

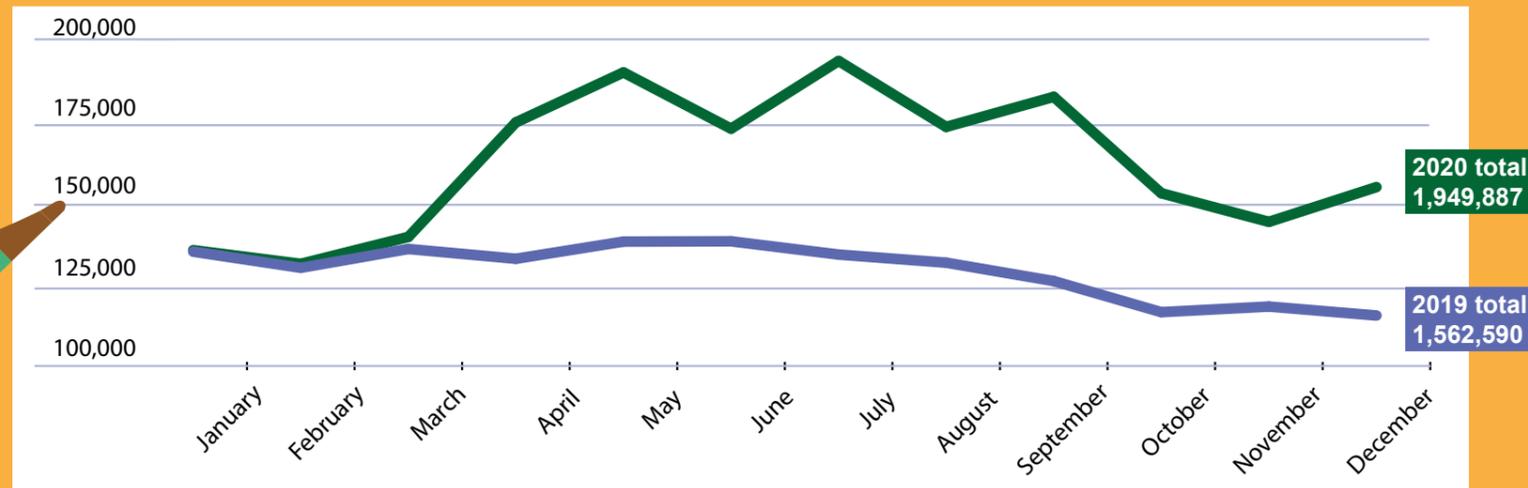
# The impact of Covid-19 on child helplines, children and young people

## Child Helpline Data: Contacts from Children & Young People



### Number of contacts received by child helplines globally : 2019 vs 2020

For this graph, only child helplines that submitted data on the total number of contacts across all four quarters of 2020 are included. The number of responding child helplines is 50.



### Key take-aways: global contacts

- The number of contacts received during the first three months of the year were similar in 2019 and 2020
- There was an increase in the number of contacts in April 2020 compared to April 2019
- This increase continued for the rest of 2020, compared to 2019

### Methodology

Quarterly surveys among our child helpline members asked about:

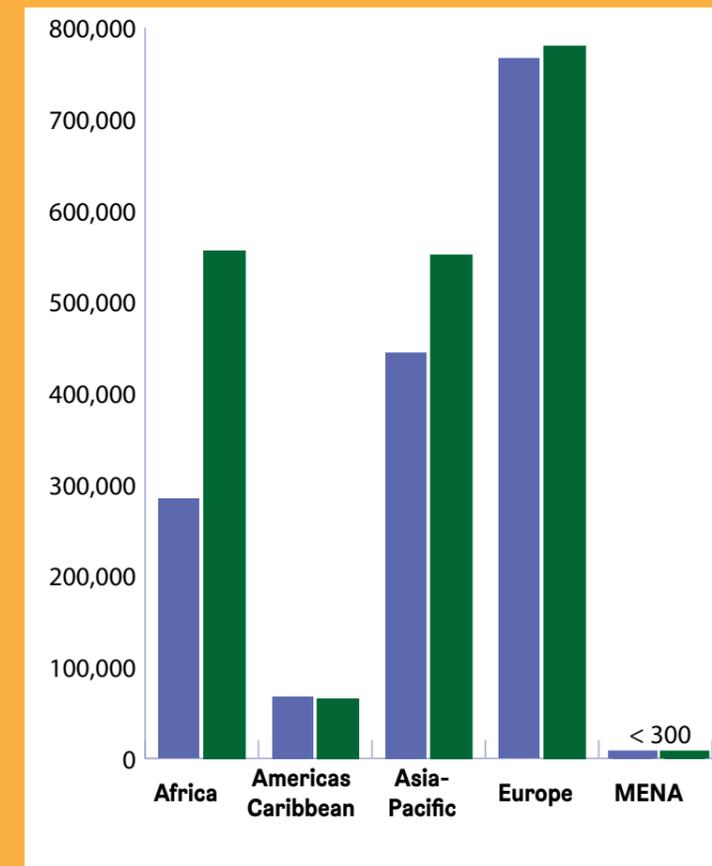
- Monthly number of contacts
- Quarterly information on the contacts, and the impact of Covid-19 on child helpline operations

### Respondents

- 78 child helplines filled in at least part of at least one quarterly survey: they represent 68 countries in 5 regions across our network
- 50 child helplines provided total numbers of contact for each month of 2019 and 2020: they represent 48 countries in 5 regions across our network
- Number of respondents varies due to missing data, and unless specified is 50

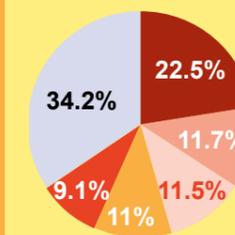
### Number of contacts received by child helplines regionally: 2019 vs 2020

- Africa saw the largest increase in the number of contacts received in 2020 compared to 2019 (95% increase). 8 out of 9 countries in this region who responded to the surveys experienced this increase
- Americas & The Caribbean saw a slight decrease in the number of contacts received (4% decrease), with 2 out of 4 countries in this region seeing an increase and the other 2 a decrease
- Asia-Pacific saw a general increase in the number of contacts received (24% increase). 5 of the 7 countries in this region experienced this increase
- Europe on average saw only a slight increase in the number of contacts received (2% increase) in 2020. Of 27 countries in this region who submitted data, 11 saw an increase whereas 14 saw a decrease
- Only 1 child helpline in the MENA region reported data. It saw a 15% increase in its contacts in 2020 compared to 2019

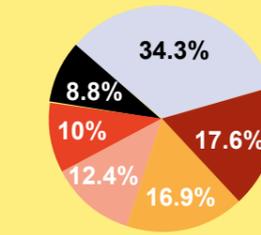


### Reasons for contact

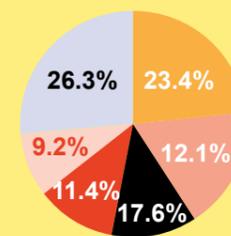
Q2  
59 child helplines  
April - June



Q3  
42 child helplines  
July - September



Q4  
40 child helplines  
October - December



NB. No data was requested for the Q1 period

- Access to services and essential needs
- Family relationships
- Information about Covid-19
- Mental health
- Physical health (own)
- Violence
- All other reasons

Globally, violence and mental health were the main reasons for contact in 2019, and were still among the main 5 reasons for contact in 2020

Information about Covid-19, family relationships, access to services and essential needs and concerns about physical health (own) emerge as key reasons for children and young people making contact with child helplines in 2020

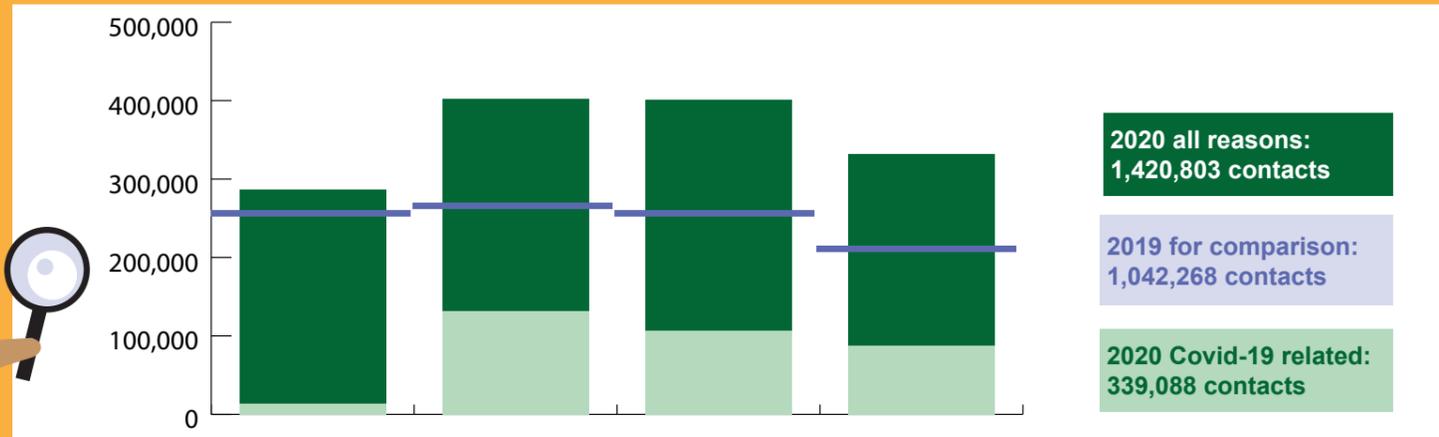
# The impact of Covid-19 on child helplines, children and young people

## Child Helpline Data: Covid-19 related contacts from Children & Young People

For this section only child helplines that submitted data on Covid-19 related contacts across all four quarters of 2020 are included. The number of responding child helplines is 27.



## Number of contacts *directly related to Covid-19* that were received by child helplines globally

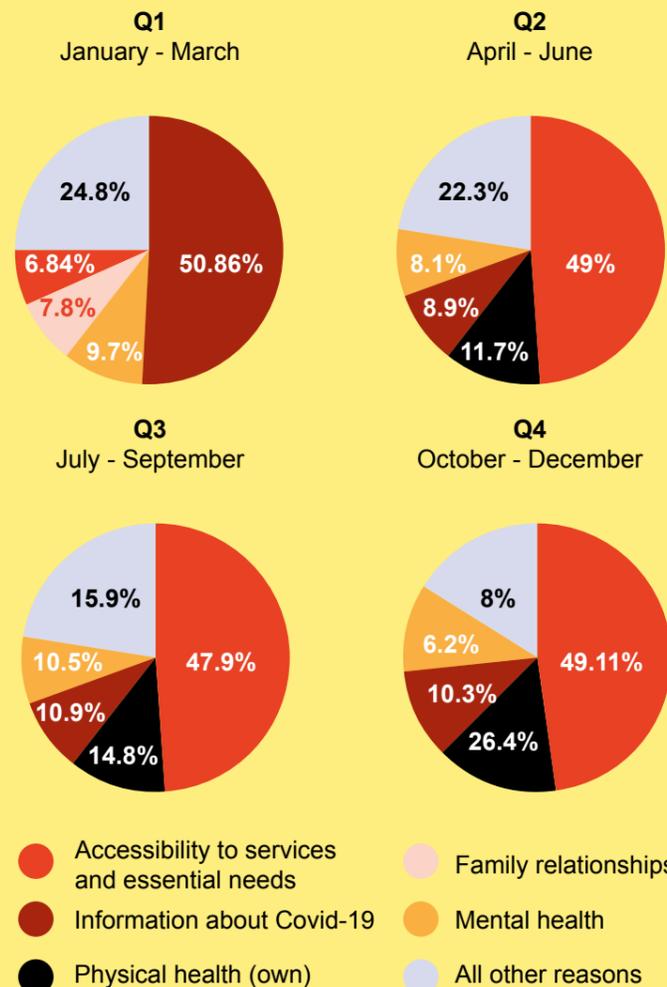


## Key take-aways: Covid-19 related contacts

- There was a low number of Covid-19 related contacts in Q1, as would be expected: 13,572 out of 286,654 contacts
- There was a drastic increase in the number of Covid-19 related contacts in Q2, up to 131,507 out of 402,197 contacts
- A small decrease in the number of Covid-19 related contacts was observed during Q3: 106,725 out of 400,489 contacts
- Further small decreases in the number of Covid-19 related contacts were observed during Q4: 87,284 out of 331,463 contacts

## Key take-aways:- Reasons for Covid-19 related contacts

- The main reasons for contacts relating to Covid-19 were consistent with the main reasons for making contact with child helplines in general during 2020, with the only exception being that children and young people's concerns about personal physical health replace contacts relating to violence
- In Q2 through to the end of the year, accessibility to various services emerges as the main reason for making contact
- Just over half of the Covid-19 related contacts made in Q1 were requests for information about the coronavirus and related issues. This reason remained among the 5 main reasons for children and young people contacting child helplines with Covid-19 related issues for the rest of the year



## Data on Child Helplines' Operations: The Impact on Child Helplines

Our child helpline members across all regions recognised the noticeable impact of Covid-19:

- Almost all of the child helplines acknowledged the heightened demand throughout the year, and that it has not yet declined
- Globally, the reported impact decreased as the year progressed
- Across all quarters, the majority of child helplines could continue their services but had to adjust to the prolonged and constrained circumstances
- Across all quarters, remote working allowed the child helplines to continue functioning throughout the pandemic