

Child Helpline International

Annual Report 2011

Giving a voice to children and young people worldwide.

Child Helpline International (CHI) is the global network of child helplines in 133 countries (as of December 2011), which together receive nearly 28 million contacts a year from children and young people in need of care and protection. CHI supports the creation and strengthening of national free-of-costs child helplines worldwide and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

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CHI would like to thank all those who work so tirelessly to support our efforts to ensure children and young people worldwide have access to help and support, wherever and when ever they need it. Without our invaluable members, partners, supporters, volunteers and countless dedicated individuals worldwide, we would not be able to accomplish all that we do. CHI would also like to express our heartfelt appreciation for all of the child helpline staff members and volunteers across our network who make themselves available to children day and night. Thank you all for working so hard to protect children from harm and ensure that their voices are heard.

CHI is proud to be supported by the organisations listed below, which make our work possible:

Enabling partners:

Arab Gulf Fund for United Nations Development (AGFUND), C&A, Dutch Ministry of Foreign Affairs (DGIS), European Commission (Daphne Programme), KPMG LLP, OAK Foundation, UPC Broadband.

Supporting partners:

De Brauw Blackstone Westbroek, Link Design BV, Microsoft BV, PwC, Royal Joh. Enschede BV, Intel BV, The Because Foundation.

Enabling partners

AGFUND



C&A



DGIS



European Commission



KPMG LLP



OAK Foundation



UPC Broadband



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Chair's Statement



2011 saw the first year of our strategic period 2011-2015, an exciting time in any organisational life cycle. The vision of 155 organisations in 133 countries working together under one vision is a powerful reality. For many countries this strategic period will translate into concrete steps to starting a child helpline and providing a vital tool for children to report the violation of their rights. I am honoured to welcome new full and associate members to the network.

Throughout the year, Child Helpline International (CHI) continued its efforts in supporting child helplines at all stages of development by working with members to develop trainings and facilitate peer to peer exchanges. The year culminated in four Regional Consultations which brought together 289 child helpline delegates and their stakeholders from government, UNICEF and telecoms amongst others, helping to ensure that CHI's bottom-up and participatory approach remains the priority. These inspirational meetings enabled the network to formulate annual plans for 2012 and to feedback on their needs to the Secretariat in Amsterdam.

Nearly 28 millions contacts (including website hits) were received globally from children and concerned adults in 2010. This astonishing number drives us further to increase access for children, wherever they live, to a safe and confidential service where they can talk about their problems and reach out in crisis. Together with the telecommunication sector we continue to secure free-of-costs access and encouraging the allocation of harmonised numbers.

Child helplines cannot work alone and depend on their partners in referring children to services such as hospitals, shelters, social workers, magistrates, police, legal services and local child protection NGOs. In 2011, as a network we began the process of systemising our approach to strengthening Child Protection Systems. To this end we have engaged in highlighting the weaknesses in the system, using the data that is collected from child helplines and advocating with decision and policy makers in a bid to fill the gaps.

On behalf of the Supervisory Board of CHI, I would like to thank everyone working so hard to protect children, sometimes in the most difficult circumstances, at all hours of the day in child helplines everywhere – thank you!

We hope that you enjoy our Annual Report 2011!

Jeroo Billimoria
Chair of the Supervisory Board of CHI

Executive Director's Statement



It is my pleasure to report to you that the majority of CHI's plans and objectives in 2011 were achieved. The year was punctuated by many exciting highlights - most notable were the Regional Consultations held in Kenya, Greece, Peru and Nepal. On the lobbying and advocacy front, CHI was granted special consultative status with ECOSOC and observer status at the African Union, and continued to forge strong links with the United Nations Special Representative on Violence Against Children, among many other achievements. In 2011, more than ever, other child protection, civil society and government agencies, were looking to CHI in general, and to CHI's unique data specifically, for input into global processes.

Along with our efforts in implementing year one of our new strategic phase, our priority in 2011 was working together with newly established coalitions under the Dutch Government's MFS II development programme 2011-2015. The year focused on the start-phase of our respective programmes and already we had the opportunity to exchange valuable knowledge with our partners. Already we can see the benefits of joining forces.

CHI is committed to being accountable to its members and donors and to this aim we appointed a Monitoring & Evaluation Officer in late 2010. In 2011, this role was developed and new monitoring tools were instituted. CHI is now proud to have more structure in the monitoring of achievements and challenges, as well as the execution of evaluations. In 2011, a decision was also made to rename *The Advocacy Department* as *The Policy & Research Department*, reflecting our strategic focus on

using data from child helplines to identify gaps in child protection services and to use evidence based research to influence policy makers at the highest level.

Our team in Amsterdam has worked tirelessly to roll-out the new strategic period and we are indebted to their commitment and passion for the work of child helplines. As a Management Board, our responsibility is to ensure that all team members have the knowledge and skills to carry out their tasks and to develop personally and professionally. In order to monitor this in 2011, we undertook an internal staff survey revealing that the CHI team have high levels of commitment and a clear understanding of how they contribute to the success of CHI as a global network.

As the Executive Director of CHI, I am personally humbled and honoured to work with our members across the globe and look forward to serving their needs in 2012 and beyond! I am both proud of what was achieved in 2011 and compelled to continue to meet our challenges head on. There is much still to be done as we strive as a network to achieve our dream: A world where technology allows children to be heard one by one and through their voices shape the world and realise their rights.

Nenita La Rose
Executive Director, CHI

Child Helpline International

Child Helpline International (CHI) is the global network of child helplines in 133 countries (as of December 2011), which together receive nearly 28 million contacts a year from children and young people in need of care and protection. CHI supports the creation and strengthening of national free-of-costs child helplines worldwide, and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

CHI: Our Approach

CHI employs a multi-stakeholder approach, working with local, regional and national stakeholders and partners to support the creation and consolidation of national free-of-costs child helplines around the world. In addition, CHI works to ensure ongoing opportunities for all members and partners to enhance their services through workshops, trainings, peer-exchanges and other vital opportunities for knowledge sharing. Finally, CHI taps into the data and information available across the network to advocate and lobby before key decision and policy makers to help strengthen national child protection systems and ensure children their rights.

Child Helplines: Listening to Children

Child helplines are help and support services for children. Child helplines use a variety of methods to ensure that children can always access help and find someone to talk to. These methods

include telephone services, mobile phone text messaging, online via email, chat and forums, drop-boxes in schools and community centres, postal services, radio and mobile outreach units. Child helpline counsellors actively listen to children who wish to express their concerns and link children to resources and emergency assistance when needed. Child helplines also reach out to children who may not be able to access their services, including street children, children with disabilities and children in marginalised areas or communities.

Child helplines provide children with their fundamental right to be heard, as outlined in the United Nations Convention on the Rights of the Child (UN CRC), and also play a key role in shaping, strengthening and filling in the gaps of existing national child protection systems.

Often, child helplines are a young person's first point of contact with child protection services and the most trusted and accessible gateway for them to find help.

CHI: Ensuring Children's Voices are Heard

Child helplines are in the unique position of being privy to children's true voices, as they themselves choose to express them. Realising the potential of this wealth of information, Child Helpline International (CHI) collects data from all of its member child helplines worldwide on the numbers and nature of contacts they receive. CHI uses this data to advocate globally for children and their rights, as set down in the UN CRC, and to help pave the way to consolidating and strengthening national child protection systems.

Vision

A world where technology allows children to be heard one by one and through their voices shape the world and realise their rights.

Mission

To respond to children in need of care and protection and voice their concerns to policy and decision-makers.

Objectives 2011-2015

- Providing child helplines in all stages of development with services;
- Working with the telecommunications sector to ensure free-of-costs access to child helplines for children everywhere;
- Working to strengthen national child protection systems by using child helpline data to advocate before key decision makers.

Operating Principles

- CHI is and will always be a network of child helplines, a bottom-up organisation with a membership representative governance structure;
- CHI will maintain its multi stakeholder approach;
- The CHI secretariat will ensure that the membership's interest comes first and that the members are profiled to the maximum;
- The CHI secretariat will support and facilitate network sharing to the maximum;
- CHI will not become a grant making or a donor organisation;
- All costs of the CHI secretariat will be allocated to CHI's strategic objectives;
- The CHI secretariat will work to support all child helplines within the network and endeavour to find sustainable opportunities for members.

The Global Network of Child Helplines

Membership as of October 2011



Full members*

114 members in 98 countries

Countries with child helplines that fulfil the CHI membership criteria.

- | | | | |
|----------------------|---------------------|-------------------|--------------------------------|
| ▪ Albania | ▪ Egypt | ▪ Luxemburg | ▪ Serbia |
| ▪ Algeria | ▪ Estonia | ▪ Macedonia | ▪ Singapore |
| ▪ Argentina | ▪ Finland | ▪ Malawi | ▪ Slovakia |
| ▪ Aruba | ▪ France | ▪ Maldives | ▪ Slovenia |
| ▪ Australia | ▪ Gambia | ▪ Mauritius | ▪ South Africa |
| ▪ Austria | ▪ Germany | ▪ Mexico | ▪ Spain |
| ▪ Bangladesh | ▪ Greece (2) | ▪ Mongolia | ▪ Sri Lanka (2) |
| ▪ Belgium | ▪ Guinee Conakry | ▪ Namibia | ▪ St. Marten |
| ▪ Bosnia Herzegovina | ▪ Hong Kong, S.A.R. | ▪ Nepal | ▪ Suriname |
| ▪ Botswana | ▪ Hungary | ▪ Netherlands | ▪ Swaziland |
| ▪ Brazil (2) | ▪ Iceland | ▪ New Zealand (3) | ▪ Sweden |
| ▪ Brunei | ▪ India | ▪ Nigeria | ▪ Switzerland |
| ▪ Bulgaria | ▪ Indonesia | ▪ Norway | ▪ Taiwan, P.O.C. |
| ▪ Cambodia | ▪ Iran | ▪ Pakistan | ▪ Tajikistan |
| ▪ Canada | ▪ Ireland | ▪ Palestine | ▪ Thailand |
| ▪ Chile | ▪ Israel | ▪ Paraguay | ▪ Trinidad, Tobago |
| ▪ China | ▪ Italy | ▪ Peru | ▪ U.S.A. (7) |
| ▪ Colombia | ▪ Japan | ▪ Philippines | ▪ Uganda |
| ▪ Cote d'Ivoire | ▪ Jordan | ▪ Poland | ▪ United Arab Emirates Sharjah |
| ▪ Croatia | ▪ Kazakhstan | ▪ Portugal | ▪ United Kingdom (4) |
| ▪ Curaçao | ▪ Kenya | ▪ Qatar | ▪ Uruguay |
| ▪ Czech Republic | ▪ Korea, South (2) | ▪ Romania | ▪ Vietnam |
| ▪ Denmark | ▪ Latvia (2) | ▪ Russia | ▪ Yemen |
| ▪ Dominican Republic | ▪ Lesotho | ▪ Saudi Arabia | ▪ Zimbabwe |
| | ▪ Lithuania | ▪ Senegal | |

Associate members*

41 members in 40 countries

Countries that CHI is working closely with to start child helplines, and that fulfil the CHI associate membership criteria.

- | | |
|--------------------|----------------------------------|
| ▪ Afghanistan | ▪ Malta (2) |
| ▪ Antigua, Barbuda | ▪ Mauritania |
| ▪ Armenia | ▪ Mexico |
| ▪ Azerbaijan | ▪ Montenegro |
| ▪ Bahrain | ▪ Mozambique |
| ▪ Belarus | ▪ Panama |
| ▪ Belgium | ▪ Sudan |
| ▪ Benin | ▪ Togo |
| ▪ Bhutan | ▪ Tunisia |
| ▪ Bolivia | ▪ Ukraine |
| ▪ Bulgaria | ▪ United Arab Emirates Abu Dhabi |
| ▪ Costa Rica | ▪ U.S.A. |
| ▪ Ecuador | ▪ Uzbekistan |
| ▪ El Salvador | ▪ Vanuatu |
| ▪ Ethiopia | ▪ Zambia |
| ▪ Georgia | |
| ▪ Guatemala | |
| ▪ Haiti | |
| ▪ Iraq | |
| ▪ Israel | |
| ▪ Jamaica | |
| ▪ Kyrgyzstan | |
| ▪ Lebanon | |
| ▪ Liechtenstein | |
| ▪ Malaysia | |

* For full details of individual members please visit www.childhelplineinternational.org

** In some countries CHI has both a full and an associate member. In total, taking into account this overlap, CHI had 155 members in 133 different countries in 2011.

Soul Statement

Children are **full citizens** of the world. They need, deserve, and have an inalienable right to **respect, nurturance, and support** aimed at keeping them safe and helping them to participate fully in their lives according to their individual capabilities. Adults have a **special obligation to ensure that children are safe** and receive this respect, nurturance and support.

Child helplines provide children with **unique opportunities to express** their thoughts, feelings, and needs and to seek help in their own terms, without fear or inhibition. **Trusted by children**, child helplines help to keep children safe and to receive respect, nurturance and support. They do this **through their own direct responses** and by using the knowledge given to them by children to advocate on their behalf.

CHI exists because child helplines around the world **gain strength from working together** to express these shared ideals, values and beliefs.

2011 in review

2011 was the first year of the new 2011-2015 strategic period. CHI has seen two previous strategic phases, from 2003-2006 and from 2007-2010. The first was a period of building and establishing the CHI network and the second one of consolidation. Today CHI is a substantial and strong network, ready to build upon its achievements and experiences to help work for the establishment and consolidation of national child protection systems worldwide.

The core of what CHI does remains the same: launching and scaling-up child helplines; collecting data on the reasons children contact child helplines; and advocating and lobbying for awareness and policies towards child protection and children's rights. More than ever, other child protection, civil society and government agencies, are looking to CHI in general, and to CHI's unique data specifically, for input into global processes.





Sixth African Regional Consultation, August-September 2011, Nairobi, Kenya



Fifth Regional Consultation for the Americas and Caribbean, November 2011, Lima, Peru



Fourth European Regional Consultation, October 2011, Athens, Greece



Fifth Regional Consultation for Asia Pacific, December 2011, Kathmandu, Nepal

Chapter 1

Providing Services to Child Helplines

CHI's Objective:

Providing adequate services to child helplines in all stages of development.

Key Achievements 2011:

- 6 child helplines launched
 - 15 stakeholder meetings held
 - 8 new full members
 - 8 new associate members
 - 5% increase in membership overall
 - 31 member child helplines visited
 - 17 peer exchanges
 - 8 issue-based trainings, involving 128 child helpline delegates
 - 4 Regional Consultations, involving 289 participants from 104 countries
-

Since its inception in 2003, CHI's core business has been to establish new, and strengthen and consolidate existing, national child helplines. In order to provide services to child helplines in all stages of development and support the vital work they do to protect children and their rights, CHI uses multi-stakeholder and knowledge-sharing approaches. Being part of the CHI network allows members not just access to a wealth of information and practical collaboration, but also to garner strength and support from others in the field.

"Child helplines are core components of comprehensive, robust and integrated national child protection systems."

**UN Special Representative on Violence Against Children,
Ms. Marta Santos Pais**

Launching and scaling-up child helplines

CHI works to ensure that children everywhere have access to child helpline services. This is done through the launching of new child helplines and the improvement of services offered by established child helplines. The first step towards creating or working to strengthen a child helpline is the tried and tested *multi-stakeholder approach*. CHI brings together a board spectrum of stakeholders – including local and national government, UN bodies, civil society, local (child) helplines, child protection services, children and youth programmes, academic institutions, telecommunications and other Information Communication Technology entities – to map out existing services and collectively work towards well-functioning, comprehensive child helplines as core components of comprehensive child protection systems.

In 2011, CHI was able to tap into new opportunities afforded by its Dutch partnerships (see 'Dutch Alliances' on pg. 34) to bring even more stakeholders to the table, and to open up additional partnership opportunities for child helplines.

Zambia: Stakeholder meeting

On 7 April 2011 CHI participated in a stakeholder meeting in Lusaka, Zambia. The meeting was organised by Plan Zambia which is spearheading efforts to establish a national child helpline in Zambia, along with the Zambian government, UNICEF Zambia and Save the Children. The main objective of the meeting was to develop a common understanding around the concept of a child helpline. CHI and Childline Zimbabwe were invited to share their experiences on creating and operating national child helpline services. The meeting was attended by representatives from 32 Civil Society Organisations (CSOs) and all those present were invited to review their own capacities for operating a child helpline service and to express their interest in taking this important project on.

CHI's objective for 2011 was to hold 7 stakeholder meetings. In 2011 15 such meetings were held, of which 11 were held in conjunction with CHI's Dutch alliance partners.

In 2011 CHI's objective was to launch 4 new child helplines. This objective was met, with 6 new child helplines launched with CHI's support in 2011.

Challenges

In 2011, elections and political uncertainties in some countries made the planning of stakeholder meetings and follow-up on those meetings difficult. In Guatemala, for example, the stakeholder meeting planned for 2011 was postponed, pending results of elections and clarity on who the core government partners would be.

Similarly, many factors go into launching a child helpline which are not within CHI's jurisdiction or control. The case of the Maltese child helpline, Kellimni, highlights this well: CHI supported the local initiative Kellimni to launch phone and online child helplines services in 2011. Unfortunately Kellimni was not assigned the European harmonized free-of-costs phone number for child helplines, 116 111, by the Maltese government. It was decided to go ahead and launch Kellimni.com as an online child helpline service for now. The expansion to phone services has been postponed until 116 111 is assigned to Kellimni.

Results 2011

6 new child helplines launched

- Brazil - 123Alô! (new online services)
- Burkina Faso - Ministère de l'Action Sociale
- Iraq - Ministry of Labour and Social Affairs
- Malta - Kellimni.com (online)
- Mauritania - Association Mauritanienne pour la Santé de la Mère et de l'Enfant (AMSME)
- Zambia - Childline Zambia

15 Stakeholder meetings*

- Bolivia (Girl Power)
- Burundi (Conn@ct.Now)
- Colombia (Conn@ct.Now)
- Ethiopia (Girl Power)
- Ghana (Girl Power)
- Honduras
- Indonesia
- Kyrgyzstan
- Liberia (Girl Power)
- Nepal (Girl Power)
- Pakistan (Girl Power)

- South Sudan (Conn@ct.Now)
- Tanzania (attended by the CHI Regional Representative for Africa)
- Uganda (Conn@ct.Now)
- Zambia (Girl Power)

*See pg. 34 for more on the Girl Power and Conn@ct.Now alliances





Membership

CHI is a membership organisation. In order to maintain a professional, quality network, CHI's members must adhere to three membership requirements (listed in the box on the left). Full members pay an annual membership fee. Similarly, CHI members complete a Principles and Standards Self-Assessment (PSA) tool every year, to help member child helplines achieve minimum quality standards. The PSA tool also helps inform CHI policy and decisions on CHI activities to be undertaken each year. Members also submit data every year (more information on data collection on page 26). As of 2010 a site-visit by CHI or one of CHI's representatives is a new step for full membership. These visits help CHI better assess the strengths and needs of its members, encourage transparency across the network and offer opportunities for learning and sharing. Where possible, CHI's regional representatives and members visit CHI's members on CHI's behalf.

Following requests from its members in previous years, CHI in 2011 also instituted a membership agreement, designed to clarify the role and the nature of the relationship between CHI and its members. So far, 48 members have signed the agreement and this is now a part of the process of becoming a new full member of CHI.

At the end of 2011, the CHI network spanned 133 countries worldwide and included 155 full and associate members. During 2011 CHI's membership grew by 5%, with 8 new members joining the CHI family. Also, some of CHI's associate members achieved full membership status in 2011. In total, there were 8 new full members in 2011 (upgraded from associate status or completely new full members), and 8 new associate members. 81% of CHI's full members were able to pay their annual membership dues in 2011 and 80% completed the PSA tool (*see pg. 26 for information about CHI's third membership criterion, data submission*).

Challenges

CHI's members span across all regions of the globe and all socio-economic levels. For many, 2011 was a particularly challenging year, with economic hardship as well as both natural and man-made disasters greatly affecting operational capacities. In a number of cases, lack of internet connectivity and staff reductions due to cutbacks forced members to prioritise and focus on the immediate needs of the children contacting them. As a result, meeting CHI's membership criteria was not always easy for child helpline members.

It is expected that the new membership agreement, introduced in 2011, will bolster efforts to ensure fulfilment of membership criteria. At the same time, as in previous years, CHI will continue to support members in meeting membership criteria, which are aimed at promoting sustainable organisational growth, and quality services for children.

"The opportunity to experience or just observe that others face issues similar to those encountered in your 'backyard' helps to cement the need for perseverance with your work."

**Participant, peer exchange
Antigua-Aruba, 2011**

Results 2011

8 new full members

- Brazil - Safernet
- Cambodia - ChildFund
- Israel - Natal
- Maldives - Child Helpline 1412
- Saudi Arabia - National Family Safety Programme
- Sri Lanka - National Child Protection Authority
- Tajikistan - Girl's Support Services
- Togo - Allô 111

8 new associate members

- Israel - ERAN
- Kyrgyzstan - Child Rights Defender League
- Lebanon - Naba'a, operating in Ain el Hilweh refugee camp
- Malta - Kellimni
- Mozambique - Linha Fala Crianca
- Ukraine - La Strada
- USA - MAYS - Muslim American Youth Supportline
- Vanuatu - Family Health Association

31 visits to CHI members

- Albania - CRCA (by Deputy Regional Representative)
- Argentina - Línea 102 Bs.As.
- Bangladesh - Aparajeyo
- Belgium - Kinder- en Jongerentelefoon
- Brazil - Safernet (by Deputy Regional Representative)
- Bulgaria - Animus Association (by Deputy Regional Representative)
- Cambodia - CHC
- Egypt - Egyptian child helpline (Regional Representative)
- Ethiopia - ECFA
- Greece - Smile of the Child
- Guinea Conakry - AGUIAS
- Indonesia - TESA 129
- Israel - Natal
- Jordan - Jordan River Foundation
- Kenya - Childline Kenya
- Kenya - Childline Kenya (by Plan International's Chief Executive Officer)

- Malaysia - Childline
- Maldives - Department of Gender and Family Protection Services
- Malta - Kellimni
- Malta - Supportline
- Moldova - Children's Ombuds Office (by Deputy Regional Representative)
- New Zealand - Youthline
- Paraguay - Fono Ayuda (Deputy Regional Representative)
- Peru - Fundación ANAR
- Senegal - Centre Ginddi
- Sri Lanka - Lama Sarana
- Sri Lanka - National Child Protection Authority
- Tajikistan - Child Right Center
- Ukraine - La Strada
- Zimbabwe - Childline Zimbabwe (by Board of Plan Norway)
- Zimbabwe - Childline Zimbabwe (by Country Director of Plan Zambia)

- **Full members** are those child helplines who fulfill all of the CHI membership criteria:
 - Annual submission of data;
 - Annual completion of the Principles and Standards Self-Assessment (PSA) tool;
 - Payment of annual membership fee.
- **Associate members** are organisations CHI is working closely with to start fully functioning child helplines. Associate members can become full members after one year of operation and meeting the full membership criteria.
- **Potential members** are those organisations which have expressed an interest in starting a child helpline, and existing child helplines who are not yet part of the CHI network.

75% rated the success of the New Communication Technologies working group meeting a 9 or higher (out of 10).

Knowledge-sharing and exchange

With members and partners across the globe, CHI is able to provide unprecedented opportunities for sharing, networking and communication. Through peer-exchanges, trainings, workshops and Regional and International Consultations, CHI affords its members important channels for the exchange of knowledge, expertise and insights. These are of utmost importance in helping emerging and existing child helplines to develop and enhance their services, and reach more children in need.

In 2011 CHI aimed to carry out two peer-exchanges per region. This target was met, with a total of 15 peer-exchanges taking place, both within regions and importantly also cross-regionally.

In 2011 128 people benefited from 8 issue-based trainings. CHI managed to enable and host twice as many trainings as planned for in 2011, partly by lowering costs by combining peer-exchanges and visits with issue-based trainings, thus maximising resources and allowing more members to benefit from targeted trainings.

CHI also brings its members together in International and Regional Consultations. Held biennially in alternating years, these gatherings are important opportunities for members, partners and stakeholders to find common ground and pool collective experiences and knowledge. Regional Consultations allow participants to reflect together on regional issues which impact the formation and operation of child helplines. Regional Consultations also afford child helplines in various stages of development the chance to get advice and insight from others working in similar contexts.

In 2011 CHI held 4 Regional Consultations, in Africa, Europe, the Americas and Caribbean and Asia Pacific. In total 289 members, partners and stakeholders from 104 countries attended these important gatherings.

Palestine Peer Exchange Visit to Denmark

Representatives from CHI's Palestinian member child helpline, operated by SAWA, visited their Danish counterparts, child helpline Børns Vilkår on 23-25 August 2011. The aim of the visit was to learn more about internet-based counselling and use of technology at the child helpline. The Palestinian child helpline introduced a web-based component in its operations two years ago. The team asked to be introduced to other experiences to compare and exchange knowledge. The visit included sessions on online bullying; web-based marketing and fundraising; sessions on online counselling through chat and e-mail; and data documentation. The visit also included a meeting with the Media Council for Children and Young People.

"Thank you for the support CHI has given Kids Help Phone to allow us to participate in the peer exchange to Kids Helpline Australia and the New Communications Technologies training in Berlin this year."

"As we worked to launch chat counselling this year, we were very much helped by CHI connecting us with the international leaders we could learn from to help ensure our new chat service would meet the needs of young people."

Kids Help Phone, Canada

ANAR Peru – Benefits of hosting the Regional Consultation

CHI's member child helpline in Peru, ANAR Peru, hosted the Fifth Regional Consultation for child helplines in the Americas and Caribbean in November 2011. ANAR reported a number of positive outcomes for the child helpline as a result of hosting the Regional Consultation:

- ANAR's relationship with the Ministry of Women and Social Development, which is the governing body relating to children in Peru, was strengthened, including the signing of an inter-agency support agreement.
- In the same vein, the Ministry of Education has proposed to develop an agreement to raise awareness of ANAR's services in the Quechua language in rural areas through the Directorate of Intercultural Bilingual Education, and radio programs called Schools of the Air.
- Locally, the Municipality of Lima scheduled a series of meetings to work on a joint agenda for children and adolescents in Lima.
- At the level of international cooperation, Plan International

- and Save the Children will now include the ANAR phone number in all their publications for children and adolescents.
- Enhanced the relationship with UNICEF.
- In media coverage of the Regional Consultation, ANAR Peru appeared in print, television and radio, strengthening awareness of the ANAR child helpline.
- Helped to brand ANAR with other civil society institutions and private companies, due to the appearance of ANAR in the media.
- In terms of the children, the Regional Consultation provided a framework for collecting views and proposals from disenfranchised children and adolescents on child helplines and the child protection system.
- Gave the child helpline staff a chance to reflect on awareness raising and outreach to marginalised children.
- The Regional Consultation has given the ANAR team the opportunity to interact with counterparts in other countries in the region and learn about other experiences that can be applied here.



Challenges

In recent years CHI has seen a marked increase in requests from its members for knowledge-sharing and exchange opportunities. In order to streamline CHI's peer exchanges and increase effectiveness, CHI is looking to find innovative ways to introduce more thematic exchanges in the future. This is also intended to address the difficulty in always finding suitable matches for child helplines requesting peer exchanges on particular topics.

2011 also proved to be a challenging year for travel arrangements, with general political unrest and

extreme weather in many areas causing difficulties and delays in visas and flights. The European Regional Consultation in Athens, Greece, for example, went ahead despite a fire storm and general strikes. CHI had to make accommodations to ensure that all participants were taken care of as flights were cancelled and delayed.

The Regional Consultation planned in the Middle East and North Africa (MENA) region had to be postponed to 2012 as a result of the 'Arab Spring' and the general instability in the region. Originally planned to be held in Lebanon in 2011, the MENA Regional Consultation was moved to Qatar and held in January of 2012 instead.

Results 2011

17 peer exchanges involving 24 member child helpline delegates

- Friends Hotline (Antigua) to Telephon Pa Hubentud (Aruba)
- Kindertelefoon (The Netherlands) to Telephon Pa Hubentud (Aruba)
- Kids Help Phone (Canada) to Boys Town (Australia)
- Vaiku Linija (Lithuania) to INGO Ponimanie (Belarus)
- Fundación Anar (Spain) to Childline (UK)
- BRIS (Sweden) to Childline (UK)
- NGO Children First (Montenegro) to Kek Vonal (Hungary)
- SAWA (Palestine) to Børns Vilkår (Denmark)
- Ministry of Labour and Social Affairs (Iraq) to Jordan River Foundation (Jordan)

8 issue-based trainings involving 128 member child helpline delegates

- Childline (Kenya) to Nobody's Children Foundation (Poland)
- C-Sema Group (Tanzania) to Childline (Kenya) (2x)
- Nobody's Children Foundation (Poland) to Childline (Kenya)
- Steering committee of Childline Zambia (Zambia) to Childline (Kenya)
- Warchild UK (Afghanistan) to Childline (India)
- Childline (Malaysia) to Childline (UK)
- Balaga Komek (Kazakhstan) to Child Rights Center (Tajikistan)
- Fifth meeting of the European Working Group on New Communication Technologies, Berlin
- Online Counselling Training, Amsterdam
- Call Response Training, Buenos Aires
- Fundraising Training, Amsterdam

4 Regional Consultations involving 289 member child helpline delegates, partners and stake- holders from 104 countries

- Peer-to-Peer Counselling training, Namibia
- Regional Advocacy Training - MENA, Qatar
- Child Trafficking Training, Russia
- Call Response Training on Domestic Violence, Tajikistan
- Sixth African Regional Consultation, August-September, Nairobi, Kenya
- Fourth European Regional Consultation, October, Athens, Greece
- Fifth Regional Consultation for the Americas and Caribbean, November, Lima, Peru
- Fifth Regional Consultation for Asia Pacific, December, Kathmandu, Nepal

Chapter 2

Working with telecommunications

CHI's Objective:

Working with the telecommunications sector to ensure that children can access child helplines.

Key Achievement 2011:

- 7 child helplines gained cost-free status

The importance of easy and free-of-costs access to child helplines cannot be overstated. Children often do not have the means to cover the costs of calling or texting, even when they need help. Moreover, costs incurred for calling or texting a child helpline using a parent's or other adult's phone can be detected and thus also hinder a child's ability to confidentially and safely contact a child helpline. No child should ever be denied access to help and support because he or she cannot afford it. Experience shows that child helplines which have free-of-costs numbers for children to contact them receive ten times more calls on average than child helplines that do not. CHI works with actors in the telecommunications sector to ensure that all children, no matter their circumstances or economic status, are able to contact a child helpline free of charge, and to reduce the burden of telecoms costs on child helplines.

Obtaining free-of-costs telephone numbers for child helplines

Since its foundation, CHI has been advocating at all levels of governance to have easy to remember, short-digit, free-of-costs telephone numbers allocated to child helplines worldwide. During 2011, CHI successfully worked with child helpline organisations in seven targeted countries to have short, free-of-costs telephone numbers allocated and assigned to national child helplines.

On the regional level, CHI's strengthened partnership with the Pan American regional network of national telecom authorities (CITEL) resulted in a recommendation by the latter on the allocation of the short, free-of-costs telephone numbers 116 and 116 111 to child helplines in the region by national governments. This recommendation is an important step towards regional harmonisation of telephone numbers for child helplines in Americas and Caribbean and will help better protect children no matter where in the region they may find themselves.

In Europe, the same harmonized number for child helplines (116 111) has to date been assigned in 22 EU member states and is operational in 17 of them. In 2011 CHI began work on a new website through the URL www.116111.eu. The website aims to increase visibility of the 116 111 number, provide 116 111 implementers with a chance to raise awareness on the European scope of the number on national levels, and give children and young people the feeling that they are not alone with their problems in their own country. CHI hopes to launch this new site on International Child Helpline Day (17 May) in 2012.

Challenges

While free-of-costs status is of utmost importance for incoming calls (for children trying to access child helplines), it is also crucial for outgoing calls from the child helplines. Child helplines which have to pay for outgoing calls and texts face a tremendous financial burden and often have less resources as a result to invest in other critical aspects of their work. Unfortunately, obtaining free-of-costs support for both incoming and outgoing calls is not always easy. Also, as telecoms regulators and authorities are often linked to government, the allowance of free-of-costs statuses can sometimes be held up when governments or government positions shift or change. This makes it difficult for CHI to effectively plan targets with regard to acquisition of free-of-costs numbers for its members.

Telecom toolkit

In 2011, Child Helpline International started the development of a telecommunications toolkit: a document intended to assist child helplines in their efforts of advocating with their national authorities and other stakeholders for a short-digit, free-of-costs telephone number. As CHI is not able to deliver focused member services to every child helpline in the network, the toolkit is intended to aid child helplines in the network by providing them with strategy building, tips, tricks and information (and a summary of experiences from within the network). This toolkit is intended to be a living document that will be updated and expanded annually to address new developments. The toolkit, which was produced in English, French and Spanish, will be launched on International Child Helpline Day, May 17, 2012.

Results 2011

7 new free-of-costs numbers obtained

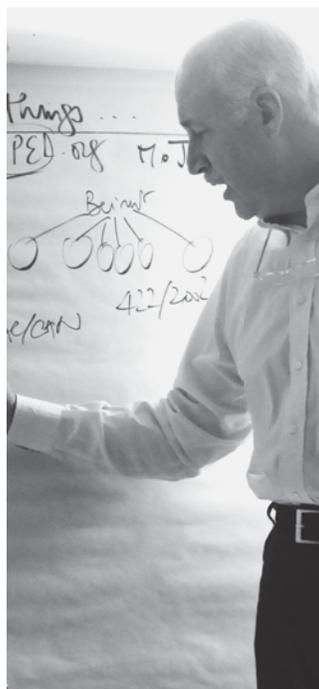
- Afghanistan - War Child Child Helpline - 199
- Bhutan - National Commission for Women and Children Bhutan - 1098
- Georgia - Public Health and Medicine Development Fund - 116 111

- Iraq - Ministry of Labour and Social Affairs - 116
- Madagascar - Bureau du Service Central de la Police des Moeurs et de la Protection des Mineurs, Madagascar - 147
- Saudi Arabia - National Family Safety Programme - 116 111
- Zambia - Childline - 116

7 free-of-costs numbers obtained for child helplines, allowing them to be more accessible to children in need.

10 times more calls received by child helplines with a free-of-costs short telephone number compared to child helplines that do not have this resource.





Chapter 3 Strengthening Child Protection Systems

CHI's Objective:

Strengthening national child protection systems by improving data collection and use, and advocating before key decision makers.

Key Achievement 2011:

- 90% of members submitted data for annual *Connecting to Children* publication
- Fifth *Violence Against Children Report* published and disseminated
- RAP Council formed
- 3 child protection mappings
- 1 pilot data-based briefing paper
- International Child Helpline Day material shared with the network
- 3 workshops in which CHI participated
- 15 conferences - advocacy and awareness raising
- 25 reports submitted to the UN Committee on the Rights of the Child
- 2 new Memoranda of Understanding signed
- 13 new partnerships formed

Data on the reasons why children contact child helplines is at the heart of CHI's work. Since its inception in 2003, child helplines in CHI's network have received more than 68 million contacts from and on behalf of children; 4.3 million of these contacts dealt with violence and abuse against children and one million of these contacts were made to child helplines which CHI assisted in launching. With this unprecedented data in hand, CHI can approach governments, telecommunications regulators and operators, UN agencies and other child protection networks to advocate for the recognition of child helplines as key tools towards child protection, and to help strengthen national child protection systems.

Results 2011

- 90% of full members submitted data for annual *Connecting to Children* publication
- Fifth *Violence Against Children Report* published and disseminated
- *Learn Without Fear Report* published and disseminated together with Plan International

Child Helpline Data

Child helplines are easy for children to access and are perceived as safe and trustworthy. Children all over the world contact child helplines to express their fears, worries, thoughts and concerns. More than any other child protection service, child helplines have direct access to invaluable insights into the lives of children.

With such a vast network of child helplines, CHI is in the unique position of being able to collate vast amounts of data on the reasons children seek help and support. This data is presented annually in CHI's *Connecting to Children* data publication. In 2011, 90% of CHI's full members submitted data for *Connecting to Children*, covering contacts made to child helplines in 2010. In 2010, CHI's global network of child helplines together received 13.4 million contacts from children seeking help and support (not counting web hits).

For CHI's Fifth *Violence Against Children Report* CHI used data from 101 child helplines generally, and another 64 child helplines via a separate 'Violence Against Children' questionnaire. The report outlines the prevalence of violence and abuse against children around the world and offers insights into critical areas for action.

In 2011 CHI, together with Plan International also published and disseminated the *Learn Without Fear Report*, outlining violence against children in schools, and based on data collected from CHI's member child helplines in four distinct countries.

Challenges

Much like other areas of CHI's work, data collection in 2011 was also impacted by circumstances around the globe. Political and social unrest throughout the Arab world, and large-scale natural disasters which impacted CHI's member child helplines' capacities in various places around the world, led CHI to extend its usual deadline for data collection. This in turn affected production of the annual *Connecting to Children*.

Research, Advocacy and Policy

Child helplines play an instrumental role in shaping, strengthening and filling in the gaps of existing national child protection systems. To this end, CHI advocates globally for children and their rights as set down in the UNCRC, be that with children's networks, governments, UN Bodies or the private sector. As a result of these efforts, the child helpline movement has become an increasingly important player in the child protection dialogue.

In 2011, in accordance with the 2011-2015 strategy, CHI began to increase its efforts to use its vast data on the reasons children contact child helplines for help and support to work towards helping to strengthen national child protection systems. To this end CHI formed a new Research, Advocacy and Policy (RAP) advisory council. Made up of academics, policy analysts and researchers in child protection and children's rights, as well as child helpline data experts, the RAP council was tasked with helping CHI take its data collection and use in advocacy for policy change to a higher level.

Similarly, CHI has begun the practice of producing theme-based briefing papers, based on the extensive data it collects from its member child helplines. The first such paper was piloted in the last quarter of 2011. It highlighted the fact that children in the world's highest Human Development Index level countries suffer from high rates of boredom, self-harm and suicidal tendencies. The paper was very well received and the data was used by CHI's partners, the media, policy makers and others. In 2012 CHI aims to produce 5 such briefing papers throughout the year.

17 May 2011 marked the fifth annual International Child Helpline Day. CHI provided its member child helplines worldwide with promotional materials and information to help them use the day to raise awareness of the role of child helplines in child protection.

CHI also participated in three workshops with partners and other stakeholders on various topics of interest to child helplines, and 15 conferences at which CHI was able to advocate and raise awareness of the important work of child helplines and the need to support them. To minimise costs and maximise representation, CHI's Regional Representatives attended some of these workshops and conferences with or on behalf of CHI.

Finally, in 2011 CHI continued to submit reports to the UN Committee on the Rights of the Child, which monitors progress on and implementation of the UN Convention on the Rights of the Child by signatory nations (all nations excluding Somalia and the United States). In 2011 CHI submitted 25 reports to the Committee. With child helplines subsequently mentioned in 78% of the Committee's Concluding Observations, and in both of the two General Comments given in 2011 (General Comment art. 13: Right to be heard and General Comment art. 19: Right to protection from violence).



"I encourage governments and all other interested persons to take good note of this interesting report. I wholeheartedly endorse the four key recommendations of CHI's Violence Against Children report. Child helplines should be recognized as generators of valuable data and information about violence, and governments should benefit from their insights."

Marta Santos Pais, UN Special Representative on Violence Against Children

“The data collected by child helplines is truly unique. It is exceptional that you have access to data directly from children, by children. There is no other place in the world where such data is available.”

RAP Council member, Prof. Willemijn van Dolen, researcher, University of Amsterdam, 2011

Results 2011

Research, Advocacy and Policy advisory council formed and first meeting held

3 Child Protection System mappings initiated

1 Data-based Briefing Paper (pilot)

- ‘Children in high HDI countries suffer from boredom, higher suicidal tendencies and the urge to harm themselves.’
International Child Helpline Day material distributed to the network

3 Workshops participated in

- ICT and Media Week, organised by Conn@ct.Now partner War Child Holland in Uganda
- Tackling Child Cruelty in the EU, EU Parliament, Brussels
- Missing Child Alert Regional Workshop, India

15 Conferences - advocacy and awareness raising

- Council of Europe Expert meeting on Violence in Schools, June 2011, Oslo, Norway

- 4th Civil Society Forum on the African Charter on the Rights and Welfare of the Child, March 2011, Addis Ababa, Ethiopia
- CITELE meeting (Inter-American Telecommunication Commission, affiliate of OAS), March, Lima, Peru (with Regional Representative)
- CITELE meeting (Inter-American Telecommunication Commission, affiliate of OAS), 30 August – 3 September 2011, Mar del Plata, Argentina (Regional Representative)
- First Sub-regional Meeting on the implementation of the recommendations of the Global Study on Violence against Children, April 2011, Asunción, Paraguay
- Human trafficking workshop, October 2011, Lilongwe, Malawi
- Global conference on Child Justice, November 2011, Kampala, Uganda.
- Mobile World Congress, February 2011, Barcelona, Spain
- Fundamental Rights Platform, April 2011, Vienna
- INSAFE Meeting, September 2011, London, UK
- ISPCAN Europe Meeting, September 2011, Tampere, Finland
- Council of Europe Conference - Building a child-friendly Europe: Turning a vision into reality, November 2011, Monaco
- Telecom World Congress, June 2011, Amsterdam, the Netherlands
- League of Arab States, Child Committee meeting, October, Doha, Qatar (Regional Representative)
- The South Asian Initiative to End Violence against Children (SAIEVEC) 2nd Technical Consultation in Nepal - September 2011

25 reports submitted to the Committee on the Rights of the Child, with child helplines mentioned in 78% of the Committee’s Concluding Observations, and both General Comments given in 2011*.

Challenges

In line with its 2011-2015 strategy, CHI had hoped to begin mapping out child protection systems in eight target countries in 2011. The overall idea was to facilitate the identification of gaps and allow for best use of child helplines and child helpline data within overall child protection systems. Initial desk research concluded, however, that much has already been done in to map child protection systems in many countries.

As a result, CHI choose to focus instead on mapping the position and role of child helplines within national child protection systems. In 2011, the mapping of child helplines in child protection was begun in three countries: Bangladesh, Bolivia and Kenya. These countries, along with an additional five others, will be completed in 2012.

With an increased focus on child protection systems and the role of child helplines therein, CHI began in 2011 to look critically at the conferences and workshops it attends. The aim is to maximise partnership networking, advocacy and awareness raising efforts at higher level conferences. One challenge in this regard is the need to maximise reach within staff capacity and budget. To this end, CHI’s Regional Representatives also successfully attended a number of conferences together with and on behalf of CHI.

Partnerships

CHI works with other like-minded organisations to build and strengthen integrated national child protection systems in which child helplines play a central role.

In 2011 CHI formed 11 new core partnerships and continued to work with tens of others, including UN bodies, other NGOs and civil society organisations, local and national governments, and telecommunications and Information Communication Technology (ICT) companies, amongst others. *More detail about CHI’s partnerships in 2011 can be found in the chapter Partnerships on page 32.*

“KPMG LLP’s BRIGHT programme enables our people to apply their skills, knowledge and expertise in pursuit of the UN Millennium Development Goals. Child Helpline International was chosen as a KPMG community partner because of the invaluable work that they do to establish and run child helplines in developing countries, which help to keep children safe and protect their human rights; ensuring that the children receive the respect, care and support that every child deserves. KPMG is proud to be partnering alongside Child Helpline International, working together to demonstrate a leading model of civil society and private sector partnership and through doing so, helping CHI to achieve their mission.”

Roisin Murphy, Senior Manager, Corporate Social Responsibility, KPMG LLP





“CHI is an organisation that has done such wonderful work with such lean resources. I have been following your work from a distance and am very impressed. All of us that are interested in child protection issues should remain engaged in with the work of CHI.”

Dr. Assefa Bequele, African Child Policy Forum (ACPF)

Results 2011

2 new Memoranda of Understanding signed

- Missing Children Europe
- African Child Policy Forum (ACPF)

13 new partnerships formed

- African Committee on the Rights and Welfare of the Child – observer status
- International Labour Organisation - International Programme on the Elimination of Child Labour (ILO IPEC) – child labour and migration study
- KPMG - Project Bright in Namibia and South Africa
- NGO Advisory Council on Violence Against Children – CHI elected Regional Representative for Europe and Central Asia
- Plan International Eastern and Southern Africa
- Plan International Ethiopia
- South Asia Coordinating Group of Violence Against Women and Children (SACG)
- South Asian Initiative to End Violence Against Children (SAIEVAC)
- Techno Brain Ltd. – Regional Consultation Africa
- UNICEF International Eastern and Southern Africa
- UNICEF MENA
- UNICEF Office of Research based in Florence (formerly the UNICEF Innocenti Research Center) – working relationship
- United Nations Economic and Social Council (ECOSOC) – consultative status
- UN Special Representative for Children in Armed Conflict (UNSRSG – CAC)

Accountability

With the rapid and on-going growth of CHI’s global network, and ever expanding partnerships and reach, the need for quality accountability standards and transparency for CHI’s work has become a core focus of all that we do. In 2011 CHI appointed a new Monitoring and Evaluation Officer to spearhead CHI’s efforts in this area, and many important activities were undertaken to begin this important process.

Throughout 2011, Child Helpline International (CHI) formulated a harmonised planning, monitoring and evaluation (PM&E) system to report on achievements and progress within the two new Dutch alliances CHI is a part of for the 2011-2015 funding period (see pages 34-35 for more information on the Dutch alliances).

Under these two alliances - the Girl Power programme headed by Plan Nederland and the Conn@ct.Now programme headed by War Child Holland - CHI collected baseline information and monitoring data on indicators related to child protection in 15 developing countries in 2011.

The PM&E system developed under the two alliances allows CHI to maintain a transparent and systematic level of accountability, both within the alliances and outwardly to the different stakeholders and donors. Moreover, the mechanisms of this PM&E system also form the basis for more general organisational and programme learning. Continuous reflection on our work is important to identify success factors and improve on lessons

learned, which in turn will lead to a greater impact of the work that we are doing.

With this in mind, CHI conducts yearly planning exercises, mid-term reviews and annual reviews to examine the progress made on our work plans and make changes where necessary.

Additionally, for the purposes of transparency, alongside our internal reviews, an external evaluation of CHI’s operations was conducted in 2011. The overall conclusion from this important report was that Child Helpline International is a professional and effective organization.

The report found that CHI achieved 77% of its targets for the previous (2007-2010) strategy period, and that we grew from 88 full members in 2006 to 109 in 2010. The 2011-2015 strategy embodies many of the recommendations of this evaluation report, as well as many of the core lessons learned over the years.

In 2011 CHI also undertook an internal staff satisfaction survey, aimed at ensuring quality work and internal transparency and accountability on all levels. The survey showed that CHI staff generally feel they have good knowledge of what the organisation is trying to achieve and high levels of understanding of how they contribute to the success of CHI.

In 2011, CHI also developed a Child Impact Assessment manual designed to assist child helplines in measuring the impact of their services. The manual was developed with the aid of an external consultant who assessed the different outcome models for children and chose the most ideal model for child helplines. The Child Impact Assessment Manual will be launched in 2012.

Partnerships

Much like its member child helplines worldwide, CHI does not work in isolation. In line with its strategy to strengthen, widen and deepen the impact of national child helplines in providing adequate services to children in need of care and protection worldwide, CHI throughout 2011 maintained and reinforced its existing partnerships on both the regional and national levels, while consistently establishing linkages with many more organisations. CHI works with others to ensure strong national child protection systems everywhere.

A significant and important partnership that emerged in 2011 was with the United Nations Social and Economic Council (ECOSOC), which granted a special consultative status to CHI. By virtue of this consultative status CHI will be able to play a key role as a civil society organisation at the United Nations Human Rights Council and the UN ECOSOC conferences for civil society. It will leverage CHI's position to influence the agenda at global meetings and bring into focus the role of child helplines in the protection of children.

In summer of 2011 CHI was also elected as Regional Representative for Europe and Central Asia to the International NGO Advisory Council for follow-up to the UN Secretary General's Study on Violence Against Children (AdCo). AdCo also works closely with the Special Representative on Violence Against Children, Ms Marta Santos Pais, to ensure civil society participation in the follow-up activities of the study. In this role CHI was instrumental in the launch of the five-year follow up publication on violence

against children, which also includes data from child helplines.

In 2011 CHI also established a working relationship with the UNICEF Office of Research based in Florence (formerly the UNICEF Innocenti Research Center). Staff of the UNICEF Office of Research participated in Child Helpline International's fourth Regional Consultation for European child helplines, held in Athens, Greece in October, 2011. CHI will work with the UNICEF research office on research projects with mutual agreement.

The International Programme for Elimination of Child Labour of the International Labour Organization (ILO-IPEC) initiated a research partnership with CHI in 2011, with the aim of preparing a working paper on migrant child workers. While CHI provided the data and linked up the ILO-IPEC with selected child helplines, the research was conducted by a researcher from ILO-IPEC.

CHI also established a partnership with the Childwatch International Research Network in Norway in 2011 to disseminate the data-based briefing papers published by CHI. The first of these briefing papers – about the high rates of boredom and suicidal tendencies amongst children in high HDI countries – was published on the website of the Network and sent over to other members.

CHI also played a pivotal role in the South Asia Initiative to End Violence Against Children (SAIEVAC), which has now become the first apex body recognized by the South Asian Association for Regional Cooperation (SAARC) based in Nepal. At SAIEVAC's second technical consultation on Care Standards and Child Friendly Services held in September 2011, CHI was able to help ensure that the need for safe, confidential and accessible channels, such as child helplines, for children to seek help and assistance when they need it became part of the 11 recommendations to come out of the consultation.

With the observer status granted to CHI by the African Union in 2011, CHI was instrumental in contributing to the Civil Society agenda of the African Committee of Experts on the Rights and Welfare of the Child (ACERWC). CHI was represented at the Civil Society Forum and at the 18th session of the ACERWC in Algeria.

In 2011 CHI also signed a Memorandum of Understanding with African Child Policy Forum in Ethiopia. This new partnership will ensure that child helplines and CHI are able to influence policy through ACPF, providing the data to fill the gaps in evidence based advocacy.

Partnership with the UNICEF Regional Offices worldwide were further strengthened with the participation of UNICEF regional and national staff at CHI's Sixth African Regional Consultation for child helplines in Kenya in September 2011. UNICEF is actively supporting the existing child helplines and also playing a key role in the establishment of new helplines on the continent.

In the Americas and Caribbean region CHI further strengthened its partnership with CITEL – the regional network of National Regulatory Authorities (part of the Organization of American States). CHI's Regional Representative attended the CITEL conference in Argentina in August 2011. During this meeting CITEL recommended to its member states to adopt the free-of-costs number 116 (or 116 111) when possible for child helplines. CHI is also exploring a formal partnership and working relationship with Mercosur in the region.

Throughout 2011, CHI continued to work in partnership with the North American Alliance of Child Helplines (NAACH). CHI attended the NAACH board meeting in September where the development of guidelines were discussed to begin the process of accepting new members to the NAACH group.

CHI's partnership with KPMG saw fruition in 2011. KPMG's BRIGHT programme piloted with great success in 2011. KPMG teams from across Europe travelled to child helplines in Namibia and South Africa to provide pro-bono support in the areas of HR, finance, management and governance. The programme is set to be replicated in 2012.

UNICEF Middle East and North Africa (MENA):

CHI and its member child helplines work with UNICEF at the local, regional and international levels across the network. In many countries, UNICEF has been actively involved in supporting the operations of child helplines and their referral systems. In 2011 UNICEF MENA Regional Office and CHI implemented a survey to assess cooperation in the MENA region and look at possibilities for streamlining and structuring joint efforts.

The majority of the respondents envisioned UNICEF's role as providing technical capacity. The second identified role is that of assisting with the local advocacy efforts and the promotion of the rights of children. Some respondents also identified more concrete commitments such as the establishment of a clinic linked to the child helpline, giving training to students and social workers about the child helpline and the development of a complaint mechanism in schools. All of the UNICEF offices in the survey recognised child helplines as being an integral part of the child protection system.

CHI and UNICEF MENA hope to follow up on these results in 2012 and beyond.



MFS II – Dutch Alliances

In 2010 CHI forged strategic, collaborative partnerships with a number of Dutch partners, via the Dutch Ministry of Foreign Affairs' five-year grants programme, the Medefinancierings Stelsel II (the MFS II Cofinancing Framework). Funding was awarded in 2011 and CHI is working in two coalitions:

Child Rights Alliance (Girl Power Programme)

The Child Rights Alliance is a consortium of six organisations (Plan Netherlands and CHI, with Defence for Children International/ECPAT, Free Press Unlimited, International Child Development Initiatives and Women Win), working together for the improvement of child protection and child rights, and focused on the enhancement of empowerment and opportunities for girls and young women. The Girl Power programme (2011-2015) is targeting 10 developing countries: Bangladesh, Bolivia, Ethiopia, Ghana, Liberia, Nepal, Nicaragua, Pakistan, Sierra Leone and Zambia. More information about the CRA Alliance and Girl Power Programme can be found via CHI's website.

Conn@ct.Now Alliance

The Conn@ct.Now programme (2011-2015), is made up of five organisations (War Child Holland (WCH) with CHI, and Free Press Unlimited, T-Mobile and research institute TNO), and aims to reach, support and enable the social activation of children and young people in fragile states to exercise and claim their rights. Innovative methods such as Information and Communication Technologies (ICTs) and media are used to achieve these objectives. The main focus includes expanding existing activities for children and young people in five programme countries: Burundi, Colombia, South Sudan, Sudan and Uganda. More information about Conn@ct.Now can be found via CHI's website.

CHI's role in the MFS II alliances

CHI's participation in the two alliances is focussed on three aspects: capacity building of CHI's member child helplines, launching new helplines in five target countries and engaging in advocacy at the national, regional and international level to strengthen child protection systems.

How were MFS II funds spent in 2011?

In 2011 CHI provided capacity building and technical support to CHI members in the MFS II target countries. This included stakeholder meetings, peer exchanges, participation at regional and international consultations, collection and analysis of child helpline data, theme-based trainings and advocating for free-of-costs statuses. CHI also used MFS II funds towards overall network activities (including some Operations, Policy and Research and Programmatic salaries of the CHI Secretariat), allowing CHI to continue to make its global data, readily available to alliance partners and stakeholders worldwide.

MFS II - Main Achievements in 2011

Child Rights Alliance

- In Bangladesh, advocacy efforts by CHI's member child helpline Aparajeyo have led to recognition of the critical role of child helplines in child protection by the South Asian Association for Regional Cooperation.
- In Zambia, the free-of-costs number 116 was allocated to CHI's new partner, Childline Zambia.
- At the global level, all departments of the CHI Secretariat were actively involved in the Dutch Steering Committee meetings and the Learning Agenda meetings, contributing valuable inputs.

Conn@ct.Now Alliance

- In Colombia the stakeholders meeting in September 2011 strengthened the relationship between all partners and paved the way for further cooperation.
- In Uganda the partnership between UCRNN and its two partners, UNICEF Uganda and the Ministry of Gender, Labour and Social Development and Uganda Telecoms Limited (UTL) has resulted in speedy progress in the scale-up of the child helplines services in Kampala.
- In Burundi CHI and War Child met with the Minister of Human Rights in September 2011, as a result of which the government and UNICEF Burundi have included a child helpline in the National Action Plan for childhood.

MFS II - Challenges in 2011

While CHI's member child helplines were already operational in ten of the target countries, in those countries where child helplines do not yet exist, CHI began (with the support of coalition partners) to identify local organisations to work with to launch a child helpline. CHI works solely through partners and identifying reliable and robust partners is challenging and crucial to the success of launching child helpline in any context. The development of monitoring and evaluation processes in the target countries began in 2011, but targets will only be measurable in 2013.

Child Rights Alliance

The child helpline operated by Don Bosco in Sierra Leone is not yet ready

to join the Child Rights Alliance. In Nicaragua the child helpline is run by the Ministry of Family and due to political reasons is not inclined to become a member of CHI yet. Following negotiations, and in agreement with lead alliance partner Plan Nederland, CHI strategically reallocated the 2011 funding for Sierra Leone to enable participation of child helplines from Ethiopia, Liberia, Sierra Leone, and Zambia in the 2nd Global Conference on Child Sexual Abuse in Africa, scheduled for March 2012.

Conn@ct.Now Alliance

The ongoing conflict in parts of Sudan and the split that happened following the referendum in 2011 has had an impact on the Conn@ct.Now programme. Once South Sudan came into existence the programme and the budget for Sudan had to be realigned. While Sudan has a child helpline, efforts are being made to launch a child helpline in South Sudan. The conflict and the possible instability could have an impact on the programme in the coming years.

The way forward: MFS II from 2011- 2015

Throughout the five year MFS II programme, CHI and its partners will work systematically to achieve their common goals. To monitor this, both alliances have conducted joint base-line studies linked to ongoing benchmarking and evaluation. In 2012, CHI will dedicate a section of *Connecting to Children* to showcase the data collected and the progress made in the MFS II target countries towards 2015.

MFS II expenditure 2011 – An overview

	Amount spent in 2011		Amount spent in 2011
Girl Power Programme 2011 (€)		Conn@ct.Now! Programme 2011 (€)	
Programmatic activities	220,027	Programmatic activities	131,146
Accommodation costs and other costs	80,088	Accommodation costs and other costs	15,101
Publications and communications costs	7,113	Publications and communications costs	0
Operations, Policy & Research and Programmatic salaries	358,635	Operations, Policy & Research and Programmatic salaries	223,940
Audit, Executive Director's salary and governance	79,622	Audit, Executive Director's salary and governance	38,499
Total	€ 745,485	Total	€ 408,686

Fundraising

CHI's Resource Mobilisation Strategy:

- To diversify the pool of donors to lessen the dependence on one or more large donor.
- To raise enough funds to cover its own activities and ongoing sustainability of the secretariat.
- To link child helplines to donors where possible and to advocate for the provision of free-of-costs telephone calls for child helplines.

In terms of the ongoing sustainability of the child helpline network CHI has identified targets aimed at attracting a diverse pool of donors from across the institutional, governmental and corporate sector. To this aim CHI tailored its fundraising action plan to meet the following short-term targets in 2011:

Additionally, in 2011, CHI did evaluate the role of fundraising at CHI and made a decision that the Management Board would take on the responsibility to scope for new opportunities, coordinate proposals and to develop their teams to build resource mobilisation skills. This resulted in 3 team members attending a training carried out by UK-based THINK consulting along with

10 child helpline members. This work will lay the ground for fundraising efforts planned in 2012.

A crucial aspect of the sustainability of the child helpline network is the support garnered from the telecommunications sector in the form of free-of-costs telephone numbers. Much of the work done to secure this support is undertaken by the membership themselves. However, CHI does have a role in coordinating harmonised approaches and in collating and disseminating good practices across the network. To this end, CHI has drawn upon the experience of the network to compile a telecommunication tool-kit which can be used by child helpline members to lobby locally. This tool-kit will be disseminated to child helpline member in 2012.

In the period 2011-2015 CHI will utilise the funding awarded from the Dutch Ministry of Foreign Affairs to meet the primary resource needs of the organisation (see the chapter on Dutch Alliances on pg. 34-35). This funding comes with the obligation for CHI to raise a minimum of 25% of additional funding annually. In 2011, CHI met this obligation.

CHI is mindful that the steps taken now must also be focussed on laying the foundations for 2015 and beyond. It is unlikely that the funding environment in the Netherlands will remain static and that the Dutch Ministry of Foreign Affairs will replicate its programmes for a third phase after 2015. Therefore, in 2012, CHI will prioritise on developing relationships with donors that could fund CHI's core activities in the future.

CHI is exploring possibilities of mobilising resources through social networking. This research will be one of CHI's actions in 2012.

CHI will always face challenges in raising enough funds to meet its ambitions but is committed to reaching its targets and is ready to face the challenges to come.

Please see pages 42-43 for more information on income and expenditures for 2011.

Short-term targets 2011

1. Fundraising target 2011 €300,000.00.	This target was not met	Result €205,000.00
2. In-kind donations. Target €30,000.00.	This target was met	Result € 27,180.00
3. Building continuity reserve funds. Target €70,000.00.	This target was not met	Result € 21,493.00
4. Seek new opportunities to link child helpline members to donors.	Target: 10 opportunities per quarter.	This target was met.

The target is considered met if 90% + is achieved.

Online Presence – CHI 2011:

In 2011 CHI undertook steps to improve its online presence. In March of 2011 CHI officially launched Facebook and Twitter pages, adding to the NING online social networking platforms in use for members in the different regions CHI works with. Both CHI's Facebook and Twitter accounts saw rapid growth and use by CHI's members and partners, and served as core communications tools during CHI's Regional Consultations, trainings and other activities. In order to ensure best practices and uniform approach, CHI drafted an Online Social Media Policy. Similarly, CHI undertook steps to upgrade its existing website throughout 2011. While many improvements were made (resulting in increased use of and traffic to the site), it also became apparent that CHI has outgrown its current web format. In 2012 CHI will develop a new website, better suited to helping CHI meet its 2011-2015 strategic goals and the promotion of the work of child helplines. The next steps will include incorporation of creative fundraising efforts into CHI's online tools.

Organisation

CHI Governance Structure – A Summary

CHI operates under the Dutch legal system as a registered foundation in the Netherlands. Within Dutch law there is an increasing emphasis on the personal liability of Board Members in both the private and non-profit sectors. This development has prompted many organisations to make a distinct division between advisory, supervisory and management functions within their organisational structure.

In late 2007, the then Daily Board and General Board of Child Helpline International unanimously decided that CHI should also reflect these changes in its governing structure. In 2007, CHI's Daily and General Boards felt that it was in CHI's best interest to evaluate the corporate governance of CHI. Following the evaluation, carried out by the General Board, the Articles of Association of Child Helpline International were revised and ratified by the General Assembly at the International Consultation in Amman, Jordan, November 2008.

The current governance of CHI, as ratified by the General Assembly of Child Helplines in 2008, consists of the following institutions:

- General Assembly of national child helplines
- Supervisory Board with 5 regional representatives and 3 Supervisory Committee members
- Management Board
- CHI Secretariat

There is one body responsible for the management function within CHI: the Management Board. This consists of the Executive Director and the Heads of Departments.

Supervisory Board

The Supervisory Board does not have any day-to-day management responsibilities. Its duties are to supervise and guide the Management Board by providing it with expert guidance and support.

The Role of Regional Representative to the Supervisory Board (This role is supported by deputies*)

- To support the co-ordination of the regional activities in co-operation with CHI.
- To contribute towards the regional consultations during the term on the board.
- To participate in Supervisory Board meetings minimal twice per year.

The Role of Deputy Regional Representative to the Supervisory Board

- To support the Regional Representative and Programme Manager by facilitating regional advocacy activities.
- To participate in conference calls between the Regional Representative and the CHI Programme Manager.
- In the event of the Regional Representative's permanent or temporary absence, fulfill the role in cooperation with CHI.

Responsibilities of the Supervisory Board

The Supervisory Board approves:

- The strategy plan for the next 2-4 years, as has been recommended by the general assembly.
- The annual plan of activities.
- The annual budget and final audited accounts.

Quality requirements of the members of the Supervisory Board are:

- Affiliation with the vision and the mission of Stichting Child Helpline International.
- A broad network at his or her disposal and the willingness to make use of this network in favour of Stichting Child Helpline International.
- Willingness to advise the management board at all times and to act as a sounding board for the management board as the occasion merits.

The CHI Supervisory Board consisted of the following people in 2011:

Supervisory Committee (unpaid)

Chair	Jeroo Billimoria
Secretary	Kees Peijster
Treasurer	Willem Brocker

Regional Representatives (unpaid)

Regional Representative Africa	Irene Nyamu (Kenya)
Regional Representative Americas and Caribbean	Barbara Prado (Peru)
Regional Representative Asia Pacific	Madhav Pradhan (Nepal)

Regional Representative Europe	Sheila Donovan (Spain)
Regional Representative MENA	Khalifa Al Jaber (Qatar)

Patron (unpaid) Baroness Valerie Howarth

CHI Management Board (paid)

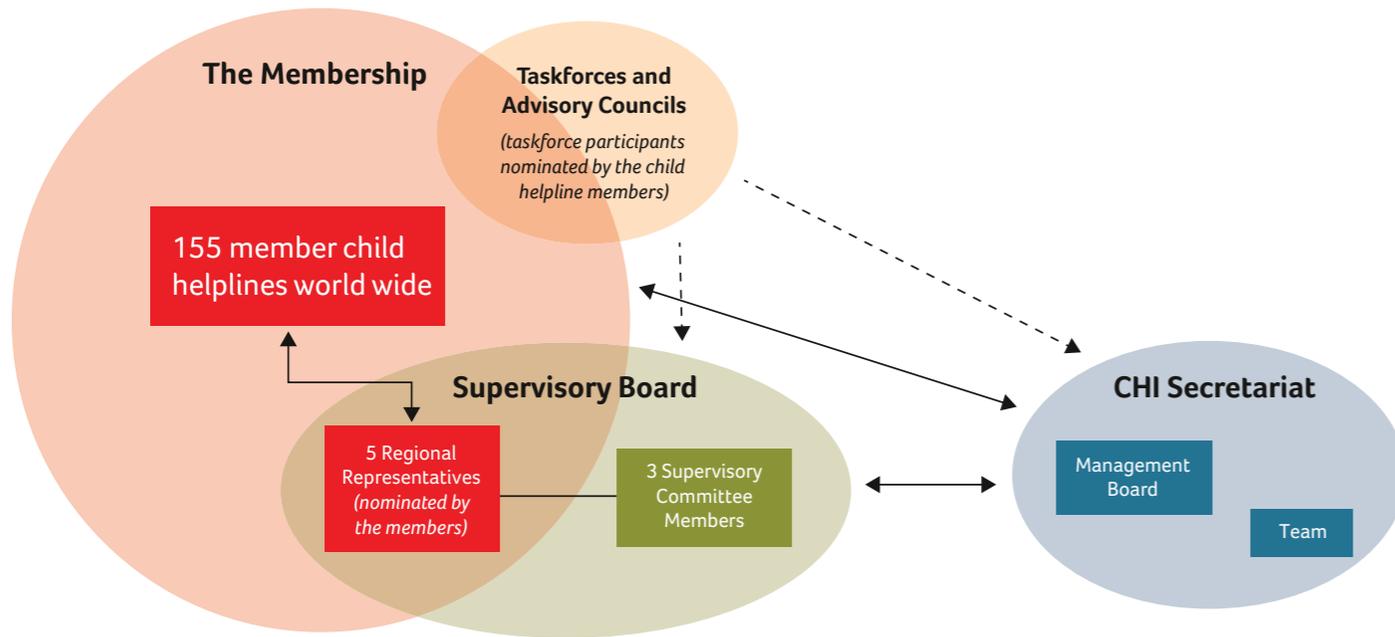
Executive Director	Nenita La Rose (1 FTE)
Head of Operations	Helen Mason (0.8 FTE)
Head of Policy & Research	Ravi R Prasad (1 FTE)
Head of Programmes	Leen Decadt (1 FTE)

The CHI Secretariat

The CHI Secretariat serves the needs of the global child helpline network, is responsible for implementing the strategy and policies that have been adopted by the General Assembly of Child Helplines and the CHI Supervisory Board. The CHI Secretariat also facilitates the activities of the network, such as peer exchanges, knowledge exchange, monitoring of standards and international and regional advocacy efforts. Where possible, CHI aims to link child helpline members to donors.

Stichting Child Helpline International is a registered foundation located in Amsterdam and consists of a small team of 17 people (15.3 FTE) as per December 31 2011.

CHI Governance Structure – A Visual Depiction



CHI Secretariat

 Laurence Souloumiac Programme Manager - Francophone Africa (Vincent Arah from October 2011)	 Magdalena Aguilar Programme Manager – The Americas & Caribbean	 Helen Mason Head of Operations	 Ann Brown Monitoring and Evaluation Officer	 Ammanjah de Vries Communications Manager
 Amrita Singh Programme Manager - Asia Pacific (Vivian Velema-Andyka from August 2011)	 Leen Decadt Head of Programmes	 Nenita La Rose Executive Director	 Ravi Prasad Head of Policy and Research	 Jane Hannon & Lois Levett - Services Coordinators
 Thomas Mueller Programme Manager - Europe	 Nafila Maani Programme Manager - MENA	 Alice Kubo Programme Manager - Africa	 Jonathan Mateyo Finance Officer	
 Marieke Noz Policy and Research Coordinator	 Clem Chandrasekara Administrative Officer*	 Johan Martens Policy and Partnership Coordinator		

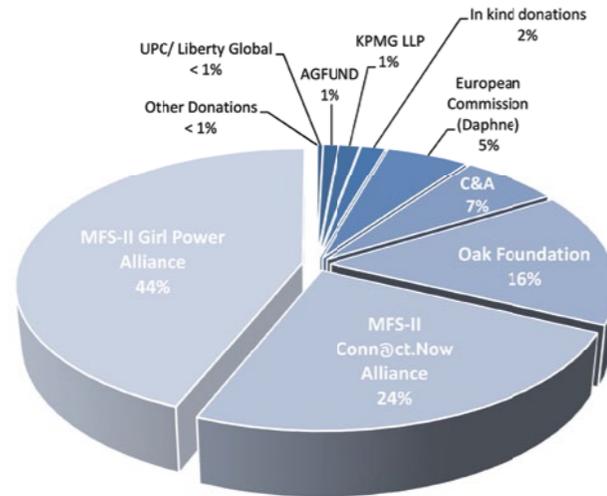
* Until July 2011. Position vacant as at December 2011.

Volunteers: In 2011 CHI undertook a process to attract more volunteers, according to the needs of the organisation. This process and good practices will be furthered in 2012. CHI would like to thank:

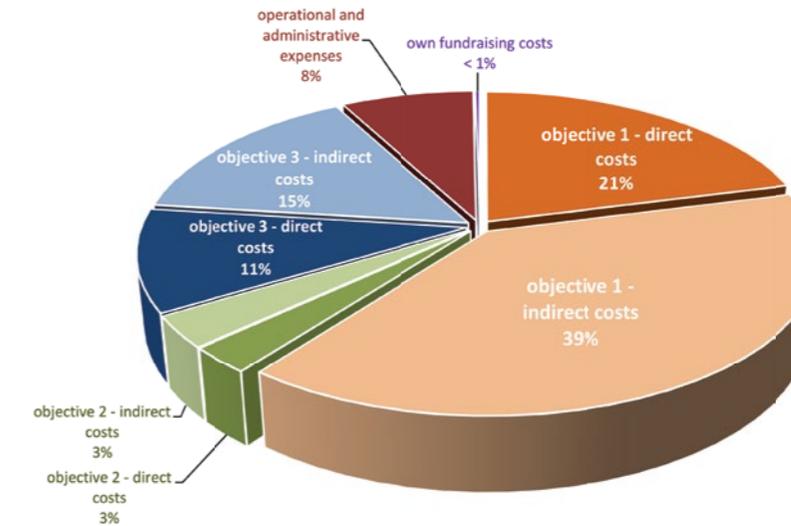
Policy and Research: Afra Galama, Catarina Champalimaud, Glenn Dodge, Kimberly De Rose, Kristine Gjelsvik, Lucy Luxton, Malou van Nieuwkoop, Moa Thorsell, Sjoerd Peijster. *Operations:* Efthymia Eleftheriadou, Ernest Mason, Hans van Strien, Jane Hannon. *Programmes:* Ekaterina Evdokimova, Laurence Caron.

Financial Summary 2011

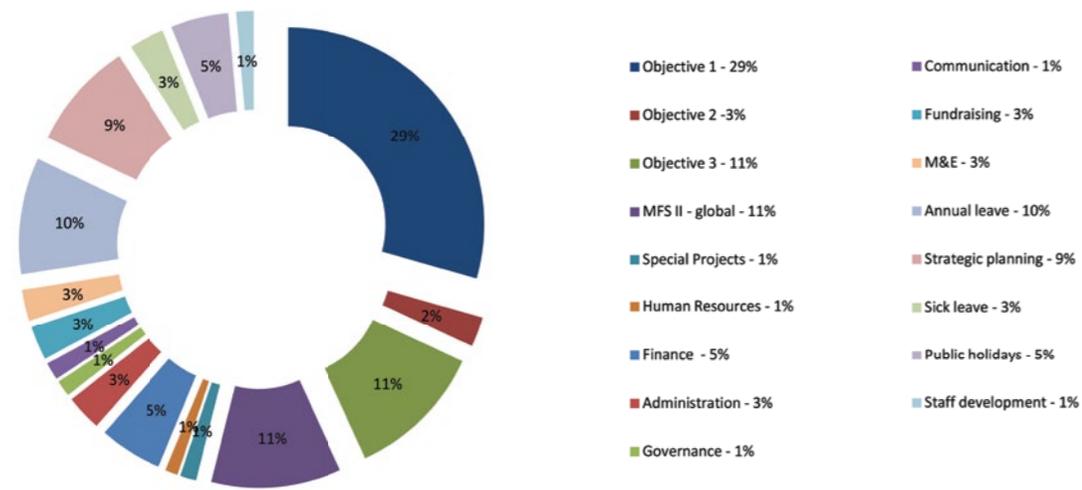
Income 2011



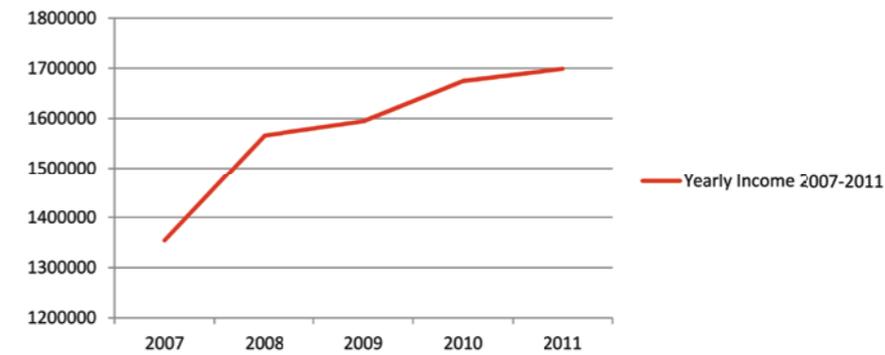
Expenditures per Objective - 2011



Time spent per activity January-December 2011



Yearly Income 2007-2011 (€)



Audit

On the pages 45 to 62 you will find a summary of CHI's annual accounts for 2011. The summary is an unabbreviated copy of the balance sheet as of December 31, 2011, the statement of income and expenditure for 2011, the cash flow statement, the principles of valuation of assets and liabilities, the principles of determination of result, notes to the balance sheet, notes to the statement of income and expenditure and other information. The paragraph with respect to general information CHI has been excluded because this information is included in the first sections of this annual report. These summary accounts have been prepared at a date later than the annual accounts for 2011. As a consequence events that have occurred since the date of preparation of the annual accounts have not been taken into account. To receive a copy of the full audited accounts please write to: info@childhelplineinternational.org.



Deloitte Accountants B.V.
Orlyplein 10
1043 DP Amsterdam
P.O.Box 58110
1040 HC Amsterdam
Netherlands

Tel: +31 (0)88 288 2888
Fax: +31 (0)88 288 9733
www.deloitte.nl

Independent auditor's report

To: the Management Board of Stichting Child Helpline International, Amsterdam

The accompanying summary financial statements, which comprise the summary balance sheet as of 31 December 2011, the summary statements of income and expenditure and cash flows for the year then ended, and related notes, are derived from the audited financial statements of Stichting Child Helpline International, Amsterdam for the year ended 31 December 2011. We expressed an unqualified audit opinion on those financial statements in our report dated 28 March 2012. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Dutch Accounting Standard 650 "Fundraising Organisations". Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Stichting Child Helpline International, Amsterdam.

Management's responsibility

Management is responsible for the preparation of a summary of the audited financial statements on the bases described in the notes.

Balance sheet as of December 31, 2011

(after appropriation of net result)

	December 31, 2011		December 31, 2010	
	€	€	€	€
<i>Assets</i>				
Fixed assets				
Tangible fixed assets		-		447
Current assets				
Receivables	116,945		163,553	
Cash at banks and in hand	<u>316,630</u>		<u>95,599</u>	
		<u>433,575</u>		<u>259,152</u>
Total assets		<u>433,575</u>		<u>259,599</u>
Capital				
Continuity reserve	94,712		73,219	
Tied-up capital	<u>-</u>		<u>-</u>	
		94,712		73,219
Current liabilities		<u>338,863</u>		<u>186,380</u>
		<u>433,575</u>		<u>259,599</u>

Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Dutch Law, including the Dutch Standard on Auditing 810 "Engagements to report on summary financial statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Stichting Child Helpline International, Amsterdam for the year ended 31 December 2011 are consistent, in all material respects, with those financial statements, in accordance with the Dutch Accounting Standard 650 "Fundraising Organisations".

Amsterdam, 20 June 2012

Deloitte Accountants B.V.

R.M.A. Zuiverloon

Deloitte Accountants B.V. is registered with the Trade Register of the Chamber of Commerce and Industry in Rotterdam number 24362853.

Member of
Deloitte Touche Tohmatsu Limited

Statement of income and expenditure for 2011

	2011		2011		2010	
			budget (unaudited)			
	€	€	€	€	€	€
Income						
Income from own fundraising		452,716		570,640		589,789
Governmental grants		1,245,501		1,245,624		1,084,731
Membership fees		12,921				9,299
Interest income		6,820				
Gifts and Donations		845				2,412
Total income sources		<u>1,718,803</u>		<u>1,816,264</u>		<u>1,686,231</u>
Spent on purpose						
<i>1. Providing adequate services</i>						
direct costs		356,361		468,913		
indirect costs		<u>668,504</u>		<u>633,747</u>		
		1,024,865		1,102,660		
<i>2. Working with telecom sector</i>						
direct costs		46,503		42,000		
indirect costs		<u>55,895</u>		<u>52,989</u>		
		102,398		94,989		
<i>3. Strengthening Child protection</i>						
direct costs		178,837		244,077		
indirect costs		<u>257,788</u>		<u>244,386</u>		
		436,625		488,463		

	2011		2011		2010	
			budget (unaudited)			
	€	€	€	€	€	€
<i>1. Improved Child Protection System</i>						
direct costs				68,896		
indirect costs				<u>78,237</u>		
						147,133
<i>2. Increased Recognition of Children's Voices</i>						
direct costs				126,823		
indirect costs				<u>261,953</u>		
						388,776
<i>3. Effective Global Network of Child Helplines</i>						
direct costs				329,392		
indirect costs				<u>355,019</u>		
						684,411
<i>4. Improved Response to Children in Need of Care and Protection</i>						
direct costs				138,668		
indirect costs				<u>298,041</u>		
						436,709
Operational and administrative expenses		129,855		126,152		
Own fundraising costs		<u>3,567</u>		<u>4,000</u>		<u>13,889</u>
Total spent on purpose		<u>1,697,310</u>		<u>1,816,264</u>		<u>1,670,918</u>
Result for the year to date		<u>21,493</u>		<u>0</u>		<u>15,313</u>
Result appropriation						
Covered by Tied-up capital		0				0
To Continuity reserve		<u>21,493</u>				<u>15,313</u>
		<u>21,493</u>				<u>15,313</u>

Cash flow statement

	2011		2010	
	€	€	€	€
Cash flow from operating activities				
Net result		21,493		15,313
Adjustment in respect of depreciation		447		701
Changes in working capital				
Receivables	46,608		(14,938)	
Current liabilities	<u>152,483</u>		<u>2,434</u>	
		<u>199,091</u>		<u>(12,504)</u>
Cash flow from operating activities/ Net cash flow		221,031		3,510
Increase in cash and cash equivalents		<u>221,031</u>		<u>3,510</u>
Movements in cash and cash equivalents				
Cash and cash equivalents as at January 1		95,599		92,089
Increase		<u>221,031</u>		<u>3,510</u>
Cash and cash equivalents as at December 31		<u>316,630</u>		<u>95,599</u>

Principles of valuation of assets and liabilities

General

The annual accounts are prepared in accordance with accounting principles generally accepted in the Netherlands. The Dutch accounting guideline 650 Fundraising Organisations is applicable. The annual accounts are prepared in Euro. Assets and liabilities are valued at face value, unless otherwise indicated.

Comparison with prior year

The principles of valuation and determination of result remained unchanged compared to the prior year.

Foreign currencies

Assets and liabilities denominated in foreign currencies are translated into Euros at year-end exchange rates; exchange gains and losses are charged to the statement of income and expenditure. Transactions in foreign currencies during the financial year are translated into Euros at the rate of exchange ruling on transaction date.

Tangible fixed assets

Tangible fixed assets are valued at historical purchase price less depreciation, determined on a straight – line basis over the estimated useful economic lives of the assets concerned, taking into account any residual values.

Receivables

Receivables are valued at face value less a provision for possible uncollectible accounts.

Principles of determination of result

General

The result is determined as the difference between income generated by contributions, membership fees and others, and the costs and other charges for the year. Income is recognised in the year in which it is realised.

Costs

Costs are recognised at the historical cost convention and are allocated to the reporting year to which they relate.

Depreciation is provided by the straight-line method over the estimated useful economic life.

Cash flow statement

The cash flow statement has been prepared applying the indirect method.

Notes to the balance sheet

Tangible fixed assets	Furniture and computers
	€
January 1, 2011	
At cost	11,402
Accumulated decreases in value and depreciation	<u>(10,955)</u>
Book value	<u>447</u>
Movements	
Additions	0
Depreciation	<u>447</u>
	<u>447</u>
End of book year	
At cost	11,402
Cumulative decreases in value and depreciation	<u>(11,402)</u>
Book value	<u>0</u>
Depreciation rates	<u>33 1/3</u>

Furniture and computers

Furniture and computers comprised of mainly hardware and some furniture items for the operation of CHI. As of 2012, CHI will expense all purchases at cost. There will be no further additions.

Receivables	31-12-2011	31-12-2010
	€	€
Prepaid rent and deposit	10,272	10,272
Grants to receive	75,342	79,666
Prepayments	6,402	51,591
Other receivables	<u>24,929</u>	<u>22,024</u>
	<u>116,945</u>	<u>163,553</u>

Cash at banks and in hand	31-12-2011	31-12-2010
	€	€
Deposit ABN AMRO Bank	295,970	84,817
Current accounts ABN AMRO Bank	19,505	10,264
Cash in hand (incl. Cheques)	<u>1,155</u>	<u>518</u>
	<u>316,630</u>	<u>95,599</u>

Cash at banks and in hand are available on demand.

Capital	2011	2010
	€	€
January 1	73,219	57,906
Net result	<u>21,493</u>	<u>15,313</u>
December 31	<u>94,712</u>	<u>73,219</u>
Of which:		
Freely disposable capital (continuity reserve)	94,712	73,219
Tied-up capital	<u>0</u>	<u>0</u>
	<u>94,712</u>	<u>73,219</u>

Continuity Reserve:

CHI wants to ensure sustainability of the organisation so that its international network is not affected. Therefore, CHI wants to create a continuity reserve to cover operational and program costs for a period of 6 months. CHI does not wish to create any other reserves than continuity reserves. This time frame is based on a prudent assessment of the time required to source additional funding. According to the advice expressed in “The Wijffels code” this reserve should not exceed 1.5 times the operational costs. On 31 December 2011, the reserve was well below this limit.

The continuity reserve is built up by income primarily from private donors or membership fees. CHI has no investments.

Tied-up capital:

No tied-up capital is reported in 2011 but in the case that tied-up capital is reported in any given year, CHI’s policy is that this funding will be carried forward for the concerned activities as specified by the donors.

Current liabilities	31-12-2011	31-12-2010
	€	€
Received in advance	159,880	49,643
Social security costs and wage tax	30,454	30,694
Holiday pay and days	36,258	34,495
Other liabilities (short-term creditors)	<u>112,271</u>	<u>71,548</u>
	<u>338,863</u>	<u>186,380</u>

Contingencies and commitments

Long term financial obligations

The annual amount of rental commitments in respect of buildings amounts to € 43,465 per year. The rental commitments expire on December 31, 2016 with a possible extension for another 5 years.

Notes to the statement of income and expenditure

Governmental grants and income from own fundraising	2011	2010
	€	€
Income from own fundraising:		
UPC/Liberty Global	6,000	6,000
Contributions in kind (barter deals)	27,180	58,224
The OAK Foundation	267,347	287,532
Kinderpostzegels	0	20,000
C & A	110,710	66,240
Arab Gulf United Nations Fund	17,556	40,808
Grants paid in advance (OAK Foundation & C&A)	0	54,000
UNICEF	0	44,523
KPMG UK	23,923	12,462
Governmental grants:		
DGIS MFS I and II	1,154,171	1,000,000
Daphne III Programme, less deductions earlier grants	91,330	84,731
Total	1,698,217	1,674,520

The European Commission funding requires CHI to co-finance its award on a contractual basis, CHI met these requirements in 2011 which were 52% of the total project budget. The Dutch Ministry of Foreign Affairs requires CHI to secure 25% matching funds to compliment its own grant. This can also include in-kind donations. During the year an amount of approximately €27,180 (2010: €58,224) has been received as in-kind donations (barter deals or services performed in-kind). The specification reads:

	Service or item received	2011	2010
		€	€
De Brauw Blackstone Westbroek	Meeting facilities	800	800
Other		1,380	7,424
Pricewaterhouse Coopers	Salary administration and accounting support	25,000	25,000
Ernst & Young	Auditing services	0	25,000
		<u>27,180</u>	<u>58,224</u>
Gifts			
During the year, the following gifts have been received.			
		2011	2010
		€	€
Speakers fees		0	2,310
Gifts and online donations		845	102
		<u>845</u>	<u>2,412</u>

Direct expenditure

Direct expenditure relates to those costs directly related to reaching CHI's goals. These are summarised as follows:

1. Providing adequate services to child helplines in all stages of development.
 - Conducting trainings, peer to peer exchanges, convening International/Regional Consultations, conducting multi-stakeholder meetings, producing child helpline specific manuals, convening task-forces and monitoring child helpline standards.

2. Working with the telecommunications sector to ensure that children can access child helplines.
 - Lobbying for free-of-costs numbers, strengthening strategic partnership with the telecommunications sector and with governments.
3. Strengthening national child protection systems by improving data collection and use and advocating before key decision makers.
 - Attending relevant conferences, collecting, analyzing and publishing data and mapping of child protection systems.

Costs allocation

CHI is a network organisation which raises money to cover the costs of serving its global membership of child helplines. This is reflected in our output model where all costs are allocated to the three project purposes. Additionally, as of 2011 CHI also monitors time spent on specific target countries under the MFS II contract

operated in coalition with Dutch Partners; PLAN Netherlands (Girl Power Programme) and War Child Holland (Conn@ct.Now).

The calculations are made by recording time spent by all team members on each activity.

	Allocation on purpose (result)			total
	1	2	3	
	68%	6%	26%	100%
Salaries and Wages (incl Social sec. costs)	517,642	43,281	199,613	760,536
Staff development	7,092	593	2,735	10,420
Accommodation	39,354	3,291	15,176	57,821
Running costs (Stationary, printing etc)	22,524	1,883	8,685	33,092
Running costs (communication)	18,486	1,545	7,129	27,160
Governance costs (board)	-	-	-	-
Governance costs(legal)	638	54	246	938
MFS II Coordination costs	21,587	1,805	8,324	31,716
Depreciation	304	25	118	447
Other operating expenses	37,276	3,117	14,373	54,766
Interest income	-	-	-	-
Interest expense	3,601	301	1,389	5,291
	<u>668,504</u>	<u>55,895</u>	<u>257,788</u>	<u>982,187</u>
Total budgetted costs (allocated)	<u>633,747</u>	<u>52,989</u>	<u>244,386</u>	<u>931,122</u>

The costs of the remuneration (salary, social security costs, pension and health insurance contribution) of the Executive Director (FTE 1.0) amounted to € 88,941. This is well below the DG norm as guided by the Code Wijffels.

The average number of employees during the year 2011 was 15.3 FTE's (2010:15 FTE's). The increase was mainly due to the appointment of a bespoke Programme Manager for Francophone Africa.

Analysis of budget compared to realisation.

Overall costs at CHI are well controlled for the year. However, the impact of the new strategic period (2011-2015) and the MFS II programme (2011-2015) has resulted in some underspending totalling €140,490.00. This is primarily related to two areas of CHIs work:

1. Activities in the MENA region were in some cases postponed to 2012 due to the events following the Arab Spring in 2011 causing uncertainties and the need for partners to reprioritise planned activities.
2. 2011 was a pilot year in the MFS II target countries and in some cases the start-up of programmes has taken longer than was anticipated.

NB: In kind donations and membership fees are not included in the annual budgeting process. All unspent amounts are carried to 2012 with the agreement of donors and partners.

Operational and administrative costs

This specification is related to funding received from The Dutch Ministry of Foreign Affairs (2011-2015). This funding stipulates a maximum of 10% of budgeted income is allocated for organisational costs. In CHI's case this is specified as the costs of audit, governance and the salary of the Executive Director.

Statement of income and expenditure

Due to the fact that 2011 was the first year of a new strategic period, the statement of income and expenditure is presented so that the expenditure against the objectives of both the current and previous period are shown separately. Therefore, direct comparison is not possible as the objectives have changed; reducing from four to three.

Other information

Proposed result appropriation

In accordance with the by-laws of Stichting Child Helpline International, the annual proceeds from any gains whatsoever named and received in any year, not destined to be regarded as capital, can be used for the realisation of the objectives of the foundation. This is termed Continuity Reserve.

The result appropriation is as follows:

	€
Tied-up capital	0
Continuity Reserve	21,493
	<u>21,493</u>

This result appropriation is processed accordingly in the financial statements.

Looking forward to 2012 and beyond at CHI

In 2012, CHI will embark on the second year of its third strategic phase (2011-2015).

In accordance with the strategy, the targets for 2012 are:

1. Map child protection system in 4 countries.
2. Organise 25 stakeholders meetings; facilitate 8 launches and 20 peer exchanges.
3. Hold 1 Regional Consultation (MENA region), 1 International Consultation (South Africa) and 1 global training - child helplines in emergencies, 6 (sub)regional trainings and 8 call and data management trainings - 18 trainings in total.
4. Finalise Telecoms Toolkit and implement Telecommunications Plan.
5. Standardise CHI planning and quality control tools for meetings, documents, publications and activities
6. Support RAP Council with advocacy and lobbying
7. Start 1 new taskforce and 1 new advisory council (New Technologies Advisory Council and Child Impact Assessment Taskforce).
8. Implement common practices standards for self evaluation by child helplines.
9. Develop membership and partner relationship system
10. Identify donors and grant making organisations at regional and global levels to fund activities, participation at International Consultation and further implement fundraising action plan.
11. Identify a reputed research centre and establish partnership for research and use of CHI Data, and attend regional and international conferences.

To fund the implementation of its strategy, CHI was awarded a grant from the Dutch Ministry of Foreign Affairs for the years 2011-2015. This funding is secured through working in coalitions with Plan Nederland and War Child Holland. Working in coalition, CHI and its alliance partners will continue in 2012 to focus on 15 target countries in two thematic areas. In conjunction with this, CHI has secured enough funding to continue through 2012, supporting child helplines across the globe whatever their stage of development.

** In October 2012, The General Assembly of Child Helplines will meet at the International Consultation in Durban South Africa. This will be a priority for the CHI secretariat and plans have been underway for this meeting since August 2011.*

The annual budget for 2012 is 1.7 million Euros.

Financial lessons learnt and financial risk management at CHI

In 2011, CHI submitted its Annual Report to the Dutch transparency prize for the first time. One lesson learnt is that CHI should be realistic in terms of ambitions to raise funds for the continuity reserve. This is a challenge and funds are likely to increase only in small increments unless a specific fundraising model can be implemented for this need.

In terms of risk management, CHI has developed good internal financial controls which suit its size and operations. This is monitored on an annual basis and improvements are made as and when necessary. Occasionally CHI is at risk from currency fluctuations when transferring monies overseas for payments and should monitor this in the case of large payments for Regional and International Consultations.

Reporting to our donors

CHI reports to its donors on a contract basis and throughout the year keeps in contact via email newsletter and by personal contacts. CHI also invites existing and prospective donors to its Regional and International Consultations.

28 March 2012

Disclaimer

CHI's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child (UN CRC), including children's right to privacy and protection from harm. To this end, and to preserve the trust and confidence children place in child helplines worldwide every day, all identifying details and information about individual children cited in this report have been removed or altered.

Child Helpline International (CHI)

Herengracht 418
1017 BZ Amsterdam
The Netherlands

Chamber of Commerce (KvK) 3414999

Phone: +31 (0)20 528 9625
Fax: +31 (0)20 638 7655
E-mail: info@childhelplineinternational.org
Web: www.childhelplineinternational.org

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**27.7 million contacts,
including web hits.**

**11 contacts on violence
and abuse per day.**

**133 countries, 155 members
child helplines and
countless communities.**

Over 1,200 stakeholders.

13 new partners just this year.

*Working together to give a voice to
children and young people worldwide.*

