



Annual Report 2018



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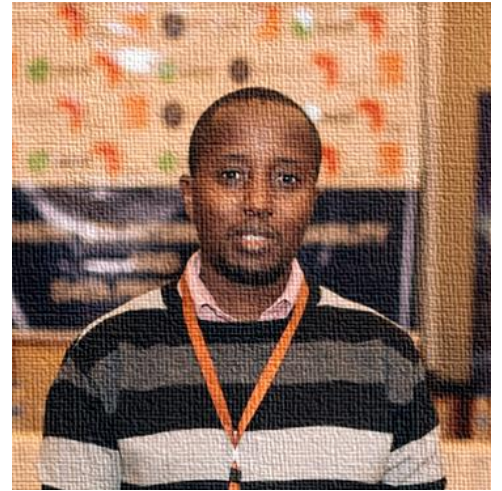
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CHIEF EXECUTIVE'S REMARKS



In 2018 we continued with our strong track record of impacting the lives of children, their families and the general public and we want to keep this same performance as we enter 2019, a year we intend to undertake an independent, third party evaluation of our work – just one year before the end of our current strategic plan. We want to be sure whether our initiatives work and achieve people-centered outcomes provided for in our programming philosophy.

We will also use most of the 3rd quarter of the year 2019 designing and implementing a new organisational structure that allows our work in Zanzibar to be managed by our sister organisation, *Childline Zanzibar* currently finalising registration's paper work. We are making those organizational changes to enhance our capability and to take out complexity from the organisation. This will enable faster decision making, more agility to respond to change, and enhance ownership to drive performance and beneficiaries' centrality.

We are confident that our accelerated transformation drive and the improvement actions we are taking, will help us reposition our fundraising strategy to attract more funding and therefore grow our presence both in Zanzibar and Tanzania Mainland. We will also continue to put in place income generating activities to reduce our net-dependence on donor funding especially as we design our new strategy by the beginning of 2020.

Lastly, unlike the other years – our main event, #SikuYaMtoto will be hosted in Zanzibar and we hope all our partners will be joining us in making the event not only a first of its kind in Zanzibar, but also a great success.

We want to thank our beneficiaries, partners and the government for their continued trust. And I want to thank our employees for their commitment and drive to take on new challenges and realise our goals.

Kiiya JK

CHIEF EXECUTIVE

C-SEMA

Introduction

As an organization, our primary aim is to help children have the best chance at life by voicing their concerns about issues they face at home, at school and all the places in-between. At times our wins seem bigger than others but as friends and partners often remind us – the individual children whose lives we touch are already experiencing a difference. This is encouraging as we strive to learn, grow and reach more children, parents, teachers, frontline child service providers and communities. This report covers the period from January to December 2018 and we hope it gives you a glimpse into our work in 2018.

We've shared a few cases to help paint but the names have been changed and specific location details omitted to help protect identities of children and our callers.

Our reach in numbers:

Over **21,000** contacts received at the Child Helpline.

1,854 Responsive contacts received services from our counsellors

19,866 Non - responsive contacts handled by our counsellors

94% of all contacts are from the Mainland while **6%** are from Zanzibar.

Over **15,000** Children were reached through our outreach program

The National Child Helpline —

116

In 2018, the National Child Helpline handled 1854 responsive calls (callers with actual child protection concerns) ranging from callers seeking to understand child abuse, children's rights and information on the helpline to callers reporting cases of child abuse in their communities. This represents 9% of the total number of calls received by the helpline last year while 91% of the calls were non-responsive (over 19,000 calls) which includes silent callers, prank callers, blank callers etc. 68% of perpetrators reported at the helpline were either parents/primary caregivers. 3% were other children and only 1% of reported perpetrators were complete strangers. Again these numbers remind us that people most likely to abuse children are those closest and most trusted by them. More needs to be done to keep children safe.





Joseph's **Baby:**

A few months after Joseph lost his wife, he noticed that their 3-year-old daughter had lost weight drastically so he called the Child Helpline seeking advice on what could be wrong. He was worried that perhaps his daughter wasn't being fed properly. Mary, a counselor at the Helpline realized that the child had symptoms of a worm infection and advised Joseph to take his daughter for a doctor's checkup.

Three weeks later, Joseph called the Helpline once again, this time to say thank you. Mary's advice had almost literally saved his daughter's life. The doctors had found that the child had a severe tapeworm infection and immediately sent her to a Referral Hospital for a surgery. She was well on her way to recovery.

Mary reminded him that his daughter's health was of the utmost importance and that he and her other caretakers had to ensure proper hygiene in general and particularly when preparing meals. She reminded him of the importance of a balanced diet, and frequent meals as his daughter was still growing as well as how to encourage her appetite instead of the usual force-feeding. Joseph was very grateful and was certain that his now healthy daughter would get the proper hygiene and nutrition she needed to grow big and healthy.

Our Work in Zanzibar — 'KUWAZA' & Skillful Parenting

In Zanzibar we jointly implement a project with Pathfinder International, Action Aid Tanzania and International Centre for Research on Women with funding from OAK Foundation. The project, called 'KUWAZA' (which means 'THINK' in English) is short for 'Kuzuia Udhalilishaji wa Watoto Zanzibar'. The project's goal is to reduce Violence Against Children (VAC) in North Unguja. In 2018, data from Childline Zanzibar informed media dialogues on VAC issues in Zanzibar and how parents can help prevent VAC incidences or report them when they occur.

The helpline worked with the Ministry of Labour, Empowerment, Elderly, Women and Children on a radio awareness campaign highlighting the Child Helpline as a safe reporting platform for child abuse including early and forced marriages.

We also worked with the Office of the Chief Government Statistician (OCGS) on our Malezi surveys which collected children's opinions and assessed their awareness on VAC. Opinions were collected from in-school children in Unguja North A & B. Our biggest lessons were that sexual abuse is the most commonly understood form of VAC by children and is still a problem (sexual abuse was mentioned 74% of the time with rape being the most referred type of sexual abuse) and that school interventions are having a positive impact on children's awareness and willingness to report.





In October Childline Zanzibar in collaboration with SOS Children's Villages Zanzibar, hosted Professor Avi from the University of Haifa, Israel; together they organized a field visit to community kindergartens to talk to teachers and children about child development, children's rights and protection issues and conducted a workshop on parenting and attachment to caregivers, academicians from Zanzibar universities representing departments of Social work, Psychology and Counselling, Partners from child rights organizations and child helpline counsellors from main land and Zanzibar call centers.

Childline Zanzibar also facilitated a series of trainings on skillful parenting, positive discipline, children's rights and protection for hard to reach community caregivers under SOS CV's Alternative Care and Family Strengthening Program and their extended family members in Tumbatu Island, in Unguja North B District. Through these trainings, over 150 parents and caregivers were reached.

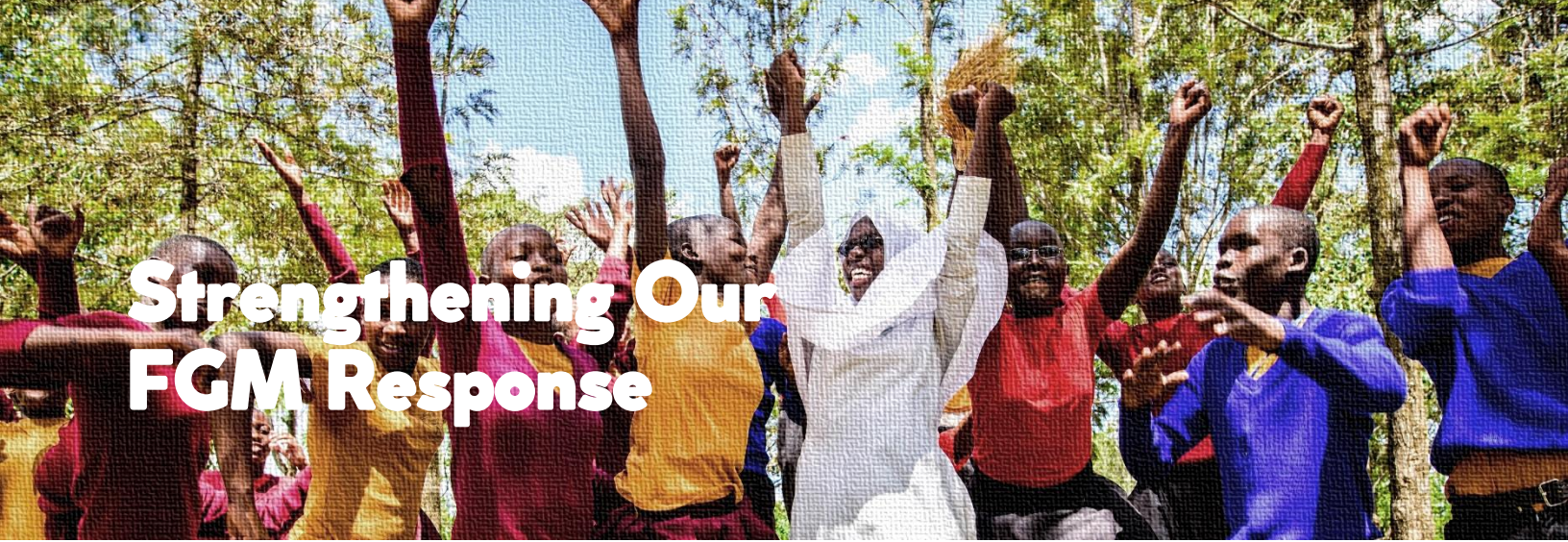


Photo by Gonzallo Bell for UNFPA Tanzania.

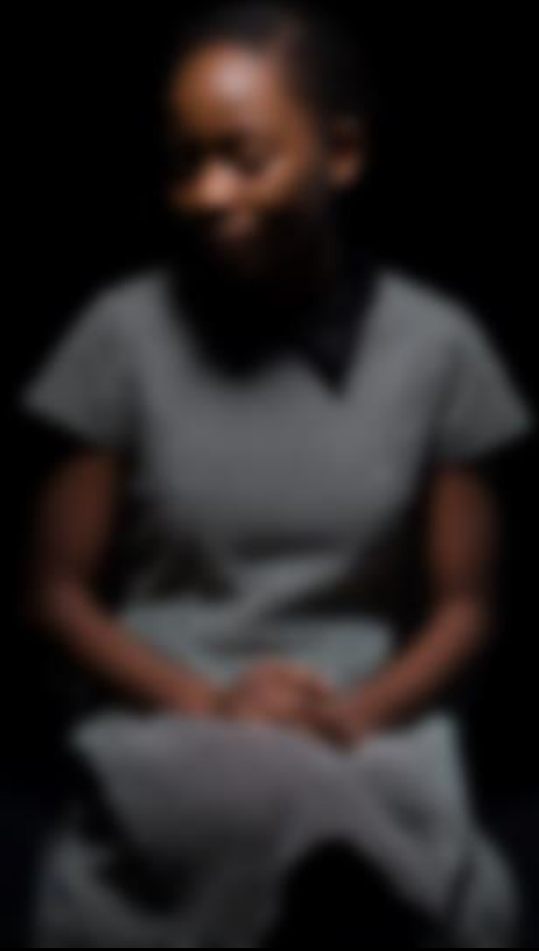
In 2018, UNFPA Tanzania supported the National Child Helpline to strengthen FGM prevention and response particularly in regions with high FGM prevalence. With this support, demand for the helpline was created using posters calling for communities to report cases of girls at risk of FGM and child marriage. Awareness was created on the Child Helpline as a safe reporting mechanism for FGM, child marriage or any other acts of violence against children. 116 awareness-raising messages were placed at village offices and health centres across 20 villages in Tarime district. Bodaboda drivers were also given 116 awareness posters and some have even stuck them on their bodabodas (motorcycles). 116 awareness materials were distributed in 158 schools in Mara and copies of Sema Magazine Issue 13, which focused on FGM and child marriage, were distributed to 486 girls and their parents.

To increase counsellors' efficiency in handling FGM cases, a capacity-building session on FGM practice was held for old and new-FGM-dedicated counsellors. Interactive voice recording (IVR) messages on FGM were developed for awareness creation to callers. Callers dialling 116 can now select option '4' to get information on types of FGM, effects of FGM, and how they can help girls at risk of FGM in their locality. Messages on child marriage and teen pregnancies were also developed.

Towards the December cutting season, a few calls were received from community members who reported that the cutting season was about to start. Cases of girls at risk of being cut, such as Neema, whose uncle called 116 for help in December 2018, are handed to the counsellors dedicated to helping and following up on these FGM cases.

A call to 116 saves Neema from FGM

In December 2018, the National Child Helpline received a call from a man in Butiama district, Mara region. His sister-in law had invited him to the cutting ceremony of her 14-year-old daughter, Neema. He was Neema's uncle and was expected to attend this important celebration but he was also the Ward Executive Officer (WEO) and had attended anti-FGM seminars. He decided to contact a police officer who is an advocate against the practice but on failing to reach him, he called 116. He was advised to get help from the village security committee (ulinzi shirikishi) in order to protect Neema from being cut. A few days later, the WEO informed us that Neema was safe and thankfully, had not been cut. She hadn't known that her mother had been planning to cut her. A call to the police informed us that Neema's mother had been arrested and Neema had been taken to a safe house for the time being. The police officer also added that their ward is very supportive in eliminating FGM. Neema's mother was released and returned home after three days and village leaders helped reconcile Neema with her mother. They spent time talking with both Neema and her mother about the effects of FGM and how the practice violates children's rights



Outreach — Happy & Sad Children's Opinions



Happy and Sad Opinions is an outreach program where C-SEMA reaches school going children who oftentimes do not have access to mobile phones. In 2018 we worked with Feed The Children Tanzania reaching over 15,000 children across 27 Primary Schools in Kisarawe district. The aim of this outreach was to; sensitize children in schools on identifying and reporting incidences of violence against children (VAC), create awareness on the available reporting system and to empower children to speak out when they experience or witness abuse. The Program also trained over 45 child protection stakeholders including school staff (teachers and school principals), Ward Education Officers, local government leaders as well as a District Social Welfare Officer and a representative from the Police Gender & Children's Desk.

Children's 'Sad' Opinions:

- Most children complained about the abusive and harsh language used by their teachers and parents.
- Majority reported their parents leaving them with their grandparents or extended families.
- In some schools, children – especially girls – reported on forced marriage after standard seven. They reported that parents tell them not to perform in their final examination so that they can get married but also, they have witnessed some of their fellow students intentionally failing their examinations so that they can get married.
- Children reported on bullying around the school and regular fighting with each other
- Some children reported about having few teachers and shortage of books.
- Some children also wrote about the classrooms not being enough for them, toilets flooding and some have no doors which makes it difficult for girls to have privacy.
- They also reported not having enough games and sport facilities.
- Some children complained of not having a flag in their schools as well as school badge to differentiate them with other schools since they have the same uniform.
- Some girls also complained about old men touching them inappropriately while calling them 'Mchumba'.

Children's 'Happy' Opinions

- They were happy with the initiatives done by feed the children in making sure they are enjoying their school time including providing them with porridge and cups.
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- They were happy with the facilitation and the knowledge they have added.
- Children were happy to know about 116 but they were not sure if they can access it since they have no phones but they promised to use the happy and sad boxes.

In December 2018 we were invited to the Building the Movement for Sexual and Reproductive Health Rights Forum in Johannesburg, South Africa. C-SEMA presented a session on “‘Happy and sad’ - Methods for Raising Children and Youth Voices in Conversations About Sexual and Reproductive Health”.

The presentation discussed the taboo of adolescents openly discussing issues of Sexual Reproductive Health Rights with adults, especially their parents; which leaves them very vulnerable and at risk and demonstrated how the Happy and Sad Opinion Letters initiative brings out the confidence of children and youth to open up.



#SikuYaMtoto 2018

Over 1000 children took part in our #SikuYaMtoto event on the Day of The African Child. The morning was kicked off by partner exhibitions, face painting, indoor and outdoor games and competitions. We were excited to have nine-year-old Ms. Tumaini John grace the event as the Guest of Honour. Her speech is a poem she composed.

Last year's event saw The Ladies of Sikh Community Temple hosting a medical camp offering general and cardiac screening for children. A total of 154 children were screened and 10 children were asked to tell their parents about doctors' findings and visit the Jakaya Kikwete Cardiac Institute for further checkup.



Leading up to the event, on 14th June we held a children's dialogue at the American Corner where children met and discussed challenges children in domestic work face, the rights they are deprived, the role leaders and adults should play and what they feel should be done to fight against the problem of child domestic workers. They demonstrated a good understanding of laws that allow children the right to work provided said work is light; which means that work does not harm them in any way nor deprives them of the right to a good education. Children felt that many employers violate the law by employing children instead of allowing them to go to school.

One looks back with appreciation to all the organisations who partnered with us and joined us in celebrating children. A special thank you goes out to #SikuYaMtoto event sponsors; Population Council, Jamii Media, Asas Dairies, Flaviana Matata Foundation, Christian Social Services Commission (CSSC), Children's Dignity Forum, the European Union in Tanzania and JMK Youth Park





Strategic Partnerships

C-SEMA and BRIS

In 2018 C-Sema (116) formed a partnership with Bris (116 111) a very well-known member-based child rights organization that runs Sweden's Child Helpline. Both organisations share a commitment to advancing child rights nationally and globally and recognize the value of cross-border cooperation and learning among peers. This partnership aims to advance children's rights and mutual development and capacity building which will involve experience sharing exchange and joint learning.

ACT to EVAC

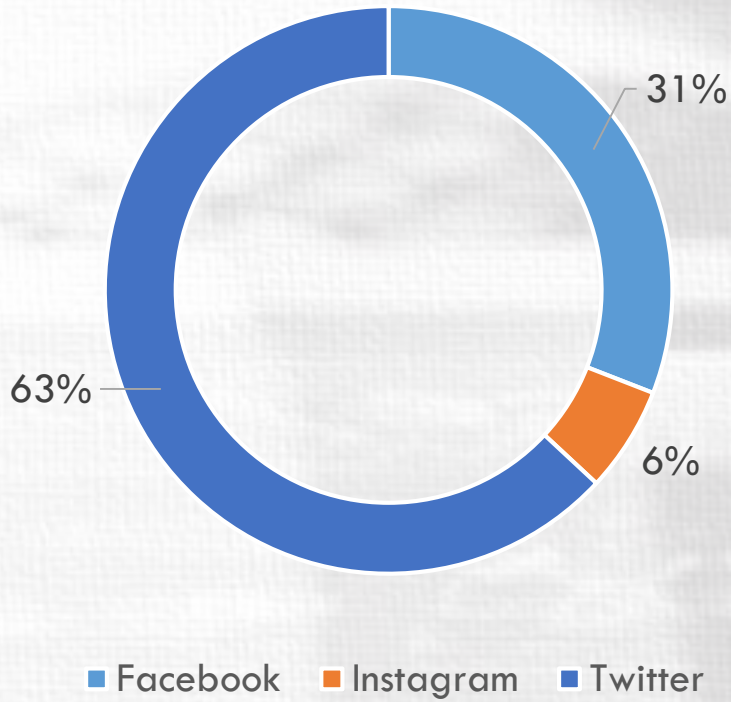
Over the years, we have grown keener on ensuring children are safe online – whether they are the ones using online platforms or it is adults uploading and sharing images and videos of children. In October 2018, we joined the “Advocate, Collaborate & Train to End Violence Against Children – ACT to EVAC – a joint programme between Child Helpline International and ICMEC (the International Centre for Missing & Exploited Children).

This 27-month program will enable five focus countries (Peru, the Philippines, Jordan, Kenya and Tanzania) to establish or enhance national response systems to online child sexual exploitation and abuse (CSEA). Through collaborative partnerships and reinforcing strategies, the programme will support child helplines, law enforcement, medical professionals and teachers in the five focal countries to better prevent, identify, respond to and support survivors of online CSEA.

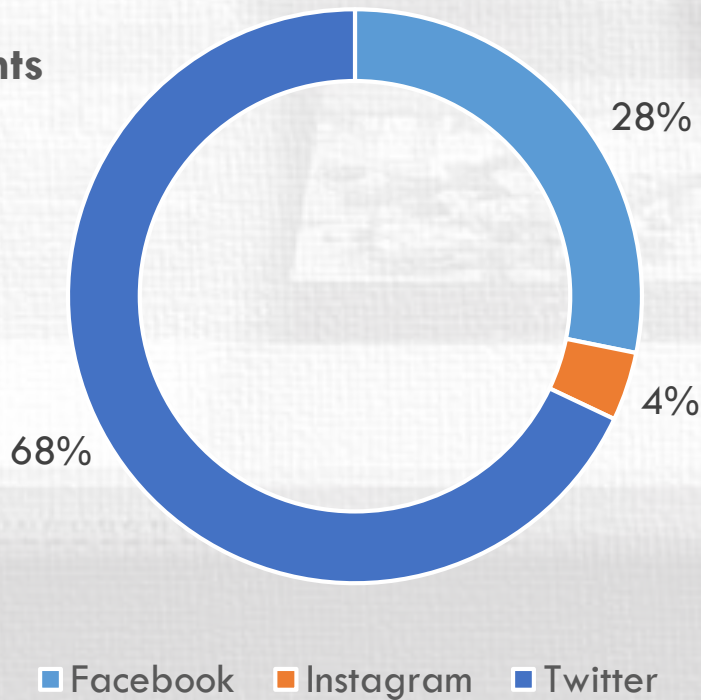
As we continue to encourage the public to protect the rights and safety of children online and to report child sexual abuse images that they find online; this programme will help strengthen the national response system before and after incidences of online CSEA occur.

Our Online Reach

Reach

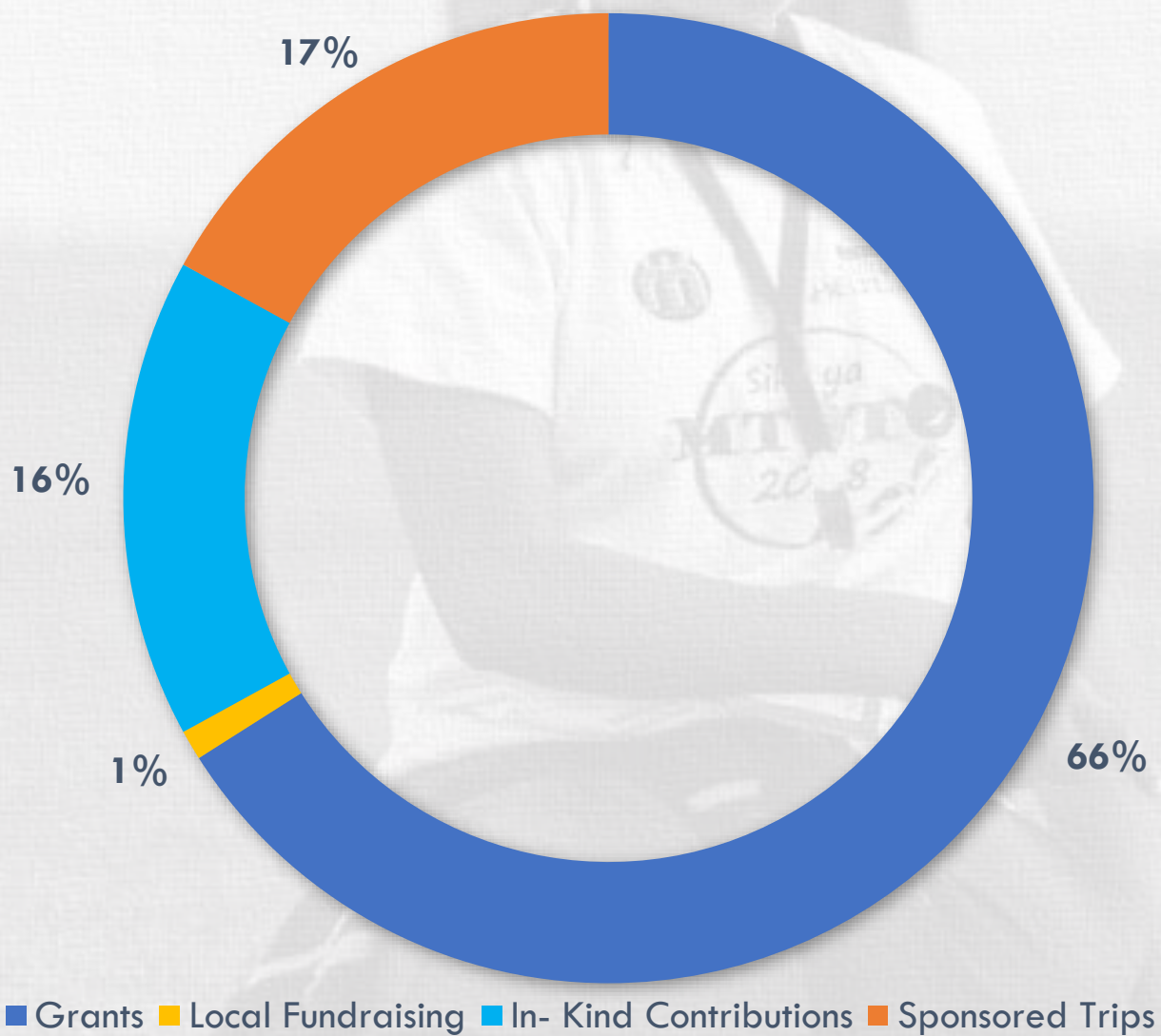


Engagements



Financials

\$193,290 raised in 2018.



Our Partners





C-Sema

For more info visit us on our website:
www.sematanzania.org



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