



ANNUAL REPORT 2019



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Chief Executive's Remarks

Our approaches are constantly evolving - reshaped by our interactions with children, their families and our partners; in government, philanthropy, the UN as well as private sector. To use the now famous quote of Alvin Toffler: "The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn."

Our quest to be more innovative in serving our communities is informed by our core belief that innovation is not a linear process. Instead it is a continuous conversation between community members to best serve their interests. Therefore, to us conversation / interactions with our communities is vital to bringing about desired change and as you can see hereunder our 2019 looks exactly in that direction.

2019 saw us improve our internal capacity to handle calls at the National Child Helpline and we are finally able to operate 24/7 which means children and their families in need of services can reach us at any time. We also increased our outreach in schools and thanks to support from our partners, our Happy & Sad Opinion letters helped amplify the voices of children in schools, those in remote and last of mile-based children.

These interactions and conversations mean that our year was filled with learning for us as an organisation; lessons we are carrying forward as we continue to work with children and their families in 2020.

In a Nutshell

Over

100k

contacts received
by the helpline.

Over

2k

responsive calls

Over

43.5k

children reached through
outreach programmes

63

schools reached

The National Child Helpline - 116

2019 saw the National child helpline's capacity grow enabling us to serve more children. We received 111,347 contacts at our call centres, up from the 21,720 contacts received in 2018. 2,139 of these were responsive (issues needing counseling or referral to child protection service providers) while 109,208 of these calls were non-responsive (prank, silent, or abusive callers). 3,760 of all contacts were received at our Zanzibar call centre while 107,587 of them were received at the mainland contact centre.

The increase in our capacity to receive these contacts is a result of UNICEF's support to upgrade our call centres. In September 2019, our mainland call centre started operating 24/7 allowing more callers to reach us. We have also increased the number of counsellors at the helpline and through a partnership with Tanzania Food & Nutrition Centre, our health desk is able to handle nutrition related calls more efficiently. In addition to going 24 hours, the child helpline also has a new database that enables us to handle calls more efficiently.



The National Child Helpline - 116

Childline Zanzibar developed a Helpline Training Manual as well as a referral protocol for handling helpline cases. In both Tanzania Mainland and Zanzibar, a total of 47 counselors were trained on crisis counseling giving us a pool of volunteers from which to get counselors.

Child neglect was the most reported issue in 2019. However, oftentimes, neglect puts children at risk of other child abuse as was the case when we received a call about 11-year-old Baraka. Not only was Baraka abandoned by his biological father but as a result, he was abused by his step mother, was deprived of an education, and was a victim of child labour before we were able to help.



Baraka Returns to School

In November 2019, the child helpline received a call about an eleven year old boy named Baraka who was being mistreated and abused by his guardian. His father had abandoned him as a young boy leaving his step mother to care for. However, she was very abusive and Baraka eventually ran away from home.

Baraka met a man who decided to take him in. The man sought permission to live with Baraka from his Village Executive Officer and said he intended to take him to school. True to his word, he enrolled Baraka in school but after some time it was reported that the man who was now Baraka's

guardian had removed the boy from school and instead, Baraka was now working in the street selling charcoal and tending to livestock.

Baraka's guardian admitted that he had taken the boy out of school and made him work instead. The social welfare officer informed him that according to the Law of the Child Act 2009, it was now his responsibility to meet Baraka's basic needs - he was after all, his guardian now and there would be repercussions if he mistreated the boy or deprived him of his basic rights. Baraka's guardian signed a child protection agreement assuring that Baraka would be well taken care of allowing him to return to school and continue with his education.



Happy & Sad Opinion Letters

Happy & Sad Opinion Letters is an outreach program which allows us to reach children in schools who oftentimes do not have access to mobile phones. The outreach is two-fold; giving us a platform to create awareness on children's rights, responsibilities, violence against children, the available reporting mechanisms including 116 and the Happy & Sad Boxes where children can slip in their opinion letters anonymously.

In 2019 we reached 37,394 children in Chemba District, Dodoma & Chanika Ward, Dar es Salaam working with COUNSENUH & SOS Children's Villages. We also revisited 6 schools in Kisarawe to follow up on opinions that children had written.

Our work in Chemba DC was filled with endless learning as we engaged 26 primary schools in 26 different wards. In each school, we set up school clubs or revived existing ones. Children were then able to decide on their own club guidelines and leadership with minimal guidance from us. These clubs are a platform through which students gain knowledge on nutrition, lifeskills, sexual & reproductive health rights & child marriage. All students in schools are also taught how to use the Happy & Sad boxes to write letters about whatever issues they face at school, at home or in their communities.

Our outreach in Chanika allowed us to create awareness on violence against children and channels where children can safely report abuse in 9 schools. We learnt that a lot of children are aware and quick to list their rights so emphasis was highly placed on the responsibilities



**"Are you happy?"
Or
"Are you sad?"**

Happy & Sad Opinion Letters...

that go along with those rights. In each school, a mantra was used for children to internalize - “Nitajilinda Mimi; Nitamlinda na Mwenzangu” (“I will protect myself; I will protect my friend”).

In July and August we did a follow up visit to see the results of the Happy and Sad boxes that had been placed in some schools in Kisarawe. Children in each school raised different concerns but two issues seem to cut across almost all schools: the issue of neglect; where children complained about being left to live with their grandparents or step parents; and the issue of sexual abuse especially for children in grades 3, 2, 1, and nursery school.

It wasn't all bad news. In their letters, children also expressed their appreciation to their teachers for teaching them well, loving and supporting them at any time that they need their support at school - “Our teachers love us, they teach us nicely, they care for us. We thank our teacher for being a good teacher.” Some children wrote that they appreciate being allowed to have long hair and are grateful to Feed the Children for providing shoes and porridge during school hours. In some schools, children also reported that name-calling by teachers had gone down which made them happy.

One lesson we are carrying forward from this initiative is that most of the issues facing children are multi-faceted and oftentimes children face multiple forms of abuse. Underlying all this is a lack of awareness on child rights and protection in communities, particularly parents, and even teachers. It is a lesson that will help inform our outreach in the future.

Follow Up Visit Case Study - Neglect

In one school, letters placed in the boxes led to the identification of sick children who were not getting treatment despite having told their parents about it for a while. Some children are HIV+ but their parents/guardians were not taking them to the hospital to get their medication. The Guidance and Counseling Teacher identified the children and summoned their parents to the school for a talk and parental guidance. As a result, children were taken to the hospital for treatment and those that are HIV+ are now undergoing treatment.



Our Work In Zanzibar - KUWAZA

KUWAZA' – 'THINK' in English – stands for 'Kuzuia Udhaliishaji wa Watoto Zanzibar' (Preventing violence against children in Zanzibar). It is a project we jointly implement with our partners Pathfinder International, ActionAid Tanzania and ICRW. Although most of the programming is concentrated in North Unguja, all our work in Zanzibar contributes to KUWAZA's long term vision which is having communities that prevent violence against children rather than accommodate it.

Working with Children:

In 2019, we worked with AATz to create awareness in schools on available VAC reporting mechanisms including the child helpline. 5195 children were reached during this time in both primary and secondary schools; 2596 boys and 2599 girls. Copies of Sema Magazine were distributed in 22 schools for their libraries as well.

In August, children from KUWAZA project schools were involved in a consultation with UNICEF and Western Sydney University for the development of Disrupting Harm Project's Online Child Exploitation & Abuse global survey tool.

In October, Childline Zanzibar in collaboration with Save the Children held a training workshop for 20 girls on writing GBV and VAC articles. After the workshop, 7 of these girls sent us articles and two outstanding articles were selected. One will be published in a special issue of Sema Magazine, as part of a National GBV campaign in Zanzibar.



OUR WORK IN ZANZIBAR - KUWAZA...

In November, Childline Zanzibar facilitated a training on child protection and rights for over 60 children in Tumbatu Island as a pre-Maulidi celebration VAC preventing initiative to help children protect themselves from VAC incidents that usually happen during most national and religious celebrations. During such holidays, some adults leave their children at home alone while they go out to celebrate and abusers take advantage of this. Perpetrators also take advantage of children leaving celebrations late in the evening.



Working with Communities:

Media dialogues were held with communities as well as school management committees (SMCs). School management committee members (SMCs) discussed the issues of VAC incidents happening in their schools, how they handle them, the success they've had in handling the issues and what challenges they face in addressing those issues. During these dialogues, concerns on case proceedings, children's justice delay and denial at the police and court were raised. In addition, Muhali is still highly prevalent in North Unguja despite the increased awareness on GBV and VAC among community members and children.

"We are told to go back home and settle the issue at family level when we report VAC cases at Nungwi Police Station. This happens when the perpetrator has bribed the authority. This makes the circle of violence grow bigger and bigger, how are you going to help us?" Hamis, community member.

There seems to be improved reporting of VAC cases at community level to local leaders and structures like the SMCs and Shehia Committee on Violence Against Women & Children. In addition, some communities proactively try to protect children from all dangers, not just VAC. During one dialogue, community members highlighted the issue of road safety that they had reported to authorities but no action had been taken. They wanted assurance that a road hump would be made to prevent further accidents and the Women & Children's Coordinator promised to follow up on this.

"Seven children have died and as I speak, one child is hospitalized and has missed classes for two weeks because of car accidents here at Kidoti primary school! How will you help us to ensure we get a bump to prevent these accidents?" Community member.

Strengthening Our FGC Response

Female Genital Cutting is an area of constant learning for us. In 2019, the child helpline received 15 cases of FGC. We joined United Nations Population Fund (UNFPA) and other partners in commemorating the International Day of Zero Tolerance for FGC in Mara where we visited the Masanga Centre, a safe space for girls who are escaping the cut.

In February, TOSTAN, an NGO in Senegal offered scholarships to two staff from C-Sema to attend ten days training in Dakar-Senegal. The training focused on educating communities in abandoning harmful cultures like FGC and addressing different issues like parenting, human rights and human dignity.

The TOSTAN approach is a three year programme that uses human-rights approach to guide communities to be their own drivers of change. Communities engage in self-reflection and internally driven change that transcends specific projects and programs and goes deeper into the very socialization process.



Strengthening Our FGC Response

Our biggest learning was how to address issues without disrespecting people's culture and as a result, alienating them. In order to change practices as deep-rooted in community values as FGC, it is important to focus on the positive values and guide communities to evaluate their own values based on human rights and dignity. We have now shifted our terminology from 'mutilation' to 'cutting'.

We also learnt that we could create awareness on FGC as a human rights violation without using images like razor blades and blood, or terminologies that are negative. As a plus, the learning on how to engage communities has had a trickle effect on the rest of our work.

We also try to ensure our choice of words and the language we use are respectful of human dignity and our focus is more on promoting human rights and well-being instead of finger pointing and blaming the communities we are trying to help by attacking their social norms and values.



#MFANYAKAZI - Addressing Child Trafficking for Domestic Servitude

Child Trafficking for domestic servitude remains a 'hidden problem' in Tanzania. Hidden because communities have low awareness of what trafficking is and because children getting employment as domestic servants is seen as a solution to the poverty that families face. For 11 years, Iringa ranked as the region with the highest rates of child trafficking. It now ranks second with Singida leading in child trafficking incidents in the country.

In 2019, we teamed up with our partner BRIS who run the child helpline in Sweden and conducted a pre-study in the two regions to assess the plight of child trafficking through the lens of child protection actors and communities on the ground.

We visited actors who work / come into contact with children who have been trafficked in order to map key stakeholders. Consultations were held at regional, district, ward, and village level and we were able to understand the causes that lead to child trafficking as well as some consequences once children – girls in particular – have been trafficked. Stakeholders that we visited include; Regional Administrative Secretaries, Social Welfare Officers, District Medical Officers, Regional Police Gender and Children Desk officers, Local Government Authorities (hamlet, village and ward leaders & a Ward Education Coordinator (Singida)), school principal (Iringa), & Lucy* - a child survivor of trafficking.

We also held workshops that brought together religious leaders, Immigration Officers, local CSOs, children, teachers, Social Welfare Officers, Local Government Authority Officials, and the police. Each workshop had 2 main sessions; Developing the Picture Context – (Challenges and Pre-Conditions for child trafficking) and a Stakeholder Analysis.



Lucy's story as well as other lessons gathered have contributed to our map of opportunities for detection of children who have been trafficked. Conversations with stakeholders helped shed light on communities' perceptions of child trafficking for domestic servitude, how they deal with such cases and the consequences they have seen as a result of child trafficking. This pre-study helped shape our approach to addressing child trafficking at the source regions and in the coming year, we will pilot a project in Singida with inputs gathered during the study.

Lucy's Story

Lucy was in grade 2 when she was trafficked just before her end-of-year examinations in December 2018. Very soon her teachers got worried about her continued absence and started looking for her asking her neighbours and friends. In January after the school reopened for the new year, the principal asked Mr. Juma, a teacher who lived close to Lucy, to visit her parents and see if she was okay. He reported back saying nobody knew where she was. The head of school started making announcements in parent-teacher meetings requesting Lucy's mother to come to the school immediately.

The final announcement was made on March 22nd threatening to contact the police if Mama Lucy did not show up at school. Only then did Lucy's mother come to school. She reported that Lucy had returned home but that she refused to say where she had been and was afraid of coming to school.

The principal insisted that Lucy return to school. When she did, they had a friendly conversation and Lucy finally opened up about where she had been.

She revealed that Mr. Juma had taken her to live with his daughter who was a nurse and needed someone to care of her baby while she was at work.

When we got the chance to speak to Lucy, she narrated that Mr. Juma had come home and talked to her mother as she sat beside them. Mr. Juma had asked Mama Lucy for her daughter to go live in town and take care of his grandchild. In return Mama Lucy would be paid Tsh. 20,000/= in two installments (about 9 USD in total). When we asked her what her duties were she responded, "I carry the baby, I wash the dishes..." She also shared that before going to speak with her mother, Mr. Juma had told her he wants her to go live with his daughter in town and that she was not to refuse even if her mother said no.

Girls Like Lucy

This is an example of how young children can be coerced by people they trust, and easily sent off by their parents. As a result, girls like Lucy are deprived of their right to education. Lucy was lucky that her teachers followed up closely and made sure she was returned; others are less fortunate. Mr. Juma is still at the school although he was warned and is being monitored by the school and local leaders.



Child Online Protection

Of the many areas where children need protection, the online space remains one of the most complex because of its vastness and the low understanding of how children navigate the Internet. As of June 2019, there are approximately 4.5 billion internet users globally (an estimate by the International Telecommunications Union).

In 2019, we worked to further engage the Tanzania Police Force in Child Online Protection and combating Online Child Sexual Exploitation & Abuse (OCSEA). A workshop on OCSEA was held with participants from the Police Gender and Children's Desk and the Forensic - Cybercrime Unit. Social welfare officers from Dar es Salaam, Iringa & Morogoro were also part of this training. The aim of the workshop was to train these frontline service providers in preventing, detecting and responding to cases of OCSEA.

In October online awareness on OCSEA was also done in partnership with #ElimikaWikiendi. This awareness covered the types of Online CSEA, the effects on children, how children can be protected online and data on online child sexual abuse from the Internet Watch Foundation. Daily posts were shared highlighting the role of parents, care givers, mobile network operators & internet service providers, communities and children keeping children safe from cyberbullying, sexual exploitation and grooming and ensuring that they can safely navigate the online world.

In November, C-Sema and Child Helpline International hosted the Regional Consultation of Child Helplines in Africa & MENA Regions with the theme: Online Child Sexual Exploitation & Abuse: A Call to Action on Preventing and Responding to Online CSEA. Since the theme was in line with this programme, #ElimikaWikiendi used the opportunity to further engage people in the conversation online resulting in over 28.9 million impressions and a reach of over 2.8 million.



EVENTS

#SikuYaMtoto 2019

#SikuYaMtoto is an annual event that has been bringing children together to celebrate the Day of the African Child since 2016 through sports competitions, games, showcasing of talents and fun all round. In 2019 we are happy to have joined hands with partners in Zanzibar to organize this event for the first time on the Spice Isles. Over 400 children were reached in the week leading up to the 16th June while 786 people were reached on the #SikuYaMtoto event at SOS CV grounds; 580 children (315 boys 265 girls) and 206 adults (110 Female 96 Male).

Throughout the week leading up to 16th June, partners engaged children and young people teaching them how to prevent and report child abuse incidences. Three schools were also visited during the week to create awareness on the Day of the African Child and its importance as well as children's rights & responsibilities in protecting themselves, preventing, & reporting child abuse incidences.

Children also got to visit the Child Helpline offices in Zanzibar and the One Stop Centre (OSC) at Mnazi Mmoja Hospital and learnt how they work to respond to and even prevent child abuse. Children also visited ZBC FM to discuss the theme of the Day of the African Child.

Graced by the Minister for Labour Empowerment, Elderly, Women and Children, Mama Maudline Cyrus Castico, the event saw children participate in indoor & outdoor competitions and partners exhibit the amazing work they do with children in Zanzibar. Unlike previous #SikuYaMtoto events, this year we also had a goal ball competition special for children with visual impairment as well as sack races whose participants were children with hearing impairment and we even had a coconut grating competition for both boys & girls!



**#SikuYaMtoto
2019**





On stage, children had a lot to share about Violence Against Children through traditional dances, poems, and dramas. They also showed their talents through acrobatics and dance and what exciting performances we saw!

As part of celebrating #SikuYaMtoto 2019 in Zanzibar, we held a children's dialogue with the theme 'Prevent Violence Against Children, for a Progressive Nation'. The Dialogue brought together 42 children (24 girls and 18 boys). They ran the show that morning as adults stood on the sideline and learnt a lot simply listening to children highlight and debate about problems that they face - such as child marriage & sexual abuse - and propose solutions.

As always, #SikuYaMtoto would not be possible without our partners and this year in particular we extend our gratitude to: The Revolutionary Government of Zanzibar through three ministries: the Ministry of Labour Empowerment, Elders, Women & Children; Ministry of Youth, Culture, Arts & Sports and the Ministry of Education and Vocational Training. Thanks also goes to SOS Children's Villages Zanzibar, Save the Children, Action Aid Tanzania, The European Union delegation to Tanzania & the EAC, Jamii Media, Elimika Wikiendi and Zanzibar PureLife Drinking Water.

RC2019

The Regional Consultation of Child Helplines in Africa & MENA – RC2019 was co-hosted by Child Helpline International and the National Child Helpline in Tanzania run by C-Sema. The event was held from 5th-7th November 2019, at Hotel Verde in Zanzibar with over 100 attendees from over 28 countries. RC2019's theme was Online Child Sexual Exploitation & Abuse. Over the course of three days, child helplines were able to exhibit work, follow presentations from different countries and visit Childline Zanzibar's call centre and a One Stop Center.

This conference was an opportunity for child helplines, stakeholders and partners to come together, sharing knowledge and past experiences. This was an opportunity for all child helplines to learn from each other's' methods of operations and improvement in modes of serving children across their areas of coverage.

A one day Youth Forum was also held during the conference and youth representatives shared their recommendations to child helplines and their partners on how they can improve their work and address issues affecting children including Online Child Sexual Exploitation & Abuse and FGC.



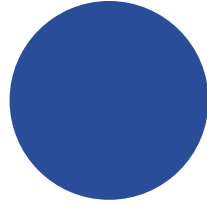


National Conference on “Ending Violence Against Women and Children.”

In March, we joined hands with our partners Children’s Dignity Forum (CDF) and Dar es Salaam University College of Education (DUCE) to organize a two-day National Conference on “Ending Violence Against Women and Children.” With support from the Embassy of Sweden in Tanzania, the theme was: ‘Reflections on Violence against Women and Children in Tanzania’ and it was officially inaugurated by the Prime Minister of the United Republic of Tanzania, Hon. Kassim M. Majaliwa.

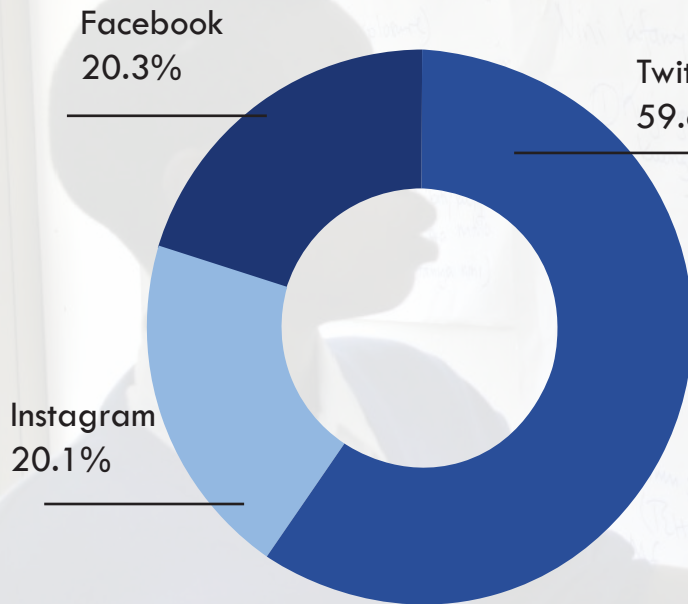
The conference brought together researchers, policy makers/duty bearers (Government), practitioners, academicians, development partners, embassies, UN organisations, professionals, teachers as well as children from secondary and primary schools.

It was a platform for stakeholders from within and outside the country to reflect on and critically discuss emerging concerns and efforts on violence against women and children. The conference proceedings were in alignment with the five-year National Plan of Action to End Violence Against Women and Children in Tanzania (NPA VAWC - 2016/17-2020/22).

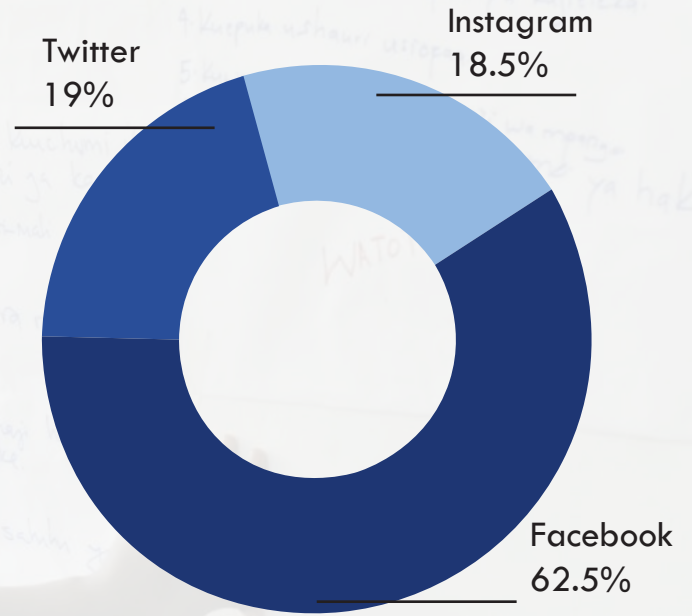


OUR REACH

Our Online Reach

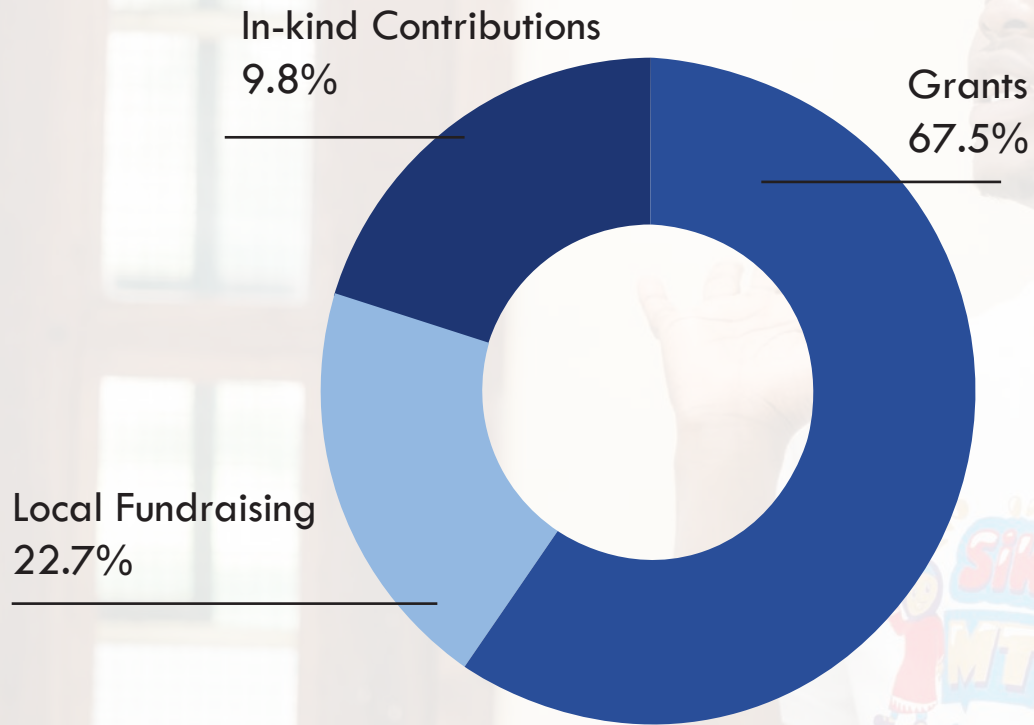


Reach (Total: 1,221,242)



Engagement (Total: 103,343)

Financials:



\$458,243 raised in 2019.

Our Partners





C-Sema

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



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