



C-Sema

Child Protection Programme

Our Vision

We want to see a Tanzania where all parents are informed about their roles & responsibilities towards children's right to be heard;

A Tanzania where all children are free to express themselves; and A Tanzania where all communities are proactive in their support towards all children's growth and development.

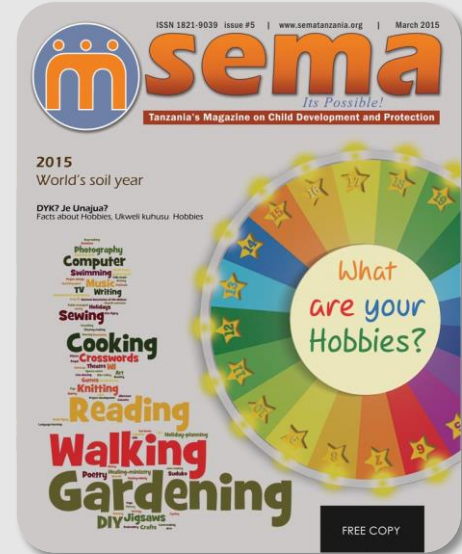
What We Do



We run a national wide child helpline service



Manage Happy & Sad boxes in various schools



And a quarterly magazine on child development and protection issues

Process: How the Helpline Works

Report

A victim/witness of VAC can reach the helpline by **dialling 116** from any Telephone service provider.

Opinion Letters from School going Children via the HAPPY n SAD opinions.

Link

We refer/signpost the caller to the relevant authority. (Frontline Child Protection Service Providers)

Used the opinions to lobby for better services for children.

Feedback

We follow up with the progress of the case either by contacting the victim/caller/authority.

Children were happy after seeing their opinions count for better change in their schools.

We Want

We want to see budget for children infrastructure in place, and trained personnel and quality control for children's services.



Data Collected from the
general public via the
CHL



Informs the LGAs



Better & timely Planning of
children Services by LGAs

The Problem

- Had a lot of data that was not being used effectively.
- There is a shortage of child protection frontline service providers.
- Evidence based planning and budgeting for LGAs.

Q. How do we present this to decision makers at LGAs?

A. Data Management Skills

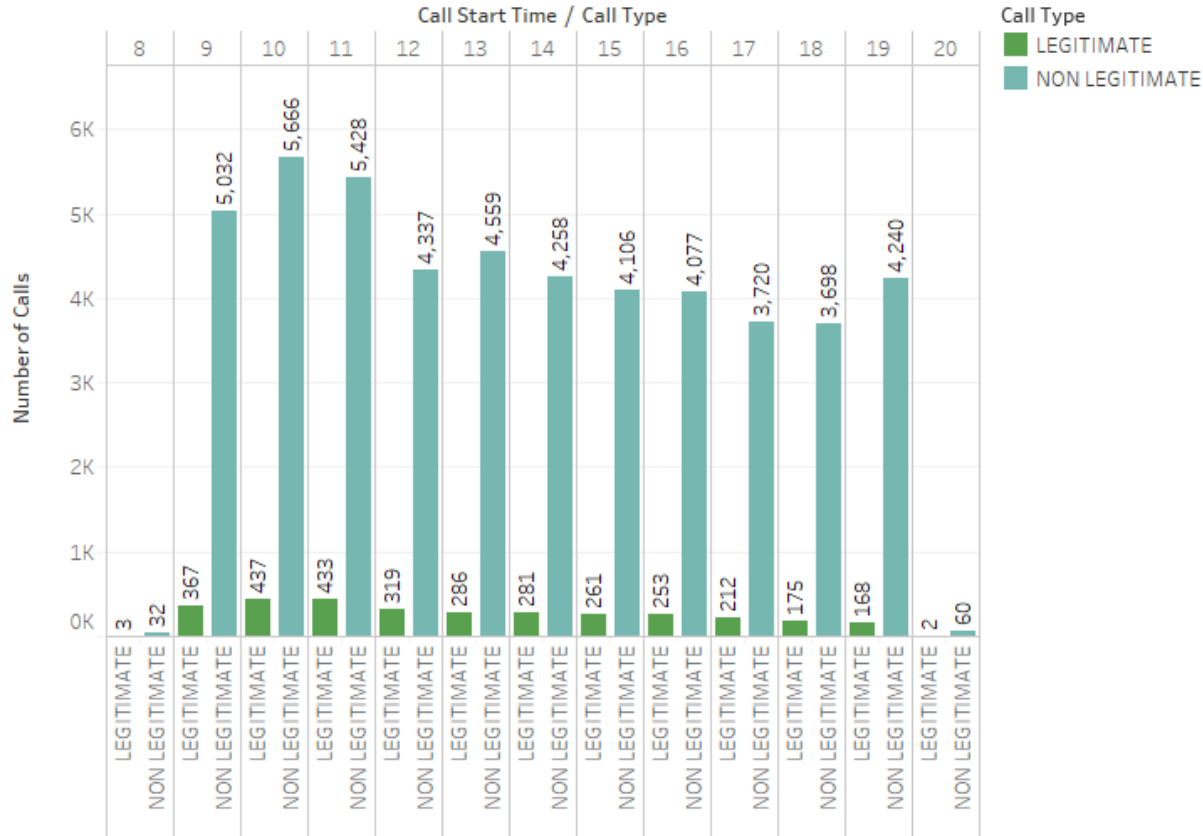
dLab Role:

dLab helped us combine our data which was previously hosted in a system using **separate Excel sheets**.



This helped us **analyse** and **visualize** the data we had collected **over 4 years**.

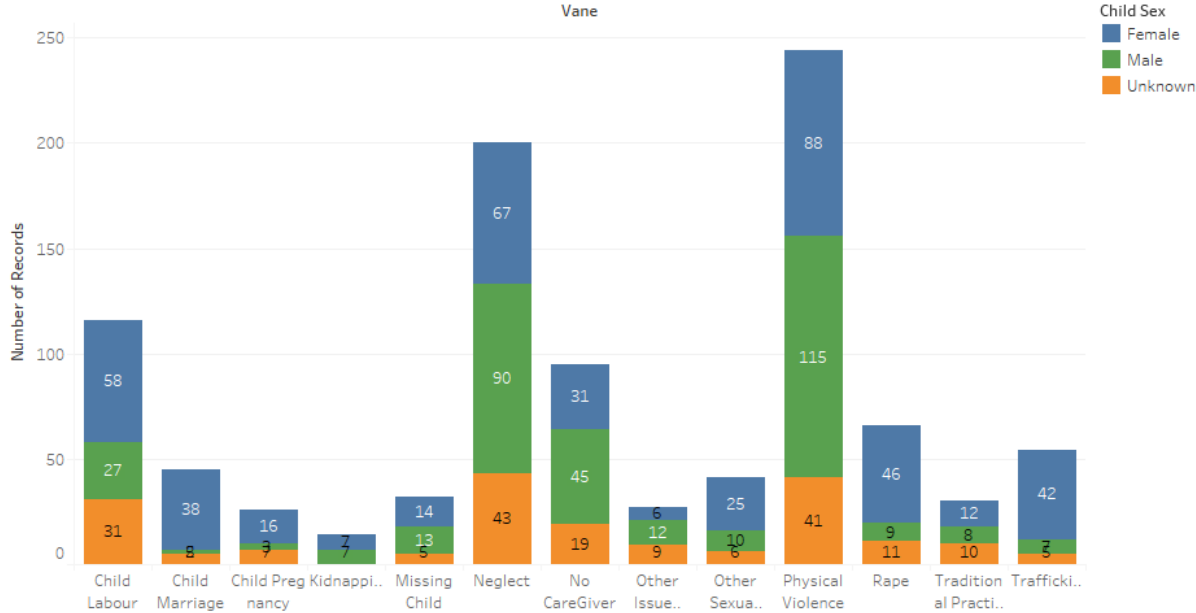
Recorded Calls per Hour of the Day: 2013 - 2016



We Learnt

Peak times for both legitimate & non-legitimate calls coincided.

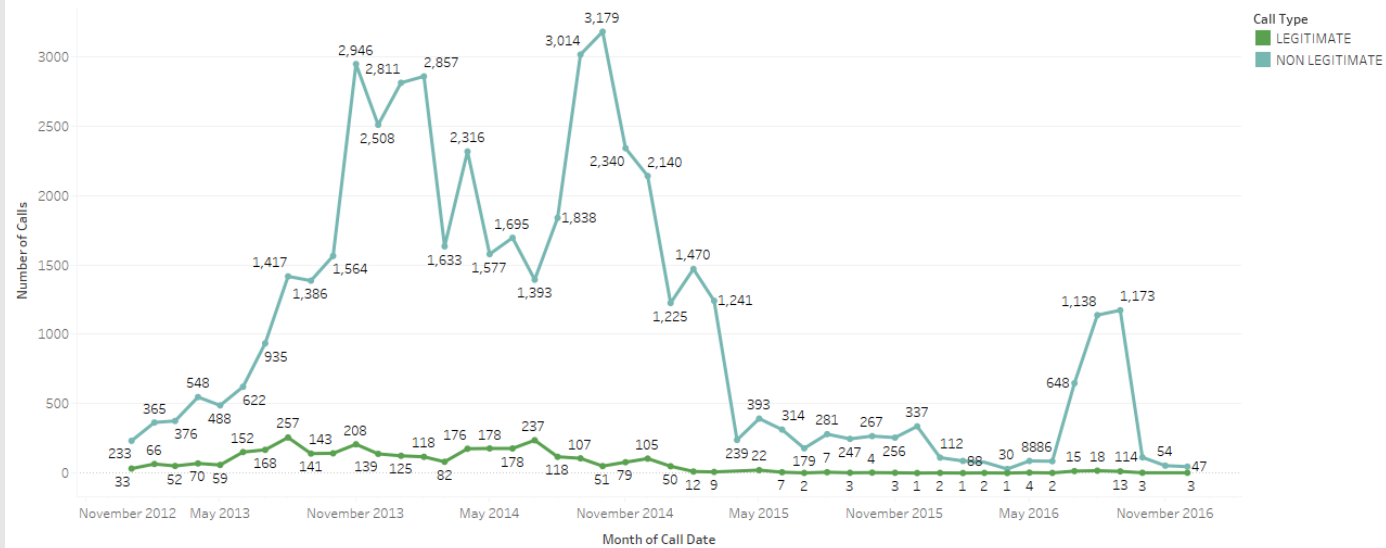
Leading Abuse



We Learnt

Lack of consistency in our data entry making analysis and counselor performance tracking harder.

Monthly Legitimate & Non-Legitimate Calls Recorded From 2013 to 2016



We Learnt

There was a drastic drop in calls for 2015/16

We Learnt

- Peak times for both legitimate & non-legitimate calls coincided.
- Lack of consistency in our data entry making analysis and counselor performance tracking harder.
- A drastic drop in calls for 2015/16

Which Helped Us

- Improve counselor efficiency in handling non-legitimate calls.
- Improve data capture (consistency)
- Plan on II6 awareness raising to increase the number of calls & prevent abuse

DESPITE THE CHALLENGES, WE BELIEVE THAT WE CAN WORK TOGETHER IN ACHIEVING

A Tanzania where all communities are proactive in their support towards all children's growth and development.

Ahsanteni