THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF COMMUNITY DEVELOPMENT, GENDER, WOMEN AND SPECIAL GROUPS

NATIONAL STANDARD OPERATING PROCEDURES FOR SOCIAL WELFARE SERVICE DESK IN TRANSPORT HUBS

MAY, 2025

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Table of Contents

ABBREVIATIONS AND ACRONYMS

LATRA	Land Transport Regulatory Authority
MoCDGWSG	Ministry of Community Development, Gender, Women and Special Groups
NCC	National Construction Council.
NPAVAWC	National Plan to End Violence against Women and Children.
RCA	Railway Children Africa.
SOP	Standard Operating Procedures.
SWD	Social Welfare Desk.
SWSTH	Social Welfare Services in Transport Hub
TAA	Tanzania Airports Authority.
TANROADS	Tanzania Roads Agency.
TASAC	Tanzania Shipping Agencies Corporation.
TBA	Tanzania Buildings Agency.
TCAA	Tanzania Civil Aviation Authority.
TPA	Tanzania Ports Authority.
TRC	Tanzania Railways Corporation.

DEFINITION OF TERMS

Child:
Any person under the age of 18.

Transport Hub: is a central location where various modes of transportation converge for passengers and goods including airports, train stations, bus terminals, and seaports.

Most Vulnerable groups: Refers to populations that are at a higher risk of experiencing adverse outcomes and have limited access to shelter, food, clothing, healthcare, education, and increased exposure to risks like violence and accidents. These include children, the elderly, and people with disabilities, asylum seekers, and vulnerable ethnic or racial groups.

Non-professionals: refer to other individuals who are involved in welfare services and do not have specialized training in social welfare.

Service Providers: refer to individuals who are involved in social welfare services provision and have specialised training in social welfare.

Social Welfare Service Desk: a physical space situated at the transport hubs, to function as the first point of contact or referral point for unaccompanied, separated, stranded, or trafficked minors and other vulnerable groups.

Coordination: the process of organising, sharing information, and managing the activities, resources, and efforts of different individuals or groups involved in the operation of the social welfare service desk, in and around the transport hubs to ensure they work together efficiently and effectively in social welfare services delivery.

Community Champions: These are dedicated individuals who voluntarily engage in activities aimed at supporting vulnerable

children and young people living and working on the streets. They play a crucial role in raising awareness, providing immediate assistance, and facilitating connections to broader support networks.

Contextual Safeguarding: This is an approach to understanding, and responding to, experiences of significant harm beyond families. This can include harm in public spaces and intervening to make those spaces safer.

FOREWORD

The Government, in collaboration with stakeholders, is implementing measures to safeguard and strengthen welfare services for vulnerable groups in high-risk environments, including children, the elderly, persons with disabilities, victims of drugs, families in conflict, communities in crisis or emergency, and survivors of violence and human trafficking. These services include care, protection, psychological support, behavior rehabilitation, and conflict resolution in marriages and families.

Implementation of these interventions is guided by the Constitution of the United Republic of Tanzania of 1977, National Elderly Policy of 2003, National Transport Policy of 2003, the National Child Development Policy of 2008, Policy on Development and Services for Persons with Disabilities of 2004, the Children's Act, Cap 13, the Persons with Disabilities Act, Cap 183, the Anti-Human Trafficking Act, Cap 432, and the National Plan to End Violence Against Women and Children (NPAVAWC 2024/25-2028/29), which emphasizes safe environments by preventing and addressing risk of violence in communities, technology, and transport sector.

Meanwhile, Tanzania has made significant progress in the development of transport and transportation infrastructure, including roads, railways, airports, and ports. This growth has contributed to economic and social development by facilitating the movement of people, goods, and services. However, these advancements have made easier the movement of children and adults to urban areas in search of economic opportunities without knowing their destination. Some of these children and adults then end up on the street or in harmful forms of employment or people

begging, and are vulnerable to sexual exploitation and the worst forms of child labor. This increased movement of people to the streets and into harmful situations threatens their safety and deprives them of basic human rights, including the right to life, protection, health, education, and adequate housing.

The government, in collaboration with stakeholders, established social welfare services at transportation hubs to identify, engage, rescue, and provide appropriate services to lost, separated, abandoned, and vulnerable individuals. However, the operation of the social welfare services desk faces various challenges, including a lack of specific procedures for service delivery, difficulties in obtaining accurate information about clients, insufficient cooperation from other professionals at the hubs, and limited understanding of the important steps to take based on the client's situation and needs.

Therefore, the National Standard Operation Procedures for providing social welfare services in transportation hubs has been developed. This will enable and facilitate desk operators to obtain accurate information and provide appropriate services to individuals in need, build understanding on necessary steps to be taken, services required, and strengthen collaboration in service delivery among professionals and other service providers, in order to enhance welfare and protection of those in need within and around the hub.

I call upon all responsible authorities to adopt and implement these SOPs in the operation of social welfare service desks at transport hubs. I also urge the establishment of these desks where they do not exist and the allocation of essential resources,

including financial support, appropriate facilities, a conducive working environment, and deployment of qualified personnel such as Social Welfare Officers and support staff.

Finally, I am confident that the effective implementation of these SOPs will significantly enhance the protection and well-being of vulnerable children especially those living and working in high-risk street environments.

Dr. John A.K. Jingu
PERMANENT SECRETARY

ACKNOWLEDGEMENT

The Ministry of Community Development, Gender, Women and Special Groups wishes to express its sincere and profound appreciation to all stakeholders involved in the development of the National Standard Operating Procedures (SOPs) for Social Welfare Services Desks in Transport Hubs.

The development of these SOPs marks a significant milestone in our collective efforts to strengthen child protection and uphold the rights and well-being of vulnerable individuals navigating high-risk transit environments—many of whom are at risk of living and working on the streets.

We gratefully acknowledge the invaluable guidance and support provided by various stakeholders through their representatives who contributed to the completion of this work including the President's Office – Regional Administration and Local Government (PO-RALG); Prime Minister's Office - Labour, Youth, Employment, and Persons with Disabilities (PMO-LYED); Ministry of Health (MoH), Ministry of Constitutional and Legal Affairs (MoCLA); Ministry of Transport; the Ministry of Home Affairs; the Police Gender and Children's Desks; Land Transport Regulatory Authority (LATRA); Regulatory Authority for Land Transport (LATRA); Tanzania Ports Authority (TPA); Tanzania Airports Authority (TAA); Tanzania Shipping Agencies Corporation (TASAC); Tanzania Civil Aviation Authority (TCAA); Tanzania Railways Corporation (TRC); National Construction Council (NCC); Board of Registration of Building Professionals and Quantity Surveyors; National Secretariat for Children Living and Working in the Streets, Department of Social Welfare, Social Welfare Officers, and other frontline service providers.

Special thanks go to Railway Children Africa (RCA) for their unwavering support, cooperation, and financial assistance in the preparation of this important document through their projects addressing the plight of children living and working on the streets.

Last but not least, we extend our gratitude to all other key and relevant stakeholders who contributed in various ways to the development of these guidelines.

We trust that these SOPs will enhance the effective operation of Social Welfare Desks and contribute to the delivery of high-quality services in safe spaces across transport hubs.

Dr. Nandera E. Mhando
COMMISSIONER FOR SOCIAL WELFARE

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1.0 INTRODUCTION

Globally, millions of children live in vulnerable conditions due to factors such as poverty, conflict, displacement, family breakdown, and limited access to essential services. Among the most at-risk are children living and working on the streets, who face extreme deprivation. The United Nations estimates that there are approximately 150 million street children around the world. These children are defined as individuals under the age of 18 who either live on the streets or work on the streets, whether or not they are accompanied by their families. These children often lack safe shelter, suffer from poor nutrition, experience violence and exploitation, and have minimal access to education, healthcare, and protection services.

In Sub-Saharan Africa, the situation is especially concerning. Rapid urban growth, economic inequality, and social instability have contributed to an increasing number of Most Vulnerable Children (MVCs), a group that includes orphans, children with disabilities, those affected by HIV/AIDS, and street-connected children. Underlying causes such as family breakdown, abuse, neglect, and poverty frequently force children into street life. In many cities across the region, transport hubs and corridors have emerged as key entry points and gathering spaces for vulnerable children and adults, making them critical locations for intervention and support.

Tanzania is among the countries facing challenges in addressing the problems of MVCs, including children living and working on the streets. As of April 2024, it is estimated that a total of 708,957 children (340,661 boys and 368,296 girls) has been identified as MVC in the country, while approximately 8,372 (4,218 boys and

4,154 girls) have been identified as children living and working on the streets. The development of transport and transportation infrastructure has contributed to the increase in the number of children living and working on the streets. Statistics indicate that many of these children use various modes of transportation to enter cities in search of economic opportunities or to escape family challenges such as neglect and abuse. The primary means of transport used by children to enter cities include buses, cargo trucks, trains, motorcycles, and water vessels. In addition to children, other groups requiring assistance at transport hubs include the elderly, people with disabilities, pregnant and breastfeeding mothers, the sick, those who have been abandoned, and those separated from their relatives. These groups face a variety of challenges, including gender-based violence, violence against children, and a lack of basic needs such as food, clothing, shelter, medical care, and mental health support.

In response to these challenges, the government, along with various stakeholders, has introduced several interventions. These include; the creation of child protection and safety desks in schools, social welfare offices, police gender desks, and child protection and safety committees aimed at supporting children in vulnerable situations.

Despite these efforts, there has been an inadequate coordinated system and referral mechanism for providing services to these vulnerable groups at transportation hubs.

Therefore, these SOP have been developed to harmonize existing structures and create a unified procedure for delivering professional services to vulnerable groups. This includes children

living and working on the streets, the elderly, people with disabilities, people addicted to drugs, pregnant and breastfeeding mothers, the sick, the abandoned, and those separated from their relatives.

The National Standard Operating Procedure for Social Welfare Services is grounded in the principles of Contextual Safeguarding. In transport hubs, vulnerable groups including children are exposed to various forms of harm including sexual abuse, criminal exploitation, trafficking, child sexual exploitation, domestic or labour exploitation, physical abuse, emotional abuse, bullying, and social isolation.

Contextual Safeguarding is about supporting positive actions, attitudes and relationships with vulnerable groups, from professionals, services or those who live and work in communities where young people spend their time. Therefore, social welfare responses around transport hubs should not only meet the needs of individual children but also recognize and respond to the features of transport hubs that are facilitative of harm. To achieve this, the Social Welfare Officer and other service providers should conduct assessments to identify the safe and harmful features of the contexts where harm happens and develop plans, to ensure people's needs are met in these contexts, and that these contexts are made safer.

The assessment should involve speaking to impacted children and young people and vulnerable adults, as well as local people and professionals who have an oversight into the contexts where people are being harmed. This could include local residents, business people working around the area, stakeholders, and other professionals working in these places. Adults in and around

the transport hubs should be trained and supported to understand child protection concerns and responses. The objective is for these adults to have a positive relationship with children and other vulnerable adults, be concerned for their safety, respond positively, and be available for them to seek help. These adults should also be made aware of referral mechanisms currently in place for vulnerable children and adults.

The intervention measures should align with the identified needs and challenges identified in the context and should include both responsive and preventive measures like awareness campaigns, increased guardianship and changes to the environment to make it a safer place for people to be. Regarding Child Protection in and around the transport hubs, Social Welfare Officers and other service providers need to ensure the place is safe for every child and does not cause further harm to them. This can be ensured through the provision of safe and best practices including positive relationship building and ensuring case management is followed in the best interest of the child and the promotion of people's rights.

1.1 Rationale

Children separated from their families gravitate towards Tanzania's cities, many of whom use transportation such as trains, trucks, and buses to come to the city. With no safe space to go to on arrival, vulnerable children are being exploited and are ending up living and fighting for survival on the streets, many others are taken into exploitative situations such as domestic servitude, forced labor, sexual exploitation. Overall, causing an increased number of street children and beggars in major cities.

This situation has prompted the Ministry, in collaboration with various stakeholders, to address the wave of children living and working on the streets by establishing social welfare services at transportation hubs aimed at preventing children from going to the streets. Along with these efforts, the Ministry deemed it important to prepare a guide that will be used by Social Welfare Officers working at the social welfare service desks in transportation hubs. This guide will assist social welfare service providers in delivering quality services.

In Tanzania, the management of cases involving vulnerable groups/children at transport hubs has been conducted without unified standards and procedures that safeguard the rights and welfare of these groups at the respective hubs. Consequently, this set of SOP establishes uniform procedures and addresses the processes that have caused inconsistencies in the standards of social welfare service quality across the country. This SOP aims to enhance the provision of professional social welfare services, ensuring quality care, support, and protection for vulnerable groups in Tanzania.

1.2 The purpose

The purpose of these Standard Operating Procedures is to provide unified guidance and procedures that formalize and coordinate provision of social welfare services and referrals for Children and other vulnerable groups in transport hubs in the country.

1.3 The Scope

The social welfare service desks are set in main transport hubs across Mainland Tanzania to assist Children and vulnerable groups seeking social welfare services in transport hubs. The

desks are designed to create supportive environments for vulnerable groups, ensuring necessary support is provided to address their specific situations. They also play a crucial role in the early identification of stranded children, helping them before they find themselves on the streets. These transport hubs include bus terminals, railway stations, ports, Airports and other significant transit points.

The services offered at these desks target diverse vulnerable groups, including but not limited to:

(i) Children and adults who are experiencing or likely to experience abuse and neglect;

(ii) Children and other vulnerable groups who are living or working on the streets;

(iii) Children and other vulnerable groups arriving from other locations, potentially facing risks;

(iv) Stranded or lost children;

(v) Unaccompanied children;

(vi) Victims of human trafficking;

(vii) Domestic workers seeking to travel back home;

(viii) Individuals of all ages with disabilities that require specialized services;

(ix) Children and vulnerable groups escaping exploitative situations;

(x) Pregnant women; and

(xi) Any other needy individuals.

1.4 Users of SOP

This SOP is intended to be used but not limited to Transport Authorities, Social Welfare Officers, Community Health workers,

Professional and other Service Providers in and around transport hubs, Local Government Authorities, Private Sector, Police officers, Immigration Officers, Development and Implementing Partners.

1.5   Guiding Principles

Principle	Explanation
Holistic and Ecological Approach	Support provided at the Social Welfare Desk should look at the whole person, not just their single needs. The support should also consider their physical, emotional, social, and spiritual well-being. In addition to a holistic approach, responses should consider harm that happens in and around the transport, hubs and plans should be developed to ensure a safe environment for all vulnerable persons around these spaces.
Personalized Services Client-centered	It is important to recognize that individual needs vary; and that one person's needs are different from the next. Individual support plans must be developed for each client who responds to their unique situation. Services provided should have an intentionality.
Systematic, Coordinated, and Comprehensive	Support services provided at the Transport Hubs need to be systematic, well-coordinated, and comprehensive to respond

Service Package	to the various needs of Clients. This means the need to work with other stakeholders in and around the transport hubs.
Do No Harm	All Interventions and processes should aim to benefit and not harm the children and vulnerable persons. This includes consideration of issues such as preventing and responding to abuse and stigma, seeking informed consent/assent, and ensuring confidentiality. Risk assessments should be made to identify and mitigate the risks associated with any of the interventions being carried out.
Staff Safety and Well-being	Activities at the transport hubs need to promote staff safety and well-being. The design of project activities is needed to ensure staff safety whilst involved in project activities. Need to have mitigation in place that promotes staff safety
Empathetic approach	Service provider behaviours need to demonstrate warmth and genuineness towards children and vulnerable persons, a non-judgmental attitude and active listening skills to build trust.
Confidentiality and privacy	Respect the privacy and dignity of children and families, ensuring that sensitive information is handled with care

Prioritization	Ensuring the client's safety, rights, and well-being come first in all decision-making and service provision. Immediate needs like protection from harm, access to food, shelter, and healthcare are addressed urgently. Services should focus on those at greatest risk, such as children facing abuse, exploitation, or neglect and those with disabilities. Long-term needs, such as education, emotional support, and rehabilitation, should follow, ensuring holistic care.
Best Interest of the child	The best interest of the child shall be of paramount importance at all stages of service delivery, care, support, and protection.
Building Trust	Establish strong, trusting relationships by being consistent, reliable, and empathetic in interactions
Client Participation and Informed Consent	Clients should be involved in decision making and should be given adequate information to allow them to make informed consent. For children who cannot give consent Social Welfare Officer should give consent on behalf and make decisions based on the child's best interest.

1.6 Functions and Operations of Social Welfare Services Desk

The Social Welfare Services Desk (SWD) shall be situated at the transport hub and coordinated by designated Social Welfare Officer. It functions as the first point of contact or referral point for vulnerable persons coming to seek services and will be used as a focal point for other service providers in transport hubs and link with related referral services to support individuals in need of care and protection.

1.7 Composition of Team at Transportation Hubs

Each Social Welfare Services Desk will comprise a Team of 15-20 members to advise and engage in safeguarding and facilitating quality services for vulnerable people and address any emerging issues. The team will develop action plans to promote the protection of vulnerable people in transport hubs and conduct its meeting at least once every three months.

1.7.1 Core Members
   (i) Transport Hub Manager (Chairperson).
   (ii) Social Welfare Officer (Secretary).
   (iii) Community Development Officer.
   (iv) Police Gender and Children Desk Officer (from nearby Police Post).
   (v) Immigration Officer.
   (vi) Ward Executive Officer.
   (vii) Representative from LATRA.
   (viii) Village/Mtaa Executive Officer.
   (ix) Tax Drivers Association Chairperson.
   (x) Motorcycle Business Operators Chairperson.

(xi) A person responsible for making announcements.

(xii) Lead Community Health Worker.

(xiii) Representative from implementing partners.

(xiv) Business operator's chairperson.

(xv) Representative from transport owners

(xvi) Ticket agent chairperson.

(xvii) Porters Association Chairperson.

(xviii) Traffic Police Officer; and

(xix) Security Guard Representative.

1.7.2 Co-opted Members

Members will be invited depending on the demands of the meeting agenda, the co-opted members may be: -

(i) Ward Police officer.

(ii) Village/Mtaa Chairperson.

(iii) Two Religious Leaders (Muslims and Christian).

(iv) Health Facility in charge of nearby transport hubs.

(v) Local Leader (Traditional elders/ Prominent person); and

(vi) Chairperson of Guest House Owners.

1.7.3 Roles and responsibilities of the team members

(i) Identifying and mobilizing volunteers around the bus terminal to assist in the early identification, rescue, and engagement of children in need and report safeguarding concerns promptly.

(ii) Establishing strong connections with local authorities, service providers, police checkpoints, and other relevant entities to ensure effective referrals and comprehensive care support for at-risk children.

(iii) Advocating for the rights and well-being of children in the

community through outreach and engagement initiatives to foster a protective environment.

(iv) Ensuring safeguarding messages are prominently displayed throughout the bus terminal, complemented by informative publicity materials for events and outreach activities.

(v) Represent and advocate for the voices of vulnerable children and adults in meetings with local authorities and community leaders, ensuring their needs and rights are prioritized in decision-making processes.

(vi) Collaborate with Social Welfare Officers and other organizations to organize awareness-raising campaigns focused on preventive child protection, the risks of street life, and available support services.

(vii) Map local service providers to create a comprehensive referral system that ensures vulnerable children receive the necessary support efficiently.

(viii) Regularly assess the effectiveness of interventions and strategies implemented by the SWSTH. Share successful practices within the community and with other stakeholders to foster learning and adaptation.

(ix) Create clear, accessible channels for reporting safeguarding concerns within the transport hub community, ensuring that individuals feel safe and empowered to come forward with information; and

(x) Maintain accurate and up-to-date records of all children residing within the Ward and its respective villages or MTAA.

1.7.4 Functions of Members: -

(i) Attend meetings.

(ii) Complete agreed actions.

(iii) Promote safeguarding within their workplace.

(iv) Comply with confidentiality requirements; and

(v) Ensure children's/vulnerable adult's rights and best interests are safeguarded.

2.0 CASE MANAGEMENT PROCEDURES

Social Welfare Officers shall adhere to principles of social work and human rights principles in the course of service delivery including contacting, supporting, or referring clients to services, and ensure quality and continuum of care and protection of clients. Thus, it is imperatives to have this guide to understand the case management process; however, it does not replace the National Integrated Case Management System (NICMS) and the National Guideline on children's Reintegration with Family; rather, this SOP is meant to create synergy with said systems and guidelines used by Social Welfare Officer. The key case management measures are as follows:

2.1 Build a Rapport and Friendly Environment

(i) Receive, greet the client in a kind and respectful manner, talk, observe, and identify the client who requires Social Welfare response and services in transport hubs.

(ii) It is important to approach a client in a friendly and caring manner, if it is a child, you can use play to help the child to be at ease.

(iii) Inform the client on available social welfare services (Provide a simple introduction of who you are and the services you offer) and assure confidentiality and privacy based on age, maturity, understanding of client and circumstances during intervention.

(iv) Treat clients with respect and dignity; and

(v) Provide feedback and way forward to the client.

2.2 Seek Informed Consent

(i) Begin by clearly outlining why the service is being offered and what it involves. Provide details about the case management process such as assessments, referrals, or follow-ups and explain both the benefits and any potential risks or limitations.

(ii) Tailor your communication to suit the client's age, level of understanding, and background. Speak in simple, respectful language, and check whether the client has understood the information. For children, use age appropriate tools such as drawings or stories to aid understanding. If needed, use interpreters or support persons for clients with communication difficulties.

(iii) Let the client know that accepting or declining services is their choice and that there will be no negative consequences if they choose not to participate. They should also be informed that they can withdraw their consent at any point during the process.

(iv) Once the client understands the information, request their consent to proceed. This can be done verbally or in writing, depending on the context and institutional policies.

(v) Document the consent properly notes the date, the person who gave consent, and the circumstances under which it was given. Use standardized forms or case notes to keep a clear record.

Note: *Social Welfare Officer/ service providers need to consider that some of the clients are not in the position to*

give consent due to their situation, such as people who are seriously sick and in need of immediate support.

2.3   Confidentiality

(i) At the beginning of the interaction, inform the client that any personal information they share will be treated with strict confidentiality. Clearly explain what confidentiality means, why it is important, and how their information will be handled.

(ii) Hold conversations with a client in a private, safe space where others cannot hear. Avoid discussing client information in public or unauthorized settings.

(iii) Keep all written or electronic records secure. Paper files should be locked in cabinets, while digital information should be password protected. Only authorized personnel should access case information.

2.4   Conduct Assessments

(i) The assessments should explore the needs of the client and any risks or needs identified in the contexts where harm has happened. The findings should guide us in responding adequately to the required needs of the client.

(ii) To gather assessment information, actively listen to the clients, observe the client, and speak with other professionals, and family members who might know the client and client systems. If risks are identified in a particular context, the views of individuals and organizations who have oversight of the space should be sought. Use open-ended questions and avoid leading questions. The information should be documented in assessment forms; and

(iii) Based on the information received from the client and/or from initial social investigation, identify needs and develop a care plan based on the identified needs for both the individual child or adult and any contexts in which harm has taken place.

Note: It should be noted that assessment can be done through initial observation/conversation that will enable the SWO to take immediate action like referral to hospital, police and other service providers. For clients who are placed in shelters or safe houses, a thorough assessment will be conducted to inform the development of a long term care plan.

2.5 Develop a Care and Support Plan

(i) Ensure the needs and best interests of the child or vulnerable adult are central to the care and support plan.

(ii) Engage and inform the Client in the development of the care plan.

(iii) Use the assessed and identified needs to develop care plans. Include both short- and long-term plans. The care plan should clarify objectives, activities, time frame, output, and responsible person; and

(iv) Identify the areas that need immediate interventions such as health, child protection cases, and gender-based violence or unsafe contexts where other children or adults may be at risk of/come to harm.

2.6 Implement Care Plan and Service Provision

(i) Provide services according to the developed care plan. It should be noted that the care plan needs to be updated based on added information or new needs identified.

(ii) Coordinate and link with other service providers to facilitate service delivery to identified clients and our contexts.

(iii) Facilitate referrals for clients to access services, coordinate partners to address harmful contexts; and

(iv) Follow approved policies, laws, guidelines, and procedures in the provision of the services.

2.6.1 Referrals

Social Welfare Officers should provide referrals for clients to access services using referral forms (MVC No.6) and should provide clear guidance for non-professionals working in and around the transport hubs on referral procedures.

2.7 Follow-Up and Case Closure

(i) Social Welfare Officers and Service Providers should do follow-up to monitor the progress.

(ii) Ensure the necessary steps have been taken and there is a continuum of care and support to ensure that intended objectives are met; and

(iii) The case can be closed when the care plan has been achieved, safety concerns have been resolved, or the case has been transferred to other service providers. The client should be informed of case transfer and/or case closure.

3.0 ROLES OF THE ACTORS

3.1 PO-RALG

The Ministry plays a vital role in overseeing the operations and performance of Social Welfare Officers across the country. The Ministry ensures that the services provided are not only consistent and reliable but also strategically designed to meet the unique needs of the most vulnerable populations, including those found in transport hubs. By maintaining standards and offering continuous guidance, the Ministry works to guarantee that social support interventions are effectively implemented, equitably distributed, and aligned with national social protection goals. Specifically, the Ministry has the following roles: -

(i) To oversee the establishment of SWSTH and designate special rooms at Regions and Local Government Authorities.

(ii) To conduct quarterly mentorship coaching supportive supervision in transportation Hubs in collaboration with Sectorial Ministries.

(iii) To coordinate and lead the implementation of services.

(iv) To coordinate administrative and technical issues; and

(v) To ensure that every transport hub has an integrated service (One Stop Centre) vulnerable groups.

3.2 Ministry of Finance

(i) To prepare and oversee the implementation of Budget Manuals that emphasize interventions for Vulnerable Groups.

(ii) To ensure that the plans and budgets of MDAs incorporate actions targeting Vulnerable Groups; and

(iii) To disburse funding for the execution of interventions aimed at supporting Vulnerable Groups.

3.3 Ministry of Community Development, Gender, Women and Special Groups

(i) To ensure the availability of financial resources for the implementation of SWSTH initiatives.

(ii) To develop comprehensive guidelines for establishing SWSTH.

(iii) To lead the coordination efforts among Ministries, Development Partners, Agencies, and other key stakeholders on execution of SWSTH.

(iv) To oversee technical aspects during implementation of support services targeting the most vulnerable groups in transport hubs.

(v) To advocate for relevant MDAs to initiate interventions and allocate funding for the operation of social welfare services within transport hubs.

(vi) To conduct joint supportive supervisions in collaboration with PO-RALG to oversee operationalization of SWSTH.

(vii) To design and implement a monitoring and evaluation (M&E) system, including tools and electronic platforms.

(viii) To mobilize resources to strengthen the delivery and sustainability of SWSTH services; and

(ix) To provide technical assistance to teams operating within transportation hubs.

3.4   Ministry of Transport

This Ministry and its Institutions such as LATRA, TRC, TPA and TAA have the following roles.

(i) To establish SWSTH and allocate special rooms in their area of jurisdiction

(ii) To ensure operationalization of Social Welfare Officers Services at Transport Hub

(iii) To provide financial support with the operation of the desk

(iv) To conduct awareness on the use of SWSTH in area of jurisdiction

(v) To conduct checking on accompanied and unaccompanied minors in transportation hubs.

(vi) Transport stakeholders must ensure that all children traveling without the supervision of parents/guardians have documentation from the relevant authorities; and

(vii) To advocate for penalties for transport operators that are involved in or allow the transportation of children without following the proper procedures.

3.5 Ministry of Home Affairs (Police Gender and Children desk, Police Traffic, Tanzania Immigration and Refugee Departments, Anti trafficking Secretariat and Prisons)

(i) To inspect vehicles, identify any accompanying vulnerable individuals, and refer them to the Social Welfare Services at transport hubs.

(ii) To collaborate with Social Welfare Officers to raise community awareness in transport hubs about the rights of vulnerable groups.

(iii) To ensure safety and security within transport hubs.

(iv) To assist in arranging travel for vulnerable individuals from high-risk areas back to their homes.

(v) To work jointly with Social Welfare Officers and transport managers to assess and address specific risks at transport hubs that impact vulnerable groups.

(vi) To gather preliminary information on reported crimes or other criminal activities affecting vulnerable individuals at transport hubs.

(vii) To educate transport operators (drivers, ticket agents, conductors) and passengers on identifying signs of vulnerability and emphasize the importance of protecting children and other vulnerable groups; and

(viii) To conduct special operations and checks at transport hubs during school holidays and following the completion of Standard Seven and Form Four examinations

3.6 Regional Secretariat

(i) To conduct supportive supervision visits to transportation Hubs within the Regions.

(ii) To provide technical support at the Local Government Authorities.

(iii) To ensure the presence of Social Welfare Officers in Transport Hubs.

(iv) To conduct regular stakeholders' meetings to share implementation reports; and

(v) To prepare and submit SWSTH implementation reports to the relevant authorities.

3.7 Local Government Authorities

(i) To ensure the establishment of SWSTH.

(ii) To ensure operationalization of Social Welfare Officers Services at Transport Hub.

(iii) To link the SWSTH in Transportation Hubs with Council VAWC Committees.

(iv) To mobilize resources for implementing interventions in transport hubs.

(v) To conduct monitoring and supportive supervision of SWSTH.

(vi) To prepare and submit SWSTH implementation reports to the responsible authorities; and

(vii) To conduct regular stakeholders' meetings to share implementation reports.

3.8 Social Welfare Officer

(i) To provide social welfare services in the transport hub.

(ii) To create awareness of the operationalization of SWSTH and surrounding areas.

(iii) To coordinate and provide technical assistance to the Social Welfare Services Team in Transport Hub.

(iv) To capacitate volunteers, interns, and other service providers involved in the identification and provision of services to vulnerable children and adults through training, coaching, mentorship, and supportive supervision.

(v) To strengthen the network of stakeholders to ensure a continuum of care and quality delivery of social welfare services.

(vi) To coordinate SWSTH team quarterly meetings; and

(vii) To prepare and submit SWSTH implementation reports to the responsible authorities.

3.9 Ward/Mtaa/Village

(i) To link the needy with respective services.

(ii) To provide support services to in need individuals.

(iii) To strengthen by-laws related to child negligence.

(iv) To mobilize resources to facilitate transport hubs to be safer for children.

(v) To collaborate with Police to maintain safety and security in transport hubs; and

3.10 Development and Implementing Partners

Partners play a crucial role in providing protection and assistance services to the most vulnerable populations at transport hubs. They provide critical support such as legal assistance, temporary shelter, food, and healthcare, ensuring that vulnerable groups in the transport hub can access essential services. These partners include, but are not limited to, development partners, UN agencies, and civil society organizations. As such, they will take on the following roles:

(i) To provide financial and technical support for the operation of SWSTH and service delivery to the needy population and places; and

(ii) To provide support services to needy individuals such as emergency aid, legal aid, shelter, food, psychosocial care, and reintegration services as well as providing services to increase safety in contexts identified as risky or harmful.

4.0 MONITORING AND EVALUATION

Monitoring and Evaluation (M&E) will be conducted to assess progress in achieving the results through regular supportive supervision visits and stakeholders' meetings to assess efficient and effective implementation of intended services. The MoCDGWSG Monitoring and Evaluation Unit in collaboration with the different Committees at different levels will be custodians to ensure compliances.

M&E will provide opportunity for Government and stakeholders to discuss and make decisions based on evidence-based data regarding program implementation and its results (outputs, outcomes and impacts).

Specifically, M&E will:

(i) Oversee how services provided comply with the National Standard Operating Procedures for Social Welfare Service in Transport Hubs.

(ii) Facilitate reliable, availability, access, and use of data by the government and other stakeholders; and

(iii) Advocate stakeholders to develop and implement evidence – based plans and at all levels.

4.1 Monitoring Stakeholders' Implementations and Performance

The implementation of SWSTH interventions will be carried out through a collaborative effort involving the Government, Development Partners, and Civil Society Organizations. To ensure successful outcomes, all participating stakeholders will design and execute institutional programs, plans, projects, and

interventions align with National Standard Operating Procedures (SOP). Each stakeholder will apply their own monitoring plan to track progress, report on activities, and guide the implementation of their respective work plans and interventions.

Monitoring will be guided by established indicators, including Key Performance Indicators (KPIs), to evaluate short-, medium-, and long-term outcomes and measure progress toward the intended objectives. This process will involve regular site visits, data collection, analysis, and reporting based on these indicators.

Regular stakeholder meetings will also be convened at national, regional, and local levels to review progress, share insights, and agree on corrective actions where necessary. These meetings will serve as key platforms for coordination, learning, and accountability across all levels of SWSTH implementation.

4.2 Evaluation Plan

The evaluation process for the Social Welfare Services in Transport Hubs initiative will be carried out in two distinct phases to ensure a comprehensive assessment of its implementation and effectiveness. The first phase of the evaluation will be conducted at the mid-term point of the program's execution. This interim review is intended to provide an early indication of progress, identify any challenges encountered, and offer recommendations for necessary adjustments to enhance performance in the remaining period.

The second phase will take place within a designated timeframe following the completion of the initial assessment. This final evaluation will serve to measure the overall impact of the program and determine the extent to which its objectives have been

achieved. Both phases of evaluation are designed to align with the National Standard Operating Procedures, ensuring consistency, accountability, and transparency in the assessment process.

4.3 Reporting

The MoCDGWSG will take a central role in overseeing the reporting and performance tracking of the SWSTH interventions. This oversight will involve utilizing and strengthening existing national and sub-national reporting systems to ensure that the data collected is both accurate and submitted in a timely manner. The Ministry has developed a comprehensive data collection tools, (Annexes I – V). These tools are specifically designed to standardize and streamline data collection processes, making it easier for implementing partners and stakeholders to submit detailed and consistent reports.

To ensure the quality and reliability of the data collected, stakeholders will be capacitated to enhance their skills in data collection, processing, analysis, and reporting. This aims to foster a culture of evidence-based decision-making throughout the implementation of SWSTH activities.

In addition, stakeholders will be actively engaged in joint supportive supervision activities. These will involve collaborative field visits and monitoring efforts to ensure that implementation is proceeding as planned and to identify any challenges that may arise on the ground.

5.0 CONCLUSION

The effective implementation of this Standard Operating Procedure (SOP) is expected to bring about substantial and

improvements in the lives of vulnerable groups across Tanzania. By fostering a more informed and proactive community, the SOP will enhance public awareness around the specific needs and challenges faced by children, persons with disabilities, the elderly, and other at-risk populations, particularly within busy transportation hubs.

Additionally, the SOP will play a pivotal role in strengthening the capacity and responsiveness of social welfare services. By streamlining processes and defining roles and responsibilities, it will support the timely and effective delivery of professional assistance. This includes quality care, psychosocial support, referrals to relevant services, and a prompt response to incidents such as abuse, neglect, trafficking, or abandonment.

Ultimately, this SOP represents a strategic step forward in safeguarding the rights and dignity of vulnerable populations in public transport environments, contributing to a more equitable and humane society in Tanzania.

6.0 ANNEXES

6.1. Annexe I : Case Register

The United Republic of Tanzania
Department of Social Welfare

Client Information Report from the Social Welfare Services Desk at Transport Hub

Region: …………………………… District: …………………………………

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Case Number	Date	Client Name	Gender	Age	Date of Birth	Type of disability	Place of Origin	Name of Relative	Type of Case. 1.Human Traffiking 2. Abuse 3. Separated 4. Abandonnent	Type of referral given	Type of Service Provided	Current Location of the Client 1. Fit Person 2.Children Home 3.Safe House	Reunited with Family (Yes/No)	Client/Relative Contact Number	Information Intered into sysytem (Yes/No)

6.2   Annex II: Guide for Filling the Register

1. Case Number: Fill the client's Case Number indicating how many clients have been served, including a short form for the District (W), Ward (K), and Financial Year (M). Example: Ilemela Municipal, Nyamuhongoro Ward, Financial Year 2023/2024. Should be written as: IMC/NYAM/2023/2024

2. Date: Write the date in the format DD/MM/YYYY. Example: 01/05/2024

3. Client Full Name: Write the three names of the client. Example: Asia Juma Ismail

4. Gender: Indicate the gender using abbreviations. Example: Me (Male) / Ke (Female)

5. Age: Write the age of the client after the client tells you their date of birth.

6. Date of Birth: Write the correct date, month, and year of birth. Example: 03/08/2020. If the client does not remember the exact date, write 01/07 and estimate the year based on events the client recalls.

7. Type of Disability: Write the type of disability the client has. Example: Physical Disability, Albinism, etc.

8. Location: Write the District, Ward and Village/Street where the client is from or currently lives.

9. Next of Kin: Write the full names of three close relatives. Example: Asia Juma Ismail

10. Case Type Number: Write the number based on the nature of the case: Human trafficking = 1, Abuse = 2, Separated from family/relatives = 3 Neglected = 4

11. Referral Type: Indicate the type of referral given to the client according to the referral guideline. Example: Health, Nutrition, etc.

12. Service provided: Indicate the type of service that was provided to the client.
13. Placement Number: Indicate where the client was taken: Fit Person = 1, Children's home = 2, Safe house =
14. Family Reunification: Write Y if the client has been reunited with family, N if not.
15. Phone Number: Write the phone number of the client or a close relative.
16. Data Entry in the System: Write Y if the client's data has been entered into the system, N if it has not.

Annex III: Child Registration Form at the Social Welfare Desk in Transport Hubs

This form collects important initial information about a child arriving at the Social Welfare Desk at Transport Hubs, which will help in providing appropriate services for the child. This form is filled once for each child receiving services at the desk in the transport hub. One copy remains in the record book and another is filled in the child's folder. This information will be stored in the system weekly for processing.

Date: ....
Name of the Transport Hub: ....

1. Child's Name: ....
   Gender:.......   Age……..........   Ethnicity…….............
   Nationality…....…………………
2. Disability Status: ☐Yes ☐No Type of Disability: ☐ Albino ☐ Intellectual ☐ Deaf ☐Visual ☐Physical ☐ Speech/Non-verbal☐ Other types of disability, specify…………
3. Father's Name:………………………….Occupation:………….
   Region of Residence:……………………Phone Number: ……………………......
4. Mother's Name:………………………...Occupation:………….
   Region of Residence: ……………………...Phone Number: ……………………
5. Name of Local Government Leader or Well-known Person: …………………
6. Ward………………….Village/Street……………Region: …………………
7. Name of Relative/Guardian: ………………………………...Relationship………....................

Phone no: ………………….......

8. Was the child alone or was accompanied when they left home? ☐ Alone ☐ Accompanied, if accompanied, by whom?.. ☐ Parent ☐ Guardian ☐ other person, explain: ....

9. Which means of transport did the child use? ☐ Train ☐ Bus ☐ Ferry ☐ Truck ☐ Motorcycle/Tuk-tuk ☐ Ship ☐ Plane ☐ On Foot If other, specify: …………………………………………

10. If they arrived using a transport vehicle, name it (Ownership/Company): ………………………………………………………………….

11. The place from which the come: ………… Time of Arrival:................................Destination of the Child: ....

12. When did the child left home? Days.............., Months ...., Years ....

13. What caused the child to leave home? ☐ Family conflicts ☐ Poverty ☐ Working/looking for work ☐ Death of parent's ☐ Abuse: Specify type of abuse.................... ☐ Neglect ☐ Child marriage ☐ Child labour ☐ Committed a crime ☐ Got lost ☐ Peer pressure ☐ Other, specify: ....

14. Who identified or found the child at the transport area and brought them to the desk? ☐ Heroes ☐ Police ☐ Social Welfare Officer ☐ LATRA Officer☐ Traveler ☐ Immigration Officer ☐ Village/Street/Ward Leader ☐ Agent ☐ Another child ☐ Good Samaritan ☐ Driver/Captain/Bus conductor☐ Other person, specify: ....

15. Is the child currently in school? ☐ Yes ☐ No ☐ Completed ☐ Dropped out If yes or dropped out: Name of the school: …………………………………Grade ……………

Ward: …………………District ……………………**.**Region: ………
…………………

16. What is the child's health condition upon arrival at the desk? In good health □, Sick □ If sick, explain: ....

17. Language the child was speaking: ....

18. What services did the child receive upon arrival at the desk? (Check all that apply)

   □ Counselling □ First Aid □ Food □ Clothing □ Mediation □ Travel Permit □ Family Reunification □ Parenting/Abuse Awareness Education □ Temporary Shelter □ Other Information, specify: …………………………………………...

19. Is the child willing to return to their family? □ Yes □ No If no, state the reason: ……………………………………………

20. Was the child referred? Yes □, Non If referred□, specify the centre and type of referral:…………………………………………………..
   …………………………………………………………………….

21. Other important information or recommendations regarding the child's case:

   ....
   ....
   ....
   ....
   ....

   Filled by**:**...Position:………………

   Date:…..……………………..Signature: …………………..

Annex IV: Adult Registration Form at the Social Welfare Desk in Transport Hub

This form collects important preliminary information about an adult who visits the social welfare desk at transport hub. It helps to track how many adults have received services, the reasons for their visit, and the services provided. The form is filled out once for each adult who receive services at the desk. One copy will remain in the register, and another will be stored in the individual's file. The information will be filled into the system weekly for processing.

Date: …..

Name of Transport Hub: ....

1. Name of the Client: ....
   Gender:...............Ethnicity:…………Nationality:…………
   Age Group: ☐18 –20 ☐21– 30 ☐31– 40 ☐41– 50 ☐51– 60 ☐ 61+
   Phone Number**:** …………………………………
2. Disability Status: ☐ Yes ☐ No If Yes write type of disability**:**
   ☐ Physical ☐ Mental Disability/Disorder ☐ Hearing ☐ Visual
   ☐ Speech/Non-verbal ☐ Albinism ☐ Other types of disability, specify:………………………………..
3. Where is the client coming from? Region: …………………
   District: ………………
   Ward:………………………………Village/Street: ………………..
4. Where is the client going? Region: …………………District: ………………Ward: …………...Village/Street:………………

5. How did the client arrive at the desk? ☐ Brought by a Good Samaritan ☐ Came by themselves ☐ Referred by another service provider☐ Other (specify): ………

6. Reason for visiting the desk: ☐ Child care services ☐ Collecting a lost child ☐ Marital/relationship conflict ☐ Requesting transport assistance ☐ Defrauded /robbed ☐ Searching for a lost child ☐ Lost/does not know where to go ☐ Medical assistance ☐ Educational support ☐ Mental health challenge ☐ Bringing a lost child ☐ Violence (specify type): ………………☐ Other reason (specify): ……………….. when did this issue occur? ……………………….

7. What services was provided at the desk? (Tick the appropriate services received)
   ❑ Counselling ❑ First Aid ❑ Food ❑ Clothing ❑ Mediation ❑ Travel Permit
   ❑ Family Reunification ❑ Parenting/Abuse Education ❑ Information ❑ Safe Shelter ❑ Other, specify: ……………………………………………………………

8. Was the client referred? ☐ Yes ☐ No If yes, specify the institution and type of referral: …………………………………………………………………………..

9. Other important information or advice given to the client:
   …………………………………………………………………………
   …………………………………………………………………………
   …………………………………………………………………………
   …………………………………………………………………………
   …………………………………………………………………………

……………………………………………………………………………………………
…………………………………………………………

Filled by:
Name: .... Position: ……………………
Date: …………………………Signature: ……………………

6.2   Annex V: MONTHLY REPORTING FORM

Type Of Services	Adult			Children		
	M	F	Total	M	F	Total
Health						
Nutrition						
Protection and Security						
Transport						
Reffered to Fit Person						
Placed in Children Home						
Referred to Safe House						

RAILWAY
children
Fighting for street children