



**Data Analysis Report  
Quarterly Report  
July - September 2023**



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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 July - September 2023 period.

During the past reporting period, we saw a 1.74% increase in calls as compared to those received in the April - June quarter. This has been a minimal increase, however, we are glad to have maintained our call rates in these uncertain times with varying load shedding stages implemented resulting in down time for our Helplines.

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	31%
2.	Abuse	19%
3.	Neglect	13%
4.	Family relationship problem	6%
5.	Poverty	5%
6.	School problems	4%
7.	Substance abuse	4%
8.	Behaviour problem	3%
9.	Legal issues	3%
10	Psychological health	3%



### 3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected between July - September 2023.

#### 3.1 Comparison: July 2022 vs July 2023/August 2022 vs August 2023/September 2022 vs September 2023



Figure 1: Call Volume Comparison



### 3.1.1. Analysis of Calls

#### 3.1.1.1 Responsive Calls

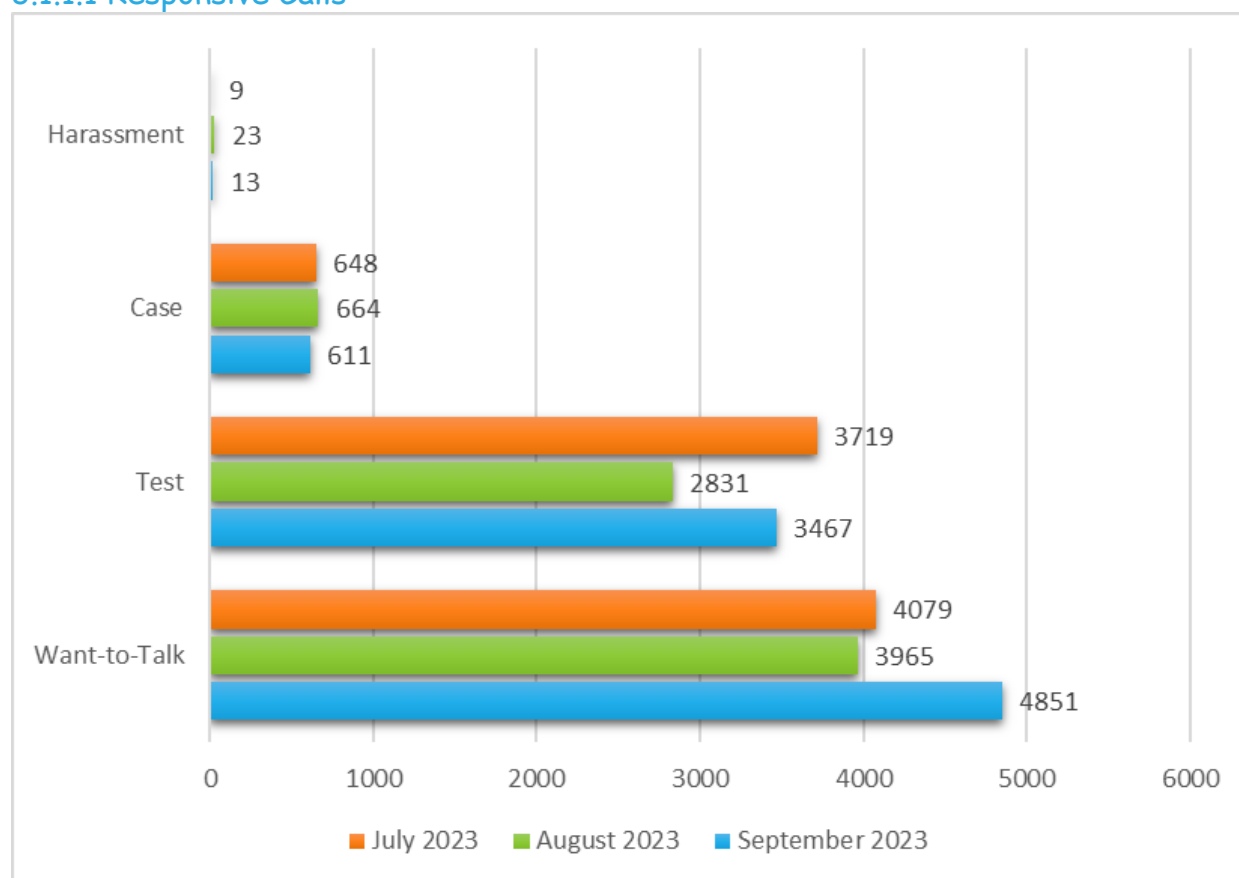


Figure 2: Responsive Calls

Responsive Calls	July 2023	August 2023	September 2023
Want-to-Talk	4079	3965	4851
Test	3719	2831	3467
Case	648	664	611
Harassment	9	23	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

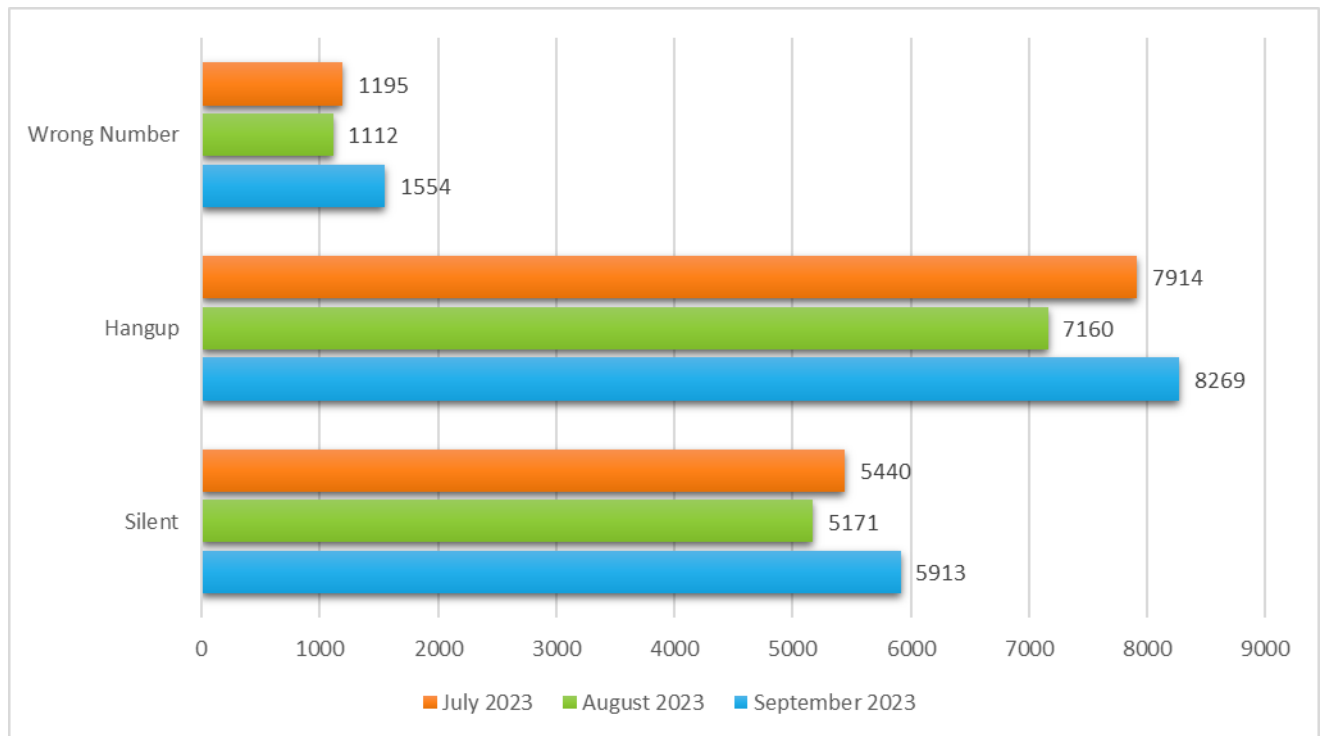


Figure 3: Non-Responsive Calls

Non-Responsive	July 2023	August 2023	September 2023
Silent	5440	5171	5913
Hangup	7914	7160	8269
Wrong Number	1195	1112	1554



## 4. Want to Talk Categories

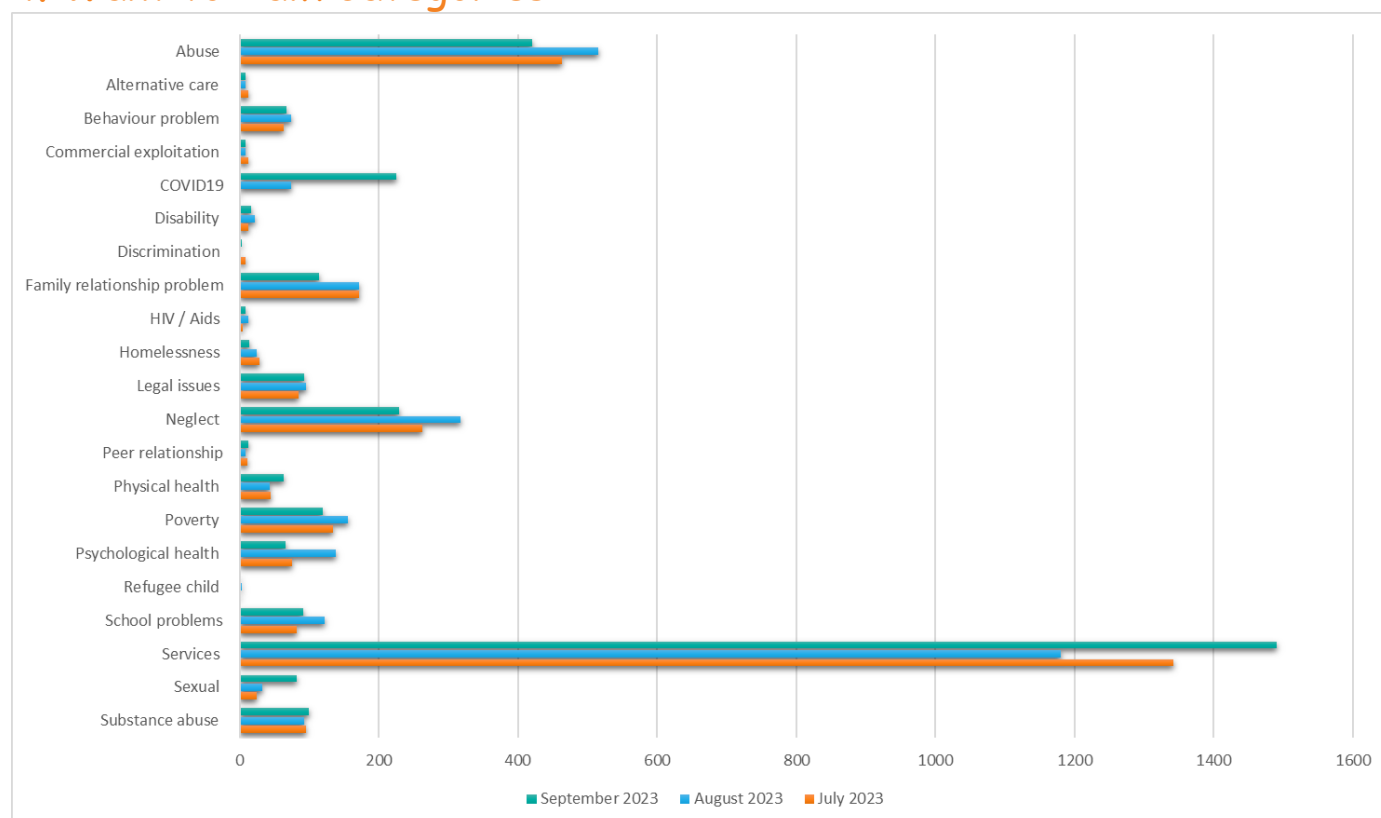


Figure 4: Want to Talk Categories Distribution

	July 2023	August 2023	September 2023
<b>Abuse</b>	463	516	421
<b>Alternative care</b>	12	8	8
<b>Behaviour problem</b>	63	74	67
<b>Commercial exploitation</b>	13	8	9
<b>COVID19<sup>1</sup></b>	0	74	225
<b>Disability</b>	13	22	16
<b>Discrimination</b>	8	0	3
<b>Family relationship problem</b>	172	172	114
<b>HIV / Aids</b>	5	12	9
<b>Homelessness</b>	28	24	14
<b>Legal issues</b>	85	95	93
<b>Neglect</b>	263	317	229
<b>Peer relationship</b>	11	9	12
<b>Physical health</b>	44	43	64
<b>Poverty</b>	134	155	119

<sup>1</sup> These are conversational calls with children that begin as a Test call and are then converted to a topic of interest.





<b>Psychological health</b>	76	138	66
<b>Refugee child</b>	1	3	0
<b>School problems</b>	82	122	92
<b>Services</b>	1342	1180	1490
<b>Sexual</b>	25	32	82
<b>Substance abuse</b>	96	93	100



## 5. Provincial Call Distribution

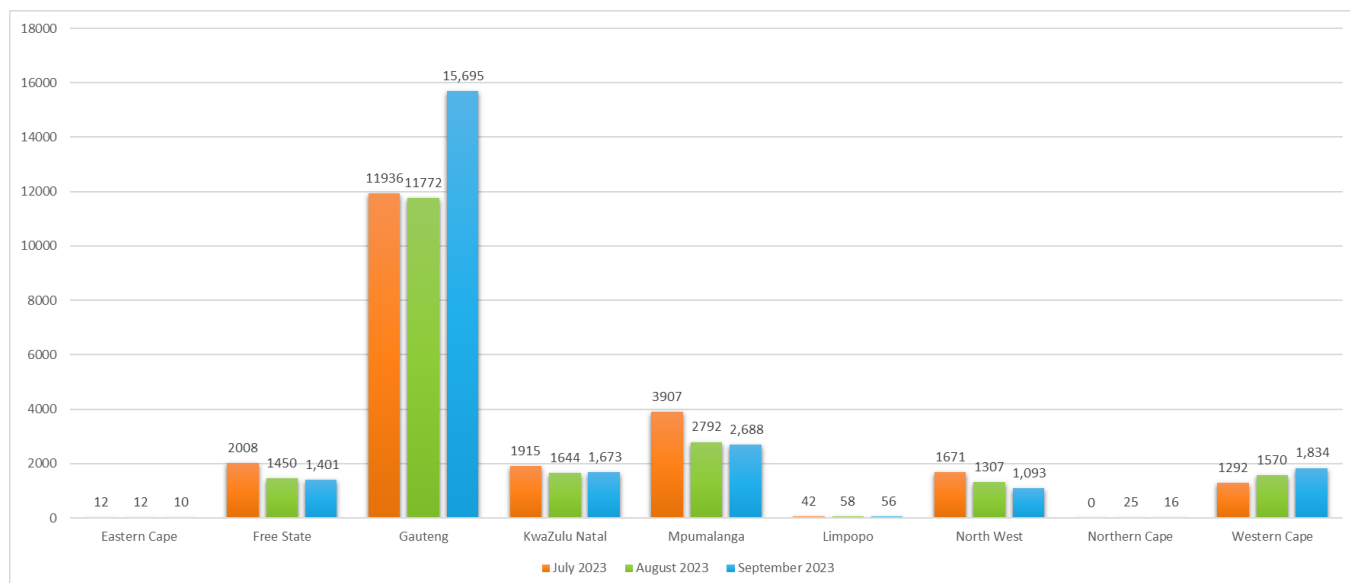


Figure 7: Provincial Call Volumes

Province	July 2023	August 2023	September 2023
<b>Eastern Cape</b>	12	12	10
<b>Free State</b>	2008	1450	1,401
<b>Gauteng</b>	11936	11772	15,695
<b>KwaZulu Natal</b>	1915	1644	1,673
<b>Mpumalanga</b>	3907	2792	2,688
<b>Limpopo</b>	42	58	56
<b>North West</b>	1671	1307	1,093

\* 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

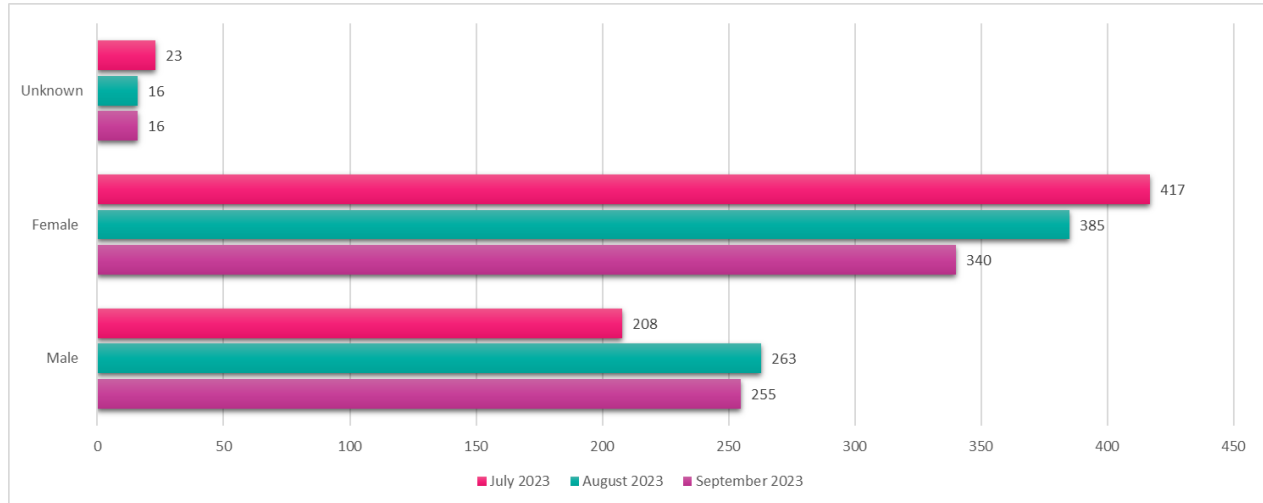


Figure 9: Gender Distribution

	July 2023	August 2023	September 2023
<b>Male</b>	208	263	255
<b>Female</b>	417	385	340
<b>Unknown</b>	23	16	16



## 6.2 Gender Distribution for Want to Talk Calls

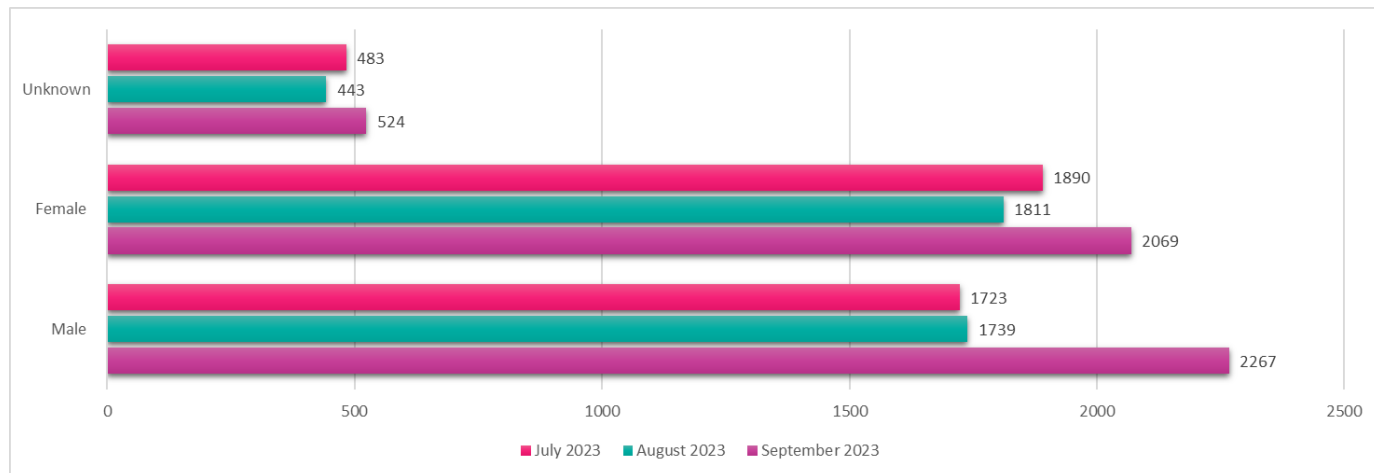


Figure 10: Gender Distribution – Want to Talk

	July 2023	August 2023	September 2023
<b>Male</b>	1723	1739	2267
<b>Female</b>	1890	1811	2069
<b>Unknown</b>	483	443	524



## 7. Online Counselling Service

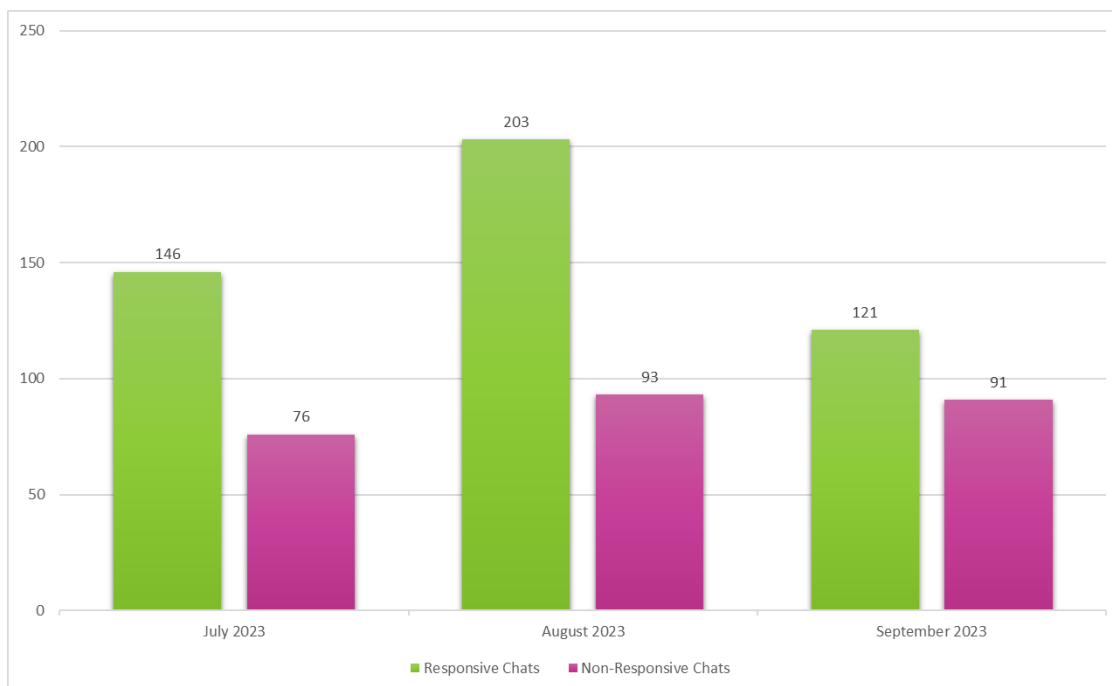


Figure 11: Online Counselling Chat Volumes

Online Counselling	July 2023	August 2023	September 2023
Responsive Chats	146	203	121
Non-Responsive Chats	76	93	91



## 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:

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*A community member contacted the child helpline telephonically to ask for help because she was worried about one of her neighbours who presented with mental health concerns and was a mother of two children. According to the caller, the neighbour roams the streets with the children for the whole day because of her mental health condition. The neighbour mentioned that she was worried about the health, hygiene, and welfare of the children because their mother was unable to take proper care of them. The family was reportedly starving, and the mother exposed the children to violent behaviour. The caller added that when community members try to assist with food for the children their mother becomes more violent. Based on the conversation and with the assistance of the caller, social worker was contacted and made a home visit. The mother was checked using a mobile clinic and the community gathered together to clean the house. The paternal family of the children was involved, and they are now safe in their care*

*- Courtesy Childline Mpumlanga*

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*"our father is a monster"*

*A caller who wanted to remain anonymous called in to report a case of physical abuse. According to the caller, a father was physically abusing his wife and children. The caller added by saying that the children often have bruises and don't socialise with other children or play. She reported that she often hears noises of them screaming for help and that they sometimes don't go to school when they are bruised. The*



*caller stated that she once confronted the mother of the children about this allegation and that the mother asked her to please stay out of her family issues and that she will get her into more trouble by asking too many questions.*

*The counsellor used her probing skills to ask questions and completed an intake. she asked the caller for her contact numbers and address of where the children reside. The caller immediately asked the crisis social worker to go investigate the matter. The crisis social worker went on a home visit to investigate and upon arrival found the father beating the mother in the children's presence.*

*The social worker stopped the conflict and immediately called in the police. She then removed the children with immediate effect and the children were placed in temporary safe care.*

*The social worker spoke to the two children and asked how long their father has been abusing them and they mentioned that it's been ongoing for the past three years. The youngest child stated that their father began hitting them and their mother after losing his job and stated drinking. She said I quote "our father is a monster".*

*The social worker provided trauma debriefing to the children and arranged further therapy sessions for them. The biological father has been arrested.*

*– Courtesy Childline Free State*

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

<b>Category</b>	<b>Subcategory</b>	<b>April - June 2023</b>	<b>July - September 2023</b>
<b>Abuse</b>	Abduction	19	4
<b>Abuse</b>	Bullying in School	94	129
<b>Abuse</b>	Bullying out of School	23	16
<b>Abuse</b>	Cyber Bullying	10	17
<b>Abuse</b>	Deceased Child	0	0
<b>Abuse</b>	Emotional abuse	1041	935
<b>Abuse</b>	Exposure to criminal violence	24	17
<b>Abuse</b>	Exposure to domestic violence	373	162
<b>Abuse</b>	Exposure to pornography	36	13
<b>Abuse</b>	Grooming	6	12
<b>Abuse</b>	Harassment	96	58
<b>Abuse</b>	Inappropriate sex talk	11	9
<b>Abuse</b>	Physical abuse	730	668
<b>Abuse</b>	Rape	356	323
<b>Abuse</b>	Sexual assault	295	189
<b>Commercial exploitation</b>	Child begging	5	15
<b>Commercial exploitation</b>	Child prostitution/Commercial sexual exploitation	7	3
<b>Commercial exploitation</b>	Child used for criminal activity	1	2
<b>Commercial exploitation</b>	Child vendors	1	0
<b>Commercial exploitation</b>	Children used by adults to commit crime	0	0
<b>Commercial exploitation</b>	Domestic child labour	8	18
<b>Commercial exploitation</b>	Farm child Labour	2	4
<b>Commercial exploitation</b>	General child labour	3	4
<b>Commercial exploitation</b>	Involvement in pornography	4	1
<b>Commercial exploitation</b>	Trafficking	2	1
<b>Neglect</b>	Child abandonment	152	129
<b>Neglect</b>	Circumstantial - Child uncared for emotionally	80	84
<b>Neglect</b>	Circumstantial - Child uncared for physically	84	71
<b>Neglect</b>	Deliberate - Child uncared for emotionally	570	726





<b>Neglect</b>	Deliberate - Child uncared for physically	614	656
<b>Poverty</b>	Child/ren starving	192	227
<b>Poverty</b>	Insufficient/No income	131	133
<b>Poverty</b>	Lack of clothing	110	114
<b>Poverty</b>	Problems with grants and pensions	236	228
<b>Substance abuse</b>	Child - alcohol abuse	22	30
<b>Substance abuse</b>	Child - other drug abuse	94	87
<b>Substance abuse</b>	Drug dealing	28	17
<b>Substance abuse</b>	Exposure to alcohol/drug abuse	61	42
<b>Substance abuse</b>	Information on alcohol/drugs	22	26
<b>Substance abuse</b>	Parent/caretaker - alcohol abuse	200	234
<b>Substance abuse</b>	Parent/caretaker - drug abuse	138	108

## 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.

A great addition to our Outreach and Awareness activities in the Free State has been the introduction of the Childline Buddy – Thuso, which has been welcomed by children





Our teams also assist communities in need, when possible, with Food Parcels or necessary material assistance



Photos Courtesy: Childline Free State, 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
<b>874</b>	<b>570</b>	<b>450</b>

Provincial Offices	Number of Form 22s submitted
<b>Eastern Cape</b>	20
<b>Free State</b>	94
<b>Gauteng</b>	240
<b>KwaZulu Natal</b>	80
<b>Limpopo</b>	0
<b>Mpumalanga</b>	310
<b>North West</b>	94
<b>Northern Cape</b>	0
<b>Western Cape</b>	36
<b>Total Submitted:</b>	<b>874</b>