

SOCIAL AFFAIRS DEPARTMENT



ANNUAL REPORT 2022

Ministry of Employment and Social Affairs Social Affairs Department

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Acronyms and Abbreviations

ASP	Agency for Social Protection
CRC	Convention on the rights of the Child
DFA	Department of Foreign Affairs
ECCE	Early Childhood Care and Education
IECD	Institute of Early Childhood Development
ILO	International Labour Organization
IOM	International organization for migration
MDAs	Ministries, Departments & Agencies
MLGCA	Ministry of Local Government and Community Affairs
MLH	Ministry of Lands and Housing
MOE	Ministry of Education
MOH	Ministry of Health
MYSF	Ministry of Youth, Sport and Family
NAP	National Action Plan
NCC	National Council for Children
NIHSS	National Institute for Health and Social Studies
SADC	Southern African Development Community
SNICHA	Seychelles National Institute of Culture, Heritage and the Arts
SNYC	Seychelles National Youth Council
TIP	Trafficking in Persons
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UPCCD	Unit for prevention and control of cardiovascular diseases

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Vision

A Harmonious society where individual respect and uphold values, human dignity and contribute towards their well-being, economic and social stability.

Mission

Enhance social functioning at all levels of society by promoting, empowering and supporting the functions and responsibilities of individuals and families

Core Values

The core values of the Department of Social Affairs are;

- **Professionalism:** We will be professional in our line of duty.
- **Integrity:** We will be accountable, reliable and trustworthy.
- **Teamwork:** We will actively engage with all our staff and partners
- **Confidentiality:** We will respect confidential information entrusted to us by all our clients.

Review of 2022 activities

Introduction

The Department continued to deliver on its mission throughout the year as will be seen in the annual report. In the effort to improve on service delivery, several internal analysis was conducted to review the current practices and to identify challenges and solutions. This included an analysis of the children's helpline, an analysis of the Night shelter and an assessment of workload. In late 2022 the Department also underwent some internal restructuring. Court, Adoption & Fostering Section replaces the Legal Services Unit but still serves the same function, to handle cases referred by the Supreme court and the Family Tribunal as well as deal with adoption and fostering. The Community, Child protection & Family Support Section comprises of the Community Social Work Unit, Child Protection Unit and Family Support Unit.

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Budget Overview

For the year 2022 about SR 33 million was allocated to the Social Affairs Department. This represent an increase of 8 percent compared to the allocated budget for 2021. In terms of the total spending for the year, this amounted to about SR 31.1 million around 94 percent of the allocated budget. The table below gives an overview of the allocated budget and spending of the Department.

Table 1: Budget expenditure 2022

	Budget	Actual	Variance
Wages & Salaries in cash	20,443,766	19,609,828	-833,938
Office Expenses	2,074,530	1,766,988	-307,542
Transportation & Travel Cost	578,552	520,953	-57,599
Maintenance & Repairs	280,925	254,558	-26,367
Materials & Supplies	325,145	165,638	-159,507
Other uses of Goods and Services	8,952,114	8,545,348	-406,765
Non-Financial Asset	318,115	240,329	-77,786
TOTAL	32,973,147	31,103,642	-1,869,505

Staffing

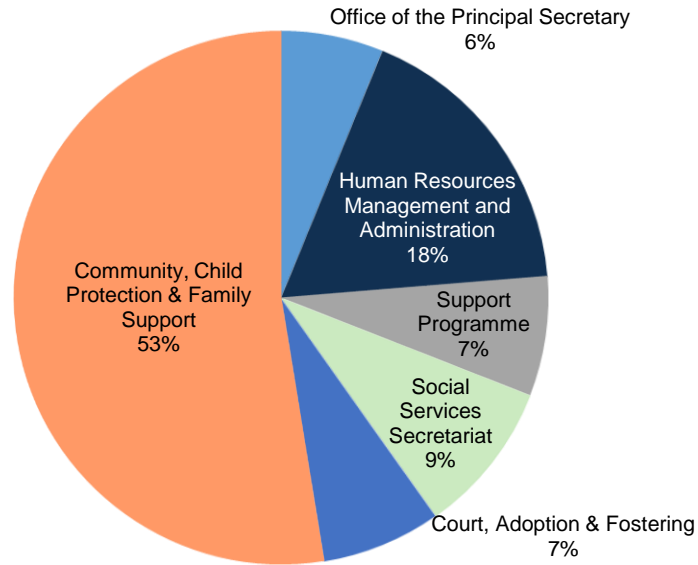
Staff movement

Throughout the year, a total of 23 staff were recruited at the Department. Most staff recruited is working within the Social Services Division. In terms of outward movement of staff, one staff went on voluntary retirement after clocking in 44 years of service. Other movements were due to movements to other sectors and termination due to disciplinary issues.

By the end of the year, there were 97 staffs employed at the Social Affairs Department, with the Community, Child Protection & Family support Section bearing a majority of the staff at 53%. The graph below illustrates the proportion of staff per section.

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Figure 1: Distribution of staff in Social Affairs Department



Source: Social Affairs Department

Training and professional development

With the Department putting a lot of emphasis on training, staff benefited from quite a number of trainings and workshops throughout the year. A group of staffs from Social Services benefitted from recognition for prior learning training and continuous professional development training. In addition, there were also training on:

- Child protection,
- Executive leadership development
- WHO Disability Assessment
- Delivering bad news
- Report writing
- Special Needs

Other staff from the Department participated in the following training:

- Occupational health and safety
- Customer service excellence
- Supervisory skills for practicing professional
- Infection control in the workplace

Staff also participated in a number of workshops throughout the year.

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New Initiative

Strengthening the child protection mechanism

- Children's Care Homes (Minimum Standards of Care) Regulations, 2022 was passed in August 2022. The standards will apply to all care homes and the Director for Social Services has the responsibility to monitor the implementation and maintenance of the standards in the care homes.
- Intensive work was carried out on the suitability check regulation. Once finalized, all individuals wanting or currently working with children will undergo a suitability check. The aim is to prevent those who pose a risk to children from working with them and as a result assist in creating a safe and supportive environment where children can thrive.
- The Department continued to advocate for the new Sexual Offence Act as well as;
- Advocating for the one stop crisis center to cater for victims of abuse.

Social Affairs Department representation on Boards and Committees

The Social Affairs Department has a crucial role to play in contributing inputs on different Boards and Committees for the wellbeing of various population groups. Below are the Boards and Committees featuring the Social Affairs Department's representation during 2022.

Table 2: Boards and Committees

Boards/Committees	Representative	Frequency of meetings
Advisory Committee on the Power of Pardon	PS	Every 2 months
National Coordinating Committee on Trafficking in Persons	PS	Biannually
National Housing Allocation Committee	PS	As required
Children Special Fund	PS	Monthly
National Commission for Child Protection	PS/DSS	Quarterly
Agency for Social Protection	DSS	Quarterly
National Institute for Health and Social Studies	DSS	Monthly
IECD	DSS	Quarterly
Suitability Check Panel	DSS/PSW	Monthly
Daycare Committee Standards	PSW	Weekly/Fortnightly
ASP Review Committee	PSW	Weekly/Fortnightly

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International meetings

The Department participated in the following overseas training and Missions.

- Training on the Role of women as Police/Civilian in Peace Operations and conflict zones
- Pan – African Symposium on prevention of violence against children
- 9th Africities Summit
- UNESCO’S World Conference on Early Childhood Care and Education

The Department was also represented in online international meetings conducted.

- Meeting with IOM Consultant on NAP (TIP)
- Meeting with African Development Bank on Governance and Economic Reform
- IOM/ILO meeting

The World Bank Country Director visited the Department in early 2022

Building Linkages and Strengthening Partnership

The Social Affairs Department continued to strengthen partnership through meetings with various MDAs namely, MYSF, SNICHA, MLGCA, DFA,MOE, MLH, Judiciary, Internal Affairs to discuss on social issues and other projects as well as strengthen the working collaboration. The Principal Secretary along with the CEO of ASP and other partners also attended several meetings and working sessions to develop the new Home Care Agency.

Senior officers of Social Services Division also met with district leaders and partners to get partners to understand the crucial role of the Social Affairs Department and to discuss issues of common interest affecting their communities, families and children.

Social Services Division

Comprised of the Court, Adoption & Fostering Section, Community, Child Protection & Family Support Section as well as the Monitoring and Compliance Section, the functions of the Division are wide-ranging and encompasses identifying foster and adoptive parents and placement of children in alternative care, working on referrals from Family tribunal, counseling and supporting children and families and other individuals in need, protecting abuse children and those who are at risk and monitoring standards in care homes amongst others.

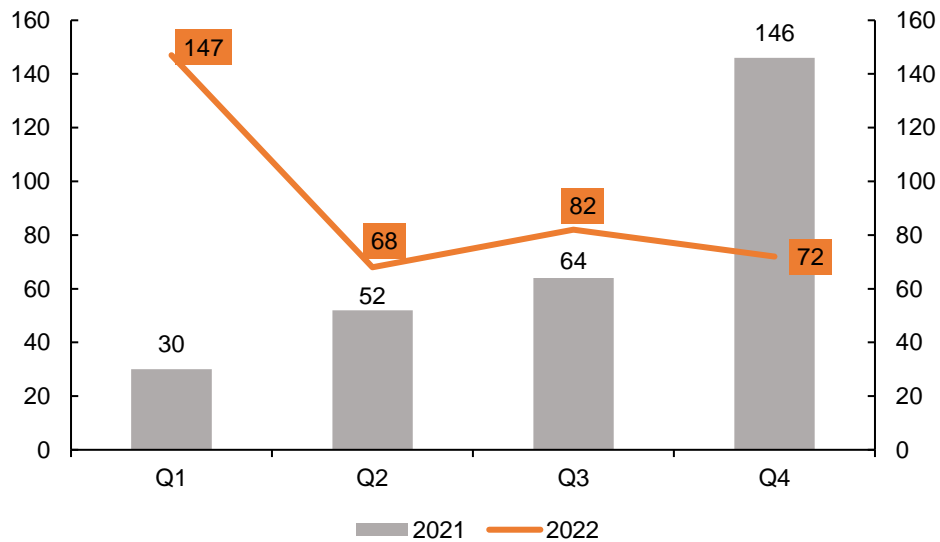
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Court Adoption and Fostering Section

The Court Adoption and Fostering Section’s main responsibility is 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. The section also coordinates matters of fostering placements and pre-adoption.

During the year a total of 369 cases were referred from the Family Tribunal related to custody, access and maintenance. Compared to the preceding year referrals from the Family Tribunal increased by 77. The graph below depicts the number of referrals received from the Family Tribunal in 2022 compared to 2021.

Figure 2: Custody, Access and Maintenance referral cases (2022 vs 2021)



Source: Social services Division

Referrals from the Supreme court increased by 13, with the primary increase of 10 observed in guardianship cases. This followed by an increase of 4 in the number of referred adoption cases, the total number of adoption cases referred to the Court, Adoption and Fostering Section stood at 12 for the year. There were three cases of interdiction and guardianship and similar to the previous year only 1 case of interdicted person. The figures can be seen in the table below.

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Table 3: Supreme Court referral cases

	2022				Total
	Q1	Q2	Q3	Q4	
Adoption	2	1	5	4	12
Guardianship	11	1	-	1	13
Interdicted person	1	-	-	-	1
Interdiction and guardianship	-	-	2	1	3
Total	14	2	7	6	29

Source: Social Services Division

Community, Child Protection & Family Support Section

Community social work promotes the wellbeing of families in 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.

The Child protection unit undertakes investigation into referrals of cases of alleged abuse. They empower children to protect themselves and protect abused children and those who are at risk of harm through clear intervention plans. As part of the investigating process and intervention plan, the unit works in partnership with stakeholders such as the Police and Ministry of Health. The unit undertakes home and school visits as well as counselling sessions and preparing victims for court.

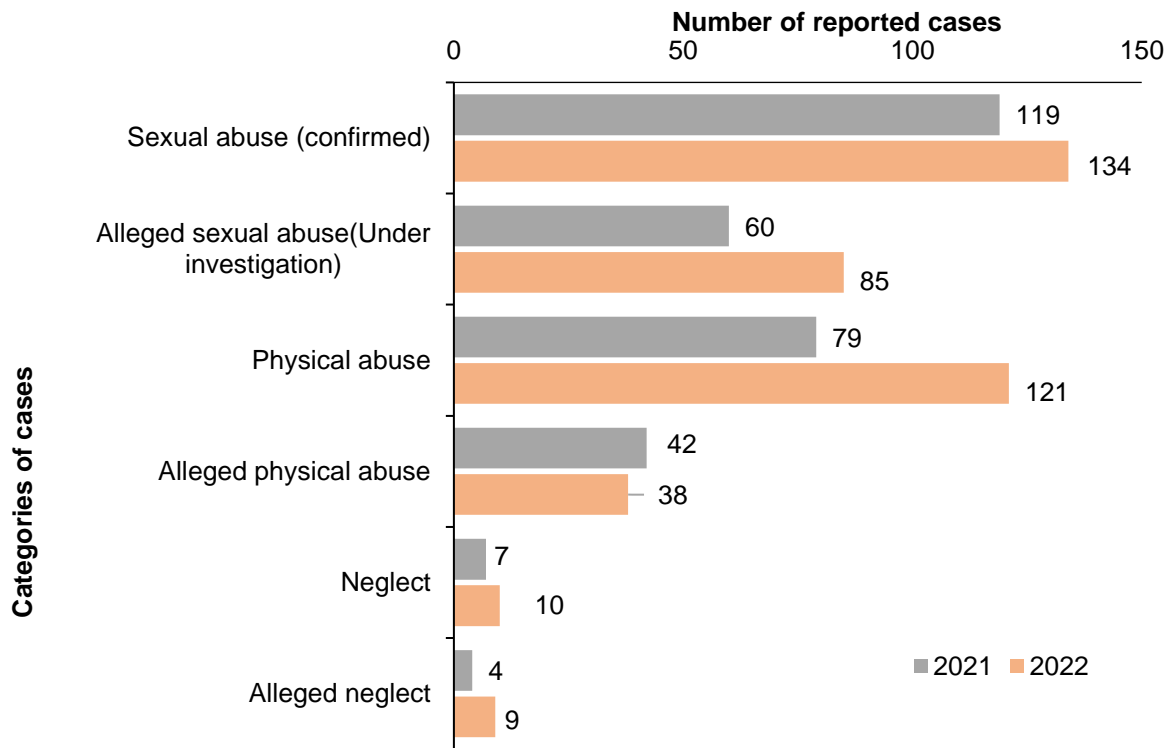
The Family Support Unit also provides services to dysfunctional family and other vulnerable individuals in the society with the aim of restoring social functioning. They cater to cases related to Domestic violence, homelessness, mental health, neglect of adult with disabilities, housing issues, vagrant adult and breach of peace.

Child Protection Unit

A total of 397 cases were reported at the Child Protection Unit during 2022. This shows an increase of 60 in cases reported at the unit. The most substantial increase was observed in the number of physical abuse cases reported. Over the past three years, sexual abuse and physical abuse cases reported at the Child Protection Unit accounts for about 34% and 28% on average respectively. The total number of cases reported in 2022 vs 2021 is depicted in the graph below.

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Figure 3: Main cases of abuse reported (2022 vs 2021)



Source: Social Services Division

Children's Helpline

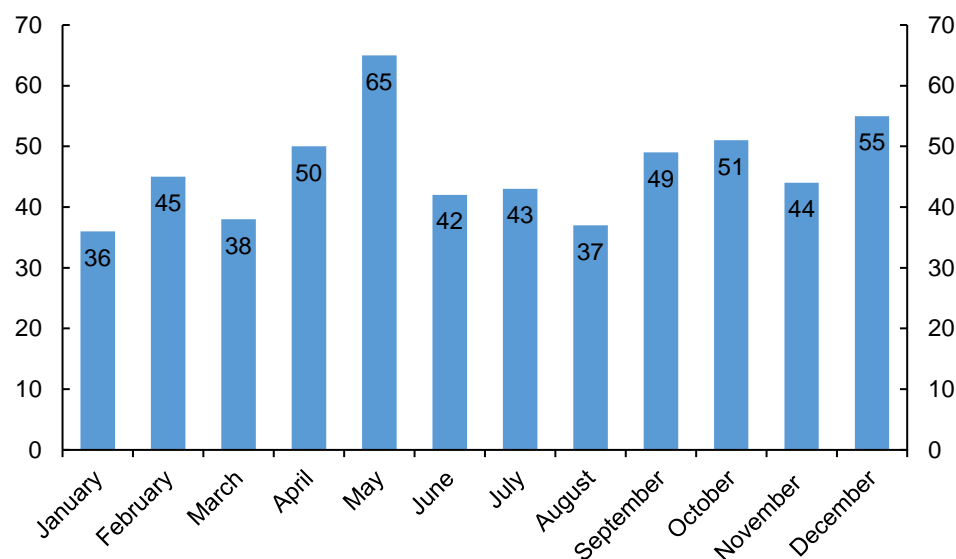
The 3-digit helpline is operated on a daily basis up to 11.00pm. The helpline is manned on a rotational basis by social workers of the two main sections, namely Court, Adoption & Fostering Section and Community, Child Protection & Family Support Section.

A total 555 calls were received through the helpline throughout the year. This shows an increase of 282 in the number of calls received compared to the previous year. The substantial rise in the number of calls received may be attributed to the rise in issues related to children that needs to be reported or people have become more aware of the existence of the Helpline.

As can be observed in the following graph and table, most cases were reported during the month of May followed by December. The primary issues reported during those two months were absconding home and neglect. Throughout 2022, these are the predominant issues reported through the helpline as can be seen in table 4. In addition, a majority of cases were reported by adults and calls were received primarily during the hours of 6pm-10pm, the prime hours for family time.

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Figure 4: Number of calls received through the helpline in 2022



Source: Social Services Division

Table 4: Main issues reported through the Helpline

Issues	Number of calls received
Neglect/alleged neglect	125
Absconding	85
Access/Custody	57
Behavioral issues	40
Physical abuse/alleged physical abuse	42
Advice/information	28
NA(missed calls, hang ups, wrong numbers)	31
Housing	20
Sexual abuse/alleged sexual abuse	25
Domestic violence	18
Abuse	20

Source: Social Services Division

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Children's Helpline Analysis

With the introduction of the 3-digit helpline, the Department conducted an analysis to assess the use of the helpline and the impact of the change to the 3- digit number.

The children's helpline was established in the 1990s as a six-digit number and there after changed to the 7 Digit number. In 2018, the concluding observation of the combined fifth and sixth period reports of Seychelles to the Convention on the Rights of the Child recommended that Seychelles merge the existing local helpline into a free three-digit national helpline. Following this recommendation, the 3-digit helpline came into effect in November 2021 with the aim of making it more accessible to children.

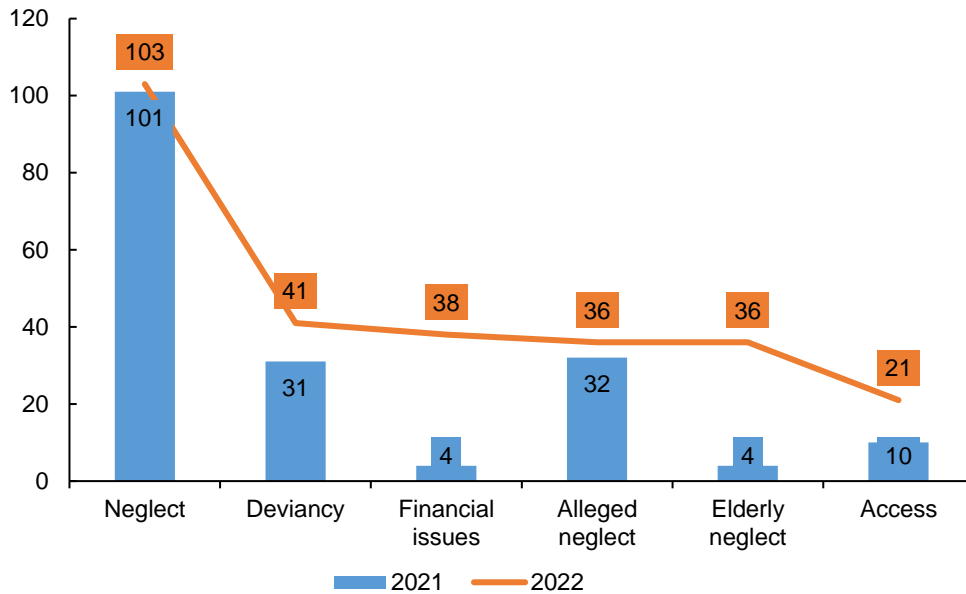
The time period used for the analysis was December 2020-Mid March 2021 and December 2021- Mid March 2022. A 79% increase was observed in the number of calls made to the helpline when comparing the above mentioned periods. A total of 68 calls were made during the period December 2020- Mid March 2021 whereas 122 calls were received during December 2021- Mid March 2022. On average about 90 % of calls received were about matters related to children. The main issues reported through the helpline were found to be neglect, children absconding home and access. The observation from the analysis also showed that a majority of calls were made by adults. The Department plans to continue with sensitization campaigns to inform the general public especially the children about the use of the helpline.

Community Social Work Unit

For the year 2022, a total of 420 cases were recorded at District level. This shows an increase of 121 or 40% in cases recorded compared to the previous year. The most significant increases were observed in cases of elderly neglect and financial issues reported. In terms of the main case reported throughout the year, neglect is considerably higher at 103, this can be seen in the graph below. To note that neglect cases recorded in the preceding year was around the same number at 101.

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Figure 5: Highest recurring cases recorded at District level in 2022



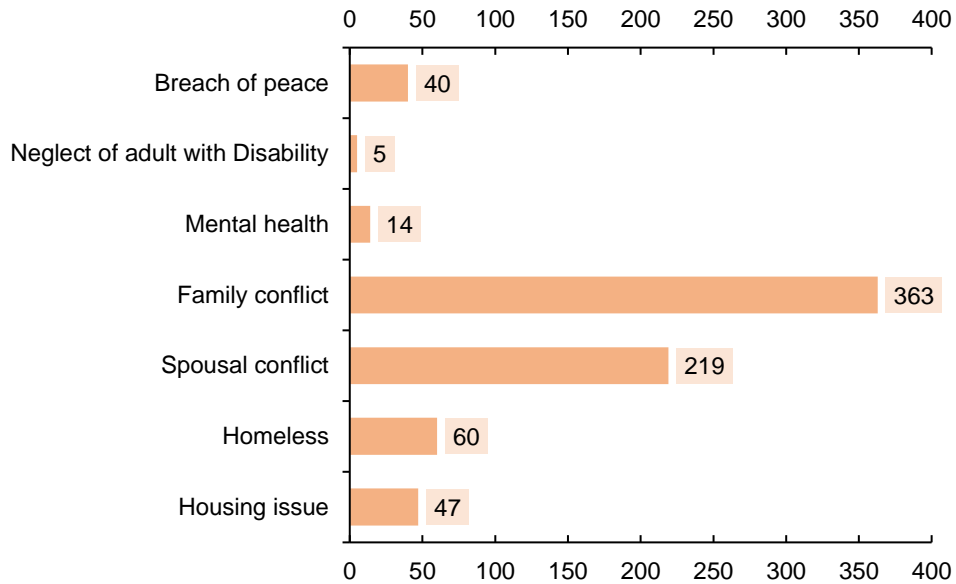
Source: Social Affairs Department

Family support Unit

In 2022 a total of 748 cases were recorded at the Family support unit. This represents an increase of 403 compared to 2021. The most significant rise was observed in cases of family conflict recorded followed by spousal conflict. For the past 3 years, these 2 case categories were the main issues reported at the Family Support Unit with an average of 218 cases of family conflict recorded per year and 124 cases of spousal conflict on average per year.

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Figure 6: Number of cases reported at the Family Support Unit in 2022



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 form is completed and the referral to other agencies and vice versa serves to request services to address the identified needs.

Outreach Activities

As part of the prevention work carried out by the Department, social workers conducted several sensitization activities throughout the year. Some of the activities included:

Community outreach

- 25th June 2022- Social Workers from Praslin undertook a sensitization activity, on the role of Social Services, parental responsibilities, good neighbourhood and budgeting with parents.
- 16th of July 2022 -staff on Praslin and La Digue, together with the child protection police carried out an outreach work on La Digue with over 30 people. Issues of child

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protection, tips on parenting, supervision, neglect, substances abuse were addressed and leaflets were handed out.

- 29th July 2022- The Anse Aux Pins Social Worker conducted a family support session in collaboration with partners from MOE, Faith Base organization and SNYC.
- 11th of August 2022- A Teenage Parent support group was launched in Cascade.
- 24th and 29th August- The Social Worker in collaboration with the district nurse conducted sessions on Basic First Aid, Challenges of a Teenage Parent, Nutrition and Breast Feeding as well as Communication and Bonding between babies and parent.
- 27th August 2022- staff on Praslin carried out a Door to Door visit in Tamatave housing Estate. 30 households were covered. Tips on child protection, budgeting, domestic violence were shared and they were also provided with leaflets.
- 30th August 2022- A Teenage Mother Support group was launched in Perseverance.
- 19th October 2022- Ms. Freminot from Employment Department gave a talk to the Teenage Mother Support group from Perseverance.
- 27th October 2022 - Talk on Hygiene with 6 teenage mothers from Cascade.
- 23rd November 2022- Parenting sessions on Building parental capacity by Les Mamelles and Roche Caiman Social Worker, assisted by the Senior Social Workers.

School Outreach

- 25th June 2022-A talk on the transition from primary to secondary school was conducted with Primary six students at Anse Aux Pins school.
- 2nd September 2022- A Senior Social Worker delivered a presentation on Domestic Violence with 11 Social Work 2nd year student of NIHSS.
- 14th October 2022 - Talk with S1'3 students from Grand Anse Praslin school on self-esteem.
- 21st October 2022- the two Social Workers on the inner island delivered a session on “good touch bad touch” to a group of students from La Digue school.

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- 3rd November 2022- the Assistant Social Worker dealing with investigation of child abuse referrals on Praslin delivered a session on child abuse to a group of students at Grand Anse Praslin Primary school.

Children's Home outreach

- 1st September 2022-Principal Social Workers and Senior Social Worker undertook 1 Social/life skill Session and respite care activity with the children of Foyer De Nazareth. On the same day a talk on the Effect of Tobacco on our Health was also delivered. This activity was done in collaboration with the Unit for prevention and control of cardiovascular diseases((UPCCD). The Senior Social Worker also held a talk on Self Awareness.
- 2nd, 9th, & 16th November 2022- Session on social skill addressing communication and listening skills at La Solitude by Senior Social Worker Confiance.
- 14th November 2022- Session on Self-Awareness at Foyez De Nazareth by Senior Social Worker Melanie.
- 5th December 2022- Session on Self-Awareness at Foyez La Solitude by Senior Social Worker Melanie.
- 12th December 2022– Session on Healthy Eating with resident at Foyer La Solitude. Done in collaboration with Nutritionist Ms. Stephanie Desnousse.
- Principal Social Workers continued with visits in Homes, to address issues of concern and to provide support and guidance where appropriate. The Sisters always welcomed the visits.

Parenting Education programme

The Child Health care and Parenting Education was officially relaunched on the 1st of August 2022. Following the relaunching, the programme continued with the same trend as decentralization had already been established. A few additional clinics were enrolled into the programme, those were Anse Aux Pins, Beoliere, Glacis, High Risk Ante Partum (Victoria), La Digue and Grand Anse Praslin.

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During the period of August-December 2022 a total of 54 ante natal sessions and 51 post-delivery sessions were conducted in the different clinics. The tables below display the number of participants per session per region.

Table 5: Ante Natal August-December 2022

Regions	1 st Session		2 nd Session		3 rd Session		No of session conducted
	Male	Female	Male	Female	Male	Female	
Anse Boileau	1	9	1	8	2	3	7
Anse Royale	4	9	12	25	7	16	8
Baie Lazare	0	8	4	4	2	3	7
Beau Vallon	5	20	2	12	1	6	6
English River	8	30	8	18	2	13	9
Les Mamelles	13	30	3	13	2	8	7
Takamaka	2	16	0	4	0	3	5
La Digue	2	4					1
Praslin	2	4	1	9	0	6	4
Total	37	130	31	93	16	58	54

Table 6: Post Delivery August-December 2022

Regions	1 st Session		2 nd Session		3 rd Session		No of session conducted
	Male	Female	Male	Female	Male	Female	
Anse Boileau	0	5	0	3	1	2	7
Anse Royale	4	7	0	0	0	0	4
Baie Lazare		4	0	8	1	6	5
Beau Vallon	3	7	1	2	1	3	6
English River	4	5	12	17	2	4	7
Les Mamelles	5	19		1	0	0	5
Takamaka	1	5	0	3	0	3	4
Anse Aux Pins			0	5	2	3	2
Beoliere	0	3	0	3	0	3	3
Glacis	0	3	0	2	1	1	5
Praslin	1	4	0	5	0	1	3
Total	18	62	13	49	8	26	51

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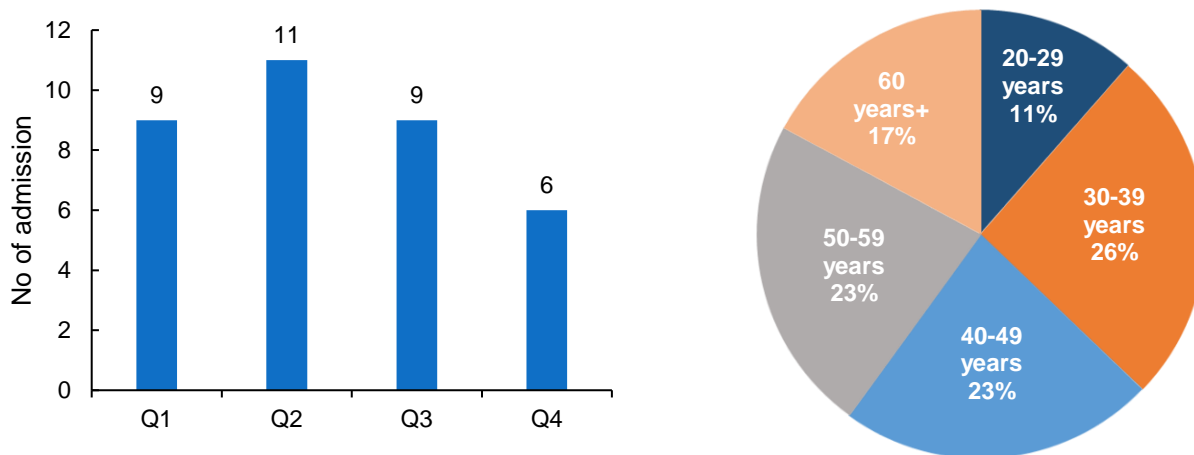
Night shelter

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 and society.

A total of 35 service users were admitted at the Night shelter during the year 2022, with a majority of users being in the age range 20-49 as can be seen in figure 8 below.

Through continuous counselling and psychological support as well as the good working collaboration with other partners, 7 service users reintegrated during the year. For instance, one user moved to another island for an employment opportunity and one rented an apartment after securing a job. In addition, 5 were transferred to the elderly homes around Mahe.

Figure 7: Admissions per quarter & percentage of service users per age group



Source: Night Shelter

Night Shelter Analysis

With the aim of ensuring that good service delivery is provided and to highlight the work done, an analysis of the Night Shelter was undertaken during the year.

The results of the analysis showed that since its opening in 2014, the shelter received around 225 admissions, with more admissions recorded in the year 2020. Most of the men (53%) who accessed the service throughout the years were between the age range 26-45. The main reason for admission at the Night shelter has been over the years, drug and alcohol abuse with a

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combined percentage of 74%. It was identified that within the first three years of the Night shelter about 3 service users on average had a drug problem and 8 services users on average had an alcohol problem. However, the increase is observed in the following three years between 2018-2021 where the average number of users with drugs and alcohol problem increased to 17 and 14 respectively. This shows the rise in alcohol and drug abuse affecting Seychellois men.

Through the analysis the issue of affordable housing was highlighted and it was a recommendation that Government looks into providing affordable housing to past service user once they get a job placement, as this is a major challenge. Although a very demanding service, the services offered by the Night shelter is one that is needed in the society as it empowers individuals to start over and helps them to reintegrate with families and in society.

Highlights of 2022

World Social work day

The theme for Social Work Day 2022 “Co-building a new eco-social world: Leaving no one behind”

A series of activities were organized throughout the month of March.

- Tete a Tete with the minister for the younger social workers
- Church Service
- Presentation of dissertation by social workers
- Blood donation
- Award presentation

Photo: Tete a Tete session with social workers



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Parenting Education certificate ceremony

About 121 participants of year 2018-2020 who participated in all 6 sessions received their certificates as evidence of their commitment to acquire additional skills to better understand the development stages and milestones of their young infants and improved parenting practice.



Early Childhood Care and Education (ECCE) projects (2021-2022)

Welfare of teenage mothers

The primary objective of this project was to assess the level of support and services available to teenage mothers and determine if teenage mothers can access services available or are aware of the services. The pilot survey was conducted in the Perseverance District and targeted teenage mothers aged 13-20 years. 22 teenage mothers participated in the survey. 90.9% were in secondary school and 9.1% was attending professional centers.

Some of the findings of the survey were as follows:

The teenage mothers reported that they are receiving support from various individuals including their own mother and father of their child as well as other individuals in the community. Support, in the form of advice, material support, financial and emotional support.

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About 50% of fathers recognized their children and most of the mothers surveyed stated that they received either complete or partial financial support from the father of their first child. In terms of emotional support from the father 22.7% and 22.8% reported that they receive complete and partial emotional support respectively. Whereas 40.9 % does not receive any emotional support from the father.

It was also highlighted that the mothers needed to improve on areas such as budgeting and providing a balanced diet for their children. Following the survey, a teenage mother support group was launched in the Perseverance, aiming to provide advice, give support and disseminate information on services available that will be beneficial for them. A session was held by the Department of Employment in October.

Monitoring the provision for child protection in Children's Homes

The primary objective of this project is to establish a screening and monitoring structure for the protection of children in care homes. In addition, allegation of abuse, misbehaviour and inappropriate behaviour in homes will also be recorded. The project entailed the installation and monitoring of surveillance devices. CCTV cameras were installed in two homes namely Foyer de la Providence and Foyer Nazareth.

Throughout the year there were ongoing camera surveillance and the devices proved useful in acquiring evidence in allegation of abuse cases. The standard of care was finalized in August 2022 and training is expected to commence in 2023, once the standard is in full operation the cameras will be one of monitoring tool used to assess the implementation of the standards.

International Reporting

The Social Affairs Department is responsible for the monitoring of implementation of the following international treaties and Protocols

- United Nations: Convention on the Rights of the Child (CRC)
- Optional protocol to the CRC on the involvement of Children in Armed Conflicts.
- Optional protocol to the CRC on sale of Children, Prostitution and Pornography.
- Optional protocol to the CRC on the communication procedure.
- African Charter on the Rights and Welfare of the Child.

Seychelles ratified the African Charter on the Rights and Welfare to the Child in 1992. In 2020, Seychelles submitted its initial and combined report to the African Charter on the Rights and welfare of the Child. Following this submission Seychelles was called upon to defend its report

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in March 2022. A strong delegation from different child protection partners led by Minister Francourt met with the AU committee of experts through an online platform to defend the state party report. Through her opening remarks, Minister assured the panel that the delay in submission does not mean inaction. Seychelles was commended on its report which not only highlighted the strengths but also the gaps and the ongoing strides to address the gaps.

During the same year, Seychelles was due to submit its 7th state party report to the UN Convention on the Rights of the Child. Seychelles has been a signatory to the Convention on the Rights of the Child since 1990 and thus has the obligation to submit progress report that will allow the UN Committee on the Rights of the Child to monitor progress on strides made to implement the Convention. Through several series of consultations with relevant partners the report was compiled and submitted in October 2022.

National Assembly sessions

- A virtual meeting was held in January to discuss Sexual and Gender Based Violence (SGBV) along with SADC
- Minister Patricia Francourt presented the Departments' 2023 budget to the National Assembly on 24th November 2022. The Principal Secretary and accountant were in attendance to support the Minister.
- The Principal Secretary went before the National Assembly on 16th December 2022 to present the Home Care Agency Bill 2022

Staff meetings

The Department maintained its ethos of communication and meetings with staff to provide staff with information, address their concerns and get their contribution to ensure that the department continues to maintain a good public image.

Senior Management Department meeting

The Senior Management Committee of the Social Affairs Department held five meetings during the year whereby pertinent strategic issues was discussed for implementation.

Social Services Management Meeting

Meetings were held to address matters relevant to the work of the Social Services Division and issues of concern of social workers.

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Human Resource and Budget management Meetings

The Human resource and Budget management team along with the Administration team held meetings throughout year to discuss issues pertaining to their specific duties.

Note of Appreciation

A special thanks goes to all staff of the Department who has worked diligently to ensure good service delivery despite being faced with several challenges. In addition, the support from different partners has always contributed to the accomplishment of the Department. Finally, to the Minister and the Principal Secretary who has through continuous advocating, pushed for certain services to be provided as well as providing guidance to staff.

Conclusion

The staff of the Department has worked vigorously throughout the year to ensure that good service delivery is provided to the public. Analysis conducted along with regular review of case load has led to the development of new strategies to improve on services provided. As part of the prevention work a lot of outreach activities was conducted throughout the year with the aim of connecting and disseminating information with the individual and families in the community. For the years to come, the Department remains devoted in delivering on its mission to “Enhance social functioning at all levels of society by promoting, empowering and supporting the functions and responsibilities of individuals and families”.