

ANUAL REPORT 2018-19



contact@salaambaalaktrust.org

Salaam Baalak Trust (Head Office)

2nd Floor, DDA Community Centre,
Chandiwali Gali, Paharganj
New Delhi - 110055
India

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SALAAM BAALAK TRUST

Saluting the indomitable spirit of street children

We entered our 31st year in 2018-19 . It has been an incredible journey with many ups and downs. Our children are our inspiration. It is their indomitable spirit that has kept us going since we first became aware of the challenges which street children face, during the making of the Oscar nominated film 'Salaam Bombay'.

It's been 31 years and our children never cease to amaze us! Their love humbles us. Like when 20-year-old Raja expresses his desire to contribute his entire prize money to SBT...when 11 year old Sumit struggling with autism is able to graduate from therapy sessions and join a mainstream special school... when 7yr old Divya wins a gold medal in Taekwondo...

We have grown steadily, creating a safety net for vulnerable children across Delhi & NCR. Our social workers, outreach workers and team members work around the clock to spot any child in distress or in vulnerable situations. Teachers, medical social workers, caregivers and psychologists work closely with each child to empower them with skills to break through trauma and accept the new opportunity. Welfare Officers and Coordinators diligently ensure that every child is safe and cared as per the ambit of Juvenile Justice Act. Every time we hit a wall, the wise words

of Dr Praveen Nair echoes in our hearts. She always said that when in doubt, ask if this decision will benefit a child. This child first ethos lies at the heart of our work

SBT provides full care and protection to children through health and nutrition, mental health, quality education & vocational training, support for performing arts such as photography, theatre, dance and puppetry etc. Restoration and rehabilitation form a core of SBT's work. The Trust makes concrete efforts to locate the families of street children. Those children whose family cannot be traced are placed in full residential centres until 18 years of age and are rehabilitated through higher studies /vocational training and job placement.

When any of our children completes 18 years of age and he/she has to be moved out as per the Juvenile Justice Act, 2015. Many times, SBT teams face difficulty in proper rehabilitation of young girls as it is difficult for them to live without support (financial /emotional) specifically when they come out from a protective environment. Therefore, it is important to offer bridge services for transition of the child from institutional care to an independent/self-sufficient life.

Salaam Bombay made in 1988 by Mira Nair. The story revolves around the trials and victories of street children. All the actors in the life were street children themselves.

2018-19 – A SNAPSHOT

ACTIVITIES	ACHIEVEMENTS
Total beneficiaries	10,075 children
Girl child beneficiaries	2,847
Shelter provided	3,105 children
Rescue	162 children
Children presented before CWC	2,547 children
Children referred to SBT by CWC	1,312 children
Restoration	2,177 children
Follow-up of restored children	2,089
Children in formal schools	876 children
Received non formal education	4,373 children
Education through NIOS	75 children
Higher education	21 children
Children enrolled in vocational training	293 children
Young adults rehabilitated through vocational training and job placement	140 children
Referred to drug de-addiction	231 children
Exposure visits	245 children

OUR OUTREACH PROGRAMME

*One little human being
With no adult hand to hold
Wide eyed
Heart beating fast
At the excitement of possibilities
With nervousness of unknown
Has arrived in Delhi*

The rest of the story can go in many directions but to prevent it from turning into a nightmare, our social workers and outreach workers scourge the hotspots across Delhi. The sole objective being to find just arrived children before they are found by pimps/drug peddlers/ paedophiles or criminals. Such children are motivated to take shelter in an Open Shelter till under the guidance of Child Welfare Committees, they either reunited with families or transferred to Children Home for long term care and protection.

There is another section of children who live in highly vulnerable situations. These are children who live on the streets with families or in peer groups. Our social and outreach workers strive hard to build bonds of trust and friendship with these children, their peer and families. We motivate them to come to our Contact Points where they can have access to education, medical assistance, a healthy meal, and skill building opportunities.

A large percentage of children come from the rural parts of India, with the hope that Delhi will help fulfil their dreams. These dreams essentially consist of security of livelihood and dignity of education. Apart from this, children also run away from dysfunctional family situations or abusive environments.

Contact Points are day care centres which act as small pockets of oasis for street children, where they revel in friendships without the fear of being abused, where they can be children! A psychologist also visits the centres on regular basis to enable children overcome trauma and empower them to stand up against abuse. Teachers use interactive play methods to make learning a joy. Children are enrolled in school or vocational trainings as per the child's ability and age. Exposure visits and recreational trips are also planned to widen their horizons and make life-long happy memories.

GRP Contact Point

Located on the balcony of General Railway Police (GRP) rooms at New Delhi Railway Station, this was our first centre. We started our journey here in 1988 with 25 children and 3 staff. Here the staff works with newly arrived children and also with children who live in the vicinity of the station. We work in close unity with the railway stakeholders to ensure that the station is a child friendly zone.

GRP Contact Point 2018-19 New Delhi Rly Station

Total beneficiaries	1070 children
Total female beneficiaries	104 children
Restore back to families	274 children
Placed to other NGO	181 children
Received non- formal education	806 children
Job placement	04 children
Vocational training course	01 child
Medical check- ups	570 times (250 children)
Hospitalization	02 children
Medical investigation	30 children
Long term treatment	01 child
Eye check-up	03 children
Life Skill Education session	24 sessions

Kisalaya Contact Point

Connaught Place is hard to miss if you are in Delhi. And there little children selling pens, balloons, or roses are also impossible to miss. These children live on the streets with their families who are either street hawkers or are into begging and generally addicted to some drug or the other. Surrounded by religious places, food is generally not an issue for them. Our team focus on encouraging parents to remove children from street situations and ensuring that all children have access to basic rights – food clothing and education

Kisalaya Contact Point 2018-19 Connaught Place

Total beneficiaries	473 children
Restored back to family	7 children.
In formal school	63 children
Non Formal Education provided	389 children
Registered in NIOS	01 children
Vocational training	21 children
Placed in jobs	8 children
Produced to CWC-	27 children
Medical checkups	527 times (349 children)
Hospitalized	07 children
Operated	01 child
Tetanus vaccination	14 children
HIV test	30 children
Substance abuse detoxification	4 children
Eye checkup	25 children
Dental check up	01 children
Life Skill education sessions	9 sessions

Akanksha Community Contact Point

Another one of SBT's old centres, Akanksha CCP provides a continuum of need based services to the children of Peer Bagichi slum. The children of this slum live in such dire conditions that they are at a high risk to become street children. This is one of SBT's strongest preventive programmes, where intensive work is done with families and community leaders.

Akanksha Community Contact Point 2018-19 Pratap Nagar

Total beneficiaries	473 children
Restored back to family	7 children.
In formal school	63 children
Non Formal Education provided	389 children
Registered in NIOS	01 children
Vocational training	21 children
Placed in jobs	8 children
Produced to CWC-	27 children
Medical checkups	527 times (349 children)
Hospitalized	07 children
Operated	01 child
Tetanus vaccination	14 children
HIV test	30 children
Substance abuse detoxification	4 children
Eye checkup	25 children
Dental check up	01 children
Life Skill education sessions	9 sessions

Mobile School

With the support of Children Hope India (CHI), SBT runs a Mobile School. Catering to the educational needs of marginalised children and bridging their learning gaps through regular academic support, CHI-SBT Mobile School functions in designated slum pockets of Delhi. The main objective of the School is to directly meet the educational needs of marginalised populations with low access to school education. The School team employs play-way participatory methodology and age-appropriate learning materials to educate children.

Mobile School 2018-19

Total beneficiaries	290 children (out of which 115 children are girls)
In Formal school	113 children
Received Non-Formal Education	226 children
Medical check-up	8446 times (155 children)

Parvaaz Contact Point

The greatest achievement of this centre is that our team has successfully removed more than 80% of the children from beggary and enrolled them into schools.

With the support of the Azim Premji Philanthropic Initiatives (APPI), Parvaz Contact Point is located opposite the Jama Masjid and caters to street children who live in the vicinity. The team works in unison with families of the children and the stakeholders of the area.

When I started working in this area, there was zero acceptance. The community mistrusted NGOs..i don't blame them from the stories I hear! However, I quietly continued to work, teaching the children, and becoming friends with their mothers. My patience has finally paid off with now even the mothers expressing their desire to learn and become literate!

As shared by the centre in charge at Parvaaz Contact Point, Salaam Baalak Trust, Yamuna Bazaar, New Delhi

8 yr old Savita and her 6 yr old sister Kanchan started coming late to the centre. The teacher watched this pattern for a while and then gently probed the girls...the older sister smiled ..she dug into her pockets and pulled out a handful of coins and crumbled notes. With a smile, she said 'Mummy aur bua ne bola ki roz ek sau nai lekin do sau rupay ghar leke nai layi toh humme centre aane nai denge...iss liye hum subah jaldi nikal jaate hai, angrez logon ko nashte ke time pakadte hai aur phir centre aate hai....edkho hum dono ne mehnat kia !'(Mummy and aunt have ordered us to bring home 200 rupees instead of the usual 100 rupees, else they will stop us from coming to the centre....so we leave early, catch the foreigners at breakfast time, gather our quota and then come here...see how hard we work!'

As shared with the teacher at Parveen Contact Point, SBT

Parveen Contact Point

Paharganj is famous as the backpackers haven. Hence it had become a common sight to see hoards of little children beg for alms from foreigners and tourists. Many of these children are also at risk of becoming victims of sexual predators. With the support of Azim Premji Philanthropic Initiatives (APPI), Parveen Contact Point has been working tirelessly with families and children to disengage them from situations of risk. We have successfully sent children for de-addiction and with parent consent enrolled children into school.

Parivartan Contact Point

A study conducted by Gaidhane (2008), found that around 80.98% of street children population are into some form of substance abuse. The types of psychoactive substances street children use can be many and varied including alcohol, nicotine, Opioids, Hypnosedatives, Cannabis, Hallucinogens, Inhalants, and Stimulants.

Our team from Parivartan CP scout the innards of the dark underbelly of Old Delhi Railway Station to protect children from the menace of substance abuse. Mindfully fearless of drug lords and their petty acquaintances, the team worked one child at a time to reach out to nearly 600 children and empowered them to live a life of security and dignity.

16 year old Bheem has been living on the streets of Old Delhi ever since he can remember. As he says as a matter of fact, “Shayad aisa kuch nai bacha jomeye dekha nai ho! Iss liye school aur padhai mujhe lagta hai bacho ke liye hai... mere jaiso ke liye nai!!!. (I don't think there is anything left which I haven't seen! That is why I believe that school will not add any more knowledge than I have already experienced....school is not for people like me its for kids”.

As told to the social worker at Parivartan Contact Point, Salaam Baalak Trust, Yamuna Bazaar, New Delhi

One important feature in most of our contact points is the peer education program, in which children who have a long association with SBT reach out to new arrivals, sharing their own stories, building trust, sharing information about SBT, and encouraging them to visit our contact points.

Prerna Contact Point

Located amidst the makeshift slum of Mansarovar Park, Prerna CP caters to children of the nomadic Nat community. While majority of the parents are into beggary and petty crime, the children are left to fend for themselves. Our team focuses on enrolling children into school and vocational training with the aim of keeping them away from anti-social activities.

Child Help Desk Contact Point

With the child safety net being strengthened at New Delhi Railway Station, there has been a shift in the dynamics of human trafficking. It was noticed that it had become a trend for traffickers and middle men/women to get off few stations before. One of the most used station by traffickers happens to be Ghaziabad Railway station. Based on a baseline survey, SBT has initiated a Child Help Desk at Ghaziabad railway. It is 24x7 help desk situated at the entrance of the station. The team work towards the mission guided by three important elements as highlighted below.

- a) Address the immediate need for care and protection of children alone and at risk at around railway stations and vulnerable communities
- b) Activating duty bearers to deliver their child protection responsibilities
- c) Making community responsive to the issue of children at risk

Uday CHD 2018-19 Ghaziabad Rly Station

Total beneficiaries	626 children
Shelter provided	children
Restored	335
Vocational training	3 children
Medical check up	575 children
Referred to hospital	6 children
Hospitalized	2 children
Tetanus vaccination	50 children
Long term treatment	6 children
HIV test	1 child
Referred to drug de addiction	2 children
Group sessions	37 sessions

CHILDLINE

The provisions of the Juvenile Justice Act and ICPS scheme lay emphasis on identifying and rescuing children from the streets and providing them a protective environment given the exploitative, violent and hostile situations they face in cities.

'Every call is important' is the motto of Childline - Salaam Baalak Trust. Launched in 1998, by the Ministry of Women and Child Development, Childline is the first 24-hour national helpline for children. Be it a child labourer thrashed by an employer; a minor abused by a neighbour; a child in pain; or a lost child unable to locate his/her home, Childline acts promptly on getting a phone call, to reach such children within 60 minutes. The team plays a crucial role in identifying and rescuing street and working children from difficult circumstances and linking them to juvenile justice bodies and SBT's residential homes.

Apart from the Child Help Desk at Old Delhi Rly Station, Salaam Baalak Trust now serves the two revenue districts of Delhi, covering Central and New Delhi district. Handling more calls than any other zone, Childline- Salaam Baalak Trust works round the clock, effectively responding to calls. The team arranges for the affected child's immediate needs, ranging from emotional support to medical care, shelter and protection prior to presenting a child before the Child Welfare Committee.

Childline - Salaam Baalak Trust synchronizes its work with District Labour Department, Indian Railways, Child Welfare Committee, National Commission for Protection of Child Rights, Police, local Non-Governmental Organisations (NGOs) working on children's issues, and other arms of Salaam Baalak Trust.

During this annual reporting period, the Childlines worked proactively reached out to children living on streets and difficult circumstances a quantitative overview of the progress of Childlines have been presented below

Childline Central District 2018-19		Childline New Delhi District 2018-19		Childline Old Delhi Rly Station 2018-19	
Total beneficiaries	349 children	Total beneficiaries	461 children	Total beneficiaries	980 children
Restored back to families	48 children	Restored back to families	42 children	Restored back to families	352 children
Children rescued	13 children	Children rescued	39 children	Medical check- up	724 children
Medical check- up	131 children	Long term medical treatment	7 children	Referred to Drug de addiction centre	4 children
Hospitalized	03 children	Medical check- up	127 children		
		Hospitalized	7 children		
		Operated	01child		

OUR RESIDENTIAL PROGRAMMES

Unwilling to enter

This new unknown building

Gripping her doll close

Her tear stained face looks around

Sipping Frooti given by the sweet didi

A small smile breaks through

She just saw her favourite butterflies painted

Across the wall of the Home

Salaam Baalak Trust (SBT) started out as a day care centre for street children. Over a period of time, we realised that a safe space is the most critical need for any child to realise his/her own full potential. Thus, we started residential programmes to provide safe child friendly shelter for children rescued from street situations and any other distress situations. Compliant with guidelines of Integrated Child Protection Scheme and Juvenile Justice Act 2015, we have two Children Home for Girls, two Children's Home for Boys and three Open Shelters for boys to provide 24/7 care and protection services.

Aasra Children's Home for Boys

This was SBT's first home. As Dr Nair recalls, "At the beginning, it was difficult to win the trust of children, we couldn't blame them also because of the dark side of humanity they had already been exposed to. Once that challenge was overcome, we realised that children didn't keep anything we gave; such as fresh clothes or blankets. Upon inquiry, they bluntly told us that fresh clothes were stolen, and safe keeping is a pain...as for blankets, they increase vulnerability to abuse!". Understanding this pressing need for safe space, SBT started the first residential programme.

Currently located in Najafgarh, the children's home caters to 50 boys. The USP of this centre is that it is a rare functional model of inclusive living. The centre has about 10 children in the autism spectrum. Believing truly in the ability of each child, the centre took up the challenge to care and nurture children with special needs. As per our long-standing policy, we do not turn

To build empathy in children, this year children from one of the girls home were encouraged to volunteer as buddies for children with special needs. It was indeed endearing to see the girls care for the children as younger brothers and be considerate of their needs. In fact, there have been instances where the girls have sent gifts that came as donation for them to Aasra for the boys!

away any child who comes to us. With supportive supervision and training from Children First, a buddy system has been established such that all the children live and grow together.

Aasra Data at a Glance

Total beneficiaries	69 children
Shelter provided to	69 children
Restore back to families	11 children
Placed to other NGO	2 children
Received non- formal education	16 children
Children referred from CWC	41 children
Follow up after restoration	11(Visit-6, Telephone-5)
Medical checkups	595 times (69 children)
Ref. to hospital	72 times
Hospitalization	5 children
Eye check up	9 children
Medical investigation	32 children

Apna Ghar Open Shelter for Boys

Apna Ghar functions as a short stay or transit home for vulnerable children in and around New Delhi Railway Station. As the name implies, the shelter aims to provide immediate care and restoration services to children with families. Under guidance from Child Welfare Committee (CWC), children, whose family cannot be traced or where home

"mey sadak pey ghoomta tha...ek dum mast rehta tha...lekin ek din Pramod bhaiya ne poocha ki beta zindagi mey kya karega? Iss sawal ne soch mey dal dia! Aisa laga ki koi meri itni fikar karta hai... (I used to live a carefree life on the streets....till one day Pramod bhaiya asked – son what do you want to do in your life...this question forced me to think...after all someone cared enough to ask this question)!" smiles 17 yr old Arjun...Arjun took the first step and registered himself at Apna Ghar and started studying ...today he is enrolled in school and dreams of becoming an IAS officer or a social worker!

situations are unsafe for the child, are referred to Children Homes for long term care.

Given the short stay nature of the shelter, the team's focus is on non-formal education and life skill training. A large percentage of the children who come to the shelter are child labour cases. The team at Apna Ghar focus on counselling the children who are above 16yrs of age on vocation skill training options. For younger children, the team tries to motivate them about school education. The team also focuses on follow-up of restored children and creating linkages with schools and skill building opportunities in the areas.

traced or where home situations are unsafe for the child, are referred to Children Homes for long term care.

Apna Ghar Data at a Glance

Total beneficiaries	627 children
Shelter provided to	677 children
Restore back to families	515 children
Placed to other NGO	70 children
Formal school	58 children
Children in NFE	627 children
Received education through NIOS	03 children
Admitted to vocational training course	12 children
Placed in different jobs	8 children
Referred from CWC	511 children
Produced to CWC	58 children
Follow up of restored children	257
Medical checkup	725 times (348 children)
Ref. to hospital	119 children
Hospitalized	12 children
Medical investigation	341 children
Long term treatment	10 children
Eye checkup	36 children
Dental checkup	47 children
Tetanus injection	91 children
HIV test	08 children
Group sessions	70 sessions
Referred to drug de-addiction	2 children
Long term treatment	03 children
Referred to mental health	16 children
Group sessions	24 sessions

Arushi Children's Home for Girls

Arushi Shelter Home was the first full care centre catering to the needs of girls rescued from the streets. For girls living on streets on their own, each day is fraught with many challenges and risks. They often report incidents of physical violence, sexual abuse, attempts of being forced into prostitution. While working with street children, the SBT team realized many girls from remote areas of India land on the streets of metropolitan cities. Many of these girls are missing or runaway and many times they are trafficked and kidnapped or are abused at home. They long for a safe and secure space where they can sleep peacefully during the night.

My family lives on the streets in Connaught Place.....my father deserted us when I was very small and hence my mother placed me in the children's home....one fateful night, my mother was hit by a speeding car, as her clothes got entangled with the wheels she was dragged to her death...While I will fight for justice, I am determined to work even harder and fulfill her dreams of me becoming a famous fashion designer with my own boutique!: Ritu, alumni from Aarushi CHG

Since 1999, Arushi CHG has been providing a safe and child-friendly space for girls rescued from the streets and distress situations in and around Gurugram. The Home provides shelter to 50 girls at any given time. It is well-equipped with all the facilities and amenities such as classrooms, play area, dormitories and computer lab among others. Arushi Centre remains one of the model child-care institutions operational in Haryana. It functions under the provisions of Juvenile Justice Act and comes under the jurisdiction of Child Welfare Committee of Gurugram, Haryana.

Aarushi Data at a Glance

Total beneficiaries	163 girls
Shelter provided to	163 girls
Restore back to families	86 girls
Placed to other NGO	20 girls
Children in formal school	51 girls
Received non- formal education	102 girls
Received education through NIOS	10 girls
Higher education	04 girls
Admitted to vocational training course	19 girls
Placed in different jobs	14 girls
Children referred from CWC	163 girls
Restoration follow up	98 girls
Medical checkups	250 times (163 children)
Ref. to hospital	61 times
Hospitalization	01 girls
Operated	01 girl
Medical investigation	102 girls
Long term treatment	05 girls
Tetanus injection	50 girls
Eye check up	28 girls
Dental check up	30 girls
Ref. to MHP	02 girls
LSE sessions	96 sessions
Group sessions	03 sessions

DMRC Children's Home for Boys

Standing tall on the main road of Tiz Hazari, Delhi Metro Rail Corporation (DMRC) Children's Home for Boys (CHB) managed by SBT caters to a large number of boys rescued from streets and difficult circumstances. The DMRC CHB has been operational since 2010; and it is registered under the provisions of the Juvenile Justice Act, 2000. It follows a child-first approach where in all services provided are aimed at holistic and all-round development of children.

Children are provided shelter, health and nutrition, education, vocational training, skill development and rehabilitation services at the CHB. The team and staff at the CHB adopt a sensitive

and caring attitude towards children to help them leave behind their traumatic past and lead a normal and productive future life.

At any given point of time the CHB continues to provide shelter to around 120-150 children. The functioning of the CHB is guided by following objectives:

- Providing safe, child-friendly and caring residential space to children rescued from the streets
- Enabling children to lead an independent, dignified and quality life
- Collaborating with relevant institutions and organisations to increase children's access to fundamental opportunities, like education, skill building and job placement

12 year old Mushtaq is meticulously working on a piece of paper...he is drawing his house which he wants to go back to...hearing and speech impaired, the little boy spent hours staring at the gate and signalling his wish to go home to everyone... The team desperately tried all avenues but in vain.

To help the child settle in the new place, the psychologist suggested introducing him to the world of art and painting. Mushtaq was able to freely express himself and slowly came out of his shell. Soon he had his group of friends and DMRC CHB became his new home. Mushtaq has also been enrolled in school with specializes in teaching children with speech and hearing impairment.

DMRC CHB Data at a Glance

Total beneficiaries	595 children
Shelter provided to	328 children
Restore back to families	124 children
Children in formal school	70 children
Received education through NIOS	24 children
Higher education	07 children
Children in NFE	232 children
Vocational training/Skills	28 children
Job placement	9 children
Children referred from CWC	194 children
Follow up of restored children	42 children
Medical checkups	957 times (246 children)
Ref. to hospital	304 times
Hospitalized	16 children
Operated	02 children
Medical investigation	266 children
Long term treatment	25 children
Eye check up	82 children
Dental check up	218 children
Tetanus injection	197 children
Typhoid vaccination	70 children
Referred to HIV test	08 children
Ref. to mental health	22 children
Referred to detox.	19 children
LSE sessions held	25 sessions
Group sessions	55 sessions

Udaan Rose Children Home for Girls

Keeping the growing incidences of child abuse and gender discrimination in mind, SBT started another girls home with capacity of 50 girls called 'Rose Children Home for Girls' in 2010 in Dwarka. In 2017, the home was shifted to Kamla Nagar due to the alarmingly high incidences of girl's cases in the particular district. The girls lovingly renamed the home as 'Udaan Rose CHG'. The home meets the critical need of safety and security for girls. Going beyond this, Udaan

Rose CHG seeks to create an enabling environment for holistic development of girls. To this end, it provides education, skill building nutrition and health services to them. The Home is also well-equipped with child-friendly spaces and teaching and learning material for children and is a lively and happy space for children to live.

Registered under the provisions of the Juvenile Justice Act, 2000, Udaan Rose CHG works in close tandem with the Child Welfare Committee stationed at Sewa Kutir complex. With a deep understanding about the trauma already suffered by the girls, the aim is always to provide safety and a child friendly solution.

Udaan Rose CHG Data at a Glance

Total beneficiaries	350girls
Shelter provided to	350 girls
How can these two numbers be different??	
Restore back to families	19 girls
Placed to other NGO	52 girls
Children in formal school	46 girls
Received non- formal education	201 girls
Received education through NIOS	16 girls
Higher education	03 girls
Vocational training/Skills	70 girls
Job placement	08 girls
Referred from CWC	179 girls
Medical checkups	1236 times (263 girls)
Ref. to hospital	243 times
Hospitalization	06 girls
Operated	02 girl
Medical investigation	194 girls
Long term treatment	08 girls
Tetanus injection	90 girls
Eye check up	45 girls
Dental check up	74 girls
Referred to MHP	5 girls
LSE sessions held	21 sessions
Group sessions	25 sessions

ODRS Open Shelter for Boys

The area in and around Old Delhi Railway Station reflects the dark underbelly of the national capital. Apart from crime, the area is notorious for the invisible web of drug mafia. A study conducted by Gaidhane (2008), found that around 80.98% of street children population are into substance abuse. The types of psychoactive substances street children use can be many and varied including alcohol, nicotine, Opioids, Hypnosedatives, Cannabis, Hallucinogens, Inhalants, and Stimulants etc. Consistently surviving in difficult situations, street children are vulnerable to mental health disorders like depression and emotional, physical and sexual abuse etc. Such vulnerabilities may subsequently lead to alcohol and substance abuse. Substances are inexpensive and locally available which includes alcohol, inhalants (like glue and paint thinner), chewing tobacco like gutka. Some street children also use alcohol and drugs together.

Keeping the multifarious needs and the life style of children who live in the vicinity, SBT has started an accessible safe space in the form of an Open Shelter. The shelter has a capacity of 25 children at any given time. In addition to the core care services such as education, medical and nutrition, the team at the shelter focuses on providing life skills and dissemination of awareness on substance abuse

A survey of 125 children living on the streets in and around Old Delhi Railway station revealed the following.

- 54% of the children were addicted to at least one form of substance abuse with solution sniffing being the most common.*
- While the youngest was as young as 8 yrs old, majority of the children i.e. 20% were 12 yrs old.*
- Apart from solution, ganja and charas were the next most common form of substance abuse.*
- It was also interesting to note that 84% of the children, who engaged in substance abuse, had family in Delhi; they still lived alone or with peer group in the vicinity. Alcoholic fathers, mothers into beggary, violence at home or death of a dear parent were the main reasons which kept these young children away from home.*

ODRS OS Data at a Glance

Total beneficiaries	614 children
Shelter provided to	614 children
Restore back to families	208 children
Placed to other NGO	24 children
Formal school	11 children
Children in NFE	242 children
Received education through NIOS	04 children
Admitted to vocational training course	10 children
Placed in different jobs	03 children
Produced to CWC	84 children
Referred from CWC	187 children
Follow up of restored children	156
Medical checkups	702 times (304 children)
Ref. to hospital	68 children
Hospitalized	13 children
Medical investigation	262 children
Referred to MHP	5 children
Long term treatment	09 children
Eye checkup	32 children
Dental check up	22 children
HIV test	24 children
Referred to detoxification	58 children
Group sessions	22 sessions

Uday Open Shelter for Boys

Based in Ghaziabad, Uday Open Shelter is SBT's youngest residential programme. It has the capacity to care for 25 children at any given point of time. The highest footfall has been of children rescued from various child labour situations. Apart from this, due to the vicinity to the railway station, a large number of children are found lost during transit. Understanding the trauma experienced by such vulnerability, the psychologist engages each child in conversation to put him at ease. The team makes every effort to ensure swift restoration with family. During the child's stay, he is provided a continuum of need based services.

Suresh, 10 years old from Farrukhabad, Uttar Pradesh was found wandering across the platforms at Ghaziabad Railway station. During interaction with the team at Child Assistance Booth (CAB), Suresh shared that his parents passed away and his elder brothers did not look after him therefore he ran away from home. Counsellor noted that the child needed attention to support his emotional and psycho-social needs, hence he was referred to Uday Open Shelter.

At the open shelter, a welcome kit was provided to the child. To understand the situation better, in-depth counselling was provided to the child. With passing time, behavioural issues were observed. To combat them, individual counselling sessions along with group sessions including behaviour therapy, anger management, relaxation exercise were provided.

All these efforts resulted in improved socialization and social interaction patterns. Suresh is good in studies and drawing. He attended NFE classes in the centre regularly and participated in many cultural activities of the centre.

After a period of 6 months, Suresh shared the complete address in Farrukhabad and expressed his desire to meet his family. After taking into consideration the welfare of the child and family situation, the child has been sent to long-term care home, Kasganj, U.P with the help of CWC of Farrukhabad. Suresh is happily staying at a long-term care home and in the upcoming session he will be enrolled in a school.

Our Centralized Programmes

Inclusion through Education and Skill Building

"Education is not the answer, but education linked with livelihood is the answer for street children", said Dr. Praveen Nair, Chairperson, SBT. It has been our focus to strengthen the independent will of children to become self-reliant through quality education and vocational training. While education is given primary importance, the Trust is firmly grounded in the belief that education must empower a child to choose his/ her own path, and become capable citizen. Education with emphasis on skill building is encouraged widely. A SBT boy now a noted photographer, Vicky Roy explains on how the coordinator of the home understood his lack of interest in studies and encouraged him to simultaneously focus on learning nuances of photography. In Vicky's own words, "The deep understanding of the staff that bookish literacy is not merely education, has enabled me to achieve all the accolades I have garnered today!"

Children above 16 years of age or those who clear their 10th board exam qualify for vocational training. Choice of vocational training course is offered to a child keeping in mind the child's interest and realistic assessment of his/her abilities by a career counselor and staff members.. The SBT team makes concerted efforts to enrol children in quality training courses in reputed institutes.

To meet the multifarious needs of education of girls, SBT provides education through formal, non-formal and open schooling.

The key areas in which children/ young adults have shown interest are as follows:

- **Beauty Culture & Parlour Management**
- **Fashion Designing**
- **Electrician**
- **Computer Hardware**
- **Housekeeping**
- **Paramedical**
- **Health care**
- **Receptionist**
- **Cooking and kitchen management**

Formal schooling involves enrolling children in schools and linking them to mainstream education. Children are supported through in-house classes to complete their school homework & assignments and also revise their school syllabi for exam preparation. Non-formal education (NFE) classes are aimed at children who have either not been to school or are drop outs. Since, these children cannot be enrolled into a formal school immediately, they are provided NFE to prepare them for school education. Thus, NFE becomes the first step towards mainstreaming a child into the society. Open schooling is offered to children who are not inclined towards regular school education and express a strong desire for pursuing vocational and skill development course.

Higher education deals with the tertiary level of education. One of the important aims of higher education is the training for leadership in the profession and public life. Higher

education provides people with an opportunity to reflect on the critical, social, economic, cultural, moral and spiritual issues facing humanity. It contributes to national development through dissemination of specialized knowledge and skill.

Since 2011, Central Queensland University (CQU) signed an agreement with the Trust outlining the University's commitment to providing the provision of scholarships for eligible students to attend a higher education institution in India. The scholarship provides educational and cost-of-living expenses to these former street children of India. Till date, 43 children have benefitted from the scholarship.

Quality Healthcare as Foundation of Child Development

Street children are exposed to innumerable infections and diseases. Due to lack of care and guidance, these children have little or no understanding of sanitation and hygiene. Consistently surviving in difficult situations, street children are vulnerable to mental health disorders like depression and emotional, physical and sexual abuse etc. Such vulnerabilities may subsequently lead to alcohol and substance abuse.

Mental health plays a vital role in the development of each and every child who comes to SBT. This year the team envisions providing holistic support to children with psychological care needs and neuro – development difficulties; with the aim to help them develop basic self-help skills.

- **Referral work:** The appointed mental

health team member does a detailed clinical assessment. The referred case is further discussed in the core group meeting for a diagnosis. A management plan is made and discussed with the concerned staff members. Implementation of that plan is done using the combined efforts of the team comprising of a

A survey of 125 children living on the streets in and around Old Delhi Railway station revealed the following.

- *54% of the children were addicted to at least one form of substance abuse with solution sniffing being the most common.*
- *While the youngest was as young as 8 yrs old, majority of the children i.e. 20% were 12 yrs old.*
- *Apart from solution, ganja and charas were the next most common form of substance abuse.*

It was also interesting to note that 84% of the children, who engaged in substance abuse, had family in Delhi; they still lived alone or with peer group in the vicinity. Alcoholic fathers, mothers into beggary, violence at home or death of a dear parent were the main reasons which kept these young children away from home.

psychiatrist, psychologist and social workers.

- **Psycho social Counselling:** This facility is provided to children for informal discussions and problem solving. The issues addressed this year through informal sessions were: behavioural issues, sex & sexuality, emotional issues, drug abuse, relationship issues, academics, religion, belief systems, Anxiety

over a career decision, Lingering anger over an interpersonal conflict and many more.

- **Group Sessions:** Group sessions are provided in a group to address psycho social issues among children. Ideal size of group is 8 to 15. This is a need-based, interactive and child centred activity.

- **Life Skill Education:** At SBT a life skill kit designed by Family Health International (FHI) and USAID keeping in mind the specific developmental needs of the street children is followed. The kit consists of ten different modules which aim to develop the ability of an individual to deal with the variety of situations that life throws at them. Such education helps in the overall development of children, including emotional, cognitive and social well-being enhancing self-confidence. The key objective of the activity is to avoid risk taking behaviour and promote safe and healthy decision making.

- **Special Education:** The street children of SBT come from severely disadvantaged and deprived backgrounds where their basic needs, including education, are often unmet. Many of them have had no formal schooling before they come into SBT's fold. Others have left home due to growing educational preserves that they could not cope with and are likely to be affected by learning disabilities. One of SBT's Clinical Psychologist Mr. Mazher Khan has done a Comparative study/research on Prevalence of Learning disability among children in institutions, government school and private school. Out of 250 children 51 children from institutions were diagnosed with learning disabilities i.e. 15.4 % of the entire population. The need

was felt to carry out a detailed assessment and provide intervention to children with learning disabilities. Another finding of the study was to constitute a multidisciplinary team that looks after children with special needs and bridge the gap between mental health and education.

- **Career Counselling:** SBT actively offers personalized counselling, in-house workshops, skill building and exposure workshops. The Trust endeavours to match the interest, knowledge and talents of each child to best fit organizations and strives to help children make better, more informed and creative career choices

Building a network of compassionate volunteers

Volunteers are integral to our society However, there's much more to being a volunteer than giving back...Not only is volunteering important because it helps to better our community, it also helps to better you as an individual. Volunteering is a free way to feel good about yourself.

Over a period of time, SBT has developed a structured program for better facilitation and utilisation of volunteers and interns in the organisation. We receive volunteers from all over the world who come to spend time with the children in teaching a skill or to participate in various activities. The area in which volunteers participate are teaching English, documentations, Non formal education, computers, theatre, training tour guides with communicative skill, marketing the Salaam city walk, general knowledge, teaching school subjects, yoga classes and grooming classes. Many

volunteers also help us in raising resources especially returning to their home country. Most importantly, children feel appreciated and cared by more people.

The process of induction of a volunteer starts with a city walk, goes onto meeting with the Volunteer Coordinator, visiting project sites and finally getting involved in activities in one of the centres. Each volunteer receives an information docket, with the details of projects, contact information, code of conduct.

There is no fees or charge for volunteering in SBT and requires passion and commitment towards the mission of the organisation. However, there is a minimum time commitment of at least four weeks, and we prefer volunteers to spend a substantial amount of time with the organisation.

- 230 volunteers and interns from India and 10 different nationalities have volunteered this year:- Volunteers have come from US, UK, Australia, Germany, Spain, France, South, Canada, Austria, Italy and from a diverse range of professions - cabin crew members, dancers, doctors, engineers, students in their gap year, painters and musicians to name a few.
- Several volunteer partner organizations and educational institutes, from India and abroad including students from CQ University, Main Tendue, St. Columbus Public schools, Ambedkar University, Delhi University, Jamia Millia Islamia and NMIMS worked with SBT.
- Employees from Lalit hotel, RBS, Maruti,

Bank of America, Godrej India, Vistara Airline, DMRC, HSBC, K-Mart, Synergy Marine Recruitment and others have also contributed their time and skills.

- Many volunteers have also helped us in raising resources, both financial and material.

A Walk into the lives of street children by a former street child: City Walk

SBT has developed an exciting city walk through the enchanting streets of the inner city of Paharganj and the New Delhi Railway Station area. The walk also includes the living and built heritage of the area, taking you down the back streets to find hidden cultural practices and gives you a feel of life of yester-years. This walk is the brain child of a former British volunteer, John Thompson, who trained two boys as guides and launched the program.

Nobody knows Delhi's streets better than the young people from the Trust, who are fully trained as guides. The objective of the tour is to sensitize people and uniquely engage them in the lives of children in distress. The walk guides are former street kids who share the journey of their own lives. Thus, the walk provides an opportunity for the young people to improve their communication and speaking skills. The proceeds go directly to the Trust, and we acknowledge every contribution that we receive.

- 982 walks conducted in 2018-19 as compared to 992 last year
- 9558 guest came for the walk in 2018-19 as compared to 9059 last year

- Direct contribution raised from walk this year was INR 55.55 lakh while it was 49.75 lakh last year
- City walk raised through sale of product 8.73 lakh as compared to 6.9 lakh last year.

Finding their own light through performing arts

Creative and performing arts has always been one of the mainstays of our work with the children. For many children, performances provide an avenue to express them, and to gain self-confidence. Our work in this field covers a variety of disciplines, including street plays, theatre for the stage, dance and puppetry.

Over the years, SBT has built up a well-grounded reputation in terms of the quality and commitment of its theatre. Since 1997, the SBT theatre group has given a public performance every year. Aside from acting, the children play a significant role developing or adapting the script, designing costumes and producing masks. The children learnt group dance on many themes such as 'power of relationship'. The theatre group of SBT created and modified several street plays on issues like health and hygiene, re-forestation, child rights, HIV/AIDS, child labor, diabetes and drugs.

This year, we produced a play titled "Street Dreams". Around 45 children participated. It was performed to houseful audiences in 6 shows at Little Theatre Group, Mandi House, and Apparel House, Gurgaon.

Sports are an integral part of the upbringing

of the children at all SBT shelters and centers. Sports not only help the children keep fit and athletic, but also give them an opportunity to learn about group dynamics and teamwork. We have a coordinator for sports and games to organize various events for children, and to network with outside events and competitions.

Our Success Stories

CENTRE NAME: ARUSHI

1. A victor - winning over oneself

Meera (name changed) a 16 year old came to Arushi Children's Home for Girls from another home.. Unaware of her family background and home town, Meera came to Arushi Home a bundle of nervrs and tension. Initially, she remained aloof and lonely. Amidst new people and new environment, Meera felt alienated and upset. She also had behavioural issues and had difficulty mingling with other children.

Given her difficult situation, the Arushi team focused on making Meera comfortable and helping her lead a normal life. To help Meera open up, the counsellor conducted regular sessions with her. The team involved her in various activities and extra-curricular sessions and took her for exposure visits around the city. These efforts bore fruit and Meera slowly came out of her shell. She seemed visibly happy and positive and began interacting with other children and Arushi team. Meera actively took part in different activities at the Home and voiced her concerns and thoughts.

While having a heart to heart conversation with a team member, she mentioned about her dream of securing a good job in a big company. The team motivated her to focus on studies. Meera began attending regular in-house classes and diligently studied. Even though Meera was enrolled in a school, she was having difficulties coping with school curriculum. The team realised that Meera had remained out of school for a very long period of time and found it difficult to adjust to the classroom setting. Therefore, instead of a regular school, Meera was enrolled in National Institute of Open Schooling. The strategy worked for her. While Meera is working hard to complete her studies, she is maximising the use of her time by interning at Google Cafeteria's service section. She considers this as her first step towards realising her dream of working in a big company.

Meera is still a shy and quiet girl but she has certainly shed off her inhibitions. She has transformed herself into a cooperative and ambitious young girl and is determined to achieve her aspirations. Arushi team is sure that she will be successful in her life and emerge victorious.

2. Nurturing a life

Amoli (name changed) came to Arushi Children's Home for Girls when she was eight years old. Upon her arrival in the Home, Amoli could not speak or express herself. She seemed physically weak and had no memory of her parents or family. Her overall demeanour and body language reflected that she had a disturbing and traumatic childhood.

Being extremely young and fragile, Amoli needed a lot of care. The Arushi team took the mantle of ensuring her well-being. The team conducted her psychological assessment. The findings showed that Amoli suffered from Autism. Soon after her diagnosis, an intervention plan for Amoli's care and treatment was formulated. She was enrolled for treatment sessions at Children First – a leading child mental health service organisation. With regular occupational therapy sessions, Amoli showed massive improvement in her daily living skills and personality. She was also involved in other educational and extra-curricular activities of the centre. Owing to her inclination towards education, Amoli has been enrolled in Educational Society for Special Education Classes. The team has also tied up with Astha NGO – an organisation working for the rights of persons with disability for Amoli's skill building.

The combined effect of these services has shown promising results. Amoli is now able to grasp new things and skills easily, she is able to learn words and concepts through repetition. She has shown improvement in her behaviour as well, she seems very happy and cheerful and spreads positivity wherever she goes. A new active and eager side of her personality is emerging. Building on these results, the team is trying to access pension services and find a suitable career option for Amoli. They aim to lead Amoli on the path of self-sufficiency and independence.

3. Holding on to a ray of hope

Faraah (name changed) came to Salaam

Baalak Trust when she was just six, after being moved from a children's organisation which did not meet the designated legal norms. Spending her childhood in various institutions, she had no information about her parents and family.

Upon her arrival at the Arushi Children's Home for Girls, Faraah was very shy and introvert and liked to remain in isolation. However, her other behavioural issues worried the Arushi team. She was hyperactive, picked up fights and physically hurt other children. She also had hygiene issues.

The Arushi team took noted her behavioural symptoms and provided her immediate support along with medication and counselling, the team also conducted her psycho-social assessment. Based on the assessment and further analysis, Faraah was diagnosed with schizophrenia - the clinical cause behind her violent behaviour. The mental ailment created dual perspectives in Faraah's mind which made her lose touch with reality and caused illusions. Faraah remained in her hypothetical world. She also suffered from immense trauma that made her extremely vulnerable and sensitive.

Faraah was provided treatment by the help of the psychiatrist and the counsellor. With proper medication, now she is stable. Her violent behaviour has reduced remarkably and now she is cordial and friendly with other children at the Home. The Arushi team aims to continuously support her progress and sustain positive changes in her personality.

Through these efforts, they hope to lay a foundation for her stable and bright future.

CENTRE NAME: CHILDLINE CENTRAL

4. The best way out is to sail through

Anita (name changed) a 16 year old girl came to Delhi with her neighbour who promised her a good job. Excited and thrilled, Anita took the risk of coming to Delhi without her parents' consent. Her single-minded focus was to get a job and become independent. However, little did she know that the neighbour who lured her to Delhi, would sell her as a child labour to a domestic workers' placement agency. Being alone in a strange and big city, Anita had no option but to listen to her employer. She was sent to work as a domestic help in a house where she toiled hard for long hours.

The family where Anita worked constantly reminded her that she was their servant and must obey their orders. She worked hard but for every little mistake she was beaten by her employers. Hopeless and sad, Anita felt she had nowhere to go. Anita was feeling totally trapped in the situation with no way out, however, then a ray of hope emerged. She heard of 1098 CHILDLINE from someone in her neighbourhood. She decided that she will call the number whenever she would be alone. As soon as Anita got this opportunity, she called the CHILDLINE team who rescued her from her employer's home.

Anita was so traumatised that she needed immediate psychological support and shelter. The CHILDLINE team comforted and coun-

selled Anita and provided her shelter in Katyani Children's Home. Once Anita was safe, the fight to secure her rights began. The CHILDLINE team went to Patel Nagar Police Station to file a complaint against Anita's employer. The team also presented Anita before the Child Welfare Committee (CWC). While Police took time to file the complaint, they conducted a preliminary investigation. The Police counselled Anita but since she was very scared she could not open up to them. Following this, the owner of the domestic workers' placement agency was called who came along with a lady who claimed to be Anita's neighbour. As Anita could not clearly talk about the suffering and torture she went through, the police came to a conclusion that Anita should be handed over to her neighbour till the time investigation was complete. However, the CHILDLINE team opposed this decision vehemently.

The team then took the support of CWC Chairperson and CHILDLINE India Foundation. Through the combined efforts of CHILDLINE and CWC, Anita was transferred to Katyani Home till her parents were found. In the interim, the CHILDLINE team fought for Anita's compensation under the Child Labour regulations. These efforts resulted in Anita being awarded a compensation of INR 146,000 and she was recently re-united with her parents who lived in North 24 Parganas, West Bengal. While going back home, Anita promised the CHILDLINE team that she would never trust a stranger again and inform her parents before making any decision about her career. She also added that it was

only because of the persistent efforts of CHILDLINE team she could sail through this ordeal and thanked them.

CENTRE NAME: APNA GHAR

5. Care and love do wonders

At the tender age of 10, Ayaan (name changed) was found all alone by the CHILDLINE team in a Hospital in Delhi. His foot was burnt and he was in a lot of pain. The team immediately provided first-aid to Ayaan and presented him before the Child Welfare Committee (CWC). The CWC directed Ayaan's transfer to Apna Ghar Open Shelter. Taking cognisance of Ayaan's physical condition, Apna Ghar team took him to Kalawati Saran Children's Hospital. Apart from providing treatment for Ayaan's injury, his thorough medical check-up was done. His reports revealed that Ayaan was physically weak, his haemoglobin was 4.0 mg/dl which was way below the normal levels. He could barely sit or walk properly. He also remained quiet and extremely still.

Given his severe nutritional problems, Ayaan was transferred to the ICU for blood transfusion. Along with the blood transfusion, Ayaan was provided a special diet. Upon his discharge, Ayaan was given counselling at Apna Ghar Home, special care was taken to ensure he consumes a balanced diet. In a short span of 20 days, Ayaan's health showed massive improvement, his haemoglobin levels increased and there was substantial weight gain. His limbs became strong and he began to crawl and sit. Ayaan also became friendly with Apna Ghar team.

He began expressing himself and played with other children. The team felt as if a stream of positive energy lying dormant in him was activated.

Even though Ayaan was enjoying his stay at Apna Ghar, he missed his family. The Apna Ghar team along with CHILDLINE were constantly trying to track Ayaan's family. While the search was underway, Ayaan's father was also looking for him and he found out that his son was living in a children's home. He came searching for Ayaan to Apna Ghar. His father said that he had come for the treatment of Ayaan's grandmother and since the hospital was very crowded Ayaan was separated from the family. He had looked for Ayaan frantically but could not locate him. His father showed Ayaan's photographs to the team. The team also verified all identity documents brought by the father. After presenting Ayaan before the CWC, he was re-united with his father. Ayaan's father was elated to see him hale and hearty. He told the team that Ayaan seemed healthier than he was at home. He said "Your (Apna Ghar team's) care and concern has really made Ayaan very healthy and smart and because of you I could meet my son again. I will take care of him and would never lose him again."

6. An all-round transformation

Sukhdev (name changed) a 14 year old boy was spotted by the CHILDLINE team wandering at the New Delhi Railway Station. The CHILDLINE team brought Sukhdev to Apna Ghar Open Shelter on the orders of the Child Welfare Committee (CWC). Sukhdev had

been on the streets for quite some time. It seemed that he was exposed to violence on the streets as his left arm was fractured and he had many injuries. He also showed signs of hyperactivity and aggression. He shouted and flung objects at others. His eating behaviour was random, he picked up and ate waste food from dustbins. He could not recall any details about his family and home.

Apna Ghar team soon realised that they would need an all-out effort to help Sukhdev. As a first step, the team provided medical help to Sukhdev. He was admitted to Lady Hardinge Hospital for the treatment of his physical injuries. Simultaneously, he was provided psychological treatment for his aggression. Even though his psychological symptoms subsided, he was in need of more comprehensive medical care. To this end, Sukhdev was taken to Institute of Human Behaviour and Allied Sciences (IHBAS) for a check-up. After comprehensive psychological tests and assessment, it was diagnosed that Sukhdev was suffering from hyperactivity disorder, showed symptoms of aggression and disorganised behaviour. He had troubles in getting along with his peers and expressing himself. To treat and alleviate these symptoms, Sukhdev was given medication for 3-4 months. Although Sukhdev's condition got better but due to side-effects of medicine he slept a lot and became quiet and aloof. To address these side-effects, I think this whole bit is problematic – pl reconsider he was provided comprehensive counselling and was involved in art and craft activities at Apna Ghar. The team made special efforts to have

one to one conversation with Sukhdev and comforted him.

Owing to all these efforts, Sukhdev opened up to the team and faintly remembered some details about his home and family. He recalled that he belonged to a place called Ghat Lahchura, Jhansi in Uttar Pradesh. With the help of this piece of information, the Apna Ghar and CHILDLINE teams were able to trace Sukhdev's family. They contacted the family, his father mentioned that the entire family had come to visit one of their relatives in Delhi last year and that night Sukhdev ran away from there. The family was aware of Sukhdev's psychological conditions and this was a prime reason behind him running away from home. Upon being contacted, his father immediately came to Delhi to take Sukhdev back. On the orders of CWC, Sukhdev was re-united with his father. Sukhdev had become calm and rational. His father was very happy to see Sukhdev's transformation and decided to continue his treatment. He hopes that Sukhdev will become completely fine after the treatment and would be able to resume education and lead a normal life.

age. Since she kept being transferred from one place to another, Maya could not pursue her education. Due to her disturbed childhood, she had a lot of emotional baggage. Consequently, when Maya was enrolled in a regular school, she had difficulties in concentrating and keeping up with the class. Teachers at Udaan faced a lot of problems in retaining her in the school, it seemed as if regular school did more harm than good to Maya. Thus, the team and counsellor conducted sessions with her and came to a consensus that Maya should pursue her education through National Institute of Open Schooling. This decision proved right when Maya showed keen interest in her studies and actively took support of Udaan teachers to prepare for exams.

While participating in various activities at the Home, she also showed a penchant for theatre. For Maya, theatre was cathartic and she was able to express her emotions freely. Maya was given a chance to participate in SBT's Annual Play. Maya seized this opportunity and gave her 100 per cent to each of the roles she played. She showcased the performer in her and shone on stage. Her friends and Udaan team applauded her performance. The experience gave her immense confidence.

Maya realised that if she worked hard she could excel in any field. Therefore, she took her studies seriously. Apart from this, she was enrolled in various skill development courses like English speaking, art and craft and computers. She made most of each of these opportunities to polish her personality.

CENTRE NAME: UDAAN

7. Moving to new horizons

Maya (name changed) a 13 year old came to SBT's Udaan-Rose Children's Home for Girls in 2014. Hailing from a disturbed family background, Maya had to be separated from her family as her mother was involved in commercial sex work. Maya had a history of living in children's institutions at a very young

Presently, Maya is 18 and has cleared her Class 10. She wants to pursue a career in advertising and is interning at an advertising agency. Maya dreams to complete her higher education and get a good job. She is determined to leave behind her traumatic past and create a happy future for herself.

8. Rekindling optimism

Yashi (name changed) a 16 year old girl arrived in Udaan-Rose Children's Home a year back. The team upon meeting Yashi gathered that she was emotionally very disturbed and tensed. The team conducted Yashi's medical and psychological assessments. The results of the check-up revealed that Yashi was pregnant.

The team understood Yashi's predicament. During counselling, Yashi shared that she hailed from a conservative Muslim family with a poor economic background in Shastri Park, Delhi. She fell in love with a man who was married and much older to her and eloped with him. She stayed with the man for three months and was then rescued by CHILDLINE and brought back to Delhi. Yashi was then presented before the Child Welfare Committee (CWC). After carefully considering her situation, the CWC ordered termination of Yashi's pregnancy. However, Yashi was not ready to abort the child. She wanted to seek her husband's consent and agreement.

The team respected Yashi's decision but they explained to her the health and psychological consequences of early pregnancy through in-depth counselling sessions. Yashi was

also enrolled in non-formal education classes and participated in other activities of the Home. Despite these efforts, Yashi remained quiet and aloof. Due to her health conditions, Yashi was provided regular medical care. Given her difficult health conditions, Arushi team tried hard to explain to Yashi to reconsider her decision to continue with her pregnancy. Yashi agreed to go through the medical procedure Yashi was safe and healthy post the procedure. The medical social worker from Udaan remained with Yashi throughout her hospital stay. After her discharge from the hospital, Yashi and her parents were provided psychological counselling. Regular interactions with the counselor and Udaan team helped Yashi overcome her painful past. She now hopes to continue her education and lead an independent and healthy life. Her parents have also pledged to take care of her and support her education.

9. Giant strides in the right direction

Latika (name changed) came to Udaan-Rose Children's Home for Girls along with her younger sister in 2016. Latika and her sister Pallavi though close to each other seemed to have very different personalities. Latika was quiet and reserved while Pallavi was more talkative and cheerful. They shared that their parents separated when they were very young this disturbed the family. The father's economic condition was poor he was not able to take care of the children alone. Keeping in view the safety and well-being of girls, they were enrolled to a children's home and were then transferred to Udaan Home.

During their stay in various child care institutions both Latika and Pallavi continued their education. Latika was enrolled in Class 12 under National Institute of Open Schooling while Pallavi is studying in Class 10.

Due to her introvert nature, Latika faced difficulties in interacting with Udaan team and other children. She also did not participate in various activities of the Home. To make her feel comfortable, the team interacted with her and also provided her career counselling. Latika took the career counselling seriously and discussed her future options at length. The team used career counselling as an effective platform to constructively engage Latika in exploring higher education and vocational training options. As a result of these sessions, Latika agreed to intern and gain some practical experience before pursuing higher education. The team linked her to a company called Speagale as a receptionist. Being her first job, Latika faced difficulties in adjusting to the work environment and quit her job. The experience left Latika saddened but supported and encouraged by the Udaan staff, she did not give up.

While interacting with the Udaan team, Latika shared that her traumatic childhood experiences and constantly changing atmosphere had left her closed and under confident as a person. However, the experience at Speagale taught her a lot and she looked at securing a good job. This was important for her as she wanted to earn well and take care of her sister Pallavi.

Building on Latika's new found motivation to have a successful career, Udaan team found her a job opportunity at the Kama Ayurveda Herbal Creams division in Saket. Latika has now been successfully rehabilitated along with her sister Pallavi. They are living in a safe accommodation happily and Udaan team is in constant touch with them.

CENTRE NAME: UDAY OPEN SHELTER

10. A happy re-union

Ramesh (name changed) a 16 year old boy from Haridwar came to Ghaziabad after he had a fight at home. Ramesh was found by NGO staff at the Ghaziabad Railway Station. The team noticed that Ramesh was extremely worried and tensed. They comforted Ramesh and brought him to Uday Open Shelter where Ramesh was provided psychological counselling. During the initial interaction, Ramesh shared that his parents passed away and he lived with his uncle and aunt but they used to beat him up, therefore he ran away from there.

Exposed to violence at home, Ramesh wanted a safe place to stay. He said that he would like to stay at Uday Open Shelter. However, he had behavioural and anger issues and often became violent towards other children. To alleviate these symptoms, Ramesh was provided behaviour therapy and anger management sessions. Alongside, he was involved in non-formal education classes.

Ramesh's involvement in these activities led to positive changes. He became calmer and

his anger outbursts reduced. He also interacted and mingled with other children. The Uday team also tried to look for Ramesh's other family members or arranging for his stay in a long term children's home. The team discussed these options with Ramesh. Initially Ramesh was hesitant to talk about his family but with the passing time, he started missing his parents. In one of the counselling sessions, Ramesh shared that his parents were alive and they were staying in Haridwar. He further shared that due to his anger and behavioural issues, his father beat him up and he ran away from home but now he wanted go back. Following this, Uday team began searching for Ramesh's parents. With the help of CHILDLINE, the team traced Ramesh's family. Before reuniting Ramesh with his parents, the team counselled them about sensitively handling his anger and behavioural issues. Presently, Ramesh is living happily with his parents and is attending vocational training classes. Ramesh's re-union with his parents has indeed been a happy one.

11. Consistent efforts lead to positive results

Sachin an 11 year old boy from Faridabad was spotted by the outreach worker at Ghaziabad Railway station. He was wandering aimlessly on the platform, when the outreach worker noticed him. Sachin was then taken to the Child Assistance Booth (CAB). He was very scared and told the CAB team that he had come a long way from his home. He was brought by the CAB team to Uday Open Shelter. Sachin while interacting with Uday team shared that he did not want to

go back home and he was hesitant to share the reasons.

The team gave him time to open up and provided him in-depth counselling. During the counselling sessions, Sachin mentioned that he didn't like staying at home therefore he ran away from there. He also shared that he had constant fights and arguments with his father and this was the reason he left home. Initially, Sachin did not have any behavioural issues and adjusted well at the Home. However, after some time he became sad and expressed anger and frustration. To address these issues, individual sessions on anger management were conducted by the counsellor. Other children also supported Sachin and dealt with him patiently.

The sessions helped Sachin and he was able to express and deal with his negativity and frustration. He also began taking interest in studies, games and other co-curricular activities. Sachin regularly attended non-formal education classes and participated in many cultural activities. During counselling sessions, Sachin expressed the desire to patch up with his father and go back home. He also shared his address. Uday team immediately contacted the Child Welfare Committee in Lucknow, Uttar Pradesh and restored Sachin back to his parents. He was very happy to meet his mother and father and promised to never run away from home again.