

# 2013

C-Sema

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**Annual Report - Sema Tanzania Child Protection Programme**  
Frontline Child Protection Project (Child Helpline/Happy Sad Opinion Boxes)

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# 1.0 Introduction

On 3<sup>rd</sup> January, 2013 the much awaited *Agreement Between Ministry of Community Development, Gender & Children (MCDGC) and C-Sema for Operationalisation of the National Child Helpline (CHL)* was officially signed to establish the first free-telephone service for children in need of child protection services in Tanzania. This was possible thanks to Government commitment to ensuring children are protected and development partners resources which enabled C-Sema to conduct a [feasibility study](#), host, travel, consult and communicate with both *Government and non-state-stakeholders* during negotiations and drafting of the now signed contract. The helpline was [launched](#) on June 16<sup>th</sup> 2013 by the Minister for Community Development, Gender and Children, Mama S. Simba.

An outreach initiative, the Happy and Sad Opinion Boxes, presents the helpline team with an opportunity to interact with children by letting children who do not feel comfortable expressing difficult issues or complaints directly via telephone or those who cannot access telephone, to instead write out their feelings, problems, needs and/or ideas and drop them inside the Happy/Sad Opinion Boxes affixed in a conspicuous place within their schools. The initiative besides affording children opportunities to share their opinions, allows CHL team to work directly with children (*Child Participation*) in promoting Child Helpline service to their peers and parents alike. This is an awareness creation initiative, *by word of mouth* – an effective tool targeting most vulnerable children who don't have access to mainstream media (Radio/TVs).

These initiatives are all rooted in C-Sema's main objective: to CREATE and PROVIDE avenues for CHILDREN to SPEAK, be their VOICE – LISTEN to THEM.

## 2.0 Summary of Project Progress

The following activities were approved in the 2013 annual work-plan and budget:

### 2.1 Strengthening of Referral Networks | Joint Monitoring

The joint Child Protection Systems Strengthening M&E visits are quarterly led by the Department of Social Welfare (DSW) where officers from the Ministry of Health and Social Welfare, PMO-RALG, Ministry of Community Development Gender and Children, Ministry of Education and Vocational Training, Ministry of Home Affairs, UNICEF, Save the Children, World Vision, FHI 360, Pact Tz. and C-Sema travels upcountry to meet with Child Protection teams in the pilot districts to track achievements and identify gaps and challenges for improvements.

The key target groups during these visits are both formal and informal frontline service providers who are not only vital referral networks, but also create awareness for the National Child Helpline (CHL) in their localities. Further, there are usually lobbying sessions with the Local Government Authorities' (LGAs) management teams during the visits to support referrals budgets, i.e. cases follow-up transport, communication, etc.

## 2.2 Establishment of Happy and Sad Opinion Boxes - Outreach

30 schools (primary and secondary schools) are recipients of the outreach initiative. The boxes have opened up talking avenues for children-parents; parents-teachers; children-teachers and helped harmonise learning environments while giving children opportunities to participate in shaping their future and directly communicate with their government. The Temeke Municipal Government through various departments represented in the Child Protection team has been in the forefront to listen and respond to children's demands presented through thousands of letters received in the boxes each quarter.

## 2.3 116 Call Centre: Human Resource & Infrastructure

Four fresh graduate *Social Workers* (2 female | 2 males) are volunteering at the helpline call centre as Child Helpline Counsellors. They work in weekly shifts in pairs between 9am and 8pm Monday to Friday, except on public holidays. They are supervised by an experienced team manager and mentor who has worked with children for years. The technical supervisor in charge of the equipment (IT graduate), communication & IT helps cut-down consulting costs as equipment check-up and management is an on-going daily activity.

In the first quarter of 2013 call centre equipment purchase and installation work was successfully completed.

## 2.4 Day of the African Child 2013 Celebrations

The 2013 Day of the African Child (DAC) focused on the [launch](#) of the National Child Helpline (CHL) by the Minister for *Community Development, Gender and Children*, Mama Sophia Simba. Throughout DAC week activities were centred on the services offered by CHL. Follow events as they unfolded on these electronic [links](#). Check also here [Government's Newspaper](#).

## 2.5 Organisation Development

Three important trainings have helped us reorganize in terms of management: First, training in [Project Management, Governance and Accountability](#) has among other areas, helped redefine Supervisory Board's governance role and elevating it beyond daily organisation's management to general overseeing role. Secondly, *fundraising & financials* training including:- how capital markets operates; ICS Finances other means of raising funds are vital in shaping future fundraising plans especially on local fundraising efforts. Lastly, *Child Protection* training ([currently being undertaken](#)) is vital especially on the CHL staff supervision and management of Happy/Sad Opinion Boxes initiative for it enhances skills for working with children in schools guaranteeing Child Protection ethics at heart.

## 3.0 Success Stories/Case Studies

The Child Helpline now in its 'testing' phase has recorded a total of 16,188 calls out of which 506 are real cases from all over the country since its setup. The call centre team has undergone practical training

on data management through the Child Protection Information Management System installed at the call centre by UNICEF; and the team has received intensive orientation and training from experienced call response experts from Childline South Africa. C-Sema is indebted to ICS and UNICEF for their resounding financial and technical support since the project's feasibility study to purchasing of equipment and now pilot operational costs. A few cases from calls received are selected for sharing here under:

On her way home from workshop, a teacher found a child in a bus. It was dusk and the teacher wandered through a number of questions in her mind. Why a child in school uniforms is not dropping anywhere as they passed several bus stops? She and other passengers, decided to ask the child where he was heading. The boy told them that he was going to his grandfather's place in Morogoro (Over 200km from Dar es salaam). Suddenly the teacher saw bruises on the child's chick, then she decided to seat closer to him for a friendly chat. Apparently the boy was repetitively brutally beaten by his parents using electric-wire-cable. The boy was fed up and was on the run to nowhere. The teacher immediately called 116 and was advised to report to SWO with the boy the following day. The boy was taken by the Temeke SWO for temporal shelter while parents were being pursued for redress.

**Figure 1:** A section of the Child Helpline Call Centre (computers; server; telephones; PBX machine; etc.)



A 12 years old girl, Janet (not her real name), called the helpline to ask for assistance. Tired of the abuse she was facing from her employers and she wanted to return back home to her father. Janet narrated that she was trafficked

by her mother and grandfather from Kagera Region to Dar es salaam Region (over 1000km) to work as a house keeper along with baby-sitting duties without her consent. The helpline managed to communicate to her father since she knew her father's mobile number. Janet's father was not aware of her daughter's whereabouts. The father was linked with a social welfare officer who traced Janet and her employers in Dar es salaam. Janet was sent back home safe and sound.

**Figure 2:** Mama Sophia Simba, Minister for Community Development, Gender & Children pose with Temeke children during the launch of Child Helpline



#### 4.0 Organizational Capacity Building-5C Model

As already pointed out above there were three important trainings in 2013:

Kimmage Development Studies Centre's *Project Management, Governance & Accountability* course attended by the CEO, was vital at this time of the project life. The online course enabled him to: appreciate the importance of accountability and good governance in the development sector; understand the role leaders play in creating a culture of accountability; apply international best practice standards in relation to accountability in the areas of human resource management and financial management; design human resource policies and procedures which ensure responsibility, transparency and control throughout the organisation; prepare, monitor and manage budgets in accordance with the highest standards of accountability; design and implement appropriate financial control systems; understand the key concepts and practices of financial accounting; and understand and prepare key financial statements. This training has led to developing of Financial and Human Resources Policies.

Our Head of Finance and Planning attended a 3 weeks’ training on ‘Fundraising for Sustainable Organisation’s Projects’ organised by The Capital Market and Securities Authority (CMSA) in collaboration with other stakeholders whose objectives included acquiring knowledge on various ways of acquiring funds locally for organizations. C-Sema hopes to use acquired skills to develop a fundraising strategy.

Yet Michael Kehongoh – in charge of Outreach/Child Helpline Supervision/Child Protection at C-Sema attends classes for a Certificate Program in Community Based Work with Youth and Children. Course duration is 18 Months. It is offered by University of Kwa Zulu Natal - Republic of South Africa at the Institute of Social Work - Tanzania Centre. The training furnishes C-Sema with knowledge required to work with children in their schools while guaranteeing children protection ethics at heart.

## 5.0 Linking and Learning

The [Crisis Counselling Training](#) facilitated by two experienced trainers from Childline South Africa tops our linking & learning list for 2013. They both have immense experience on the subject drawn from their long professional crisis counselling careers in and outside the Republic of South Africa. Methodologies employed on the training have been tested and used in several other similar trainings successfully to enhance capacity of the helpline counsellors/team in handling crisis calls from clients contacting the helpline.

A visit to Femina HIP, a multimedia platform and a civil society initiative working with youth, communities and strategic partners across Tanzania - enabled our Communication & IT officer to learn lessons on social media accounts management skills for non-profit making organisations. This is an important area to engage youths and general public in online dialogues which help shape C-Sema’s future programmes and services design.

Extensive learning and mentoring sessions from Mkombozi & CCR founder, Kate McAlpine in Arusha has provided vital learning experience for the project. Tele-conference consultations with Alice Kubo (CHI – Amsterdam) and Irene Nyamu (Childline Kenya) have also been guiding throughout this set-up and kick-off stage of the National Child Helpline. Early challenges of calls coming throughout Tanzania have been addressed.

The following is a snapshot of training/workshops/seminars attended throughout 2013:

Date   Venue	Objective	Representative
16th And 17th February 2013 At Imagi Hill Hotel – Dodoma	The 2nd Annual CSOs Child Rights Forum In Tanzania	Michael Kehongoh
Each Quarter	District Child Protection Systems Joint Monitoring Visit	Michael Kehongoh & 3 others
16th And 19th August 2013 At The Hennessis Hotel Nairobi, Kenya	Partners Summit On Community Awareness Strategies That Can Be Used To Promote Effective Parenting Skills	Amb. Nyasugara Kadege & Michael Kehongoh
August 2013, Dodoma	Tanzania CSOs Constitutional Committee Workshop	Michael Kehongoh
September, 2013 - Morogoro	The Ministry Of Community Development, Gender And Children (MCDGC) Workshop On Preparation Of Parenting Education Manual	Michael Kehongo
16-17 October 2013; Lilongwe, Malawi	<a href="#">2<sup>nd</sup> Pan African Conference on Parenting 2013</a>	Amb. Nyasugara Kadege
October, 2013 – New Delhi India	Link & Learn Visit To Childline India Foundation	Kiiya JK
November, 2013 - Morogoro	Training On Assistance And Protection Of Trafficked Victims & Prosecution Of Traffickers	Michael Kehongoh
Nov 2013, The Great Lakes Hotel - Kisumu	Together4Change (T4C) Resource Mobilization Workshop - Second Edition	Kiiya, JK

## 6.0 Lesson Learnt

<b>Title</b>	<b>Signing an Agreement with Tanzania Government.</b>
<b>Result area to which the lesson relates</b>	Child Protection, Child Helpline (CHL)
<b>Short description of experience</b>	Accountability means being able to tell <i>the stakeholders</i> clearly, accurately and honestly what you're doing, how you're doing it and why. Responsibility, Transparency and Control are the foundation stones of Accountability in an organisations
<b>Lesson learnt</b>	Responsibility for creating a strong accountability culture rests with the <i>leadership</i> i.e. those who are responsible for <i>management</i> and <i>governance</i> of a project, programme or organisation.

## 7.0 Challenges

Challenge/Constraint	How they were addressed
<ul style="list-style-type: none"> <li>The helpline currently receives calls from all over the country, as opposed to the initial plan of receiving calls only from the 6 pilot districts.</li> <li>Community Facilitators (Volunteers) for Happy/Sad Opinion Boxes couldn't deliver within the proposed monthly allowance.</li> </ul>	<ul style="list-style-type: none"> <li>Calls from the pilot districts are referred to the CP teams as per the agreed referral escalation protocols while those calling outside the pilot districts are offered counseling and guided through the legal procedures to be followed in reporting cases to authorities within their locality.</li> <li>Redesigned facilitation in that Guidance and Counselling teachers work together with C-Sema team in facilitation.</li> </ul>

## 8.0 Plans for Next Quarter

Result area: Frontline Child Protection	
Activity	Expected output
<ul style="list-style-type: none"> <li>Strengthen referral networks</li> <li>Roll out the Happy/Sad Boxes in 12 more schools in Dar es salaam</li> </ul>	<ul style="list-style-type: none"> <li>A coordinated, reliable and function response mechanism.</li> <li>VAC cases reporting and child participation promoted.</li> </ul>