**NACCW Virtual Connection Data Report**

**Version: 8 May 2020**

**INTRODUCTION**

In response to South Africa’s lockdown period in the attempt to halt the spread of Covid-19, the National Association of Child and Youth Care Workers (NACCW) has put in place a virtual initiative that keeps Child and Youth Care Workers (CYCWs) connected to their beneficiaries through phone calls, texts, and/or WhatsApp or other group chat platforms.

The following report provides an update of the services provided for the period 27 March 2020 to 30 April 2020.

A total of 27 mentors, mentor supervisors and programme coordinators are a part of the initiative. Members of the mentor team place calls to beneficiaries and facilitate group activities. The mentor supervisors and project coordinators are involved in fewer direct calls and activities with beneficiaries as they fulfil a coordination role for activities in their province. The table below provides a provincial and programme breakdown of the programme team.

Table 1: Provincial and programme breakdown of team

|  |  |
| --- | --- |
| **Programme and Province** | **Number of mentors/mentor supervisors/programme coordinators** |
| Isibindi Ezikoleni Free State  | 2 |
| Isibindi Ezikoleni KwaZulu-Natal  | 3 |
| Isibindi Ezikoleni Northern Cape  | 2 |
| Isibindi Gauteng  | 2 |
| Isibindi KwaZulu-Natal  | 9 |
| Isibindi Northern Cape  | 3 |
| Isibindi Western Cape  | 5 |
| Youth Forum (National)\* | 1 |
| **Total Staff** | **27** |

*\*A total of eleven regions are covered*

The teams also report work done by CYCWs. However, this is predominantly where CYCWs have been funded with airtime and data to contact beneficiaries. Thus far, just over 30 CYCWs for the Isibindi and Isibindi Ezikoleni Programme are included in the report.

**CALLS LOGGED**

A total of **3,257 successful calls have been** made since the beginning of the initiative. This includes calls to individuals and family calls. Family calls are calls in which more than one family member is included in a call. The phone may be on speaker whilst the caller (CYCW or mentor) is on the phone, or the phone is passed on to different family members during the call.

The table below provides a provincial and programme breakdown of the calls logged. Appendix A provides a daily breakdown for week five.

Table 2: Provincial and programme disaggregation of calls logged

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Programme and Province** | **Week One (27 March- 2 April)** | **Week Two (3 April-9 April)** | **Week Three (10 April - 16 April)** | **Week Four (17 April - 23 April)** | **Week Five (24 April- 30 April)** | **Total**  |
| Isibindi Ezikoleni FS | 95 | 105 | 15 | 55 | 78 | 348 |
| Isibindi Ezikoleni KZN | 185 | 128 | 147 | 147 | 153 | 760 |
| Isibindi Ezikoleni NC | 38 | 80 | 122 | 179 | 69 | 488 |
| **Total Isibindi Ezikoleni** | **318** | **313** | **284** | **381** | **300** | **1,596** |
| Isibindi Gauteng | 81 | 119 | 42 | 76 | 59 | 377 |
| Isibindi KZN | 116 | 167 | 117 | 192 | 161 | 753 |
| Isibindi NC | 0 | 5 | 1 | 0 | 0 | 6 |
| Isibindi WC | 30 | 106 | 59 | 174 | 153 | 522 |
| **Total Isibindi** | **227** | **397** | **219** | **442** | **373** | **1,658** |
| **Total Youth Forum** | **0** | **0** | **0** | **0** | **3** | **3** |
| **Grand Total** | **545** | **710** | **503** | **823** | **676** | **3,257** |

Over the full implementation period, an **average of 133 calls were made per day.** This is for a typical work day. The reach on weekends and the holiday period is also shown at an **average of 26 a day.**

A further **433 text messages** were also provided to children and/or their caregivers since the programme commenced. Home visits have also been conducted by some of the teams however, for the purpose of this report, only virtual-related activities are included.

Table 3 provides a breakdown of the content covered during calls. The topics are listed in order of frequency. Over the 3,257 calls logged, a total of 8,169 topics were discussed. This gives an average of three topics per conversation. The length of the conversations ranged from 2 minutes to 1.5 hours.

Table 3: Content of calls

|  |  |  |
| --- | --- | --- |
| **Topic** | **Number of calls** | **Percentage of total call topics (3,257)** |
| Covid-19 related information  | 3,191 | 98% |
| Child protection and safety check-in | 3,061 | 94% |
| Educational support | 934 | 29% |
| Psychosocial support/lifespace counselling  | 360 | 11% |
| Discussion relating to group work | 143 | 4% |
| Programme introduction and planning | 140 | 4% |
| Household responsibilities, routines and activities done at home | 94 | 3% |
| Discussions on social issues (gender-based violence, substance abuse, bullying, child trafficking)  | 60 | 2% |
| Nutritional Support | 44 | 1% |
| Budgeting | 27 | 1% |
| Holiday discussions | 25 | 1% |
| Mask discussions | 16 | 0% |
| Creation of Tippy Taps\*\* | 12 | 0% |
| Parental advice to caregivers | 10 | 0% |
| Unspecified | 21 | 1% |
| Other  | 31 | 1% |
| **Total call topics** | **8,169** |   |
| **Total calls** | **3,257** |   |
| **Average number of topics per call** | **3** |   |

*\*\* A “tap” created by beneficiaries with the use of a clean empty cool drink bottle and a pen/straw*.

Of a total of 3,257 calls made, 98% shared information regarding the Covid-19 and 94% of the calls shared information relating to the child protection and safety check-in. These two areas are standardized priorities across almost all calls made.

**NUMBER OF GROUPS IN MOBILE ‘CHATS’**

To date, a total of **114 groups** have been created across the five provinces consisting of a total of **1,116 children and youth**.

Table 4: Groups created per province and programme

|  |  |  |
| --- | --- | --- |
| **Programme and Province** | **Number of groups** | **Number of children** |
| Isibindi Ezikoleni FS | 14 | 147 |
| Isibindi Ezikoleni KZN | 11 | 97 |
| Isibindi Ezikoleni NC | 3 | 60 |
| **Isibindi Ezikoleni Total** | **28** | **304** |
| Isibindi GP  | 32 | 241 |
| Isibindi KZN  | 22 | 262 |
| Isibindi WC | 9 | 61 |
| **Isibindi Total** | **63** | **564** |
| **Youth Forum Total**  | **23** | **248** |
| **Grand Total** | **114** | **1,116** |

*Data Note: Isibindi Northern Cape has not created groups as yet.*

There are**, 63 Isibindi groups, 28 Isibindi Ezikoleni groups and 23 Youth Forum Groups**. The size of the group varies with the smallest group consisting of two members and the biggest group consisting of 26 children and youth.

Of the 114 groups, the following shows the type of group created:

* 26 groups focus on grade 12 learners only;
* 23 youth forum groups;16 family groups (groups created with family’s surname);
* 10 learner groups (groups created with the children’s school name);
* 6 groups were given Isibindi site names based on the sites they are from;
* 5 groups focus on reading activities;
* 3 gender specific groups;
* 4 study groups;
* 1 group focuses on chess; and
* 1 group is a parent group;
* 19 groups were given generic names that do not indicate the reason for creation or describe the participants.

**GROUP ACTIVITIES CONDUCTED**

Table 5 shows the number of group activities that took place in this period, and the total number of participants per province and programme. Appendix B provides a daily break down of group activities for week five.

Table 5: Group activities per province and programme

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Week One** **(27 March- 2 April)** | **Week Two****(3 April – 9 April)** | **Week Three****(10 April – 16 April)** | **Week Four****(17 April – 23 April)** | **Week Five****(24 April – 30 April)** | **Total** |
| **Programme and Province** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** |
| Isibindi Ezikoleni FS | 21 | 329 | 34 | 519 | 41 | 655 | 83 | 1148 | 143 | 1915 | 322 | 4,566 |
| Isibindi Ezikoleni KZN | 86 | 433 | 128 | 705 | 129 | 826 | 173 | 1248 | 148 | 1317 | 664 | 4,529 |
| Isibindi Ezikoleni NC | 11 | 303 | 7 | 195 | 7 | 335 | 1 | 75 |  |  | 26 | 908 |
| **Total Isibindi Ezikoleni** | **118** | **1,065** | **169** | **1,419** | **177** | **1,816** | **257** | **2,471** | **291** | **3,232** | **1,012** | **10,003** |
| Isibindi Gauteng | 21 | 182 | 33 | 221 | 13 | 91 | 28 | 202 | 37 | 422 | 132 | 1,118 |
| Isibindi KZN | 1 | 9 | 17 | 146 | 13 | 203 | 23 | 236 | 53 | 554 | 107 | 1,148 |
| Isibindi WC | 12 | 89 | 24 | 189 | 12 | 104 | 13 | 85 | 30 | 214 | 91 | 681 |
| **Total Isibindi** | **34** | **280** | **74** | **556** | **38** | **398** | **64** | **523** | **120** | **1,190** | **330** | **2,947** |
| **Total Youth Forum** | **12** | **77** | **16** | **166** | **23** | **262** | **16** | **200** | **15** | **147** | **82** | **852** |
| **Grand Total** | **164** | **1,422** | **259** | **2,141** | **238** | **2,476** | **337** | **3,194** | **426** | **4,569** | **1,424** | **13,802** |

Since implementation, a total of **1,424 group sessions** have taken place covering a total of **13,802 non-unique beneficiaries.** A non-unique count of beneficiaries counts a beneficiary, who has received more than one service multiple times. Over the full implementation period, an average of **55 group activities** took place per day. This is for a typical work day excluding the holiday period and weekends, which have **17 group activities** a day.

The following table provides a breakdown of the activities done during group activities. More than one activity may have been done during the group session.

Table 6: Content of group sessions

|  |  |  |
| --- | --- | --- |
| **Topic/Activity** | **Number of groups** | **Percentage of total group sessions (1,424)** |
| Covid-19 related information and check-in | 470 | 33% |
| Educational support | 469 | 33% |
| Introductions to programme and ground rules | 140 | 10% |
| FunDza and other reading activities  | 122 | 9% |
| Life skills  | 63 | 4% |
| Discussion on social issues | 57 | 4% |
| Poetry sessions | 57 | 4% |
| Holiday discussion | 46 | 3% |
| Vhutshilo sessions | 43 | 3% |
| Creating a mask | 36 | 3% |
| Debates | 21 | 1% |
| Presentation on current topics | 18 | 1% |
| Chess | 17 | 1% |
| Creation of Tippy Taps | 14 | 1% |
| Creative writing | 10 | 1% |
| Musical activity | 9 | 1% |
| Toy making | 6 | 0% |
| Unspecified  | 46 | 3% |
| Other  | 32 | 2% |
| **Total topic/activity** | **1,676** |  |
| **Total group sessions** | **1,424** |   |
| **Average number of topics per group session** | **1** |   |

The following section provides a brief description of some of the group activities that have taken place.

**Running of FunDza Reading Groups**

Upon creation of the WhatsApp group, participants are required to add the FunDza mobile number as a contact. The participants decide on the reading that they would like to engage with. The reading can be a story, poem, essay or blog. The person chairing the session, who may be mentor or a young person, will set discussion questions based on the reading. After the young people have engaged with the reading, a discussion will take place based on the questions.

**Study Programme**

Study Programmes are a part of the educational support that the learners receive. Learners are reminded to listen to the programmes on Ukhozi FM and watch educational programmes from DBE on television. Learners also revise questions from past papers and share pictures of the questions on the WhatsApp group for further discussion and assistance. Teachers working with mentors in the Isibindi Ezikoleni Programme in KwaZulu-Natal and the Free State have offered their support to provide assistance to learners with challenging questions as well as to refer learners to learning material in their textbooks.

**Vhutshilo sessions**

Activities are taken from the Vhutshilo session workbook to engage young people in discussion. For example during the Vhutshilo session “Who can I speak to”, young people are asked to each name five people that they can speak to when they face challenges and provide reasons on why they can speak to them. The session also moves into a discussion on the protocols of reporting abuse and young people are given the opportunity to voice their thoughts and opinions.

**Chess Club**

The chess club is facilitated by the mentor and co-facilitated by a learner. The participants are advised to download a chess application which allows participants to play chess both online and offline. Most participants play offline and share screenshots of the game they play. Participants are encouraged to strategise and are guided on possible chess moves. The group also share tactics that can allow one to win a game with a few moves. In the chess groups, other fun activities such as quizzes also take place.

**Checking-in with beneficiaries**

The mentor teams use creative ways to engage with beneficiaries regarding their emotional wellbeing. This includes asking beneficiaries to use song lyrics, emojies, poetry and bible scriptures to describe their feelings. In doing so, beneficiaries are able to explore the different ways in which they can express their emotions.

**Appendix A: Daily Calls – Week Five**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Programme and Province** | **24/04/2020** | **25/04/2020** | **26/04/2020** | **27/04/2020** | **28/04/2020** | **29/04/2020** | **30/04/2020** |
| Isibindi Ezikoleni FS | 10 | 0 | 0 | 0 | 23 | 30 | 15 |
| Isibindi Ezikoleni KZN | 30 | 25 | 0 | 3 | 32 | 31 | 32 |
| Isibindi Ezikoleni NC | 7 | 6 | 15 | 8 | 11 | 11 | 11 |
| **Total Isibindi Ezikoleni** | **47** | **31** | **15** | **11** | **66** | **72** | **58** |
| Isibindi Gauteng | 9 | 7 | 6 | 10 | 11 | 12 | 4 |
| Isibindi KZN | 37 | 0 | 0 | 0 | 40 | 39 | 45 |
| Isibindi Western Cape | 28 | 0 | 0 | 12 | 45 | 38 | 30 |
| **Total Isibindi** | **74** | **7** | **6** | **22** | **96** | **89** | **79** |
| **Total Youth Forum** | **0** | **0** | **2** | **1** | **0** | **0** | **0** |
| **Grand Total** | **121** | **38** | **23** | **34** | **162** | **161** | **137** |

**APPENDIX B: Daily Group Activities – Week Five**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **24/04/2020** | **25/04/2020** | **26/04/2020** | **27/04/2020** | **28/04/2020** | **29/04/2020** | **30/04/2020** |
| **Programme and Province** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** | **No. of group activities** | **No. of participants** |
| Isibindi Ezikoleni FS  | 21 | 294 | 2 | 19 | 2 | 21 | 6 | 94 | 66 | 876 | 23 | 306 | 23 | 305 |
| Isibindi Ezikoleni KZN | 28 | 226 | 28 | 202 | 0 | 0 | 2 | 14 | 42 | 415 | 22 | 165 | 26 | 295 |
| **Total Isibindi Ezikoleni** | **49** | **520** | **30** | **221** | **2** | **21** | **8** | **108** | **108** | **1,291** | **45** | **471** | **49** | **600** |
| Isibindi Gauteng | 8 | 85 | 4 | 61 | 3 | 34 | 1 | 14 | 5 | 57 | 14 | 150 | 2 | 21 |
| Isibindi KZN | 9 | 112 | 2 | 12 | 0 | 0 | 2 | 12 | 23 | 228 | 6 | 65 | 11 | 125 |
| Isibindi WC | 6 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 154 | 0 | 0 | 2 | 16 |
| **Total Isibindi**  | **23** | **241** | **6** | **73** | **3** | **34** | **3** | **26** | **50** | **439** | **20** | **215** | **15** | **162** |
| **Total Youth Forum** | **3** | **20** | **3** | **20** | **0** | **0** | **3** | **33** | **2** | **33** | **4** | **41** | **0** | **0** |
| **Grand Total** | **75** | **781** | **39** | **314** | **5** | **55** | **14** | **167** | **160** | **1,763** | **69** | **727** | **64** | **762** |