



**Data Analysis Report
February 2022
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 February 2022. 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 January and February 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 February 2022¹. The overall call volume decreased by 4 132 calls i.e. 15.49%. This may be attributed to our Childline KZN office experiencing a challenge with their lines during this month as well as all our offices experiencing load shedding wherein our lines go down, and also impacts children and communities contacting us when they experience load shedding.

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

	Category	Percentage of Calls
1.	Abuse	22%
2.	Services	20%
3.	COVID19	17%
4.	Neglect	12%
5.	Family relationship problem	6%
6.	Substance abuse	5%
7.	School problems	5%
8.	Poverty	3%
9.	Behaviour problem	3%
10.	Legal issues	3%

¹ As indicated by Fig. 2. Page 8.



3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected during February 2022.

3.1 Daily Call Distribution for January 2022/February 2022

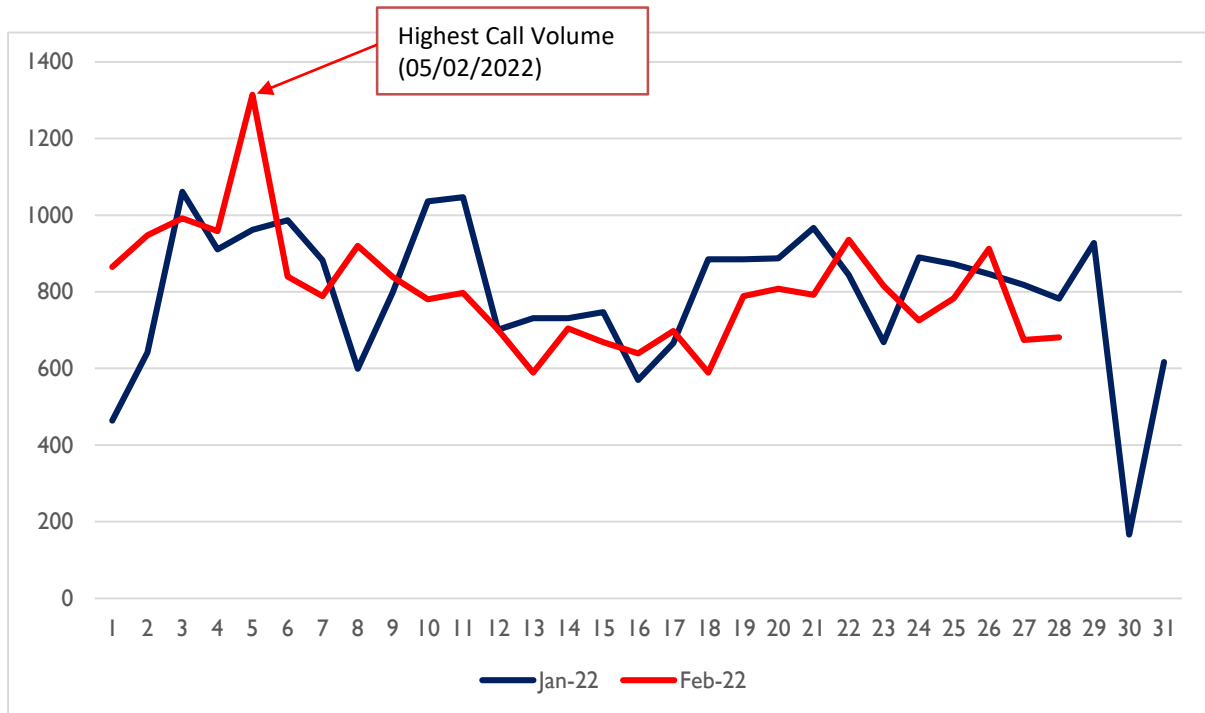


Figure 1: Overall Call Analysis (January 2022/February 2022)



3.1.1. Broad Overview of Calls for January 2022 and February 2022

Day	Jan-22	Feb-22
1	464	865
2	642	947
3	1061	992
4	911	958
5	962	1314
6	987	840
7	882	789
8	599	920
9	798	839
10	1036	780
11	1047	797
12	701	701
13	731	589
14	731	704
15	747	668
16	570	639
17	666	698
18	885	589
19	885	789
20	887	808
21	967	792
22	844	936
23	668	815
24	890	725
25	872	783
26	846	912
27	818	674
28	782	681
29	927	
30	166	
31	617	

Highest Call Volume
(05/02/2022)

* The table above gives a detailed day-to-day account of calls made to Childline SA for January and February 2022. Higher call volumes are highlighted.



3.1.2. Comparison: February 2021 vs February 2022

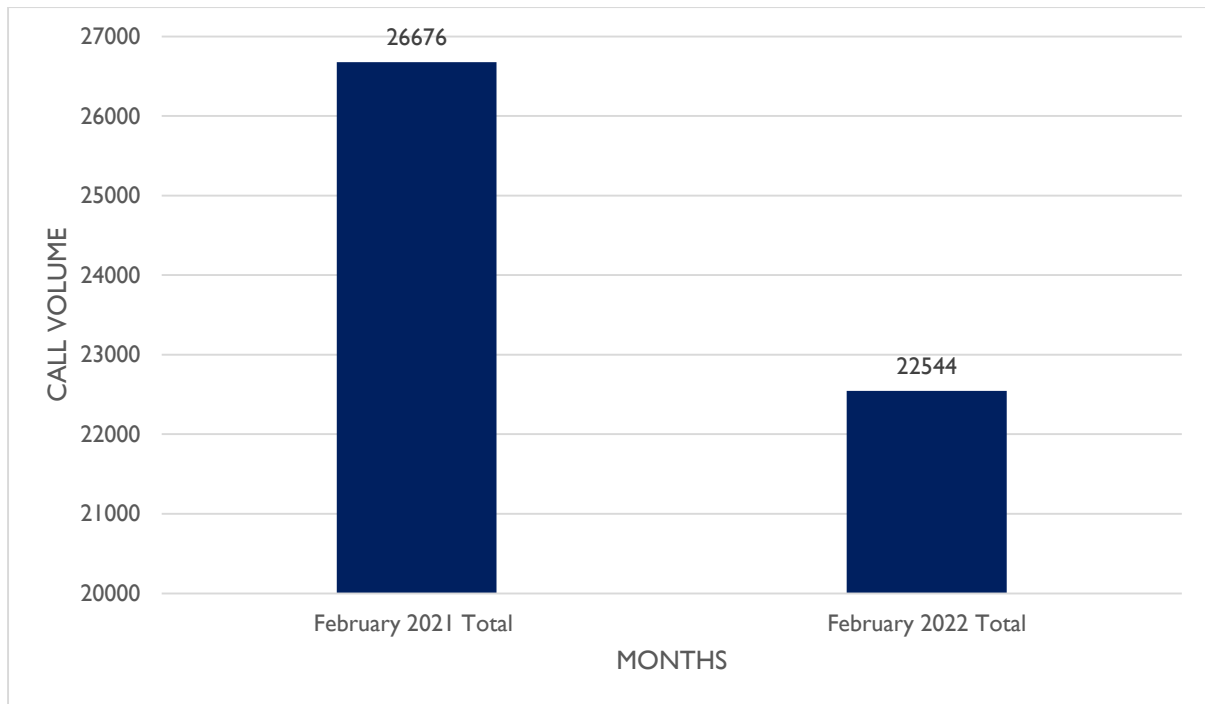


Figure 2: Call Volume Comparison February 2021 vs February 2022



3.1.3. Daily Call Distribution February 2022

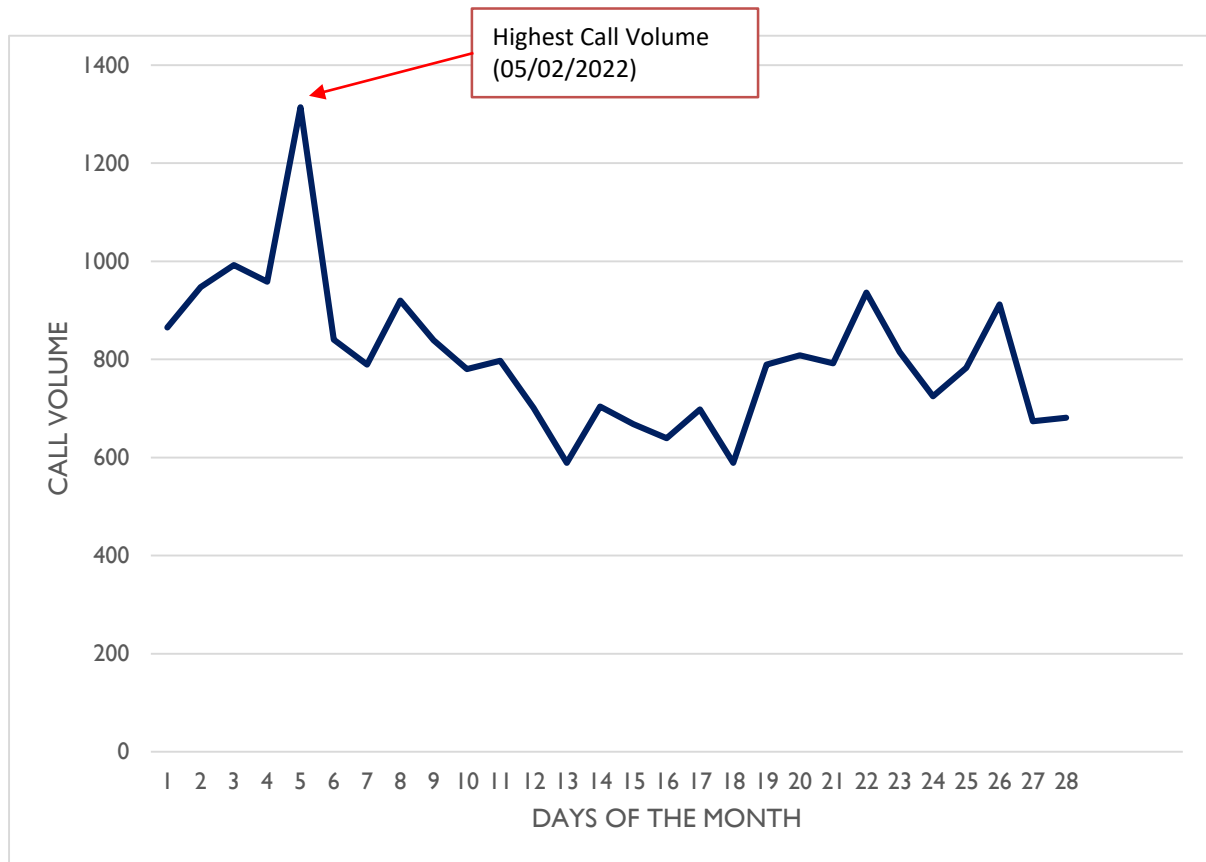


Figure 3: Overall Call Analysis (February 2022)

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 February 2022.

3.1.4.1 Responsive Calls

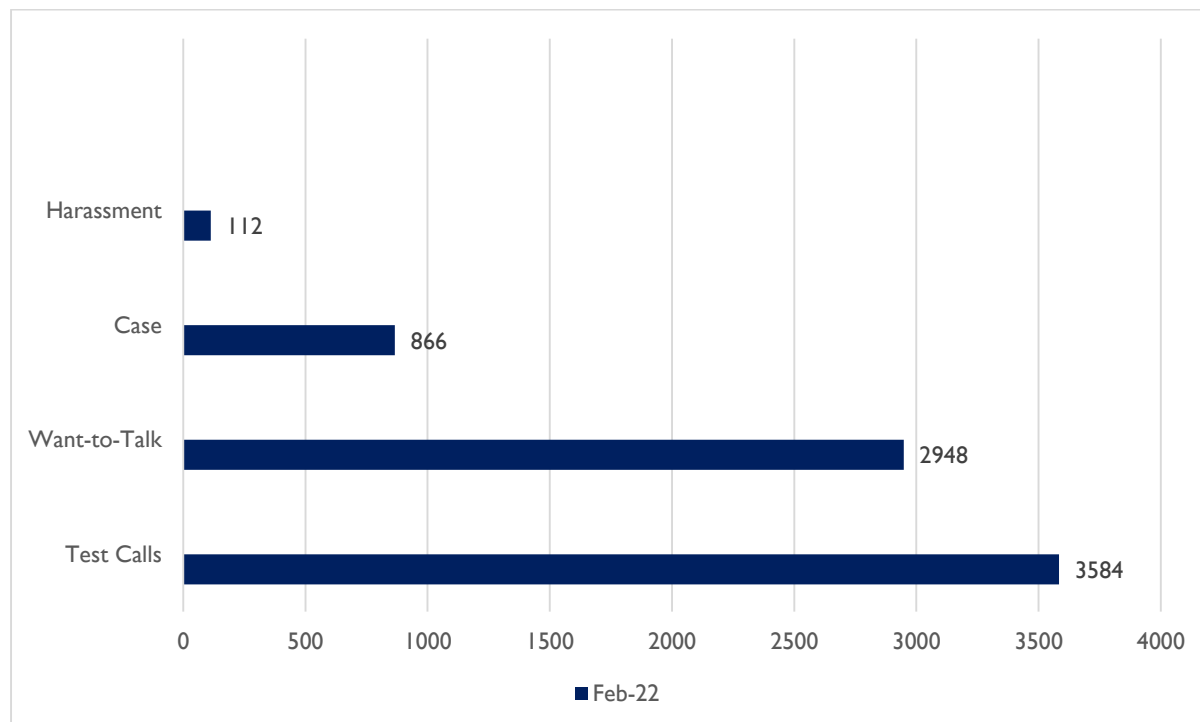


Figure 4: Responsive Calls (February 2022)

Responsive Calls	Feb-22
Want-to-Talk	3584
Test	2948
Case	866
Harassment	112

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	0	3	3
Abuse	Bullying in School	5	26	31
Abuse	Bullying out of School	0	8	8
Abuse	Cyber Bullying	1	4	5
Abuse	Deceased Child	0	0	0
Abuse	Emotional abuse	231	102	333
Abuse	Exposure to criminal violence	10	7	17
Abuse	Exposure to domestic violence	68	47	115
Abuse	Exposure to pornography	6	9	15
Abuse	Grooming	0	2	2
Abuse	Harassment	36	8	44
Abuse	Inappropriate sex talk	4	4	8
Abuse	Physical abuse	115	105	220
Abuse	Rape	62	67	129
Abuse	Sexual assault	79	78	157
Commercial exploitation	Child begging	2	6	8
Commercial exploitation	Child prostitution/Commercial sexual exploitation	2	3	5
Commercial exploitation	Child used for criminal activity	1	0	1
Commercial exploitation	Child vendors	0	1	1
Commercial exploitation	Children used by adults to commit crime	0	0	0
Commercial exploitation	Domestic child labour	0	0	0
Commercial exploitation	Farm child Labour	0	0	0
Commercial exploitation	General child labour	1	2	3
Commercial exploitation	Involvement in pornography	0	1	1
Commercial exploitation	Trafficking	1	0	1
COVID-19	Child Orphaned by COVID	0	0	0
COVID-19	Child Vulnerable due to COVID	1	0	1
COVID-19	General Medical Information	25	849	874
COVID-19	Insufficient/No Income due to COVID	0	0	0
COVID-19	Mental Health	0	1	1
COVID-19	School Related Challenges due to COVID	1	2	3
Neglect	Child abandonment	17	25	42
Neglect	Circumstantial - Child uncared for emotionally	19	14	33
Neglect	Circumstantial - Child uncared for physically	24	24	48
Neglect	Deliberate - Child uncared for emotionally	135	80	215
Neglect	Deliberate - Child uncared for physically	139	102	241
Poverty	Child/ren starving	35	22	57
Poverty	Insufficient/No income	18	14	32
Poverty	Lack of clothing	19	14	33



Poverty	Problems with grants and pensions	22	18	40
Psychological health	Anorexia	0	0	0
Psychological health	Anxiety	3	5	8
Psychological health	Bereavement - peer	3	3	6
Psychological health	Bulimia	0	0	0
Psychological health	Child has difficulty in communicating	3	5	8
Psychological health	Depression	6	11	17
Psychological health	Lack of confidence	4	1	5
Psychological health	Lacks life purpose	1	4	5
Psychological health	Loneliness	3	3	6
Psychological health	Mental illness of parent/caregiver/child	2	0	2
Psychological health	Self harming	1	5	6
Psychological health	Sleep disorders	1	0	1
Psychological health	Suicidal feelings	9	13	22
Psychological health	Suicide attempt	6	3	9
Psychological health	Suicide of family member	0	0	0
Psychological health	Suicide of friend	0	0	0
Psychological health	Unmanageable anger and frustration	2	6	8
Sexuality	Abortion/Termination of pregnancy	0	0	0
Sexuality	Contraception	2	0	2
Sexuality	Information about sex	0	0	0
Sexuality	Pregnancy	1	3	4
Sexuality	Saying no to sex	0	0	0
Sexuality	Sexual identity	0	0	0
Sexuality	Sexual problem	0	0	0
Sexuality	Sexualized behaviour	2	4	6
Sexuality	Sexually exploitive/abusive behaviour	1	2	3
Sexuality	Sexually transmitted infections	0	0	0
Substance abuse	Child - alcohol abuse	7	4	11
Substance abuse	Child - other drug abuse	28	20	48
Substance abuse	Drug dealing	1	2	3
Substance abuse	Exposure to alcohol/drug abuse	12	19	31
Substance abuse	Information on alcohol/drugs	3	0	3
Substance abuse	Parent/caretaker - alcohol abuse	43	27	70
Substance abuse	Parent/caretaker - drug abuse	38	28	66



3.1.4.2. Non-Responsive Calls

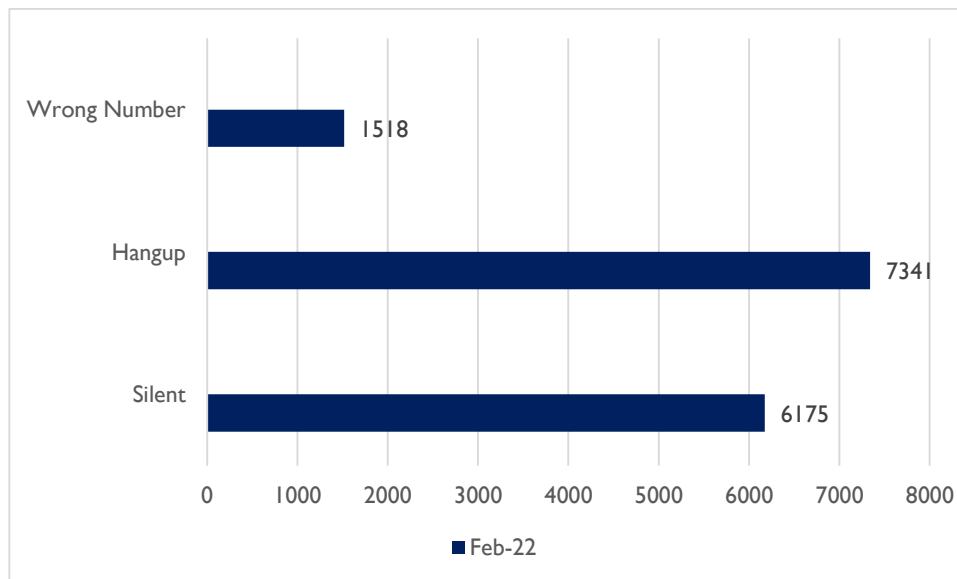


Figure 5: Non-Responsive Calls (February 2022)

Non-Responsive Calls	Feb-22
Silent	6175
Hangup	7341
Wrong Number	1518



4. Want to Talk Categories – Lockdown Level 1

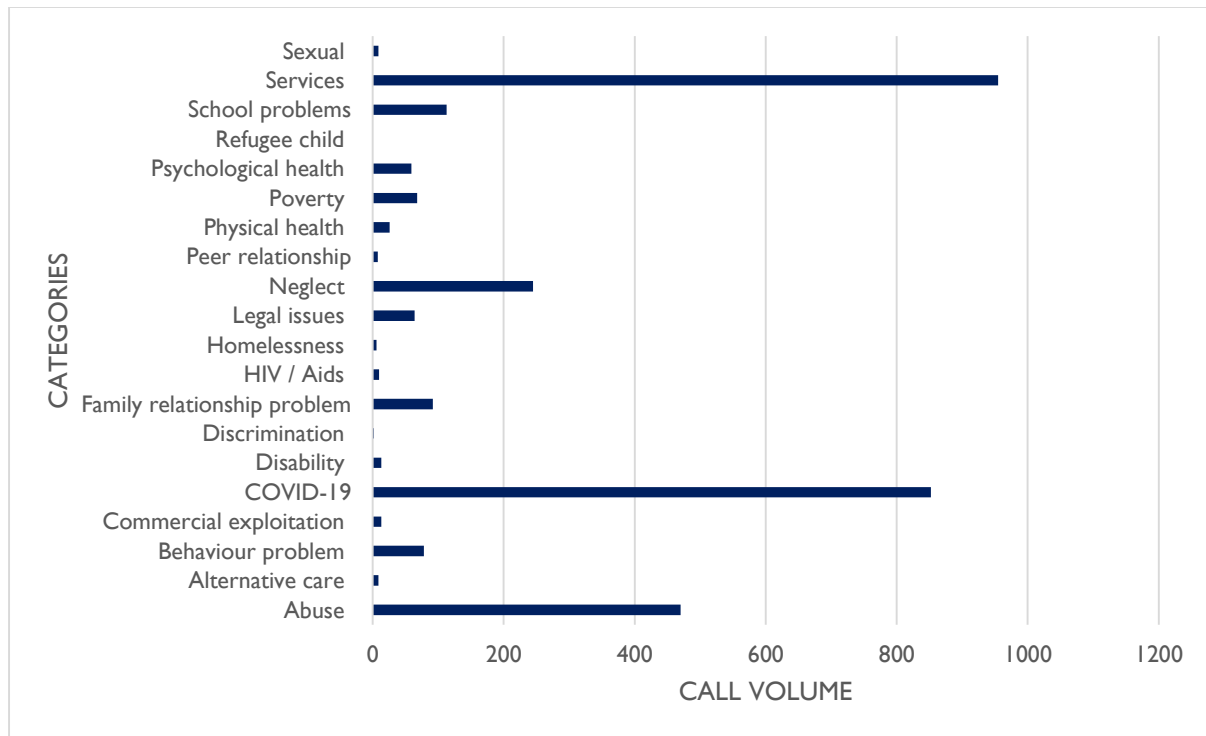


Figure 6: Want to Talk Categories Distribution (February 2022)

4.1. Comparison of Want To Talk Categories: January 2022/February 2022

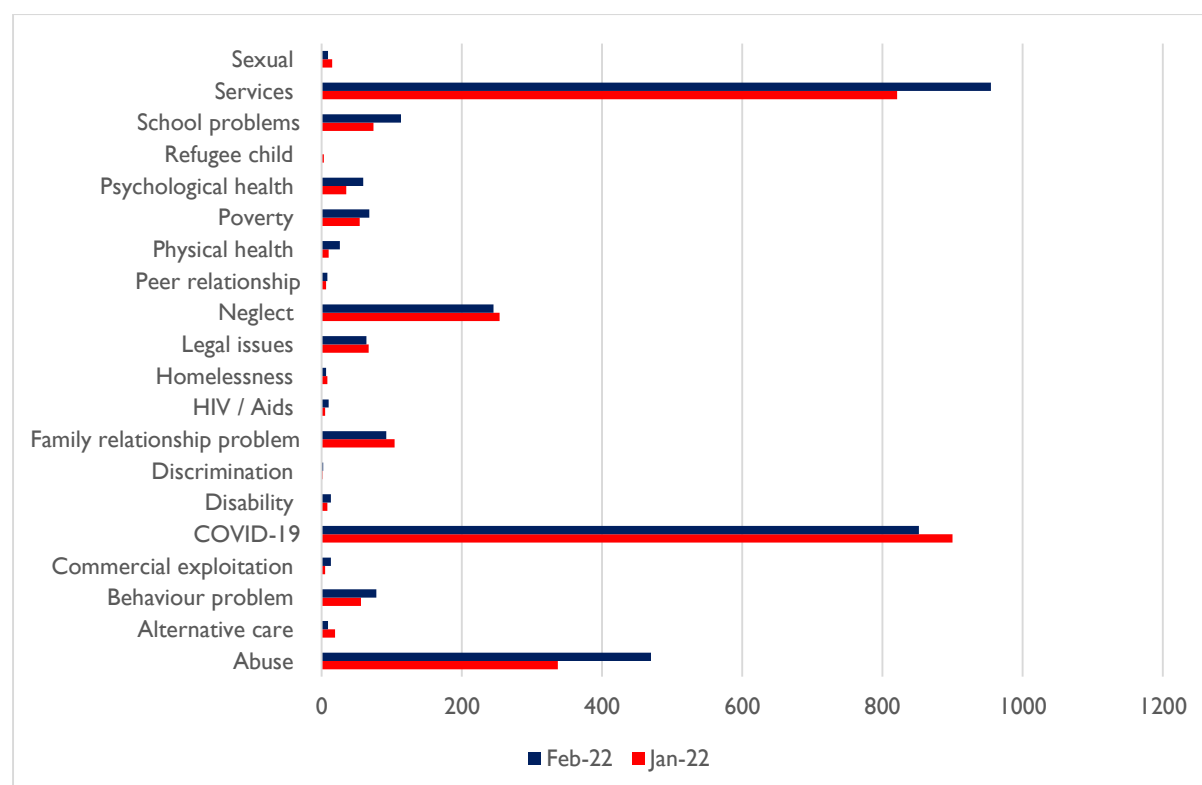


Figure 7: Comparison WTT Categories (January 2022/February 2022)

Categories	Jan-22	Feb-22
Abuse	337	470
Alternative care	19	9
Behaviour problem	56	78
Commercial exploitation	5	13
COVID-19	900	852
Disability	8	13
Discrimination	1	2
Family relationship problem	104	92
HIV / Aids	5	10
Homelessness	8	6
Legal issues	67	64
Neglect	254	245
Peer relationship	6	8
Physical health	10	26
Poverty	54	68
Psychological health	35	59
Refugee child	3	0
School problems	74	113
Services	821	955
Sexual	15	9

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



4.2. Comparison of Case and Want to Talk Categories

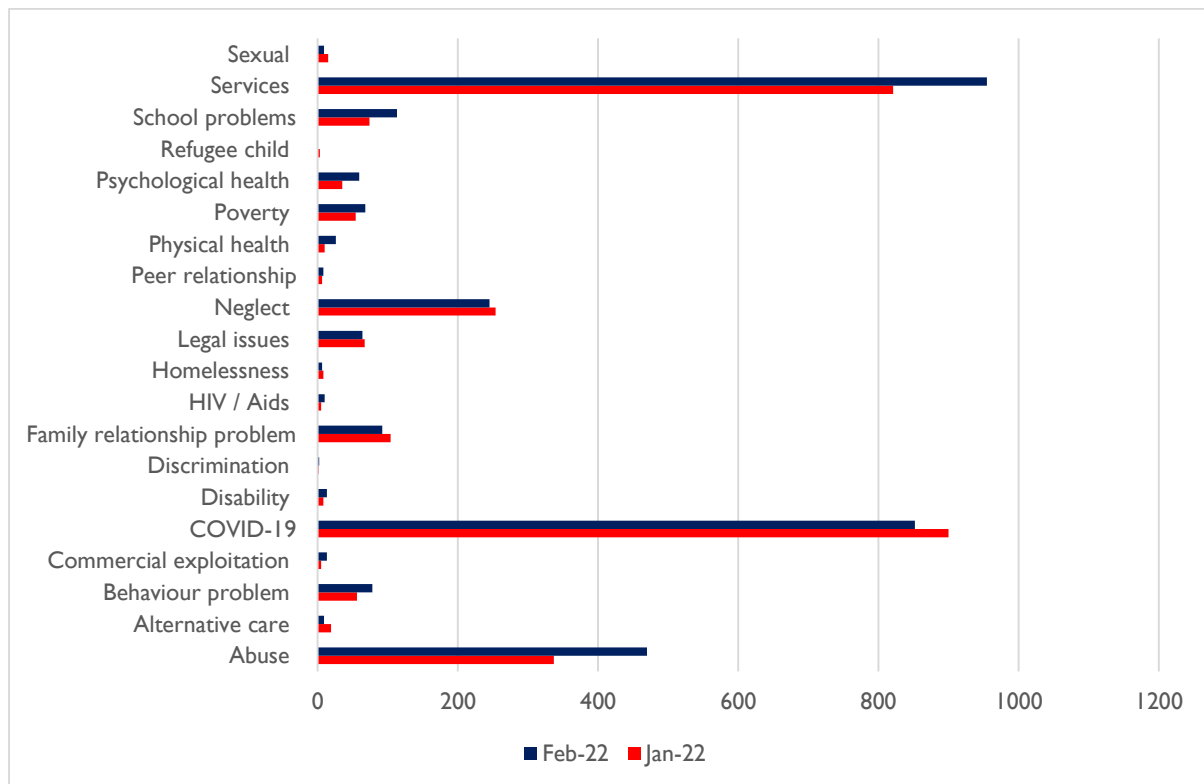


Figure 8: Comparison of Case and Want to Talk Categories (February 2022)



5. Provincial Call Distribution – Lockdown Level 1

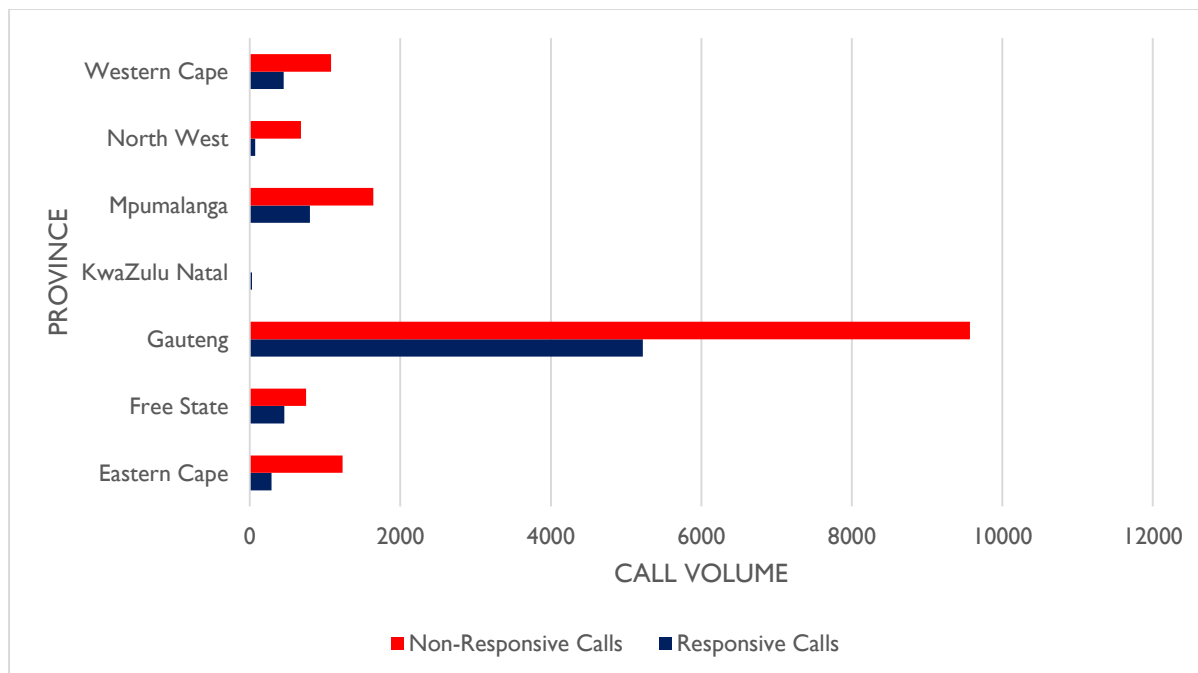
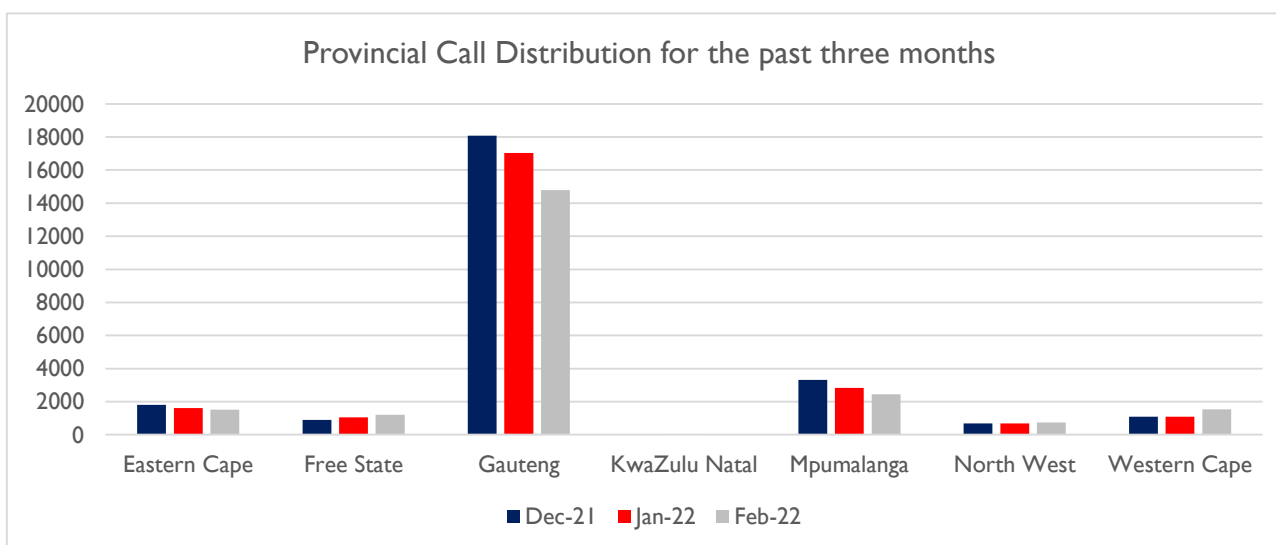


Figure 9: Provincial Call Volumes (February 2022)

Province	Responsive Calls	Non-Responsive Calls	Total
Eastern Cape	286	1231	1517
Free State	458	746	1204
Gauteng	5224	9569	14793
KwaZulu Natal	29	0	29
Mpumalanga	797	1642	2439
North West	70	680	750
Western Cape	450	1077	1527

* 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

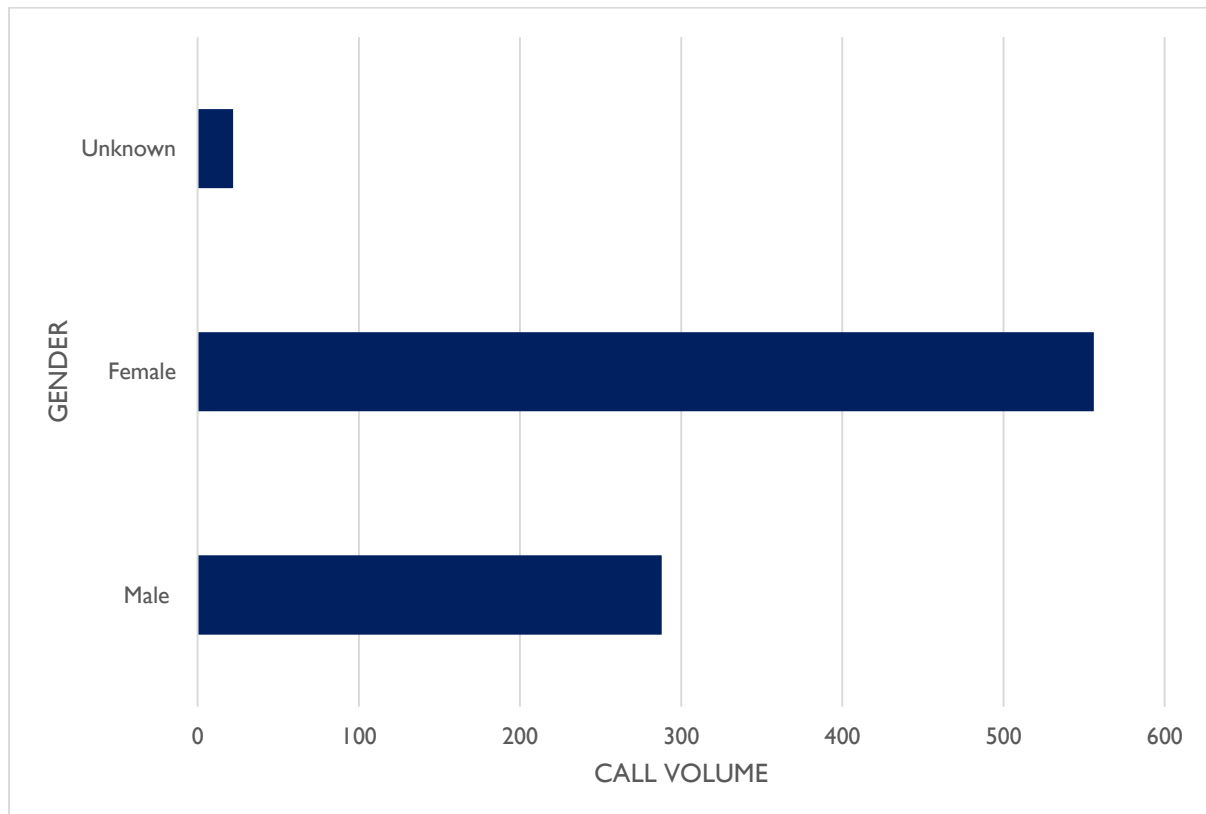


Figure 10: Gender Distribution (February 2022)

Male	Female	Unknown	Non-Binary
288	556	22	0



6.2 Gender Distribution for Want To Talk Calls

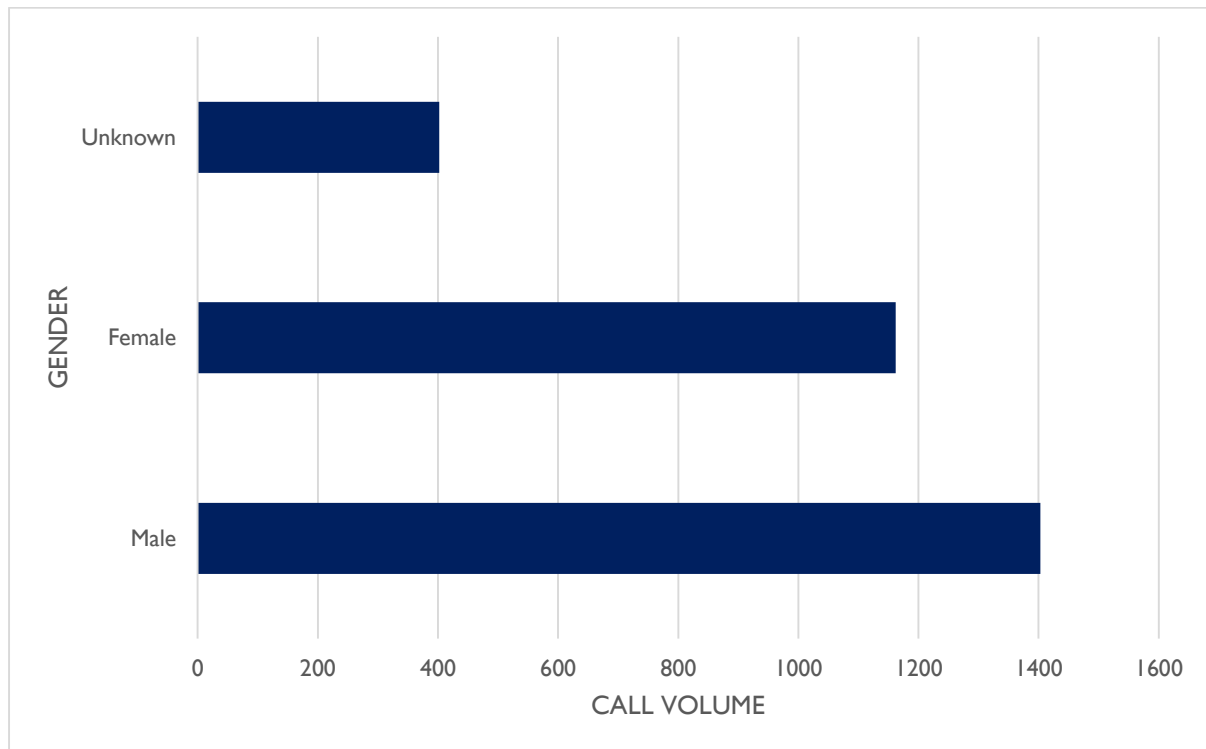


Figure 11: Gender Distribution – Want To Talk (February 2022)

Male	Female	Unknown	Non-Binary
1403	1162	402	0



7. Online Counselling Service

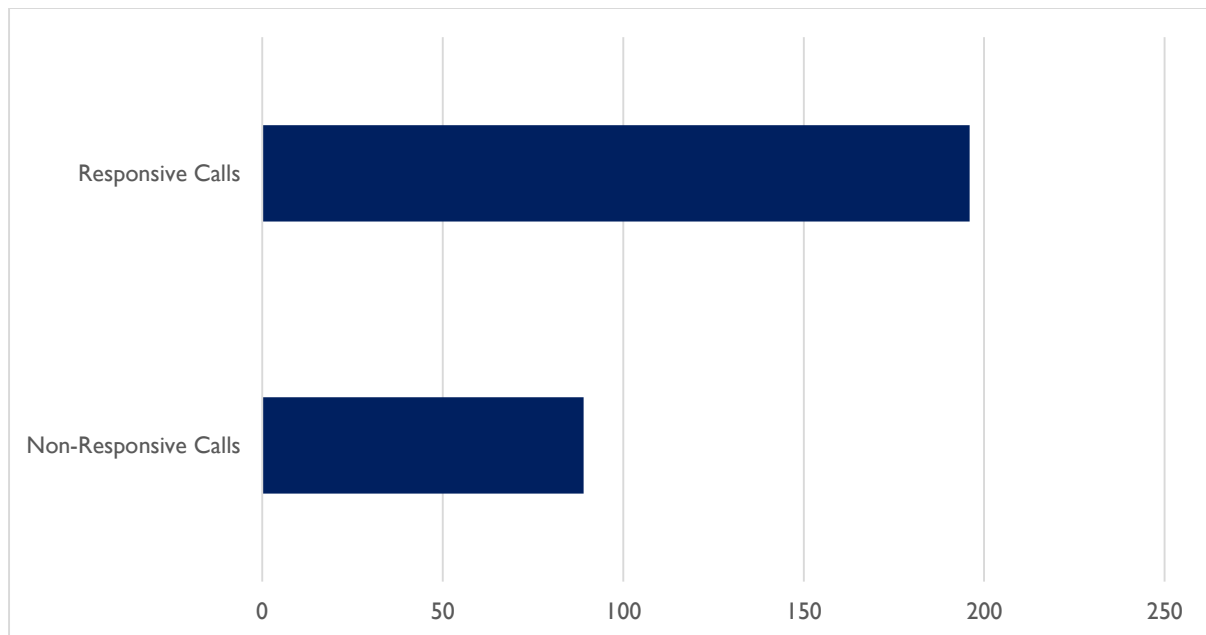


Figure 12: Online Counselling Chat Volumes (February 2022)

Non-Responsive Calls	89
Responsive Calls	196

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 as well as some concerns about children returning to school full time recorded under “School Related Challenges”
- We have added in a COVID-19 to our Data Capturing System with the following sub-categories:

Sub-Category	Number of COVID Calls for February 2022
Child Orphaned by COVID	0
Child Vulnerable due to COVID	1
General Medical Information	874
Insufficient/No Income due to COVID	0
Mental Health	1
School Related Challenges due to COVID	3

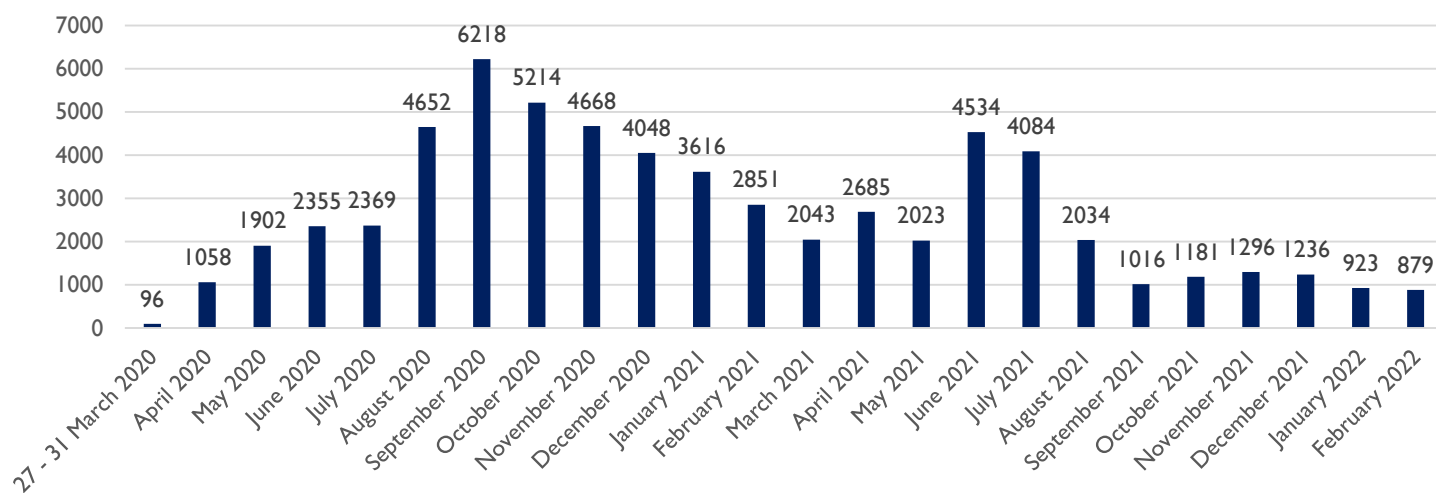
- We still receive calls of people requesting food parcels and social relief grants, hence accounting for our calls under “Request for Information”. Some of our offices continue to provide assistance through food/relief parcels per the photo herewith – Courtesy Childline Mpumalanga
- Two children were playing on the Helpline and in the chat the counselor decided to speak to them and find out how they are keeping safe and taking care not to get COVID. Tips and suggestions were also shared with the children.
- A concerned aunt contacted us for advice. Her 9-year-old nephew was wrongfully vaccinated for COVID19 by his school. His mother declined permission for her son to get vaccinated through the school and found that the school still vaccinated him. We advised on the ages for vaccination were open for the 12-17 age group at the moment. The mother of the child had a meeting with the school on 03/03/2022 to discuss this matter and also reported them to the Department of Health. We provided her with the contact details for Legal Aid so they may be advised by a legal professional before they meet with the school.





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 February 2022.

Number of COVID related calls to the Childline Helpline



9. Number of Referrals

During the month of February, 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 – 28 th February 2022	289	212	94

Provincial Offices	Number of Form 22s submitted
Eastern Cape	20
Free State	104
Gauteng	17
KwaZulu Natal	2
Limpopo	0
Mpumalanga	95
North West	25
Northern Cape	0
Western Cape	26
Total Submitted:	289