

A large, faint, light gray version of the Childline South Africa logo is centered in the background of the page, behind a white rectangular box.

**Data Analysis Report
December 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 December 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 November 2021 and December 2021. As indicated in Fig. 1 of this report.

A comparison of the data collected in 2020 to that of 2021 indicates a decrease in the overall call volumes for December 2021¹. The overall call volume decreased by 5 394 calls i.e. 17.1 %. This may be attributed to our Childline KZN office experiencing a challenge with their lines during this month

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

	Category	Percentage of Calls
1.	COVID19	26%
2.	Services	23%
3.	Abuse	19%
4.	Neglect	9%
5.	Family relationship problem	7%
6.	Poverty	3%
7.	Substance abuse	3%
8.	Legal issues	3%
9.	Behaviour problem	2%
10.	Psychological health	1%

¹ As indicated by Fig. 2. Page 8.



3. Statistical Data Analysis

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

3.1 Daily Call Distribution for November 2021/December 2021

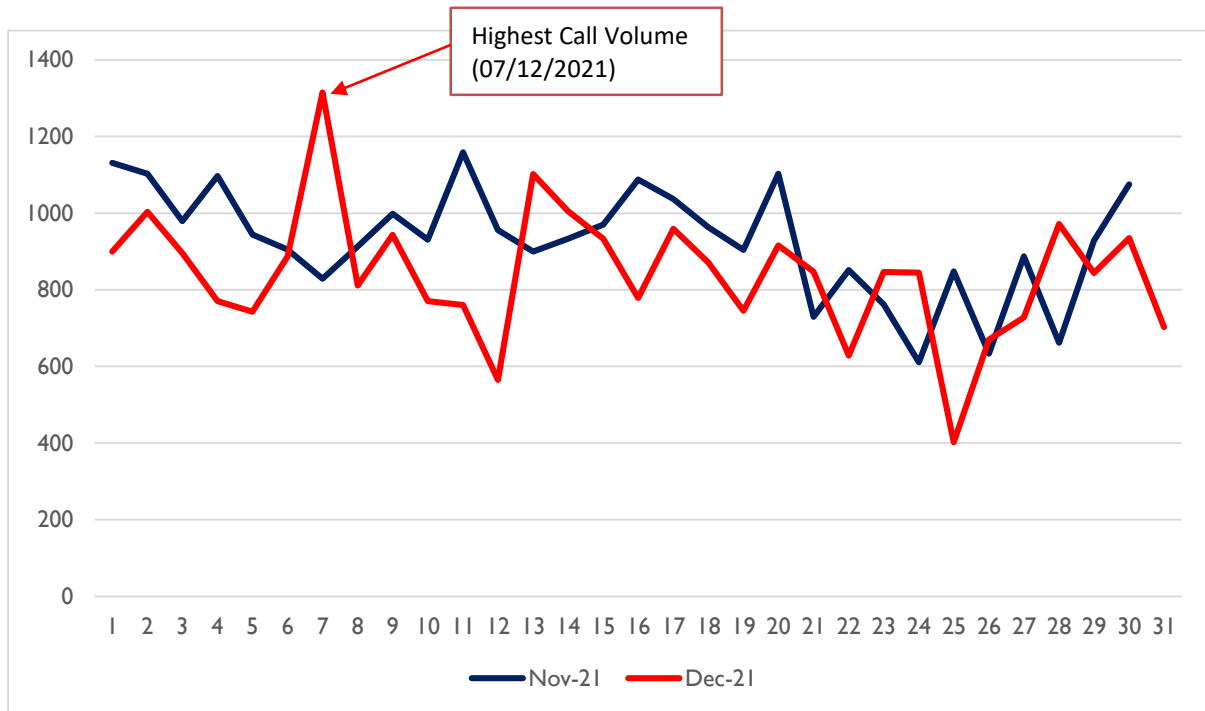


Figure 1: Overall Call Analysis (November 2021/December 2021)



3.1.1. Broad Overview of Calls for November 2021 and December 2021

Day	Nov-21	Dec-21
1	1131	900
2	1103	1003
3	979	896
4	1097	770
5	944	743
6	905	887
7	829	1315
8	913	811
9	998	943
10	931	770
11	1159	760
12	956	565
13	900	1102
14	933	1005
15	970	933
16	1088	779
17	1037	959
18	963	871
19	904	745
20	1103	916
21	729	847
22	851	628
23	762	846
24	611	845
25	848	402
26	633	670
27	887	728
28	662	972
29	928	844
30	1075	935
31		703

Highest Call Volume
(07/12/2021)

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



3.1.2. Comparison: December 2020 vs December 2021

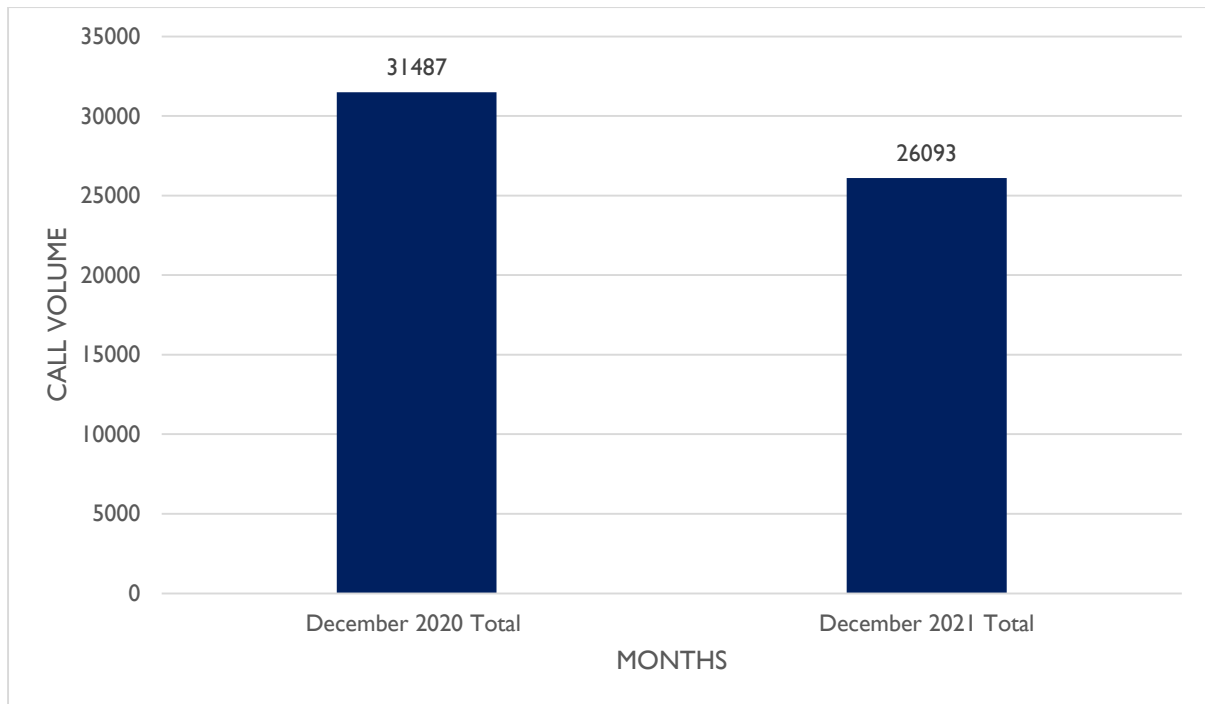


Figure 2: Call Volume Comparison December 2020 vs December 2021



3.1.3. Daily Call Distribution December 2021

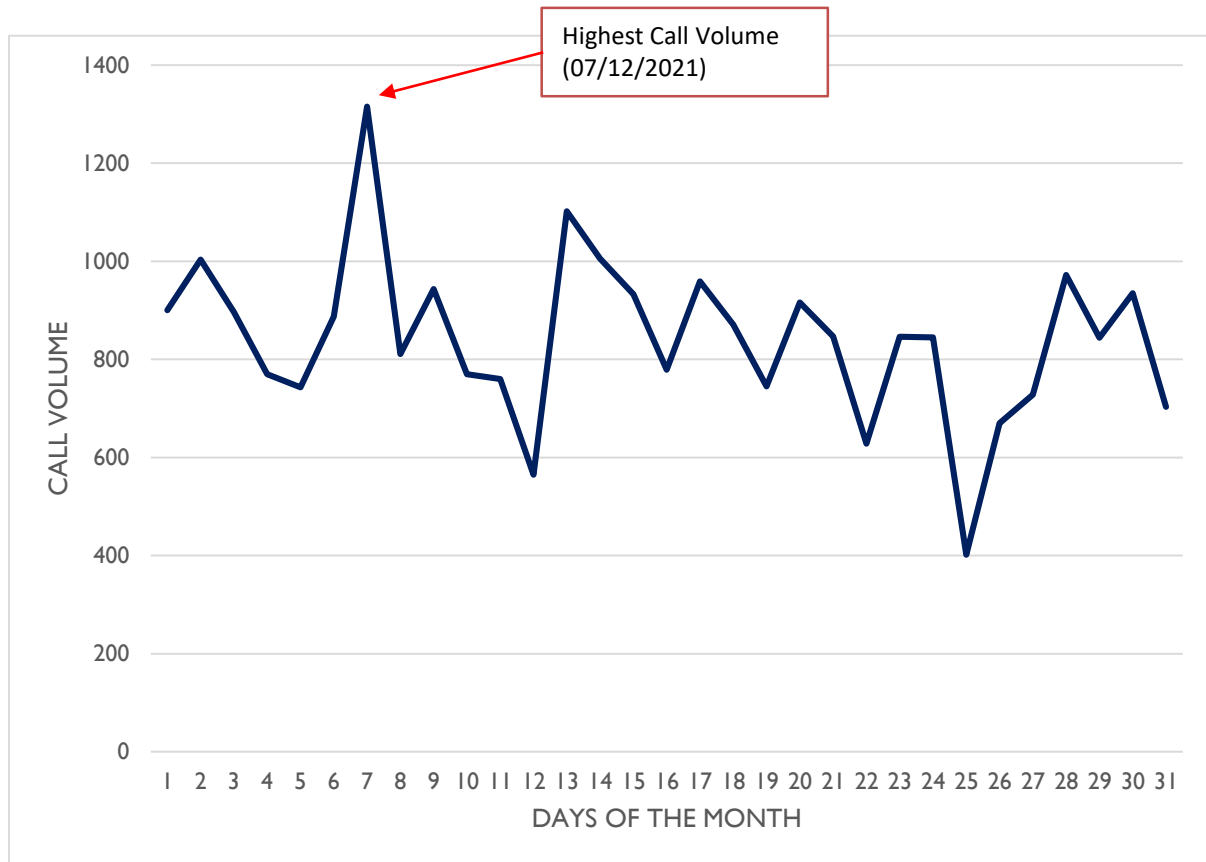


Figure 3: Overall Call Analysis (December 2021)

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 December 2021

3.1.4.1 Responsive Calls

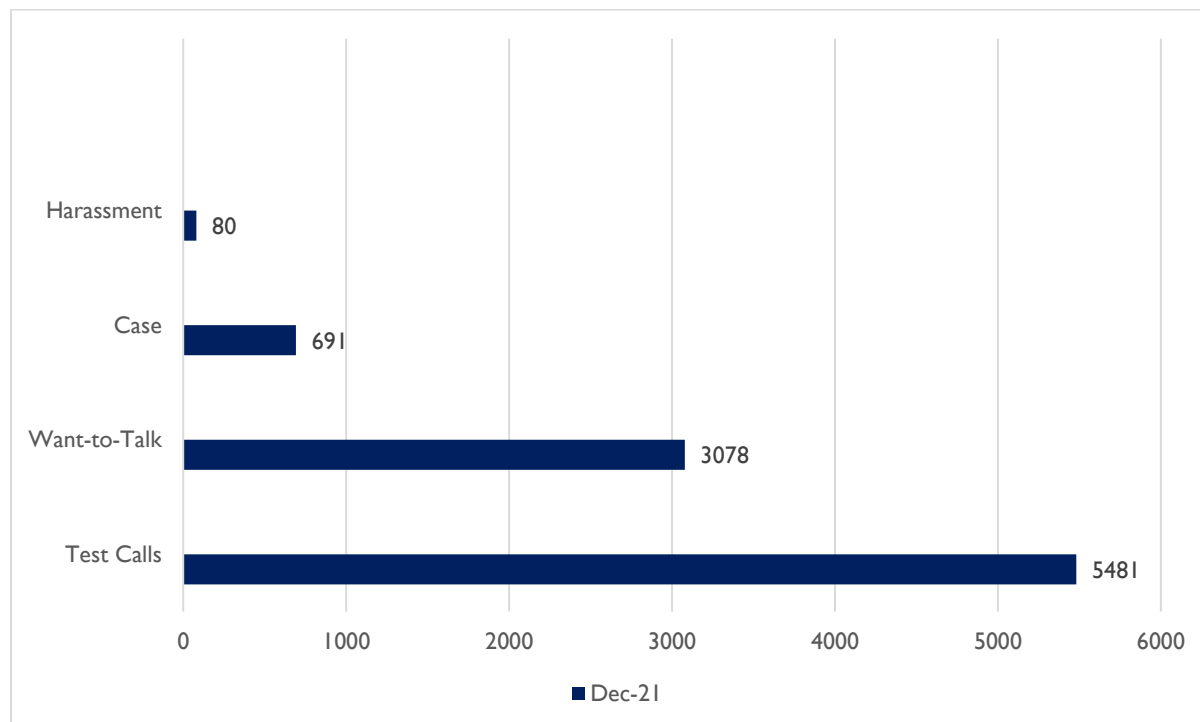


Figure 4: Responsive Calls (December 2021)

Responsive Calls	Dec-21
Want-to-Talk	3078
Test	5481
Case	691
Harassment	80

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	4	2	6
Abuse	Bullying in School	0	5	5
Abuse	Bullying out of School	0	10	10
Abuse	Cyber Bullying	0	7	7
Abuse	Deceased Child	0	1	1
Abuse	Emotional abuse	214	78	292
Abuse	Exposure to criminal violence	5	2	7
Abuse	Exposure to domestic violence	68	57	125
Abuse	Exposure to pornography	5	0	5
Abuse	Grooming	1	1	2
Abuse	Harassment	32	3	35
Abuse	Inappropriate sex talk	0	5	5
Abuse	Physical abuse	127	86	213
Abuse	Rape	61	59	120
Abuse	Sexual assault	0	38	38
Commercial exploitation	Child begging	2	3	5
Commercial exploitation	Child prostitution/Commercial sexual exploitation	3	1	4
Commercial exploitation	Child used for criminal activity	0	3	3
Commercial exploitation	Child vendors	0	0	0
Commercial exploitation	Children used by adults to commit crime	1	0	1
Commercial exploitation	Domestic child labour	0	2	2
Commercial exploitation	Farm child Labour	2	0	2
Commercial exploitation	General child labour	0	0	0
Commercial exploitation	Involvement in pornography	2	0	2
Commercial exploitation	Trafficking	0	1	1
COVID-19	Child Orphaned by COVID	3	0	3
COVID-19	Child Vulnerable due to COVID	28	0	28
COVID-19	General Medical Information	2	1197	1199
COVID-19	Insufficient/No Income due to COVID	2	1	3
COVID-19	Mental Health	0	1	1
COVID-19	School Related Challenges due to COVID	0	2	2
Neglect	Child abandonment	19	16	35
Neglect	Circumstantial - Child uncared for emotionally	14	9	23
Neglect	Circumstantial - Child uncared for physically	19	18	37
Neglect	Deliberate - Child uncared for emotionally	117	60	177
Neglect	Deliberate - Child uncared for physically	98	67	165



Poverty	Child/ren starving	30	16	46
Poverty	Insufficient/No income	17	7	24
Poverty	Lack of clothing	31	22	53
Poverty	Problems with grants and pensions	22	9	31
Psychological health	Anorexia	0	0	0
Psychological health	Anxiety	1	10	11
Psychological health	Bereavement - peer	1	1	2
Psychological health	Bulimia	0	0	0
Psychological health	Child has difficulty in communicating	1	2	3
Psychological health	Depression	4	8	12
Psychological health	Lack of confidence	0	0	0
Psychological health	Lacks life purpose	0	0	0
Psychological health	Loneliness	2	2	4
Psychological health	Mental illness of parent/caregiver/child	3	5	8
Psychological health	Self harming	1	3	4
Psychological health	Sleep disorders	0	0	0
Psychological health	Suicidal feelings	7	7	14
Psychological health	Suicide attempt	1	3	4
Psychological health	Suicide of family member	0	1	1
Psychological health	Suicide of friend	0	0	0
Psychological health	Unmanageable anger and frustration	1	3	4
Sexuality	Abortion/Termination of pregnancy	0	1	1
Sexuality	Contraception	1	0	1
Sexuality	Information about sex	0	0	0
Sexuality	Pregnancy	4	0	4
Sexuality	Saying no to sex	0	0	0
Sexuality	Sexual identity	3	2	5
Sexuality	Sexual problem	0	1	1
Sexuality	Sexualized behaviour	4	4	8
Sexuality	Sexually exploitive/abusive behaviour	0	1	1
Sexuality	Sexually transmitted infections	1	0	1
Substance abuse	Child - alcohol abuse	6	1	7
Substance abuse	Child - other drug abuse	16	6	22
Substance abuse	Drug dealing	0	1	1
Substance abuse	Exposure to alcohol/drug abuse	8	19	27
Substance abuse	Information on alcohol/drugs	3	0	3
Substance abuse	Parent/caretaker - alcohol abuse	40	11	51
Substance abuse	Parent/caretaker - drug abuse	13	6	19



3.1.4.2. Non-Responsive Calls

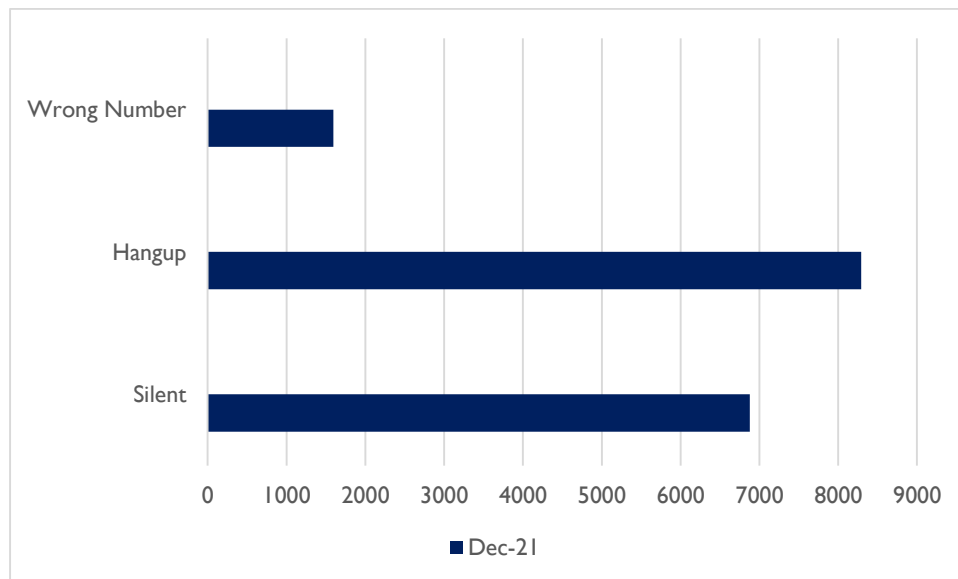


Figure 5: Non-Responsive Calls (December 2021)

Non-Responsive Calls	Dec-21
Silent	6878
Hangup	8290
Wrong Number	1595



4. Want to Talk Categories – Lockdown Level 1

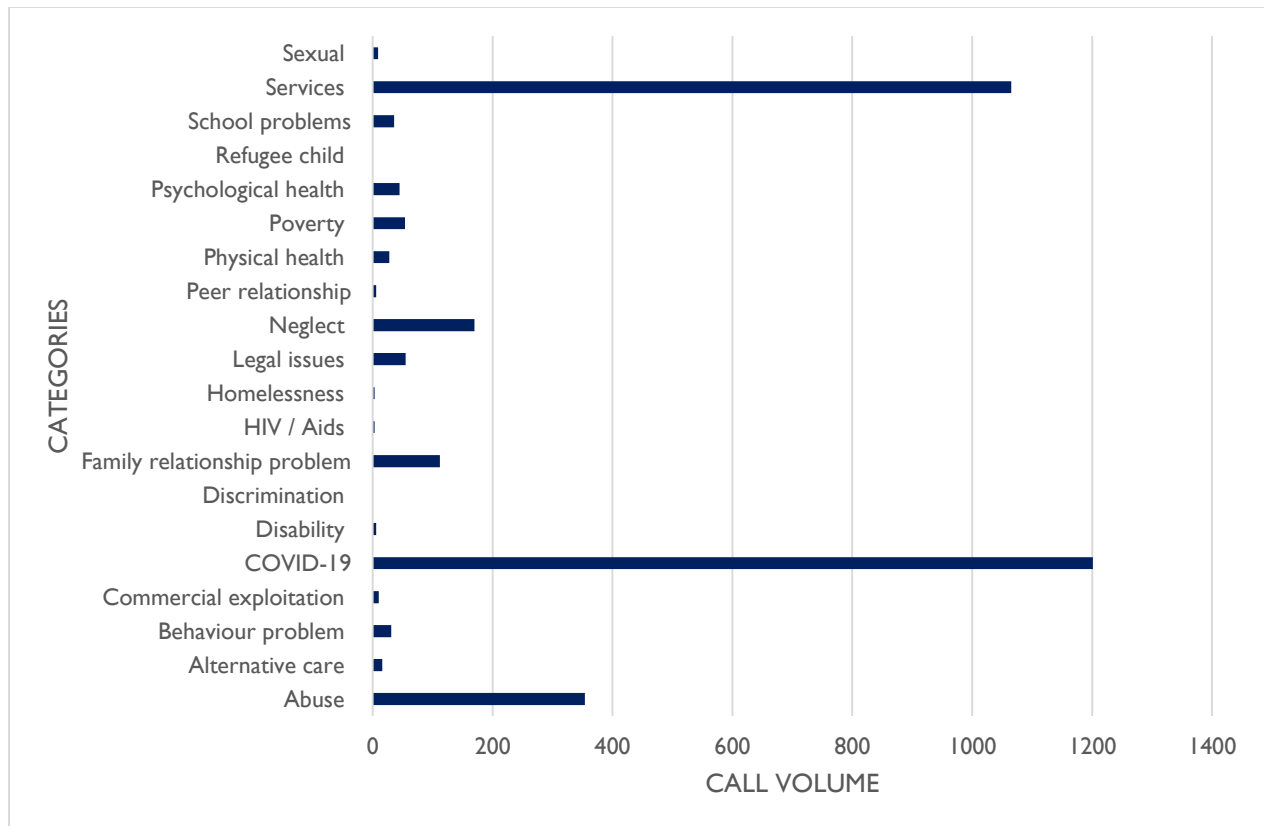


Figure 6: Want to Talk Categories Distribution (December 2021)



4.1. Comparison of Want To Talk Categories: November 2021 and December 2021

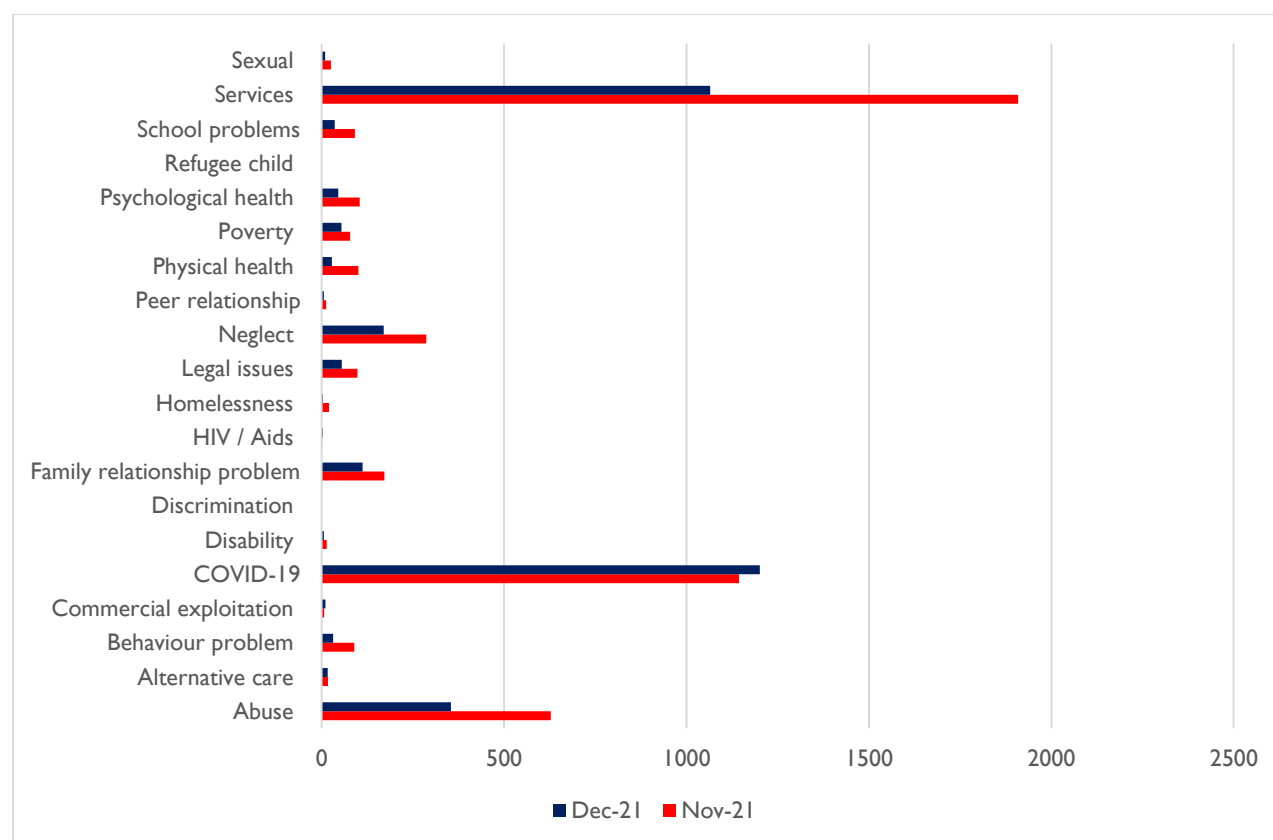


Figure 7: Comparison WTT Categories (November/December 2021)

Categories	Nov-21	Dec-21
Abuse	708	354
Alternative care	9	16
Behaviour problem	73	31
Commercial exploitation	3	10
COVID-19	1269	1201
Disability	33	6
Discrimination	0	0
Family relationship problem	368	112
HIV / Aids	19	3
Homelessness	22	3
Legal issues	192	55
Neglect	830	170
Peer relationship	14	6
Physical health	81	28
Poverty	171	54
Psychological health	121	45
Refugee child	9	0
School problems	151	36
Services	1372	1065
Sexual	49	9

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



4.2. Comparison of Case and Want to Talk Categories

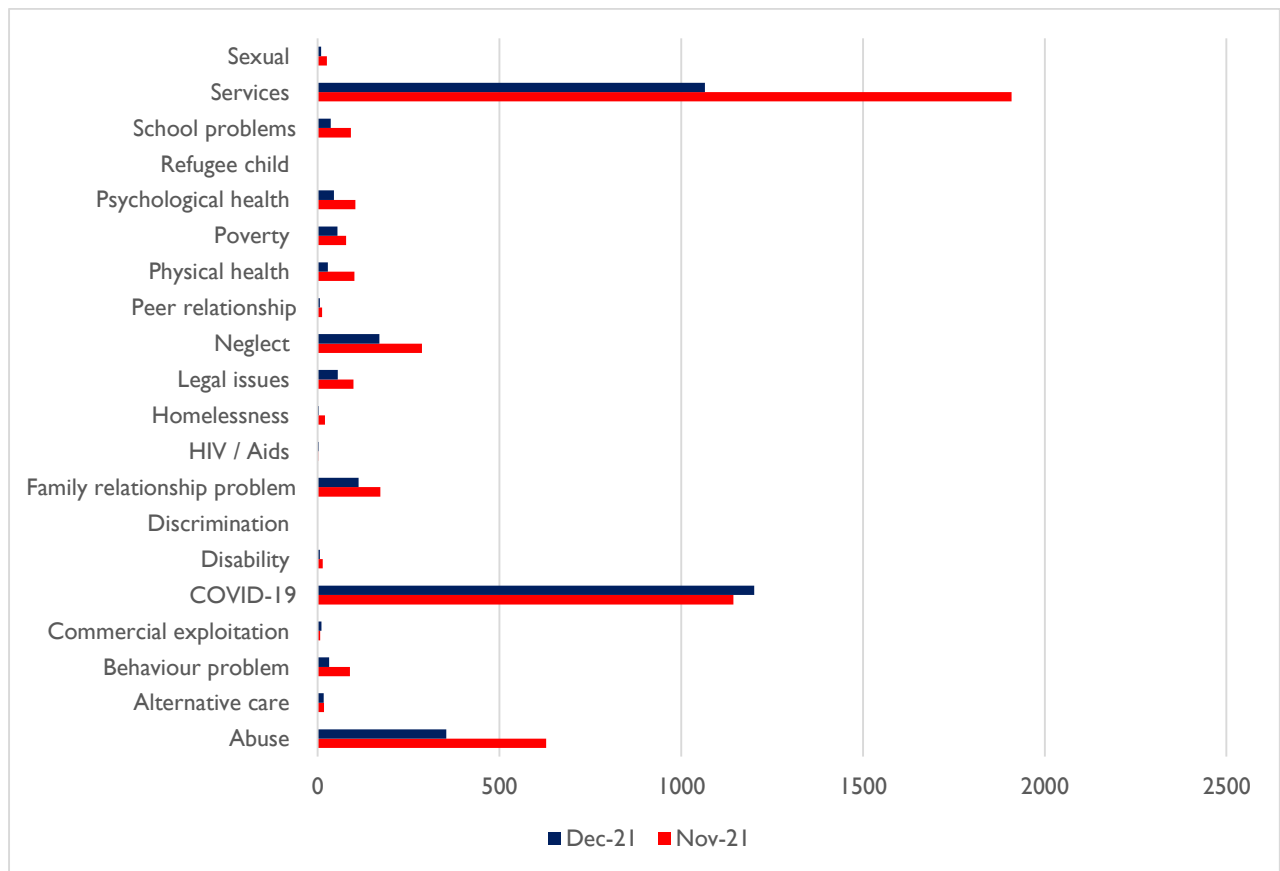


Figure 8: Comparison of Case and Want to Talk Categories (December 2021)



5. Provincial Call Distribution – Lockdown Level 1

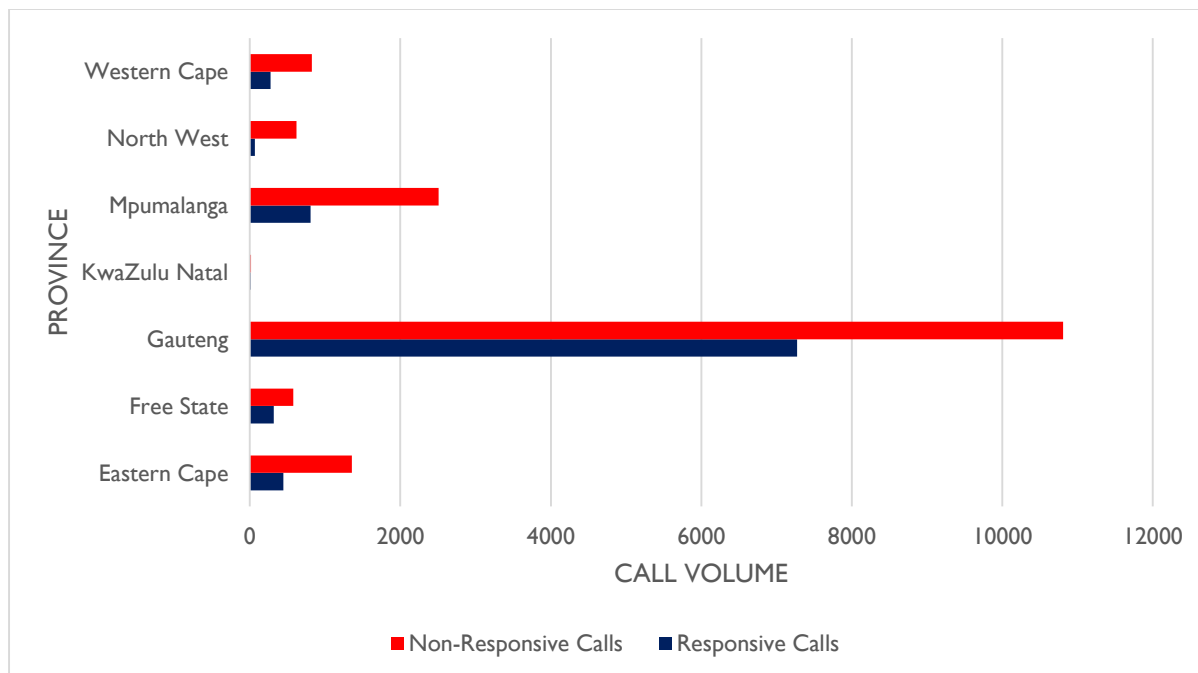
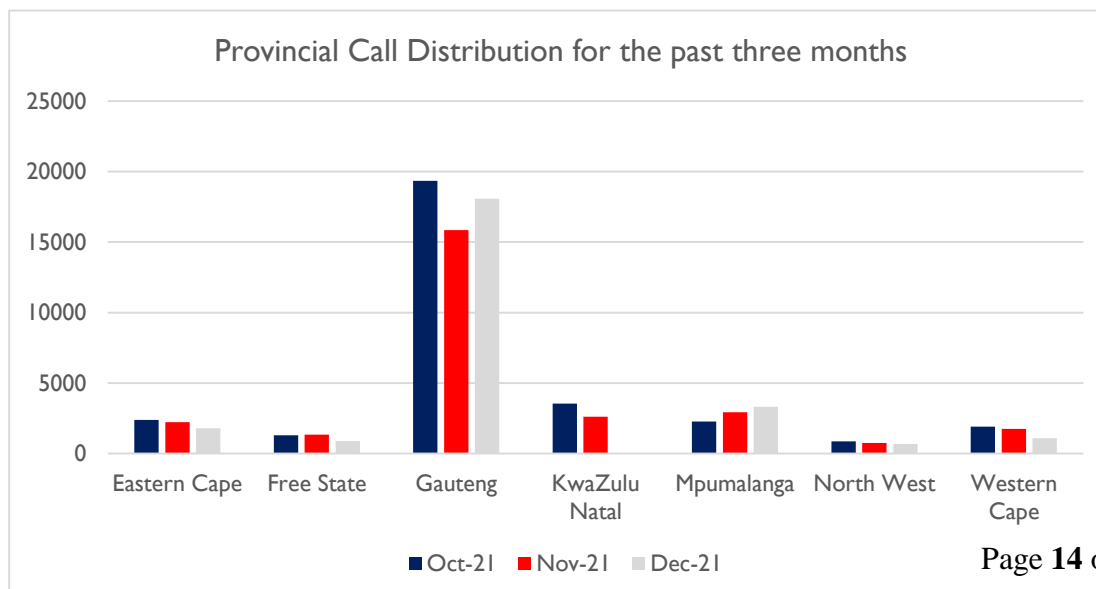


Figure 9: Provincial Call Volumes (December 2021)

Province	Responsive Calls	Non-Responsive Calls	Total
Eastern Cape	447	1356	1803
Free State	318	579	897
Gauteng	7273	10810	18083
KwaZulu Natal	13	16	29
Mpumalanga	805	2510	3315
North West	68	621	689
Western Cape	277	822	1099

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

** Calls to our Childline KZN office was disrupted through the month of December as their lines were down, resulting in calls being diverted to Childline Gauteng





6. Gender Distribution

6.1. Gender Distribution for Case Calls

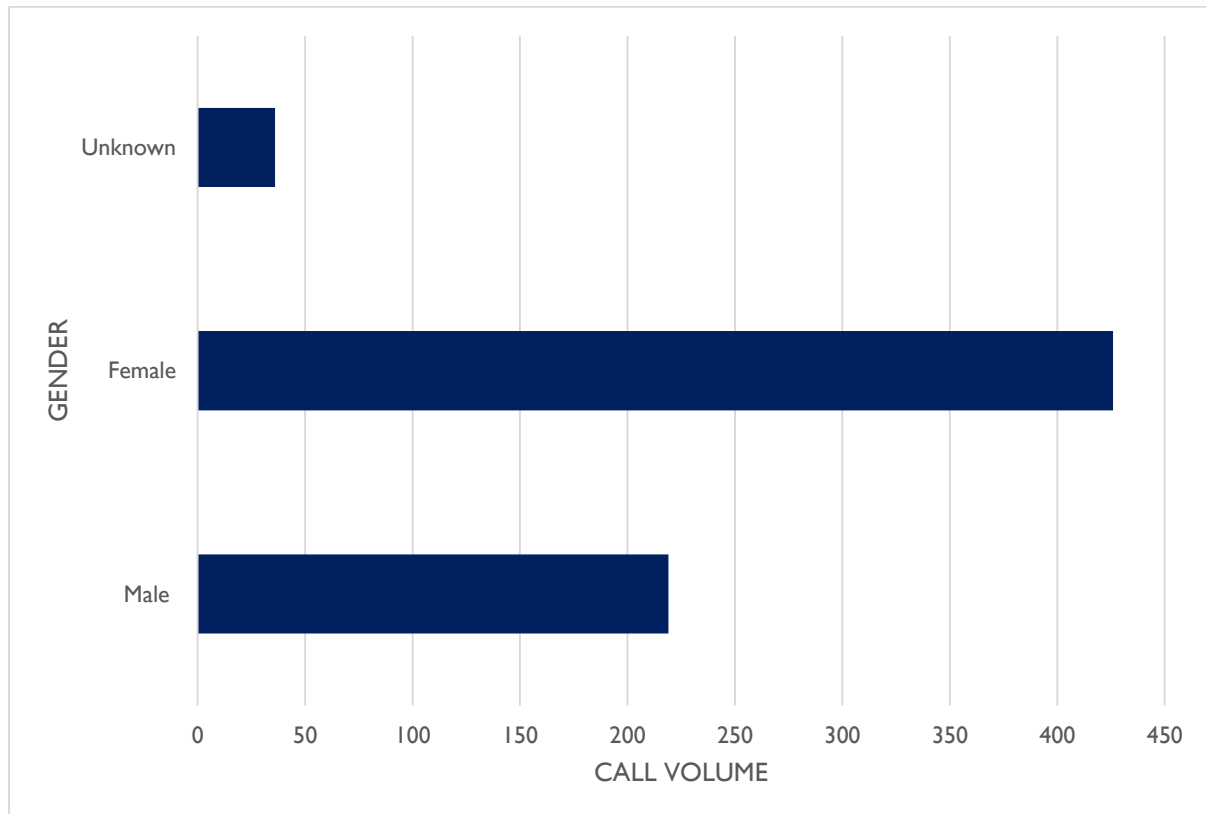


Figure 10: Gender Distribution (December 2021)

Male	Female	Unknown	Non-Binary
219	426	36	0



6.2 Gender Distribution for Want To Talk Calls

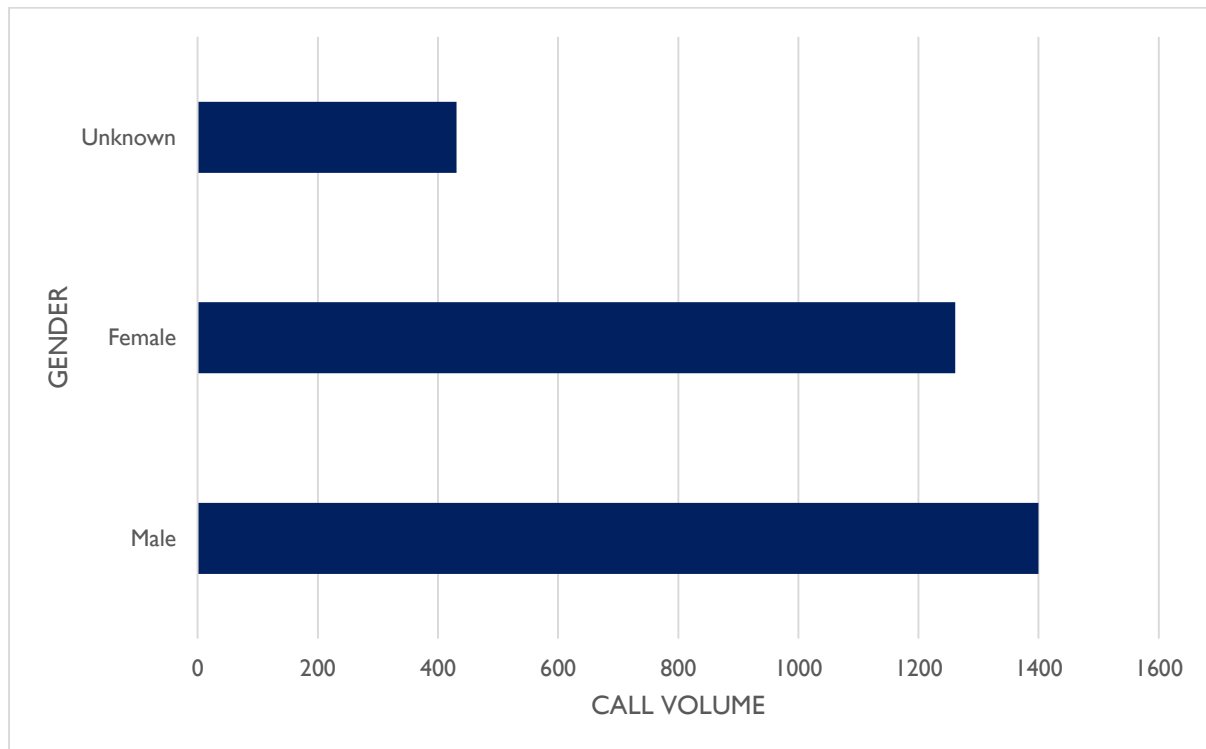


Figure 11: Gender Distribution – Want To Talk (December 2021)

Male	Female	Unknown	Non-Binary
1400	1261	431	0



7. Online Counselling Service

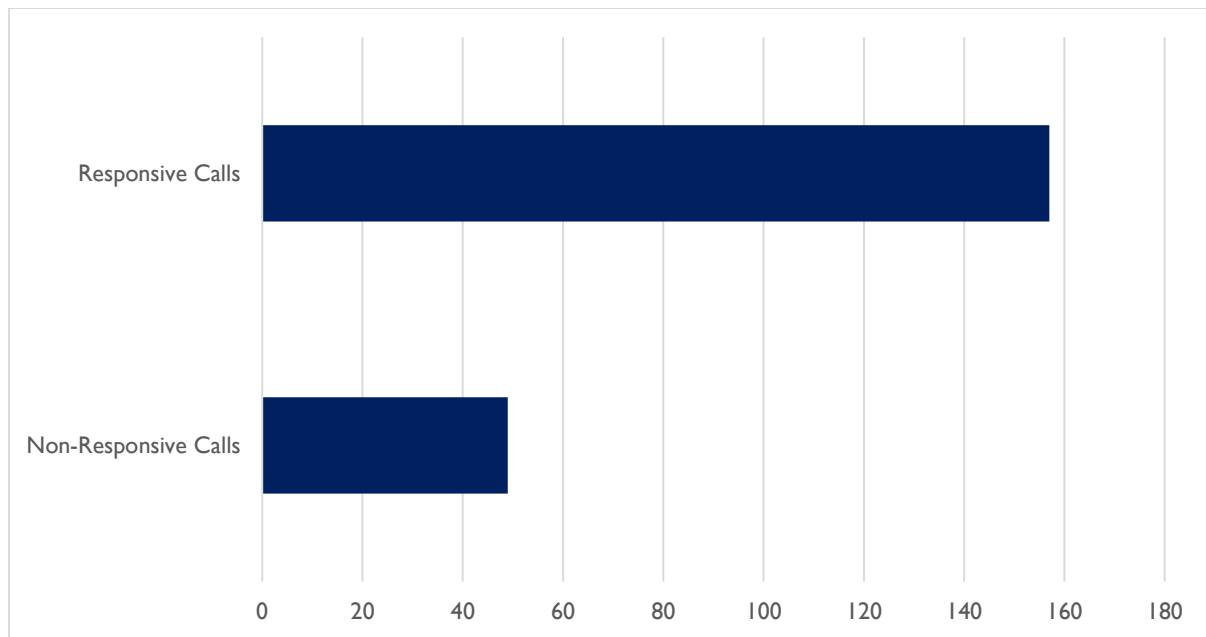


Figure 12: Online Counselling Chat Volumes (December 2021)

Non-Responsive Calls	49
Responsive Calls	157

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:

- Due to many activities resuming under Level 1 of Lockdown, calls and queries related to COVID have decreased. Nevertheless, the counsellors have continued to explain to the callers that the virus is still around and encouraged them to continue wearing their masks, sanitizing their hands and safety tips on how to prevent the spread of COVID19 therefore the contribution towards the “General Medical Information” Calls
- We have added in a COVID-19 to our Data Capturing System with the following sub-categories:

Sub-Category	Number of COVID Calls for December 2021
Child Orphaned by COVID	3
Child Vulnerable due to COVID	28
General Medical Information	1199
Insufficient/No Income due to COVID	3
Mental Health	1
School Related Challenges due to COVID	2

- During the reporting period, we have had queries relating to the resurgence of COVID19 in South Africa and the fourth wave. There were concerns about the Omicron Variant and that it was more transmissible. There are still a number of queries related to vaccines, the rollout and costs that may be incurred for this. We have also received calls relating to vaccines for children as well as some queries about the vaccine being mandatory

- We still receive calls of people requesting food parcels and social relief grants, hence accounting for our calls under “Request for Information”. Some of our offices continue to provide assistance through food/relief parcels per the photo herewith – Courtesy Childline Mpumalanga

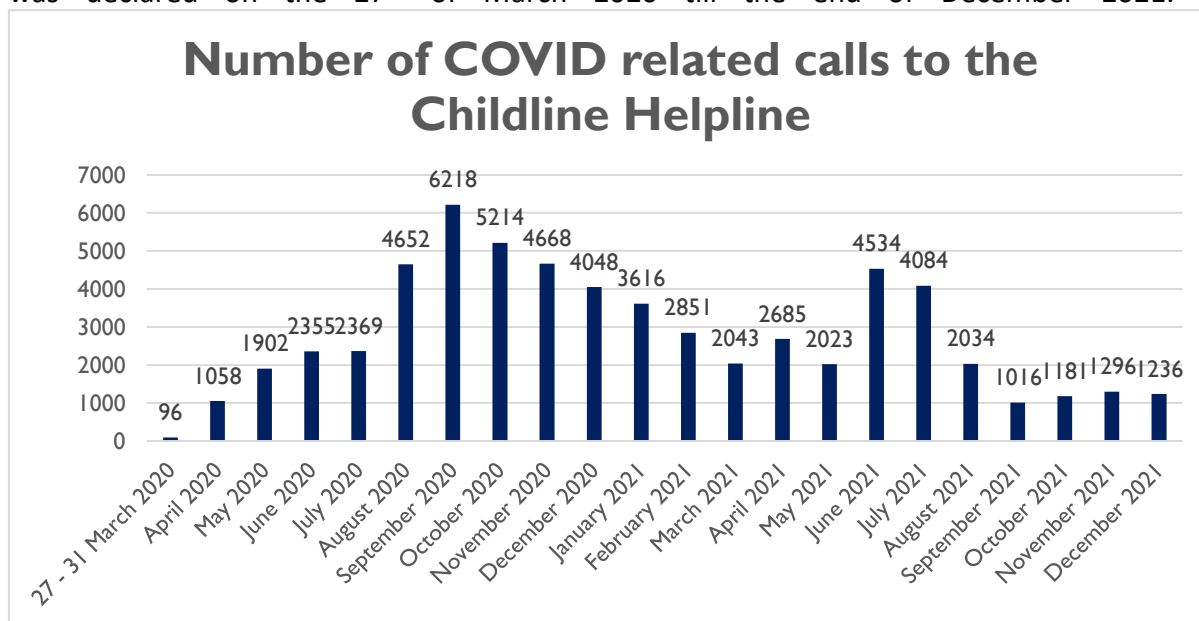


- An 18-year-old caller from Limpopo wanted to know what will happen to her if she takes the vaccine. The caller voiced out that she was scared to take the vaccine because of the myths she heard that the vaccine is meant to harm people. The Counsellor advised that vaccinations were voluntary and scientifically proven to prevent hospitalisation and death. They were advised to seek medical advice from a medical professional on this

- A caller was worried as their child had tested positive but was confused about what to do due to language barriers between them and the doctor. The counsellor referred the caller call the clinic, where nurses would explain in a language she will understand. Regarding the child that had tested positive for COVID, the counsellor reminded the caller of the isolation period as well as all members of the household observing protocols to keep safe.



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 December 2021.



9. Number of Referrals

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 st – 31 st December 2021	197	217	256

Provincial Offices	Number of Form 22s submitted
Eastern Cape	12
Free State	70
Gauteng	12
KwaZulu Natal	2
Limpopo	0
Mpumalanga	73
North West	17
Northern Cape	2
Western Cape	9
Total Submitted:	197