



THE NATIONAL CHILD HELPLINE 116

CHILD PROTECTION DATA ANALYSIS

JANUARY TO DECEMBER 2019

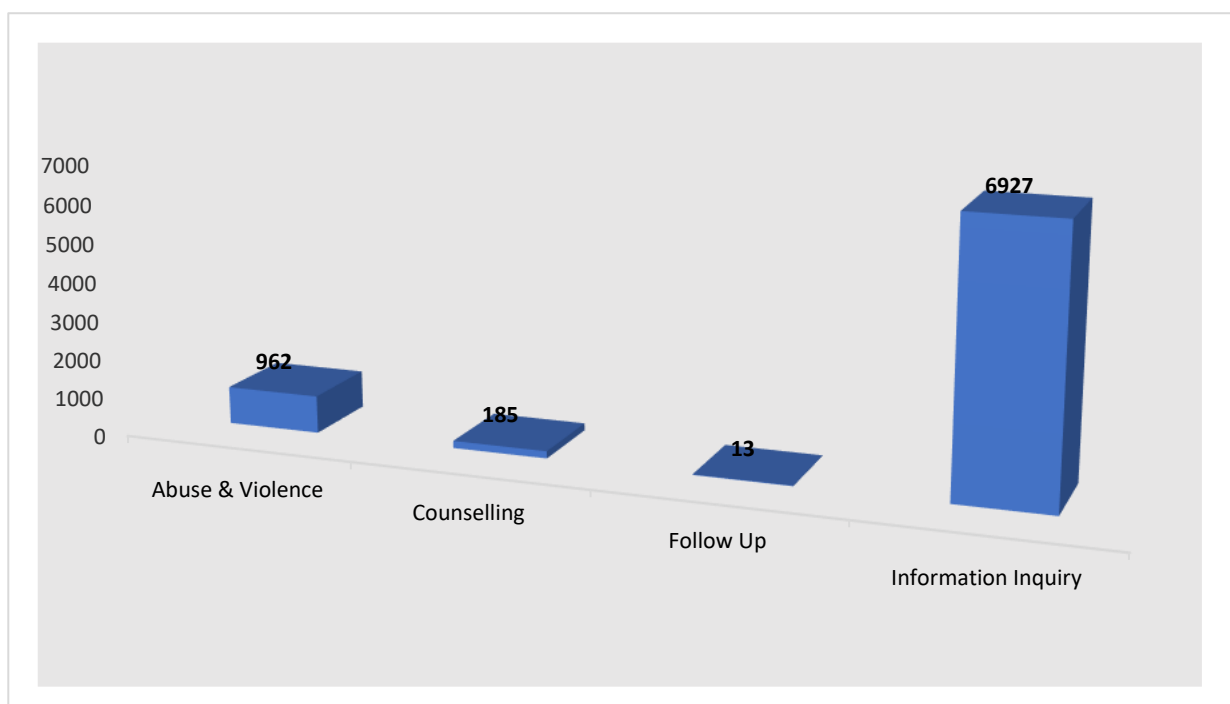


## INTRODUCTION

The National Helpline 116 is a confidential reporting platform that is accessible to children and adults who have identified or witnessed violence against children and feel the need to report anonymously. It is also used as a means to get information on child related issues and also access to counseling services. Cases received at the helpline are referred to child protection service providers through the Department of Children services in the various counties and sub counties for effective and efficient coordination of service provision to the affected children. To improve the experience of client engagement and the related data collection & analysis at the Helpline, a project was commissioned and funded by UNICEF to upgrade the child helpline system in 2018. The upgraded system went live in January 2019. The following report is a summary of the data from the upgraded system on the state of child protection as reported through the Helpline for the period January to December 2019.

A total of 846,773 calls were made to the call centre from all over the country. These translated to 82,970 calls were received during the reporting period from all over the country. Out of these calls, 8,087 were cases presenting various child protection issues including reports of child abuse and violence; child neglect and requests for information on various child protection issues.

These cases are further distributed by the nature of the case reported as shown in the graph below:

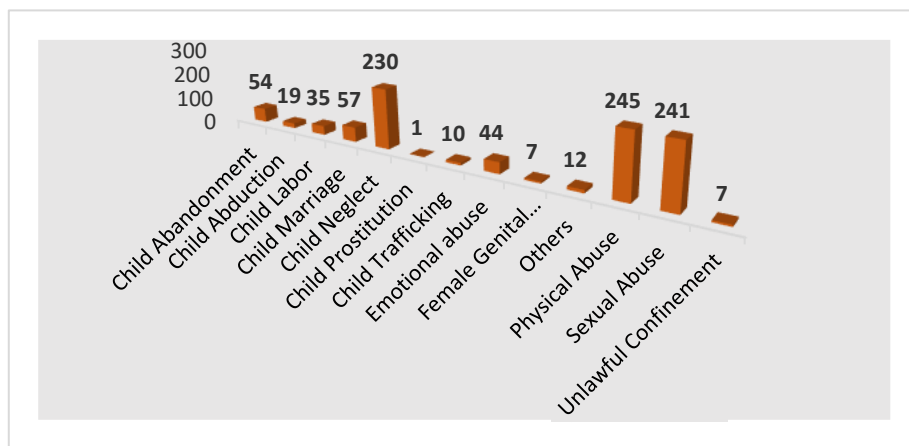


## DATA ANALYSIS

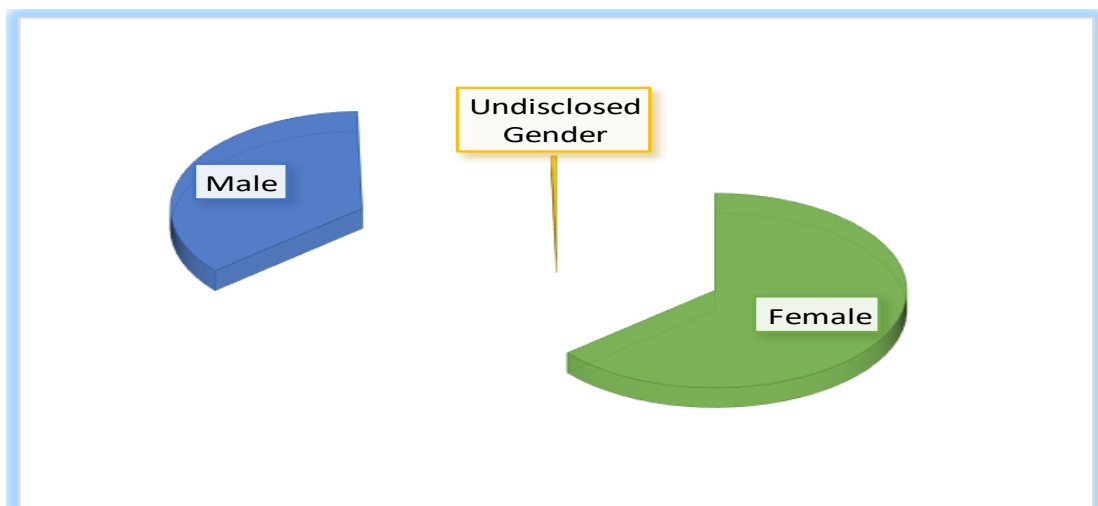
### A. Child Abuse & Violence Cases

Physical abuse was the highest reported form of child abuse at 245. It was followed closely by Sexual Abuse 241 and Child Neglect at 230 cases. These three categories combined accounted for 74% of the total child abuse cases reported in the year. All the other categories each had less than 100 cases reported.

See chart below for details.



The children most affected by abuse were girls with 615 cases as compared to 343 boys as illustrated in the graph below. Out of the 962 cases of abuse & violence, four (4) of them were of undisclosed gender at the point of reporting.



Children between the ages of 6 to 14 years were most abused and accounted for 58% of all abuse cases.

Some of the factors that contributed to children being prone to abuse as observed from the issues presented through the helpline included but were not limited to:

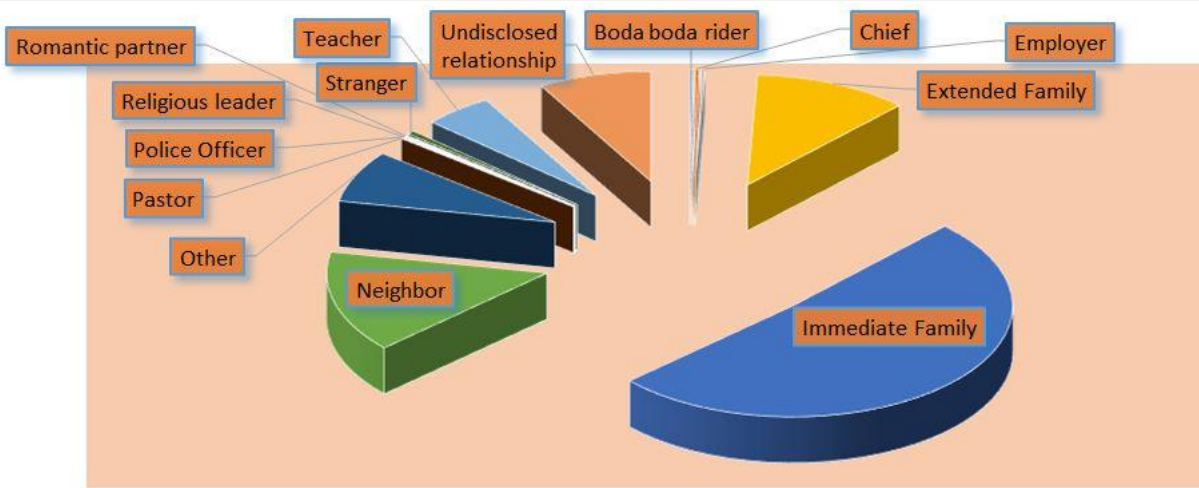
- 1. Isolation and lack of support from caregivers
- 2. Stress due to financial pressures, job worries, medical problems or taking care of family member(s) with disability)
- 3. Children living with parents with mental illness
- 4. Addiction or substance abuse by parent/care giver
- 5. Past childhood experiences

There is need therefore to understand the underlying issues when incidences are presented by clients. This helps to develop the best fit case resolution, taking cognizance of the underlying factors with the aim of eventual holistic empowerment of the child and family towards a meaningful childhood for the children.

### Perpetrator Analysis

The main perpetrators of abuse were people known to the child and usually people who live in the same household with the abused children. In general, immediate family members including parents and siblings were more abusive to children. It is vital to target primary care givers for change of behavior and attitudes as part of promotion of a culture of child protection. A deeper analysis indicates that many perpetrators have a history of being abused or neglected as a child; physical or mental illness such as depression or Post Traumatic Stress Disorder, backgrounds of dysfunctional families, financial stress, drug and substance abuse among other factors.

See the chart below for a breakdown of the perpetrators.



## Abuse by County

Most of the cases were reported from Nairobi Kiambu, Nakuru and Kisumu, all recording more than 50 cases. Counties with more than 30 cases reported included Bungoma, Kakamega, Kisii, Mombasa, Transzoia and UasinGishu.

With the exemption of Kiambu and Kisii Counties all the other counties mentioned above have benefitted from the case management trainings and awareness creation on the helpline service supported by UNICEF from 2016 to 2020.

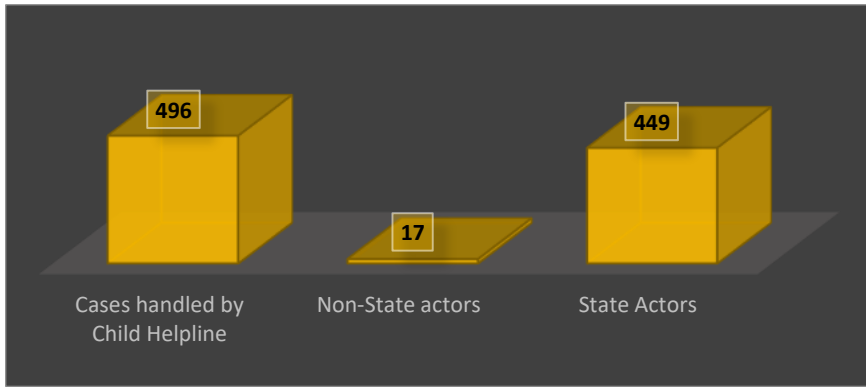
This approach to case management is proving to be effective in promoting the existence of the Helpline and also better response to reported cases.

The counties with the least reports of abuse included Wajir, Turkana, Tana River, Samburu, Lamu, Isiolo and Baringo. These counties need to be targeted in future efforts to mainstream case management guidelines and processes.

	County	Child Abuse Cases
1.	Baringo	3
2.	Bomet	6
3.	Bungoma	38
4.	Busia	19
5.	Elgeyo Marakwet	8
6.	Embu	6
7.	Garissa	5
8.	Homa Bay	23
9.	Isiolo	4
10.	Kajiado	24
11.	Kakamega	48
12.	Kericho	11
13.	Kiambu	69
14.	Kilifi	22
15.	Kirinyaga	5
16.	Kisii	34
17.	Kisumu	51
18.	Kitui	12
19.	Kwale	10
20.	Laikipia	12
21.	Lamu	2
22.	Machakos	21
23.	Makueni	11
24.	Mandera	7
25.	Marsabit	7
26.	Meru	20
27.	Migori	20
28.	Mombasa	31
29.	Murang'a	7
30.	Nairobi	161
31.	Nakuru	53
32.	Nandi	13
33.	Narok	20
34.	Nyamira	9
35.	Nyandarua	11
36.	Nyeri	8
37.	Samburu	2
38.	Siaya	26
39.	Taita Taveta	6
40.	Tana River	4
41.	Tharaka - Nithi	12
42.	Trans Nzoia	37
43.	Turkana	2
44.	Uasin Gishu	43
45.	Vihiga	13
46.	Wajir	1
47.	West pokot	5
	<b>Grand Total</b>	<b>962</b>

## Referrals

The helpline works in close partnership with the state and non- state actors and therefore cases are referred to various professionals in the child protection sector to respond to and resolve the reported cases accordingly and as required. During the reporting period cases were referred to both state and non-state actors as shown in the chart below

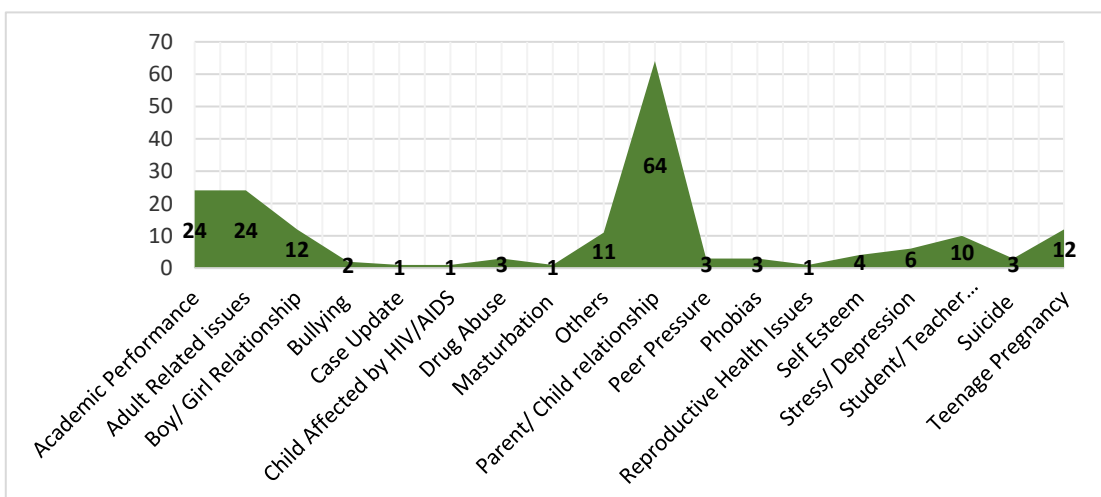


Among the non-state actors that cases were referred to were Federation of Women Lawyers-Kenya (FIDA), National Legal Aid Awareness Programme (NALEAP), Kituo cha Sheria, Kenya Red Cross, Gender Based Violence Recovery Center and various Hospitals who are partners with the Child Helpline 116.

### B. Counselling

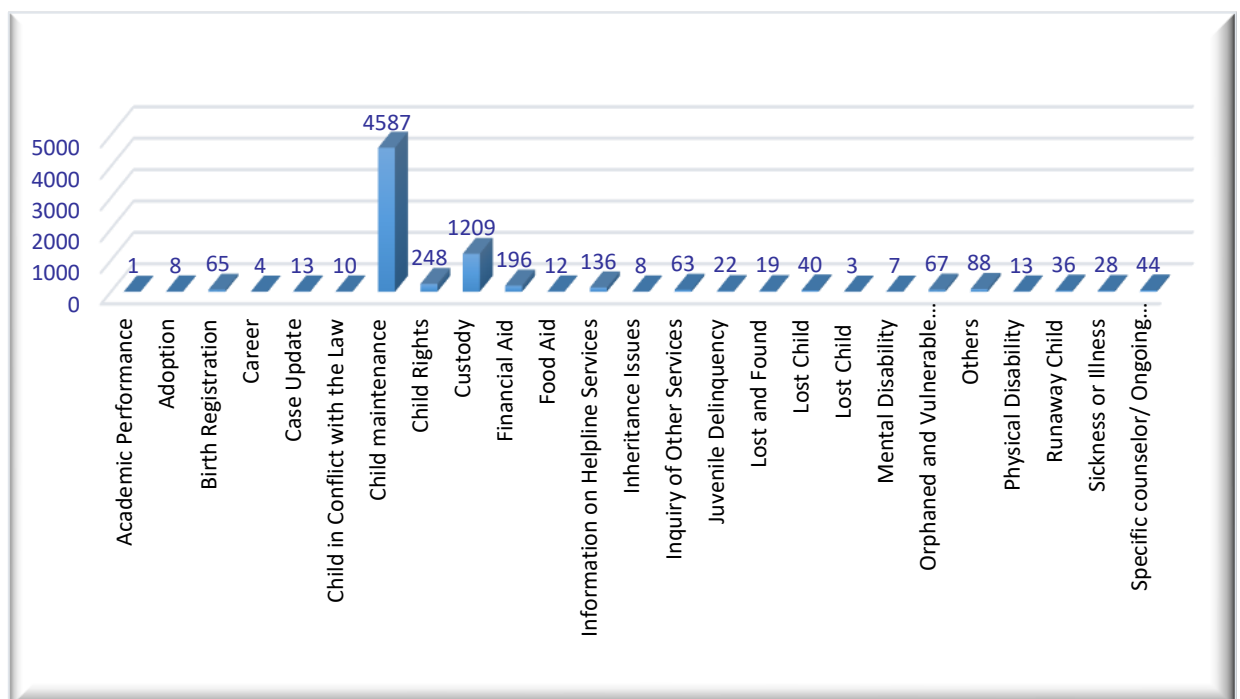
A total of 185 calls were made and the clients were seeking counselling services. 64 cases of these were cases related to Parent/Child Relationship and which was the highest in the counseling category. Academic Performance and Adult related issues including spousal conflict had 24 cases each. The rest of the categories registered less than 20 cases each.

In all instances the clients were taken through counselling sessions depending on the weight of the issue and the psychological state of the client. Some incidences required one on one counselling and they were invited to the Helpline premises for the same or referred to nearby available counselling services. The issues that the clients presented are summarized in the graph below.



### C. Information Inquiry

There were 6,927 contacts made requesting for information on children issues. Child Maintenance and custody were the most reported with a total of 4587 and 1209 respectively. Child Maintenance cases were reported mainly by women seeking support from their estranged partners and cases custody were reported by both males and females seeking for the custody of their children after separating with their partners. These disagreements among adults usually cause indescribable psychosocial harm to their children and may lead to misconceptions about family which may further lead to other concerns including children running away from home or sinking into depression; strained relationship with parents and peers and drug /substance abuse. Some children become rebels and may blame themselves for the distresses that the family is going through. The Helpline team supported the parties in conflict to deal with the pain of separation and consider self-empowerment to continue with life without unnecessary fights with the party that is no longer part of their lives. They were also empowered on the legal provisions and all available options of dealing with the distresses so that they can make informed decisions. Details of the information/inquiry cases are illustrated in the graph below.



### D. Case Follow up

Thirteen (13) contacts made to the helpline were of cases of clients following up and providing update on the issues they had presented earlier. Some clients also called to clarify the issue presented or place emphasis on what they had already presented.