

Saudi Arabia Child HelpLine

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Saudi National Guards health Affairs

My Presentation:

- Brief overview of Saudi Arabia
- Child abuse and neglect in Saudi society
- In preparation to lunch the Saudi Child HelpLine
- The trail period of the Saudi Child helpLine

Saudi Arabia: Geography and Population

□ Geography:

- Saudi Arabia occupies much of the Arabian Peninsula
- It has an area of approximately 2,149,690 square kilometers
- Saudi Arabia is administratively divided to 13 provinces

□ Population:

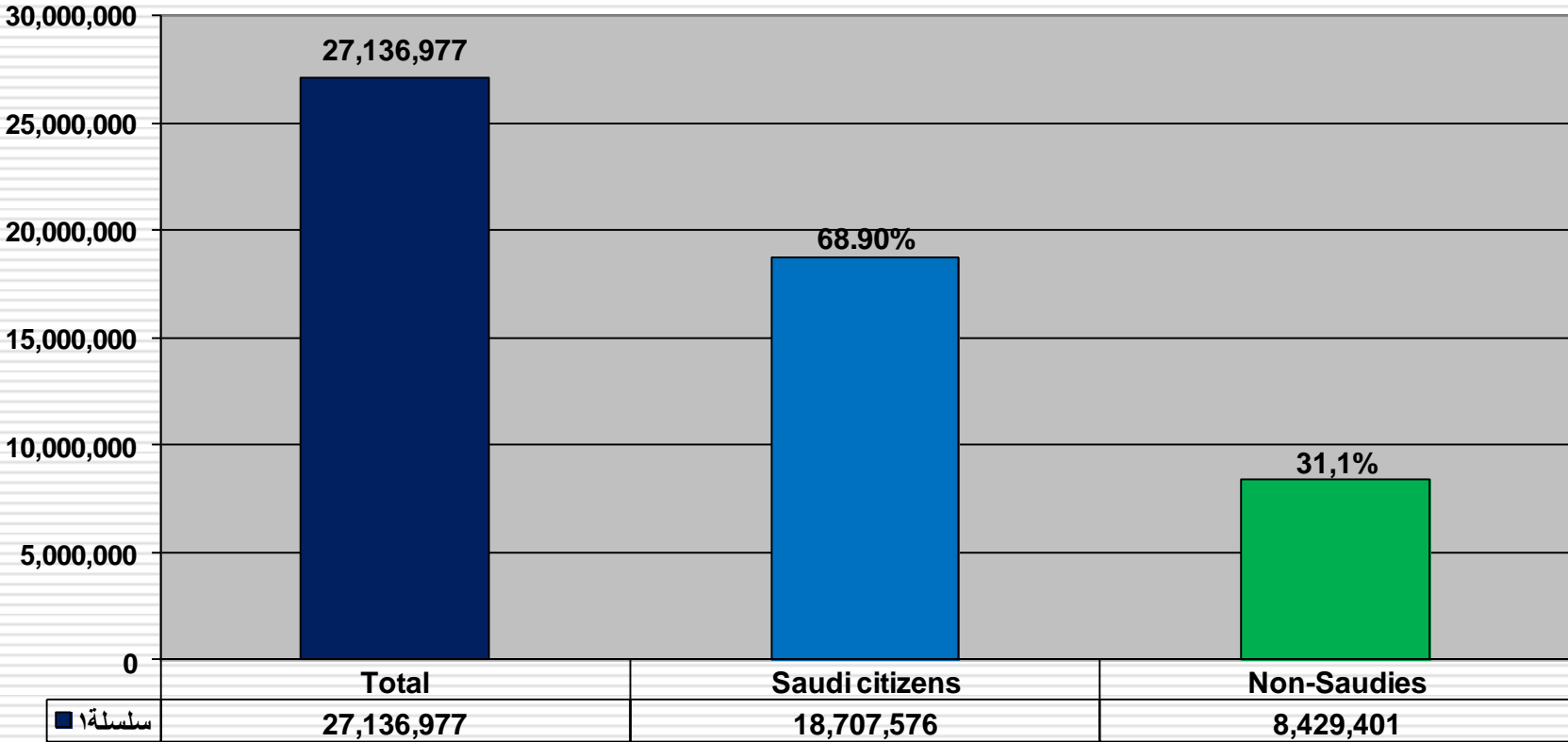
- S.A. is home to 27,136,977 persons of which
- The Saudi nationals constitute 69% (18,707,576)
- Expatriates constitute 31% (8,429,401), who are predominantly males (70%).

Administrative Division of Saudi Arabia



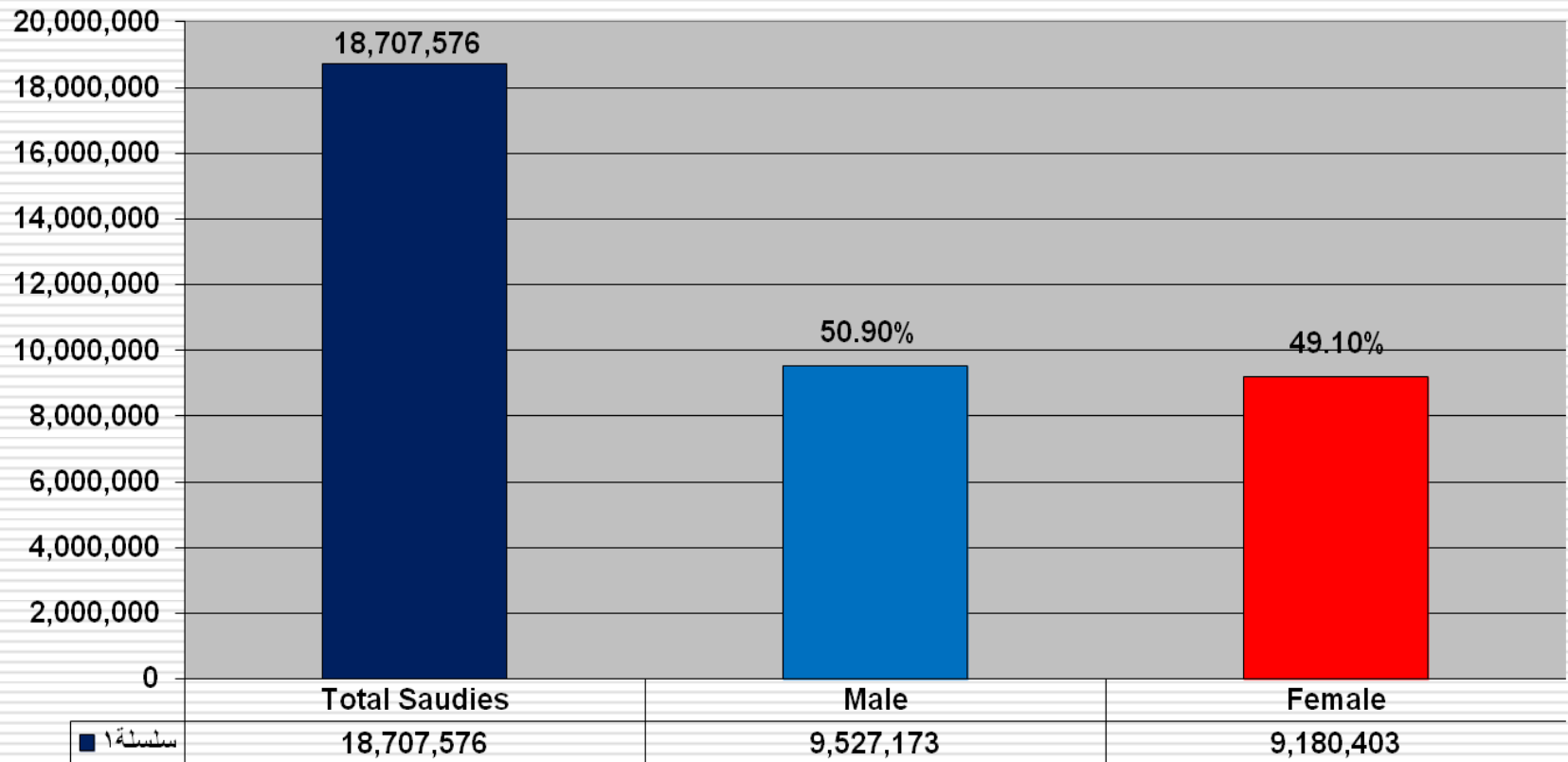
Saudi Population Composition: 2010

Population Composition: 2010



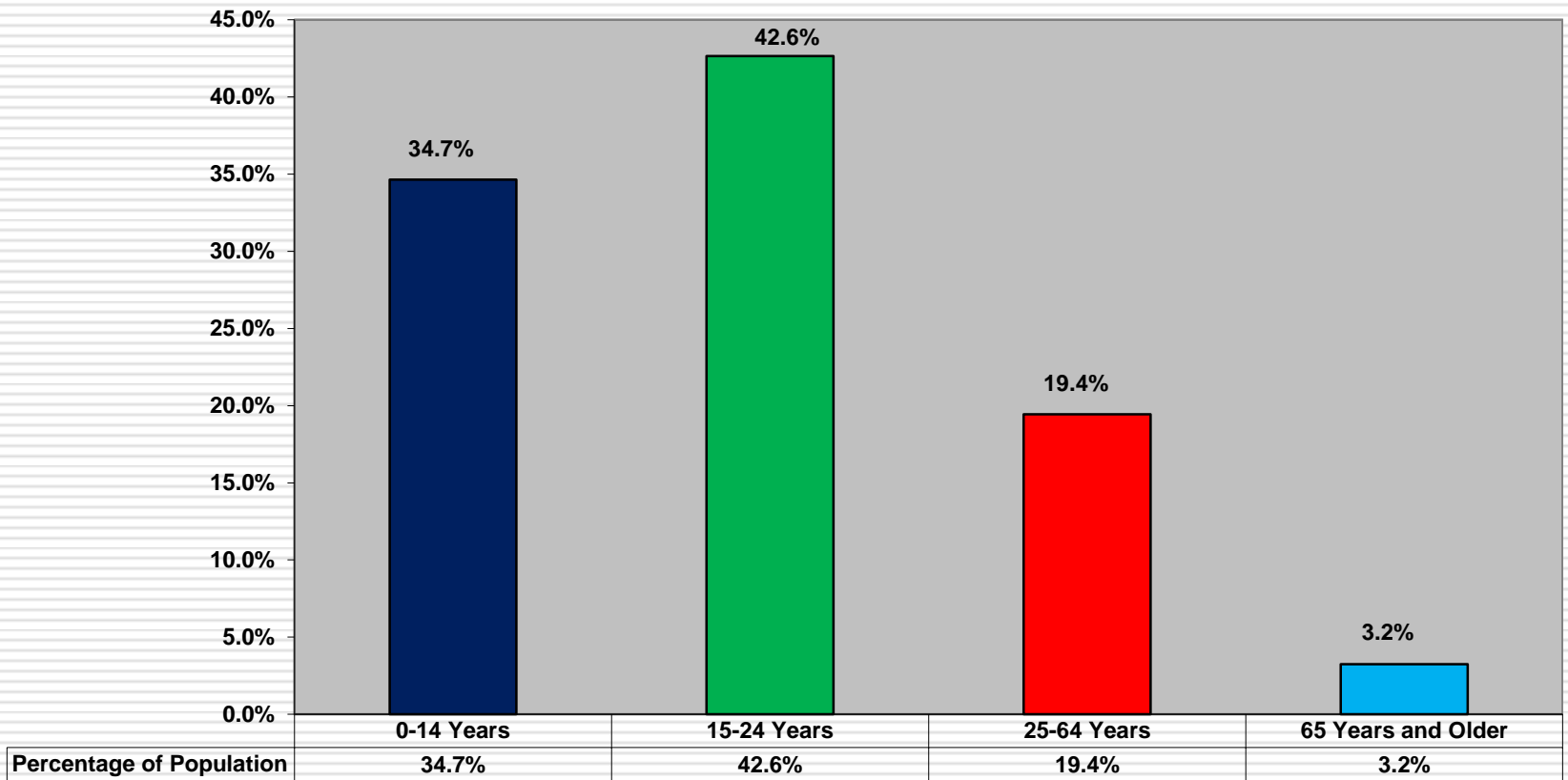
Gender Composition:

Saudi's Gender Composition: 2010



Age Composition:

Age Composition of the Saudi Population: 2010



Demographic and Socioeconomic Changes in Saudi Arabia: 1974-2004

Demographic

- ❑ **Birth rate** declined from 45.9 to 26.5
 - ❑ **Death rate** dropped from 16.9 to 3.8
 - ❑ **Fertility rate** decreased from 7.4 children/women to 5.5
 - ❑ **Median age** increased from 17.9 to 23.3 years
 - ❑ **Life expectancy** increased from less than 50 years to 75.2 years
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Demographic and Socioeconomic Changes in Saudi Arabia: 1974-2004

Socioeconomic

- ❑ **Increased educational** opportunity especially for women
 - ❑ **Increased in women entering** the labor force
 - ❑ **Rise** in the income level
 - ❑ **Rise** in the divorce rate, and
 - ❑ **Increase in urbanized** population and decrease in the rural population
 - ❑ 65.6% of the total population live in two provinces, Makah and Riyadh
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Child Abuse In Saudi Society

- ❑ Child abuse and neglect exist in Saudi society
 - ❑ Child abuse and neglect have received attention only recently
 - ❑ Saudi Arabia still has no official Child abuse and neglect statistics
 - ❑ Child abuse and neglect reported is a fraction of the actual number and most incidents go missing and unreported
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Child abuse in Saudi Society: Interior Ministry study

- ❑ As mentioned, there is no official statistics about child abuse and neglect in Saudi Arabia, only estimates
 - ❑ Center for Crimes Studies at the Interior Ministry latest study indicates that:
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Child abuse in Saudi Society: Interior Ministry study

- 45% of Saudi children have been subject to some form of child abuse, where:
 - 21% are abused on a daily basis, and
 - 24% are some time abused
 - Emotional abuse constitute 33.6% and physical abuse 25.3%, neglect at 23.9%, and other forms of abuse including sexual at 17.2%
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Child abuse in Saudi Society: Interior Ministry study

- Forms of emotional abuse include:
 - Deprivation of material and/or moral support at 36%
 - Threatened with physical punishment at 32%
 - Insult and sarcasm at 21%, and
 - Leaving the child at home alone with someone that the child is afraid of, e.g. housemaid
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Child abuse in Saudi Society: Interior Ministry study

- Forms of physical abuse that children might be subject to include:
 - Sever hitting at 21%
 - Slapping at 20%
 - Throwing object at the child at 19%
 - Hitting with dangerous objects at 18%, and
 - Smoking cigarettes and the (shisha) haply babbly in the presence of children at 17%
 - The most common form of neglect, as indicated by the study, was parents not pay attention or caring about what their children are subject to at school at 31%
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Child abuse in Saudi Society: Interior Ministry study

- ❑ Children less than 12 years of age are the most abused at 36.4%, followed by children between 15 and 18 years of age at 36%, and then children between 12 and 14 years old
 - ❑ Orphans children are more vulnerable to abuse than others at 70%, followed by children of separated parents at 58%, and then children of divorced parents are subject to physical abuse at 42
 - ❑ This study has also indicated that child abuse happens more in poor families and those under poverty threshold
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Child abuse in Saudi Society: Interior Ministry study

- ❑ One out of 4 girls is sexually abused before the age of 18.
 - ❑ One out of 10 boys is sexually abused before the age of 18.
 - ❑ 10% of these children are preschool children.
 - ❑ 85-90% of these cases where the assailant known to the abused children.
 - ❑ 35% of these cases the perpetrator is a family member.
 - ❑ 10% of these cases involved physical violence.
 - ❑ 50% of all incidents happen at the home of the child victim or at the home of the perpetrator.
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Accomplishments in child abuse and Neglect prevention in KSA:

- ❑ Establishing the NFSP at the National Guard Health Affairs in 2005
 - ❑ establishing 38 child abuse protection teams at the Ministry of Social Affairs since 2005
 - ❑ Launching the National Child Abuse and Neglect Registry 2008-2009
 - ❑ Launching the Saudi Child HelpLine in 2011
 - ❑ Child Abuse Protection Law is being debated in front the "Shura " Council (Parliament)
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Getting Ready to Lunch the Saudi Child Helpline:

- A. A needs assessment study was first conducted.
 - B. Signing memorandums of understanding
 - C. Setting up the call center
 1. Obtaining a toll free number.
 2. Training and Workshops.
 3. Mapping resources.
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A. Needs assessment study:

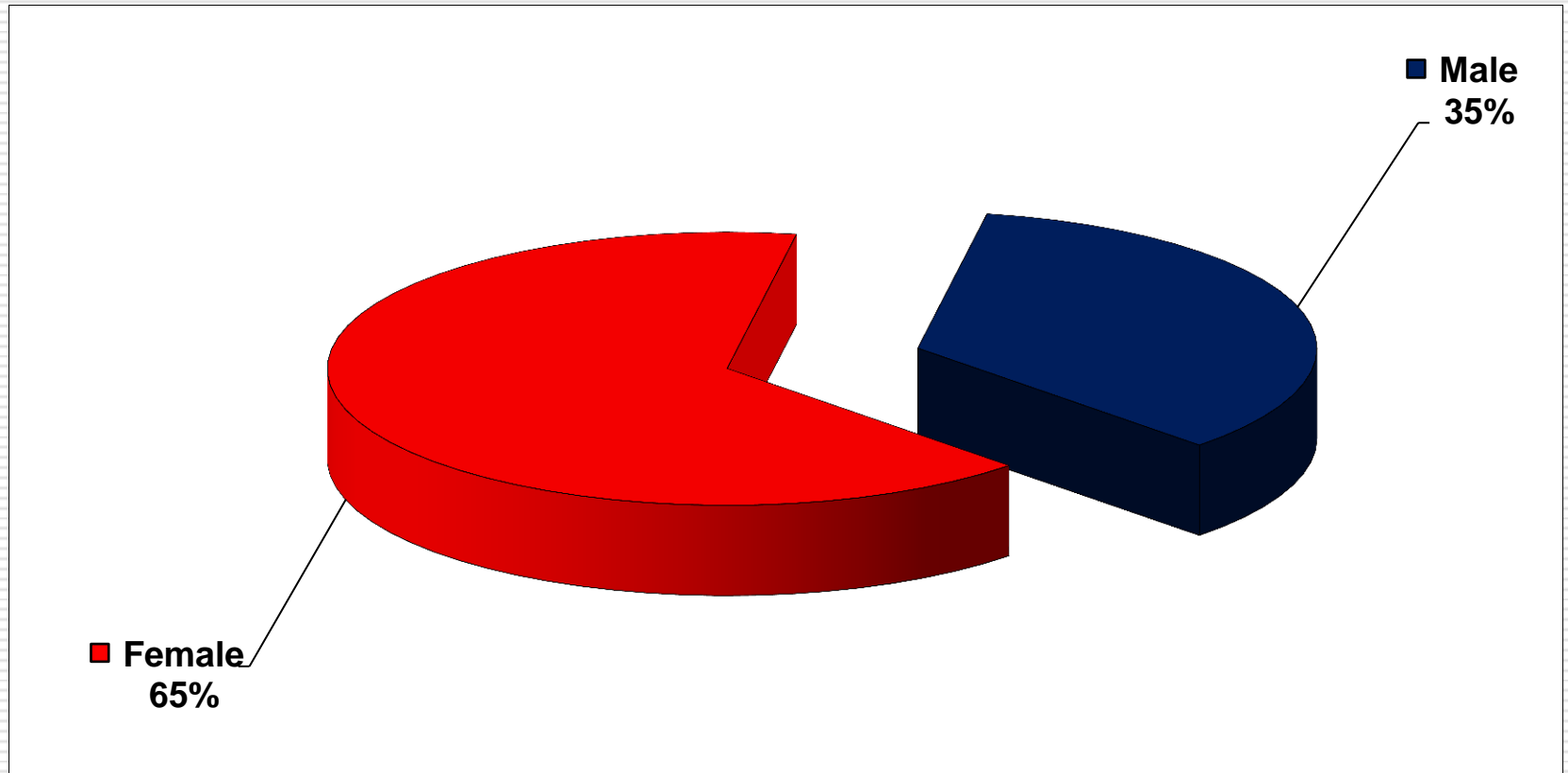
In Preparation to Lunching the Saudi Child HelpLine, a Needs Assessment was Conducted in 2009

Commissioned by:

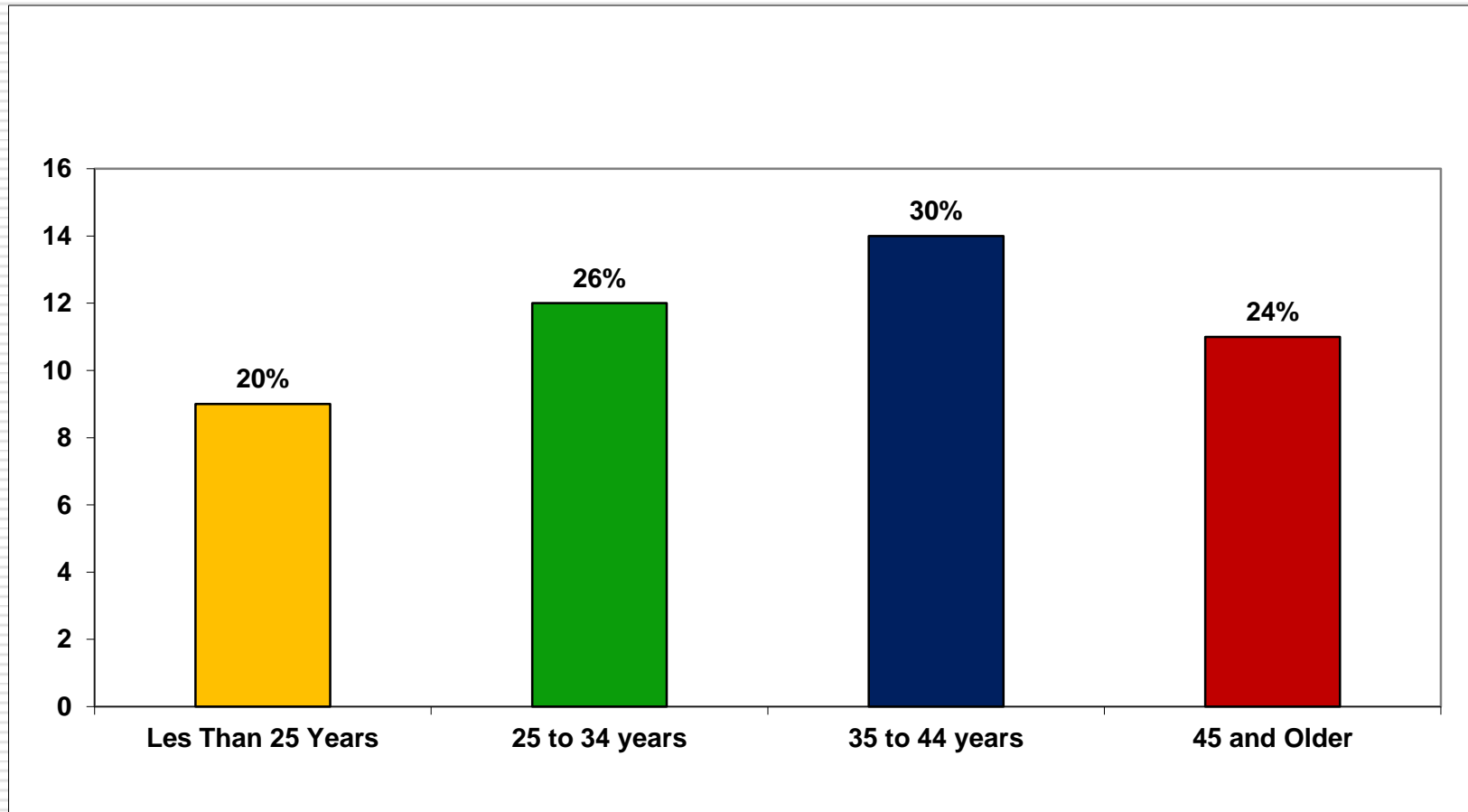
The National Family Safety Program (NFSP)

September 2009

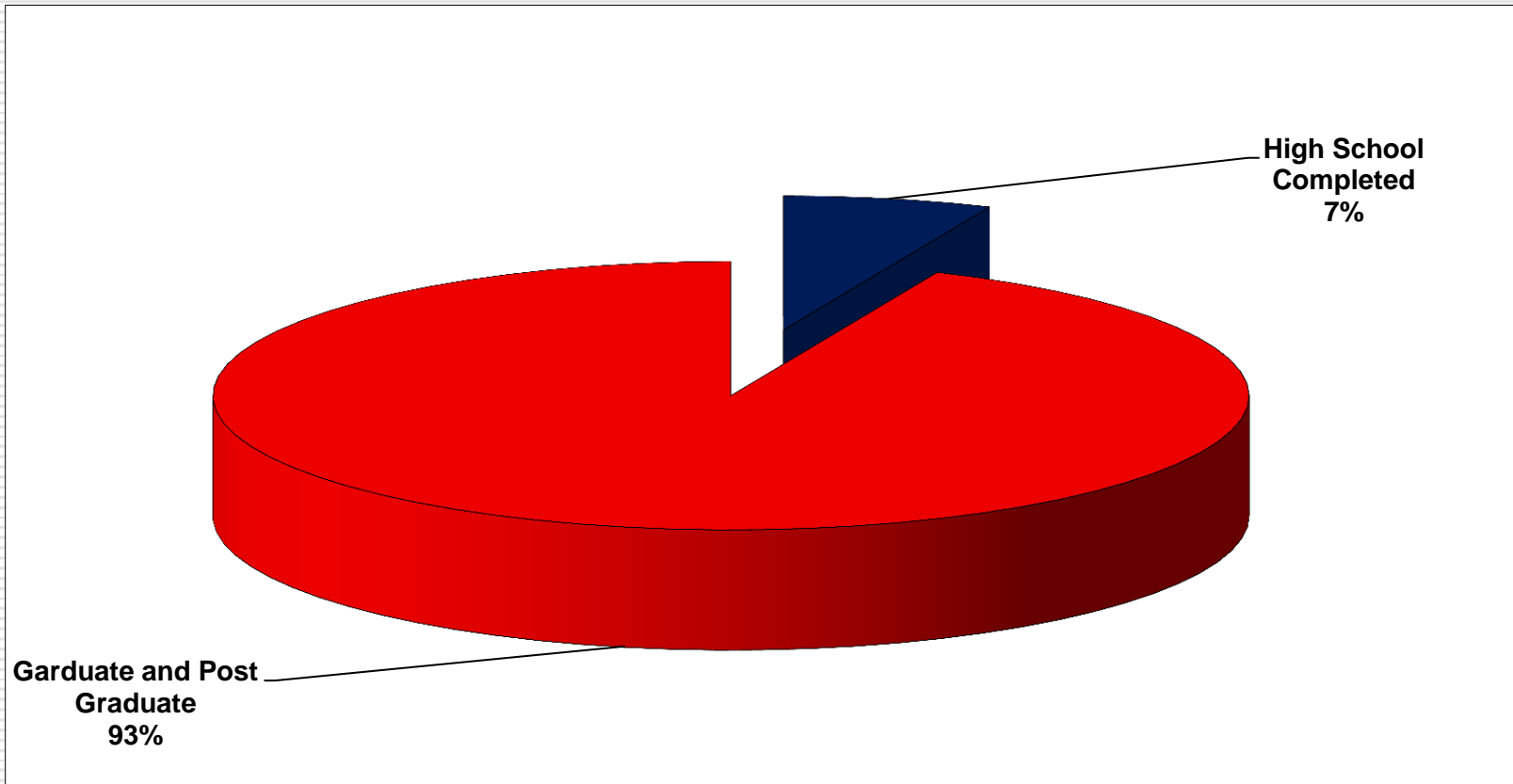
Sample Demographics: Gender



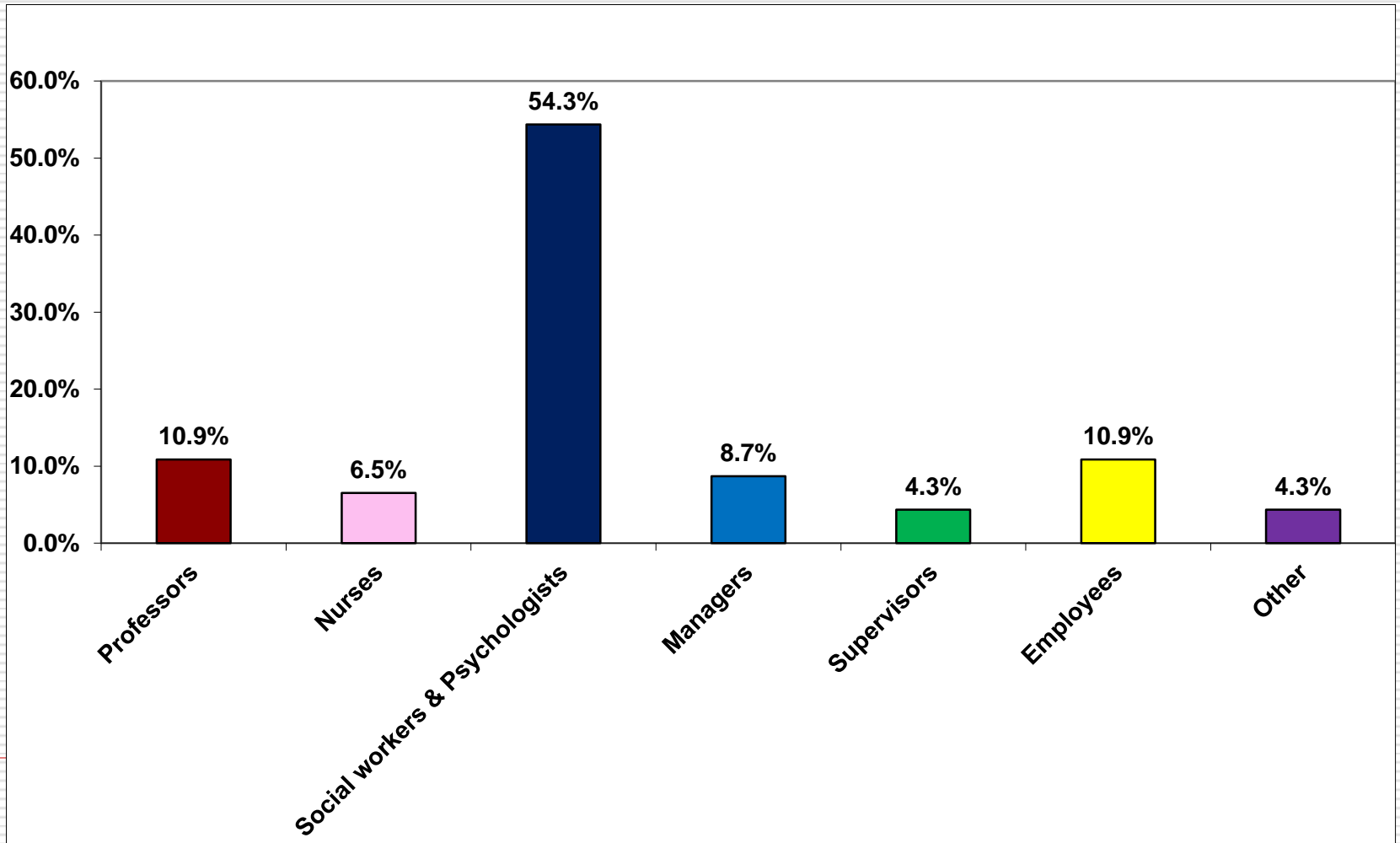
Sample Demographics: Age



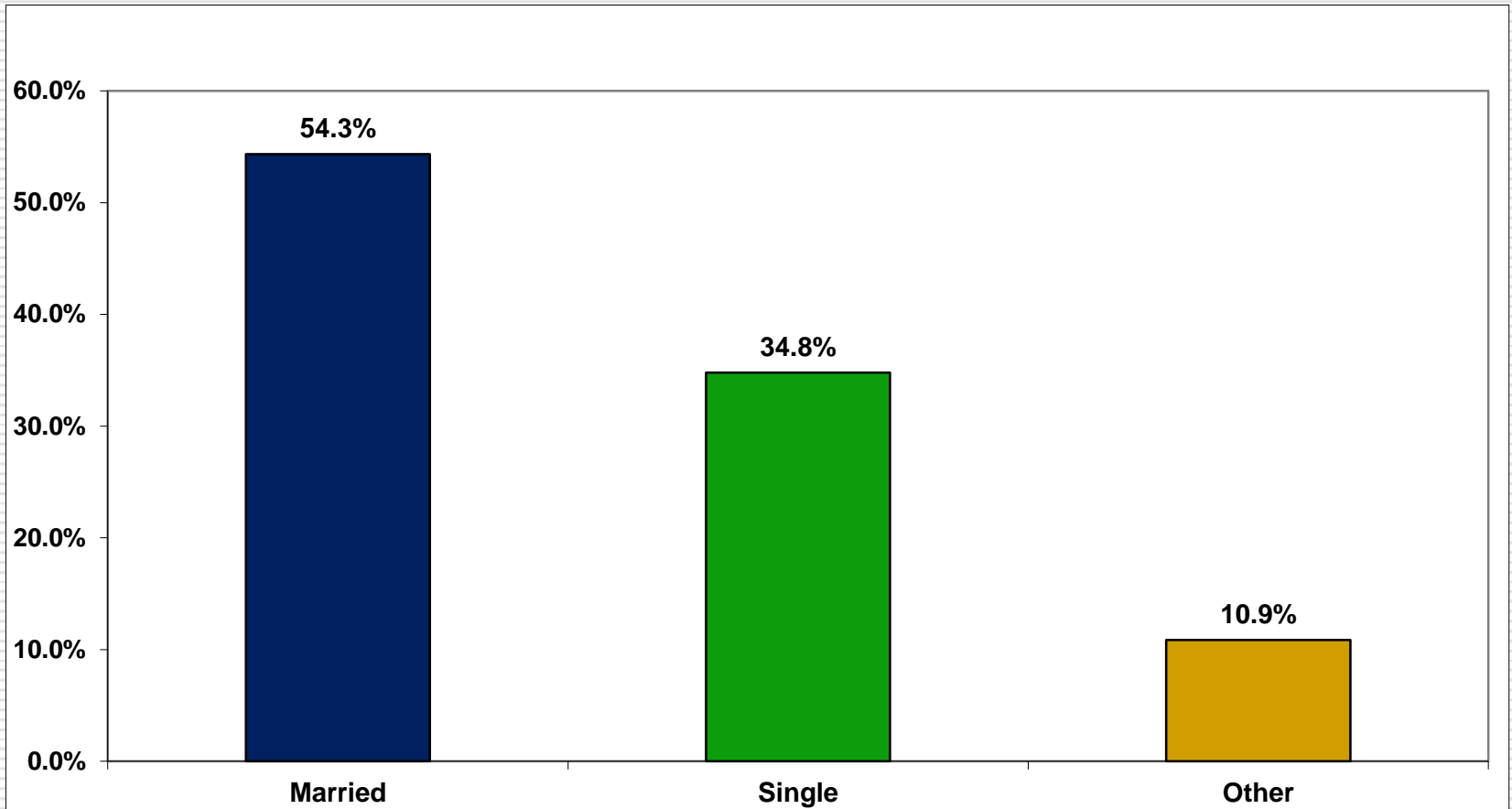
Sample Demographics: Level of Education



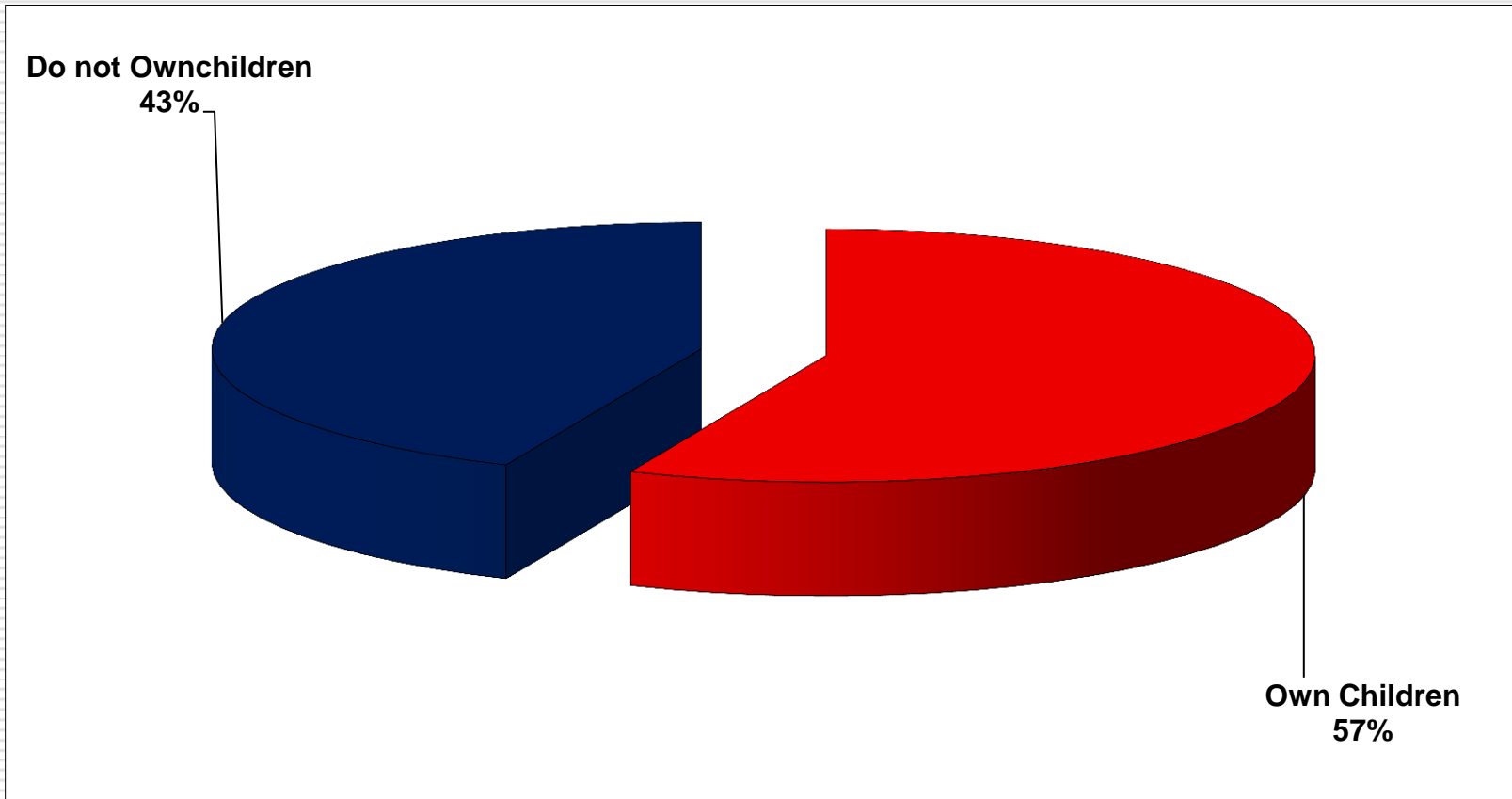
Sample Demographics: Career



Sample Demographics: Marital Status



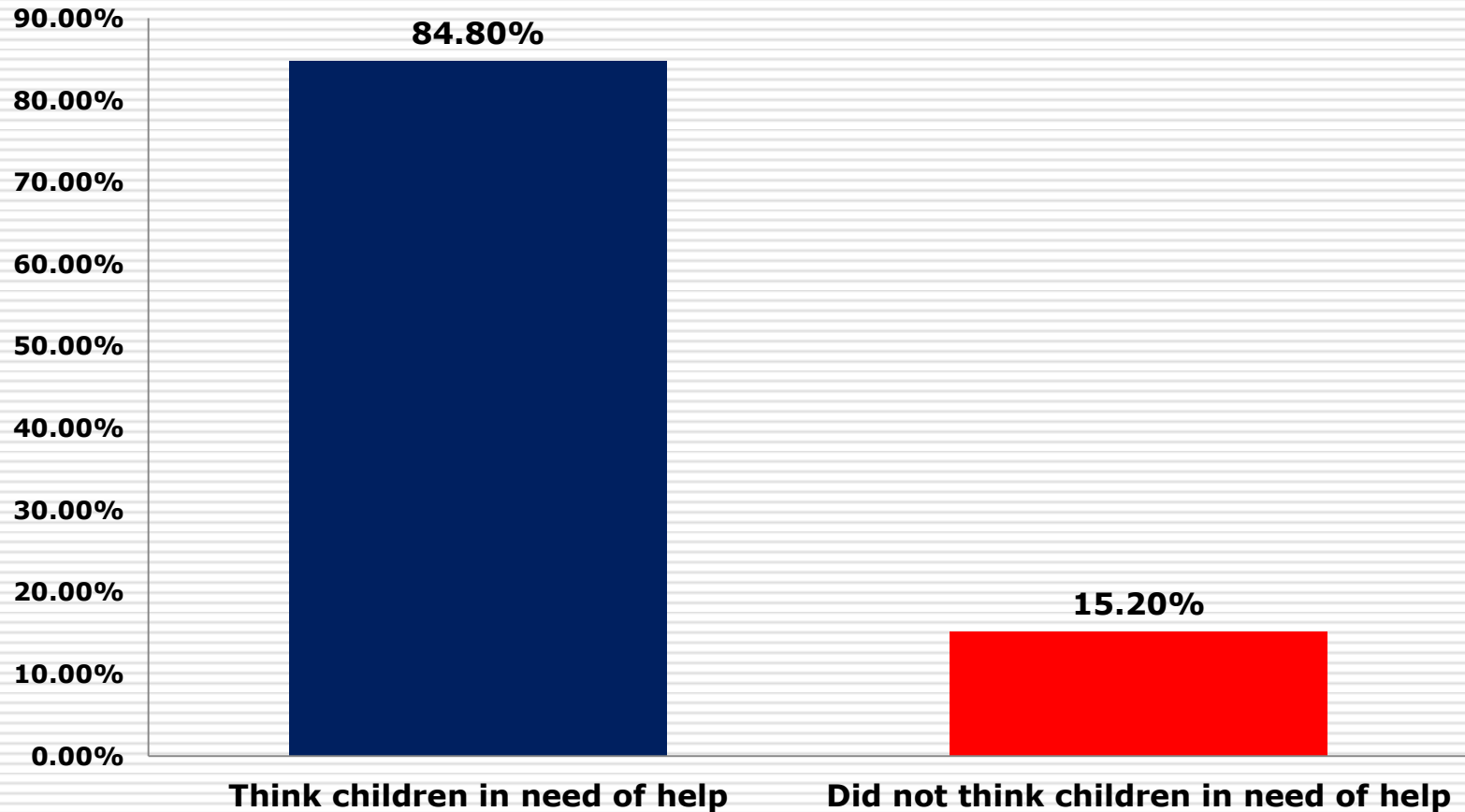
Sample Demographics: Own Children



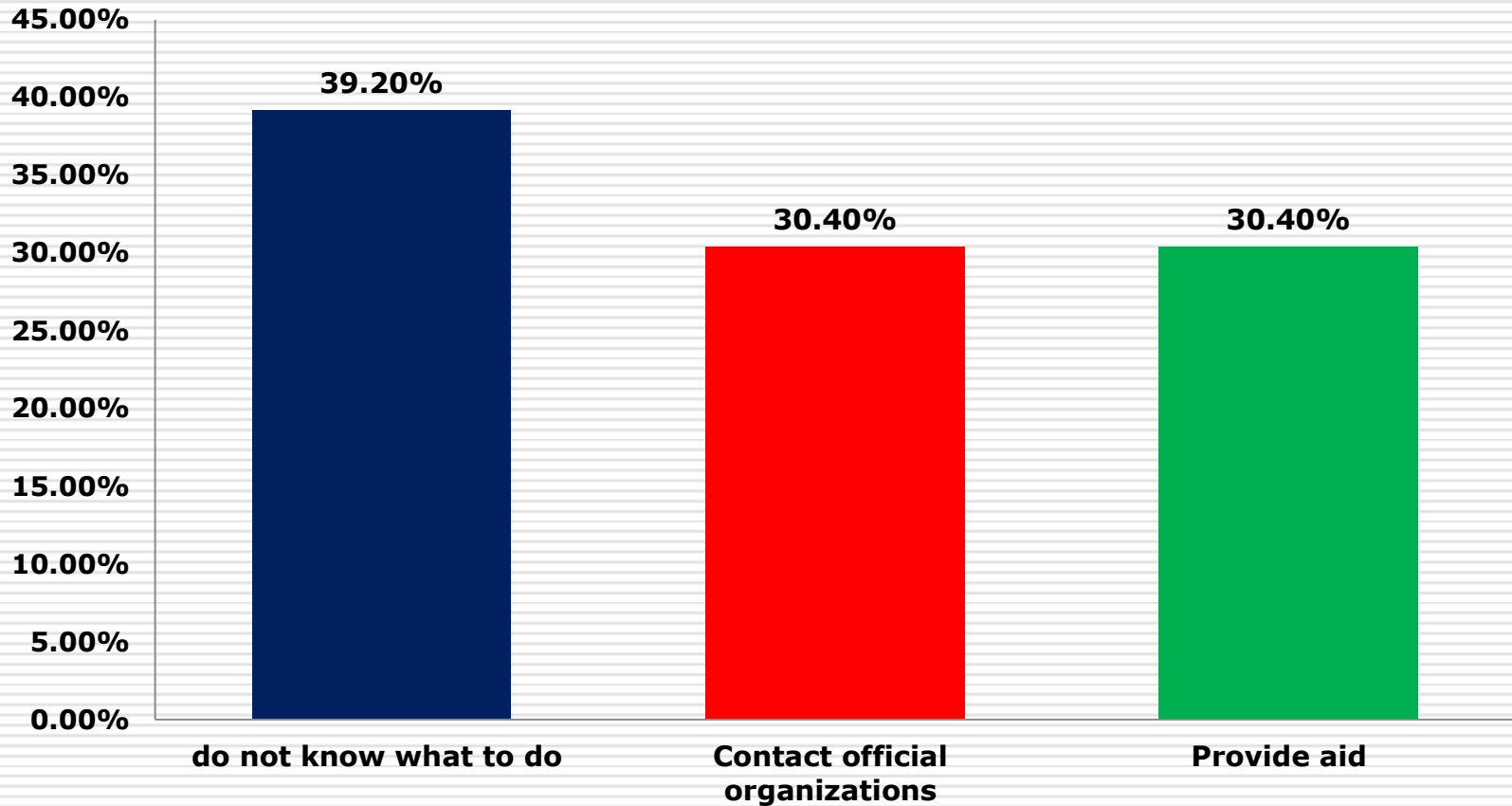
Results of the Needs Assessment:



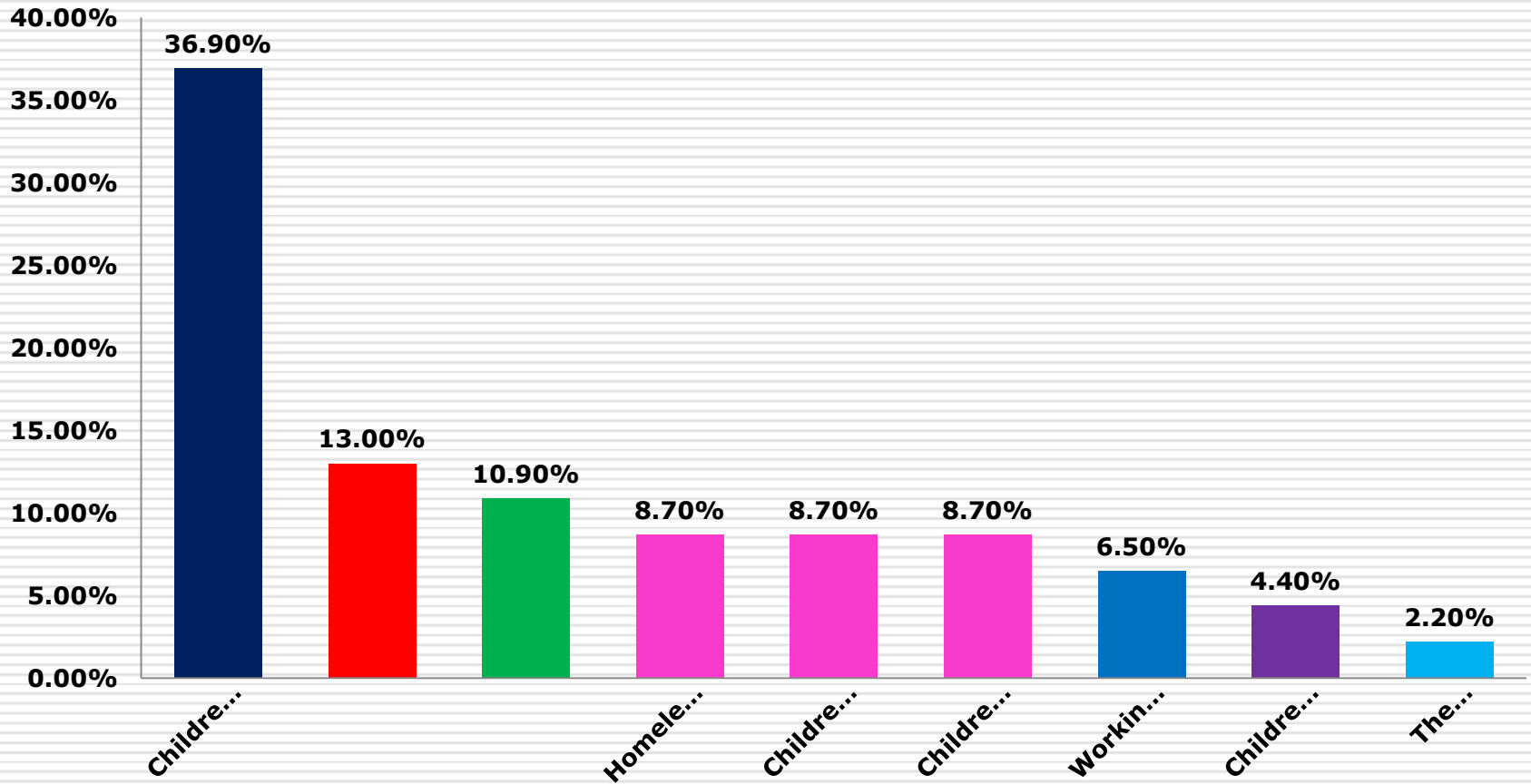
Sample Distributed by Children in Need of Help



Sample Distributed by Reaction to Abuse:

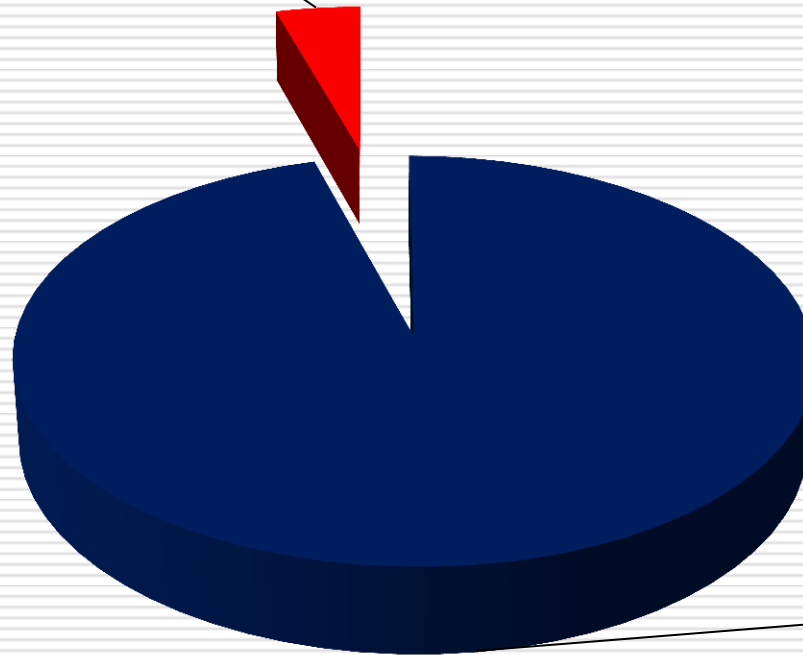


Sample Distributed by Children Who Need Help the Most:



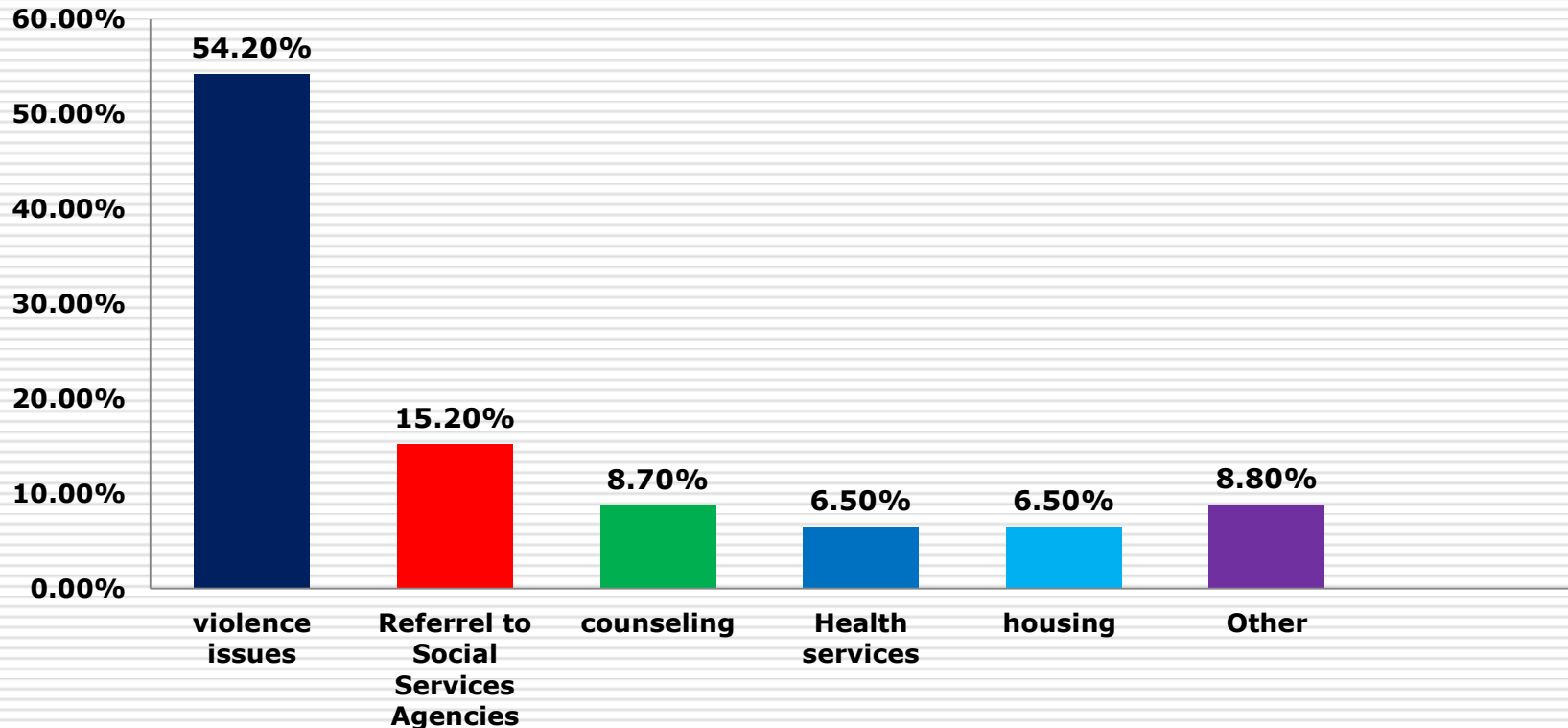
Sample Distributed by Predicting That Child HelpLine Will Succeed:

No, It will not
4%

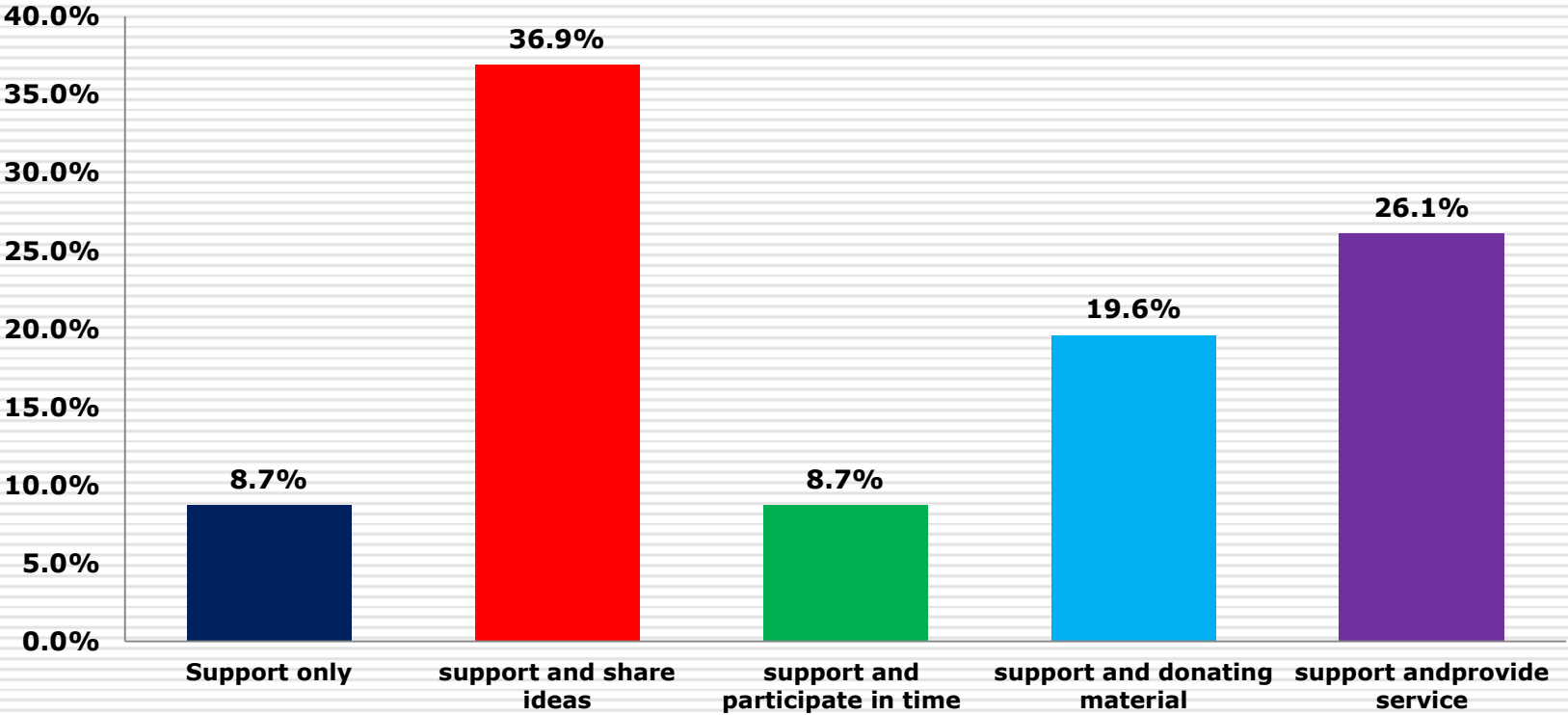


Yes, It will
96%

Sample Distributed by Services Provide by the HelpLine:



Sample Distributed by Type of Support they will Provide to the child helpline:



B. Memoranda of Understandings

- Ministry of Social Affairs
 - Ministry of Interior Affairs
 - Ministry of Education
 - Ministry of Health
 - Human Rights Commission
 - National Society for Human Rights
 - National Family Safety Program
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B. Memoranda of Understandings, continue

- National Committee for Children
 - Information Technology Telecommunications Authority
 - Saudi Communications Company
 - General Statistics and Information interest
 - Saudi Arabia Pediatrics Assembly
 - UNICEF
 - AGFUND
 - MENA Child Protection Initiative
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C. Setting up the call center

1. Obtaining a toll free number:

A toll free number 116111 dedicated to the prevention of child abuse and neglect.

- Receives calls from children and youth under 18 years of age, and from caregivers including parents.
 - Seeking advise or referrals to other social services agencies.
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C. Setting up the call center

2. Training and Workshops :

- London Training.
 - Amman, Jordan Training.
 - Local Training (several workshops)
 - Individual Training
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C. Setting up the call center

3. Mapping resources:

- List all resources and agencies available in the Kingdom that provide services to children.
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Lunching the Child HelpLine

- ❑ November 20, 2010 we celebrated the Universal Children's Day by launching the child helpline.
- ❑ Still in the trail period.



Saudi Child HelpLine:

- ❑ The Child HelpLine is dedicated to the prevention of child abuse.
 - ❑ Serving all regions of the Kingdom.
 - ❑ staffed 7 hours a day, 5 days a week
 - ❑ professional crisis counselors provide assistances.
 - ❑ Will be expanded to 24 7 in the future.
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Saudi Child HelpLine services:

- Offers:
 - crisis intervention,
 - information,
 - literature,
 - referrals to emergency, social services agencies, and support resources.
 - Follow up on each referred case in a timely manor.
 - All calls are anonymous and confidential.
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Mechanism of operation of the Helpline during the trial period

- ❑ Receiving calls since November 2010.
 - ❑ providing consultations.
 - ❑ Referring the emergency cases to other social and legal agencies for immediate intervention.
 - ❑ Collecting child abuse and neglect data.
 - ❑ Providing monthly statistics about the abused cases and the quality of the consultations.
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Mechanism of operation of the line during the trial period

- ❑ Identifying the reasons behind the abused children calls.
 - ❑ Building relationships with organizations that provide services for children
 - ❑ Preparing a guide to all available resources and services for children in Saudi Arabia
 - ❑ Managing the quality of the consultations performance and give immediate solutions
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The challenges and difficulties That we faced

- ❑ Doubts from individuals and organizations about the role of Child HelpLine.
 - ❑ Difficulty of identifying some of the cities in remote areas.
 - ❑ Difficulty of accounting the society resources because of the huge geographical area of the kingdom.
 - ❑ Absence of a reliable database because of the new experience in the social field.
 - ❑ The society considers this service as an intervene in their privacy and personal life.
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Collaborate with other Countries

- ❑ Child support line shared the experience with other countries in the Middle East and North Africa that went through the experiment before KSA.
 - ❑ Saudi Arabia was the first among the Arab countries to launch its child helpline
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Child HelpLine International

- Saudi Child HelpLine is accredited by the Child helpLine International and gained full membership
 - Two recommendation letters
 - Fulfill all the requirements
 - Pay the dues
 - Fill out a special survey
 - Submit data annually
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Benefits:

- ❑ Have full access to the CHI member services.
 - ❑ Are invited to the CHI international or regional consultations.
 - ❑ Received a free hard copy of connection to children and annual report.
 - ❑ Have access to the members-only portion of the CHI website.
 - ❑ Can apply for peer exchange program.
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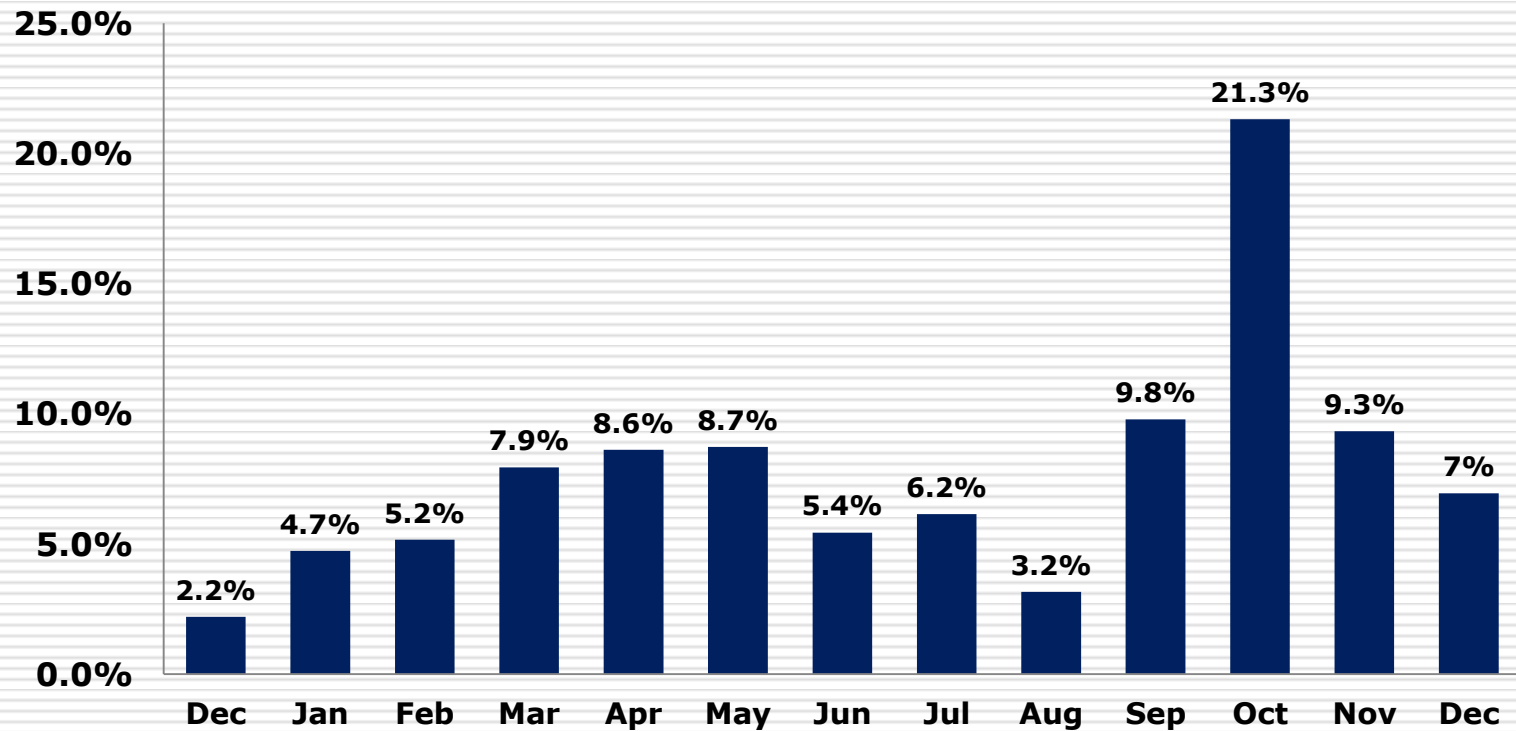
Collect data to improve Quality of services

- ❑ Child Helpline actively collects and analysis statistical data from everyday calls and experiences.
 - ❑ This data helps in providing important information about the most pressing topics that children face.
 - ❑ It is also to improve the quality of the services giving to the children.
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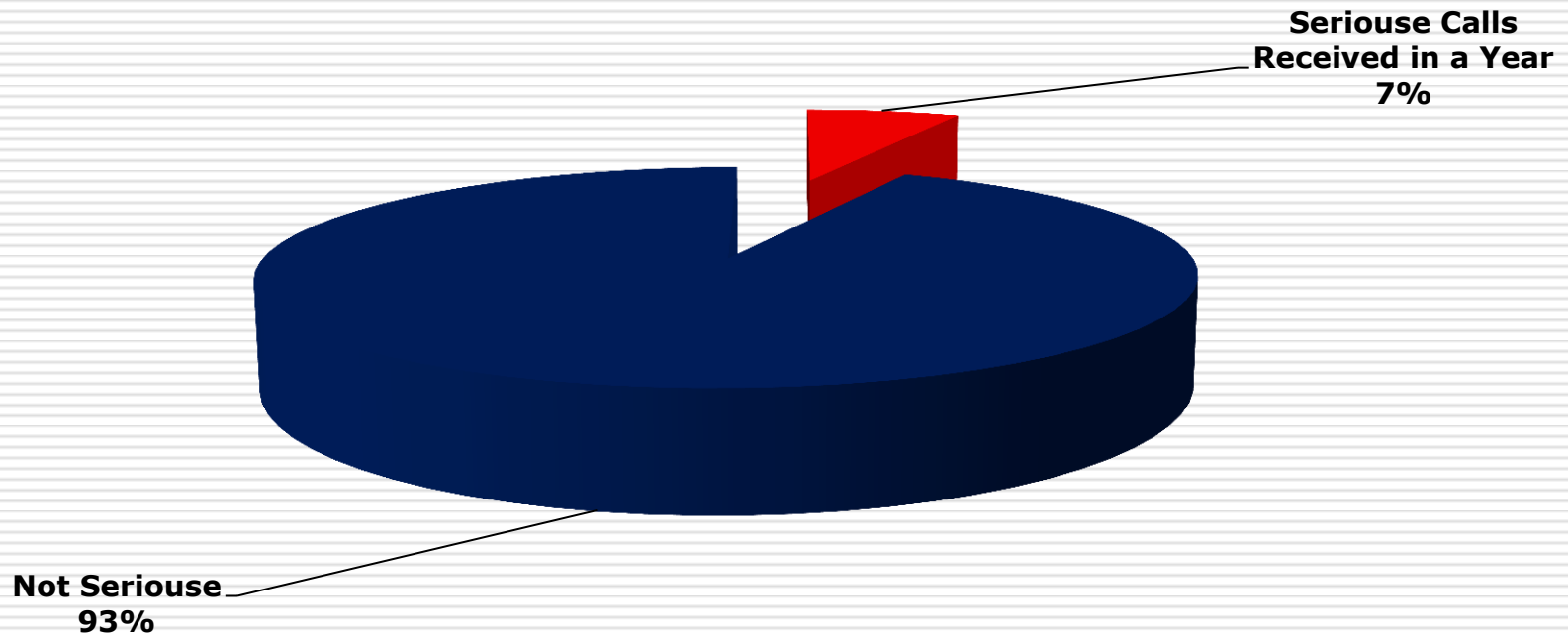
Calls received since the Start of the Child HelpLine!

- The Hotline has received more than 6,000 calls since it began on November 2010.
 - These calls come from children at risk for abuse, distressed parents seeking crisis intervention and concerned individuals who suspect that child abuse may be occurring.
 - The Hotline is also a valuable resource for those who are mandated by law to report suspected abuse, such as school personnel, medical and mental health professionals and police and fire investigators.
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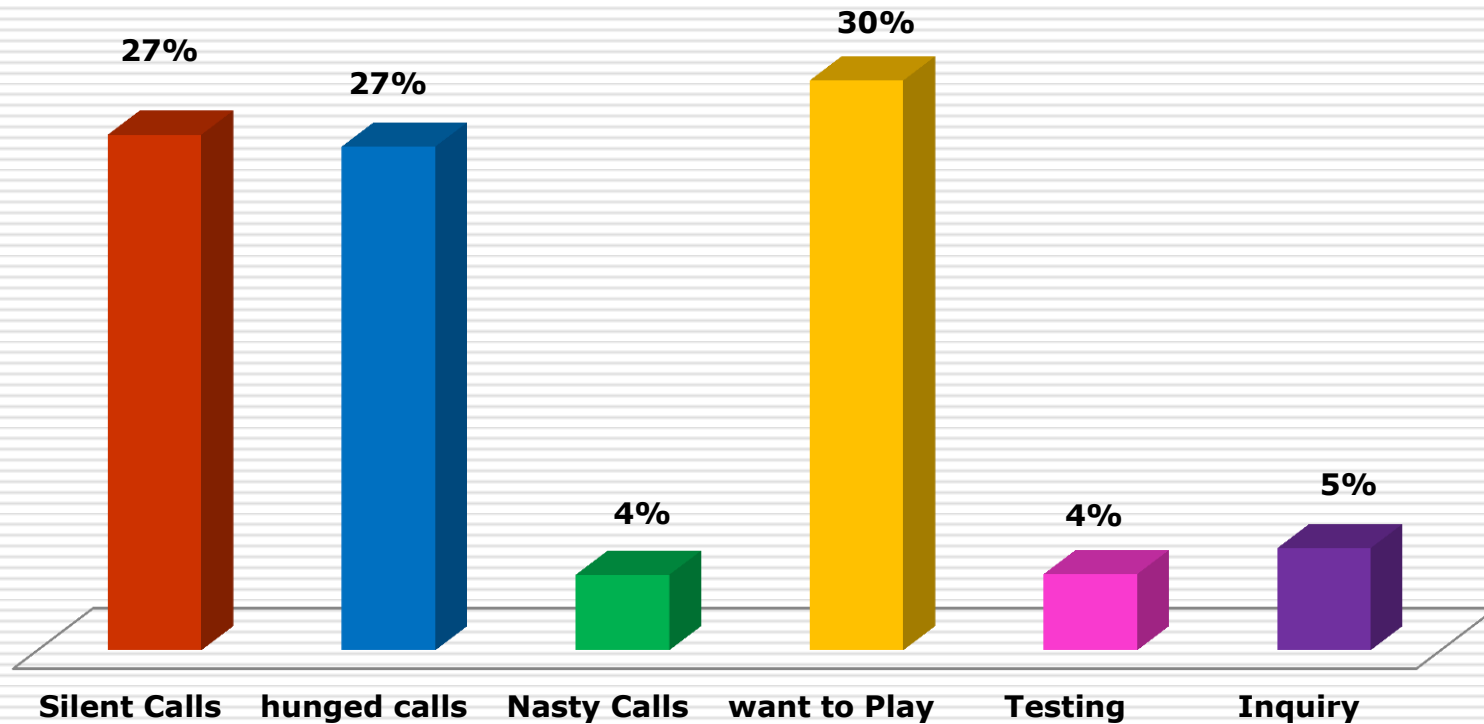
Total Calls Received by Month: 2011



Type of calls received in 2011

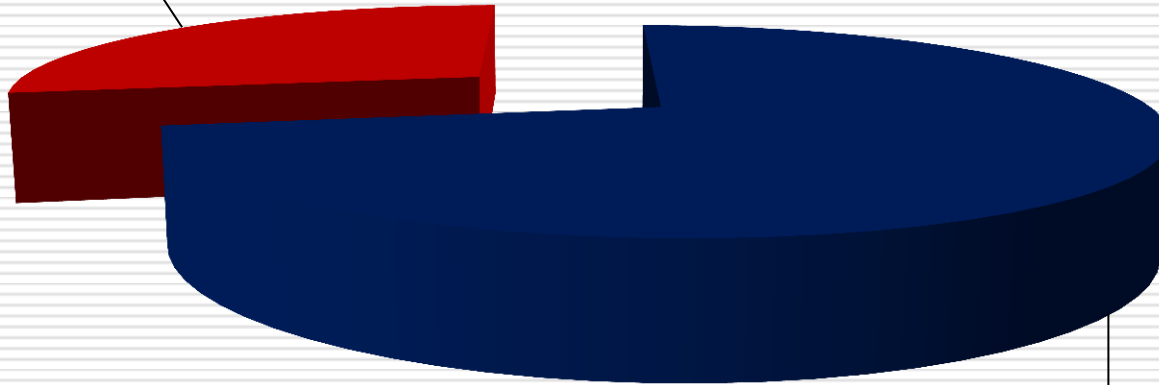


Calls received that were not serious: 2011



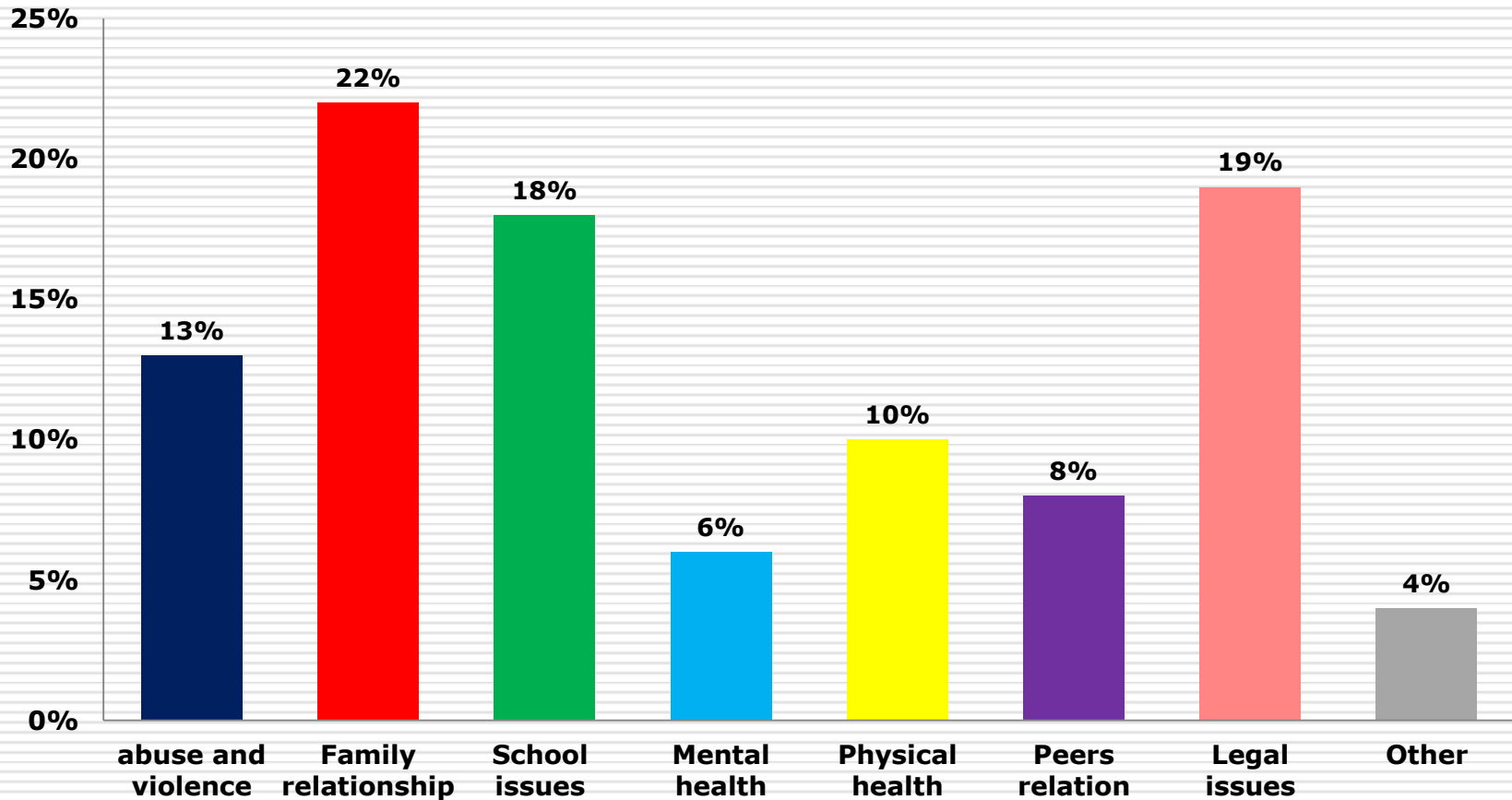
Serious Calls Received: 2011

Follow Up Calls
28%

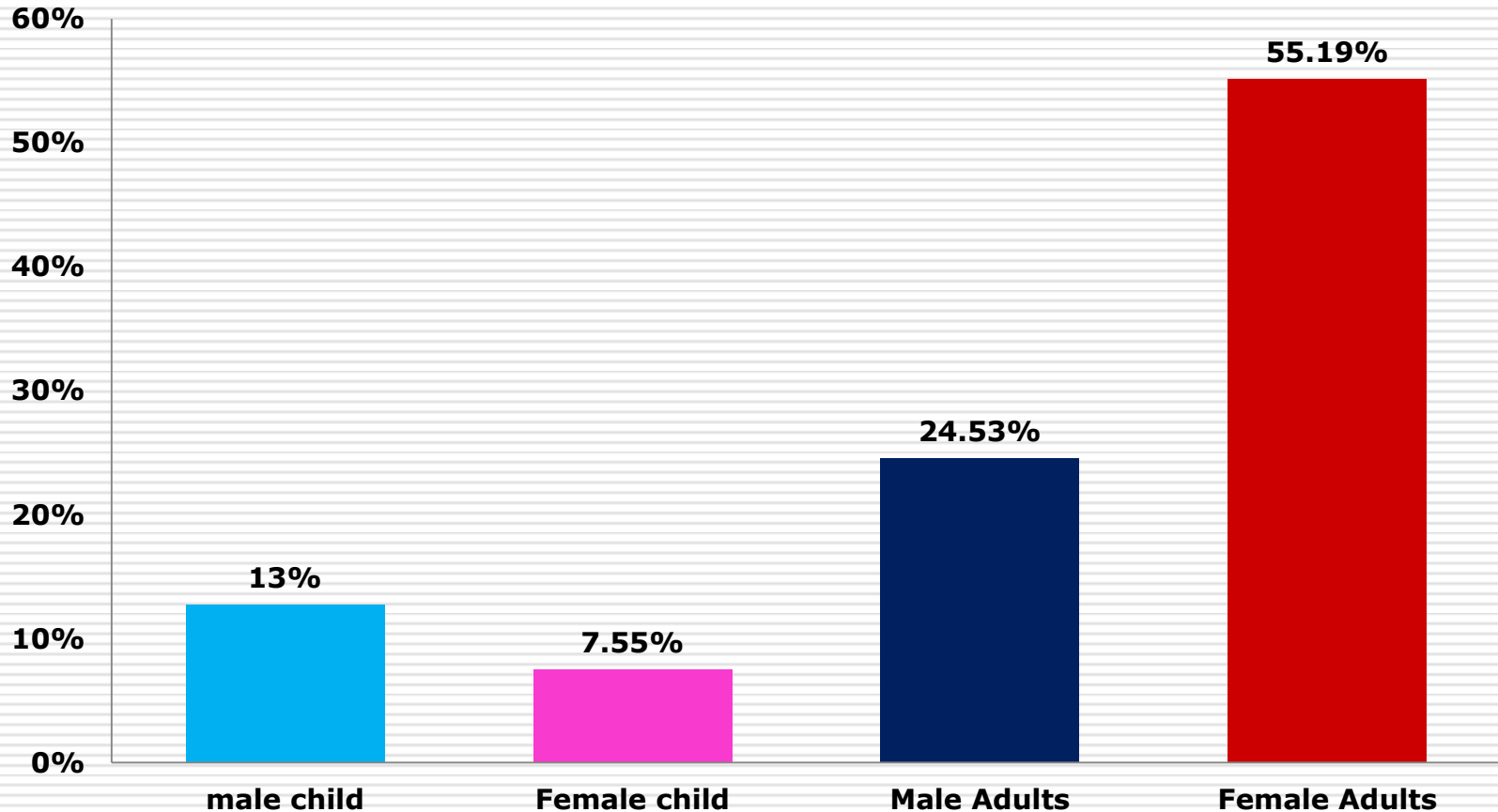


Counseling Calls
72%

Issues Counseled by Child HelpLine Professionals:



Total serious calls received By gender: 2011



References

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 - ❑ Census for Demographics and Statistics. Saudi Arabia. Web August 2011, www.cds.gov.sa
 - ❑ Child Maltreatment Prevention Readiness Assessment in Saudi Arabia, NFSP, November 2011(not published)
 - ❑ Results of the survey assessing the needs of Child Helpline project in Saudi Arabia, NFSP, September 2009 (not published)
 - ❑ Census for Demographics and Statistics. Saudi Arabia. Web August 2011, www.cds.gov.sa
 - ❑ Child Maltreatment Prevention Readiness Assessment in Saudi Arabia, NFSP, November 2011(not published)
 - ❑ Results of the survey assessing the needs of Child Helpline project in Saudi Arabia, NFSP, September 2009 (not published)
 - ❑ Khalid S. Alhlabi, Domestic Violence: Signs, Causes, and Consequences. www.alukah.net
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**And now some
pictures**















Thank You for Your
Time

Now Open for
Questions

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