



**Data Analysis Report
June 2022**



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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 June 2022. A comparison of the data collected in 2021 to that of 2022 indicates a decrease in the overall call volumes for June 2022¹. However, when compared to the data received during the month of May 2022, our overall call volume increased by 585 calls i.e., 2.04%. This may be attributed to the awareness conducted during Child Protection Week

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

	Category	Percentage of Calls
1.	COVID19	52%
2.	Services	15%
3.	Abuse	11%
4.	Neglect	6%
5.	Family relationship problem	3%
6.	School problems	2%
7.	Psychological health	2%
8.	Legal issues	2%
9.	Substance abuse	2%
10.	Poverty	2%

¹ As indicated by Fig. 2. Page 8.



3. Statistical Data Analysis

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

3.1 Comparison: June 2021 vs June 2022

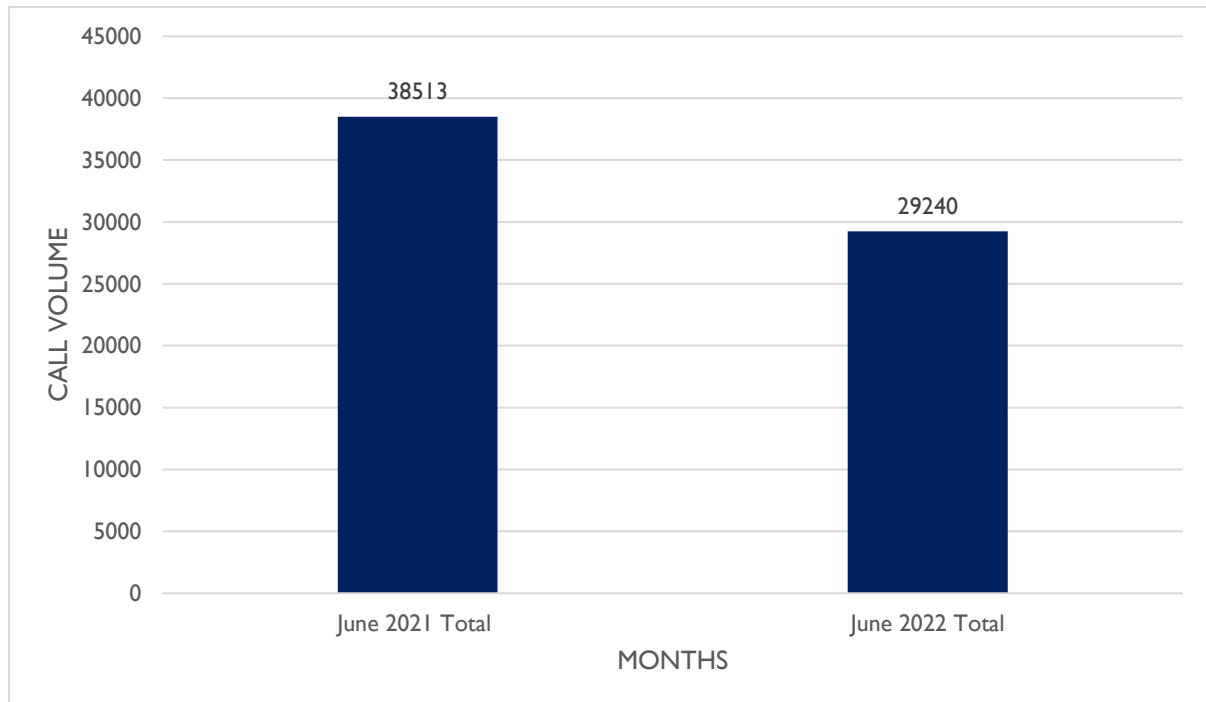


Figure 1: Call Volume Comparison June 2021 vs June 2022



3.1.1. Analysis of Calls

3.1.1.1 Responsive Calls

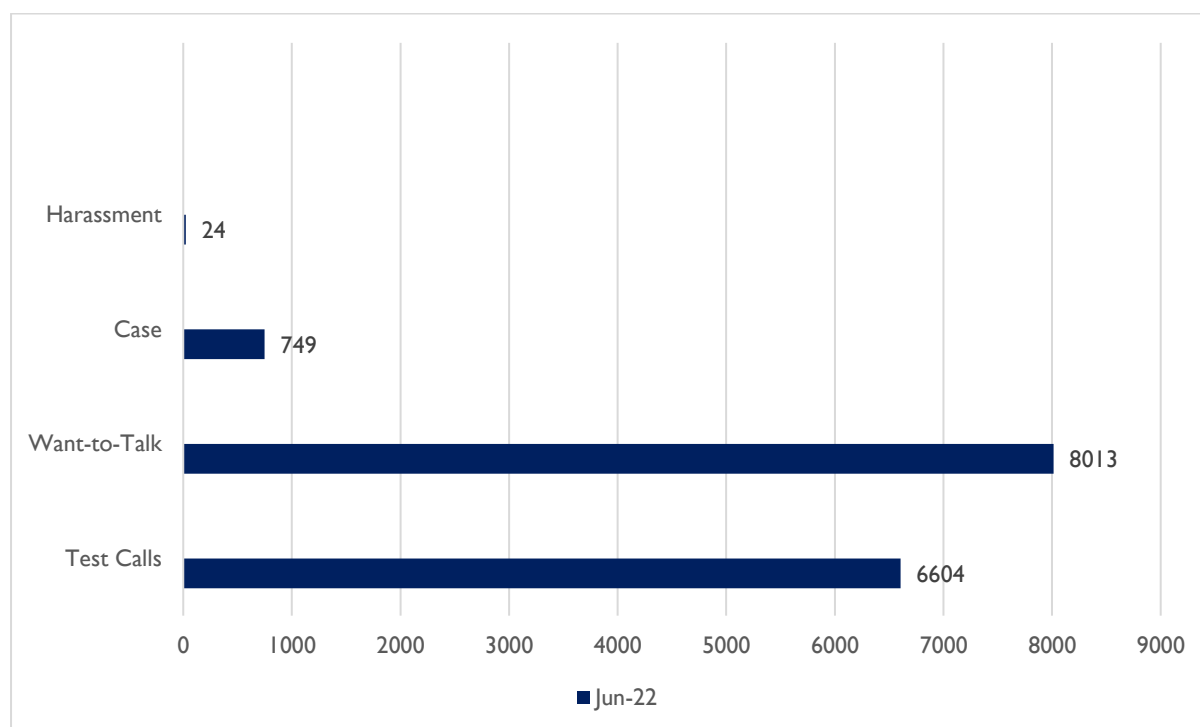


Figure 2: Responsive Calls (June 2022)

Responsive Calls	Jun-22
Want-to-Talk	8013
Test	6604
Case	749
Harassment	24

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

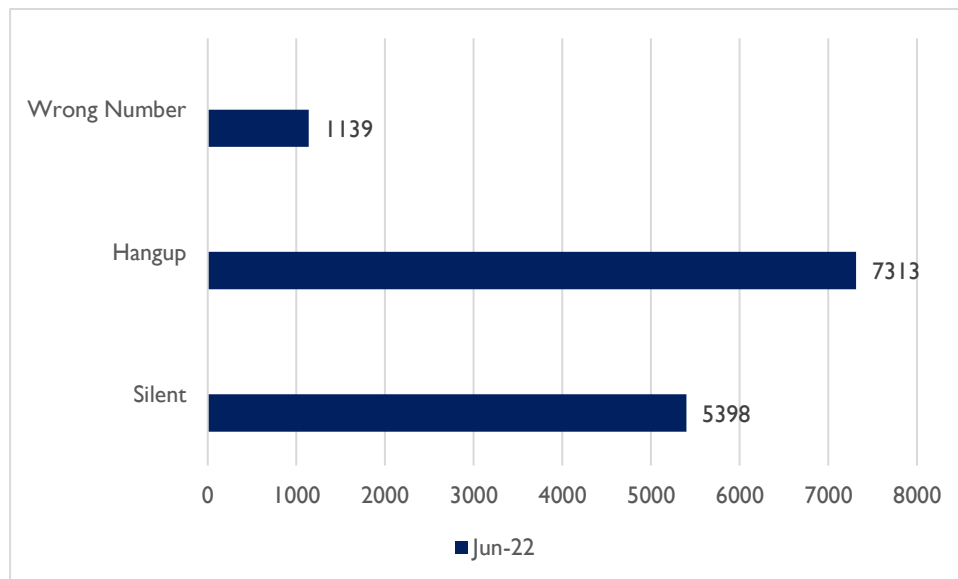


Figure 3: Non-Responsive Calls (June 2022)

Non-Responsive Calls	Jun-22
Silent	5398
Hang-up	7313
Wrong Number	1139



4. Want to Talk Categories

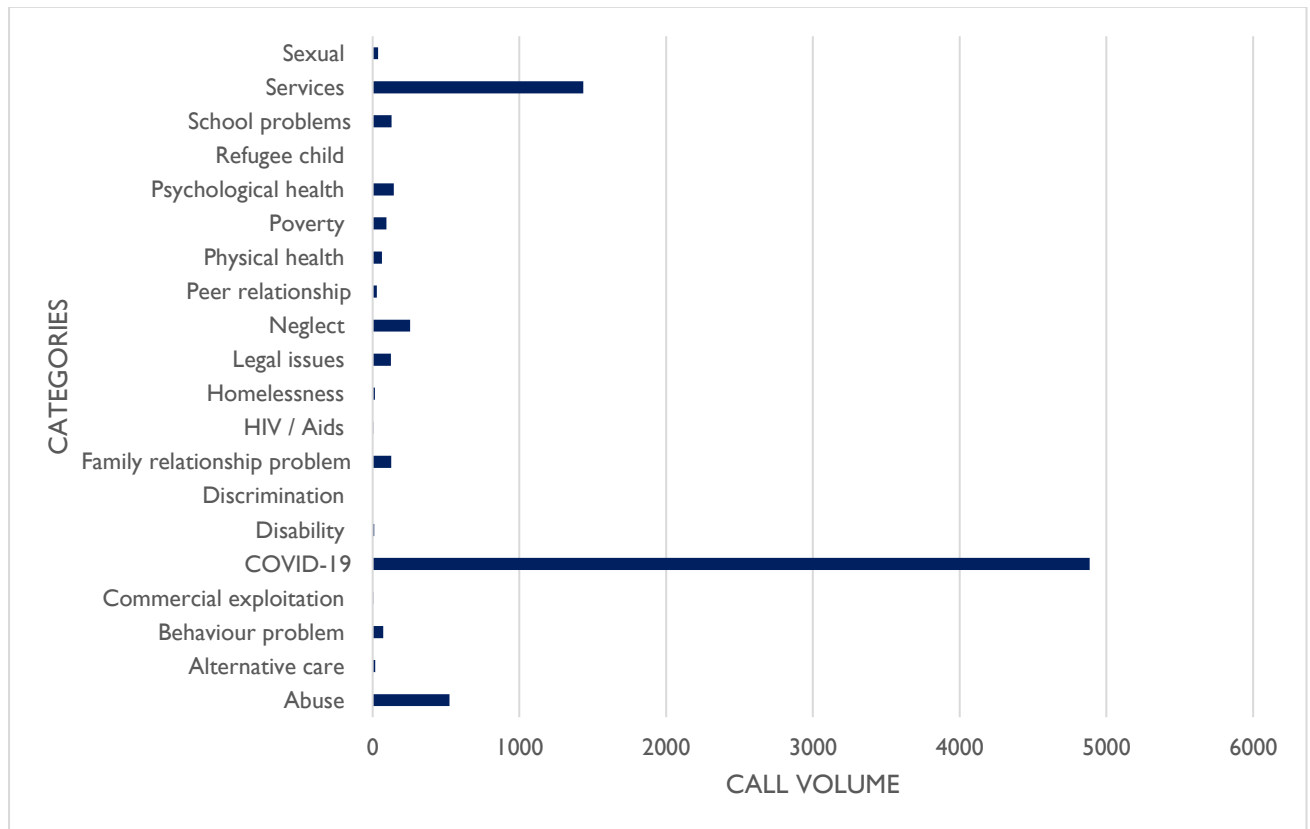


Figure 4: Want to Talk Categories Distribution (June 2022)



4.1. Comparison of Want to Talk Categories: May 2022/June 2022

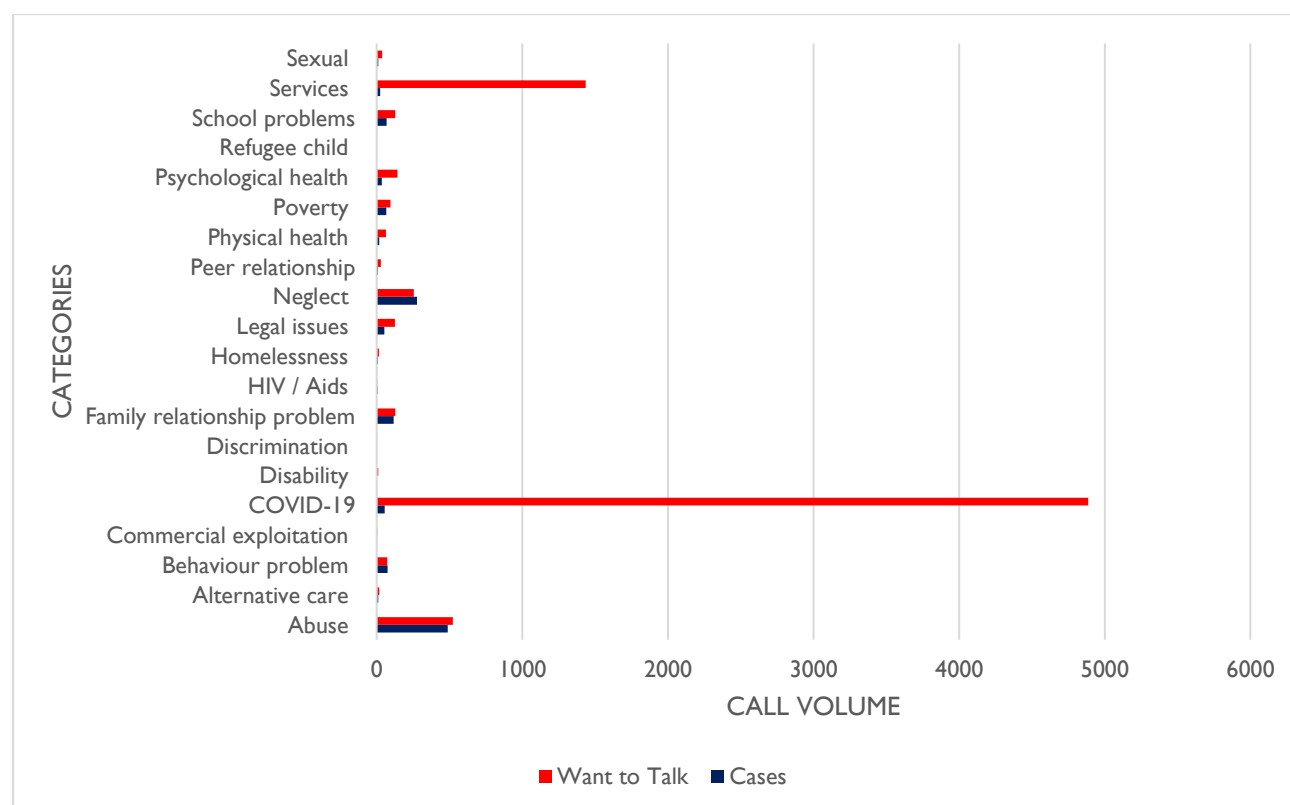


Figure 5: Comparison WTT Categories (May 2022/June 2022)

Categories	May-22	Jun-22
Abuse	551	523
Alternative care	13	18
Behaviour problem	76	73
Commercial exploitation	8	5
COVID-19	7288	4887
Disability	10	11
Discrimination	3	1
Family relationship problem	173	127
HIV / Aids	5	5
Homelessness	20	16
Legal issues	134	125
Neglect	346	256
Peer relationship	29	28
Physical health	70	64
Poverty	108	94
Psychological health	66	143
Refugee child	1	1
School problems	153	128
Services	1342	1436
Sexual	31	37

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



4.2. Comparison of Case and Want to Talk Categories

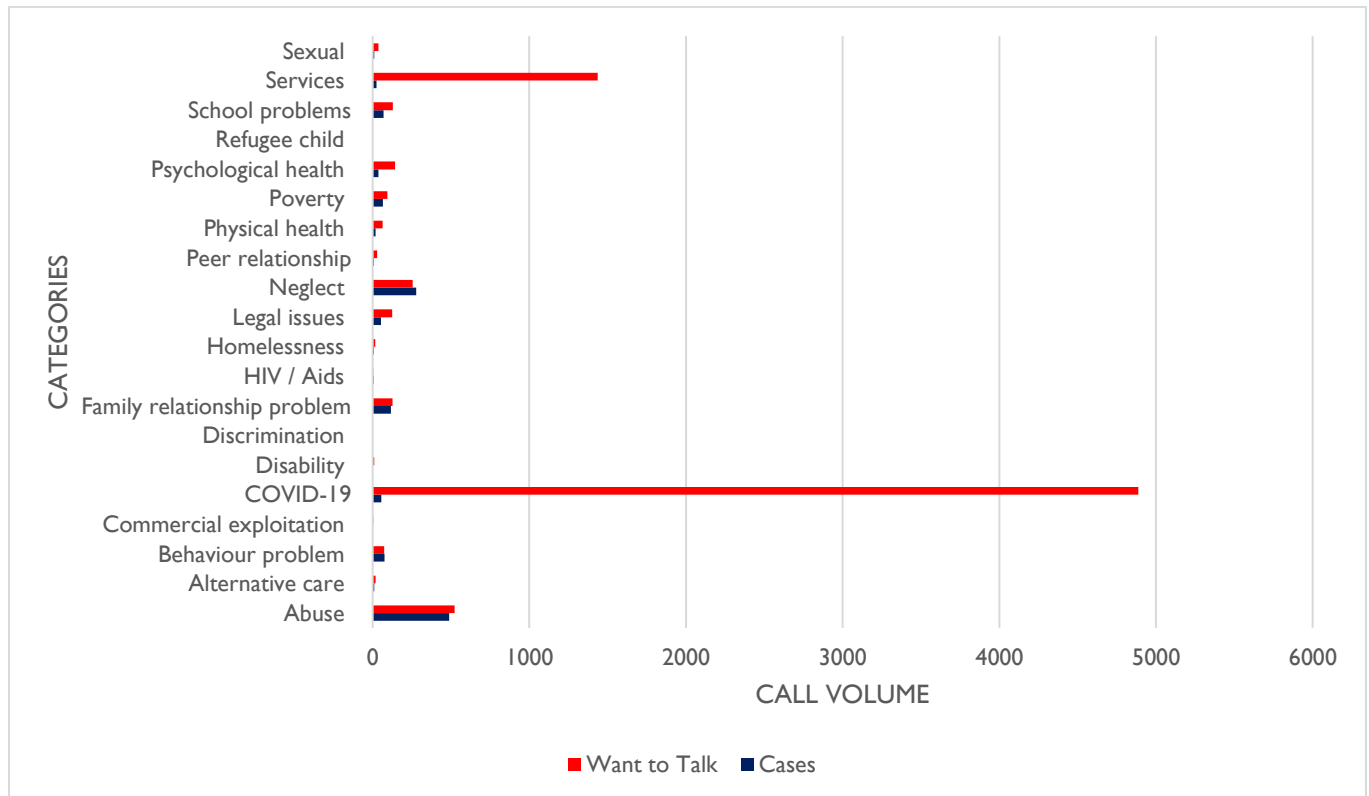


Figure 6: Comparison of Case and Want to Talk Categories (June 2022)



5. Provincial Call Distribution

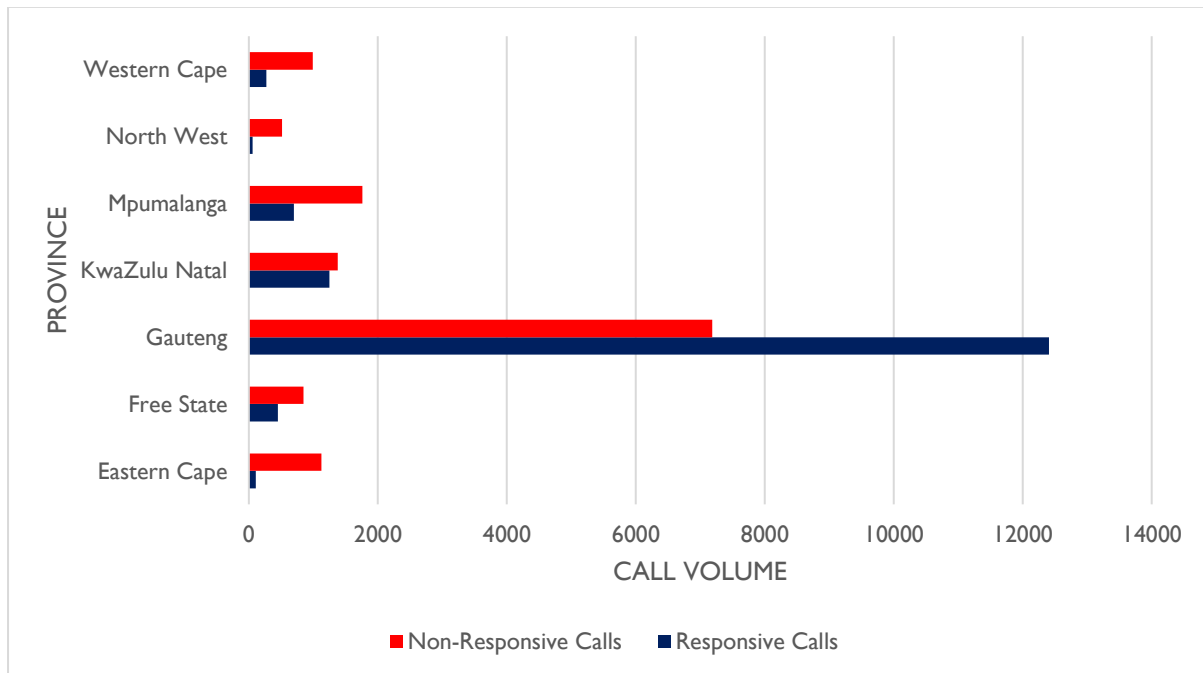


Figure 7: Provincial Call Volumes (May 2022)

Province	Responsive Calls	Non-Responsive Calls	Total
Eastern Cape	106	1124	1230
Free State	452	847	1299
Gauteng	12409	7183	19592
KwaZulu Natal	1248	1379	2627
Mpumalanga	696	1758	2454
North West	56	515	571
Western Cape	271	991	1262

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

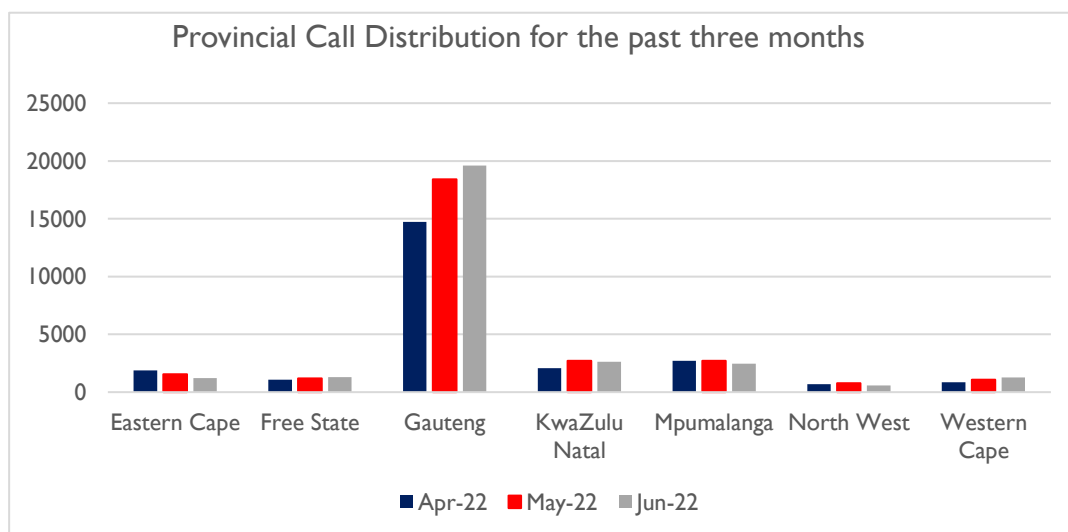


Figure 8: Provincial Call Distribution (April - June 2022)



6. Gender Distribution

6.1. Gender Distribution for Case Calls

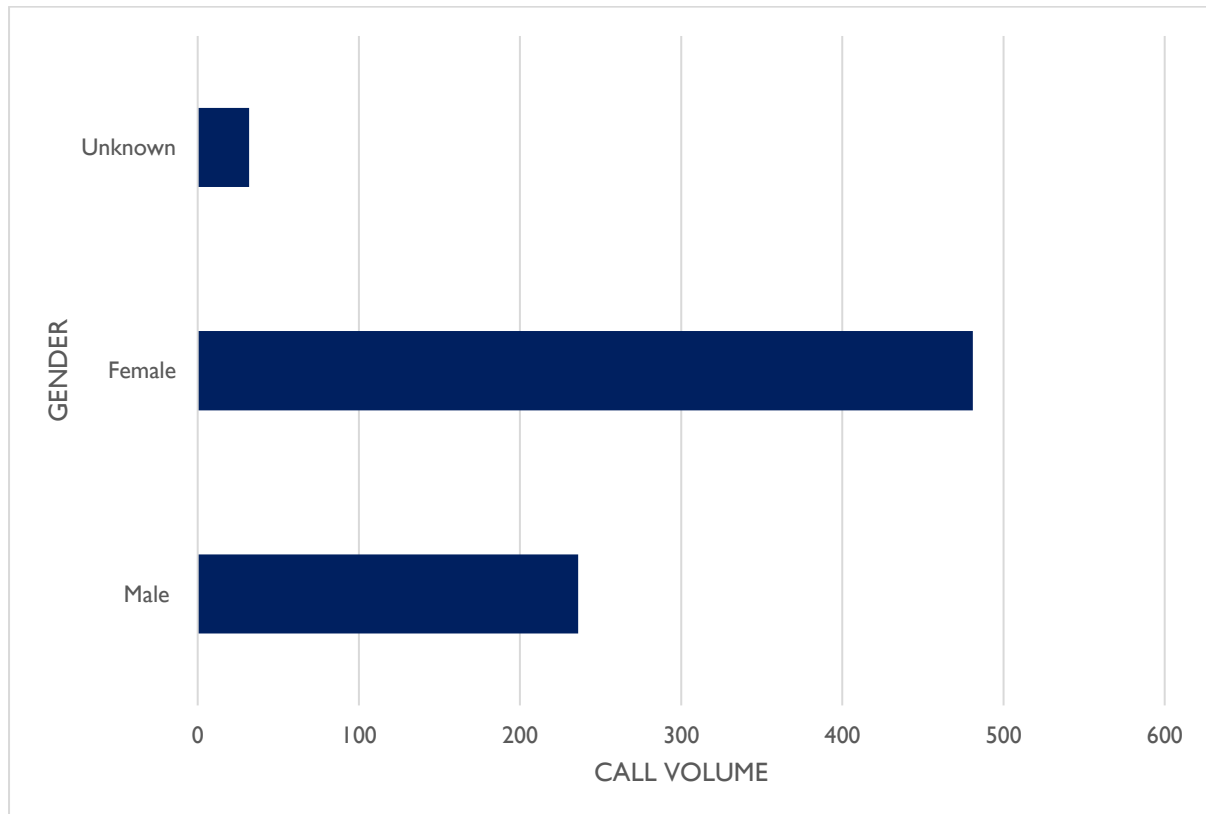


Figure 9: Gender Distribution (June 2022)

Male	Female	Unknown	Non-Binary
236	481	32	0



6.2 Gender Distribution for Want to Talk Calls

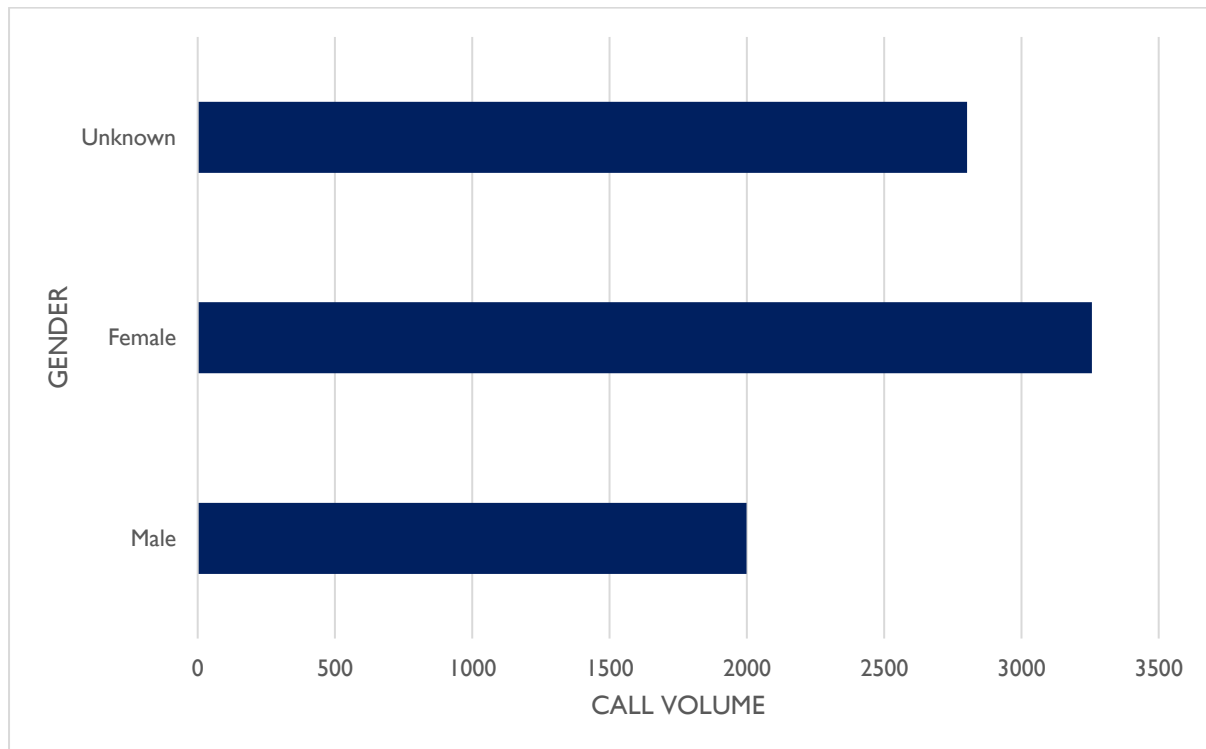


Figure 10: Gender Distribution – Want to Talk (June 2022)

Male	Female	Unknown	Non-Binary
1999	3257	2802	0



7. Online Counselling Service

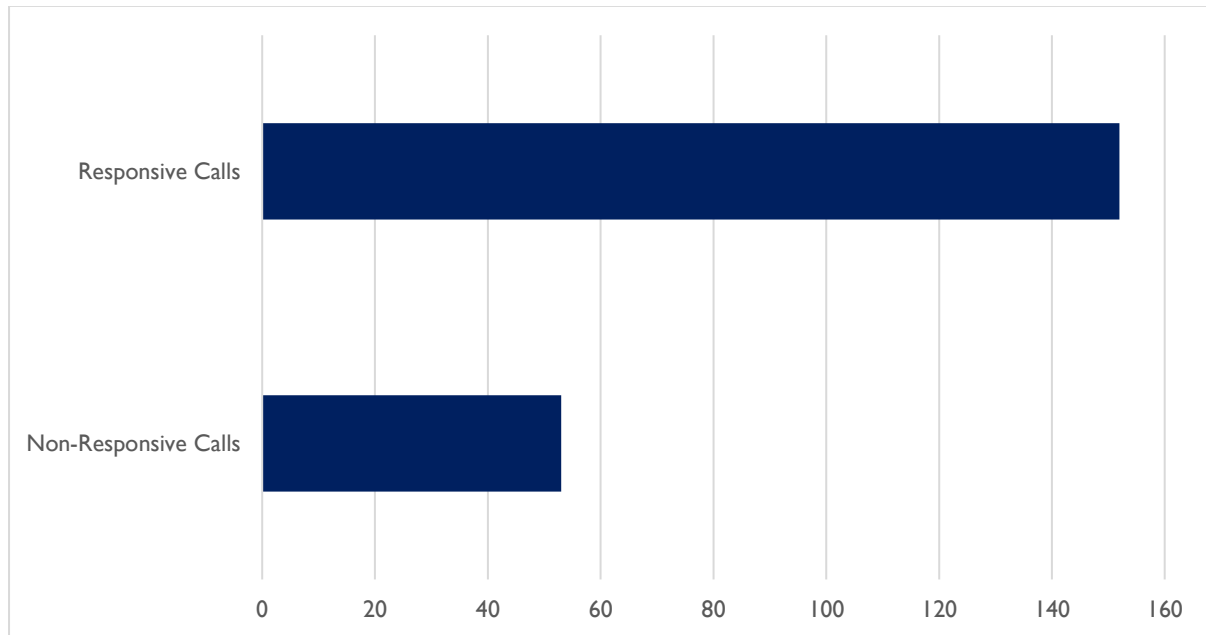


Figure 11: Online Counselling Chat Volumes (June 2022)

Non-Responsive Calls	53
Responsive Calls	152



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 case was reported to the Helpline. The reporter who is the concerned child's teacher reported that the child has not been in school for a week and the child's biological father came to the school to report to the principal that the child is very sick, and the child's maternal grandmother refuses to allow him to see his child and does not want him to take her to the doctor.

The teacher indicated that it wasn't the first time the child's biological father came to the school to report this matter. The case was referred to a social worker at DSD and the social worker immediately went to the child's school.

Upon follow up, the teacher informed our telephone counsellor that after the social worker arrived. The child's father, the principal and the social worker left together and went to the child's grandmother's house. When they arrived there, they found that the child was locked inside the house by the grandmother. The child was still very sick. The social worker and the child's father took the child to the doctor then returned her back to her grandmother's house. The following day the social worker conducted a home visit at the child's father's house and did a home circumstances assessment and thereafter removed the child and placed her with her father as it was found that the child was being neglected by both her mother and maternal grandmother.

– Courtesy Childline Free State

The caller who identified himself as a grandfather of the child called Childline to report that his granddaughter reported that there was a teacher at her school who was harassing her on WhatsApp. The teacher had sent inappropriate messages to her and one point he sent her a picture of a couple kissing and asked her when are they going to do what the couple in the picture are doing. The child was afraid as the teacher always sends her to his office without other people present. The grandfather was worried about the child as her marks had dropped.



The school Principal was contacted via a conference call and was told about the allegations about a certain teacher at her school. The Principal requested that the guardians of the child come to school so that they can speak to them and the child. After a few hours the teacher was dismissed and thereafter, the said messages were found, and they also found several other messages to other female students on the teacher's phone. It was also discovered that the perpetrator was not an actual teacher but someone who was mentoring girls regarding modeling and beauty contests and also had programs with several Potter schools in the area. They were also notified in case this was his modus operandi.

The child concerned is referred for therapy and a Form 22 had been issued. The case was also reported to the Department of Education through the school principal.

– Courtesy Childline Gauteng

A breakdown of Child Abuse, Neglect and Exploitation (CANE) calls are provided below:

Category	Sub - Category	Case	WTT	Total
Abuse	Abduction	2	1	3
Abuse	Bullying in School	5	35	40
Abuse	Bullying out of School	1	4	5
Abuse	Cyber Bullying	1	4	5
Abuse	Deceased Child	0	0	0
Abuse	Emotional abuse	164	134	298
Abuse	Exposure to criminal violence	1	0	1
Abuse	Exposure to domestic violence	64	68	132
Abuse	Exposure to pornography	2	4	6
Abuse	Grooming	0	2	2
Abuse	Harassment	21	7	28
Abuse	Inappropriate sex talk	3	11	14
Abuse	Physical abuse	104	127	231
Abuse	Rape	46	58	104
Abuse	Sexual assault	74	68	142
Commercial exploitation	Child begging	0	4	4
Commercial exploitation	Child prostitution/Commercial sexual exploitation	0	0	0
Commercial exploitation	Child used for criminal activity	0	0	0
Commercial exploitation	Child vendors	0	0	0
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	0	0	0



Commercial exploitation	Involvement in pornography	0	0	0
Commercial exploitation	Trafficking	0	1	1
COVID-19	Child Orphaned by COVID	0	0	0
COVID-19	Child Vulnerable due to COVID	0	1	1
COVID-19	General Medical Information	54	4836	4890
COVID-19	Insufficient/No Income due to COVID	1	3	4
COVID-19	Mental Health	0	19	19
COVID-19	School Related Challenges due to COVID	0	28	28
Neglect	Child abandonment	19	22	41
Neglect	Circumstantial - Child uncared for emotionally	21	26	47
Neglect	Circumstantial - Child uncared for physically	15	20	35
Neglect	Deliberate - Child uncared for emotionally	115	89	204
Neglect	Deliberate - Child uncared for physically	108	99	207
Poverty	Child/ren starving	18	23	41
Poverty	Insufficient/No income	23	33	56
Poverty	Lack of clothing	12	4	16
Poverty	Problems with grants and pensions	12	34	46
Psychological health	Anorexia	0	1	1
Psychological health	Anxiety	6	11	17
Psychological health	Bereavement - peer	2	2	4
Psychological health	Bulimia	0	0	0
Psychological health	Child has difficulty in communicating	1	3	4
Psychological health	Depression	6	84	90
Psychological health	Lack of confidence	0	2	2
Psychological health	Lacks life purpose	1	4	5
Psychological health	Loneliness	1	1	2
Psychological health	Mental illness of parent/caregiver/child	0	4	4
Psychological health	Self harming	1	7	8
Psychological health	Sleep disorders	0	0	0
Psychological health	Suicidal feelings	8	22	30
Psychological health	Suicide attempt	5	0	5
Psychological health	Suicide of family member	0	1	1
Psychological health	Suicide of friend	0	0	0
Psychological health	Unmanageable anger and frustration	5	1	6
Sexuality	Abortion/Termination of pregnancy	0	2	2
Sexuality	Contraception	0	0	0
Sexuality	Information about sex	0	0	0
Sexuality	Pregnancy	6	17	23
Sexuality	Saying no to sex	0	0	0
Sexuality	Sexual identity	1	3	4
Sexuality	Sexual problem	0	4	4

Sexuality	Sexualized behaviour	3	3	6
Sexuality	Sexually exploitive/abusive behaviour	1	3	4
Sexuality	Sexually transmitted infections	0	5	5
Substance abuse	Child - alcohol abuse	5	9	14
Substance abuse	Child - other drug abuse	12	35	47
Substance abuse	Drug dealing	1	6	7
Substance abuse	Exposure to alcohol/drug abuse	5	6	11
Substance abuse	Information on alcohol/drugs	1	6	7
Substance abuse	Parent/caretaker - alcohol abuse	26	21	47
Substance abuse	Parent/caretaker - drug abuse	8	19	27

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 Western Cape and Childline Free State

10. Number of Referrals

During the month of June, 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 – 30 th June 2022	269	283	130



Provincial Offices	Number of Form 22s submitted
Eastern Cape	2
Free State	51
Gauteng	25
KwaZulu Natal	20
Limpopo	0
Mpumalanga	142
North West	23
Northern Cape	0
Western Cape	6
Total Submitted:	269