

# Executive Summary

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## EVALUATION OF THE SPECIAL JUVENILE POLICE UNIT (SJPU) PILOT – DELHI (2013)

### BACKGROUND

This report is based on the evaluation of a pilot project PAHAL conceived by and implemented through partnership of Sathi and Delhi Police (SPUWC) supported by Railway Children, India. The pilot was conceived with the objective that SJPUs should be strengthened to effectively and preventively address the child protection issues in each of the 4 pilot district of Delhi:

- New Delhi,
- East Delhi,
- North East Delhi and
- Crime & Railways

Railway Children has been supporting this pilot project for the last two and half years (since 2010). Railway Children has also been providing technical support to SPUWC (Headquarters and the District Level) in an ongoing manner beyond its designated role in this pilot through initiatives such as trainings, preparation of handbook for JWOs, and orientation of the Welfare officers appointed by the DWCD.

### PURPOSE AND METHODOLOGY OF THE EVALUATION

The purpose of this evaluation was to assess the relevance of the pilot, project design, its impact on functioning of SJPU and on the lives of children, enabling and constraining factors that influenced the course of this pilot. Based on this assessment, the evaluation also aimed to provide recommendations for the future course of action.

The evaluation process followed qualitative methodology using Focus Group Discussions (FGDs) and Interviews. The evaluation covered following seven respondent groups in the period January to March 2013:

1. Social Workers
2. Police Personnel from each of 4 Pilot Districts/Units: ACP & SJPU Inspector, JWOs & Constables
3. CWC/JJB
4. Children who have come in contact with SJPU social workers (may or may not have interfaced with JJ system)
5. Childline<sup>1</sup> representatives in Central and East District
6. Railway Children and Sathi
7. DWCD and SPUWC

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<sup>1</sup>Childline is a programme of the Ministry of Women and Child Development of India. It is implemented through various local organizations as partners.

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## KEY FINDINGS

- **Key achievements of the Pilot PAHAL:**
  - Through PAHAL pilot, from October 2011 to April 2013 social workers have responded to 581 children in need of care and protection and 483 children in conflict with law.
  - The focus on children in need of care and protection has increased among police personnel.
  - SJPU and the social worker's position within SJPU has gained some visibility within the JJ system at least in the Pilot districts.
  - Stakeholders involved with SJPU recognize the need for a proactive social worker in their team.
  - There is greater sensitivity in attitude and dealings of children by Police personnel.
  - Presence of social workers in districts ensures that there is resource available to respond to any queries regarding process of dealing with diverse cases of children.
  - Training of police personnel at Police station level was conducted in a consistent manner due to presence of social workers.
  - Through social workers, SJPU has formed linkages with other initiatives such as the Task Force (on action against child labor) in the Pilot districts.
  - The Pilot project has created a learning opportunity vis a vis SJPU functioning for districts within Delhi and other parts of the country
- **SJPU Social Worker in the Pilot Project:** There is recognition of social workers' role and functions. The stakeholders emphasized on potential role of social workers in the preventive aspects though they acknowledged that the social workers are overburdened at this stage.
- **Challenges faced by social workers:** social workers faced many challenges in the initial phase of pilot due to lack of basic infrastructure of SJPU, invisibility of SJPU in districts, confusions among different stakeholders about roles of social workers and less funds for travel and communication costs. While budgetary provisions were in place, social workers' expenses for travel and communication in the initial period of the pilot went beyond what was anticipated by Railway Children and Sathi.
- **Formal mechanisms for mentoring, capacity building and supervision** of social workers were found to be absent.
- **SJPU Functioning in 4 Pilot Districts:** Each of the Pilot districts visited (East, New Delhi and Crime & Railways) has a designated space for SJPU. SJPU inspectors and JWOs are present in each of the 4 pilot districts. Social workers appointed through the Pilot are present in 3 districts at present- New Delhi, East, Crime and Railways.
- **Children in Conflict with law v/s Children in need of care and protection:** There is very less focus on child in need of care and protection within the Police system. This is indicated by the emphasis on CICL cases and other crime relates cases (adults) in day-to-day

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## KEY LEARNING

- Different stakeholders have different perceptions of the position of SJPU social worker that adversely impacts the SJPU social workers' functioning and calls for greater struggle on their part to establish their identity.
- It is important that roles, responsibilities and functions of SJPU social workers are clearly spelt out in user friendly manner for the knowledge of all stakeholders who would come in contact with the SJPU social workers and the J.J. system.
- As SJPU social worker would not be present for intervention in case of each child', the systems have to be so strengthened that rights of children are safeguarded.
- It is also very important for these social workers to be included in all monthly meetings of the district police so as to be able to link and gel well with the police and vice versa.
- In order to be well versed in terms of knowledge and skills, it is essential to have regular training /workshops for the social workers as well that can help them perform their roles more effectively.
- Supervision and guidance on regular basis is the corner stone especially at a time when the role of SJPU social workers is evolving.
- It is important for all the social workers across the four districts to be together and work as a larger team at all the times so that there is cross learning and peer support.
- The content and process of communication by social workers with children and their families is important.
- Partner organizations need to be clear about their respective roles and adequate systems need to be put in place for providing support to the team working on ground.

## KEY RECOMMENDATIONS

1. **Way forward for the pilot:** The pilot has served its purpose and needs to be phased out in a gradual manner. The period of phasing out could be 1.5 to 2 years beginning June 2013. The learning's based on this pilot must be shared widely and advocacy initiatives need focus on institutionalizing this learning.
2. **Replication of the pilot:** Using the learning from PAHAL pilot project, Railway Children can work towards strengthening SJPU in Chandauli district of Uttar Pradesh where the organization has already evolved linkages with various stakeholders.
3. **Role of social workers:** While these would be finalized through consultation with stakeholders, following could be considered:
  - a) Being resource persons to respond to any queries regarding processes for dealing with children.

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- b) Organizing trainings as well as act as trainers for NGOs and Police personnel.
  - c) Being the bridge between Police and the community.
  - d) Health institutions (generally Civil Hospitals) involved in medical examination and health services for children in need of care and protection and children in conflict with law could be sensitized through SJPU social workers.
  - e) A realistic mechanism has to be evolved for SJPU to address preventive measures through its social workers.
4. **Strengthening systems for maximizing performance of social workers:**
- a) Separate physical infrastructure for SJPU
  - b) Advocacy with police as well as other stakeholders (CWC, JJB) so that they recognize the importance of role of social workers
  - c) Emphasis in children in need of care and protection has to be considered as important as children in conflict with law.
  - d) Documentation system for reporting by social workers (case records, filing format) has to be strengthened and has to be uniform in all districts.
  - e) Travel and communication reimbursements as well as salary of social workers have to be reviewed to match the existing salary structure of Govt. appointed Welfare officers in Delhi State.
  - f) Review potential linkage with ICPS: ensure that the SJPU social workers are available exclusively for the SJPU if the spirit of the JJ Act is to be implemented.
5. **Strengthening capacity of social workers:** through a streamlined process of mentoring, monitoring, and supervision of social workers as well as their regular trainings.
6. **Partnership management and coordination:** systems for this have to be reviewed at the level of support organization (Railway Children). Process of mid-term review of such pilots need to be established so that final evaluation serves a better purpose.
7. **Monitoring and evaluation** need to be built in mechanism in the TOR and the proposal to assess the extent to which the project is achieving the stated objectives.