



Child Helpline data and the Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP)



October 2021

Child helpline data is incredibly useful – it can be used to identify needs, support with advocacy efforts and resource mobilisation, and improve programme planning of humanitarian actors. Yaga Ndakumva +116 (the national child helpline of Burundi) helps children and young people by providing services in three main areas: support to contacts (on calls), referrals, and direct intervention. As a result, Yaga Ndakumva regularly collect data, including: volume of calls, types of callers, the reasons for calling, and the follow up actions of calls (i.e. referrals).

This briefing is aimed at leveraging the 2021 child helpline data from January to June 2021 to support the identification of needs. The brief looks at what the trends were going into 2021 (from the HNO), the helpline data from 2021, and therefore what this means for the 2022 needs overview and response planning.

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Theme	What the 2021 HNO and HRP said	What child helpline data says in 2021 (January – June)	What it means for the 2022 HNO and HRP						
Multi-sector approaches	In a context of increased insecurity by the socio-economic impact of Covid-19, travel and repatriation, the limited resilience of households expose children to significant risks protection	<p>The #1 reason for calls to the child helpline was access to services</p> <p>The top two sub-reasons were...</p> <ol style="list-style-type: none"> 1 Socio-economic services 2 Essential needs 	Child Protection risks are inextricably linked to the wider context. Lack of services and access to basic necessities continues to create the environment for increase CP risks. COVID-19 has had a continued effect on access to services. Basic services need to be strengthened.						
Violence against children (VAC)	The sub-sector will continue to carry out prevention, monitoring and response activities to child abuse, violence and exploitation	<p>The #2 reason for calls to the helpline was violence. The top 5 sub-reasons are shown below:</p> <table border="1"> <tr> <td>33%, Child labour</td> <td>16%, Physical violence</td> <td>14%, Neglect</td> <td>14%, SGBV</td> <td>9%, Commercial/sexual exploitation</td> <td>14%, All Other Reasons</td> </tr> </table>	33%, Child labour	16%, Physical violence	14%, Neglect	14%, SGBV	9%, Commercial/sexual exploitation	14%, All Other Reasons	Child helpline data shows violence against children continues to be major concern. The response plan should not only focus on responding to VAC but also strengthen prevention.
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Referrals	The sub-sector will strengthen the monitoring of the response to cases of violation of children's rights... through the improvement of the referral system	<p>The trend for actions taken by the helpline over the last 3 years</p> <p>Note: unlike 2019/20, the 2021 figure only covers Q1/Q2—not the whole year</p>	Increased interventions by the child helpline demonstrates the need for more resources for the helpline to cope with an increase in workload related to actions taken from calls. Similarly, more work needs to be done to continue strengthening the referral system.
Living Situation	The situation of unaccompanied or separated children remains a concern. These children, as well as those on the move in search of work are exposed to the risks of trafficking and exploitation	<p>A majority of calls to the child helpline were regarding children not living with relatives. Homeless/marginally housed accounts for the largest percentage.</p>	Child helpline data shows a huge need amongst children living in precarious circumstances. The response should prioritise those living in such situations. Given the high percentage from outside the household, it should also be investigated if access to the helpline is an issue for those living with families.
Points of Access	The involvement of community-based structures in identifying children most at risk for psychosocial support and referral protection services remains insufficient	<p>44% of calls are from people in positions of responsibility (23%) and adults on behalf of the child (21%)</p> <p>56% of calls are from the child themselves (40%) and children on behalf of other children (16%)</p> <p><i>Methods of contact</i></p>	Child helpline data shows that community-based outreach, awareness raising and capacity strengthening works: adults or those with responsibility reach out when they have the means and capacity. CP actors should focus on community-based approaches to ensure points of access to the CP system.



Definitions of selected terms used in this document

Who calls the helpline (under Points of Access)

“People in positions of responsibility”

A professional, who is in a position of responsibility, contacting the child helpline seeking counselling or information about a child’s issues/problems, such as a Teacher, Sport coach, Health professional, Social worker, etc.

“Adult on behalf of the child”

Adult contacting the child helpline seeking counselling or information about a child’s issues/problems. The adult can be related and know the child personally, or not. For example, these could be adults who are the primary caregivers of the child, their Parents and/or Guardians, Relatives, Neighbours, Family friends, etc.

“Outreach”

Contacts made during outreach activities of the child helpline. Outreach refers to awareness-raising activities, where the child helpline informs children about its services or specific issues, such as visiting schools. Outreach activities ensure accessibility of the child helpline to even the most marginalised children

Reasons for calls (under Multi sectoral approaches)

“Essential needs”

Essential needs include, but are not limited, to access to Shelter, Safe drinking water, Nutrition, Sanitation, Female hygiene products, Financial resources, etc.

“Socio-economical services”

Social or economic services refer to services responsible to provide the basic social support such as health care entitlements, education, water and sanitation and support with economic issues. These contacts might relate to (restricted or limited) Access to social rights and entitlements. Social welfare claims and allowances may include, depending on context, Social and medical assistance, Survivor's benefits, Death grants, Family benefits, etc.