Child Helpline Data 2014

Violence Against Children

Amplifying the Collective Voice of Children and Young People for Global Change
Where does discipline end? Where does cruelty begin? Somewhere between these, thousands of children inhabit a voiceless hell.

François Mauriac
Violence against children is a global scourge that must be eradicated. The sustainable development goals approved by United Nations member states in September of 2015 include that objective, and we at Child Helpline International take great satisfaction in having contributed our evidence in the form of data collected from our member helplines to advance the arguments for the inclusion of goal 16.2 in the SDG’s.

The data CHI collects on contacts received from children on violence in their lives constitute a complementary, supplementary evidence base that supports prevalence data sets collected by others. The value of the data collected also lies in the trend-spotting characteristics of the analysis – child helplines are frequently the “canary in the coal mine” of issues children and young people are facing in their ever-more-complex lives. The data are timely, as we see from this report, which is based on data collected in 2014. And in quantity of data, there are few, if any, data sets that are as large as the one presented in this report.

Apart from the data on contacts collected and analysed, it must be emphasized that child helplines have a critical role in protecting children from abuse and violence. For many children, child helplines are the first point of contact with any kind of protection service. And child helplines are an integral part of child protection; to the extent that in some countries, where resources are often scarce and child-protection systems more porous, child helplines provide additional services, such as direct intervention, shelter, education, and legal services.

We at CHI are committed to working with all stakeholders to strengthen child protection systems through more robust child helplines. They are an invaluable resource for children and young people, and for policy makers to hear the voices of children. Let us continue to listen to those voices!

Sheila M. Donovan
Chief Executive Director,
Child Helpline International
For promoting children’s protection from violence, 2015 has been a very special year. In September the new global sustainable-development agenda was unanimously adopted by the Member States of the United Nations. The agenda includes, for the first time, a specific target (16.2) to end all forms of violence against children. This historic achievement offers a unique opportunity for the global community to build upon progress and promote a world where every child enjoys the right to freedom from all forms of violence.

Children around the world look to child helplines for support and information. Sadly, about one-third of these contacts relate to violence and abuse. Using this first-hand information from children and following up on the implementation of the recommendations of the United Nations Study on Violence against Children, Child Helpline International, the global network of child helplines, has published annual Violence against Children reports since 2006. In my capacity as Special Representative of the Secretary-General on Violence against Children, I gladly present Child Helpline International’s eighth edition of this invaluable report.

Sound data are essential to inform government policy, planning and budgeting for child protection and to monitor progress and the impact of the measures adopted. This publication is an important point of reference in shaping actions to prevent and respond to violence and monitor progress toward the elimination of all forms of violence in children’s lives. Never has this been more important than now, with the adoption of the 2030 Agenda for Sustainable Development. In order to deliver on this ambitious agenda, we need to support child helplines in their efforts to give a voice to children affected by violence. Every child in contact with child helplines should know that their experiences and feelings count, and that no one has the right to harm or hurt them. In countries where helplines are in place, children can seek help and receive the support they need.

As we move forward steadily with the implementation of the sustainable-development agenda, it is important that national governments and other relevant national, regional and global stakeholders support Child Helpline International in pursuing this important goal. We must continue to listen carefully to children and act upon their experiences in order to strengthen national child-protection systems and create a world that truly fulfils its commitments to its youngest and most valuable citizens.

Marta Santos Pais
Special Representative of the Secretary-General on Violence against Children
All children have the right to live their lives free from violence. This right is enshrined in the Convention on the Rights of the Child (UNCRC), which is ratified by more countries than any other human-rights treaty in history – 195 countries and national governments have, on paper, assumed their responsibility therein. However, evidence collected by a vast number of studies from the United Nations shows that in practice this right is violated on a massive scale. The daily work of Child Helpline International (CHI) members affirms this because many children who have been subjected to different forms of violence call upon them for help.

Eliminating violence against children on a global scale has been made a target of the United Nations’ Sustainable Development Goals (sections 4.a, 5.2, and 16.2), urging Nation States to address violence against children and to attain these goals by 2030. The aim of this report is, above all, to raise awareness not only in key decision-makers and governments but also in primary caretakers, parents and teachers to help them fully comprehend the impact violence has on the lives of children.

Violence against children is a grave violation of human rights:

• It is real: 288 children die every day as a direct result of violence.

• It is challenging: Three out of 10 adults worldwide think physical violence is a necessary part of raising children.

• It is expensive: The global economic impacts and costs resulting from the consequences of physical, psychological and sexual violence against children can be as high as US$7 trillion, whilst the costs of a program to prevent child abuse through counselling is equal to only five percent of the costs of child abuse itself.

• It is preventable: Progress can be made with strong legislation and prevention programs based on studies and first-hand evidence, such as that presented in this report.

This is the eighth edition of CHI’s Violence Against Children (VAC) report, based on more than 730,000 VAC-related contacts responded to by child helplines worldwide in 2014. Of these, 514,400 contacts related to neglect, physical, psychological or sexual violence, and other forms of abuse and violence; 190,521 contacts related to bullying; and 27,847 contacts related to cyber-bullying.

Chapter 1 presents child helpline data on the main types of violence and abuse affecting children.

Chapter 2 focuses on child helpline data concerning peer violence, bullying and cyber-bullying.

Chapter 3 examines factors implying an increased risk of violence. These are disaggregated according to individual characteristics as well as the environments where violence occurs.

The concluding section reports findings and recommendations to promote childhoods free from violence.

The annex presents an overview of child helpline data in five main geographical regions: Africa, the Americas and the Caribbean, Asia-Pacific, Europe and the Middle East and North Africa (MENA).
Map 1 shows the distribution of contacts concerning VAC-related issues. For this report 116 child helplines from 98 countries submitted their data. The full names of these members are listed in Table 1 whereas specific country data can be consulted in the regional overviews at the end of this report.

Map 1: Contacts on Violence against Children by Country

732,768 Contacts

The suffering of children and young people is prompting us to take immediate action to free our homes, schools, cities, nations and world from violence.
Table 1: Child Helpline International Members that Submitted their Data for this Report.

<table>
<thead>
<tr>
<th>Africa</th>
<th>Americas and the Caribbean</th>
<th>Asia-Pacific</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Botswana Childline Botswana</td>
<td>• Argentina</td>
<td>• Australia Kids Helpline (180 55 1800)/ BoysTown</td>
</tr>
<tr>
<td>• Burkina Faso Ligne verte 116 (Direction Générale de L’Encadrement et de la Protection de L’Enfant et de L’Adolescent- Ministère de L’Action Sociale et de la Solidarité Nationale)</td>
<td>• Aruba Telefon Pa Hubentud</td>
<td>• Bangladesh Child Helpline Bangladesh (1098)/ Aparajeyo Bangladesh</td>
</tr>
<tr>
<td>• Democratic Republic of Congo 117 Tukinge Watoto (War Child UK &amp; Ministère des Affaires Sociales)</td>
<td>• Bolivia Ligne 156</td>
<td>• Brunei Darussalam Helpline Kebajikan 141/ JAPEM</td>
</tr>
<tr>
<td>• Ethiopia Enhancing Child Focused Activities- (ECFA) HIWOT</td>
<td>• Brazil Alo 123! Safernet</td>
<td>• Cambodia Child Helpline 1280/Child Helpline Cambodia</td>
</tr>
<tr>
<td>• Guinea Conakry AGUIAS</td>
<td>• Canada Kidshepb</td>
<td>• Hong Kong (SAR) Hotline (2755 1122)/ Hotline Against Child Abuse (ACA)</td>
</tr>
<tr>
<td>• Kenya Childline Kenya</td>
<td>• Chile Fono Infancia Fundación ANAR Chile</td>
<td>• India CHILDLINE 1098/ Childline India Foundation</td>
</tr>
<tr>
<td>• Malawi Tithandizane Child Helpline/ YONECO Malawi</td>
<td>• Colombia Coropolatin Línea 106 Bogotá ICBF</td>
<td>• Indonesia TESA 129/ Ministry of Social Affairs</td>
</tr>
<tr>
<td>• Mauritius Halley Movement</td>
<td>• Costa Rica Línea 1147</td>
<td>• Japan Childline (0120 99 7777)/ Childline Support Center Japan (NPO)</td>
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<tr>
<td>• Mozambique Lihna Fala Crianca</td>
<td>• Curaçao Kindersbescherming Curaçao</td>
<td>• Kazakhstan Telefon 150 / Balag Komek (Union of Crisis Centres)</td>
</tr>
<tr>
<td>• Nigeria Human Development Initiatives- HDI</td>
<td>• Mexico Casa Alianza</td>
<td>• Maldives Child Help Line 1412 / Department of Gender and Family Protection Services</td>
</tr>
<tr>
<td>• Senegal Centre GINDI</td>
<td>• Nicaragua Línea 133</td>
<td>• Nepal Child Helpline 1098/ Child Workers in Nepal (CWIN) Concerned Centre</td>
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<tr>
<td>• Sierra Leone Childhelp Sierra Leone</td>
<td>• Paraguay Fono Ayuda</td>
<td>• New Zealand - Kidsline/Lifeline Auckland - Youthline (0800 37 66 33) - 0800 What's Up/Barnardos NZ</td>
</tr>
<tr>
<td>• South Africa Childline South Africa</td>
<td>• Peru ANAR Perú</td>
<td>• Pakistan Madadgaar Helpline for Children and Women Suffering from Violence and Abuse/ Lawyers for Human Rights and Legal Aid (LHRLA)</td>
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<td>• United Republic of Tanzania National Child Helpline Tanzania (CHL)</td>
<td>• Suriname Kinder- en Jongerentelefoon (KJT)</td>
<td>• Philippines Bantay Bata 163 / ABS-CBN Foundation</td>
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<tr>
<td>• Uganda Ministry of Gender, Labour and Social Development</td>
<td>• Trinidad, Tobago ChildLine</td>
<td>• Singapore Tinke Friend Helpline (1800 2744 788)/ Singapore Children’s Society</td>
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<td>• Zambia Lifeline/ Childline Zambia</td>
<td>• Uruguay Línea Azul</td>
<td>• Thailand SaiDek 1387/Childline Thailand</td>
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<td>• Zimbabwe Childline Zimbabwe</td>
<td>• United States of America 2nd Floor Youth Helpline</td>
<td>• Vietnam Child Helpline Vietnam (18001567)/ Ministry of Labour, Invalides and Social Affairs (MOLISA)</td>
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* South Africa includes Childline South Africa
<table>
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<th>Europe</th>
<th>MENA</th>
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<tr>
<td>• Albania <em>Child Rights CA</em></td>
<td>• Algeria <em>Nada</em></td>
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<td>• Austria <em>Osterreichischer Rundfunk</em></td>
<td>• Bahrain <em>Ministry of Human Rights and Social Development</em></td>
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<td>• Azerbaijan <em>Reliable Future Youth NGO</em></td>
<td>• Egypt <em>National Council for Childhood and Motherhood</em></td>
</tr>
<tr>
<td>• Belarus <em>Ponimanie</em></td>
<td>• Islamic Republic of Iran <em>Sedaye Yara</em></td>
</tr>
<tr>
<td>• Belgium <em>Awel</em></td>
<td>• Jordan <em>Jordan River Foundation</em></td>
</tr>
<tr>
<td>• Croatia <em>Hrabri telefon</em></td>
<td>• Kurdistan Regional Government / Iraq <em>Ministry of Labour and Social Affairs</em></td>
</tr>
<tr>
<td>• Czech Republic <em>Safety Line</em></td>
<td>• Palestine (Q.D.T.) <em>SAWA</em></td>
</tr>
<tr>
<td>• Denmark <em>Barns Vilkår</em></td>
<td>• Qatar <em>Qatar Foundation for Protection and Social Rehabilitation</em></td>
</tr>
<tr>
<td>• Estonia <em>Lapsemure</em></td>
<td>• Saudi Arabia <em>National Family Safety Programme</em></td>
</tr>
<tr>
<td>• Finland <em>Mannerheim League For Child Welfare</em></td>
<td>• U.A.E <em>Sharjah Social Services Department</em></td>
</tr>
<tr>
<td>• France <em>Service National d’Accueil Téléphonique pour l’Enfance en Danger</em> - SNATED</td>
<td>• - <em>Dubai Foundation for Women and Children</em></td>
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<tr>
<td>• Germany <em>Nummer gegen Kummer e. V.</em></td>
<td>• Israel <em>NATAL: Israel Trauma Center for Victims of Terror and War</em> - ERAN</td>
</tr>
<tr>
<td>• Greece <em>The Smile of the Child</em></td>
<td>• Montenegro <em>NGO Children First</em></td>
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<tr>
<td>• Hungary <em>Kék Vonal</em></td>
<td>• Netherlands <em>De Kindertelefoon</em></td>
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<td>• Iceland <em>Icelandic Red Cross</em></td>
<td>• Norway <em>Røde Kors, Oslo</em></td>
</tr>
<tr>
<td>• Ireland <em>Irish Society for the Prevention of Cruelty to Children</em> - ISPCC</td>
<td>• Portugal <em>Instituto de Apoio à Criança</em> - SOS Criança</td>
</tr>
<tr>
<td>• Israel <em>NATA: Israel Trauma Center for Victims of Terror and War</em> - ERAN</td>
<td>• Republic of Macedonia <em>The First Children’s Embassy in the World</em> - Megjashi</td>
</tr>
<tr>
<td>• Italy <em>SOS II Telefono Azzurro Onlus</em></td>
<td>• Romania <em>Asociatia Telefonul Copilului</em></td>
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<td>• Lithuania <em>Vaikų linija</em></td>
<td>• Serbia <em>Nacionalna Dečija Linija</em> - NADEL</td>
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<td>• Luxembourg <em>KaJuTel</em></td>
<td>• Slovakia <em>Linka detskej istoty pri SV UNICEF</em></td>
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<td>• Malta <em>Maltas Telefono d’Ajuto</em></td>
<td>• Slovenia <em>Zveza prijateljev mладine Slovenije (ZPMS)</em></td>
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<td>• Netherlands <em>De Kindertelefoon</em></td>
<td>• Spain <em>Fundación Anar</em></td>
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<td>• Norway <em>Røde Kors, Oslo</em></td>
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<td>• Switzerland <em>Pro Juventute Beratung + Hilfe 147</em></td>
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<td>• Romania <em>Asociatia Telefonul Copilului</em></td>
<td>• United Kingdom <em>- NSPCC</em></td>
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<td>• Russian Federation <em>The National Foundation for the Prevention of Cruelty to Children</em> - NFPCC</td>
<td>• - <em>Get Connected</em></td>
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<tr>
<td>• Serbia <em>Nacionalna Dečija Linija</em> - NADEL</td>
<td>• - <em>Missing People</em></td>
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</tbody>
</table>

*Unfortunately data from CHI member child helplines in Egypt and South Africa could not be inserted into the general analysis. Therefore the total number of contacts received in both these countries is listed in shade only and N = 732,768 does not include the responses from Egypt (1,364) and South Africa (16,876).*
Last year, the CHI Network recorded 732,768 contacts reporting an incidence of violence against children. Figure 1 on the left shows the different forms of violence against children as a percentage of the total number of contacts. Peer violence (bullying and cyber-bullying) and physical abuse constitute the greatest concerns in respect to children and young people. Most of the violence-related contacts made to child helplines in our 2014 data relate to these two topics.

**Figure 1:**
Global Shares of the Main Forms of Violence

<table>
<thead>
<tr>
<th></th>
<th>Total Contacts</th>
</tr>
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<tbody>
<tr>
<td>Africa</td>
<td>259,615</td>
</tr>
<tr>
<td>Americas and the Caribbean</td>
<td>85,104</td>
</tr>
<tr>
<td>Asia-Pacific</td>
<td>51,070</td>
</tr>
<tr>
<td>Europe</td>
<td>315,412</td>
</tr>
<tr>
<td>MENA</td>
<td>21,567</td>
</tr>
</tbody>
</table>

**Figure 2:**
Regional Breakdown of the Main Forms of Violence

<table>
<thead>
<tr>
<th>Region</th>
<th>Bullying</th>
<th>Cyberbullying</th>
<th>Emotional Abuse</th>
<th>Neglect</th>
<th>Other Forms of Abuse</th>
<th>Physical Abuse</th>
<th>Sexual Abuse</th>
<th>Total Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>29%</td>
<td>5%</td>
<td>9%</td>
<td>16%</td>
<td>5%</td>
<td>23%</td>
<td>12%</td>
<td>259,615</td>
</tr>
<tr>
<td>Americas and the Caribbean</td>
<td>10%</td>
<td>1%</td>
<td>11%</td>
<td>19%</td>
<td>12%</td>
<td>29%</td>
<td>17%</td>
<td>85,104</td>
</tr>
<tr>
<td>Asia-Pacific</td>
<td>25%</td>
<td>2%</td>
<td>8%</td>
<td>5%</td>
<td>16%</td>
<td>29%</td>
<td>16%</td>
<td>51,070</td>
</tr>
<tr>
<td>Europe</td>
<td>28%</td>
<td>6%</td>
<td>12%</td>
<td>6%</td>
<td>14%</td>
<td>23%</td>
<td>14%</td>
<td>315,412</td>
</tr>
<tr>
<td>MENA</td>
<td>26%</td>
<td>7%</td>
<td>7%</td>
<td>19%</td>
<td>38%</td>
<td>12%</td>
<td></td>
<td>21,567</td>
</tr>
</tbody>
</table>

Figure 2 above shows the types of abuse disaggregated by geographical region. The largest number of contacts is recorded by child helplines in Europe (with 41 members), and the highest number of contacts for each forms of abuse is also from this region with the exception of neglect, for which Africa ranks first with more than 40,000 contacts.

**Child Abuse:**
All forms of harm directed toward a child by an adult or another child with more power and/or authority. While there are many forms of abuse, the five main types are: physical abuse, emotional abuse, sexual abuse, neglect, and peer violence (bullying and cyber-bullying). Child abuse may take place in many settings.
In Figure 3 Africa is also accounting for the highest number of children and young people witnessing violence whereas child helplines in the Americas and the Caribbean have responded to more cases related to child sexual abuse images. In the category ‘Other Forms of Abuse and Violence,’ child helplines in Asia-Pacific have worked on more cases related to online extortion than in any other region. Although child helplines are relatively new as a concept in most countries in the Middle East and North Africa (MENA) – reflected in the lower number of contacts from this region – the data from this region show a relatively high share of contacts related to domestic violence.

>>> Breaking the Vicious Circle of Violence - Palestine (O.P.T.)

The mother of a six-year-old boy was referred by his kindergarten because her son was displaying aggressive behaviour. She described him as ‘cross’ and ‘often creating fights.’ When asked about the way she generally handled this behaviour, she answered that she would hit him as nothing else seemed to have an impact. The counsellor asked her to describe the last situation where she had felt the need to do this, and she reported that it had been when she felt tense subsequent to her husband having hit her. She realized she had been projecting her anger onto the child. The counsellor helped her address her relationship with her husband and find alternative ways to deal with her son’s behaviour. Some weeks after the counselling session she reported that her son’s behaviour had improved.
Physical Abuse

Physical Abuse: The exertion of physical force against a child with the intention of hurting or injuring the victim. Physical abuse can occur within the home, in public institutions (schools, police custody) and in public.7

The following map shows the distribution of contacts made by children and young people relating to physical abuse.

Map 2: Contacts on Physical Abuse by Country

A little over 25 percent of all contacts related to abuse and violence recorded in 2014 involved physical abuse.

Child helpline data and experience suggest that a large number of contacts on physical abuse relate to parents exerting violent disciplinary measures and corporal punishment. In Europe, for example, the country with the largest number of contacts on physical abuse was France (15,313 contacts), where despite the efforts of the global campaign to end corporal punishment, it is still legal in the home, alternative-care settings, day care, schools and penal institutions under the 'right of correction.'8

In the Americas and the Caribbean region, the United States of America (USA), recorded the greatest number of contacts on physical abuse (8,083 contacts). Corporal punishment is still allowed in schools in one-third of US states, and none of the states has explicit laws against corporal punishment at home.9

Zambia received the highest number of contacts on physical violence in Africa and across the CHI network (39,833 contacts). In Asia and the Pacific, India showed the highest number (1,669) and, in the MENA region it was Algeria (2,961). In Zambia and India — notwithstanding government commitment to end all forms of it — corporal punishment is still allowed in the home, alternative-care settings, day care and penal institutions,10 and in Zambia also as criminal punishment.11 In Algeria there is no clear statement in legislation to counter the universal acceptance of corporal punishment as a disciplinary method.12

Child helpline data suggest a causality between the lack
Sexual Abuse

Sexual Abuse: There are several forms of sexual abuse, ranging from sexual penetration; the intentional exposure of a child to sexual activity, such as showing and/or taking sexually explicit or implicit pictures of the child or telling jokes or stories of a sexual nature; or tickling in erogenous zones and demanding to be tickled in return. Pressure is usually exerted by an adult or another child in a position of authority.7

Sexual abuse is widespread. National self-report studies from the USA show that 20 percent of adult females and 5–10 percent of adult males recall a childhood sexual assault or sexual-abuse incident.14 At global level, 35 percent of women have suffered physical or sexual violence.15 Some countries (Uganda, for example) show rates as high as 70 percent.16 The most recent estimate by the World Health Organisation (WHO; 2002) is that 150 million girls and 73 million boys under the age of 18 have been raped or have suffered other forms of sexual violence.17

Map 3: Child Helpline Responses for Sexual Abuse by Country

The Results of Violent Discipline - France

When Carla contacted the child helpline, she was 18. She had suffered a tough, violent upbringing with a history of serious physical abuse under the guise of discipline. Carla shared how eventually she reacted in a similarly violent way, biting and hitting her parents, and as she quickly grew physically stronger than them, became more in control. However, she was not at ease and sought help because she had problems controlling her anger. The disciplinary measures her parents had exerted upon her had repercussions in her own relationships in terms of her anger and caused problems between herself, her friends and boyfriend. Together with the counsellor, she explored alternative behaviours and approaches.
In 2014, child helplines across the CHI network responded to 100,122 contacts on sexual abuse. The child helpline in the Republic of Guinea responded to the highest number of sexual-abuse-related contacts at 24,901, followed by the UK with 11,116 responses.

Figure 4: Contacts on Sexual Abuse by Perpetrators and Sex of the Victim

Figure 4 shows that more girls than boys contact child helplines regarding sexual abuse and that in a little over one-fifth of the cases handled by child helplines, a family member of the victim is the perpetrator of the abuse. Figures 4a and 4b show a breakdown of the proximity of these family perpetrators.

Figure 4a: Family as Perpetrators of Sexual Abuse

Figure 4b: Spotlight on Extended Family as Perpetrators of Sexual Abuse

Using a payphone, a girl called several times but hung up as soon as she was welcomed by the counsellor. Finally on her fifth attempt, she told the counsellor her name and shared various incidents of sexual abuse perpetrated by her paternal uncle who was also her legal guardian. She had told her sister and aunt, but they did not believe her; in fact, they had gotten angry at her and told her to stop making things up. Since her aunt financed her studies, the girl was afraid to discuss it further with her. The caller did not give her address but shared the name of her school and her class, so the counsellor could contact her through her school. She was rescued and placed at the child helpline’s shelter where she was given access to psycho-social counselling sessions to help her overcome the trauma resulting from the abuse.

- The category ‘Other’ includes contacts on adults not related to the child as well as care workers and unknown perpetrators of sexual abuse.

Figure 4b: Spotlight on Extended Family as Perpetrators of Sexual Abuse
Emotional Abuse

*Emotional Abuse: Emotional abuse is the pervasive lack of a display of love and affection toward a child by an adult entrusted with his/her care and development or by another child in a position of authority. This includes constant belittlement, blaming, criticizing and intentionally failing to display emotion to a child, such as not smiling at a child or simply not acknowledging a child’s existence by not looking at him/her, or exclusively engaging a child in a closed and confining emotional relationship.*

Emotional maltreatment is not easy to identify, as it usually manifests itself verbally through aggression and the use of self-esteem-diminishing vocabulary. It is, however, widespread. The Violence against Children Surveys carried out between 2007 and 2011 in Kenya, Swaziland, the United Republic of Tanzania, and Zimbabwe asked young adults about their experiences of emotionally violent acts before the age of 18. Between 24 and 38 percent of young men and women in each country reported experiences of emotional abuse prior to age 18. The highest percentage (38 percent) was reported by men in Zimbabwe.

Child helpline data and anecdotal evidence support the finding that emotional abuse is often hidden and the impact is frequently not recognized by the victim.

France (16,177) followed by the Republic of Guinea (16,128), the USA (4,576), India (2,127) and Saudi Arabia (628) responded to the highest number of contacts on emotional abuse in their respective regions.
Neglect

Neglect: The failure of a parental figure, whether intentional or not, to provide a child with the basic needs required for the child’s development. Basic needs include food, shelter, clothing, love, affection and appropriate discipline.  

Last year child helplines worldwide were approached for support regarding neglect 80,331 times. Map 5 shows that many of these contacts were made in the Republic of Guinea (34,366), France (9,942), the USA (7,907), India (1,033) and Saudi Arabia (661).

Map 5: Contacts on Neglect by Country

80,331 Contacts

- <100
- 100 - 1,000
- 1,001 - 2,000
- 2,001 - 3,000
- 6,000 - 10,000
- >30,000

Figure 5: Contacts on Neglect by Sex

Figure 5 shows that both boys and girls suffer neglect, but slightly more boys sought child helpline support on the issue.

Fifteen-year-old Jamie described her life as ‘full of drama’. She often got into trouble at school for trivial matters such as wearing the incorrect uniform, but most of the ‘drama’ was about her parents’ fighting, verbally and physically, with dad hitting mum. Jamie felt oppressed by this and did not dare ask for things she needed, such as a proper school uniform. She expected to be expelled from school in the near future and feared having to spend more time at home. She mentioned death as a welcome way out. She needed a ‘safe adult’ in her life. Youthline explained Jamie’s situation to the school counsellor who appreciated the opportunity to learn more about Jamie’s home life and the reasons behind her conduct at school. The counsellor subsequently engaged Child Youth and Family Care to support the family further.
Bullying: A form of abuse that is intentional, repeated, and involves a disparity of power between the victim and perpetrators. Bullying usually involves a child's being repeatedly picked on, ridiculed and intimidated by another child or other children or adults. Bullying may involve physical, verbal and psychological violence. Bullies aim to gain some material or social reward or emotional pleasure from their acts.

Bullying is a common behaviour in schools and among peers across the world. Research conducted in a wide range of developing countries for the Global School-based Health Survey (GSHS) found that between one-fifth (China) and two-thirds (Zambia) of children reported being verbally or physically bullied in the previous 30 days. The picture is similar in OECD countries. Almost 25 percent of the seven million students questioned in Spain and one-third of those surveyed in Australia reported being bullied by classmates.

Globally, CHI data show 190,521 cases on bullying. Across the network, Zambia, the UK and Poland are at the top of the list of countries with the largest number of cases (12,372, 4,679, and 3,029, respectively).
Figure 6 shows the contacts on bullying where the type of bullying is known. The largest category is emotional bullying, followed by physical bullying.

![Figure 6: Shares of Contacts by Types of Bullying](image)

More girls than boys contact child helplines regarding bullying. In the experience of child helpline counsellors, the type of bullying for which girls and boys contact child helplines also differs. **Girls seem to be more affected by embarrassing stories** spread by peers - often amplified by the use of social media - while **boys more often report being subjected to physical bullying and extortion**.

### Cyber-bullying

**Cyber-bullying**: A form of abuse that occurs through the Internet and social media. Cyber-bullying usually involves a child’s being repeatedly picked on, ridiculed and intimidated by another child or other children. Cyber-bullying includes (sexually tinted) exposure on the Internet and may involve psychological violence. Examples of cyber-bullying include mean text messages or emails, rumours sent by email or posted on social-networking sites, and embarrassing pictures, videos, websites or fake profiles.

Cyber-bullying can occur in isolation, but it often occurs as an extension of face-to-face bullying. Cyber-bullying can cause even more harm to young people because of its near-indelible nature: it is difficult to remove content from the Internet; and the insults, comments or images can be preserved by others and used to inflict further harm with each posting, reading or viewing. Furthermore, the audience on social media is larger, and many social media platforms allow the possibility of co-ordinated ‘campaigns’ against the victim. Lastly, the speed at which messages reach an audience is near-instantaneous and the spread of information uncontrollable.

Globally, CHI 2014 data show 27,847 cases of cyber-bullying. Among CHI cases on cyber-bullying, girls are again more affected than boys.
A 16-year-old girl begins her call by saying: 'I’m not pretty, and people “throw it in my face”. They laugh at me and talk about the way I dress; what should I do?’ During almost two hours of conversation, the girl shared that ‘friends’ had taken a picture of her drunk and without clothes on at a party, and everybody at school received the photo through SMS. After that they started to cyber-bully her, with boys telling everyone that she was ‘easy’. She contemplated suicide twice and had started cutting herself, ‘to punish me for being who I am’. Due to her thoughts about suicide and actual self-harm, the counsellor referred the girl to a psychologist for face-to-face counselling and assured her that she could always call again.

A girl was being bullied by another girl at school. The other girl and her friends were physically harassing the caller and sending hate messages through SMS and Facebook. The caller had tried ignoring the girl, reasoning with her and blocking her on Facebook, but nothing seemed to help. She was feeling quite desperate about it and was even thinking of moving to a different school. The counsellor congratulated her on the steps that she had already taken and encouraged her to talk to an adult at school (a teacher or school counsellor) about the situation. As the victim was worried this might make things worse if the other girls found out, the counsellor suggested that she express this worry to the chosen adult confidant. She also checked that the caller had kept some evidence of the cyber-bullying, which she had, and encouraged her to show this proof to a teacher or school counsellor. The caller said that she subsequently felt more confident in handling the situation.
Chapter 3
Risk Factors Inducing Violence against Children

Violence against children occurs in all segments of society, regardless of culture, economic class or social background. However, it is possible to identify factors in the environments or characteristics of individual children and young persons that indicate a higher probability of exposure to abuse and violence. These factors often reinforce each other. For example, research shows that younger children and children with special needs are more vulnerable because they need relatively more care. Parents who do not understand these needs, have a history of abuse or who experience excessive levels of stress may have more difficulty providing this care. Table 2 shows a compilation of risk factors identified in numerous studies on child abuse.

Table 2:
Risk Factors Inducing Violence against Children

<table>
<thead>
<tr>
<th>Level</th>
<th>Risk Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>• Age- children younger than 4 years of age run higher risks.</td>
</tr>
<tr>
<td></td>
<td>• Special needs- special needs may increase the (felt) burden on caregivers.</td>
</tr>
<tr>
<td>Parents and Family</td>
<td>• Parents’ lack of understanding of children’s needs, child development and parenting skills</td>
</tr>
<tr>
<td></td>
<td>• Parents’ history of child maltreatment in family of origin</td>
</tr>
<tr>
<td></td>
<td>• Substance abuse and/or mental health issues including depression in the family</td>
</tr>
<tr>
<td></td>
<td>• Parental and familial characteristics and circumstance; young age, low education, single parenthood, large number of dependent children, and low income.</td>
</tr>
<tr>
<td></td>
<td>• Non biological, transient caregivers in the home (e.g., mother’s male partner).</td>
</tr>
<tr>
<td></td>
<td>• Parental thoughts and emotions that tend to support or justify maltreatment behaviours.</td>
</tr>
<tr>
<td></td>
<td>• Social isolation of the family</td>
</tr>
<tr>
<td></td>
<td>• Family disorganization, dissolution, and violence (including intimate partner violence).</td>
</tr>
<tr>
<td></td>
<td>• Parenting stress, poor parent-child relationships, and negative interactions.</td>
</tr>
<tr>
<td>Community</td>
<td>• Violence in the Community</td>
</tr>
<tr>
<td></td>
<td>• Concentrated neighbourhood disadvantages, and poor social connections.</td>
</tr>
</tbody>
</table>

Child helplines generally do not collect data on the social and economic backgrounds of their callers as this is a violation of their privacy, but the data and case summaries child helplines share endorse a number of these indicators, and further analyses of child helpline data suggest additional risk factors that may relate to characteristics of victims and locations where violence occurs.

• Being Born a Girl
• Violence at Home
• Violence in Schools
• Violence Online

In the following sections, data suggesting these additional findings are presented, and a case is made to use this data to design effective prevention programs.
Violence against Women: The United Nations defines violence against women as any act of gender-based violence that results in, or is likely to result in, physical, sexual or mental harm or suffering by women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.24

Numerous statistics provide evidence of gender-based violence practices and discrimination toward females;25 for example, estimates say there are 50 to 100 million ‘missing’ females worldwide - girls and women who did not have a chance to live because of discriminatory female infanticide and abortion.26 The following figures, based on CHI data, show that more girls than boys contact child helplines for issues related to abuse and violence.

A big challenge in addressing violence against girls and women is that sex discrimination and gender-based violence are often condoned by laws, policies and practices of institutions; and they permeate through to social attitudes.

Statistics collected in a recent survey by UNICEF show that at global level nearly half of adolescent girls (age 15 to 19) approve of wife-beating. In Africa and MENA, this proportion rises to more than half. In Central and Eastern Europe and the Commonwealth of Independent States, this portion is still as high as 28 percent.3 This indicates that positive attitudes towards violence against girls and women are widespread. This normalisation of aggression against and self-blame in girls needs to be addressed on a significant scale.
On the topic of the acceptance of women being hit by their intimate partners, child helplines have some insights to share. CHI data in Figure 13 below disaggregates the contacts on abuse perpetrated by intimate partners. Over 3,000 contacts were related to children and young people being hit by their boyfriends, the majority being girls, but also some boys. In many of these cases, the victims need support to build self-confidence and start initiating changes in attitudes.

Figure 13: Intimate Partners as Perpetrator by Sex

![Pie charts showing the distribution of contacts to child helplines related to abuse perpetrated by intimate partners.]

**Figure 13:** Intimate Partners as Perpetrator by Sex

- **Boyfriend:** 3,172 Contacts (4%)
- **Girlfriend:** 607 Contacts (9%)
- **3,779 Contacts (11%)**
- **73%**
- **4%**
- **16%**

On the topic of the acceptance of women being hit by their intimate partners, child helplines have some insights to share. CHI data in Figure 13 below disaggregates the contacts on abuse perpetrated by intimate partners. Over 3,000 contacts were related to children and young people being hit by their boyfriends, the majority being girls, but also some boys. In many of these cases, the victims need support to build self-confidence and start initiating changes in attitudes.

**Figure 14:** Domestic Violence and Witness to Violence by Sex

![Bar charts showing the distribution of contacts to child helplines related to domestic violence and witness to violence.]

<table>
<thead>
<tr>
<th>Category</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domestic Violence</strong></td>
<td>25,551</td>
</tr>
<tr>
<td><strong>Witness to Violence</strong></td>
<td>8,203</td>
</tr>
<tr>
<td><strong>16%</strong></td>
<td><strong>15%</strong></td>
</tr>
<tr>
<td><strong>49%</strong></td>
<td><strong>47%</strong></td>
</tr>
<tr>
<td><strong>34%</strong></td>
<td><strong>38%</strong></td>
</tr>
</tbody>
</table>

**Self-blame is a Symptom of Abuse - USA**

For the first few minutes, all the 16-year-old female caller could do was cry. Then the story came out. She had been in a relationship with a man 10 years her senior. His initially kind and generous demeanour had quickly changed into a controlling, demanding and abusive one. He had manipulated her into breaking off contact with her friends and family, and now he wanted her to have his child. Because she had not consented, he had intoxicated and raped her several times, and she realized he wanted to have the child in order to gain even more power over her. She decided she needed to leave him, but she did not know how. She did not dare ask her family for support, because they had been opposed to the relationship from the beginning. She felt that the blame for her situation was entirely hers. After reassuring the girl that she had made a brave and wise decision, the counsellor explained that the girl was not to blame but that her boyfriend’s actions were criminal offences and grounds for imprisonment. The girl felt relieved and said she would contact her family.

**Violence at Home**

**Domestic Violence:** The physical, emotional and/or verbal abuse of a partner. Domestic violence is a type of abuse. It usually involves a spouse or a partner, but it can also be inflicted on a child, elderly relative or other family member. It is difficult to assess the commonality of domestic violence, as it is severely under-reported.

**Witness to Violence:** A child who sees or has seen acts of aggression or hostility committed either in public or at home.

Domestic violence is closely connected to child abuse. Estimates say that in 40 - 60 percent of all child-abuse cases domestic violence is involved. Furthermore, several studies have found that in 85 - 90 percent of the cases when a violent incident occurs at home, children are present; in 50 percent of those cases, children are also abused during the violent incident.

Research has also shown that children who witness domestic violence often display the same symptoms as children who have been physically or sexually abused themselves. Children who witness domestic violence can manifest symptoms associated with post-traumatic stress disorder, and witnessing violence affects children's ability to learn and establish good peer relationships. Basically, growing up with violence affects a child's natural curiosity and desire to explore the world.
In 2014 child helplines worldwide recorded more than 25,000 contacts on domestic violence and around 7,500 on children witnessing violence.

Both children who suffer violence and children who witness violence are at risk of internalizing the practice of violence. As well as suffering the abuse inflicted upon them, they risk making the attitudes or the behaviour part of their nature by learning or unconscious assimilation. Girls who witness their father’s or stepfather’s violent treatment of their mothers are more likely to accept violence as a normal part of marriage than girls from nonviolent homes. Boys who have witnessed the same violence are more likely to be violent to their partners as adults.

This knowledge makes the data even more disconcerting. In total, child helplines worldwide recorded 33,754 contacts where incidences of suffering or witnessing domestic violence were disclosed. This information can be used for further research and to inform domestic-violence-prevention schemes and legislation.

**Violence in Schools**

The two main types of violence that occur in the school environment are violence perpetrated by teachers - often but not limited to forms of corporal punishment - and bullying perpetrated by peers. In Chapter 2, bullying and cyber-bullying were discussed. In this section, violence perpetrated by teachers is discussed.

**Corporal Punishment:** The UN Committee on the Rights of the Child (UNCRC) defines corporal punishment as a punishment wherein physical force is used with the intention to cause a child pain or discomfort.

We discussed corporal punishment briefly in Chapter 1 because a large part of the physical abuse of children is associated with corporal punishment. However, corporal punishment is not limited to parents or the home environment. The use of corporal punishment in schools is still legal in 72 States and 26 Territories.

This is true in spite of evidence that corporal punishment can cause depression, problem-level drinking and lower educational, occupational and economic achievement. Children who face corporal punishment at school are more likely to drop out, harming their own future prospects. Child helplines have recorded more than 10,000 contacts specifically on corporal punishment.

Where corporal punishment is legally or culturally permitted, abuse is never far away.

**Sexual Abuse Perpetrated by School Staff - India**

Fifteen girls, victims of sexual abuse by their school principal, were rescued after one of the girls bravely contacted Childline India to complain about their principal’s conduct. Childline India researched the case and managed to speak to a number of parents who had questioned the principal about his behaviour before. The principal had always denied the allegations or financially settled with the parents of the victimised children. This finding gave enough ground for a school-wide investigation, which Childline India conducted with the support of trained counsellors. Fourteen additional cases were identified and the offender was prosecuted.

**Severe Physical Abuse at School - Nepal**

A 15-year-old male student on campus forged the vice-principal’s signature on a permit to leave the campus for some leisure time. When the school administration discovered this, the boy was literally tortured as a punishment and to discourage him from trying this again. He was hit hard with a belt, a pipe and a boot, and had to stand up carrying bricks for hours. His mother turned to the child helpline for legal support, and the main perpetrator now faces legal prosecution. The child has recovered. Teachers were the perpetrators in more than 7,000 cases of violence and abuse about which child helplines worldwide were contacted. This may seem negligible when set against the total number of contacts, but imagine that your children are sent to school, and the one person they should be able to trust to be acting in their best interest is the one inflicting the abuse.
The Internet, online technologies and social media provide myriad opportunities for learning and expanding children’s worlds. Unfortunately, as with other spaces, accessing the cyber world includes risks to children.

**Online Exposure:** Exposure to inappropriate content: racism, hate-related content, adult and child sexual abuse images, incorrect information and inappropriate persuasion.

**Online Sexual Exploitation and Grooming:** The use of the Internet as a tool for finding potential child victims for sexual exploitation.

**Online Fraud and Extortion:** Forcing money or goods out of a person through the Internet. Extortion is an illegal act in which one person coerces another into providing money or something else of value.

**Victim of Online Child Sexual Abuse Images:** A child victim of online sexual abuse images that include records distributed on the Internet.

The Internet and online technologies constitute an added forum for other forms of abuse, such as (online) sexual exploitation and cyber-bullying, as well as direct threats of violence. Primary caretakers are not always aware of this.

### Table 3:
Parents’ Incorrect Beliefs about their Children’s Online Experience (EU Kids Online report)

<table>
<thead>
<tr>
<th>Online Experience of Child</th>
<th>% of parents who stated their child had not had this experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has seen sexual images</td>
<td>41%</td>
</tr>
<tr>
<td>Has received sexual messages</td>
<td>52%</td>
</tr>
<tr>
<td>Has received nasty or hurtful messages</td>
<td>56%</td>
</tr>
<tr>
<td>Has met offline with an online contact</td>
<td>62%</td>
</tr>
</tbody>
</table>

The table above shows that many parents are partly or completely oblivious to the content and interaction their children have access to while online - sometimes with ‘offline’ consequences. This finding is supported by the experiences of child helplines. Often, children do not share their online activities with their parents.

Child helplines responded to 11,367 contacts involving online abuse. Figure 16 shows the shares of online violence per region and on the next page Figure 17 shows the shares per type of online violence.
Child helpline data suggest that girls are more affected than boys by online abuse.

**Extortion - Austria**

A 14-year-old boy was lured into a private online video chat by a girl he had just met on Facebook. This girl soon started to undress and urged him to do the same, which he did. Shortly after this he received an e-mail, saying that the chat was recorded and threatening to post the video on YouTube unless he transferred €400 via Western Union. Close to desperation, the boy called the helpline to ask for advice on how to raise the money. The counsellor advised him not to pay but instead send a threat back that he would inform the police. She explained the chat was part of a widespread extortion fraud and that the threats are usually empty. The counsellor furthermore shared advice on safer Internet use.

**Grooming - Italy**

On the second day of a long online game that a child helpline caller was playing with his cousin, the person who had invited them to play started asking for personal information, and for pictures. He threatened that if the 12-year-old male caller and his cousin refused to send these, he would kill them. The counsellor praised the caller for contacting the child helpline and assured him that he had not done anything wrong. The counsellor talked with him about the online risks, suggested he have no further contact with the person who had threatened him, and that he tell his parents about the situation so they could inform the police.
The WHO recently launched its Global Status Report on Violence Prevention 2014, a global study that assesses national efforts to address interpersonal violence, including child maltreatment and youth violence, in 133 countries worldwide. The findings presented in Figure 19 below show in teal the percentage of those countries that have national responses to the violence occurring in their country and in purple the extent to which these plans are informed by data.

Figure 19: Countries with National-survey Data and National Action Plans, by Type of Violence

“The true character of a society is revealed in how it treats its children.”
Nelson Mandela 37
Especially in the areas of child maltreatment, youth violence and gang violence, the discrepancies indicate a pressing need for more information. Child helplines have access to valuable first-hand information to inform policy and decision-makers worldwide. Child helpline data could fill part of the information gap because:


2. Violence against children is often condoned by laws or cultural tradition. Child helpline data suggest a connection between the lack of explicit laws prohibiting any type of violence against children and the number of contacts. Laws are crucial in order to change power and abuse dynamics.

3. Monitoring the implementation of existing laws is needed to support change. Many countries have issued laws prohibiting violence against children in keeping with their ratification of the UNCRC. However, the gap between those laws and the outcomes of real-life practice need to be addressed by proper monitoring of the implementation of prevention laws. Child helpline data can offer support in this respect.

4. In many countries public awareness of risks and warning signs needs to be raised. This is specifically critical for gender-based violence and violence that occurs at home, school and online. Child helplines can be partners in awareness-raising campaigns.

5. National toll-free child helplines help prevent the victimization of children by providing a highly trained and dedicated team of professionals with the necessary skills and knowledge to help children understand they are not alone and to collect the data needed to make informed decisions when designing prevention programs and support monitoring.

## Recommendations

Strengthened by the child helpline data presented in the previous chapters, amplifying the testimonies of over 730,000 children from nearly 100 countries, CHI recommends that:

- Child helplines are a vital, safe and accessible entry point into child-protection systems. Child helplines should be recognised and supported by national governments and civil society and international organisations committed to ending violence against children as a trusted service and invaluable source of information.

- National governments should ensure that all child helplines are available free of cost, 24 hours a day with nationwide coverage, and that they are provided with the resources to maintain operational independence.

- National governments should use child helpline data and expertise when designing prevention programs to combat all forms of violence against children.

- National governments should consider the importance of child helplines when developing and implementing the Sustainable Development Goals - in particular, targets 4.a, 5.2, and 16.2.

- Child helplines are vital in the national response models designed to prevent and respond to online sexual exploitation, abuse and violence affecting children and young people.

- National governments, telecom operators and other stakeholders should ensure that child helplines do not have to pay the cost of incoming calls, enabling them to answer every call from every child.
In the previous chapters, data from over 700,000 contacts between children and child helplines across the globe were presented, indicating that violence against children is widespread and occurs in many forms and environments. In this regional overview, the numbers of contacts on violence against children are presented. Maps 7 to 11 give a regional overview of contacts on violence against children to which child helplines in Asia-Pacific, Europe, the Middle East and North Africa (MENA), Africa and the Americas and the Caribbean responded.

**Annex**

**Regional Overviews of Child Helpline Data**

In the previous chapters, data from over 700,000 contacts between children and child helplines across the globe were presented, indicating that violence against children is widespread and occurs in many forms and environments. In this regional overview, the numbers of contacts on violence against children are presented. Maps 7 to 11 give a regional overview of contacts on violence against children to which child helplines in Asia-Pacific, Europe, the Middle East and North Africa (MENA), Africa and the Americas and the Caribbean responded.

**Africa**

**Map 10:**
Total Contacts per Country and Region

<table>
<thead>
<tr>
<th>Country</th>
<th>Total Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Botswana</td>
<td>301</td>
</tr>
<tr>
<td>Burkina Faso</td>
<td>153</td>
</tr>
<tr>
<td>Democratic Republic of Congo</td>
<td>396</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>1,293</td>
</tr>
<tr>
<td>Guinea</td>
<td>117,897</td>
</tr>
<tr>
<td>Kenya</td>
<td>2,160</td>
</tr>
<tr>
<td>Malawi</td>
<td>752</td>
</tr>
<tr>
<td>Mauritius</td>
<td>-</td>
</tr>
<tr>
<td>Mozambique</td>
<td>512</td>
</tr>
<tr>
<td>Nigeria</td>
<td>57</td>
</tr>
<tr>
<td>Senegal</td>
<td>1,223</td>
</tr>
<tr>
<td>Sierra Leone</td>
<td>1,558</td>
</tr>
<tr>
<td>South Africa</td>
<td>17,333</td>
</tr>
<tr>
<td>Uganda</td>
<td>3,393</td>
</tr>
<tr>
<td>United Republic of Tanzania</td>
<td>72</td>
</tr>
<tr>
<td>Zambia</td>
<td>120,173</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>9,675</td>
</tr>
</tbody>
</table>

The three main reasons children and young people contact a Child helpline in Africa is for support regarding physical abuse, bullying and neglect.

>>> Physical Abuse – Nigeria

“I am a 13-year-old boy in junior secondary school, and I live with my dad. My mom lives separately from us. When I came back from school on Friday, there was no food at home for me to eat, so I went to my mother’s place but forgot to tell my father or sister. When I came home on Monday morning, my father and sister asked me where I had been, and I told them that I went to my mother’s place. My father made my sister discipline me for making them look for me for three days. She cut me with a blade and beat me till I bled. She did this in the presence of my father. When the principal saw me with blood stains, she asked me what happened to me and I told her. Then she brought me to you, the Human Development Initiatives office.”

A case was filed against the perpetrator. The case is ongoing and this boy now lives with his mother who has promised to take good care of him. <<<
Neglect, physical abuse and sexual abuse are the main reasons children in the Americas and Caribbean resort to child helplines.

**Neglect - Argentina:**

Silvina, a 10-year-old girl, was walking alone in the streets when a neighbour recognised her and approached her to find out why she was roaming the streets unsupervised. Silvina had run away from home because ‘they’ had been hitting her a lot. She did not want to return home. Feeling somewhat responsible for the girl, the neighbour took her into her own house and called Linea 102 to learn what appropriate steps she could take. Silvina did not seem to have anyone else to care for her and seemed to be in a state of shock, trembling and speaking incoherently, which her neighbour had not noticed before. Linea 102 and a local branch of the child-rights-protection service collected Silvina. As per their usual response, this service will find Silvina a safe home, preferably within her extended family, while working work with her parents on the situation in her immediate-family environment.
Children in Asia-Pacific most often look to their child helplines for support on bullying and physical and sexual abuse, including the worst forms of commercial sexual abuse and exploitation.

Commercial Exploitation - Pakistan

Noor, a 15-year-old victim of forced prostitution, was referred to the child helpline by a women’s shelter. She had been forced into commercial sex work, first by her mother and then by her husband, and had for years suffered brutal abuse by four to five ‘clients’ every day. She suffered severe physical problems caused by the repeated abuse. Following up on an anonymous tip, the police raided the place where Noor was abused. Ironically, because sex work is illegal in Pakistan, they also booked the girl; but after they realised she was a victim, she was sheltered in a women’s safe house. Here, the child helpline could provide Noor with medical support and psychological counselling. Soon Noor became more confident and decided she wanted to help girls who suffer the same abuse she did. First she saw that her mother, her uncle and her ex-husband were prosecuted.
Europe

Map 8: Total Contacts per Country and Region

Bullying - Romania

A 15-year-old girl had been adopted at age four. Her classmates exploited this fact to extensively and repeatedly bully her. Before she called 116 111, she had tried to commit suicide three times. At the moment she called the child helpline, she was in a personal crisis and was about to attempt to commit suicide again. ‘Please, help me! I do not know what to do to stop my classmates from bullying me. I hate school, I hate my classmates! I don’t want to go to school anymore.’ The counsellor listened to her, offered psychological support and together they identified trusted persons including family members, a school counsellor, teachers and friends, all of whom could help her get through the crisis situations. The counsellor also helped the girl come up with a set of steps and interventions to address and stop the bullying.

European child helplines provide counselling and support mostly to children subjected to bullying and physical and sexual abuse.
Child Helplines in the MENA region are most often contacted on issues related to bullying, physical abuse and sexual abuse.
Notes and References


18 Farrington, D. and Toffy, M. (2010). School-Based Programs to Reduce Bullying and Victimization, Campbell Systematic Reviews, 9.


22 See more at http://puresight.com/Cyberbullying/cyberbullying-puresight.html


Colophon

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About Child Helpline International’s Violence against Children Report 2014 Data:

This report summarizes 732,768 violence-related contacts recorded in 2014 by CHI members in 98 countries. Unfortunately data from child helplines in Egypt and South Africa could not be inserted in to the general analysis. Therefore the total number of contacts received in both these countries is listed in shade only.

Child helplines’ data is collected annually through a CHI questionnaire. Despite efforts to collect demographic variables, sometimes it is inappropriate to report the age or sex of the child or young person. In other cases the information has not been disclosed. Therefore, charts or graphs in this report can include unknown cases.

The conclusions and statements in this report do not reflect the actual magnitude of violence and abuse that children and young people experience worldwide. The purpose of this report is to illustrate the incidence of violence as noted from the experiences of affected children and to equip policymakers and practitioners with first-hand evidence, insights and testimonies. This report is a call to action for all of us to make our homes, schools, streets, cities, nations and world safe places for all children in which to grow and realize their full potential.

CHI’s work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child (UNCRC), including children’s rights to privacy and protection from harm. To preserve the trust and confidence placed by children in child helplines every day, all details and information about individual children cited in this report have been removed or altered. Whilst the case summaries and quotes are real, the names of the children and young people cited in them are not.

Lastly, 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 100.

For more information on this report or the data represented, please contact us at:
info@childhelplineinternational.org, www.childhelplineinternational.org
Worldwide, since 2003, over 300 million children have contacted child helplines. That is more than one contact per second. Millions of these children are victims of violence, millions suffer from neglect and millions call to be saved from sexual abuse and suicide.

Unfortunately, half of these calls for help are never answered – not because we do not care, but because we do not have the funding and support we need.

Join our campaign to ensure that we can answer every call from every child!

**THE MORE VOICES WE HAVE, THE LOUDER WE WILL BE!**

Every child has the right to be heard.

#FreeOurVoices
We are Child Helpline International. 
We voice children’s needs to drive policy change.

Child Helpline International (CHI) is one of the world’s largest collective impact organisations, a network of 183 child helplines and other members in 142 countries (as of December 2015), which receive over 14 million contacts a year from children and young people in need of care and protection. Since its founding in 2003, CHI has supported the creation and strengthening of child helplines, and has enhanced their recognition as an essential part of child protection systems globally. CHI uses child helpline data and knowledge to highlight gaps in child protection, to advocate for the rights of children and young people around the world, and to fight for the eradication of violence against children.