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RESEARCH AND EVALUATION

# SAUTI 116 UGANDA CHILD HELPLINE

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A RAPID ASSESSMENT OF THE GAPS IN THE  
REPORTING SYSTEM AND PUBLIC'S  
KNOWLEDGE AND AWARENESS OF THE  
SERVICE



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## SUMMARY AND PURPOSE

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In 2014 the ministry of gender labor and social development (MGLSD) in partnership with other organizations formed a toll-free number, Uganda child help line (UCHL) now known as the SAUTI 116 Child Help line, where all matters of child abuse can be reported. According to the 2016 annual report “2878 cases of child abuse were reported, 1118 callers sought counseling services, 15,825 callers made inquiries about various services while 218,808 other callers sought to greet the counselors, test the line, prank or were silent.”

The purpose of this study is to provide the US Embassy and partners with a report detailing who is running external hotlines, understand how they are operating and establish whether or not they are coordinating with 116 or other government legal channels. Additionally, to get an idea of public’s awareness of this service and its acceptability among communities that GLI serves.

Over a period of 2 weeks, the GLI Research and Evaluation team conducted a rapid assessment of the gaps in the operations of the Sauti 116 Child helpline. We aimed to do this by learning about external helpline operations and assessing the public’s knowledge and awareness of the helpline.

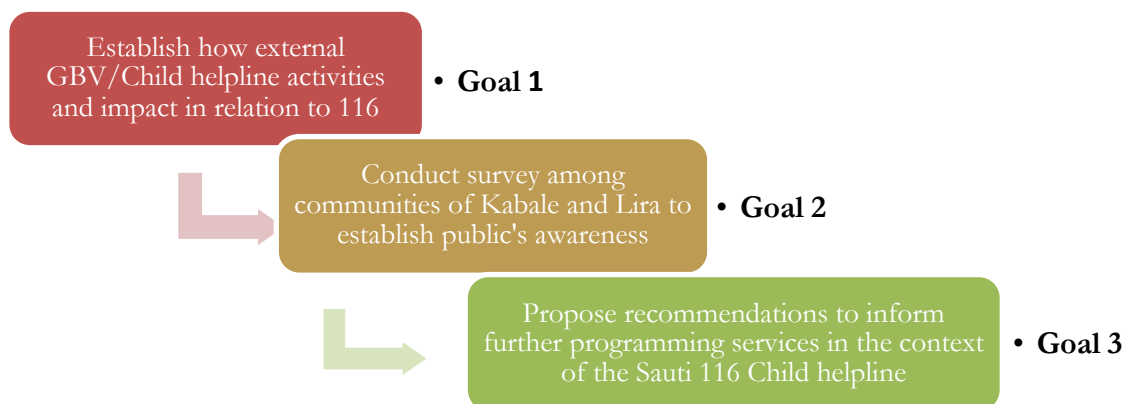
Our results indicated that awareness of Sauti 116 Child helpline among the public was low. 92 out of 111 (82%) of people interviewed had not heard of the child helpline. 76% (84 out of 111) of respondents said they would call 116 for Gender Based Violence (GBV) and Child Abuse issues, only 1 person said they would not use the number. 46% of all respondents would report GBV cases to their Local Council (LC) and 17% to the police. Other places respondents would report to were Legal Aid, Church leaders, Clan leaders and family protection unit.

All 33 external GBV/Child abuse hotlines provided were contacted. 13 out of 33 were successful contacts who provided detailed information about their operations. Information obtained from internet searches revealed that most of these lines are registered with international organizations. They collaborate closely with local councils, police and legal entities. Marketing is generally conducted on social media, radio and community outreach events.

Our team recommends expanding this research to include a cross-sectional survey of the general population with a larger representative sample. Field researchers recommend an expansive awareness campaign of the Sauti 116 Child helpline based on their interactions with members of the general public and hotline operators.

○ We conducted a **Rapid Assessment** aimed to establish who was running these hotlines, understand how they were operating and establish whether or not they were coordinating with 116 or government legal channels

○ We **interviewed 111 members of the general public** in urban districts of Kabale and Lira in order to establish awareness of the Sauti 116 Child Abuse Helpline



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## METHODOLOGY

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**Research questions:** We divided the research questions into two sections in order to design surveys for the hotlines and surveys for public’s awareness of the 116 Child Helpline.

**Study Plan:** We planned a rapid assessment of 33 hotlines and awareness in 2 communities over a period of 2 weeks with a team of 8 researchers

**Survey Questions:** We employed questionnaires that had both qualitative and quantitative questions. Both tools were pretested before use.

**Survey Method:** We conducted a census survey of the external hotlines by conducting a telephone survey and a cross-sectional survey of 2 districts where GLI has community connections.

**Training and Field Research:** Field Researchers received training on the use of the questionnaires and the study purpose. They also received social distancing and infection prevention awareness instruction.

**Analysis of results:** Answers were entered into a secure MS excel data base and analyzed using pivot tables and graphs. Emerging trends were described as frequencies and percentages.

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## RESEARCH TEAM

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Our team consisted of the Research Lead, Research Assistant, Ugandan based Research Co-ordinator and Communications Co-ordinator, and GSPF Global Fellows. 3 teams were created to conduct different functions of the research.

- TEAM A

Intelligence research on hotline numbers by searching each number’s website for information on social media links, marketing, details of funders and services provided.

- TEAM B

Telephone interviews with each external GBV/Child Helpline. Calls were made to each line explaining the purpose of the study, gaining consent and asking them about the service and operations

- TEAM C

Door-to-door surveys and randomly selected individuals at market areas, churches and streets areas. Participants were asked 7 questions regarding awareness and knowledge of the 116 Child helpline and demographic information was recorded.

## EXTERNAL GBV/CHILD ABUSE HOTLINES

We contacted all 33 hotline numbers provided. Just under half (13 out of 33) were successfully contacted. 9 were out of service or off and 11 declined to participate in the survey either requesting formal written request or contacting their head office. The following tables and figures illustrate the information from research questions about the hotline operations that we were able to obtain from the successful interviews.

Hotline No.	Year founded	No. of calls/day	No. of calls/week	Heard of 116	Includes 116 in service
800100216	2008	20	140	No	N/A
393517484	2012	12	50	Yes	Report child abuse
392613122	2013	8	40	Yes	Referral system
392613055	2012	5	35	No	N/A
392176484	2012	10	60	Yes	No
392772832	2019	10	65	Yes	Yes
752557595	2014	5	15	No	No
772623653	2020	1	1	No	N/A
777801138	2020	7	20	No	N/A
789591471	2018	6	28	Yes	Rarely use it

Table 1: Details about hotline calls and collaboration with the 116 Child helpline

Hotline operators gave information about when the hotline was established and gave estimates about the number of calls, they received a day. We also asked them to estimate the number of calls they received each week. Most operators spoke about the number of calls increasing as a result of the COVID-19 pandemic. One operator described using the 116 hotline as a service to refer calls received regarding child abuse.

All hotlines successfully contacted are registered with an international organization with the majority from Action Aid, UK followed by War Child, Netherlands. One of the hotlines is operated by MIFUMI, an organization founded to advocate for women's rights in 2020, and registered in the UK and has offices in Kampala. Most operators are social workers, followed by teachers and lawyers. We spoke to 1 psycho-social officer. Some interviews with War Child operators were stopped because of the head office requesting formal written request to continue answering questions.

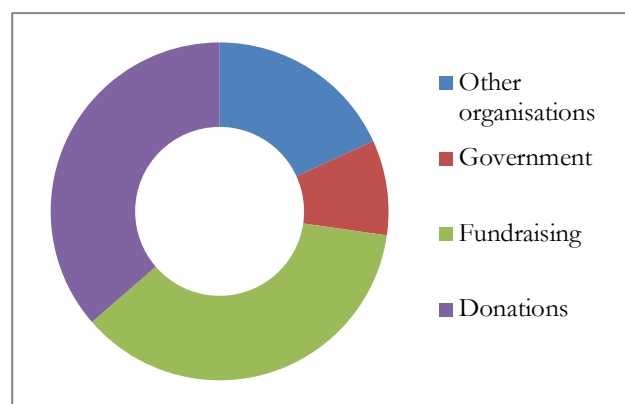


Figure 1. Breakdown of how the hotlines are funded

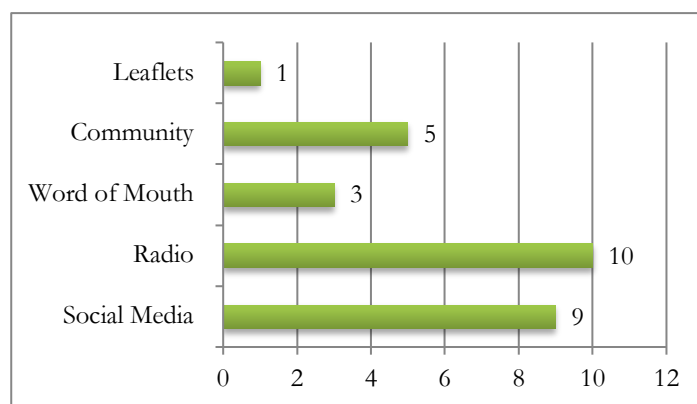


Figure 2. Distribution of how hotlines are advertised

Fundraising and donations were the most common ways the hotlines were funded, however one of the Action Aid lines received government funding. All lines described working closely with the police and legal entities. Their most popular form of advertising was Radio, followed by social media and community outreach events. One of the operators described hosting a community talk show outdoors that solicited many views about Gender-Based Violence and Child Abuse especially during the lockdown period.

IMPLEMENTING AGENCY	FUNDED BY	SERVICES OFFERED	LOCATION	TOLL FREE NO.	RESPONSE TO SURVEY
Uganda Police	UN Women	Domestic Violence	National	0800199195	Declined, they do not give information over the phone
Justice Centres Uganda	Denmark in Uganda  Democratic Governance Facility (DGF)  LASPNET	Mediation, Litigation, Referrals and outreaches	Mengo	0800100210	Declined, requires physical appointments
			Tororo	0800100211	Declined, requires physical appointments
			Lira	0800100212	Could not be reached 5 times
			Hoima	0800100213	Declined, requires physical appointments
			Jinja	0800100214	Declined, requires physical appointments
			Masaka	0800100215	Not Available
			FortPortal	0800100216	Successful, responded to telephone survey
			Bundibugyo	0800100223	Successful, responded to telephone survey
			Mubende	0800100217	Declined to participate
			Mukono	0800100218	Declined to participate, contact head office
			Mbale	0800100219	Declined, requires physical appointments
Kasese	0800100224	Declined, requires physical appointments			
Action Aid	UKAID, Ford Foundation, DGF	Defend and raise awareness of human rights, Prevent and respond to GBV claims	Bwaise	0393517484	Successful, responded to telephone survey
			Gulu	0392613122	Successful, responded to telephone survey
			Nebbi	0392613055	Successful, responded to telephone survey
			Pallisa	0392614496	Number not available
			Kumi	0392175455	Successful, responded to telephone survey
			Katakwi	0392176484	Successful, responded to telephone survey
			Lira	0372517446	Number not available, attempted 6 times
			Amuru	0392772883	Number not available, attempted 5 times
			Kween	0392772832	Successful, responded to telephone survey
			Mubende	0392767740	Number not available, attempted 3 times
MIFUMI Organization	UN Women, Jersey Overseas Aid Commission (JOAC), UKAID	Securing safety for women and children from all forms of violence  Services to people experiencing GBV	Toll free	0800200250	Number not available, attempted 3 times
			Mbarara	0750550275	Number not available, attempted 4 times
			Masaka	0752557595	Successful, responded to telephone survey
			Moroto	0772623653	Successful, responded to telephone survey
Warchild		Psychosocial support, Legal aid, Child protection and bringing children back to normal life	Camp and Bidibidi settlements in Arua	0784153236	Successful, responded to telephone survey
				0770920530	Declined to participate, contact head office
			Yumbe districts	0777801138	Successful, responded to telephone survey
				0784940741	Declined to participate, contact head office
				0782352288	Declined to participate, contact head office
	0789591471	Successful, responded to telephone survey			

Table 2: Information obtained from internet searches on implementing agencies, funders and services provided by each external hotline, including survey participation.

## RESPONSES TO OPEN-ENDED SURVEY QUESTIONS

Each operator successfully contacted was asked a series of open-ended questions designed to understand how the services operate their hotlines, what services they were able to offer callers and the referral and case management processes. We also asked questions about what organizations they collaborated with and what training they received in order to operate these lines.

We noted that in their processes, they incorporated COVID-19 referrals for cases that may have needed medical help. A medical professional was contacted who administered a COVID-19 test and then, when cleared, the individual was referred to another collaborator. Most services worked closely with the police and legal entities. There was a strong sense of community structure in place.

### ***What is the process when someone calls your hotline and what details are asked?***

<i>Hotline No.</i>	<i>Response</i>
392613122	Name, location, Local council, what support they need
800100216	Name, Age, contact, Next of Kin, how they got the line, note case down
392613055	Name, location, type of help needed
393517484	Depends on case/name kind of case, identity is not key, problem support needed
777801138	Address and what help is needed
772623653	Ask about the problem, where they are calling from? Nature of the problem
789591471	Mainly ask if the incident is concerning children, do they live with their parents? where do they stay? do they benefit from services offered at the refugee camp?

### ***What services do you offer people who call your hotline?***

<i>Hotline No.</i>	<i>Response</i>
392613122	Counselling, referral guidance, case appointments to client
800100216	Counselling, legal advice, depending on the case
392613055	Counselling, Psychological support, legal aid, invite to office, personal number sharing
393517484	Temporary shelter, community resettlement, re-integration, legal aid, counselling, referrals, first aid
777801138	Referral, mental health support, psychological support
772623653	Legal services and health, provide shelter
789591471	Psychosocial support, legal aid, shelter provision at the camp

### ***What is your referral process for callers?***

<i>Hotline No.</i>	<i>Response</i>
392613122	Refer to the nearest authorities and connect with local structures, change agents, LC, women leaders
800100216	Refer to a contact at the Police or court of law
392613055	Local council, community structures, male champions, para legal, community leaders
393517484	Medical facilities for medical tests
777801138	Refer to partner organisations we work with First the social worker receives the victim, then a health practitioner tests for COVID-19.
772623653	Thereafter either the police or legal service will take over Offer counselling first, then Issues concerning health are referred to health workers, ask for their consent then document then clear documentation
789591471	

***How do you manage your cases?***

<i>Hotline No.</i>	<i>Response</i>
392613122	Crimes are handled by the police, 1600 cases, Resident state attorney Community advised to visit office, referral pathways being developed, send officers to the field for
800100216	delicate cases, economic empowerment
392613055	Registration, counselling, litigation, mediation, shelter and accommodation, 1900 cases
393517484	Medical facilitator for medical tests,
777801138	Mainly through consulting and referrals
772623653	through counselling, legal help, medical help. Types of cases involved forced marriages
789591471	Mainly through provision of shelter, provision of children's needs and engagement with family

***What governmental and non-governmental organizations does your hotline collaborate with if any?***

<i>Hotline No.</i>	<i>Response</i>
392613122	Gulu district local government, gender office to give shelter
800100216	Partnerships made at head office
392613055	Action aid Uganda, UK-AID, DGF, Ministry of Gender
393517484	VHTs, local activists, medical personnel, community volunteers, police, Justice centres
777801138	Local Government
772623653	Save the Children, UNICEF, Local Government, Police, KAO, Catholic Church
789591471	Embassy of Netherlands, UNHCR, WFP

***What training does your staff go through before they help the callers?***

<i>Hotline No.</i>	<i>Response</i>
392613122	Guidance and counselling, Referral pathways, Security and Safety Case Management
800100216	Refresher on human rights, capacity building sessions on phone etiquette, GBV Cases, Legal aspect
392613055	First Aid, Power analysis, Gender, human rights
393517484	First aid counselling, staff meetings, quarterly technical staff trainings in referral networks
777801138	Case management, psychosocial support
772623653	Documentation, guidance and support
789591471	Documentation, Child protection modules, counselling in early childhood development modules

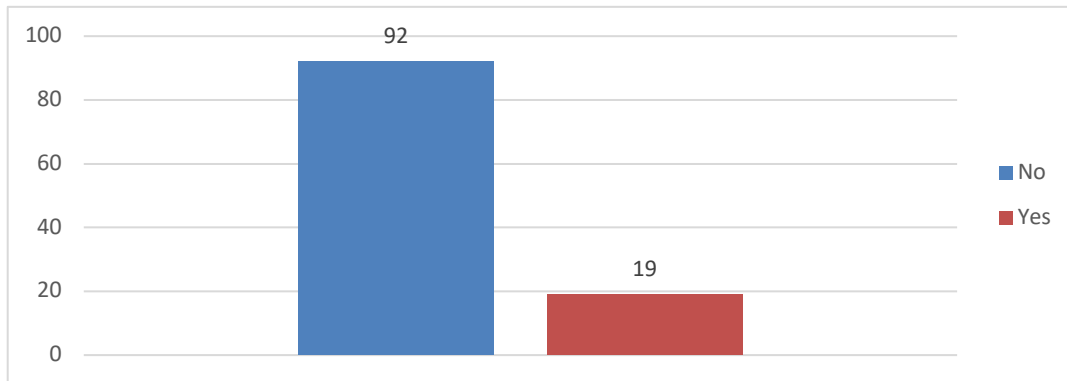


## PUBLIC KNOWLEDGE AND AWARENESS

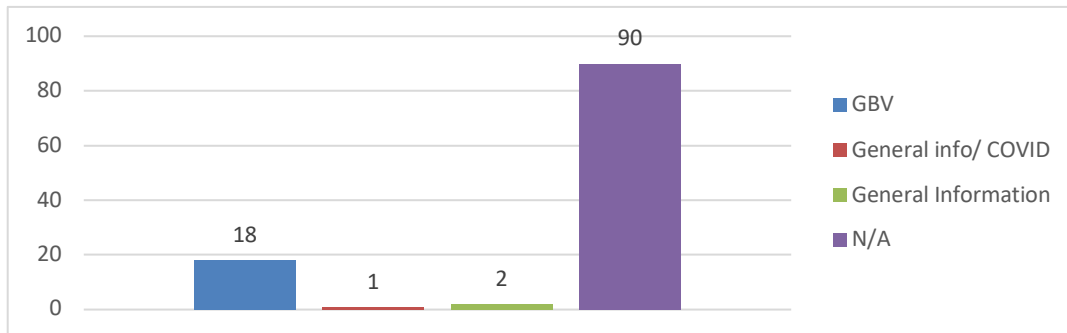
A total of 111 residents of Kabale and Lira were sampled – 70 in Kabale and 41 in Lira. 56 (50.4%) were female and 55 (49.6%) were male. The majority were aged between 20-34 years (64%) with 51 reporting that they were employed compared to 60 unemployed. More respondents were married (76%) and single (60%) compared to divorced (1.8%) separated (6.3%) or widowed (4.5%). Religion was not sampled in Lira however in Kabale, the majority of respondents (43%) described themselves as Roman Catholic compared to Church of Uganda (30%) Islam (16%) and Pentecostal (10%).

We administered a short quantitative survey questionnaire (7 questions) with a mixture of closed (yes/no) and open-ended questions

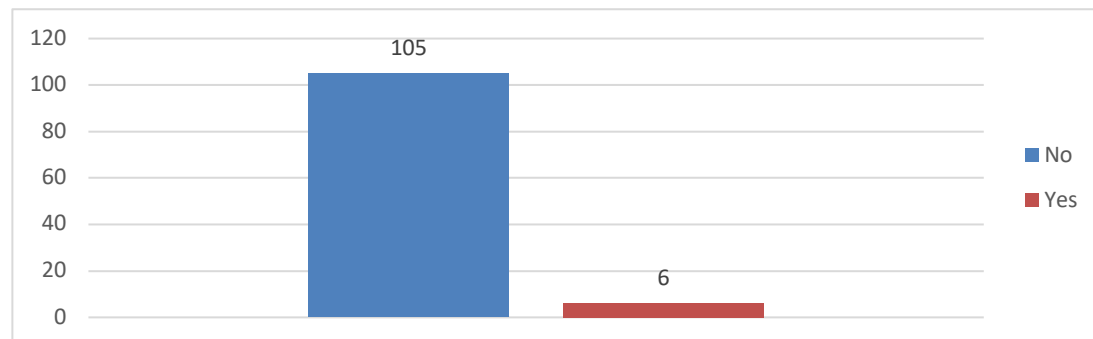
1. Have you heard about the number 116?



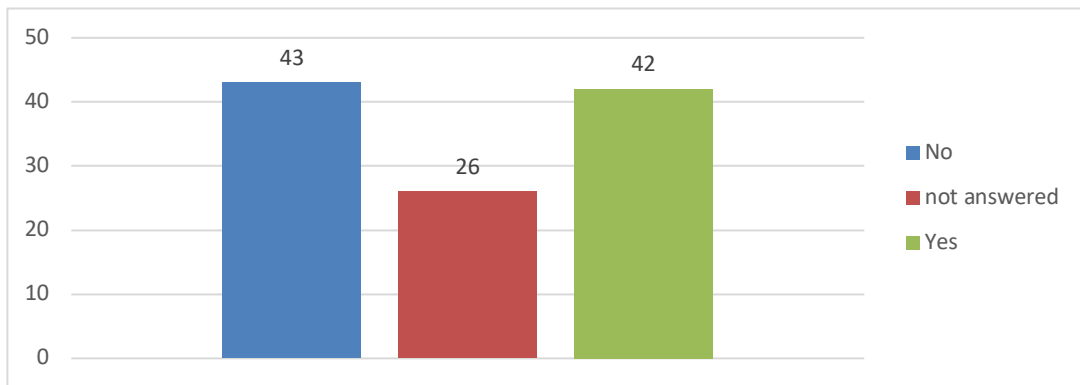
2. Do you think the 116 hotline provides service in relation to gender-based violence/general information/COVID-19 testing and tracing/HIV/AIDS?



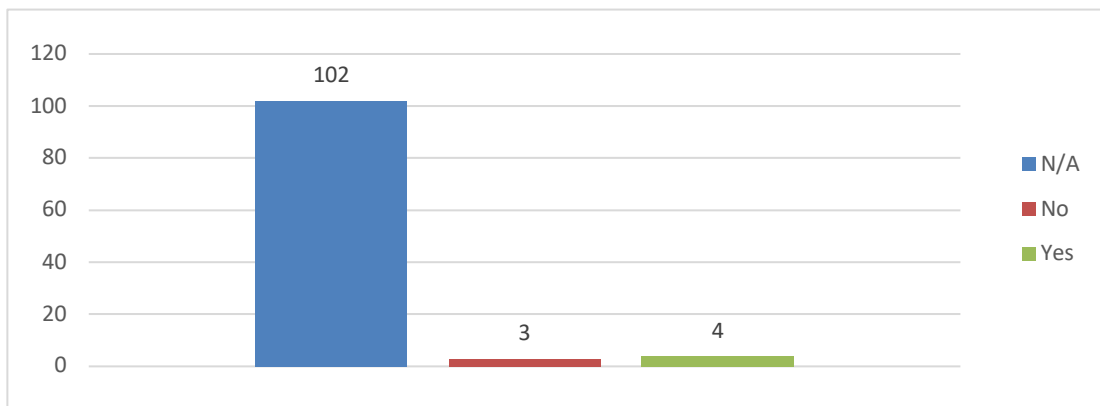
3. 116 was set up to report and get services related to gender-based violence and child abuse. Do you have another number or service you might use instead of 116?



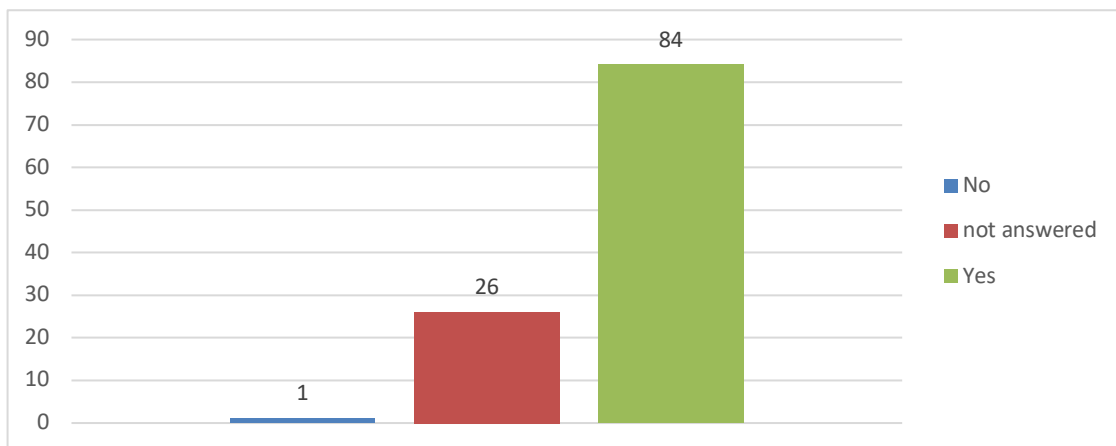
4. Do you think calling the 116 line uses your airtime?



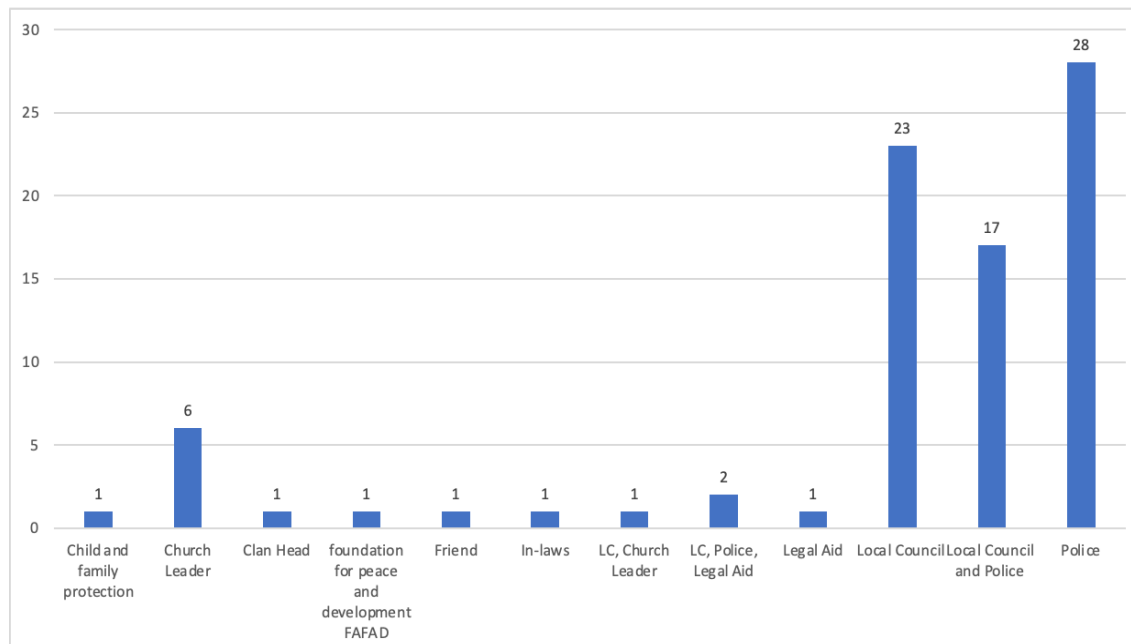
5. If you have called 116, did you receive a follow up call?



6. Would you utilize 116 to report gender-based violence or child abuse?



7. What services are available to you if you wanted to report any gender-based violence or child abuse?



## ANALYSIS OF RESULTS

### Overview

- Generally, the majority of people surveyed (106 out of 111) had not heard of the hotline number 116.
- Of those who knew about the service, 1 out of 70 respondents in Kabale thought it was for COVID-19 information and 2 out of 41 in Lira thought it was for general information
- 6 people said they would use another hotline number (4 in Lira and 2 in Kabale)
- When asked if the hotline survey would use up their airtime, only 42 out of 111 (38%) answered correctly. 43 (39%) answered incorrectly with 30 of them being from Kabale. The rest did not answer.
- Only one person reported calling the hotline for GBV and received a follow up call.
- 76% (84 out of 111) of respondents said they would call 116 for GBV, only 1 person said they would not use the number. The rest did not answer and all were from Lira.
- 46% of all respondents would report GBV cases to their Local Council (LC) and 17% to the police. Other places respondents would report to were Legal Aid, Church leaders, Clan leaders and family protection unit

### Distribution of responses by characteristics

- Of the women who answered that they had heard of 116, 4 out of 7 were single and 3 out of 7 were married. 6 out of 7 (86%) were employed.
- More men (12 out of 43) than women had heard of the service, with 10 being in Lira and 2 in Kabale. The majority 66% were married and 7 out of 12 of them (58%) were unemployed.
- Generally, more people who were employed (57%) than unemployed (42%) had heard of the 116 hotline.
- More respondents in Lira (32%) had heard of the service compared to Kabale (8.5%)

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## RECOMMENDATIONS

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This survey was very small and conducted over a 2 weeks period. It is limited by the sample size and therefore is not representative of the populations where respondents were sampled. All respondents gave their consent and COVID-19 social distancing guidelines were followed.

It appears that the respondents in Lira may not have completely understood the survey as many of their answers were either “N/A” when they applied, or they didn’t answer the question at all.

The researchers in Lira used a different version of the survey that did not include religion. Looking at the religion characteristics from the Kabale data, it appears more people who identified as Roman Catholic had heard of the service, followed by Church of Uganda and Pentecostal. No-one who identified as Islam had heard of the hotline.

### RECOMMENDATIONS FROM RESEARCH TEAM REGARDING THE 116 CHILD HELPLINE

- Scale up the survey nation-wide
- Conduct a cross-sectional survey representative of the populations which allows us to identify the characteristics in the population where 116 GBV awareness campaigns would be most beneficial.
- Include educational level in the sampling method for demographic information
- Increase advocacy for awareness of the 116 Child Helpline. When asked if they would use 116, most people said yes and wanted to know more about it.
- Conduct massive awareness campaign especially among rural populations who may not have access to social media
- Engage with stakeholders on how to strategize the awareness of 116 among populations they serve.
- Cater advertising information to both literate and illiterate populations and increase awareness over Radio and community outreach activities.
- Engage with traditional and religious communities when carrying out research and for awareness campaigns

### RECOMMENDATIONS FROM THE RESEARCHERS REGARDING CONDUCTING RESEARCH ABOUT 116

- More time to design and complete the study
- Provide researchers with identification badges
- Translate the data collection tools to local languages
- Expand training for field researchers to cover more information about 116 in order to be able to give more information about it
- Provide incentives to researchers for logistical challenges including airtime to facilitate follow up calls, physical meetings with hotlines and transportations to wider areas within the community

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## THANK YOU

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### GLOBAL LIVINGSTON INSTITUTE RESEARCH AND EVALUATION TEAM

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