

CHILD PROTECTION REPORT

(2006-2016)

- Bringing attention to the cases of Child Rights abuse as reported through the Helpline 116
- Bringing to the fore a realization of how little information Kenyans possess on the topic of child abuse



Keeping Children Safe

OUR VISION

A society where children are heard, their rights and dignity upheld at all times

OUR MISSION

To promote child rights and enhance opportunities for child protection through ICT innovations

OUR CORE VALUES

Integrity

Competence

Commitment

Courage of conviction

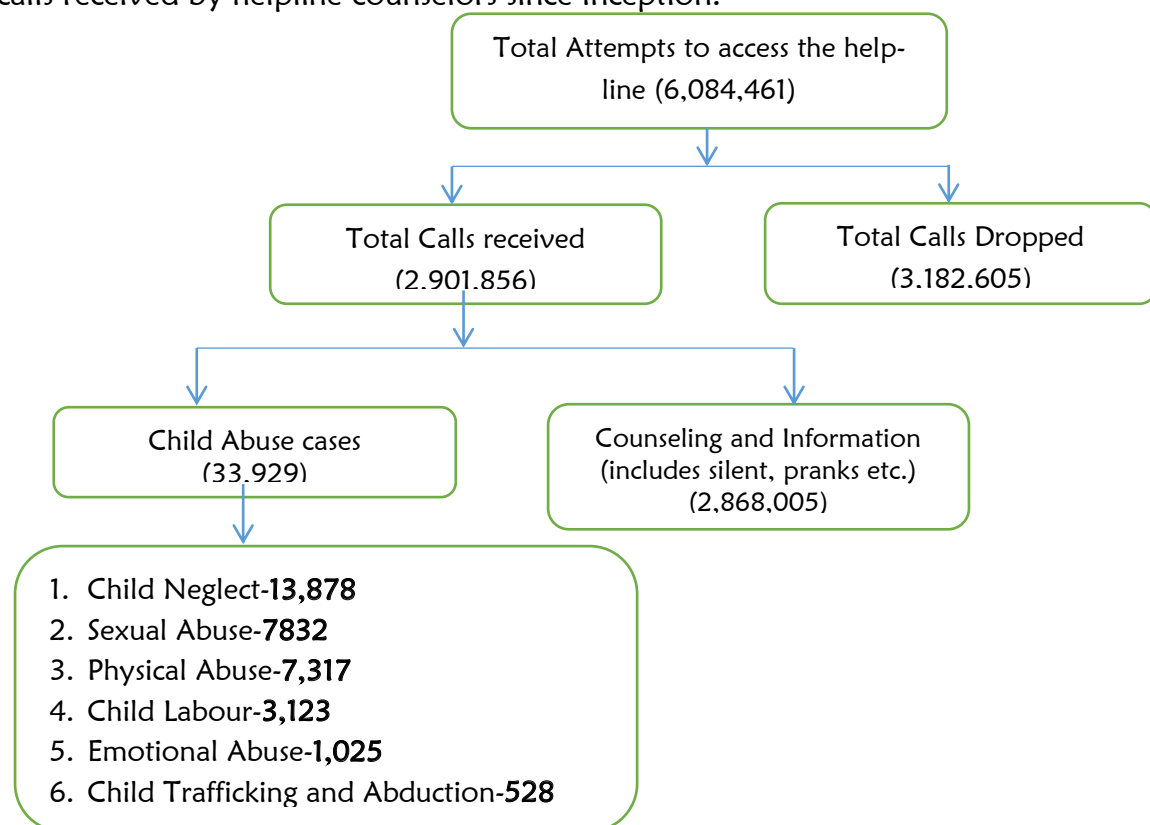
Preamble

Childline Kenya works in partnership with the Government to STOP child abuse and provide a safe environment for all children. We offer the only nationwide helpline service dedicated to children that runs 24 hours toll free, and is accessible by simply dialing 116. The helpline provides counseling, rescue, safe shelter, medical care and legal support. We also actively educate the public on child safety, working with key government agencies and child protection partners in all the 47 counties.

The National Child Helpline 116 is a children's emergency toll free number available 24 hours. It is free on all mobile networks (Safaricom, Airtel, Orange and Equitel). It is also available on Chat at www.childlinekenya.co.ke, Email: 116@childlinekenya.co.ke, and Facebook (Child Helpline 116). Calls at the helpline are received by a team of highly qualified counselors who respond to client issues and document the same accordingly.

Helpline Data 2006-2016

The National Child Helpline 116 service was designed to provide reliable channels for children and concerned adults to report child abuse and/or receive relevant information on child rights and child protection. The Helpline has been in operation since 2006. Below find a flow chart representing the number of calls received by helpline counselors since inception.

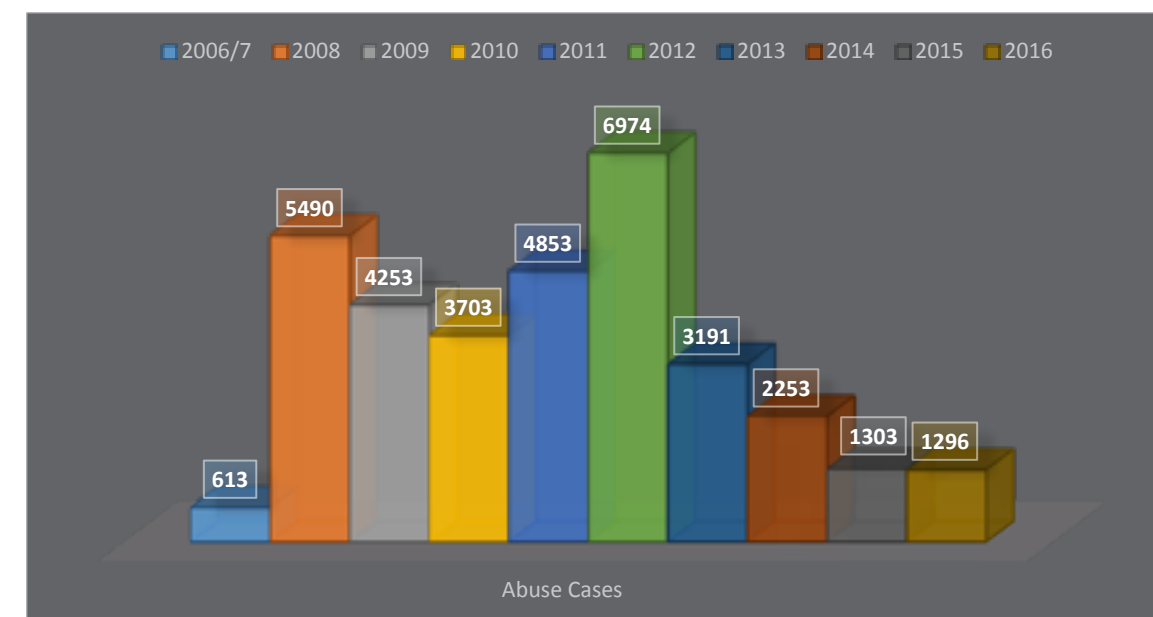


- ✓ The demand for the helpline service is high as evidenced by the number of attempts to reach the Child Helpline service. The total number of calls received at the helpline call centres by the end of 2016 was 48% of all the attempts made. There is need to increase the capacity of the helpline to respond to all attempts made to access the service.

Child Abuse Cases 2006-2016

Abuse Type	2006/7	2008	2009	2010	2011	2012	2013	2014	2015	2016	TOTAL
Child Neglect/ Abandonment	225	2828	2155	1511	1589	2806	1189	767	418	390	13878
Child Trafficking, Abduction and Kidnapping	0	53	21	85	91	114	67	32	25	40	528
Child Labour	33	546	470	314	497	646	276	168	95	78	3123
Emotional Abuse	48	141	119	140	147	204	98	58	26	44	1025
Female Genital Mutilation	0	52	14	30	92	19	0	9	7	3	226
Physical Abuse	152	785	769	748	1251	1609	725	583	339	356	7317
Sexual Abuse	155	1085	705	875	1186	1576	836	636	393	385	7832
TOTAL	613	5490	4253	3703	4853	6974	3191	2253	1303	1296	33929

Graph 1: 2006- 2016 Child Abuse Cases



- ✓ The launch of the 116 number for the helpline saw a sudden increase in the numbers of calls received. This confirms the high demand for the service that was not being met
- ✓ Child Neglect and Abandonment has consistently been the highest reported form of abuse since 2006. Apart from being a criminal offence in itself, it also exposes the child to all other forms of abuse. Childline Kenya has therefore designed parenting programmes in various counties to empower parents with skills to keep their children safe and thus reduce their vulnerability to abuse. The implementation of the parenting programme has contributed to the reduction of the child neglect cases from 2014. Some of the highest reported forms of child neglect include parents not taking their children to school; refusing to get them medical attention when they are not well; and denying them food for days as a form of punishment.
- ✓ The prevalence of child neglect is a gateway to other cases of abuse such as sexual and physical abuse. From the data, every time child neglect cases went up, other abuse cases such as sexual and physical abuse also increased.

✓ The least reported forms of abuse were Female Genital Mutilation, Child Trafficking, abduction and kidnapping. This does not necessarily mean that these abuses do not take place. It is likely that the children involved are not aware that there is opportunity for them through the helpline to be rescued from their situation hence the need to sensitize all children on the existence of the Child Helpline service and empower them to make use of it.

Child Abuse Cases(2014-2016)

Due to the many changes that have been made over the years to the way Childline Kenya gathers and collates Helpline data, caution needs to be exercised when comparing and analyzing historical data. The current helpline data management system was introduced in 2010 and aspects of it revised gradually over the next three years. The detailed data analysis provided here therefore is data collated between 2014 and 2016, as a more widespread analysis would not have rendered readily comparable data.

The national child helpline service is Childline Kenya's flagship programme. Children and young people from all-over the country contact the child helpline to express their fears, worries, thoughts and concerns. The helpline is easy to access, safe, secure, trustworthy and free of charge. Within the reporting period the helpline received a total of 930,596 contacts through its two call centres in Nairobi and Eldoret. These contacts were from the telephone voice service, email and Facebook. The details of the contacts are summarized in the table below.

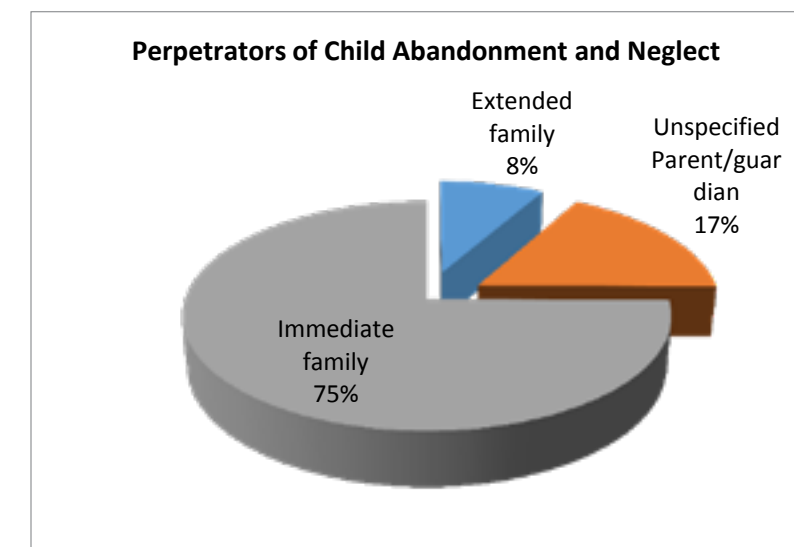
No.	Medium of Access	Total Contacts
1.	Telephone (Voice)	930,097
2.	Email	320
3.	Facebook	169
	Total	935,891

The following analysis examines each main data category in detail, providing an overview of the volume of calls within this category in terms of age and gender of the children involved and their location by County. It also provides the main trends and issues, perpetrator analysis and a case study for each of the child abuse case categories.

A. Child Neglect and Abandonment 2014-2016

Location by County	2014	2015	2016
Baringo	8	6	1
Bomet	5	2	3
Bungoma	30	13	21
Busia	26	12	12
Elgeyo/Marakwet	1	3	3
Embu	9	4	7
Garissa	6	1	2
Homabay	10	7	7
Isiolo	2	0	1
Kajiado	20	6	9
Kakamega	30	13	17
Kericho	15	7	2
Kiambu	66	30	26
Kilifi	2	2	5
Kirinyaga	4	6	5
Kisii	16	12	14
Kisumu	21	12	12
Kitui	9	0	8
Kwale	1	0	1
Laikipia	6	3	4
Machakos	12	12	5
Makueni	9	7	1
Marsabit	0	1	
Meru	20	11	14
Migori	13	6	4
Mombasa	26	11	11
Muranga	14	8	7
Nairobi	162	108	75
Nakuru	53	29	26
Nandi	9	8	5
Narok	13	7	3
Nyamira	6	5	2
Nyandarua	20	2	4
Nyeri	17	8	6
Samburu	0	1	
Siaya	11	10	10
Taita Taveta	5	1	2
Tana River	1	0	
Tharaka Nithi	3	2	3
Trans Nzoia	23	12	19
Turkana	2	0	2
Uasin Gishu	51	22	18
Vihiga	6	5	6
Wajir	0	1	
West Pokot	4	2	2
Undisclosed Location			5
Total	767	418	390

Year	2014		2015		2016	
Age of Child	Female	Male	Female	Male	Female	Male
0-5yrs	143	156	80	58	78	65
6-10yrs	109	99	72	59	55	56
11-15yrs	99	95	51	52	38	61
16-17yrs	25	41	27	19	17	19
Undisclosed age					1	
Total	376	391	230	188	189	201



CASE STUDY
Nature: Child Neglect
Location: Nairobi County
Age: 3 years old

The case of Sam* was reported to the helpline by a Good Samaritan. The child was living with four of his elder siblings who were adults after the death of their parents. He was HIV positive. After the siblings discovered his HIV status they resorted to neglecting him hoping he would soon die and not be a bother to them anymore. The siblings were begged by neighbours to take the child to hospital but for a whole month they kept on running away from the responsibility until the helpline was informed and immediately went to his rescue.

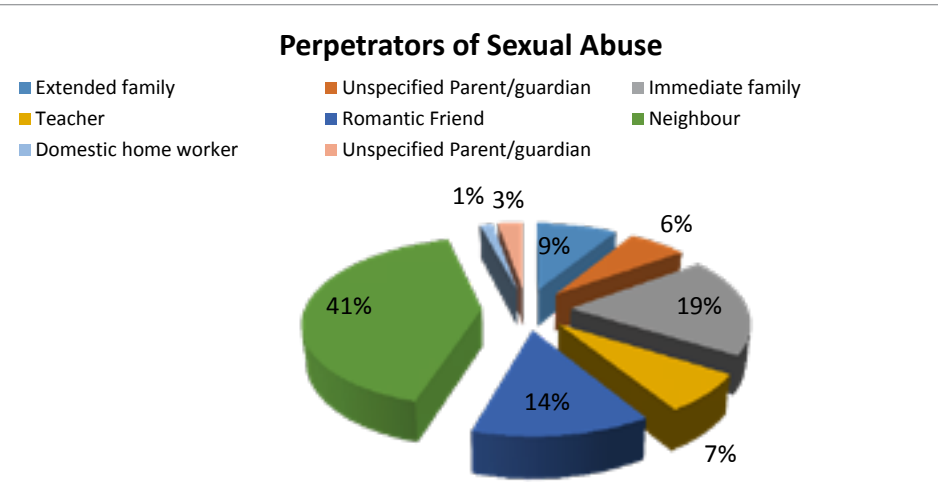
The home visit conducted by Childline Kenya staff and children officers based at the helpline revealed that the child was badly emaciated and could not walk or stand despite being three years old. He was surviving on tea and mandazi only, because the siblings were not willing to feed him on anything else. The child was immediately admitted at a district hospital on intensive care. He was treated for severe malnutrition and Tuberculosis and was responding well to medication for a while. Alternative shelter was sought for him since his siblings had completely shunned him and would not even visit him in hospital. Unfortunately, almost all facilities were hesitant to admit him because of his health status. CLK engaged a nurse who was willing to watch over him during his stay at the hospital and even considered hiring a nanny to take care of him full time if he would get admission at an institution.

Unfortunately he did not fully recover and passed on while in hospital three months later.

B. Child Sexual Abuse 2014-2016

Location by County	2014	2015	2016
Baringo	7	1	3
Bomet	5	6	1
Bungoma	29	14	9
Busia	10	6	4
Elgeyo/Marakwet	4	6	3
Embu	6	5	3
Garissa	3	0	3
Homabay	18	15	7
Isiolo	1	2	1
Kajiado	22	5	10
Kakamega	38	26	18
Kericho	9	7	7
Kiambu	41	19	21
Kilifi	6	6	12
Kirinyaga	7	5	4
Kisii	16	7	17
Kisumu	26	9	22
Kitui	4	5	9
Kwale	10	5	4
Laikipia	5	3	2
Lamu	1	0	1
Machakos	17	4	9
Makueni	8	6	6
Mandera	3	1	1
Marsabit	0	1	1
Meru	12	9	9
Migori	12	7	7
Mombasa	17	10	11
Muranga	7	13	13
Nairobi	120	76	57
Nakuru	29	25	29
Nandi	16	8	7
Narok	18	10	6
Nyamira	8	9	2
Nyandarua	6	5	6
Nyeri	10	3	9
Samburu	2	0	0
Siaya	13	4	8
Taita Taveta	2	4	3
Tana River	6	0	1
Tharaka Nithi	5	2	3
Trans Nzoia	12	16	10
Turkana	1	1	3
Uasin Gishu	30	17	16
Vihiga	7	8	6
Wajir	1	0	0
West Pokot	6	2	1
Total	636	393	385

Year	2014		2015		2016	
	Female	Male	Female	Male	Female	Male
0-5yrs	54	12	38	6	35	3
6-10yrs	119	12	79	13	82	9
11-15yrs	277	28	166	15	148	11
16-17yrs	129	5	69	7	89	8
Total	579	57	352	41	354	31



CASE STUDY
Nature: Child Neglect & Sexual Abuse
Location: Kisumu
Age of Child: 3 years old
 A three year old girl, Ruth, was defiled in November 2008 by a man who was out on a revenge mission against the girl's mother. She had been left in the house alone while the mother went to entertain herself in a local bar. The girl's genitals were damaged in the ordeal and the case was referred to Childline Kenya by a community health worker who called the helpline 116 from Kisumu.

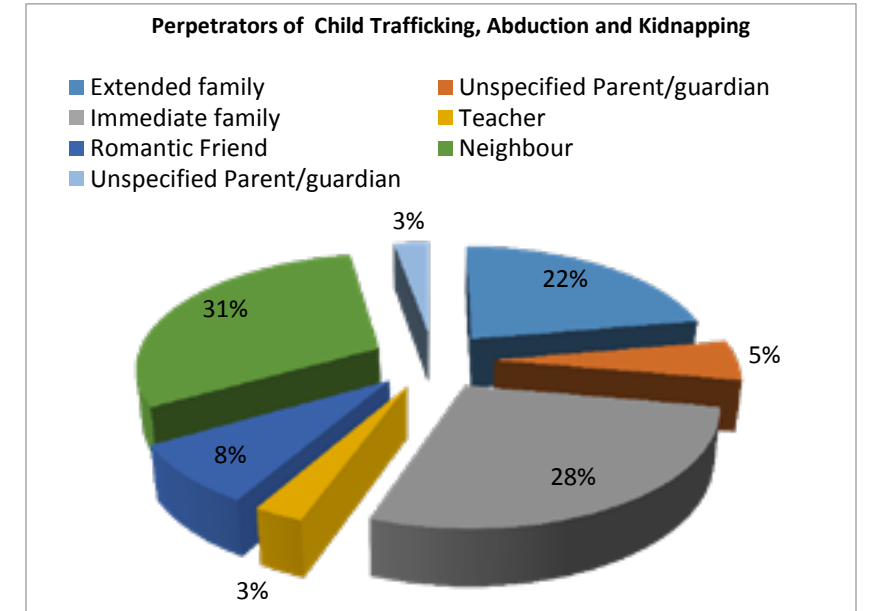
Childline Kenya mobilized partners to support. She survived two reconstructive surgeries and was taken back home after undergoing trauma counselling as well. During the surgical operations, Ruth had to stay in a safe house but kept in touch with her maternal grandmother. The mother was arrested prosecuted and charged with the offence of child neglect and exposing the child to the risk of abuse. She was given a two year jail term.

Unfortunately, Ruth developed further complications related to the sexual abuse because of further neglect by her guardian, the maternal grandmother who was quite aged, and her case was highlighted in one of the local daily newspapers. Childline Kenya took up the case once again and she went through yet another reconstructive surgery in October of 2010. The healing process went well and she was reintegrated back home after 4 months. Her mother had by then served her jail term and had been released. The Department of Children Services committed to constantly monitor Ruth's progress while a pastor and his family offered to provide for all her needs including education.

C. Child Trafficking, Abduction and Kidnapping 2014-2016

Location by County	2014	2015	2016
Bungoma	0	0	6
Busia	3	0	1
Garissa	0	0	1
Homabay	2	1	0
Kajiado	0	0	1
Kakamega	2	0	2
Kiambu	2	2	7
Kisii	1	3	2
Kisumu	0	1	2
Kwale	1	0	0
Machakos	1	1	1
Mandera	0	0	1
Meru	2	0	0
Migori	4	2	0
Mombasa	0	2	1
Muranga	2	1	0
Nairobi	4	7	8
Nakuru	2	1	0
Narok	0	0	1
Nyamira	1	1	1
Nyandarua	2	1	0
Nyeri	0	1	1
Siaya	1	0	0
Trans Nzoia	2	0	0
Uasin Gishu	0	1	1
Vihiga	0	0	1
West Pokot	0	0	1
Undisclosed Location			1
Total	32	25	40

Year	2014		2015		2016	
	Female	Male	Female	Male	Female	Male
0-5yrs	4	3	4	3	7	6
6-10yrs	3	2	5	3	4	2
11-15yrs	16	1	10		9	4
16-17yrs	3	0			7	1
Total	26	6	19	6	27	13



CASE STUDY
Nature: Child Trafficking
Location: Nairobi
Age: 16 years old

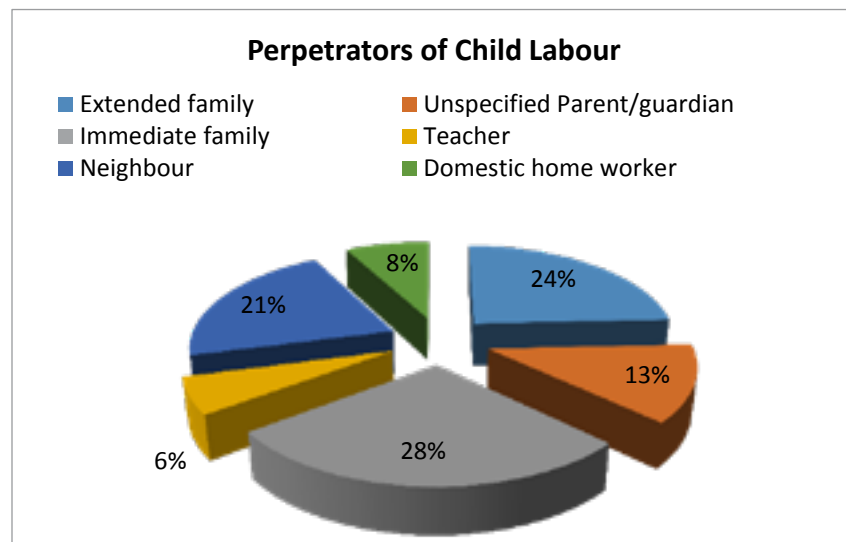
Betty came to Kenya through the Busia border in 2015 with a man who promised to assist her get refugee status in Kenya. She was made to believe that in Kenya refugees enjoyed certain privileges including free education and other basic provisions which she lacked at home. In Kenya, the man made her his wife instead. She was unhappy and waited for an opportunity to run away and seek help. One day while the man had travelled back to Uganda, she escaped and told her story to a Good Samaritan who called the helpline for assistance. The girl was kept in a temporary safe shelter where she received counseling. She was 7 months pregnant. Meanwhile, the helpline in Kenya contacted the Ugandan Child Helpline who were able to trace the girl's family.

In January 2016, she was reunited with her family in Uganda with her then 5 month old baby. The perpetrator however has remained at-large and has therefore not been charged with the offense of child trafficking and defilement.

D. Child Labour 2014-2016

Location by County	2014	2015	2016
Baringo	2	0	3
Bomet	0	0	1
Bungoma	7	2	6
Busia	7	1	2
Embu	0	0	2
Garissa	2	1	0
Homabay	2	1	2
Kajiado	5	2	2
Kakamega	14	7	7
Kericho	3	3	2
Kiambu	8	4	3
Kilifi	3	2	1
Kirinyaga	0	0	1
Kisii	4	3	3
Kisumu	6	4	5
Kitui	3	1	1
Kwale	1	0	0
Laikipia	2	0	1
Machakos	3	2	1
Makueni	0	1	1
Mandera	0	0	1
Marsabit	0	1	0
Meru	1	3	2
Migori	8	1	0
Mombasa	3	4	1
Muranga	1	0	0
Nairobi	44	34	8
Nakuru	12	6	7
Nandi	0	1	2
Narok	1	2	3
Nyamira	1	0	0
Nyandarua	1	0	0
Nyeri	1	0	0
Samburu	0	1	0
Siaya	4	2	4
Trans Nzoia	6	2	2
Turkana	1	0	0
Uasin Gishu	11	3	4
West Pokot	1	1	0
Total	168	95	78

Year	2014		2015		2016	
	Female	Male	Female	Male	Female	Male
0-5yrs	1	1	1	0	1	1
6-10yrs	27	18	15	13	18	6
11-15yrs	52	35	45	15	19	21
16-17yrs	23	11	5	1	6	6
Total	103	65	66	29	44	34



CASE STUDY
 Nature: Child Labour
 Location: Meru
 Age of child: 8 years

(Hiyoni 116? Nataka kuripoti kesi” (Is that the child helpline 116 service? I would like to report a case). The caller, a concerned neighbor, went ahead to report of an eight year old girl called Terry* who had been employed as a house help in their neighbourhood and was being mistreated by the host family. The helpline team rescued the girl and organized to reintegrate her back home in Meru. No one was prepared for the shock that awaited them at Terry’s “home”. They found Irene’s family living in the worst form of helplessness and poverty. The 9 (nine) member family was living in a shack-like house on the hill slopes of Laare division in Meru County. They had barely enough to eat and all the 7 children were not going to school.

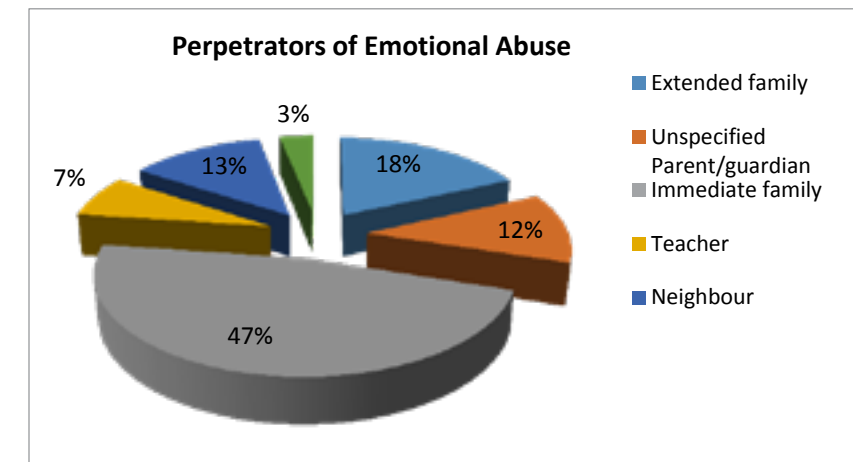


Childline Kenya mobilized well-wishers and took the initiative to build them a decent house. The children were also enrolled in a nearby Primary School.

E. Child Emotional Abuse 2014-2016

Location by County	2014	2015	2016
Baringo	2	1	4
Bomet	0	1	0
Bungoma	1	0	0
Busia	1	0	2
Embu	1	0	1
Garissa	0	0	1
Homabay	1	0	0
Kajiado	1	1	1
Kakamega	2	1	2
Kericho	1	1	0
Kiambu	4	1	5
Kilifi	1	0	0
Kirinyaga	1	1	1
Kisii	5	1	0
Kisumu	0	2	2
Laikipia	0	0	1
Machakos	1	0	1
Makueni	1	0	0
Migori	1	0	0
Mombasa	2	1	0
Muranga	1	1	0
Nairobi	19	8	17
Nakuru	5	2	0
Nandi	0	0	1
Nyeri	0	1	2
Samburu	0	0	0
Siaya	2	0	1
Turkana	0	0	1
Uasin Gishu	5	1	1
Vihiga	0	2	0
Total	58	26	44

Year	2014		2015		2016	
	Female	Male	Female	Male	Female	Male
0-5yrs	4	4	3	1	2	2
6-10yrs	7	5	6	0	5	1
11-15yrs	16	10	7	5	13	10
16-17yrs	8	4	3	1	9	2
Total	35	23	19	7	29	15



CASE STUDY
 Nature: Emotional Abuse
 Location: Nairobi
 Age of child: 10 years

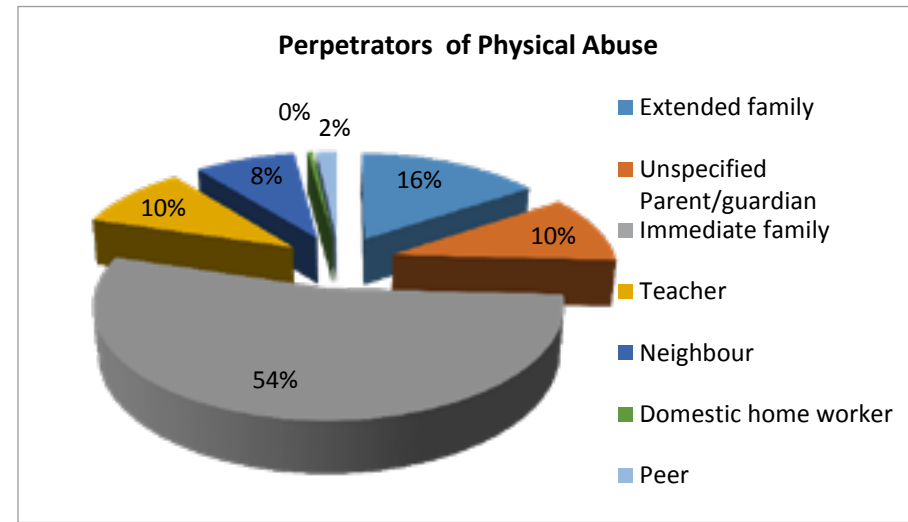
Sandra, a 10 year old girl lives with her uncle and his wife. Sandra is always beaten and shouted at. She is called names like Satan (shetani), and told she is a thief like her father, and is also denied food at times. She is warned not to share the mistreatment with anybody or else she will be killed. She is made to go to school even without a sweater in the morning chill. She therefore lives in constant fear not knowing what more abuse would come her way at any time. When the case was brought to the attention of the helpline, the children officer in the area was notified to take action. The couple was summoned. The abuser confessed to the abuse but pleaded ignorance. She said that was the only way she knew to “keep the girl in her place”.

They were taken through psycho-education on good parenting and the effects of emotional abuse on children. They were then required to report to the children’s office fortnightly to provide update on the child’s welfare. The child is doing well now and the neighbours are on the look-out for any more abuse.

F. Child Physical Abuse 2014-2016

Location by County	2014	2015	2016
Baringo	5	0	1
Bomet	3	1	3
Bungoma	18	11	10
Busia	11	6	8
Elgeyo/Marakwet	3	2	5
Embu	2	1	4
Garissa	4	1	3
Homabay	12	3	6
Isiolo	4	0	1
Kajiado	20	6	13
Kakamega	16	12	13
Kericho	5	3	3
Kiambu	45	31	36
Kilifi	0	2	5
Kirinyaga	2	3	3
Kisii	13	9	4
Kisumu	35	13	16
Kitui	2	2	5
Kwale	2	2	1
Laikipia	4	4	4
Lamu	1	2	1
Machakos	11	9	9
Makueni	7	4	2
Mandera	0	0	1
Meru	9	4	5
Migori	15	2	2
Mombasa	25	11	11
Muranga	9	3	7
Nairobi	160	99	88
Nakuru	34	28	21
Nandi	7	4	8
Narok	1	2	4
Nyamira	3	2	4
Nyandarua	5	4	5
Nyeri	10	4	2
Samburu	1	0	0
Siaya	11	7	8
Taita Taveta	2	1	1
Tana River	1	0	1
Tharaka Nithi	2	2	1
Trans Nzoia	17	9	11
Turkana	2	2	1
Uasin Gishu	37	22	14
Vihiga	6	6	3
West Pokot	1	0	2
Total	583	339	356

Year	2014		2015		2016	
Age of Child	Female	Male	Female	Male	Female	Male
0-5yrs	52	53	34	36	39	32
6-10yrs	111	125	64	51	56	74
11-15yrs	92	99	61	70	61	62
16-17yrs	28	23	7	16	17	14
Undisclosed Gender					1	
Total	283	300	166	173	174	182



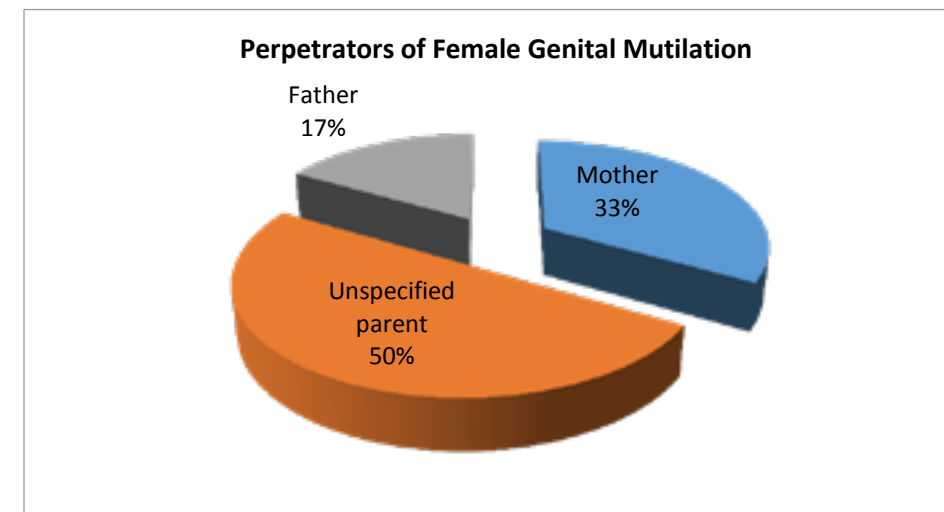
CASE STUDY
 Nature: Physical Abuse
 Location: Nairobi
 Age of child: 7 years

A case involving 7 year old *Jessica was reported to the helpline by a concerned neighbor. Jessica lived with her mother and stepfather and had a younger sister who was 3 years old. Jessica’s step father had been beating her and inflicting bruises on her head, face, buttocks making it hard for her to move around. This had been happening almost daily for about five weeks. Since the step father works as a medical practitioner, he would bring her medicine to heal the wounds. Jessica’s mother was afraid of her husband and chose not to report the case. The helpline took up the case and offered play and art therapy to Jessica through the school and was willing to testify in court against her father. Her mother however, refused to prefer charges against her husband. She refused to write her statement and coached Jessica to deny any allegations of the abuse. The family then relocated to an unknown location and have since not been traced. It is very unfortunate that Jessica’s safety net was not available to provide her with the safety she required to thrive as a child.

G. Female Genital Mutilation 2014-2016

Location by County	2014	2015	2016
Elgeyo/Marakwet	1	0	
Kajiado	1	7	1
Kisii	1	0	
Migori	2	0	
Nairobi	1	0	
Narok	2	0	
Trans Nzoia	1	0	
West Pokot	0	0	1
Undisclosed Location			1
Total	9	7	3

Year	2014	2015	2016
Age of Child	Female	Female	Female
0-5yrs			
6-10yrs	2		
11-15yrs	6	4	3
16-17yrs	1	3	
Total	9	7	3

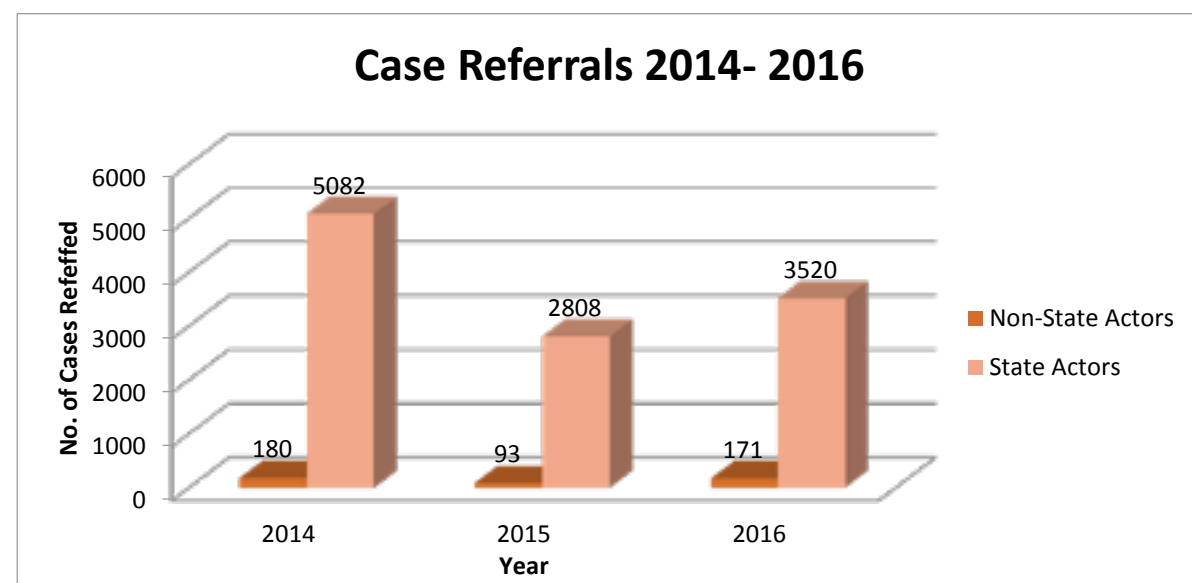


CASE STUDY
 Nature: Female Genital Mutilation
 Location: Kajiado
 Age of child: 13 years

Jennifer called to report that her parents wanted her to undergo female Genital Mutilation during the school holiday. Jennifer was thirteen years old and in standard six. She was living with her grandmother who also supported FGM. Jennifer was aware of a group of women who were anti-FGM and who would be able to assist her she was calling to get assistance to reach them. She knew of a case where they had rescued a girl who was about to be circumcised. The Helpline team calmed her down and got in touch with the area Chief who rescued both Jennifer and her sister. They were sheltered at a school that takes care of girls rescued from such harmful cultural practices and are continuing with education.

It is not enough to respond to a distress call. These cases need to be resolved urgently to ensure the children are safe. A case management team follows up all reported cases to a logical conclusion. The team consists of Government officers from the Department of Children Services, the Helpline Coordinator, two legal officers, social worker and the team leading counselors. The team develops a case plan for each case and follows it up until the case is resolved. Case follow-up and resolution is not only done by the helpline team. Where necessary, referrals are made to various partners to conduct home visits and social enquiries among other interventions. This is the process of case management which is spearheaded by the Department of Children Services nearest to the child in need of care and protection, working with other partners within their areas of jurisdiction to provide required services to children.

Below find a summary of the referrals made in 2014-2016.



Case manage-

ment is not always rosy. There are several challenges that either slow the process or lead to unsuccessful conclusion of cases. At the end of 2016, three hundred and fifty nine (359) cases had yet to be resolved. Some of the reasons for this include:

- ✓ No official standard of case management procedures exists thus affecting referral and feedback after referral
- ✓ Inadequate funding for child welfare programmes which limits the kind of support that can be offered
- ✓ Conspiracy of silence by families to protect offenders and outright refusal to cooperate with authorities
- ✓ Slow judicial system which leads to cases dragging on for long and the child survivor almost always forgets some facts of the case by the time they have to testify in court.
- ✓ Ignorance of the survivor on how to preserve vital evidence thus affecting the proceedings in court
- ✓ Varied definition and understanding of what constitutes abuse

Counseling and Information Cases (2014-2016)

Apart from child abuse cases the Helpline also responds to all concerns affecting children. The qualified counselors provide relevant information and counseling services. The issues presented by clients range from basic needs to matters of custody and maintenance of children; from issues at school to sexuality concerns. Find below the reasons the Helpline was contacted between 2014 and 2016 for information and counseling.

No.	Main Category	No of Cases 2014-2016
1.	Request for information on education & career issues	1,638
2.	Request for information and guidance on challenges with family & community issues	11,025
3.	Request for information on child rights and child abuse	19,474
4.	Request for financial support towards health and basic needs	4,680
5.	Request for information and counseling on matters sexuality	219
6.	Others (Prank Calls; Blank and silent calls; calls with insufficient information and or unrelated to the remit of 116)	888,209
	Total	925,245

The issues presented through the helpline vary. One can neither tell what issue will come up nor what the client is dealing with. Sometimes clients call and remain silent, sometimes they call and hung up as soon as the call is received by a counselor, sometimes they present false cases and/or may become obscene. All calls are responded to at the helpline. The counselors professionally provide the relevant information and counseling. They are encouraged to call back whenever they need to speak to a counselor for assistance and in so doing the client gains confidence to share their story with the counselor.