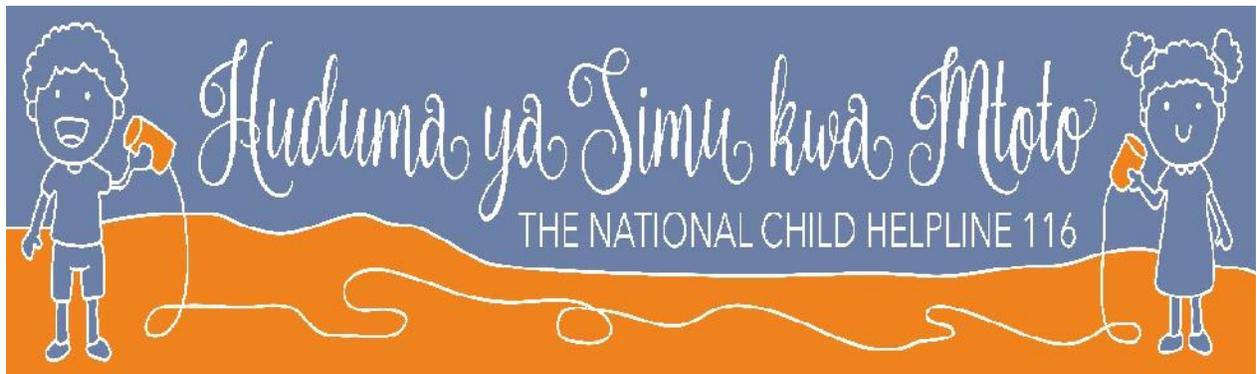




# THE NATIONAL CHILD HELPLINE - 116

## REPORT

JULY – SEPTEMBER 2016



## **PREFACE**

The Third quarter of July-September 2016, C-Sema conducted outreach activities to school going children in Kinondoni and Ilala Municipalities focusing on awareness raising for the National Child Helpline. Several outreach activities aimed at creating awareness on services provided by the Child Helpline that were planned for 2016 and building capacity of school children concerning their rights and protection issues .

The activities were conducted between 25<sup>th</sup> July to 10<sup>th</sup> August 2016 in 10 primary schools, aiming at sensitizing children on how to identify and reporting abuse cases especially via the 116 - National Child Helpline. Over 1000 children were reached in all schools. The outreach targeted grade two to grade six children; this was to the experience we gathered from Temeke Municipal where younger children were victims of sodomy and other sexual abuse, therefore the aim was to have younger ones on board since the perpetrators targeted the most vulnerable who sometimes are unable to speak for themselves .

C-Sema as a PAN country chapter chair, organized the Parenting in African Network Country Chapter meeting on 31<sup>st</sup> August 2016 which was attended by PAN members from different regions in the country and Government representatives. The theme for the meeting was, *“informing parents of their roles towards children’s rights”*. The main objective of the meeting was to develop an action plan that will integrate child protection programs with Skillful parenting and Positive Discipline into partner programs so as to inform parents on how to impose positive discipline instead of physical violence.

Also, in this quarter; C-Sema in collaboration with SOS Children’s Villages organized the 6<sup>th</sup> and 7<sup>th</sup> Nijali Media Dialogues on 20<sup>th</sup> July 2016 and 29<sup>th</sup> September 2016 respectively. The policy dialogues were specifically focusing on rallying efforts in demanding for not only budget on paper but to keenly follow up on whether the approved Local Government budget is utilized for children services. The theme for the 6<sup>th</sup> Nijali Dialogue was to discuss the ways forward on the post judgement of the high court that declared sections 13 and 17 of the Tanzania Law of Child Marriage unconstitutional and directed the government through the office of the Attorney General to correct the anomaly in the Marriage Act.

**On behalf of the *National Child Helpline Team***  
***Fatuma .A. Kamramba***  
**Child Helpline Supervisor and Senior Counselor**

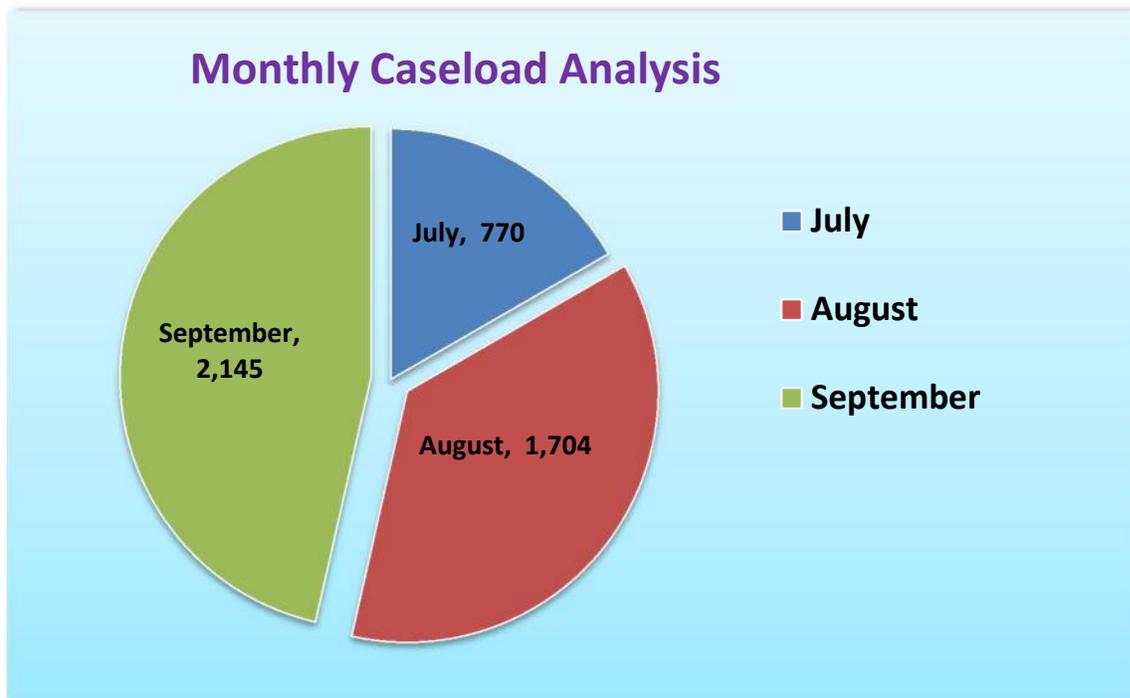
## STATISTICS

The total number of contacts received at the call Centre between July to September 2016 added up to 4619 (100 Legitimate contacts and Non – Legitimate 4519 contacts).

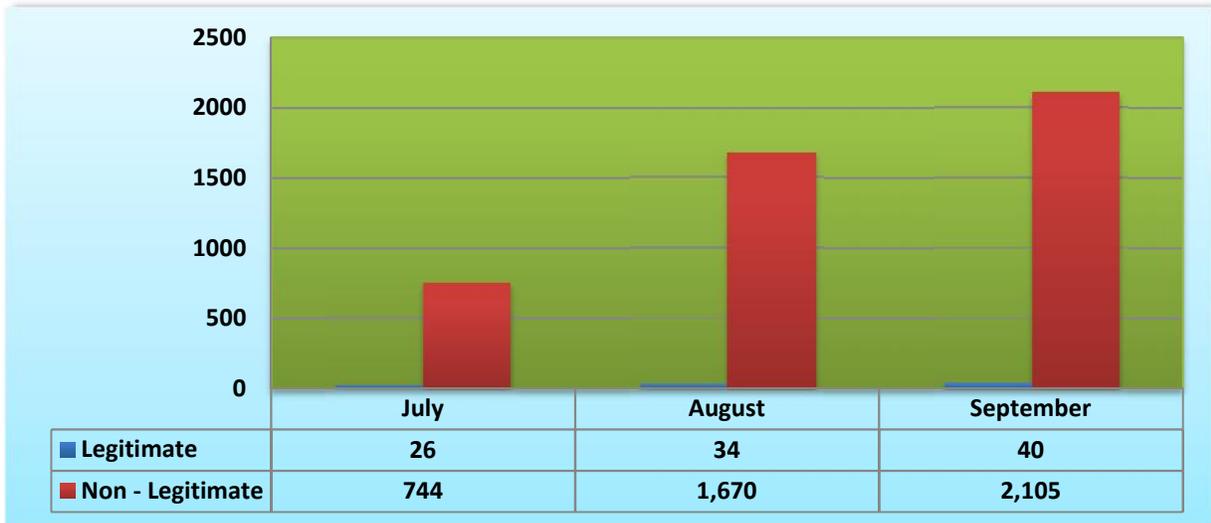


The pie chart below shows the total number of calls received throughout the quarter on monthly basis between July and September 2016.

**Figure i: Monthly Case load Analysis**



**Figure ii: Legitimate and Non-Legitimate Calls /Contacts received at the call Centre.**



## CHILD PROTECTION CASES AT A GLANCE

### Violence, Abuse, Neglect & Exploitation (VANE) Cases

The child helpline handled 100 Legitimate Contacts, Out of the 100 cases 53 of the legitimate cases were categorized as child protection cases in this 3<sup>rd</sup> quarter of 2016. 31 cases were referred to respective service providers for more action, while 22 cases were successfully handled by helpline counsellors by either providing guidance and counselling or information needed.

**Figure iii: The table below indicates the distribution of the specific child protection cases under the category of Violence, Abuse, Neglect and Exploitation (VANE) cases.**

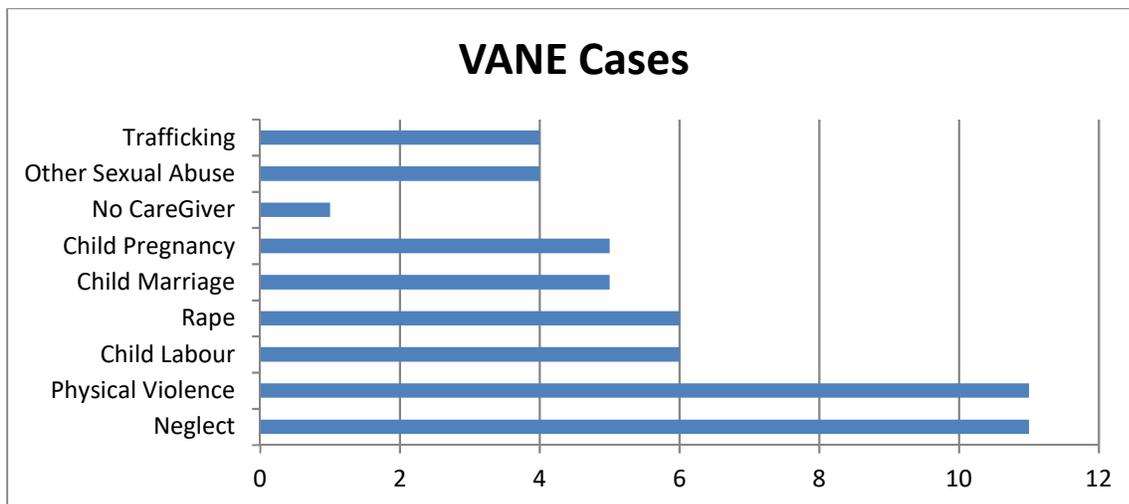
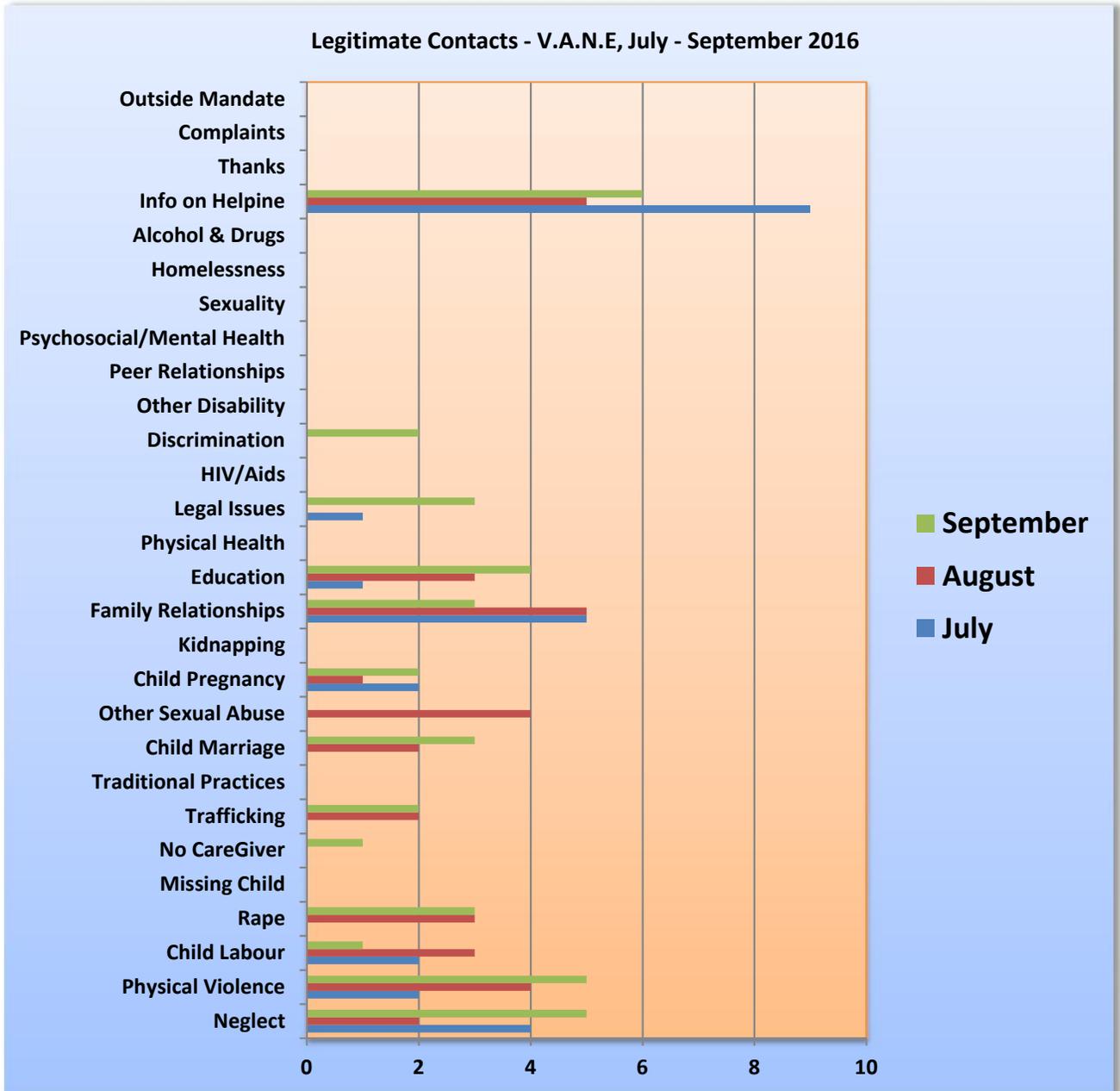
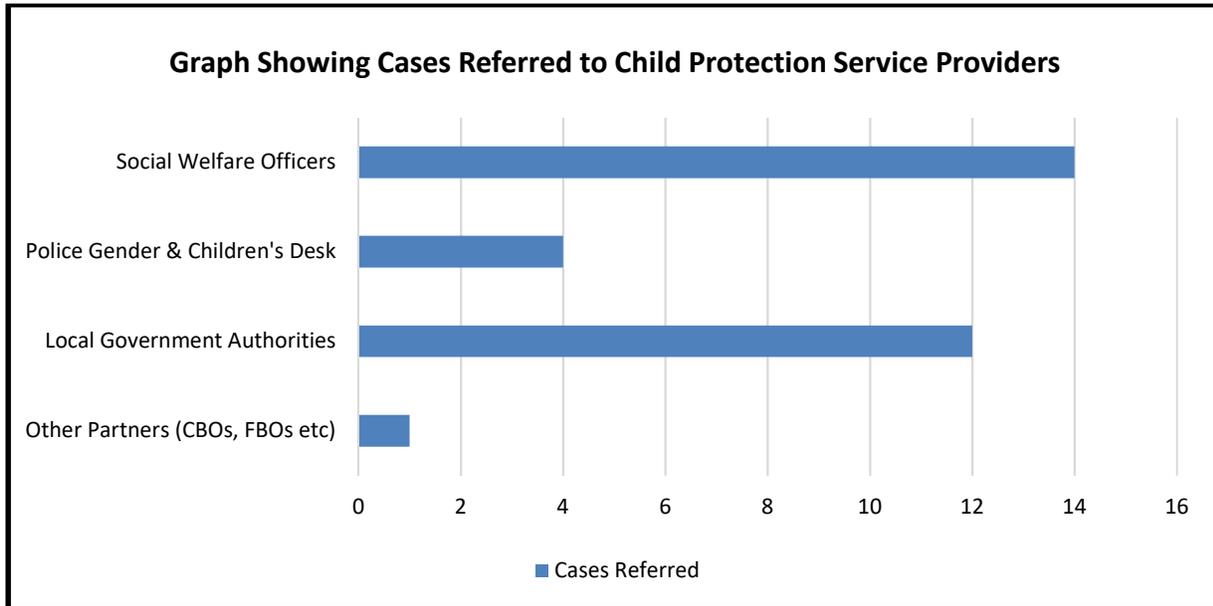


Figure iv: Distribution of Legitimate Calls received at the call centre between July and September 2016.



**Figure v: Cases referred to service providers.**



## **CASES STUDIES**

### *Case #1: A Case on Family Relationship & Neglect: - July, 2016*

A mother called the helpline and reported that her partner neglected her with a 7 month old child without any assistance, the helpline managed to talk to her partner and he confirmed to have the misunderstanding between them, the helpline managed to give him counseling and advise on how to be a responsible father to the child no matter the circumstance because the child needs him to grow up well, the counsellor conducted follow-up with the mother as she admitted that she is receiving support services from her partner.

### *Case #3: A Case on Child Rape: - March, 2016*

Four children all under 14 were rescued by the helpline after they have been lock in a cell at the police station together with their mother due to their mother's offence. Their mother was locked up after she bailed her brother who were sued of losing the motorcycle by his boss and jailed. He escaped after the bail and that's why the woman was locked up with her innocent children. She called the helpline and explained, the helpline contacted the Social welfare officer in Songea who managed to advocate for children's justice and called back the helpline to inform that the children were kept free; she further explained that, they managed to contact the woman's relative who helped to bail the mother. Three days later the woman called to thank the counselor for helping the children.

# BEST PRACTICE

#Case Study

A Case on Child Sexual Abuse

*“Hallo, is that the Child Helpline? I am calling to report my Niece’s behavior. She has developed this behavior of skipping school and it has grown to become chronic since many are the days that when I leave her at home preparing to go to school, she usually does not go to school as required. Please what should I do?”*

A care giver called the Child Helpline reporting on her niece’s behavior of skipping school every now and then. The caller pleaded to the helpline to call and talk to her niece s because she thinks she has done all that she could but all was in vain. When the counsellor on duty called to talk to the child she managed to get hold of the child. Ashura (Not her real name) a 15 years old child who came to stay with her aunt since her parents were unable to cater for her education due to poverty.



During the discussion with Ashura the counsellor discovered that she was being cheated by a man who apparently promised to marry her and provide her with all the best things she wished to have. Ashura was ready go! She was ready to abandon school and go live with the man. The counsellor took time to talk to Ashura and she was counselled on reproductive health and sex education. It took a while to explain to her how she will come to own all the good things that the man was promising to give her, if only she will continue with her education and work hard. During the counselling session Ashura made the decision to end the relationship with the man and he also provided his details, including name, age and physical address.

Later that day the aunt called to thank the counsellor who handled the case and she was very happy that her niece apologized for her behavior and promised concentrate in her studies and nothing more. The information Ashura provided of the perpetrator was later used to track the man and he was since arrested for Child Sexual Abuse and Rape. Investigations are going on so as to gather enough evidence to help in prosecution.

## Violence against Children in Tanzania

To understand the Tanzanian context it is important to examine the overall rates of violence against children.

- ▶ In an given year over 70% children do not have two or more of their basic needs met. [2009 *Violence against Children (VAC) Survey*].
- ▶ Physical abuse affects 3 out of 4 children. While emotional abuse impacts 25% of all children.
- ▶ Sexual violence affects 1 out of 3 girls and 1 out of every 7 boys .

