

LOCAL YOUTH XPERTS

CHILD PROTECTION SYSTEM



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INFORMATION FOR ALL THE TOOLS

Who can benefit from the tools

- decision-makers in the municipal council, the executive committee, the heads of childhood and youth services board, or other main committees
- service managers, headteachers, project leaders, or advisors in the municipal administration

Those who are invited must receive understandable, engaging information about

- what the theme is and what the answers will be used for
- who is wondering about this and why these questions are being asked
- how the answers will be used

The responsibility of decision-makers when collecting answers from children and young people

- ensure that the participants receive a greeting or a video as thanks for taking part
- ensure that the participants know how they can get in touch if they have more to contribute or are wondering about something
- ensure that the participants are told how the answers they have contributed have been used as the basis for the decision and what weight it has been given. This can be done through a text, an audio file, or a video
- publish on the municipality's website or social media how the answers have been used as the basis for the decision and what weight it has been given

01

YOUNG PEOPLE WITH TRUST COLLECT ADVICE

Purpose of the tool

The tool can be used to collect in-depth answers from groups of children/young people in the Child Protection System, on behalf of those who are going to make decisions. A group of young adults from the municipality/district, whom many children/young people trust, are given the assignment. They are given the theme and questions from those who are going to make decisions or are responsible for creating the basis for decisions. When young adults with trust are sent to where children or young people are, they can also ask about things that are difficult or challenging.

What the tool can be used for

- decision-makers, heads of childhood and youth services and/or the Child Protection System can get answers to how children in the Child Protection System experience the Child Protection System, and what advice children/young people have for the Child Protection System and decision-makers who are going to decide how it will be in the future
- The municipal administration can get answers to evaluate the Child Protection System
- Leaders in the Child Protection System can get answers that can be used for improvement work in the service

Which children and young people can take part

Children and young people in the Child Protection System aged 10-18.

USER GUIDE

How to find young people whom children/young people in the Child Protection System trust

- The young adults can preferably be 18–25 years old
- Education is not important when selecting the young adults
- The assignment can be advertised, but it may be smarter if some young people in the Child Protection System can search for them, for example in youth clubs or in the Youth Outreach Services

The young adults make direct contact

The young adults who are going to collect advice receive a list from the Child Protection System of children/young people who have said they wish/are considering taking part. Those who will conduct the collection then, as far as possible, make direct contact with the children/young people via phone or social media, preferably not via parents, institutions, foster parents or safeguarding persons.

How the advice collection is conducted

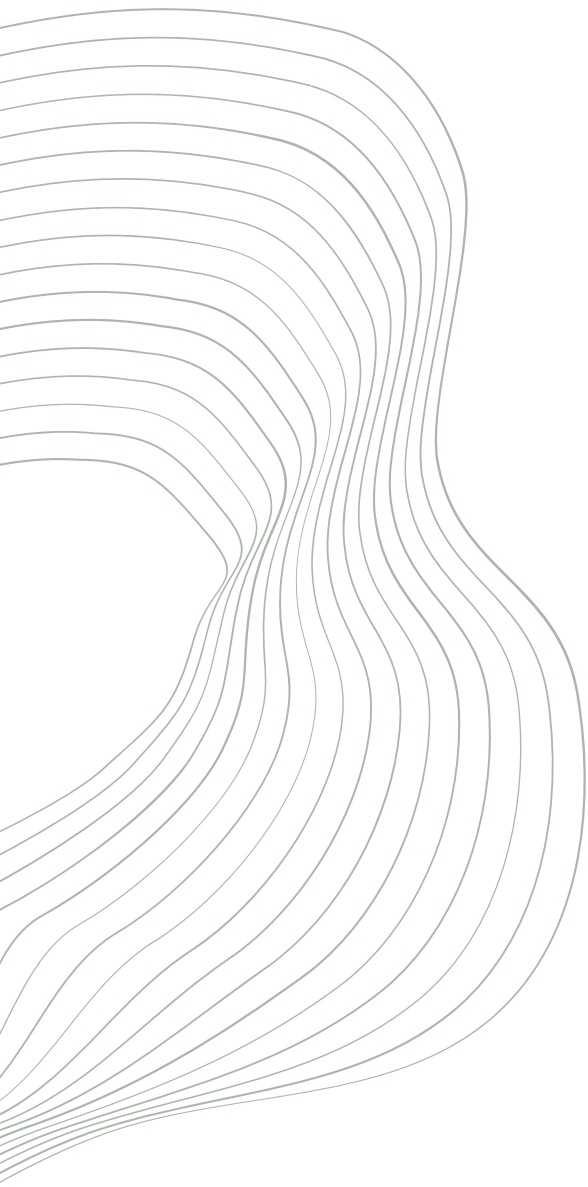
- Questions are created that decision-makers, heads of childhood and youth services, or the Child Protection System need answers to. The questions are quality-assured with young people to ensure that they are understandable and experienced as important
- Children/young people in the Child Protection System are asked whether they want to meet in person or talk on the phone, and whether they want to give advice/feedback alone or together with other children
- If children/young people want to meet in a group with other children/young people in person, it is agreed where and when they will meet. The meeting places are not set at home, in the residential childcare institution, or in the foster home

Children receive information about

- Why they are receiving these questions
- What the answers will be used for
- That the Child Protection System or other adults around the child will not see what that specific child has answered (anonymous)

After the advice has been collected

- The young adults who have collected the viewpoints and advice go through them and see what is repeated among many children
- The advice that is repeated among many children is included in a report to decision-makers, the administration and/or the Child Protection System
- The children are given information about which pieces of advice something is being done with and which are not being done anything with, and why



02 DECISION-MAKERS MEET CHILDREN IN THE CHILD PROTECTION SYSTEM

Purpose of the tool

Decision-makers learn directly from children/young people in the Child Protection System by meeting them in sessions. This is preferably done together with a young leisure worker. Alternatively, a group of employees in the municipality/the Child Protection System who have responsibility for feedback collect these viewpoints. The aim is that they receive viewpoints from a group of the children/young people the municipality is obliged to listen to in order to make correct decisions about the Child Protection System.

What the tool can be used for

- Decision-makers can collect viewpoints from children/young people on concrete questions, possibly with deeper exploration, as part of preparing cases for political or administrative decisions
- A group of employees in the municipality/the Child Protection System can collect experiences and advice to evaluate how the Child Protection System works, or as a basis for new initiatives
- The answers ensure that the municipality gains new, local knowledge about the Child Protection System from the perspective of children, as a basis for decisions

Which children and young people can take part

6-18 years old

USER GUIDE

A person who easily gains trust from different children invites

- The person who is going to invite makes a short video where they explain thoroughly why the children are invited to give advice, who will be present, what the children will be asked about, and what the children's answers will be used for
- The invitation is sent directly to the child as a message, not via the safeguarding person (children/young people in the Child Protection System have different levels of trust in them)

Sessions divided by age

- Different sessions are conducted with children of different ages. A suggested division can be 6-10-year-olds, 10-12-year-olds, 13-15-year-olds, and 16-18-year-olds together
- Separate sessions can also be held with children who have not been moved, children in foster homes, or in residential childcare institutions
- The sessions are divided by age to make it as safe as possible for those who take part

Making it safe at the start of the session

- At the start, the information about why the children are invited, the theme of the session, and what the children's answers will be used for is repeated
- Time is spent on getting to know one another; the adult who leads the session also shares a little about themselves, to make it safe
- Pizza is ordered, or buns/biscuits and juice are bought for the session

The children share experiences and give advice

- The main focus in the session is to hear which viewpoints and advice they have for the Child Protection System
- The session can be conducted using tools such as the children making posters, writing on post-it notes, or working a bit in pairs before explaining to the others

The questions that are asked

- The questions must be concrete and easy to understand; it is also important that the questions feel important for the children to answer
- Avoid too many “yes/no” questions in order to get in-depth explanations from the children

Decision-makers’ responsibility when collecting answers

- Send a thank-you greeting or thank-you video to those who have taken part
- Send information about how the children can get in touch if they have more advice they want to share
- Send later information, through a text, an audio file or a video, about how the children’s answers have been included in the decision



03

DIRECT ADVICE VIA FORM

Purpose of the tool

By using digital programmes, decision-makers and the administration in a municipality can collect answers from children before decisions about the Child Protection System are made. Both decision-makers and the administration are obliged to do this under the United Nations Convention on the Rights of the Child. With this tool, decision-makers or the administration can quickly collect answers to concrete questions.

Who can use it

decision-makers in the heads of childhood and youth services board, employees in the childhood and youth services administration, and leaders in the Child Protection System

What the tool can be used for

- decision-makers can ask the administration for answers from a selection of children/young people on concrete questions, possibly with deeper exploration
- Employees in the municipal administration can collect experiences and advice from children in the Child Protection System as part of preparing cases for political or administrative decisions
- Leaders in the Child Protection System can collect experiences and advice to evaluate how the Child Protection System works, or as a basis for new initiatives
- The answers ensure that the municipality receives "fresh" knowledge as a basis for decisions

Which children and young people can take part

6-18 years old

USER GUIDE

Questions are sent out digitally

- The municipality can use an already existing programme to send out the questions. Some possibilities are:
 - Google Forms
 - Questback
 - Nettskjema.no
 - SurveyMonkey

A short film is sent out with the questions

- Together with the questions, a greeting is sent from a person with power, such as the chair of the heads of childhood and youth services board, the childhood and youth services director, or the leader of the Child Protection System
- In the film, it is explained why advice is being requested from children, how the advice will be used, and how the children will receive feedback about this

Themes that can be asked about

- How the children experience the follow-up from the Child Protection System
- How the children experience the follow-up from the Child Protection System after being moved
- How the children experience the different measures to assist the child and the family that the Child Protection System provides
- How much trust the children have in the Child Protection System
- How the Child Protection System can follow up children in the safest possible way
- How the Child Protection System can carry out moving in the safest possible way
- How the Child Protection System can choose foster homes or residential childcare institutions in good ways
- How the Child Protection System can decide on measures to assist the child and the family in good ways

Children/young people receive a link

- Employees in the Child Protection System send a link to the child/young person, together with information that the child/young person can answer anonymously
- The link can be sent, for example, to all children of a certain age who receive measures to assist the child and the family, live in foster homes, or live in residential childcare institutions

Themes that can be asked about

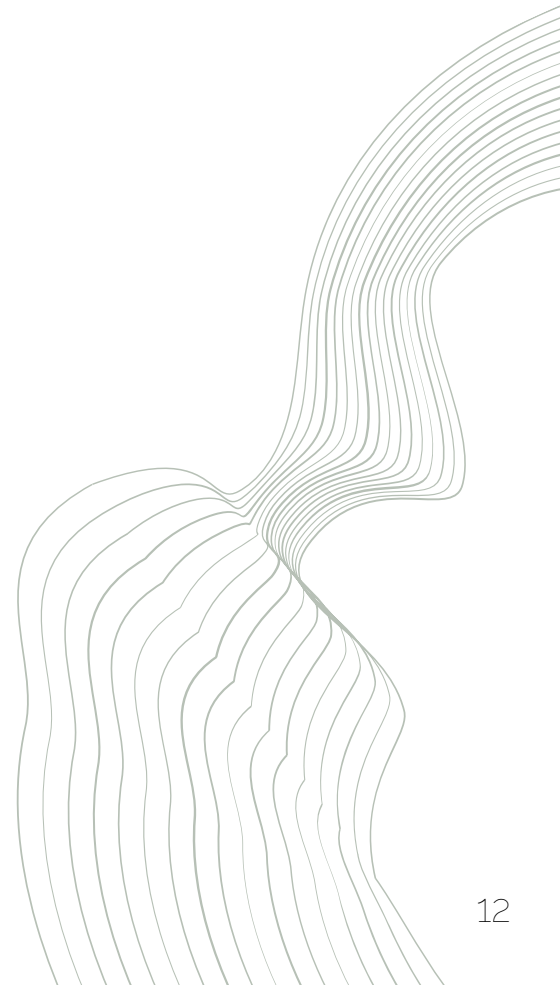
- At the start of the questionnaire, information must be presented in a way that is understandable while also engaging
- Children and young people must receive information about:
 - Why the municipality needs answers from children and young people
 - What the theme is and what the answers will be used for
 - Who the questions are from
 - Why they are receiving these questions specifically
 - How the answers will reach those who are going to make decisions

How answers can be collected

- Ask a few questions with response alternatives
- Ask questions with the possibility for open-ended answers. The children must be able to answer in different ways, for example by writing or recording audio/video

Decision-makers' responsibility when collecting answers

- Send feedback to the children and young people on how the advice has been used. This can be done through a text or through a video
- Send information about how those who answered can get in touch if they have more to contribute or are wondering about something



04 DIRECT ADVICE ON A WEBSITE

Purpose of the tool

To create a short distance between decision-makers and children/young people in the Child Protection System. Those who make decisions are obliged under the United Nations Convention on the Rights of the Child to collect answers from groups of children/young people concerned when they are making decisions that affect them. This tool can help them do that. At the same time, children/young people can have the opportunity to give direct advice or ideas to decision-makers when they want to and when it suits them.

What the tool can be used for

- Decision-makers in the municipal council, the heads of the upbringing and youth services board, or the health and social services board, or employees in the upbringing and youth services administration and leaders in the Child Protection System can post questions to children/young people in the Child Protection System on a website. Children/young people are invited to answer in order to contribute to the best possible Child Protection System for children
- Children/young people can also give advice or ideas directly to adults who are going to make decisions about the Child Protection System
- Decision-makers can publish information for children/young people in the Child Protection System

Which children and young people can take part

Children/young people aged 12-18 in the Child Protection System. This may be children and young people who have been in contact with the Child Protection System, who live at home, in a foster home, or in a residential childcare institution

How children and young people can send input

A form where decision-makers, the upbringing and youth services administration, and leaders in the Child Protection System can post questions is available for children and young people. Information about the form can be provided by child protection services, residential childcare institutions, or foster parents. Children/young people can answer the questions posted or submit their own input anonymously.

USER GUIDE

When decision-makers send out a question

The heads of childhood and youth services board, the childhood and youth services administration, or the leader of the Child Protection System post a question, information about why this question is being asked now, and information about what the answers will be used for. Children and young people can respond by writing text, recording an audio response, or making a video.

How questions can be posted

- Questions can be posted in a questionnaire on a website
- There can be both multiple-choice questions and open-ended questions
- At the end of the questionnaire there is an open-ended answer box where children/young people can add other input

The link to the website can be given out by

- Child protection services
- Foster parents
- Residential childcare institutions

When young people submit advice or an idea

Choosing whether to be anonymous

- They can choose whether to submit anonymously or not
- The childhood and youth services administration filters out joke or irrelevant submissions before the decision-makers receive the questions

Choosing whether to receive feedback

- They can choose whether they want feedback on how their advice or ideas are taken further by those who make decisions
- They can choose whether they want feedback by text message, email, or on another platform

