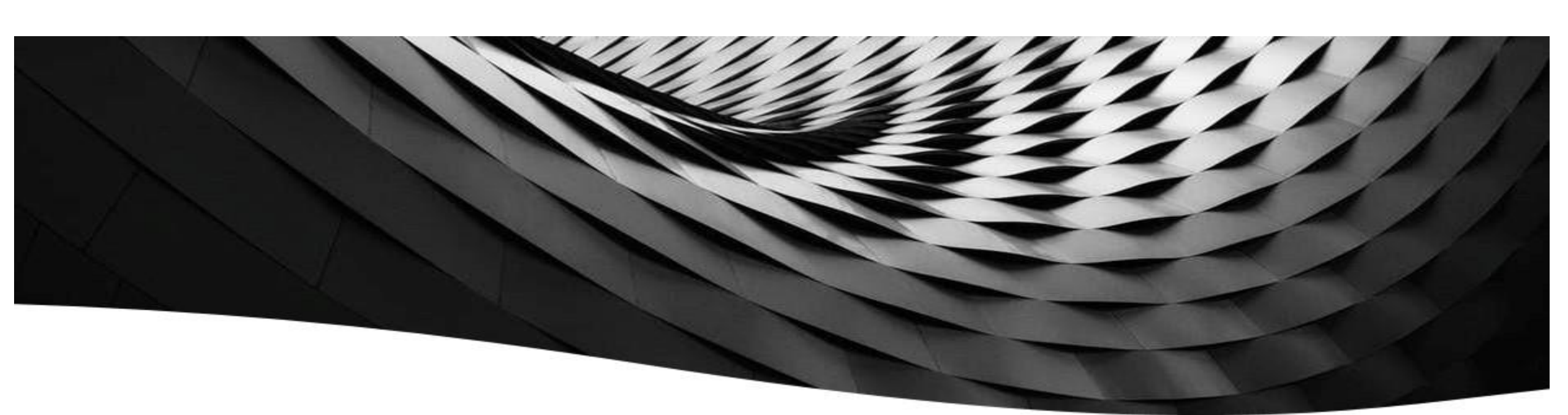




Evaluation to understand the Impact of the Tafteesh Multistakeholder Programme

Presentation on the key findings by Thinkthrough Consulting

June 2023



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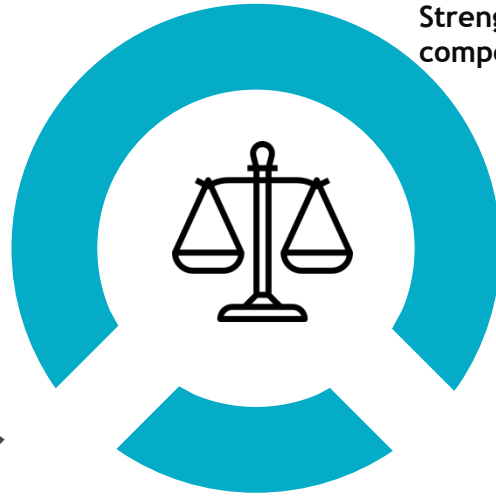
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Objectives of the Program

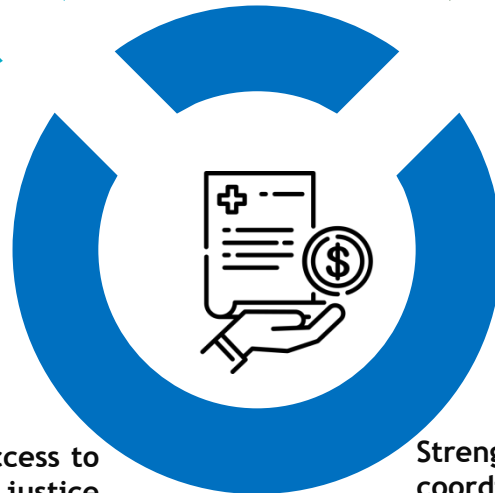
01
Transforming India's policy and services on rehabilitation from a custodial into a restorative frame that is rights-based, survivor-centric and trauma-informed.



03
Strengthening survivors' access to compensation



02
Strengthening survivors' access to justice in the criminal justice system through legal services, asserting systems' transparency and accountability



05
Strengthening leadership of survivors in the anti-trafficking eco-system in policy reform



04
Strengthening interstate coordination between sending and receiving states between courts, legal services authorities and social welfare offices



Scope of Work

Scope of Improvement

Identifying and validating area of improvement in the existing role-taking by member organizations

Identification of Good Practices

Consolidation of good practices that Taftesh developed over the last 8 years

Evaluation

Programmatic evaluation on impact, outcome level effectiveness and efficiency, and blind spots from 3 layers; (A) survivors and communities, (B) Taftesh member organizations, and (C) the State systems

Strengths and Weakness

Identifying the strengths and weaknesses within the Taftesh membership

Decision Making

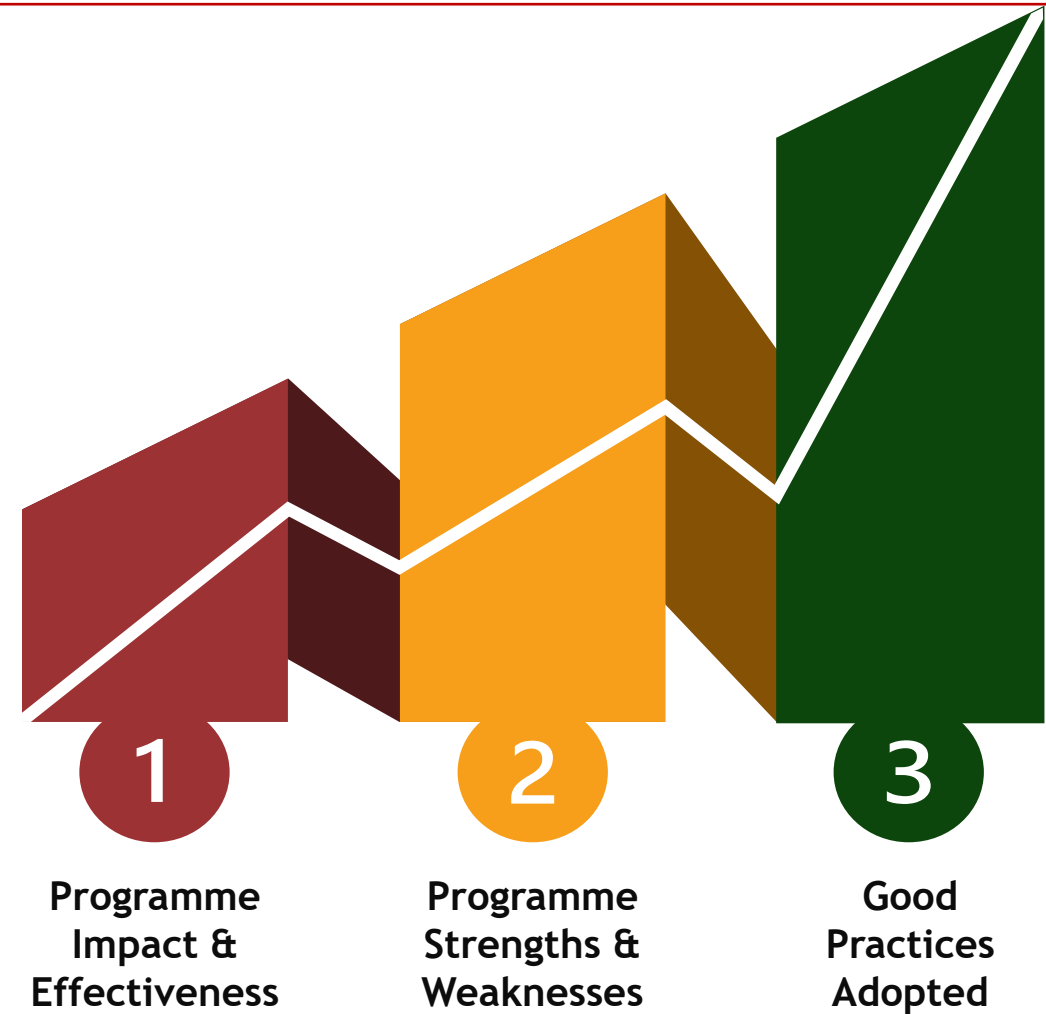
Identifying the Strategic and Operational decisions required to achieve the program goal

Evaluation Questions

- How did Tafteesh enable survivors to develop agency among survivors through participating in policy level and to transform them from recipient to change agents over the last 8 years?
- How do the survivors feel about the transformation of their roles and leadership over the last 8 years (what were enablers and disablers), about changes they feel contributed to create in the area of their own assimilation process, community level shift and/or their own context?
- How did Tafteesh enable Tafteesh member CBOs to take more leadership roles to negotiate with duty-bearers over the last 8 years?
- What are the strategies initiated by Tafteesh that mobilized responses from the State to strengthen the systems for justice by the survivors? What impact did those strategies produce over the last 8 years?
- What are the strengths, weakness, future opportunities and threats for Tafteesh?
- How did the existing scope of Tafteesh contribute to prevention of human trafficking?

Need for Evaluation

- The evaluation will enable Taftesh Management Committee to plan the activities of the next phases.
- It will also help strengthen the strategy building process for the next decade.
- Lastly, the evaluation will enable each member organization to look at their own contribution towards the effectiveness and impact created, thus leading them to rethink their own contribution.



Approach and Methodology

Primary Approach for Programme Evaluation

OECD DAC Assessment Framework

Relevance

Aligning with the various socio-economic & ecological needs of community stakeholders



Effectiveness

Meeting pre-determined targets & objectives through logical design & implementation



Impact

Creating positive intended & unintended impacts for community stakeholders



Sustainability

Unlocking potential to sustain intervention gains over a long period of time



Methodology for Implementation: 3 Staged Process

A robust three-phased methodology was deployed to undertake the evaluation. Each phase had distinct work steps which were undertaken to complete phase-wise deliverables.

Phase 1: Inception

Objective

Validate scope of work, stakeholder mapping, document review, assessment framework & tool preparation, work plan

Step 1

Inception Meeting with program team to validate the scope of work

Step 2

Secondary Research & Programme Document Review to Understand the Context

Step 3

Development Assessment Framework, Toolkits, and Work Plan & Compilation of Inception Report

Phase 2: Execution

Objective

Sharing of field plan, field team training, quantitative data collection and qualitative stakeholders' engagements

Step 1

Training of field team members

Step 2

Undertaking quantitative data collection & qualitative stakeholder engagements for validation purposes

Step 3

Implementing data quality assurance mechanisms & ensuring compliance to research guidelines on field

Phase 3: Delivery

Objective

Compiling, cleaning and analysis of data, sharing of chapter plan and development and submission of detailed report and presentation

Step 1

Cleaning, analyzing and visualizing data as per the finalized analysis plan

Step 2

Developing and finalizing detailed report as per the finalized report structure

Step 3

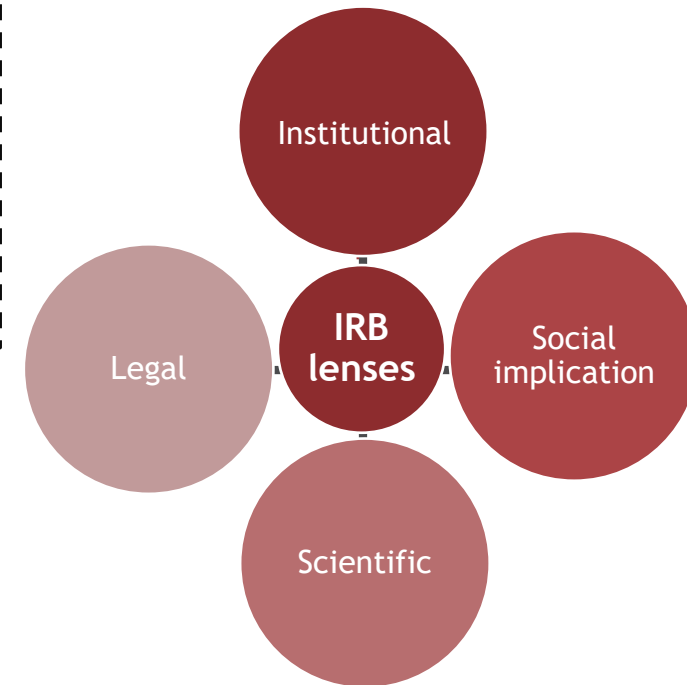
Developing and finalizing presentation as per the finalized presentation structure

Institutional Review Board (IRB)

IRB, an Ethics Review Board is a group designated to review and monitor biomedical and **behavioral research involving human subjects**. An IRB evaluates the following:

- that proposed research is **ethically acceptable**
- checking **investigators' skills and biases, if any**
- **evaluating compliance with regulations and laws designed to protect human subjects**

The evaluation team was asked to submit the research protocol, evaluation methodology and toolkit to the IRB. The documents were reviewed, and the suggested changes were incorporated. The team did a presentation to the Board and again incorporated the suggested changes in the methodology and toolkit after which the IRB gave its approval. The entire process took around 1.5 months.



Sample Size (Qualitative)

Stakeholder	Mode of Interaction and number
Village level (North 24 & South 24 Parganas) - Survivors - Families of Survivors - PRI representation (North 24 & South 24 Parganas) - Village Level Child Protection (South 24 Pargana)	- IDI - 8 - IDI - 4 - KII - 2 - KII - 1
Block level (North 24 & South 24 Parganas) - Block Development Officer - Block Level Child Protection - Block Medical Officer of Health	- KII - 1 - KII - 1 - KII - 1
District Level (North 24 & South 24 Parganas) - AHTU - Child Welfare Committee - District Child Protection Unit - District Legal Service Authority - DLSA lawyer - District lawyers	- KII - 1 - FGD - 1 - IDI - 1 - KII - 1 - IDI - 1 - IDI - 1
State Level (North 24 & South 24 Parganas) - Crime Investigation Department - West Bengal Commission for Protection of Child Rights - Media personnel	- KII - 1 - KII - 1 - IDI - 2

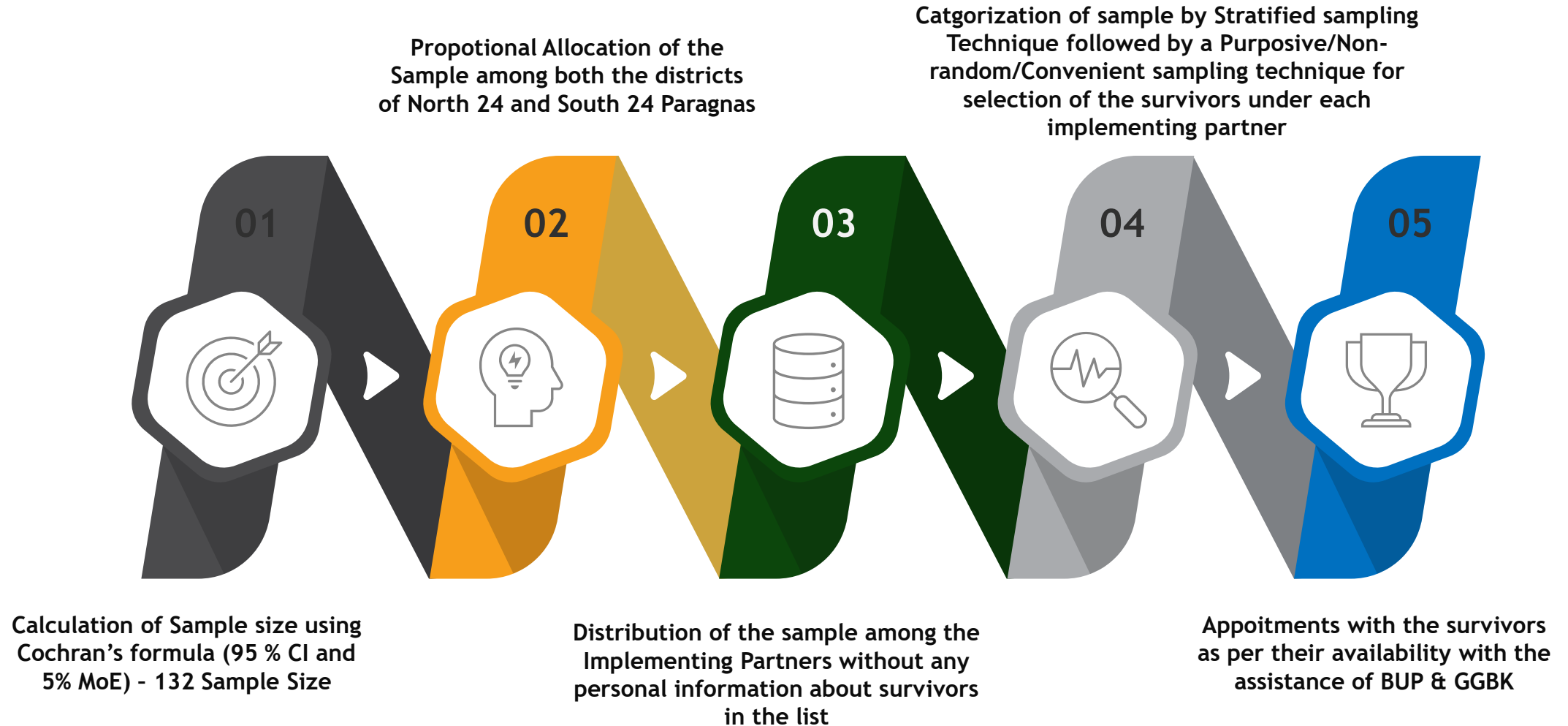
Sample Size (Qualitative)

Stakeholder	Mode of Interaction and number
Programme level • BUP Secretariate • BUP Social workers • GGBK Director • GGBK Social workers • Sanjog team • Kamonohashi team • Tafteesh lawyer • Mrugnayan lawyer • Oak Foundation Programme Manager • Oak Foundation Programme Officer • Survivors' leadership (Bandhanmukti, Bijoyini & Utthan) • Tafteesh Programme Director	• IDI - 2 • IDI - 3 • KII - 1 • KII - 2 • KII - 2 • KII - 2 • IDI - 1 • IDI - 1 • KII - 1 • KII - 1 • FGD - 3 • KII - 1

Sample Size (Quantitative)

Center	Region	Count
Barasat	North 24 Pargana	41
Basirhat	North 24 Pargana	48
Bangaon	North 24 Pargana	11
Canning	South 24 Pargana	27
Total		127

Sample Identification



Ethical Considerations

01



Informed Consent

Stakeholder consent was built into data collection process for both qualitative and quantitative engagements. Consent forms were read out to each and every stakeholder before conduction of the interview.

02



Confidentiality

The evaluation did not collect any personal information from participants. The experiences and other information shared by participants was kept confidential. The access to this information was accessible only to the field team. The quantitative data was put on a server and was password protected and was accessed only by field team members.

03



Trauma-Informed Approach

It was ensured not to keep questions in the toolkit which might cause any trauma to the stakeholders in any manner possible. Through out the process the data collectors were careful about potential triggers and provided a safe and comfortable environment.

04



Field Team

Keeping in mind the sensitivity of the study the field team was gender balanced with more women than men. The field team members had experience of conducting similar assignments in the past. The team was trained on the design, purpose and objectives of the evaluation. Further they were trained on toolkit.

Limitations

Unavailability of Survivors for the Evaluation

The quantitative sample size for the evaluation study was 132 but due to the unavailability of survivors, the total sample covered throughout the data collection was 127.

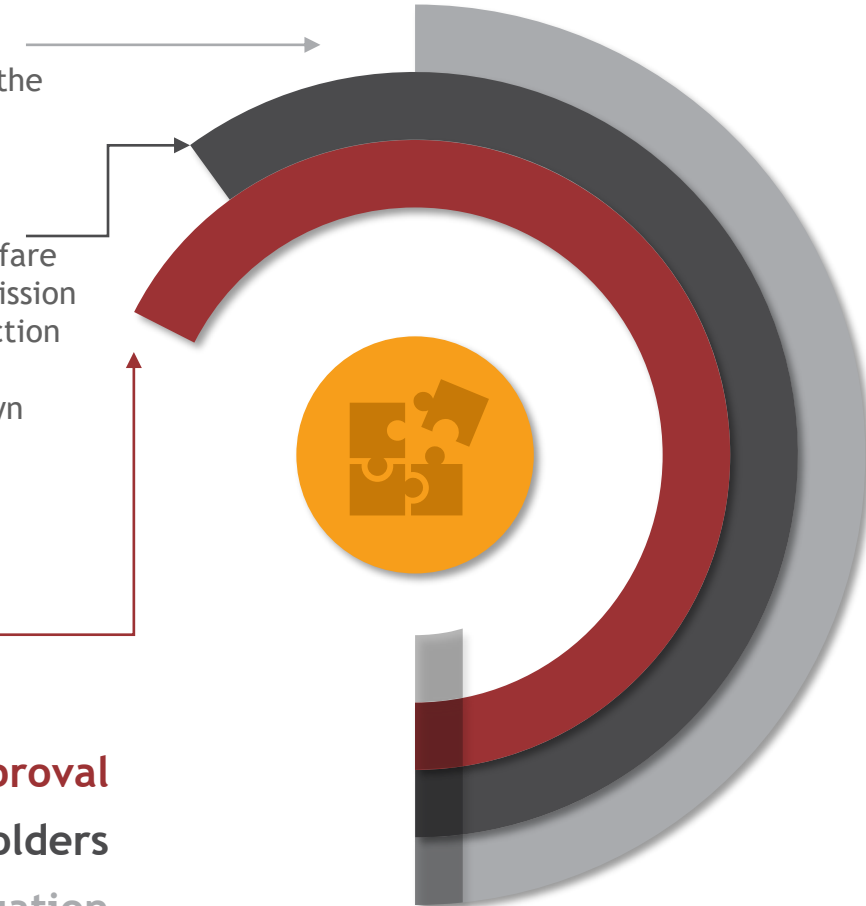
Constraints with National-Level and State Level Stakeholders

Some government-imposed constraints caused reluctance among key stakeholders, such as the Child Welfare Committee (CWC), Anti Human Trafficking Unit (AHTU) in North 24 Parganas, and the West Bengal Commission for Protection of Child Rights (WBCPCR), to provide valuable insights. Additionally, during the data collection phase, state-level stakeholders, including the Directorate of Child Rights Protection Unit and State Legal Service Authority, as well as national-level stakeholders like NALSA, were unable to meet due to their own limitations. Consequently, their perspectives on the evaluation were not included.

Adherence to IRB Approval

As per IRB approval, the evaluation was not allowed to interview survivors below the age of 18. The data set provided by the client had minors, which were not interviewed and hence the evaluation ended up covering lesser number than the number planned.

Challenges to adhering with IRB Approval
Constraints with National-Level and State Level Stakeholders
Unavailability of Survivors for the Evaluation



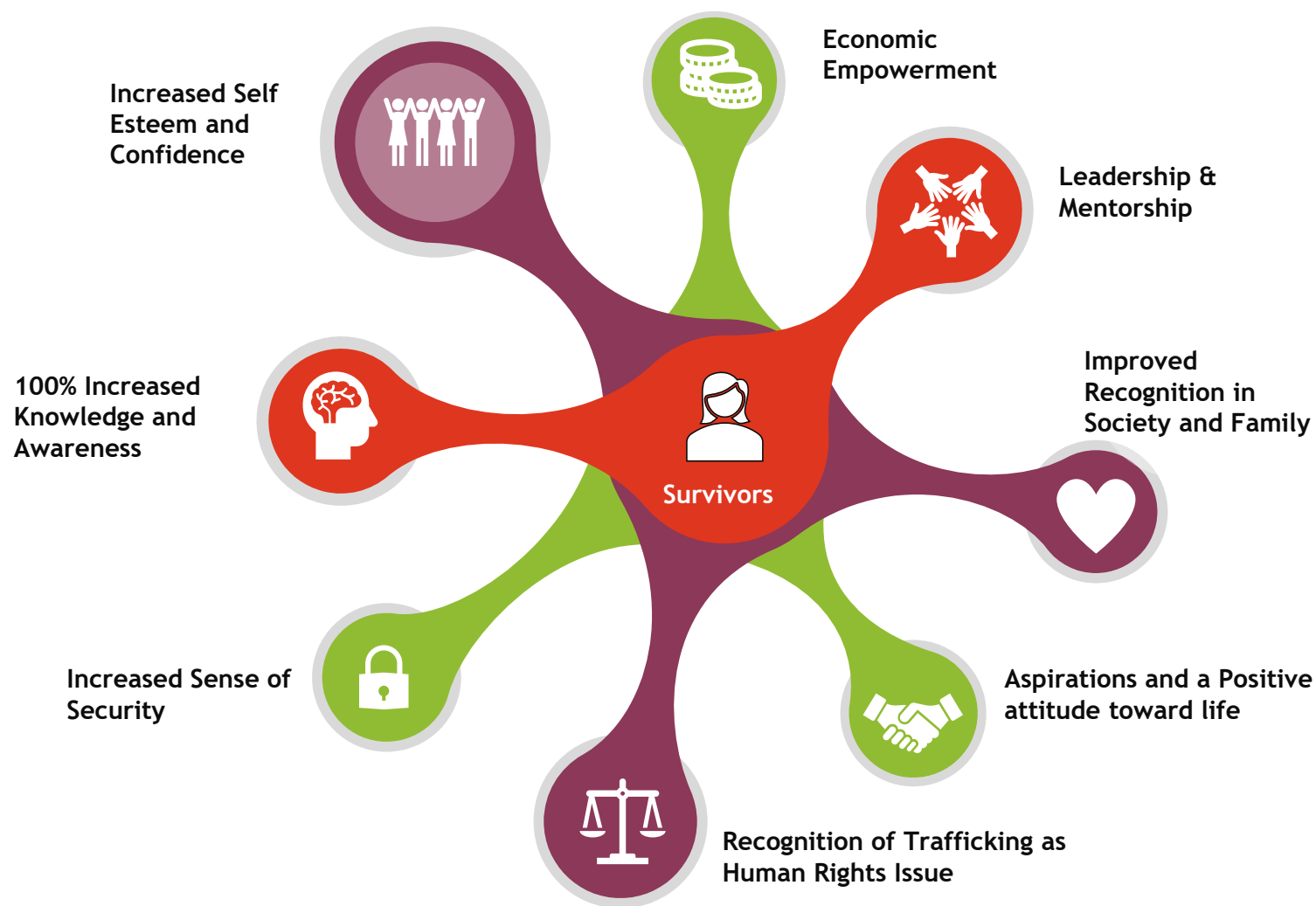
Findings - Organised as per the Evaluation Questions

How did Taftesh enable survivors to develop agency among survivors through participating at the policy level and transforming them from recipients to change agents over the last 8 years?

Taftesh has actively participated in policy-level dialogues with government stakeholders, leading to substantial transformative outcomes that enhance the agency and well-being of survivors of human trafficking. Taftesh's core area of work/intervention encompasses the following key domains



Tafteesh has led to the following changes in the survivors at the individual level



All survey participants affirmed having a better and positive lives. They attributed the changes to Tafteesh.

- Increased Awareness - 100 per cent
- Increased Confidence - 100 per cent
- Increased/ More Resilient - 98 per cent
- Decreased Stigma - 94 per cent
- Increased Acceptance within Family & Community - 96 per cent

From being recipients, Tafteesh has made survivors agents of change in the society

RECIPIENTS

- Access to services without any prejudice
- Tafteesh platform
- Victim Compensation
- Legal aid

Quantitative insights

- 89.76 per cent felt that Tafteesh helped in quick redressal
- 90 per cent felt that Tafteesh helped in providing access to Entitlements.
- 94.5 per cent felt that Tafteesh has led to improvement in- Access to Victim Compensation
- 97.63 per cent stated that Tafteesh led to improved access to Legal AID



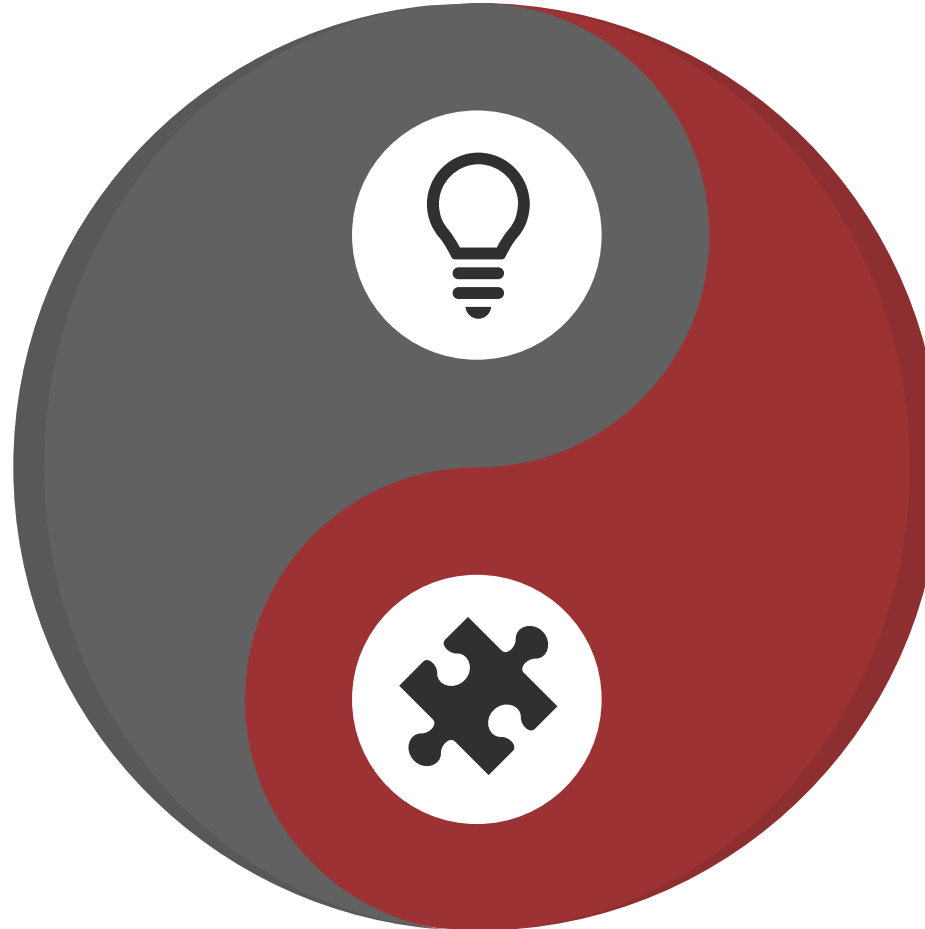
ACTIVE AGENTS

- Role models
- Leaders
- Advocacy agents
- Comprehensive Support, and Peer Learning for New Survivors

In the process of transformation, while the survivors reap the benefits of enablers, their agency is restricted by some inhibitors

Enablers

- Multistakeholder Program
- Case Intake tool
- Survivor Leadership
- FIR through registered post
- Engagement with DSLA
- Inter-state collaboration
- Formation of SHGs
- Development of plan by the survivors

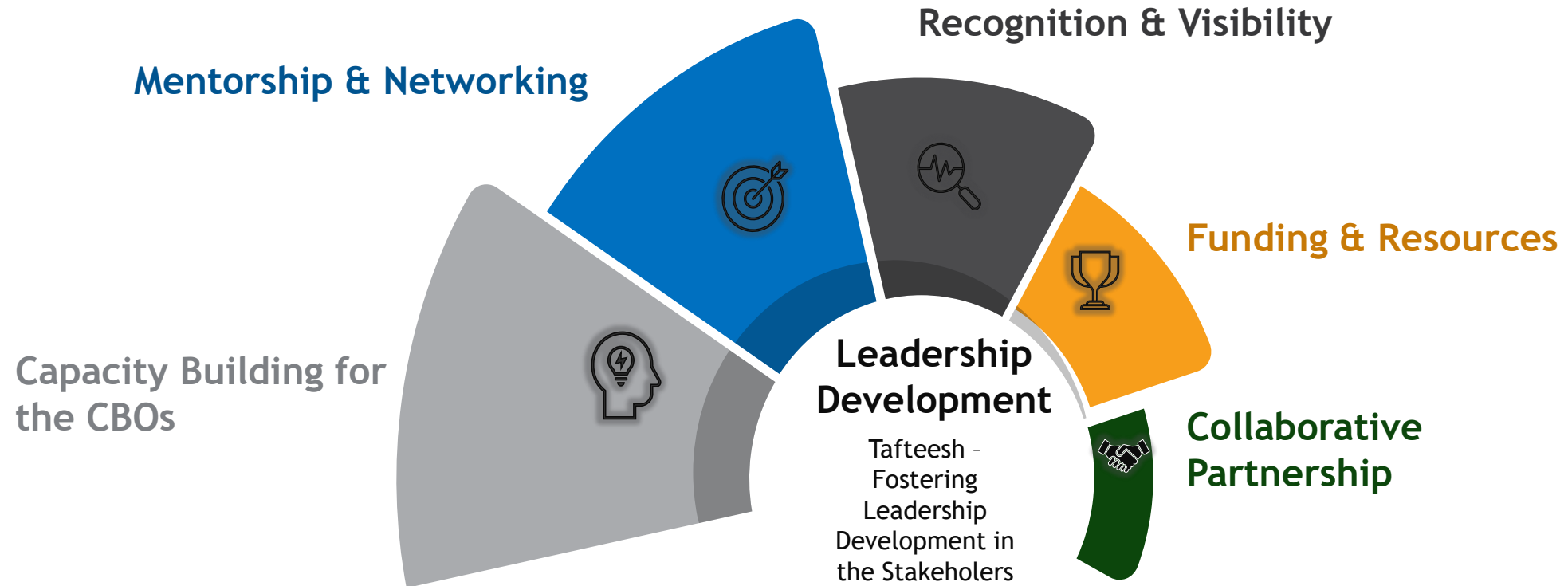


Inhibitors

- Underequipped criminal justice units
- Slow legal/judicial process process
- Limited Sensitization at the ground level
- Absence of Standard Operating Documentation
- Limited program awareness among a few stakeholders
- Lack of focus on prevention
- Lack of internal collaboration

Tafteesh - Fostering Leadership Development in the CBOs 1/3

How did Tafteesh enable Tafteesh member CBOs to take more leadership roles to negotiate with duty-bearers over the last 8 years?



All the survey participants felt that the program has helped build their capacity at an individual level to claim their Fundamental rights and Entitlements.

Tafteesh - Fostering Leadership Development in the CBOs 2/3

Capacity Building

- Sanjog's Training - Trauma Informed Care, Restorative Care Plan, Fast Aid Counselling, SHG Living, Stigma mitigation, and Family Counseling enhanced capabilities of CBOs.
- Conduction of training in using Case Intake Tools has led to understanding the immediate requirement of the survivors. This tool has enabled the CBOs to plan survivors' reintegration journeys.
- Further, this training has enabled CBOs and survivors to understand the right-based approach leading to increased participation and initiative in demanding accountability from duty-bearers.

Mentorship & Networking

- The multi-stakeholder nature of the program let the CBOs harnesses the strengths of each partner, fostering collaboration and enabling the provision of guidance, advice, and support. The program has also helped CBOs in creating strong networks with stakeholder at each level beginning from those which exist at village level to those who are at the state level.

Tafteesh - Fostering Leadership Development in the CBOs 3/3

Recognition & Visibility

- The successful implementation of the Tafteesh Program by Implementing Partners GGBK and BUP has earned them visibility and recognition in North 24 and South 24 Parganas. The visibility and recognition helps GGBK and BUP to effectively reach the state systems at different level by focusing on creating pressure to achieve results rather than solely raising awareness.

Robust Monitoring & Reporting System

- A robust monitoring and reporting system is in place to ensure that the CBOs effectively practice and monitor the project's progress. Through regular review meetings and the submission of various reports, this system serves as a quality control mechanism for the project's delivery. The strong monitoring and reporting system keeps the CBOs attentive and accountable for their actions.

Collaborative Partnership

- The design of the Tafteesh program promotes a collaborative environment where on-ground Community-Based Organizations (CBOs) are treated as implementing partners instead of adhering to traditional hierarchical models. This approach encourages active engagement and participation from the CBOs in the program implementation process.

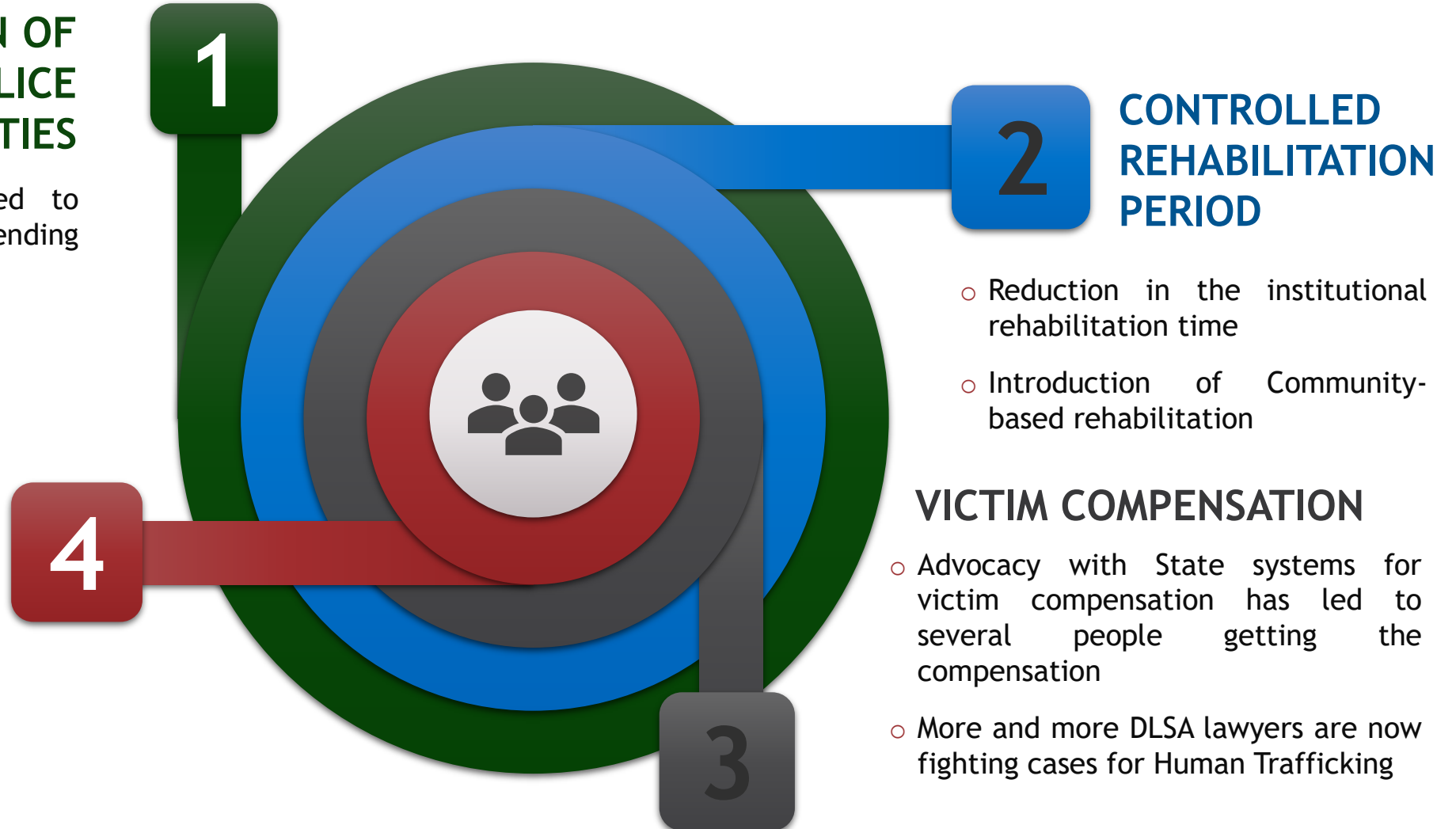
What are the strategies initiated by Tafteesh that mobilized responses from the State to strengthen the systems for justice by the survivors?

IDENTIFICATION OF GAPS IN POLICE AUTHORITIES

- Identification of gaps led to adopting strategies like sending registered post.

DIALOGUE WITH STATE AUTHORITIES AND TRANSFER OF CASES

- Tafteesh has engaged in constructive discussions with state authorities to ensure the prompt transfer of all human trafficking cases to the Anti-Human Trafficking Unit (AHTU) within a strict timeframe of 24 hours



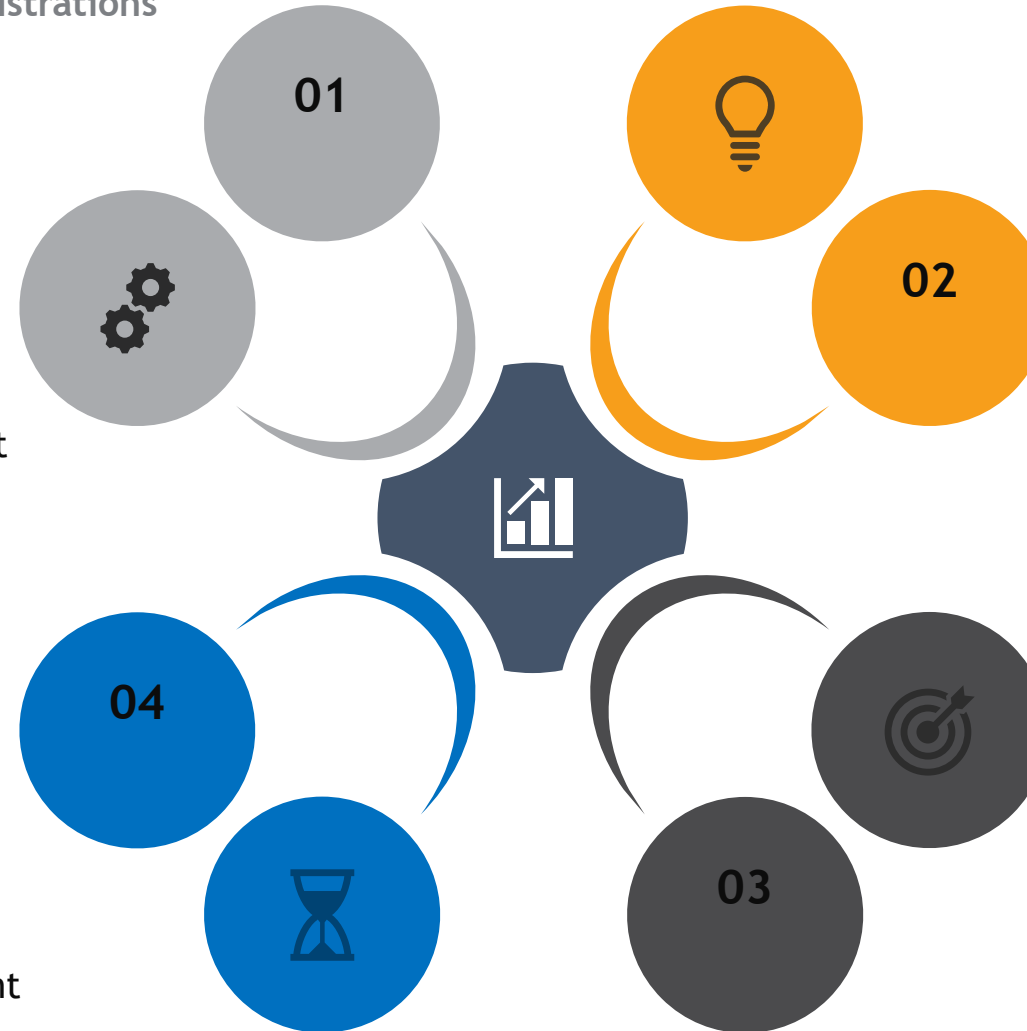
Impacts due to Adopted Strategies (1/2)

Significant Increase in Complaint Registrations

- An increase in the number of FIRs (88 cases are investigated by the local police stations)
- Partial transfer of cases to AHTUs (currently 64 cases in total)
- 96 per cent survey participants associated Improvements with Police/AHTU Lodging the complaint with Taftteesh

Reduction in Rehabilitation Time

- Time spent in the shelter has come down
- Access to psychological counseling
- All survey participants said that transferring of cases has improved
- 98 per cent survey participants felt that there has been an improvement in Police/AHTU Response.



Impact of Victim Compensation

- Increased Case Load leading to accountability on the state
- Increased attention towards HT as a Priority for the State

Increased Awareness

- Increase awareness (100%) on fundamental rights and entitlements (93%) among survivors
- Increased access to legal and criminal justice services.
- 22 DLSA lawyers are currently working with the survivors

Impacts due to Adopted Strategies (2/2)

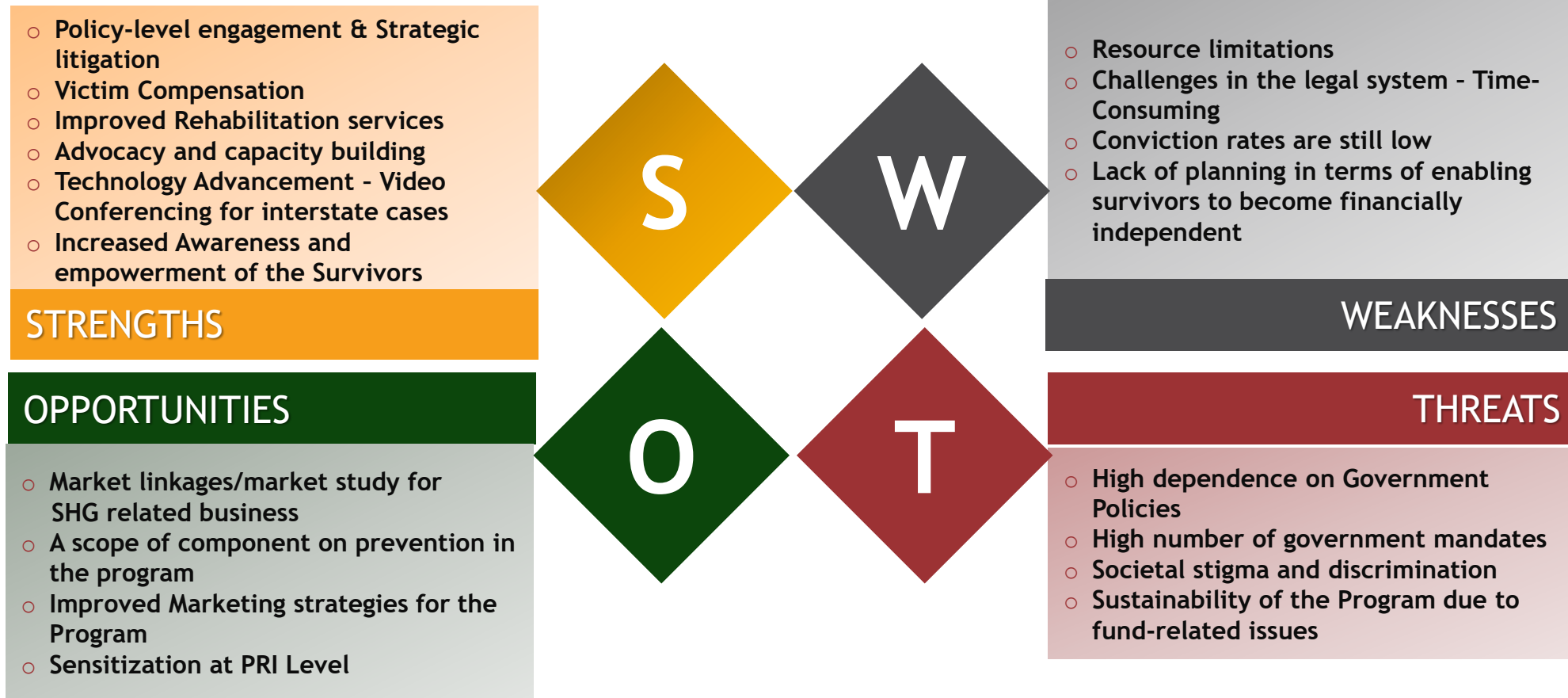
Attitude change amongst the AHTU Rescue Personnel

- 98.42 per cent survey participants stated change in attitude amongst AHTU Rescue Personnel - decreased stigma towards the Survivors
- 99 per cent survey participants mentioned increased respect towards them by the AHTU Rescue Personnel
- 100 per cent survey participants associated change in attitude in AHTU Rescue Personnel about taking Priority in the investigation
- 95 per cent survey participant said that AHTU Rescue Personnel were more proactive in providing survivors with information related to Legal Processes

Improvement in Legal Body Assistance

- 87 per cent survey participants felt that there had been an improvement in Legal Body Assistance
- 97 per cent survey participants stated that improvement was observed in rehabilitation, provision of free Legal Aid, and case transfer
- 95 per cent survey participants felt that there was an improvement in the court proceedings leading to increased Court Convictions

Strengths, Weakness, Future Opportunities and Threats for Taftesh



How did the existing scope of Taftesh contribute to the prevention of human trafficking?

Increased awareness of victim compensation

Taftesh program raises awareness among survivors about their right to claim compensation, leading to more survivors coming forward and filing cases. Increased awareness empowers survivors to advocate against human trafficking in their communities, acting as a preventive measure for future cases.

Financial burden and effective measures

The increased caseload puts pressure on state resources and draws attention to human trafficking as a priority issue, prompting the implementation of more effective measures such as awareness programs like Swayam Siddha, etc in schools and communities.

Motivation to seek justice

Taftesh aims to raise victim compensation, providing hope and motivation for survivors to reopen cases and seek justice where they previously did not receive it. Reopened cases, supported by the Taftesh program, increase the chances of convictions, spreading awareness and fear among potential criminals.

Accurate evaluation of impact

The design of the Taftesh program allows for accurate evaluation of its impact, setting it apart from other programs without structured measurement methods.

Contribution toward the Prevention of Human Trafficking

Prevention within families

Compensation creates better economic prospects for survivors and raises awareness within families, potentially preventing them from pushing another child into similar situations.

Building evidence through increased reporting

The increased number of registered complaints builds evidence for human trafficking cases, putting pressure on authorities to investigate and solve them. This, in turn, acts as a preventive measure for potential future crimes, as the increased reporting sends a strong message that human trafficking will not go unnoticed or *unpunished*.

Confidence to seek justice

Increased reporting instills confidence in survivors or victims to come forward and seek justice, acting as a preventive measure for potential future crimes.

Research as a source for future programs

Research and published papers provide valuable evidence for designing future anti-human trafficking programs, informing the development of effective prevention models, including the Taftesh program

Conclusion

- The project has proven to be relevant to the Human Trafficking scenario in the state. The strategy, verticals and activities of the project aligns well with the needs of the survivors.
- The project finds its appropriateness in the context of SDGs, national and state priorities around Human Trafficking.
- The project aligns well with the ‘social network theory’ wherein through survivors and for them it works with family, the community, block, district and state level systems. By doing so, the project works on all the aspects of Human Trafficking except for prevention.
- The project has a well-defined Theory of Change (ToC). The project could however have benefitted by the presence of Result Based Management Framework (RBMF). The ToC directs the implementation of the project and so far, the project has been able to achieve its objective so that it had set for itself.
- The project does a commendable job vis-à-vis capacity development of both internal and external stakeholders. The monitoring and reporting happens on a regular basis including review meetings. The project however does not have a well-defined capacity development plan for internal stakeholders and a documented monitoring, reporting and evaluation plan.

Conclusion

- The project has liaised well with block level, district level and state level stakeholders. The collaboration has led to several systemic level changes. The project however has not been able to proactively engage with PRI representatives.
- The project has led to a positive self awareness among survivors who are part of collectives. This had led to increased confidence among survivors. The project exhibits a cascading model, where the survivors with renewed confidence and enhanced awareness on various aspects of Human Trafficking, are helping other survivors, realizing their rights and entitlements. These survivors are representatives of project where, the project personnel are unable to reach.
- The economic empowerment of survivors is in a nascent stage. The project has been successful in organizing survivors in Self Help Groups (SHGs). The project does not however have a defined strategy around identifying various trades on which the SHG women can be trained. Further the project currently, in a limited way is helping the SHGs with market linkages, which is one of the most important aspects of economic empowerment.
- The project currently is making limited use of social media platforms to make it visible to external stakeholders. Further, a few of the government officials at the state level exhibited no awareness about the project. Limited visibility of the project is hampering its ability to receive support from other stakeholders who are directly not involved in the project.

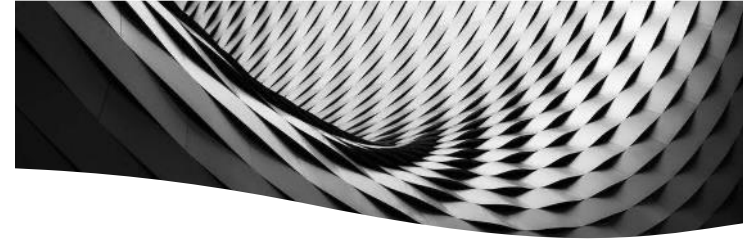
Conclusion

- The project has led to enhancement in the quality of life of survivors by way of reducing stigma around Human Trafficking, strengthening their access to rights and entitlement including compensation and providing them source of income either through making them part of collectives and/or making them a part of SHGs.
- Attitudinal changes among have been reported to be observed in block and district level government stakeholders. The change in attitude is reflected in a greater number of DLSA lawyers taking up the cases and Police and AHTU personnel treating survivors with respect and prioritizing the trafficking cases.
- The systemic changes brought about by the project specifically capacity development of DLSA lawyers and provision of victim compensation are appropriate examples of sustainability. The project however has not tapped sources to make project financially sustainable.

Recommendations

- In order to become a comprehensive project, component of prevention may be added to the project.
- To ensure completeness in terms of inclusion of stakeholders and to reap benefits of their involvement the project may engage with the PRI representatives.
- The project may look for alternative sources of funding to continue its implementation. Corporate and Corporate Foundations may be tapped. One major source of funds which the project may explore is the 'Nirbhaya Fund'.
- To ensure that all the implementing partners are aligned and function in a uniform manner the project may develop SOPs the way it has for financial and procurement management.
- The project may strengthen its work around making survivors economically independent. Towards this identification of new economic opportunities for SHGs may be explored.
- Evolved Marketing Strategy - the project may develop a marketing strategy to make it visible to external stakeholders. Towards this the project may adopt strategies such as creating an open page on Instagram, involving more media personnel to cover project in their respective area of work, securing slots in workshops, seminars, training session on Human Trafficking, acquiring brand ambassador for the program, radio etc.

Thank you



Contact us :

Vijay Ganapathy

Leader - Development Sector

E: vijay.ganapathy@ttcglocal.com

M: 011 4095 6600

Thinkthrough Consulting (TTC)

Building no. 30, 2nd & 3rd floor,
Basant Lok Community Centre,
Vasant Vihar

New Delhi 110057, India

Work (Board): (+91) 011-4095-6600



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