



# ENHANCING PROTECTION MECHANISMS FOR CHILD DOMESTIC WORKERS : CONSOLIDATED LEARNINGS FROM REPORTING PLATFORMS AND STAKEHOLDERS' ENGAGEMENT

*A Report on Consolidation of Learnings from the Use of Reporting Mechanisms for CDWs' Case Reporting, Documentation, Review, Referrals, and Management by Center for the Advancement and Protection of the Rights of Vulnerable People (CAPRIGHTS-VP)*

Project Duration: November 2023 – December 2024

Project Location: Lagos, Nigeria

## 1. Background

Child domestic workers (CDWs) in Igando/Ikotun LCDA, Alimosho LGA, Lagos State, are vulnerable to exploitation, maltreatment, abuse, and harm. Child Domestic Work (CDW) remains a critical challenge in Lagos, disproportionately impacting vulnerable young individuals from impoverished backgrounds, large families and orphaned situation. Some of these children endure exploitation, with their daily routines beginning before dawn, leaving no time for education, thus hindering their development. Addressing this issue requires a concerted effort from government bodies, Non-Governmental Organizations (NGOs), civil society, and the broader community.

In response, Center for the Advancement and Protection of the Rights of Vulnerable People (CAPRIGHTS-VP) has implemented a pilot project in Alimosho Local Government Area, Lagos's most populous region with a high poverty index and limited government services—factors contributing to elevated rates of child domestic work (CDW). CAPRIGHTS' longstanding presence in the area since 2017, including its work in secondary schools, revealed significant CDW involvement among female students.

In 2023, CAPRIGHTS-VP received funding from the Freedom Fund with support from United States Department of States to carry out a one-year pilot project tagged, "**Protect Child Domestic Workers from Harm (PCDW) program.**" The pilot project was implemented to enhance the effectiveness of case reporting and management systems. This report consolidates the learnings from the one-year pilot program, leveraging multiple reporting channels and stakeholder engagements to address these vulnerabilities of CDWs. It seeks to consolidate learnings from the use of reporting platforms like the toll-free line, networks, social media, the media, community outreaches and stakeholders' engagement for effective case reporting, documentation, review, referrals and management. The learnings are expected to be used for developing further advocacy approaches, filling existing gaps, and to inform future programming on protecting child domestic workers from exploitation, maltreatment, abuse and harm.

### 1.1 Project Outcomes

**Outcome 1: Improved Collaboration among Stakeholders:** This was achieved through:

- **Advocacy Visits:** CAPRIGHTS conducted advocacy visits to key state and non-state actors, raising awareness on child welfare and securing their commitment to the project.
- **Capacity Building and Stakeholders' Engagement Workshops:** Workshops were held for government agencies, Civil Society Organizations (CSOs), women's groups, religious leaders, and traditional gatekeepers to educate them on supporting CDWs, the legal implications of maltreatment and case management. Stakeholders gained clarity on their roles and agreed on collaborative efforts.

- **Referral Pathway Development:** CAPRIGHTS, in consultation with stakeholders, developed a draft referral pathway to guide engagement and support reporting and referral mechanisms for CDWs.

### Outcome 2: Increased Coordination of Accountability Platforms

- **Data Collection and Reporting:** Various platforms, including a newly developed toll-free line, were utilized for reporting CDW cases. Existing platforms such as the Talkam online reporting tool, social media, and networks like the Child Protection Network facilitated data collection and referrals. Toll-free line operators received training on referral mechanisms.
- **Community Sensitization:** Town hall meetings, community outreach programs, and local radio broadcasts were conducted to promote awareness. Informational materials were distributed widely, leveraging CAPRIGHTS' networks to publicize the toll-free line.
- **Data Review Meetings:** Stakeholders reviewed received cases, analyzed responses, and identified gaps to improve collaboration and ensure adequate support for CDWs.
- **Consolidated Learnings:** A comprehensive report (this report) is developed, summarizing insights from reporting platforms to inform advocacy strategies and future programming.
- **Recognition of Champions:** This was not achieved due to change in program design. However, CAPRIGHTS is launching a quarterly newsletter which will subsequently recognize champions.

## 1.2 Project Methodology

This project aimed to enhance coordination and collaboration among stakeholders to provide improved care and protection for CDWs facing exploitation. ***Two key approaches were employed:***

1. **Stakeholder Engagement and Capacity Building:**
  - Building relationships with government agencies and other stakeholders to foster awareness and capacity to address CDW issues.
  - Developing a draft referral pathway to streamline the collaboration between government agencies and civil society organizations (CSOs).
  - Building stakeholders' capacity for case management.
2. **Utilization of Existing Platforms and Outreach Initiatives:**
  - Leveraging child protection networks, outreaches, online reporting tools, and social media to promote CAPRIGHTS' toll-free number and sensitize communities on safeguarding CDWs.

The primary objective of this pilot year was to monitor and document lessons learned from qualitative and quantitative data gathering in order to refine strategies and inform future interventions.

The project however employed a ***multifaceted approach to case reporting and management***:

- **Reporting Platforms:** Major reporting channels employed for reporting cases include toll-free lines and network referrals. At the beginning of the project, a toll-free line was generated. Several dialogues were held with stakeholders to expand the network of stakeholders. This paid off as these formed major channels of reporting cases. Social media and campaigns were mostly used for reporting/communicating the message to the public.
- **Stakeholder Involvement:** Engagement with government agencies, Non-Governmental Organizations (NGOs), and child protection networks was employed. Advocacy visits were carried out as well as stakeholders' engagement meetings. Referral pathway was mapped to an extent. These strengthened the relationship with stakeholders as well as their involvement.
- **Community Engagement:** Outreach programs, collaboration with community leaders, local stakeholders and media campaigns such as radio outreaches were utilized.
- **Data Collection:** Documentation and review of reported cases was carried out through CAPRIGHTS' case tracking template and data review meetings.

The result of these methodologies is captured later in this report.

### 1.3 Report Objectives

**The broad objectives of this report include:**

1. Assess the effectiveness of various reporting platforms in improving case reporting and management.
2. Identify gaps and best practices in case documentation, review, referrals, and management.
3. Provide actionable insights for advocacy approaches and future programming.

## 2. Pathway to Case Reporting and Management

Different paths were taken to achieve successful case reporting, referral and management. The referral pathway and the data review meetings will be highlighted here.

### 2.1 Development of the CDW Referral Pathway

- **Mapping Exercise:** The following process was carried out in mapping a CDW referral pathway:

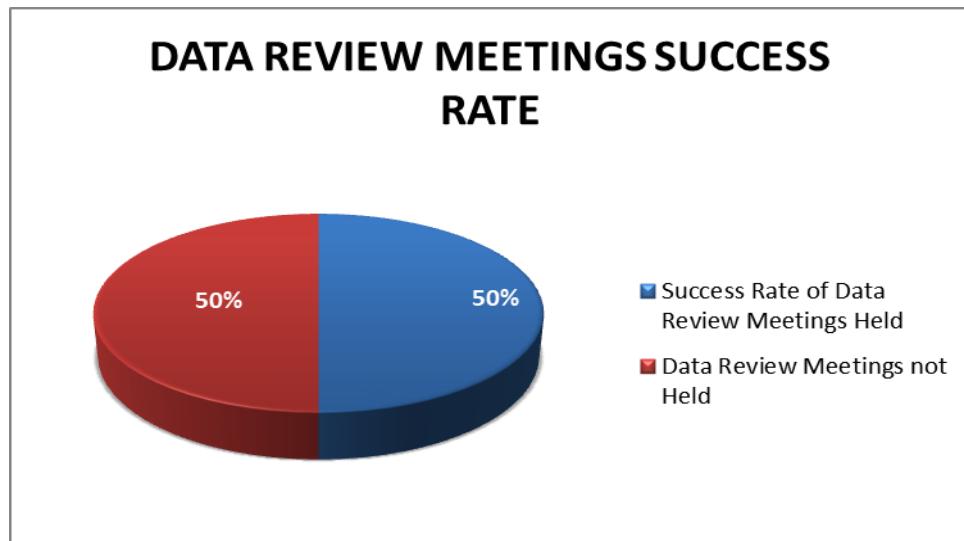
- Key stakeholders were identified through existing networks, the first set of advocacy visits during the initial quarter of the project implementation, stakeholders' engagement workshops and other interactions with stakeholders and the Freedom Fund (FF) Community of Practice (COP) meetings.
- A draft referral pathway was developed using FF's new template proposed during the June, 2024 COP and theory of change meeting. However, it was not adopted by FF due to changes in the project design. Notwithstanding, the referral pathway exercise exposed the CAPRIGHTS' team to stakeholders and their possible roles - **about 100 key stakeholders were identified** from the draft referral pathway exercise to provide the following services, each with their specialties:
  - Awareness and identification
  - Reporting
  - Investigation
  - Counselling services and monitoring
  - Removal
  - Shelter homes
  - Skill acquisition and education
  - Repatriation to their homes
  - Prevention
- Joint advocacy visits were carried out with implementing partners, Street Project Foundation (SPF) and Devatop Center for Africa Development (DEVATOP) in August, 2024 before the referral pathway process was halted.
- **Advocacy Visits:**
  - In preparation for the joint advocacy visits, 26 stakeholders were contacted; four responded promptly (CAN, JWC, DSVA, MYSD) and visits were scheduled. Follow-ups were initiated with others but just three of the visits were successful before they had to be paused due to directives from the project's funders.
  - Advocacy visits conducted before directive to suspend referral pathway activities include:
    - **Christian Association of Nigeria (CAN):** Visit was on August 14, 2024. Outcomes included CAN's commitment to advocacy efforts, policy implementation support, and World Day Against Violence on Children.
    - **Domestic and Sexual Violence Agency (DSVA):** Visit was on August 21, 2024. They outlined support services like social investigations, case referrals, and empowerment opportunities.
    - **Juvenile Welfare Centre (JWC):** Visit was on August 23, 2024. JWC reaffirmed its role as a transit home and detailed its collaboration with MYSD for case referrals and shelter.

- **Ministry of Youth and Social Development (MYSD):** This was carried out but the Directors were not available to meet with the team. There was a major program in the ministry that period.
- **Referral Pathway Validation Workshop:**
  - This workshop was cancelled following a directive by the Freedom Fund to redirect funds to outreach and sensitization efforts. However, the process of developing a draft referral pathway was worth the while.

## 2.2 Outcome of Data Review Meeting on CDW Case Reporting, Referral and Management

Out of four projected meetings, two data review meetings were successfully carried out to review cases of CDWs' exploitation and harvest recommendations for successful case management, achieving a 50% success rate. The first two meetings were not carried out because there were no sufficient cases to review. The reports of the data review meetings can be found in the link below at the end of this report.

DATA REVIEW MEETINGS SUCCESS RATE		
Number of Data Review Meetings Projected	Success Rate of Data Review Meetings Held	Data Review Meetings not Held
4	2	2



***Key recommendations and learnings from the meetings are highlighted below.***

## 2.1.1 First Data Review Meeting Recommendations – 28<sup>th</sup> June, 2024

### Summary of Recommendations and Learning on Case Reporting and Management

#### 1. Stakeholder Engagement:

- CAPRIGHTS was encouraged to share meeting recommendations via stakeholders' official emails and form a WhatsApp group for stakeholders, participants, and partners to enhance communication, case management, and advocacy.
- Share social media content with stakeholders for reposting and advocacy improvement.

#### 2. Reporting and Awareness Tools:

- Provide stakeholders with reporting template and tools for case documentation.
- Conduct radio outreaches, produce video jingles, and collaborate with radio stations to announce toll-free lines.

#### 3. Effective Reporting and Response:

- Encourage callers of the toll-free line to provide specific location details (e.g., landmarks, schools, or known individuals).
- Use premium apps (e.g., Truecaller with Google Maps) to profile callers and identify locations.

#### 4. Confidentiality and Child Safety:

- Use pseudonyms instead of real names in reports to maintain confidentiality.
- For children requiring shelter, collaborate with approved organizations like SOS Children's Village, NAPTIP, and other verified centers.

#### 5. Simplified Campaign Materials:

- Ensure child-friendly language in campaign materials.

#### 6. Support and Collaboration:

- Engage counselors for toll-free line support.
- Refer house-tracing tasks to experts, involving social workers, community workers, and police for safety.
- Partner with the Ministry of Youths and Social Welfare and other relevant bodies.

## 2.1.2 Second Data Review Meeting Recommendations – 20th August, 2024

### Summary of Recommendations and Learning on Cases Analyzed and Case Reporting

#### *Case Management and Reporting Procedures:*

#### 1. Engagement with Law Enforcement and Agencies:

- Collaborate with neighborhood officers and law enforcement agencies close to a case location.
- Avoid private medical examinations for children; rely on medical social workers, general hospitals, or family social services (FSS).

2. **Child Safety and Custody:**
  - Do not allow a child to return home with a guardian or perpetrator once a case is reported at a police station.
  - Engage the Child Protection Unit at the Ministry of Youth and Social Development (MYSD) for temporary placement.
3. **Follow-Up and Monitoring:**
  - Ensure unannounced visits by police officers to confirm the child's return to their parents.
  - Document and report case progress for referred cases to government agencies.
  - Maintain continuous follow-up and monitoring through MYSD or related agencies.
4. **Collaboration and Partnerships:**
  - Strengthen partnerships with government entities like MYSD, the police, welfare departments, and health centers.
  - Work with youth-friendly centers, Lagos State University Teaching Hospitals (LASUTH), and specialized clinics for health-related counseling and services.
  - Engage the Nigeria Civil Defense Corps (NCDC) Gender Unit Office for swift response and case referrals.
5. **Case Tracking and Stakeholder Engagement:**
  - Use and share the case-tracking template with stakeholders via email and WhatsApp groups.
  - Encourage stakeholders to report cases using the shared template.
6. **Streamlining Processes:**
  - Establish rapport with Family Support Services for expedited follow-ups.
  - Create guided interview templates for CDWs and guardians to identify needs and match them with suitable service providers.
7. **Advocacy and Documentation:**
  - Introduce CAPRIGHTS formally to welfare directors through letters, including brochures, for improved collaboration.
  - Share CAPRIGHTS' case reports and updates with stakeholders to ensure accountability.
8. **Shelter and Support Services:**
  - Collaborate with MYSD, social welfare workers, juvenile welfare centers, and local government units for shelter and protection needs.

### 3. Analysis of the Cases Reported

The cases reported were collated using a Case Tracker developed by CAPRIGHTS-VP captioned “CDWs’ Case Tracking Template”. The tracker which was presented to stakeholders during the data review meetings and has a comprehensive documentation of cases reported to CAPRIGHTS-VP, is attached to this report. The case tracker can be found here:

[https://docs.google.com/spreadsheets/d/1H2l6I8mB-FpRjhq3iHvxYucnj1dRAeeN/edit?usp=drive\\_link&ouid=113330000515226247537&rtpof=true&sd=true](https://docs.google.com/spreadsheets/d/1H2l6I8mB-FpRjhq3iHvxYucnj1dRAeeN/edit?usp=drive_link&ouid=113330000515226247537&rtpof=true&sd=true) .

However, below is a highlight of each heading of the tracker and some data captured.

### 3.1 Case Category

The cases were categorized into four depending on the form of abuse/exploitation experienced by the CDW whose case was reported. The forms of abuse include:

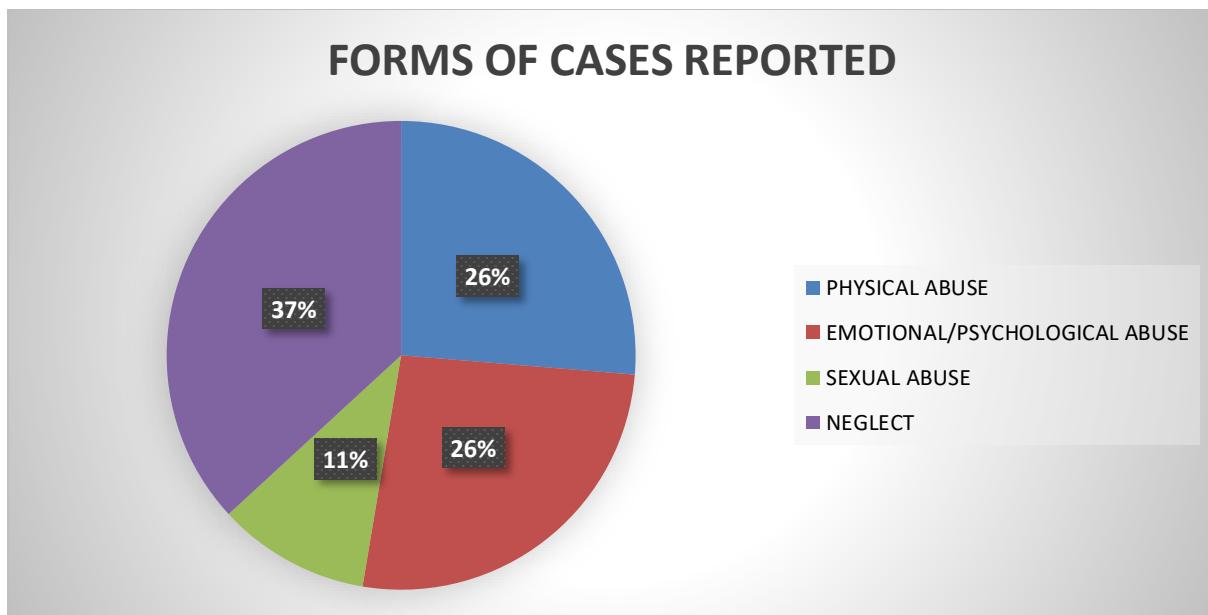
- Physical abuse
- Emotional/Psychological abuse
- Sexual abuse and
- Neglect

**Note:** While some cases reported cut across more than one form of abuse, they were reported under the form of abuse that was mostly represented.

***Below is an analysis of the number of cases reported according to the form of abuse.***

Out of 19 cases reported, five (5) cases were predominantly physical abuse cases, making 28% of total cases reported. Five (5) cases were emotional/psychological abuse cases, making 28% of total cases reported. Two (2) cases were predominantly sexual abuse cases, making 11% of total cases reported. Seven (7) cases were predominantly neglect cases, which comprise 37% of total cases reported, hence, making neglect cases the highest number of cases reported and sexual abuse cases the least reported.

FORMS OF CASES REPORTED				
Number of CDW cases reported to CAPRIGHTS	PHYSICAL ABUSE	EMOTIONAL/PSYCHOLOGICAL ABUSE	SEXUAL ABUSE	NEGLECT
19	5	5	2	7
Rate of cases reported according to their forms	28%	28%	11%	37%



Other headings under which data was captured in the case tracker include:

- Date reported
- Gender (Boy or Girl)
- Location of case
- Stages followed
- Status of cases
- Stakeholders engaged
- Challenges faced
- Lessons learnt
- Recommendations

*Accessing the case tracker will give more in-depth insight to challenges faced and learnings consolidated from reporting mechanisms and other data. Access it via the link above or at the end of this report (APPENDIX).*

### 3.2 Key Stakeholders that Received and Managed CDWs' Case Referrals

Below is a list of key stakeholders that cases were referred to and who supported in CDWs' case management in course of the one-year pilot project:

S/N	Stakeholder	Service Provided
1.	Ireti Resource Centre	Counselling, psychosocial and referral

2.	Family Support Units, Igando and Ikotun Police Stations	Legal, house tracing
3.	Igando Police Station	Legal, house tracing
4.	Ikotun Police Station	Legal, house tracing
5.	Juvenile Welfare Center (JWC), Alakara	Temporary shelter and referral to MYSD
6.	Ministry of Youth and Social Development (MYSD)	Shelter
7.	Child Protection Network (CPN)	Referral, house tracing, investigation
8.	Nigeria Association of Social Workers (NASOW)	Referral, house tracing, investigation
9.	Alimosho General Hospital, Igando	Medical services

### 3.3 Challenges, Lessons and Recommendations from Cases Reported

These are extracted from the Case tracker. To find details of the cases, access the Case tracking template attached to this report (See Appendix at the end of the report). Accessing it will give better clarity as the learnings are based on the case context.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
A 14-year-old girl with no parents, was trafficked from Anambra State to Lagos while being sexually exploited through sex work.	Inability to apprehend the perpetrator since the CDW couldn't give the direction of the perpetrators' location.	Child trafficking case cannot be referred to NAPTIP once it is referred to Nigeria police force.	Case profiling should be carried out in form of systematic interview to know what has happened so far.
	Lack of fund allocated to follow up cases and cater for the CDW before she was referred to a shelter. (This was funded by CAPRIGHTS due to the urgency of the case).		CAPRIGHTS should contact the police to pick up the child and take up the case.
	Inability to follow up on the case after it was referred to the Ministry as to where the CDW is placed, if there are psychosocial services available and how she might be faring.		CAPRIGHTS should refer to shelter via CPN or Ministry of Youth.
			Medical examination is key to know the extent of assault and contamination of any infection.
			Psychosocial support is needed for a child trafficking case.
			Based on the resources needed to treat her case, other support can be sourced.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
A case of a girl, 11years old, living at Oworonshoki with her guardian, Mummy Regina. She faced exploitation for 3 years from her guardian working long hours without breaks, physically/verbally abused most of the time and sometimes, she is not allowed to go to school.	Inability to access the CDW	Peer Allies mandate to expand their roles was useful.	Law enforcement agency should be involved when managing children cases.
	Slow response from some support service providers engaged.	With collaboration among partners and stakeholders, cases can be closed within a short time frame.	Reporting Boxes should be placed in strategic places like Institutions, Mosques, Churches and Markets.
	The child began to develop Stockholm Syndrome (sympathy towards the Perpetrator).	Peer allies are important for house tracing and case follow up in communities.	Community Watch: Involving PTA Members, involving children themselves especially the ones that have good rapport can accelerate case management.
	Fear of reprisals (retaliation) on the child.		

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
A 13-year old girl found in Ikorodu market hawking during school hours because her guardian refused to enroll her in school but leave her in the market to sell sac bags all day in the market with little or no food; while the guardian's children go to school. The CDW has lived under her guardian for 10 months.	CAPRIGHTS could not locate the house during the home tracing because of incomplete information provided by the CDW.	There is need for more sensitization in markets.	House tracing should not be done until the location is verified.
	The guardian could not be found at the point where she sells food in the market during the market visit.		Subsequently, for cases like this reported during market outreach, CAPRIGHTS team should insist on being directed to the shop of the guardian and sight the place.
	Ignorance and unwillingness of CDWs to give appropriate direction to her guardian's house.		

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
	Fear of the unknown as to what will happen if the guardian is summoned.		
A CDW found selling chargers and other electronic cables at Ikotun market on a daily basis for her guardian, even during school hours because he is not enrolled in school.	CAPRIGHTS could not locate the house during the home tracing because of incomplete information provided by the CDW.	Children could provide incomplete information especially about the location of the CDW, so their information needs to be verified.	House tracing should not be done until the location is verified.
9 year old girl frequently abused verbally by guardian and overworked (denial of right to recreation and play).		When communities are sensitized, they take action against exploitation of CDWs.	There is need for more sensitization in schools.
		With the right stakeholders to refer cases to, success can be ascertained with case management.	

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
A 15-year-old girl usually overworked (denial of right to recreation and play). She has lived with her guardian for 5 years.	The guardian was not seen in the house when the team went for arrest.		
	Lack of fund allocated to case management		
	Denial of case filed against the perpetrator by both the guardian and the CDW.		
	Refusal to go for counseling session by the CDW and guardian as instructed by the police station.		
A case of a girl child who was constantly maltreated physically by her guardian.	CAPRIGHTS could not locate the house during the home tracing because of incomplete information provided by the CDW.	Children could provide incomplete information especially about the location of the CDW, so their information needs to be verified	House tracing should not be done until the location is verified
16-year-old girl frequently abused verbally by her guardians with their siblings. She goes to school on	Denial of allegation by the guardian.		Ensure withdrawal of the CDW if treatment received is not satisfactory.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
an empty stomach on a daily basis and she's usually given #200 to eat at the guardian's shop when she returns from school.			
	Inability to ascertain if the guardian followed the instruction given at the police station. This is because no update was received yet from Ireti resource center who handled the case after the house tracing.	Involving the right stakeholders can lead to successful case management.	
Charity is a 17-year-old girl who experienced sexual violence from her guardian's husband. This occurrence started the day her guardian traveled to visit her mother. The guardian's husband continued this act until Charity confided in a church member who reported on her behalf. The confidant reported to CAPRIGHTS on 30th September, and the case was referred to Child	Slow response from some support service providers engaged.	There is need for continuous follow-up after a case has been referred.	All cases especial cases of sexual abuse should be given priority by service providers and stakeholders when the cases are referred. They should be followed through and concluded as fast as possible.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
Protection Network (CPN) on 10th October. The case is currently being handled at Ikorodu.			
A 10-year-old boy, experienced constant physical and emotional abuse, denial of right to education, and psychological abuse from his guardian, who constantly inflicted injuries on him through constant beating and a lot of verbal abuse on a daily basis.		This case demonstrates the critical role that community members can play in identifying and reporting cases of child abuse, emphasizing the need for community awareness and engagement in child protection efforts.	Follow up of such cases is recommended to ensure that the guardian is keeping the terms of the undertaking signed.
A JSS 2 student, a 14-year-old girl who is currently experiencing emotional abuse and neglect. She's been consistently starved as a result of her guardian's recent predicament. Her guardian had an accident, which made her lose her job. She is now	Uncertainty of how to handle the case.	Some CDWs are not being deliberately exploited. Vulnerabilities of families such as poverty, lack of economic empowerment of guardian, etc., can lead to involuntary exploitation.	Vulnerable families should be economically empowered.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
economically handicapped and cannot perform her regular duties to the CDW as supposed.			
		Not all CDW guardians are economically empowered to cater for them. This should be considered while designing and implementing interventions for CDWs.	
A 12-year-old boy taken from the father by the aunt with the promise and intention to the parent to take care of him and enroll him in JSS1. However, on getting to the aunt's house, the story changed. He is being denied the right to education as he is not being enrolled in JSS1 after his primary school education.		There is need for more sensitization targeted at CDW guardians.	PTA and community town hall meetings are good avenues to engage with CDW guardians.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
A 10-year-old primary school girl, experienced physical and emotional abuse from her guardian who brought her to Lagos in January 2024 with a promise to the parents that she would take care of her. Unfortunately, she started inflicting injuries on her through constant beating and verbal abuse. Abigail has been relegated to sleep on a bare kitchen floor on a daily basis and with a little portion of food to eat.	There was difficulty ascertaining the relocation of the exploited CDW because there was no tangible evidence.	This case demonstrates the critical role that community members can play in identifying and reporting cases of child abuse, emphasizing the need for community awareness and engagement in child protection efforts.	Follow up of such cases is recommended to ensure that the CDW is in safe hands.
A boy who has been uncared for and constantly beating by his guardian. CAPRIGHTS conducted house tracing and met with the guardian who claimed to be his mother and reported that he had gone to school. She admitted to physically abusing	No verification has been made as to whether the perpetrator is the biological mother of the CDW or not.	It is important to investigate cases reported.	There is need for follow-up and monitoring of the case to validate whether the perpetrator is the parent and whether there is a change of attitude.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
the child, inflicting injuries on him because he is her child and that he stole from a shop.			
A case of a boy emerged during a market outreach in Igando. Concerned vendors by a street entrance reported a landlady who frequently employs children as domestic workers. These children are overworked, neglected, and often live in poor health conditions. The current victim, a young boy, is enduring similar maltreatment under her care.	No further investigation has been carried out.	This case underscores the need to address systemic abuse by individuals exploiting children for labor.	There is need for further investigation. The police, social workers, CPN can be involved.
	The neighbours were unwilling to give their details such as names and phone numbers because of fear of being referenced.	Community sensitization stirs up community action against exploitation of CDWS	

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
An 11-year-old girl, a student of Evergreen School in Basic 4, reported a case during the same market outreach in Igando. She spoke of a neighbor facing maltreatment at the hands of a guardian. While details were unclear, the situation was flagged for further investigation.		There is need to sensitize more children through schools and church outreaches. Children can be great advocates.	Outreach to her school was suggested as a follow-up measure, with Tina being provided with a toll-free number to report additional information.
During a school outreach at Abaranje/Okerube comprehensive primary schools 1 and 2, a 12-year-old girl, Mariam, courageously shared her plight. Living with her father, stepmother, and her two brothers, Ishmael (15) and Ibrahim (19), she endured constant neglect and physical abuse. They were denied basic necessities like breakfast, given only 200 Naira after school, and forced to hawk goods. The	Inability to follow up on the case immediately due to other engagements.	There is need to sensitize more children through schools and church outreaches. When children are aware of their rights, it empowers them to speak up, hence, finding help.	Embark on house tracing and follow up on the case to conclusion.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
family eats just once a day in the evening. Physical abuse from their stepmother has left visible injuries on Mariam, further compounding their suffering. Mariam shared the family's residential address, making their living conditions easily traceable for intervention.			
A 16-year old boy reported his case during a market outreach. He has been staying with his caregiver, since 2022 December/January 2023, supporting him to sell in the market. He has been telling his caregiver about his need to go to school but he is not willing to let him enroll in school.	The shop of his caregiver was not known hence, the case could not proceed because of incomplete information.	For cases reported at the markets like this, the team should ensure that they trace the shops of the caregiver before leaving the market.	There is need to revisit this case by trying the number provided by the CDW.

CDWs' Case Tracking Template Learnings			
CASE	CHALLENGES FACED	LESSONS LEARNT	RECOMMENDATIONS
An 11-year-old boy staying with his mummy's sister. He is not enrolled in school. Reason he gave is that he just relocated with his Aunty's family to Lagos. Aunty's children are a boy of 9 years, a girl of 6 years and a baby girl. They stay at home while he follows his Aunty to her shop in the market.	The case could not proceed because of incomplete information.	All necessary information should be harvested from children while receiving a case from them.	There should be a rehearsed template for harvesting information such as, "Describe the house or shop of the perpetrator, the street, type (flat, and colour of house, side located (left or right), landmark, describe building before or after or opposite it, etc.

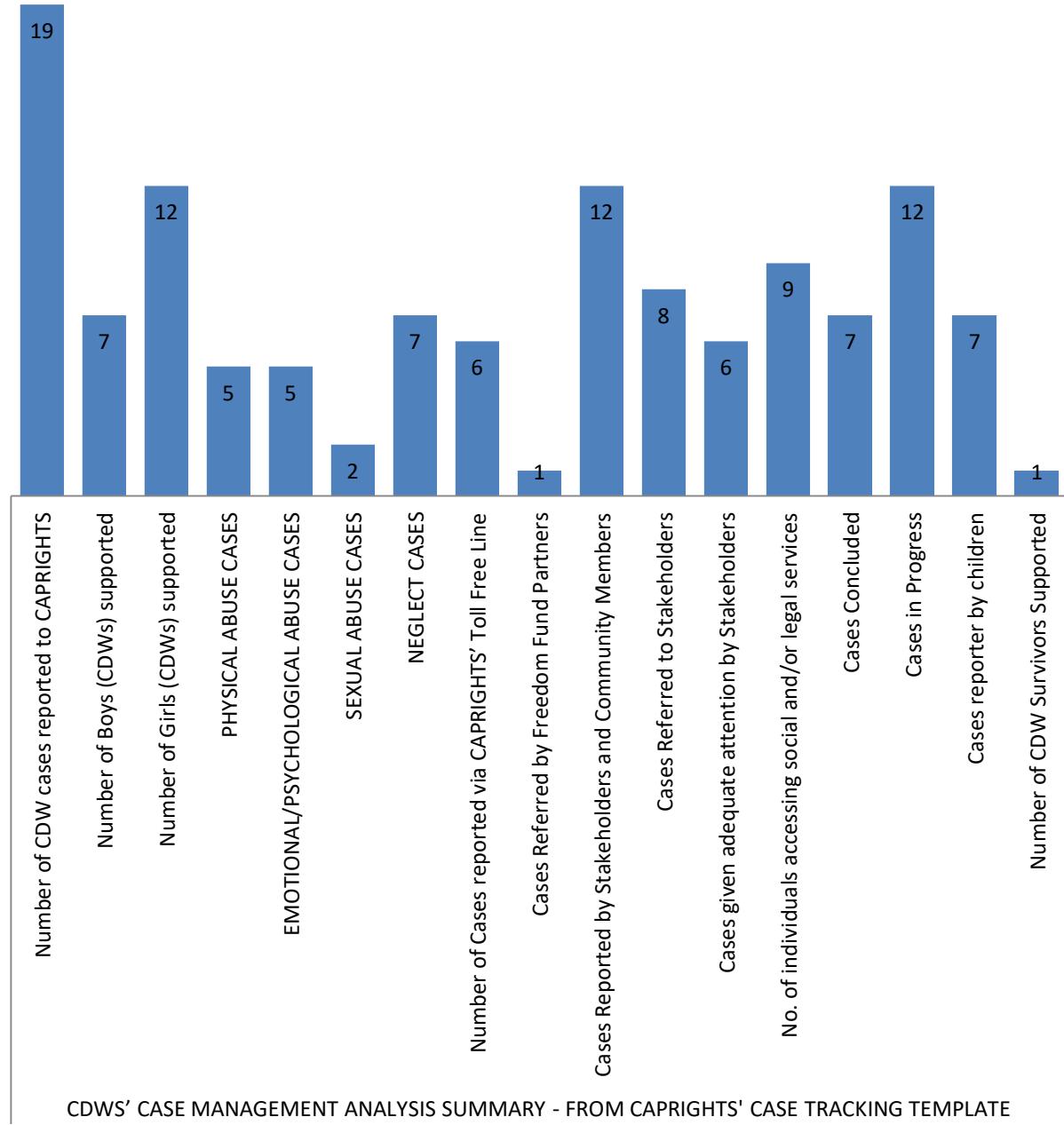
### 3.4 CDWS' Case Management Analysis Summary

This section shows the success rate of CDWs' case reporting, referral and management.

The total number of CDW cases reported to CAPRIGHTS during the period was 19. The table below represents analysis of various indicators of CDWs' case reporting, referral and management. The data is represented in both numbers and percentage, showing success rates per indicator measured against the total number of cases reported. The data is also represented in the chart below.

CDWS' CASE MANAGEMENT ANALYSIS SUMMARY - FROM CAPRIGHTS' CASE TRACKING TEMPLATE																	
Number of CDW cases reported to CAPRIGHTS	Number of Boys (CD Ws) supported	Number of Girls (CD Ws) supported	PH YSI CAL AB US E CA SES	EMOTIONAL/PSYCH OLOGICAL ABU SE CASES	SEXUAL ABUSE CASES	NEG LECT CASES	Number of Cases reported via CAPRIGHTS' Toll Free Line	Cases Referred by Free dom Fund Part ners	Cases Reported by Stakeholders and Community Members	Cases Referred to Stakeholders	Cases given adequate attention by Stakeholders	No. of individuals accessing social and/or legal services	Cases Concluded	Cases in Progress	Cases reported by children	Number of CDW Survivors Supported	
19	7	12	5	5	2	7	6	1	12	8	6	9	7	12	7	1	
Success Rate from Cases Reported	37%	63%	26 %	26%	11%	37%	32%	5%	63%	42%	32%	47 %	37 %	63 %	37 %	5%	

# CDWS' CASE MANAGEMENT ANALYSIS SUMMARY - FROM CAPRIGHTS' CASE TRACKING TEMPLATE



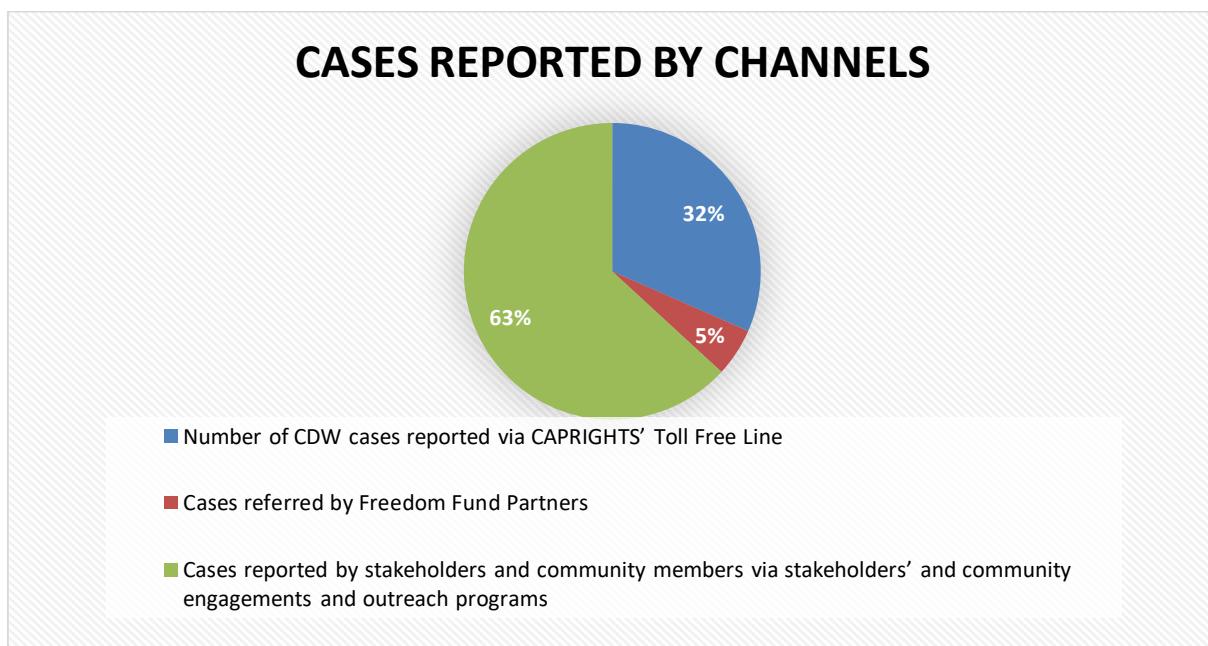
CDWS' CASE MANAGEMENT ANALYSIS SUMMARY - FROM CAPRIGHTS' CASE TRACKING TEMPLATE

### 3.4.1 Analysis of Cases by Reporting Channels

The data below shows the result of cases reported via various reporting mechanisms both in numbers and percentage. From the analysis, the channel with the highest cases reported is stakeholders'/community engagements and outreaches with a number of 12 cases reported out of 19 total cases making 63% of cases reported via this channel.

The toll-free line was the next most utilized channel with a rate of 32% cases reported (6 out of 19 cases reported). One (1) implementing partner reported a case, which accounted for 5%.

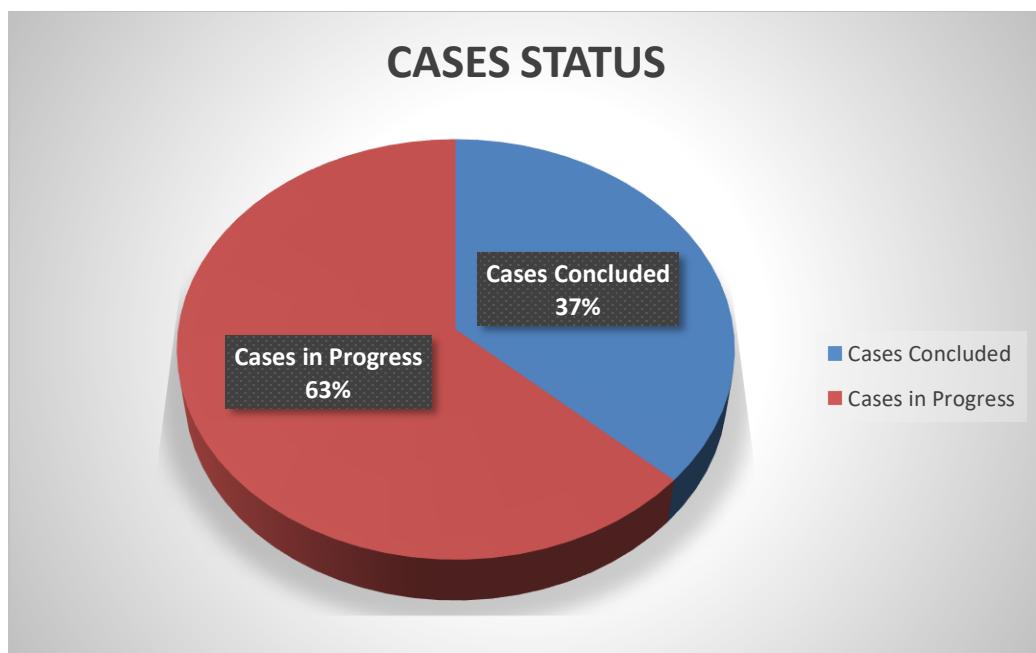
CASES REPORTED BY CHANNELS			
Total number of CDW cases reported to CAPRIGHTS	Number of CDW cases reported via CAPRIGHTS' Toll Free Line	Cases referred by Freedom Fund Partners	Cases reported by stakeholders and community members via stakeholders'/community engagements and outreach programs.
19	6	1	12



### 3.4.2 Analysis of Case Status

Some cases were concluded while some are pending. Below is the analysis of case status. Out of 19 cases reported, 7 (39%) were concluded and 11 (61%) are in progress or on hold.

CASES STATUS		
Number of CDW cases reported to CAPRIGHTS	Cases Concluded	Cases in Progress
19	7	12

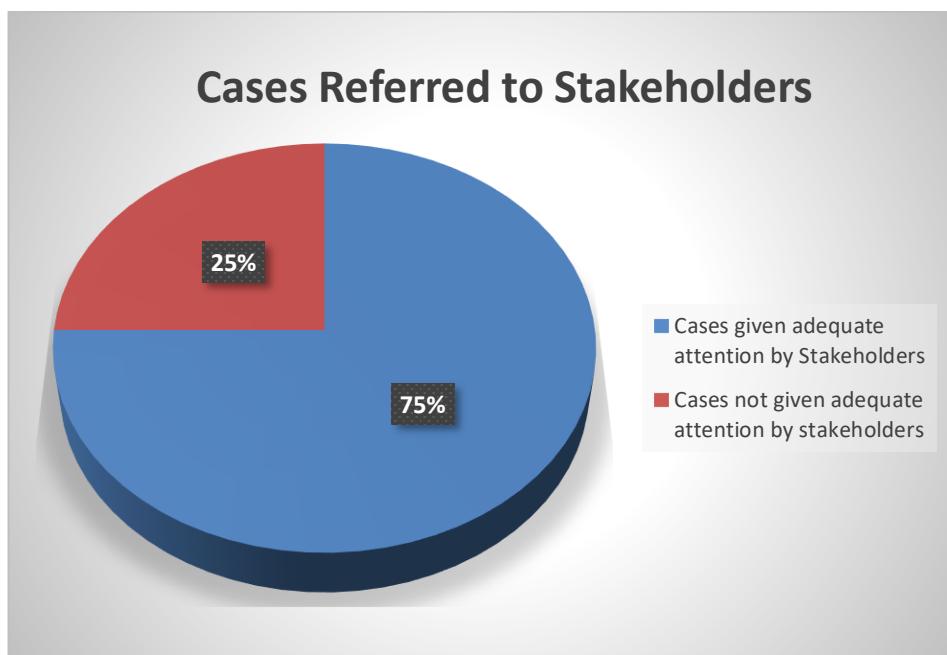


### 3.4.3: Analysis of Cases Referred to Stakeholders

Out of the 19 Cases reported, 8 were referred to the stakeholders listed above (section 3.2). Out of the 8 cases referred to stakeholders, 6 were given adequate attention and 2 were not given adequate attention.

**The table and chart below show the analysis:**

Analysis of Cases Referred to Stakeholders		
Cases Referred to Stakeholders	Cases given adequate attention by stakeholders	Cases not given adequate attention by stakeholders
8	6	2

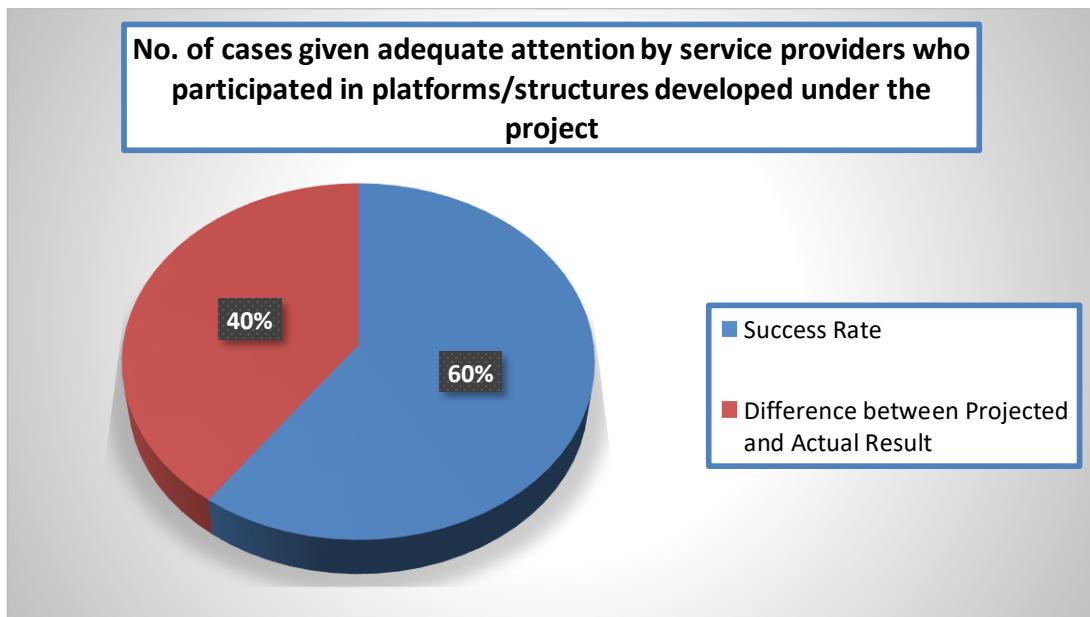
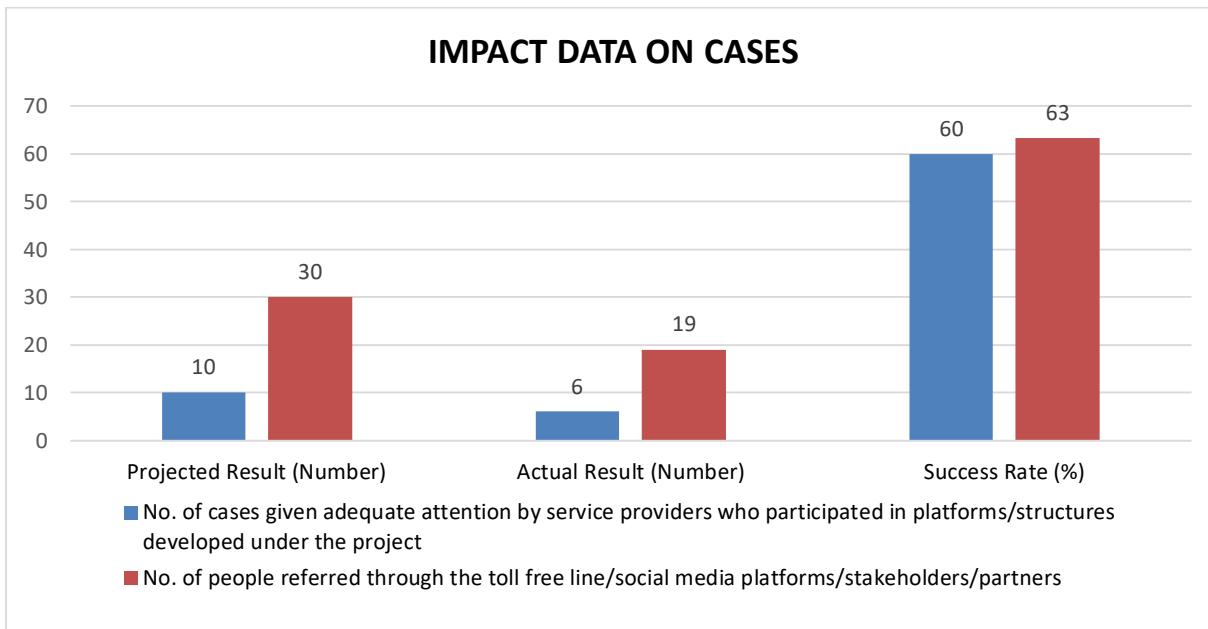


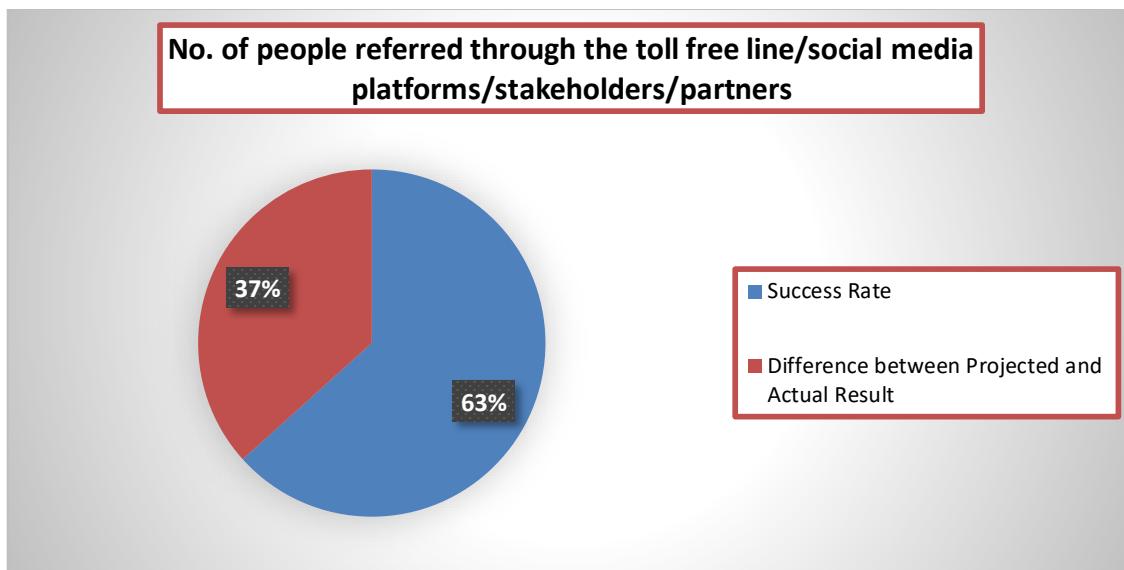
### 3.5 Impact Data on Cases

The impact data is an analysis of the indicators on cases from the PCDW pilot project's results document. The result shows that number of cases given adequate attention by service providers who participated in platforms/structures developed under the project is 60% and the number of people referred through the toll free line/social media platforms/stakeholders/partners have a success rate of 63%. The target for the first was 10 cases and 6 cases were given adequate attention by service providers, making 60% success rate.

The target for number of people referred was 30 and 19 people were achieved, making a success rate of approximately 63%.

The impact data on cases is represented in the charts below.





## 4. Consolidated Learnings from the Use of Reporting Platforms for Case Reporting, Documentation, Review, Referrals, and Management

### 4.1 Key Findings

#### 1. Effectiveness of Reporting Platforms:

- **Networks and Referrals:** Partnerships with civil society organizations (CSOs), education institutions, religious institutions, traditional institutions, community stakeholders and government parastatals accounted for 63% of reported cases, emerging as the most accessible reporting channel, hence, emphasizing the importance of trusted local intermediaries.
- **Toll-Free Lines:** The toll-free line emerged as the second most accessible and widely used platform, accounting for 32% of reported cases. Its anonymity encouraged victims and witnesses to report incidents without fear of reprisal.
- **Social Media:** Platforms like Facebook and WhatsApp were effective in reaching younger demographics, community women, urban populations and other stakeholders. Unfortunately, no CDW case was recorded as reported via the social media. However, most cases were reported by stakeholders and community members who may have been sensitized through the social media. Since the target audience of CAPRIGHTS was basically rural communities, limited digital literacy in rural areas may have reduced social media impact.
- **Media Campaigns:** Radio outreach facilitated community awareness but had no recorded direct case reporting outcomes. It is possible that some of the

stakeholders who called in such as neighbours may have been sensitized through the radio outreaches.

## **2. Documentation and Case Management:**

- The use of standardized case documentation template improved data accuracy.
- Delayed case reviews due to inadequate resources highlighted the need for more resources for case tracking and staff dedicated to case management.
- Strong referral pathways were established with government agencies and partner NGOs, leading to effective resolution of 37% of cases reported.

## **3. Stakeholder Engagement:**

- Collaboration with stakeholders improved case reporting, response time and resource mobilization.
- Advocacy efforts with local government agencies resulted in increased handling of cases referred.
- Community leaders played a pivotal role in reducing cultural barriers to reporting.

## **4.2 Gaps Identified**

- **Underreporting:** Cultural stigma and fear of retaliation deterred some victims from reporting cases or providing the needed details, however, through sensitization and support from community leaders such as market leaders, this is gradually being addressed.
- **Limited Reach:** Rural and marginalized communities were underrepresented due to logistical challenges and limited awareness campaigns.
- **Follow-Up:** A lack of systematic follow-up mechanisms impacted the long-term outcomes of unresolved cases.
- **Poor Collaboration for Case Reporting by Implementing Partners:** Only one case was reported by one implementing. With better collaboration among the project's implementing partners, the cases reporting and management could have been better coordinated.

## **4.3 Recommendations**

### **1. Strengthen Reporting Platforms:**

- Expand toll-free line capacity and integrate multilingual support.
- Invest in digital literacy programs to enhance the effectiveness of social media campaigns in rural areas.
- Collate data on the reach of media campaigns such as radio outreaches and effect of media campaigns to improve case reporting through that channel.

### **2. Enhance Documentation and Case Management:**

- Provide additional training for staff on case documentation and data management.
- Establish a centralized digital case management system to streamline reviews and referrals.

**3. Strengthen monitoring and follow up mechanisms:**

- Dedicate personnel for monitoring and follow up of cases.
- Update case tracking template regularly to enable effective monitoring and follow-up of cases.

**4. Address Underreporting by Community Stakeholders:**

- Develop targeted awareness campaigns addressing cultural barriers and stigma.
- Engage male and youth advocates as champions for reporting cases and protection of CDWS.

**5. Improve Stakeholder Collaboration:**

- Formalize partnerships with law enforcement and judicial systems to expedite case resolutions.
- Continue advocacy for policy reforms to strengthen child protection laws.
- Strengthened collaboration among project's implementing partners.
- Strengthen interactions and communication with stakeholders through online platforms, email and physical meetings to review data and reports.
- Encourage stakeholders and partners to report cases using the case tracker in order to capture important details.
- Partner with stakeholders to improve the case tracker or case documentation.

**6. Ensure Sustainability:**

- Leverage community-based structures to maintain and improve project activities beyond the pilot phase.
- Seek additional funding and partnerships to scale successful interventions.
- Implement data review meetings' recommendations as well as other recommendations in this report.

## 5. Conclusion

The pilot project demonstrated the potential of a multi-platform approach in addressing the vulnerabilities of child domestic workers. While significant progress was made, underreporting, limited reach, and follow-up challenges underscore the need for continued investment in systemic solutions. The case tracking tool will expose more learnings from case reporting, management and stakeholders' engagement. By applying the learnings from this pilot project, CAPRIGHTS-VP, stakeholders and partners can enhance advocacy, fill existing gaps, and develop sustainable programming to protect child domestic workers from exploitation, abuse, maltreatment and harm.

***For engagements and enquiries, contact CAPRIGHTS-VP via website <https://caprightsvp.org/> or emails: [info@caprightsvp.org](mailto:info@caprightsvp.org) and [caprightsvp@gmail.com](mailto:caprightsvp@gmail.com).***

## 6. Appendix

**CDWs' Case Tracking Template - Find it here:** [https://docs.google.com/spreadsheets/d/1H2l6l8mB-FpRjhq3iHvxYucnj1dRAeeN/edit?usp=drive\\_link&ouid=113330000515226247537&rtpof=true&sd=true](https://docs.google.com/spreadsheets/d/1H2l6l8mB-FpRjhq3iHvxYucnj1dRAeeN/edit?usp=drive_link&ouid=113330000515226247537&rtpof=true&sd=true)

**Quarterly Data Review Meeting Reports - Find them here:**

[https://drive.google.com/drive/folders/1KASquznFeboFRXzDSCuxbHUrbtX9uEIC?usp=drive\\_link](https://drive.google.com/drive/folders/1KASquznFeboFRXzDSCuxbHUrbtX9uEIC?usp=drive_link)

**CAPRIGHTS Quarterly Newsletter (Maiden edition):** This must have been sent to your email if you have this report. If you have not received yours, kindly send a mail to the CAPRIGHTS' emails or contact us via our contact details using our website link above.

**2024 Annual Report** (You can access it via the newsletter – the link is on the newsletter).

**Some Photos of our Events - find them here:** <https://caprightsvp.org/news/>