



Centre Amane

2020 Annual
Report



ACKNOWLEDGEMENTS

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The authors would like to thank the FAPE and MCT staff who shared their time to provide valuable feedback on the evaluation of 2020. Specifically, the staff of Centre Amane who were willing to share their experiences, expertise, and knowledge on all aspects of Centre Amane. So too, the MCT staff and volunteers who provided the time to polish the final product. We would also like to thank our partners for translating the final report into Arabic.

Centre Amane would also like to thank our major funder Penny Appeal, our other major funders, and the many generous individual donors who contributed to FAPE and MCT in 2020.

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A Message from the President of FAPE



I started working with children as a primary school teacher in 1998. During this time, I would see children come to my class in difficult circumstances, but it wasn't until I worked with a local NGO working with street-connected children in Taroudant, that I became aware of the gravity of their circumstances. I met families who had lost hope and every day I would return to my home and try to understand how families living in Taroudant could lose hope. Centre Amane was the answer.

Amane means hope, and in our work we have strived to provide a place to foster and allow that hope to thrive. We started off thinking we needed a residential centre in Taroudant. However, as has happened countless times over the years, we learned. We learned that children thrive the most when they can remain with their families. We learned instead of residential care, social care is what children and families require to remain together. We learned that no matter the difficulties faced within casework or as an organisation, we could overcome it together, when we remained steadfast and believed in the hope we can provide others.

The relationship between FAPE and MCT is a special one and I feel privileged to be part of it. We have grown so much in our knowledge, capacity, and determination to ensure all Moroccan children and families are able to have hope in a future together.

Mr. Abdellah Soussi

A Message from the CEO of MCT



In 2009 Abdellah Soussi and I were invited to make a visit to the back streets of Taroudant that would change both of our lives. We met families who faced exceptional hardship, suffering, and shame, and we finished our circuit of the city with the gleam of a new aspiration: to assemble a team of social workers who would offer those families the support they needed to ensure that they and their children were safe and well.

Over ten years of hard work we have come to understand the complex interplay of bad luck and circumstance affecting families in the most difficult situations, as Centre Amane's social work teams have walked alongside them and provided them with the insight and the tools to make their lives safer, healthier and more hopeful. We know that many seemingly intractable problems have a solution. When the way forward seems difficult, kindness, patience, and the support of a wider community will often allow a map to be drawn.

I am proud to have been involved from the beginning in supporting Centre Amane, which has evolved to specialise in holistic and committed social work focused on empowering families. The hope offered by Centre Amane has been transformational for many people in Taroudant; our new dream is that the same support can be offered to families facing difficult circumstances across Souss-Massa and across Morocco.

Dr. Christopher Hands

Ten Years of Centre Amane

MCT & FAPE

Our Story

In 2010, MCT and FAPE started Centre Amane to support children and families in Taroudant and in the wider Souss Massa region. The services of the centre have expanded over the last 10 years and now provide a foster care service, ID Registration, a participatory women's group as well as many others. Throughout this time, our goal has remained to provide holistic relational social work to children and families. In our work, Centre Amane has emerged as a child protection leader in Morocco, not only providing social services but also researching and advocating for a national system of child protection. This work is not possible without the contributions of our volunteers, the support of the local community and other child protection actors, and the dedication of Centre Amane's team of social workers.

10 Year Impact

Supported
110 families

Worked with
208 children

Processed
523
referrals

Completed
232 Birth
Registration

Conducted
women's
221 group
workshops

2011

First conference with child protection actors in Taroudant

2014

PAR Project documents the lives of children in Taroudant and we begin **foster care** research

2017

Familles de Protection - Osar al-Himaya, with funding from UNICEF, begins as the first government-backed foster care program in Morocco

2020

MCT conducts a second **Headcount Project** in Taroudant.

2010

Centre Amane Opens

2013

Our activities expand:
Women's Support Project
ID Registration Project
Headcount Project

2016

Citizen's Access to Registration (CARE)

2019

Bidaya Kawiya and The Way

I will never forget to what extent my life changed after I worked at Centre Amane. It has become a part of my life. I never imagined that I would have the ability to help others and contribute to other families' successes the way I have been able. I am happy that I belong to such an amazing team that always supports the work I do, and I am so delighted to serve the children hoping that my giving will never be drained.



Lalla Zahra has served as the unofficial "mother" of Centre Amane since the centre opened 10 years ago.

10 Years of Volunteers

*Our work would not have been possible without your help and support.
We would also like to thank the support of the **Centre Amane Committee** !*

Abdellah El Abas	Linn Beulen	Youssef Garaj	Audrey Lee	Lynette Swanson
Shukria Abdalla	Manon Blankvoort	Yusuf Ghitan	Angela Lockwood	Jennifer Targontsidis
Paul Addae	Lahsen Boukbir	Yusuf Guitay	Elena Marino	Chaima Touhtouh
Youssef Agnaou	Noel Browne	Houba Guilaine	Meriem Chaheer	Famke Vanderman
Anna Aitken	Georgina Chard	Elsa Gunnarsdottir	Virginie Mes	Jenna Waniek
Sanaee Alaoui	Tamar Chukran	Mohmamed Hafssi	Anne-Marie Mills	Shaheidah Wanyek
Ali	Danielle Clully	Samantha Halsall	Fatma Ozceuk	Ben Ward
Hussa Alkuhaimi	Ellen Davis-Walker	Salima El Hamidi	Jacob Perry	Rosalinda Whybrow
Asmae Anddam	David Deiss	Julia Hamilton	Laura Piggford	Connie Wu
Fadi Baghdadi	Brittney Dennis	Hanane	Felicity Roach	Hajar Zerradi
Reggie Ballard	Naoufal Didi	Helen Higgins	Verity Roat	Hanane Zichout
Sam Banner	Joanne Edwards	Oubou El Hocine	Laura Saarinen	Soukaniya Zinouf
Said Barak	Fatima-Zahra Elbardini	Jessica Housely	Cody Sampson	
Theo Barry-Born	Sauaad Elbardini	Louella Hulliger	Francesca Sangiorgi	And many more....
Adeel Belorf	Sylvia Empson	Ellen Iredale	Karen Scott	
Kawthar Bennani	Hasna Essakhi	Abdelaziz Jaafar	Samar Shakhriati	
Faye Bercher	Omar El Fayiz	Ghizlan Kajbote	Montazar Shirali	
Mustapha El Berdyny	Samuel Flax	Hajar Korda	Soufiane	
Lucilla Berwick	Shaun Forde	Marouane Lamine	Mahmahi Soufiane	
Rachida Bentanoute	Yvonne Freeny	Latifa	Richard Sutherland	

ACHIEVEMENTS AT A GLANCE 2020

73

ID REGISTRATION CASES

Centre Amane received **39 new ID cases** and was successful at gaining registration for **25 cases**.

137

NEW REFERRALS

Community members referred **48 new cases**.

273

SUPPORT SESSIONS WITH FAMILIES

156 dedicated individual therapeutic social work sessions.

629

MEETINGS WITH STAKEHOLDERS

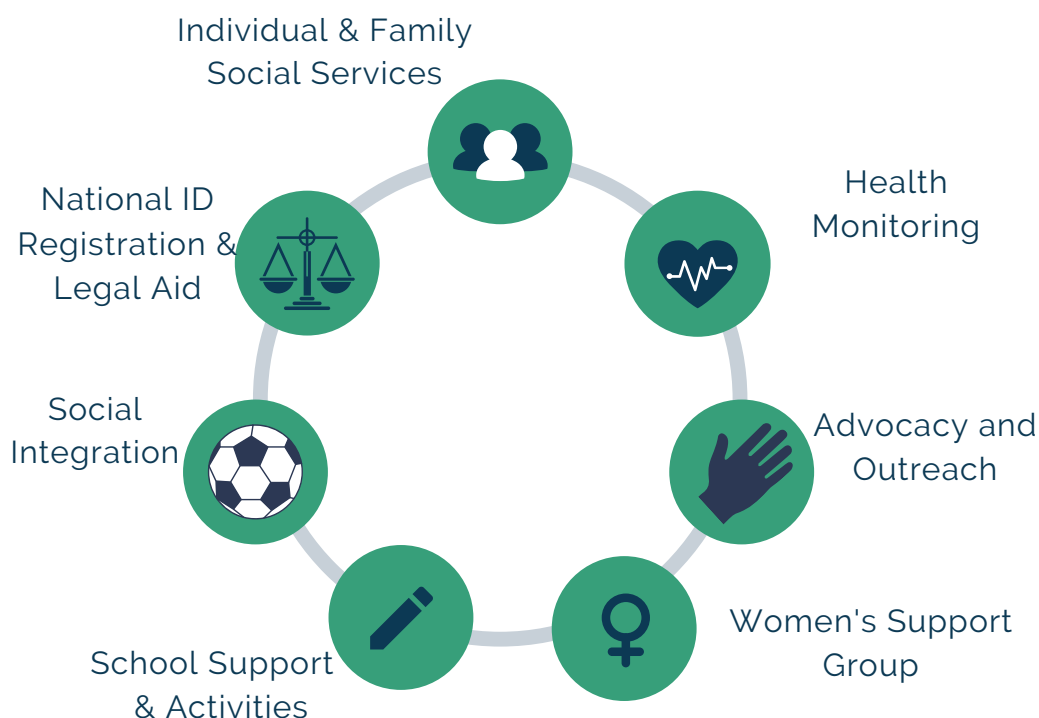
139 meetings with **authorities** and 132 with members of **tribunal**.

**data from 2020*

OUR MISSION & ETHOS

Centre Amane's primary objective is to support vulnerable children living in Taroudant by providing **holistic social support services** to children and their families. Rather than focusing solely on "the child", the social work ethos of Centre Amane is to work with the family. This is the approach the Centre takes with its beneficiaries – **one step at a time, and together at every stage.**

OUR SERVICES



The regular services of Centre Amane were greatly impacted by COVID-19. Many of our regular services were offered remotely during 2020 due to government restrictions, but unfortunately some had to be temporarily suspended, in particular the activities at the Centre premises. Although Centre Amane's services temporarily changed, our commitment to **holistic social support services** remain.

EVALUATION METHODOLOGY

The 2020 evaluation follows the same logic as the 2019 evaluation but built upon insights drawn from previous years. Centre Amane integrated new reporting tools to streamline data collection, which provided more detailed understanding of services. Centre Amane's evaluation methodology is underpinned by a **participatory approach to monitoring and evaluation (see Participatory Monitoring and Evaluation on page 20)** that values the contributions of the children, families, and all staff in program evaluation.



In 2020, due to COVID-19, Centre Amane was forced to close its doors from March until June. While the physical centre was closed, Centre Amane quickly adapted its services to meet the changing needs of children and families during the pandemic.

Impact of COVID-19

Our work would not have been possible without the generosity of our funder, Penny Appeal, which allowed us to reallocate our funds, and UNICEF, which awarded FAPE emergency COVID-19 funding that was able to be used to benefit the children and families of Centre Amane.



FOOD BASKETS

Centre Amane provided food baskets to **86 families**, consisting of **344 individuals**, to meet increased food insecurity.



PPE

209 individuals were provided with personal protective equipment, such as face masks, gloves, and hand sanitizer.



WHATSAPP FORUMS

Social workers provided ongoing support via WhatsApp forums, reaching **71 women and children**.

We were also able to provide



40 children with regular remote individualised educational support



39 tablets to children with SIM cards with internet for 6 months



36 families with rental assistance



87 families with support to access government support



50 children with educational games and new clothes



Advocacy & Outreach

Advocacy and outreach are **essential** to conduct the services of Centre Amane. They raise awareness of our services to other child protection professionals and to general community members, including street-connected children and their families. This is vital for our referral system and allows **effective collaboration** to support plans that take advantage of the formal and informal sectors of the child protection system in Taroudant.

629

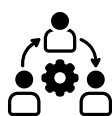
MEETINGS WITH LOCAL ACTORS

26

STREET PATROLS

137

REFERRALS



Meetings with Local Actors

We conducted 629 meetings with local actors in 2020. While **authorities and tribunals** make up the largest number of meetings, also regularly met with **school directors, other local associations, and the general community**.



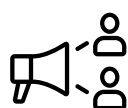
Street Work

The COVID lockdown limited the ability of Centre Amane staff to conduct street work or patrols. However, between the months of September and December, once lockdown restrictions were lifted, we were able to conduct 26 patrols throughout Taroudant.

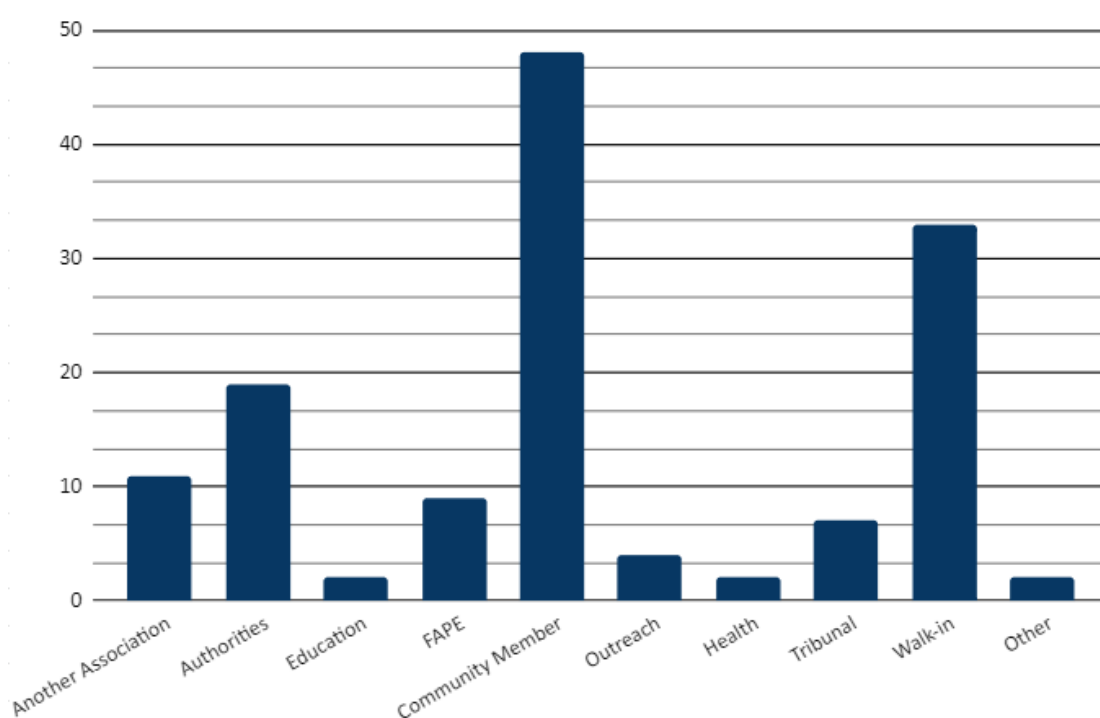


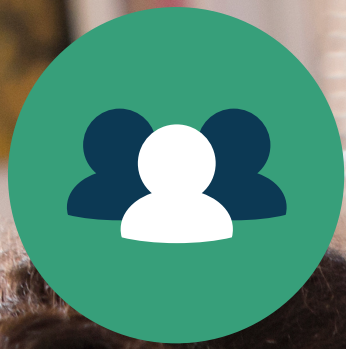
Referrals

In 2020, we processed 137 referrals. Most referrals come from **community members** or **walk-ins**. This shows us that our outreach efforts are making an important impact on the community: Significantly, many of these referrals were a direct result of the community link created through the women's group activities.



Where our referrals come from





Individual & Family Social Services

Centre Amane supports families in difficult circumstances in order to ensure that they have the capacity to care for their children independently. We keep families together by ensuring that they have the support they require. Therefore, **each case at Centre Amane always involves the whole family.**

156

SOCIAL WORK SESSIONS

211

HOME VISITS

87

CHILDREN



Online Support

At the start of 2020, Centre Amane had a social worker on call every day, 9am - 6pm. When our centre closed due to COVID-19 restrictions, our social workers adapted **to offer support virtually**. Social workers held WhatsApp forums for males over 12, females over 12, mothers, and foster parents. This intervention reached **71 individuals**.



Closed Cases

Closed cases indicate successful completion of a child's individualised social care programme and that their home life remains stable. Before closing the cases, social workers ensure a well detailed and smooth transition through the creation of long-term life-plans. Despite the difficulties of COVID-19, we were able to close **3 cases** consisting of 11 people in 2020.



Relational Social Work in Practice

Strengthening Family Bonds

In 2020, we were able to close a case that we had supported for two years. This family consists of two girls – Fatima, aged 13, and her sister Maha, aged 8 – and their parents.

Initially, both Fatima and Maha were **severely behind in their schooling**. Maha was stuck in the first year of primary school, having repeated the grade three times, and Fatima was at risk of not entering middle school. Additionally, our family assessment found that the parents relationship was unstable.

Over the last two years, we worked with Fatima and Maha at Centre Amane. They regularly attended the centre and received **targeted one-on-one tutoring sessions**. Both sisters were able to be integrated into judo through **our partnership with the instructor**. We also supported the parents through **individual and family-based therapeutic sessions**. The mother was also able to gain confidence and strategies for dealing with emotional stress in relationships through our **women's group**.

On closing the case we found Fatima and Maha now excel at school. We were able to support both parents to gain employment at the same farm. Working together has helped the parents build their bond and supported the family to gain financial stability. **Both girls are now able to live in a happy, safe, and supportive family environment.**



Health Monitoring

Monitoring the health of all children and families is a major task of Centre Amane. Social workers connect and often accompany children and families to visit medical practitioners. **This was particularly important during COVID-19.** Centre Amane was able to provide remote healthcare support by utilising our existing network of doctors in Taroudant.

11,013 MAD

ANNUAL MEDICAL COSTS

93

TOTAL MEDICAL VISITS



Ensuring Citizen Health Benefits

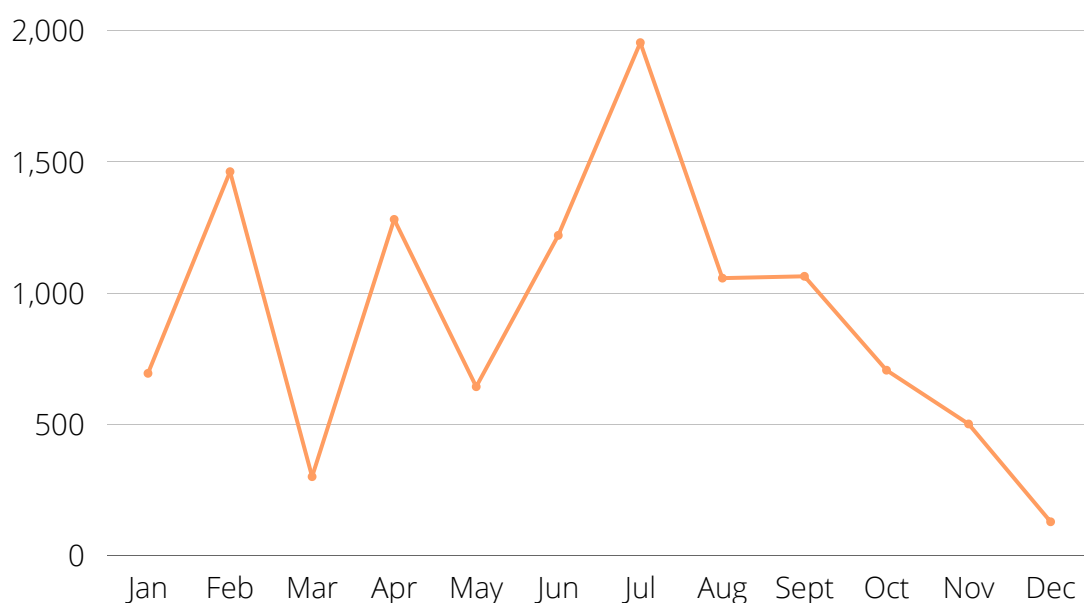
The first stage in the health support service offered by Centre Amane entails ensuring children and families are insured through the free national government health insurer RAMED. When children and families are insured they are able to receive medical assistance for free or heavily subsidized. The average cost per subsidized visit in 2020 was **118 MAD**.



COVID-19 Response

Centre Amane's COVID-19 response would not have been possible without the proactive role of our health social worker. In 2020, we were able to support **children and families** in securing personal protective equipment, learning about the risks of COVID-19, and ensuring food and shelter through our rental relief and food basket intervention.

Health Costs



While the number of medical visits assisted by Centre Amane decreased in 2020, some pressing medical needs required by the children and families at the centre included:

**Severe
Asthma**

**Supporting
Abuse
Survivors**

**Tuberculosis
Treatment**



Women's Support Group

For 10 years Centre Amane has hosted weekly women's support group with mothers of children at the centre. **In 2020, we moved online** and kept a regular forum for our women's support group members and even gain more.

27

REGULAR
PARTICIPANTS

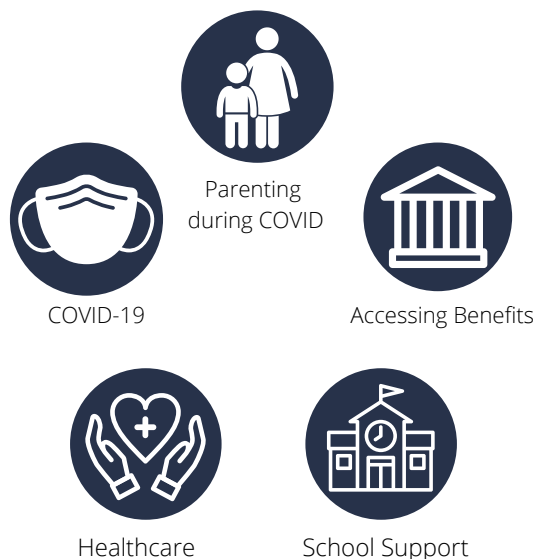
7

WORKSHOPS
(PRE-COVID)



Going Virtual

Due to COVID-19, our women's group **transitioned to a WhatsApp Forum** to best provide support. 27 women regularly participated in the forum, which was run by their dedicated social worker. This forum covered 5 main topics:



A Link to the Community

The Women's Group Supporting Referrals

In late February 2020, our social workers approached a group of **street-connected children**. Through our street work activities, they had regularly seen these children playing in the main square of Taroudant. They appeared **malnourished**, and were regularly begging for money or food.

After asking the children and people in the neighbourhood, we were able to contact their mother, Maryam. Maryam was involved in sex work and regularly used illicit substances. She did not want to work with us and was afraid we would report her to the authorities.

Fortunately, **members of the women's group knew the woman**. When Maryam asked them about Centre Amane, they were able to explain the support she could receive and they convinced Maryam to contact the women's group social worker as she was thinking of abandoning her children.

The women's group supported social workers to perform a complete family assessment of Maryam and her children. We are slowly integrating Maryam into the women's group activities, including the WhatsApp forum. Significantly, we are able to keep the children off the street by opening the centre doors to them every day. They now regularly attend the centre as they now see it as a **"safe place"** where they can play with other children, eat, shower, and have their health monitored.

**data from 2020*



School Support & Social Integration

Our social workers **liaise with teachers** to support children in their schooling. We also integrate children into **extracurricular activities with local associations**. Centre Amane also offers its own range of activities and support services.



67

INFORMAL
SCHOOL VISITS

43

SURVEYS
WITH
TEACHERS
AND
COACHES

Checking in with teachers

Children normally spend the **majority of their time at school**. Knowing this, we have integrated children's teachers into our evaluation process. We regularly meet with children's teachers and school directors **to ensure children do not fall behind** in their schooling. Importantly, we make sure children know we are talking to their teachers and they are able to take pride knowing there is someone enquiring about their education.



Virtual Extracurricular Support

In response to COVID-19 restrictions, we moved our educational and sports activities **online**. Children joined a **WhatsApp group moderated by our social worker** and were able to share videos of themselves doing fun activities at home and perform virtual activities with each other. Our social work team supplemented this with visits to children's homes when they were able.



Gaining Additional Perspectives

Survey results from Teachers/Children and Coaches/Children

At the end of 2020, social workers conducted surveys with some of the individuals who provide support to the children at Centre Amane: teachers and coaches. Social workers conducted **34 surveys with students and their teachers** and **9 surveys with children and their coaches**.



Children said...

.... that they enjoy going to school and extracurricular activities.



Teachers said...

... students always come prepared with the necessary materials and arrive on time.

... students are well behaved and get along with other students.



Coaches said...

.... doing the surveys improved their relationship with the social worker and made them want to be more involved in supporting the children with Centre Amane.



National ID Registration & Legal Aid

The lack of an official identity card affects almost every aspect of the lives of unregistered Moroccan children. They are assigned to a lifetime of **secondary citizenship** and unable to access social services to which they should be entitled to by birth; such as education, social and health services, employment, and overseas travel.



25

INDIVIDUALS
SUCCESSFULLY
REGISTERED

98

ID CASES
WORKED WITH
IN 2020

ID Registration as Social Work

The main reasons parents do not register their children is **due to a lack of self-confidence** because of illiteracy and a fear of the bureaucratic process. At Centre Amane, the process of ID Registration has become **part of our core social work practice** which supports the reintegration of families into society.



The Process



Referrals of new cases come from various actors. In 2020, 45% came directly through Centre Amane, 13% come from schools, and the remainder from various actors in the child protection sector.



Perform an initial assessment. This allows us to see which documents are required and the circumstances of the individual.



Find parents to determine the child's location of birth.



Confirm the child's birth location including original home address, the name of the nearest hospital, and the contact details of any applicable doctor's office.



Acquire the official documents by using our existing relationships with government ministries to establish background information of the family, such as marriage or birth certificates of other family members,



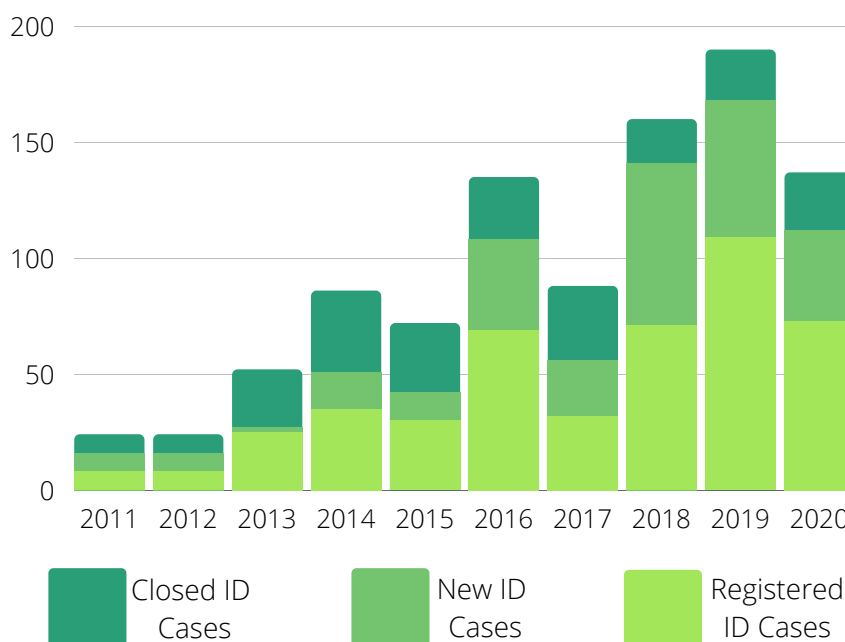
Support with the legal proceedings to register children.



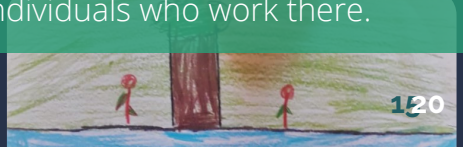
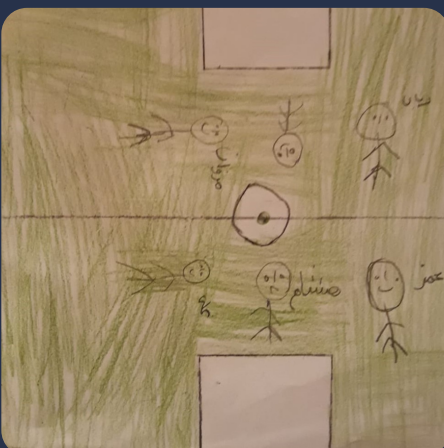
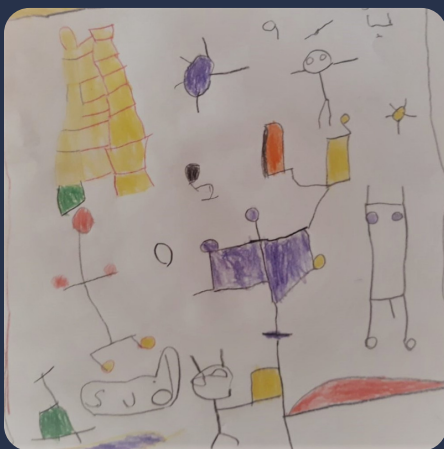
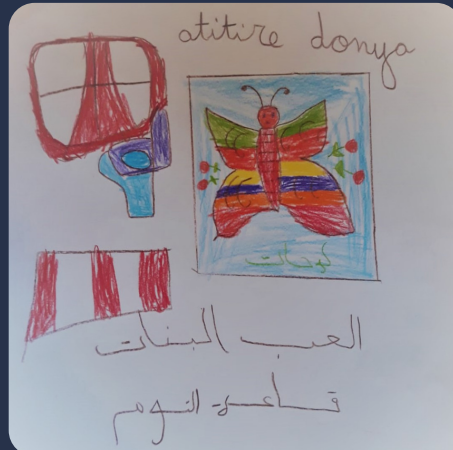
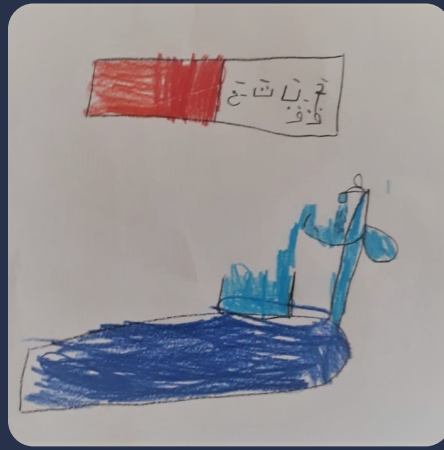
Successful ID registration.



Success over the last 10 Years

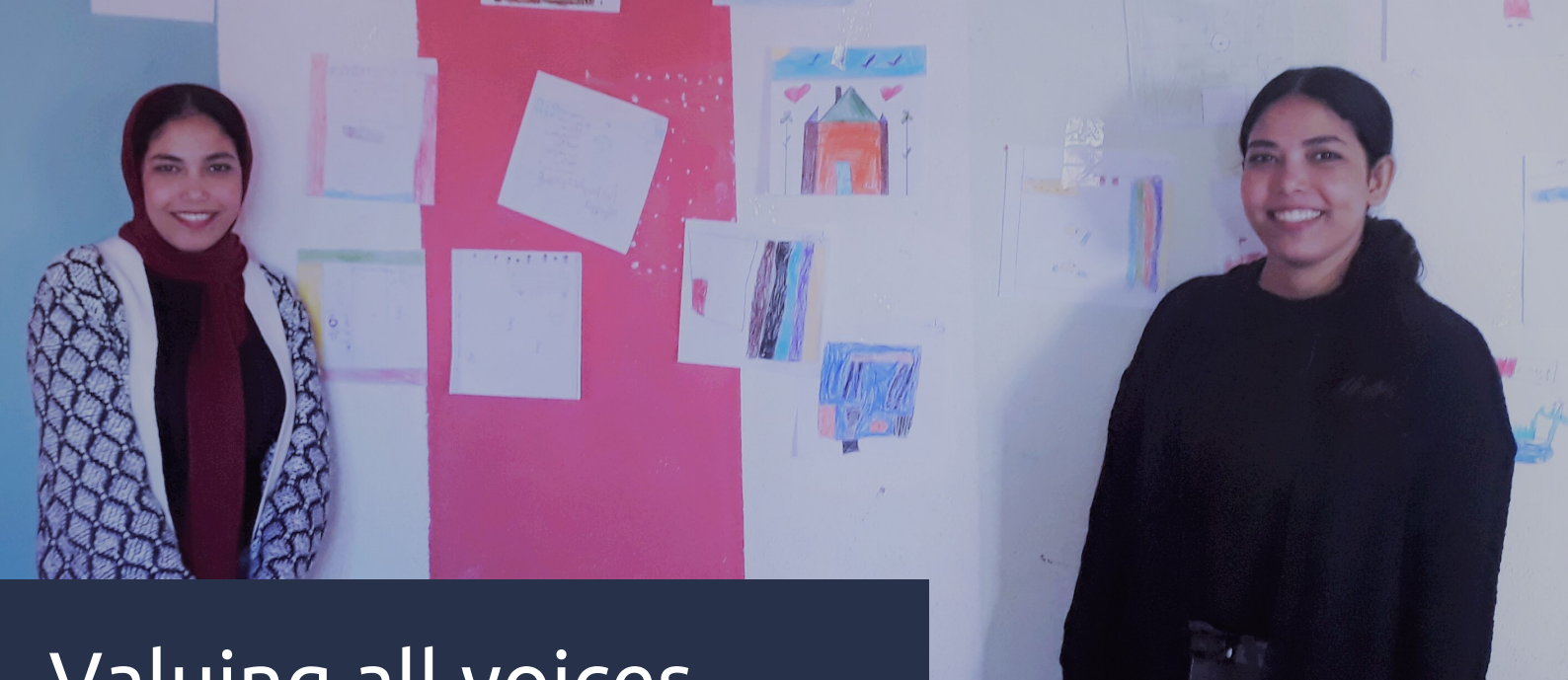


*data from 2020



PARTICIPATORY MONITORING AND EVALUATING

Taking a **participatory approach** is about allowing all actors engaged in the services of Centre Amane an equitable role in decision making. This allows us to **continue to better understand** the experiences of the children and families who use Centre Amane and the individuals who work there.



Valuing all voices

When developing the evaluation activities and conducting them, we practice **reflexivity**. This means the evaluation process is one where we continuously acknowledge our position and the way it can shape what children, families, and staff share.

In 2020, children's activities were conducted by volunteers, Fatima-Zahra and Suaad (pictured above), who had informal relationships with children through the activities they had conducted with them throughout the year. Secondly, women's activities were conducted by a social worker for Bidaya Kawiya, a MCT/FAPE project external to Centre Amane. Lastly, our

Programmes Officer met with each staff member of Centre Amane to gain their individual, anonymised feedback on their programs before having the opportunity to discuss the collection of results as a team.

The evaluation activities consisted of:

- drawing activities with children (<12) at the centre
- 1 focus group with children (>12) at the centre
- 3 focus groups with 15 female caregivers
- 5 full day workshops with all staff

In 2021, we will use the results from our evaluation activities to...



Repaint the Centre Amane premises



Begin literacy and numeracy classes for members of the women's group



Arrange French classes for children who have begun their schooling in French



Create guidebooks and training materials to better outline the work of Centre Amane

Thank You

to our Staff, Board & Committees



Fatima Ait Bella

Social Worker, Women's Project Coordinator

In 2020 our capacity as a team to respond to difficult cases was tested and we passed the test.



Maryame Mazzaourou

Social Worker, Children under 12 years

The social services of Centre Amane were a well-needed constant for children and families during 2020.



Hamid Id Belaid

Social Worker, ID Registration

If we have learned something from the pandemic, it is that vulnerable groups still need all the support that we can provide.



Mohamed Rida Lagroubi

Social Worker, Extra-Curricular Officer

Social work is about being a friend for those who find it difficult to have friends and during 2020 I was able to be a friend to all.



Malika El Alaoui

Education Officer

2020 was difficult for all families but it was beautiful to be able to see us overcome it together.



Hasna Ben Arreg

Office Administrator

I love working in a great team while contributing to the protection of children.



"Lalla" Zahra Aabid

Caretaker, Beloved "mother" of Centre Amane

I am so delighted to serve the children hoping that my giving will never be drained.



Slimane Amansag

Centre Amane Director

Even though we were faced with many difficulties, we were able to continue our work and learn from the pandemic.



MCT Board & Committees



FAPE Board & Leadership

...and Thank you to our Partners and donors

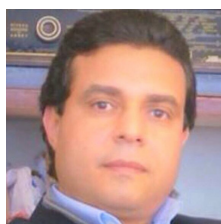
Formal and informal partnerships are an important resource for Centre Amane. Forming relationships with key child protection actors is vital in being able to coordinate across sectors and institutions. Without a formalised child protection system in Morocco, partnerships are a way Centre Amane can ensure children do not get lost between the many different child protection actors in Taroudant. Other partnerships also allow us to fundraise and gather materials necessary to continue our projects.



La Maison Anglaise: A British ecolodge that provides accommodation for English retirees in Taroudant facilitated activities and donations with their guests. They are one of our oldest and most valued partners and we would like to thank them for their continued support.



Pikala Bikes: A non-for-profit based in Marrakech, which provides educational and economic opportunities to Moroccan youth through bicycle programs. Our in-country partner Fondation Amane Pour La Protection de l'Enfance worked with Pikala Bikes to deliver 60 food baskets to vulnerable families affected by the economic impacts of COVID (see picture).



Abdenbi Khalqallah: Khalqallah specialises in child sexual abuse and neglect. His services add not only value, but fulfil the need for professional support in our centre for our most serious cases and for our staff.

15

MOROCCAN ASSOCIATIONS

all within the broad description of child protection, family, and women's support services. Centre Amane was able to create a link between these associations and our contacts in government when there were cases in need of a range of support.

8

GOVERNMENT MINISTRIES

government ministries and departments, courts, legal representatives, police, politicians (local mayors and local/national legislators), and corrections facilities.

8

MEDIA

newspapers, digital and television media, press union

**from 2020*

