

Beneficiary Evaluation Report

Peuan Peuan Drop In/Outreach Aranyaprathet, Thailand



BACKGROUND SITUATION

Peuan Peuan, the Friends Alliance Thailand program has implemented a program of social support and comprehensive social reintegration services on both sides of the Thai-Cambodia border in Aranyaprathet (hereafter referred to as 'Aran') and Poipet since 2009.

Peuan Peuan conducts mobile services on the streets and runs a Drop-In Center in Rong Kluea market. The program works to protect the rights of children working along the border. In 2018, The Aran Drop-In Center (DIC) provided services to more than 240 individuals and had 5 staff working full time

The program regularly collects data and monitors its activities to ensure best practices are maintained and to understand the needs of its target group.

This report presents the results of a Beneficiary Evaluation.

PURPOSE AND SCOPE OF THE EVALUATION

The evaluation aims at gathering feedback from children who regularly attend the projects conducted by Peuan Peuan on the Thai Cambodian border in the Rong Kluea market area.

The data was collected in one day, June 20th, 2019 from 9am to 4.30pm in Aranyaprathet

The results of the assessment will be used to further improve the quality of operations and services provided by Peuan Peuan in Aranyaprathet.

METHODOLOGY

The team of data collectors was composed of 2 staff selected from Peuan Peuan Bangkok office: One social worker (female) a migration specialist, and the ChildSafe Alliance coordinator (male). Both are Khmer speakers. The selection of staff from a different team was necessary in order to ensure objectivity and also to ensure that the children would be able to give feedback openly without feeling any obligation to positively respond to a staff member they already knew.

The staff from Peuan Peuan Aranyaprathet followed the teams in order to facilitate access to children but did not take part in the discussion held with children.

The team was supported by the Peuan Peuan Technical Coordinator (TCO) also a Khmer speaker, who was responsible for the quality of the process of data collection, analysis and reporting.

The methods of data collection were defined and discussed in the Peuan Peuan team. Questionnaires were developed by this team with the coordination and support of the TCO.

It was jointly decided to ask questions directly to children with the following conditions:

- Ask short questions to avoid disturbing children usually busy working in the market zone. Children have limited time to answer questions, therefore each individual interview was limited to 5 minutes (unless the child had more time, wanted or needed to talk more) and the questionnaires were limited to a maximum of 30 questions.
- Collect data in one day from morning to evening.
- 2 staff from Peuan Peuan, Bangkok office, both Khmer speakers, conducted interviews supported by the TCO
- Divide the team into 2: One staff in the DIC and another one on outreach
- Record the data on professional mobile phones using KOBO ToolBox (a mobile data collection tool designed specifically for social science research).
- A sample of 40 children was estimated to be adequately representative for this survey.

Child Protection considerations

The team that conducted the interviews was composed of 2 permanent staff of Peuan Peuan, with years of experience as social workers and Child Protection(CP) trainers.

They are regularly trained on CP and a briefing was organized before going to remind the team about child protection measures to follow when interviewing children.

Before starting each interview, children were asked for their consent, informed about the objectives of the survey, and informed that their confidentiality and anonymity will be respected.

Limitations

A technical issue happened with the Kobo application and answers to one question, namely ‘What are the most useful activities provided by Peuan Peuan?’ were not collected.

KEY FINDINGS AND OBSERVATIONS

Profile of children interviewed

Total number of children interviewed was 39 individuals including 17 males (44% of the total) and 22 females (56% of the total).

46% of the children interviewed were between 6 and 12 years old, then 41% between 13 and 17 years old and 13% between 18 and 25 years old.

100% of the children interviewed were Cambodian, the majority of them living in Poipet Cambodia (51 % reported to never sleep in the Thai side). However 48% of the children interviewed reported to frequently sleeping on the Thai side of the border.

85% of children sleeping on the Thai side reported sleeping more than 2 times per week on the Thai side and 15 % less than 3 times.

Satisfaction of children with Peuan Peuan services

The team interviewed only the children who knew Peuan Peuan. In terms of services, 44% reported to know the DIC and 56% reported to know both the outreach and the DIC. None of the children mentioned knowing Peuan Peuan through the outreach only.

However the children might not perceive outreach as an activity. It is possible that Peuan Peuan outreach services do not provide full services in the market but just ensure observation and initial contact with children.

The beneficiaries – without exception – mentioned they were happy with the services provided by Peuan Peuan. All the children mentioned that the staff of Peuan Peuan are friendly.

Children reported to be satisfied with the rules of the DIC and also that they feel safe.

“Peuan Peuan staff are always very nice and smiling”.

“Peuan Peuan staff never say bad words to us”

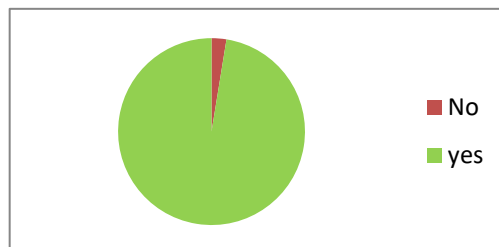


Figure 1: Children’s satisfaction with the schedule of DIC

Attendance of the beneficiaries to the DIC 44% of the children reported coming to the DIC 2-3 times a week, and 38% more than 3 times per week. A minority (18%) reported to attend the DIC once per week.

This data shows that there is interest from the children towards the activities and services of the DIC.

one time per week	More than 3 times	2 to 3 times
18%	38%	44%

Figure 2: # of times children attend the DIC

97% of the children reported to be satisfied with the schedule of the DIC. Only one child reported being unsatisfied (a boy between 18 to 25 years old) who mentioned that he does not see Peuan Peuan enough and does not understand what services Peuan Peuan offers. This child actually did not know Peuan Peuan but was however interviewed.

1 time per week	More than 3 times per week	2 to 3 times week
18%	38%	44%

Figure 3: attendance of children at the DIC

Children’s feedback on the services provided by Peuan Peuan

The DIC provides a wide range of services focusing on *Saving Lives and Building Futures* based on the strategy of Friends-International.

When social workers asked the children what activities they attend at the DIC of Peuan Peuan: Non-formal education (NFE), first aid/health related services and games were the most reported answers totaling 14% of responses.

Then drawing came next at 13%, talking to social workers/counseling (12%), hygiene (11%) life skills education (10%).

In other responses, children said: getting their hair cut (2%) getting information about work, vocational training, support to go to school and where to learn Thai (3%).

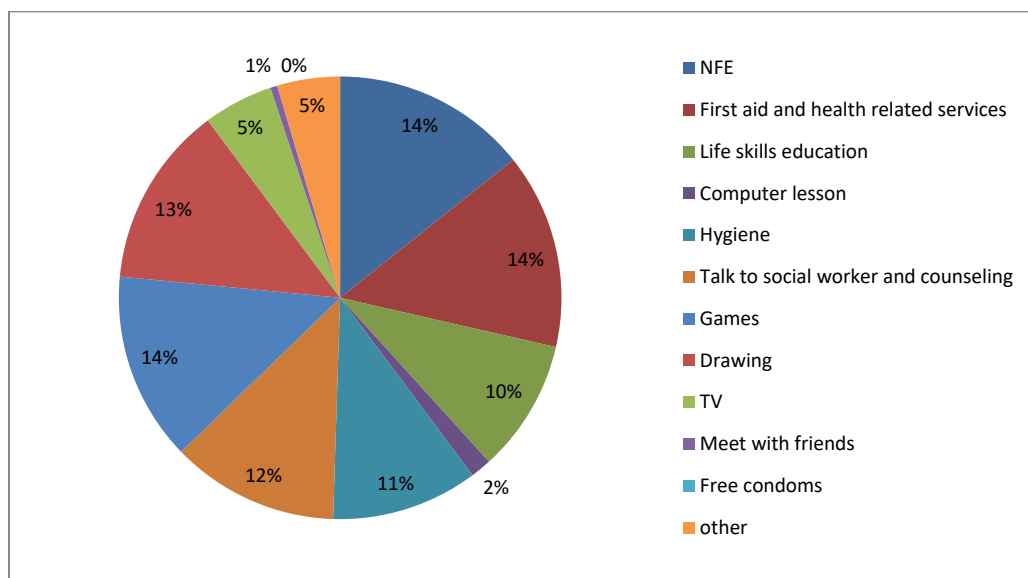


Figure 4: Activities children reported to attend at the DIC

Services to improve or new services needed as expressed by children

36% of the children mentioned the services of the DIC could be improved. When asked what could be improved, children answered:

- Games and recreational activities (64% of the answers).
- NFE new materials (14%)
- Then learn Thai (7%), help for a health issue (7%), nutrition (7%)

New game and different recreational activities	Teach Thai	Help my child for a health issue	Nutrition	NFE material
64%	7%	7%	7%	14%

The children who asked for new activities and material are in majority between 6 and 12 (58%) and girls (58%). 35% said they would like new services that are not currently provided, but when the staff asked, the answers given were similar to the ones above: new games and materials.

Interaction of children with the staff

74% of the children said they talked about their personal problems to Peuan Peuan social workers and 26% said they do not. Among the children who said they do not speak about personal problems, the first reason mentioned is “because Peuan Peuan never ask” (14 %) and then because children said they “do not have problems” (7%) or that there were shy (7%) and that they do not know (3%).

Peuan Peuan staff never ask	I have no problem	I am shy	I don't know
14%	10%	7%	3%

Figure 5 Reasons children do not talk to Peuan Peuan staff about their personal problems

yes	no
67%	33%

Figure 6: Do you talk about your future with Peuan Peuan?

67% of the children interviewed reported to talk about their future (Education, jobs) with Peuan Peuan staff, 33% never to do so.

Knowledge about Child Abuse and Protection

Children seemed to be informed about physical abuse (it was reported in 44% of the answers). Sexual abuse was the second among reported answers (17% of the answers), then emotional abuse (12%) and neglect (14%). 11% mentioned not knowing what abuse is.

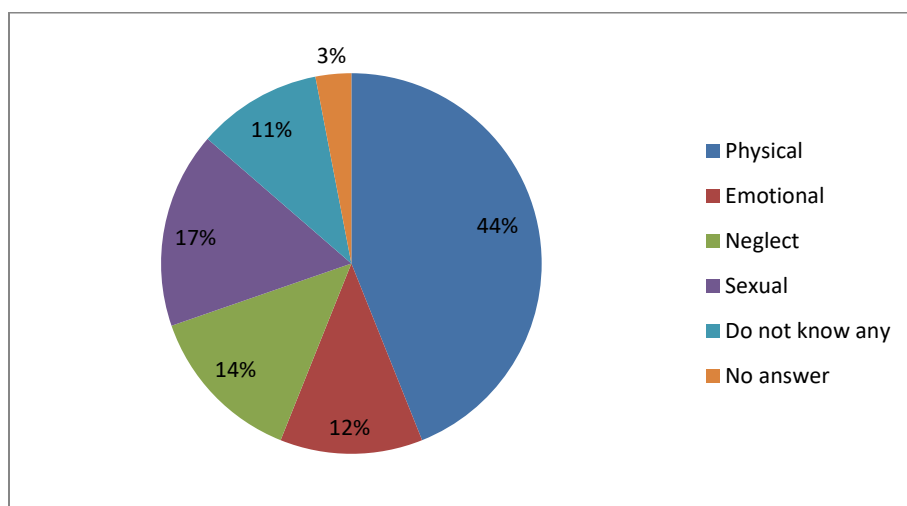


Figure 7: Knowledge about Child Abuse

72% of the children said they know a child who suffers from abuse. This indicates a quite high situation of abuse

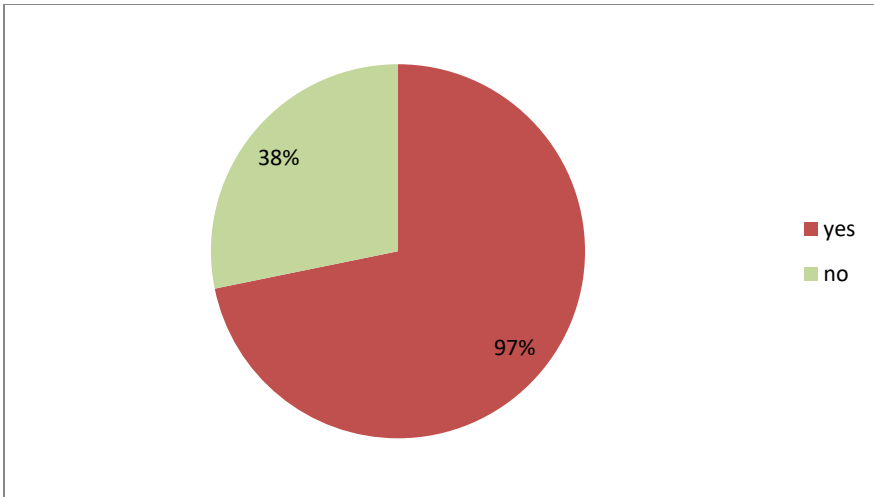


Figure 8: percentage of children who know a child suffering from abuse

To the question *which services would you call in case you need help*, we can see from the responses that Peuan Peuan remains the main provider of services mentioned by children (36 % of the answers), then parents and relatives was second (22% of the answers) followed by local authorities (17%).

Children who mentioned “I do not know” was very low with only 1 child.

“When the security guard or the police chase us away, we run to the Drop-In Center”

Note

Most of the interviewers were staff from Peuan Peuan wearing the NGO T-shirt with name and logo. This may have influenced the respondents to a degree.

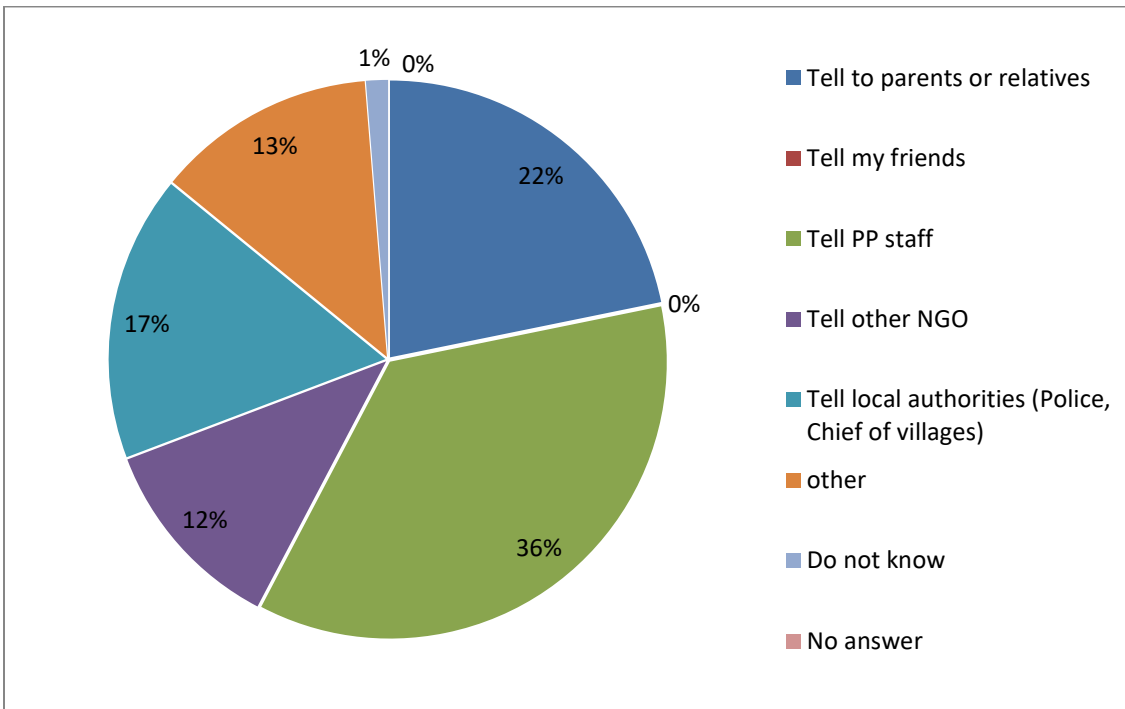


Figure 9: protection network of children interviewed

It seems that knowledge about abuse is quite low (and limited to physical abuse) especially after comparing the percentage of children who mention knowing a child who suffers from abuse (72%).

RECOMMENDATIONS

Recommendations

- Reinforce the idea among the team that recreational activities are a tool but not an objective as such.
- Peuan Peuan to allocate some budget to renew the material in use at the DIC.
- Provide more Information about abuse (types of abuse)
- Revise Peuan Peuan strategy (schedule, activities) of outreach. Peuan Peuan outreach service does not seem to provide full services in the market, just ensuring observation of and initial contact with children