

8/1/2018

End line Report

BLUE UMBRELLA

June'17 to August'18



Executive Summary

CHETNA with support from Consortium for Street Children, executed a project for street connected children named as 'Blue Umbrella'. Blue signifying legal and administrative authorities and Umbrella signifying protection. Thus, empowering children through information on existing state mechanisms for their protection and support. The project was for a duration of one year (and an additional 2.5 months granted as non-financial extension) covering ten contact points or ten areas in Delhi where there is concentration of street connected children. It directly reached out to 402 children living and working on the streets through activities like learning self-defense, orientation to police and judiciary and their role in protecting them, introducing them to concepts of children's groups and empowerment. The project achieved almost all its targets and involved many innovations throughout the project execution to achieve the end-result. The nature of all the activities was such that it was leading to empowerment of children. Life skills workshops, meeting with authorities, core committee meetings of Badhte Kadam, further grooming of Balaknama were the empowering measures that made children learn about protecting themselves, approaching the right authority in time of need, developing leadership and building peer support to cope-up with their day-to-day lives on the street. Over 120 girls received self-defense training, roughly 360 children interacted with state actors, approximately 800 stakeholders were reached out to for sensitization/awareness on child protection, 284 child protection authorities were sensitized towards protection of street connected children, 510 children were organized and added as members of Badhte Kadam-a collective of street connected children mentored by CHETNA. A total of 64 cases of abuse were reported to frontline workers.. In a short span of around fifteen months with ground work of around eleven months, the project could achieve all its intended outcomes. In the review, it came out that children remember and use self-defense techniques and are at ease with idea of addressing police or legal services. The involvement of police in whole project, right from execution to implementation has been remarkable. CHETNA followed top-down approach in developing partnership with police. Senior officials were contacted and oriented towards the goal of project and sensitized towards the cause of street connected children. The senior officials were also invited to contact points. Once the senior officials conformed the project strategy and agreed to support, the message smoothly passed on to last unit of police in field. However, the results could have been more sustainable if time-period was more. The project clientele was such that it needs a lot of time to win their trust and gain in-roads in their busy schedule. By the time the project reached the point where all foundation was laid, the project time was up. More gains could have been harnessed if there was a longer span of time or project area would have been chosen from areas where contacts were already established.

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1. Background

Consortium for Street Children gave financial and technical support to CHETNA for executing an awareness generation project for street and working children at ten different areas in Delhi. The ten different areas were such where the concentration of children living and working on streets was highest. The overarching aim of project was: **“To protect at least 500 street connected children directly through awareness generation and sensitization on state provided tools for protection.”**

The objectives and their sub-objectives were:

Objective 1: To make sure that street connected children are aware of and have access to child protection mechanisms

1.1 At least 110 number of cases of abuse are reported by children

1.2 At least 400 children who have interacted with authorities that serve their right to protection

1.3 At least 500 children are aware about how to prevent/react in risky situations

Objective 2: To sensitize duty-bearers/authorities regarding the concerns of street connected children

2.1 At least 250 child protection authorities are sensitized towards protection of street children

2.2 At least 800 stakeholders are reached out to for sensitization/awareness on child protection

Objective 3: To unite children for their own protection by strengthening their collective Badhte Kadam

3.1 At least 500 children are united for their protection through Badhte Kadam

3.2 At least 100 children exhibit distinct leadership/recognition

In order to achieve the set objectives, CHETNA implemented its demonstrable and proven strategy of 'contact point model'. At Contact Points, CHETNA empowers the children through education and provide a range of fun, creative ways for them to learn essential life and leadership skills. Most of the children they work with are involved in child labour with their families reliant on them for financial support. Therefore, at contact points there is a lot of play and games involved to allow them to be children again. From visiting health care centers and police stations, to progressing to join Open Basic Education or a formal school. Thus, Contact Points become the starting point for growth of children. Through this contact point model,

CHETNA could reach out to total 662 children-402 directly and 260 indirectly. The duration of project was from month June'17 to August'18. In order to review the endline results of project, CHETNA hired an independent consultant, to objectively analyze the success and gaps of project activities. The independent consultant, Ms.Nupur Pande, is an ex-UN staff with 14 years and more experience of working in field of child protection. This endline study was done after around three month of project wrap-up from the ground.

2.Methodology

The methodology for endline review was proposed by the consultant and discussed in detail with the Director, CHETNA and Project Coordinator for project Blue Umbrella-CHETNA. A detailed presentation was made by the CHETNA team and essential documents like project proposal, reports and case studies were shared with the consultant. A plan was drawn for primary data collection through interviews with state authorities, parents, project staff and children. Focus group discussions were held with parents and children at two locations viz.



Nizamudin Khatta and Sansi Camp (Badarpur). Interviews were held with

- The SHO of GRP (Government Railway Police), Old Delhi Railway Station,
- Self-defence trainer-constable
- Empaneled advocate with DLSA (Delhi State Legal Services Authority)
- Field Worker/frontline worker-CHETNA
- Project Coordinator-CHETNA
- Director-CHETNA.

The questions are recorded in the Annexure 1. Further in this report, we review each outcome under every objective in light of findings from desk research and field level interface with different stakeholders.

3.Review

The project had a long gestation period. It took around two months to decide on project team, understanding proposal and developing strategy for project roll-out. The delay in recruiting project staff was mainly due to non-availability of human resource with skills in understanding of protection issues and aspects of child rights. Further, there was even more delay in finalizing the spots for establishing contact points. A total of fifteen spots were shortlisted, out of which

ten were to be finalized on basis of questionnaire. The survey for finalizing the contact points got delayed due to non-availability of staff, rains and other externalities. Thus, effectively the project was implemented for only around 11 months with last one month spent on wrap-up, exit of project staff and effective closure. Knowing the fact that establishing rapport and trust with vulnerable communities especially while working with children is most difficult aspect of any such project, the work done in eleven months is commendable.

The overall project strategy was based on CHETNA's contact point model with strong networking and liaison with relevant police stations, Delhi State Legal Services Authority, National Commission for Protection of Child Rights, Juvenile courts and parents/guardians.

Objective 1: To make sure that street connected children are aware of and have access to child protection mechanisms

To ensure children were aware and had access to child protection mechanisms, many activities were undertaken. A gamut of activities starting from participatory resource mapping at each contact point to 40 life skills workshop covering children from each contact point, self-defence training covering 120 street and working girls at four project locations, health camps, first aid, education and different recreational activities awareness rallies were conducted to build rapport with children and bring them to a certain zone of comfort and trust with the project staff.

The use of different IEC materials like '*Aao seekhein khel khel mein*' (Let's Learn through Play) proved to be very handy for field workers to stay innovative and maintain element of creativity and surprise for children throughout the project period. The activities around education were not literally teaching and learning activities but certain portions from the in-house developed education module of CHETNA: 'Srujan'. These modules were apt in delivering small learning exercises to match children of all calibre and keeping them engaged.



The focus group discussions with children and community brought out that learning and recreational aspects made parents/guardians trust with their children. They were glad that their children were learning something and becoming disciplined. The parents/guardians of participating children cited visible difference in behaviour of their child after joining Blue Umbrella project. The recall for name of project, NGO - CHETNA or Badhte Kadam was zero among parents as well as children, it might also be due to English name. Children were very happy with different games, it was rather for first time that somebody was making them enjoy and play games in an organised manner.

"In the beginning, parents were not talking with me nicely, children would also not come for meeting due to work, substance abuse and gambling. I didn't give up, with whatever number of children would turn-up or drop-in, I started using games to keep them engaged. Slowly, we taught them about good touch-bad touch, use of 1098, how to report abuse. And this changed the way parents treated me, they started trusting and supporting me."- Vineet, Street Educator/field worker, Blue Umbrella-CHETNA

The self-defence training program created a wave of self confidence in young girls. Even after the training ended, girls continue practising different moves they learned for self-protection till date. Young boys at both the contact points told that they also learned self-defence by standing little far.

Outcome 1.1: At least 110 number of cases of abuse are reported by children

- Against the intended number of 110 abuse cases, a total of 74 cases were reported. The report of cases of abuse to field-worker is an excellent benchmark to understand the level of trust children had in project team. This trust was painstakingly built through different recreational and educational activities. Though project outlined CHETNA to link these cases to legal mechanisms, it came about as problematic as such linkage tended to create tension at the street location leading to weakening of trust of stakeholders (at the street locations) on the street educators. Gradually, the educators employed the strategy of handling issues through informal interactions and negotiations with the complainant and the accused.

Outcome 1.2: At least 400 children have interacted with authorities that serve their right to protection

- A total of 360 children against the set target of 400 children interacted with authorities that are mandated by state to serve their right to protection. The project did very well in networking with police department and inviting them to contact points for interacting with children. CHETNA managed to include as many children as possible to make them visit the police station, Office of National Commission for Protection of Child Rights and DLSA (District Legal Services Authority) and court to watch proceedings of juvenile cases.

Outcome 1.3: At least 500 children are aware about how to prevent/react in risky situations

- A total of 500 children against the set target of 500 children became aware about how to prevent/ react in risky situations. The target was significantly met due to extensive participation in self-defense training and the visits of child protection authorities to contact points for interaction with children. The self-defense trainings were an innovation in itself. This is a venture of Delhi Police of girls being run in public schools to train young girls in protecting themselves. CHETNA made this possible for street children who are generally at receiving end of all kinds of abuse. The constable Ms. Puja, trainer of self-defense said: *"This is first-time I came in contact with street children and worked with them. These children have nothing for them. Delhi is very unsafe, this is best work that CHETNA can do for these girls."*

The visits to police station, Office of National Commission for Protection of Child Rights and court to watch proceedings of juvenile cases brought them at ease with the child protection system laid down by the state. As stated by young adolescent girls of two contact points: Nizamudin Khatta and Sansi Camp (Badarpur), the self-defense training and visits to station, NCPCR and courts have made them gain self confidence that they themselves can also prevent as well as resolve the risky situations.

'Initially, walking through basti I used to feel scared, especially late evening or night, as there is lot of eve-teasing in this area, now after taking self-defense training, I am confident and feel I can handle such situations.'-Zeenat, Nizammuddin Khattta, contact point

Objective 2: To sensitize duty-bearers/authorities regarding the concerns of street connected children

In the day to day life of a street connected child, safety is a big concern. There is a very high possibility for a child to face physical, verbal and sexual abuse. Living and working on his/her own, a street connected child does not have avenues for protection except for police. Police plays a major role in their concept of staying safe. The engagement with police leads to significant decrease in number of children engaging in crime. At all the chosen ten contact points, the incidences of crime were very high. Thus, it was imperative to involve the local authorities right from beginning, not only for execution of project but also for safety of children and even staff members. Towards this cause, CHETNA spent more than fifteen days meeting and explaining the project to state authorities like District Magistrate, Police (Station House Officer) and members of District Child Protection Unit. This gave them in-roads to becoming part of various networking platforms and conducting various exercises which were initially outside the purview of project plan of action. CHETNA worked by sensitizing stakeholders, lobbying and advocating with stakeholders to make whole environment conducive for safety and growth of street connected children.

The project reached out to the entire range of stakeholders- from local stakeholders (such as shopkeepers) to high level stakeholders such as police and ministries. Various measures were adopted to ensure that all stakeholders realize and act upon their role in the protection and development of children. CHETNA adopted top down approach with Police. It first involved senior officers by providing them with project orientation and sensitizing them towards life and plight of street connected children and then once the strategy was endorsed by them, it naturally trickled down to the Police unit closest to the contact point.

Outcome 2.1: Atleast800 number of stakeholders reached out to for sensitization/awareness on child protection

- Over800 stakeholders were reached out to for sensitization/awareness on child protection against the set target of 800.The project was implemented at different kinds of locations, e.g. railways stations, places of religious importance, low income communities, market areas, areas under flyovers etc. Thus, there was a wide canvas of stakeholders, for example, at railway stations, travelling ticket examiners (TTEs) and other railway authorities were the key stakeholders, while at a marketplace the shopkeepers were the major stakeholders. Depending on the nature of work the type of stakeholders changed. On the occasion of the New Year 2018, all stakeholders (including all households of the target group) were distributed calendars with illustrations relevant to children’s right to protection, quoted article-wise from the UNCRC. The use of IEC material such as calendars and newsletters contributed to the awareness generation amongst the stakeholders. In addition, nukkad nataks (street plays) on ‘substance abuse’ were organized at street locations in collaboration with the District Child Protection Unit and college-going students to sensitize children and other stakeholders about the issue.

Two editions of newsletters were developed as a part of the communication and learning material for the stakeholders of the innovation. In addition, information and communication material was developed for police stations, which mentioned the do’s and dont’s for police while dealing with children in alignment with the Juvenile Justice (Care and Protection) Act. Thus, different kinds of IEC material were developed for different stakeholders for the purpose of awareness generation and sensitization.

CHETNA also involved media as one of the main stakeholders and was used to project positive changes amongst children and systems. The activities were reported five times in leading newspapers and eminent social media.

One other distinct stakeholder identified and involved by CHETNA was students of leading fashion institute ‘Pearl Academy’. The students volunteered in preparing designs for wall painting and drawing the frame on walls. While working with street connected children, the students also got sensitized towards their work and life. Now the stories of their heart change and experiences are documented and showcased in their college.

Outcome 2.2: At least 250 child protection authorities are sensitized towards protection of street children

- Against the set target of 250, a total of 284 child protection authorities were sensitized towards protection of street connected children. The sensitization was not only about visiting them and informing them about project activities or progress but bringing them to the contact point and making them interact with children in real surroundings. The innovative activity of painting a wall of police station was a breakthrough in changing perception through action. The police staff became very kind and provided refreshment to children, invited them to their programs during the celebration of police week. The SHO of Government Railway Police (GRP) of Old Delhi Railway Station (ODRS), announced to provide CHETNA a room so that contact point can be shifted there. In other police stations, the police requested CHETNA to develop one of their rooms as child friendly. This was also verified in interview with Shri. Vimal Kumar (SHO-Inspector), GRP of ODRS, during which he shared that the activity of wall-painting also fits in their mandate of developing child friendly police stations. Delhi Police, from their official Twitter account tweeted about the activity of wall painting and hash tagged CHETNA.

Training of Police was scheduled on 'Juvenile Justice (Care and Protection) Act' and 'Protection of Children from Sexual Offences' Act to directly involve constables and other Police staff. One other success indicator was that participants requested to train them on dealing or addressing children even if they were not Child Welfare Officers (the officers mandated under JJ Act to deal with children cases). This indicates the level of sensitization, that Police staff showed interest in being sensitive towards the needs of street connected children.

During one of the interactions with street children, Ms. Alka Lamba (Member of Legislative Assembly, Chandni Chowk) was so moved by the stories of children during a stakeholders' consultation that she ordered blankets for them right from the venue. It was for the first time that she had an opportunity to interact with street connected children. She also offered 500 square yards of space to CHETNA for conducting its project activities with condition that CHETNA will be able to raise operational funds, which has not been possible till date.

On occasion of International Street Children Day which is globally celebrated on 12th April CHETNA organized Street Talk- a live talk by street connected children to let the public know what went wrong in their lives, and how they could have been in a different situation if they had been provided help at the right time. Children narrated their stories of living on the streets- the obstacles they faced, which elements changed their lives, and how they continue to fight their battles every day. Street Talk was an attempt to make the voice of children heard by the public and to help policy makers in drawing correct inferences for their work. This event, first organized in 2018 was very successful and was replicated in year 2018. By commemorating the International Street Children's Day, street connected children are

acknowledged worldwide through UNGC (United Nations General Comment) giving encouragement and public appreciation to the child speakers.

The role of District Legal Services Authority (DLSA) was also well drawn in project execution. Though they had an empaneled advocate for dealing with Juvenile cases, but they didn't have organized access to street connected children (through NGOs) earlier. However, after getting in touch with project, they invited Balaknama for awareness camps in various districts across the city. Later, they also volunteered to provide life skills workshops on sexual violence with regard to specific laws.

"I have been working for 6.5 years as an advocate empaneled for children in contact with law and have been in touch with street connected children, but I am very impressed with the children who came for camps and presented Balaknama. Their presentation skills are very good and CHETNA is doing very good work by providing them with opportunities to grow in life."- Mr.Mukesh,Advocate,DLSA

Objective 3: To unite children for their own protection by strengthening their collective Badhte Kadam

The project had all attempts aimed at securing the current living and working environment of street connected children. To ensure the right of protection to children, the most fundamental right that interplays with effective execution of child protection measures is 'right to participation'. This was well recognised and well entrenched in whole project design. CHETNA helped to organize children in groups under their banner of Badhte Kadam. Support groups were formed wherein children share their concerns with each other, and devised solutions to their problems with the help of educators at CHETNA. After being given access to information about any other issues that affect them, and a platform to share and express, children developed the potential to advocate for themselves by seeking assistance from CHETNA. Through Core Committee (CC) meetings, challenges of children living on streets under various conditions (e.g. under flyovers, near railway stations, in low income communities) surfaced on one platform, thereby bringing out commonalities, differences and varieties of issues being faced by these children. This participation of children in core committee meetings, also strengthened Badhte Kadam and Balaknama with addition of



new Balaknama reporters. The reporters were provided training in reporting their issues and raise awareness of the issues faced by street connected children.

CHETNA brought senior journalists from reputed newspapers to train new reporters from contact point locations, in producing reports out of their daily life struggles. This one-day training was also a deep round of sensitization of journalists and media people about the issues dealt by street connected children. Such interactions will definitely bring out the sensitivity in newspaper reporters towards the street children.

Outcome 3.1: Atleast 500 children are united for their protection through Badhte Kadam

- 510 children from ten contact points were organized in support groups under the CHETNA's venture for street connected children called as Badhte Kadam. This is one of the most innovative approach for engaging with children through nurturing their hidden talents, giving them outlets for expression and forming peer support groups. The activity would have been a success during the time when project was running at peak and there was field worker/street educator to visit children and support their meetings. At this juncture, when the visits were made, children were not able to recall or narrate their membership to support groups as their achievement. Thus, sustainability could not be established due to less time available with the project.

Outcome 3.2: At least 100 children exhibit distinct leadership/recognition

- A total of 100 children distinctly showed leadership/recognition against the set target of 100. These numbers are compiled from different case studies and anecdotes where children took decision or action to support peer group members or community. A capacity building residential workshop was organized for children is one of the strongest activities to blossom leadership in potential leaders. After the workshop, children were noted to be actively pursuing the activities encouraged by the street educators and were seen encouraging their peers to engage in the same. During the focus group discussions with children at two contact points NizamuddinKhata and Sansi Camp (Badarpur), children cherish their time at Damdama workshop for leadership training. They also recalled main characteristics of leader. This was perhaps very first time that they got this opportunity to go away from home to a secured child friendly environment where they were heard and appreciated.

4. Conclusion

The project has been a success given its limited scope of raising awareness among children on state provided child protection measures and how to deal with risky situations on their own. All the targets were over achieved by more than 100% within effective project period of 8 to 9 months. This shows the strength of team, their persistence, heart for street children, ensuring project visibility and right approaches for project execution. All the results documented in reports were well demonstrated in the field. Even after three months from project wrap-up, the interviewed stakeholders could remember project activities and their experiences with the project. However, project had few limitations too.

There was a human resource crunch, managing ten contact points in Delhi by only three field workers was a big challenge. This implied one fieldworker on three contact points. Given the magnitude of issues, challenges, distances and non-availability of personal transport or remote location of slums. Such lack of staff can hamper the natural growth of project into other possible un-intended dimensions for development of street connected children. Thus, there were very few or none natural fall-outs or branch outs of project.

The project intended to take up 50 cases of abuse to be addressed by CHETNA through legal mechanisms. The dilemma in such approaches is that abuse cases are generally reported against the community members which can create groups within community and generate tension when reported for legal action. The field-worker who is already trying to build rapport with community and engaging to keep them together, cannot get involved in case reporting as it will hinder project activities. A certain section or whole community can turn against the field worker. Thus, it is important to hire a designated staff who can work neutrally just for this purpose.

The project needed more time to ensure sustainability of its activities, around three months went in rolling-out the project in field and by the time rapport was developed and symbiotic relations with child protection authorities were made, it was time for wrap-up. This short span of time can also be responsible for not being able to make best use of Badhte Kadam venture in developing long term partnerships with children or strengthening them enough as self-sustained support groups. The activity of Badhte Kadam could not reach its optimum and almost ended with the project wrap-up. The idea behind empowering children is not just to achieve immediate project outcomes, but also ensure its sustainability as well. Balaknama and Badhte Kadam could have helped in keeping alive the zeal and enthusiasm in children to demand their rights.

The project had many opportunities for innovations or taking up more effective activities in collaboration with Police or DLSA but non-availability of funds could not support the ideas of partnerships offered by child protection authorities. In future, a budget head can be kept for innovative approaches.

The recall of name of project or even name of NGO CHETNA was almost nil among the community members. The staff can include this in their strategy of interacting with community

that NGO and project name are also introduced and re-iterated at all relevant times. This would help in more visibility and develop a far greater sense of ownership among the community members. Especially, if CHETNA plan replicability and sustainability, then identification with project and its recognition has to be by name of CHETNA and not any project staff. The IEC activities like setting up boards at Police stations, street plays and distribution of calendars etc were not recalled by the members of communities in visited locations. May be a targeted approach can help in planning development of IEC material.

As told by the Director, CHETNA, for the wider cause of sharing the learning and achievements of this innovation, a short film on the project has been developed. This film contains the testimonies of children and other stakeholders. Additionally, a handbook for street educators has been developed based on experiences from this innovation which mentions the various strategies to identify and work with children in need of protection. The film and the handbook serve to pave way for further action and prospective replicability.

Again, in short span of time, project could make major inroads with state structures for child protection. Such orientation and sensitization of child protection authorities will go long way in a sustained manner whether they will be designing new schemes, policies or addressing concerns of street connected children. This will create a domino effect even effecting their peers. Also, the project interventions have very high and easy replicability for all other projects and programs being run by CHETNA. This way the learning and experience from this intervention can be taken forward for benefit of even larger number of street connected children.

Annexure 1:

Questionnaire for meeting with SHO-GRP, Old Delhi Railway Station, Mr. Vimal Kumar, Advocate Mr. Mukesh(DLSA), Constable Ms.Puja(self defense trainer)

1. Your journey with CHETNA
2. Was there a change in your attitude towards street children at personal level at level of your work
3. How does this project fit into JJ mandate of 'childfriendly' police station.
4. How does such projects benefit your work
5. Suggestions for making project more effective or improvements

FGD probing points for parents/guardians

1. Initial contact of project team for sending your children with meeting: what made you trust them, how you felt
2. What was the project about and what were the activities
3. What changes you could see in children
4. What more could have been done

FGD probing points for children

1. Your usual day
2. How you got involved with project
3. What attracted you
4. What activities you did
5. Which activities or moments you liked best
6. What changes you could notice in self and your friends
7. What are you carrying or continuing even when field worker has stopped visiting
8. What more you wanted

Questionnaire for field worker (Vineet)/project coordinator (Ms. Saumya)

1. What inspired you to join project
2. How was your usual day at work
3. What you liked best in project: matches your personal ambition
4. What challenges you faced
5. What could have been done differently

Questionnaire for Director, Shri Sanjay Gupta, CHETNA

1. How was the funding secured of project
2. What were the points kept in mind while designing the project
3. What were the key learnings and what could have been improved.
4. Replicability of project interventions