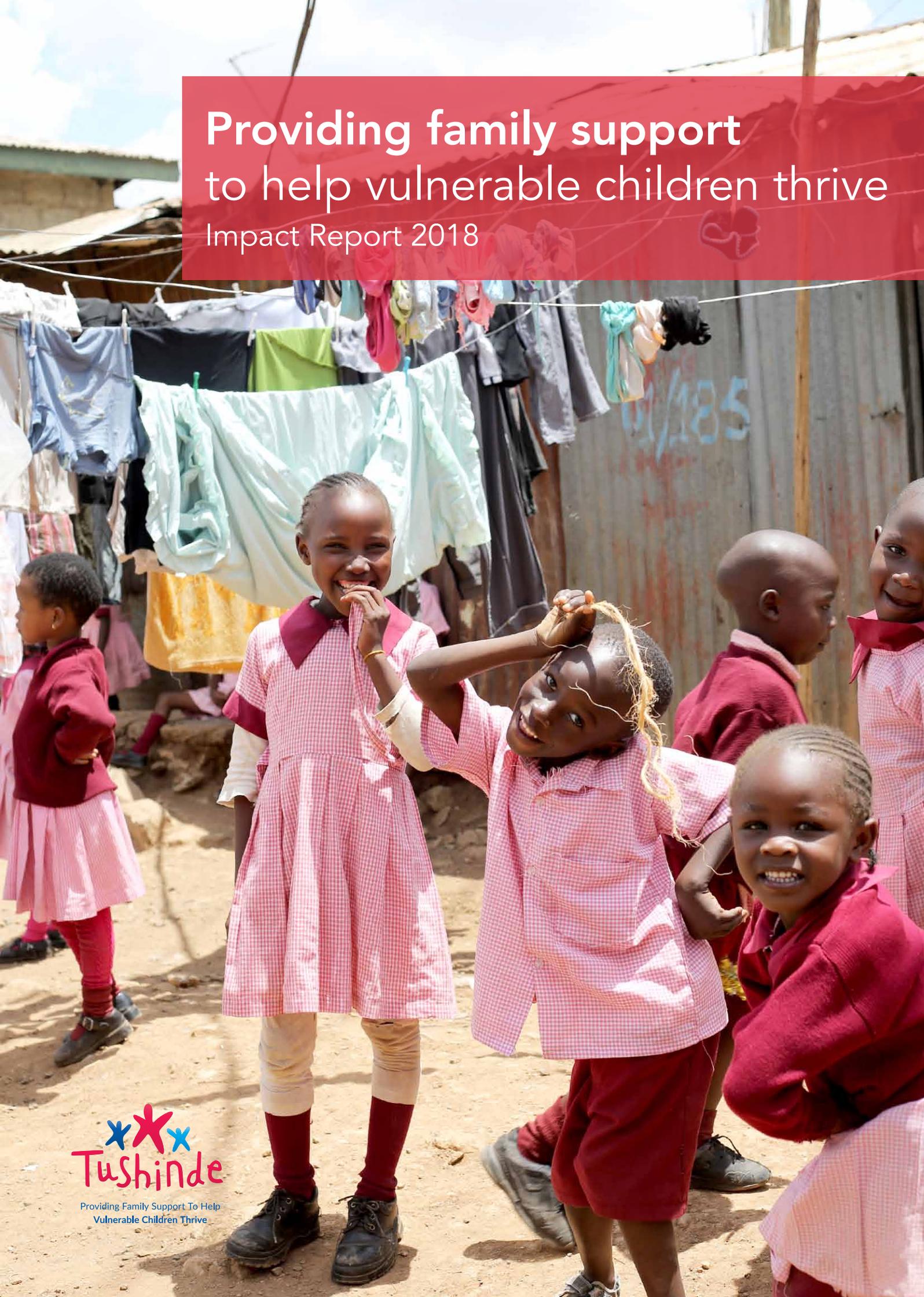


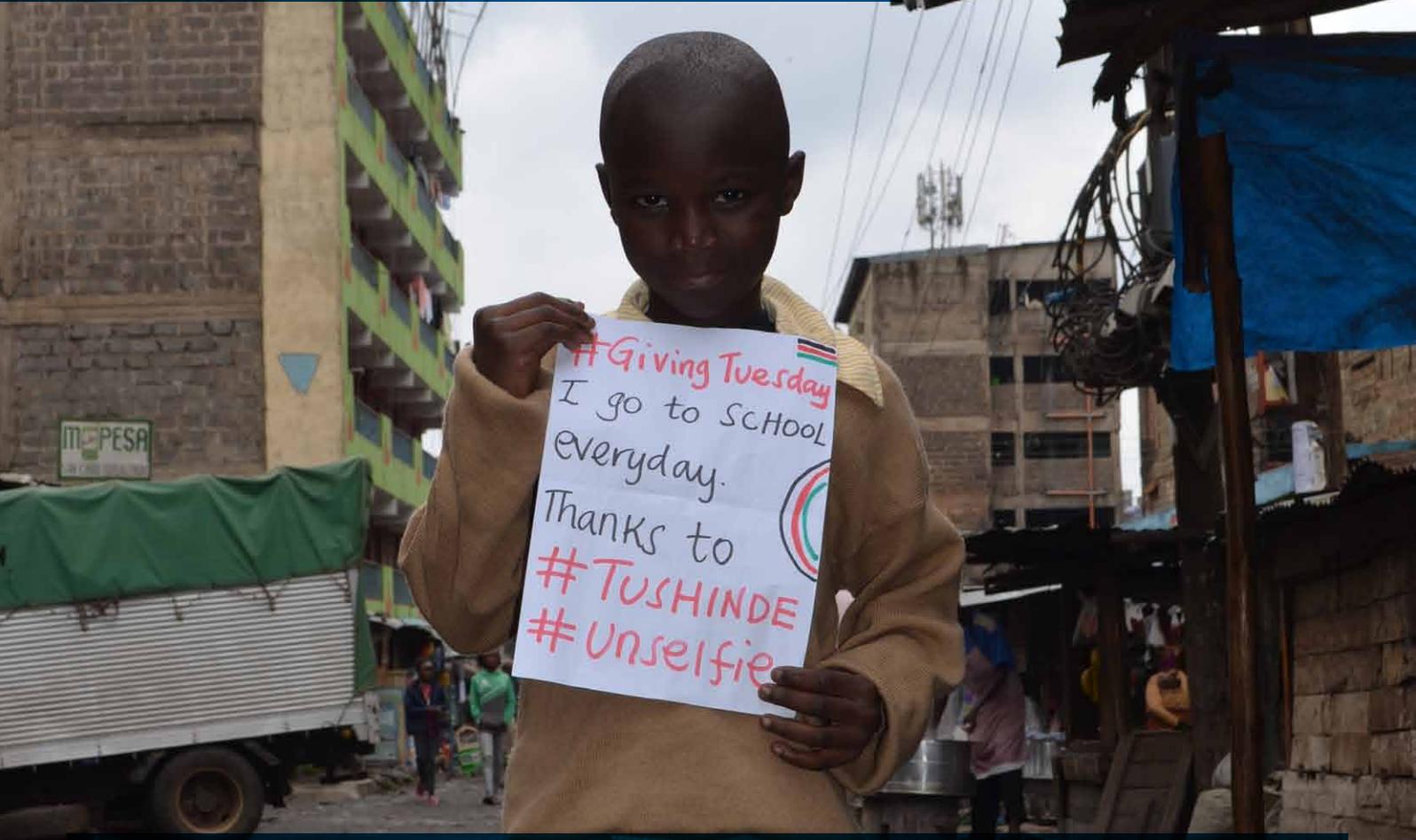
Providing family support to help vulnerable children thrive

Impact Report 2018



Providing Family Support To Help
Vulnerable Children Thrive

Tushinde means 'We Succeed' in Kiswahili.



Welcome to our first Impact Report.

Beth and I started Tushinde's family support model in 2012 using a well-wisher's spare room as an office. We wanted to change the way children were helped by working directly with the families to reach the children who were falling through the gaps. Family support is the core work carried out by Tushinde. We have grown to an amazing professional team since then. We use the Outcome Star™ assessment tool to help families set realistic goals for their future and have seen real changes for the better.

The past five years have had their challenges. Mathare has seen violence and unrest during two elections and levels of child abuse are high. Economic opportunities for carers in the slums are low, as is access to childcare for the very young. HIV continues to be a problem, causing chronic illness and disability. Tushinde is growing and learning. We are based in the community and respond to its needs, whilst at the same time building networks and partnerships to protect and support the most vulnerable. We have created a model that is robust and making a real change. We know that it works and we now want to use our expertise to help more children in slums all over Kenya.

Please join us on our journey.

Megan Wright Founder and Director



Executive summary

This report reviews Tushinde's work over the past five years of running the family support programme in Mathare.

Since 2012 Tushinde has:

Helped those most in need

1 Worked with 100 of the most vulnerable families to keep them in housing, provided emergency care, significantly improved their nutritional status and kept every child with their families with not one child sent away to a children's home.

2

Given families a chance

Given over £60,000 of cash payments to families in need over the past five years.

3

Provided people with a sustainable income

Helped 26 people start a business

On average, families on the business training programme saw their income double from £43 to £92 per month and are in the process of graduating from the programme.

Through family care from trained social workers

5

Built a safety net

Enrolled over 250 people onto the government's health insurance scheme, giving them equitable access to healthcare and protecting them from catastrophic health expenditure.

4

Unlocked school doors

Supported 375 children to go to school helping to transform their prospects with attendance rates at 97%.

Working in the community Tushinde has;

- ✳ Built alliances with 11 partner schools in Mathare in order to protect child rights and distributed almost £10,000 worth of grants for school repairs.
- ✳ Run eight holiday camps, keeping children off the streets so they can be fed, learning and having fun.
- ✳ Provided appropriate training to all its beneficiaries on topics ranging from contraception and life skills to the prevention of sexual violence.
- ✳ Built child support networks with the community and the authorities to protect against child abuse.
- ✳ Provided safe day care with nutritious meals six days a week for up to 50 babies every day.

Tushinde has achieved all this on a budget of just below £74,000 a year.

Now Tushinde has built a model of family support that it is ready to roll out to other slums to help improve the lives of more children.

Mathare Valley and Huruma Flats cover 2.25 sq Km and the area is often just referred to as 'Mathare'. This informal settlement is about 6km from the centre of Nairobi and is a collection of poorly built apartment blocks and temporary shacks built in an old quarry and on the steep banks of the Mathare River.

Helped those most in need

Tushinde's family support programme was born out of the realisation that some families with vulnerable children are hidden from the authorities and services.

For these children to be protected, they need to be found early so that work can be done with the whole household to create a safe and nurturing family environment.

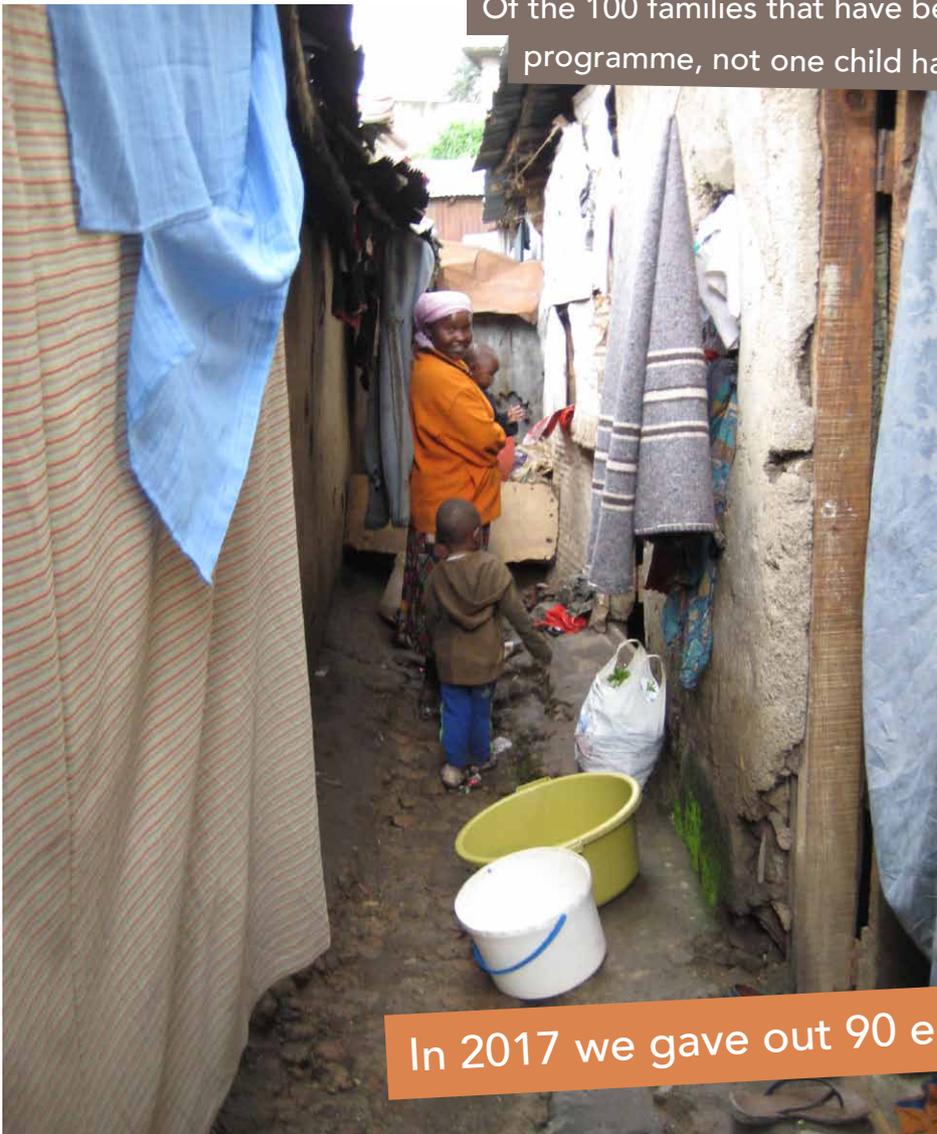
In recent years, with the increase in the urban population, these children have ended up on the streets or in institutions. Often such children's homes or orphanages are poorly run and the children continue to be at high risk of abuse or neglect.

Children living on the streets are thought to have an average life expectancy of 23 years.

Tushinde's big ambition is to target at risk families; preventing their children from ending up in an orphanage or on the streets. In addition, the aim is to show families they have the strength and the skills to bring up their own children successfully.

Tushinde has a team of 5 social workers and 1 trainee social worker, plus four community health volunteers. The team take referrals from schools, clinics, local chiefs, the district child protection officer and concerned members of the community. Our social workers then trace the child and assess the family and present new referrals at our weekly case management meetings.

Of the 100 families that have been through the Tushinde programme, not one child has ended up in an institution.



Families enrolled on the family programme have always been supported in a clear and professional way with progression in mind.

In 2017, Tushinde further established this by adopting an adapted Outcome Star™ (Triangle 2018) model which engages the family in planning and taking action to change. This is a model of social work that is used in developed countries, but this is the first time it is being used Africa. The partnership between Triangle and Tushinde will help our team develop a consistent model of care and will also help in quantifying non-numerical outcomes such as care-givers feelings of confidence and long term success.

In 2017 we gave out 90 emergency food parcels.

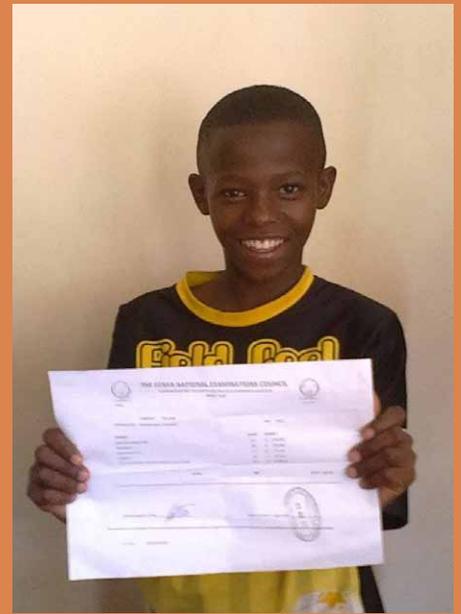
Isaac's story

Isaac was born in 2000 and by 2005 both his parents had died and he and his older brother were living with their grandmother.

By 2012 she was struggling to feed two growing boys and Isaac was Very Severely Underweight. Due to lack of fees, Isaac had missed a total of two years of school. With the family support scheme our social workers supported the family to get Isaac into school and in our holiday camp he was given catch-up classes.

In 2016 Isaac's grandmother decided to move back to her rural home with the eldest son to help her on the family's allotment and left Isaac living with their elder sister in Mathare who was 28 years old and married. The social workers supported Isaac in the transition, ensuring that he stayed in school and that his sister received the M-pesa payments, so feeding Isaac wasn't an additional burden.

Isaac continues to be a charming boy who stays mid-position in class. He is now classed as 'Underweight' so has moved up two weight categories and is well known in the Tushinde office for being a polite and kind boy who is always willing to help.



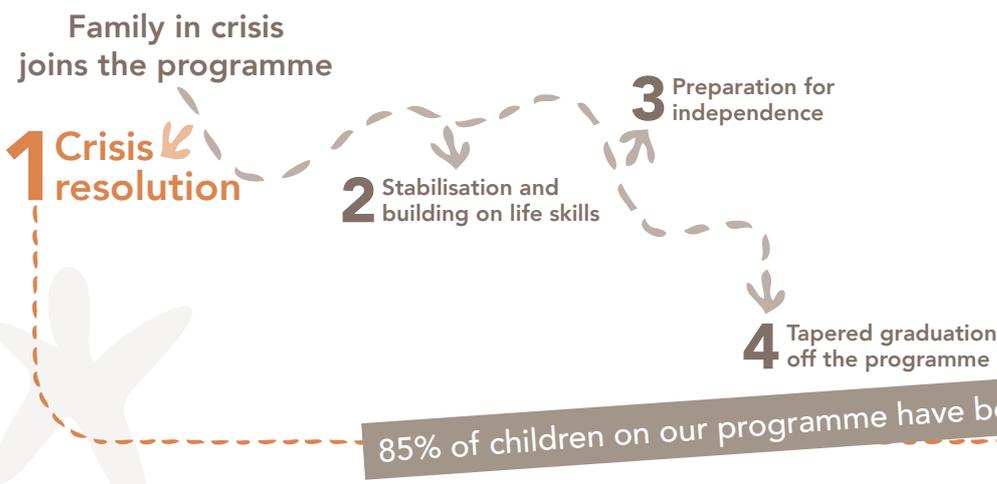
The process

Fully assessing a family's case can take up to six weeks. In that time, Tushinde will ensure that the family's basic needs are met. If needed, emergency food supplies will be given and other short term interventions such as emergency rent payments and negotiating with a partner school to take the child or children.

Once all the facts have been established, the family are enrolled on our family support scheme. With this, the main carer gets weekly cash payments through M-Pesa (see below), the children are enrolled in school and the family are signed up to the government's national health insurance plan; NHIF (see below). The family are allocated a social worker and they are then started on a journey of crisis resolution, building family structures and working towards independence.

This model, although unique in Kenya, has been shown to have a greater impact on outcomes than giving cash transfers alone.

(See Ref 6 on back cover for a link to Unicef Office for Research - Innocenti Working Paper)



A family in crisis

A child and his or her family joining the programme has to meet at least one of the below criteria;

- ✳ Have a child that is HIV positive.
- ✳ Be acutely malnourished or show signs of severe under-nutrition.
- ✳ Have parents that are HIV positive and too unwell to be economically active.
- ✳ Be an orphan where both parents are deceased or a child separated from both parents and where the child is being brought up in the community by a relative or guardian.
- ✳ Live in poverty (i.e. Less than \$1.25/100Kshs per person per day) in a single parent household, and have another disability or situation which prevents the family from supporting themselves.

M-Pesa is the mobile phone money transfer system. With as little as a SIM card and official ID, people can send and, more importantly for our beneficiaries, receive cash by taking their phone to a local M-Pesa kiosk. Parents and carers on the family support programme receive a weekly M-Pesa payment of about £3 a week towards the nutrition and well-being of their children.

National Health Insurance Fund (NHIF)
This the government's health insurance fund. A monthly payment of 500 shillings covers the whole family for basic healthcare in government hospitals. It is not perfect as the hospitals are often short on supplies and beds and there are frequently strikes, but it gets our beneficiaries on the same level of healthcare as the average Kenyan and protects them from the catastrophic costs that can arise from a health emergency.

"When we had to pay school fees, we knew that meals would not be a reality and we would have a cup of porridge and go to sleep hungry.

Now when it is the time of year to pay school fees we can still eat."

Given families a chance

Every quarter the families are brought together for a community day. These days have been used to build a sense of belonging and support for everyone on the family programme.

They also give the children the opportunity to try new activities such as yoga and rugby as well as play in a safe green space.

Part of the community day also includes weighing and measuring the children to monitor their progress and pick up any children who are failing to thrive. This data has been analysed and children were classed as Overweight, Healthy Weight, Underweight, Severely Underweight and Very Severely Underweight.

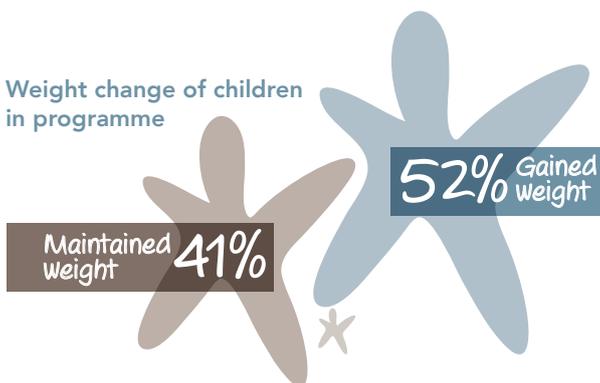
(See Ref 1 on back cover for a link to Detailed Analysis of Health and Growth Data)

Family in crisis joins the programme



93% of the children on the programme maintain or improve their weight.

Weight change of children in programme



A large proportion of our children are classed as Very Severely Underweight when they first join the programme, but with time on the programme, they move out of this category.



"We chose to support Tushinde because they showed transparency in their process, high ethics and a full sense of responsibility in the holistic approach they have in helping children, families and whole communities. Tushinde's work is generating real and measurable impact in transforming lives."

Ana Romero Global Education Coordinator, Wellington College

"The commitment that Tushinde has been able to show this family is what I believe has made the difference. We have managed to reintegrate the children into school, stabilize their health and give them financial support. But more than that we have been there for them, to guide and counsel them when nobody else could." Beth Muna Lead Social Worker

Our achievements

- ★ Over 350 vulnerable children helped.
- ★ Over 60 children showing a healthier BMI.
- ★ Almost 50% of children joining our scheme are Very Severely Underweight. After 18 months of our support, only 12% are in this category (The local average is 23%).
- ★ Over £58,000 given as cash payments to families in need.
- ★ No child referred to Tushinde ending up institutionalised.
- ★ 324 home visits by social workers in 2017.



Life skill groups are run at every community day.

Parents get help managing work and home commitments.



David's story

David lived with his parents, four siblings and two cousins. We were first referred the case in 2012 when he was 9 years old. His father was very sick with what appeared to be the advanced stages of AIDS, but he refused to be tested. His mother was taking HIV medications behind her husband's back but her husband found the tablets and beat her badly.

It was at this stage that the family was referred to us. David's mother and the seven children had run away from home, were now homeless, all the children were out of school and were hungry as the mother had no source of income. We helped them re-house and we got all the children back into school and enrolled the family onto our family support scheme. The mother was given M-PESA and enrolled on the NHIF scheme.

The family were given counselling and support to come to terms with the traumatic break up. David and his siblings required a lot of support in the crisis phase, but now David has shown a 20% improvement in his grades at school and has moved from being severely underweight to a healthy weight. His mother has a business catering for a nursery school and she has seen her monthly income increase from 3000 ksh (£23) a month to 12,800 (£98) a month.

Provided people with a sustainable income

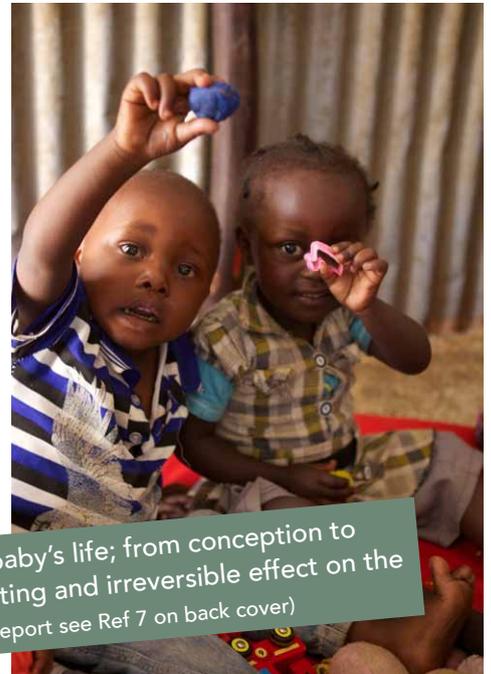
For family providers to be able to work, available and affordable child care is essential.

In Mathare, as in many other slums in Africa, child care provision for babies up to 3 years is almost non-existent. What is available is unregulated, overcrowded and has poor standards of hygiene and care.

At up 40p a day it is unaffordable for mothers who live a hand to mouth existence and need to feed the rest of the family. For this reason, many very small children are locked in their homes alone or left in overcrowded day cares for up to ten hours a day.

Tushinde now works with two informal day cares in Mathare. It has supported the women to improve their businesses and provided caterers to supply breakfast porridge and a balanced lunch, on the proviso that the women charge a low market rate for their day care, have a good standard of hygiene and a ratio of one staff member for 10 babies at all times.

Tushinde social workers measure the growth of babies attending the day care. If needed children are referred to a feeding programme and the families are followed up by the Tushinde team.



What happens in the first 1000 days of a baby's life; from conception to the child's second birthday, can have a lasting and irreversible effect on the rest of his or her life. (Data taken from Unicef report see Ref 7 on back cover)

NOTE: Detailed analysis of the growth and progress of children attending the day cares can be found in a separate report. (See Ref 2 on back cover for a link to Tushinde Day Care Report 2017)

In summary, over 50% children attending the day care showed some degree of malnutrition or stunted growth, but over the year the research took place, all showed some signs of improvement.



Baby Veronica's story

Baby Veronica was referred to us as an emergency. Her mother had stopped breast feeding when the child was only 3 months old as she needed to work to feed her other two children. She planned to feed the baby diluted unpasteurised cow's milk; the cheapest available in Mathare. Her 10 year old son and six year old daughter would care for the baby whilst she looked for work. It didn't go to plan: Mum couldn't find work and within a week the baby was dangerously sick and her other children were underweight and hungry.

"Honestly it was truly hard time for me and my family to afford a meal a day. We were the talk of the village due to some challenges we encountered that time. It was really a struggle to raise money for my house rent for each month where we were constantly chased out of the house."

"Thanks to Tushinde they salvaged my shame from the community by enrolling my children in school as well as helping with my baby. If it was not for Tushinde we couldn't be where we are now."

Beatrice's story

"I feel so motivated that Tushinde saw strength in me, nothing is impossible in life. Determination is the spirit."

Beatrice was referred to us after she had left her abusive husband and she and her children were homeless.

"The most devastating thing for a mother is not being able to provide for your children. Every day was a struggle and many nights I couldn't put food on the table. I had escaped from a husband who didn't treat us well. I was depressed and struggling to function each day."

Beatrice entered our family support programme and very quickly moved through the phases. She was enrolled

in the second round of business training in 2015.

"Business is a challenging venture but it's worth it, I feel better emotionally and psychologically settled."

Her business, catering at functions does well and she has also found the time to train as a community health volunteer and supports Tushinde in the community.

"I will set a good example and be an initiator of change in my community through ensuring that every presented opportunity will be utilized in the right way."

Business training and income generating activities



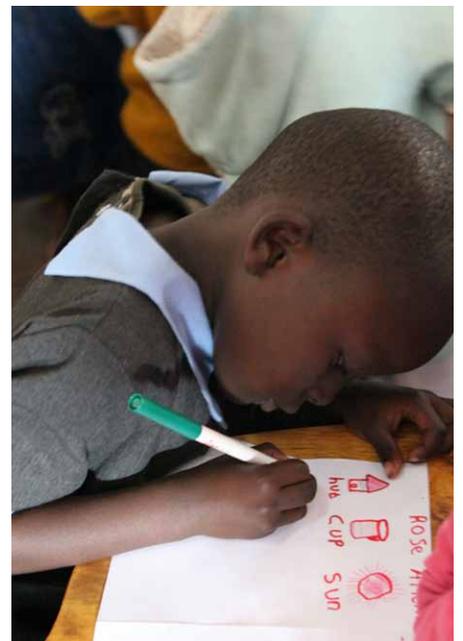
Family in crisis joins the programme



All families who have started their business have seen their average income double from £43 to £92.

Unlocked school doors

In 2017 Tushinde supported 115 children directly to go to school and another 200 children through the families M-Pesa scheme. To date, Tushinde has directly supported school fees of over 175 children.



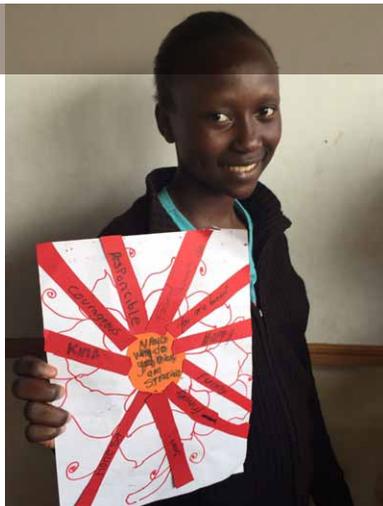
Attendance at school is 97%.



Tushinde works in partnership with 11 community based schools providing professional development workshops and small grants for the purchase of textbooks, supplies or the refurbishment of classrooms in return for schools enrolling Tushinde children; who are often behind and have emotional problems, and committing to protecting child rights.

in 2017 social workers carried out 235 school visits.

In 2016 all nine children sponsored by Tushinde who finished primary school, had grades good enough to enter secondary school and four achieved grades enabling them to join county level schools.



Sharon's story

Tushinde has been supporting Sharon's family since 2012 when she was ten years old. Over that time her BMI has increased from underweight to a healthy weight. Now 15 years of age, Sharon has achieved excellent exam results this year and has obtained a place at Statehouse Girls' School - one of the top Government schools. Tushinde has provided her uniform and other equipment and paid her school fees for the year.

"After completing my primary level education, I didn't have any hope of joining high school. It was my previous head teacher's referral to Tushinde that has really improved our lives. I wonder where we would be if not for Tushinde."

"I thought my grandmother's death will mean the end of the world to us, but with Tushinde's support I find life worth. Many thanks to Tushinde."

Ruth's story

Ruth is the fifth born in a family of nine. Their father had died. When they were referred to Tushinde, their mother was sick and struggling to feed the family. In 2013 Ruth's mother died and Ruth's eldest sister, Beth 'inherited' her younger siblings. Tushinde helped Beth rent an extra room to house her siblings and to keep the youngest six in school.

Ruth had never struggled in school. She managed to stay top of the class. When she came to us she was in the Very Severely Underweight category and now she is a healthy weight. Ruth also did extremely well at her end of junior school exams and was lucky enough to gain a 'Wings to Fly' scholarship to one of the best government schools in Kenya.

Tushinde helped Beth start up a business selling food. She has seen her income increase from 4,200 KSh per month to 10,000 (£38 to £90). The family have managed to stay together and Ruth isn't the only success story at school, her younger siblings are doing well too.



Holiday Camps

Many children on the family support scheme have missed school at some point due to crisis in the family or lack of school fees.

School holidays are often a time when children are most at risk due to being at home with little adult supervision or bored and on the streets. They are also missing out on school feeding programmes, so are hungry and may take risks to get food. In 2015 Tushinde started running school holiday camps to address these issues.

Since January 2016, school performance of all students of families on the Tushinde programme has been monitored and analysed. This data can be accessed online. (See Ref 5 on the back cover for a link to the School Data Tracking Report)

This data is used to identify individuals who are missing school or struggling at school, to allow Tushinde social workers to intervene where necessary, meeting teachers and planning interventions.

Analysis of this data has influenced how we run our holiday camps.



Attendance at holiday camp is 97%

"We could not imagine doing our work without Tushinde and its genuine passion for working with the most vulnerable children despite being a young and growing organisation."

John Njeru Awareness Against Human Trafficking (HAART)

Built a safety net

Only one of our 11 partner schools had a Child Protection policy before Tushinde started its school development course. All head teachers interviewed said they had a poor understanding of implementing about child protection policies. By December 2017 all schools had a nominated Child Protection Lead and all had a draft child protection policy.

From this, Tushinde will slowly build a stance of 'Zero tolerance' to corporal punishment in partner schools. Despite being made illegal in 2001, corporal punishment is still widely practiced and supported by parents and the community. (See Ref 4 on back cover for a link to the Report prepared by the Global Initiative to End All Corporal Punishment of Children)

Tushinde is working hard to protect children from sexual violence and to tackle cases of abuse when they are reported. Tushinde staff have all

been trained in the prevention of sexual violence and have reached over 200 children with small group sessions sensitising children to abuse, teaching them how to avoid situations where they are especially vulnerable and what to do if they are worried about themselves or others.



The protection of children from all forms of abuse and the realisation of their rights is a challenge in Mathare.

Children are poorly served by the police and judiciary system. Beating of children by parents, relatives and teachers is sadly all too common.



Family X's story

"I really love the work Tushinde does. I am really amazed by your not giving up attitude towards these vulnerable cases that have multiple of problems to deal with. This is something I am learning from Tushinde and we look forward to adopting the same attitude within our institution."

Vincent Mongori, Project Co-ordinator,
Madodo Boys Centre

Mama was bringing up four boys alone and struggling to cope. Her HIV was advanced and she needed regular care from Tushinde's community health volunteers. Tushinde supported the boys to move to their grandmother's and Mama was found a room next door. Through the business training, we found work for the grandmother and all the boys gained weight and improved in their health.

Sadly, this wasn't the end of the story. In 2016 Wilson, the eldest son, got in with a group of kids that had dropped out of school. The social workers would look for Wilson on dump-sites collecting scraps to sell so he could buy glue to sniff. They created a reward system to get him to come home at night.

In the meantime it had been noticed by the social workers that George who

was nine, was behaving strangely and counselling led him to disclose that he had been raped. George was referred to a partner clinic that specialises in supporting sexual violence victims. George's social worker continues to monitor him very closely and he and his grandmother are still receiving counselling.

Wilson is coming home more often and there have been no challenges with his behaviour, despite his addiction to glue. Tushinde have found him a place in Madodo, a boy's rehabilitation project and he often visits the staff there who are slowly trying to get him off the streets.

Determined work by the programme manager and her liaison with the police and other agencies has led to the rapist being arrested and he appears in court shortly.

Adolescents face many challenges growing up in Mathare.

There are gangs in the area and boys report feeling that they have to join for their own protection. Drugs such as marijuana and solvents are pushed on teenagers. Many fear being beaten to death by gangs.

Mathare has many single men who have left their families to come to Nairobi to look for work. These men often act as 'sponsors' to older girls – paying for them to go to secondary school or college in return for sex.

Since 2016, in partnership with a local sports charity, Tushinde provides life skills sessions for both the boys and girls, helping them to cope with the transition into adulthood. No formal impact assessment has been carried out yet, but a recent focus group with the youth on our programme had positive feedback.

In addition, Tushinde also runs girl's days where periods, sex and contraception is discussed. Again, we have yet to evaluate this intervention, but the feedback from the girls has been good.



"I had already given up in life, especially after the loss of my dear mum. I could not figure out about tomorrow, my greatest fear was that my ailing grandmother would sacrifice me into a forced early marriage, but am now happy to say that the fear is all gone, as I have an assurance of Tushinde support."

Partnerships

Tushinde has built a network of organisations working to improve the lives of children in the slums.

✦ **The Childsafe Alliance**

This is a partnership program that gather organizations with a desire to build futures for marginalized children and youth with high standards of direct services to beneficiaries.

thinkchildsafe.org

✦ **Mradi Library**

Based in the centre of Mathare, this library hosts our holiday camps and provides a safe haven for students to study in the evenings and on the weekends.

[@slinmaradilibrary](https://www.instagram.com/slinmaradilibrary)

✦ **Triangle Consulting**

The social enterprise behind the Outcome Star. It was founded to help people reach their highest potential and live meaningful and fulfilling lives, often in the context of social disadvantage, trauma, disability or illness.

outcomesstar.org.uk

✦ **Baraka Clinic**

This clinic refers families in need to us and also accepts our referrals of malnourished children for supplemental feeding.

germandoctorsnairobi.co.ke

✦ **Shamas Rugby Foundation**

This sports charity partners with us to provide life-skills training for the older children.

shamasrugby.co.ke

✦ **Fiona Foundation for Kids**

This is a UK based charity that has a strong medical and child development background. They support Tushinde with the development of day care.

fionafoundationforkids.org



"I have never come across a unique organisation like Tushinde. Much of the work you have taken up is what the government has been strategising for years with no positive results... but through Tushinde I now agree it can happen and it can help families succeed."

Brenta Muli District Children's Officer

Tushinde has worked hard to form a reputation in the community as a genuine organisation with a long term commitment to transforming lives.

Moving forward

All the staff and trustees of Tushinde are dedicated to one thing; transforming the lives of forgotten children in the slums. The programme in Mathare is just the start.

Tushinde aims to have its model replicated in every informal settlement in Kenya, so that no child falls through the gaps. Now Tushinde is established in Mathare, we aim to open a second family support programme in another slum in Nairobi and from there a third project in Mombasa and a fourth in another Kenyan city. Once four family support programmes are established, Tushinde will be in a position to work with larger organisations and partner in the project; training staff and sharing resources.

With every vulnerable child being able to access a Tushinde family support programme, we truly hope to see no child being forgotten.

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6 Unicef Office for Research - Innocenti Working Paper

www.unicef-irc.org/publications/pdf/
IDS%20WP%20CORRECTED%20Sept%202017.pdf

7 Unicef Office for Research - Innocenti article on The First 1,000 Days of Life: The Brain's Window Of Opportunity

www.unicef-irc.org/article/958

For a downloadable PDF copy of this report with quick weblinks to the above please go to:

www.tushinde.org.uk

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Providing Family Support To Help
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