



LEGAL SERVICES FACILITY

Access to Justice Through Paralegals

ANNUAL REPORT 2019



MARCH
2020

Villagers in Moshi district Kilimanjaro celebrates with Benjamin Thomas (holding a court ruling document) whom they jointly helped reclaim his piece of land which was confiscated by a greedy neighbour. On his left is Getrude Terry, a paralegal, who guided Benjamin to victory.

Basket Fund Partners of the Legal Services Facility are:

MINISTRY OF FOREIGN AFFAIRS OF DENMARK

DANIDA | INTERNATIONAL
DEVELOPMENT COOPERATION



BOARD CHAIR'S MESSAGE



Legal Services Facility (LSF) over the last decade has established itself as an organization committed to increasing access to justice for all, particularly women and those deemed vulnerable. The organization has worked with multiple stakeholders such as governmental bodies, the media, the private sector, international and national NGOs and multilateral organizations to create a platform to enable marginalized and voiceless sections of the society to access their rights.

This year articulated and highlighted issues with regards to women empowerment, gender equality, gender-based violence, policy reforms and provisioning of dispute resolution mechanisms and legal education which are vital for economic, social and political transformation of the society as well as poverty reduction.

2019 began with the great milestone of additional basket fund partners when the EU joined forces with DANIDA and DFID to support the access to justice program in Tanzania which also to a large extent supports the implementation of the Legal Aid Act, 2017 which has seen meaningful reforms in the legal sector. The act has recognized and formalized paralegal work which to greater significance enhances the availability of alternative dispute mechanisms which play a major role in tackling the challenge of decongestion in prisons, amongst other things, and improves the justice system in the country.

Despite major funding support from our development partners, LSF still experiences a major challenge which is ensuring its own sustainability. LSF envisages seeing paralegals and the access to justice movement become sustainable as they are vital for the wellbeing of the society. We have moderately worked towards diversification of our fundraising mechanism and engaged in dialogue with the government through the Ministry of Constitutional and Legal Affairs, and to learn best practices from other countries which are ahead of us to enhance our legal aid model.

I sincerely thank LSF staff for their continued commitment and dedication. They have continued to work tirelessly to achieve the primary object of LSF which is to contribute to the development of a fair, equitable and accessible justice system for the people of Tanzania. They should be proud of their achievements and of the work they have done this year. As always it has been a great pleasure to serve as Chair of the Board, and I know that all other Board members are equally proud to serve on it.

I thank the Board for their commitment to the organization, our partners and the government through the Ministry of Constitutional and Legal Affairs and related agencies which have supported us throughout the year. We look forward to working with every one of them into the future.

Beng'i Issa

Chair of the Board of Directors

CEO'S MESSAGE



Promoting access to justice in Tanzania has been and remains our primary agenda going forward. The year 2019 has seen a lot of changes and improvements for LSF in different areas both internally and externally. One of them is LSF changing its status from being a company limited by guarantee to being a Non-Governmental Organization (NGO) as part of adhering to new government regulations.

Our top priority for 2019 has been grant making and management to ensure proper management of funds and implementation of programs for partners that receive funding from us. We also ensured the diversification of programs to address justice issues in various sectors such as mining, agriculture, health and education as access to justice is a cross-cutting issue. Furthermore, we continue to advocate for law and policy reforms to ensure justice prevails at all times.

Paralegal, who are our backbone in the provision of legal aid and ensuring access to justice, have continued to do tremendous work. In the last 7 years we have proven that community paralegals and their clients can take on some of the toughest forms of injustice and win.

This year also saw us reach a record 4.6 million people with legal education in both Mainland Tanzania and Zanzibar with 54% of them being women and 46% men. This is almost three times the number recorded in 2017 which was 1.6 million people.

Additionally, during this year, more than 59,000 people received legal aid with 61% of them being women and 39% men. About 57% of cases reported were resolved while only 5% ended without solution and the majority of these disputes were resolved outside court.

In 2019 we also enhanced our collaboration with relevant Ministries through MoUs and work plans which have to a great extent facilitated an enabling environment for us and our grantees to do our work with the government at all levels. We passionately engaged with legal aid advocates throughout the country and essential partners from the judiciary, private bar, like-minded organizations, local governments and social welfare. This unprecedented collaboration has produced remarkable results that we are proud to present in this report

The EU joining DANIDA and UKAID is wonderful news to the many women, girls, boys, and men who have been deprived of access to justice around the country. These funds will increase and improve the arena of legal aid provision to the many disadvantaged groups and individuals in our communities.

Our success is communities' success. With the on-going support of our donors, partners and Board LSF is ready for the challenges and awaits the achievements of 2020.

With the coming General Elections in 2020, we call on all Tanzanians to come out and register to vote and exercise their rights as citizens.

Together we can make a difference.

Lulu Ng'wanakilala

Chief Executive Officer

LK

TABLE OF CONTENT

BOARD CHAIR'S MESSAGE	1
CEO'S MESSAGE	2
TABLE OF CONTENT	3
ABBREVIATIONS	5
LSF AT GLANCE 2019.....	7
CHAPTER ONE: STRATEGIC ISSUES AND GOVERNANCE.....	8
1.0. INTRODUCTION.....	8
1.1. Status of Contributors to the Basket Fund.....	8
1.2. Sustainability of the Basket Fund.....	8
1.3. Collaboration with Central and Local Government Authorities.....	9
1.4. Networks and Partnerships.....	9
1.5. The Governing Board	10
CHAPTER TWO: PROGRAMME PERFORMANCE PER KEY RESULT.....	11
2.1. RESULT AREA ONE: ACCESSIBILITY OF LEGAL AID SERVICES	12
2.1.1. People served by paralegals and status of cases	12
2.1.2. Gender-based violence: Violence against women,.....	13
2.1.3. The impact made on women's property rights through inheritance disputes	14
Source: RMO reports and online system.....	15
2.1.4. Legal Aid in Detention places (prisons, police) and strategic litigation.....	16
2.2. RESULT TWO: LEGAL EMPOWERMENT	17
2.2.1. Results of community legal empowerment.....	20
2.3. RESULT THREE: CONDUCTIVE ENVIRONMENT.....	21
2.3.1. Engagement at a high level	21
2.3.2. Engagement at local levels	23
2.3.3. Capacity to Local Government Leaders.....	23
2.4. RESULT FOUR: SUSTAINABILITY AND CAPACITY BUILDING	23
2.4.1. Capacity building to Paralegals	23
2.4.2. The training programme for new paralegals	24
2.4.3. Partners' sharing and learning activities.....	25
2.4.4. Regional and national Paralegal forums.....	25

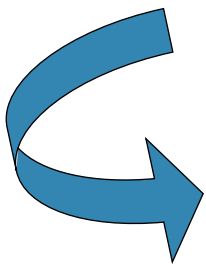
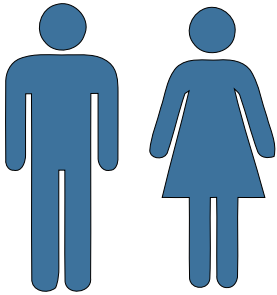
CHAPTER THREE: GRANT MAKING AND MANAGEMENT	27
3.1. GRANT MAKING AND MANAGEMENT	27
3.1.1. Grantees' Performance Review 2019	27
3.2. FINANCE AND GRANTS MANAGEMENT	27
3.2.1. Grantees financial status	27
3.2.2. Internal audit report	28
3.2.3. Grantees Audit	28
3.3. FINANCIAL STATEMENT	28
3.4. 2019 AUDITED FINANCIAL REPORTS.....	29
CHAPTER FOUR: THE LEARNINGS, CHALLENGES AND RECOMMENDATION	30
ANNEXES 31	
Annexe 1. Outcome 1: Increased access to legal aid (paralegal or higher forms) services, in particular for women	33
Annexe 2. Outcome 2: Increased protection of human rights, in particular for women, through basic legal aid services and legal empowerment.....	34
Annexe 3. Outcome 3: Formal and Informal institutions (from national to local levels) effectively promote legal Aid and protect Human rights including women's rights.....	35
Annexe 4. Outcome 4 Sustainable quality Legal aid	36
Annexe 5. 2019 Audited Financial Reports	37
LIST OF TABLES	
Table 1: Data quality assurance results for July 2018 to September 2019.....	11
Table 2: Case typology and status of cases from January to December 2019	13
Table 3: Financial statement (Budget performance) in 2019.....	29
LIST OF FIGURES	
Figure 1: Distribution of GBV per case typology from January to December 2019	14
Figure 2: Women who secured properties from inheritance cases after assisted by paralegals 2019.....	15
Figure 3: Legal education reached by quarter disaggregated by sex 2019	18
Figure 4: People reached with legal education intervention per region in 2019.....	19
Figure 5: Number of paralegals trained in different capacities by RMOs.....	25

ABBREVIATIONS

ACT-DLR	Anglican Church of Tanzania Diocese of Lake Rukwa
AICIL	African Institute for Comparative & International Law
BAK-AID	BAKWATA National HIV/AIDS Program
CCT	Christian Council of Tanzania
CELG	Centre for Environmental Law & Governance
CHRAGG	Commission for Human Rights & Good Governance
COEs	Centres of Excellence
CRC	Crisis Resolving Centre
CWCA	Centre for Widows and Children Assistance
DANIDA	Danish Development Agency
DFID	Department for International Development
ENVIROCARE	Environmental Human Rights Care & Gender Organization
EU	European Union
FAWOPA	Faidika Wote Pamoja
FRAL	Foundation for Research & Assistance in Law
GBV	Gender Base Violence
GPRP	Grantees Peer Review Process
JSDV	Jamii Salama Development Volunteers
KAESO	Kaengesa Environmental Conservation Society
KASODEFO	Kawiye Social Development Foundation
KIVULINI	Kivulini Women's Rights Organization
KWIECO	Kilimanjaro Women Information Exchange & Consultancy Organization
LAPs	Legal Aid Providers
LASWA	Legal Aid & Social Welfare Association
LEAT	Lawyers Environmental Action Team
LGAs	Local Government Authorities
LIWOPAC	Lindi Women Paralegal Aid Centre
MACSNET	Manyara Regional Civil Society
MBEPACE	Mbeya Paralegal Aid Centre

MCT-SWP	Moravian Church in Tanzania South-West Province
MHOLA	Mama's Hope Organization for Legal Assistance
MPLC	Morogoro Paralegal Centre
NACONGO	National Council of NGOs
NBS	National Bureau of Statistics
NELICO	New Light Children Centre Organization
NGO	Non-Governmental Organizations
PACESHI	Paralegal Aid Centre Shinyanga
PADI	Tanzania Mission to the Poor & Disabled
PDF	People's Development Forum
PIRO	Pemba Island Relief Organization
REA	Rural Electricity Agency
SDGs	Sustainable Development Goals
SEMA	Sustainable Environmental Management Action
TAMWA	Tanzania Media for Women Association
TANESCO	Tanzania Electric Supply Company Limited
TAPANET	Tanzania Paralegal Network
TAWLA	Tanzania Women Lawyers Association
TEWOREC	Tanga Elderly Women Resources Centre
TLS	Tanganyika Law Society
TOT	Trainer of Trainee
TPCF	Tanzania Pastoralist Community Forum
TRA	Tanzania Revenue Authority
UNESCO	United Nations Educational, Scientific & Cultural Organization
UNICEF	United Nations Children Fund
UWZ	North Unguja Zanzibar Association of the Disabled
VEOs	Village Executive Officers
WEOs	Ward Executive Officers
ZAFELA	Zanzibar Female Lawyer Association

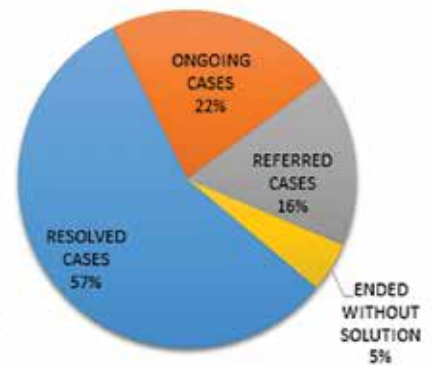
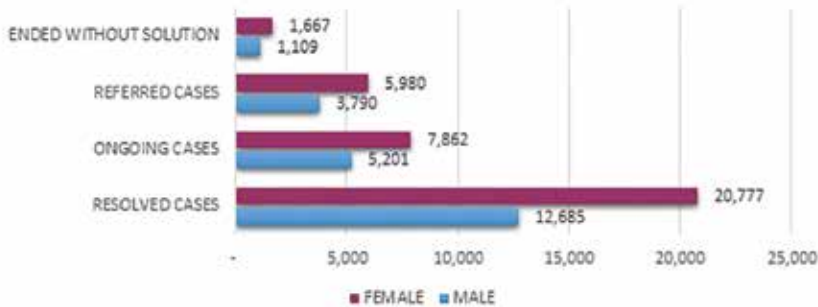
LSF AT GLANCE 2019



ACTIVE PARALEGALS 2,678 + NEW 1,093 = 3,771 MAINLAND
ACTIVE IN ZANZIBAR 260

LEGA EDUCATION 4.6 MILLION WITH 54% WOMEN
LEGAL AID CLIENTS 59,071 WITH 61% WOMEN REACHED

CASE STATUS 2019



TREND OF LEGAL EDUCATION FROM 2016 TO 2019



PEOPLE REACHED BY LEGAL EDUCATION INTERVENTIOS IN 2019 PER QUARTER



CHAPTER ONE: STRATEGIC ISSUES AND GOVERNANCE

1.0. INTRODUCTION

Since the start of the implementation of the second LSF's strategic plan in 2016, the LSF has consistently marked an excellent record exponentially against the planned targets and indicators, in particular reaching out to hard-to-reach communities with legal aid and basic legal knowledge. In 2019, the LSF managed to accomplish the implementation of its annual work plan in 2019. This was possible due to the existing collaboration with development partners, government ministries, grantees, paralegals, and other legal aid services provision actors.

Several activities, meetings, and discussions (at national and international level) took place that re-shaped and improved the program performance. Through the Legal Empowerment approach, the LSF aligned itself with Tanzania Vision 2025, National Empowerment Policy, Legal Aid Act, 2017 and contribution to Sustainable Development Goals 5 and 16.

Amongst the key milestones reached in 2019 was the joining of the European Union (EU) as a contributor to the LSF basket fund. The fund increased legal aid services coverage and helped to place over 1000 paralegals in the wards which had no paralegals. With the EU on board, the LSF increased number of its contributors to the basket fund from 2 to 3. The contributors to the basket fund are DANIDA, DFID and the EU. In 2019, Ms Lulu Ng'wanakilala joined LSF, after the retirement of the first CEO Mr Kees Groenendijk in May 2019. Following the governing Board succession plan, the final three board members from the LSF first governing board retired. As a consequence, two board members were recruited. Subsequent thereto, in December 2019, the governing board elected a female member of the board as the Chairperson of the governing Board, Ms. Beng'I Issa. This action complements the LSF overall goal, which strives to increased access to justice for all, in particular for women.

Furthermore, from July 11, 2019, the LSF legal status was changed from a Company limited by guarantee without share capital to a non-governmental organisation. (NGO) with registration number 00NGO/R2/00011. The change of LSF legal status was brought by miscellaneous amendment No.3 of the NGO Act, 2019.

1.1. Status of Contributors to the Basket Fund

The LSF contributors to the basket fund for 2019 were 3 namely DANIDA, DFID, and the EU. The LSF is working hard to explore other funding avenues. In 2019 a number of proposals, have been tabled including two to the Canadian development cooperation and the Norwegian Embassy, who have shown interest in funding the LSF. The success in soliciting the funds will automatically reduce the percentages of dependence on current contributors, especially from DANIDA which is almost 50% of the total contribution.

1.2. Sustainability of the Basket Fund

The sustainability quest did evolve all year long. Following the AGM approval to the Strategy and Sustainability approach that guides the program implementation for the next five years, a sustainability approach implementation plan was developed. At the beginning of the year, the LSF has improved the capacity development approach to become a more business-oriented model which is led by the Business Committee. Also, the AGM approved the establishment of the Nairobi liaison function for fast-tracking and facilitation of the regional networks, partnerships, and communication with potential regional funders whom many have their headquarters in Kenya.

However, changes to the LSF legal status from a Company limited by guarantee to an NGO forced the LSF to rethink about engaging itself on business-related ventures. Instead, the focus was changed into the process of, developing the Dodoma plot of land into an office and a conference centre, engage into project management at a fee and mobilize communities to participate in philanthropy initiatives through activities such as charity walks, gala dinners, marathons, a mobile platform, and crowdfunding initiatives.

Furthermore, on sustainability, the process of applying for charitable status is waiting for the TRA decision. Already the LSF has provided all relevant documentation including confirmation letter from BRELA to TRA on the non-existence of LSF as a company limited by guarantee as per request.

1.3. Collaboration with Central and Local Government Authorities

The LSF outcome number three focuses on ensuring that a good working environment exists among formal and informal leaders, LSF and its implementing partners. LSF closely and actively collaborated with both central and the local government authorities directly or through partners working in respective regions and districts.

In comparison to previous years, in 2019 there has been increased activities that improved collaborations with government through the Ministry of Constitutional and Legal Affairs (MoCLA), President's Office Regional and Local Government, PoRALG, TAMISEMI, Ministry of Health, Gender, the Elderly and Community Development, the Ministry of Home Affairs and other stakeholders working on access to justice. A number of key strategic meetings were held that resulted in MOUs and joint workplans that aim at strengthened collaborations and potentially increased access to justice.



LSF Supported the Zanzibar National Forum on Women and Children Rights that took place in Unguja, Zanzibar

The LSF supported the National Assembly of Tanzania integration process to foster democracy and good governance through the Commonwealth Parliamentary Association. At a higher level, a number of working MOUs have been developed with TAMISEMI and Ministry of Health, Community Development, Gender, Elderly, and Children. For the implementing partners working in prison and police stations, the MoU was signed between MoCLA and the Ministry of Home Affairs. The MOUs signed has action plans that stipulate the areas of collaboration and working modalities.

1.4. Networks and Partnerships

More networking and partnerships have been forged and MOUs developed in 2019. The LSF engaged in networking and partnership initiatives at the national and regional levels to foster its visibility and contribution to the national development agenda and the creation of a good environment for meaningful partnerships that exposes the LSF to untapped areas for funding and further collaboration.

The LSF was seconded as the chair for the East and Horn of Africa Paralegal Support Network for a two-year tenure taking over from Kenya, appointed to sit on the Board of the East African Philanthropy Network for the next two years. Further to that, the discussions with the International Commission of Jurists (ICJ) in Kenya and the Legal Resources Foundation (LRF) concluded with MOUs aimed at strengthening Legal Aid in East Africa region, conducting joint research in Legal Aid and access to justice-related matters, sharing lessons and experience, enhancing capacity development and strengthening legal aid programs.



The LSF participated in the 2019 CSO Week that brought together NGOs and stakeholder from all over Tanzania to discuss challenges and NGOs role in promoting development and democracy in the country

In the last quarter, the LSF hosted a regional paralegal support technical committee Meeting. The meeting had the objectives of developing a work plan on improving policy and legal framework governing paralegal work in the region, capacity development, and sustainability and rewarding mechanisms for paralegals. Among others the technical committee agreed to conduct research on the status of the legal aid framework across the East and Horn of Africa, convene national meetings to obtain a collective understanding of the East and Horn of Africa Paralegal Network (EAHPN) mandate, facilitate meetings between state and non-state actors, and together gather paralegals to share their experiences.

The LSF coordinated a meeting to discuss philanthropy for people with disabilities that involved 16 organisations from the East African region. The LSF strategically engaged with peoples with disabilities organisations to collectively address issues facing people with disabilities.

Besides this, the LSF has continued to network with different actors like the East African Philanthropic Network (exploring funding institution to collaborate with), African Philanthropic Network and Tanzania Philanthropy Network, Open Society Initiative for Africa - OSIA (for paralegals funding) Open Society Foundation (for legal empowerment funding), NAMATI (Global network for legal empowerment (for learning purposes), Amnesty International - Kenya (the office deal with Uganda and Tanzania and the LSF contributed in developing Amnesty international Global strategy), International Commission for Jurists (ICJ) - Kenya (for decriminalization of petty crime to reduce state costs), Irish Embassy (collaborated on GBV study and Judicial Reform) and The Danish Centre for Human Rights. Other like-minded organisations LSF worked with included African Centre for Excellence on Access to Justice, Timap for Justice (Sierra Leone), Paralegal Advisory Service Institute (PASI - Malawi), Paralegal Alliance Network - Zambia. All these organisations are working with paralegals access to justice programmes.

The LSF has spread its wings to start working with the private sector in delivering legal aid services. The implementation of partnership with the Vodacom started in the third quarter. The legal aid messages developed and approved by MOCLA are disseminated to the public through SMS. Further to that, the partners started using radios under TADIO's a network of community radios supported by UNESCO, in which 10 radio stations have been engaged to air and publicize paralegal work. Furthermore, a new MoU developed with the Tanzania Agricultural Development Bank (TADB) aiming at building legal capacities of the AMCOS through paralegals. The MoU was signed and its implementation expects to take place in 2020 that will give the legal capacities to coffee farmers in the Kagera region and cotton farmers in Mwanza.

1.5. The Governing Board

The LSF governing board has consistently maintained its mandate by holding all quarterly meetings for 2019. During this year, the key topic among others in the governing board meetings has been discussing and analyzing the best options that the secretariat can follow to its sustainability. The first board meeting in March 2019 approved the annual report for 2018. In the second quarter, two meetings took place, an extraordinary meeting held in June 2019 and followed by the Board meeting July 2019.

The retirement of three board members of the LSF in December 2018 marks the completion of first board selection since the establishment of LSF. The Board in its 30th meeting among other things resolved to have 7 members of the governing Board instead of 9 as per NGO constitution regulations. This called for the recruitment of 2 members who will be confirmed by the AGM in April 2020. The Governing Board elected the new Chair following the retirement of the chair of the Board. The vice-chair will be elected during the February 2020 Board meeting.

In December, a workshop on the review of the LSF constitution took place. Members of the Governing Board went through the LSF constitution and input thereto. In its extra-ordinary meeting 09, the LSF Governing Board approved the Annual Work plan and the budget for 2020. The board started the recruitment of the Director of finance and administration which expect to finalize early in 2020.

CHAPTER TWO: PROGRAMME PERFORMANCE PER KEY RESULT

The LSF programme performance hinged on four key results areas as provided for in the Strategic Plan. The year 2019 is the mid-year for the implementation of the Access to Justice program which is expected to conclude in 2021. The LSF and its implementing partners across the country continued to offer legal aid services and legal education that empowered communities on various aspects of their lives. Generally, as compared to previous years, the number of people reached through legal education interventions has increased. The legal education increased by 39% of the total target for the year.

However; the number of clients offered with legal aid services by paralegals dropped by 15% against the planned target. There are several reasons for this however, the majority of paralegals believe, legal education is spreading in many areas and that opens up the understanding of how to handle disputes without the use of paralegals and or communities know other places and pathways to access the justice.

Furthermore, credit goes to the government for establishing some initiatives focusing on legal rights awareness through media. Media sessions on legal and human rights reduced the influx of clients to paralegals.

In making sure that the LSF uses correct data, an annual data validation exercise was conducted in all regions in which one paralegal centre from each region was involved.

The DQA overall performance analysis is good based on the Assessment levels of Very Good (100% - 85%), Good (84% - 70%), Fair (69 -55%) and Unsatisfactory (54-20%). From the table below, still timeliness of entering data, availing of reports and completeness of reports by paralegals is a challenge. The findings revealed that LSF meets the data quality indicators better than RMOs and paralegal centers. LSF is therefore challenged to work with its partners to ensure the quality attributes trickle down to the lower levels. Below is the program performance per key results areas:

Table 1: Data quality assurance results for July 2018 to September 2019

Quality assessment criteria	Assessment level				
	Overall (%)	Very Good (100-85)%	Good (84-70)%	Fair (69-55%)	Unsatisfied (54-20)%
System assessment (design)	81.9				
System implementation	64.6				
Completeness	59.4				
Accuracy/Precision	80.6				
Validity	89.0				
Consistency	76.3				
Timeliness	68.4				
Integrity	75.3				
Availability	30.0				
Confidentiality	91.2				
Overall scores	71.7				

Source: DQA report, Oct 2019.

The LSF data can be used at national level reporting. This was possible following the recognition of the LSF data by the National Bureau of Statistics (NBS) in April 2019. NBS recognized the methodologies and data collection tools developed by the LSF for the collection of data as official forms to be used to collect legal aid data and the implementation of SGDs 5 and 16. Together with LSF, the NBS informed the MOCLA about the issuance of a data authentication letter to the LSF.

This means the LSF data can be used for public consumption and publication. The letter has improved the morale and confidence of

paralegals in data collection and reporting.

2.1. RESULT AREA ONE: ACCESSIBILITY OF LEGAL AID SERVICES

Under this result area, the LSF aimed at increasing legal aid services accessibility. Therefore, the LSF supported the delivery of legal assistance through the work of paralegals and regional-based organizations (RMOs) for both Mainland and Zanzibar. The paralegals in the country are filling the gap of limited access to responsive, restorative and accountable justice and human rights protection mechanisms, especially for women, children, people living with HIV/AIDS and people with disabilities through the provision of quality legal aid services.

Further, legal aid services are offered in collaboration with strategic partners availed by TLS who serve as critical referral points for cases from paralegals, and ENVIROCARE that addresses access to justice for individuals faced with criminal cases both in police stations/posts and in the remand prisons.

2.1.1. People served by paralegals and status of cases

In 2019, a total of 59,071 disputes (males 22,785 and 36,286 females) were brought before the desk of paralegals countrywide. Though the clients were below the target for this year, yet percentage-wise the target has been met with cases reported by women reaching 61% of 60% target. The trend of disputes has not changed from previous years, land disputes continued to be the most reported in front of the paralegals, which express that the legal framework and system of land ownership is challenging in Tanzania, while the importance of owning land even amongst women is increasing.

Land is the main source of livelihood in Tanzania and has been a source of many conflicts in the communities. Most of the reported challenges included conflicts between farmers and pastoralists, land inheritance problems, tenure issues and alienation from an invasion of so-called "land investors" in rural areas.

In 2019, over a quarter of reported disputes (26%) were land disputes, which is slightly increased compared to the land disputes reported in 2018 for a similar category. This is followed by matrimonial disputes recorded at 20% and then child maintenance at 16%. Consistently, for Zanzibar, the number of clients has been going down quarter by quarter and year by year. For example, a total of 555 clients served by paralegals this year, is not even half of the total clients reached in 2018.

The major reason given by partners in Zanzibar was due to the establishment of Social Welfare Committees which operate under District Commissioners' Offices and also the presence of shehas and the shehias. Many disputes that were dealt with by paralegals are now firstly reported to these committees and then referred to the court resulting in a reduction of disputes at the end of paralegals. A collaborative mechanism was created in which paralegals are also part of the committees' deliberations, as members in these committees.

By case status, 57% of disputes were resolved by paralegals. The disputes referred to other justice mechanisms recorded at 16.5%, which is higher to the referred disputes target of 10% by 2021. The disputes were referred to police gender desk, social welfare offices, tribunals, shehia, and other cases to district and regional commissioner offices. There has been an increasing trend of criminal cases being reported to paralegals, while by law paralegals are not required to deal with criminal cases.

Of 22% disputes were in the process by the end of December and known as "ongoing" cases which are carried forward to next year. With over 50% of disputes being resolved at the hand of paralegals, this shows the effectiveness and trustworthiness of people to resolution and mediation made by the paralegals. From the opinion of clients served and through success stories and other studies, the evidence shows that the mediation done in front of paralegals is very strong, effective and amicable.

A piece of detailed information for the legal aid clients is available in table 1 below and indicators on the results one are provided in annex 1.

Table 2: Case typology and status of cases from January to December 2019

CASE TYPOLOGY	RESOLVED CASES		ONGOING CASES		REFERRED CASES		ENDED WITHOUT SOLUTION		TOTAL		%
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	%
Land disputes	4743	3948	1966	1651	1461	1040	365	242	8535	6881	26.10
Inheritance disputes	924	1280	284	481	258	468	64	89	1530	2318	6.51
Matrimonial disputes	1945	5001	889	1910	502	1221	172	398	3508	8530	20.38
Child maintenance disputes	827	4828	301	1340	168	1591	67	244	1363	8003	15.86
Civil disputes	2822	2507	1177	1083	760	498	188	148	4947	4236	15.55
Criminal dispute	601	594	293	305	413	279	143	161	1450	1339	4.72
Labour disputes	428	465	170	127	141	114	40	17	779	723	2.54
Abuse	279	562	73	226	73	232	51	102	476	1122	2.71
Violence against women	0	1364	0	565	0	386	0	171	0	2486	4.21
Rape	0	34	0	55	0	51	0	43	0	183	0.31
Defilement	8	4	6	8	3	1	2	0	19	13	0.05
Female genital mutilation	0	96	0	74	0	84	0	39	0	293	0.50
Sex servitude	3	16	1	7	4	1	3	6	11	30	0.07
Indecent assaults	12	18	7	4	7	12	14	3	40	37	0.13
Human trafficking	3	10	1	3	0	1	0	0	4	14	0.03
Others	90	50	33	23	0	1	0	4	123	78	0.34
Total	12685	20777	5201	7862	3790	5980	1109	1667	22785	36286	100.00

Source: Online system and RMO reports in 2019.

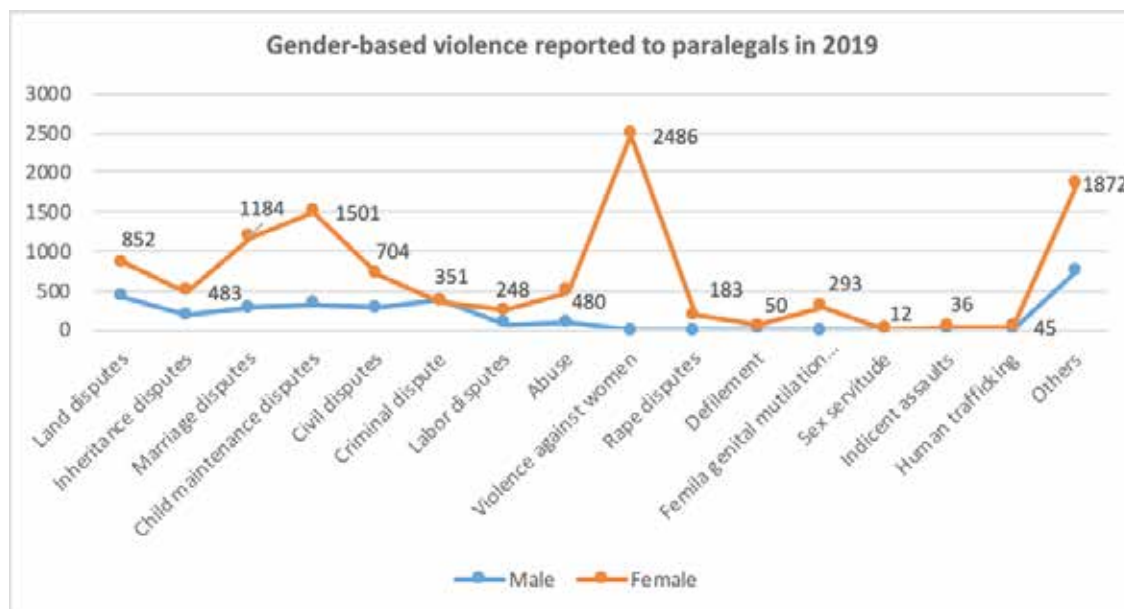
2.1.2. Gender-based violence: Violence against women,

The cultures and norms in Tanzania undermine the role of women. The work on women's empowerment will be meaningless when there is a continuation of violence against them. From the program data, the intervention by paralegals on Gender-based violence (GBV) has shown to increase during this year compared to what reported in other years. The increase in the number of women reporting means that the legal empowerment provided through legal education intervention awaken women to come out and report GBV cases. The case reached a solution that significantly shows that paralegals contribute a great deal to reduce physical, psychological or sexual torture which is a prerequisite in achieving SDG goal 16.

Of 23% disputes nearly to quarter of total reported disputes this year associated with gender-based violence. The GBV cases were 13,591 with male 2,811 and 10,780 females reported to paralegals, which is 79% of total GBV cases, which shows that women are most affected by GBV. The cases in which typical violence against women were 2,486 (see graph 1 below). The total GBV cases reported this year is higher compared to other years. The result reported data by paralegals shows that one out of three women

faces gender-based violence, which is at par with world statistics on GBV found in the UNPA reports. However, not only women who reported the GBV, 2,811 cases of GBV reported by men too, as provided in graph 1.

Figure 1: Distribution of GBV per case typology from January to December 2019



Source: Online system and RMO reports 2019

Female Genital Mutilation - Case study: A fight against FGM bring some positive results

In Tanzania, female genital mutilation is mostly performed in Northern regions of Arusha, Manyara, Mara and some part of Dodoma. Paralegals have been educating communities to stop this practice during their legal aid intervention and with other actors on the ground, however, the fight against this traditional practice proves to be complicated. From the pilot programme in Hanang district, Manyara region which has 58% of total FGM cases, the findings show that there is a good collaboration of actors namely local leaders and the government. However, at the community level, the practice is secretly cherished.

FGM is done to infants and women while giving birth and it is done by qualified medical doctors. The major reason was that men do prefer to marry women who are genitally mutilated. This complicated the fight against FGM. In Mara and some parts of Arusha, this practice is being done between November and December. For example, this period, paralegals in Arusha reported 240 FGM cases out of total 293 dealt with this year. Paralegals successfully resolved 96 cases and referred 84 female genital mutilation cases to the police. To deal with the problem, paralegals formed/joined anti-FGM groups tasked with conducting door-to-door interventions to educate, pursue and negotiate with parents to stop this injustice.

Many of the resolved FGM cases were those which the paralegals managed to stop the family members from performing. The data from Hanang district hospital shows that for pregnant women, 767 who went for delivery from June to December 2019, 615 (80%) found to be mutilated. This number shows the magnitude of the problem is enormous. Next year this pilot will be evaluated and more results will be presented. The figure below shows the distribution of disputes related to GBV.

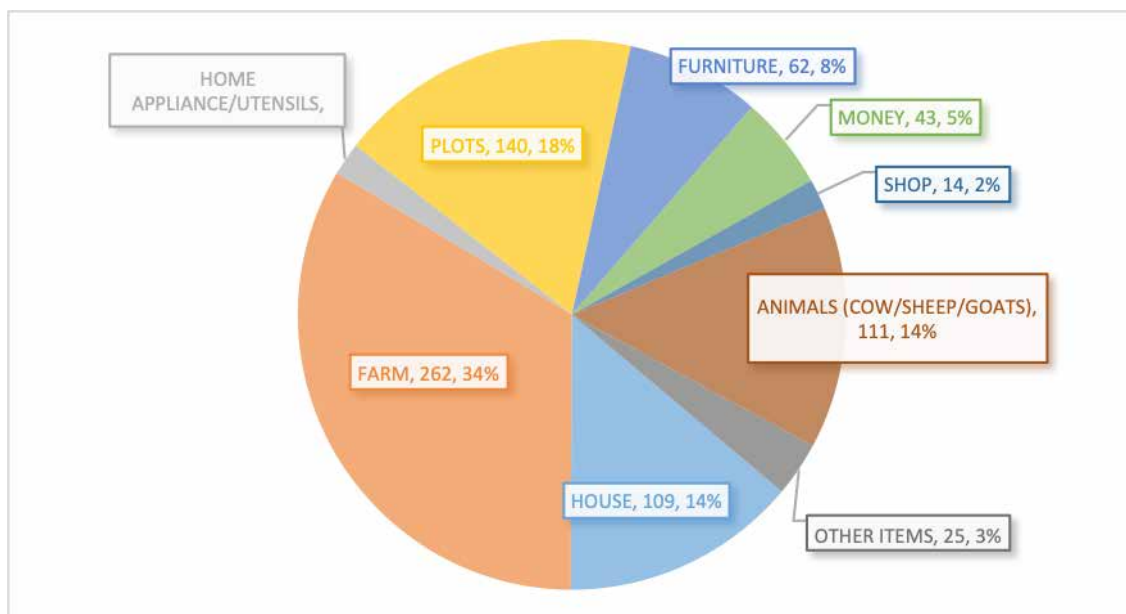
2.1.3. The impact made on women's property rights through inheritance disputes

Paralegals are making a huge impact to ensure women own properties. The existence of discriminatory laws against women and ignorance of the existing means through which they can claim their rights, women have been losing their properties acquired during the subsistence of their marriages. Most find themselves struggling against deeply entrenched public beliefs that property

ownership is an exclusively male domain. In many instances, judges and magistrates lack the capacity and knowledge to interpret and implement national laws within the provisions of the international human rights instruments like CEDAW. Sometimes court decisions may revert to customary law, which often rules in favour of men. Legal literacy and capacity building are, therefore, an imperative. Paralegals and other legal aid providers helped women to retain back their properties grabbed by greedy-in-laws. The inheritance cases have been a good source to indicate the impact of legal aid services.

A total of 3,848 inheritance disputes were brought to paralegals this year, and 2,318 inheritance cases were reported by women. Out of disputes reported by women, 1,280 (55%) was resolved and 781 (34%) women reported to secure their properties. As it was in the other previous years, land and land-related properties were the most reported cases and secured properties. Everyday paralegals are dealing with land issues and most of these cases are between women against the deceased husbands' relatives, who believe according to culture women are not entitled to own properties.

Figure 2: Women who secured properties from inheritance cases after assisted by paralegals 2019



Source: RMO reports and online system

SUCCESS STORY: How A Woman’s Audacity Turned Her Life Around

Orester Komba, 43, a mother of two – Jackline and Johnson, and a resident of Mji Mwema Street in Mbanga, Ruvuma found herself at the centre of a grinding conflict with her husband, Kelvin Milinga, after he sold their house without her knowledge. She was eventually helped by paralegals from NAJATA, a local organization working across the district of Mbanga and was awarded money that she used to build another house in which she currently lives.

The couple was married in 2005 with very little in possessions and lived in a rented house while having to endure a difficult life. Orester says a member of her church and his wife took pity upon them and offered her a job at a filling station he owned in a bid to ease their hardship. She took up the job offer while her husband remained unemployed.

With some of her wages she propped up their life at home and saved the rest which she later topped up with a loan and bought 200 bags of corn at Tsh. 12,000 per bag sold them to Malawian customers in need of food for Tsh.40,000 following a drought spell in the country. With the proceeds of her corn sales she bought building material and paid labourers who built their house.

In spite of all this she says she wasn’t at ease with the fact that her husband had no job, thus she spoke to her employer about him and he was offered to work as a coffee buyer. He was however accused of siphoning Tsh.25 million, was taken to court, lost the case

and was sentenced to 7 years in prison. Their employer sacked Orester claiming he couldn't allow her to continue working for him while he had a grudge with her husband.

Seeking to get her husband out of prison she consulted lawyers who put together an appeal and won his release. Life once again became difficult for them and Kelvin turned to abusing her constantly including frequent beatings without any provocation. The abusive situation reached such a point that she sought help from her church where they couldn't be reconciled and was instead advised to take some time away and live with her parents while efforts to find a solution persisted. It was during her absence that her husband cunningly sold their house for Tsh.30 million less than a month after she left.

Orester says that act pushed her to pursue justice by a means that would involve both her family and Kelvin's. Samuel Kayuni, a paralegal at NAJATA took up the responsibility of handling her case and providing her with the guidance she needed, and to bring together both families in a bid to help her get her share of the proceeds of the house sale.

"Despite my efforts I failed to bring the two sides together because Kelvin and his family were adamant that a woman cannot have a share of money or possessions, she has no right to inherit anything even when her husband passes on", says Kayuni.

He says because their response didn't satisfy him, he advised Orester to file a civil case in court which she and her family agreed to do. After a year of waiting the court finally reached a verdict and ordered Kelvin to yield to her half of the money, he earned from the house sale - a total of Sh.15 million - and additionally split their furniture and other belongings equally between themselves.

Of the Sh.30 million Kelvin had already been paid Sh.23 million with which he bought a car. "When he heard that I had gone to court he sold everything in the house including furniture. The court, however, ordered the person who bought our house to pay the outstanding Sh.7 million to me and the Sh.8 million be paid by Kelvin", says Orester.

She says she didn't contemplate pressing Kelvin to hand over the money because he was effectively down on his luck and unable to pay up. She put the Tsh.7 million she received into building a house and paid for Jackline's private secondary schooling through to Form Four. Jackline has now completed high school and has applied for a place at university and Johnson is in Form Three. Orester currently sells hot meals at the Mbinga Secondary School, an occupation that allows her to live comfortably compared to a few years ago and intends to grow her capital and expand her business further.

The couple formally divorced in 2011. After a while, Kelvin, having sold his car, penniless and with no place to live sought Orester intending to reinstate their marriage and live in her house. When she turned him down, he threatened to torch her house causing her to report him to the local government chairman who issued Kelvin with a stern warning against his threats.

"I urge other women like me going through a situation like mine to learn from my experience and seek help from human rights defenders and paralegal organizations which can be found in every district. My life has been through countless challenges but today I live in the light and I'm happy just seeing the strides I have made", concludes Orester.

2.1.4. Legal Aid in Detention places (prisons, police) and strategic litigation

The United Nations Office on Drug and Crime recognizes that the early stages of the criminal justice process, the first hours or days of police custody or detention, are crucial for those who have been arrested or detained in respect of a criminal offence. In recognizing this the LSF supports the facilitation of the legal aid services in prisons and police stations as well as strategic litigations. ENVIROCARE addressed the criminal justice system by reducing congestion in remand prisons and police stations on the mainland.

Prison paralegals reported to face several challenges that include frequent cancellation of case hearing due to incomplete investigation, missing case dockets and called off scheduled court trips due to lack of police transport. As a result, minor changes may result in a remand prisoner to stay longer in custody. As a means to decongest remand prisons, ENVIROCARE in collaboration with the Ministry of Home Affairs (MHA) and MoCLA trained 207 police officers to work as paralegals.

The roles of the police paralegals are to educate those arrested how the system works, guiding them through the process of applying

for the police bail and contacting their relatives and legal aid providers. Due to complications created by the reporting structure within the prison system, it was hard for ENVIROCARE to report on the number of people reached by prison/police paralegals in this year.

Discussions between ENVIROCARE, MHA, MoCLA and the LSF on how to obtain data from the police stations and remand prisons are yet to be concluded. However, the Memorandum of Understanding (MoU) between the responsible ministries and Envirocare has been signed. The MoU among other things sets out the modality of a provision of legal aid services in remand homes and other detention areas that include information flow, roles, and responsibility of each stakeholder. The MoU insists on a joint monitoring visit, effective coordination and timely addressing of issues. However, this was not materialized in 2019. It is expected that in 2020, the work will resume.

In Zanzibar, the ZLSC has been contracted under the urban legal empowerment to improve the criminal justice system for remand prisoners and police suspects. The initial preparations for the project started at the end of the last quarter of 2019. More outputs on the implementation of the project will be shared starting the first quarter of 2020.

The strategic litigation in 2019, the LSF continued supporting the strategic litigation reference number 10 of 2017, filed by our partner, Tanzania Pastoralist Community Forum (TPCF) in the East African Court of Justice (EACJ). The main case is in the hearing stage and the LSF facilitated witnesses to appear before the court. The issue before the court is a violation of the human rights of the Maasai people in the Loliondo district over property rights that includes land.

So far 22 witnesses have provided their evidence before the court. TPCF continues to represent the number of clients through the main case namely Ololosokwan Vs Attorney General. The case was filed at the EACJ in which villagers are seeking their land rights and respect for human rights. Other cases of the same nature included three cases filed at the Arusha resident magistrate court (RMC), Loliondo district court and Mugumu district court in Serengeti district, Mara region. The cases are still pending.

2.2. RESULT TWO: LEGAL EMPOWERMENT

The results in legal education are sky rocketing year by year. The legal empowerment result area aims to get outcomes on protection rights to land, property, safety, and security in particular for women. To attain this the implementing partners run community legal education programs through paralegals to assist communities to become aware, knowledgeable and have a better understanding of legal rights and legal issues to increase their confidence, which ultimately improves their social and economic wellbeing. Legal empowerment through legal education is conveyed to the community members through community meetings and gatherings, reaching out to economic groups and main media to include social media.

A total of 4,616,996 people (male 2,042,655 and females 2,574,341) reached through legal rights awareness in 2019, which is the highest reach since the start of the program compared to previous years, with the same number of paralegals. Despite successes in legal education yet the outcome survey 2018 findings showed that while there are significant changes in seeking behaviour among community members for legal aid, yet majority 77% of community members had no awareness of the existence of paralegals.

Mara region led by reaching out to 453,855 people, followed by Arusha 326,120 and Tabora region with 272,748. 85% of the people were reached through meetings, 13% through groups and 2% through active engagement in the radio programs through calls and SMS channels. Interventions such as the village assembly (1,212,265), school interventions (769,138), groups (597,121) and national events (479,144) topped as effective means to meet people in the communities. Again, religious meetings, funeral, Bonanza, celebrations, women's meetings, and farmers' meetings.

The national events, such as Nane-Nane Festival, 16 days of activism against

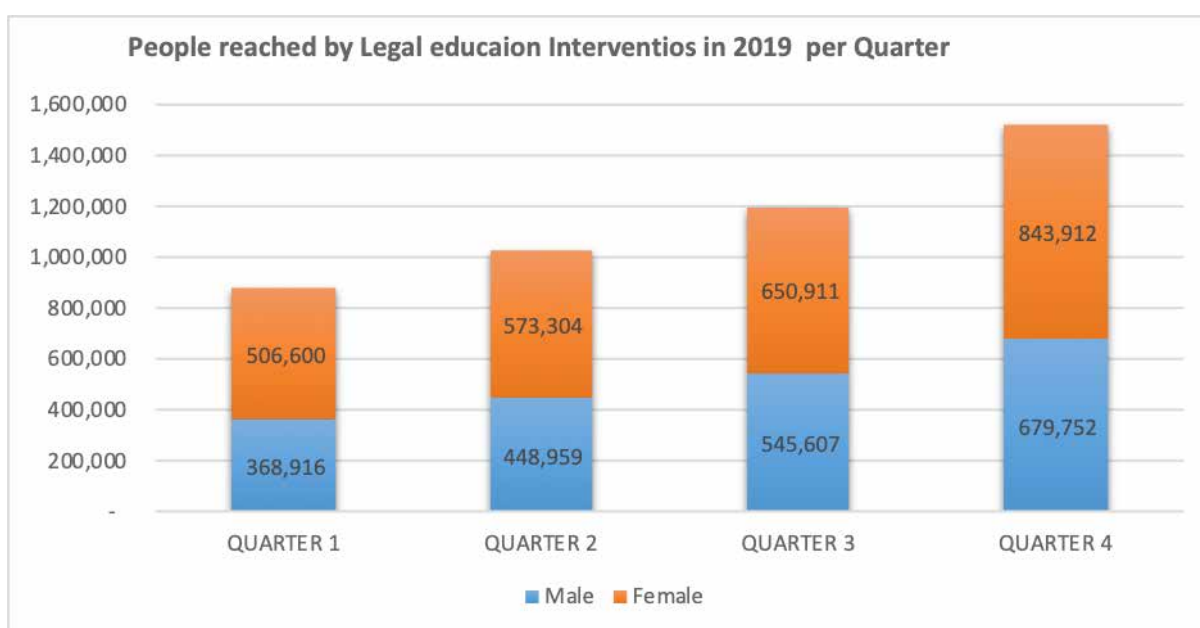


During the NaneNane National event in Simiyu region, a total of 4,285 people were provided with legal education to support access to justice in Tanzania

Gender-Based Violence, Legal Aid week, African Child and other national events are usual platforms used by paralegals to reach people in Tanzania. The LSF has been directly supporting and engaging in these events. For example, the LSF and paralegals reached 600 people with legal education and 95 people through legal aid whereby 33 legal documents were drafted and submitted to various courts and land tribunals within the Simiyu region.

A total of 13,694 groups reached this year among which 2,957 were women-only groups. LSF believes that through groups' knowledge of legal aid is well imparted than other means due to their size and management of groups. The women's only group is meant to reach women who are not allowed (by husband or family) to attend other sessions in which paralegals address the mass in their places. To increase the number of groups, the working MoU with the Tanzania Agriculture Development Bank (TADB) aims to work with groups of coffee farmers in Kagera region and cotton farmers in Mwanza region, the MOU has been signed, in which paralegals will build the capacity of AMCOS.

Figure 3: Legal education reached by quarter disaggregated by sex 2019



Source: Quarterly report

While it is easy to reach youths in schools, it is still difficult to reach out-of-school youths in the communities. Paralegals are encouraged and taught different innovations to use in increasing access to justice. One of the best examples is obtained in Morogoro, where the Mvomero paralegals successfully used soccer matches to attract youths to attend their legal education sessions.

The centre sponsored a soccer competition involving youths in three wards. Legal education was conducted before the start of soccer. The winning team received the Mvomero paralegals shield and Tsh 100,000/ while the second winner received 80,000/ Tshs. The tournament took two weeks and reached a total number of 4000 people.

Increasingly the radio, TV and social media such as Instagram, Facebook, Twitter and WhatsApp groups became popular and effective means to reach people with legal education amongst paralegals. During this year, the LSF organised media workshops to bring closer the media practitioners to the attention of paralegals in their regions.

The training took place in seven zones which brought together journalists from both print and electronic media conducted in Mtwara, Dodoma, Tabora, Kilimanjaro, Mwanza, Mbeya, and Zanzibar and a total of 120 journalists benefited from this training. This has increased a milestone in media engagement with paralegals, cases are now frequently being aired in collaboration with paralegals. This action is supported by a WhatsApp group created including journalists, LSF staff, RMOs and paralegals.

It is not surprising to see a total of 69 districts reported having engaged radios in promoting legal aid and paralegal services, of which 13 reported to have a weekly radio session. From December 2018 to June 2019, a 6-month campaign was run on regional and local media using radio, TV, and other platforms such as the LSF social media platforms including Facebook, Twitter, Instagram, and YouTube. The content aired in the campaign included drama, jingles, mentions and interviews conducted on radios and TV stations. This campaign brought positive results into wide coverage in regions that benefited with the campaign.

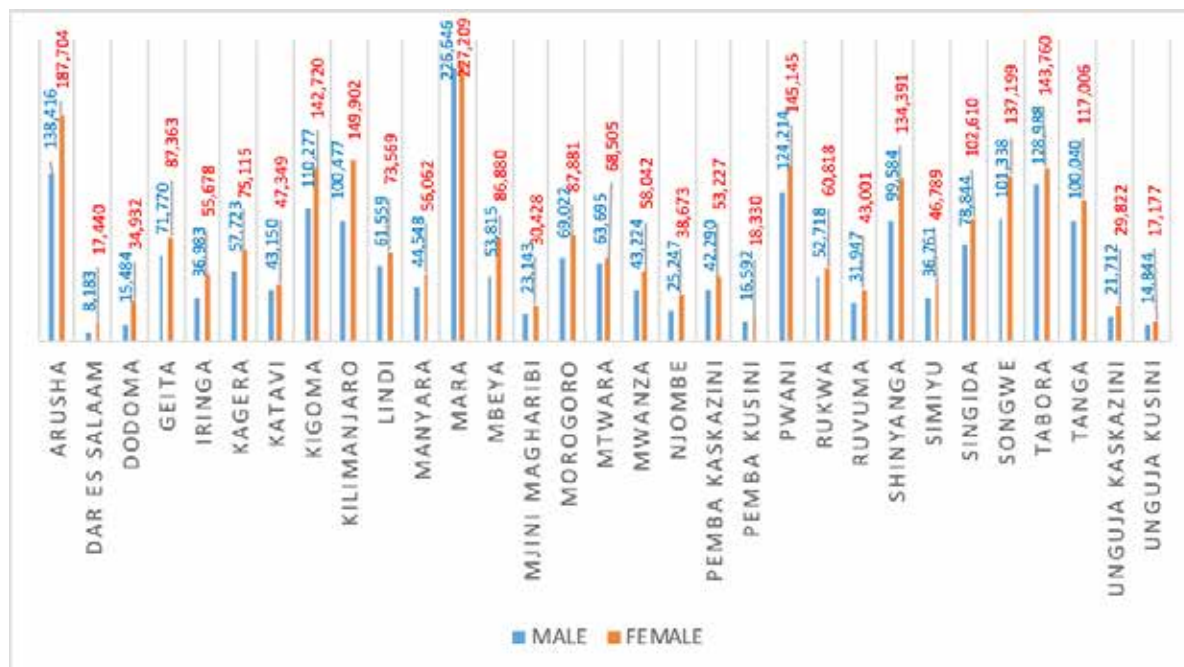
Community radios appeared to be the most commonly used channels (97%) by paralegals because of being very close to people. Moreover, engagement with the TADIO radio program finalized and will enable 10 regions in the Lake Zone and Zanzibar to get access to radio stations. TV programs were aired on Star TV and Channel ten TV and other online TVs. At LSF level, the team continued to engage with various stakeholders through social media platforms.

On average 2 posts published on Facebook, Twitter and Instagram pages daily. There is a significant growth in the LSF social media pages, for example, the Facebook initial target was 1000 but there are 75,000 followers and on Instagram rose from 1,500 to 2100, while Twitter is now from 1,425 to 1,583 by end of December 2019.

Special events such as legal aid week, CSOs week organised together with FCS, 16 days of activism and paralegal forums for both Zanzibar and mainland featured well on mainstream and social media.

The figure below shows the distribution of people reached in legal education per region. The eight regions of Mara, Tabora, Kigoma, Kilimanjaro, Songwe, Pwani, Tanga, Shinyanga, and Arusha, had a large share with half of the total reached people in legal education. By district, Serengeti led other districts having reached 150,042, which is outstanding compared to over 20 regions who individually could not reach that number despite having more than one district.

Figure 4: People reached with legal education intervention per region in 2019



Source: LSF documentation

2.2.1. Results of community legal empowerment

Through various interventions and innovations, paralegals have created an understanding and knowledge of the country's laws to the community members, but also, an understanding of how to use those laws for improving livelihood and bring about systemic change. The best way of measuring the impact of legal empowerment is through the documentation of collective community actions. Collective actions are undertaken by the community members for change or for achieving a shared interest or common goal. Paralegals supported a number of collective actions.

These included villagers' claims against low compensations received when their land was taken by investors and or by the government authorities like TANROADS (in Kigoma) and TANAPA (in Arusha). Paralegals supported them to claim and receive their fair compensation. In the Kondo district, paralegals supported local vendors to react against double taxes charged by the local government authorities. It is a rule that once obtained identification cards local vendors are not required to pay taxes. However, in Kondo local vendors were double taxed.

Jointly they succeeded to resolve their double tax issues with the local government authorities. In Geita, the community took action to reduce early pregnancies among their school girls. In Ruvuma, villagers compensated for their crops after their land being taken by Selous National park, while in Mbeya region paralegals initiatives revived and restore village water pipes that were not working through contributions. These are examples of actions taken by communities after receiving legal rights awareness and understand their duties and obligations as members of the community.

SUCCESS STORY: Community Rises Up Against a Mismanaged Water Project

In the district of Lushoto in Tanga paralegals who work in the local Bumbuli council have at various times and circumstances through the Bumbuli Paralegal Organization (BPO) made remarkable strides in enhancing the capacity of local ordinary citizens' to understand and pursue their rights and also work shoulder-to-shoulder with them in building a socially and economically improved community.

The village of Dule B is one community we can call "a witness" to the work of these paralegals. It is just one of several villages where one aspect of its inhabitants' lives has changed after being a stumbling block for a while. Water, a basic resource was a luxury due to gross mismanagement of a communal borehole in private hands of individuals who didn't prioritize quality of service and efficiency.

"It's no hidden fact that for a very long time we never saw the benefit of this borehole and I'm not the only person with this view but indeed anyone you can ask won't tell you different. Historically water scarcity is a problem around here but after this borehole was sunk we had the confidence that to a great extent we will have said goodbye to this problem but alas things turned out very different!" says Esther Samuel, a long-time user of the borehole.

Following the sinking of the borehole, an arrangement was put in place under which a private operator would provide efficient management of the borehole and consequently guarantee revenue for the village especially because surrounding villages also depended on this facility also. After a while this arrangement began to fail causing a poor service and a drop in income. This was the beginning of a long period of exasperation for the villagers of Dule B who took several measures to address the issue but to no avail.

The growing complaints about the poor management of the borehole became widespread and that was the point that some of the paralegals became aware of the severity of the problem; they immediately convened and began devising the most appropriate approaches for helping rid the community of Dule B and others around it of the predicament through their organization.

David Yohana, a paralegal, says, "The earlier committee established and charged with oversight of the borehole was in office for more than seven years something that is contrary to the by-laws here, but furthermore the committee ran the project contrary to set terms and provisions. This was the reason and source of the problem".

Yohana, working with his colleagues, ensured they provided sufficient awareness through legal education concentrating on rights to water, health and broadly civil education. "We figured out that citizens have no access to knowledge of their rights in several vital

aspects such as clean water and better health services and we wanted them to be empowered enough to demand their right to water here”.

These legal education efforts nudged ordinary people to collectively take up the responsibility to change the way the borehole was managed and embark on measures to return it to communal hands. The paralegals, amongst other things, helped the villagers put in place new written regulations that adhere to the law so as to avoid future occurrences of the same situation, but also to enable them to seek legal recourse when the need arises. Today, the borehole has been fully returned to communal hands and is being overseen collectively by locals from Wena, Kaivei, Kambini and Mavengeru wards.

Margret John, a resident of Kambini in the locality, insists that the legal education they acquired from BPO paralegals opened their eyes. “I attended a public meeting where these paralegals provided legal education on human rights and that was the day we awoke to the fact that the committee was cheating us. Paralegals have an enormous role in ensuring there is justice for all including access to clean and safe water and for that matter having this project in the hands of the villagers is a welcome change and contrary to how the situation has been everyone now has reliable water”.

Furthermore, some locals have spoken about the importance of directing efforts towards the protection of this essential resource and particularly ensuring the source of the water for the borehole isn’t damaged in any way. The changes being seen now provide a true picture of the positive impact of paralegal work across the country. The possibility of Dule B and surrounding villages continuing to endure water scarcity would have remained unchanged had it not been for the intervention of BPO.

By making it easier to access this vital service, women, who traditionally fetch water, have secured a special victory because what was once a punishing situation they had to endure has been profoundly eliminated. This new reality will save them time and allow them to use it on other everyday activities that will transform their economic fortunes, but more importantly this episode has empowered them and proved to them the benefits of knowing the law and pursuing justice.

Esther, while fetching water from a tap near the borehole adds, “Our current situation is a significant improvement and to a visible extent we have become more confident. This wouldn’t have been possible with our own vocation because we had already failed until the paralegals stepped in. Their work is a blessing and as a result of this outcome we are keeping them even closer”.

2.3. RESULT THREE: CONDUCTIVE ENVIRONMENT

In section one, a glimpse on the strengthening collaboration, partnership and networking with various actors in different levels and aspects is provided. The conducive environment result area deals with creating a good working environment for paralegals, legal aid providers, and the LSF to deliver services and realize its vision. The LSF and its partners cooperate well with other sectors and government authorities to create a good working environment and maintain a positive working climate and culture of delivering legal aid services in Tanzania. One of the LSF priorities in this reporting year was shaping for more program visibility and collaborations at all levels.

2.3.1. Engagement at a high level

In 2019, the LSF actively engaged in developing networking and partnerships by signing different MoUs to formalise the collaborations that the LSF engages with other stakeholders in delivering of legal aid services. These MoUs aimed at creating scopes of engagement and also to guarantee credible results from the arrangements and avoid going beyond what is required from the MoUs. At the national level, the LSF has built a good relationship with the Governments, both in Mainland and Zanzibar through their relevant departments and Ministries such as TAMISEMI, MoCLA, Ministry of Health (Community development directorate) and Ministry of Home Affairs.

For example, the MoU developed with the TAMISEMI (PO-RALG) specifies the roles and responsibilities of the two parties in the provision of legal aid services through the LGA’s structures in Tanzania, which will ensure more reach of community members by paralegals.

In support of Policy Dialogue and Advocacy, Promotion of Legal Aid & Human Rights, the LSF continued to be part of the implementation plan for the National Plan of Action- Violence against Women and Children (NPA-VAWC), thematic area 5 implementation and Enforcement of Law through the Ministry of Legal Affairs and thematic area 2 (Norms and Values) through the Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDGEC).

Further to that, the LSF was amongst partners who attended the National Dialogue on GBV in the World of Work. Other attended partners were the government ministries i.e. PMO-LYEPD, MoIT, MoHCDGEC), development partners, law enforcement agencies (PCCB, Police), the judiciary, TUCTA, WCPCs, PGDs, Religious Leaders and Women Interfaith committees, and CSOs working on women as well as labour rights were involved to support promotion of Legal Aid & Human Rights.

In guarantying the criminal justice, our partner, the Envirocare in collaboration with MOCLA, MOHA, LSF, Tanzania Police Force and Prisons Services, prepared a day sensitization meeting to IGP, CGP and Regional Police Commanders and other senior police officers on the salient features of the Legal Aid Act No 1 of 2017 and its regulations. Among other discussions, the focus of the meeting was on the facilitation of the provision of Legal Aid Services in police stations and prisons. The meeting took place in Dar Es Salaam with the participation of senior police officers from Tanzania mainland and Zanzibar (216 males and 35 females) making a total of 251 officers, from all 23 regions in which the project covers.

In Zanzibar, LSF supported in the review process of Good Governance Policy to incorporate international standards and best practices, informed by the local context, mobilize implementation of Corporate Social Responsibility norms and support the Good Governance through the President's Office Public Service and Good Governance. This was realized during the Good Governance to conduct a Good Governance Symposium in which LSF supported that opened eyes for sustaining access to justice, international Human Rights, Anticorruption and Integrity in Zanzibar.

Furthermore, the LSF in collaboration with the Zanzibar Ministry of Labor, Empowerment, Elders, Women, and Children (MLEEWC)) organized a National Women and Children Rights Protection Forum. 200 representatives from government Institutions, Partners, Stakeholders responsible for the protection of Women and Children rights including the judiciary, policymakers, police & prison department, religious leaders and civil society organizations were involved.

Among other things, the revolutionary government committed to increasing accessibility of state attorneys dealing with child abuse cases, Legal aid department to continue introducing paralegal to Shehia leaders, law enforcers to jointly work with paralegals and media institutions to continue report VAWC, and to raise awareness on gender equality and potential for women participation in decision making and leadership process.

On international and regional integration initiatives, LSF continued to engage with like-minded organizations and vital stakeholders to enhance access to justice across East Africa. LSF as Chair of the East and Horn of Africa Paralegal Support Network hosted the regional paralegal support technical committee meeting in Tanzania which came up with a work plan that will see the transformation of the legal aid legal framework and ultimately elevate paralegal work in the region.

In October, a feedback Meeting with LSF Nested Partners and signing of MoUs, one with LRF and another with ICJ concluded in Kenya. Moreover, in December, the LSF hosted the EAPN meeting that was geared to discuss philanthropy issue to support people with disabilities in which 16 organizations attended.

The LSF supported Commonwealth Parliamentary Association CPA Tanzania Branch, to brace up and meet the global trends of parliamentary democracy and procedure, to understand the main functions of parliament; through training on Democratic Governance.



The LSF works closely with the government at different levels and ministries. Above, Prime Minister, Hon Kassim Majaliwa (right) greets LSF CEO, Lulu Ng'wanakilala, during 2019 CSOs Week in Dodoma

2.3.2. Engagement at local levels

The achievement of legal aid services depends on the collaboration provided by various stakeholders including formal and informal leaders at local levels. For paralegals to do a meeting in a particular place or village, a consent from village executive officers (VEO) and ward executive officers (WEO) or in other parts with strong traditional clan leaders like in Maasai community a permit from a clan leader is needed. Without the permit no meeting takes place.

In recognition of this, RMOs and paralegals have been facilitating capacity building to forge for a good working environment. In 2019, a total of 6137 (3,069 formal leaders and 3,068 informal leaders)¹ have been reached which is over 100% of the indicator achievement. Issues covered in sensitization meetings included good governance and leadership, accountability and transparency, gender-based violence, land, inheritance, legal aid, and referral pathways.

2.3.3. Capacity to Local Government Leaders

In the first phase of the LSF implementation, a conflict of interest between paralegals and local government leaders particularly WEO and VEO was reported. In most cases, paralegals were seen as a threat created to take over the work of local government leaders VEO and WEO. They were not seen as an opportunity created to resolve community disputes on time. To remedy the situation, the LSF contracted the Commission for Human Rights & Good Governance (CHRAGG) to train WEOS in the country about the legal aid law and the roles and responsibilities of paralegals.

This project was implemented in 8 regions namely Lindi, Iringa, Kilimanjaro, Kagera, Kigoma, Tabora, Tanga, and Dodoma. A total of 1810 (1256 males and 576 females) local government officials benefitted from the training. The training was also attended by eight 8 RMOs Officers and 50 paralegals who supported the Trainers. Through those training collaborations and working environment between paralegals and LGA officials reported being improved.

Reports and observations from the regions benefited from the training revealed a good and simplified paralegal work on the ground. Collaboration between paralegals and WEO strengthened as the number of paralegal centers found themselves hosted in WEOS' offices. It is now simple for paralegals to get a permit and conduct legal education sessions to the public as compared with the past.

2.4. RESULT FOUR: SUSTAINABILITY AND CAPACITY BUILDING

The LSF refers to the capacity building as the ability of individual paralegals and their organizations and other partners' organizations funded by LSF to perform functions effectively, efficiently and in a sustainable manner. The LSF has developed sustainability strategies and encourages the partners to do the same. Therefore, capacity building and sustainability play an integral part in the LSF's efforts towards access to justice program delivery. In this reporting period, the LSF focused on building individuals and organizational capacities of its grantees in areas of the program, communications, finance, local resource mobilization, and monitoring and evaluation to ensure credible reports of results.

2.4.1. Capacity building to Paralegals

Regional Mentors Organization (RMOs), continued to develop the capacity of paralegal organizations in technical and institutional context through various mechanisms. Imparting basic skills to paralegals is the core activity of RMOs. Also, the LSF directly provided the technical capacity to paralegals on how to operate an offline database system and financial managerial skills, programming and on the new development of the law. In other instances, the LSF in collaboration with the RMOs implements capacity-building activities. Joint capacity building training offered by the LSF and the RMOs. For example, in collaboration with CSP from Manyara and CWCA from Mara region a three-day training on NGOs' are those capacity building related to the sustainability of paralegals, legal aid provision and resource mobilizations. Capacity building to paralegals and RMOs particularly on how to use and manage the online data system resulted in increased quality and timeliness of the data entered on the online system. The resource mobilization training has evidenced in an increased number of local resource mobilization activities on the part of paralegals likewise training

¹. With 3,069 formal leaders (1,868 male & 1,201 females) and 3,068 informal leaders (2,014 male & 1054 females)

in finance literacy increased accountability and good financial management of the paralegal centres. Further to that the finance department trained directly all paralegal units (57) from batch one, on financial management, this has improved the finance literacy to paralegals. The graph below shows the number of paralegals benefitted in each course/training.

Figure 5: Number of paralegals trained in different capacities by RMOs



Source: LSF documentation

At LSF level two pieces of training for data collection systems and financial management took place. The LSF introduced Offline system for data entry which can sync data to the online system. Therefore, all monitoring and evaluation leaders from RMOs and paralegal units were trained on how to use the system. The Offline has increased dramatically data availability and reporting to the online system. A total of 123 (63 -male and 60 female) paralegals were trained. To equip with an upcoming annual audit in 2020, the finance department organized training to paralegal units on financial management.

In Zanzibar, a total of 83 (52 women and 31 men), attended a training on the Legal Aid Act No. 13 of 2018. This is a new act that regulates the delivery of legal aid services, facilitates access to justice and provides for other matters related to the provisions of legal aid service in Zanzibar. It was important for paralegals to be oriented on the salient features of the act.

2.4.2. The training programme for new paralegals

The LSF in collaboration with MoCLA recruited and trained new paralegals for Tanzania Mainland. In December, a two-week training was conducted in each region except for the Manyara region, which is forwarded to 2020. A total of 1,093 paralegals (including those in police and prisons) were trained in the Tanzania Mainland. In recognition of dropouts, the objective during this round of recruitment was to ensure recruitment guarantee those people who committed to paralegal work.

The trained paralegals above with the addition of 2,678 active paralegals make up to 3,771 paralegals on the mainland which equals to 1,728 females and 2,046 males. The increased paralegals will improve the accessibility of legal aid services especially for the wards which had no paralegals before. The trained paralegals are expected to start working in 2020. In addition to 260 paralegals operate in Zanzibar, in total there are 4,031 paralegals country-wide operate under the LSF program.

Case study: Paralegal organisations attracting big funders

In 2019, 40 paralegal organizations succeeded to secure funding from donors other than LSF. This shows that the capacity building provided by LSF and RMOs to paralegals is instrumental. Some notable funders to paralegals include Freedom house, Foundation for civil society, and the UNDP. In the Mwanza region, the UNDP has entered into a six-month pilot project with the Ilemela Legal Aid Organization (ILAO) from the Ilemela district.

The project facilitated justice to victims of gender-based violence, women, and children. It offers medical care to victims and legal assistance at the court through an appointed law firm, since Paralegals have no mandate by law to manage criminal cases. The pilot project ended December with many successes. Freedom House and the Foundation for the Civil Society funded the normal paralegal activities namely the provision of legal aid to the community.

2.4.3. Partners' sharing and learning activities

(i). Grantees Peer Review Process

To improve the capacities of implementing partners, the LSF uses different mechanisms to include the peer learning process which is effective in finding solutions to common challenges facing organizations because it is simple for peers to learn and share from one another. Through the use of Grantees Peer Review Process (GPRP) the implementing partners exposed to learning and sharing best practices from one another. The visiting teams were composed of members from other partners themselves, who then supported visiting other grantees.

In total 22 grantees were reviewed to include the UWZ, ZAFELA, PIRO, CELG, LIWOPAC, PADI, AICIL, MBEPACE, MORAVIAN, KAESO, LASWA, CCT, MPLC, SEMA, MACSNET, KWIECO, TEWOREC, TPCF FRAL, MHOLA, BAKAIDS, and ACT. The governance structures of grantees were reviewed and the panellists (Team) developed the action plans for improvement and shared with LSF as well. Moreover, RMO exchange visit took place between Kagera RMOs (MHOLA) and PACESHI, Shinyanga RMO whereby 4 staff from PACESHI and their Board Chair visited MHOLA for learning purposes. From the visit, PACESHI gained insight on how to better implement and sustain their project.

(ii). Paralegal exchange visits to Centers of Excellence.

In 2018, the LSF created 6 paralegal centers of excellence in zones. The centers of excellence are used as training zones for paralegals. In 2019, 72 paralegals, (39 males, and 33 females) participated in the exchange learning visits. In the first quarter, visited centers of excellence include KATUKA which was visited by paralegals from Singida and Mara while Shinyanga paralegals visited Serengeti Paralegal Center in Mara region.

In the third quarter, TOJE Center in Tanga region was visited by Makete and Njombe paralegal centres respective. In the 4th Quarter, Dar es Salaam based paralegals visited Serengeti Paralegal Center. A total of 108 paralegals (66 males and 42 females) paid a visit to the centres of excellence.

The exchange visits proved to offer considerable learn for the paralegals. It is an approach that values paralegals knowledge and promotes a reflective practice that supports learning and experience sharing among paralegals. The exchange visits also support interactions among paralegals without the interference of RMOs or the LSF.

2.4.4. Regional and national Paralegal forums

Organized forum is one of the platforms used by paralegals to come together and share their experiences and lessons as well as discuss for solutions to the challenges faced by them in their daily operations. At the national level, two paralegals forums for Zanzibar and Mainland were organized. In Zanzibar, the forum brought 260 paralegals who used the platform to share experience on different community legal empowerment strategies.

Strengthening network among paralegals and other key stakeholders for effective coordination of legal aid provision was also discussed. Key deliberations made included, creating a paralegal network for Zanzibar which for the time being is not there.

The forum on Mainland brought together 400 paralegals and other stakeholders who used the platform to discuss strategies that enhance legal empowerment at grassroots communities. Documentation of success stories from the field and lessons and good practices sharing was discussed in the forum. Overall the forum concluded that the work of paralegals is critical on increasing access to justice and contributes towards promoting a sustainable economy.

In addition, some of RMOs also conducted their regional paralegal forums in their respective regions. A good example included the CSP in the Manyara region and MPLC in the Morogoro region to involve police gender-desk, paralegals and the government officials at the district level attended the forum.

CHAPTER THREE : GRANT MAKING AND MANAGEMENT

3.1. GRANT MAKING AND MANAGEMENT

This section provides the grant management status of the LSF, which is the major role of LSF. The sections cover, results of audits, grantees audit 2018/2019 and LSF external audit for 2019, the results of the performance review of grantees, disbursement made to grantees and summary of unaudited Financial Statement (Budget vs Actual) for the period. LSF continued to manage the ongoing RMOs and strategic grants. In this year, the Secretariat with approval of the board terminated one grant for the RMO from Mtwara on grounds of mismanagement of funds. The thorough review from an independent audit investigation confirmed the termination of FAWOPA fund in the first quarter of 2019.

This year, a new call on Urban Legal Empowerment was issued for Dar-es-salaam and Zanzibar at the end of March, in which five partners were engaged in Dar-es-salaam after due diligence process to include LEAT, TAWLA, WiLDAF, WLAC and PDF for the total committed budget of TZS 1,947,831,280/= for two years. The theme for the Dar-es-salaam was Protection of Social-Economic and Environmental rights facing Women, youth, girls and the general public (urbanities) through the application of legal empowerment strategies.

In Zanzibar, two partners have been engaged namely, ZLSC and ZAPAO with a total committed budget of TZS 739,352,000/= for two years. The ZLSC focuses on strengthening protection and safeguarding the rights of children and youth, who conflict with the laws at various stages of the legal process. ZAPAO will focus on increasing people's awareness of their rights through legal education by strengthening the capacity of poor urban communities to exercise their rights. In addition, the process of expanding the urban legal empowerment programme to other cities of Dodoma, Arusha, Mwanza, and Mbeya expects to conclude next year.

3.1.1. Grantees' Performance Review 2019

LSF has continues to conduct the review of its grantees performance (fulfilling contractual obligations-program and finance) and Results (output, outcome and Impact) which is part of the implementation of the LSF result-based approach (SP 2021). An annual average performance of 82.25% was recorded in 2019 compared to 76.75% recorded in 2018 which is a 5.5% performance increase. The review was done in a similar manner as it was done in the previous years.

3.2. FINANCE AND GRANTS MANAGEMENT

The financial year, which ended in December 2019 is the third year since the LSF adopted the accrual basis of accounting from the previous cash basis accounting. For the period under review, the audit exercise for the financial year 2019 started early February 2020 and expect to be finalized and presented to the board for approval at the end of March 2020 with the expectation of unqualified report and this will be the 8th consecutive year the LSF is issued with unqualified opinion out of the 8 audits since establishment.

3.2.1. Grantees financial status

For the existing grantees (RMOs) and strategic grantees from 2016 together with the other newly established grantees in 2019 both in mainland and Zanzibar the total committed budget for all grantees is **TZS 26,866,489,873/=** whereby **TZS 21,520,731,593/=** it is the total budget committed for RMOs as from 2016 to date, **TZS 3,469,377,000/=** committed budget to four strategic grantees i.e. TLS, ENVIROCARE, CHRAG and TAPANET as from 2016 to date and **TZS 2,687,183,280/=** committed at the end 2019 to newly established grantees that are five grantees from Mainland and two from Zanzibar. The financial year 2019 is the third year of implementations to 29 grantees/RMOs and three strategic grantees i.e. TLS, TAPANET and ENVIROCARE where most of them their contracts ends in the year 2020. (i.e. the end of 4 years contract)

Disbursements status from inception to date: i.e. from 2016 to the end of December 2019 **TZS 19,849,834,052/=** disbursed to 29 RMOs which is **92%** from the total committed budget to RMOs and this amount includes their final instalment disbursed to 19 RMOs on December 2019 as per their contract and the remaining ten RMOs their final instalment will be disbursed in the year 2020. For

Strategic grantees, a sum of **TZS 2,822,469,500/=** already disbursed to them which is **81%** of the Strategic grantees committed budget. The remaining percentage is the final instalment to three remained strategic grantees. (i.e. TLS, TAPANET and ENVIROCARE) will be disbursed in 2020.

A sum **TZS 680,293,320** at the end of December 2019 were issued to 7 newly established grantees as the first instalment for their project implementations which is **25%** of their total committed budget for the contract of two years.

3.2.2. Internal audit report

Internal audit within an organization is conducted by external audit firm Crown Associates and it has done quarterly based on the agreed TOR whereby formerly it was required to be conducted in three quarters per annum and leaving the fourth quarter to provide chances for Annual audit which is performed by the external auditor E and Y.

In 2019 internal audit managed to be conducted in three quarter and reports issued by the auditor with some recommendations where the management prepared the implementation plan and status of implementations and submitted to the board audit and compliance committee for review and submission to the board. In 2020 there will be a change on the internal audit schedule to enable all four quarters to be internally audited and report to be prepared and issued to board the audit and compliance committee.

The internal Audit exercise will continue to be extended to Grantees on a sample basis as per previous experience whereby at least four to five grantees will be audited per annum for strengthening compliance issues and internal controls to grantees.

3.2.3 Grantees Audit

Grantees audit take place to all grantees and sub-grantees on an annual basis. For 2018/2019 all existing grantees and sub-grantees audited by the auditor HLB Mekonsult and was finalized in July 2019 and the audit reports have been issued with an unqualified opinion. The audit reports include reports for 26 RMOs from the mainland, 3 RMOs from Zanzibar, 4 strategic grantees from Mainland, 10 Paralegal units from Zanzibar and 161 Paralegal units from the Mainland out of 29 RMOs 21 audit report were annexed in the 2018 LSF report. Despite the unqualified report to grantees, there are some findings from the reports which need to be addressed by each grantee.

Therefore, the LSF Secretariat makes close follow-ups to responsible grantees to ensure that all findings are fully implemented so that they do not recur in the next audit round. For the Financial year 2019/2020 twenty-one RMOs already audited and the report it is in the final stage whereby so far only six reports issued by the auditor with the expectation that the first week of March 2020 all 21 reports will be ready and will be annexed in the 2019 LSF audit report.

3.3. FINANCIAL STATEMENT

Overall performance for the Year 2019 indicates that 96% of the planned activities were successfully implemented and 4% were not. This is due to the delay of funds from donors and due to this fact management decided to push forward some of the activities to the next year 2020.

Table 3: Financial statement (Budget performance) in 2019

	Actual	Budget			
	Jan- Dec 2019	Jan – Dec 2019			
			VARIANCE		
DESCRIPTIONS	(in USD)		Amount in USD	%	Annual budget in USD
Grant making and Grant Management	4,151,727	4,348,638	196,911	5%	4,348,638
Finance, Administration & Human Resources	853,917	841,669	(12,248)	-1%	841,669
Capacity Development	136,407	132,112	(4,295)	-3%	132,112
Learning, Research, Monitoring & Evaluation	241,040	260,762	19,722	8%	260,762
Facilitation of Coordination, Policy Dialogue and Advocacy, Promotion of Legal Aid & Human Rights)	214,100	207,812	(6,288)	-3%	207,812
Technical Assistance, Assessment and Audits	77,440	80,178	2,739	3%	80,178
Governance	45,847	48,080	2,233	5%	48,080
Partnership, networking and fundraising	56,079	61,011	4,932	8%	61,011
Communication & Business Development	149,348	161,656	12,309	8%	161,656
TOTAL	5,925,905	6,141,918	216,013	4%	6,141,918

3.4. 2019 Audited Financial Reports

Following the amendment of the Companies Act, 2002 of Tanzania by the Miscellaneous Amendment Act, No. 3 of 2019 which came into force on 30 June 2019, the authority to register entities which prohibit distribution of profits and which do not intend to promote commerce was transferred from the Registrar of Companies (BRELA) to the Registrar of Non-Governmental Organizations (NGOs).

Legal Services Facility Limited (the "Company") was affected by this change in law as it was incorporated as a company limited by guarantee without a profit objective. As a result, the Company was struck off the BRELA register and was duly registered as a non-governmental organization under the Non-Governmental Organizations Act, 2002 on 11 July 2019 and issued with registration number 00NGO/R2/00011. Following this change in status, the operations, assets and liabilities of the Company were transferred to the Organization.

In regards to the above and in discussion with the external auditor, it has been found to be mandatory to prepare two sets of accounts for the year that ended in 2019 covering the above mentioned periods to comply with accounting standards and policies. Find the report in the annex below.

CHAPTER FOUR: THE LEARNINGS, CHALLENGES AND RECOMMENDATION

This chapter provides learnings, challenges, and recommendations that obtained after the implementation of the programme for 2019. Generally, there is an improvement in programme delivery at all levels, with many learning that can be replicated or scaled up to improve the programme operations. The following is a list of combination of learnings, challenges and recommendations to the key issues.

Community engagement through media and 'Siyo Tatizo Tena' Campaign

Media engagement has proved to be useful in educating people about their rights and creating a debate on a contested issue. Media reach a wide audience at a limited time thus engaging the community in discussion and finding a solution for a particular problem. This has been proved through SIYO TATIZO Media Campaign literary means legal aid services is no longer a problem under paralegals, in which GBV affected communities are engaged in discussing GBV and finding solutions either through making it as an agenda in their meetings or by helping victims to get justice through court systems. The campaign has brought the best liveliness to legal aid services. It is important to note that, the use of drama, jingles and radio campaigns is key to legal education. To capture more success in the coming phase, then the team is looking into mapping out a number of themes according to the regions or zones and that content can be used in that respect.

Media workshops proved to be instrumental to the visibility of legal aid work

Following media workshops conducted, the good practice has been evidenced in many regions. There is improved collaboration between journalists and paralegals. A good example has been sighted in Kilimanjaro, Tanga, Singida, Dodoma, Manyara and Morogoro to mention few. For example, the result of that collaboration is the coverage of paralegal work in Kilimanjaro, where all 7 Paralegal Organizations in the region identified and selected specific journalist to work with them. The journalists are from Moshi FM, Sauti ya Injili Radio, BOMA FM, Channel Ten TV and Nipashe Newspaper. The RMO (KWIECO) has extended the collaboration with Nipashe newspaper and

Learning experiences through exchange visits and peer reviews

Exchange visits offer a bundle of benefits, well beyond just acquiring information. An intellectual and physical journey creates common understanding, relationships forged in the fun and hardships of shared experience, commitments to new approaches, and friendships as a foundation for future networking. Visits allow paralegals and their host to focus on time and pay attention to understanding, learning, sharing ideas and assessing the relevance of new approaches. It is acknowledged that the process allows information to come alive, in dialogue and detailed responses to specific queries and in conversations that are enriched by the perspective of distance and difference. The chance to look behind the scenes, to get acquainted with real people, understanding their problems and achievements, creates inspiration to keep working and launch new initiatives. However, follow up/assessment on the real changes brought to paralegals through exchange learning needs to be done.

Bonus lifts morale to paralegals

The LSF provides a bonus of 2% to RMOs attaining over 80% for four consecutive quarters. The idea of this bonus is to boost the morale of paralegals to work more. Each RMO decides on the way to use the bonus. But SEMA in Singida after received the bonus used it innovatively to lift the morale of paralegals by allocating it to paralegal units according to their Local resource need. This has been a motivation for units in Singida. For example, the Ilongelo unit bought a machine for making sunflower oil and WASS organization in Singida town bought a projector and photocopy machines that are used as a source of income. The bonus has elevated the morale of work amongst paralegals seeking for more bonus in future.

Unanticipated dropout from newly recruited paralegals

The process was managed by paralegals themselves in most areas, this idea of allowing paralegals themselves to recruit and select new paralegals in close supervision of RMOs will extend the coverage on the hard to reach areas. This is different from the past recruitment in which the grantees and local leaders were used to recruiting paralegals, which led to high dropouts.

Synergetic in programme implementation with other projects run parallel with LSF programme is key for reaching out community members

It was noted that RMOs have been making MOUs with paralegal units to engage with other donors' projects. The CCT organization in Dodoma has secured funds to run a Women rights project and SEMA in Singida secured funds for forum children rights projects. The two projects deal with entrepreneurship and awareness creation. The RMOs have entered into MoU with paralegals to be involved in the project, the result has been good because community members were more interested in entrepreneurship issues.

The confidence of Community over paralegals increased

It was noted that RMOs have been making MOUs with paralegal units to engage with other donors' projects. The CCT organization in Dodoma has secured funds to run a Women rights project and SEMA in Singida secured funds for forum children rights projects. The two projects deal with entrepreneurship and awareness creation. The RMOs have entered into MoU with paralegals to be involved in the project, the result has been good because community members were more interested in entrepreneurship issues.

Increased Visibility of LSF's Work

The key learning from the meetings that the LSF team has had an opportunity to present its work the responses from the participants have been very positive. It was very clear from these responses that the LSF has done a very good job that was not previously known by many. The fact remains that the LSF has built up a unique niche which is there to be unpacked for people to know what we do and how we do it. The efforts that the LSF has begun embarking on in enhancing the visibility of the LSF work for awareness raising amongst beneficiaries, partners and also to attract more funding should continue.

Poster Presentation during Programme Review

In June 2019, the programme marked half of the implementation of this programme phase, as well as mid of this period under review. In marking this, during the programme review in Dodoma, all grantees presented their performance results from 2017 to mid-2019 through poster presentations. This was a reflective moment of learning. It was acknowledged by all like a good practice and it will be replicated by RMOs to showcase for their region's performance.

Increased Credibility and Work Quality among Paralegals

Despite many challenges encountered by paralegals at field levels, findings from the monitoring field visits show that the majority of paralegals are steadily improving to required standards in adherence to established procedures in financial management and programme implementation. For example, more than 90% of all paralegals visited in 12 regions have a well-established program management and finance system as well as the data reported are of good quality and meets standards. Good progress has been noticed in collaboration with the government and other stakeholders whereby paralegal organizations have benefited in particular to the creation of a conducive environment for providing legal aid services. Some units in partnership with other organizations have been able to secure funds for the community services.

Legal Aid Forum by RMOs

In order to build networking, increase learning and access to justice to all, RMOs have started organizing legal aid forum in their regions. A good example, in Kilimanjaro, Morogoro, Kagera and Lindi RMO has established a Paralegal Regional Forums in which leaders of paralegals come together from districts to discuss strategies and their projects performance. This is good practice if is adopted and coordinated by all RMOs in the country. In Morogoro for example, the forum involved the participation of Paralegals, Journalists, representatives from Police Gender Desk and social police, MPLC Board members, TAPANET and a representative from TLS chapter.

Paralegal Organisation got a plot to construct an Office in Singida

In recognition of good work done by paralegals, communities have been assisting them with bits of help. The village government at Ibagu Village in Mkalama district took some extra initiatives of making sure that legal aid services are accessible at all cost by

contributing a plot for office construction. Already the MPACE has gathered construction blocks for the office. This is a best practice which can be replicated by other districts to ensure paralegals are supported from grassroots to national level.

Relevance to national and international goals

For the LSF to remain relevant at both local and national levels, the focus of its external relation should be building case studies that support access to justice within the National Development agenda and linked access to justice with the social-economic agenda.

Challenge in Reaching out Legal Aid Clients' Target

During this year there has been a good reach for legal education targets than for legal aid clients. It seems that the number of clients has been dropping every quarter. The most reasons given by many grantees in their quarterly reports are on assumption that may be many clients after being legally empowered by paralegals can amicably resolve or avoid conflicts escalation. On top of that, the fact that during legal education outreach people are taught about different alternatives of channelling of dealing with their disputes. This calls for conducting a specific study to understand this scenery.

Map out the priority of areas to support activities

From the experience when no MOUs were set, it was difficult to control the scope of the engagement, which led to misinterpretation by partners that LSF is not fulfilling promises made or requested from some of the stakeholders. The introduction of MOUs set a focus and priority of what can be supported and what cannot be supported by LSF. Therefore, it was agreed that the LSF team to continue set out priorities and to explore and identify specific areas of support that can be strategically funded by the LSF, even if there is no MOUs.

ANNEXES

Annex 1. Outcome 1: Increased access to legal aid (paralegal or higher forms) services, in particular for women

Level of result		Indicators	Milestone Jan - Dec 2019	Achievement Jan - Dec 2019	Comment, qualitative score
Outcome	Increased accessibility to legal Aid (paralegal or higher forms) in particular for women	# of cases reported to paralegals	80,000	59,071	Performance equals to 74%. The legal aid clients are demand sided activity; it is clients who report to paralegals. The effort is being made through legal education to influence potential clients to come out
		% of wards in which at least one paralegal is functional	50%	79%	The analysis will help to know how many wards have paralegals following completion of 1,093 new paralegals. We estimate over 50% is now covered.
		Time spent to access services decreased as reported by women/men	Within 5 months	It may take one week to 6 months.	This is according to the Outcome survey report 2018.
Outputs	Output 1: Increased Availability of legal Aid in particular for women.	% of female paralegals	48%	46%	After training of new paralegals, the total is 3,771 of paralegals in Tanzania mainland (2046 male and 1,728 female, who considered as Active. The % of women paralegals will be considered after the training of new paralegal.
	Output 2: Paralegals programs featuring in different media channels	# of districts covered by radio stations at least weekly to promote legal aid	25	13	For effective radio sessions, is to have a weekly program, which is not been achieved. A total of 69 districts reported conducting radio sessions. However, only 13 districts managed to have a weekly session equals 8% of 168 total districts.
		# of legal empowerment success stories published	16	60	The annual target is to develop 18 stories. Every quarter around 20 potential success stories collected from RMOs reports. All stories reported by grantees are potential stories until revisited by LSF team. One booklet issues with 18 success stories.
Outputs		# Newspaper articles address Legal Aid issues	30	106	Awareness of the role of paralegals towards access to justice done through media. This is only for the LSF supported articles/data.
	Output 3: Increased # of women accessing quality paralegal services	# of cases reported by women	48,000	36,286	The achievement is 76% against Target. As explained above, in General, the reach of legal aid client was low.
		% of resolved cases reported by women	75%	57%	During this year, 20,777 cases reported by women were resolved. Still many women with legal problems take time to decide to report their cases

Annexe 2. Outcome 2: Increased protection of human rights, in particular for women, through basic legal aid services and legal empowerment

Level of results		Indicators	Milestone Jan - Dec 2019	Achievement Jan – Dec 2019	Comment, qualitative score
Outcome	Increased protection of human rights in particular for women/ through basic legal aid services and legal empowerment	# of cases reported by women that have been resolved	27000	20,777	78% of the target achieved.
		# communities in which collective action is undertaken against violation of human/ women rights	20	20	100% potential collection actions, the LSF team will verify for documentation (Annual target is 20 actions)
Outputs	Output 1: Increased # of women accessing quality legal services	# of women provided with quality legal services	37,000	34,619	The reach is over 94% of the annual target, Assumption is that all resolved, referred cases and ongoing bear elements of quality legal services.
	Output 2: Increased protection of women's rights land, safety and security.	# of GBV cases reported	9000	13591	Over 100% of target. With male 2,811 and female 10,780)
		# of GBV cases resolved	6000	6,475	Over 100% of target.
		% of women who reported inheritance cases and secured their property rights.	25%	20%	A total of 3,848 inheritance cases were reported to which 2318 received from women. And 781 women secured their properties.
	Output 4: steps towards legal empowerment	# of people reached by legal education and human rights awareness building	3,300,000	4,616,996	Over 100% of target. Total reached (Male 2,043,234 and 2,574,727 female)
	Output 5: Priority for women rights protection identified in policy dialogues	# of media reports in support of priorities	12	54	Over 100% Issues of women featured on media.
	Output 6: Strategic Litigations to alter discriminatory legislation undertaken	# of strategic litigations filled in court	6	3	Won 2 cases, lost one and 3 still pending in court.
Output 7: Women legal empowerment groups functions	# of (women) legal empowerment groups that paralegals are working with	3010	2,957	The performance is 98%. During this quarter a total of 3,010 community groups were reached.	

Annexe 3. Outcome 3: Formal and Informal institutions (from national to local levels) effectively promote legal Aid and protect Human rights including women's rights

Level of results		Indicators	Milestone Jan - Dec 2019	Achievement 2019 Dec	Comment, Qualitative score
Outcome	Formal and Informal institutions (from national to local levels) effectively promote legal Aid and protect Human rights including women rights	% of paralegals who report that leaders actively promote legal Aid Human rights.	50%	94%	This is the annual target not cumulative. This is according to local leaders who have been trained by CHRAGG in 2018. (Paralegals interviewed 32) a started mid-term evaluation will update this.
		Legal Aid law enacted and enforced.	Enactment and assent	Legal aid Law in place, March 2017	Law and Regulations are in the implementation process
				Legal aid law in Zanzibar in place	LAA Policy and LAA in place. In the process for developing LAA regulations.
		% of LGAs reported satisfaction with paralegal work	45%	83%	This is the annual target not cumulative. This is according to CHRAGG assessment out of 71 (WEO and VEO) interviewed in 2018.
Outputs	Output 1: Local leaders aware of legal aid, women rights protection, legal empowerment	# LGAs attended Sensitization events	1350	3,069	LGAs are from the district, ward officials, ward tribunals' level trained by partners formal leaders (1,868 male & 1,201 females)
		# of informal leaders attended the sensitization events	200	3,068	Over 100% against a quarterly target to Religious, clan, business, youth, other leaders. Informal leaders (2,014 male & 1054 females etc. and 3,069 informal leaders (2,014 male & 1054 females
	Output 2: Referral systems in place	% of clients referred	10%	17%	The results are close to target however, many cases have been referred and this is due to an increased number of criminal cases.
		% of resolved referred cases	30%	N/A	This will be available when the system is fully operational. We are tasking paralegals to make follow up on the resolutions from referred cases to other parties

Annexe 4. Outcome 4 Sustainable quality Legal aid

Level of result		Indicators	Milestone Jan – Dec 2019	Achievement Jan – Dec 2019	Comment, qualitative score
Output	Output 1: Organizational systems strengthened	# of LAPs who report directly into the web-based	100%	100%	All grantees reported via Online database. But not all data is being entered due to low capacity of paralegals on data entry
		% of units with a strategic plan	50%	100%	172 units out of 172 units reported to have strategic plans and reported to have a board of director.
	Output 2: Paralegals units which maintain at least 25 members with the desired ratio of 60:40 gender balance	% of units who remain with at least 25 paralegals	80%	50%	Over 50% after the training of new paralegals. Data collection are being done
		% of units with more female paralegals with the female: male ratio of 60:40	80%	15%	Data survey

Annexe 5. 2019 Audited Financial Reports


STATEMENT OF COMPREHENSIVE INCOME FOR THE EIGHT MONTHS PERIOD ENDED 31 AUGUST 2019

	Notes	8 months ended 31 Aug 2019 TZS'000	Year ended 31 Dec 2018 TZS'000
Grant income	7	5,885,997	10,620,240
Other income	8	87,234	43,875
		<u>5,973,231</u>	<u>10,664,115</u>
Operating costs	9	<u>(5,911,492)</u>	<u>(10,632,633)</u>
Net operating results before tax		61,739	31,482
Income tax expense	12	-	-
Net operating surplus for the period/year		61,739	31,482
Other comprehensive income		-	-
Total comprehensive income for the period/year, net of tax		<u>61,739</u>	<u>31,482</u>

**STATEMENT OF FINANCIAL POSITION
AS AT 31 AUGUST 2019**

	Notes	31 Aug 2019 TZS'000	31 Dec 2018 TZS'000
ASSETS			
Non-current assets			
Intangible assets	14	-	42,296
		-	42,296
Current assets			
Accounts receivable	15	-	92,671
Cash and bank balances	16	-	230,473
		-	323,144
TOTAL ASSETS		-	365,440
RESERVES AND LIABILITIES			
Reserves			
General reserve	17	-	115,811
Non-current liabilities			
Deferred capital grant income	18	-	42,296
Current liabilities			
Deferred grant income	19	-	128,810
Accounts payable	20	-	78,523
		-	207,333
TOTAL RESERVES AND LIABILITIES		-	365,440

The financial statements were approved by the Board of Directors on 09/09/2020 and signed on its behalf by:


 Ms. Lulu Ng'wanakilala
 Secretary to the Board and Chief
 Executive Officer


 Mr. Focus Lutinwa
 Chair of Audit and Compliance Committee
 and member of the Board

**STATEMENT OF CHANGES IN RESERVES
FOR THE EIGHT MONTHS PERIOD ENDED 31 AUGUST 2019**

	General reserve TZS'000
Period ended 31 August 2019	
At 1 January 2019	115,811
Total comprehensive Income for the period net of tax	61,739
Transfer to Legal Services Facility (NGO)	<u>(177,550)</u>
At 31 August 2019	<u>-</u>
Year ended 31 December 2018	
At 1 January 2018	84,329
Total comprehensive income for the year, net of tax	<u>31,482</u>
At 31 December 2018	<u>115,811</u>

**STATEMENT OF CASH FLOWS
FOR THE EIGHT MONTHS PERIOD ENDED 31 AUGUST 2019**

	Notes	8 months ended 31 Aug 2019 TZS'000	Year ended 31 Dec 2018 TZS'000
Operating activities			
Results before income tax		61,739	31,482
Adjustment for non-cash items:			
Amortisation of capital grant	7	(8,723)	(10,574)
Foreign exchange gains	8	(50,990)	(24,818)
Depreciation charge for right-of-use asset	13	1,674	-
Amortization of intangible asset	14	7,049	10,574
		<u>10,749</u>	<u>6,664</u>
Changes in working capital items:			
Decrease in accounts receivable		92,671	44,446
(Decrease)/increase in accounts payable		(78,523)	78,523
Decrease in deferred grant income		(128,810)	(1,111,674)
Net cash flows used in operating activities		<u>(103,913)</u>	<u>(982,041)</u>
Investing activities			
Purchase of right-of-use asset	13	(248,560)	-
Capital grant received	18	248,560	-
Net assets transferred to Legal Services Facility (NGO)		(177,550)	-
Net cash flows used in investing activities		<u>(177,550)</u>	<u>-</u>
Net decrease in cash and cash equivalents			
Cash and cash equivalents at 1 January		230,473	1,187,696
Foreign exchange differences		50,990	24,818
Cash and cash equivalents at period/year-end	16	<u>-</u>	<u>230,473</u>

LEGAL SERVICES FACILITY

Bima Street, Mikocheni B | P.O. Box 31480, Dar es Salaam

T: +255-222-781061