**THE NATIONAL CHILD HELPLINE - 116**

**DEFINITIONS FOR CHILD HELPLINE MANAGEMENT INFORMATION SYSTEM**

**RESPONSIVE CALLS: Case Category Definitions**

**Case Category: VANE**

Most of these are **High Priority** cases but depending on the child’s age, the amount of details the caller gives you and whether the child is in immediate danger or not, a few may be **Medium Priority** cases.

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| **Sub-Category** | **Definition** |
| **Child Abandonment** | These are calls about children who have been deserted by a parent, guardian, or care giver without any regard for the child’s physical health, safety, or welfare. **Child Abandonment** cases may be of children who have been abandoned at places like markets, mills, bus stands etc. by someone they know.  **Note:** For calls about children who have run away from home or whose whereabouts are unknown, please categorise as **Advice & Counselling > Missing Child.**  **Note:** For callers who want to report cases of children who have been taken by a known/unknown abductor/kidnapper, please categorise as: **VANE > Child Abduction.**  **Child Abandonment** cases may also be those where one parent calls the helpline because his/her partner has left the home and children unannounced. In these cases, the parent who is calling is complaining of the act of abandoning the children and seeking assistance for their partner to return rather than seeking for maintainence.  **Note:** For callers seeking maintainence for the child from their ex-spouses and co-parents, please categorise as: **Child Maintainence & Custody > Maintanence.**  **Note:** For callers reporting cases of children who have been left at home by both parents/guardian and therefore have no adult caregiver please categorise as: **Child Maintainence & Custody > No Care Giver.**  Refer to the National Child Helpline Training Manual to know what details you need to ask from the caller when working on cases of child abduction, missing children or child abandonment (pages 98-99). |
| **Child Abduction** | These are calls about children who have been taken by a known/unknown abductor/kidnapper. **Child Abduction** includes children who are taken by one parent without the consent of the other parent particularly when they have separated or are in conflict.  **Note:** For calls about children who have run away from home or whose whereabouts are unknown (i.e. there is no evidence of kidnapping/abduction), please categorise as **Advice & Counselling > Missing Child.**  Refer to the National Child Helpline Training Manual to know what details you need to ask from the caller when working on cases of child abduction, missing children or child abandonment (pages 98-99). |
| **Child Labour** | These are calls about children who are being exploited through work or children who are being coerced into leaving school in order to work. **“Child Labour”** is any work that harms or exploits children in some way (physically, mentally, morally, economically or by blocking access to education and/or other development needs). This includes domestic servitude, children working in farms, children working in mines or factories, etc.  **Note:** Section 12 of LCA and the Employment and Labour Relations Act, 2004 prohibit all forms of child labour for children under the age of 14, and only allow light work for children above 14 years. The basic principle is that work engaging children must not interfere with education, development needs of a child, must not be hazardous and must not be carried out at night. |
| **Child Marriage** | Calls about early or forced marriage i.e. any formal marriage or informal union entered into before the age of 18. These may be reports of child marriage that has already occurred or calls about parents/relatives who are planning for and forcing children to get married including accepting bride price/dowry.  These cases may involve either a girl or a boy and sometimes both.  **Note:** For calls about children who are being forced to marry someone who sexually abused them, please categorise as **VANE > Sexual Abuse.** |
| **Child Neglect** | These are calls about parents/guardians/caregivers who persistently fail to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect includes failure to provide; food, shelter, clothing, education, medical care, etc. or failure to protect a child from violence by parent, guardian or institution as provided under sections 8-18 of the Law of the Child Act, 2009.  **Note:** For callers seeking maintainence for the child from their ex-spouses and co-parents, please categorise as: **Child Maintainence & Custody > Maintanence.**  **Note:** For callers reporting cases of children who have been left at home by both parents/guardian and therefore have no adult caregiver please categorise as: **Child Maintainence & Custody > No Care Giver.**  **Note:** For cases where one parent calls the helpline about his/her partner who has left the home and children unannounced but the children’s basic needs are all being provided for, please categorise as: **VANE > Child Abandonment.** |
| **Child Trafficking** | These are calls about children who have been recruited, moved/transport and then exploited, forced into labour/domestic servitude or sexual exploitation. Children may be trafficked within a district, region, from one region to another or from one country to another.  Oftentimes this category is related to **Child Labour.** |
| **Emotional Abuse** | These are calls about the persistent emotional mistreatment of children. This includes things like: humiliating the child; inconsistent approach towards enforcing discipline; ignoring a child’s need for attention leading to attention-deficit children; labeling a child in a negative way and name calling; parental indifference resulting in poor discipline and control; lying to a child; frightening and threatening the child; withholding necessary warmth and affection; lack of praise, encouragement, comfort, love; making a child feel worthless, unloved or not valued.  **Note:** This category refers to emotional abuse of children by adults such as parents, caregivers, teachers, etc. If emotional abuse is being perpertrated by peers (classmates, friends in the neighbourhood, siblings, cousins, etc.), please categorise as: **Advice & Counselling > Bullying.** |
| **Female Genital Cutting (FGC)** | These are calls about girls who have undergone or are about to undergo FGC. **Female Genital Cutting,** also known as female circumsicion, is the partial or total removal of the female external genitalia or other injury to the female genital organs for cultural or other non-medical reasons.  **Note:** For callers who only want to understand the meaning of female genital cutting and not report a case, or for callers giving general information and not reporting a particular case please categorise as: **Information > Child Abuse > FGC**  **ALL FGC Cases will have females as clients.** |
| **Physical Abuse /Violence** | These are calls about actual or potential physical harm to a child. This includes things like; hitting/beating, slapping, burning, shaking, throwing, kicking, punching, cutting with sharp objects such as knives or razors, suffocating, drowning, biting, poisoning or any other action that inflicts physical harm on the child.    **Note:** This category refers to physical abuse of children by adults such as parents, caregivers, teachers, etc. If physical abuse is being perpertrated by peers (classmates, friends in the neighbourhood, siblings, cousins, etc.), please categorise as: **Advice & Counselling > Bullying.**  **Note:** For callers who only want to understand the meaning of physical abuse and not report a case, please categorise as: **Information > Child Abuse > Physical Abuse.** |
| **Sexual Abuse/Violence** | These are calls about children who are involved in any activity for sexual gratification of another person – even if it appears as though the child has consented. This includes rape, attempted rape, and sexual touching. It may also include non-contact sexual abuse such as making the child look at or watch pornography, the use of sexual language when speaking to a child or encouraging a child to behave in a sexually inappropriate manner.  **Note:** For callers who only want to understand the meaning of sexual abuse and not report a case, please categorise as: **Information > Child Abuse.** For callers reporting sexual abuse that has occurred online (via the internet and social media), categorise under: **OCSEA.** See section on OCSEA to learn how to categorise further. |
| **Traditional Practice** | Calls about traditional practices that harm children other than FGC. This may be things like refusing to take an ailing child to the hospital and opting for traditional healing instead as well as practices relating to superstition. |
| **Unlawful Confinement** | These are calls about children who have been locked up or forced to stay in a certain place including because of conflict, or because of the child’s disability. |
| **Other** | Other types of child abuse that have not been listed. |

**Breakdown of Sexual Abuse Cases:**

For callers reporting cases of children watching adult pornographic content, cases of children being used in the production of pornographic materials or children being forced to watch pornographic materials, please categorise under: **OCSEA > (Select type of OCSEA based on the definitions provided).**

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| **Type of Sexual Abuse** | **Definition** |
| **Child Sexual Exploitation** | Cases about children performing a sexual acts in exchange for (a promise of) something of value (including, but not limited to, money, objects, shelter, food, drugs, etc.). The use, procuring or offering of a child for Prostitution, for the production of Pornography or for pornographic performances. |
| **Inappropriate Touching** | An adult touching the child’s genitals; an adult having a child touch his/her genitals; forced masturbation/sexual self-touching; finger penetration, etc. |
| **Indecent Exposure** | Exposing a child’s genitals to people or an adult exposing their own genitals to a child. This includes undressing/bathing in front of the child and undressing/bathing a child in public. |
| **Rape** | **Rape** is a type of sexual abuse involving vaginal penetration.  **Note:** As defined here, rape cases only involve female clients. For cases of anal sexual penetration for both boys and girls, please categorise as: **VANE > Sexual Abuse > Sodomy.** |
| **Sodomy** | **Sodomy** is a type of sexual abuse involving anal penetration. This may be committed against both boys and girls.    **Note:** As defined here, sodomy cases only involve anal sexual penetration for both boys and girls. For cases of oral sexual abuse please categorise as **VANE > Sexual Abuse > Other Sexual Abuse (and then explain the type of abuse.)** For cases of vaginal penetration, please categorise as **VANE > Sexual Abuse > Rape.** |
| **Teen Pregnancy** | These are calls about girls who got pregnant after being sexually abused either by an adult or another child.  **Note:** For callers above 19 who are pregnant and calling about questions/concerns about their pregnancy please categorise as: **Advice & Counselling > Sexual & Reproductive Health.**  **Note:** For callers above 19 who are pregnant and calling about questions/concerns about their pregnancy please categorise as: **Advice & Counselling > Sexual & Reproductive Health.** |
| **Other Sexual Abuse** | Voyeurism (e.g. secretly watching a person bath or dress); Oral (by the mouth) genital contact; Exposing a child to the sexual behaviour of others; Sexual conversations/advances/insinuations to children; |

**Case Category: Information**

These are **Low Priority** cases where callers simply seek information but do not report a specific case of a child/children that need the CHL’s assistance.

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| **Sub-Category** | **Definition** |
| **Child Abuse** | Callers simply seeking information and awareness on the meaning of child abuse, the types of child abuse, how to detect abuse and how & where to report child abuse. This includes calls about specific types of child abuse such as FGC, Neglect etc.  **Note:** For callers who want to report cases of children who have been/are being abuse, please categorise as: **VANE > (Select Type of Abuse based on the definitions provided).** |
| **Child Rights** | Callers seeking to understand the meaning of children’s rights including: the right to health, education, family life, play and recreation, an adequate standard of living and to be protected from abuse and harm. Counsellor should explain these rights, why they are important and also explain the child’s, parents’ and society’s responsibilities in guarding them. |
| **Info on Helpline** | Callers seeking to understand information on how 116 works.  **Note:** This category is **ONLY** for callers seeking information on the child helpline services. For information on other categories, see the other definitions in this section. |
| **Legal Issues (Questions on Laws)** | People calling to seek information on different laws and policies related to children.  **Note:** This category is **ONLY** for callers seeking information on laws related to the welfare and development of children. For callers with cases that require legal assistance other than information, please categorise as  **Advice & Counselling > Legal Issues.** |
| **Missing Child** | A **missing child** is a child, whose whereabouts are not known to the parents, legal guardian or any other person or institution legally entrusted with the custody of the **child**, whatever may be the circumstances or causes of disappearance, and shall be considered **missing** and in need of care and protection until located. This includes children who have run away from home.  **Note:** For callers who want to report a cases of a child who has been taken by a known/unknown abductor/kidnapper, please categorise as: **VANE > Child Abduction.**  **Note:** Refer to the National Child Helpline Training Manual to know what details you need to ask from the caller when working on cases of child abduction, missing children or child abandonment (pages 98-99). |
| **School Related Issues/Education** | Inquiries about ECE, school dropouts, how to do well in school, and what to do when teachers abuse children’s rights. |
| **Other** | Callers seeking information on issues related to children that cannot fall in any of these categories. |

**Case Category: Disability**

Most of these are **Medium Priority** cases but depending on the child’s age, the details the caller gives you and whether the child is in need of immediate assistance, a few may be **High Priority** cases.

**Note:** In this category, most callers will be seeking advice on how to care for their children who have disabilities, medical advice or concerns, etc. Depending on the conversation, it is wise to provide counselling and as much assistance as possible but to also encourage that they visit a specialist who can examine the child and help further.

**Note:** In the narration, counsellor should clarify whether the disability has officially been diagnosed or if it is a suspected disability that has not yet been medically diagnosed.

**Note:** If a child is being denied basic rights due to disability categorise under **Advice & Counselling > Discrimination.**

**Note:** If a child is being locked up due to disability, categorise under **VANE > Unlawful Confinement.**

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| **Sub-Category** | **Definition** |
| **Albinism** | A group of genetic disorders in which there is partial or total lack of the pigment melanin in the eyes, skin, and hair. |
| **Hearing Impairment** | **Hearing impairment** occurs when there's a problem with or damage to one or more parts of the ear. Conductive **hearing loss** results from a problem with the outer or middle ear, including the ear canal, eardrum, or ossicles. |
| **Mental Impairment** | Mental impairment includes mental disorders that prevent a child from doing one or more major life functions. This may including specific learning disabilities such as autisim or mental retardation. |
| **Physical Impairment** | A **physical impairment** is a condition in which a part of a person's body is damaged or is not working properly. **Physical impairment** is typically **defined** as not being able to perform without assistance two, or sometimes three, of the six basic activities of daily living. |
| **Speech Impairment** | **Speech impairment** refers to an **impaired** ability to produce **speech** sounds and may range from mild to severe. |
| **Visual Impairment** | **Visual impairment** or **vision** loss, is a decreased ability to see to a degree that causes problems not fixable by usual means, such as glasses. Some also include those who have a decreased ability to see because they do not have access to glasses or contact lenses. |
| **Hydrocephalus** | **Hydrocephalus** is a condition in which an accumulation of cerebrospinal fluid (CSF) occurs within the brain. |
| **Spinal Bifida** | **Spina bifida** is a birth defect that occurs when the **spine** and **spinal** cord don't form properly. |
| **Multiple Disabilities** | Calls about children that have more than one disability.  **Multiple disabilities** refers to “concomitant [simultaneous] impairments (such as intellectual **disability** - blindness, intellectual **disability** -orthopaedic **impairment**, etc.), which causes such severe educational and/or developmental needs that they cannot learn.  **Note:** This category is **ONLY** for children who have more than one disability. In the narration, the counsellor should describe/list all the child’s disabilities. |
| **Other Disability** | Other disability that does not fit into any of the above categories. |

**Case Category: Nutrition**

Most of these are **Medium Priority** or **Low Priority** cases where callers seek nutrition advice.

**Note:** Depending on the conversation, it is wise to provide advice/counselling and as much assistance as possible but to also encourage that they visit a specialist who can examine the child and help further.

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| **Sub-Category** | **Definition** |
| **Balanced Diet** | Callers with questions around healthy food and a balanced diet.  A **balanced diet** is a **diet** that contains differing kinds of foods in certain quantities and proportions so that the requirement for calories, proteins, minerals, vitamins and alternative nutrients is adequate and a small provision is reserved for additional nutrients to endure the short length of leanness. |
| **Breastfeeding** | Breastfeeding*, also known as nursing, is the feeding of babies and young children with milk from a woman's breast.* These are calls where a caller is concerned that they or their partner is not producing enough breatstmilk, concerns about pain during breastfeeding, how to breastfeed, etc.  If a caller asks about supplementary feeding for children below six months, the case should be categorized here. The counsellor should advise them to exclusively breastfeed unless there are complications or otherwise advised  **Note:** Its important to encougare the caller that child should be exclusively breastfeed until 6 months and a child should continue being breast feed until they reach the age of two. |
| **Feeding & Food preparation** | Callers seeking information on how to prepare food for children under 5 and how often to feed children. |
| **Malnutrition** | **Malnutrition** refers to deficiencies, excesses or imbalances in a person's intake of energy and/or nutrients.  The caller may describe symptoms of malnutrition that a child has such as loss of hair, brownish hair, bloated stomach, swelling of legs, etc.  **Note:** A counselor should avoid giving advice on specific food to be given to this child but should encourage the caller to take the child directly to a hospital for proper diagnosis and monitoring of the child health. |
| **Obesity** | **Obesity** is **defined as** abnormal or excessive fat accumulation that presents a risk to health.  **Note:** Although callers can suspect their children have obesity, this can only truly be measured at a hospital/clinic. |
| **Stunting (Stagnation)** | Stunting is the impaired growth and development that children experience from poor nutrition, repeated infection, and inadequate psychosocial stimulation. Children are defined as stunted if their height-for-age is more than two standard deviations below the WHO Child Growth Standards median.  **Note:** Although callers can suspect their children are stunted, stunting can only truly be measured at a hospital/clinic. |
| **Underweight** | An underweight child is a child whose body weight is considered too low to be healthy. This usually has to be determined by the clinic although parents may call with worries that their child is underweight. |
| **Other** | Other calls related to nutrition that do not fit into any of the above categories. |

**Case Category: Child Maintenance & Custody**

Most of these are **Medium Priority** cases.

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| **Sub-Category** | **Definition** |
| **Adoption** | Calls inquiring about legal adoption. **Adoption** is a process whereby a person assumes the parenting of another, usually a child, from that person's biological or legal parent or parents.  Counsellor can explain the process one has to follow when they want to adopt a child and then refer the case to SWO if need be. |
| **Birth Registrtion** | Callers in need of any information related to birth registration such as how to aquire birth certificates for their children. |
| **Custody** | **Child Custody** is the care, control, and maintenance of a child, which a court may award to one of the parents following a divorce or separation proceeding.  In these types of calls, one parent is usually demanding to have custody of the child or the separated parents are haggling over who should care for the child. |
| **Foster Care** | **Foster care**, is a situation in which a **child** is raised by someone who is not his/her natural or **adoptive** parent.  These may include calls on situations where children live in non-biological families and are cared for by an approved foster family, by extended family, close family friends, or by a Fit-Person. |
| **Maintenance** | **Child maintenance,** is an arrangement between parents who are separated on how the child’s living costs will be paid for when one of the parents no longer lives with them, it’s made when parents are separated or divorced.  These calls usually come form mothers who complain that the child’s father does not provide maintainence. |
| **No Care Giver** | Callers reporting cases of children who live at home but whose parents/caregivers are absent (child-headed households). These are also cases where available caregiver is critically ill or mentally/physically unable to care for the children meaning the children have to care for themselves and the adult in the home.  **Note:** For callers who want to report cases children who have no place to live including children living and working in the streets, please categorise as: **Advice & Counselling > Homelessness.** |
| **Other** | Other calls related to maintenance & custody not falling under the above categories. |

**Case Category Online CSEA:**

Some these are **High Priority** cases but depending on the child’s age, the amount of details the caller gives you and whether the child is in immediate danger or not, some may be **Medium Priority** cases.

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| **Sub-Category** | **Definition** |
| **Online Child Sexual Abuse** | Sexual abuse of children that occurs online/over the internet. |
| **Online Child Sexual Exploitation** | This is when a person manipulates a child in order to get them to do something sexual online in exchange for (a promise of) something of value (including, but not limited to, money, objects, shelter, food, drugs, etc.). |
| **Online Grooming for Sexual Purposes** | The act of developing a relationship with a child online in order to seually abuse and/or exploit the child both online and offline. Online platforms, such as social media, messaging and live streaming, can be used to facilitate this offending. |
| **Online Sexual Extortion** | (Online Sextortion). It involves blackmailing the child often using sexually explicit self-generated images of themselves. The perpertrator may force the child to continue generating these sexually explicit images for profit, their own sexual gratification, or some other purpose. |
| **Exposure to Online Pornography** | Calls about children who have been exposed to, forced or enticed to watch pornographic content featuring either adults or children. This includes animated pornographic content. It also includes pornographic content that a child may view in places like movie shacks. |
| **Online Child Sexual Abuse Material** | These are calls concerning children who have been used in the production of pornographic materials. |
| **Revenge Pornography** | Revenge pornography occurs when a person circulated nude pictures of another person participating in sexual acts as a way to exact revenge.  This category is only for callers who are above the age of 18.  **Note:** For calls on pornographic content (pictures/videos) featuring children please categorise as: **OCSEA > Online Child Sexual Abuse Material**  **Note:** For calls on children who watch pornographic materials either by being coerced or on their own without any coersion, please categorise as: **OCSEA > Exposure to Online Pornography** |
| **Unwanted Sexting** | Calls reporting about people sending children sexual messages, pictures or videos. Unwanted sexting may be done by an known/unknown adult as well as another child. |
| **Sexually Explicit Images/Videos** | Images or videos of children that are sexually eplicit even when self-generated. |
| **Unspecified/Other** | Other type of child sexual abuse that occurs online. |

**Case Category: Advice & Counselling**

Most of these are **High Priority** cases but depending on the child’s age, the amount of details the caller gives you and whether the child is in immediate danger or not, a few may be **Medium Priority** cases.

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| **Sub-Category** | **Definition** |
| **Bullying** | Calls about intentional and aggressive behaviour shown repeatedly towards one child (victim) by one or more children (bullies). The victim often feels vulnerable and powerless to defend himself or herself. Bullying is hurtful: it can be physical, including hitting, kicking, shoving/pushing, punching, and the destruction of property; verbal, such as teasing, insulting and threatening; or relational, through the spreading of rumours and exclusion from a group.  Bullying usually occurs without provocation, and is a form of peer violence. This category also includes bullying of children online done by peers or adults i.e. **cyberbullying.** |
| **Child in Conflict with the Law** | Calls about children who have come into contact with the justice system as a result of being suspected or accused of committing an offence. This does not include children who are simply misbehaving even if it is serious misdemeanors unless law enforcement is involved. |
| **Discrimination** | Calls about children who are being treated unfairly and deprived of certain rights and opportunities that other children get simply because of their sex, religion, nationality, disability, ethnicity (culture), race, or other personal traits. |
| **Drug/Alcohol Abuse** | Calls about alcohol or substance abuse by children of any age. **Alcohol Abuse** is theu*se* of alcoholic beverages in excess, either on individual occasions (binge drinking) or as a regular practice.  **Note:** Because alcohol is not permitted to anyone under 18, any alcohol consumption falls under this category. |
| **Family Relationship** | Calls about family relationships that affect children such as conflict, and disputes between parents. |
| **HIV/AIDS** | Callers seeking advice on how to care for HIV+ children and how to prevent mother to child transmission, how to prevent HIV/AIDS transmission, etc. |
| **Homelessness** | Calls on children who have no place to live including children living and working in the streets.  **Note:** For callers who want to report cases of children who live at home but whose parents/caregivers are absent (child-headed housholds); please categorise as: **Child Maintainence & Custody > No Care Giver.** |
| **Legal issues** | These are callers with cases that require legal assistance or further legal action. This may include inheritance issues, callers who are dissatisfied with court verdicts in child abuse cases, etc. These can also be calls about cases that are already in the justice system but the caller is concerned that the justice process is taking too long.  **Note:** For callers who only want information on different laws and policies related to children, please categorise as **Information > Legal Issues (Questions on Laws)** |
| **Peer Relationships** | These are calls from children about relationships between friends and classmates.  A peer group is both a social group and a primary group of people who have similar interests, age, background, or social status. They prefer to talk about school and their careers with their parents, and they enjoy talking about sex and other interpersonal relationships with their peers.  **Note:** For children calling on issues of intimate/sexual relationships with their peers, please categorise as **Advice & Counselling > Relationships (Boy/Girl)/Sexuality** |
| **Physical Health** | Calls with concerns about a child’s physical health, illnesses and symptoms including things like vomiting, diarrhoea, headaches, skin rashes, coughing, the flue, injuries, etc.  **Note:** Depending on the conversation, it is wise to provide counselling and as much assistance as possible but to also encourage that they visit a medical specialist who can examine the child and help further. |
| **Psychosocial/Mental Health** | These are calls about a child’s emotional, psychological, and mental well-being. It includes calls about depression, anxiety, suicidal thoughts, PTSD, etc. It also includes things like autism, etc.  **Note:** Depending on the conversation, it is wise to provide counselling and as much assistance as possible but to also encourage that they visit a specialist who can help the child further. |
| **Relationships (Boy/Girl)/Sexuality** | **Calls about relationships** where boys or  girls develop an attraction towards each other. This may be children seeking advice on engaging in sexual relationships with their peers, or even questions on early marriage.  **Note:** For children calling on issues of platonic/non-intimate relationships with their peers, please categorise as **Advice & Counselling > Peer Relationships.** |
| **Relationships (Parent/Child)** | These are calls about the relationships that parents/guardians have with their children and often involve behavioural and discipline issues.  **A healthy parent**-**child relationship** is one that nurtures the physical, emotional and social development of the **child**. It is a unique bond that every **child** and **parent** can enjoy and nurture. |
| **Self Esteem** | Calls by children about their self-esteem or from parents concerned about their children’s self-esteem. Self-esteem is an individual's subjective evaluation of their own worth.  The child may have a low self esteem because of how they are treated at home or at school. |
| **Sexual & Reproductive Health** | Callers seeking advice on things like menstruation, effects of masturbation, male circumcision, STIs/STDs, family planning & contraception, as well as questions around healthy pregnancies and pregnancy complications. |
| **Relationships (Student/Teacher)** | These are calls about the relationship between teachers and students including the way teachers treat their students, or students behave towards their teachers.  **Teacher**-**student relationships** are associated in both the short- and long-term with improvements on practically every measure schools care about: higher student academic engagement, attendance, grades, fewer disruptive behaviours and suspensions. |
| **Teen Pregnancy** | These are calls about children who have gotten pregnant after having a sexual relationship with their peers. In these cases, both children had consensual intercourse resulting in pregnancy.  **Note:** For calls about girls who got pregnant after being sexually abused either by an adult or another child, please categories as: **VANE > Sexual Abuse > Teen Pregnancy.** |

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| **Type of Call** | **Definition** |
| **Abusive** | These are calls with obscene and abusive language towards the counsellor. |
| **Blank** | This is a call that immediately gets cut off as soon as the counselor receives it. |
| **Complaint** | Complaint calls include those where clients are dissatisfied with the helpline’s service or with services of child protection actors on the ground including social welfare officers, PG&CD officers, LGA officials, etc. |
| **Dropped** | These are calls which, due to technical reasons, get cut off before the speaking parties finish their conversation. |
| **Feedback** | These are calls from clients with feedback on the progress of their cases or who are calling to say thank you for the service provided. |
| **Inquiry** | Callers seeking or requesting for information or knowledge including clients seeking to know information and services that are not provided at the call center for example mobile network issues. |
| **Insufficient Info** | These are callers with genuine cases but without sufficient case details for a new case form to be opened. These callers are requested to gather as much relevant info as possible before contacting the helpline again. |
| **Prank** | These are calls intended by the caller as a joke and include those where counsellors realise that callers are reporting false cases. |
| **Silent** | A call where the caller does not speak but the counsellor can tell there is another person on the line. |
| ***Transfer*** | These are calls that are transfered from one counselor to another as requested by the client or as per the counsellor’s expertise and experience. |

**Non-Responsive Calls**