



**Data Analysis Report
Quarterly Report
January – March 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 January – March 2024 period.

During the past reporting period, we saw a 14.78% decrease in calls as compared to those received in the October – December quarter. This minimal decrease may be attributed to the return of load shedding to varying stages of Stage 4-6 during the month of February, as well as children returning to school in January wherein they have additional support resources in the form of their educators and peers. During the month of March, there was also an error in the call distribution from the MTN Network which led to MTN Callers being unable to reach out to our service for over a week. This also contributed to the decrease in call rates during this reporting period.

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	48%
2.	Sexual	17%
3.	Abuse	7%
4.	Behaviour problem	5%
5.	Physical health	5%
6.	Neglect	4%
7.	School problems	3%
8.	Psychological health	3%
9.	Family relationship problem	2%
10.	Poverty	2%



3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected between January – March 2024

3.1 Comparison: January 2023 vs January 2024/February 2023 vs February 2024/March 2023 vs March 2024

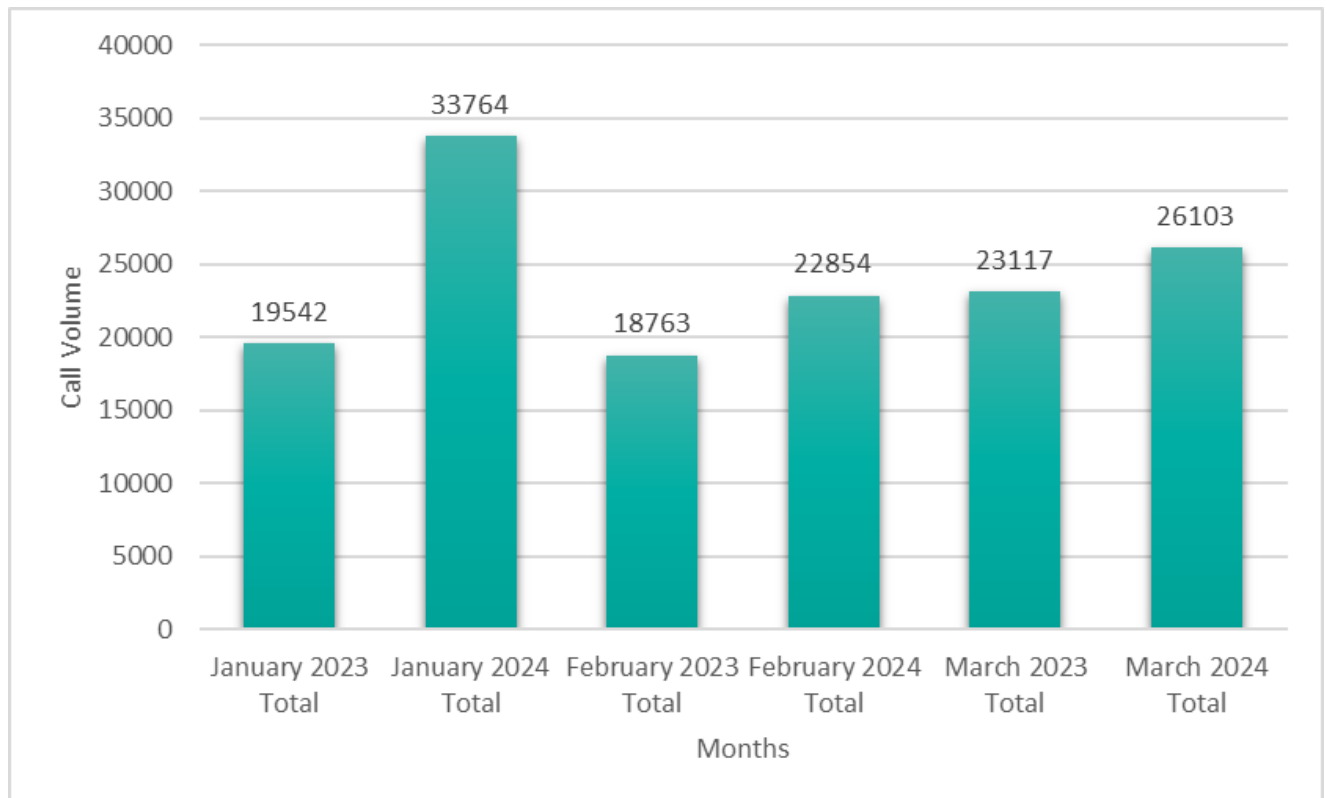


Figure 1: Call Volume Comparison



3.1.1. Analysis of Calls

3.1.1.1 Responsive Calls

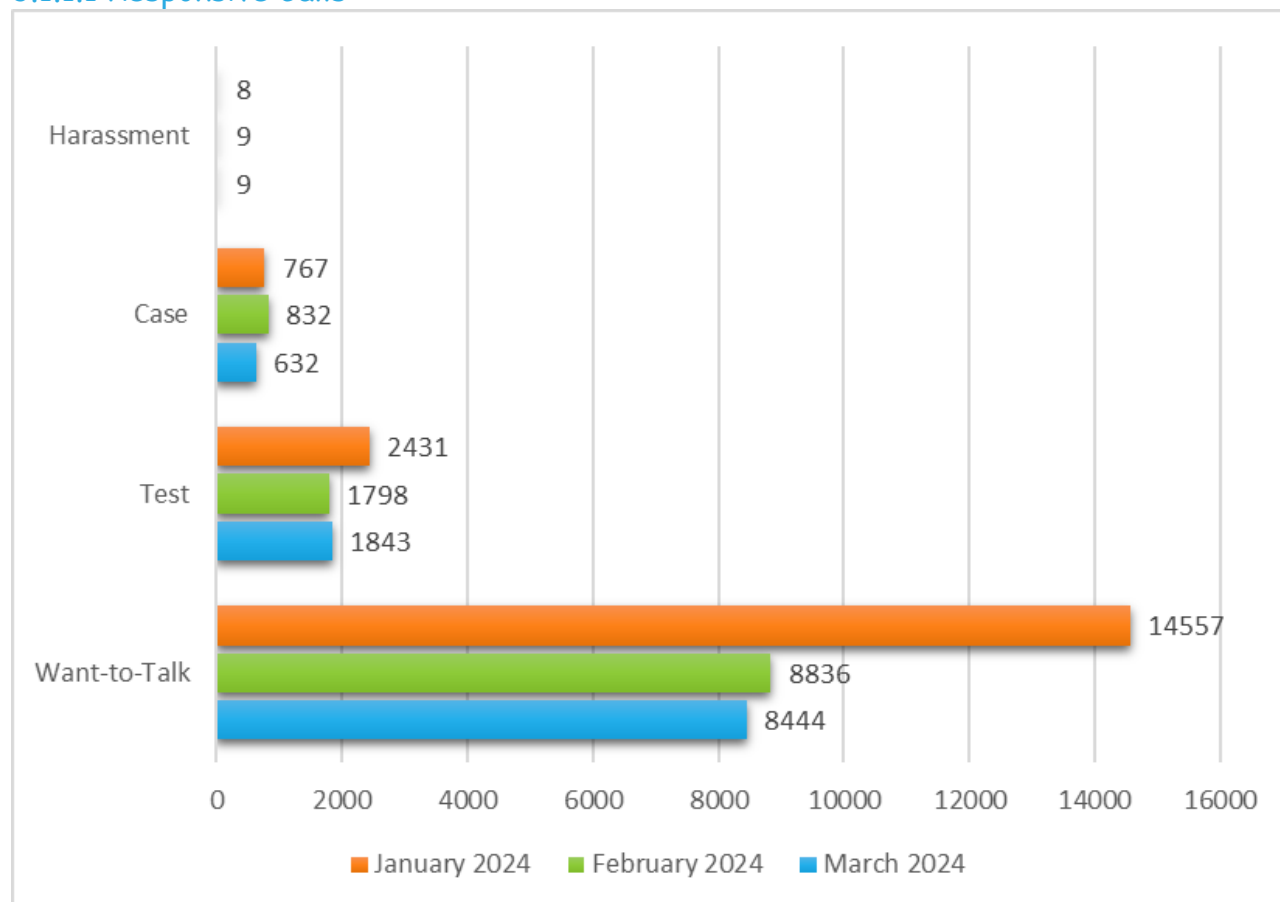


Figure 2: Responsive Calls

Responsive Calls	January 2024	February 2024	March 2024
Want-to-Talk	14557	8836	8444
Test	2431	1798	1843
Case	767	832	632
Harassment	8	9	9

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

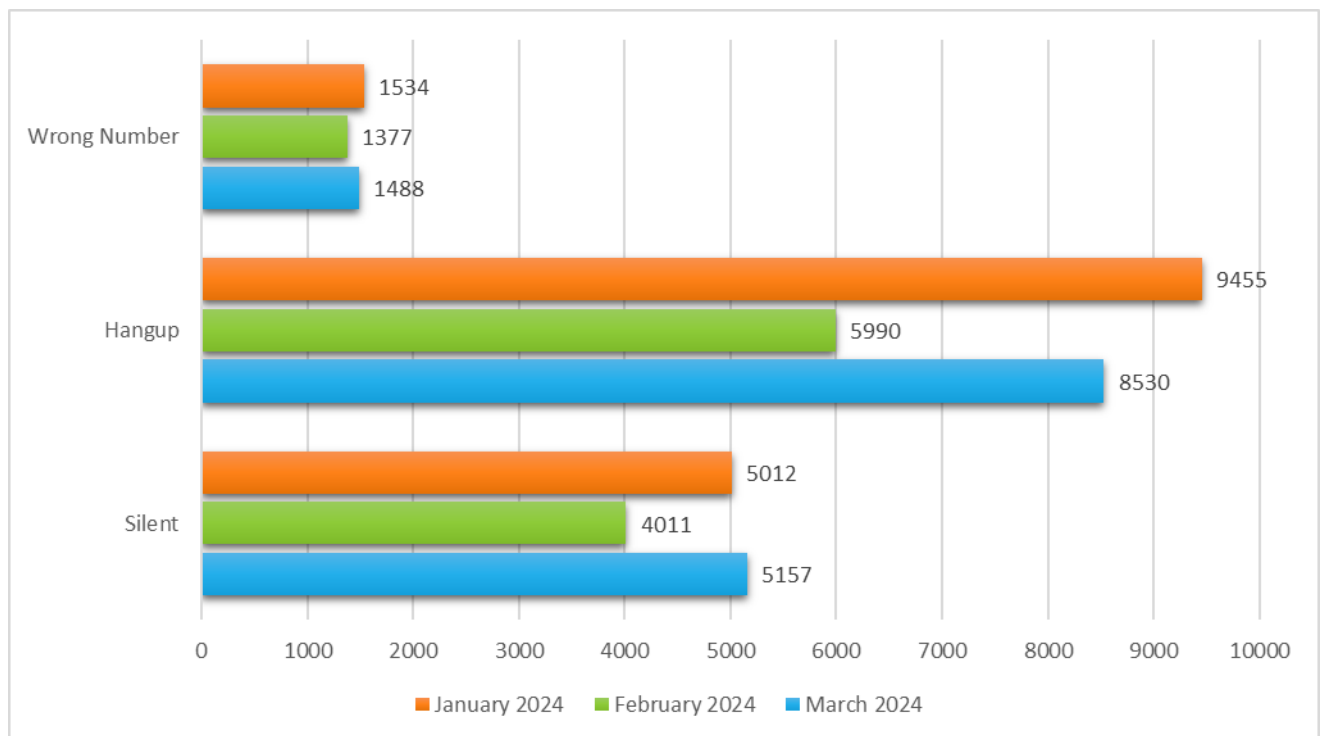


Figure 3: Non-Responsive Calls

Non-Responsive	January 2024	February 2024	March 2024
Silent	5012	4011	5157
Hangup	9455	5990	8530
Wrong Number	1534	1377	1488



4. Want to Talk Categories

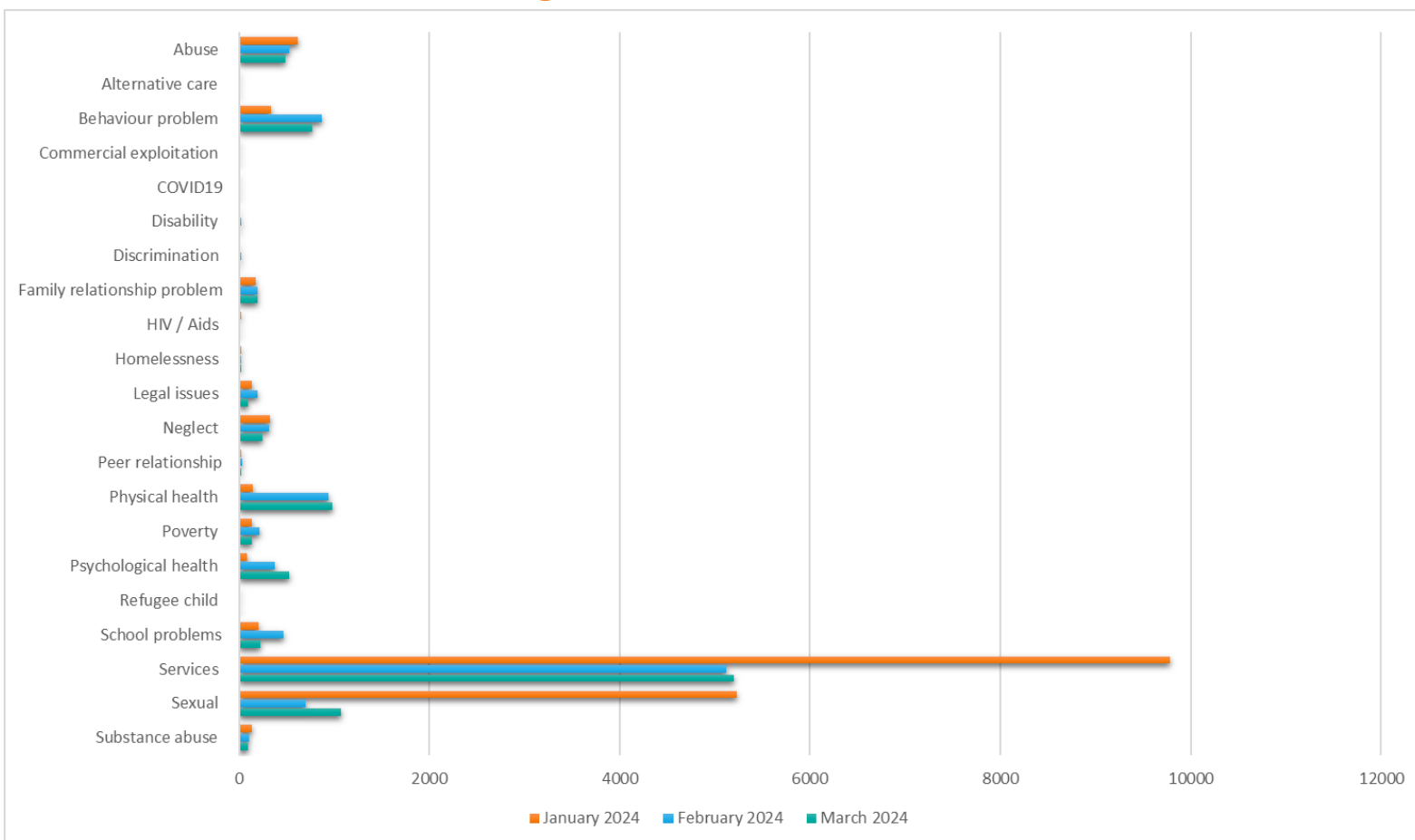


Figure 4: Want to Talk Categories Distribution

	January 2024	February 2024	March 2024
Abuse	619	526	489
Alternative care	15	14	7
Behaviour problem	338	874	765
Commercial exploitation	13	9	13
COVID19	0	0	0
Disability	13	24	11
Discrimination	11	28	12
Family relationship problem	172	199	200
HIV / Aids	22	4	4
Homelessness	26	28	24
Legal issues	137	196	96
Neglect	325	321	250
Peer relationship	22	30	19
Physical health	145	939	984



Poverty	139	213	130
Psychological health	80	372	530
Refugee child	0	3	2
School problems	204	464	223
Services	9785	5123	5204
Sexual	5232	703	1072
Substance abuse	135	102	98



5. Provincial Call Distribution

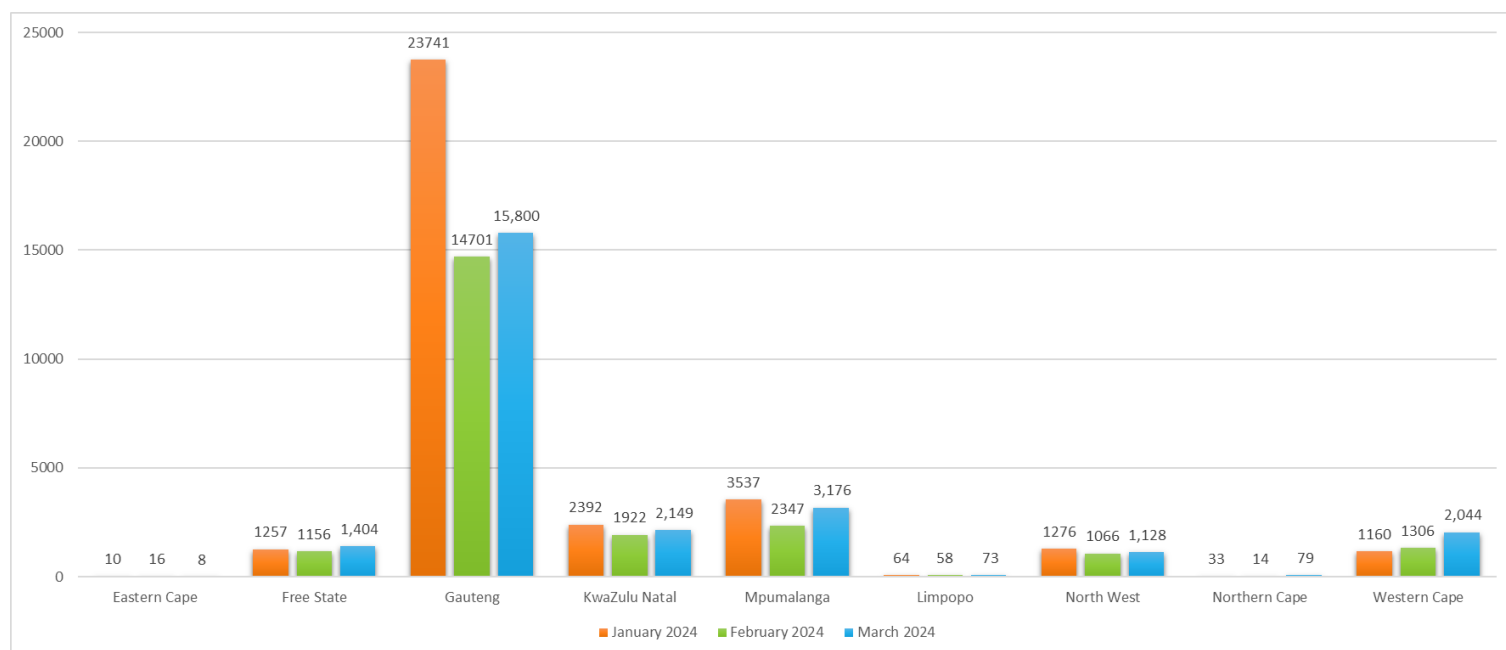


Figure 7: Provincial Call Volumes

Province	January 2024	February 2024	March 2024
Eastern Cape	10	16	8
Free State	1257	1156	1,404
Gauteng	23741	14701	15,800
KwaZulu Natal	2392	1922	2,149
Mpumalanga	3537	2347	3,176
Limpopo	64	58	73
North West	1276	1066	1,128
Northern Cape	33	14	79
Western Cape	1160	1306	2,044

* 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

	January 2024	February 2024	March 2024
Male	314	355	264
Female	427	460	340
Unknown	26	17	28



6.2 Gender Distribution for Want to Talk Calls

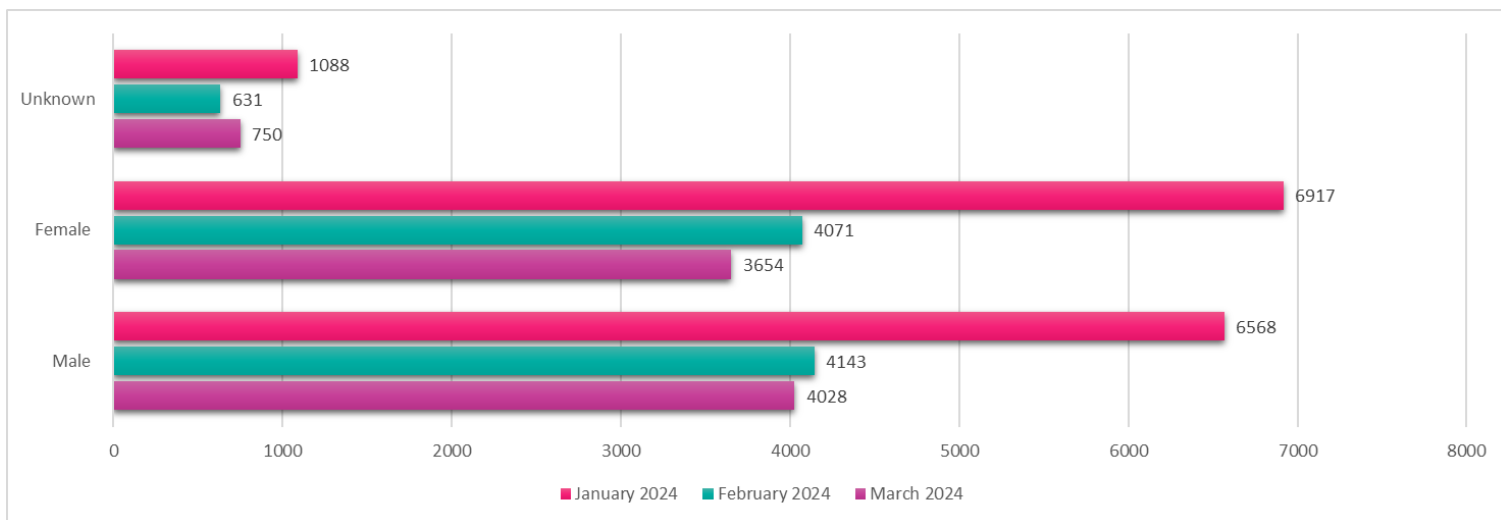


Figure 10: Gender Distribution – Want to Talk

	January 2024	February 2024	March 2024
Male	6568	4143	4028
Female	6917	4071	3654
Unknown	1088	631	750



7. Online Counselling Service

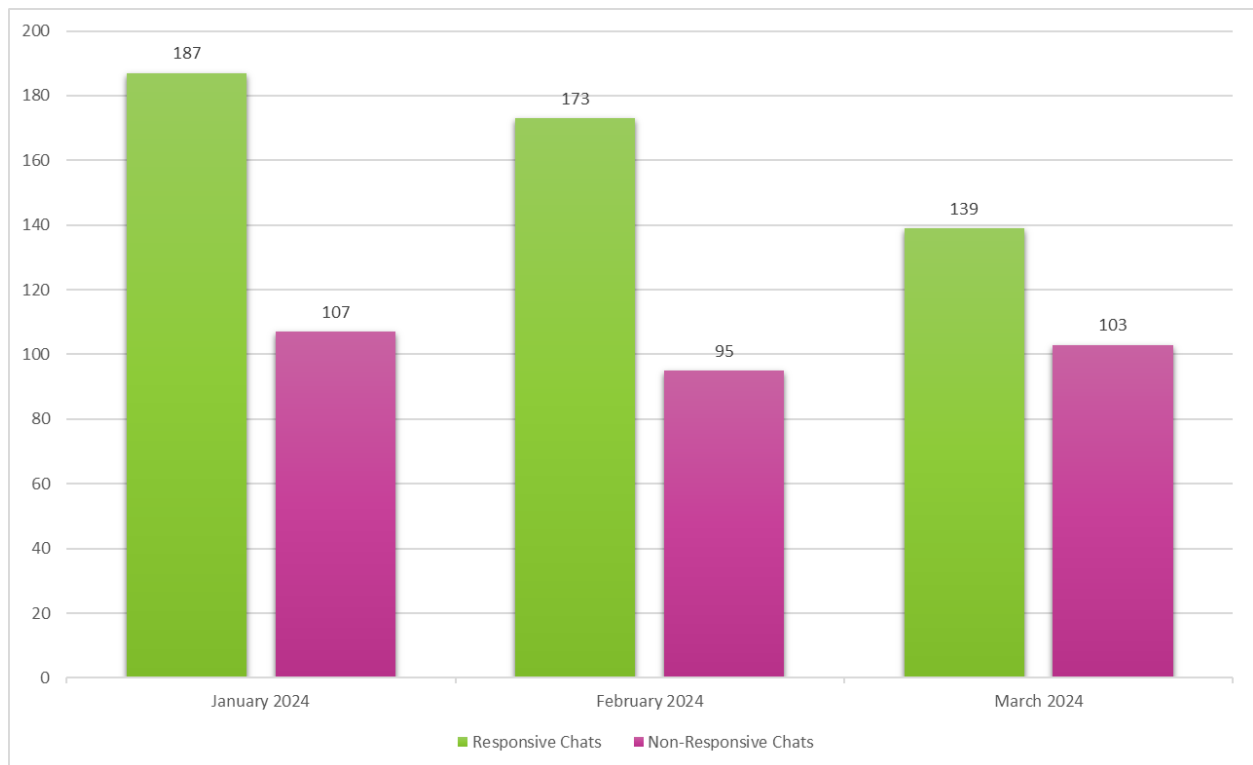


Figure 11: Online Counselling Chat Volumes

Online Counselling	January 2024	February 2024	March 2024
Responsive Chats	187	173	139
Non-Responsive Chats	107	95	103



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:

A police officer contacted the helpline seeking guidance on placing a 7-year-old child whose mother had been arrested for shoplifting. The officer was unsure of the procedure for child placement. The helpline counsellor provided information on the placement process and documents required, offering assistance through Childline for emergency overnight placement. The counsellor coordinated with Sunlight Safe House to secure temporary placement for the child until Child Welfare services could be accessed on Monday. The child was safely placed at Sunlight Safe House, with arrangements made for the police to transfer the child to Child Welfare on Monday morning.

Having access to an emergency helpline ensured that immediate assistance be sought for the child. The counsellor provided guidance and support helping to address the situation promptly. Sunlight Safe House played a crucial role in ensuring the safety and protection of the child who was destitute and in need of care and protection..

- Courtesy Childline Gauteng

A concerned mother called the Helpline regarding her 12 year old daughter that was displaying behaviour problems. A sudden change in her daughter's behaviour led to her failing at school, misbehaving and smoking. The child was also aggressive at home and did not listen when she was reprimanded for her behaviour. The child then disclosed that she wanted to commit suicide, which led to the mother reaching out for help as she desperately wanted to help her



child get on the right path again and asked if a social worker could intervene regarding the matter.

The matter was referred to one of our in house therapeutic social workers whom began behaviour modification with the child and did therapy with her. The child was keen on working with the social worker and made progress through each session, even reporting back that she passed at school.

The social worker mentioned that when she last saw the child, she presented herself neatly in school uniform. The child expressed gratitude for the sessions, acknowledging her personal growth during these sessions and highlighted improvements in her relationship with her mother, emphasizing enhanced communication. The social worker is still engaging with the child and mother for further sessions.

– Courtesy Childline North West

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

Category	Subcategory	October - December 2023	January - March 2024
Abuse	Abduction	15	11
Abuse	Bullying in School	106	131
Abuse	Bullying out of School	23	30
Abuse	Cyber Bullying	14	12
Abuse	Deceased Child	2	0
Abuse	Emotional abuse	1075	1213
Abuse	Exposure to criminal violence	34	14
Abuse	Exposure to domestic violence	134	115
Abuse	Exposure to pornography	21	91
Abuse	Grooming	11	10
Abuse	Harassment	122	212
Abuse	Inappropriate sex talk	0	1
Abuse	Physical abuse	42	77
Abuse	Rape	0	0
Abuse	Sexual assault	0	0
Commercial exploitation	Child begging	741	831



Commercial exploitation	Child prostitution/Commercial sexual exploitation	172	175
Commercial exploitation	Child used for criminal activity	119	92
Commercial exploitation	Child vendors	8	17
Commercial exploitation	Children used by adults to commit crime	11	4
Commercial exploitation	Domestic child labour	1	2
Commercial exploitation	Farm child Labour	0	2
Commercial exploitation	General child labour	1	0
Commercial exploitation	Involvement in pornography	13	30
Commercial exploitation	Trafficking	4	2
Neglect	Child abandonment	5	5
Neglect	Circumstantial - Child uncared for emotionally	3	1
Neglect	Circumstantial - Child uncared for physically	0	0
Neglect	Deliberate - Child uncared for emotionally	4	2
Neglect	Deliberate - Child uncared for physically	183	180
Poverty	Child/ren starving	124	120
Poverty	Insufficient/No income	112	106
Poverty	Lack of clothing	667	754
Poverty	Problems with grants and pensions	664	748
Substance abuse	Child - alcohol abuse	243	40
Substance abuse	Child - other drug abuse	134	83
Substance abuse	Drug dealing	148	16
Substance abuse	Exposure to alcohol/drug abuse	236	59
Substance abuse	Information on alcohol/drugs	63	57
Substance abuse	Parent/caretaker - alcohol abuse	109	269
Substance abuse	Parent/caretaker - drug abuse	41	90

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 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, Department of Basic Education, External TCC	Referrals to other NGOs
843	1302	559



Provincial Offices	Number of Form 22s submitted
Eastern Cape	20
Free State	89
Gauteng	191
KwaZulu Natal	100
Limpopo	0
Mpumalanga	316
North West	92
Northern Cape	0
Western Cape	35
Total Submitted:	843