

Child Helpline Data on
Abuse and Violence
from 2012 and 2013

Violence Against Children

Giving a Voice to Children and Young People Worldwide

» Violence and abuse are the main reasons for children to contact a child helpline. This is testimony in the trust that children place in child helplines. Child helplines are the first point of contact for children at risk, and play a crucial role in the referral to relevant services and institutions. In addition, child helplines help children autonomously seek help from well trained personnel while opening avenues for a process of healing, recovery, and reintegration. «

MARTA SANTOS PAIS

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Foreword *Nenita La Rose, Executive Director CHI*



Dear Readers,

One in three contacts made to child helplines in 2012 and 2013 concerned abuse and violence. Child helpline data illustrates that such mistreatment of children and young people is common across regions and that boys are abused as much as girls except in cases of sexual abuse. Violence is everywhere, and these challenges need to be addressed. Campaigns such as #ENDViolence aim to make violence against children and young people more visible, particularly on the global level and in the post 2015 sustainable development goals. Such steps will enable children to live a life free from violence, harm and threat, and giving them an opportunity to flourish in their societies.

» All children have the right to live free from violence. I urge all regional bodies, governments and international institutions to listen to the voices of children and young people. The prevention and ending of violence against children and young people is key to ensuring that our youth can fully enjoy their lives and flourish in their societies. «

This report sheds some light on the devastating realities that children and young people face on a daily basis. Child helplines are child-based and community child protection mechanisms. They enable children to receive intervention, referral, protection, and care when they are exposed, or vulnerable to, abuse, violence, neglect and exploitation. Notably, child helplines focus on prevention, response and early intervention; by giving adolescents the skills to manage and to cope with risks and challenges without the use of violence, which is crucial in reducing violence in communities.

This Violence Against Children report underlines how volatile environments create risk in young people's lives, leaving them vulnerable to different forms of mistreatment, exploitation, cruelty, degrading punishment, forced labour, sexual abuse or neglect. Abuse and violence also manifests in contexts where children should be most safe, such as in schools and at home.

The data presented in this report should not be taken lightly. These are the voices of children, reaching out to trusted services that allow them to speak up and receive the help that they desperately need. Such data is essential to the future planning and designing of intervention strategies to end violence against children and young people at a global level.

We need to act now. We need to ensure that those in need receive the right assistance from child helplines. This is their basic human right. We need to act now and ensure that child helplines are free of cost, available 24 hours daily, and have well-resourced staff that can provide essential care and counsel. We need to act now and recognise the potential of child helpline data, and the effectiveness of child helpline services in child protection systems.

Nenita La Rose
Executive Director
Child Helpline International

Foreword

*Dr. Susan Bissell, Associate Director
and Chief, Child Protection, UNICEF*



Child participation is a core principle driving UNICEF programmes. The Convention on the Rights of the Child (CRC) admonishes us to listen. It says that children have the right to express themselves – in itself a major breakthrough – but it goes on to say that we must take their views into account when making decisions that affect them. Child helplines around the world are one of the first entry points for children to discuss important issues and if necessary, obtain support. These helplines provide the forum for children, especially the most disadvantaged and marginalized, to actualise their right to participate – and to be heard.

Article 19 of the CRC calls upon State Parties to take all appropriate measures to protect children from all forms of violence, exploitation and abuse. Child Helpline International's 'Violence Against Children' Report reveals that one in three contacts made to child helplines in 2012 and 2013 reported abuse and violence.

A key message of UNICEF's 'End Violence against Children' initiative (#ENDviolence) is: 'Just because you can't see violence, doesn't mean it isn't there. Make the invisible visible'. The invisibility of violence makes its scale difficult to measure. CHI's 'Violence Against Children' Report has done a remarkable job of bringing together the voices of children and recounting reasons why children are calling helplines. This is very much in line with UNICEF's #ENDviolence initiative – by collecting the voices of children, otherwise invisible issues close to children are being made visible. The rich findings of CHI's Violence Report provide all child protection partners with an opportunity to leverage and amplify efforts already underway by CHI to protect children from all forms of violence, exploitation and abuse; and further, arm all partners with data for effective policies and programmes to prevent and respond to violence.

Child helplines around the world have contributed to the strengthening of child protection systems, resulting in an improved systemic approach to child protection mechanisms. UNICEF seeks to promote in all states the establishment of safe, child-sensitive, well-publicised, confidential and accessible mechanisms for children to report incidents of violence. In addition to providing safe spaces to report, children need to have access to services and support to promote healing, recovery and long lasting reintegration. Child helplines help to achieve this goal. They represent a safe harbour – for children who often do not know where to turn, making it possible to report the abuse endured and seek help and assistance to overcome the trauma they have suffered.

As the international community advocates for an explicit commitment to address violence against children in the Post-2015 Development Agenda, protecting children from violence, exploitation, abuse and neglect must be at the core. While child helplines have a crucial role to play, more voices must be heard. This requires commitment from global leaders and sufficient resources allocated to fund services and helplines for children.

CHI's Report opens up a new world view – through the eyes, minds and feelings of a child. While a child's reason for calling a helpline may vary, one factor remains the same: a child is asking to be heard. We greatly welcome efforts by Child Helpline International and child helplines operating across the world that are giving a voice to children and breaking the silence around issues of violence, exploitation and abuse of children. We hope that this report spurs renewed political will and commitment for urgent action; and strengthens our understanding of 'what works' – to end all forms of violence against children.

Dr. Susan Bissell
Associate Director and Chief, Child Protection, UNICEF

» CHI's Report opens up a new world view – through the eyes, minds and feelings of a child. While a child's reason for calling a helpline may vary, one factor remains the same: a child is asking to be heard. «

Executive Summary

Millions of children and young people around the world face abuse and violence every year. International research has shown that a child somewhere in the world dies every five minutes as a result of violence¹.

Violence against children has a devastating impact on children. It leads to injuries, long term health problems (such as STDs), mental health problems, addiction, cognitive impairment and behavioural consequences as outlined by the Committee on the Rights of the Child². As a result it has great financial and economic consequences for communities and countries as well³.

Child Helpline International (CHI) publishes this Violence Against Children report to tell the stories of the children and young people who have told us about the violence and abuse they have suffered, so that people may be more aware of their needs and change policies to better protect them. Towards this end, CHI also is working in campaigns as the #ENDviolence campaign⁴ together with partners like Unicef⁵ and the Office of the United Nations Secretary-General Special Representative on Violence Against Children⁶ to include child protection in the global development agenda post 2015.

In 2012 and 2013, 126 child helplines in 104 countries received more than 31 million contacts. When the reason for contact was known, abuse and violence accounted for 29% of all child helpline data worldwide. Most contacts were made in Europe (42%), followed by Asia Pacific (32%). Most of these involved girls (58%). Globally, bullying (28%) is the most reported form of abuse, followed by physical abuse (24%). Emotional abuse, neglect, and sexual abuse concerned one in ten contacts (13%, 13% and 12% respectively).

This report of child helpline contacts identifies various factors that increase the risk of a child or young person becoming a victim of violence: economic hardship, child marriage, unstable environments and evolving communication methods. It also reports data describing how abuse takes place in different settings that are central in the lives of children and young people, including within the family home, in school and in the workplace. Child helpline contacts clearly show that economic hardship increases the risk for a child to be abused. The rate of

abuse-related contacts in countries hit hardest by the economic crisis is twice as high on average compared to countries that were not impacted as heavily (21% vs 10%). Contacts about neglect in particular have approximately doubled in the hardest-hit countries since the economic crisis started. Contacts about abandonment and children used for begging show similar trends.

Child marriage exposes children to the risk of becoming victims of abuse. It increases the likelihood of poor development, health problems, commercial exploitation and mental health related issues. During 2012 and 2013, CHI child helplines received over 6,000 contacts from children and young people about child marriage. Child marriage affects girls in far greater numbers than boys⁷. CHI data shows that more girls (75%) sought assistance and intervention because they were forced to get married against their will. Most contacts on child marriage (54%) are made in countries with low Human Development Index (HDI) rankings.

Millions of people are currently displaced by conflict or disaster⁸. This turmoil makes children more vulnerable to being abused, becoming homeless or being exploited. Child helplines around the world have extensive experience in assisting children and young people during and in the aftermath of conflicts or disasters. Some examples can be found during 2012 and 2013 in the USA (Hurricane Sandy 2013), Philippines (Typhoon Yolanda 2013) and Ukraine (conflict in Eastern Ukraine 2013).

Internet- and mobile-based communication tools have changed the way we communicate and interact. These tools allow children and young people to learn and develop in new ways but they also exacerbate violence against children, such as cyber-bullying. Cyber-bullying represents 3% of all bullying cases. Child helpline data shows that three times as many girls as boys report being victimised by cyber-bullying (73%). Family abuse creates a vicious cycle, as abused children are themselves more likely to become abusive as adults⁹. Nearly half of all reported abuse (48%) cases involves a member of

¹ UNICEF UK. 2014. Children in Danger: Act to end violence against children. Available at: http://www.unicef.org.uk/Documents/Publications/Unicef_ChildrenInDanger_ViolencereportW.pdf. ² Committee on Rights of the Child, General Comment no. 13 on freedom from all forms of violence. Available at: http://www2.ohchr.org/english/bodies/crc/docs/CRC.C.GC.13_en.pdf. ³ Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence. Available at: http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf. ⁴ Campaign can be seen here: <http://www.unicef.org/endviolence/>. ⁵ http://www.unicef.org/protection/57929_57985.html. ⁶ <http://srsg.violenceagainstchildren.org/partnerships>. ⁷ UNICEF. 2013. Ending child marriage. Available at: http://data.unicef.org/corecode/uploads/document6/uploaded_pdfs/corecode/Child-Marriage-Brochure-HR_164.pdf. ⁸ Internal displacement monitoring centre. 2014. Data available: <http://www.internal-displacement.org/>

the child's immediate family. Mothers and fathers are nearly equally involved in abuse (both 50%) but there are some perpetrator gender variations between the different forms of abuse: two thirds of reported neglect cases involve the mother (67%), while three fourths of reported sexual abuse involves the father (78%).

All children and young people are at risk of violent discipline, regardless of their background. Corporal punishment is a breach of children's fundamental human rights to dignity and physical integrity. It has both immediate and long term impacts. Children's parents are responsible for 55% of reported physical abuse cases. Teachers are involved in a further 3%. These figures suggest that much, if not most, physical abuse worldwide is perpetrated under the guise of corporal punishment.

Schools and education are important to the development of children but for many, it is not a positive experience. Child helpline data shows that many children and young people experience abuse by their teachers or peers. Teachers are indicated in 3% of reported child abuse and three quarters of bullying takes place at school (79%), mostly by peers (84%).

Commercial exploitation is one of the worst violations of children's rights. Exploitation has a devastating impact on a child's development, educational achievement and even physical growth. An estimated 168 million children worldwide are used as child labourers, accounting for almost 11% of the child population worldwide⁹. Child helplines received over 112,000 contacts about this problem in 2012 and 2013. CHI data shows similar rates of reporting by boys and girls on issues relating to commercial exploitation. Most of these contacts were made in Asia Pacific (45%) and Africa (40%).

This report is just the tip of the iceberg, and demonstrates that those children who did contact child helplines were fortunate enough to have had such services available to them. Where such services do not exist these children would have nowhere to turn to. In some countries child helplines constitute the only access that children and young people have to a child protective service. This should not be taken lightly. The international community, regional bodies, governments and civil society should recognise child helplines, establish them where they do not exist and support and pour resources in such services, so that they can reach as many children and young people as possible. This will ensure the strengthening of child protection systems, especially in countries where they are lacking.

KEY MESSAGE

International agencies and governments should cooperate to create a world in which all children are protected from abuse and violence.

Child Helpline International (CHI) is working with international partners to strengthen child protection services at all governance levels and to include child protection in the post-2015 sustainable development goals agenda. These include the #ENDviolence Campaign, Unicef¹¹ and the office of the UN Special Representative of the Secretary-General on Violence Against Children (UN-SRSG VAC) Marta Santos Pais.

Governments should ensure that child helplines are supported so that they are available free of cost, 24 hours daily, have nationwide accessibility and have three or four short telephone number digits or regionally harmonised telephone numbers.

Governments should contribute to the strengthening of such child protection systems; as mechanisms that contribute to the prevention in ending of violence against children.

⁹ Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence.¹⁰ International Labour Office. 2013. Marking progress against child labour. Available at: http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---ipec/documents/publication/wcms_221513.pdf ¹¹ Campaign can be seen here: <http://www.unicef.org/endviolence/>

CHAPTER 1 Introduction

EVERY FIVE MINUTES

International research has shown that every five minutes a child dies due to violence¹². Violence against children has a great impact on children and young people themselves as well on a community and national level. Abused children or those experiencing other forms of violence are prone to injury, are at higher risk of lower school performances, health problems, behavioural problems, mental health problems, substance abuse and addiction. As a result, violence against children has a great impact on the community level and has large economic costs at the national level as well^{13,14}. It makes economic sense to invest in child protection.

» *Every five minutes a child dies due to violence.* «

Telling the World what Children Tell Us

One of CHI's main objectives is to tell the world what children are telling child helplines. Child helplines understand deeply the suffering that is brought upon children around the world by this phenomenon every day: Millions of children and young people who are abused reach out to child helplines. They know they can trust and receive the help they need from a child helpline. Child helplines listen to children and young people and provide a helping hand to empower them to resolve the issues they face. They will refer children to the proper protection services or will intervene directly and immediately in cooperation with other child protection services when necessary.

CHI strives to make others more aware of the ordeal many children are enduring every day, the important work child helplines are performing to assist those in need and the steps that should be taken by stakeholders to create a world free from violence.

This report analyses data on the 31 million contacts that child helplines worldwide have received in 2012 and 2013 - 29% of which was on abuse and violence. It outlines some of the factors that increase the risk of a child becoming a victim of violence and looks at different settings in which violence against children is taking place. By taking this approach, CHI endeavours to supplement the information in "Towards A World Free from Violence" published by the Office of the UNSRSG-VAC¹⁵.

Child Helplines and Child Protection

A child helpline is a support and intervention service for children and young people, run by civil society organisations and governments alike, under the auspices of enhancing child wellbeing, child protection and preventing child maltreatment. Child helplines ideally operate within a myriad of referral services, such as family protection units, educational facilities, hospitals, judicial services and shelters. In reality such an extensive network of services is not always available. Child helplines have to redefine resourcefulness, and employ unconventional creativity and ingenuity in challenging circumstances - often in spite of limited financial means and other resources.

The United Nations Convention of the Rights of the Child (UNCRC) details the basic human rights that children around the world are entitled to. These include the right to survival; to develop to their fullest potential; to protection from harmful influ-

¹² UNICEF UK. 2014. Children in Danger: Act to end violence against children . Available at: http://www.unicef.org.uk/Documents/Publications/Unicef_ChildreninDanger_ViolencereportW.pdf ¹³ Committee on Rights of the Child, General Comment no. 13 on freedom from all forms of violence http://www2.ohchr.org/english/bodies/crc/docs/CRC.C.GC.13_en.pdf. ¹⁴ Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence. Available at: http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf ¹⁵ Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence. Available at: http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf

» *Over the years CHI has encouraged child helplines around the world to standardise their data collection to fit CHI's data categorisation.* «

ences, abuse and exploitation; and to participate fully in family, cultural and social life. It is the basic right of children and young people to be heard, to voice their opinions and concerns as enshrined in Article 12 of the UNCRC¹⁶. Child helplines are premised upon UNCRC Article 12¹⁷, which outlines the Right to be Heard for all children. Child helplines first and foremost help to realise this right. Child helplines enable and empower children to exercise these rights, to take their lives into their own hands and to resolve their problems with professional counsellors who refer them to appropriate services and offer protection from threatening situations.

Children and young people contact child helplines through telephone and on-line services, face-to-face contact and regular post. Child helpline services are rendered anonymously, and are ideally accessible free of cost, 24 hours per day, seven days per week. Child helplines continuously strive to improve their accessibility, for example by obtaining regionally harmonised, short digit, free of cost telephone numbers. Accessibility can be further improved by implementing additional methods to contact the child helpline service such as chat or online support forums.

Child Helpline International data

When a child contacts a child helpline, a counsellor logs the contact into a database, and identifies the best category or categories to document the contact, i.e. the reason most related to the child's actual request for help¹⁸. Each year, CHI collects data from its member child helplines on all these contacts and the reasons why they were made. CHI does this through a data questionnaire using a standardised contact categorisation. In this way CHI has collected information on more than 130 million contacts to child helplines worldwide since 2004.

Over the years CHI has encouraged child helplines around the world to standardise their data collection to fit CHI's data categorisation¹⁹. This standardisation enables us to make better analyses across data sets, years and regions. This standardisation has proven to be a challenge for many child helplines around the world, as each child helpline uses different programmes and means to document contacts made by children and young people. Many child helplines have conformed to CHI's data collection criteria however and this has improved data collection, quality and analysis over the years. The path of CHI's data



¹⁶ United Nations 1989, Conventions on the Rights of the Child. Available at: <http://www.ohchr.org/en/professionalinterest/pages/crc.aspx>. ¹⁷ United Nations 1989, Conventions on the Rights of the Child. Available at: <http://www.ohchr.org/en/professionalinterest/pages/crc.aspx>. ¹⁸ Child Helpline International Glossary of Terms, available at: <http://www.childhelplineinternational.org/resources/chi-glossary/>. ¹⁹ Child Helpline International's data proforma is based upon 135 disaggregated categories and questions.

Introduction

» *Child helplines are trusted by children and young people, and are seen as 'child friendly' anonymous entry points for those seeking assistance, counsel, referral and protection.* «

collection and documentation has been and continues to be a process of improvement and modification. This includes the incorporation of new subjects that children want to talk about in an ever changing world, such as cyber-bullying.

CHI data collected from child helplines is unique on many levels. Firstly, child helplines are trusted by children and young people, and are seen as 'child friendly' anonymous entry points for those seeking assistance, counsel, referral and protection. Children and young people are therefore more inclined to open up and voice their concerns and troubles without fear of reprisal. Secondly, child helplines are in an exceptional position to collect accurate data on the concerns, issues and in some instances the horrors that children and young people are exposed to. This vital wealth of data can be used to steer key policy decisions by governments, and provide guidance to civil society organisations to align their programmes to the needs of children and young people in order to collectively strengthen child protective systems at the national and sub-national levels.

The importance of this data cannot be over-stressed and should be viewed as an early warning signal, and a fundamental insight into the current situation of children around the world. The more data we gather, the more we will be able to contribute to influencing decision-making to a whole new level in the field of child protection, child rights and related disciplines.

In 2013 CHI celebrated its tenth anniversary. To mark this occasion it published six "Voices of Children" reports to bring out the message that children and young people have been giving us for the last ten years. The global 'The Voices of Children and Young People' publication which contains data from 173 child helpline members in 143 countries was launched at the United Nations Headquarters in New York on the Day of the Rights of the Child (20 November)²⁰. The five regional reports were launched during the Regional Consultations and Policy Dialogues throughout the year. As a result of these publications, CHI's Violence Against Children report was not published in 2013. Now in 2014, the current report presents data collected from 126 child helplines in 104 countries during 2012 and 2013.

Risk factors Inducing Violence Against Children

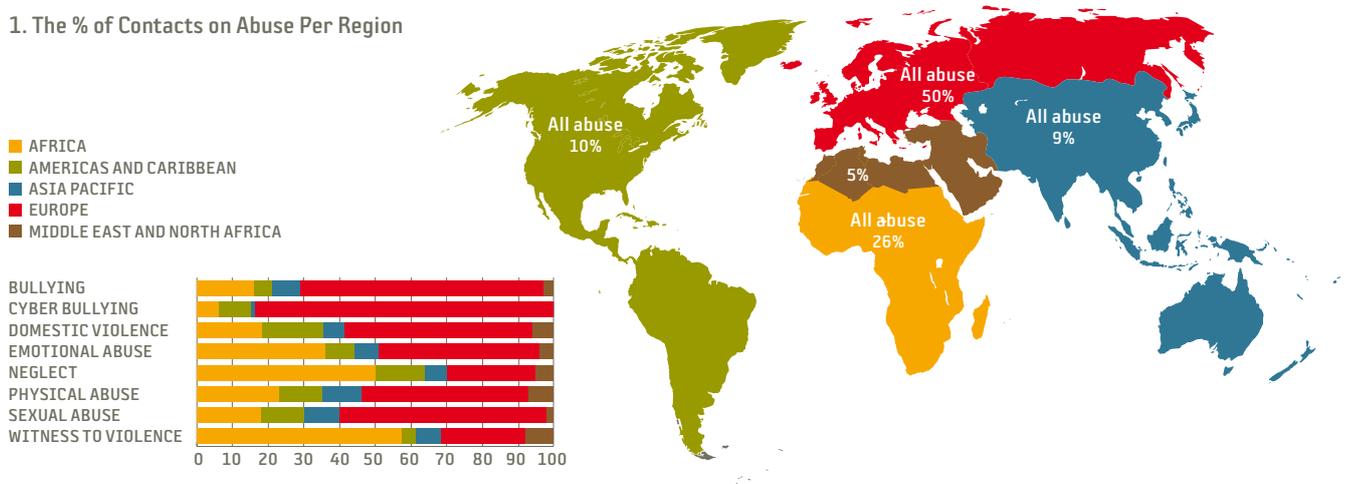
CHILDREN AND YOUNG PEOPLE AROUND THE WORLD FACE ABUSE AND VIOLENCE ON A DAILY BASIS. Children in all environments are at risk of being victimised by violence, regardless of their culture, economic class or social background. Child helpline data shows that abuse and violence towards children takes place in every country and every circumstance.

Certain factors increased the risk for children and young people becoming a victim.

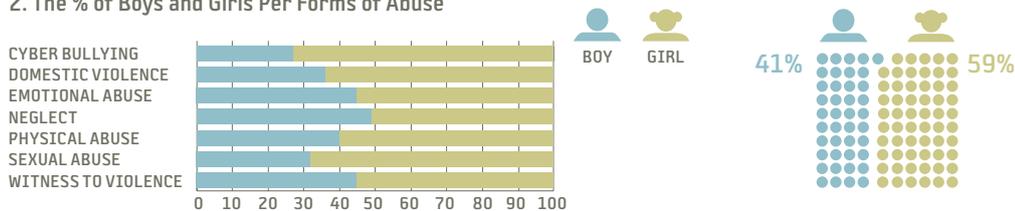
This chapter looks at some of these risk factors, as identified from child helpline data: economic hardship, child marriage, unstable environments and ICT's.

Violence Against Children child helpline data

1. The % of Contacts on Abuse Per Region



2. The % of Boys and Girls Per Forms of Abuse



Abuse is a severe violation of a child's rights to dignity, physical integrity, protection and safety. Many children and young people around the world are affected by abuse on a daily basis, and this remains one of the main reasons, (one in three contacts), why children and young people reach out to child helplines for protection.

In 2012, and 2013, child helplines worldwide answered almost 28 million phone calls from children and young people. An additional 3.4 million contacts were made through other communication methods such as walk-in centres, outreach activities, chat and online forums. Most contacts were made to European child helplines (42%), one third in Asia Pacific (32%), 17% in Africa, 5% in Americas and the Caribbean, and 5% in MENA. Most contacts dealt with abuse and violence (29%), followed by psycho-social mental health issues (14%), peer relationships (12%), and family relationships (11%)²¹.

In 2012 and 2013, abuse and violence (29%) were the most common reasons for children and young people to contact a child helpline. Globally, bullying (28%) is the most reported form of abuse, followed physical abuse (24%). Emotional abuse, neglect, and sexual abuse concerned one in ten contacts (13%, 13% and 12% respectively).

More girls (59%), were reported as being victims of abuse and violence compared to boys (41%). There are also considerable variations among the various forms of abuse: two thirds of sexual abuse cases (68%) and nearly three-quarters of cyber-bullying cases (73%) involved girls. However, boys and girls contact child helplines in equal numbers to talk about neglect (49% vs 51%).

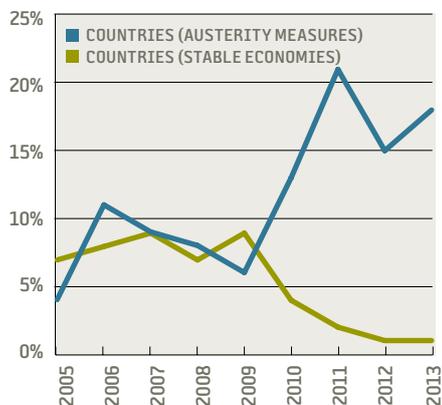
A Neighbours Story:

A concerned neighbour contacted a child helpline because 6 year old Agas was being severely beaten by her father. In coordination with a social worker the child helpline rescued the traumatised child who had hematomas and bruising from beating and deep welts from strangling on her neck. Given the condition of Agas, the social worker decided to place her under the protective custody of the child helplines shelter where she would be safe and secure.

²¹ There is an outlier in the contacts from 2013: Guinea child helpline data shows an extremely high reported abuse rate. Without the data for Guinea, the proportion of abuse in all contacts drops to 17% and psycho social mental health increases to 17% in 2012/2013. For analysis purposes therefore Guinea child helpline data is considered to be an outlier and not included in this analysis.

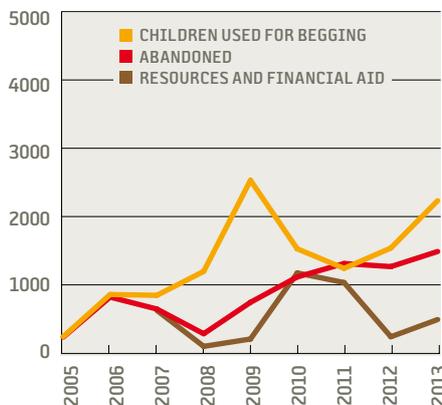
Economic hardship

3. The % of Neglect as a Proportion of Abuse in Countries Experiencing Austerity measures, Compared to More Stable Economies.*

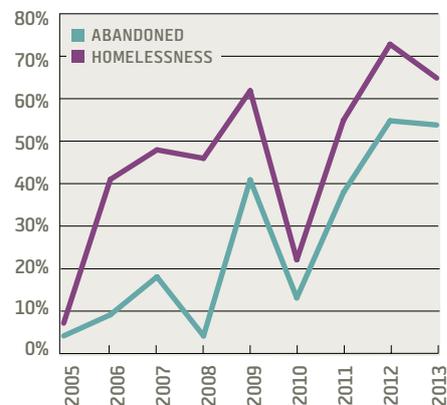


Countries Experiencing Austerity: Greece, Portugal, Ireland, and Spain. Stable Economies: Australia, Canada and Germany

4. The Total Contacts in Countries Experiencing Austerity Measures.*



5. The Total Contacts in Countries Experiencing Austerity Measures.*



It is clear that the global financial crisis that started in 2008 has directly hurt the lives of millions of children and young people around the world. Children and young people are particularly adversely affected by economic hardship (poverty, unemployment, low wages and income inequality). It puts children and young people at increased risk of many negative outcomes, including of child abuse, domestic violence and gang violence.

Philo's story:

Philo's father lost his job several months ago and has not been able to find a new one. His school grades and behaviour have not changed he said, but in the last few weeks his parents had started to scold and punish him. He had tried to talk to his parents about the situation but they would not listen and said whatever punishment he got was due his own behaviour. The child helpline counsellor listened to Philo and together they agreed that Philo would try and get his school counsellor talk to his parents about this situation. Philo thanked the helpline counsellor for the support, and promised that he would speak to the school counsellor.

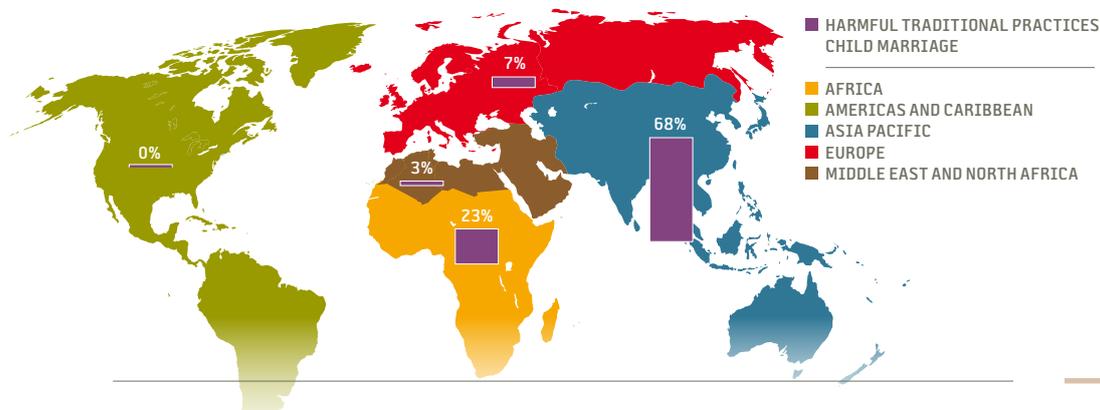
Many young people lose the protection of their families when they are thrown out of the home, as parents are no longer willing or able to carry the costs of supporting them. Similarly, children might be forced to work to contribute to the family income, instead of attending school. Children growing up in economic hardship also have less access to child protection systems, abandoned by the state as well as their families when governments reduce spending on services, or have not put systems in place due to lack of funds. Child helpline data from countries acutely affected by the economic crisis (i.e. Greece, Portugal, Ireland, and Spain) shows that the reported abuse rate is higher in countries experiencing economic hardship. One in five of the child helpline contacts during 2012/2013 in these countries dealt with child abuse (21%), while in countries less affected by the economic crisis i.e. Australia, Canada and Germany, only one in ten contacts dealt with child abuse (10%). The forms of abuse reported by children have also changed since the crisis began - neglect is now much more common in these austerity budget countries than before. Moreover, during the years of acute crisis (2010/2011), the proportion of contacts on abuse in the first group of countries increased (to 30%). Similarly, reports on child abandonment have increased considerably. Child helpline data from 2012 and 2013 clearly demonstrates that higher poverty rates are associated with higher rates of violence against children. In low HDI countries, child helplines receive higher rates of reporting of abuse, commercial exploitation, homelessness and discrimination. Further, the forms of abuse perpetrated in low HDI level countries are different, with higher rates of physical and sexual abuse than in very high HDI countries, where emotional abuse is more common. Most child helpline reports on other forms of violence and related issues such as commercial exploitation, homelessness, requests for basic needs and begging are made in low HDI countries. This shows clearly that children always bear the brunt of economic hardship or poverty, as they are among the most dependent members of society.

KEY MESSAGE

Child helplines are a vital, safe and accessible entry point into child protection systems for children and young people in need. Governments should ensure that all child helplines are free of cost, available 24 hours daily with nationwide coverage. Child helpline data should be recognised and used in the interest and well-being of children and young people, especially when considering policies that improve on existing child protection services.

Child Marriage and Traditional Practices

6. The Regional % Of Contacts on Child Marriage



Worldwide there is a concern for children who get married before the legal age, as early marriage and pregnancy are significant factors that can lead to poor development, health problems, HIV/AIDS, exploitation and psycho-social related issues. Child marriage affects girls in far greater numbers than boys, with global data from UNICEF showing that 720 million girls enter into child marriage compared with 156 million boys²².

General Comment no. 4 of the Committee on the Rights of the Child advises that national legislation sets the minimum age of marriage at 18 for boys and girls alike²³. However, CHI data shows that children are still being forced into early union against their will. Data shows that child helplines have received over 6,000 contacts from children and young people concerning child marriage in 2012 and 2013 alone. Mostly girls (75%) sought assistance and intervention on this issue. The majority of contacts on child marriage were made in Asia Pacific (68%), followed by Africa (23%). Data illustrates that child helplines in Azerbaijan, Bulgaria, India, Ireland, Kenya, Lesotho, Madagascar, Nepal, Saudi Arabia, Ukraine, Yemen, Zambia and Zimbabwe, dealt with the greatest number of reports on this matter. HDI levels in comparison to contacts on child marriage demonstrate that 54% of the contacts on child marriage were reported in low HDI countries, followed by 35% in those with medium HDI levels, 6% with high HDI levels, and 5% with very high HDI levels. This suggests that economic factors are important drivers of child marriage²⁴. Additionally, 3,061 contacts were reported because children and young people experienced harmful traditional practices. These contacts were mostly made in Africa (54%) and Asia Pacific (35%), and affected more girls (66%).

KEY MESSAGE

Child marriage is a violation of child rights, and makes children and young people more vulnerable to different forms of abuse and violence, dropping out of school, or experiencing health problems.

When child helplines are contacted on this issue, they step in and directly intervene, providing support, care, and counsel to the child and their family.

CHI calls on governments to recognise the efforts being made by child helplines in their respective states by addressing the concerns and situations of children and young people who are forced into marriage. This can be achieved by providing the necessary support and resources to respond to the challenges posed by forced marriage.

7. The % of Boys and Girls in Child Helpline Data on Child Marriage



Abha's story:

A child helpline received a call from a community member about Abha's (14) wedding which was about to take place the very next morning.

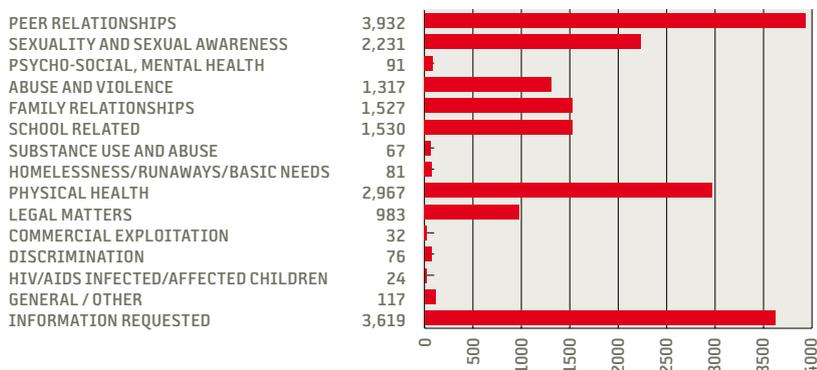
In co-ordination with the police Anti-Human Trafficking Unit, the child helpline arrived at Abha's home early in the morning and stopped the ceremony from taking place.

Her report card was presented to the police in order to prove that she is a minor and that the ceremony was illegal. The child helpline is currently in the process of enrolling Abha in school so that she can continue her education. Abha has received continuous counselling where she admitted that she was under tremendous pressure from her parents to get married. The child helplines continue to stay in contact with Abha and her family, to ensure that she has a safe and happy childhood.

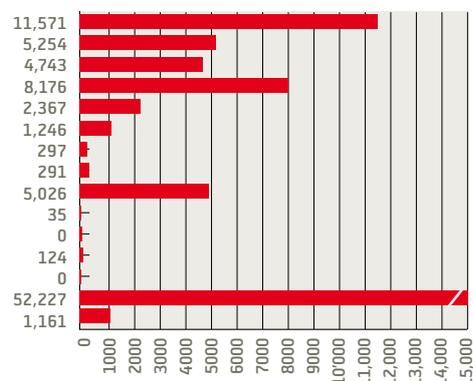
²² UNICEF. 2013. Ending child marriage. Available at: http://data.unicef.org/corecode/uploads/document6/uploaded_pdfs/corecode/Child-Marriage-Brochure-HR_164.pdf ²³ United Nations. 2003. Convention on the rights of the child. General comment No.4. Available at: <http://daccess-dds-ny.un.org/doc/UNDOC/GEN/G03/427/24/PDF/G0342724.pdf?OpenElement> ²⁴ International Center for Research on Women. 2006. Child marriage and poverty. Available at: <http://www.icrw.org/files/images/Child-Marriage-Fact-Sheet-Poverty.pdf>

Unstable Environments

8. Contacts Received by La Strada in Ukraine in 2013



9. Contacts received by the 2ndFloor Youth Helpline in 2012



During 2013, 22 million people globally were displaced by disaster. As of January 2014, 33.3 million people were displaced by conflict²⁵. Geophysical, social, and political turmoil can be tremendously disruptive to the safety, security and wellbeing of children, leaving many traumatised, homeless and vulnerable to abuse, violence, and exploitation.

KEY MESSAGE

Child helpline services should be set up in conflict or unstable environments for innocent victims exposed to abuse and violence and who also experience psychological distress.

Igor's Story:

Igor (13) contacted a child helpline: 'I'm originally from Donetsk. Because of the latest political situation we moved to Kyiv. At my new school my classmates haven't accept me. They call me "separatist" and say that I should go back to "Novorossia". My parents wont tell me why we have moved, they are too scared. I do not know what to do.' The counsellor listened to Ignor, and explained why his parents felt frightened and how he could respond to other children who would not accept him; and also encouraged Igor to approach his teacher for further assistance.

During and in the aftermath of conflicts and natural disasters, child helplines attend to the needs of children with counsel and referral services. Child helpline counsellors in such circumstances have been known to go beyond their usual remit by providing safe and supportive spaces, promoting a culture of peace and in some instances undertaking direct intervention and rescue. Child helplines around the world have extensive experience in assisting children and young people during and after such incidents take place, from the Indian Ocean Tsunami 2004 to the conflicts in Eastern Ukraine (2013)

The destructive and deadly Hurricane Sandy hit the eastern coastline of the United States in 2012, killing hundreds and causing damage costing billions. 2ndFloor Youth Helpline assisted many children and young people affected by the hurricane with psycho-social support and protection. Over 92,000 young people sought assistance from the child helpline during 2012, three times more than the previous year. Over 8,000 of these reported abuse and violence and another 4,700 needed psycho-social mental support.

Typhoon Haiyan, one of the strongest tropical cyclones ever recorded, devastated the Philippines in 2013. In the aftermath of the destruction, child helpline Bantay Bata stepped in and provided direct assistance to 583 individuals, adults and children, who visited their offices because they were affected by the typhoon. The majority of contacts required basic necessities (66%) such as food, clothing or diapers. Another 13% sought help with transport, 8% asked for financial assistance, 7% medical assistance, 2% temporary shelter, 2% livelihood assistance, and 1% job or work opportunities.

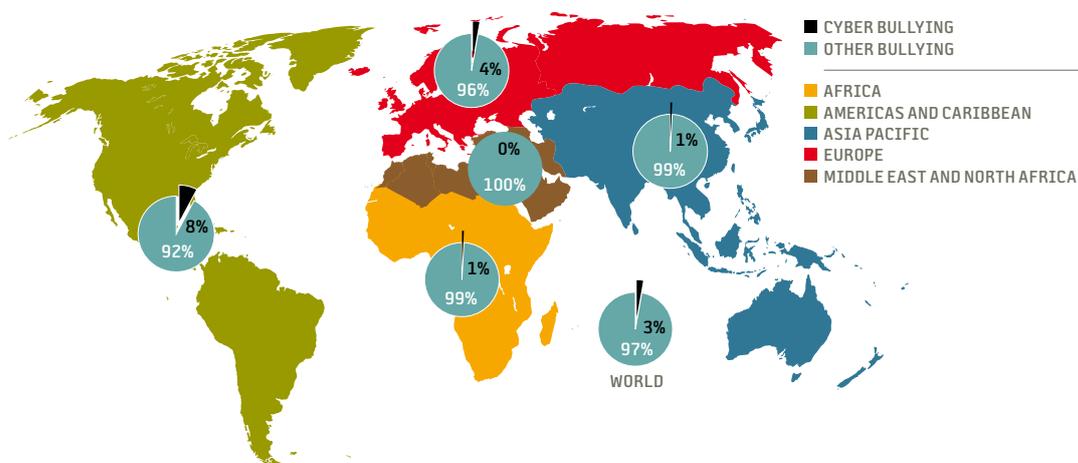
The child helpline La Strada in Ukraine has responded to the needs of children and young people since a territorial conflict erupted in the eastern part of the country. Teachers and parents were too hesitant to provide children with information. The child helpline became the only way for them to get explanations as to what was happening and to have their fears and concerns heard. The counsellors responded objectively, approaching the answers from a human rights point of view. In 2013, the majority (16%) of contacts made to La Strada concerned physical health issues, 19% regarded general information and another 7% were cases of abuse and violence.

The child helpline operating under the Ministry of Labour and Social Affairs in Erbil in Iraqi Kurdistan responded to the rapidly changing events in the region by expanding its services to Syrian children arriving in Iraqi Kurdistan. Children make up 35% of the estimated 200,000²⁶ Syrian refugees in Iraq. The child helpline raised awareness about its services, creating child-friendly spaces and child protection centres in the refugee camps that were established in Erbil, Dohuk, and Suleimaniyah. The team also focused on working with parents, informing them about the impact of conflict on their children and assisting them with their physical and emotional rehabilitation. In 2012 and 2013, the child helplines in Iraq dealt with over 9,000 such contacts.

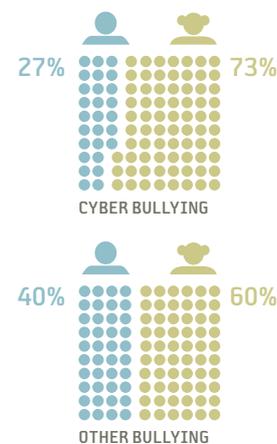
²⁵ Internal displacement monitoring centre. 2014. Data available: <http://www.internal-displacement.org/> ²⁶ UNHCR The UN Refugee Agency. 2014. Syria Regional Refugee Response Inter-agency Information Sharing Portal. Data available: <http://data.unhcr.org/syrianrefugees/regional.php>

Impact of ICT's

10. Cyber-Bullying as a % of Bullying Reported in Each Region



11. Bullying: The % of Boys and Girls Involved in Reported Cases



Internet and mobile communication have transformed the world over the last 20 years. These communication technologies provide great opportunities for children and young people to interact, learn and access knowledge. At the same time, internet and mobile communication facilitate new forms or exacerbate existing forms of abuse, such as cyber-bullying.

Kasia's story:

Kasia (14) contacted the child helpline through the chat service. She wanted to talk about her "boyfriend". She started to talk to a boy some time ago. After they agreed to meet, the boy revealed that he was not 14 years old, but 26. Now she was worried and did not know what to do. The child helpline counsellor listened to Kasia and advised her strongly not to meet the man as it might be very dangerous for her. The counsellor explained that the man asking for naked pictures was against the law. Kasia was convinced to share her boyfriend's details and encouraged to break contact with him. Thereafter, the counsellor contacted the police about the case.

As children and young people adopt new communication methods and networks at an astonishing rate, parents and other guardians, have difficulty with the knowledge and skills required to identify risks to their children, talk to them about those risks and to support children victimised via these new communications media.

A survey in 2010 by research group EU Kids Online showed that 6% of European children had received an online bullying message and 3% admitted to having sent such a message²⁷. Often cyber-bullying does not stand alone. Internet and mobile communications like text messaging and social media enable bullies to continue their real world relationship with their victims²⁸, exacerbating the detrimental effects of bullying by allowing victims to be reached in the safety of their homes at any time.

Child helplines receive many reports on cyber-bullying from children and young people and this number is increasing. Around 3% of bullying cases reported to child helplines is related to cyber-bullying. By far the most (83%) reports of cyber-bullying to child helplines globally are made in Europe due to the relatively high development of the technological infrastructure, providing access to most children and young people. As such access increases in other regions, it is that cyber-bullying and other forms of online abuse will become more prominent.

Child helpline data shows that girls are more victimised by cyber-bullying than other forms of bullying: three times as many girls (73%) as boys (27%) reported cyber-bullying, compared with less than twice as many for other forms of bullying (60% for girls vs 40% for boys).

KEY MESSAGE

Children should have easy access to child helplines through all forms of communication not just telephone. This includes mobile and internet communication methods such as messaging, email, chat, social media, and online forums. In a world in which communication methods are based on the internet and on mobile technologies, child helplines should take steps to be visible and accessible to children and young people through these new media. Governments and other child protection partners should work with child helplines to ensure that their protection services are available through new channels, that will allow more children and young people to get the assistance, care and protection that they need.

²⁷ Sonia Livingstone, Leslie Haddon, Anke Gorzig, Kjartan Olafsson. 2011. EU Kids online. Available at: [http://www.lse.ac.uk/media%40lse/research/EUKidsOnline/EU%20Kids%20II%20\(2009-11\)/EUKidsOnlineIIReports/Final%20report.pdf](http://www.lse.ac.uk/media%40lse/research/EUKidsOnline/EU%20Kids%20II%20(2009-11)/EUKidsOnlineIIReports/Final%20report.pdf) ²⁸ Lorraine Radford, Susana Corral, Christine Bradley, Helen Fisher. 2012. Trends in child maltreatment. Available at: [http://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(12\)60887-3/fulltextfiles/publications_final/toward_a_world_free_from_violence.pdf](http://www.thelancet.com/journals/lancet/article/PIIS0140-6736(12)60887-3/fulltextfiles/publications_final/toward_a_world_free_from_violence.pdf)

CHAPTER 3

Violence against children in different settings

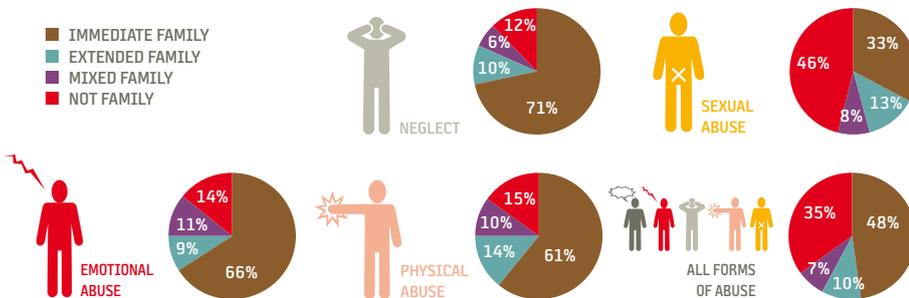
CHILDREN WHO ARE VICTIMS OF VIOLENCE SELDOM FACE JUST ONE FORM OF ABUSE: the violence they experience often comes from several, interlinked sources and the impact of the violence is cumulative. Children who are abused in one environment will often encounter violence in another. Most abused children are “poly-victims”²⁹.

This chapter analyses child helpline data on the different settings in which violence against children occurs; how these different contexts influence the incidence of abuse, and how they are interlinked. The settings in which abuse and violence takes place are in the home, at school and in the workplace.

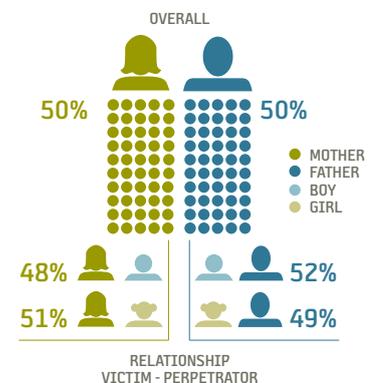
²⁹ Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence. Available at: http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf

Children in the Home

12. Family as Perpetrators



13. The % of Abuse Perpetrated by Mothers and Fathers



Children need and have a right to a safe, secure and nurturing family environment to support their healthy development. A family environment that is not safe and nurturing makes children less resilient and can create a vicious cycle: abused children are more likely to become abusive when they are parents themselves³⁰.

Child Helpline Data shows that in 48% of reported abuse and violence cases, a member of the child's immediate and extended family was identified as being the perpetrator. Immediate family were reported in 71% of neglect cases, 66% of emotional abuse cases, 61% of physical abuse cases and in 33% of Sexual abuse cases.

Concerning reported abuse cases where parents were specifically identified as the perpetrator, mothers and fathers are almost equally responsible for abuse (50% both) but there are some variations among the different forms of abuse: two thirds of reported neglect cases involve the mother (67%), while over three quarters of sexual abuse cases involve the father (78%). Child helpline data shows that fathers are more likely to abuse their sons (52%) and mothers are more likely to abuse their daughters (51%).

Mushaathama's story:

"He would come into my bedroom when everyone was asleep. Then he would have sex with me. I couldn't tell anyone because he said he would kill me if I did" said Mushaathama (13 years). The child helpline team had directly intervened and rescued her after her teacher had contacted the child helpline. Mushaathama had confessed her father's abuse after the teacher had noticed her recent lack of participation and withdrawal. Mushaathama was placed in child helpline shelter. There she was able to gain confidence in herself again. After extensive counselling, Mushaathama was even able to testify about her ordeal in court even though that meant facing her father.

Generally, 59% of all reported abuse cases concerned girls (boys 41%). However, when specifically analysing data about abuse in the family setting, a higher proportion of reported abuse cases concerned boys (44%). This may indicate that boys may be more affected by abuse in the family environment.

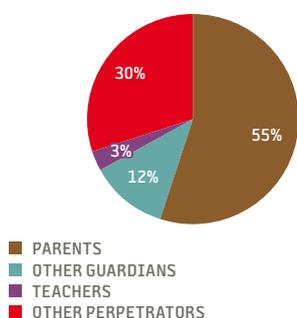
KEY MESSAGE

Child helpline data clearly shows that children are abused and violated by close relatives. In many cases, this means that they have to face the perpetrator repeatedly, even daily, prolonging the trauma and exposing them to chronic abuse. Children who are abused over an extended period are more likely to become a victim of violence from multiple sources. Nearly half (48%) of abuse reported to child helplines is perpetrated by family members. Child helplines are an invaluable resource of information, support, and referral to appropriate services for children subject to abuse. Governments and all other stakeholders need to address and stop family-perpetrated abuse, and promote and support the work of child helplines in helping these children in need.

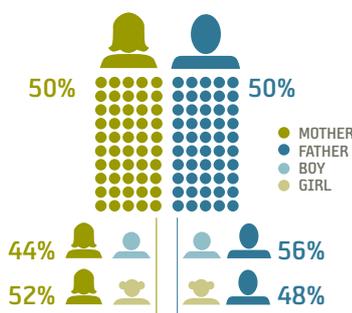
³⁰ Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence. Available at: http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf

Children Experiencing Corporal Punishment

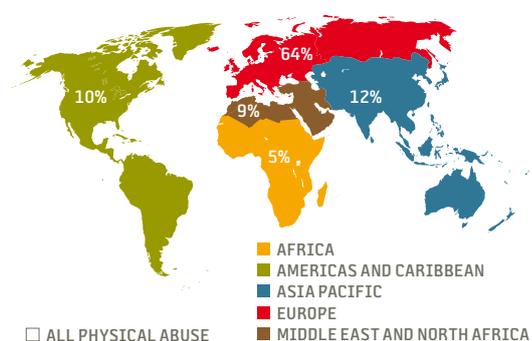
14. The % of Physical Abuse Perpetrated by Parents and Teachers



15. The % of Corporal Punishment Perpetrated by Mothers and Fathers



16. The % of Physical Abuse per Region



Corporal punishment is the use of physical force as a means of discipline. All children regardless of their background are at risk of violent discipline³¹. In many countries, it is socially and culturally accepted as a part of childrearing: corporal punishment is considered as 'good' for the child and constitutes good parenting. In many countries, governments and other stakeholders are not willing to address the issue as they deem corporal punishment part of the "private" family environment upon which outsiders should not interfere.

KEY MESSAGE

Child helplines around the world receive reports of corporal punishment every day. Millions of children and young people around the world are affected by physical discipline practices that cause hurt not only children but also communities and national economies³². Corporal punishment needs to stop. It is an unacceptable practice that is a clear violation of children's rights. As of October 2014, only 41 states have legislation that prohibits corporal punishment in all settings. Child Helpline International calls upon all countries to prohibit corporal punishment in all countries.

Corporal punishment breaches children's fundamental rights to dignity and physical integrity and is child abuse. Corporal punishment not only has an immediate impact, it can leave invisible scars that last a lifetime and pass on into the next generation, as children who have experienced corporal punishment are more likely to use it as parents themselves. Any form of physical punishment can easily cross the line to physical abuse, indicating that the lines between these forms of violence are blurred.

Children's parents are reported as being responsible for nearly half (55%) of all cases of physical abuse worldwide. Other guardians (for example grandparents, uncles, aunts) carry out a further 12% of physical abuse cases reported, and teachers, another 3%. This indicates that the vast majority of physical abuse cases reported to child helplines take place under the guise of corporal punishment.

Parents are reported to use physical abuse against their children equally, however more girls (54%) are reported to be victims of this form of abuse. Children are more likely to be physically punished by a parent of the same sex - boys are punished more by their fathers (56%) and girls more by their mothers (52%). Over 60% of reported physical abuse cases were made in Europe, and notably 86% of all contacts made to child helplines on physical mistreatment involving parents, were received in this region. Regional gaps in the reporting of parental punishment, is most likely due to differences in the cultural and societal attitudes of children and young people on this issue.

Charles' story:

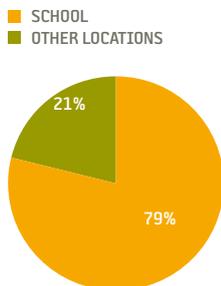
Charles' grand mother informed his father that she thought Charles had taken money from her. When the father found out, he forced Charles to the ground and bound his hands. He then took dry straw, put it around Charles and set it alight while Charles' other family members were watching. The money he was alleged to have stolen was then found in a cupboard. Charles' father warned the family not to talk about the incident. Charles' sister was the only one who came to his aid after his father left. Charles had severe burns over his entire body. His sister tried to soothe his wounds, but contacted the local health clinic when she realised she could not provide the proper care. The clinic contacted the child helpline. The child helpline arranged for transport to a hospital in the city and followed up with the police who had been unwilling to take on the case despite payment from the sister. The father was arrested on several counts of child abuse. The mother and sister were provided with legal counselling and Charles with continued care.

³¹ UNICEF. 2010. Child Disciplinary Practices at Home. Available at: http://www.unicef.org/protection/Child_Disciplinary_Practices_at_Home.pdf

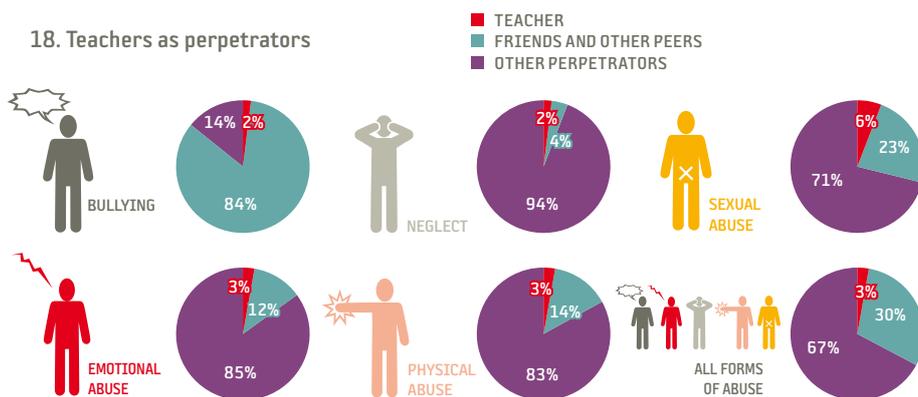
³² Office of the Special Representative of the Secretary-General on Violence against Children. 2013. Toward a world free from violence. Available at: http://srsg.violenceagainstchildren.org/sites/default/files/publications_final/toward_a_world_free_from_violence.pdf

Children in School

17. The Location Where Bullying Takes Place



18. Teachers as perpetrators



Schools and education are key to children's development. It is where most children spend a considerable part of their time. Schools should be places of learning and nurturing, free of violence. Sadly, for many children and young people, going to school is not a positive experience. They fear attending school because of the abuse perpetrated by their teachers or peers.

Violence in schools is linked to violence in the home and in the community, exposing children to vicious cycles of detrimental relationships and outcomes. However, these links can be used positively to create virtuous cycles: schools that are peaceful zones, free of violence, can become havens for children and a beacon for families and the community³³.

Child helpline data shows that many children and young people experience abuse at the hands of their teachers. Teachers are indicated as being the perpetrators of abuse and violence in 3% of all reported child abuse in 2012 and 2013 - 3% of physical abuse cases and a staggering 6% of cases of sexual abuse.

School is a critical place for children's social development, where they can form friendships with their classmates and other peers. Sadly, child helpline data shows that three quarters of bullying takes place at school (79%). Almost all reported bullying cases are perpetrated by peers (84%).

There are considerable regional variations in the proportion of abuse committed by teachers and peers. In Asia-Pacific, 7% of reported cases of abuse involves a teacher, in MENA it is 7%, in Africa 6%, while in both Europe and the Americas it is 2%. In cases where the perpetrator is known, peers are responsible for about 31% of reported abuse in Europe. In the Americas and Caribbean and Africa both 28%, while in MENA and Asia-Pacific, it is 21% and 32% respectively.

Stefan's story:

"I hate going to school!" Stefan (12) was close to tears when he called the child helpline. He said that several of boys in school would pick on him almost every day. "It started some time ago. They lock me in the toilet or shove me around. And the worst thing is that nobody stands up for me or helps me. They just let it happen, even my friends." The counsellor listened to Stefan and acknowledged his feelings. Together they worked on a plan to talk to a teacher Stefan trusted. The child helpline counsellor added that Stefan could always call again if he felt like it or if the situation did not improve soon.

KEY MESSAGE

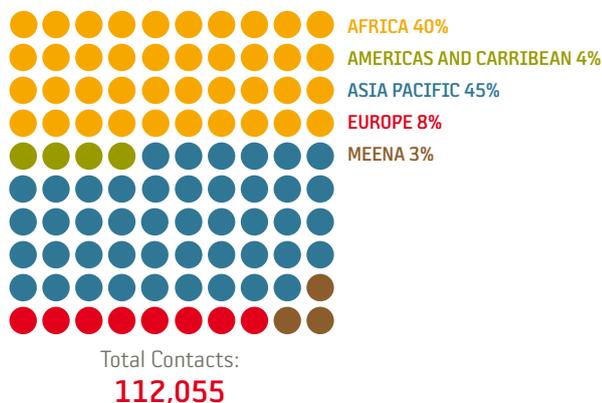
Schools everywhere need to be established as violence-free zones. Children can only develop to their full potential by creating safe environments in which all children are valued for who they are, regardless of their sex, economic status, interests, orientation or abilities. This includes educating children and teachers on the importance of violence-free schools, teaching non-violent social skills and incorporating support systems for those in need.

Governments should work with child helplines and other stakeholders to promote schools as violence-free environments and make sure that children in need have access to child helplines services so that they can receive the right protection, support, care and referral.

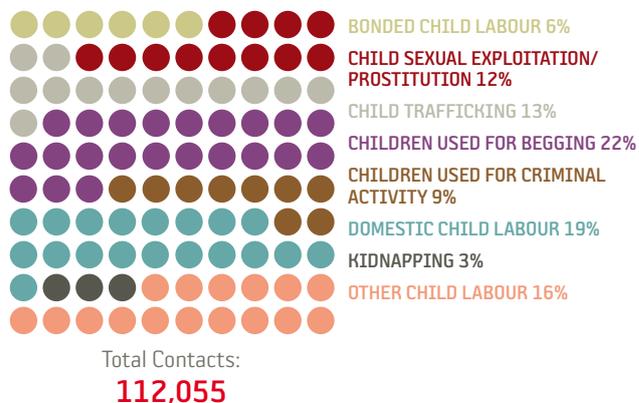
³³ Office of the Special Representative of the Secretary General on Violence against Children. 2012. Tackling Violence in Schools: A global perspective. Bridging the gap between standards and practice. Available at: <http://srsg.violenceagainstchildren.org/sites/default/files/publications/Tackling%20Violence%20in%20Schools%20final.pdf>

Children in the Workplace

19. The % of Contacts Per Region on Commercial Exploitation



20. Contacts on Commercial Exploitation



The commercial exploitation of children and young people is one of the worst forms of violence against children. It can have a devastating impact on their development, educational achievement and even physical growth. It causes both immediate suffering and long-term harm to the child or young person negative consequences for society as a whole.

Gianella's story:

Gianella (15) lives in a rural village. She and some school friends were approached by a woman who lived nearby and were invited to a party, "to have some fun". At the party, the girls were offered drinks with alcohol, then were taken to a 'disco' and offered drugs and encouraged to have sex in return for money. Fortunately, Gianella spoke frankly to her mother about what had happened. Her mother contacted their local child helpline. The child helpline counsellor explained that this was sexual exploitation and that it was imperative that Gianella receive counselling. The counsellor also reported the woman who was exploiting the girls and the night club to the police.

The International Labour Organisation (ILO) reports that an estimated 168 million children worldwide are used as child labourers, accounting for almost 11 per cent of the child population as a whole. The risk of child labour is highest in sub-Saharan Africa, where one in every five children is put to work³⁴. Child helplines around the world have responded to the commercial exploitation of children and young people, receiving over 112,000 such contacts in 2012 and 2013. Child helpline contacts on commercial exploitation concerned children used for begging (22%), different types of child labour [domestic child labour (19%), 'other child labour' (16%), and bonded child labour (6%)], child trafficking (13%), the sexual exploitation of children (12%), and kidnapping (3%). Globally, CHI data on commercial exploitation shows few gender differences, except contacts on domestic labour (61%) and sexual exploitation (70%), where more girls were involved in such cases.

Regional differences in child helpline data are evident. Most of the contacts about commercial exploitation were made in Asia Pacific (45%) and Africa (40%), followed by Europe (8%), Americas and Caribbean (4%) and MENA (2%).

Child helplines around the world have responded to the exploitation of children and young people, especially those that are trafficked, by working bilaterally with neighbouring country child helplines. Regionally harmonised child helpline telephone numbers ensure a regional referral system with one telephone number so that all children that are trafficked across borders or displaced can access child protective services.

KEY MESSAGE

When a child or young person contacts a child helpline because they are being exploited or trafficked or are aware of other victims, the child helpline counsellor seeks the appropriate resources and referrals to remove and protect the child from their harmful environment.

Cross-border, regionally harmonised child helpline telephone numbers ensure that young people who are displaced or trafficked can easily access appropriate care and protection. Governments should recognise this initiative and allocate resources to ensure increased capacity and services, both domestically and across borders.

³⁴ International Labour Office. 2013. Marking progress against child labour. Available at: http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---ipec/documents/publication/wcms_221513.pdf

Regional data on Abuse and violence

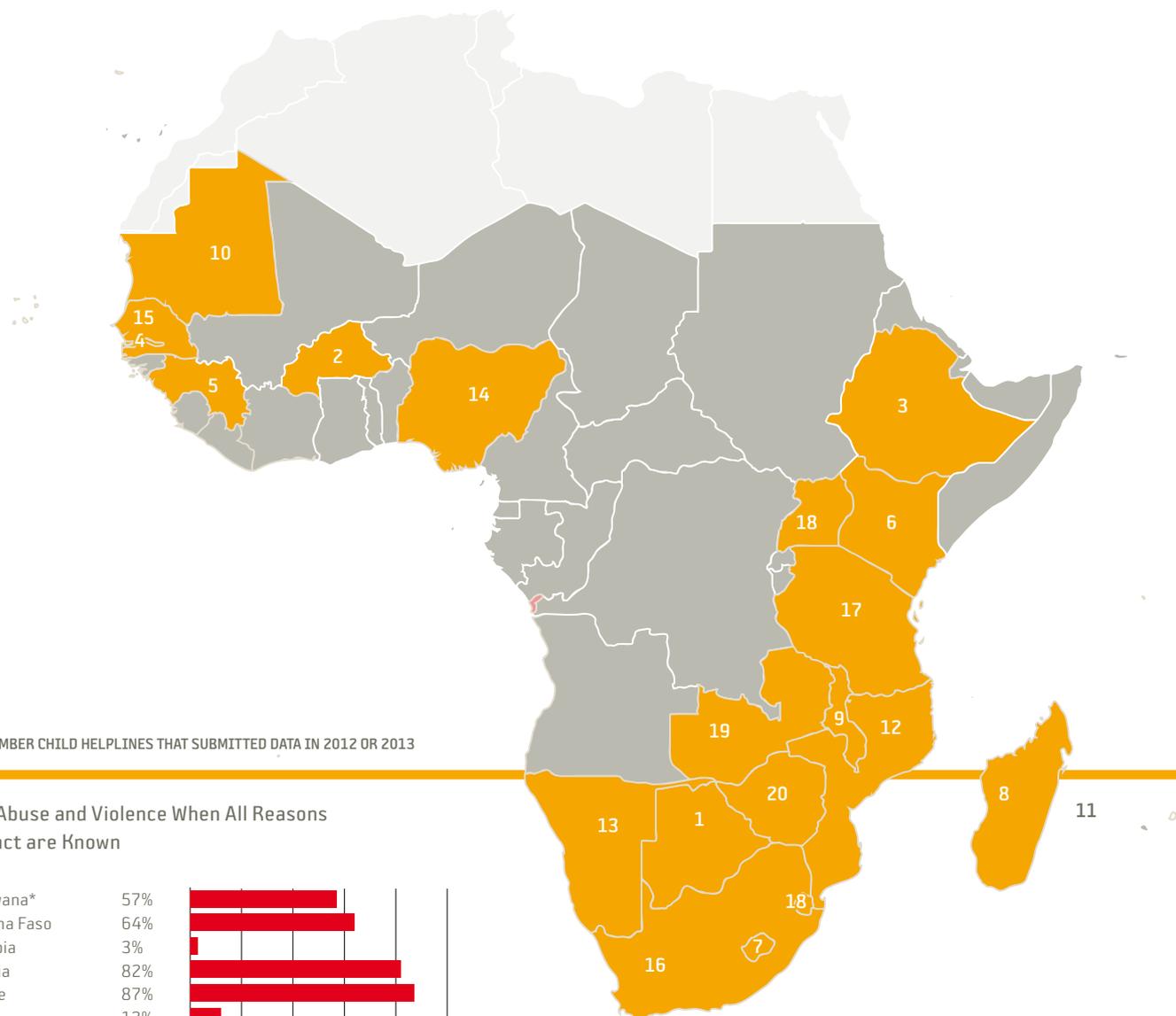
CHILD HELPLINE INTERNATIONAL'S MEMBERS RECEIVE MILLIONS OF CONTACTS EVERY YEAR. This chapter takes a closer regional look at the prevalence of abuse and violence that is reported by children and young people to child helpline in their countries. This report is based on data from 126 child helplines in 104 countries. Child helplines received contacts on which this data is based in 2012 and 2013. The following pages shows the prevalence of abuse and violence in each country when the reason for contact is known.

Child helpline data clearly shows that all children are at risk of becoming a victim of violence, regardless of their status, background or location.

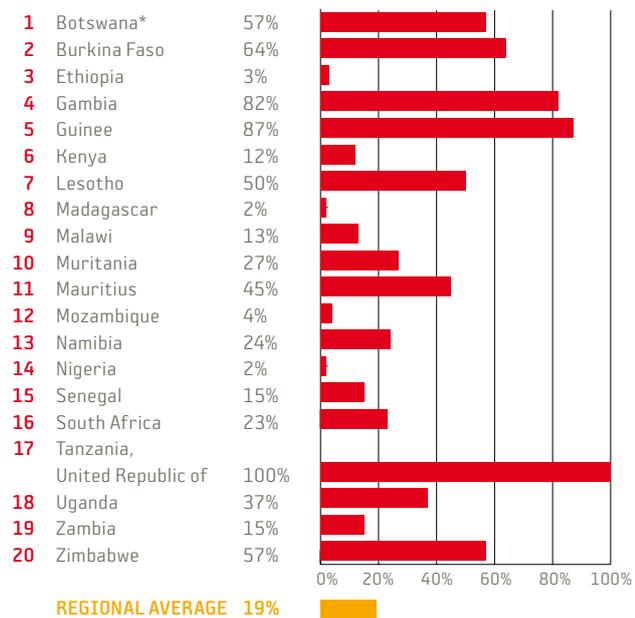
» *Governments should pay close attention to alternative sources of data coming from practitioners in contact with children. Child helplines are an excellent source of data, as child helpline specialists are the ones who talk to children directly and know what their needs are and where the gaps persist; in respect of their rights and in national child protection systems* « VIVIANE REDING, EUROPEAN COMMISSIONER FOR JUSTICE, FUNDAMENTAL RIGHTS AND CITIZENSHIP, 2013

Africa

The % of Abuse and Violence, Per Country.

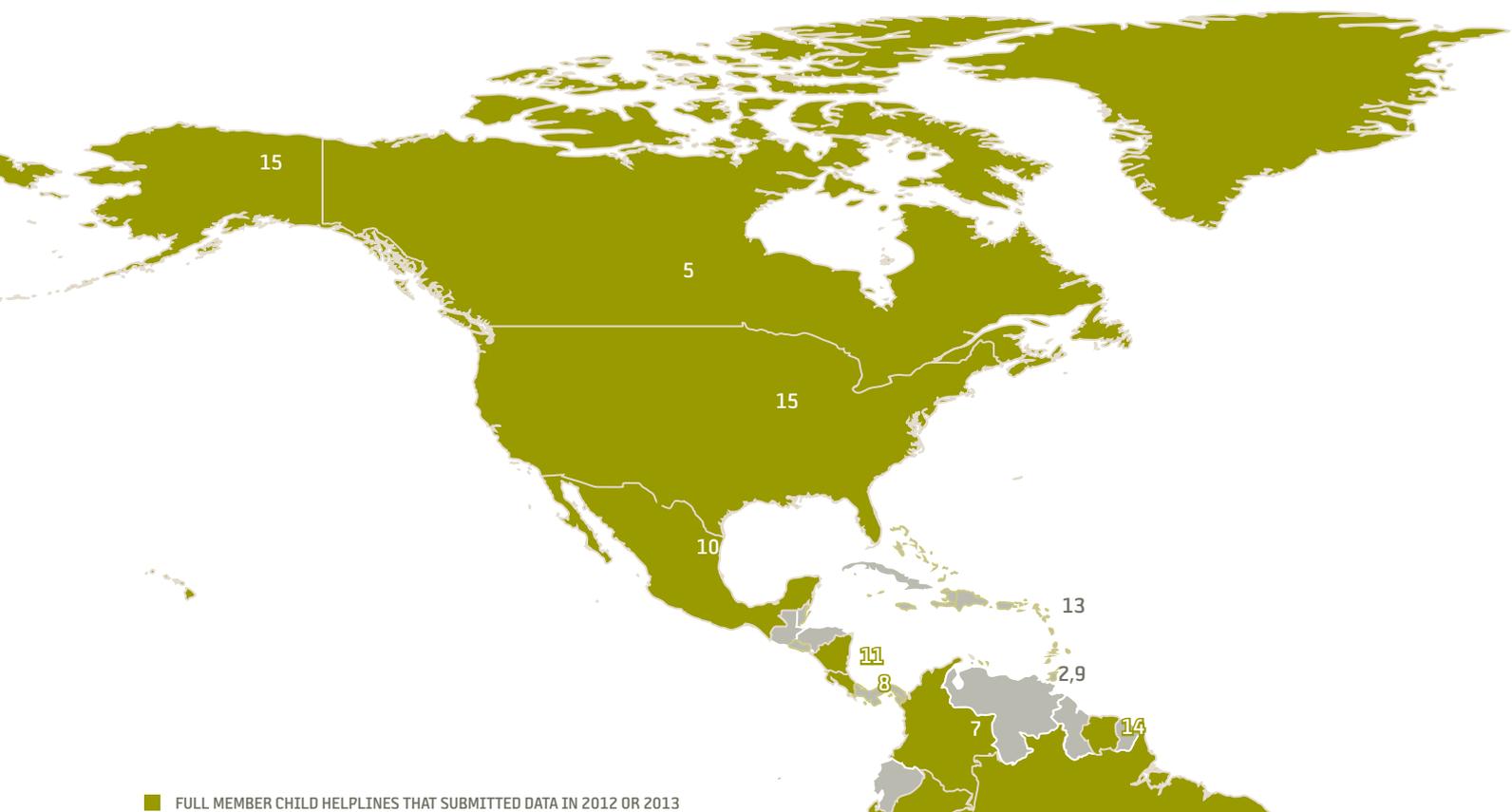


The % of Abuse and Violence When All Reasons For Contact are Known



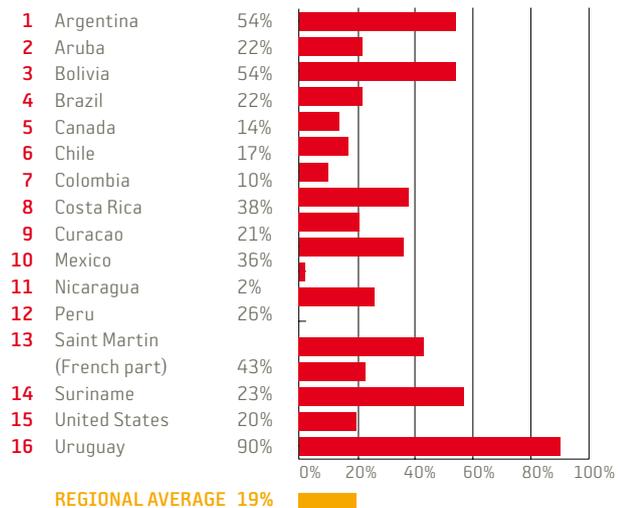
Americas and Caribbean

The % of Abuse and Violence, Per Country.



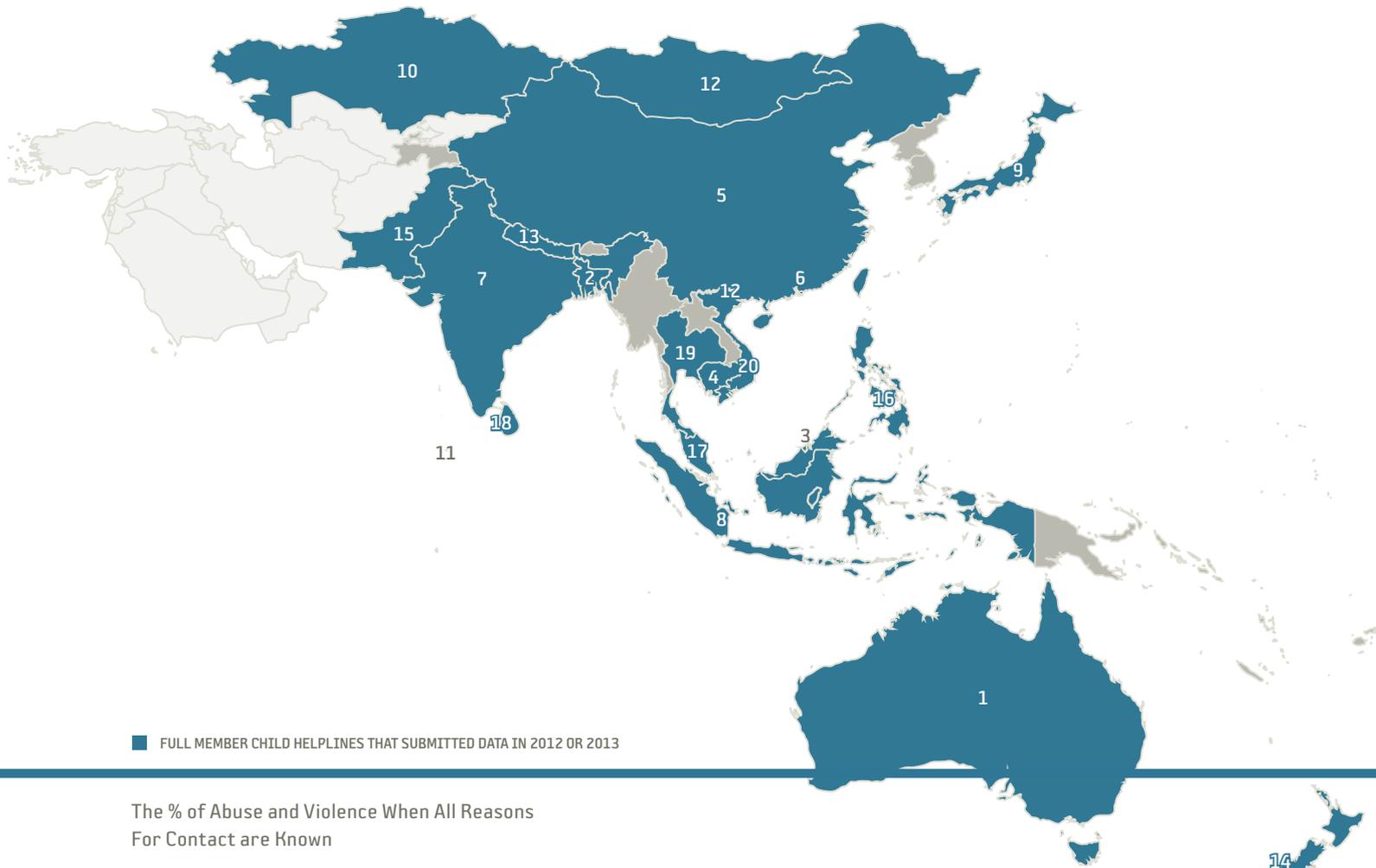
■ FULL MEMBER CHILD HELPLINES THAT SUBMITTED DATA IN 2012 OR 2013

The % of Abuse and Violence When All Reasons For Contact are Known

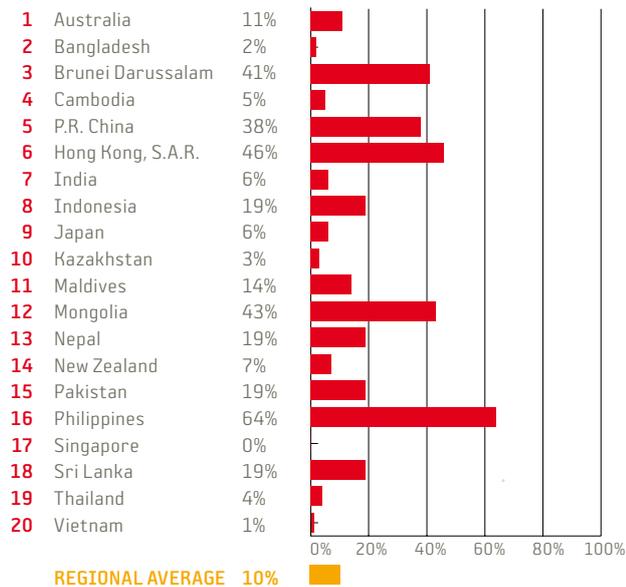


Asia Pacific

The % of Abuse and Violence, Per Country.

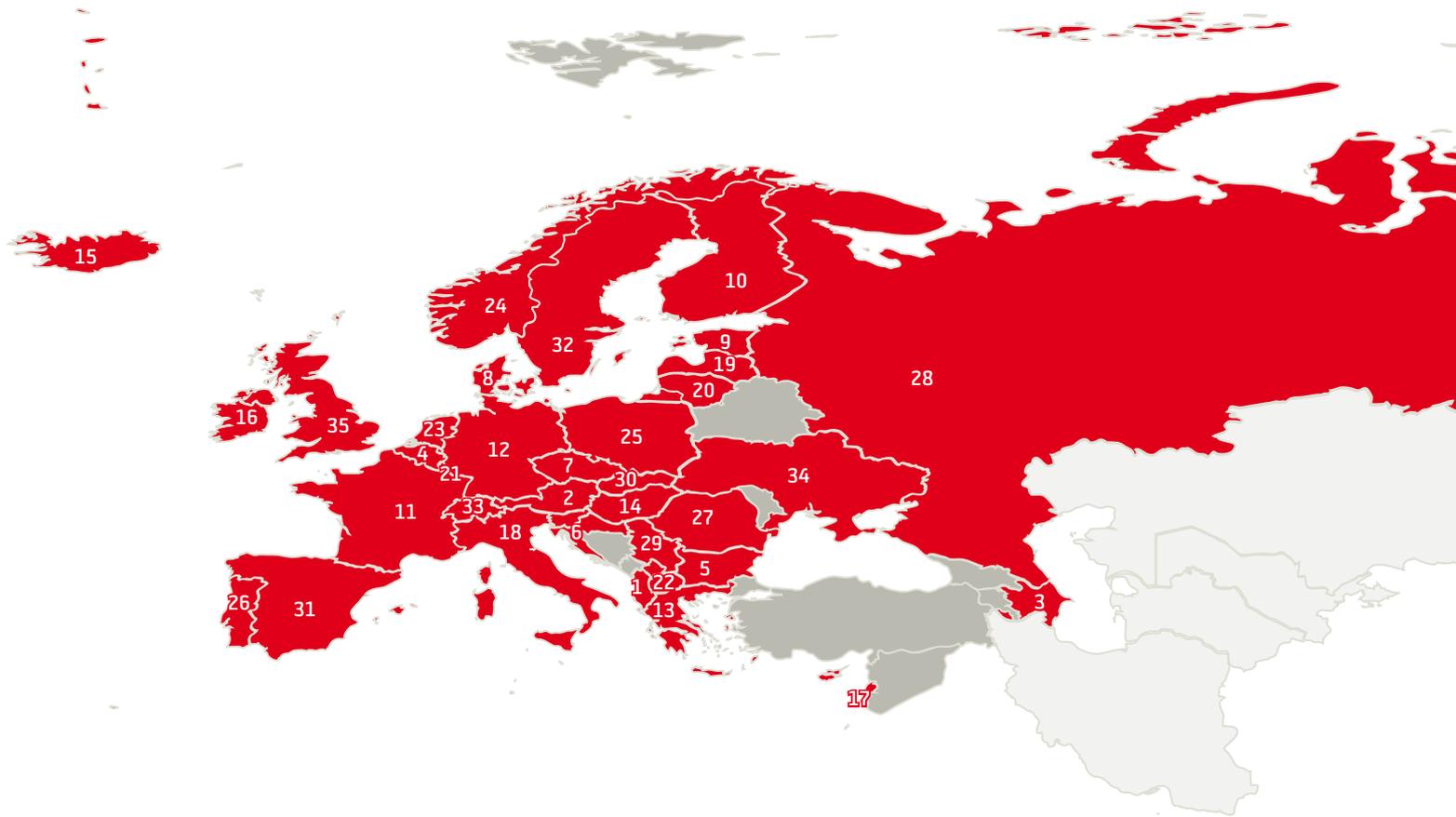


The % of Abuse and Violence When All Reasons For Contact are Known



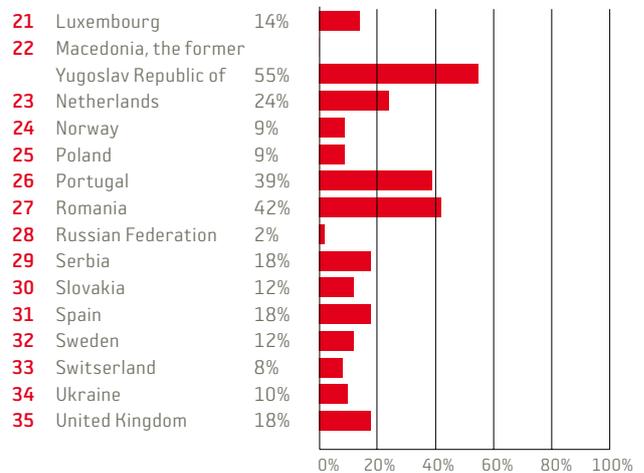
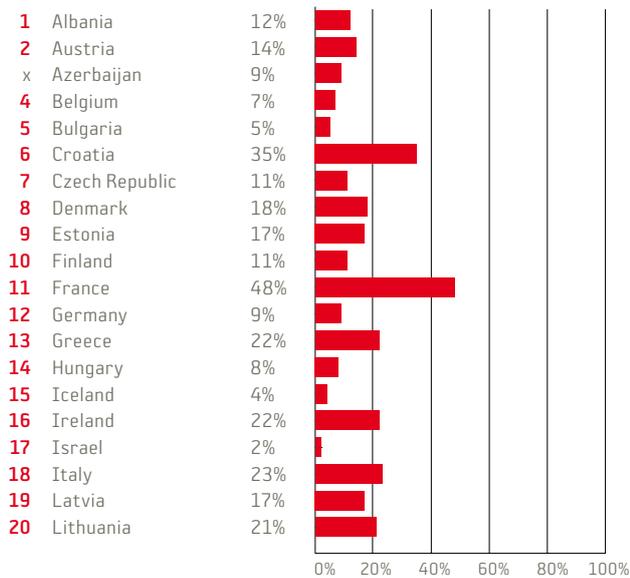
Europe

The % of Abuse and Violence, Per Country.



■ FULL MEMBER CHILD HELPLINES THAT SUBMITTED DATA IN 2012 OR 2013

The % of Abuse and Violence When All Reasons For Contact are Known



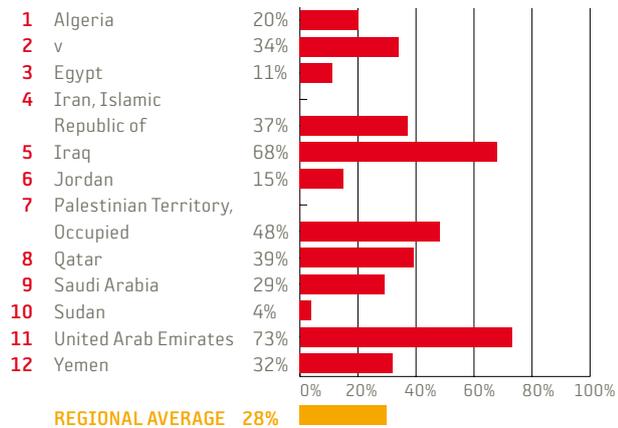
REGIONAL AVERAGE 17%

MENA

The % of Abuse and Violence, Per Country.



The % of Abuse and Violence When All Reasons For Contact are Known



Child Helpline International (CHI) is the global network of 191 child helplines in 145 countries (September 2014). CHI supports the creation and strengthening of national free of cost child helplines around the world and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

Colophon

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Disclaimer:

CHI's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child (UN CRC), including children's right to privacy and protection from harm. To preserve the trust and confidence children place in child helplines every day and all details and information about individual children cited in this report have been removed or altered. Although cases and quotes are real, the names of children and young people are not.

This publication is based on the analysis of information received from 126 child helplines in 104 countries during 2012 and 2013. This data was gathered through CHI's annual data questionnaire. The conclusions and statements are based on this information. They do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organisations at the national level.

During 2012, and 2013 child helplines around the world received more than 31 million contacts. These contacts were last updated in CHI's database in November 2014. The percentages for reasons of contacts shown in this publication are based on contacts made to child helplines when the exact reason for contact is known. In many cases where reasons are not specified, child helplines document this information in the questionnaire as 'unspecified other' or 'unknown'.

The percentages in the cells of tables and graphs in this publication have been rounded to a maximum of two significant figures and do not make use of decimal notation. As a result, the percentages of the individual (sub-) categories do not always add up to one hundred per cent. The exact figures can be requested through CHI's Secretariat.

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