



Childline

South Africa

☎ 08000 55 555

**Data Analysis Report for
27th March – 30th April 2020
Lockdown Level 5**

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I. Introduction

Childline South Africa is an affiliation of nine Provincial Childline offices. The National Office based in Durban plays a supportive, coordinating and capacity building role to the provincial offices to improving service delivery to the children of South Africa, as well as provides vital data to government and partners that assists in the planning and development of services.

We offer a Helpline service that is operational 24 hours, seven days a week. The telephone has a special role in allowing children to communicate in their own way and their own time, allowing them to feel in control, freeing them to discuss dangers and difficulties in a way that would be far too risky in face-to-face contacts. The Helpline enables trained and experienced counsellors to listen to thousands of 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 own futures and by recording and publishing their views and wishes to influence the lives of many more who are unable to talk on their own behalf.

The Childline Helpline is a prevention and early intervention service as it offers communities a service they can contact for counselling, information and guidance before the situation get to a stage where statutory or tertiary interventions are required. It also enables communities that are far from service providers some access to the child protection system.

In addition to the Helpline, we offer Online Counselling, that is operational Monday – Friday, 11am-1pm and 2-6pm. The Online Counselling service aims is 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 and 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. We have found that chats on the system last longer than calls to the Helpline, ranging from 30 minutes to sometimes over an hour based on the risk posed to the child, thus there is a core focus on counselling.

Furthermore, the helpline assists us in collecting statistical data on the well-being of children in South Africa. We are able to understand the nature of challenges they face on a day to day basis, the response or lack of response from the institutions that are supposed 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

The document compiled illustrates the analysed data of Childline SA for the 27th of March – 30th of April 2020 i.e. Level 5 of this Lockdown period, as mandated by our Honourable President. Our Helpline services continued to function on a 24-hour basis to provide telephonic counselling. In addition to this, our Online Counselling service was available on our website www.childlinesa.org.za, Monday – Friday, 11am – 1pm and 2-6pm. During this time, we have had to make significant changes to the structure of our Helpline, with some counsellors having to work remotely.

This report shows a comparison between calls that were made in March 2020 to that of April 2020. As indicated in Fig. 1 of this report.

It is evident from the graphs and supplied data that April 2020 displayed an increase in call volumes to that of April 2019. The increase in call volumes for April 2020 can be attributed to the National Lockdown, the concerns over the COVID-19 pandemic as well as struggles that arise while being in lockdown.

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

| Category | Percentage of Calls |
|--------------------------------|---------------------|
| 1. Services | 23% |
| 2. Physical health | 21% |
| 3. Abuse | 17% |
| 4. Poverty | 8% |
| 5. Family relationship problem | 8% |
| 6. Neglect | 8% |
| 7. Legal issues | 4% |
| 8. Behaviour problem | 3% |
| 9. Substance abuse | 3% |
| 10. HIV / Aids | 2% |

3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected during March 2020 - April 2020.

3.1 Daily Call Distribution for March/April 2020

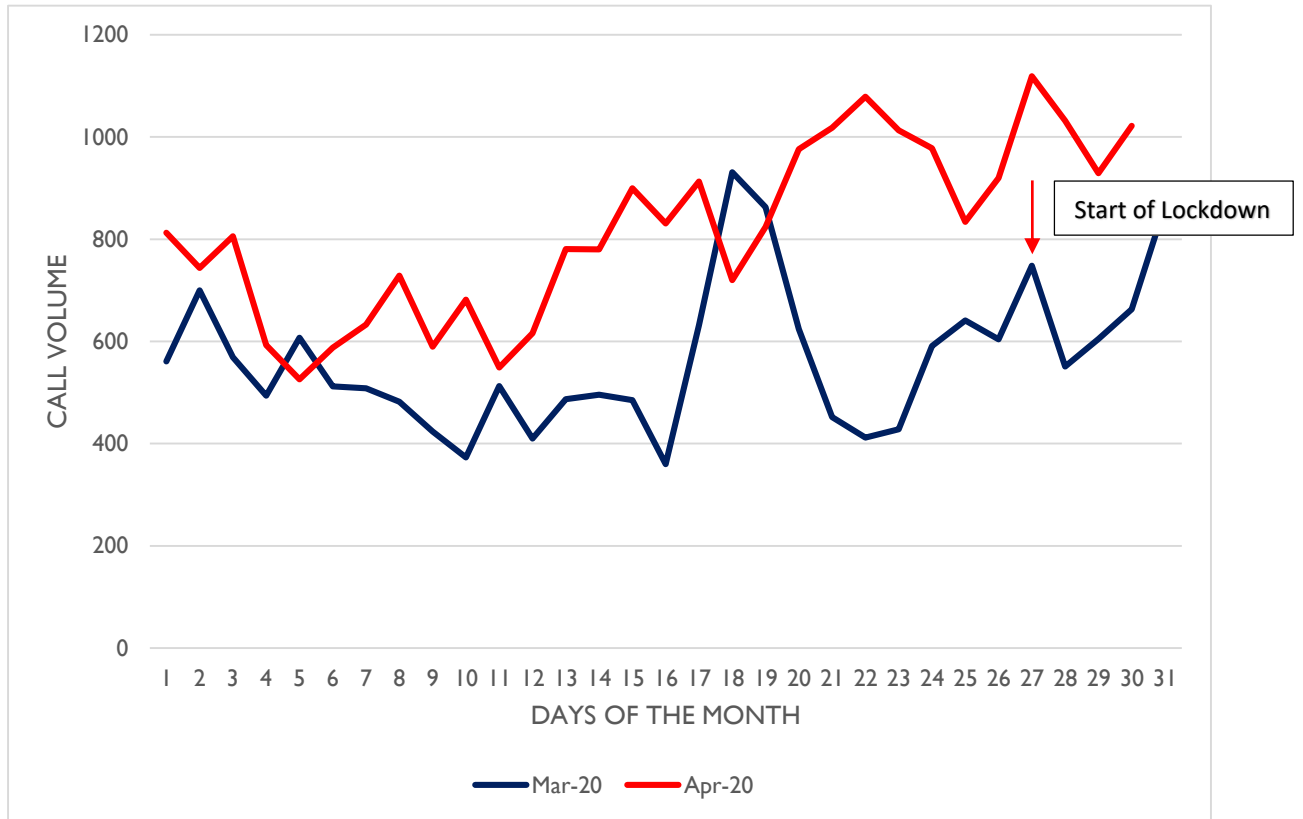


Figure 1: Daily Call Distribution (March/April 2020)

3.1.1 Broad Overview of Calls for March and April 2020

The table below gives a detailed day-to-day account of calls made to Childline SA for March and April 2020. Higher call volumes are highlighted.

| Day | Mar-20 | Apr-20 |
|-----|--------|--------|
| 1 | 561 | 813 |
| 2 | 700 | 744 |
| 3 | 569 | 806 |
| 4 | 494 | 593 |
| 5 | 607 | 526 |
| 6 | 512 | 588 |
| 7 | 508 | 633 |
| 8 | 482 | 729 |
| 9 | 424 | 590 |
| 10 | 373 | 682 |
| 11 | 513 | 549 |
| 12 | 410 | 616 |
| 13 | 487 | 781 |
| 14 | 496 | 780 |
| 15 | 485 | 900 |
| 16 | 360 | 831 |
| 17 | 632 | 913 |
| 18 | 931 | 720 |
| 19 | 863 | 824 |
| 20 | 624 | 976 |
| 21 | 452 | 1018 |
| 22 | 412 | 1079 |
| 23 | 428 | 1013 |
| 24 | 591 | 978 |
| 25 | 641 | 834 |
| 26 | 604 | 920 |
| 27 | 748 | 1119 |
| 28 | 551 | 1032 |
| 29 | 605 | 929 |
| 30 | 663 | 1022 |
| 31 | 866 | |

← Highest Call Volume

* Please note that April only has 30 days in the month.

Blue highlighted area indicates highest call volume i.e. Freedom Day in South Africa, which may have attributed to a higher number of calls

3.1.2. Comparison: April 2019 vs April 2020

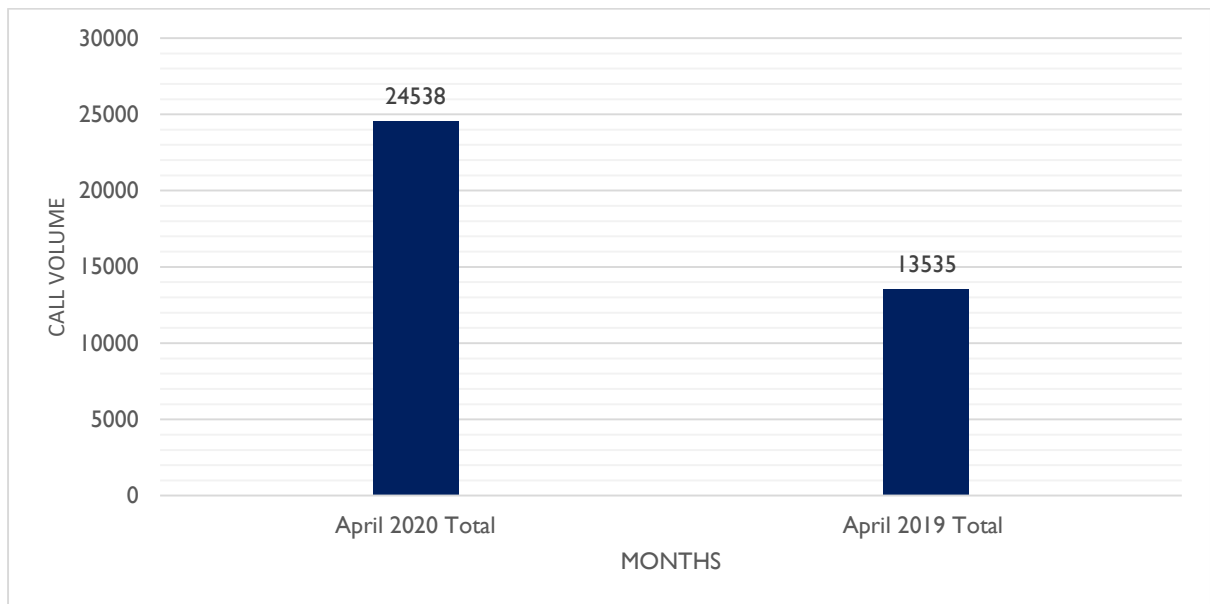


Figure 2: Call Volume Comparison 2019 vs 2020

3.1.3. Daily Call Distribution April 2020

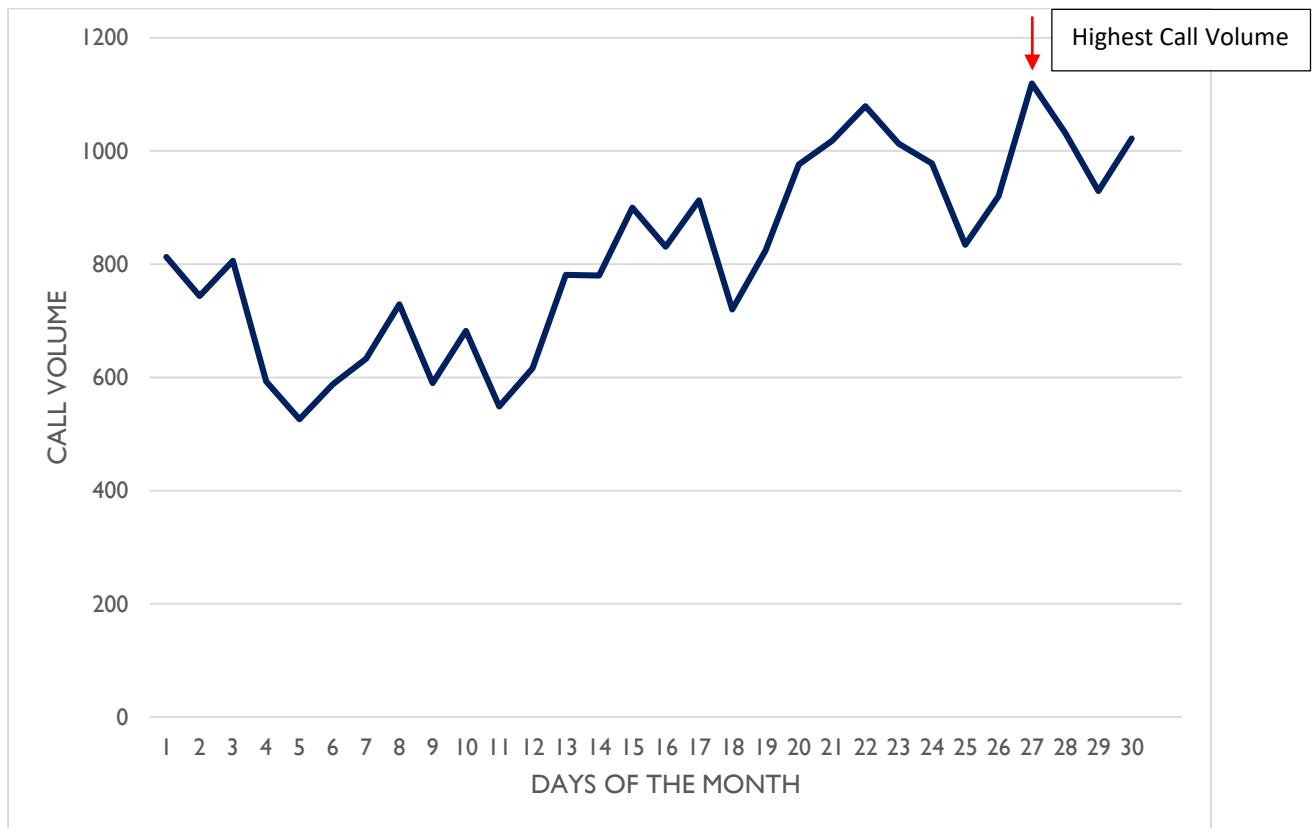


Figure 3: Daily Call Distribution (April 2020)

Please note that Fig. 3, above, as depicted on the data as showcased in subsection 3.1.

3.1.4. Analysis of Calls – Lockdown Level 5

This section of the report till Section 7 covers data for the initial phase of lockdown i.e. 27th March – 30 April 2020.

3.1.4.1 Responsive Calls

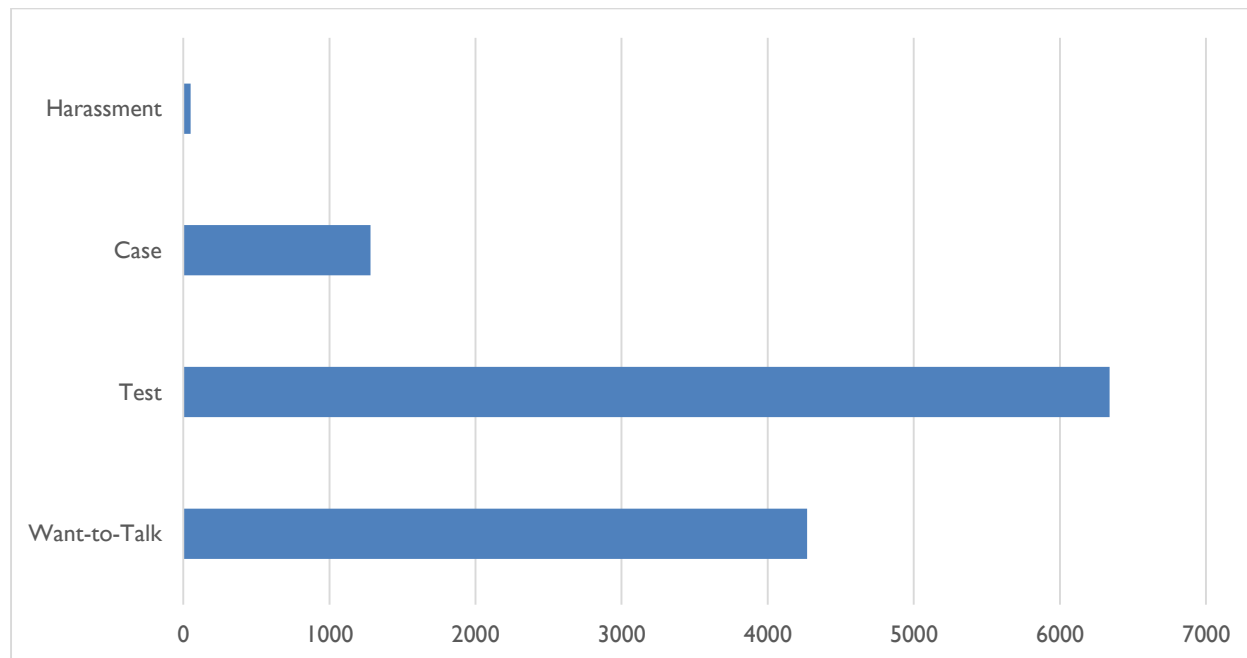


Figure 4: Responsive Calls

Responsive Calls

| | |
|--------------|------|
| Want-to-Talk | 4269 |
| Test | 6340 |
| Case | 1282 |
| Harassment | 51 |

- **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 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 a 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 using profanity, sexual talk or threats

3.1.4.2. Non-Responsive Calls

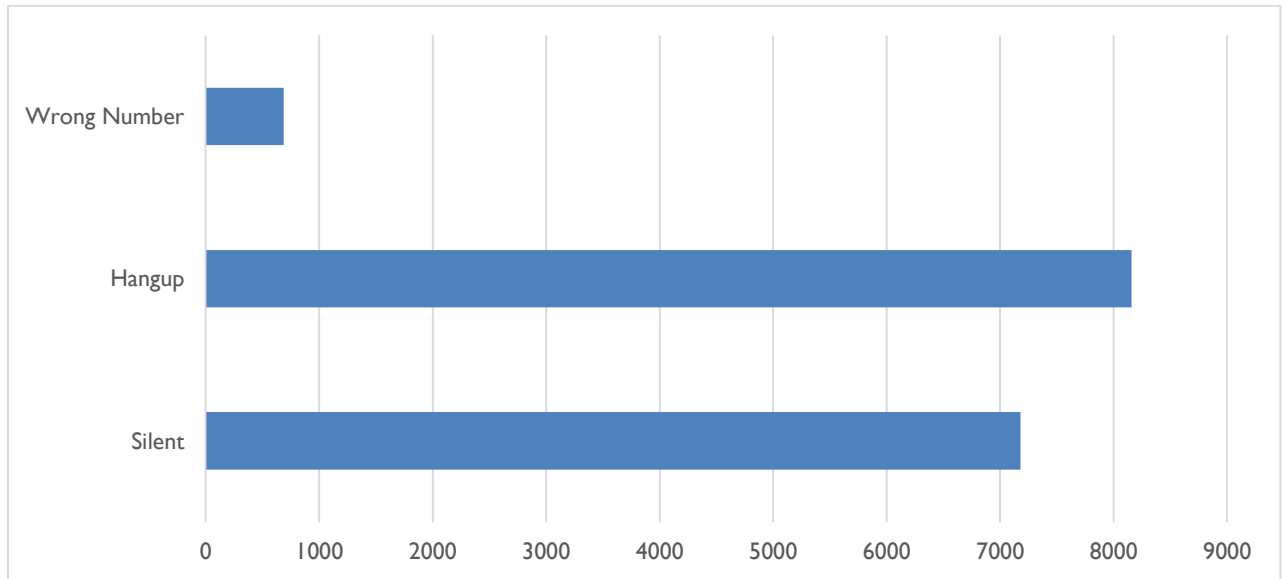


Figure 5: Non-Responsive Calls

| Non-Responsive Calls | Call Totals |
|-----------------------------|--------------------|
| Silent | 7181 |
| Hang up | 8159 |
| Wrong Number | 687 |

4. Want to Talk Categories – Lockdown Level 5

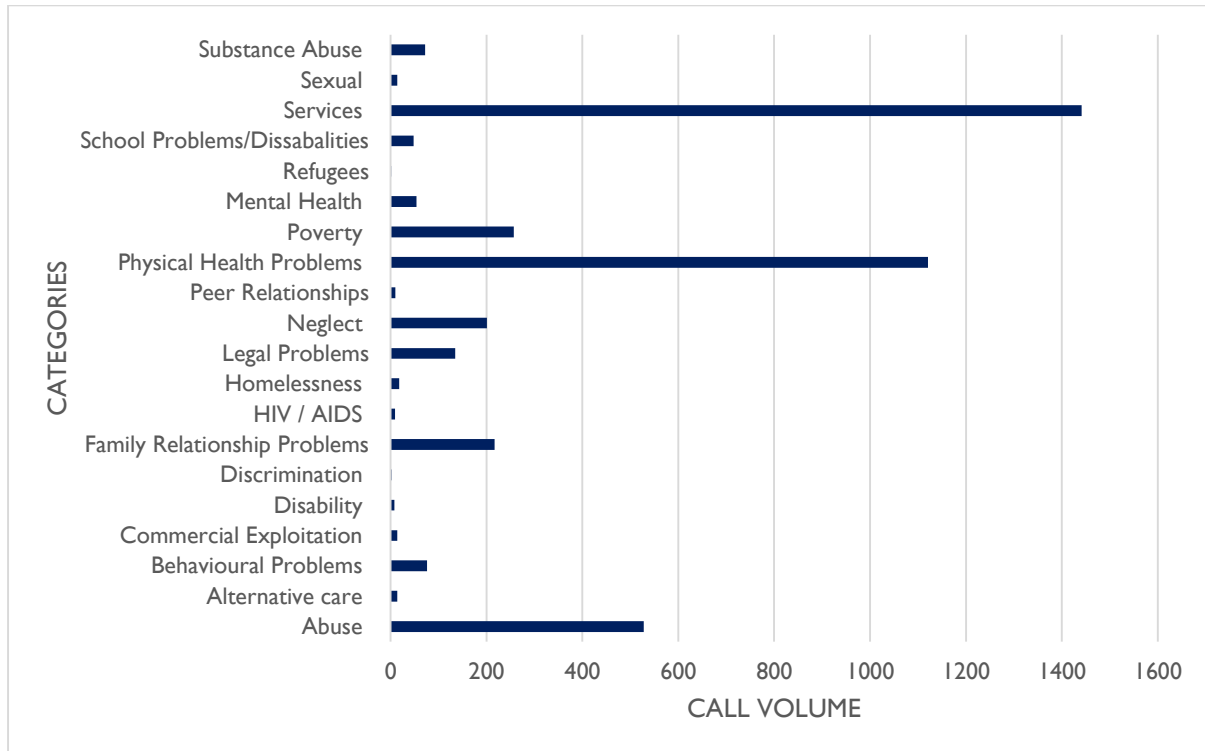


Figure 6: Want to Talk Categories Distribution

| Categories | |
|------------------------------|------|
| *Abuse | 528 |
| Alternative care | 14 |
| Behavioural Problems | 76 |
| Commercial Exploitation | 14 |
| Disability | 8 |
| Discrimination | 2 |
| Family Relationship Problems | 217 |
| HIV / AIDS | 9 |
| Homelessness | 18 |
| Legal Problems | 135 |
| Neglect | 201 |
| Peer Relationships | 10 |
| *Physical Health | 1121 |
| *Poverty | 257 |
| Mental Health | 54 |
| Refugee Child | 1 |
| School Problems/Disabilities | 48 |
| *Services | 1441 |
| Sexual | 14 |
| Substance Abuse | 72 |

Blue highlighted areas indicate higher category cases.

4.1. Comparison of Case and Want to Talk Categories

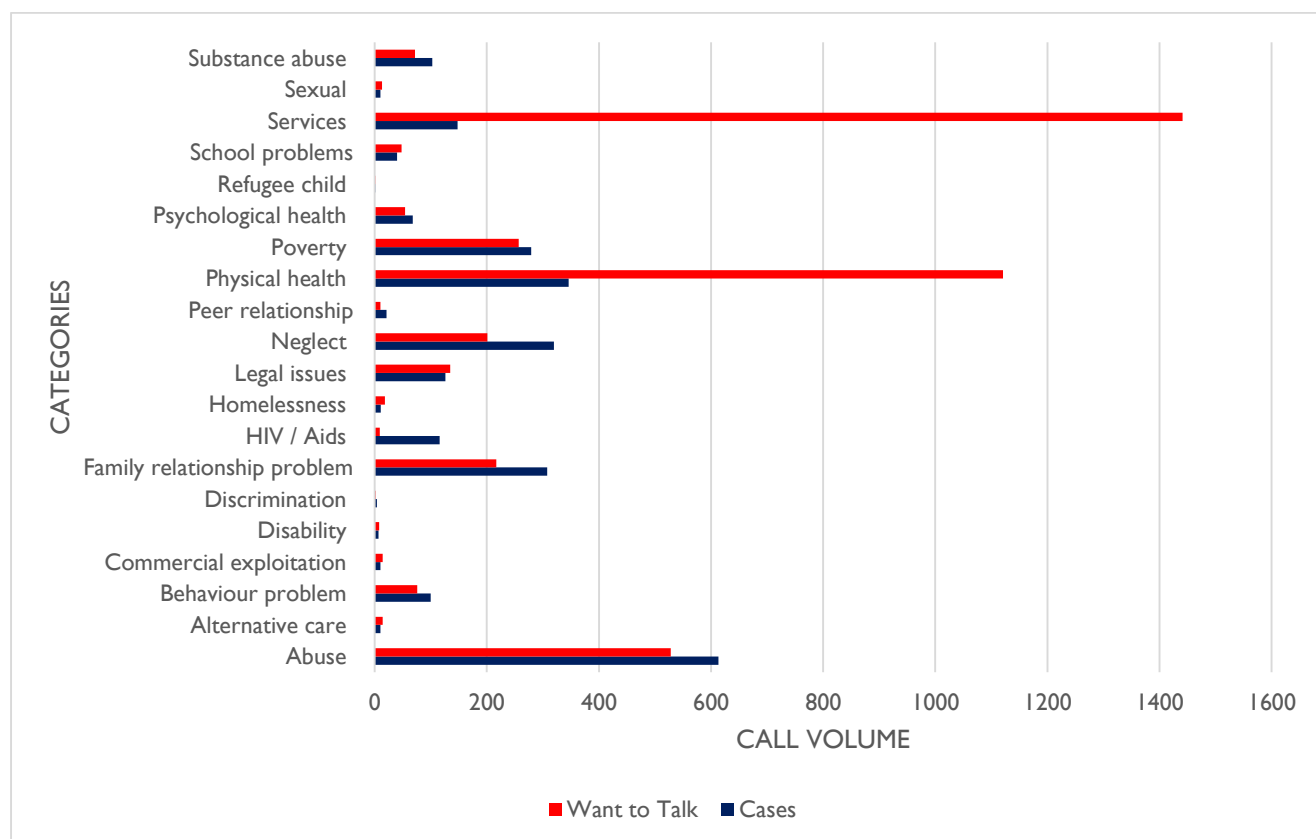


Figure 7: Comparison of Case and Want to Talk Categories for the reporting period

| Category | Cases | Want to Talk | Total |
|-----------------------------|-------------|--------------|-------------|
| Abuse | 613 | 528 | 1141 |
| Alternative care | 10 | 14 | 24 |
| Behaviour problem | 100 | 76 | 176 |
| Commercial exploitation | 10 | 14 | 24 |
| Disability | 7 | 8 | 15 |
| Discrimination | 4 | 2 | 6 |
| Family relationship problem | 308 | 217 | 525 |
| HIV / Aids | 116 | 9 | 125 |
| Homelessness | 11 | 18 | 29 |
| Legal issues | 126 | 135 | 261 |
| Neglect | 320 | 201 | 521 |
| Peer relationship | 21 | 10 | 31 |
| Physical health | 346 | 1121 | 1467 |
| Poverty | 279 | 257 | 536 |
| Psychological health | 68 | 54 | 122 |
| Refugee child | 1 | 1 | 2 |
| School problems | 40 | 48 | 88 |
| Services | 148 | 1441 | 1589 |
| Sexual | 10 | 13 | 23 |
| Substance abuse | 103 | 72 | 175 |
| Total | 2641 | 4239 | 6880 |

5. Provincial Call Distribution – Lockdown Level 5

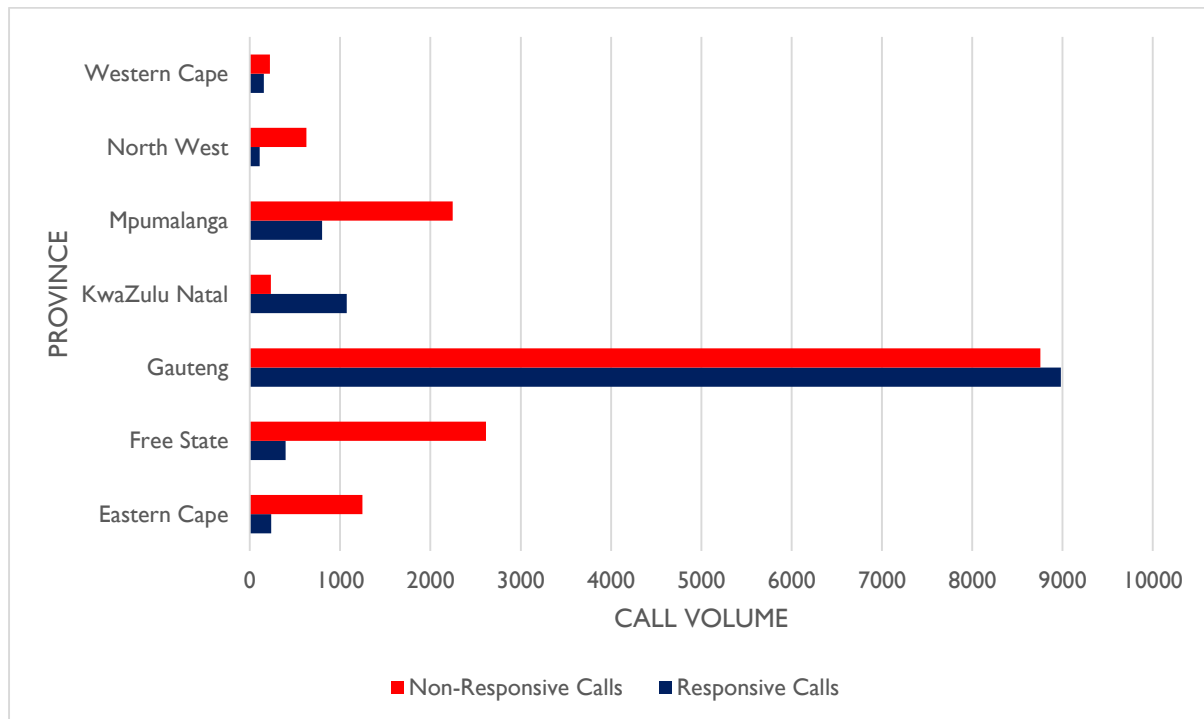


Figure 8: Provincial Call Distribution

| Province | Responsive Calls | Non-Responsive Calls | Total Calls |
|---------------|------------------|----------------------|-------------|
| Eastern Cape | 236 | 1248 | 1,484 |
| Free State | 397 | 2615 | 3,012 |
| Gauteng | 8983 | 8756 | 17,739 |
| KwaZulu Natal | 1072 | 234 | 1,306 |
| Mpumalanga | 800 | 2248 | 3,048 |
| North West | 109 | 627 | 736 |
| Western Cape | 156 | 221 | 377 |

* It should be noted that Childline Gauteng takes Childline Western Cape's after hours calls due to staffing challenges as well as all Telkom Mobile and Cell C calls due to distribution challenges by the networks.

6. Gender Distribution – Lockdown Level 5

6.1. Gender Distribution for Case Calls

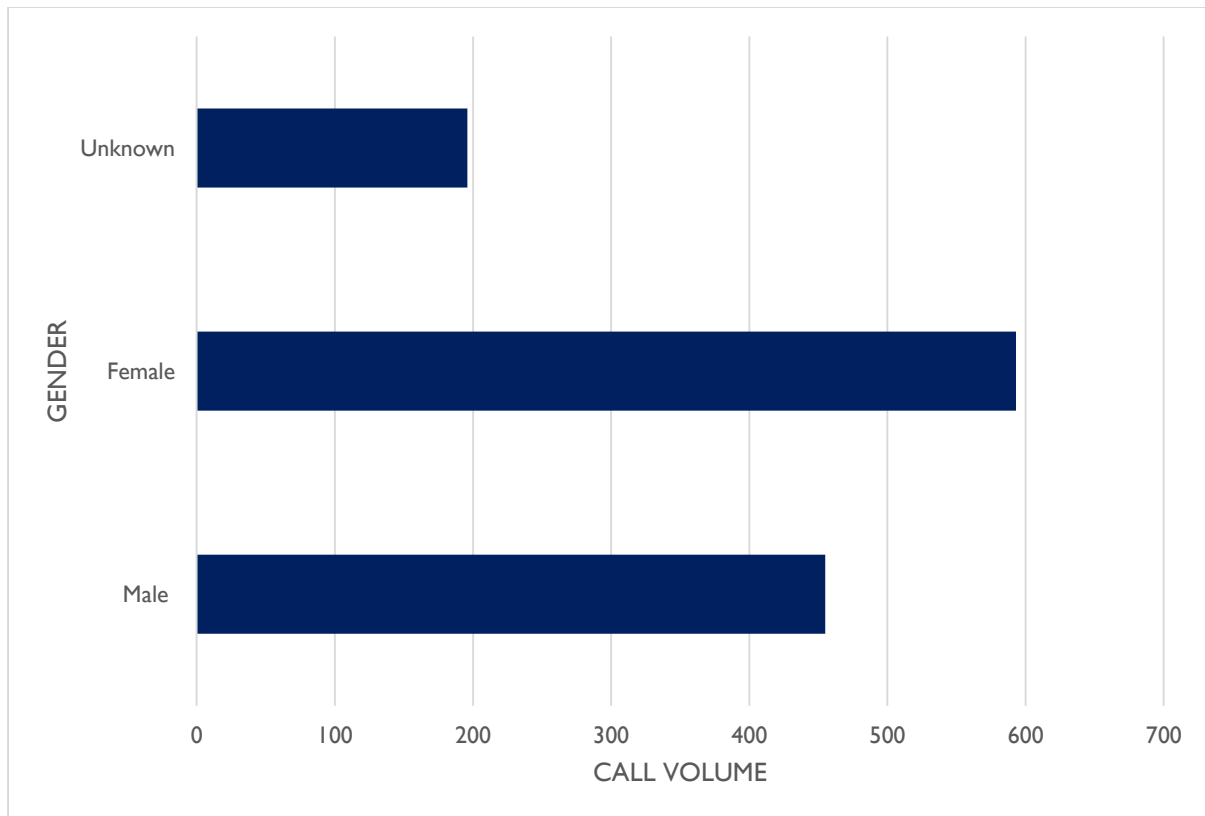


Figure 9: Gender Distribution - Case Calls

| Male | Female | Unknown |
|-------------|---------------|----------------|
| 455 | 593 | 196 |

6.2 Gender Distribution for Want to Talk Calls

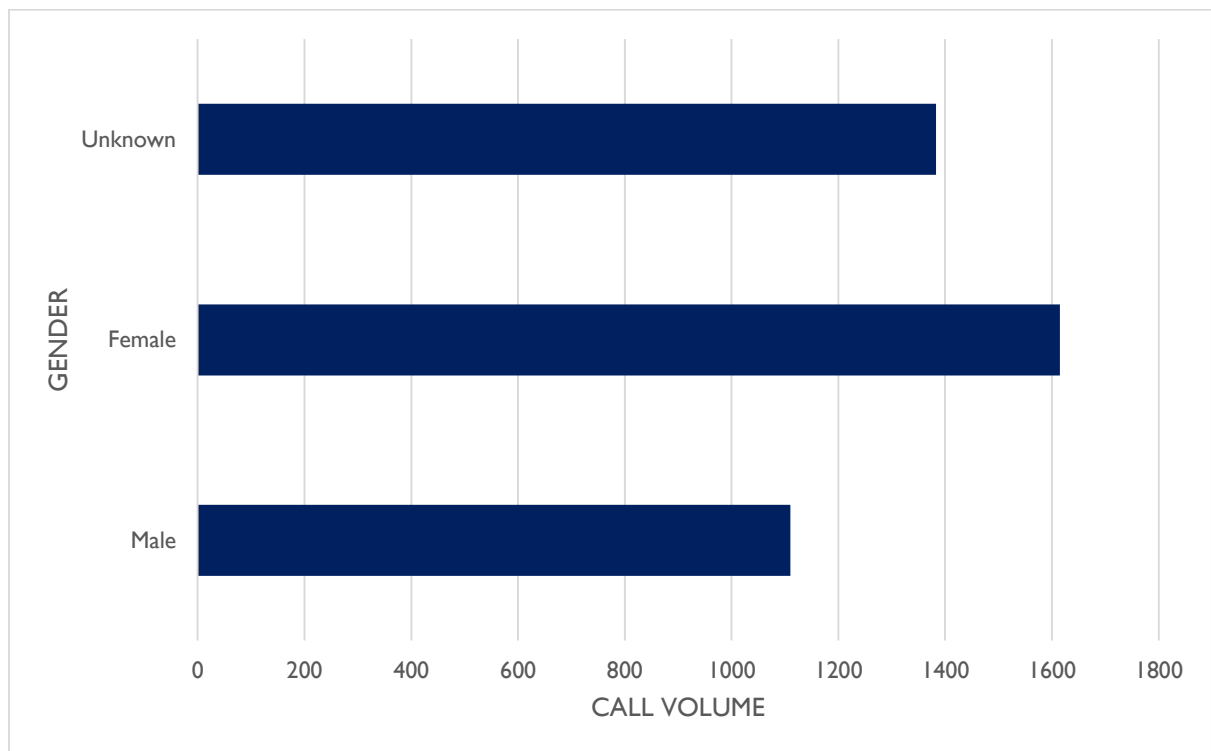


Figure 10: Gender Distribution – Want to Talk

| Male | Female | Unknown |
|-------------|---------------|----------------|
| 1110 | 1615 | 1383 |

7. Online Counselling Service

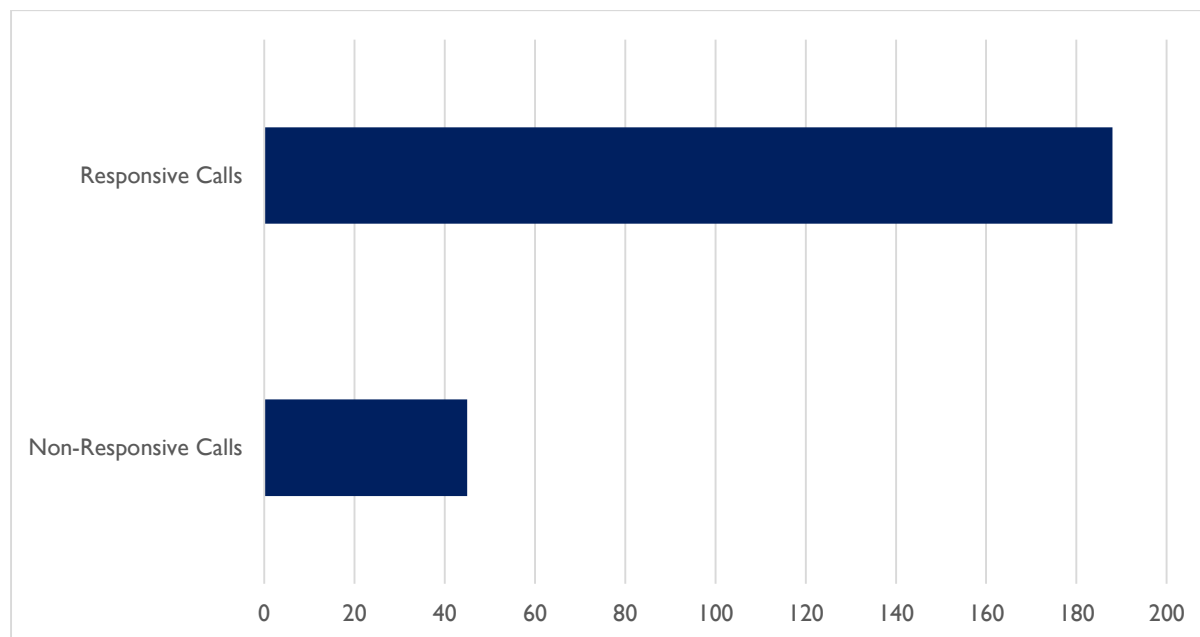


Figure 11: Online Counselling Chat Volumes

| | |
|----------------------|------------|
| Non-Responsive Chats | 45 |
| Responsive Chats | 188 |
| Total Chats | 233 |

In addition to the Helpline, we offer Online Counselling, that is operational Monday – Friday, 11am-1pm and 2-6pm. 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 and 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. We have found that chats on the system last longer than calls to the Helpline, ranging from 30 minutes to sometimes over an hour based on the risk posed to the child, thus there is a core focus on counselling.

8. COVID-19 Calls to the Helpline

During this time, the public has reached out to us with their concerns regarding COVID19. Here are some examples of calls received:

- We have been receiving a high number of calls of people requesting food parcels.
- After the briefing by Department of Education, we received calls from many concerned parents and children regarding the re-opening of school
- We continue to speak to children on safety tips and how to prevent the spread of COVID.
- A concerned mother came in to say that her children were in Limpopo prior lockdown and she is in KZN and wanted a permit to get the children to her. We advised on the current procedures outlined by the Minister of Social Development.
- We received a call regarding neglect, where the parents were playing cards (gambling). The caller was worried that the mother is not observing the COVID 19 lockdown regulations (not washing hands, not covering face, not sanitizing, not staying at home).
- A 16-year-old reported that he called the police because his uncle and cousin hit him and wanted to chase him out during lockdown, they visited home and placed him in the custody of his dad's family