# Evaluation of Project CARE - Citizen' Access to Birth Registration

## (July 2016 – Jan 2018)



## By Oliver Roy

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# Acknowledgments

# The Executive Summary

## 1.1 - The context:

Citizens' Access to Registration (CARE) was a project managed by Fondation Amane pour la Protection de l'Enfance (FAPE), in partnership with Moroccan Children's Trust (MCT) and the US government's Middle East Partnership Initiative (MEPI). It took place in the region of Souss-Massa from July 2016 - July 2017 across the five provinces of Inezgane, Agadir, Chtouka, Tiznit and Tata. In the extension phase from July 2017 - December 2017 the province of Taroudannt was also included.

## 1.2 - The problem:

Without legal identity Moroccan citizens are denied access to the fundamental rights of education, health and employment. The project aimed to tackle a series of individual and institutional challenges to obtaining legal identity.

## 1.3 - The project objectives:
1. To raise public awareness of the importance of civil registration, its procedures, and advocacy participation for improved access.
2. To support local citizens access to civil registration.
3. To build capacity of local actors to support civil registration.
4. To build networks among local and national actors working in registration access.
5. To advocate for change of procedures within local/regional statutory services.
6. To advocate for legislative change positively impacting access to legal identity.

## 2. Evaluation Objectives and Methodology

1. Evaluate the degree to which the project has met its objectives.
2. Compare the mid-term analysis with the final analysis of data collected

3. Examine the changes that have come out of the project.
4. Document the lessons learnt.
5. Analyse and reflect upon the impact of the project on the region and the country itself.
6. Share results locally, nationally and internationally.

The evaluation included a desk-based document review, key stakeholder interviews and focus group discussions with the project staff working across the three operational offices based in Inezgane, Taroudannt and Tata.

## 3. Evaluation results

### 3.1 - To build capacity of local actors to support civil registration.

Over the course of the project 32 training sessions we organised. Offering training to 750 local actors which was 25% over the orginal target set out in the project proposal.

Out of the 750 participants 522 completed feedback questionnaires. The general consensus was that the trainings were well organised and met the needs of those attending. They led to an overall improvement in understanding of the civil registration system and 387 respondents replied positively that the training would influence their work practice, improving their ability to follow and better support complex cases.

The two main obstacles to registration highlighted:
- The lack of understanding surrounding the civil registration process
- The complexity of the administrative rules.

### 3.2 - To raise public awareness of the importance of civil registration, its procedures, and advocacy participation for improved access.

Over the initial project cycle there were a series of 77 awareness raising events organised in public spaces and civil society organisations. An average of 5009 members of the public were estimated to have attended the awareness raising events across the five provinces. This was over 1000 people more than the original target of 4000.

The team collected a total of 282 feedback questionnaires allowing an understanding of the demographic attending the events and insight into the public's views of the issues surrounding civil registration. There were a clear majority of women attending the events with a broad range of ages attending.

The challenges highlighted:
- The difficulty of complex family situations that either stop a family from
- negligence by family members toward their children.
- Collecting the necessary documentation

The main solution offered:
- Extend the deadline for registration at birth longer to longer than a month

### 3.3 - To support local citizens access to civil registration.

Over the course of the project there was a total of 2088 cases referrals of children that needed support in obtaining legal identity. The most referrals came from the department of education. Of those referrals the project supported 407 cases to obtain legal identity which was over double the original target amount. Despite success the team encountered certain cases which were challenging or even impossible to resolve. This further reinforced the objective of reform as the team were able to highlight specific examples of cases blocked by the complex procedures or the laws themselves.

### 3.4 - To build networks among local and national actors working in registration access.

Through the organisation of specific workshops and other activities across the region the project was successful in creating a network of local and national actors which included: statutory staff, civil society, legal representatives and political actors who understood the issues and supported the case for reform. Online platforms were harnessed to foster debate and collaboration and share relevant information among members of the network even after the project's end.

### 3.5 - To advocate for change of procedures within local/regional statutory services.

the team developed a list of 48 recommendations for procedural and legislative reform that drew on the original pilot project and incorporated the experience shared across the region. 13 interministerial workshops were organised locally to discuss practical solutions that could be put in place to implement the procedural reform within each province. The meetings produced mixed results and were hampered by lack of time to follow up on individual commitments

### 3.6 - To advocate for legislative change positively impacting access to legal identity.

The national conference took place on the 3rd May 2017 in Rabat bringing together over 70 key actors involved in the civil registration process on a regional and national level. The event was successful at highlighting the issue on the national stage and presenting clear statistics to back up the recommendations for reform.

This was followed by a presentation of the project, the results and the programme for reform to 20 national politicians in the parliament of Rabat. The presentation was opportunity to lay out the case for reform and share the bill that had been drawn up which was well received by both sides of the political spectrum.

## 4. The Challenges and Lessons Learnt

### 4.1 – The provincial team
One of the most challenging aspects for the provincial teams came with their interaction with the Moroccan authorities. In a bureaucratic system in which civil

society organisations must always seek official authorisation from the local authorities for any type of organised activity, the administrative process is incredibly important. On multiple occasions the provincial teams came up against the administrative challenge of ensuring they follow the correct procedure when trying to organise the busy schedule of local activities.

The project stakeholders also presented certain challenges. One of the difficulties the teams encountered was to ensure that the local target audience attended the training sessions. This was once again both an administrative and a relational challenge that improved over the course of the project. The strategy from the beginning was to use the hierarchy of authority to place pressure on the provincial departments. By first meeting with the regional heads of department to explain the project and get their support, it opened doors for the provincial teams in the organisation of the training and advocacy events locally.

### *4.2 – The social workers*

the main challenges for the social workers was that over the course of the project the social workers encountered some very difficult and complex cases. Due to the complexity of these cases they often remained blocked either within the court system or before the case file had been submitted. Below are some examples of some of the most challenging cases encountered.

**Case example 1**: A women who is already married to a man in another part of Morocco wants to register her new children born out of wedlock with another man. In this instance as the woman is already married but not to the father of the children she wants to register, registration of those children becomes much more difficult. The woman must seek a divorce from her previous husband and then remarry the father of her children in order to get them registered. She also has the option of registering the children as a single mother, but this option is often a last resort for fear of stigmatization.

**Case example 2**: A child who is born outside of the country. In these cases, it is often very difficult for the family and social worker to collect all the necessary paperwork needed to register the child. Even if the child is born to Moroccan parents if there is no birth certificate then the case cannot be submitted to the tribunal.

**Case example 3**: Children born as a result of incest. These particularly challenging cases are difficult both because of the emotional trauma that is caused but also because registering the child born to parents in the same family isn't easy. This is particularly difficult if the sexual relations are between a father and daughter. The stigma that surrounds these types of case mean that supporting the mother to register her child is very challenging.

**Case example 4**: Children adopted under the Kafala system. These cases are again very challenging from a bureaucratic point of view as collecting the original documents from the birth parents is often very difficult to do or in some cases impossible.

### *4.3 – The advocacy manager*

The main challenges for the advocacy manager was in helping the various stakeholders understand the overall objective of the project and how the different elements worked together to promote the message of reform. Many of those that worked for the statutory services saw the advocacy discussions as an attack on the state by a civil society organisation. It was therefore a challenge for the advocacy manager to explain that instead, the discussions were a way of highlighting the issues within the system to find solutions together for how they could be addressed. For the advocacy to have the effect that it did, it was incredibly important that those working within the civil registration system understood and supported its role within the project.

The other communication challenge came with the management of the follow up required as part of the advocacy work. The monitoring of promises made by the provincial heads of department during the inter-ministerial events was vital to ensure that those pledges were adhered to. This would consist of official letters to the provincial and regional heads of departments and then a close follow up in person in each of the provinces. It was a similar process for the national advocacy, monitoring how the government were acting on the recommendations and bill for reform that were submitted.

The major challenge that the team found was time. As the project was coming to an end and final events still being organised, finding enough time to dedicate to the necessary monitoring of the advocacy was difficult. On both a local and national level the results of the advocacy weren't sufficiently followed up on; and then as the project came to an end, FAPE's capacity to continue monitoring the results beyond that were also severely curtailed due to the drop in human resources and capacity to do so.


## 4. The Impact

Project CARE culminated with the Moroccan Government establishing a national committee to register children across the country. The committee was created just after Project CARE's national conference in Rabat and the submission of the bill for reform. The committee is made up of representatives from the national ministries in Rabat that coordinate the work, across all regions of Morocco and accross the different departments involved. Although project CARE wasn't the only actor involved in pushing for reform it played a vital role in the dynamic that was created across the country and which led to this committee being established.
The impact on Morocco since the Government's decision resulted in regional committees being set up across the country and the initiation of the first phase of the yearly campaign for registration beginning in January 2018. The initiative was coupled with a national media campaign launched in partnership with Unicef, which included both adverts and online videos highlighting the importance of civil registration. This media campaign was broadcast and spread across the country to raise awareness of the issue and accompany the work of the Government

Committee. You can see an example of one of the videos produced here: https://www.youtube.com/watch?v=NYU2-Eeba1k.The campaign also reinitiated mobile units who go to hardest to reach areas so that the citizens who can't travel to larger towns and cities can register their children. In addition to this the authorities also decided to waive the fees for registration in order to encourage citizens to register.

By all accounts this Government initiative has had a great impact on the number of children being registered. After the first phase of the campaign from January to May 2018, the report issued by the Government committee indicated that it had recorded 83,682 unregistered citizens of which 23,151 or 28% of the total reported cases had been registered by the civil registration department. They reported a further 39,481 cases were at that point being processed through the court system.

# 1. Project Description

## 1.1 - The Context:

Citizens' Access to Registration (CARE) was a project managed by "Fondation Amane pour la Protection de l'Enfance" (FAPE), in partnership with Moroccan Children's Trust (MCT) and the US government's Middle East Partnership Initiative (MEPI).

FAPE was granted MEPI funding of $203,527 over the initial yearlong project cycle from July 2016 to July 2017 and subsequent extension to December of the same year.

The project was designed as a national advocacy programme pushing for a reform of the civil registration system in Morocco. The schedule of activities took place across Souss-Masa, the second largest region of Morocco. These activities fed into the overall national advocacy for legislative reform that worked towards all Moroccan children and their families obtaining legal identity in order to fully participate in a fairer society.

## 1.2 - The Problem:

Without legal identity, Moroccan citizens are denied access to the fundamental rights of education, health and employment.

The project aimed to tackle a series of individual and institutional challenges to obtaining legal identity. These challenges were highlighted during the baseline pilot project undertaken by FAPE and MCT from 2013-14 in the province of Taroudannt.

The challenges identified were:

- A lack of knowledge of the civil registration procedures among the civil registration staff.
- A lack of knowledge among statutory service staff (hospitals, education, courts) of the civil registration procedures.
- Families' lack of knowledge of the registration procedure.
- Unregistered parents and resulting case complexity.
- The short time limit for registration.
- The economic limitations: families obliged to take time away from work, pay transport and fees in order to register.
- The rigid regulations that do not account for complex family situations.

## 1.3 - The Project Objectives:

Project CARE aimed to ensure that the most disadvantaged and marginalized children and families in southern Morocco were able to access their legal rights as citizens, whilst also promoting understanding and equality within the civil registration system itself. Ultimately the project aimed to advocate for procedural and legislative reform by putting pressure the national government to address the challenges in obtaining legal identity in Morocco.

The project had 6 main objectives:

1. To raise public awareness of the importance of civil registration, its procedures, and advocacy participation for improved access.
2. To support local citizens access to civil registration.
3. To build capacity of local actors to support civil registration.
4. To build networks among local and national actors working in registration access.
5. To advocate for a change of procedures within local/regional statutory services.
6. To advocate for legislative change positively impacting access to legal identity.

FAPE employed a team of 14 staff split into three teams working out of three offices across the region, which were managed by the project manager based in Taroudannt. The team engaged key stakeholders at different levels by organising a variety of activities. These ranged from events designed to raise public awareness and training sessions about the civil registration procedures with the public, local statutory services and civil society organisations, to the detection and support of complex cases, signposting them to other services when necessary or directly

supporting them to obtain official documentation for themselves. These activities took place on a regional level across the five provinces of Inezgane, Agadir, Chtouka, Tiznit and Tata.

Initially Taroudannt wasn't included as similar activities had already taken place during the pilot project. However the province was subsequently integrated during the extension phase which ran from July to December 2017.  All activities on a local level fed into the advocacy work taking place on the national platform.

The advocacy work focussed on consultations with elected officials, experts and key stakeholders to discuss the recommendations for reform; mobilising support for change whilst integrating the views of statutory staff, civil society and the public. The culmination of the advocacy work was the organisation of a national conference in Rabat which high level officials were invited to attend. The evidence collected over the course of the project was presented and the proposed recommendations for reform were discussed. This was then followed by presentations, in parliament, to the two main political parties in power "Le Parti de la justice et du développement" (PJD) and "Le Parti authenticité et modernité" (PAM) of an official bill for reform.

# 2. Evaluation Objectives and Methodology

This summative impact evaluation was undertaken from the 1st July to the 31st August 2017.

Its main objectives are to:

1. Evaluate the degree to which the project has met its objectives.
2. Compare the mid-term analysis with the final analysis of data collected
3. Examine the changes that have come out of the project.
4. Document the lessons learnt.
5. Analyse and reflect upon the impact of the project on the region and the country itself.
6. Share results locally, nationally and internationally.

The evaluation included a desk-based document review, key stakeholder interviews and focus group discussions with the project staff working across the three operational offices in Inezgane, Taroudannt and Tata.

Further detail on how those methodologies were implemented follows below:

## 2.1 Desk review:

A document map, linking key documents to the main areas of review for the evaluation was drafted and information obtained from documents was mapped against the areas of review/evaluation questions and key data extracted to inform analysis. This was then compared with the internal midterm report that was written in February 2017.

## 2.2 Stakeholder interview:

A total of 47 'semi-structured' interviews were undertaken with key stakeholders.

On a provincial level these interviews were broken down into the three key groups:
1. Beneficiaries of the direct casework.
2. Local associations and civil society organisations working to support beneficiaries in accessing legal identity.
3. Local officials connected to the civil registration system.

On a regional level the interviews were organised with regional officials, lawyers, judges and elected officials. *The table in annex 1 shows the breakdown of respondents.*

The research assistants asked a series of predefined questions followed by additional unscripted open questions and discussion. The objective was to capture the opinions of the key stakeholders and to help understand the impact of project CARE.

All the interviews conformed to clear ethical standards with all participants giving either verbal or written consent to be recorded. They were made aware of the purpose for the interview and their ability to stop the interview at any time. See annex 2 for example of questions and consent form.

The interviews were then transcribed and translated from Moroccan Arabic into English in order to be coded and analysed. All names and personal details were anonymised during transcription.

## 2.3 Focus group discussions:

Four separate focus group were organised. The participants of each session were divided according to their individual role and function within the project. The participants for each of the four focus groups were as follows:

1. The national advocacy assistant and the provincial coordinators
2. The provincial coordinators and their assistants
3. The social workers
4. A final evaluation session with all the project CARE staff including members of FAPE management.

The different focus groups concentrated on the role which each member of the project team played during the project and aimed to capture the views and opinions of those working on the front line.

## 2.4 Limitations:

Although all efforts were made to meet with and talk to as many relevant respondents as possible during the course of this evaluation, a number of logistical and practical challenges prevented this from being entirely successful. Some of the limitations include:

- The research assistants being unable to interview all of the proposed 82 respondents as set out in the evaluation plan - this was mainly due to time constraints, as well as challenges in organising meetings with certain people due to their busy schedules. Although the data sample was reduced as a result, the 47 interviews recorded and translated nonetheless still represent

views from across all provinces and types of stakeholder. However, the University professors were all unfortunately unable to be interviewed and therefore their views were not represented in this sample.

- All the interviews were conducted in Moroccan Arabic to facilitate translation and analysis. However, this meant that participants had to be selected according to their ability to communicate proficiently with the research assistants. Therefore certain stakeholders who only spoke Tamazight *(the local indigenous language)* were unable to participate.
- Originally all interviews were to be transcribed into Moroccan Arabic and then translated into English for analysis. Unfortunately due to time constraints this was not always possible and so some interviews were instead translated and transcribed directly into English from the Arabic audio recordings.
- The challenges of translating from Moroccan Arabic into English could mean that potentially some elements were lost in translation. However there was still a broad selection of responses to the questions asked that were able to be analysed using the translations provided.
- As the project extension was agreed after the evaluation team had finished collecting data, this meant that the data collected does not take into account the final three months of the project. However, a further desk review of data coming out of extension was organised after project completion and integrated into the final report.

# 3. Evaluation results

## Have the objectives been met?

### *3.1 - To build capacity of local actors to support civil registration.*

Over the initial project cycle there were a series of training events organised in the five operational provinces of Inezgane, Chtouka, Agadir, Tiznit and Tata. These events were intended as occasions to build the capacity of local actors from the government departments involved in the civil registration process as well as civil society organisations supporting beneficiaries to access the civil registration system.



Number of Training Sessions per Province
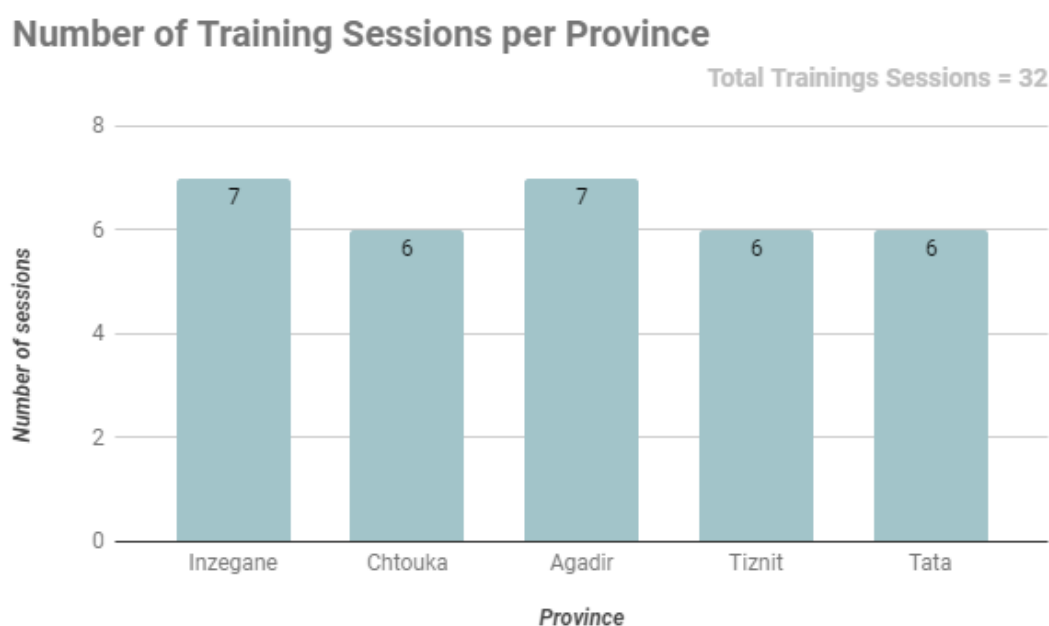
Over the course of the year the project team coordinated 32 training sessions. The aim was to organise trainings within the provincial courts and host them in partnership with the chief prosecutor from each province. By organising the events in partnership with the local justice departments, it enhanced the likelihood that the other actors involved would send representatives to attend.

The training sessions were coordinated by the provincial teams, led by the provincial coordinators and the advocacy manager. Each training was split into three sessions: the first was conducted by the prosecutor or a legal representative and outlined the legal process of civil registration; the second session was conducted by a social worker from within the justice department or elsewhere who outlined the social implications of the civil registration system; the trainings finished with a round table

discussion chaired by the prosecutor in which the various representatives were able to discuss the issues and how they affected their work.

The objective at each session was to invite at least two representatives from the Department of Education, the Department of Civil Registration, the Department of Health and the Local Authorities. An invitation was also extended to representatives of Local Civil Society Associations who worked on the theme of civil registration. In total the team offered training to 750 local actors which was 25% over the original target set out in the project proposal.

## Representatives at the training sessions

Total number of representatives =750



*Type of representative*
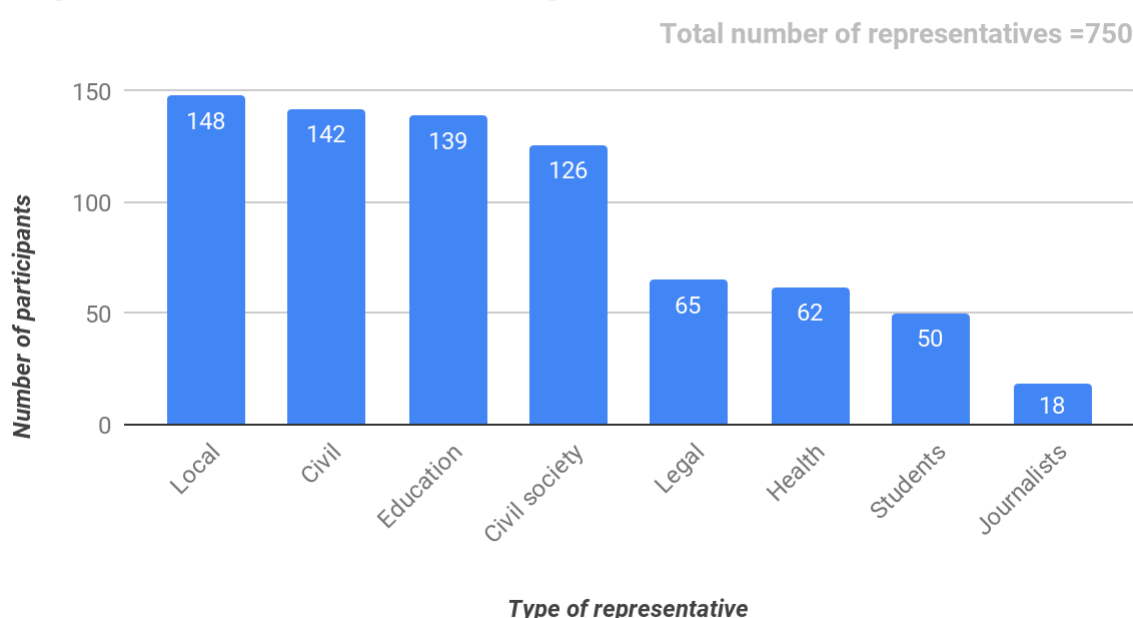
Overall the trainings were well attended with near equal representation from the local authorities, the Department of Civil Registration, the Department of Education and Civil Society. However there was a clear lack of representation from the local Departments of Health. According to accounts from the project team, the lower attendance was due to two reasons. The first was a question of resources; often the local hospitals were understaffed and so it was difficult, or in some cases, in the more rural locations, impossible to send staff members to training sessions during the week. The second reason was that the team often found the health staff uninterested in the issue of civil registration and so claimed the provincial departments did not place as much importance on sending their staff to training sessions on the theme. This issue was highlighted in the mid-term evaluative report; however, in spite of renewed efforts to encourage the department of health's participation in the trainings, the team failed to boost the numbers in any significant way.

The training sessions offered an opportunity to address the issue of the lack of knowledge among statutory service staff through not only allowing a detailed presentation of the legal procedures to civil registration but also introducing the social impact of being an unregistered child and the complexities of why children aren't always registered. This allowed a unique insight into the impact civil registration and the process of acquiring legal identity have on children and their families, as it allowed the professionals the opportunity to discuss the social impact from a social work perspective which is rarely touched on when discussing the theme in general.

As the advocacy manager was present at the majority of the training sessions, she was able to influence the discussion in order to address the issues within the system from the perspective of the various representatives. As she was involved in the training across the region, she was able to highlight common themes or problems as well as notice differences between the provinces. In doing so the team were able to learn from some of the solutions that had been put in place in certain provinces to incorporate different points of view from across the region into the overall advocacy strategy, influencing the recommendations that the team were putting together to present to parliament.



***The Training Questionnaires:***

At the end of each training session the participants were asked to complete a questionnaire which aimed to assess how successful the training had been whilst highlighting some of the points of view of those present. Although the questionnaires were not mandatory the team encouraged the participants to fill them in before they

left. Out of the 750 participants 522 completed them. (*Please see annex 3 for an example of the questionnaire.*)

The first set of responses aimed to demonstrate the quality of the trainings; whether they were well organised and effective at building capacity, knowledge and affecting change within the work practice of the participants. The second set of responses aimed to highlight which issues were the most important to those participating and how they felt they should be resolved.

As you can see in the information below the general consensus was that the trainings were well organised and met the needs of those attending. All the graphs use a scale of 1-5 in which one represents the worse result and five the best.

### Did the training respond to your training needs?

Total Questionnaires =522  Total Unmarked = 32



*Level of satisfaction 1-5*
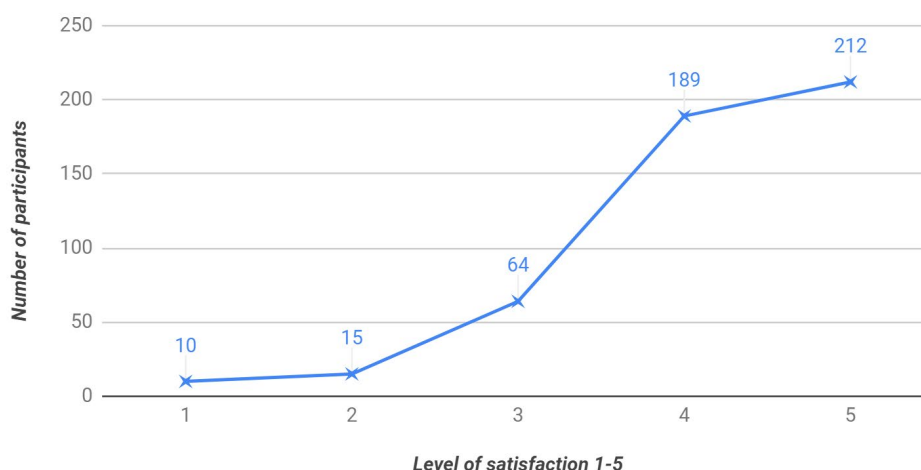
### Where you satified with the organisation of the trainings?

Total Questionnaires = 522  Total Unmarked = 27



*Level of satisfaction 1-5*

17
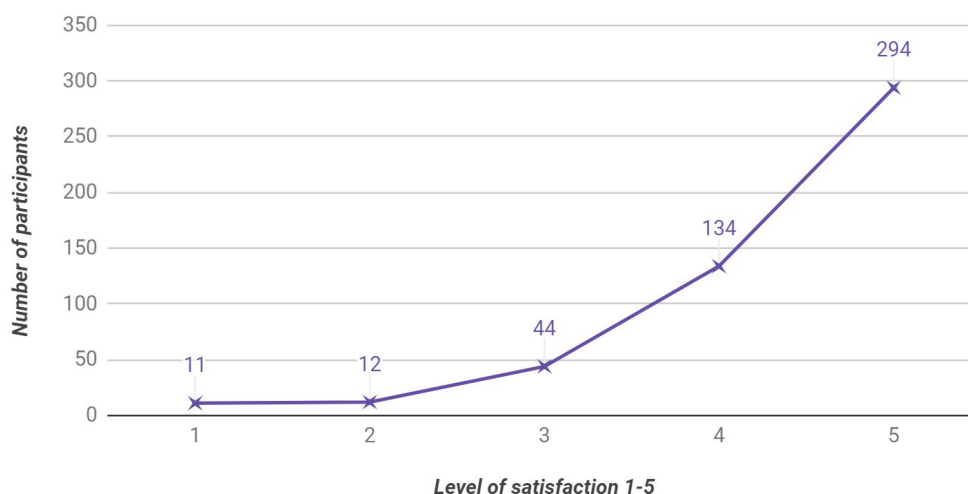
The information collected indicates that the trainings also led to an overall improvement in understanding of the civil registration system. As the information below demonstrates, there was an overall improvement in understanding from before the training sessions, with most people claiming an average understanding of the issues beforehand, to the majority claiming a much better understanding upon completion.

## Level of understanding before training

Total Questionnaires = 522   Number Unmarked = 21



*Number of participants*
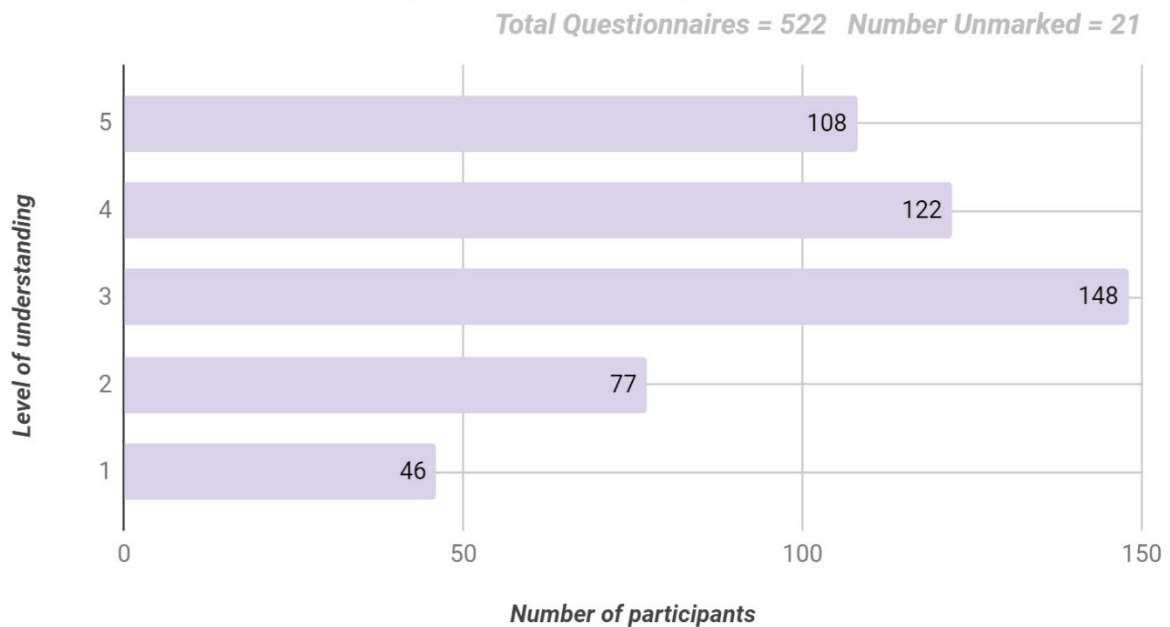
## Level of understanding after the training

Total Questionnaires = 522  Number Unmarked = 30



*Number of participants*
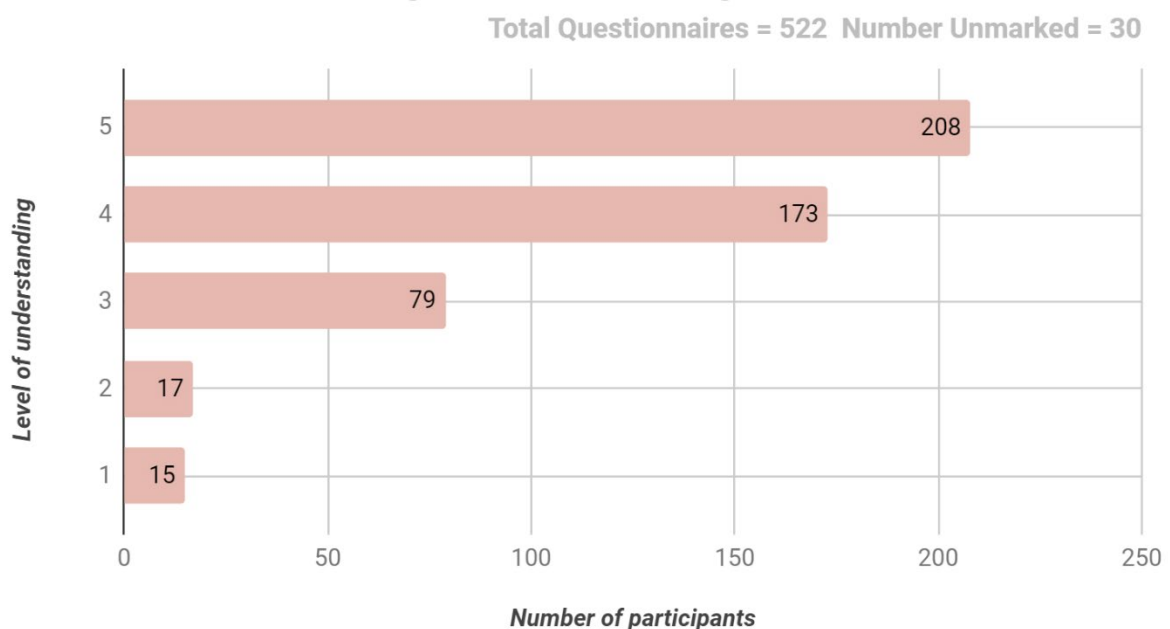
In addition to this the majority of participants stated that the trainings would lead to an improvement of their ability to support civil registration, particularly in regard to complex cases. Of the 522 participants that completed questionnaires, 387 responded positively that the training would influence their work practice. The majority claimed that it would improve their ability to follow and better support complex cases.

**Will the training help you to better support complex civil registration cases?**

Total Questionnaires = 522  Number Unmarked = 21

No
2.6%

Maybe
20.2%

13

101

387

Yes
77.2%

**If yes, how?**

Total who answered yes = 387

*Number of participants*

300

252

200

112

100

23

0

Improved case support    Better at raising awareness    Improved detection of unregistered children
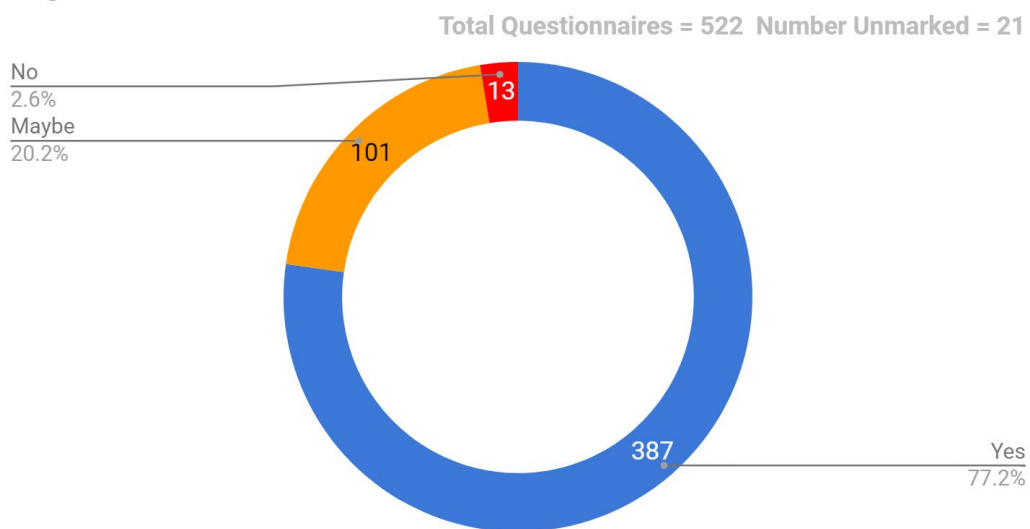
*How?*
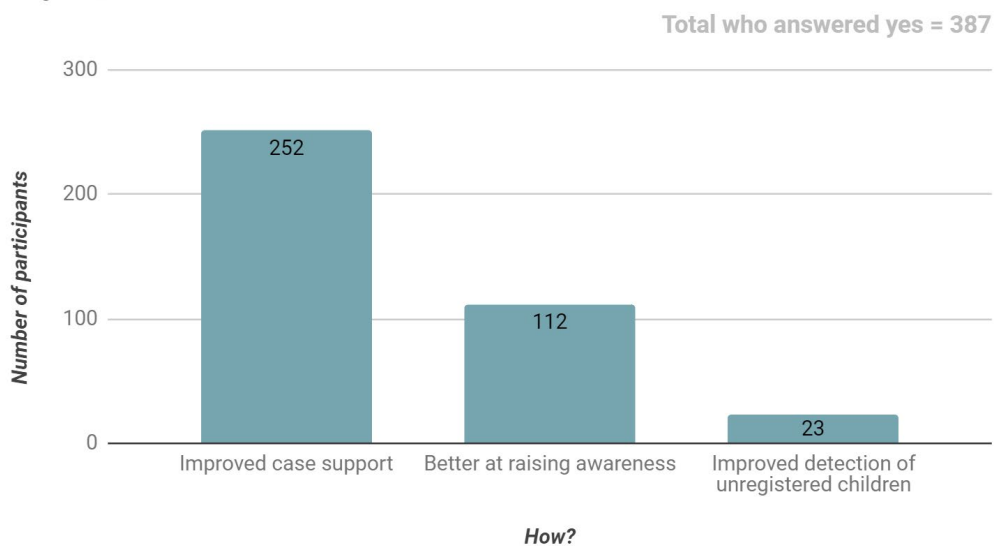
There were two main obstacles to registration highlighted by the professionals answering the questionnaires; namely, the lack of understanding surrounding the civil registration process and the complexity of the administrative rules. These two themes were mirrored in the discussions talked about across the region.

**What are the issues that stop children being registered?**

Total Questionnaires= 522  Total Unmarked = 58

- Lack of understanding
- Complex administrative rules
- Fear of the registration process
- Lack of access to the registration offices
- Poverty
- Negligence
- Family problems
- Couples without act of mariage

35.2%
23.1%
10.5%
7.8%
10.0%
6.5%
5.1%
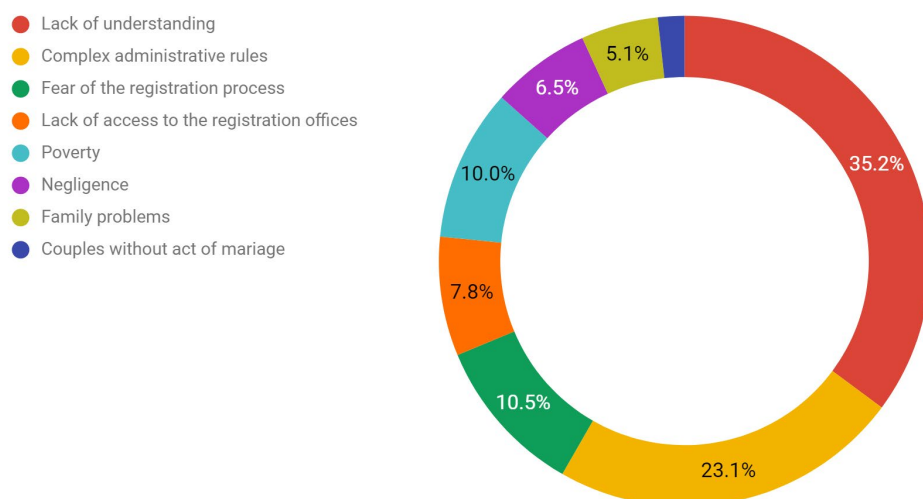
The complexity of the administrative process on a local procedural level, as well as legislatively meant it was often a hindrance not only to those seeking to register their children, but also to those aiming to support their registration in a professional capacity. Through the discussions across the region, the team became aware of many instances in which the rules were ignored, or the law disregarded by those working within the system. So the training sessions were not only successful in improving the capacity of local actors to support civil registration, but also acted as a tool for understanding the issues in a wider context and therefore built a much stronger case for reform from which to lobby parliament.

### 3.2 - To raise public awareness of the importance of civil registration, its procedures, and advocate for participation in improved access.

Over the initial project cycle there were a series of events to raise awareness organised across the region of Souss-Masa. These events were held in public spaces such as weekly souks, main central plazas or schools, allowing the maximum amount of people to visit the stands, ask questions about the procedures and discuss the importance of obtaining legal identity.
There were also a series of events organised in partnership with civil society organisations, normally chosen because of their work with women, during which presentations were made on how to register your child and why it is important.

**Number of public awareness raising events per province**

Total Public Awareness Raising Events = 50

| Province | Number of Events |
|----------|------------------|
| Inzegane | 9 |
| Chtouka | 10 |
| Agadir | 10 |
| Tiznit | 11 |
| Tata | 10 |
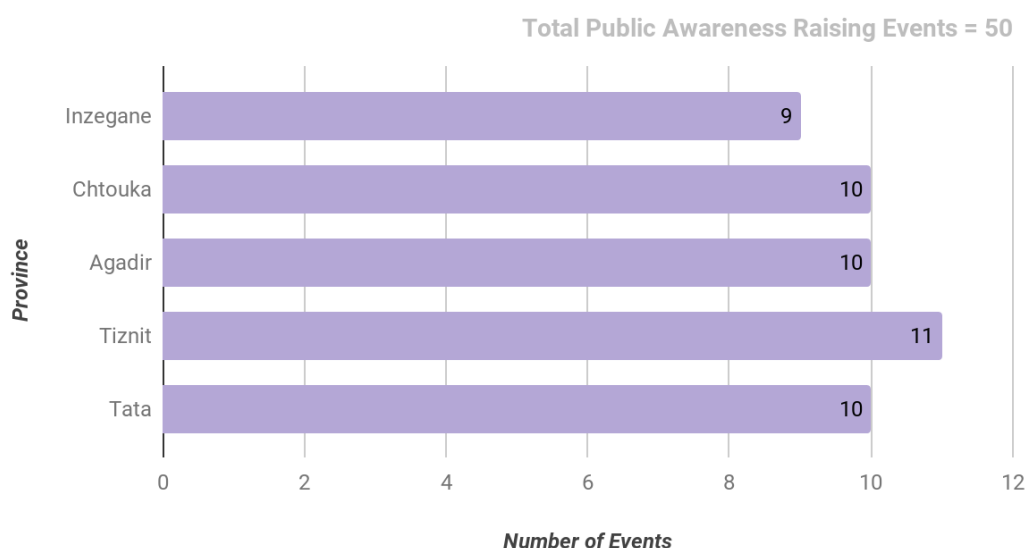
*Number of Events*

**Number of civil society awareness raising events per province**

Total Civil Society Awareness Raising Events = 27

| Province | Number of Events |
|----------|------------------|
| Inzegane | 5 |
| Chtouka | 6 |
| Agadir | 5 |
| Tiznit | 5 |
| Tata | 6 |
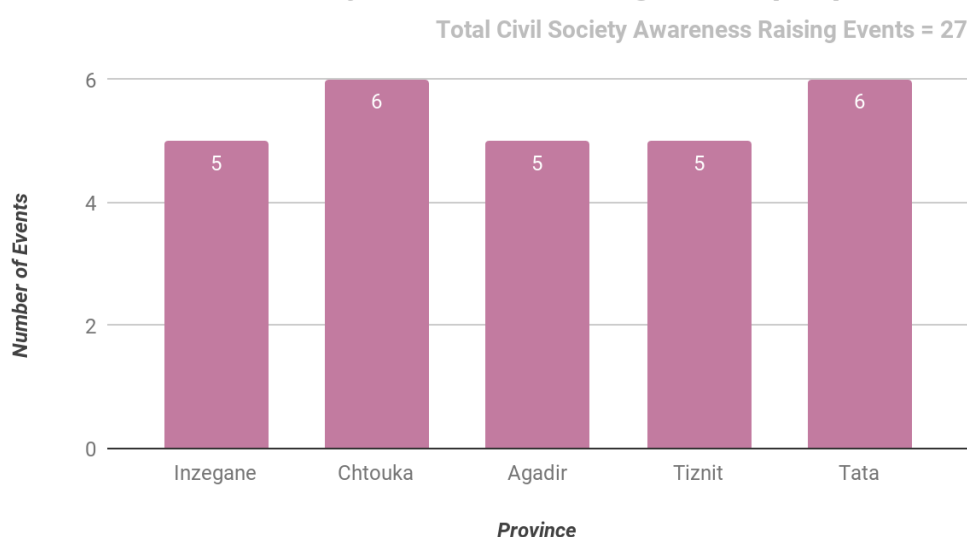
*Province*

Overall there were a total of 77 events organised across the five provinces, two more than originally planned, allowing information to be shared and for the social workers from the different provincial teams to detect cases of families that needed support.



The teams distributed leaflets that outlined the procedures for obtaining legal identity acting as an additional tool for raising awareness as well as a way of estimating how many people attended any given event.

Due to financial constraints each event was limited to 100 leaflets and the numbers of leaflets distributed varied. The teams sometimes ran out at the more popular events but had a surplus at others. However, by recording the numbers distributed, it allowed the team a tangible way to estimate the average amount of people who attended the awareness raising activities.

Overall, an average of 5009 members of the public were estimated to have attended the awareness raising events across the five provinces. This was over 1000 people

more than the original target of 4000. This gives a clear indication to the breadth of reach the project had in disseminating information on obtaining legal identity.

*Awareness Raising Questionnaires:*

During the awareness raising events the team asked those in attendance to fill in questionnaires after the event had finished or after the participant had visited one of the public stands. Each questionnaire was made up of both multiple choice and open questions to ensure a broad range of responses.

Often the team found it difficult to encourage people to participate and answer questions as those attending the public events were normally stopping on route to other engagements and the women in the women's groups often felt intimidated when asked to answer or fill in the questionnaires. To facilitate the process often the team members would complete the questionnaires on behalf of the participant with the respondent dictating their answers. This was particularly evident if the respondent wasn't able to read or write.

The team collected a total of 282 questionnaires allowing an insight into the views of the general public with regards to the issues surrounding civil registration as well as a better understanding of the demographic attending the events. Below you will be able to see a breakdown of the most pertinent information. *See annex 4 for an example of the questionnaires.*

**Understanding who attended the awareness raising events and how they found out about them.**

**Gender of respondents**

Total Questionnaires = 282    Number unmarked =11



Male
35.1%

95

176

Female
64.9%
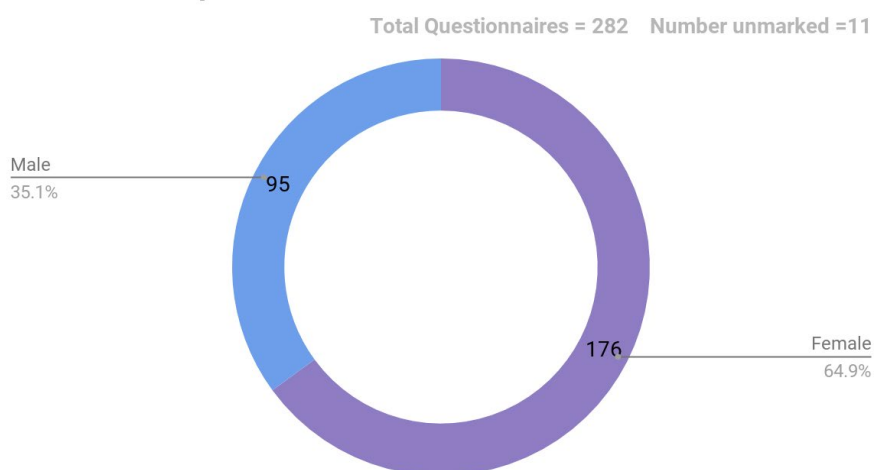
There were a clear majority of women attending the events, which is unsurprising as the team had close partnerships with many women's associations. It was an

intentional decision to focus the awareness raising efforts more towards women than men as women were more often the primary caregivers to their children and so more likely to be responsible for registering them. This is evidenced by the fact that the team received 820 referrals from mothers of children in comparison to just 313 from fathers.

## Age range of respondents

Total Questionnaires = 282    Number unmarked =10
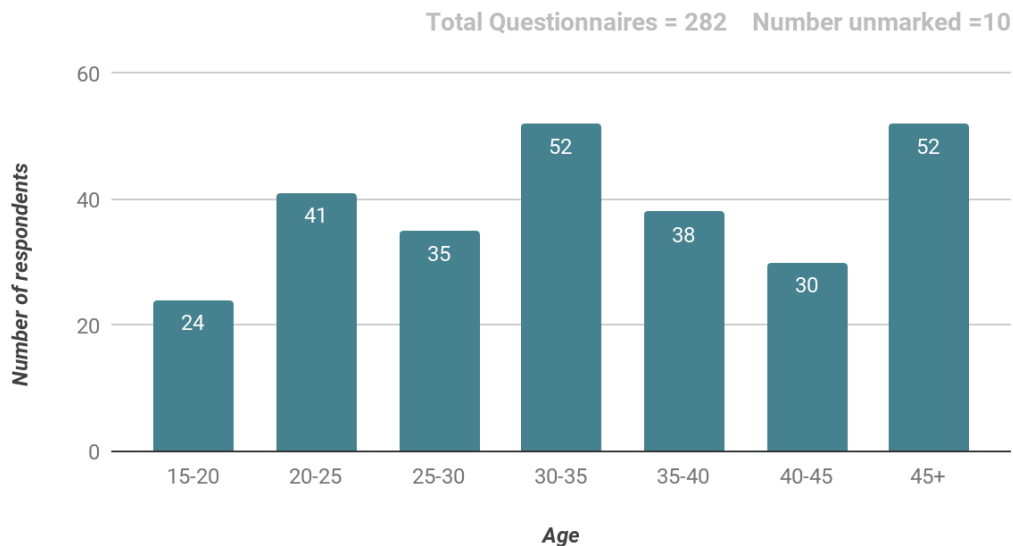


The graph above shows the broad age range of those who attended the events, with slightly more people in their early thirties and older than forty five. This demonstrates the effectiveness of the events at reaching a wide variety of people from young to old.

## Where the questionnaires were completed

Total questionnaire =282



Public awareness event
48.9%        138

Civil society awareness
144        51.1%
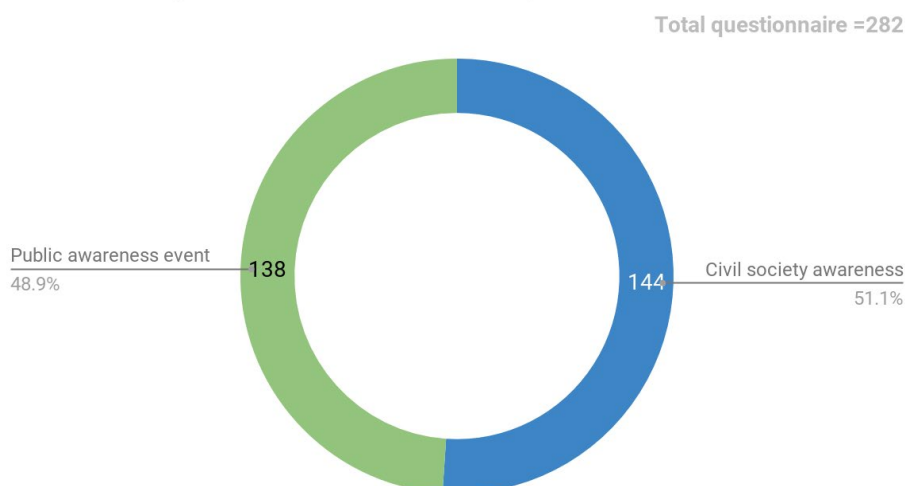
The questionnaires were collected at both types of event. With slightly more being completed at the civil society events than the public ones. The provinces of Inezgane

and Agadir are much more populated areas and so we see a higher proportion of people attending those events and therefore a higher proportion of questionnaires completed. Tiznit, Chtouka and Tata are made up of more rural populations and so on average those events were attended by less people.

**Number of awareness raising events questionaires per province**

Total Questionnaires = 282



Tata 7.1%
Chtouka 11.3%
Tiznit 24.1%
Agadir 28.7%
Inzegane 28.7%
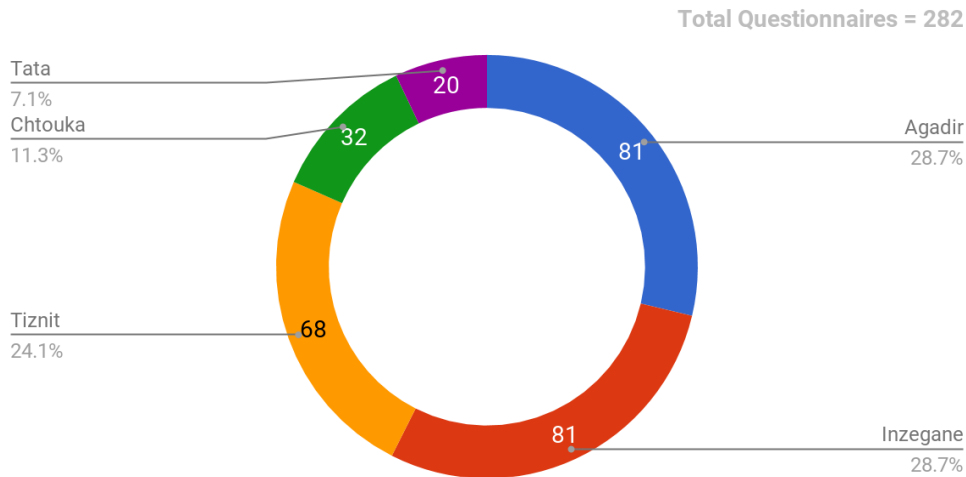
The graph below shows how information about the awareness raising events spread. Respondents mostly heard about the events through word of mouth which was not surprising, as Morocco traditionally has a very oral culture. However it demonstrates the effectiveness of basing the events within the heart of the local communities as word spread much more effectively not only through those that had attended previous events and via the flyers distributed but also through local organisations and schools.

**How the respondent heard about the awareness raising event**

Total Questionnaires = 282  Number Unmarked = 68
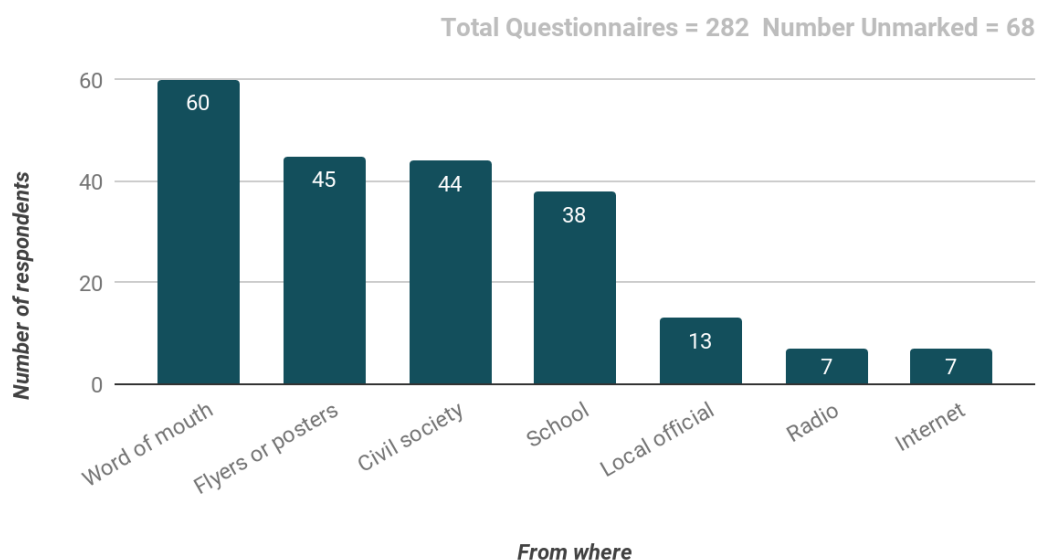
Although the overall project had put great emphasis on having an online and social media presence, this had little effect in spreading the word about the awareness raising activities taking place across the region. This could be explained by the fact that a lot of the participants didn't have regular online access and so instead heard of the project via other means.

***Insights into the civil registration process from members of the public.***

The registration of children at birth is comparatively much easier than leaving it until later in the child's life. By undertaking the pilot project in the province of Taroudannt, FAPE was able to highlight a variety of reasons as to why families did not do this straight away. However, by consulting with the public at awareness raising events, it allowed the team a broader insight into the main obstacles for families across the region.

Interestingly, there were two main obstacles that were highlighted by respondents of the questionnaires. The first was the difficulty of having complex family situations that either stop a family from wanting to register their child, for fear of stigmatisation, or actually block them from doing so in the first place. This finding speaks to the fundamental issue of reform that the project was aiming to address.



What are the obstacles that stop parents registering their child at birth?

- Negligence
- Complex family situations
- Lack of understanding of the importance of registration
- Administrative obstacles
- Birth Ceremony "aqeeqah"
- Fear of being punished
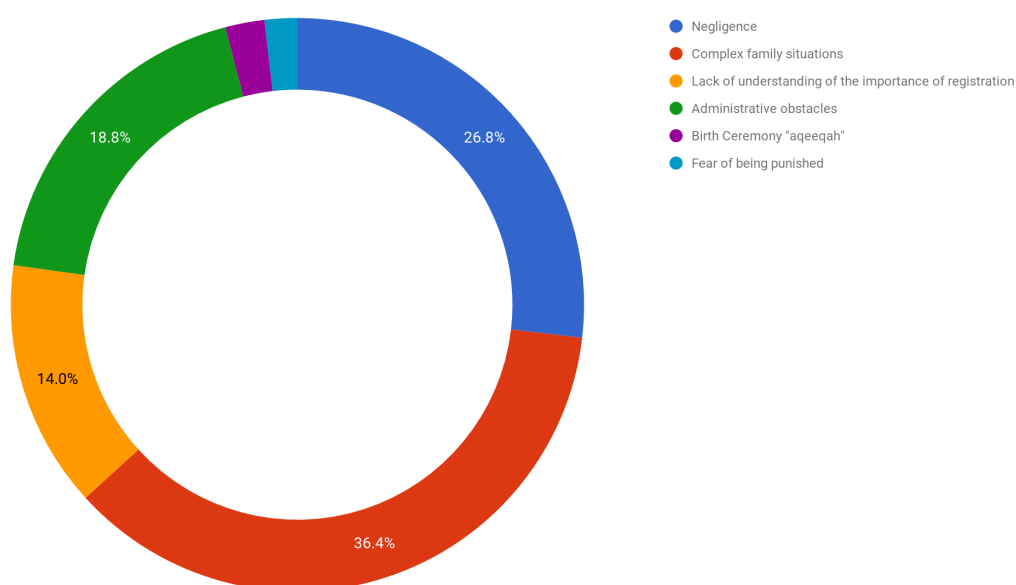
The second biggest obstacle highlighted was negligence by family members toward their children. Respondents felt that many parents did not care enough about their children's welfare to go through the process of registering them at birth or that they did not understand the importance of registering their children and so neglected to do so. Ultimately the project aimed to use the awareness raising events to address

this very issue by informing families of the importance of registration and communicating a sense of urgency by clearly outlining the impact should their child remain unregistered. This finding only goes to demonstrate public opinion for more awareness raising activities of a similar nature.

According to the respondents, the most common difficulty within the civil registration process itself comes from collecting the necessary documentation. It is challenging to obtain all the documentation needed even if you come from a traditionally structured family in which both parents are present. This may be because the documents have been lost and acquiring new ones is either difficult or impossible. It may be because families have moved from another part of Morocco and so to obtain the necessary paperwork means they have to travel back to where they used to live, or it may be that they were never issued the paperwork in the first place.

**What are the dificulties within the civil registration process?**



- ● The collection of documents
- ● No difficulties
- ● Registration at place of birth
- ● Complex administrative rules
- ● The civil servants
- ● The short registration period
- ● The lack of civil registration offices
- ● Getting the BCG vaccination
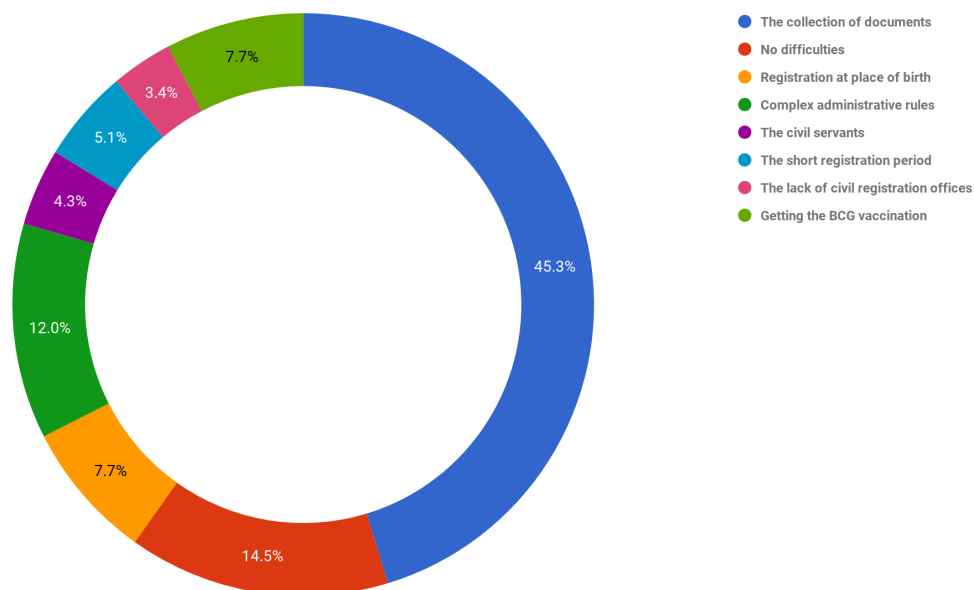
Whatever the reason, without the necessary documents their children are unable to be registered. This issue is even more pertinent for families from more complex situations or less traditional family structures, such as when the father of the child is unknown or not present, and the challenge in obtaining the necessary documents becomes much more difficult. Often the social workers found that single mothers wouldn't register their child out of fear of being stigmatised. Either they were living out of wedlock and did not want the local community to find out or they were fearful of abuse from members of the statutory staff with whom they would have to communicate. Either way, it was clear from the perspective of the team that the issue

of social exclusion or stigmatisation was one of the key barriers to registration that was not linked specifically to the system itself, but society at large.

The main suggestions from the respondents on how to improve the civil registration system fell broadly into the five categories below with just under half of the respondents feeling that by prolonging the period for registration after birth, the situation would be greatly improved and parents would be more likely to register their children within the deadline.

**What do you suggest to improve the civil registration process?**

- Prolong the period of registration after birth
- Simplify the procedures
- Help families to register their children before the deadline
- Raise awareness
- Ensure the civil registration offices are accessible

16.0%
8.7%
14.7%
41.3%
19.3%
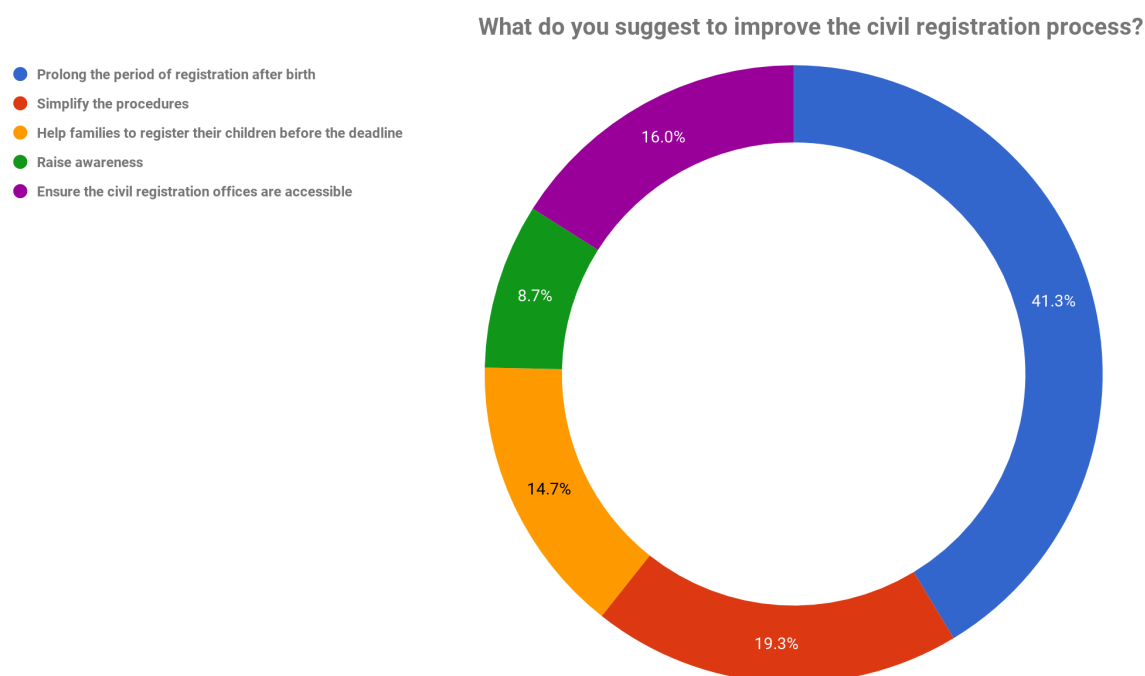
The limited time frame of only a month means that a lot of families simply miss the opportunity to register their child immediately after birth. The team highlighted that this is often because the family return home to organise the traditional naming ceremony instead of registering the child straight away. However, as a result the process becomes a much more difficult, complex and costly legal administrative procedure.

As this process is often inaccessible for a lot of people, registration is unfortunately neglected. The tight deadline is further exacerbated by the fact that a certificate of vaccination must be included as one of the documents. Free vaccinations are only offered if the mother can provide a marriage certificate. However, at most hospitals they only take place once per week. Therefore, if you don't vaccinate your child on the specific day allotted, you are forced to wait until the following week. This is just one example highlighted by the respondents of how the complexity of the civil registration procedures impede parents, especially single mothers from registering their child immediately after birth.

The points of views and suggestions highlighted in the questionnaires and discussions with members of the public fed into the overall advocacy strategy for the project. The awareness raising events were not only effective at raising public awareness of the issues but also acted as measure of the day-to-day reality for the general public with regard to the civil registration system. The findings therefore not only helped to shape the recommendations that the team developed to present to parliament but also added to the body of evidence in support of the advocacy for reform.

However, it is important to highlight the limitations of the questionnaires when analysing the information collected. For example out of the 176 female respondents, only 6 of them stated that one or more of their children were unregistered. Among the 95 men that answered, only 19 of them claimed they had unregistered children. These results, if taken at face value, do not represent the reality found by the social workers collecting referrals across the region. At the 77 awareness raising events a total of 650 referrals were made which indicates that perhaps there were respondents that didn't feel comfortable admitting they had unregistered children when answering the questions

The artificial nature of asking respondents to fill in a questionnaire which in many instances was answered in conversation with the social worker or member of the CARE team meant that the results had to be analysed in relation to the wider context of the project. Immediately from the experience of the social workers supporting families to access civil registration the team knew that children without legal identity were often associated with extra marital sexual relations or prostitution. As a result of the stigma surrounding sexual relations, it inevitably meant that beneficiaries would not talk openly about their situation. In many instances the social workers found that people affected by the issue, who attended the awareness raising events, often would not come forward during the event itself but would contact the them privately later. It is therefore important to examine the results from the questionnaires within the wider context of the project in order to better explain the key findings.

### 3.3 - To support local citizens access to civil registration.

Throughout the course of the project the provincial teams recorded case referrals of families that needed help with the civil registration of their children. Often these referrals were made by the families themselves either at the awareness raising events or directly with the social workers. Other referrals came from civil society organisations, local officials or statutory staff from within the courts and hospitals.

However, the majority of referrals came from local primary schools or the provincial and regional education departments. This is because children must have legal documentation in order to register for secondary school education. So it's often when a child reaches the end of primary school that the issue is highlighted. The teams therefore received referrals from teachers within local schools and the social workers put particular emphasis on forming strong relationships with local teaching professionals.

Over the course of the initial project cycle and the extension phase, the team highlighted a total of 2088 cases of children that needed support in obtaining legal identity. In the graph below you can see the breakdown of where the majority of these case referrals came from.

## Total case referrals vs origin of referral

*Total case referrals received = 2088*

| Origin of referral | Number of referrals |
|---|---|
| Civil society awareness raising event | 274 |
| Public awareness raising event | 376 |
| Detected elsewhere | 639 |
| Schools | 799 |

*Number of referals*
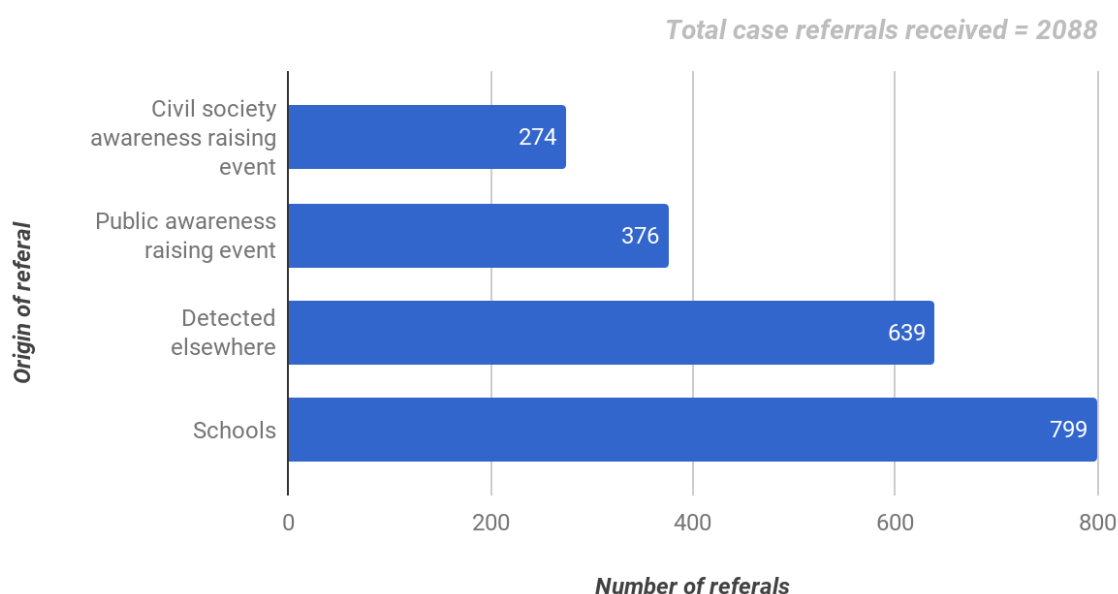
Later in the project cycle, the majority of the provincial teams were able to obtain lists of unregistered children either from individual schools or the provincial and regional education authorities themselves. This was a result of the national discourse surrounding civil registration as the project progressed and became possible thanks

to pressure from the national education department for schools to share the details of unregistered children with other actors concerned.

Although the team were successful in obtaining the lists of unregistered children from the provincial education departments of Inezgane, Agadir, Tiznit and Taroudannt. As it was a new mandate from the government the lists weren't always complete and unfortunately the education departments of Chtouka and Tata were not as forthcoming in sharing that information with the team. As the school lists were collected later in the project cycle the teams also had less time to acquire them before the project came to an end. Either way it is clear that the project only detected a small number of unregistered children and the list acquired from the local education authorities show a much larger number of unregistered children that until the official mandate remained undetected.

The graph below shows the amount of referrals per province. As indicated previously, certain provinces contain larger urban populations and therefore show higher levels of referrals. However, the issue isn't specific to larger urban centres. In spite of anecdotal evidence to the contrary, there was still a substantial number of referrals made in the more rural areas of Tata and Tiznit. Even in places where the social workers were told repeatedly there were no unregistered children, referrals were still made.

## Total case referrals by province

*Total Case referrals received = 2088*
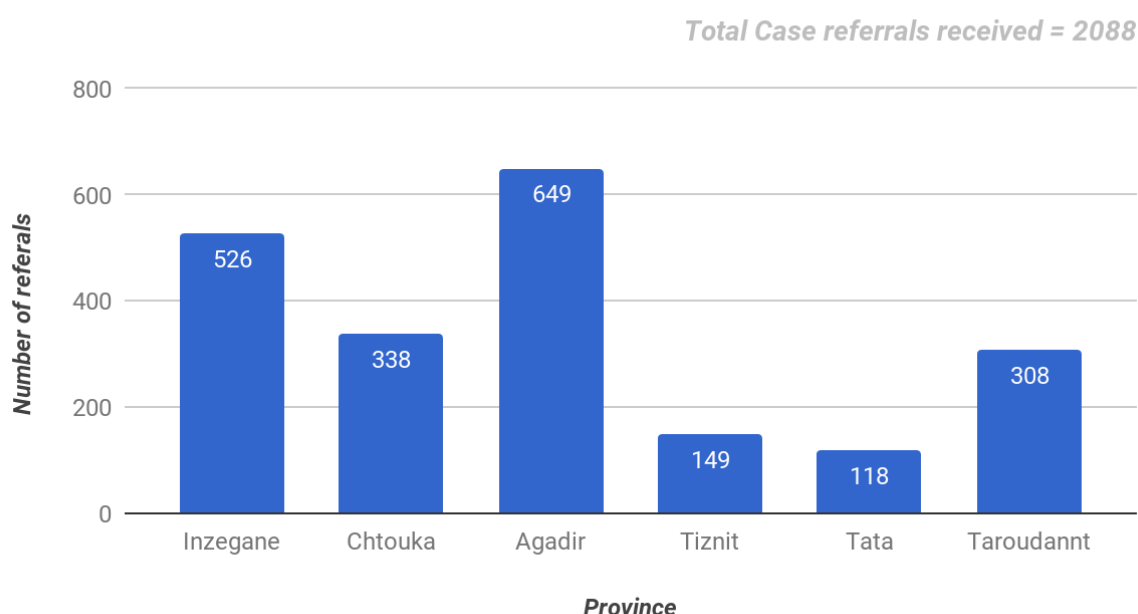


It's important to note that despite FAPE having a strong presence in the province of Taroudannt, direct project work only took place during the extension phase. This was due to the fact that awareness raising activities and trainings had already taken

place in the province during the pilot project and so it wasn't included in the original project proposal.

Throughout the project cycle the provincial social workers worked towards supporting families to register their children and access civil registration. Of the 2088 referrals that were made, they were successful in supporting 407 cases in obtaining legal identity. This was over double the amount of positive judgments set out in the original project proposal.

## Cases judged by month

*Total number of judgements = 407*
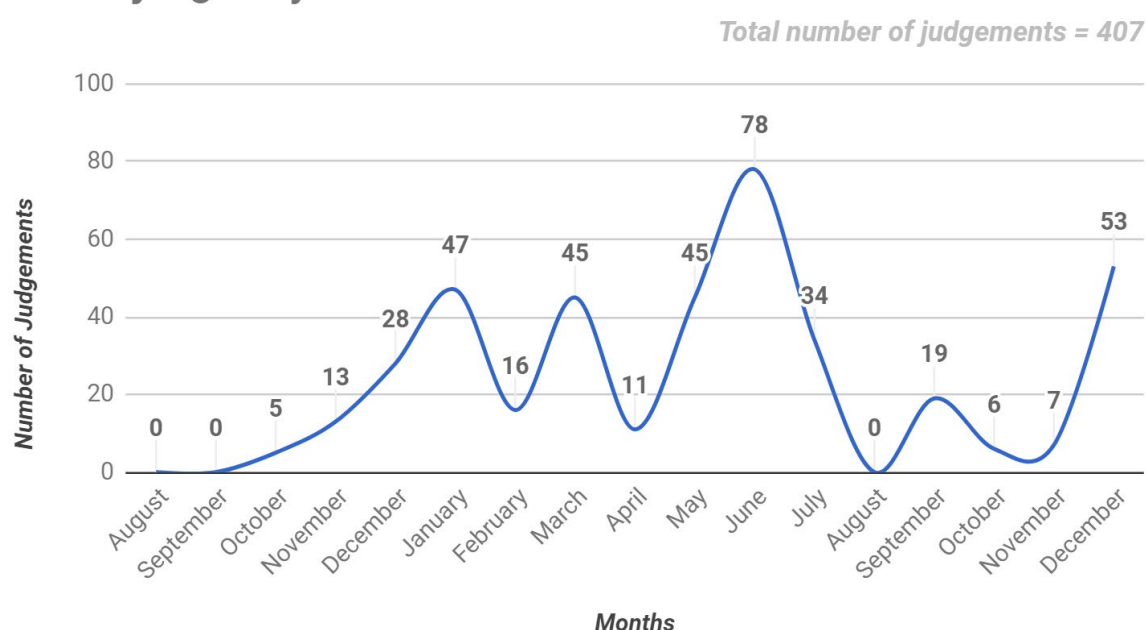


In spite of having a dedicated social worker in each province supporting families to access the civil registration process. The complexity of certain cases and the difficulties associated with the registration process meant that the team were only able to support 19.49% of the total referrals made, which demonstrates the breadth of the problem in Souss-Masa and the challenge in supporting citizens to access to civil registration.

## Positive cases judged by province

*Total number of judgements = 407*
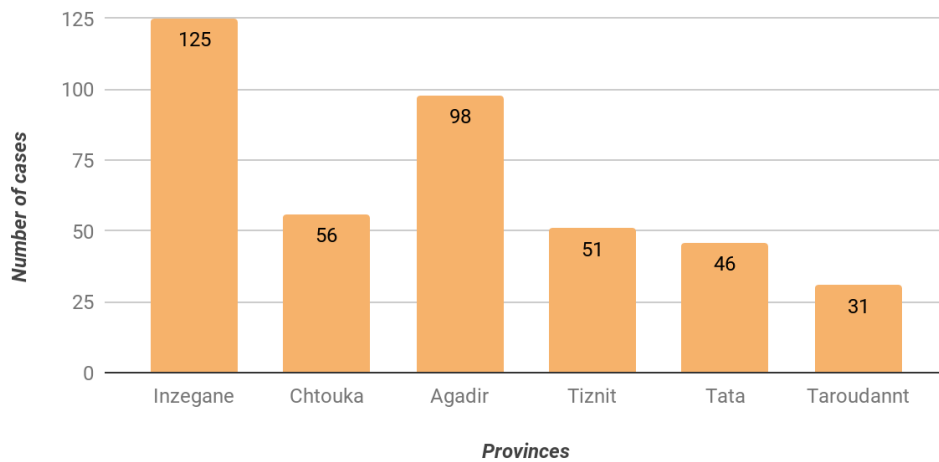


In certain cases, it became clear that the issue spanned generations within the same family. The social workers therefore had to support the registration of the grandparents and the parents first in order to register the child. The cycle of unregistered citizens ensures that future generations suffer the same fate as those before them.



Although the social workers were successful in supporting a large number of children, across the region; they encountered certain cases which were much more challenging that others. The team were often less effective at supporting those families either because of a lack of experience on the part of the social workers or a lack of clarity on how to register the more complex cases. In many instances it was a

case of learning on the job how best to support a family. Some of the situations the team encountered were so complex that the authorities involved had no clear understanding of how to register the child.

However, this further reinforced the wider project objective of reform as the team were able to demonstrate the issues on the ground and highlight specific examples of cases blocked by the complex procedures or the laws themselves.

***3.4 - To build networks among local and national actors working in registration access.***

From the beginning of the project the team aimed to build a network of local and national actors. The objective was to create a group of professionals who would understand the issues surrounding civil registration, support the case for reform and work together both during the project itself and after it had finished. The network was created on multiple platforms and aimed to incorporate a wide variety of actors from the different groups involved.

**Statutory staff**: The first meeting of the project before any activities had begun was organised with the regional prosecutor; who along with the "Wilaya", the head of the regional council, holds the highest office in the region. The decision to prioritise the judiciary as opposed to the regional authority was based on the fact that the intended reform was primarily a legal issue.

The objective was to get the prosecutor's support and authorisation for the project. The meeting outlined the broad strategy and he agreed to support the planned activities and participate in the advocacy workshops and training sessions. The advocacy manager then held similar meetings with the other regional departments involved, ensuring their support and help in facilitating the provincial teams in organising similar meetings in the five provinces.

It was not always easy to meet with the statutory officials, especially early on in the project before the team had any experience and FAPE as an organisation remained unknown. However, by initially meeting first with the regional heads of department it allowed support from above when dealing with the provincial staff and remained a vital tool for fostering relationships and building a solid network. As a result, meetings took place at the beginning of the project in each province with the local prosecutor and the local municipal authorities as well as the local civil registration, education and health departments. These meetings became the building blocks of a network of regional cooperation and support for reform.

As the activities began to be organised across the region, the members of the team continued to develop relationships with the statutory staff in each of the provinces. It was vital that the team followed the proper procedures when organising the project activities, as the administrative process is held in high esteem within the Moroccan civil service. In the initial training FAPE management emphasised the importance of the administrative process; however, the team found it particularly challenging especially at the beginning of the project. Mistakes inevitably caused problems with the organisation of the activities and risked damaging FAPE's reputation. Recognising the problem, the team put extra emphasis on improving in this area.

Organisational reputation was key to developing trust and building upon the network as the project progressed. As the team continued to display professionalism in their dealings with the statutory authorities and the administrative process improved the activities became more streamline and the network of key actors more engaged. This was reinforced by the capacity building offered via the trainings, as the staff felt they were benefitting from the project itself. The staff that were interviewed also mentioned feeling empowered by being able to share their experience in the open discussions. This was a vital element of fostering buy in to the overall message of reform and developing the network.

In addition to this; the trainings offered a unique way for the message of reform to reach the national departments. As the team organised a large quantity of training sessions and awareness raising events across the region in such a short space of time, it meant that they came into contact with statutory staff of all levels on a regular basis. This ensured that the local debate surrounding the issue fed up to the national platform as those interacting with the team were obliged to send reports to their superiors.

**Civil Society**: Early in the project the team highlighted the local and national civil society organisations working on the issue. In each province they invited representatives of the organisations identified to attend a presentation of the project explaining the overall objectives and eliciting their cooperation and support. One presentation was organised in each province with a total of 72 civil society organisations attending. By doing this early on, the team were able to highlight potential support within each province and work in partnership with those organisations to host awareness raising events together. In addition to this, by inviting representatives of these local organisations to the training events it also reinforced the network by not only building their capacity but also introducing them to local statutory staff who were responsible for registration within their provinces.

On the national level, key organisations were invited to the conference organised in Rabat towards the end of the project. This ensured that other civil society organisations from different regions were integrated into the network and able to learn from the experience in Souss-Masa.

**Legal Representatives:** The team also targeted regional legal experts, both lawyers and judges. The advocacy manager organised regional workshops inviting them to learn about the project and offer their legal expertise in supporting the development of the bill for reform that was to be presented to parliament. In total there were 68 lawyers present at the first workshop and 8 judges at the second. The faculty of Law at the University of Ibn Zohr in Agadir were vital in developing this legal network and integrating their expertise into the wider regional debate.

**Political Actors**: Later in the project a total of 14 local politicians attended a similar workshop to discuss the issues and foster political support for the proposed reform. Although the local political actors didn't have any legislative power they were vital in introducing the team to national politicians who held positions of power within parliament. This was essential in getting the message of reform onto the national platform.

**Social Media:** Of the other tools that the team used to build and expand upon the network, the internet and social media in particular were incredibly important. From the beginning of the project the team developed a Facebook page to host a virtual network and to amplify the progress of the project and the recommendations for reform across the country. Facebook is often used in a professional capacity in Morocco and so proved a useful platform for the team to post information, photo campaigns and key successes in Arabic so that the wider network was kept up to date. By the end of the extension phase the Facebook page had a total of 1421 followers which had grown gradually as the project progressed and more people learnt about the work. The team also paid for specific adverts promoting key developments which was an effective way of boosting the numbers of followers. They also took advantage of the FAPE's existing social media presence by posting on the FAPE's Facebook group that already boasted 6531 subscribers. Although the team also attempted to use Instagram and Twitter in the same vain, they found they got little response as it is rarely used in Morocco. As a result the team concentrated the social media campaigns solely on Facebook.

**Website and Guide**: In addition to the social media presence the team had funds to develop a website as well as a printed guide which was distributed amongst members of the network. The website was set up under the domain [www.amane-fape.com](www.amane-fape.com) and contains a detailed description of the different elements of the project. It was designed as a platform from where members of the network could download open source examples of the different documentation the team had used throughout the course of the project; from official letter templates to monitoring tools to record case files. This online resource also hosts a database of publicly available contact details for 797 members of the network to ensure that cooperation could continue beyond the end of the extension phase. Unfortunately, due to time constraints the website is currently only in French, which was a definite flaw in its design. The website was accompanied by a printed guide that was written in Arabic that had two main objectives. Firstly it acted as a way to document the project in its entirety explaining the details of how the advocacy strategy developed. The idea was that if other organisations were interested in developing their own similar project they were able to learn from FAPE's experience. The second objective was to offer a step-by-step guide on how to support families to register their children in Morocco allowing social workers across the network insight into the procedures and how best to support beneficiaries in different situations.

***3.5 - To advocate for change of procedures within local/regional statutory services.***

Over the course of the project the team developed a list of recommendations for reform that drew on the learnings from the original pilot project and incorporated the experience shared in the trainings, awareness raising events and workshops across the region of Souss-Masa. (*Please see annex 5 for the list of recommendations*)

The list consisted of 48 recommendations for both procedural and legislative reform. However on a local and regional level the team focussed efforts on pushing for procedural change within the provincial and regional statutory services.

As the trainings continued the team developed a clearer understanding, through their discussions with the statutory staff, of which recommendations were more likely to be implemented in each of the provinces. In March and April of 2017 they organised a series of inter-ministerial workshops in each of the provinces. They invited the heads of departments they had met at the start of the project but this time bringing them together in one room.

There were a total of 13 workshops organised across the region. The objective was to get those in charge around the same table to discuss the recommendations and practical solutions that could be put in place to implement some of the procedural changes necessary to improve the civil registration process. In total the team organised three meetings in each of the five provinces; one with the education, justice and civil registration departments; the second with the authorities, the civil registration and the health departments; and the last with the justice, civil registration, and health departments.

During these individual meetings, led by the advocacy manager and provincial teams, solutions were proposed in order to ensure that relevant recommendations could be put in place across the province. As many of the recommendations relied upon cooperation between the departments, it was also an opportunity to foster a coordinated effort between the different departments on a local level. It was clear that one of the key challenges within the civil registration system was the lack of communication between the departments involved and so it was vital to bring the heads of those departments together to discuss how to implement change.

It was therefore important to ensure that the heads of department were actually present during the workshops instead of simply sending someone as a representative. The team aimed to elicit an official commitment for change and without those with the power to make such a commitment the overall objective was somewhat diluted. As the team had come to understand the challenge of getting the heads of departments to attend their meetings, additional effort was made to ensure

that they were present. The team used their reputation and personal contacts to put pressure on the heads of department to attend. They introduced an incentive by indicating that if they were present they would have first-hand knowledge of what would be shared with the rest of the country during the conference in Rabat taking place at the beginning of May; which would also be a great opportunity to share the example of the progress made in each province.

Despite additional efforts to ensure that the heads of departments attended, it unfortunately was not always the case. The mixed attendance meant that certain provinces produced more solid commitments for change than others. The provinces of Inezgane, Agadir and Tata had much more fruitful discussions as the majority of the heads of department attended the three workshops organised. In both Chtouka and Tiznit, solid commitments for change were more difficult to determine as those with the power unfortunately weren't always present.

After the workshop had finished, the team then followed up on the commitments made. In the first instance, they wrote official letters outlining the key points discussed in the meeting. The letters ensured that the meetings and solutions were officially logged within the different departments and shared with the provincial and regional superiors adding a certain measure of pressure on those solutions to be implemented. Before sending the official letters, the team informally verified the content with the participants who attended to ensure that they did not damage their relationship with the different provincial departments. After the letters had been sent, the team then followed up with their contacts in the provinces to ensure that those commitments were honoured by collecting evidence to prove that the changes had been made.

Unfortunately, in the months after the inter-ministerial workshops had taken place, the team was very busy with advocacy events on the national platform. This meant that the follow up on a provincial and regional level wasn't as thorough as it could have been. Fortunately, the project was subsequently extended which allowed the team the opportunity to further monitor the situation locally; however, as funds were scaled back and other activities continued, it remained difficult for the team to travel and verify the procedural changes that were promised. In addition to this the shifting debate on the national level also began to influence activities regionally, which meant certain commitments could no longer be implemented. Therefore, it might have been more logical to leave the inter-ministerial workshops until later in the project cycle once it was clearer what changes were being made on the national platform.

That being said there were still some key successes that came out of the inter-ministerial workshops that influenced change on the local level.

**Key Local Success:**

BCG vaccinations:

- The civil registration inspector who is in charge of registration in Chtouka, Tata and Inezgane sent round a circular to the authorities and the health department that states that the BCG vaccination is not needed in order to register your child. This letter has subsequently been stuck up on the walls of the maternity wards, the civil registration offices and municipality buildings across the provinces

Cooperation with schools to support registration:

- The resident judge for Chtouka sent out a circular to the education department citing the list of documents needed for civil registration. This is to allow teaching professionals more information about how best to advise families seeking civil registration for their children. The local education department shared the letter with all local school directors.

Awareness Raising:

- The civil registration inspector in charge of registration in Agadir has sent a letter out to the local education department to organise a caravan of awareness raising events focused on civil registration which will take place in various schools across the province.
- The local education department sent round a circular to all school directors in the province pushing them to share their lists of unregistered children with the local courts and the civil registration department
- Through our work with the courts in Agadir they now process civil registration cases in groups to speed up progress of cases through the system.

### 3.6 - To advocate for legislative change positively impacting access to legal identity.

On a national level the team were pushing for legislative change to be implemented by the government. All elements of the project had ultimately been feeding into the national strategy for reform. However, it was unclear from the beginning of the project to what extent FAPE could actually influence reform of this level in any meaningful way.

Nonetheless a strategy was put in place to build a solid base of support for reform on a provincial and regional level, developing a network of actors communicating a common message which could then be presented on the national stage in the form of a conference organised in the capital city of Rabat.

The conference took place on the 3rd May 2017, with the objective to bring together key actors involved in the civil registration process on a regional and national level. The team invited people that they had worked closely with on the local level over the course of the project, as well as those responsible for civil registration within the national ministries in Rabat. They also invited a wide range of active representatives from civil society across the region of Souss-Masa and Morocco in general.

During the conference the following elements were presented:
-  Results from the project on a provincial and regional level.
- Statistics and evidence highlighting the issues involved in registering children in Morocco.
- Perspectives on civil registration from the national ministries involved in the process.
- The recommendations for reform that had been developed over the course of the project.
- The proposition for judicial reform to tackle the legal issues encountered by the team on the ground and the participants they had worked with.

The speakers were made up of members of the various national ministries and national experts in the field of civil registration. Each of them giving their perspective on the civil registration process in Morocco.

Overall the event was successful at highlighting the issue on the national stage and the team were able to back up the recommendations for reform with clear statistics collected over the course of the project.

Shortly after the national conference the team went on to present the project, the results and the programme for reform to the national politicians in the parliament of Rabat.

The aim was to ensure they presented the work to as many politicians as possible to ensure that the message was heard and understood by those in power. Thanks to links and connections made throughout course of the project, the team were able to organise a meeting with the legislative group from "Le Parti de la justice et du développement" (PJD), one of the main political parties in government on the right of the political spectrum and the social and civil society group of "Le Parti authenticité et modernité" (PAM) another of the key political parties on the left of the political spectrum.

The meetings took place on the 16th and 23rd May respectively with a total of 20 politicians present. The team was well received by both parties and had a clear opportunity to lay out the case for reform and share the bill that had been drawn up. One of the clear indications of political will came from the PAM group as they agreed that they would take on the project for reform and present it in parliament.

**Key National Level Success:**

On the 6th February the National Ministry of Justice wrote a letter to all provincial courts pushing local prosecutors to collaborate with the education department in order to obtain the lists of unregistered children. This letter demonstrates the impact the project had on not only a regional but also national level. Even though FAPE wasn't mentioned specifically in the letter they were one of two associations invited to participate in the national conference of judicial social workers that took place in Marrakech on the 6th ,7th ,8th December 2016. During this conference in the presence of the FAPE president and representatives of the National Ministry of Justice; social workers from regional courts in Souss were able to present the objectives, the recommendations for reform related to the courts and the work accomplished in the region up to that point. The letter was subsequently circulated during the month of February as a direct response to our recommendation which aimed to define a way of sharing the lists of unregistered children between the education, the courts and the civil registry. This result led to an increase in the detection of unregistered children across the country. Within the region of Souss-Masa the team saw an increase in referrals and an improvement in coordination between the courts and the civil registration and education departments

On the 1st of June, shortly after the meetings the team had with the political parties, it was announced by the head of parliament that a national committee would be set up between the Justice, Interior, Education and Human rights departments to monitor and support unregistered children over the whole of Morocco. This element of collaboration is one of our proposed recommendations and for it to be taken on a

national level was a huge success for the project and a benefit to all children across the country.

As a result of this success the project was extended with a smaller team on a reduced budget. They continued with the new objective of helping to shape the subsequent regional and provincial committees being set up after the national one was established in June. They worked until the end of December 2017 undertaking further workshops in the region to discuss how the local committees could work to ensure that all children would be registered across Morocco.

# 4. What Challenges were Encountered and What were the Lessons Learnt?

### 4.1 - The provincial teams

The provincial teams were working across very different and varied landscapes; from the urban provinces of Agadir and Inezgane to the more rural dispersed communities of Tiznit and Tata. The scale of the project allowed the teams to access some of the hardest to reach communities, helping local children obtain their ID papers and organising the training and awareness raising events. Although each province produced some unique challenges there were some common difficulties and lesson learnt by all the teams across the region.

*Challenges from the authorities:*

One of the most challenging aspects for the provincial teams came with their interaction with the Moroccan authorities. In a bureaucratic system in which civil society organisations must always seek official authorisation from the local authorities for any type of organised activity, the administrative process is incredibly important. On multiple occasions the provincial teams came up against the administrative challenge of ensuring they follow the correct procedure when trying to organise the busy schedule of local activities.

When the process wasn't followed correctly, they often found that their events were either refused or delayed. As there were multiple events all planned within a very short timeframe any delay was a huge risk to the success of the project. However, more importantly was the image of FAPE itself. The authorities could very easily block other elements of the organisation's work if they were seen to be unprofessional. So, by opening themselves up to the scrutiny of the authorities FAPE was not only risking the success of project CARE but also the reputation of the organisation as a whole.

By all accounts it was a steep learning curve for the provincial teams to understand the sometimes quite complex process of official letters and subsequent follow up that was needed to ensure that the different activities were granted authorisation. However, with the support of FAPE's management and the experience of time the team found they had less and less issues with the authorities and organising the different activities became much easier.

*Challenges from the stakeholders:*

The project stakeholders also presented certain challenges. One of the difficulties the teams encountered was to ensure that the local target audience attended the training sessions. This was once again both an administrative and a relational challenge that improved over the course of the project. The strategy from the beginning was to use the hierarchy of authority to place pressure on the provincial departments. By first meeting with the regional heads of department to explain the

project and get their support, it opened doors for the provincial teams in the organisation of the training and advocacy events locally.

That being said, it was still vital the teams followed the correct administrative procedure when inviting the attendees. The key for the provincial teams was to develop their relational skills and build strong relationships with those working within the provincial ministries engaged in the process of local civil registration. Although some teams found it easier than others, encouraging participation became easier as those relationships developed, and the administrative process became second nature.

*External challenges:*

Some of the challenges the teams encountered came from external sources that were often beyond their control. These included the logistical challenge of getting the necessary equipment, as well as personnel, to the various locations where the events were planned. This was particularly difficult in the provinces of Tata and Tiznit which combine cover an area the size of Belgium at 31,660 sq km and yet are much more sparsely populated with an overall population of only 325,208 compared to Belgium's 10,951,226.

As the towns and villages are few and far between and the semi-arid desert and the mountainous landscape often difficult to navigate (for example an event had to be cancelled due to floodwater blocking the road), the team had to be ready to adapt to the changing circumstances. As there was often very little regular public transport the team members would have to stay overnight in some places in order to wait for transportation back or they would have to negotiate with local people to hire the means of transporting their equipment. These logistical challenges often led to delays in the organisation of future events or meant that it was difficult to incentivise the training facilitators from the local judiciary to attend. Nevertheless, if the events were cancelled they were reorganised and if the trainers didn't arrive then members of the team, who by that point knew the civil registration process well, stepped into to run the training. So the key lesson learnt was that in order to connect with those communities often cut off from the rest of society, it was important to be able to adapt in an environment with often poor infrastructure or public services.


### 4.2 - The social workers


FAPE's strategy of support offered by the social workers was framed, from the beginning of the project, as accompanying the beneficiaries to register *their children* and *not* registering children on *behalf of the parents*. The initial training at the start of the project emphasised this strategy as important to ensure the social workers were not creating a dependency, among the beneficiaries, for the organisation. The social workers were successful to some extent at achieving this goal and many of them highlighted an overall change in the self-esteem of many of the beneficiaries as the project continued and they became more confident in approaching the authorities.

However, although that may have been true for some, not all beneficiaries were able to approach the authorities without the support of the team. In the focus group discussions, the social workers highlighted their fear that despite their best efforts there were some beneficiaries that had in fact created a dependency on the organisation or individual social workers by the end of the project. This fear was compounded by the fact that the project was coming to a close and even though they were passing their case files onto the statutory staff within the civil registration service, they felt it unlikely that some of the families still yet to receive ID papers for their children would continue with the process.

This issue affected the success of the case work that the social workers were undertaking. Those beneficiaries that were empowered and engaged in the process of registering their child were much easier to support and often resulted in positive judgement. Other cases in which the social workers took on more responsibility for the registration, either because they felt the parents were unable or that they were unwilling, often meant that they encountered many more difficulties in supporting that family. From all accounts, as the project continued and the social workers gained more experience, they were more able to recognise the signs of when they needed to take on or reduce the level of support.

There is a fine line between taking the responsibility away from the parents with offering the correct level of support and empowering beneficiaries to take ownership of the process. There are often many factors involved; from the personalities of the social workers themselves to the level of self-esteem the beneficiary displays. Inevitably there is always a level of dependency built up. However, the short time frame of the project and the amount of work involved meant that, apart from the initial training, FAPE offered little further opportunity to build the social worker's capacity to deal with this issue.

Another of the main challenges for the social workers was that over the course of the project the social workers encountered some very difficult and complex cases. Due to the complexity of these cases they often remained blocked either within the court system or before the case file had been submitted. Below are some examples of some of the most challenging cases encountered.

**Case example 1**: A women who is already married to a man in another part of Morocco wants to register her new children born out of wedlock with another man. In this instance as the woman is already married but not to the father of the children she wants to register, registration of those children becomes much more difficult. The woman must seek a divorce from her previous husband and then remarry the father of her children in order to get them registered. She also has the option of registering the children as a single mother, but this option is often a last resort for fear of stigmatization.

**Case example 2**: A child who is born outside of the country. In these cases, it is often very difficult for the family and social worker to collect all the necessary paperwork needed to register the child. Even if the child is born to Moroccan parents if there is no birth certificate then the case cannot be submitted to the tribunal.

**Case example 3**: Children born as a result of incest. These particularly challenging cases are difficult both because of the emotional trauma that is caused but also because registering the child born to parents in the same family isn't easy. This is particularly difficult if the sexual relations are between a father and daughter. The stigma that surrounds these types of case mean that supporting the mother to register her child is very challenging.

**Case example 4**: Children adopted under the Kafala system. These cases are again very challenging from a bureaucratic point of view as collecting the original documents from the birth parents is often very difficult to do or in some cases impossible.


## *4.3 - The advocacy manager*


One of the main challenges for the advocacy manager was in helping the various stakeholders understand the overall objective of the project and how the different elements worked together to promote the message of reform. Many of those that worked for the statutory services saw the advocacy discussions as an attack on the state by a civil society organisation. It was therefore a challenge for the advocacy manager to explain that instead, the discussions were a way of highlighting the issues within the system to find solutions together for how they could be addressed. For the advocacy to have the effect that it did, it was incredibly important that those working within the civil registration system understood and supported its role within the project.

During the training sessions and the inter-ministerial discussions on the local level, the advocacy manager presented the recommendations for reform to promote debate with those who worked within the system and to learn from the challenges they faced on a day to day basis. It was a careful balance between provoking the necessary debate around the key issues and ensuring people weren't overly offended by the team highlighting failures within the system or suggesting certain recommendations be adopted.

On occasions the discussions could become very heated and nothing was resolved; at other moments some statutory staff invited were too frightened to talk about the issues with figures of authority in the same room. Sometimes the advocacy manager herself would fail to strike the correct balance and become too passionate or provocative which caused upset that had to be deescalated by other members of the team. The role of facilitator was acutely important and as the project progressed the advocacy manager improved her facilitation skills. She learnt that it was important to know who was going to be present at the meetings so that she could tailor her message to best suit her audience. For example, if she was aware that the audience would be more conservative or religious in their outlook on the issue, she would focus her discussion on certain recommendations over others.

The other main challenge was one of wider communication. On several occasions the team found people took issue with fact that the American flag and US State Department logo was on all of the publications, flyers and banners. As funders it was

a US Aid stipulation that the logo and flag be included on all the project material. As a result, many people felt that the advocacy message came from the American government and so were immediately wary of the project. It took some time to convince people otherwise but over the course of the project the team reinforced relationships with the stakeholders and repeatedly reminded those involved that the US State Department were merely the funders but the recommendations for reform were developed from the feedback of those people that work within the civil registration system in Morocco.

The other communication challenge came with the management of the follow up required as part of the advocacy work. The monitoring of promises made by the provincial heads of department during the inter-ministerial events was vital to ensure that those pledges were adhered to. This would consist of official letters to the provincial and regional heads of departments and then a close follow up in person in each of the provinces. It was a similar process for the national advocacy, monitoring how the government were acting on the recommendations and bill for reform that were submitted.

The major challenge that the team found was time. As the project was coming to an end and final events still being organised, finding enough time to dedicate to the necessary monitoring of the advocacy was difficult. On both a local and national level the results of the advocacy weren't sufficiently followed up on; and then as the project came to an end, FAPE's capacity to continue monitoring the results beyond that were also severely curtailed due to the drop in human resources and capacity to do so.

# 5. What Impact has the Project had?

*5.1 - Fondation Amane pour la Protection de L'enfance (FAPE)*

The impact of Project CARE on FAPE as an organisation has been far reaching. It not only helped to build the profile of the organisation on a regional level but also launched them onto the national platform. FAPE's reputation as a key influential civil society organisation that focusses on child protection issues is now widely known in across Morocco.

The experience allowed FAPE to prove its ability as an organisation that can manage a large-scale project with a grant from a reputable international donor. They demonstrated a high level of professionalism and operational capacity to produce results even exceeding expectations set out in the original project plan. This not only helped reinforce their reputation nationally with other Moroccan civil society organisations working in the same field and the statutory services they worked alongside during the project; but also helped ensure their reputation with USAID. This was demonstrated by the fact that the project was extended by a further 6 months beyond the original end date and that various members of staff including FAPE's president Abdellah Soussi, were recommended by the MEPI grant officer to be selected for an international fellowship organised by the US state department. As a result of this recommendation Abdellah travelled to the USA to share FAPE's experience in Morocco and learn from other organisations working in the same field.

One of the most beneficial results of the project were the close relationships created between FAPE and the statutory services involved. Project Care built on the previous relationships created locally, reinforcing them and helped to create links on a national level with individuals in seats of power within the different statutory administrations. As this project was focussed so closely on the legal issues surrounding the civil registration process some of the closest links were made with the Ministry of Justice. This can be seen by the fact that FAPE is now working in close partnership with the Ministry of Justice on a new project that focusses on Fostering as an alternative form of care for disadvantaged children in Morocco. This is the first time that a pilot foster care system is being set up with the backing of the Moroccan state. The fact that this is possible is partly due to the consistent professionalism, close links to the statutory services and the massive reputational boost that project CARE provided.

*Impact for the team*

The project also had a huge impact on the 14 members of the team who learnt a great deal over the course of the project. For many of them it was their first experience working in a high paced, professional and systematic way. Many members of the team expressed how much they learnt about good communication and how best to manage conflict in stressful situations; how to solve problems and

adapt to the changing context and always have a plan B. Ultimately everyone on the team learnt a great deal about the administrative processes in Morocco, which will prove useful for future employment within the civil society sector.

Although many of the project team left the organisation when the project came to an end, they are able to share their experience with future organisations they may work with, hopefully positively impacting their work. However, not all the project staff left; FAPE was fortunately able to offer employment to two of the project CARE staff members who have gone on to be incredibly valuable members of the permanent FAPE team.

## 5.2 - The local community

The impact of the project on the local community was down to the massive mobilisation that was generated across the region. As the project's activities reached even the hardest to reach communities the team succeeded in promoting participation from all levels of Moroccan society. The awareness raising events were the key to spreading the message of importance about the civil registration process to the general public. The public as a result were better equipped to deal with the issues of registration themselves and knew who they should be contacting on a local level. This in turn was due to the fact the local teams were able to refer members of the public directly to the civil registration statutory staff they had created ties with. In doing so they were facilitating direct links between the state and its citizens.

The direct case work with the local community boosted the confidence of some of the most vulnerable members of Moroccan society allowing them to be more able to find solutions to register their own children. The direct case work shone a light on the issues affecting the day to day reality of the poorest communities and demonstrated the links between unregistered children and many other social issues affecting the most vulnerable population. These realities were then shared with those in power on a national level in the advocacy for reform that the team were promoting.

## 5.3 - Civil society

The impact on local civil society organisations was via the creation of a local network of child protection organisations across the region. The project helped to build the capacity of organisations that could continue to support the local community. This was successful to a certain extent however, although the civil society organisations were able to learn from FAPE's expertise and experience, they often lacked the resources to support beneficiaries in the same way. Nevertheless, the guidebook that was distributed allows current and future organisations to follow the same work structure and use the administrative format developed by FAPE. All aspects of Project CARE were recorded for others to learn from. In addition to this all the information can also be found on the FAPE website with links to download the project tools, ranging from monitoring documents used to track to development of the

project to the questionnaires used in the training and awareness raising events. Although the guidebook was written in Arabic FAPE didn't have the capacity to translate the website which remains only in French for the time being. Another impact on civil society locally were the links made between them and the statutory staff involved in the civil registration process. Through the wider regional network the team ensured that the organisations they worked with knew who to approach if they needed support in registering a child. They provided each organisation with their database of contacts so they would easily be able to contact the relevant people.

### 5.4 - The statutory services and Morocco

The impact on the statutory services on a local level was one of coordination. One of the problems highlighted in the initial pilot project was that the different departments involved in the civil registration system didn't coordinate effectively with one another to solve the issues of registration for the children of their province. As a result, children detected in school as unregistered weren't being referred to the civil registration authority.

Due to the activities that Project CARE organised across the region staff from all the different departments would meet regularly over the year and a half of operations. It was often the first time that many of the staff from the different departments had met one another and so it was an opportunity to not only learn about the complexity of the process and the challenges it entailed for the different departments involved but also allowed staff members to build working relationships that led to more coordination on a local level.

As a result of the national advocacy this was taken a step further in the form of a circular that was sent out by the National Ministry of Justice obliging the Department of Education to ensure that all schools across the country share the lists of unregistered children recorded in schools with the local Civil Registration Departments and the local courts. This national mandate had a huge impact on the coordination between the Ministry of Justice, the Civil Registration Department and the Department of Education.

This culminated with the Moroccan Government establishing a national committee to register children across the country. The committee was created just after Project CARE's national conference in Rabat and the submission of the bill for reform. The committee is made up of representatives from the national ministries in Rabat that coordinate the work, across all regions of Morocco and accross the different departments involved. Although project CARE wasn't the only actor involved in pushing for reform it played a vital role in the dynamic that was created across the country and which led to this committee being established.

The impact on Morocco since the Government's decision resulted in regional committees being set up across the country and the initiation of the first phase of the yearly campaign for registration beginning in January 2018. The initiative was coupled with a national media campaign launched in partnership with Unicef, which included both adverts and online videos highlighting the importance of civil registration. This media campaign was broadcast and spread across the country to raise awareness of the issue and accompany the work of the Government Committee. You can see an example of one of the videos produced here: https://www.youtube.com/watch?v=NYU2-Eeba1k. The campaign also reinitiated mobile units who go to hardest to reach areas so that the citizens who can't travel to larger towns and cities can register their children. In addition to this the authorities also decided to waive the fees for registration in order to encourage citizens to register.

By all accounts this Government initiative has had a great impact on the number of children being registered. After the first phase of the campaign from January to May 2018, the report issued by the Government committee indicated that it had recorded 83,682 unregistered citizens of which 23,151 or 28% of the total reported cases had been registered by the civil registration department. They reported a further 39,481 cases were at that point being processed through the court system.

# 6. Conclusion

Overall Project CARE was hugely successful, meeting all the original objectives and ultimately proving to have a great impact on Morocco as a whole. As a result of the national programme of advocacy, the Moroccan Government responded to civil society campaign that was spearheaded by FAPE and made real changes to the national strategy for civil registration. This in turn has had a huge effect on a local level with the statutory services really moving forward with the work that FAPE had begun.

By ensuring participation from each of the departments involved and building a clear evidence base to reinforce their call for reform the project was successful at eliciting support from influential people in Government. It shone a light on the challenges that its beneficiaries faced when living without official ID or attempting to register their children and its success came in giving a voice to those not only affected by the issue but also working within the system itself.

However, it is worth noting that there were many other actors involved in this reform. Although FAPE played an important role in the establishment of the National Committee for Civil Registration it was due to a network of many organisations and influential people working in the same field. Project CARE acted as a catalyst for change that bound the efforts of many into one coherent message.

However, now that the National Government campaign has reached its second year it would be interesting to independently analyse the impact it has had on the number of children registered. According to the numbers that were reported by the Government the campaign has already had a great effect, but Project CARE submitted 48 recommendations for reform of which only some have been implemented. It therefore raises the question, has the system been reformed to enough of an extent to ensure that all children no matter their background or situation can be registered as Moroccan citizen's? Only through further analysis of the situation will the answers to these questions come to light. It is clear that the Government has made a great start to addressing the issue but whether it has been enough is yet to be clear.

# 7. Annexes

## 7.1 – Breakdown of interviews undertaken

| Key Stakeholders | Number of interviews | | | | |
|---|---|---|---|---|---|
| Regional Judges | 2 | | | | |
| Regional elected officials | 2 | | | | |
| Regional Statutory department head | 4 | | | | |
| Total Interviews | 8 | | | | |
| | Agadir | Inezgane | Tiznit | Chtouka | Tata |
| Provincial Statutory service representatives | 1 | 3 | 2 | 2 | 5 |
| Provincial associations | 1 | 0 | 3 | 3 | 3 |
| Beneficiary families | 2 | 1 | 4 | 4 | 5 |
| Total Interviews | 4 | 4 | 9 | 9 | 13 |
| | | | | | |
| Total Interviews | 47 | | | | |

# Les questions pour les entretiens:

**Les professeurs universitaires:**
1. Quel est l'impact académique du projet CARE?
2. Quel est l'impact du projet sur votre travail?
3. Est ce que le projet a amené les changements positifs? si oui lesquels?
4. Est ce que le projet a amené les changements négatifs? si oui lesquels?
5. Qu'est ce que nous devions faire différemment/qu'est-ce qui pourrait être amélioré?
6. Qu'est que vous pensez va être est l'impact a long term du projet?

**Les avocats / Les juges:**
1. Quel est l'impact juridique du projet CARE?
2. Quel est l'impact du projet sur votre travail?
3. Est ce que le projet a amené les changements positifs? si oui lesquels?
4. Est ce que le projet a amené les changements négatifs? si oui lesquels?
5. Qu'est ce que nous devions faire différemment/qu'est-ce qui pourrait être amélioré?
6. Qu'est que vous pensez va être est l'impact a long term du projet?

**Les élus:**
1. Quel est l'impact politique du projet CARE?
2. Quel est l'impact du projet sur votre travail?
3. Est ce que le projet a amené les changements positifs? si oui lesquels?
4. Est ce que le projet a amené les changements négatifs? si oui lesquels?
5. Qu'est ce que nous devions faire différemment/qu'est-ce qui pourrait être amélioré?
6. Qu'est que vous pensez va être est l'impact a long term du projet?

**Les responsables régionaux/provinciaux:**
1. Quel est l'impact du projet sur votre travail?
2. Quel est l'impact du projet sur les communautés dans lesquels vous travaillez?
3. Est ce que le projet a amené les changements positifs? si oui lesquels?
4. Est ce que le projet a amené les changements négatifs? si oui lesquels?
5. Qu'est ce que nous devions faire différemment/qu'est-ce qui pourrait être amélioré?
6. Qu'est que vous pensez va être est l'impact a long term du projet?

**Les associations:**
1. Quel est l'impact du projet sur votre travail?
2. Quel est l'impact du projet sur les communautés dans lesquels vous travaillez?
3. Est ce que le projet a amené les changements positifs? si oui lesquels?
4. Est ce que le projet a amené les changements négatifs? si oui lesquels?
5. Est ce que vous avez vue une changement dans la manière que les autorités travaille avec vous? Si oui quel changement?
6. Qu'est ce que nous devions faire différemment/qu'est-ce qui pourrait être amélioré?
7. Qu'est que vous pensez va être est l'impact a long term du projet?

**Les bénéficiaires:**
1. Quel est l'impact de notre travail sur votre vie?
2. Quel est l'impact de notre travail sur la communauté
3. Qu'est que vous pensez va être est l'impact a long term des jugements?

4. Est ce que vous avez vue une changement dans la manière que les administrations se comporte avec vous? Si oui quel changement?

# Le formulaire de consentement éclairé

**L'évaluation de projet CARE**

**Pourquoi?**
Nous voulons…

- Évaluer à quel degré le projet CARE a atteint ses objectifs.
- Comparer l'analyse fait à mi-parcours avec les derniers résultats du projet.
- Examiner les changements qui sont venus du projet.
- Documenter les leçons apprises.
- Analyser et réfléchir sur l'impact du projet sur la région et le pays en général.
- Partager les résultats au niveau local, national et international.

**Nom de chercheur:** …………………………………………..

(L'enregistrement audio) **Le consentement éclairé du participant:**

J'étais informé de la nature de cette étude, je comprends que je peux choisir d'apprendre plus à n'importe quel moment et j'accepte volontairement d'y participer.

Je comprends que ce que je dis et fais va rester confidentiel (sauf en cas de danger).

Je comprends que je peux choisir d'arrêter de participer et de retirer de l'étude à n'importe quel moment.

Nom _____

Signé_____

Date _____

L'enregistrement audio fait: ☐

Référence de l'enregistrement _____

*Il devrait y avoir deux copies signées, une pour le participant, une pour le chercheur.*

## 7.3 – Example of the training session feedback questionnaire

### تقييم اليوم التكويني

نشكركم على المشاركة في هذا اليوم و ندعوك إلى ملئ هذه الورقة التقييمية حتى نتمكن من تتبع و تقييم النشاط . المرجو الإجابة على الأسئلة بتحديد الرقم المناسب حسب رأيكم ، الرقم 1 يعني ضعيف جدا و الرقم 5 يعني جيد جدا .

- المهمة أو الإطار : ...............................................
- الجنس : ...............................................

| 5 | 4 | 3 | 2 | 1 | |
|---|---|---|---|---|---|
| 5 | 4 | 3 | 2 | 1 | 1- ما مستوى معرفتك بمساطر التسجيل بالحالة المدنية و الخاصة بالحالات الاجتماعية قبل اليوم التكويني ؟ |
| 5 | 4 | 3 | 2 | 1 | 2- ما مستوى معرفتك بمساطر التسجيل بالحالة المدنية و الخاصة بالحالات الاجتماعية بعد اليوم التكويني ؟ |
| 5 | 4 | 3 | 2 | 1 | 3- هل أنت راض عن مستوى تنظيم هذا اليوم ؟ |
| 5 | 4 | 3 | 2 | 1 | 4- هل استجابت مواضيع اليوم التكويني لاحتياجاتك في الموضوع ؟ |
| 5 | 4 | 3 | 2 | 1 | 5- ما هو تقييمك لدور المنشط و وثيرة سير اليوم التكويني ؟ |

6- هل هذا التكوين سيساهم في دعمك لتسجيل الحالات الاجتماعية في الحالة المدنية ؟

✓ نعم
✓ لا
✓ ممكن

**إذا كان الجواب نعم ، كيف ؟**

...............................................................................
...............................................................................

7- في نظرك ، ماهي الاكراهات الأساسية التي تحول دون الوصول إلى نسبة 100 % في تسجيل الأطفال في الحالة المدنية ؟

...............................................................................
...............................................................................
...............................................................................

8- في نظرك ,ماهي الحلول للوصول إلى نسبة 100% في تسجيل الأطفال في الحالة المدنية؟

...............................................................................
...............................................................................

9- ملاحظات أو اقتراحات أخرى :

...............................................................................
...............................................................................
...............................................................................

Tata : 06.62.47.56.35 / 06.62.45.93.18     Taroudant : 06.00.01.31.06 / 05.28.85.42.49 / 06.62.46.72.80

### 7.4 – Example of the awareness raising feedback questionnaire



استمارة النشاط التحسيسي

نشكرك على المشاركة في هذا اليوم و ندعوك إلى ملئ هذه الورقة التقييمية حتى نتمكن من تتبع و تقييم النشاط

مكان البحث:
• الجمعية      • ......      • نشاط التحسيس      • المدرسة

كيف سمعت عن مشروع للتسجيل في الحالة المدنية ؟

• الراديو   • الملصقات و المطويات   • المدرسة   • الانترنيت   • عن طريق شخص آخر

وسيلة أخرى : ....................................................

الجنس : ........................................................

السن : .........................................................

كم من طفل لديك؟ ...........................................

كم منهم تم تسجيله في الحالة المدنية ؟...................

**❶ أ)** ما هو التسجيل في الحالة المدنية؟

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ب) في نظرك, لماذا تسجيل الطفل في الحالة المدنية مهم بالنسبة له؟

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ج) ماهي المشاكل التي يمكن أن تنتج عن عدم وجود الأوراق الثبوتية؟

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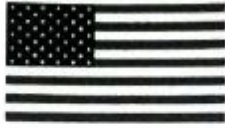
ح) ما الذي لا يمكن فعله بدون التسجيل في الحالة المدنية؟

♦ الروض ♦ الابتدائي ♦ الإعدادي ♦ الثانوي ♦ المستشفى ♦ الطبيب ♦ البطاقة ♦ العمل(CNSS)
الوطنية

♦ رخصة ♦ جواز ♦ الانتخابات ♦ الراميد أخر:................................................
السياقة السفر

**❷** أ) في نظرك،أو من خلال تجربتك،ما هي العراقيل التي تمنع الآباء من تسجيل أبنائهم في الحالة المدنية عند ولادتهم؟

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ب) **في نظرك,** ماذا يمكن فعله لإزالة هذه العراقيل ؟

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ج) **في نظرك,**ما الذي يمكن فعله لضمان تسجيل أكبر عدد من الأطفال من طرف أبائهم ؟

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**❸** أ) هل قمت بتسجيل طفل في الحالة المدنية يوما ما؟
♦ نعم
♦ لا

ب) إذا كان الجواب نعم ,كيف وجدت عملية التسجيل ؟ (قم باختيار عدد من 1 إلى 5 الذي يعكس مدى سهولة أو صعوبة تجربتك؟

العدد 1 : سهل جدا / العدد 5 : صعب جدا

| 5 | 4 | 3 | 2 | 1 |

ج) في نظرك ,ماهي المراحل الصعبة جدا في عملية التسجيل في الحالة المدنية ؟

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ح ) ما هي اقتراحاتك لجعل عملية التسجيل في الحالة المدنية سهلة جدا ؟

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# Citizens' Access to Registration (CARE)

# Recommendations for Reform

## 1. Legal Modifications:

**1.2 -** Repeal of the article of law requiring punitive action against those not registered in the civil registration.

إلغاء المادة 31 من الباب السابع من قانون الحالة المدنية
المتعلق بالعقاب بغرامة مالية لكل من لم يصرح بالولادة أو الوفاة داخل الأجل القانوني.

**1.3 -** Amendment of the birth registration laws to allow birth registration to take place on a provincial level, taking into consideration the risk of birth being registered twice.

تعديل قانون تسجيل المواليد في الحالة المدنية مع مراعاة المقتضيات القانونية بشكل يسمح

بالتسجيل على صعيد الإقليم و ليس على صعيد    المقاطعة او الجماعة مع امكانية التسجيل  بمحل السكنى

**1.4 -** Extend the deadline of validity for the necessary civil registration documents.

تمديد اجال صلاحية الوثائق المكونة لملف التسجيل

**1.5** -  Extend the deadline for civil registration.

تمديد الاجل القانوني لتسجيل المواليد الجدد

**1.6 -** Avoid enforcing single mothers to attend the hearing in court

تفادي استدعاء الأم العازبة لحضور جلسة الاستماع

**1.7 -** Include the name of the grandfather on the birth certificate to avoid discrimination

تجنب تكريس التمييز من خلال عدم اعتماد اسم الجد على عقد ازدياد المولود مجهول الأب

**1.8 -** Adoption of a standard birth certificate model used by the local authority

اعتماد مطبوع موحد للتصريح بالولادة من طرف السلطة المحلية

**1.9 -**  Adoption of a standard birth certificate model used by all hospitals that doesn't include the name of the father. The name of the father should not be demanded upon entry to hospital to avoid the social stigma associated with being a single mother.

اعتماد مطبوع موحد للتصريح بالولادة من طرف جميع المستشفيات و عدم ادراج اسم الاب في شواهد الولادة و سجلات
الدخول لتفادي إحراج الامهات العازبات

## 2. Courts:

*Recommendations within the courts:*

**2.1** - Computerise the work of the courts

<div dir="rtl">اعتماد النظام المعلوماتي في مجال عمل القضاة</div>

**2.2 -** Find solutions to the problem of name and surname changes when registering a child with an unknown father.

<div dir="rtl">إيجاد حلول لمشاكل تغيير اسم و لقب التلميذ مجهول الاب بعد تسجيله في الحالة المدنية بهوية</div>

<div dir="rtl">مغايرة</div>

**2.3 -** Give more importance to the reception of beneficiaries as well as the staff who work within the reception services and provide them with training on the procedures of civil registration.

<div dir="rtl">إيلاء أهمية لمصلحة الاستقبال عامة و لمواردها البشرية خاصة و الحرص على استفادتهم من</div>

<div dir="rtl">تكوينات في مساطر التسجيل في الحالة المدنية</div>

## 3. Civil Registration:

### - *Recommendations for the civil registration department:*

**3.1 -** Provide specific offices for private sessions with beneficiaries

<div dir="rtl">تخصيص فضاء خاص بمصلحة الحالة المدنية خلال حصص الاستماع الفردية</div>

**3.2 -** Provide the necessary equipment to ensure the suitable reception of beneficiaries.

<div dir="rtl">توفير الوسائل و المعدات الضرورية لضمان الظروف المناسبة للاستقبال</div>

**3.3 -** Ensure stability of civil servants within the civil registration department.

<div dir="rtl">اجتناب التنقيلات من مصلحة لأخرى لضمان الاستقرار المطلوب في منصب ضابط</div>

<div dir="rtl">الحالة المدنية</div>

**3.4 -** Computerise and share the civil registration database on a national level.

<div dir="rtl">اعتماد النظام المعلومياتي بالنسبة لقاعدة بيانات التسجيل و جعلها متاحة للتقاسم وطنيا</div>

**3.5 -** Provide more social work training for staff.

<div dir="rtl">تخصيص برنامج تكويني حول مجال المساعدة الاجتماعية لفائدة الموارد البشرية المعنية</div>

**3.6 -** Ensure that the "Civil registration guide" is distributed to all civil registration offices across Morocco.

<div dir="rtl">توزيع دليل عملي للتسجيل على كافة مكاتب الحالة المدنية</div>

**3.7 -** Provide awareness raising materials to inform the public and civil registration officers that the BCG documents aren't necessary for civil registration.

<div dir="rtl">تحسيس بعدم إلزامية وثيقة التلقيح، عند التصريح بالولادة لدى ضابط الحالة المدنية</div>

**3.8 -** Training for those new to the post.

<div dir="rtl">

تكوينات لفائدة الموظفين الجدد

</div>

# 4. Health:

*- Recommendations for the health department:*

**4.1 -** Computerise the birth certificate data to facilitate withdrawal.

<div dir="rtl">

اعتماد النظام المعلومياتي في بيانات شهادات الولادات قصد تسهيل استخراجها

</div>

**4.2 -** In partnership with local municipalities and the provincial authorities provide awareness raising materials in the maternity blocks and administrative spaces about the importance of civil registration.

<div dir="rtl">

عمليات التحسيس بشراكة مع الجماعات المحلية و مصلحة الحالة المدنية بالعمالة

</div>

**4.3 -** Integrate the theme of civil registration into the training/awareness raising for pregnant women at health centres.

<div dir="rtl">

إدراج محتوى توعوي و إخباري حول عملية التسجيل في الحالة المدنية في برامج التحسيس و التوعية التي تستفيد منها النساء الحوامل داخل المراكز الصحية

</div>

**4.4 -** Facilitate access to vaccinations in maternity wards.

<div dir="rtl">

إعادة النظر في عملية التلقيح(إشكالية محل السكنى / موعد أسبوعي محدد)

</div>

**4.5 -** Training on the civil registration procedures and social work theory for doctors, nurses, and administration/ reception staff.

<div dir="rtl">

تكوينات لفائدة الأطباء،الممرضين و المكلفين بالمهام الإدارية و مصلحة الاستقبال في ما يتعلق بالحالة المدنية و الحالات الاجتماعية

</div>

**4.6 -** Training on the civil registration procedures for midwives.

<div dir="rtl">

تكوين المولدات(القابلات) حول موضوع الحالة المدنية

</div>

**4.7 -** Addition of the civil registration procedures to the training programme undertaken by nurses within the faculty of medicine.

<div dir="rtl">

إدراج موضوع التسجيل في الحالة المدنية ضمن البرنامج التكويني الأساسي لمهن التمريض و التطبيب

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# 5. Education:

*- Recommendations for the education department:*

**5.1 -** Implementation of an operational procedure that facilitates the registration of a child who is not registered with the civil status.

<div dir="rtl">

وضع مسطرة إجرائية تسهل مؤقتا تسجيل الأطفال الغير مسجلين في الحالة المدنية بالمؤسسات التعليمية

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**5.2 -** Find solutions to the problem of changes to identity name/surname of a child when register Trouver des solutions au problème de changement de l'identité de l'enfant (nom/prénom) lors de l'inscription à l'état civil

إيجاد حلول لمشاكل تغيير اسم و لقب التلميذ بعد تسجيله في الحالة المدنية بهوية مغايرة لتلك التي سجل بها في المؤسسة التعليمية

**5.3 -** Adapt the management tool "Massar" to include the categories specific to unregistered children.

توليف برنامج "مسار" مع حالات التلاميذ بدون وثائق

**5.4 -** Include the theme of civil registration in the literacy programme run by the education department, improving illiteracy rates in Morocco.

إدراج مصوغة الحالة المدنية ضمن المحتوى التعليمي للمستفيدين من برامج محو الأمية

**5.5 -** Introduce sexual education for boys and girls in schools in a manner which supports Islamic values and the importance of abstinence.

إدراج التربية الجنسية في المناهج التعليمية بشكل يدعم القيم الأسلامية و يفضي إلى تحريم ممارسة الجنس خارج رابطة الزواج الشرعي

**5.6 -** Integrate the theme of civil registration into the training programme for school principals.

إدراج مصوغة التسجيل في الحالة المدنية ضمن البرنامج التكويني لمديري المؤسسات التعليمية

## 6. Authorities:

### - Recommendations for the authorities

**6.1 -** Training for local authority staff on how to conduct a social work assessment of a family.

تكوينات لفائدة المعنيين من رجال السلطة المحلية حول كيفية إجراء البحث الاجتماعي من أجل إلمام أفضل بإجراء التصريح بالولادة

**6.2 -** Integrate the theme of civil registration into the basic training programme for local authority personnel.

إدراج موضوع الحالة المدنية ضمن برنامج التكوين الأساسي لمهن السلطة المحلية

**6.3 -** Training for all "muqaddems" on the civil registration procedures and the new birth certificate form adopted by the authorities.

تكوينات لفائدة أعوان السلطة حول الحالة المدنية و المطبوع الموحد الجديد للتصريح بالولادة

**6.4 -** Training for the authority civil servants on how to conduct social work assessment of families and ensure they have a good understanding of the procedures for delivering birth certificates.

برنامج تكويني حول سير عملية البحث الاجتماعي لفائدة رجال السلطة المعنيين

# 7. Interdepartmental recommendations:

*- Courts, Authorities:*

**7.1 -** Develop a mobile civil registration programme for rural communities.

تخصيص برنامج متنقل للتسجيل في الحالة المدنية بالنسبة للمجال القروي

**7.2 -** Revise the law of delivery for the certificates of engagement, to specify this category and resolved block cases.

إعادة النظر في قانون تسليم شهادة الخطوبة لتجاوز الاشكالات المطروحة

( السلطة المحلية و المحكمة) .

**7.3 -** Find solutions for problems arising from secret childbirths at home.

إيجاد حلول للمشاكل التي تخلفها الولادة السرية في المنازل( السلطة المحلية و المحكمة)

*- Courts, Authorities, Health:*

**7.4 -** Put in place a clear procedure for children born on route to the hospital.

تبني مسطرة واضحة بالنسبة لحالات الولادة في الطريق الى المستشفى( الصحة، المحكمة و السلطة المحلية)

*- Courts, Civil registration, Health:*

**7.5 -** Creation of civil registration offices within hospitals.

خلق مكاتب توجيهية للحالة المدنية داخل المستشفيات

**7.6 -** Avoid calling the police during childbirth unless there is evidence of violence, rape or the mother is underage.

إعادة النظر في استدعاء الشرطة في حالة عدم وجود عنف أو اغتصاب

*- Civil registration, Authorities, Health:*

**7.7 -** Find a means of collaboration between the health services and the local authorities: to ensure that families aren't issued with two birth certificates and that information is shared effectively with the civil registration department.

التنسيق بين مصالح مندوبية الصحة و السلطة المحلية بهدف القضاء على ازدواجية تسليم التصريح بالولادة من الطرفين و من تم التنسيق مع مصلحة الحالة المدنية ) ورشة عمل تضم الصحة، السلطة المحلية و مصلحة الحالة المدنية)

*- Courts, Civil Registration, Authorities:*

**7.8 -** Find a means of communication and coordination between the courts, the civil registration department and the local authorities to resolve cases with a shortage of documents.

إيجاد صيغ للتنسيق و التواصل (تضم كل من المحكمة ، مصالح الحالة المدنية ، السلطة المحلية)  في الحسم في الملفات التي يشوبها نقص في الوثائق

**7.9 -** Add the marriage or divorce details more rapidly to the civil registration document for each citizen.

<div dir="rtl">

إضافة معطيات، الزواج والطلاق، بشكل سريع،  بطرة رسم ولادة المواطن.

</div>

*- Courts, Civil Registration, Education:*

**7.10 -** Define a means of sharing the lists of unregistered children between the education department, the civil registration department and the courts.

<div dir="rtl">

تحديد صيغة مناسبة لتقاسم لوائح الأطفال بدون وثائق بين التعليم،الحالة المدنية و المحكمة

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# 8. All Departments:

**8.1 -** Create a cell consisting of all those involved in the registration process in each council or constituency.

<div dir="rtl">

خلق خلية تتألف من كافة المتدخلين في عملية التسجيل على صعيد كل مجلس جماعي او دائرة

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