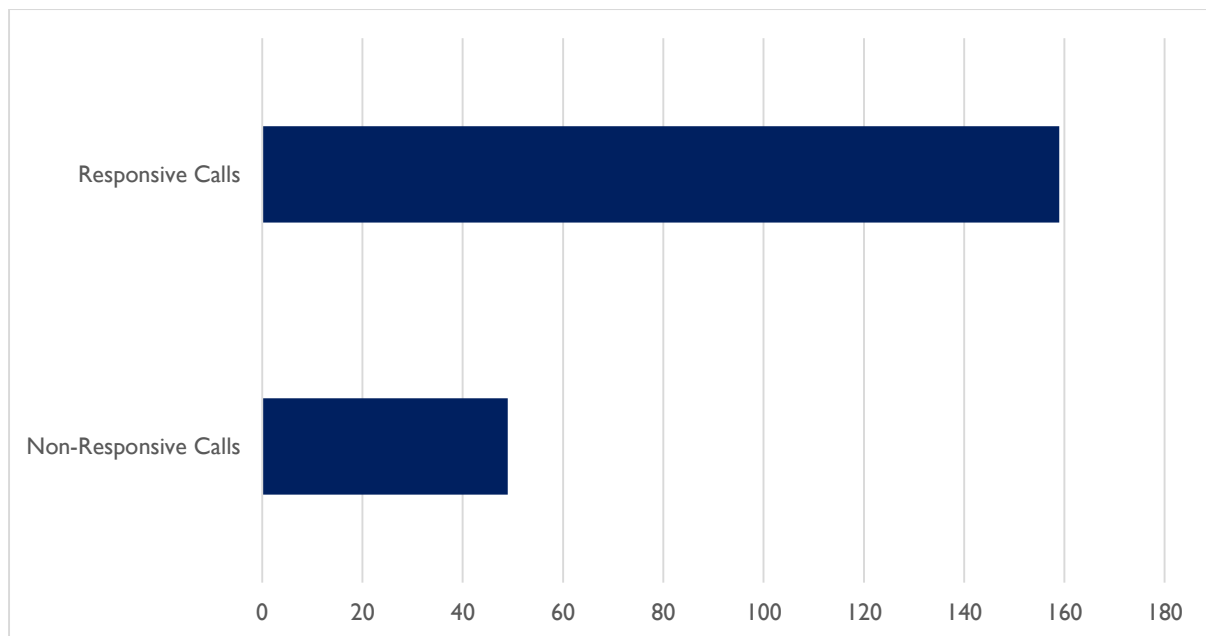


Figure 10: Online Counselling Call Volumes (December 2020)

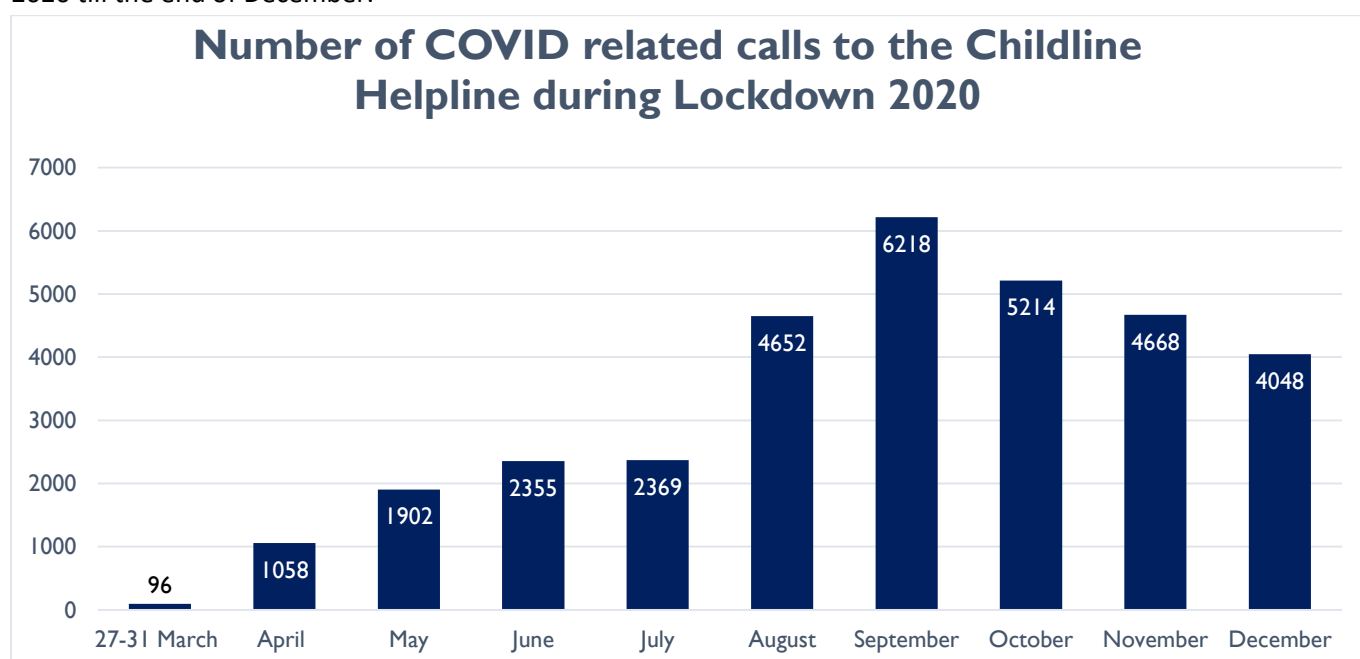
Non-Responsive Calls	49
Responsive Calls	159

## 8. COVID-19 Calls to the Helpline

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

- 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 “Request for Information”.
- We have gotten calls asking about the second wave and the new variant of COVID impacting children. The counsellors have then explained to the callers that the virus is still around and encouraged them to continue wearing their masks and sanitizing their hands.
- Many children are also anxious relating to news regarding the resurgence or second wave and want to know if they will have to go under another hard Lockdown again.
- We continue to speak to children and the community on safety tips and how to prevent the spread of COVID19 therefore the high number of “Physical Health” Calls
- The father to a seven year old boy phoned in, he was devastated, helpless and stressed. He explained that his son had slept throughout the afternoon since he returned from school. When the son woke up in the evening, he was feverish, had a cough and looked like he was losing his breath. The counsellor calmed the father and further discussed the signs and symptoms of COVID19. The father was then educated and provided with awareness and the importance of keeping safe during this period by wearing a mask, washing hands regularly and maintaining social distance at all times. They spoke about keeping his home hygienic and son be taken to the clinic or hospital to test for COVID19 and also advised to contact the school and inform the head master that the child is not feeling well hence the absenteeism. Follow-up was made and the father was happy and relieved as he revealed that the whole family tested and they were all negative. He was grateful of the intervention that counsellor offered as he was able to calm down and handle the matter accordingly

As we reach the end of the tumultuous year that was 2020, we wanted to reflect on the number of COVID related calls that reached our Helpline since the Lockdown was declared on the 27<sup>th</sup> of March 2020 till the end of December.



## 9. Number of Referrals & Therapy Sessions

During the month of December, 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 <sup>st</sup> – 31 <sup>st</sup> December 2020	92	682	470

Provincial Offices	Number of Form 22s submitted
Eastern Cape	7
Free State	20
Gauteng	12
KwaZulu Natal	8
Limpopo	0
Mpumalanga	7
North West	28
Northern Cape	0
Western Cape	10
<b>Total Submitted:</b>	<b>92</b>

Month	Internal Therapy Sessions through Therapeutic Department or Childline TCC
1 <sup>st</sup> – 31 <sup>st</sup> December 2020	329