Citizen Voice and Action
Effectiveness Study
WV Bangladesh

A comparative research on the effectiveness of World Vision's Social Accountability approach in strengthening child protection services at local police stations

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ABBREVIATION LIST

AP - Area Programme
ASEAN - Association of Southeast Asian Nations
CAY - Children and Youth
CP - Child Protection
UNCRC - United Nation Convention on the Rights of the Child
CSO - Civil Society Organizations
CVA - Citizen Voice and Action
DM&E - Design, Monitoring and Evaluation
FB - Facebook
FGD - Focus Group Discussion
GBV - Gender-based Violence
GoB - Government of Bangladesh
KII - Key Informant Interview
LG - Local Government
MEL - Monitoring, Evaluation, and Learning
NGO - Non-Government Organizations
PFM - Public Financial Management
SBC - Social and Behaviour Change
SDG - Sustainable Development Goals
TSO - Technical Services Organization
UN - United Nations
VAC - Violence Against Children
WVB - World Vision Bangladesh
WVI - World Vision International

EXECUTIVE SUMMARY

The Sustainable Development Goals, the Convention on the Rights of the Child and regional commitments such as the ASEAN Declaration on the Elimination of Violence against Women and Violence against Children enshrine national government commitments to protect children from violence. To fulfil these promises for children, it takes complex and coordinated actions, requiring the government and informal actors to work together to prevent and respond to violence.

In recent years, WV Bangladesh (WVB) took efforts to strengthen accountability for the implementation of the commitments to end violence against children. These efforts have been largely through engaging in monitoring of public service provision, coalition building and strengthening the partnerships with national government at various levels. To monitor public service provision, WVB used Citizen Voice and Action (CVA) – WV's social accountability approach. In applying CVA for child protection, WVB focused on engaging particularly with state police, to ensure that police services comply with the provisions of the National Children Act 2013 (Chapter-4) while carrying out their responsibilities and obligations. It was anticipated that community participation in police service monitoring through CVA would allow to improve the governance and child-friendly police service delivery. The assumption is that improved police service provision will lead to stronger protection of children from violence.

Application of CVA with police stations' Child Affairs desk services has started in Bangladesh in 2018 and included the engagement with local police stations and respective population groups in 24 communities across Bangladesh. WVB formed, capacitated and mobilized CVA Working Groups in each 24 locations, with active leadership and participation of children and youth facilitated the process, which included organizing initial meeting, standards monitoring (such as social audits or monitoring standards meeting on particular government service standards), community scorecard sessions, developing joint action plans in interface meetings and following-up the action plans for improved implementation of services.

To determine the effectiveness of the CVA, applied to strengthen the police service delivery, WVB with the technical support from TSO, initiated a formative research in July-October, 2021. The study aimed to understand if the CVA application influenced in any way the child protection related services provided by the police stations through their Child Affairs Desks. The research team conducted a comparative analysis contrasting the findings from 16 communities sampled from intervention area - where CVA was applied since 2018, and 16 communities from the comparison area – targeting areas without CVA application.

The primarily qualitative data collection and assessment included Key Informant Interviews (KII) with police officers, service users, the journalist, focusing on media reports on addressing issues of VAC; as well as Focus Group Discussions (FDGs) with community members and formal and informal community actors.[1] The research analysis and general findings are summarized in regards to police service provisions, service users' experiences and public engagement opportunities.

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[1] The detailed description of the research methodology is included in Section 3 of the Report.

POLICE SERVICE PROVISION

The set of finding related to police service provision revealed that when CVA social accountability component is integrated into police service delivery processes, it positively influences the quality of the police service provision, making it more user and child friendly. In comparison to the comparison area, the police service delivery in the intervention area was largely conducted in accordance with the provisions of the Children Act 2013, Chapter-4, and ensured that the minimum required standards are in place. There were more gaps in the service delivery observed in the comparison area communities, such as for example, absence of a dedicated Child Affairs Desk at the police station, lack of technical training for the relevant staff, and others. In the intervention area, where as part of CVA implementation intentional CVA social dialogues between service providers and service users followed the awareness raising and public education phase, a noticeable increase in the level of trust and more openness to engage with police were observed among various population groups.

While assessing the public resource management within police service provision, there was an unintentional effect observed with CVA application in the intervention area – an unsustainable funding and resourcing model started to emerge in the intervention sites, with an increased reliance on CSOs, Local communities and NGOs to fill the funding gaps instead of the government. It is critical to take into consideration the potential risks, where high interference of non-government organizations might unintentionally diminish and weaken to some extent the formal child protection system. It is important to consider that policy implementation requires adequate budget allocations. CVA offers an important avenue to influence public finance management for the work for strengthened the service delivery of Child Affairs Desk of the relevant police stations. Current gaps in funding allocations may receive attention if both communities and police stations intentionally utilize CVA evidence to advocate and influence the government at the higher levels to impact state resource allocation decisions.

POLICE SERVICE USER EXPERIENCES

Comparing the intervention and comparison areas, showed that the police service provision in intervention communities was more advanced and more in compliance with Children Act 2013, Chapter-4. The Child Affairs Desks were accessible, functional and the service users were largely satisfied with the services received; community members were aware what kind of services the Child Affairs Desks offer and what the citizens are eligible for. In the comparison area, the community members more frequently mentioned that they did not know if specific child-focused police services existed. In the intervention area the service users at least twice more frequently rated various services provided by the Child Affairs Desks as "good" and "very good", than in the comparison area.

Based on an evaluation study conducted in Bangladesh in regards to CVA implementation in other three sectors of Bangladesh (community clinics, water and sanitation, and agriculture extension), the problem of service delivery identified in Bangladesh was not simply one of resources, but rather inertia in providing them on the part of relevant actors as well as information about what should be available and what was available on the part of the citizens. Additionally, there was inertia among the community people who needed a coordinating mechanism or platform to inspire social accountability.[2] Such inertia exacerbates even further when it relates to police service provision, as community members are generally hesitant to engage with police, as well as may be reluctant to talk publicly or even in small groups about child protection issues. In these regards, the adapting the way service users could monitor police services, making sure the service users are comfortable before they talk about their experiences of service provision in front of others, was an

important part of WVB's CVA implementation with police. As the research findings showed, the engagement in CVA with police was not only possible, but it was extremely helpful in the process of improving the relationships and building citizens' trust towards police, allowing police to become more approachable and thus more accessible to various population groups. CVA acted as a catalyst to transform existing, sometimes confrontational relationships between citizens and justice systems into positive, collaborative relationships, which has direct influence on the police service provision. Engagement in CVA processes also promoted the positive image of police officers. This led to an expressed openness of people to report on VAC incidents to police. The journalists, involved in this research, also observed that the intentional efforts on public awareness raising at the intervention sites and CVA social accountability processes helped creating higher public engagement and demand for quality services, resulting in more responsive and targeted service provision by the police stations.

PUBLIC ENGAGEMENT IN POLICE SERVICE MONITORING

Both police service providers and the citizens agreed that intentional and regular engagement in CVA social accountability activity allows to implement quality monitoring of public service provision. It makes the use of generated through such monitoring and social audit data efficient, supporting evidence-based conversations, making the relationships between citizens (including civil society organizations) and the state dynamic and focused on solving problems together. This is an intentional investment in ongoing improvement in the public service provision, allowing for the Government to deliver on its commitments to respond to VAC.

Government must respond to violence in ways that protect children from future violence and provide rehabilitation and justice to remedy the violence acts. Maintaining a high-quality response provision should be an ongoing process. Engagement in CVA processes, provides the government actors with an important public oversight to strengthen policies and ensure the implementation of these policies on the ground. In such social accountability processes, follow-up actions are critical in order to address the gaps and concerns identified during the public service monitoring. Without such follow-up actions, it would be hard to anticipate improvements in public policy implementation and in-service provision quality. The intentionality of intervention sites to follow-up through agreed action plans shows the benefits of the application of the CVA methodology, as this allows citizens to get engaged in democratic processes and actually benefit from improved delivery of the public service. The development of joint action plans component helps, above all, to build a reform agenda and service improvement strategy on the true as opposed to the perceived status of service provision. It should be mentioned that CVA methodology also helps to reinforce the understanding that the action plan belongs to both citizens and the government; it is the responsibility of both to make sure that the proposed changes are carried out. Such an approach creates an ownership for follow-up and openness for continued collaboration and joint action. The data from the intervention areas can serve as an evidence for that, where 83% of police officers stated that the developed action plans are actually being implemented in collaboration with their communities.

[2] Evaluation Results of CVA Nobo Jatra WV Bangladesh – September 2020 – NOBO JATR – NEW BEGINNING (wvb-nobojatra.org)

GOING FURTHER

WVB should continue its persuasive efforts and targeted contributions toward ending violence against children in Bangladesh, in line with their It Takes Me to End Violence against Children in Bangladesh Campaign. Such efforts are critical, particularly in this difficult COVID-19 era, when increasing numbers of Violence Against Children (VAC) cases have been observed globally as a result of the impacts of the pandemic. [3] This research findings allow WVB and the WVI Partnership to build momentum to advocate globally for implementation of CVA for child protection, so that governments are held accountable and enable and support services to prevent, report and respond to violence in their respective contexts.

As WVB deliberates on the continuation and potential expansions of CVA application with police services in Bangladesh, the following recommendations might be helpful to consider:

- Support the Government of Bangladesh (GoB) to improve its national data collection and management on children (with data disaggregated by sex, disability, geographic location, ethnic origin and socio-economic background). Such data is essential for evidence-based policymaking, for budgeting and for planning specific behavior change interventions beyond raising awareness. The support to GoB can be extended towards developing learning materials and contributing Government's capacity building initiatives for the relevant stakeholders on child protection and VAC.

- Address development of child-friendly reporting pathways other than Child Affairs Desk (to be co-designed and implemented with representatives of boys and girls themselves) in venues frequented by children (schools, health clinics, alternative care and community centers). Recognizing existing gender dynamic and differences, gender preferences should be a key consideration when designing reporting mechanisms or training various actors to receive reports.

- Continuing community conversations would be instrumental in the process of educating the public about the status of violent acts and the consequences of VAC, and overcoming situations of VAC normalization. Research into VAC condoning social norms should be prioritized, along with interventions based on the results of such research and on the validated tenets of the science of social and behavior change.

- To apply citizen accountability mechanisms in sensitive areas such as child protection, it is critical to carefully adopt such mechanisms with do no harm principles in mind.[4] However, potential extra complexities of social accountability facilitation for child protection should not prevent from application of methodologies such as CVA, as its application, including for services related to child protection, helps to increase public demand and accountability of the governments to keep their promises, including specific budget allocation for the relevant service provisions. Current gaps in funding allocation may receive attention if both communities and police officers utilize CVA evidence to advocate and influence resource allocation decisions. Working with other Public Financial Management (PFM) actors at all levels could provide agenda-setting power that might influence decision-maker actions for the systemic under-resourcing of the police.

- The findings of this research showed that citizens, particularly in intervention communities, have already been taking actions in addressing VAC. It is important to use this enthusiasm and willingness to engage in strategic ways, while building intentional linkages and connections between various formal and informal actors.

- As the work for strengthening VAC response efforts progresses, continuing to work with police stations to strengthen the Child Affairs Desk services, raise public awareness on existing services and supports, as well as regularly facilitating dialogue between service providers and service users through CVA, will allow for strategic decision making of the duty-bearers, building further the citizens' trust towards child protection system in Bangladesh.

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[3] https://reliefweb.int/sites/reliefweb.int/files/resources/GHO2021_EN.pdf
[4] Refer to "Using Citizen Voice and Action for Child Protection" Supplemental Guide, WVI, 2018, for additional guidance for using CVA for child protection:
https://www.wvcentral.org/community/ChildProtection/Documents_03/Using_CVA_for_CP_Supplemental_Guide.pdf?Web=1

1. INTRODUCTION

Since November 2018, World Vision Bangladesh (WVB) has been supporting the Government of Bangladesh (GoB) to improve the quality of police stations' services delivered through their Child Affairs Desk. In particular, WVB facilitated the application of Citizen Voice and Action [5] (CVA) social accountability approach in 24 Area Programmes (APs)[6] to contribute to the establishment and improve the quality of service provision of the Child Affairs Desks in Police Stations as per Children Act 2013 (Chapter-4) [7].

World Vision's Citizen Voice and Action (CVA) model is a unique approach, which transforms the dialogue between community members and governments to improve essential services. It does so by equipping and empowering citizens with information, tools and spaces for feedback, constructive dialogue and collective action in order to hold government to account, and improve its ability to fulfil its responsibilities and commitments.

In July-October, 2021, after around two & half years of facilitation of CVA in 24 police stations and their catchment areas, WVB conducted a formative research to understand the effectiveness of CVA in strengthening child protection services provided by police stations through their Child Affairs Desk. This strategic research, aims to inform WVB scale up of CVA for child protection services at local police stations. Moreover, it contributes to building the evidence on the effects of CVA and Social Accountability on improving the governments' efforts to protect children from violence through Police Station's Child Affairs Desk. Such efforts are critical, particularly in this difficult COVID-19 era, when increasing numbers of Violence Against Children (VAC) cases have been observed globally as a result of the impacts of the pandemic.[8] WVB and the WVI envisages to use findings of the current research to build momentum to advocate globally for implementation of CVA for Child Protection, so that governments are held accountable and enable and support services to prevent, report and respond to violence in their respective contexts, in line with the It Takes A World Campaign.

2. BACKGROUND

2.1 The Effects and Current Context on VAC

As in many countries around the world, children living in Bangladesh experience situations of violence in their homes and within their communities. Despite governments, citizens and children acting to end this violence, the percentages of Bangladesh's young women who marry before the age of 18 and children reporting the use of violent discipline in their homes suggest that current efforts to end violence against children are not enough.[9] The situation was further exacerbated by the COVID-19 pandemic. Infectious diseases like COVID-19 are a threat to the environment in which children can grow and develop. As COVID-19 continues to spread, children and their families are facing new and increased levels of stress, resulting in an increased risk of injury, physical, sexual and emotional abuse, exploitation, neglect, and stigma. At the household and community level, lock-down and social isolation can also increase gender-based and domestic violence. Beyond the immediate impact on their health and that of their caregivers, the social and economic disruptions caused by this outbreak also presents risks to children's well-being and protection. In addition, the negative effects of the virus put children at risk of child marriage and child labor, loss of parental care and exploitation.[10] According to the Need Assessment Working Group (NAWG) [11], 42% indicated that beating by parents or guardians had increased, and 40% increase on calls to the child helpline and 50% identified that safety and security of girls was an issue in the lockdown and 33% did not know where to seek help in cases of abuse.[12]

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[5] Our Approach | Social Accountability | World Vision International (wvi.org)
[6] WV's local programming is managed in geographical locations known as Area Programmes (APs)
[7] https://www.unicef.org/bangladesh/sites/unicef.org.bangladesh/files/2018-07/Children%20Act%202013%20English.pdf
[8] https://reliefweb.int/sites/reliefweb.int/files/resources/GHO2021_EN.pdf
[9] Bangladesh National VAC Policy Report, WVI 2019

2.2 Local and International policy Framework

World Vision believes that a world without violence against children is possible. It takes action from all members and institutions in society to end VAC. The Sustainable Development Goals, the Convention on the Rights of the Child and regional commitments such as the ASEAN Declaration on the Elimination of Violence against Women and Violence against Children enshrine national government commitments to protect children from violence. To fulfil these promises for children, it takes complex and coordinated actions from various actors and institutions. Bangladesh has taken initial steps to develop and implement proactive prevention and protection policies to address violence against children. Bangladesh's Laws on Domestic Violence and the Children Act provide for a system of responses that integrate health, justice and social protection sectors and services. For example, Bangladesh established Child Affairs Desks at police stations under the Children Act of 2013 (Chapter-4). According to the Children Act, specially trained officers operate the desks and follow gender-sensitive and child-friendly protocols to receive reports and provide immediate response of violence. When citizens fail to report VAC, there is less awareness by officials about the prevalence of the problem and less interest to be "responsive" to the rule of law when citizens remain silent. Such alternative reporting mechanisms could expand help to children in circumstances where a visit to a police station is not possible.[13]

2.3 Citizen Engagement and Participation

Participation in accountability processes can provide national governments with new funding, political and technical support, citizen approval and, most importantly, oversight to strengthen and improved implementation of Laws & policies.[14] There are diverse global, regional and national level accountability mechanisms that governments can harness to seek new support and partnerships. Bangladesh promotes and contributes to mechanisms of accountability to end violence against children at global and national levels. For example, at the national level, the Citizen's Charter of the National Human Rights Commission (NHRC) is an autonomous institution mandated to protect, among other rights, child rights. A new draft law on a Child Rights Commission is under deliberation; if the government adopts and funds the new entity, the Commission would act as an accountability mechanism for children. Besides, Bangladesh has not yet taken adequate steps to create meaningful participation for children and adolescents in policy making and strategy development on the topic of ending violence.[15]

[10] Psycho-Social Need Assessment Report of Children during COVID 19 Pandemic Situation, WV Bangladesh 2020
[11] The Needs Assessment Working Group (NAWG) is the platform for government and non-government humanitarian agencies under Humanitarian Coordination Task Team (HCTT). The secretariat of the Working Group is hosted by CARE Bangladesh under the "Supporting Bangladesh Rapid Needs Assessment (SUBARNA) Project."
[12] COVID-19: Bangladesh, Multi-Sectoral Anticipatory Impact and Need Analysis, NAWG
[13] Bangladesh National VAC Policy Report, WVI 2019
[14] Global Partnership for Social Accountability (GPSA), World Bank

2.4 WVB Response Using CVA to Ending VAC

Recognizing that social accountability efforts by citizens and civil society organizations can serve to create new effective, vertical mechanisms of accountability and strengthen existing horizontal ones[16], World Vision Bangladesh (WVB) puts forward its CVA social accountability model, to address inadequate essential services, empowering citizens to hold government to account. Through application of methodologies such as CVA, significant challenges such as weak citizen voice and oversight are addressed, contributing to better-informed policy decisions, responsible management and leadership, and more efficient and responsive public investment decisions.[17]

Since 2015 WVB successfully facilitated the application of CVA across the country in number of sectors. With very tangible social inclusion outcomes, CVA demonstrated the effectiveness of its approach, including for social mobilization and public engagement. CVA's successful application in Bangladesh is reflected in external evaluations, including more recently in health[18] and social protection[19], that reveal, amongst many findings, the "systems strengthening", with i) citizens, who because of CVA, are now using their voices and providing new actions via robust social accountability while gaining the correct information, tools and platforms to do so; ii) institutions, which are performing better from improving the work among institutional (agency) actors as well as from communities via social pressure extended from the outside; iii) accountability, which resulted from strengthening both old and new formal and informal mechanisms of accountability that make interia harder while rewarding positive performance and action."[20]

Recognizing the critical role the law enforcing agencies plays and enormous responsibilities it has for protecting children, in 2018 WVB expanded such public engagement with law enforcement agencies such as Police stations. Reflecting the reality in the field, there was a need to more effectively mobilize the law enforcement system and ensure that it responds to violence against children as the serious crime that it is. Thus, engaging the appropriate actors in CVA processes would contribute towards increasing the opportunities for public service providers and policy-makers to access information and feedback from citizens, generating evidence on police service provision specially for the Child Affairs Desk in police stations in a structured and systematic way.

[15] Global Partnership for Social Accountability (GPSA), World Bank

[16] Malena, C., Forster, R., & Singh, J. (2004, December). Social Accountability: An Introduction to the Concept and Emerging Practice, Social Development Papers, Participation and Civic Engagement, The World Bank, 76.

[17] The World Bank. (2012). Social Accountability Sourcebook: Chapter 4 Social Accountability in the Education Sector. Washington, D.C.: The World Bank.

[18] Evaluation Results of CVA Nobo Jatra WV Bangladesh – September 2020 – NOBO JATRA – NEW BEGINNING (wvb-nobojatra.org)

[19] Pathway to Link Humanitarian CSSP (2)_0.pdf (wvi.org)

[20] Ibid

3. RESEARCH OBJECTIVES

In July-October 2021, WVB with the oversight and technical support from WVI Technical Service Organization (TSO) Child Protection & Participation unit, conducted a formative research to understand the influence of CVA methodology applied to selected Police Station related services for more than two years in the communities of Bangladesh. Particularly, the research focused on assessing how targeted engagement in CVA processes contribute to the implementation of the Children Act 2013 (Chapter 4) in the context of local police stations and how it affected the status of Child Affair Desks' services delivered by the police[21] stations, further informed by the perspectives of police service users.

This research focused on the following questions:

- What are the differences in Children's Act implementation (Children Act 2013, Chapter-4) related to Child affairs desk in local police stations if a CVA is integrated into Police service delivery process?
- What are the differences in Child Affair Desk's service quality (in line with Children Act 2013, Chapter-4), if a CVA service monitoring component is integrated into service delivery process?
- Is there an increase in openness of public to report on cases of VAC to Child Affair Desks, if opportunities for social accountability exist?

4. METHODOLOGY

What are the differences in the experiences related to police services received of CAY and their families who have been the users[22] of police services in targeted communities?

4.1 Methods and Sampling

Research Design: The research team applied a quasi-experimental design for the research. The research focused on comparative analysis of 16 Police Stations in the "Intervention area" – communities, where WVB facilitated the application of CVA for monitoring local police Station's 'Child Affair Desks' service provisions, and 16 Police stations in the "Comparison area" – communities without application of CVA with Police services.

The research team intentionally included communities from a Comparison area in the research design to make a comparison between the Intervention area and the Comparison area for measuring the effect of the CVA methodology application. By including in the research, a group of communities that did not receive any CVA interventions, researchers were better able to isolate whether the CVA approach did or did not contribute to the police service provision in the communities where WVB facilitated the application of CVA.

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[21] In line with Children Act 2013 (Chapter-4)
[22] Note: 'Users' include both children and their families who were the survivors of VAC; as well as children in conflict with law

The Intervention

Since August 2018, WVB started the facilitation of CVA with police stations, to strengthen the service delivery of the Child Affairs Desks at local police stations in Bangladesh. The process included monitoring of the police service standards, as per the sections of the Children Act 2013, Chapter-4, particularly on:

- availability of Child affairs desk with a separate child friendly room and female police officer assigned;
- maintenance of separate register for children;
- Psychosocial & First Aid support for children, both for victims or child offenders;
- quick bail for suspected child offenders;
- basic needs arrangements both for victims or child offenders and their families, such as food and safe stay at the police station *(see details for monitored police service standards in Annex 1)*

WVB started the process in its 24 Area Programme working locations, with the goal to strengthen the police service delivery (specially for Child Affairs Desk) to children and their families, ensuring equitable access to the services for all citizens. The intervention aimed at promoting social accountability for citizens to understand and aware on their service entitlements, to be able to claim their right and hold their duty bearers accountable for quality services. The process began with conducting initial meetings in each of the 24 police station catchment areas with the local community representatives, including children, and the local police stations' staff, where WVB introduced the CVA approach and its objectives. WVB supported the initiative that came from the targeted communities, on giving the opportunity for local children and youth (CAY) groups to lead the CVA process. CVA Working Groups were established in each of the 24 locations, with the leadership of CAY groups. WVB assisted with regular capacity building of the CVA Working Groups members, to be able to facilitate the CVA process. As a result of the targeted capacity building initiatives, the Community Working Groups became confident to facilitate CVA. They have started with Civic Education and Citizenship Training for their communities' adults and children; organized Awareness raising and Sensitization meetings, introducing to the public the child protection related Laws and Policies, particularly the Children Act 2013 specially chapter-4. This phase was followed by the Monitoring Standards sessions with police service providers and facilitation of the Community Scorecard sessions, allowing to evaluate the implementation of the police services on the ground. The Interface meetings, as the final session of the community gatherings, brought together participants from the monitoring standards and score cards sessions along with the police service providers, representatives of local authorities, local government elected bodies and other stakeholders. During those meetings, the action plans were jointly developed to address the gaps identified in police service provision. All Interface meetings have been conducted before April 2020, when the Covid-19 Pandemic triggered in Bangladesh. Around 121 action plans were developed and the Community Working Groups took responsibility to following-up on the action plans' implementation. WVB supported throughout this process, with continuous capacity building and mentoring; assisting with networking and coordination strengthening among various formal and informal actors; contributing to the action plans' implementation, when necessary.

Sampling: The research team applied purposive sampling to identify 16 locations from the Intervention Area for the survey. Similarly, the purposive sampling was applied for identifying 16 locations for the comparison area to correspond to the socio-economic types and sizes of the communities of the inter vention area. This was necessary in order to draw the analysis, by comparing fairly homogeneous areas.[23]

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[23] See details in the ANNEX-3
[24] In Bangladesh local context, female journalists are not usually involved in covering aspects of violence, crime news, or illustrating the work of the police in local level. The research team was not successful in identifying respective female journalist from the research area. That was the reason why all the participating in the study journalists were male.

Data Collection: The research was conducted using qualitative methods. It included the primary data collection by two main qualitative tools, i.e. focus group discussions (FGDs) and key informant interviews (KIIs). The interview guides with various respondent groups were developed in accordance with the National Children Act 2013 of Bangladesh (Chapter-4), secondary literature review (see bibliography) and World Vision's Social accountability global standard modules, adapted to the local context of Bangladesh. The Table below summarizes the purpose for each tool.

Table 1: Data collection methods

Tools	Content
Key Informant Interviews (KIIs)	Using semi-structure interview questionnaires, these tools were meant to interview specific individuals who could inform the study as professionals (Local Police Stations Officials, individuals with policy-level insights, Journalists), and community police service users, both children and adults, who received services from the Police Station within last two years.
Focus Group Discussions (FDGs)	FGDs included mixed groups of men, women and youth from the targeted communities. The discussion was facilitated to understand the community level perception regarding the service delivery of the local police stations. The participants were selected based on their understanding on police station/ Child affairs desk operation, as well as on their awareness on Chapter-4 of the National Children Act-2013.

Concrete numbers of the conducted interviews in both Intervention and Comparison areas are presented in the table below:

Table 2

Respondents	Method	Intervention Area	Comparison Area
Officials from Police Station Officer in charge (OC); Child Affair Desk assigned staff	KII	30 (17 male/13 female)	25 (18 male/7 female)
Local Journalists	KII	34 (all male)[24]	25 (all male)
Child Affairs Desk Service User and/or the family Members/Care givers of the child (within last 2 year)	KII	76 (37 male/39 female)	59 (33 male/26 female)
Total KIIs	KIIs	140 (88 male/52 female)	110 (77 male/33 female)
Focus Group Discussion (FGD)	FGD	16 (with 60 male and 61 female participants)	15 (with 65 male and 59 female participants)
Total number of informants from both KIIs and FGDs		261 (148 male/113 female)	233 (141 male/92 female)

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WVB Area Programme (AP) staff were leading the data collection with youth enumerators supporting them throughout the process. These youth enumerators are the current members of the Child & Youth led CVA Working Groups, thus they have a very good understanding on the particular chapter (Chapter-4) of the National Children Act 2013 and the specifics of relevant service provision entitlements.

The KIIs data was recorded using KOBO Google Platform. WVB field staff facilitated all the FGDs and prepared transcripts for each session in English. National and zonal level technical WVB staff conducted periodic quality checks for the data gathering process, and prepared the data for analysis.

4.2 Field Staff Training, Tools Translation & Pre-testing

There were 54 people in total trained to be able to implement data collection process with quality, along with 4 supervisors, who took the responsibility for monitoring the generated data quality. The training sessions for WV staff and youth were conducted separately to better adjust the training to the specific needs of each audience. The training was conducted virtually, including four days for pre-testing of all tools. The pretesting helped to adjust the research tools, and further familiarised the participants with KOBO Platform.

4.3 Data Management and Analysis

The enumerators collected the data maintaining government mandated public health measures related to COVID-19. The research team adhered to and maintained ethical considerations and safeguarding standards for guiding researchers, field workers as well as respondents, throughout the research process.

Confidentiality and anonymity of the data were ensured. The research approach was developed with consideration that community members may be reluctant to talk publicly or even in small groups about child protection issues and local police operation. Interviewers were trained to prepare any service users and make sure they are comfortable before they talk about their experiences of service provision. The participants' identity was kept separate from the datasets, all identifiable information was erased immediately after completion of data cleaning, and only designated and authorised WV staff had access to datasets during data processing and analysis.

The cultural, social and gender norms of the areas and/or communities visited, and participants were identified before starting the field work and were respected. Basic ethical principles[25] were applied when working with children and adolescents. There were no cultural or gender-sensitive issues reported during the data collection process. Summary analysis of the maintained CVA database were also used to verify the findings from the FDGs and KIIs in the intervention area. The researchers sought to collect and analyse official secondary data, such as police station registers, statistics on reported and followed up cases, etc. Unfortunately, WVB was unable to obtain necessary official permissions to access the data, which is not publicly available, within the timeframes of the conducted study. This additional data would have enabled further triangulation of the primary data, particularly looking if there were differences in numbers of reported cases, average time spent on cases follow up and others.

Coding and programming of the mobile data capturing tool template was developed by WVB's DM&E team and was customised to ensure adequate data fields were completed as required, in addition to having the local translation apart from English. All collected data was stored in the Google based KOBO server throughout

[25] Ethics Quick Reference Guide

the data collection process, up to the data cleaning stage. Upon completion of the field work, the data was shifted to MS Excel for cleaning. The raw datasets were thoroughly checked and cleaned for aspects such as tagging of response options, skipping patterns and the resulting missing data, specifying 'others' data where required. MS Excel application was used for data analysis in most cases. The qualitative comments were analysed separately. All the datasets were translated into English and shared with TSO technical advisors for analysis. In addition to KII coding and analysis, TSO conducted a systematic reading and coding of each FDG to allow major themes to emerge. Themes were mapped against the identified research questions.

The data from the close-ended question from KII were transferred to SPSS to perform statistical analysis. The Fisher's exact test was used to detect whether there is any statistically significant difference between intervention and comparison sites in relation to several dependent variables presented in the report. Statistical significance is reported at $p<.05$.

4.4 Study Limitation, Constraints and Mitigation

There are limitations to this research that should be taken into consideration:

- COVID-19 outbreak in the country delayed number of research processes. All research activities were implemented in line with government mandated public health measures related to COVID-19, including state regulations and health guidelines. 30 KIIs were conducted virtually due to COVID-19 restriction and the respondents' preferences. The interviewers were trained to ensure high level of data quality during virtual interviews as well.
- Research team faced some difficulties with lack of openness to collaborate from various stakeholders in the non-intervention sites. There were also some constrains with identification of service users and arranging meetings with police staff in the Comparison area. The research team adhered such difficulties to the lack of pre-existing relationships, similar to the ones, established and maintained for more than two years in the Intervention sites. Making necessary arrangements for the research in the Comparison area took longer, which resulted in less interviews conducted in the comparison area in comparison to the intervention locations. The research team made extra efforts to make the gaps between numbers of interviews and focus group discussions in intervention and comparison sites as minimal as possible. Overall, out of 288 KIIs planned to be conducted, the research team was able to interview 250 KII respondents; and out of 32 FGDs planned, 31 FDGs were facilitated.
- Time and Budget limitation for the study. The research team used small, convenience, purposive sampling and applied qualitative methods, which was quicker and less expensive. WV Bangladesh relied extensively on its presence in the targeted areas, utilizing existing staff and resources to support the research.

5. FINDINGS & ANALYSIS

The research team conducted a comparative analysis contrasting the findings from 16 communities from Intervention area - where CVA was applied since 2018, and 16 communities from the Comparison area – targeting areas without CVA application, to determine the effectiveness of CVA approach in police service delivery.

Recognizing the important role the mainstream media can play in shaping public attitudes and contributing to end VAC[26], this research prioritized interviewing local journalists and gathering their views regarding police service provision (specially the child affairs desk) in the communities of Bangladesh. Interviewing journalists was done in addition to interviewing police service providers, service users and local community members.

From 60 journalists, participated in the survey;

- 56 (93%) stated that they have an experience of producing media reports, covering topics related to issues of Violence Against Children (VAC) in the last year. The topics covered included issues of child marriage, domestic violence, child labour, physical and drug abuse, cases of sexual harassment, appeals for child rights protection and stopping any forms of VAC, and others.
- 90% of these journalists mentioned that they are familiar with the services provided by the local Police Stations (see additional details describing journalist respondents in Annex 1).

Service users included child respondents who used the police services themselves or adults who were the family members of those to whom the services were provided. Majority of this survey respondents used the services within the last six months.

Table 3: Last visit to Police Station for receiving services	Comparison Area	Intervention Area
Last six months	41%	61%
Last one year	25%	23%
Last one year and six months	14%	9%
Last two years	19%	8%
More than two years	2%	0%

[26] Illustrated media reports help to connect VAC related issues with citizen's daily lives. Media is also an important actor that can support illustrating the level of public engagement and popular demand to address VAC.

The research analysis and findings are organized around the following research questions:

- What are the *differences in* **Children Act implementation (Children Act 2013, Chapter-4) related to Child affairs desk in local police stations** if a CVA social accountability component is integrated into Police service delivery process?
- What are the *differences in* **Child Affair Desk's service quality** (as per Child Act 2013, Capter-4) if a CVA service monitoring component is integrated into service delivery process?
- What are the *differences in* the **experiences related to police services** received of CAY and their families who have been the users[27] of police services in targeted communities?
- Is there an *increase in* **openness of public to report** on cases of VAC to Child Affair Desks, if opportunities for social accountability exist?

5.1 On Service Provision

5.1.1 Police Stations Insfractracture and Staff

There were 16 police station in intervention area and 16 stations in comparison area involved in the research. Out of these 32 police stations, only two–located in the comparison area, did not have a dedicated Child Affairs Desk. All the stations in the intervention area have an assigned Police Officer, with 90% of these officers being females.

Noticeably, in 9 FDG groups out of 15 in the comparison area the participants stated that their local police stations did not have a Child Affairs Desk, or they were not aware about it. On contrary, the participants in all 16 FDGs in the intervention area knew about the Child Affairs Desks functioning in their local police stations.

The comparative analysis of data provided by the police stations' staff showed that police service provision in Child affairs desk in the intervention area is more advanced and more in compliance with the service standards as stipulated in the Children Act 2013, Capter-4.

Table 4: The table below represents data from the KIIs with police officers, describing services provided in the police stations where they work:

	Yes		No		Don't know/blank	
	Comparison Area	Intervention Area	Comparison Area	Intervention Area	Comparison Area	Intervention Area
Availability of Child Affairs Desk at the local Police Station	92%	100%	8%	0%	0%	0%
Availability of assigned Police Officer for managing the Child Affairs Desk	84%	100%	8%	0%	8%	0%
Individual managing the Child Affairs Desk is female	76%	90%	16%	10%	8%	0%

[27] Note: 'Users' are the children aged below 18 However as respondent, both children themselves or their families/caregiver (on behalf of the children) participated who were the Child survivors of VAC; as well as children in conflict with law

Assignee to Child Affairs Desk Officer is trained on first aid	24%	47%	68%	50%	8%	3%
Availability of a referral system to provide medical support for children	56%	90%	40%	10%	4%	0%
Availability of staff at the police station trained on providing mental/ psychosocial counseling support	44%	80%	52%	17%	4%	3%
Availability of a referral system to provide psychosocial support to children	48%	70%	52%	30%	0%	0%

5.1.2 Referals

In both intervention and comparison areas Police stations/Child Affairs Desks cooperate with other state and non-state actors while addressing issues of VAC. Issues of VAC are complex and cannot be resolved by any actor on their own. Thus, such collaboration and coordination with other actors is critical for addressing VAC issues holistically.

While discussing provision of psychosocial support to population, in more than 50% of cases in the comparison area the police officers stated that there were no trained staff in their police stations for provision of mental/psychological support. Still in 76% of cases they said that they were providing the psychological support services to various population groups. Moreover, less than half (48%) of the police stations in the comparison area had an established referral system to provide psychosocial support to children. For comparison, in the intervention area not only 80% of respondents stated that they were trained, but also mentioned about availability of an established referral system for children who need psychosocial support to get required services. As part of such referral system, the respondents were mentioning the agreements with specialized NGOs, Social Welfare departments, medical college, and other.

Summarizing the data from KIIs with police officers on their collaboration approaches and referral pathways used, it appeared that police officers from the intervention area apply more referral protocols, connecting with other formal and informal service providers while managing cases, and were more open to collaborate with other actors.

Table 5: The graph below summarizes responses from 55 KIIs (30 from intervention/25 from comparison area) with the police officers on referral protocols and collaboration with external actors around case management

Are there referral protocols between police and other Government and Non-Government service providers that address VAC?	Comparison Area	Intervention area	Total
Yes, with health service providers	5	16	21
Yes, with schools	4	8	12
Yes, with social service providers	7	12	19
Yes, with NGOs	3	15	18
Yes, with One Stop Crisis Center/Cell	8	14	22
Yes, with others (specify)	0	1	1
No, there are no referral protocols	2	0	2

5.1.3 Funding and Financial Management

The research team engaged police officers in the discussions of public finance management related to police stations operation and Child Affairs Desks in particular. The findings of the research showed that overall there were gaps in police officers' understanding on how police units are funded. Still the officers from the intervention area seemed more aware on how state funding allocations for police service provision are done. Increased awareness among police staff and transparency around budgeting for the police services may allow for more targeted actions for improving the required resourcing for police service provision.

Figure 1: The graph below summarizes KII responses from the police officers on how they think the funding allocations for the police service provision are done.

Figure 1: Allocation of government funding for police services, as perceived by police officers

Based on government regulations, but don't know/not sure how specifically — Intervention Area 11%, Comparison Area 48%

No funding is provided by the government for the police station and Child Affairs Desk in particular — Intervention Area 46%, Comparison Area 33%

Allocated based on number of beneficiaries — Intervention Area 43%, Comparison Area 19%

Intervention Area   Comparison Area

As per the table below, the majority of police officers from both areas (76% from comparison and 77% from intervention area) stated that the funding their police stations currently have is insufficient for providing required services with quality.

Table 6:

Is the funding sufficient to cover the needs to prevent, identify and respond to VAC by police?	Comparison Area	Intervention Area
Yes	16%	17%
No	76%	77%
Don't know	8%	7%

When asked how the issues of financial gaps are usually addressed and resolved, one third of the officers in both areas shared that such gaps are primarily resolved through police officers' own initiative and creativity (see table below). It was noticeable, that police stations from intervention areas seemed to rely more on the support of non-governmental organizations, while the stations in the comparison areas preferred to rely on government duty bearers, applying to district police departments and local government units. Such observation may lead to a conclusion that high engagement and interference of non-government organizations in actual service provision can, even with good intentions, diminish and weaken the formal child protection system through creation of an unsustainable funding and resourcing model, as evidenced by an increased reliance on CSO to fill the funding gaps within the intervention area.

Table 7: The graph below summarizes KII responses from the police officers on how the funding gaps are addressed in the police stations

If state funding is insufficient, how is it covered?	Comparison Area	Intervention Area
With the support of other organizations and individuals	4%	29%
Through the general/district police department	22%	14%
By police officers' own initiative and creativity	30%	29%
With the support of Local Government Departments, Ward Members	15%	0%
Don't know	29%	29%

5.1.4 Accessibility of Police Services

While discussing how easily families and communities can access local police services, majority of service user respondents from the intervention area (62%) stated that everyone who needs police service could easily access it, in comparison to just 20% of service users from the comparison area and the difference is statistically significant at p=.000

Figure 2: Service users' report on accessibility of services for population
(Pearson Chi-Square sign p=.000)

	Very easy	Easy	Difficult	Very Difficult	DK
Intervention	62	16	7	9	7
Comparison	21	19	21	14	26
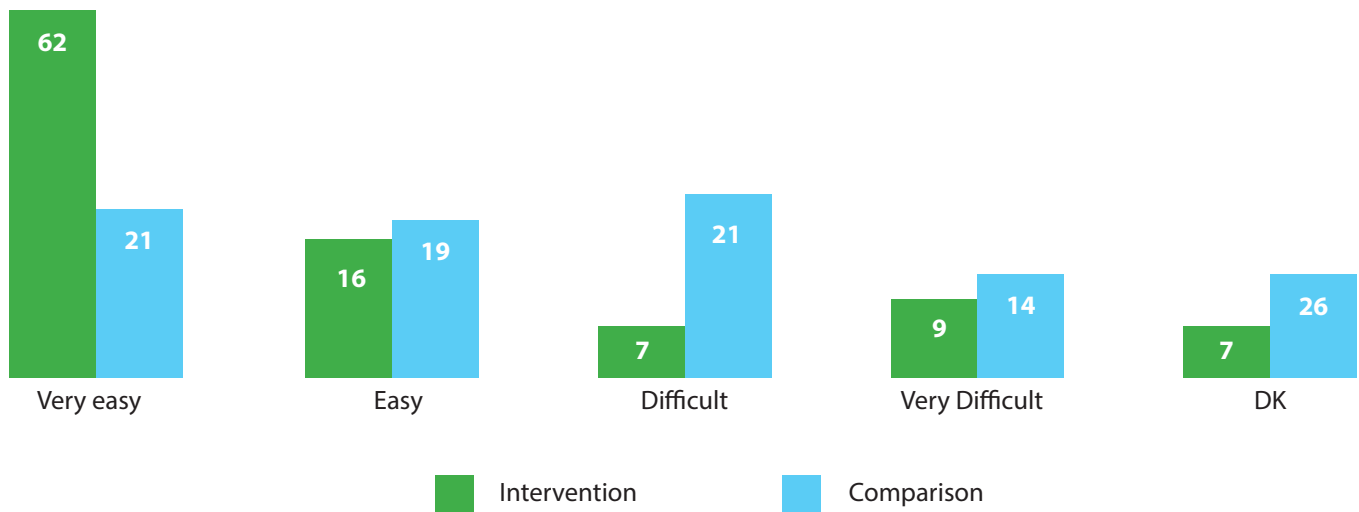
The service users in their KII responses in both intervention and comparison areas suggested the following reasons that may hinder some people from accessing the police services and Child Affairs Desk services in particular:

• Many of the community people do not know about the services of Child Affairs Desk
• Many people are scared, do not trust police and prefer not to apply and report to police
• There are still some payments involved with provision of police services. Not everyone can afford paying the money requested
• Those who have good relation with 'Thana'[28] quickly get the services, others – don't
• Poor and illiterate people do not know the way how to communicate with police personnel and how to get the services. These people also have no idea about child rights.

[28] Local name for a police station in Bangladesh

5.2 On Service User Experiences

5.2.1 Overall Satisfaction with Police Services

Comparing the ratings for overall satisfaction of service users with the police services, the research data shows that the service users' in the intervention area rated the police services as 'good' (54%), and additional 9% rated the services as 'very good'. While in comparison area there were no service users rating services as 'very good' and only 41% rated the services as "good". It appears that the users' satisfaction with police services is associated with the site where users from intervention site are more satisfied with the service than the users from comparison site and the difference is statistically significant at p=.022.

Figure 3: Service users' satisfaction with police services
(Fisher's Exact Test p=.022)
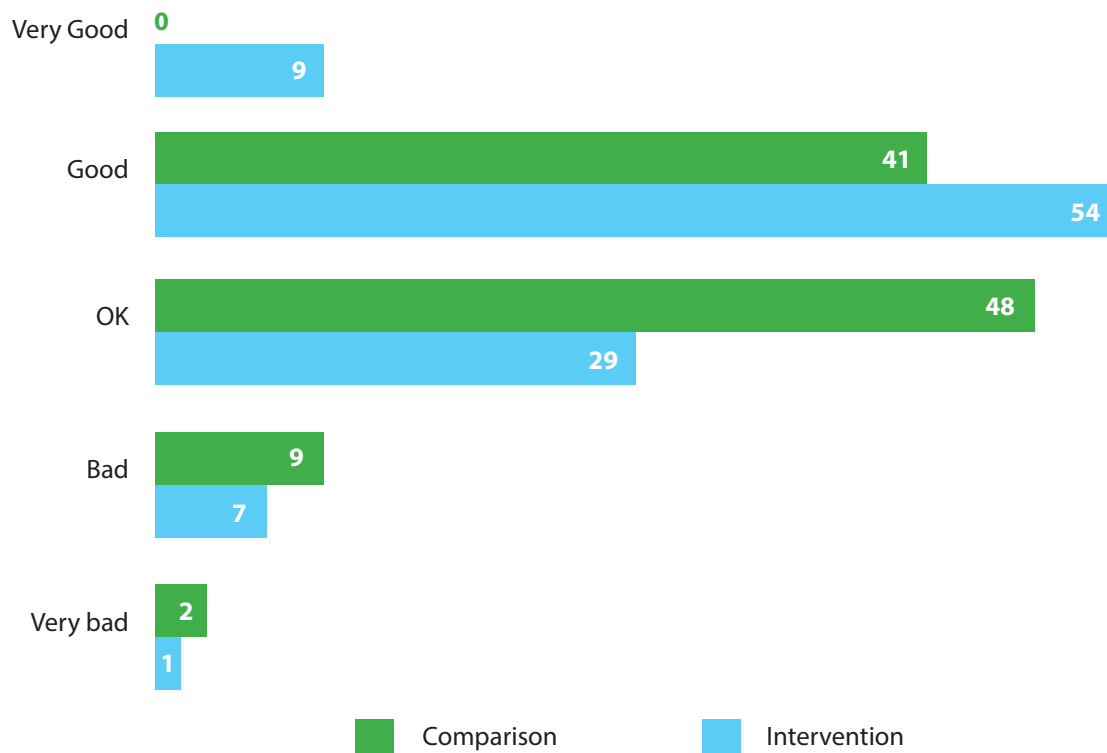
Based on the journalists' observations of the local police service provision, the journalists from the intervention area seemed more satisfied with what they have observed on the services provided to population, particularly to children and this difference is statistically significant at p=.004. 48% of the journalists in the intervention are rated police services as 'good' and another 10% as 'very good'. At the same time, only 13% of the journalists from the comparison area rated the services as 'good'.

Figure 4: Journalists' rating of police service quality
(Fisher's Exact Test p= .004)

	Comparison	Intervention
Very Good	0	10
Good	13	48
OK	65	26
Bad	9	13
Very bad	13	3
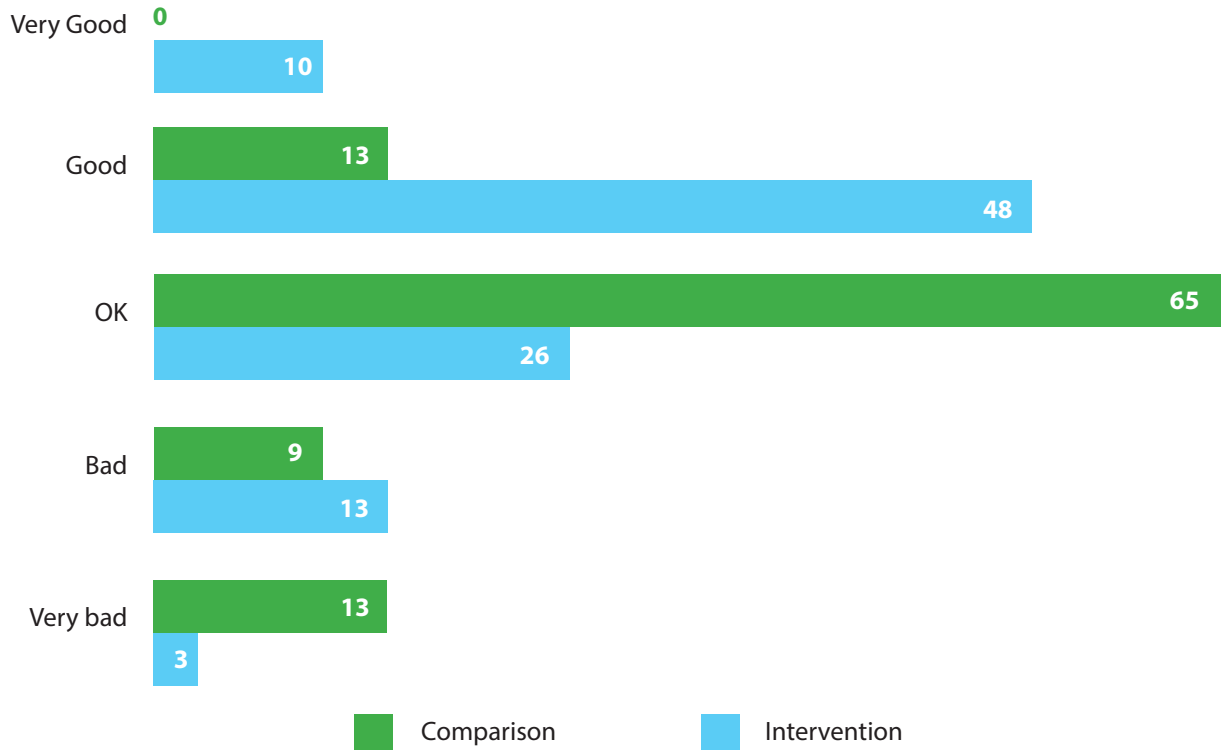
The participants in all FDGs also rated the quality of their local police/Child Affairs Desk services. As presented in the table below, participants in the FDGs from the intervention area were clearly more satisfied with the services provided by local police, than the community members from the comparison area, rating the services in majority of cases as "Good".

	FDG in Comparisson area	FDG in Intervention area
Very bad 😞		
Bad 🙁	20%	
Ok 😐	60%	25%
Good 🙂	20%	75%
Very Good 😊		

The service users were invited to rate specific services at the police station, the availability of which is required by the Children Act 13, Chapter-4. The data shows that for all of the specific service provisions the service users in the intervention area seemed more satisfied with the quality of the provided services, than the users from the comparison area.

Table 8: The graph below summarizes KII responses from 135 service users (76 from intervention/59 from comparison areas), rating the quality of services provided by local police stations.

	Very Good		Good		Ok		Bad		Very Bad		Blank/ Not applicable	
	Comparison Area	Intervention Area	Comparison Area	Intervention Area	Comparison Area	Intervention Area	Comparison Area	Intervention Area	Comparison Area	Intervention Area	Comparison Area	Intervention Area
Behavior of the staff at the Child Affair Desk	5%	**16%**	44%	**52%**	44%	**27%**	5%	**5%**	0%	**0%**	2%	**0%**
Psychosocial support, counselling services received	5%	**13%**	17%	**32%**	20%	**19%**	0%	**0%**	0%	**1%**	58%	**35%**
First aid treatment experience at the police station	2%	**4%**	10%	**9%**	27%	**14%**	2%	**1%**	0%	**0%**	59%	**72%**
Quality of food provided during stay at police station	0%	**3%**	8%	**18%**	31%	**22%**	2%	**3%**	2%	**1%**	57%	**53%**

5.2.2 Effectiveness of the Services Provided

During the survey, all 138 participating service users were invited to identify which services of the local police station they found as the most effective and which ones – as least effective.

As the most effective aspect of local police stations' work, the users in the intervention area identified the quality response on their cases, which is a critical part of quality police service provision. Also, in the intervention area the service users specifically highlighted the child friendly environment at the police stations, including availability of a dedicated room for children, while dealing with child related cases. Service users from both intervention and comparison areas considered provision of psychological support as effective and useful part of local police service provision.

Table 9: The graph below summarizes responses from 135 KIIs with service users (76 from intervention/59 from comparison areas), sharing their viewpoints on which of the police services they found as the most effective and useful. Please note that not all of the participants were able to identify, which services were the most effective and useful for them.

Which services were the most effective and useful?	Comparison Area	Intervention Area
Case investigation, including professional work with witnesses, and timely follow-up	4	24
Counseling services; psychosocial support	7	9
Availability of a child friendly room and child friendly environment at the station		10
Supportive female staff was in place, working on thr case (particularly with girl child)	1	5
all services at police station were good and effective	1	2
Allowing to meet children in separate rooms and stay with parents	2	1
Food provision	3	
Connected with other services outside police (such as health care, legal advice; social welfare, etc.)	1	1
Legal advice provided by police officers	2	
Listening to child		1

"When we came to police, seeking justice for my child's rape case, the officers helped us a lot to properly file the case and took immediate actions", - service user from the intervention area

"Officers helped my child to get medical care. They called the hospital, transported my child in their vehicle and stayed with us until the child was admitted to the hospital", - service user from intervention area

"Police officers talked and listened to me, although I am a child", - girl child service user from intervention area
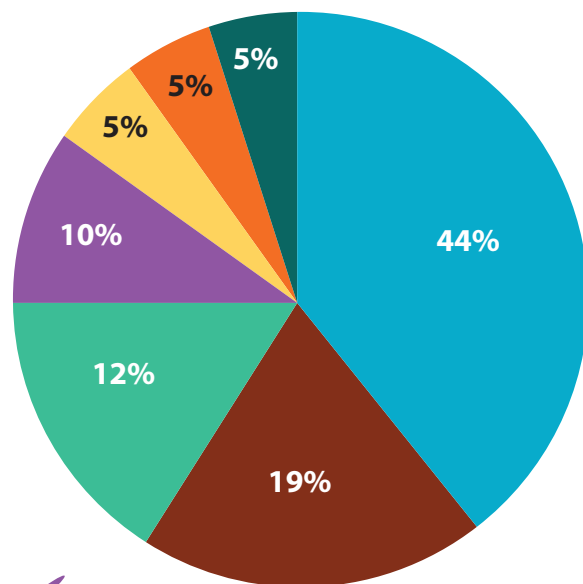
In terms of least effective, the service users in both areas most frequently mentioned non-respectful and sometimes rude attitude and treatment from the police officers. However, the service user mentioned that this did not relate to the staff, working at the Child Affairs Desks. Also, when users were satisfied with the police station's staff behaviour, they primarily specified the engagment with female workers.

Another least effective aspect of police's work the users considered long waiting hours. Besides, as a negative aspect the service users from the intervention area more frequently mentioned the need to pay for the services, while users from the comparison area were more concerned with absence of a separate rooms/ space for children to stay.

Charts: The charts below summarize KII service users' responses from the (Chart 1- comparison area & Chart 2 - intervention area), sharing their viewpoints on which of the police services they found as least effective. Please note that not all of the participants were able to identify the least effective/less useful services.

Chart 1: Police services that were least effective & useful from the perspective of service users in comparison area

■ Rude/bad attitude of police officers

■ Long waiting time

■ Provision and quality of food

■ No separate room/space for children to stay

■ Payments requested for services

■ Poor washroom arrangements, absence of water

■ Other

5%
5%
5%
10%
44%
12%
19%

"There were a lot of people at the police station and my child got scared and frustrated",

- service user from the comparison area

Chart 2: Police services that were least effective & useful from the perspective of service users in intervention area

- Rude/bad attitude of police officers
- Long waiting time
- Payments requested for services
- Provision and quality of food
- Poor arrangements for overnight stay
- Poor washroom arrangements, absence of water
- Other

3%
7%
9%
9%
44%
10%
18%
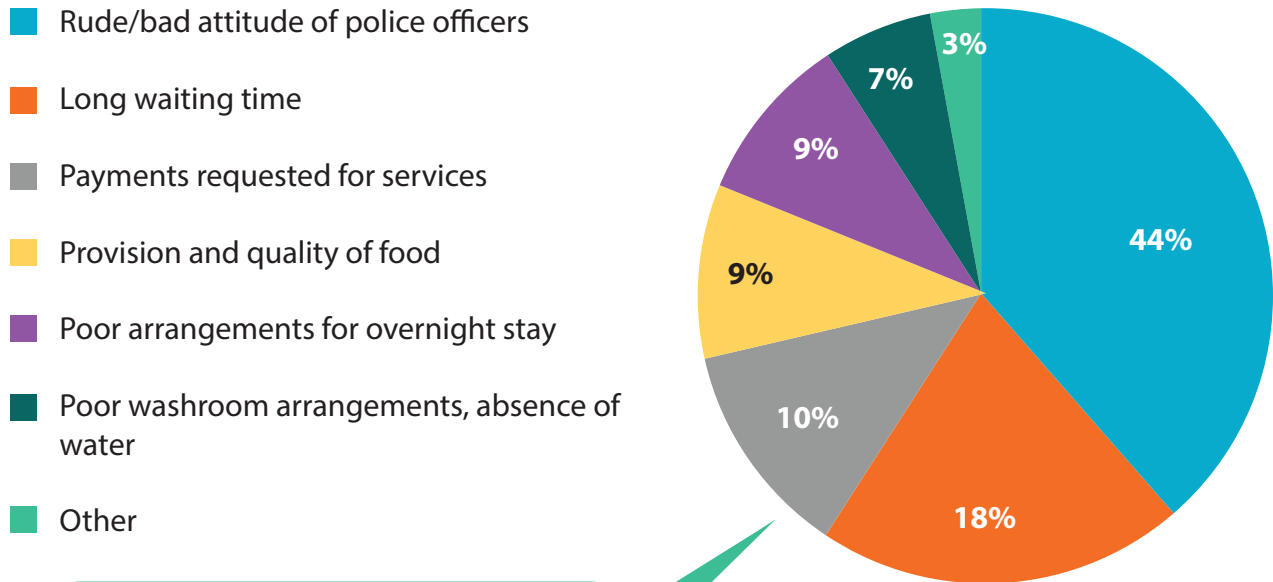
"We had to wait for long time to get the service, as the female police officer was busy with other cases",

- service user from the intervention area

5.3 On Public Engagement

5.3.1 Ways to Obtain Service Users' Feedback

The police officers from both intervention and comparison areas agreed that it is important to know if people are satisfied with the services they receive at the police station. About 90% of the police staff in both sites stated that there is a way for them to hear and obtain citizens', including children's, feedback on provided police services. However, more intentionality was observed in the intervention area to hear from the citizens how satisfied they were with the received services.

As the data shows, in both sites the police stations' workers rely primarily on community dialogues and meetings with population to hear citizens' feedback.

In addition, in intervention sites, police also heavily relied on following up with the population through phone calls, asking people how satisfied they were with services they received at the police station. Police officers in the intervention sites also mentioned the active use of complain and feedback boxes. In comparison sites, the police officers considered awareness raising on services provided by police, as another way to obtain citizens' feedback.

Table 10: The table below summarizes responses from 55 KIIs (30 from intervention /25 from comparison areas) with the police officers on how local police stations obtain feedback from service users

How your Police department obtain citizens' feedback on received services?	Comparison Area	Intervention Area
Community dialogues and meetings	7	9
By phone - maintaining a register and making follow up calls to check on quality	4	9
Complain and feedback boxes	1	6
Awareness raising activities, public campaigns, informing population on services provided by police	5	
Organizing open house days	2	
Community policing	2	1
Registered feedback/evaluation forms taken from service users		2

While discussing if based on the citizens' feedback there was an action plan developed for improving police service provision, more than half (52%) of the police officers from the comparison areas stated that there were no any action plans put together. On contrary, in the intervention sites 90% of police officers stated that there was an action plan developed jointly with the community people (refer to table below). 83% of police officers in the intervention area said that the action plans are implemented and followed-up in collaboration with their community.

Table 11

As a result of dialogues/interface meetings with citizens, was an Action plan developed for strengthening the efforts of local Child Affairs Desk?	Comparison area	Intervention Area
Yes, the Action plan is developed and being implemented	32%	83%
Yes, the Action plan is developed, but it is not being implemented yet	16%	7%
No	52%	7%
Don't know		3%

"Active engagement and collaboration with community people and local government is necessary as police does not have enough manpower to provide quality services alone. Moreover, they cannot resolve issues of violence in the communities without others' support. Only working jointly can help with good service provision."
– from the FDG discussion in the intervention area

5.3.2 Benefits of Engaging in Social Accountability Processes

Elaborating further on building intentional linkages with population, the research participants generally agreed that hearing citizens feedback and engagement in targeted social accountability processes can help to identify and address specific gaps in the service provision, in accordance with specific service standards. The police officers particularly said that engagement in community dialogues helps to raise public awareness on police service provisions (including on Child Affairs Desk), and increases public knowledge on what people are eligible for.

"Gradually, as a result of community monitoring, police started to work more effectively – less time is spent to resolve cases, no money asked for services. Police officers finally started to play their role and perform on their duties." - from the interview with a local newspaper journalist in the intervention area, male 41 y.o.

Other benefits for such processes, identified by the police officers included statements, such as:

• Social Accountability creates more opportunities for establishing good relationships and strong connections
• Provides opportunity for people to meet and engage with high level officials and duty bearers
• Builds a positive image of police - misconceptions about police are being dispelled
• Builds trust of people towards police and increases openness of people to report on VAC incidents.
• Joint work for social accountability increases publicity and transparency.
• Makes police services more accessible; people are more open to apply for police help, when needed

"Speaking directly to people reduces the distance between the police and the public. When people come to know about police operation, police will act in more orderly manner. There will be no anarchy in the country."
– from the interview with a police officer in intervention area.

"With established trust people will be more open to collaborate with police and will not hide the evidence, thus supporting the investigations. As a result police will be quicker in their response and will more effectively serve to those who need them."
– from the interview with a police officer in comparison area.

"Open discussions will help to open up many issues, and those will be resolved easily."
– from the interview with a police officer in intervention area.

When the police officers were asked for specific examples on how police service provision changed as a result of community conversations and social dialogue, the officers shared the following changes they have observed at their local stations:[29]

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[29] As the research team did not have access to police records, registers that would have triangulated this information, the study has relied on police officers' testimonies and perception on service delivery quality improvements.

Table 12: The table below summarizes responses from 55 KIIs (30 from intervention/25 from comparison areas) with the police officers, sharing examples on how, on their opinion, the provision of police services changed after community conversations have started?

	Comparison area	Intervention Area
Increased level of reporting on incidents and more applications for police services	7	8
Child Affair desks are established and functional, with assigned police officer. They are equipped and decorated as a child friendly space. The work of Child Affairs Desk became more effective.		10
Now people can receive service more easily; police services became more accessible	2	5
Strengthened good relationship between police and community; higher level of trust	4	3
Reduced incidents, decreased number of rape cases; reduced child violence	1	2
Complain and feedback mechanisms started to work	1	2
Police hotline is used more frequently by people		2
Police became more caring towards children, ensuring protection of their rights		1
Child related cases are being resolved with higher level of urgency		1
Police station ensures implementation of all regulations as per child act 2013 Chapter 4		1
Strengthened neighborhood policing		1
Reduced public complains on poor quality of police services		1
Accurate, regular police register update		1
Public awareness of negative consequences of child marriage increased		1

"Now people come without fear; the mentality has changed",
- police officer from the intervention area

"We did not have Child Help Desk in our station. After organizing CVA with Local Thana on child protection, the Police Headquarter revisited the possibilities and welcomed the community demand in establishing a Child Affairs Desk in our local Police station"
- police officer from the intervention area

From the service users perspective as well, particularly in the intervention area, the biggest benefit for a social dialogue between service providers and service users, citizens considered the improvements of the service quality, as an indication of targeted policy implementation on the ground.

Table 13: The table below summarizes KII responses from the service users, sharing their viewpoints on the benefits of having dialogue and conversations with police service providers

How helpful/beneficial are community dialogues and children's feedback/ engagement with Police service providers? Can such conversations and dialogues influence the quality of Police services?	Comparison Area	Intervention Area
Influences the quality and effectiveness of police services, making the services much better and user-friendly	9	33
Community people become more aware on Police services; about issues of child rights and Child Act 2013	16	4
Building relationship and improves communication between police and the public; reduces any misconceptions about police and results in better exchange of information between the two parties; builds trust and increases openness of people to apply for and use the services	14	5
Effective way for people's engagement in public service monitoring and social audits	1	7
Lead to opportunities for various parties to cooperate and work together, thus achieving more through a joint work	6	1

"Third party will no longer be required to contact the police station, as people will not afraid to apply directly when they need police services", - service user from the intervention area

Table 14: KII responses from journalists

Vast majority of the journalists from both intervention and comparison areas are confident that public awareness on services people are eligible for, positively influences the quality of the provided services.
It is interesting that such confidence is even stronger among the journalists

from the intervention area. Highlights from the interviews with the journalists:

Do you feel that if public is aware on the services they are eligible for, it would help to get better quality services?	Comparison Area	Intervention Area
Yes	81%	97%
No	4%	3%
Difficult to say	15%	0%

"Raising public awareness and engaging in social accountability processes helps to reduce fear of people to communicate with police; improves the relationships between community and police, allowing more opportunities and space to openly discuss issues and jointly make critical decisions. As a result, people will value more the services available to support them, at the same time police will work better",
– from the interview with a local newspaper journalist in intervention area, male 62 y.o.

"Now police does many things the way they supposed to be doing. For example, now police officers do not put handcuffs on children; they always verify the age of children; adults and children are kept separately."
– from the interview with on-line media journalist in intervention area, male 41 y.o.

"Police started to play more active role in helping to reduce drug addiction among young people and in addressing issues of violence against children."
– from the interview with local newspaper journalist from intervention area, male 38 y.o.

5.3.3 Impacts on the Level of Reporting on VAC Incidents

Looking more specifically on how facilitated CVA impacted the relationships between police service providers and the services users, the research data shows that the engagement in CVA first of all improved the relationships between the public and police, which led to the increased trust and openness of people to report on VAC incidents. 97% of journalists in the intervention area also agreed that people are more open to report cases on VAC at Child Affairs Desk as they become aware on the laws and policies and services that the Child Affairs Desk can support people with.

"Big changes happened after the community conversations and social dialogue with police have started in this area. Now people consider police as their friend and supporter."
–
"Communities and children are now more open to report on child abuse incidents, and not to hide the cases."
– from the FDG discussion in the intervention area.

"Knowing about the services of police units on protecting children from violence, people have started calling from very remote communities to stop child marriages."
– from the interview with on-line media journalist from the intervention area, male 30 y.o.

The openness of citizens to report and use the local police services was also studies through looking at participants' readiness to recommend the service for others to use.

80% of service users in the comparison area stated that they would recommend the Child Offers Desk services for others to use, in comparison to 92% of service users in the intervention area. There were 17% of the respondents in the comparison area who were not sure, in addition to 3% who said that they would probably not recommend these services for others to use. There were no service users in the intervention areas who would not recommend to apply to the Child Offers Desk when needed.

Would you recommend this Child Affairs Desk service for others to use if needed?

Don't know — Intervention Area: 8%, Comparison Area: 17%

Probably would not recommend — Intervention Area: 0, Comparison Area: 3%

Probably would recommend — Intervention Area: 16%, Comparison Area: 2%

I would definitely recommend this… — Intervention Area: 76%, Comparison Area: 78%

Intervention Area   Comparison Area
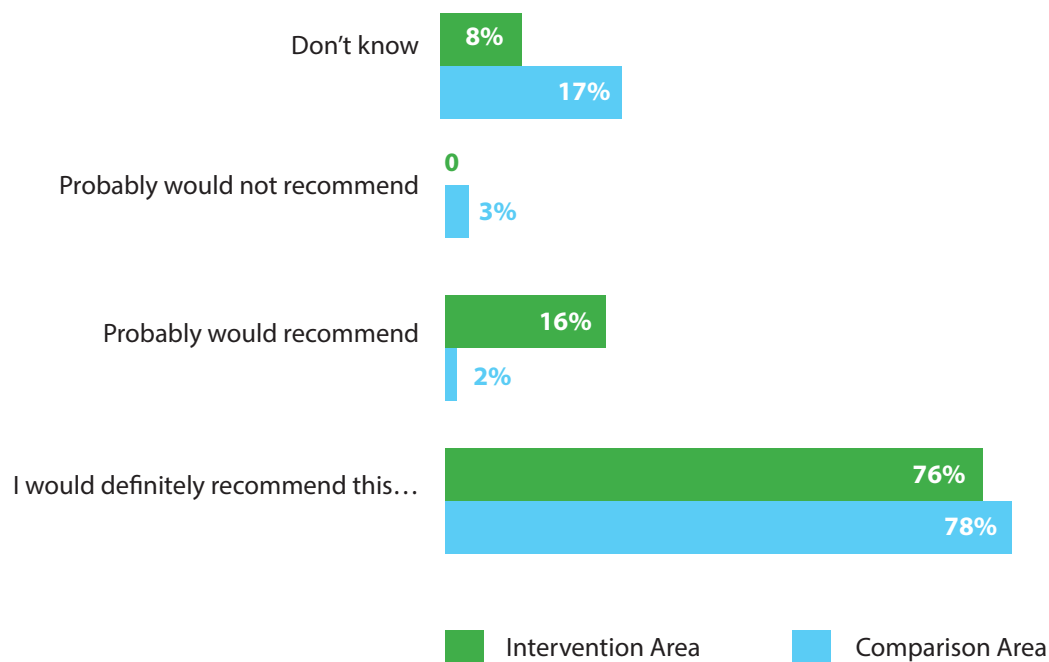
Figure 5: The graph summarizes KII responses from 135 service users

When the police officers were asked what types of cases involving children were usually reported to their police stations, the cases on child sexual abuse/rape; cases of child marriage; cases of kidnapping, that were usually related to kidnapping girls to get married; as well as cases of physical abuse were mentioned more frequently. Two police officers from the intervention area stated that all cases involving children are reported to police in their areas.

abuse were mentioned more frequently. Two police officers from the intervention area stated that all cases involving children are reported to police in their areas.

Table 15: KII with police Types of cases involving children that are usually reported to local police	Comparison Area	Intervention Area
Actual raping of a child. [sex abuse]	11	22
Abduction/Kidnapping of a child	10	9
Slapping or beating a child with a stick or other object. [Physical Abuse]	7	11
Allowing a girl or boy to marry before the age of 18 [Child Marriage]	9	9
Drug Abuse, smuggling	7	7
Stealing, Theft by child	2	7
Bullying or harassing a child online or over mobile devices ("cyberbullying")	4	1
Attempting rape. [sex abuse]	2	2
Run away child	0	3
Lost child	0	3
Murder	2	1
Gang or group violence towards a child. [Physical, mental]	1	1
Making a child do work that may disrupt her/his education and/or physical, mental or social development. [Child Labour]	2	0
Domestic violence	0	1
Torture	0	1
Suicidal attempts	1	0

However, these same cases of rape and child marriage the police officers identified as still largely under-reported (refer to the table below). As police officer shared, in such cases people usually prefer to keep a secret, protecting family pride and avoiding social stigma.

*"People treat these things as a family matter and don't want others to know about such incidents. This is considered as part of family pride." – **from KII with a police officer in comparison area.***

*"Some local leaders discourage people to report on cases of child marriage, convincing the families to resolve issues quietly and internally." – **from KII with a police officer in intervention area.***

Also, police officers identified issues such as physical abuse and violent discipline perpetrated by parents, as another issue that is usually neglected and not being reported.

Another reason for underreporting the police officers identified as lack of awareness of the population on the specific service provided by Child Affairs Desks.

Types of cases involving children that are usually not reported to police station	Comparison Area	Intervention Area
Allowing a girl or boy to marry before the age of 18 [Child Marriage]	10	9
Actual raping of a child. [sex abuse]	9	9
Bullying or harassing a child online or over mobile devices ("cyberbullying")	7	5
Physical abuse and Violent Discipline by parents	7	3
Attempting rape. [sex abuse]	3	2
Run away child or kidnapping a girl to get married	2	2
Slapping or beating a child with a stick or other object. [Physical Abuse]	2	1
Stealing, Theft by child	1	2
Drug Abuse, smuggling	2	1
Locking up a child or isolating them in humiliating conditions. [Physical, Mental, Psychological Abuse]	2	0
Physical Abuse and violent discipline by teachers	2	0
Making a child do work that may disrupt her/his education and/or physical, mental or social development. [Child Labour]	1	1
Gang or group violence towards a child. [Physical, mental]	0	1

The participants from 12 FDGs in comparison area and 11 FDGs in the intervention area also agreed that cases of sexual violence and child marriage are underreported in their communities. The participants from 8 FDGs in the intervention area also identified the cases of violent discipline and physical violence, particularly when perpetrated by parents/caregivers, as more frequently underreported in their communities (refer to the Table below). Here again, the community members consider such issues as a family matter and prefer deal with them internally.

"People do not want to report on rape cases, because they think if others know about it they won't be able marry their daughters. They prefer to settle the issues quietly."
- from the FDG discussion in the comparison area.

"Local government and local leaders usually jointly resolve many problems, trying not to overcomplicate the situation. Village Development Committee usually helps to resolve problems related to children internally."
- from the FDG discussion in the intervention area.

Types of violence against children issues that are usually not reported to police	# FDGs in Comparison area	# FDGs in Intervention area
Rape, Sexual Harassment	7	5
Child Marriage	5	6
Domestic physical violence, violent discipline	3	8
Child Labour	6	4
Bullying	3	5

"Cases of child marriage and child labour are usually not reported, because in our community most of the families are poor, so their children are engaged in labour and girls have to get married before eighteen."
- from the FDG discussion in the comparison area.

5.3.4 Citizens' Willingness to Engage in Social Accountability Processes

Continuing the discussion about public engagement in police service monitoring, it was noticeable that when citizens were asked if they would be open to participate in such social audit processes, more than 90% of service users both in intervention and comparison areas agreed to be part of it and contribute (see table below). Such an attitude can serve as a good ground to build on for strengthening the engagement of citizens, including children, in the process of public service monitoring. Noticeably, the openness of citizens to take part in the social accountability processes was higher in the intervention area, with 96% of citizens willing to get engaged, in comparison to 85% of citizens in the comparison area.

Table 18: The table below summarizes KII responses from the service users, sharing the level of community members' willingness to engage in social accountability processes.

If such opportunities were available in your area, would you be willing to participate & share your views on provided services and suggest recommendations for service improvements?	Comparison Area	Intervention Area
Yes	85%	96%
No	5%	3%
Difficult to answer/(blank)	10%	1%

The participants from all 16 FDGs in the intervention area and the participants from 13 out of 15 FDGs in the comparison area also expressed readiness to engage in public service monitoring processes.

"If opportunities for community dialogues and police service monitoring continued in our community, we would be willing to participate. Above all, it is our citizen right. We would like to share our suggestions and recommendations and will contribute as needed to have quality service provision in our community. Jointly we can enhance and strengthen the services of local service providers." – from the FDG discussion in the intervention area

Regarding the service providers, the police officers from the intervention areas were more open (in 90% of cases) to see social accountability engagement being integrated as part of the police service delivery processes (see table below). This might be arguably attributed to such attitudes coming from these police officers' positive experience of engaging in the facilitated CVA processes, where they could clearly see the benefits of such engagement. On contrary, more than half of the officers from the comparison sites did not answer to this question. Although, as per their KII responses, they had some experience with public engagement, still it seemed that lacking intentionality and targeted facilitation of such public engagement did not allow for the officers from the comparison area to see why would they engage in a planned and facilitated processes, such as CVA, on regular basis.

Table 19:

Do you think that social accountability component needs to be integrated into the police service delivery processes to be conducted on regular basis?	Comparison Area	Intervention Area
Yes	40%	90%
No	8%	0%
Difficult to answer/(blank)	52%	10%

5.4 Citizen Recommendations on how local Police Services (Specially Child Affairs Desk Services) can be improved

As the research participants were reflecting on the service provision of their local police stations, they have also came up with recommendation and suggestion on how to improve and make the services even more effective. When asked in what ways could the local Police Station/ Child Affairs Desk's services be improved, the service users prioritized raising public awareness on services available, particularly at Child Affairs Desks. The survey findings show that the Child Affairs desks are well established and better maintained in the intervention areas. The next biggest priority recommendation of the service users from the comparison area around the need for establishing and enhancing the Child Affairs desks, is another indication of that. At the same time the service users from the intervention area seems valuing the established opportunities for social dialogue with police service providers, and recommend conducting such conversations on regular basis.

Table 20: The table below summarizes responses from 135 KIIs with service users (76 from intervention/59 from comparison areas), sharing their viewpoints and recommendations on how to improve the local police services.

Service users' suggestion and recommendations on how to improve the local police services	Comparison Area	Intervention Area
Raise public awareness on services and responsibilities of Child Affairs Desk services among children, parents and community people	18	33
Conduct regular meetings with community people, where they can share their opinions on services received; conduction community-based performance monitoring of the police services. Listen to the voices and opinions of children and promote more joint actions between police and public to resolve CP issues	2	11
Create child friendly/user-friendly environment at the station; enhance/equip child-friendly rooms; give more priority to child related issues	16	7
Ensure friendly behaviour and positive attitude of staff; ensure that all the officers at the station are more approachable; eliminate any harassment and abuse of power by police officers	3	6

Citizens, particularly in intervention areas, stated not only their commitment to engage in social accountability processes, but said that they have already taken actions, supporting the implementation of the action plans jointly developed in their communities for strengthening the police services and addressing the issues of VAC.

Participating journalists as well saw their role in addressing the issues of VAC. Media is an important actor in shaping public attitudes and holding duty bearers accountable to act against VAC. The Table below (refer to Table 21: Role of Media) highlights the KII reflections on how the journalists see their role in advocating for functionality of Child Affairs Desks and in addressing issues of VAC in the area. It is noticeable that the journalists from the interventions area were more active in specifying their role as media actors. Another important aspect is that only the journalists from the intervention areas emphasized their role in sharing the success stories, not just reporting on VAC incidents and response gaps. Highlighting achievements and accomplishments is equally important. Above all, it helps to build on the positive image of police services and inspires joint actions for strengthening the protection of children from violence.

Table 21: Role of Media:	Comparison Area	Intervention Area
Support raising public awareness on child rights violations and VAC issues	8	16
Monitoring the work of Child Affairs Desks; documenting problems and raising the issues with respective duty bearers and public; holding police officers accountable	8	14
CP messaging, mobilizing public to act against child violence Publishing success stories	4	4
Providing information on the services provided by the Police stations and Child Affairs Desks in particular	2	7
Support raising public awareness on laws and government policies	2	4
Publishing news on CP laws and policy implementation at local levels		2
Motivating other journalists to stand against child violence	1	
Advocating for the government to allocate more funding for Child Affairs Desks	1	
Producing special reports for children - showing what is right and wrong	1	

6. DISCUSSION AND CONCLUSIONS

- **What are the differences in Children Act implementation related to Police service provision if a CVA social accountability component is integrated into Police service delivery process?**

The research data shows that CVA processes positively influence the quality of the police service provision, making it more user and child friendly. In intervention area, the child-focused police service delivery was largely conducted in accordance with the provisions of the Children Act 13, Chapter-4. There were more gaps in the service delivery observed in the comparison area, such as for example, absence of a dedicated Child Affairs Desk at the police station, comparatively less functioning child affairs desk, lack of technical training for the staff, and other.

Although not specifically articulated in the Children Act, police officers both in intervention and comparison areas considered raising awareness around VAC as an important part of their work. In both areas police officers stated that they were organizing various awareness raising activities in their communities time to time. While such awareness raising meetings are important part of social accountability processes, without an intentionality to obtain citizens' feedback on services received, such meetings may remain as one-way communication, thus diminishing the benefits of social dialogue between service providers and service users. In intervention area, where as part of CVA implementation, such intentional CVA social dialogues followed the awareness raising and public education initiatives, a noticeable increase in the level of trust and more openness to engage with police were observed among various population groups.

Policy implementation requires adequate budget allocations. CVA offers an important avenue to influence public finance management for the work of the police officers involved in addressing VAC. Current gaps in funding allocation may receive attention if both communities and police officers utilize CVA evidence to advocate and influence resource allocation decisions. At the same time, in the process of addressing resource gaps for the police service provision, it is important to take into consideration that high engagement and interference of non-government organizations might unintentionally diminish and weaken to some extent the formal child protection system. As it was observed through this study, an unsustainable funding and resourcing model started to emerge in the intervention area sites, with an increased reliance on CSOs to fill the funding gaps instead of the government.

Both police service providers and the citizens agreed that intentional and regular engagement in CVA social accountability activity allows to implement quality monitoring of public service provision. It makes the use of generated through such monitoring and social audit data efficient, supporting evidence-based conversations, making the relationships between citizens (including civil society organizations) and the state dynamic and focused on solving problems together. This is an intentional investment in ongoing improvement of the quality of public service provision, allowing for the Government to deliver on its commitments to respond to VAC.

- **What are the differences in Child Affair Desk's service quality (as per the Children Act 2013, Capter-4) if a CVA service monitoring component is integrated into service delivery process?**

Comparison of the two sites – 16 police stations in the intervention area and other 16 stations in comparison area, showed that the police service provision in intervention area was more advanced and more in compliance with Children Act 2013, Chapter-4. The Child Affairs Desks were accessible, functional and the service users were largely satisfied with the services received; community members were aware what kind of services the Child Affairs Desks offer and what the citizens are eligible for. In the comparison area the community members more frequently mentioned that they did not know if specific child-focused police services existed. Moreover, the service users in the comparison area were less satisfied with the service quality than the service users in the intervention area. In the intervention area the service users at least twice more frequently rated various services provided by the Child Affairs Desks as "good" and "very good", than in the comparison area.

Government must respond to violence in ways that protect children from future violence and provide rehabilitation and justice to remedy the violence acts. Maintaining a high-quality response provision should be an ongoing process. Engagement in CVA processes, above all, provides the government actors with an important public oversight to strengthen policies and ensure the implementation of these policies on the ground. In such social accountability processes, follow-up actions are critical in order to address the gaps and concerns identified during the public service monitoring. Without such follow-up actions, it would be hard to anticipate improvements in public policy implementation and in-service provision quality. The intentionality of intervention sites to follow-up through agreed action plans shows the benefits of the application of the CVA methodology, as this allows citizens to get engaged in democratic processes and actually benefit from improved delivery of the public service. The development of joint action plans component helps, above all, to build a reform agenda and service improvement strategy on the true as opposed to the perceived status of service provision. It should be mentioned that CVA methodology also helps to reinforce the understanding that the action plan belongs to both citizens and the government; it is the responsibility of both to make sure that the proposed changes are carried out. Such an approach creates an ownership for follow-up and openness for continued collaboration and joint action. The data from the Intervention areas can serve as an evidence for that, where 83% of police officers stated that the developed action plans are actually being implemented in collaboration with their communities.

Regarding the service providers, the police officers from the intervention areas were more open (in 90% of cases) to see social accountability engagement being integrated as part of the police service delivery processes. This might be arguably attributed to such attitudes coming from these police officers' positive experience of engaging in the facilitated CVA processes, where they could clearly see the benefits of such engagement. On contrary, more than half of the officers from the comparison sites did not answer to this question. Although they had some experience with public engagement, still it seemed that lacking intentionality and targeted facilitation of such an engagement did not allow for the officers from the comparison area to see the benefits of processes, like CVA, being conducted on a regular basis.

- **What are the differences in the experiences related to police services received of CAY and their families who have been the users of police services in targeted communities?**

The research data shows that the CVA processes, facilitated in the intervention area, improved the relationships between the public and police and promoted the positive image of police officers. This led to an increased trust and openness of people to report on VAC incidents. 97% of journalists also agreed that people would be more open to report cases on VAC at Child Affairs Desk as they become aware on the laws and policies and services that the Child Affairs Desk can support people with.

The research team was unable to access statistical data on the reported at the police stations cases in order to observe the trends and assess if there was an actual increase or decrease in the number of reported cases in both sites.

7. RECOMMENDATIONS

Bangladesh does not currently manage a centralized national data management system to host information on children who are victims of various types of violence. The Committee on the Rights of the Child has urged Bangladesh to improve its data collection on children with data disaggregated by sex, disability, geographic location, ethnic origin and socioeconomic background.[30] **Such data is essential for evidence-based policy making, for budgeting and for planning** specific behavior change interventions beyond raising awareness. Civil society organization (CSO) such as WV and others can support the Government of Bangladesh (GoB) to improve its national data collection and management on children. The support to GoB can be extended towards developing learning materials and contributing Government's capacity building initiatives for the relevant stakeholders on child protection and VAC.

- When citizens fail to report VAC and remain silent, there is less VAC awareness and interest to be 'responsive by officials. As a result, children may receive little to no help when in danger. Bangladesh's laws do not yet fully address child-friendly reporting pathways. Steps need to be taken **to create child-friendly reporting pathways in venues frequented by children** (schools, health clinics, alternative care and community centres). Considering the fact that many instances of child protection incidents are situations of interpersonal violence that often occur in family settings, it is essential to develop and encourage alternative to Child Affairs Desks child-friendly reporting pathways to enable children and citizens to safely report violence. Recognizing existing gender dynamic and differences, **gender preferences should be a key consideration when designing reporting mechanisms** or training various actors to receive reports. Stakeholders must strengthen and raise awareness of local and national level referral and reporting mechanisms (to be co-designed and implemented with representatives of boys and girls themselves) and of the formal and informal services available.

- To help children report violence, it is essential that their parents and caregivers also believe all acts of VAC are VAC. Otherwise, children will either 'defy' their parents' beliefs and wishes to report VAC or limit their reactions to acts of VAC against them. Communities normalize many forms of VAC, considering that they are for 'the child's own good'. There are strong and deeply-rooted social norms that condone various forms of VAC and inhibit intervention by witnesses on behalf of a child who is a victim of violence. **Continuing community conversations would be instrumental in the process of educating the public about the status of violent acts and the consequences of VAC**. Civil society and government actors must renew their efforts to overcome VAC normalization. **Research into VAC condoning social norms should be prioritized, along with interventions based on the results of such research and on the validated tenets of the science of social and behavior change.**

- Police service providers play a critical role in addressing VAC. More targeted resourcing for Child Affairs Desks service provision is necessary to strengthen the strategic actions to address VAC. In general, **to increase the confidence and accountability of the key services, citizen accountability mechanisms are necessary.** Facilitated dialogues between service providers and service users, using methodologies such as Citizen Voice and Action (CVA), can increase public demand and accountability of the governments

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[30] CRC (2015), Recommendations to the State Party of Bangladesh

- to keep their promises, including specific budget allocation for the relevant service provisions. Current gaps in funding allocation may receive attention if both communities and police officers utilize CVA evidence to advocate and influence resource allocation decisions. **Working with other Public Financial Management (PFM) actors at all levels could provide agenda-setting power that might influence decision-maker actions** for the systemic under-resourcing of the police efforts in addressing VAC.

- The findings of this research showed that citizens, particularly in intervention communities, take actions in addressing VAC, as they participate for example, in CVA action plans development and follow-up. Participating journalists as well clearly articulated the role they see for the media actors to engage in ending VAC. It is important to **use this enthusiasm and willingness to engage in strategic ways, while building intentional linkages and connections between various formal and informal actors.**

- As the work for strengthening VAC response efforts progresses, **continuing to raise public awareness on existing services and supports, as well as regularly facilitating dialogue between service providers and service users through CVA, will be instrumental.** This will allow for strategic decision making of the duty-bearers, building further the citizens' trust towards child protection system in Bangladesh.

ANNEX

ANNEX 1: Provisions of the Children's Act 2013 (CH-4)

Police Service Standards as per Children Act 2013, Chapter-4

	Police Service Standards (Category)	Monitoring Standards values
1	Child Affairs Desk with a sub inspector	1. Have a specific room for child affairs desk 2. Have an assigned police officer- sub Inspector level and preferable women 3. The room decorated in a child friendly way 4. The assigned police official trained on Child rights, protection, participation and Children Act 2013
2	Separate registers	1. Maintain separate files and registers for the cases involving children 2. Regular maintaining the register
3	Psychosocial Support	1. Have trained psychosocial counselor 2. Provide immediate psychosocial support for the child 3. Maintaining case register 4. Have referral system to provide psychosocial support to children
4	First Aid	1. Have first Aid kit in the child affairs desk 2. Assign police officer trained on first aid treatment 3. Referral system are in place to provide medical support for children
5	Confirm age of a children	1. Confirm age of a children
6	Quick bail for suspected child offenders	1. Initiatives taken for Quick bail 2. Send a report to the Police Head Quarters concerning the case relating to the child 3. Send a similar report to the Probation Officer and the District Legal Aid Committee.
7	Separate Charge sheets	1. Maintaining separate charge sheets for each children 2. If an adult and a child are alleged to have committed and offence together, there will have to be separate charge sheets, one for the adult and one for the child.
8	Basic Needs for children and their families, both for victims or child offenders	1. Child will meet her/his parents, have proper food, ensure safety & security, health support 2. Separate room for girls children 3. Children will not stay with adult in police station

ANNEX 2: The Profile of the Journalists Involved in the Research

From 60 male journalists, participated in the survey, 56 (93%) stated that they have an experience of producing media reports, covering topics related to issues of Violence Against Children (VAC) in the last year. The topics covered included issues of child marriage, domestic violence, child labour, physical and drug abuse, cases of sexual harassment, appeals for child rights protection and stopping any forms of VAC, and others. 90% of these journalists mentioned that they are familiar with the services provided by the local Police Stations.

Do you have any information regarding the operation of a Child Affairs Desk in the local Police Station?	No	Yes
Journalists	27%	73%
Comparison Area	28%	72%
Intervention Area	26%	74%

The journalists particularly mentioned the awareness on the following services provided at local Child Affair Desks:

What services provided by the Child Affairs Desk you are aware of?	Comparison Area	Intervention Area	Total
Availability of a dedicated room for the Child Affairs Desk	22	24	45
Availability of an assigned police officer- sub Inspector level and preferably a female	17	22	39
The assigned Police Official trained on Child rights, protection, participation and Children Act 2013	12	16	28
Availability of a dedicated room decorated and organized in a child friendly way	3	8	11
Other	2	7	10

The main source for the journalists to get information about local Child Affairs Desk's operation is the Police Stations themselves. The other big source seemed to be NGOs, and World Vision in particular. It was noticeable that the participating journalists, both from intervention and comparison areas, mentioned child forums as a source for them to get the information. This indicates an active role youth play in the social accountability processes for quality of local service provisions.

Where from have you got the information about the operation and services provided by the Child Affairs Desk?	All	Intervention Area	Comparison Area
My own sources	2	2	
Child Forums	4	2	2
Government Programme	7	3	4
Newspapers, other media	3	2	1
Other journalists	1	1	
Local Police Station	21	14	7
Seminars and workshops I participated	1		1
Upazila Parishood	1		1
NGOs	5	2	3
World Vision	7	5	2
Total	52	31	21

ANNEX 3: Study Sites for Intervention and Comparison Location

Name of the District	Intervention Site	Comparison Site	Remarks
Nilphamari	Kishoreganj Thana	Jaldhaka Thana	Adjacent Districts & sub-district under same administrative Division
Nilphamari	Nilphamari Thana	Dimla Thana	
Dinajpur	Kaharole Thana	Biral Thana	
Dinajpur	Dinajpur Sadar Thana	Fulbari Thana	
Thakurgaon	Thakurgaon Sadar Thana	Ruhia Thana	
Mymensingh	Baluka Model Thana	Mymanshingh Sadar Thana	Adjacent Districts & sub-district under same administrative Division
Mymensingh	Fulbaria Thana		
Mymensingh	Mutagacha Thana		
Jamalpur		Islampur Thana	
Jamalpur		Jamalpur Thana	
Sherpur	Shribordi Thana	Jhinaigati Thana	
Sunamgonj	Sunamgonj Model Thana	Taherpur Thana	Subdistricts under same District
Barisal	Kotowali Model Thana	Wazirpur Model Thana	Adjacent Districts & sub-district under same administrative Division
Barisal		Bhandaria Thana	
Pirojpur	Pirojpur Sadar Thana		
Bagerhat	Rampal Sadar Thana	Morelgonj Thana	
Dhaka South	Hazaribagh Thana	Kamrangirchar Thana	Adjacent Districts under same administrative Division
Dhaka North	Pallabi Thana	Rupnagar Thana	
Tongi	Tongi Thana	Tongi West Thana	

CVA
STUDY
LOCATION

■ World Vision Bangladesh
Multi-sectoral Development Programming

Comparison Area

Intervention Area

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