

# 2014

C-Sema

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## Annual Report 2014 - Sema Tanzania Child Protection Programme

Frontline Child Protection Project (Child Helpline/Happy Sad Opinion Boxes)

# Contents

Section	Page
1. Introduction	3
2. Summary of Project Progress	3 - 5
3. Success Stories/Case Studies	6 - 7
4. Linking and Learning	7 - 8
5. Lessons Learnt	9
6. Challenges	9
7. Plans for next Quarter & Expected Expenditure	9



## 1.0 Introduction

The year began with optimism after two years of implementation of the *Happy and Sad Opinion Boxes Initiative* and almost 10 months of *Child Helpline* operations. Working with children in schools is much different from working with children over the phones because it is more demanding listening to someone on the telephone than to listen to them face-to-face. Communicating on the phone effectively with children & concerned adults and making a meaningful contribution on their issues may seem very easy as we all use telephone(s) for communication every day. A telephone conversation is not difficult of course, but what if the call is a little more complicated, if you need to comfort a child, give them advice, try to get to the core of why they're calling or give the caller the feeling that you are there to listen and help. In this case you will need another set of skills, skills that can make you an excellent listener, and an empathizer. Resources have been employed this year to ensure these skills are available.

Two international celebrations helped boost the number of contacts at the helpline. International Child Helpline Day (17<sup>th</sup> May) is a global occasion for child helplines to call attention to their work in protecting and empowering children and young people. The helpline team in Tanzania issued a press release and used its social media accounts both twitter and Facebook to inform Tanzanians<sup>1</sup> and the World of the progress, successes and challenges one year since the launch of the service in June, 2013. Yet on the Day of the African Child, June 16<sup>th</sup> a pre-DAC National Discussion on Issues Affecting Quality of Education in Tanzania and Girls Education Promotion was organised by C-Sema and other organisations. The national dialogue was held at the Nkurumah Hall, University of Dar es salaam and was attended by over 300 children from Dar es salaam, key politicians (government/opposition), prominent development workers, University of Dar es salaam Vice Chancellor and the general public.

## 2.0 Summary of Project Progress

The following activities were undertaken during the year:

### 2.1 Programme Objectives (Happy/Sad Boxes & Helpline)

(i) **Objective 1 - Lobby and Advocate for Child Friendly Support Services:**

The Commissioner for Social Welfare in Tanzania has finally appointed a Child Helpline Focal Person at the Ministry whose main task is to coordinate working relationship between the department and C-Sema on the helpline. Consultations around formally linking the helpline referrals to the Social Welfare Officers at the Local Government Authorities (LGAs) are on-going with Prime Ministers' Office, Regional Administration and Local Government Ministry (PMORALG). A meeting with officials from the service delivery department of PMORALG is set to take place at C-Sema, by early 2015.

C-Sema is now connected to a network of police's gender and children desk resulting from on-going dialogues with the *Commissioner of Police in charge of Gender and Children's Desk in the country*. Throughout the year, someone was tasked to keep the conversation going, on the importance of the police involvement in the investigation and fast-tracking children's cases handling which is vital for the helpline. C-Sema still pushes for a directive/letter from the Police Commissioner informing all the police stations/posts

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<sup>1</sup> Tanzania has 9.3 million internet users by March 2014 - This has grown by about 65% within one year due to completion of broadband backbone - TCRA

in the country about the helpline and linkages to the police in serving children. C-Sema intends to follow-up on this development in 2015.

The organisation’s participation in the *National Child Protection Implementing Partners Group (IPG)* sessions hosted at the *Department of Social Welfare* has been 100% this year. Project progress and milestones are shared every month hence positioning C-Sema among key national actors in the field.

C-Sema travelled to Zanzibar for consultations with the Permanent Secretary and high level officials from the Ministry of Empowerment, Social Welfare, Youth, Women and Children to formalise the helpline work in Zanzibar. Some of the key highlights of the session were the agreement to appoint a Social Welfare Officer as a focal person for the helpline in Zanzibar who will provide links between C-Sema and Zanzibar government while handling referrals from the helpline. The 4<sup>th</sup> quarter of the year saw plans to officially launch the helpline in Zanzibar halted till early 2015. Communications regarding this iconic event in Zanzibar are on-going.

**(ii) Objective 2 - Strengthen the Capacity to Provide CP Services in through CHL:**

The following table shows categories of calls and type of actions taken by the helpline team in handling the call throughout 2014

Legitimate	Number of Cases Handled	Non - Legitimate	Total
Information	446	Blank	6,455
Advice / Counselling	200	Silent	4,098
Signposting	204	Prank	2,916
Referral (by Helpline)	9	Abusive	143
Thanking the Helpline	13	Others	176
<b>TOTAL</b>	<b>859</b>	<b>TOTAL</b>	<b>13,802</b>

**(iii) Objective 3 - Promote Child Participation through CHL Services:**

The project is implemented by the Ward Education Officers who are responsible for opinion boxes opening and key follow ups on issues raised by children opinions. The project has grown in terms of scope from about 5,000 people in 2012 to now over 32,000 people in total (24,000 children, 800 parents/guardians, 342 teachers and 120 frontline child protection profession) who participate in the initiative.

The year presented a lot of learning opportunities in terms of getting children to not only participate in giving out their voices, but also engaging them in meaningful contribution in implementing key recommendations resulting from their letters. Critical questions were asked regarding data collection methodology, analysis and reports dissemination. Consultations with research think tanks in and out of the country has led to reevaluate and restructuring of the Happy and Sad Opinion Boxes. The opinions letters help provide the Ward Development Committees with actionable data for development to support child protection and children’s education budget in their respective wards.

Happy and Sad Opinion Boxes’ success has seen new emulations through partnership between SOS Children Villages Tanzania and C-Sema. The organisations have signed MoU to replicate Happy and Sad Opinion Boxes in Mwanza, Arusha and Zanzibar. The implementation has begun in Mwanza while Arusha and Zanzibar will follow.

The new-year (2015) will see the proto-types of the new implementation strategy to help generate data that will be scientifically valid as representative evidence of children's views and the same will be used for advocating for improved services for children in the Local Government Authorities.

## **2.2 Organisation Development**

In strengthening the capacity of counsellors to provide protection services to children, C-Sema executed two key trainings for the team. Counsellors were taken through child protection sessions with emphasis on how referral networks function down at the LGA level. They were made to understand the challenges faced by the social welfare officers in LGAs in addressing cases they receive. The training equipped counsellors with essential knowledge to help them counsel their clients through practical decisions.

The coaching on management on 'clarity about how each individual's contribution feeds into the larger organisational results,' has been the focus of the year. Specific emphasis was placed on finding the link between programme objectives and how each individual contributes to achieving them at C-Sema.

UNAIDS conducted a capacity building dialogue on HIV/AIDS & Reproductive Health for child helpline counsellors. The session was handled by Dr. Yeronimo Mlawa, Community Mobilization & Network Adviser, UNAIDS. The main objective of the dialogue was to build the helpline counsellors' confidence on responding and counselling HIV/AIDS and Reproductive Health related cases and widen their knowledge on HIV/AIDS & Reproductive Health related issues.

## **2.3 Monitoring and Evaluation**

The directory of referral service partners both government and non-governmental-organisations is constantly under construction with key updates and additions each time an opportunity present itself. Travels to Morogoro, Tanga, Mwanza and Zanzibar just to mention a few, were important in providing key contacts for the referral directory. Yet important to note is strengthening referral networks' strong linkages with social welfare officers at the Local Government levels are vital. It is therefore important to mention that funds set aside for M&E in quarter III supported C-Sema's mission to Zanzibar to help ensure that practical referral links with field officers are mapped right from the beginning of negotiations.

In-house M&E sessions formally takes place every Friday from noon where every activity scheduled for the week is reported on and challenges discussed. During these sessions, case conferences are conducted to help provide directions on handling complex cases faced by counsellors throughout the week. This arrangement has proved to be a necessity to organising and executing activities throughout the quarter with easy.

### 3.0 Success Stories/Case Studies

A few cases are selected for sharing here below:

Last year over 200 *Sad Letters* from Bahati Primary School were latrines. Bahati Primary School is one of the Happy and Sad Opinion Box initiative schools in Temeke. Pupils complained about the bad condition of their school latrines and C-Sema verified the same (some photos below) – the toilets were temporarily closed for they were truly inhabitable. The toilets are currently under construction and children are happy that their voices are having positive impact.

**Figure 1:** *Kindly accept our apology for the following photos contains graphics that some viewers may find disturbing.*



#### A CASE ON: Child Marriage

*Tanzania has one of the highest child marriage prevalence rates in the world. On average, almost two out of five girls will be married before their 18th birthday. Dowry or bride price continues to be the main cause for child – marriages in Tanzania. Most child marriage cases are tracked down to selfish bride prices and parents looking to benefit from marrying off their daughters for wealth, especially in rural Tanzania. Low knowledge on effects of child marriage contributes a lot to this problem, as well.*

A *Good Samaritan* called the Child helpline to report a child marriage planned to take place in September, 2014. The caller was worried since the girl was neither involved nor her consent sought in the decision to marry her off. Bad enough, *Sauda* (not her real name) a 16 years old girl was against the marriage and she only wanted to continue with her secondary school education. The father was the architect of the marriage plan and he did this selfishly to get cows from dowry. Luckily, the caller, who was *Sauda's* relative invited by *Sauda's* father for the wedding arrangements, decided to intervene. Unhappy with the plan, he decided to seek for help. The Child Helpline referred the case to Igunga District *Social Welfare Officer* who involved the police through the *Police Gender and Children's Desk*.

The *Social Welfare Officer* working with the *Police Gender and Children's Desk* managed to stop the marriage and *Sauda* went back to school. The *Igunga District Social Welfare Officer* assigned *Sauda's* parents an officer from the *District Social Welfare Department* for counselling sessions on the effects of early child Marriage. This was done to expose the parents on the benefits of allowing their daughter to continue with school and use *Sauda's* parents as peer educators on the subject in their community. Kudos to *Igunga District Social Welfare Officer* for a case excellently handled.

A woman called from UYUI, reporting about her daughter (Nancy (13), not her real name) whom her father wanted to marry although she had passed her Primary School Leaving Examination. Her mother pleaded with the helpline to intervene. On consulting further with her, the helpline learnt that the pastor designated for the supposed wedding had refused to marry her because he also wanted the child to go to school. The helpline signposted the matter to District Social Welfare Office and kept following up on the case. The mother reported sadly later that her child got married because she failed to raise bus fare for her journey to the District Social Welfare Office located far from her village and that her entire family refused to support her efforts. This case demonstrates the importance of linkages down at Local Government Levels since the Social Welfare Officers are mostly available only at the districts HQ hindering access to their services by villagers located far from the HQs. Yet the legality of child marriage also downplays these efforts.

## 4.0 Linking and Learning

**Figure 2:** DAC: Children working out and discussing during a group work session.



2014 saw a considerable number of linkages with organisation both local and international. C-Sema signed key agreements for funding with UNDP for Sema Magazine and Reach for Change specifically for organizational development. Key learning avenues were made possible through engagements with CCR, UNDP, Twaweza, SOS-CV, Reach for Change and so many other organisations, who have worked with us in shaping the direction of our advocacy, come 2015. Further learning areas have been on engaging the Tanzania government.

The following is a snapshot of training/workshops/seminars attended between January & June, 2014:

Date   Venue	Objective	Representative
On 11th And 12th February, 2014 at the Edama Conference Centre Morogoro	Consultative Workshop to Develop National Parenting Education Manual for Families.	Michael Kehongoh
11th to 13th February 2014 Dodoma	The 3 <sup>rd</sup> Annual CSOs Child Rights Forum In Tanzania	Kiiya, JK
28th And 29th February 2014 At the Colleseum Hotel Dar Es Salaam	Children's Agenda Annual Review Meeting Report Held On	Michael Kehongoh & Fatuma Kamramba
11th - 12th March, 2014 at the Christian Council of Tanzania Conference Centre Morogoro	Annual National Convention of the Junior Council Of the United Republic of Tanzania	Michael Kehongoh
28 <sup>th</sup> to 30 <sup>th</sup> April, 2014 in Morogoro	Orientation session on the helpline116 to Pamoja Tuwalee/FHI 360 OVC Focal Persons	Fatuma Ahmad Kamramba
JB Belmont Hotel, Dar es Salaam, 28 <sup>th</sup> to 30 <sup>th</sup> April, 2014	Dar es Salaam Stakeholders Technical Meeting to review draft Regulations, SOPs and Regulations for Establishment and Management of Shelters For the Anti-Trafficking in Persons Act, 2008	Thelma Criss and Michael Kehongoh
5 <sup>th</sup> to 9 <sup>th</sup> May 2014 in Tanga	National Training of Trainers on the National Parenting Education Manual & VAC Communication Toolkit	Michael Kehongoh
Thursday, 15 <sup>th</sup> May 2014	Children's Agenda Quarterly Review Meeting	Michael Kehongoh & Fatuma Kamramba
26 <sup>th</sup> to 30 <sup>th</sup> May, 2014	Training on the Establishment of Happy & Sad Opinion Boxes in Mwanza.	Michael Kehongoh
23 June - 27th June 2014 held at Palmers Hotel-Kisumu	TOT on Teen parenting facilitation	Kiiya JK
Held on 22nd - 24th July, 2014 at the Stella Maris Hotel Bagamoyo	Consultative Meeting to Develop Standard Operating Procedures (SOP) On Protecting, Assisting and Referring Trafficked Children	Michael Kehongoh
Held on 13th August, 2014 at the Ministry's Conference Hall Zanzibar, Tanzania	Courtesy Call to The Permanent Secretary of The Ministry Of Empowerment, Social Welfare, Youth Women And Children for talks on formalization of the helpline in Zanzibar	Michael Kehongoh & Kiiya JK
Held on 22nd-23rd September 2014 at the Institute of Social Welfare and UNICEF Conference Hall	Consultation session for preparation for the CRC25 session of children with UNCRC Committee	Michael Kehongoh
CHI's 7 <sup>th</sup> International Consultation (29 - 31 October 2014, London, UK)	Technology and how it equips/enables children and young people to reach out and protect themselves	Kiiya, JK
National PSS country based facilitators (COFAS) training held on 10 <sup>th</sup> – 14 <sup>th</sup> November, 2014	Facilitators for PSS who will be country based to be known as Country Based Facilitators (COFAs).	Michael Kehongoh



## Key Lesson Learnt in 2014

<b>Title</b>	<b>Child Participation</b>
<b>Result area to which the lesson relates</b>	Data Collection & Analysis
<b>Short description of experience</b>	Although over 30 schools are currently reached by the <i>Happy and Sad Opinion Boxes</i> initiative, neither the letters nor schools are "representative" of the whole school's opinions or population of Dar schools, respectively. This is so because neither schools nor children, whose opinions were collected, were chosen randomly.
<b>Lesson learnt</b>	'Representation' ensures that all "types" of children respond - not only the ones that have the initiative to put something in the box. The result on data can then be disseminated widely to influence budget and services for children in a wider geographical area.

## 5.0 Challenges

Challenge/Constraint	How they were addressed
<ul style="list-style-type: none"> <li>Budget for children services at the LGAs is still very low</li> <li>Resources Limitations</li> </ul>	<ul style="list-style-type: none"> <li>Data generated from the helpline is expected to change this trend in allocations</li> <li>Efforts to raise funds for the helpline are ongoing.</li> </ul>

## 6.0 Plans for Next Quarter

Result area: Frontline Child Protection	
Activity	Expected output
<ul style="list-style-type: none"> <li>Launch Helpline in Zanzibar</li> <li>Proto-type the new data collection methodology for the Happy and Sad Boxes</li> <li>Strengthen referral networks through PMORALG</li> </ul>	<ul style="list-style-type: none"> <li>A coordinated, reliable and function response mechanism.</li> <li>Consult with key project stakeholders to come up with the best implementation strategy.</li> <li>Strengthened and well-coordinated referral mechanism at LGAs in the country</li> </ul>

## 7.0 Annexes

- Financial Report in Excel Format in TZS and a Financial Plan for the next quarter