

Government of Sharjah

Social Services Department

SERVICES AND INITIATIVES On CHILDREN PROTECTION AND CARE

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Introduction

The Social Services Department was established on the 1st of August 1984 G as a Sharjah government service establishment: a major driver in the social, human, and developmental arenas. The Department establishes social care homes, provides home care services, provides protection services to the social care deprived people, empowers the needy people, and prepares and executes social studies and researches.

Moreover, the Department assumes many other social responsibilities toward all segments of society in Sharjah including the children, women, elderly and the disabled people. This is in addition to providing quality services including those who are in such circumstances requiring social care and protection, the violence stricken women, children of women who are at correctional and penal facilities, psychos and mental patients, those facing emergent crisis, and other categories of society including local and foreigner residents all under the social services.

A large space of the Department's tasks is for: the services provided to protect the children and those who are deprived of social care through a set of services and mechanisms as efficient channels for communication to receive all kinds of reports and to carry out urgent intervention such as Child helpline and sheltering, custody, rehabilitation, empowerment and direct follow-up for the social, health, educational and legal issues of children. The Department's objectives are in conformity with the objectives and plans of sustainable development set by the United Nations Organization for (2015- 2030): promoting the Department's role and nonstop drive toward a society enjoying welfare, security, family stability and social integration according to the best social practices.

<p>Children and Family Protection Center</p>	<p>It protects the child and family's rights, providing a secure environment to them by securing their rights and promoting the society's awareness on the same, as well as protecting those who are prone to abuse and rehabilitate them recover from the same.</p> <p>Objectives:</p> <p>Help the reported children and their families by all means, ensuring they are enjoying all their rights.</p> <p>Provide specialized psychological support to the children and families who have been subjected to abuse, by assessment and provision of consultations and rehabilitation programs in aim to remove such abuse effects.</p> <ol style="list-style-type: none"> 1. Guarantee the child and family's rights by securing their unsecured rights and issuing ID documents for them. 2. Secure a safe and stable environment for those who are deprived of social care by providing preemptive preventive services. 3. Eliminate the effects of assaulting or the pressures resulting from the family disputes experienced by those who are deprived of social care by providing the specialized support and psychological treatment to them, and improve their behaviors.
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	<p>Helpline was established in 2007 as a means for protecting the children prone to risk, harm, or abuse of all kinds. In 2020, the Helpline's tasks were developed, including all segments of society.</p> <ul style="list-style-type: none"> • It is the first toll free line dedicated for child protection in the United Arab Emirates, and Arab Gulf countries, with membership in CHLI and ISPICAN.
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<p>Child's Helpline 800700</p>	<ul style="list-style-type: none"> In 2020, other segments were added to the line, including all segments of people who are deprived of social care. <p>The Operational tasks of the helpline</p> <ul style="list-style-type: none"> Receiving and taking the reports related to those who have no social care including those who are at risk, abuse, or assault. Responding to all reports received on the line after classifying them, determining the degree of severity of the situation to which the case is exposed, the degree of urgency, the required remedial or preventive intervention, and taking the necessary protection measures to ensure that they enjoy all their rights, or referring them internally or externally. <table border="1" data-bbox="456 1021 1326 1227"> <thead> <tr> <th>Year</th> <th>Urgent Reports</th> <th>Non-urgent Reports</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>32</td> <td>492</td> <td>524</td> </tr> <tr> <td>2020</td> <td>95</td> <td>1267</td> <td>1362</td> </tr> <tr> <td>2019</td> <td>118</td> <td>991</td> <td>1109</td> </tr> </tbody> </table>	Year	Urgent Reports	Non-urgent Reports	Total	2021	32	492	524	2020	95	1267	1362	2019	118	991	1109
Year	Urgent Reports	Non-urgent Reports	Total														
2021	32	492	524														
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<p>Psychological Clinic (Ishraqa)</p>	<p>The Psychological clinic is dedicated to remove the effects of abuse or stress resulting from family conflicts suffered by the social-care deprived</p> <p>Operational Tasks:</p> <ul style="list-style-type: none"> Assessment and Diagnosis and carry out psychological tests. Provide psychological and rehabilitative treatment to the abused children or victims of family disputes. Conduct subsequent periodic psychological follow-up to ensure such problems do not happen again. <table border="1" data-bbox="456 1872 1326 2020"> <thead> <tr> <th>Type of Service</th> <th>2021</th> <th>2020</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Legal and Psychological Clinic Services</td> <td>108</td> <td>89</td> <td>197</td> </tr> </tbody> </table>	Type of Service	2021	2020	Total	Legal and Psychological Clinic Services	108	89	197								
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Social Clinic:	<p>The social clinic aims to ensure a safe and stable environment for the ones deprived of social care, through proactive preventive services and protective measures.</p> <p>THE OPERATIONAL TASKS:</p> <ul style="list-style-type: none">• conduct social assessment conduct a social study of the case, measure the level of enjoyment of its rights, develop and implement individual plans for the case to ensure that he/she enjoys all his/her rights, and family support.
Legal Clinic:	<p>The legal clinic was established to secure the rights of the child who are deprived of social care and to secure all other rights.</p> <p>The Operational Tasks:</p> <ul style="list-style-type: none">• Assessment and diagnosis of the Legal situation of the person who is deprived social care, identify the lost or violated rights, and establish a mechanism to secure them.• Provide legal consultation to the cases.

Second: SOCIAL CARE HOME FOR CHILDREN:	<p>Provide Temporary sheltering to the children who have no social care until their family conditions improve, or until they are under alternative families,</p> <p>The Home has 4 sections:</p> <ul style="list-style-type: none">• Upbringing• Case Management• Health Case• Family Integration <p>Home's Objectives:</p> <ul style="list-style-type: none">- Sheltering the children who have no social care by providing them with living, educational, and social services, securing their rights and alternative families or re-integrating them into their original families, if any.- Integrating the young men and women of unknown parentage and who have reached (18) years old into society, with a set of empowerments, such
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	<p>as employment, marriage, completion of education and mechanisms for independent living.</p> <p>- Securing the right of family integration into alternative families for children of unknown parentage by selecting families suitable for children and following up on ensuring the safety of incubation.</p> <p>Target Categories:</p> <ul style="list-style-type: none">• Children of unknown parents / Children of known mothers <p>Children of mothers who are imprisoned at Penal and Correctional Facilities:</p> <ul style="list-style-type: none">• Children exposed to violence.
<p>Family integration</p>	<p>It deals with the children of unknown parents and known mothers who are deprived of social care, in order to integrate them into alternative families through;</p> <ul style="list-style-type: none">• Receiving fostering applications and conducting a comprehensive study of the child to measure the level of enjoyment of his rights and classify his / her condition.• Handing over children to custodial fostering families as per the agreements between the fostering families and the Department. Renew the agreement after attaining the age of six years or renew it with alternative families ensure the implementation of children's rights.• Following up the fostering family and provide support and assistance to it so that it can provide all the rights of the fostered children• Carrying out Periodic evaluation the situation of the fostered child at the fostering family and ensure that he /she enjoys all his rights and develop individual plans for him/her to ensure that he / she enjoys all his / her rights and implement individual plans using the means necessary to reconsider the status of fostering and cancel such fostering if necessary



	Type of Service	2021	2020	Total
	Follow up the children fostered at alternative families	604	619	1223
	Deal with the Fostering Application	19	61	80
	The services provided at Children Home	865	884	1749
	Adolescents' Affairs: The Department of Family Integration integrates young men and women of unknown parentage and have reached the age of 18, into society with a range of empowerments such as employment, marriage, and continuation of education.			
Family Forum Center	The Center regulates and organizes the parental relationship and secures the children's family rights in a secure environment. It also organizes the parental relationship so that children can enjoy their family rights in such separated families through family sessions, visitation, electronic visitation, case study, parental agreements and implementation of judgments. The services are: 1- Regulating the parental relationship so that children can enjoy their family rights in such separated families through: <ul style="list-style-type: none">• Conclude parental relationship agreements• Supervise the implementation of the judgments and provisions related to the child's rights of the education, health, family and other rights• Study the family's case and provide a specialized opinion on child custody. 2. Family sessions: to enable the children see their parents through: <ul style="list-style-type: none">• Implementation of family sessions of all kinds (right of visitation)• Implementation of an online "home" or "center" family session.			



	<ul style="list-style-type: none">- Provision of advice, guidance and consultation to the child and the parents								
	<table border="1"><thead><tr><th>Type of Service</th><th>2021</th><th>2020</th><th>Total</th></tr></thead><tbody><tr><td>Follow up Cases at Family Forum Center</td><td>132</td><td>97</td><td>229</td></tr></tbody></table>	Type of Service	2021	2020	Total	Follow up Cases at Family Forum Center	132	97	229
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Online Visitation	This project allows children to see parents who are inmates at Sharjah Police Penal and Correctional Facilities via an electronic platform, to ensure that children see one of their parents in a safe environment,								
Four: Dar Al Aman	<p>Taking care of the children aged below two years of female prisoners at Sharjah Police Correctional and Punitive Facilities by providing them with residential care services and surrounding infants with a natural environment that contributes to the development of their sensory and cognitive skills, in addition to providing their living needs and securing their health and social rights through:</p> <ul style="list-style-type: none">• Achieving the social integration of the affiliates through a vital program and activities that ensure their interaction with the community and its members								
Five: Minors' Affairs	<p>The Department takes care of the affairs of minors who lack social care in the Emirate of Sharjah, preserve their property and follow up the guardians:</p> <p>The Operational Tasks:</p> <ul style="list-style-type: none">• Rehabilitation and empowerment of minors who lack social care and their guardians by providing them with all kinds of social and legal support.• Preserving minors' property and money in a safe, effective and efficient manner.• Providing guardianship by law to such minors who do not have a guardian or guardian, guardianship of the incompetent persons, and provide the judicial agency for those who are missing and absent• Developing and raising the revenues and funds of minors and ensuring efficient operation.• Following up and controlling the minor expenses.• Supporting, rehabilitating and following up the guardians.								

	<ul style="list-style-type: none"> • Providing all kinds of social support to minors and rehabilitating them and their families in order to empower them. • Providing legal support and judicial assistance to people with special needs and following up guardians. <p style="text-align: center;">Add Chart</p> <p>Cases provided with services at Minor Children department : 17</p> <p>Services provided to the Minor Children: 30</p> <p>Transactions with the application of Social Care Deprived Children at Minors Affairs Department: 247</p> <p>Transactions with Guardians Committee at Minors Affairs Department:2</p>
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Monthly Social Assistance for Children

<p>Sixth:</p> <p>Supporting the Women Concerned with Child's Affairs</p>	<p>Women who are directly responsible for their children's affairs are provided with social assistance, namely:</p> <ul style="list-style-type: none"> • custodial widow • custodian divorcee or a divorcee woman fostering orphans • orphan • handicapped • Bedridden children • Children's alimony from the amount of the guardian's assistance
<p>Supporting the Children Accompanying their</p>	<p>Seven: Center for Protecting Women and its Efforts in Supporting the Children</p> <p>The center seeks to assist the violence-stricken woman and to shelter her and her children, and provide them with integrated care in a way ensuring that she performs her social and family role effectively through:</p> <ul style="list-style-type: none"> • Direct support for such women and the accompanying children

Eight: The Standing Committee for those Deprived of Social Care



Eight: The Standing Committee for those deprived of Social Care	<p>The Committee was established in 2006. However, in 2020, the committee's role and powers was developed from children care and protection to all society segments who are deprived of social care in Sharjah:</p> <ol style="list-style-type: none">1. Sharjah Federal Sharia Court2. Sharjah Police General Command3. Social Services Department4. Sharjah Plenary Prosecution5. District and Village Affairs Department6. Family Development Centers Department7. Sharjah Medical District8. Sharjah Nationality and Identity Directorate.
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Nine:

Social Education	<p>It holds a series of lectures and awareness and cultural workshops promoting social awareness.</p> <p>Social education targets each of the following categories:</p> <ul style="list-style-type: none">• kids• Parents• Employees concerned with Children• authorities concerned with Children
Hasad Volunteering Camp	<p>The Camp targets the children of 6 to 12 years of age, in order to develop their skills through a set of volunteering programs to instill and foster such values and self-confidence with them. The Camp is organized 4 times every year.</p>
Initiators of Voluntary Work	<p>It targets youth groups ageing between 13 and 17 years old, with the aim of instilling volunteer values, investing leisure time, and accustoming them to volunteer work.</p>
Family Planning	<p>This program protects the families, and empowers them to carry out their responsibilities.</p>



Safe Accommodation for Children	It is an awareness campaign to educate parents about the basics of safety at home for children.
Social Awareness Experiences for protecting the weak people	They are Realistic social experiments with the aim of educating the vulnerable people in an indirect way:
Security and Safety	Preparing and explaining the child protection policy in the school environment and introducing indicators of abuse to those concerned.