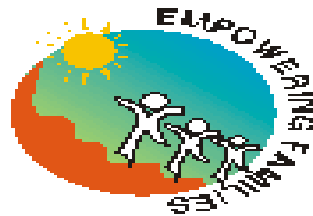


# ANNUAL REPORT 2019



## SOCIAL AFFAIRS DEPARTMENT

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## ACRONYMS AND ABBREVIATIONS

AG		Attorney General
ASP		Agency for Social Protection
ALEFPA		Association Laïque pour Education, LA Formation, La Prevention et L'Autonomie
CEPS	-	Civil Society Engagement Platform
COMESA	-	Common Market for East & South Africa
CSO	-	Civil Society Organization
DIMO	-	Defense Institute of Medical Operations (USA)
DV	-	Domestic Violence
ECOVAWG	-	Economic Costs of Violence against women and girls
EIA	-	Environmental Impact Assessment
GBV	-	Gender Based Violence
GBVWG		Gender Based Violence Working Group
IWD	-	International Women's Day
MDAs	-	Ministries, Departments & Agencies
MOE	-	Ministry of Education
MOU	-	Memorandum of Understanding
MFA	-	Ministry of Family Affairs
MPI	-	Multidimensional Poverty Indicators
MPPN	-	Multidimensional Peer Poverty Network
NAC	-	National Arts Council
NGMT	-	National Gender Management Team
PSCE	-	Personal and Social
POA	-	Plan of Action
SIA	-	Social Impact Assessment
SIDS	-	Small Islands Developing States
SOP	-	Standard Operating Procedures
UN	-	United Nations
UNESCO	-	United Nations Educational, Scientific and Cultural Organization
UK	-	United Kingdom
VAWG	-	Violence Against Women & Girls

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## 1.0 Introduction

This annual report highlights the activities undertaken by the Social Affairs Department. The department provides a wide range of services and programmes, from intervention work with families, vulnerable individuals and children through counselling services, supportive parenting programmes to alternative care. In addition, it covers other aspects of work in terms of human resource, financial management and resource mobilization,

The primary mandate of the department is a service oriented responsible to promote the well-being of children, families, disabled persons and other marginalized groups in Seychelles. The department is guided by the motto “Empowering families”.

Recognizing the ever-growing societal issues, the department has faced diverse challenges that have led to targeted responses.

**The Department is guided by the ministry’s vision, mission and core values.**

### 1.1 VISION

The vision of the Ministry of Family Affairs is responsible society where every Seychellois enjoys a good quality of life

### 1.2 MISSION

The mission of the Ministry of Family Affairs is to enhance social functioning at all levels of society by promoting, empowering and supporting the functions and responsibilities of individuals and families

### 1.3 CORE VALUES

The core values of the Ministry of Family Affairs are;

- **Professionalism:** We will be professional and ethical in our line of duty
- **Integrity:** We will be accountable, reliable and trustworthy
- **Efficiency:** We will be efficient and consistent to help the Ministry achieve its goals
- **Team work:** We will actively engage with all our staff and partners
- **Respect:** We will respect the dignity of all our clients
- **Confidentiality:** We will respect confidential information entrusted to us by all our clients

## **2.0 Review of 2019 activities**

### **2.1 Policy development to support child related services**

The Department was pro-active in addressing policy issues that impact on its mandate to improve service delivery. Social Services plays a pivotal role in child protection thus the need to ensure that there are the right policies in place to protect children in care.

In 2019, Cabinet approved the Policy Framework for Regulations on Minimum Standard of Care in Children's Care Homes. The Regulation will be part of the Children Act 1982

### **2.2 Review of internal guidelines**

The Department initiated the exercise to re-look at its existing guidelines and proposed changes to existing one and new guideline for both Social Services, Administration and Human Resource Section.

#### **2.2.1 Social Services Division**

The existing guidelines under review are:

- Adoption guideline
- Placement guideline
- Foster Care guideline

#### **2.2.2 Administration and Human Resource Section**

- Internal Procurement Guideline
- Administration and Finance guideline
- Human Resource internal guide

## **3.0 SOCIAL SERVICES DIVISION**

The Social Services Division has the statutory mandate for child protection matters. Its main services include the following:

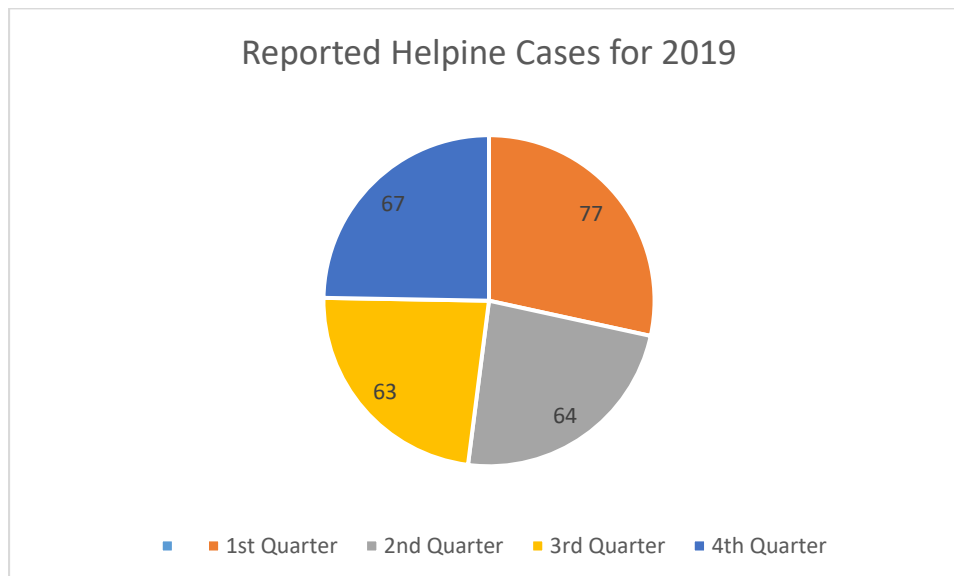
- Counseling and mediation
- Child Protection Services
- Court and family Tribunal services
- Promoting rights of the disabled
- Adoption

### **3.1 Children Helpline**

Social Services operate a children helpline (432 2626) on a daily basis up to 11.00pm. The helpline is manned on a rotational basis by social workers of the two main sections, Community Social Work Section and Legal and Child Protection Section.

During the year 2019, 248 calls were recorded on the helpline for intervention.

**Chart 1: Details of recorded calls per quarter on Children Helpline for 2019**

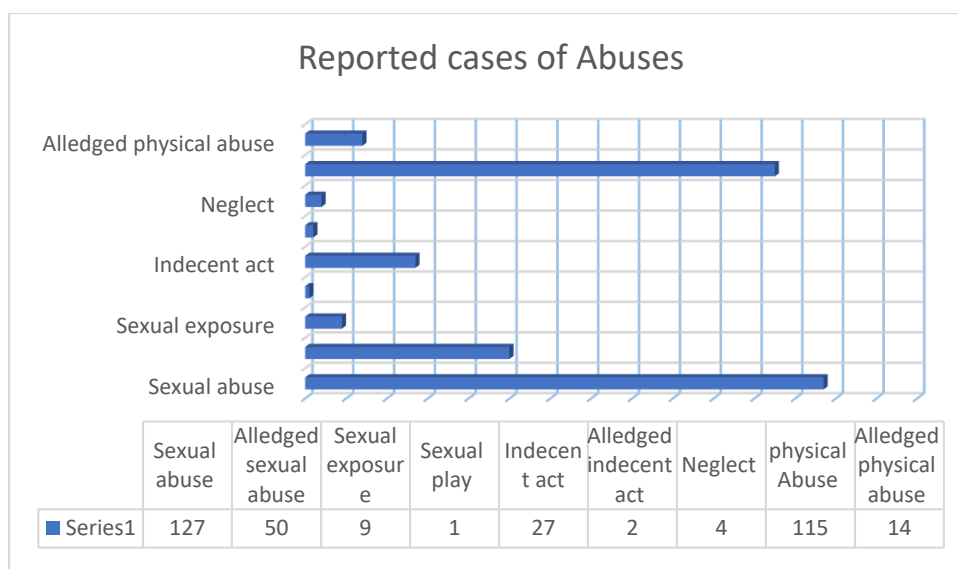


### 3.2 LEGAL SERVICE AND CHILD PROTECTION SECTION

#### 3.2.1 Child Protection Unit

The Child Protection Unit continued to step up its effort to handle reported cases of abuse. 349 cases were recorded during the year 2019. The graph below provides the distribution of category of cases reported.

**Graph No.1. Number of reported abuse cases for 2019**



### 3.2.2 Legal Services Unit

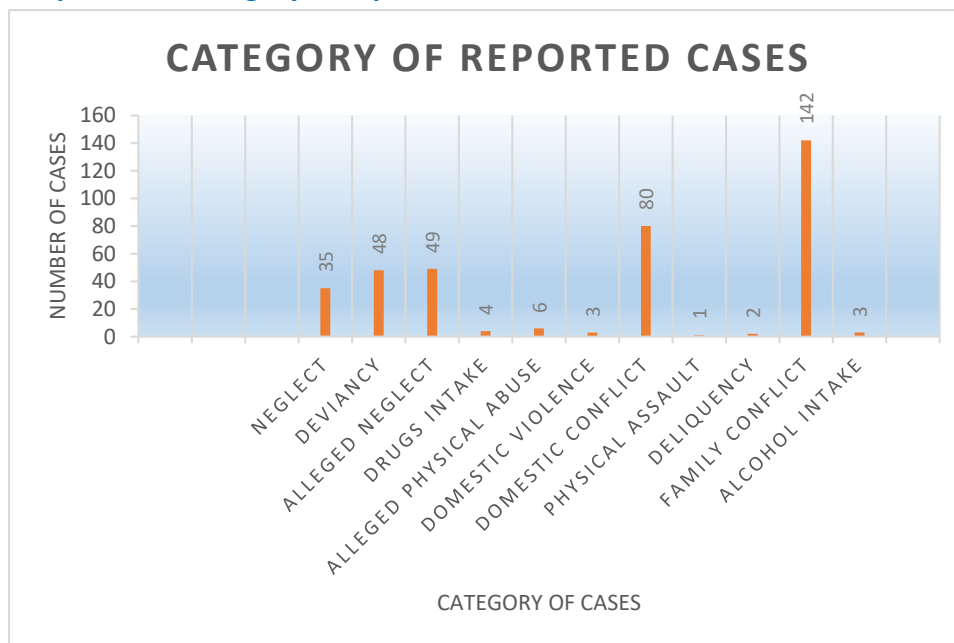
The Legal Services Unit is responsible to handle cases referred by the Supreme Court and Family Tribunal for investigation and submission of reports to address children related issues of custody, access, maintenance, adoption, guardianship and mediation for reconciliation in divorce matters. . There were 206 cases referred for custody, Access and maintenance. Amidst the 20 cases referred by the Supreme Court, 10 cases were for adoption

### 3.3 Community Social work section

Community social work promotes the wellbeing of the community. It encompasses a variety of components focusing on economic needs, educational concerns, family challenges, collaborative and creative solutions at community level. It further emphasizes on advocacy, analysis planning and implementation of activities to support families and alleviate the difficult situation they are going through.

A slight increase in the number of deviancy and alleged neglect have been observed during the year 2019 compared to 2018. There were 142 cases of family conflicts reported and dealt with by the Family Support Unit.

**Graph No.2: Category of reported cases for 2019**





### 3.4 Referrals to other ministries and agencies

The Social Services Division has an important role to assess the needs of families and clients when a case is reported or referred to the Division for intervention. The Division works in close collaboration with other agencies that are responsible to provide other identified services for the client or family. This assessment is done through the Risk Indicator Framework. A risk assessment tool is completed and the referral to other agencies serve to request for service to address the identified need.

**Table No.1 Details of referrals to related ministry/agency**

Ministry/Agency	Total number of Referrals
Ministry of Habitat, Infrastructure and land Transport	17
Ministry of Health	14
Provisional psychologist	9
National Council for Children	1
Family Support	31

### 3.5 Youth Residential Programme

The youth residential programme is aimed at supporting and transforming the lives of the youth with severe anti-social behavior through an educational and behavioral modification programme.

The Social Services Division started the residential programme with 9 youths in May 2018 at the Seychelles Defense Academy (SDA), Ile Perseverance. However, during the year 2019 only 5 youths were in the programme. The department encountered pertinent challenges in addressing and organizing structural activities with the youth. This was due to the absence of qualified staff and the open space without perimeter fence and security gate. The open environment became a threat that enabled the youths to abscond from the premises.

The life skills activities conducted were in agriculture and mechanical areas. This was supported with outdoor community activities and psychotherapy sessions.

During the second quarter of 2019, the residential programme moved from SDA to La Misère Beauvoir and eventually on 9<sup>th</sup> April 2019 the youths were relocated to Centre D'accueil de la Rosiere (CAR) premises in Victoria. Throughout the process, the social workers were continuously working with the different youths. The youths were discharged at intervals by order of the Family Tribunal from end of May to end of June 2019. It is to be noted that one youth is still under the care of Social services though being discharged from the programme.

### 3.6 Parenting Education programme

The parenting Education programme is currently under the supervision of the Principal Secretary's secretariat supported by a coordinator. Four facilitators deliver the programme on a part-time basis.

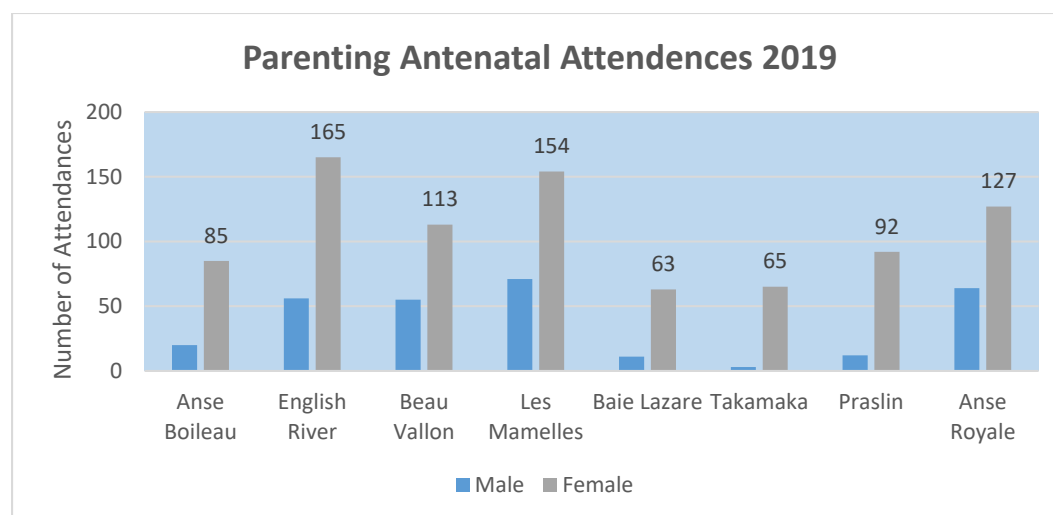
The programme is aimed at empowering parents with appropriate information and necessary skills needed to improve pregnancy and post-delivery outcomes. Parents are offered three antenatal sessions and a visit to the labour room on maternity ward. Three more sessions are offered post-delivery to build the self-esteem and increase parental confidence. The programme is offered in the following district health centers; Beau Vallon, Anse Royale, Anse Boileau, English River, Les Mamelles, Takamaka, Baie Lazare and the inner island comprising of Grand Anse and Baie Ste Anne.

#### 3.6.1 Attendance for antenatal sessions

The ante-natal session is design to prepare parents for the arrival of the baby. Emphasis is placed on the psychological, psych-social needs and impact of pregnancy, childbirth and child rearing on the mother and baby.

During the reporting period, 1471 ante-natal sessions were held. The programme recorded an increase in the number of sessions held and also in number of attendance of 526 compared to 945 in 2018. This is due to more advocacy and sensitization meetings held with the various nurse managers and midwives on the importance of the programme.

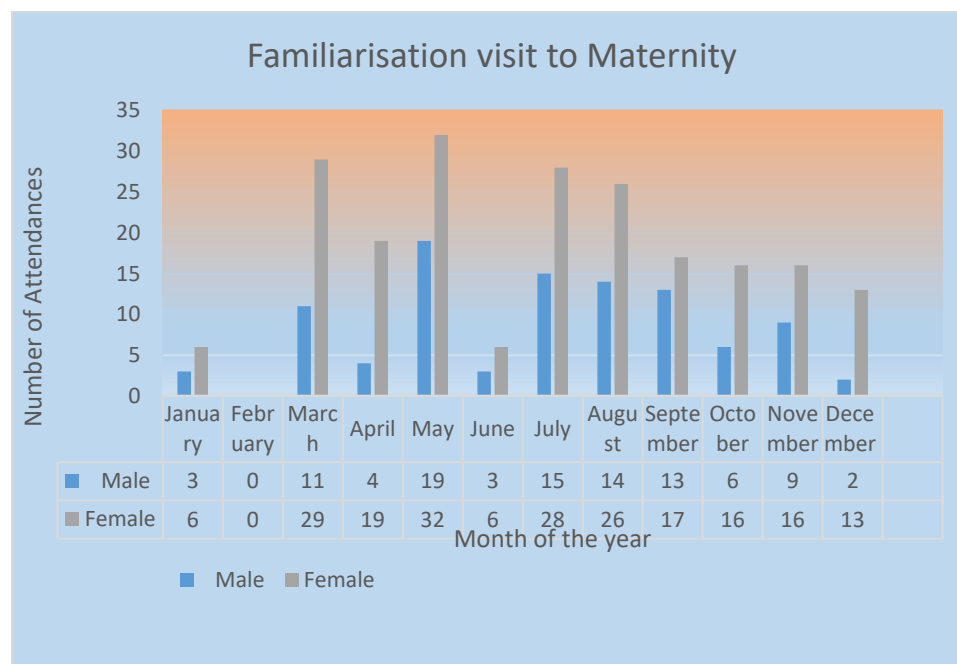
**Graph No.3: Record of attendance of parenting sessions per Health Center for 2019**



### 3.6.2 Familiarization visit to Maternity Unit

Most clients who are first time parents to be are given the opportunity to have a session with mid-wives in the maternity unit to familiarize themselves with the procedure and prepare them for the birthing process.

**Graph No 4: Record of visits at the maternity unit**

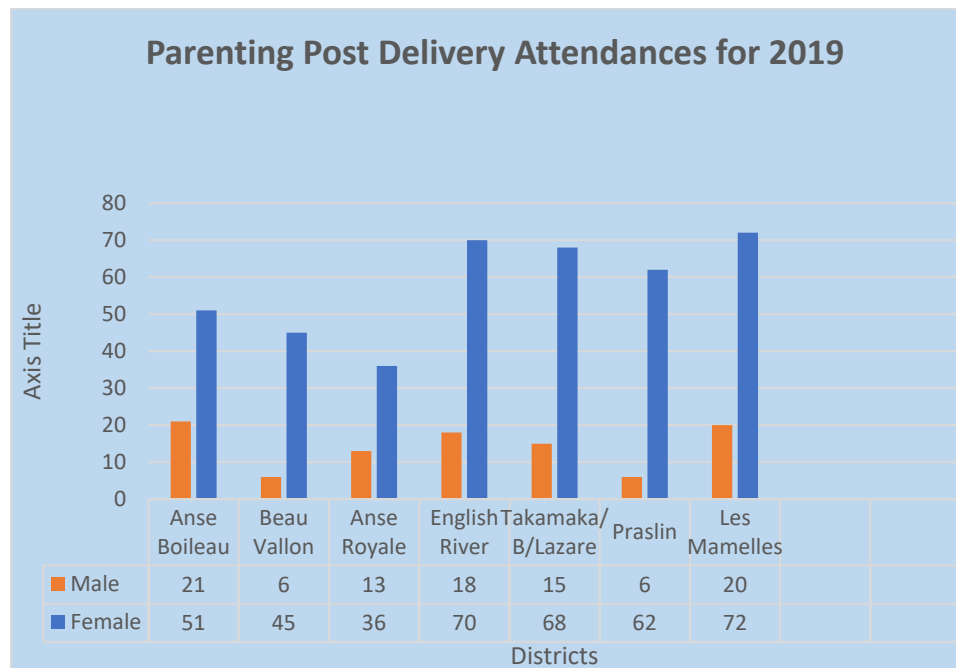


### 3.6.3 Attendance for post-delivery sessions

The post-delivery sessions guide parents towards the social and emotional adjustment during the transition to parenthood. It further enable parents to work out strategies to address the difficulties faced during post -delivery

There was an increase in the number of sessions held during 2019. It was observed that parents are keen to attend those sessions as it gives them an opportunity to relate with the facilitators and share the various experiences on how they are using the knowledge gained to cope with their daily routine of taking care of their babies.

**Graph No 5: Record of post –delivery sessions per Health Centre for 2019**

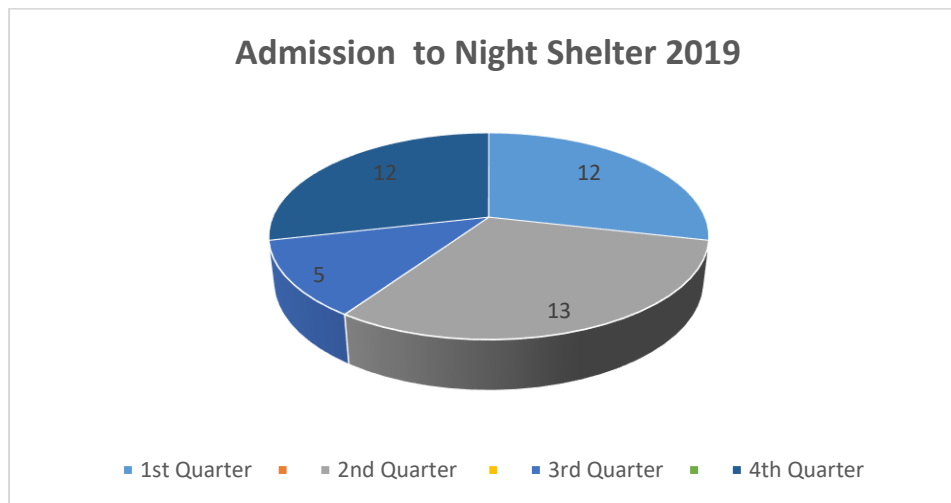


### 3.7 Night shelter

The mission of the night shelter is to cater for those individuals identified as being homeless due to their dysfunctionalities. The main aim is to provide psychosocial support and skills thus promote reintegration within their families. During the year 2019, there were 42 new admission to the Night Shelter.

The age range of clients admitted varied from 26 years to 67 years. The unit provided various services to the clients in terms of counselling and psychosocial support. In addition, they worked in close collaboration with other agencies namely, Ministry of Employment, APDAR, Agency for Social Protection and various industries. The Centre continues to provide a home for the homeless and work in close collaboration with the clients' family. More over the unit has been able to assist few clients in finding employment.

Chart No.2 shows reported admission to Night shelter per quarter during the year 2019.



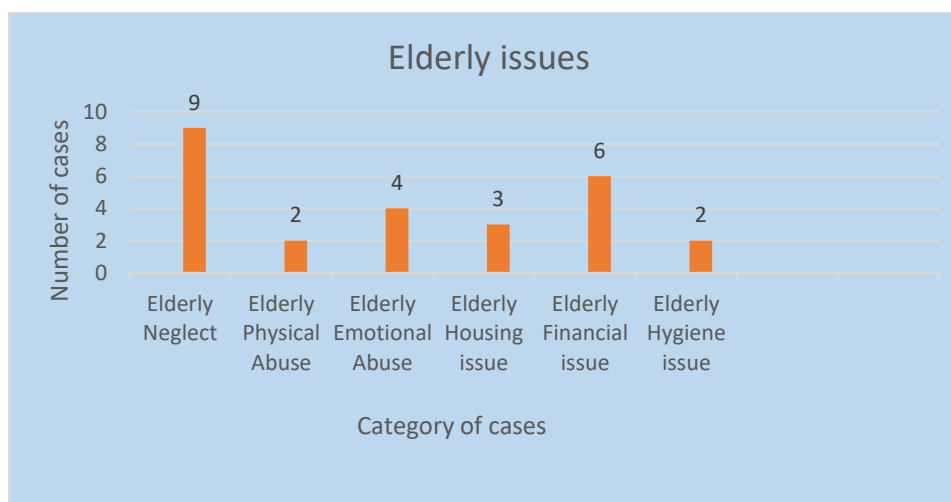
### 3.7.1 Shuttle Service

The Ministry has invested in a shuttle service from town to the center. However, the effectiveness of the shuttle service has been very poor. Only 5 clients were admitted to the Shelter via this service compared to the number of self - admission being 37.

### 3.8 Elderly issues

Social services addressed multiple problems affecting the elderly at community level. These issues ranged from financial abuse to neglect. It is to be noted that apart from addressing elderly issues, several visits were undertaken.

**Graph 6: shows reported cases of elderly abuse during the year 2019**



#### 4.0 Social Affairs Department representation on Boards and Committees

The Social Affairs has a crucial role to play in contributing inputs on different boards and committees for the wellbeing of various population groups. In addition, the Department is often called upon to contribute towards other national and international reports.

**Table No. 2 gives an overview of the representation.**

BOARDS/COMMITTEES	LEVEL OF REPRESENTATION	FREQUENCY OF MEETINGS
National Youth Policy Forum		Quarterly
Advisory Committee on the Power of Pardon		Every 2 Months
National Executive Committee NCC		Monthly
National Coordinating Committee on Trafficking in Persons		Quarterly
National Housing Allocation Committee		Quarterly
Children Special Fund		
National Commission for Child Protection	PS/DSS	Quarterly
Agency for Social Protection	Director Social Services	Quarterly
National Institute for Health and Social Studies	Director Social Services	Monthly
IECD	Director Social Services	Quarterly
Suitability Check Panel	DSS/PSW	Monthly
Day Care Committee Standards	PSW	
Steering Committee Local Government		
HIV/AIDS		
Gender Based Violence		

#### 5.0 Highlights of year 2019

##### 5.1 World Social work day:

The theme for international Social worker's day 2019 was "Promoting the importance of human relationships" as declared by the international Federation of Social workers. This theme focuses

on the social relationships between people's essential relationships with each other, their environments and their future.

To commemorate this day, a number of activities were hosted by the Social Affairs Department. The following activities conducted were:

- Long Service Award for Social Workers
- Caring for the Carer moment: Health checks for social workers
- Blood donation

**Photo: Highlight of the long serving award recipients flanked by the President of the Republic, Mr. Danny Faure, Minister of Family Affairs, Mrs Mitcy Larue and Principal Secretary of Social Affairs Department.**



## 5.2 International Day of Families 15<sup>th</sup> May

International Day of Families 2019 was commemorated under the theme “Families and climate Action”. The focus was on the role of the family and development. In line with this theme, the Ministry of Family Affairs hosted the following activities;

- Press conference and launching of family week

- Mass to celebrate families
- Donations of household items sponsored by generous benefactors
- Sponsored work with identified families at community level

**Photos: Presentation ceremony at to families at Family House, Bel Eau**



### **5.3 Out Reach Activities**

The ministry hosted various activities at district level and worked in close collaboration with parents and other partners. The aim of these activities were to provide individuals, families and other groups, support to mitigate the behavioral concern of the youth. It also served as a means of enhancing parental skills. As part of the prevention strategies, various talks were conducted at school with the aim of modifying behaviour.

- The children who participated in the holiday special activities benefited from session on Rights, responsibility and abuse on 25<sup>th</sup> April 2019
- Talk on self-esteem was organized in collaboration with the Ministry of Local Government on 25<sup>th</sup> April 2019
- Door to door visits ,spot check and sensitization on services in St Louis district
- Door to door visits , spot check and sensitization on services in Mont Buxton district
- Session on sexual Abuse
- Session on the role of social services to NIHSS 3<sup>rd</sup> year students.
- Activities with children from the Roman Catholic's homes on 23<sup>rd</sup> November 2019 to commemorate the CRC 30<sup>th</sup> anniversary



## 5.4 Early Childhood Care and Education Activities (ECCE)

Staff of Social services participated in the following activities.

- Second Biennial International Conference on Early Childhood Care and Education held from 21<sup>st</sup> to 23<sup>rd</sup> February 2019. The conference was held under the theme “Big Data: Small Children”
- ECCE 2019 – 2020 Children’s publication, contributing articles.
- Training on the Risk Indicator Framework for child and school health nurses.

### 5.4.1 ECCE Project – Survey on the impact of parenting education of antenatal and post-delivery sessions

On 28th November 2019, the Social Affairs Department launched the survey to assess the five year impact of the antenatal and post-delivery sessions held from 2013 to 2018. This was followed by the presentation of certificates of recognition to the parents who completed the cycle for both ante natal and post-delivery programme.

**Photos: Presentation of certificate to participants of parenting sessions**



The coordinators and parenting education facilitators were also presented with certificates and token of appreciation during this activity to applaud and recognize them for their commitment and dedication in coordinating and facilitating the programme from its inception

### Photos: Recognizing the coordinator and parenting education facilitators



## 5.5 Stakeholders Collaboration

The social Affairs Department collaborated with the different partners and benefitted from an array of opportunities to enhance knowledge and skills.

**Table 3: Represents engagement in various fora in 2019**

Activities
1st report of the National Verification committee for Elimination of Measles
Presentation on elderly services in collaboration with UMMEA
Launching of Perseverance Campaign by The National Council for Children
1st report of the National Verification Committee for Elimination of Measles
Social services staff participated in the workshop on National Alcohol Policy
Symposium on Holistic Approach to Community wellbeing
Validation workshop on Local Government Policy
Presentation on Poverty Alleviation Survey
Harm Reduction symposium
Discussion on the drafting of Domestic Violence Bill
Conference on Child Protection week
7th Annual High level meeting of the Multidimensional poverty Peer Network
Presentation on the day care center's baseline assessment findings
Workers' productivity workshop
Ministry of Family Affairs Exhibition
Participated in the session on Asset Management and its function
Validation workshop for nurses'/midwives action plan
Workshop in defining and creating citizenship education frameworks and policy guideline
Gender Based Violence course
Stakeholders consultative workshop on revision of Statistics Act
Housing sector seminar

## 5.6 International Forum

Senior staff of the department participated in several international forum during the year 2019 as per table below.

**Table 4: Representation in International Fora during 2019**

Forum	Countries
Presentation of the 1st report of Measles Elimination	Addis, Ethiopia
EASF workshop on Child affected by armed conflict accountability mechanism	Uganda
Observatory of parenthood in Indian Ocean	La Reunion
Signing of Memorandum of Understanding with Association ALEFPA	La Reunion
Global Summit to tackle online Child Sexual Exploitation.	Addis, Ethiopia
Five year strategic Plan on Ending Child marriage	South Africa

**Photo: Signature of the MOU with ALEFPA in Reunion**



The signing of the MOU with ALEFPA on 6<sup>th</sup> December 2019 marked a fruitful and successful collaboration between ALEFPA and the Ministry of Family Affairs, promising further technical assistance to develop competencies and enhance skills of staff of the ministry.

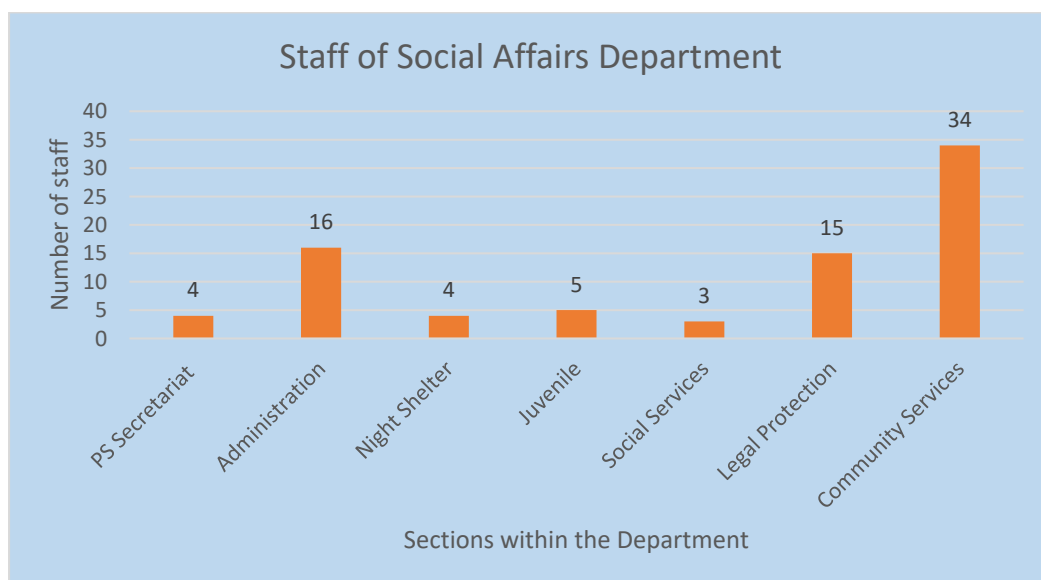
### 5.7 National Assembly sessions

The Principal Secretary for Social Affairs Department assisted the Vice-President and Minister for Family Affairs in the National Assembly during question time and presentation of statements to provide vital information to the public and the House.

### 6.0 Staffing

The number of staff for the year 2019 was 81 .Recruitment to fill vacant technical posts. Students from NIHSS who completed their studies in 2019 are keen to start work with Social Services in 2020

**Graph 7: Illustrates the distribution of staff in Social Affairs Department**



**NOTE: Staff of Residential Programme towards end of 2019 had dwindled to 3**

### 6.1 Staff movement

Staffing remained a challenge throughout the year. There has been outward movement of staffs, moving to other sectors whilst others left the service for disciplinary reasons. Staff of the Youth Residential Programme was seconded to the Children's Homes due to the programme being on hold.

The department re-organized itself to ensure that service was not affected.

There was recruitment of new staff for both Social Services Section and the Administration Unit.

## 6.2 Training and professional development

Staff benefitted from training as per the expressed need to enhance skills and improve productivity so as to help the organization fulfill its mandate. Staff benefitted from training in Customer Excellence Service and Access Computer training.

## 7.0 Budget Overview

The Social Affairs Department received an initial budget of SR29, 977, 420.72 for 2019.

**Table 5: Represents budget expenditure for 2019**

	<b>Initial Budget</b>	<b>Budget spent ending 31<sup>st</sup> December 2019</b>	<b>Balance unspent ending 31<sup>st</sup> December 2019</b>
Management Secretariat	2,345,073.51	2,232,281.23	112,792.28
Night Shelter	1,660,138.24	1429,134.13	231,004.11
Residential Services	2558,400.15	2238,905.60	319,494.55
Community Social Work	8,682,820.21	8,609,635.69	73,184.52
Child Protection	2,723,018.74	2,340,451.30	382,567.44
Administration	12,007,969.87	11,372,574.68	635,395.19

Total budget spending as at end of 31st December 2019 for the four programmes was 28,222,982.63 representing 94.1% of the initial budget. The savings was from personnel emoluments vote due to high staff turnover and other budgeted posts that remained vacant as at 31 December 2019.

## **8.0 Challenges**

During 2019, the Social Affairs Department have faced diverse challenges as listed below:

- Lack of specialized services to meet the increasing needs of complex cases
- Poor engagement in work related activities by certain staff member
- Managing and responding to the high public expectation
- Limited support of external partners to address pressing issues affecting clients
- Difficulty to fill key positions in the department to assist with essential tasks
- Resistance and lack of cooperation from certain involuntary clients
- Unavailability of physical infrastructure to run programs for the at risk youths.

## **9.0 Conclusion**

The department appreciates the collaboration of other entities of the ministry and partners that have supported the work of the department to respond effectively to the emerging societal needs. As a result, numerous families and children have been assisted despite the challenges illustrated above. The department remains committed and steadfast to deliver on its mandate to empower families, alleviate distress and restore social functioning.