



**Data Analysis Report
Quarterly Report
October – December 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 the October - December quarter in 2022. A comparison of the data collected in the past quarter i.e. July - September a 13.47% decrease in call volumes.

We had anticipated a greater increase in calls during this quarter, however, the decrease may have been attributed to the amount of downtime faced by our Helpline during the past quarter due to load shedding. Per a report by the Council for Scientific and Industrial Research (CSIR), it was noted that 2022 was the most intensive year of load shedding for South Africa. Despite this, Childline aimed to continually reach out to children through our services, be it through our social media accounts, or Online Counselling Service.

With load shedding being escalated to Stage 6 during the past quarter, we are now faced with a lot of downtime impacting our 24 hour service with some offices being impacted for more than four hours at a time. This not only impacts us as the Helpline, but we have noted that children and their communities impacted by load shedding as their devices remain uncharged, or have poor signal during that time and therefore unable to call us. We continue to seek assistance in obtaining backup systems like Uninterrupted Power Supplies and Generators for our offices to assist with this.

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

	Category	Percentage of Calls
1.	Services	27%
2.	Abuse	23%
3.	Neglect	15%
4.	Poverty	6%
5.	Substance abuse	5%
6.	Family relationship problem	5%
7.	School problems	4%
8.	Psychological health	3%
9.	Legal issues	3%
10.	Behaviour problem	3%



3. Statistical Data Analysis

Section 3 of this data report analysis data that was collected between October 2022 – December 2022.

3.1 Comparison:

October 2021 vs October 2022/November 2021 vs November 2022/December 2021 vs December 2022

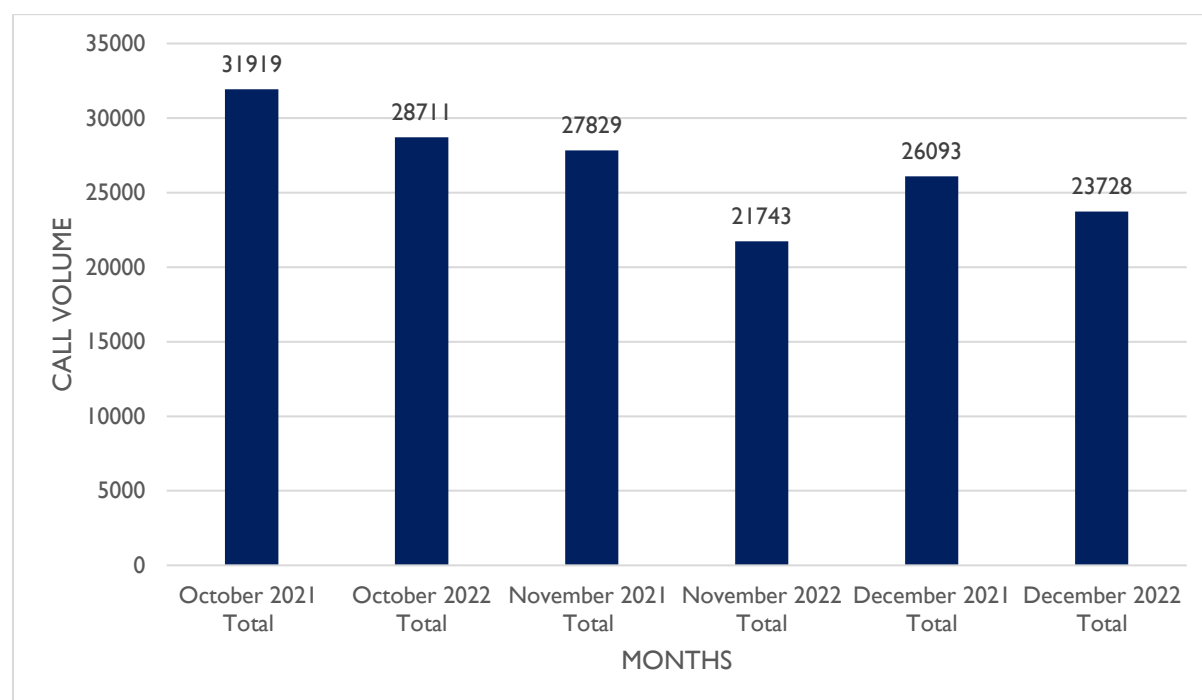


Figure 1: Call Volume Comparison



3.1.1. Analysis of Calls

3.1.1.1 Responsive Calls

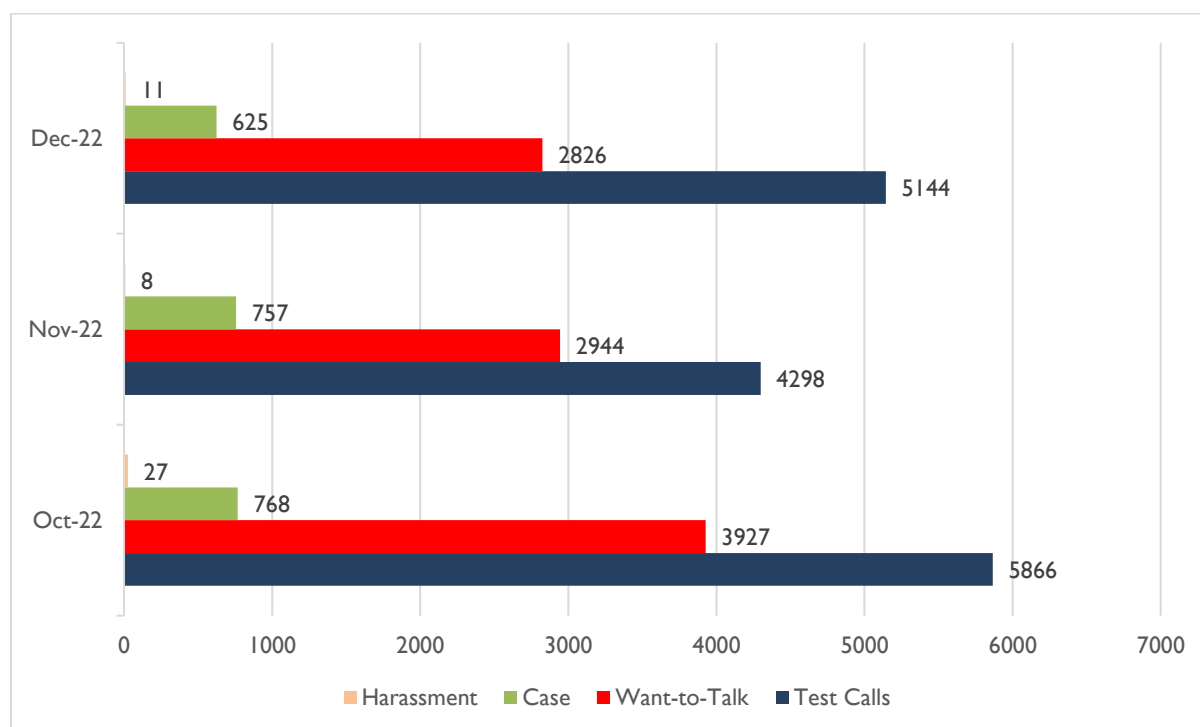


Figure 2: Responsive Calls

Responsive Calls	Oct-22	Nov-22	Dec-22
Test Calls	5866	4298	5144
Want-to-Talk	3927	2944	2826
Case	768	757	625
Harassment	27	8	11

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

Calls	Oct-22	Nov-22	Dec-22
Silent	7939	5728	5701
Hangup	8434	6765	7899
Wrong Number	1750	1242	1522

4. Want to Talk Categories

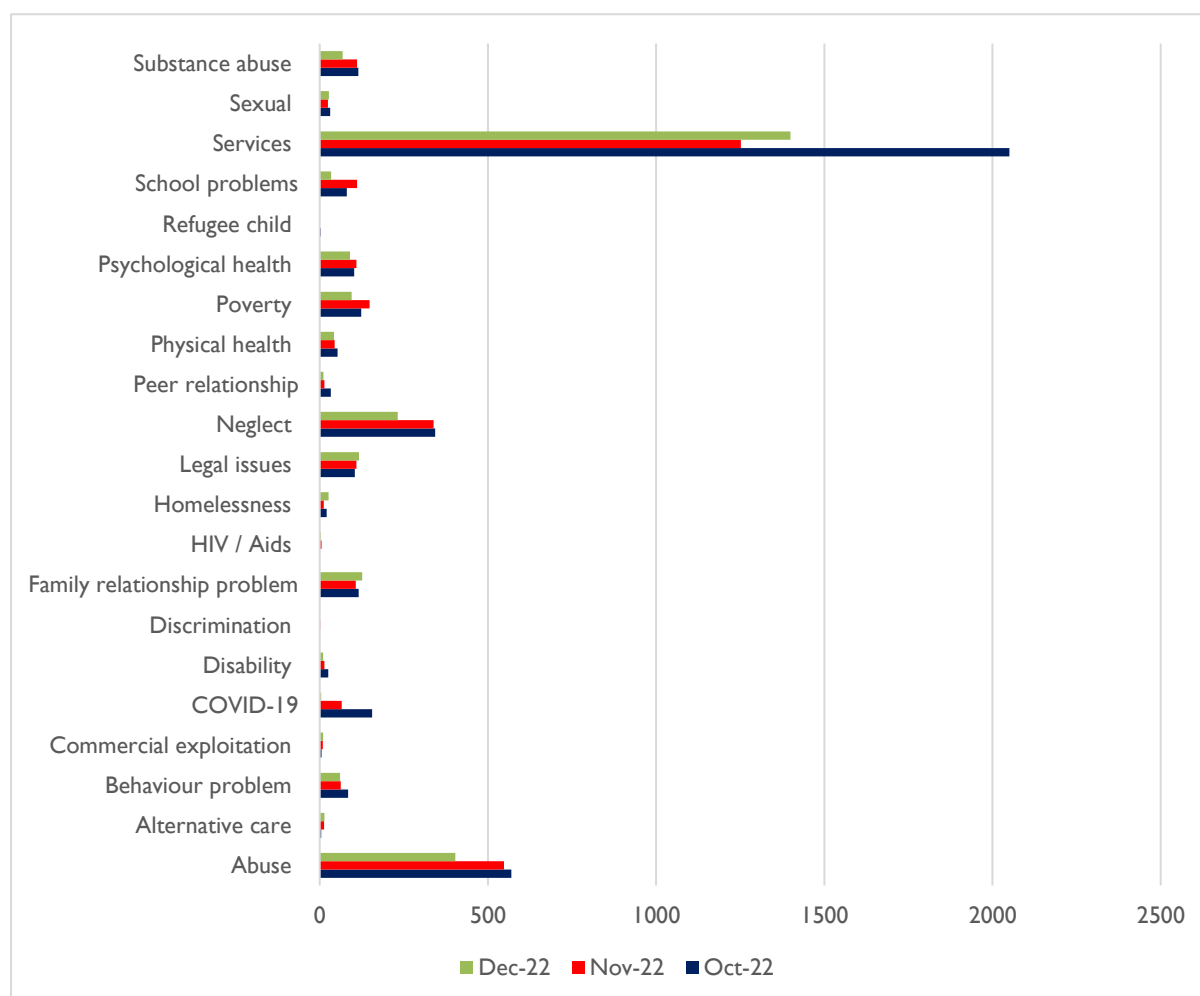


Figure 4: Want to Talk Categories Distribution

	Oct-22	Nov-22	Dec-22
Abuse	570	548	403
Alternative care	4	13	14
Behaviour problem	84	62	61
Commercial exploitation	5	9	10
COVID-19	156	65	4
Disability	25	14	10
Discrimination	0	2	1
Family relationship problem	116	107	126
HIV / Aids	1	5	3
Homelessness	21	12	26
Legal issues	104	109	117
Neglect	343	338	232
Peer relationship	33	14	11



Physical health	53	44	42
Poverty	123	148	95
Psychological health	102	109	90
Refugee child	3	1	1
School problems	81	111	34
Services	2050	1252	1399
Sexual	31	24	27
Substance abuse	115	111	68



5. Provincial Call Distribution

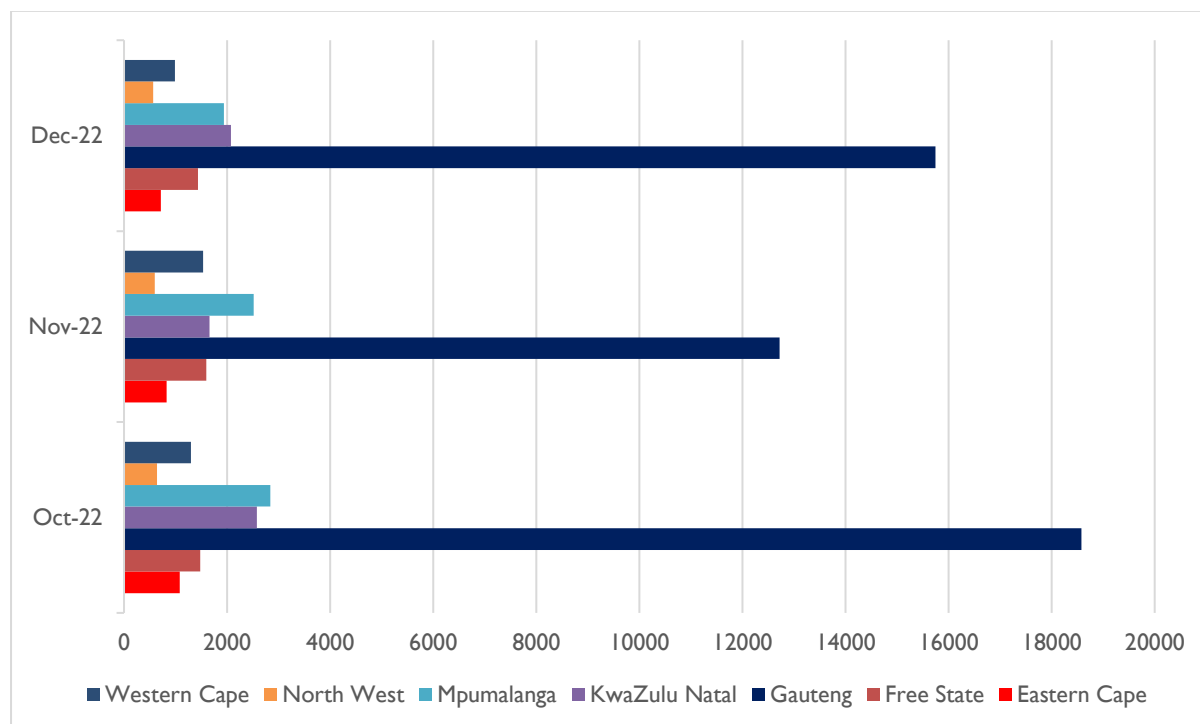


Figure 7: Provincial Call Volumes

Province	Oct-22	Nov-22	Dec-22
Eastern Cape	1079	829	712
Free State	1477	1594	1435
Gauteng	18579	12724	15743
KwaZulu Natal	2580	1660	2077
Mpumalanga	2840	2517	1940
North West	641	597	567
Western Cape	1296	1532	991

* 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

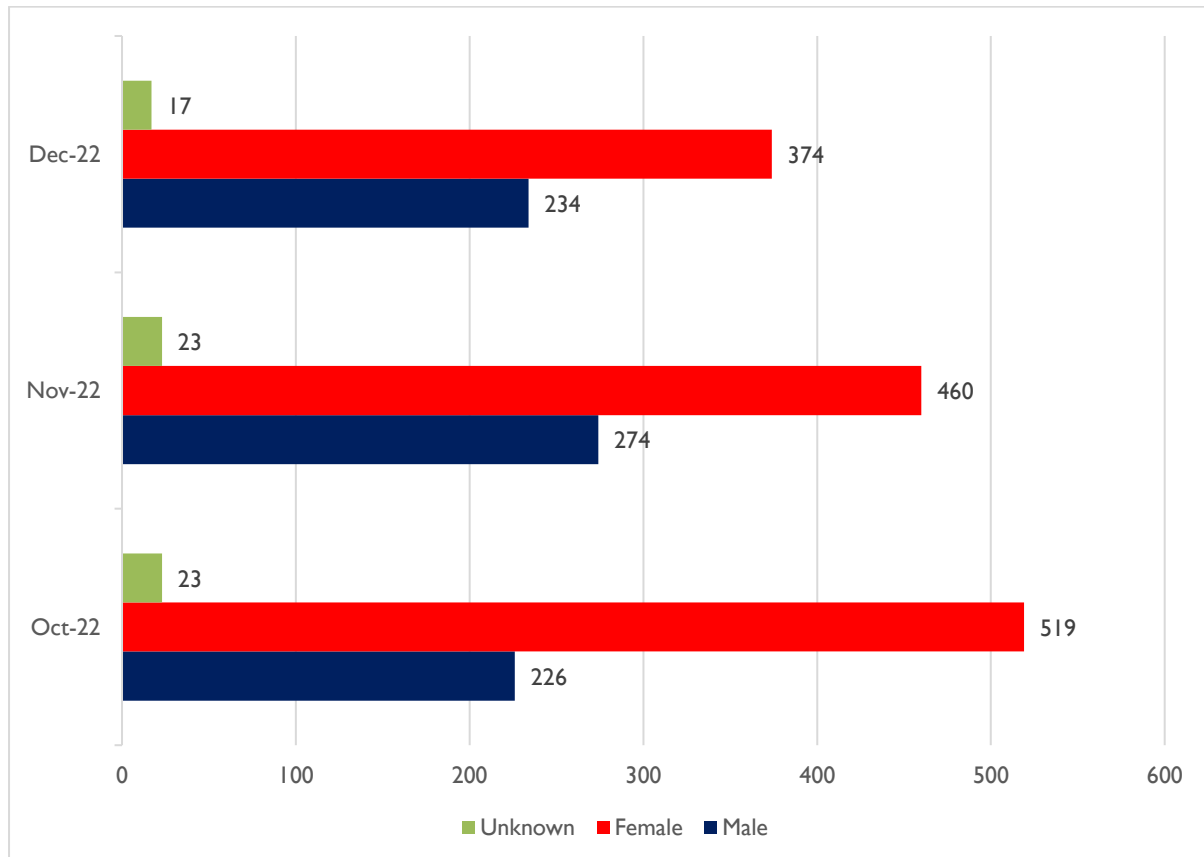


Figure 9: Gender Distribution

	Oct-22	Nov-22	Dec-22
Male	226	274	234
Female	519	460	374
Unknown	23	23	17



6.2 Gender Distribution for Want to Talk Calls

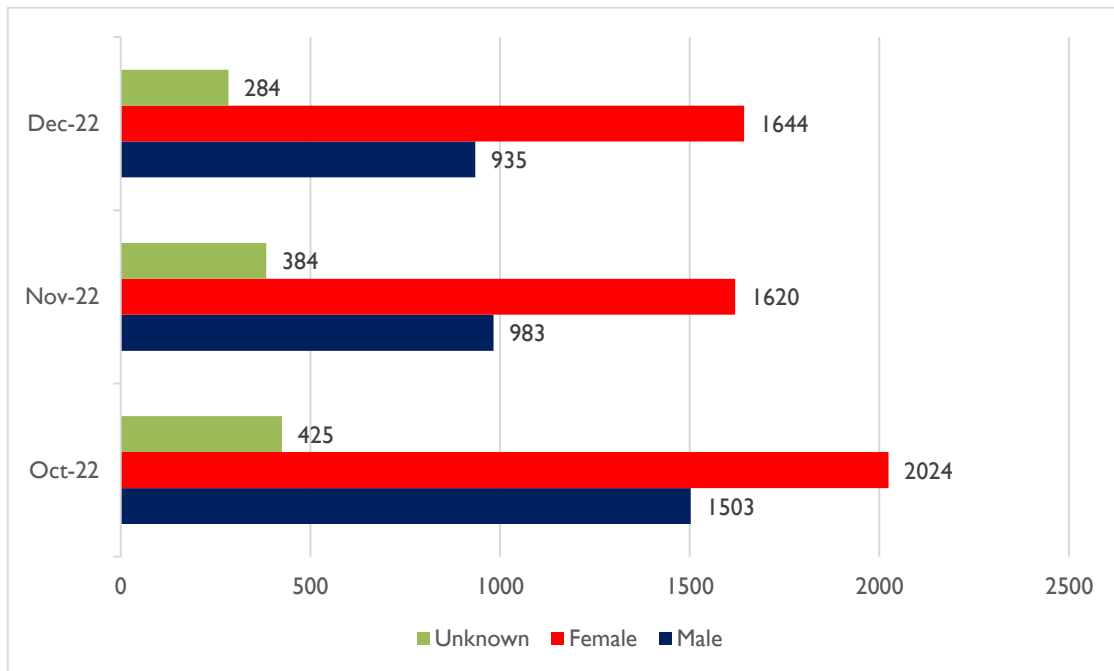


Figure 10: Gender Distribution – Want to Talk

	Oct-22	Nov-22	Dec-22
Male	1503	983	935
Female	2024	1620	1644
Unknown	425	384	284



7. Online Counselling Service

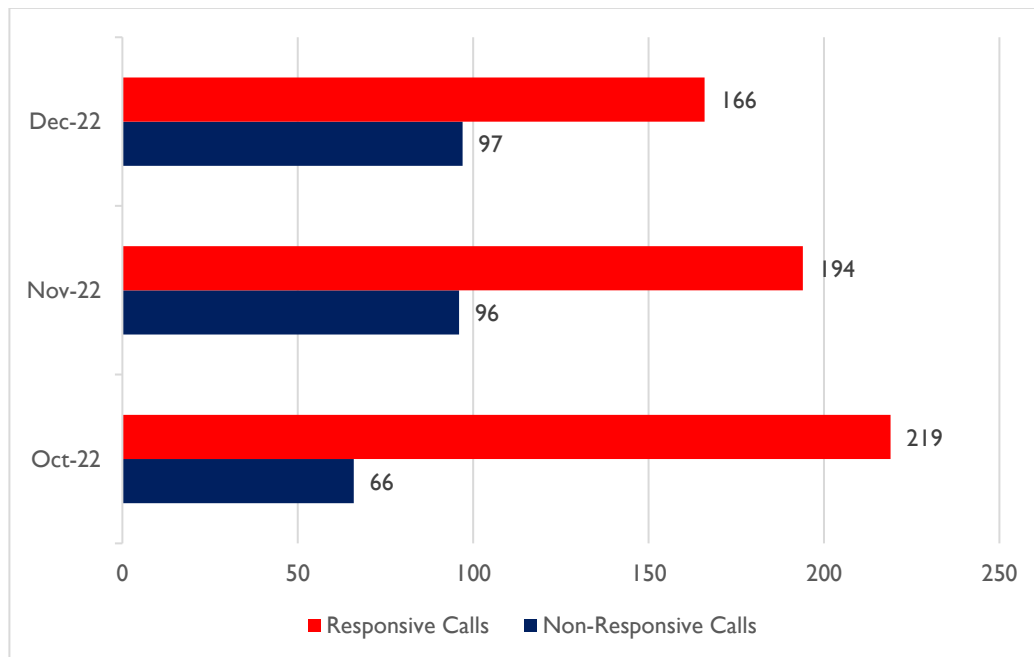


Figure 11: Online Counselling Chat Volumes

	Oct-22	Nov-22	Dec-22
Non-Responsive Calls	66	96	97
Responsive Calls	219	194	166



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 Childline awareness team at a primary school by a concerned teacher. According to the reporter, one of her learners is “acting suspiciously or funny”. She stated that for the past week, she had been observing a particular learner in her class and noticed concerning changes. The teacher mentioned that she constantly has teary eyes. She seems quieter than usual and reacts hysterically to loud noises such as door bangs or unexpected movements of fellow peers in the class. She added by stating that she doesn’t seem comfortable around male teacher anymore. The teacher feared that something traumatic could have happened to the learner and asked Childline to please assist.

The awareness team took down all the details of the child concerned and gave the case to helpline counsellor. Helpline counsellor called the school, captured the case and referred the child to Tshepong Thuthuzela care Centre for assessment, screening and psycho-social support. It was during that session at T.C.C with the social worker that the child disclosed that she had been sexually abused by her mother’s boyfriend on three occasions.

According to the child, she is scared to tell her mother as she fears that the boyfriend will hurt her mother as well. She wanted to protect her mother against the hurt and shame. She said “I live in constant fear” that he will hurt me again.

The child was provided with trauma debriefing and counselling. She was also tested for HIV & STI’s. She was also assisted in opening a case against the alleged perpetrator. The mother was informed by T.C.C Social worker and both mother and child are currently receiving sessions and support at T.C.C.

The alleged perpetrator was arrested, and the school thanked the helpline for assisting them as they report a significant change in the child’s life since reporting to the line.



A frustrated mother called literally crying. She has a 16 years old son who is going to matric and that she has been struggling to apply an Identity document for him. The caller explained that she has been to the Department of Home Affairs several times and she gets instructed to find the child's father who disappeared over 12 years ago without a trace.

The caller indicated that when child was born, he insisted that the child should use his surname (while caller and child's father were still in a relationship). The mother has made attempts to write affidavits explaining the unknown whereabouts of the father but DoH Officials would turn her back without any help. This, according to caller, resulted in causing frustration and anger on the child including feelings of helplessness.

Options were then discussed with caller to try and apply for online smart ID card through South African Main Banks. We also spoke about involving Pro Bono attorneys and Social workers. Counsellor assisted with researching for information which was provided to caller.

Three days later, after her son's 16th birthday, caller was happy to inform counsellor that she had applied for smart card ID for her son and was very successful. She explained that the online application only needed one parent which she had included her details and did not experience problems. She now has a date set and selected a Bank of choice which she only needs to provide only a copy of her ID, her son's birth certificate and proof of address.

The caller is happy to have been provided with information and knowledge and seemingly her son is ecstatic that there is progress and that his matric year will be hopefully.

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

Category	Subcategory	July - September 2022	October - December 2022
Abuse	Abduction	16	12
Abuse	Bullying in School	155	70
Abuse	Bullying out of School	21	13
Abuse	Cyber Bullying	15	7
Abuse	Deceased Child	0	1
Abuse	Emotional abuse	1009	929
Abuse	Exposure to criminal violence	17	26
Abuse	Exposure to domestic violence	424	332
Abuse	Exposure to pornography	17	33



Abuse	Grooming	9	18
Abuse	Harassment	75	69
Abuse	Inappropriate sex talk	19	32
Abuse	Physical abuse	789	693
Abuse	Rape	506	486
Abuse	Sexual assault	362	278
Commercial exploitation	Child begging	12	5
Commercial exploitation	Child prostitution/Commercial sexual exploitation	10	9
Commercial exploitation	Child used for criminal activity	3	0
Commercial exploitation	Child vendors	8	0
Commercial exploitation	Children used by adults to commit crime	3	0
Commercial exploitation	Domestic child labour	12	18
Commercial exploitation	Farm child Labour	2	0
Commercial exploitation	General child labour	6	2
Commercial exploitation	Involvement in pornography	6	5
Commercial exploitation	Trafficking	1	2
Neglect	Child abandonment	147	166
Neglect	Circumstantial - Child uncared for emotionally	128	123
Neglect	Circumstantial - Child uncared for physically	109	125
Neglect	Deliberate - Child uncared for emotionally	794	774
Neglect	Deliberate - Child uncared for physically	773	723
Poverty	Child/ren starving	262	284
Poverty	Insufficient/No income	94	90
Poverty	Lack of clothing	145	128
Poverty	Problems with grants and pensions	142	156
Substance abuse	Child - alcohol abuse	13	22
Substance abuse	Child - other drug abuse	123	104
Substance abuse	Drug dealing	17	26
Substance abuse	Exposure to alcohol/drug abuse	83	81
Substance abuse	Information on alcohol/drugs	25	31
Substance abuse	Parent/caretaker - alcohol abuse	174	218
Substance abuse	Parent/caretaker - drug abuse	133	118

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 KZN and Childline Mpumalanga

10. Number of Referrals

During the 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
629	448	466

Provincial Offices	Number of Form 22s submitted
Eastern Cape	20
Free State	55
Gauteng	119
KwaZulu Natal	73
Limpopo	0
Mpumalanga	211
North West	92
Northern Cape	0
Western Cape	59
Total Submitted:	629