

# JUST-JACC-VICT-AG-2016

Action grants to support transnational projects to enhance the rights of victims of crime

# JUSTICE PROGRAMME

GA No. 760270

# Enhancing PROtection of Children – vicTims of crime E-PROTECT

# WP5 Dissemination and Communication

# D 5.11 E-PROTECT International Conference

WP5 Leader: SEERC



	Dissemination Level:	
PU	Public	X
CO	Confidential, only for members of the consortium (including the Commission Services)	
EU-RES	Classified Information: RESTREINT UE (Commission Decision 2005/444/EC)	
EU-CON	Classified Information: CONFIDENTIEL UE (Commission Decision 2005/444/EC)	
EU-SEC	Classified Information: SECRET UE (Commission Decision 2005/444/EC)	
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#### 1. Introduction

This deliverable reports on the conduct of the E-PROTECT Final Conference. Along with the description of the final event, its programme, information about the participants and the organisation of the event, the document includes the logistical and organisational documents, the slides used to facilitate the discussions, as well as the materials that were distributed to the participants.

The E-PROTECT Final Conference took place on the 24<sup>th</sup> of September 2019 at Cervantes Amphitheatre, Bucharest and was organized by CRPE.

The international conference was organised within the scope of WP5 - Dissemination and Communication, which implementation was monitored by a Dissemination and Communication Expert. The international conference was aimed at raising the interest of professionals actively working with child victims for the project concept and outputs.

# 2. Programme

The E-PROTECT Final Conference program included four panel discussions focused on different topics. In Panel I, the Executive Director of Law and Internet Foundation, together with Denitsa Kozhuharova, Legal Project Expert, presented the main results, actions and future directions of the E-PROTECT project. Panel II included a presentation of the methodology for a rights-based individual assessment of the needs of child victims of crime, delivered by Ana Isabel Guerreiro, Expert on children's rights (DCI Italy), co-author of the Methodology. Then a debate and discussion on the topic followed. The following experts - Ragna Gudbrandsdóttir, Forensic Interviewer, Barnahuset - Children's Assessment Center (Iceland) TBC, Ella Selak, Centre for Child and Youth Protection (Croatia), Anna Frank-Viron, Children's House, Children's Protection Department, Social Insurance Board (Estonia) took part in Panel III where the discussion was mainly centered around the Barnahus model and children's rights. The conference ended with the final panel aimed at presenting the E-PROTECT Policy Guidelines and future actions.

### 3. Participants

The conference benefited from the participation of a high representative from the Romanian National Authority for the protection of children's rights, Victim Support EU, Children's Assessment Center (Iceland) TBC, Centre for Child and Youth Protection (Croatia), Children's House, Children's Protection Department, Social Insurance Board (Estonia), etc. In preparing the event, CRPE has sent all the invitations to national and foreign speakers and has ensured that all travel and accommodation arrangements were taken care off. Over 90 professionals from several member states countries such as Romania, Bulgaria, Greece, Croatia, Latvia, Italy, Austria and Ireland have attended the final event, all of them coming from a wide



multidisciplinary network, starting with social workers, lawyers, judges, police officers, prosecutors, NGOs representatives, media to high-level members of national authorities. The overall feedback received from the participants was really good, the majority of them emphasising the importance of discussing the topic more frequently.

# 4. Organisation

On September 24th, CRPE together with the consortium has co-organised the final international E-PROTECT conference in Bucharest, Romania. CRPE has started preparing the conference in advance by drafting the agenda for the event, following the proposals received by all partners and by participants during the seminars and meet-ups organised throughout the project. In this regard, a main request has been to focus and organise a specific panel discussion on the Barnahus model. In doing so, CRPE has integrated within the agenda, a technical panel of best practices from countries where the Barnahus model has been successfully implemented.



# **Appendix**

# 1. Agenda





A Ştirbei Vodā Str., No. 29, app. 4, 2<sup>nd</sup> Π, 010101, Bucharest E office@crpe.ro P +40.371.083.577 F +40.372.897.023 www.crpe.ro

"Enhancing Protection of Children – victims of crime"

E-PROTECT – Final Conference

24<sup>th</sup> of September 2019

Intercontinental Hotel

09:30-10:00	Participants' registration & Welcome Coffee
10:00-11:00	Welcome and opening remarks
	Ruxandra Popescu. Programme Director, Romanian Center for European Policies Gabriela Coman, President, National Authority for the Protection of Child's Rights/ Elena Dobre, Director, Social Services Policy Directorate, Ministry of Labour and Social Justice Marta Santos Pais, Special Representative of the Secretary-General on Violence against Childrer (TBC) Katarzyna Janicka-Pawlowska, Team lead; DG Justice, Criminal Procedural Law (TBC) Aniella Ferenczi, Manager; Association of the European Network on Victims' Rights (TBC)
11:00-11:30	Panel I: General overview of the E-PROTECT project: main results, actions and future directions
	Daniela Ilieva, Executive Director, Law and Internet Foundation/ Denitsa Kozhuharova, Lega Project Expert (TBD)
11:30- 12:30	Panel II: Strengthening the protection of children's rights
	Presenting the methodology for a rights-based individual assessment of the needs of child victims of crime
	Ana Isabel Guerreiro, expert on children's rights (DCI Italy), co-author of the Methodology
	Debate and feedback with the participants
12:30 - 13:30	Lunch & Networking
13:30 - 14:45	Panel III: Barnahus model and children's rights (characteristics and best practices)
	Vigdís Erlendsdóttir, Director/Ragna Gudbrandsdóttir, Forensic Interviewer, Barnahuset Children's Assessment Center (Iceland)/ Ólöf Ásta Farestveit, Director, Barnahus Iceland Gordana Buljan Flander, Centre for Child and Youth Protection (Croatia) Anna Frank-Viron, Children's House, Childrens Protection Department, Social Insurance Board (Estonia)
	Final debates and conclusions
14:45-15:00	Coffee Break & Networking
15:00-16:00	Panel IV: Strengthening the protection of children's rights
	Presenting the E-PROTECT Policy Guidelines and future actions: What's next?
	National experts presenting their conclusions from each partner country
	Final debates and conclusions



# 2. Attendance List







# Enhancing Protection of Children – victims of crime" E-PROTECT – Final EU conference 24th of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38

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#### Enhancing Protection of Children – victims of crime" E-PROTECT – Final EU conference

24th of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38

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# 3. Photos





















# 4. Feedback Forms







"Enhancing Protection of Children - victims of crime" E-PROTECT — Final EU conference 24<sup>th</sup> of September 2019 Cervantes Amphithetre, Regina Elisabeta no. 38

1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU? PANEL II: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS □ PANEL III: BARNHAUS MODEL AND CHILDREN'S RIGHTS \* PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS □

2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

ESTONIA - EXHAUSTINE PRESENTATION , MANY EXAMPLES , EXPLANATIONS (INFORMAL ONES AS WELL)

3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

· EVERYTHING IS USEFUL IN SOME WAY

4. WHY ARE YOU INTERESTED IN THIS SUBJECT? Working in the social field  $\Box$ 

Juridical and legal interest 🗹 Governmental area of work □

Working in a ngo covering this issue □

Other

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL MEETINGS/CONFERENCES

SEXUAL CRIMES

PSYCHOLOGICAL APPROACH OF CRIMINALS

PENITENTIARY SISTEMS IN OTHER STATES

FORENSIC DEVELOPMENTS







"Enhancing Protection of Children - victims of crime" E-PROTECT – Final EU conference 24<sup>th</sup> of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38 1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU? PANEL II: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS  $\Box$ PANEL III: BARNHAUS MODEL AND CHILDREN'S RIGHTS 💆 PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS

2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

Aus Guerreiro Ella Bagaric Anna Frank-Viron

3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

4. WHY ARE YOU INTERESTED IN THIS SUBJECT? Working in the social field □ Juridical and legal interest  $\square$ Governmental area of work 🗵 Working in a ngo covering this issue □ Other

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL

I prefer the methods of focus groups small group discussions.







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#### OVERALL CONFERENCE EVALUATION FORM

"Enhancing Protection of Children – victims of crime"
E-PROTECT – Final EU conference
24<sup>th</sup> of September 2019
Cervantes Amphithetre, Regina Elisabeta no. 38
1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU?

PANEL II: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS TO

PANEL III: BARNHAUS MODEL AND CHILDREN'S RIGHTS

PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS □

2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

Ana Isabel

3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

Estonian model and really long lecture

4. WHY ARE YOU INTERESTED IN THIS SUBJECT?

Working in the social field □

Juridical and legal interest 🛛

Governmental area of work 🛛

Working in a ngo covering this issue □

Other

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL MEETINGS/CONFERENCES

Real cases with childrens lost examples







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#### OVERALL CONFERENCE EVALUATION FORM

"Enhancing Protection of Children — victims of crime"

E-PROTECT — Final EU conference

24<sup>th</sup> of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38

1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU?

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PANEL II: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS 

PANEL III: BARNHAUS MODEL AND CHILDREN'S RIGHTS 

PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS

2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

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3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

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4. WHY ARE YOU INTERESTED IN THIS SUBJECT?
Working in the social field □
Juridical and legal interest) ☑
Governmental area of work □
Working in a ngo covering this issue ☑
Other

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL MEETINGS/CONFERENCES







"Enhancing Protection of Children - victims of crime" E-PROTECT – Final EU conference 24<sup>th</sup> of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38

1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU? PANEL II: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS  $\Box$ 

PANEL III: BARNHAUS MODEL AND CHILDREN'S RIGHTS D'

PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS

2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY? Ella Selok Bageric - very clear on she gove as information

3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

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4. WHY ARE YOU INTERESTED IN THIS SUBJECT? Working in the social field 🖾 Juridical and legal interest  $\square$ Governmental area of work □

Working in a ngo covering this issue  $\Box$ 

Other

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL MEETINGS/CONFERENCES

More exemples on cases.







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#### OVERALL CONFERENCE EVALUATION FORM

"Enhancing Protection of Children – victims of crime"

E-PROTECT – Final EU conference

24th of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38

1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU?
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2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY? Clia Selok Bagaric, What they do to thuit culture is which become my point of whield.

3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

4. WHY ARE YOU INTERESTED IN THIS SUBJECT?
Working in the social field 

Juridical and legal interest 

Governmental area of work 

Working in a ngo covering this issue

Other

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL MEETINGS/CONFERENCES

e are lots of child

world who deed help!







"Enhancing Protection of Children – victims of crime" E-PROTECT - Final EU conference 24th of September 2019

Cervantes Amphithetre, Regina Elisabeta no. 38 1. WHAT PART OF THE CONFERENCE WAS MOST VALUABLE TO YOU? PANEL II: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS

PANEL III: BARNHAUS MODEL AND CHILDREN'S RIGHTS 🖳 PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS

2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

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3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

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4. WHY ARE YOU INTERESTED IN THIS SUBJECT?

Working in the social field  $\Box$ 

Juridical and legal interest 🗵

Governmental area of work □

Working in a ngo covering this issue  $\Box$ 

5. PLEASE LIST SUGGESTIONS FOR TOPICS AND SPEAKERS FOR FUTURE REGIONAL MEETINGS/CONFERENCES







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2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

Ella Selah Bagaric - Really interested in the model in Croatia

3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

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Other

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#### OVERALL CONFERENCE EVALUATION FORM

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PANEL IV: STRENGHTENING THE PROTECTION OF CHILDREN'S RIGHTS □

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Ella Selok Bapare - spolu feely, good reachanto questiens, Anna Fronk-Vien - nia olider and dynamic premotobien

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2. WHAT SPEAKER DID YOU ENJOY THE MOST AND WHY?

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3. WHAT ASPECTS OF THE CONFERENCE WERE OF LEAST VALUE TO YOU?

thank you the the speakers for all the information provided for thous for raintenous

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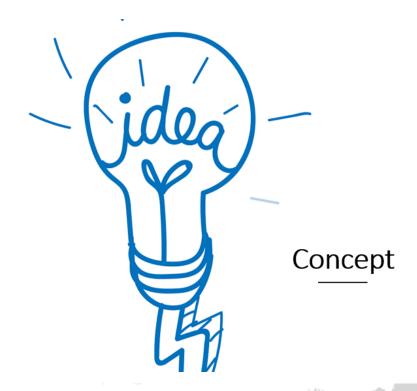
#### 5. Presentations

Panel I: General overview of the E-PROTECT project: main results, actions and future directions



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- 2-year project, supported by the Justice Programme (2014-2020) of the European Commission
- Implemented by five organisations from five differed EU member states:
  - Vienna Centre for Societal Security (Austria)
  - Defence for Children International Italia
  - South-East European Research Centre (Greece)
  - Romanian Center for European Policies
  - Law and Internet Foundation (Bulgaria)
- Coordinated by Law and Internet Foundation







# Mission & Objectives

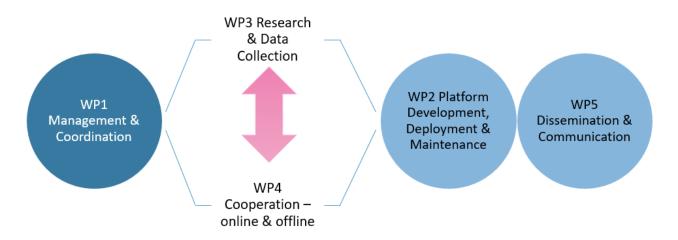
- ➤ To boost Directive 2012/29/EU application in cases of child victims of crime
- To elaborate child victims of crime individual needs assessment methodology
- To inspire a multidisciplinary network of professionals
- ➤ To raise awareness on child rights, granted by Directive 2012/29/EU



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# **Activities**



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WP1 Management & Coordination

- Administration and monitoring of the project implementation and reporting to the European Commission
- Pro-active steps to identify ways in which to maximise the impact of the project, and the provision of timely guidance and feedback in order to support the best achievement of the goals set
- Employment of an innovative approach
- Development of an online environment going beyond a project information website from the project design phase



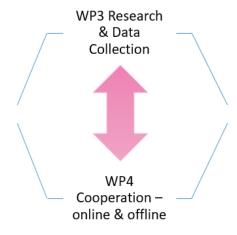
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WP2 Platform Development, Deployment & Maintenance

- ➤ Building the project environment the childprotect platform
- ➤ Platform maintenance, regular update and upkeep until the very end of the project
- Since we as a project team have the ambition to contribute to the overall awareness raising to the topics of child rights and victims' rights, we planned accordingly for an individual work package dedicated to dissemination and communication where structured efforts and a specially curated strategy were implemented



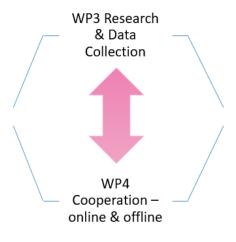


- Core work of the project
- > WPs inform each other
- ➤ WP3 dealt with an in-depth study and analysis of the status quo examining the situations in the partner countries
- Application of the developed methodology to 5 other EU Member States –
- England & Wales, Finland, Germany, Spain and Portugal



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- WP4 developed one of the major outputs of the project – the individual needs' assessment methodology, elaborated on the basis of:
  - WP3 results
  - the child protection professionals' shared experience and
  - recommendations
- ➤ The final product of WP3 the policy guidelines are produced, again, taking into account the professionals' point of view





WP5
Dissemination &
Communication

- ➤WP5 was crucial to project success
- ➤ Taking care of the visibility of the project from strategy to materials' design
- ➤ Outreach to target groups from set up & maintenance of the social media to policy briefings
- ➤ Regular update of the childprotect platform with relevant news pieces







#### Research & Data Collection Results

- ➤5 Country reports (Austria, Bulgaria, Greece, Italy, and Romania) on individual assessment methodologies of child victims of crime
- ➤5 Country reports (Austria, Bulgaria, Greece, Italy, and Romania) on the transposition of Victims' Directive
- >pan-European study on best practices in individual assessment methodologies of child victims of crime
- >pan-European Best Practices Report on Victims' Directive transposition
- ➤ Comparative study
- ➤ Policy Guidelines



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#### Research & Data Collection Results

- All available on the childprotect platform
- Different language versions:
  - the country reports are available on English and the respective national language.
  - the others 6 different language versions English, German, Greek, Italian, Romanian & Bulgarian



#### Cooperation online & offline results

- ➤ 15 National seminars in total, welcoming 409 child protection professionals
- ➤ 3 Online events in total, welcoming 302 participants
- Workshop session at Victim Support Annual Conference 2019, welcoming 20 participants
- ➤ Three-day virtual conference, welcoming 269 participants
- ➤ 20 MeetUps in total, welcoming more than 300 participants (results are still being processed)

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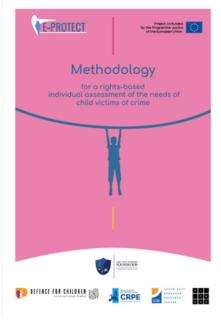




#### Interactive online platform







# Individual needs' assessment methodology

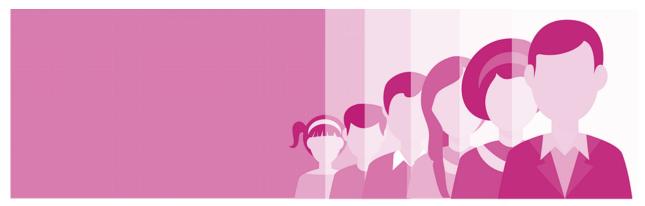
- ➤Informed of the studies carried out within the project
- ➤Integrating the opinions expressed by practitioners
- ➤ Based upon the principles established by the Convention on the Rights of the Child
- ➤ Composed by leading international experts in the field





Three animated videos synthesising the elaborated methodology





Next Steps... What lies ahead for E-PROTECT?

- Policy guidelines dissemination to institutions responsible for child & victim protection policies
- Activity at local & national level informed of E-PROTECT findings
- Participation to relevant events
- ChildProtect Platform Maintenance & Upkeep; continuous hosting of online events



#### You can follow us on:



Facebook



https://www.facebook.com/eprotectproject/



Twitter, @eprotecteu





You can always reach out to us at e-protect@netlaw.bg





#### Thank you for the attention!

Assoc. Prof. Dr. Daniela Ilieva daniela.ilieva@netlaw.bg



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Panel II: Presenting the methodology for a rights-based individual assessment of the needs of child victims of crime





#### **E-PROTECT**

# Methodology for a rights-based individual assessment of the needs of child victims of crime

Bucharest, 24th of September 2019 Ana Isabel Guerreiro

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#### **BACKGROUND**

- Directive 2012/29/EU establishes minimum standards on the rights, support and protection of victims of crime, recognising that
  - criminal proceedings aim to convict perpetrators,
  - but also to protect victims and enhance their rights.
- An opportunity to:
  - · unify and harmonise national legislation,
  - provide common principles and standards for European countries,
  - reinforce a rights-based approach to the protection of child victims.



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#### OBJECTIVES OF THE METHODOLOGY

Describe the provisions and principles enshrined in key international and European legal texts

Review the different elements to be taken into account when undertaking an individual assessment of a child's needs

Highlight promising practices, which may be used for information and to be replicated across Member States

Provide guidance and identify further sources for information and training, to be accessible to all relevant professionals

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Chapter 1	Child-sensitive justice
Chapter 2	<ul> <li>Multi-disciplinary and interagency cooperation in the individual assessment</li> </ul>
Chapter 3	<ul> <li>Procedural safeguards of the individual needs' assessment</li> </ul>
Chapter 4	<ul> <li>Individual needs' assessment - the determination of best interests of the child</li> </ul>
	• Training people of officials and professionals involved in
Chapter 5	<ul> <li>Training needs of officials and professionals involved in the individual assessment and decision-making process concerning special protection measures</li> </ul>
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#### **CHAPTER 1 – CHILD-SENSITIVE JUSTICE**





#### Key objectives

Explain what the key international and European legal texts protecting child victims of crime are

Highlight the key principles enshrined in strategic documents such as the European Directive on victims of crime and the Convention on the Rights of the Child

Demonstrate how the principles, standards, and rights provided in the legal texts should be translated into quality standards for practice, as well as, professional models for practice



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#### International and European standards

- Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishes minimum standards on the rights, support and protection of victims of crime
- The Convention on the Rights of the Child (CRC) and its 4 general principles:
  - Respect for the views of the child (art. 12)
  - Best interests of the child (art. 3)
  - Right to life, survival and development (art.6)
  - Protection from all forms of discrimination (art. 2)
- Council of Europe (2010) Guidelines of the Committee of Ministers of the Council of Europe on child-friendly justice



The concept of individual assessment of victims and special protection measures: two key standards

The **individual assessment of victims** "aims to identify specific protection needs and to determine whether and to what extent they would benefit from special measures in the course of proceedings" (Article 22(1) of the Directive).





The concept of individual assessment of victims and special protection measures: two key standards

Child victims "shall be presumed to have **specific protection needs** due to their vulnerability to secondary and repeat victimisation, intimidation and retaliation (...)" (Article 22(4) of the Directive).

#### Special protection measures include:

- Measures to avoid visual contact between victims and offenders;
- Measures to ensure that the victim may be heard in the courtroom without being present;
- Measures to avoid unnecessary questioning; and
- Measures allowing a hearing to take place without the presence of the public."



# common quality standards identified through national and international practices and experience

- · Practices that empower children;
- Enhancing the capacities of families to care for children who have been victims;
- The provision of comprehensive services to child victims, including, among other, psychosocial support, shelter and accommodation and counselling;
- Ensure that children's rights are effectively protected and advocated by professionals, independently of their category;
- Ensuring the availability of specialised professionals, including child psychiatrists, cultural mediators, social workers and other, as appropriate;



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# common quality standards identified through national and international practices and experience

- · Effective multidisciplinary teams and referral systems;
- Time-effectiveness of processes;
- Avoiding situations where the child might be in a conflict of loyalty in terms of his/her parental figures and feeling guilty;
- Standardisation, harmonisation and effective implementation of protocols and practices across institutions;
- All professionals working directly with children, including judges, lawyers, forensic doctors and other, receiving specialised training of child-sensitive and child-friendly justice principles and practices.





# CHAPTER 2 - MULTI-DISCIPLINARY AND INTERAGENCY COOPERATION IN THE INDIVIDUAL ASSESSMENT



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#### Key objectives

Explain the critical value of multi-disciplinary and interagency cooperation for a comprehensive rights-based individual assessment

Highlight the multiple challenges multi-disciplinary and interagency cooperation presents

Propose avenues and concrete approaches to overcome these challenges and make cooperation more effective

Understand and build on the role of third persons

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## Why multi-disciplinary and interagency cooperation is essential

- A comprehensive and holistic approach to the child victims
- Reflecting the indivisibility and interrelatedness of the rights of children
- A plurality of views and combination of expertise, which is critical in the determination of the child's best interests
- Condition for a victim-centred approach to the individual assessment, in line with effective case management practices
- Facilitates timely intervention
- Helps ensure the continuity and consistency of interventions over time, taking a long-term perspective



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# What are the challenges in multidisciplinary and interagency collaboration

- Professionals from various disciplines, with different professional cultures and perspectives
- Different institutional cultures, sets of rules and budgetary and political constraints
- Lack of a structured collaboration framework
- Confidentiality (as a central aspect of the rights of child victims)
- Cooperation patterns and effectiveness may vary significantly across the national territory



## Making multidisciplinary and interagency collaboration effective

- Acting at several levels
- Building collaboration around the centrality of the child and her or his best interests
- Structured inter-agency collaboration (protocols)
- Clear and effective leadership
- Clear and solid accountability lines and mechanisms
- Information sharing has to be regulated and clear data protection measures need to be established
- Individual assessment mechanisms and procedures must remain valid for the next phases of the handling of a case



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## CHAPTER 3 - PROCEDURAL SAFEGUARDS OF THE INDIVIDUAL NEEDS' ASSESSMENT





#### Key objectives

Review the procedural safeguards that need to be in place for the individual assessment to prevent secondary victimisation

Examine how these safeguards need to be applied with an approach that is respectful of child victims and their rights as children



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#### Safeguarding principles

- Timeliness
- Accessible information
- Transparency (while respecting the principles of privacy and confidentiality)
- Responsiveness
- Privacy and confidentiality
- · Legal guardian
- Legal representation
- Child safeguarding policy
- The possibility to have the decision reviewed

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# CHAPTER 4 - INDIVIDUAL NEEDS' ASSESSMENT - THE DETERMINATION OF BEST INTERESTS OF THE CHILD



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#### Key objectives

Explain how the determination of the best interests of the child takes place

Present elements to be considered by professionals, which determine the possible short and long-term effects to children who have been a victim of crime and that will help the professional to identify child's needs

Describe the importance of hearing the child's views and taking them into account, and provide guidance on how to enable the child to participate in the individual needs' assessment process

Discuss principles of child-friendly communication

Discuss the socio-ecological understanding of vulnerability and a human rights-based approach to assessing and mapping sources of vulnerability

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#### Assessing risks, vulnerability and resilience

- The child's age;
- The child's personal characteristics (i.e. age, resilience, social support network, etc.);
- Chronicity of the crime experienced;

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- Severity of the crime experienced;
- Nature of the violence suffered;
- Group dynamics and involved loyalties;
- Degree of inclusion in the society and the degree of marginalisation;
- Relation of the child with the perpetrator of the crime;
- Fear of retaliation.

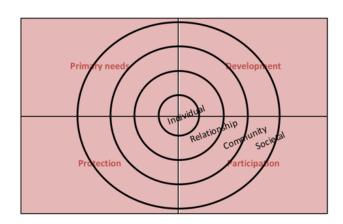




#### Socio-ecological and human-rights based

#### approach

- Societal: Protective legal framework; accountable system cultural norms that do not support violence
- Community: Strong sense of local community; safe residentia area; availability of services targeting youth.
- Relationship: Strong family bond; network of supporting friends; close teachers or other professionals.
- Individual: Information seeking; decisive risk taking; optimism and hope





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#### Child-sensitive communication

- · Conditions under which the interview will take place
- Principle of the evolving capacities of the child
- Cultural dimension when conducting an interview
- Recognise what practices of engaging with children can be harmful
- Children should be informed in detail about all the stages of the judicial proceedings
- Evidence-based interviewing protocols for hearing child victims of crime





#### Creating a child-friendly environment

"All principles of child-friendly justice ultimately aim to protect and empower children within a process that can be very intimidating. Child-friendly principles refer not only to what **methodologies** should be applied by professionals, but also in relation to **procedures** and **settings**, including the court."





# Collaboration with third persons involved in the process (non-perpetrator)

#### A key role:

- As key informants, they help understand the child's characteristics and the circumstances of the crime and evaluate the protective factors and risk factors that will help determine the child's protection needs.
- By being directly impacted by the crime the child has been subjected to, they also have a range of needs that must be considered and addressed.
- As primary supporters for the child, to help meet the child's needs in a particularly difficult situation.
- In informing the child victims about the proceedings and possible measures adopted for her or his protection.

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#### A continuum of support

After the individual assessment, there follows management of the case to address the child victim's needs over time





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CHAPTER 5 - TRAINING NEEDS OF OFFICIALS AND PROFESSIONALS INVOLVED IN THE INDIVIDUAL ASSESSMENT AND DECISION-MAKING PROCESS CONCERNING SPECIAL PROTECTION MEASURES





#### Key objectives

Explain the importance of training officials and professionals working with and for children

Demonstrate what training entails

Describe practical options for ensuring ongoing training: initial training, continuing education and collaboration with civil society



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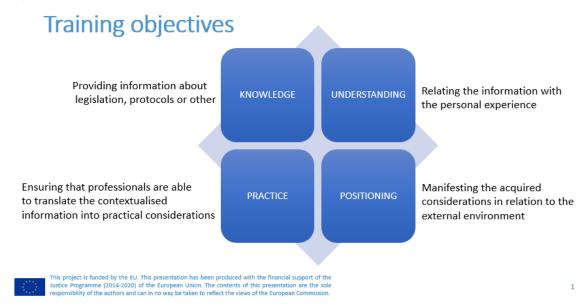
#### The importance of training

"The appropriate training of officials and professionals is a **central aspect of a child-sensitive justice system for victims of crime** and it is of particular relevance to the assessment of individual needs.

A system in which children feel safe, listened to, and supported, primarily rests on the people who interact with them and/or make decisions concerning their situation and well-being."









#### **Practical implications**

- Training of officials and professionals should include training on the Convention on the Rights of the Child, child rights and child rights approaches
- · Communicating with children involves specific skills
- Training in laws, procedures and protocols in place

#### Reference to available training packages & Partnerships





#### THANK YOU!

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Panel III: Barnahus model and children's rights (characteristics and best practices)



# Adapting the Barnahus concept to local realities - Experiences of Child and Youth Protecion Center of Zagreb, Croatia

Panel III: Barnahus model and children's rights (characteristics and best practices)

Ella Selak Bagaric
"Enhancing Protection of Children – victims of crime" E-PROTECT – Final EU conference
24th of September 2019

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# Child and youth protection Center of Zagreb, Croatia

First institution specialized in working with traumatized children, opened by the end of 2002



- The key purpose of the work of the Center is providing help and support to children who have experienced various traumatic events, as well as children at risk of abuse, and their families
- From 2003-2018, >18000 children were assessed
- 1200-1600 new patients per year, more than
   800 patients in continuous treatment

Permanent solution within the health care system



#### **ACCESSIBILITY OF SERVICES**

 mandatory and free basic health insurance – ensuring accessibility to children regardless of economical background

#### CHALLENGES

- Child Protection Center of Zagreb is the only institution of it's kind in Croatia and the region
- 47% of children from other parts of Croatia
- patients from Slovenia, Bosnia and Hercegovina, Montenegro and Serbia



# MINIMISING RETRAUMATISATION BEST INTERES OF THE CHILD AS PRIMARY CONSIDERATION Child and youth protection center



#### MULTIDISCIPLINARY AND INTERAGENCY COLLABORATION

#### Our multidisciplinary team

13 psychologists 2 special educators

4 psychiatrists speech therapist

neuropaediatrician 6 nurses
2 social workers jurist



POLICE STATE ATTORNEYS COURT CHILD AND YOUTH PROTECTION CENTER SCHOOLS KINDERGARTENS PARENTS CITIZENS NGOS

CHILD WELFARE
CENTERS
HEALTH INSTITUTIONS

Key importance of interagency collaboration (meetings, exchange, trainings...)



#### **Inclusive target group**

Target group: all children who are victims and/or witnesses of crime involving all forms of violence, abuse, neglect and exploitation, children at risk of abuse, as well as family

#### COMMON REASONS FOR REFERRAL

ADHD

bullying

behavioral difficulties

· developmental disabilities

- neglect
- high conflict divorce
- witnessing domestic
   learning disabilities violence
- traumatic event
- problematic sexual behavior







Referrals	% in 2017
school	9,5
kindergarten	2,5
social services	31,4
medical doctor	1,4
police	2,5
residential care facilities	3,3
parents	42,3
other	4,5

#### Special focus:

- neglect and emotional abuse much more difficult to recognize, often disregarded by professionals (neglect of neglect)
- · children of high conflict divorce recognized as a risk group for emotional abuse and neglect



#### **Child friendly environment**

- accessible and physically safe for children of all ages and developmental stages, including children with disabilities and/or special needs
- child friendly surroundings and materials
- no contact between victim and alleged offender – separate entrance







- . child friendly, comfortable and informal
- neutral and free from distractions
- private
- specially equipped interviewing rooms



#### **Interagency case management**

- The members of the team are chosen according to the needs of the individual child
- formalised procedures and routines
- protocols (child abuse, family violence, bullying...)
- contionuous case tracking
- medical chart documenting information about:
  - documentation gathered from other relevant institutions (medical reports, social services documentation)
  - demographic data, services provided (date by date)
  - legal obligation to save the data for 10 years
  - database every child (380 variables)

#### DAILY TEAM MEETINGS

- exchanging information no need for repeated questioning
- · case management joint decisions regarding assessment and treatment



#### **PROCEDURES AND PROTOCOLS**

Referral

**Initial interview** 

Multidisciplinary assessment

Sharing assessment findings

Treatment

Follow up





#### CHILD **PROTECTION CHILD PARENT SYSTEM** REPORTING CHILD RIGHTS INTERVIEW AND SUPPORT INTERVIEW AND SUPPORT VIOLATIONS DIRECT SOURCE OF INFORMATION MULTIDISCIPLINARY ASSESSMENT MULTIDISCIPLINARY REPORT SUPPORT/ TREATMENT TREATMENT **FOLLOW UP**



### **Forensic interview**

- Forensic interviews within multidisciplinary assessments
- 2. Conducting forensic evaluations at the order of the court:
  - credibility assessments of children victims and witnesses of violence
  - child custody evaluations
  - forensic evaluations of juvenile offenders
- Interviewing children on the center's premises within court proceedings (criminal and misdemeanor courts)
- Police (abused, migrant children)

The whole procedure is audio and video recorded – used as an evidence in the court procedure

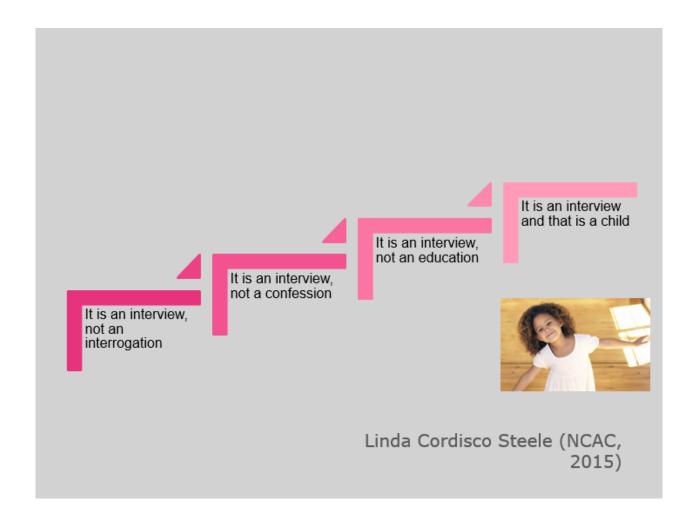
(avoiding multiple interviews by various professionals and shortening the court processes)

# We encourage judges to interview children on the center's premises

One room – Center's interviewer and the child Another room – judge, SA, defendant (separate exit), defense lawyer, social worker, police...









# **Medical examination**

#### Specialised medical professionals - neuropaediatrician

- permanently employed (not external associate)
- responsible for medical evaluations and/ or forensic medical evaluations focused on the child's somatic and neurodevelopmental status
- responsible for referring the child to adequate medical treatment when needed
- participates in planning of the multidisciplinary assessment and treatment
- engages actively in interagency collaboration, planning and case management
- pediatric gynecologist → collaboration with Children's Hospital in Zagreb, external associate









# **Therapeutic Services**

- · short term and long term support
- all Center's experts trained in evidence-based and traumainformed interventions
- beginning after the forensic interview; when required the treatment is done in a forensically sensitive manner

The multidisciplinary team develops a **treatment plan** according to the individual needs of the child.

# Support and access to information Crisis support interventions Treatment counseling psychotherapy speech-language therapy pharmacotherapy Follow up

#### **Psychotherapy**

- trauma focused cognitive-behavioral therapy
- gestalt therapy
- cognitive-behavioral therapy
- psychoanalysis
- play therapy
- transactional analysis
- systemic therapy
- integrative therapy



# Working with non-ABUSIVE caregivers

**Support from a non-abusive parent** is one of the most important predictors of child's adjustment (Cohen i Mannarino, 2008)

- more important than characteristics of the abuse itself
- . more important than the form of treatment

Supporting caregivers and family members through individual support and counselling, psychoeducation, individual therapy and support groups

Path from being the non-abusive parent to being a supportive parent - identification of the protective role "I want to withdraw my statement because of my mom, they love each other so I don't want him to go to jail. She called me a hundred of times, asking me not to take her husband away from her.

Now mom will be happy, and I will be happier for her. It's my fault that he behaves badly towards her.

All of it happened, but my mom never believed me, nor did my teacher, or anyone else I told.

Often I can't sleep at night because my mom doesn't trust me. I feel like I don't have anyone. I want my mom to be happy, then she will love me."



# **Capacity building**

#### Continuous training of professionals

- 1. trainings lead by respected international experts for our staff
  - Linda C. Steele and S. Sayle (NCAC, Alabama) on forensic interviewing
  - William N. Friedrich (Mayo Clinic, Minnesota) on therapy with sexually abused children
  - . J. Wilson (University of Ohio) on trauma work
  - Barbara Bonner (National Center on the Sexual Behavior of Youth, Oklahoma) on Trauma-Focused Cognitive Behavioral Therapy
  - Karen& Nick Woodall (Family Separation Clinic, UK) on parental alienation as type of emotional abuse
  - Attachment-Based Family Therapy (ABFT) Training Program, Drexel University, Philadelphia – in preparation for 2018
- 2. ongoing trainings by the staff for the staff
- encouraging participation in trainings, conferences as well as postgraduate studies by providing financial support



High risk of vicarious traumatization and burnout

#### Supervision

- · mandatory participation
- organized and funded by the Center (twice per month)
- external supervisor



# Prevention, information sharing, awareness raising and external competence building

#### Educational center for students:

- psychology
- social work
- education and rehabilitation sciences
- teachers education
- police academy
- law

# Trainings in cooperation with relevant ministries for professionals from:

- social services
- healthcare system
- educational system
- . law enforcement
- judicial system
- NGO's

#### Study visits

Regional (Slovenia, Bosnia and Herzegovina, Serbia, Montenegro) and international trainings (UNICEF, OSCE, CoE..)

Media as partners in protection of abused children

### Preventive activities – education in schools,

kindergartens, health institutions, NGOs

cooperation with NGO Brave Phone - helpline and preventive activities in Center's premises

#### Research, preventive programs and scientific articles

#### Publication activities (16 handbooks for parents, children and professionals, 500 000

copies distributed free of charge)





ISPCAN MULTI-DISCIPLINARY TEAM AWARD 2008

Model of good practice



# Respecting the right to be heard

Convention on the Rights of the Child
 Article 12

Children and Youth Board (since 2017)











# Lastemaja Дом детей Children's House Barnahus

Anna Frank-Viron Head of Children's House Estonia



### CHILDREN'S HOUSE

Child-friendly, multi-disciplinary and interagency service for child victims of sexual abuse (or for children with that suspect) under ONE roof.

We aim to identify child abuse cases and provide child-friendly services and help.

10.12.2019



### WHY BARNAHUS?





# SEXUAL CRIMES AGAINST CHILDREN (240 000 Children in Estonia)

#### 2016

- Registered sexual crimes total – 482
- Against children 434 (89%)

#### 2017

Registered sexual crimes total - 557

 Against children 515 (93%)

#### 2018

Registered sexual crimes total - 580

 Against children 505 (89%)

- In most cases child abuser is a close family member, relative or other person child knows (72%)
  - · 33% family member or other relative
  - · 49% acquaintance
  - 15% stranger

Source: Justilisministeerium. 2017. Kuritegevus Eestis 2016.://www.kriminaalpoliitika.ee/et/kuritegevus-eestis-2016-0
Source: Justilisministeerium. 2018. Kuritegevus Eestis 2017: <a href="http://www.kriminaalpoliitika.ee/sites/firimipoliitika/files/elfinder/dokumendid/kuritegevus-eestis-2017">http://www.kriminaalpoliitika.ee/sites/firimipoliitika/files/elfinder/dokumendid/kuritegevus-eestis-2018</a> veebi.pdf
Source: Justilisministeerium. 2019. Kuritegevus Eestis-2018: <a href="https://www.kriminaalpoliitika.ee/sites/krimipoliit

10.12.2019



### SOME AVAILABLE DATA

- 32% of 16-18y have experienced sexual abuse (outside Internet) in Estonia;
- Every 6th of them was then under the age of 14 at the time;
- The Council of Europe estimates that about 1 in 5 children in Europe are victims of some form of sexual violence;

Sources: Tartu Ülikool, Laste ja noorte seksuaalse väärkohtlemise leviku uuring, 2015, lk 6, 7. Internetis kättesaadav: <a href="https://www.kriminaalpoliitika.ee/sites/krimipoliitika/files/elfinder/dokumendid/laste ja noorte seksuaalse vaarkohtlemise leviku uuring 2015\_0.pdf">https://www.kriminaalpoliitika.ee/sites/krimipoliitika/files/elfinder/dokumendid/laste ja noorte seksuaalse vaarkohtlemise leviku uuring 2015\_0.pdf</a>

http://www.coe.int/t/dg3/children/1in5/WhatWeKnow/Publication\_en.asp

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# WHERE ARE THEY?

We have to change the system to find them...

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### **HISTORY**

- From USA 1985
- In Iceland 1998
- · Children's House in other Countries

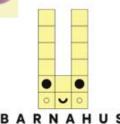












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### FIRST STEPS IN ESTONIA

- Memorandum was prepared by politicians and officials
- In order to design the child-friendly service round tables were being held with medical professionals, police officers and other partners who work with children
- Trainings were organized for Child Protective Services to learn about the Barometer of Concern and how to use it



### **BARNAHUS ESTONIA 2017**

- Funded by Estonian government as a pilot project
- · Building the network
- 1 Project manager + few interviewers
- Mid-sized media campaign to inform the public about the service (news, articles, seminars)
- Police starts using the rooms of Barnahus
- Police will include Forensic doctors who will come to Barnahus



### **BARNAHUS ESTONIA 2017**

At the first stage of our Children's house pilot project in Estonia we were focusing on:

- "grey cases": where the proof is not enough for police to start the investigation on sexual abuse cases (age 3-17 - development of speech and memory)
- · police will end the investigation because the material evidence is lacking
- CPS, schoolteacher, other specialist working with the child or a child's parent are suspicious of child's sexual abuse (e.g. over-sexualized behaviour, sudden changes in behaviour or close Anna Frank-Viron

10.12.2019 relations, etc).



# OUR CHILDREN AND PROBLEMS WE FACE

- 2017 138, 2018 245, 2019 310
- Ages from 2 to 17, average 9 years old
- Children are exposed to harmful online content such as pornographical materials, sexual solicitation (online grooming) and live stream abuse
- Kids with multiple problems (behavioural problems, self-destructive behaviour etc.)
- · Children in residental and foster care
- Issues related to parental custody
- Children do not talk or talk later (however, there is never too late)
- · Police investigations

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### 2019

- 2 Barnahus: Tallinn, Tartu; 1 head and 4 specialists
- Agreement between partners Social Insurance Board (Barnahus), Police, Prosecutor's office and Estonian Forensic Science Institute – roles!
- The Barnahus Quality Standards
- Trainings, BH development activities Promise II, BaDev
- Children's House in Tartu Since September 2018
- Trainings with partners
- Continuous nublic campaigns and media











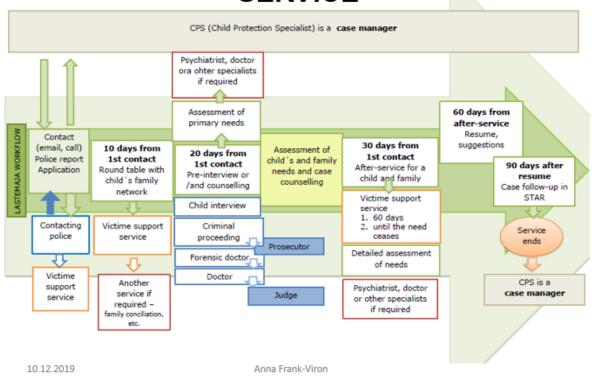




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# WORK PROCESS - CUSTOMER SERVICE





# Challenges

- Law and other regulations
  - Is the interview conducted in Barnahus (by the social worker or psychologist) evidence in court or not?
  - What can we do to change the law? Do we want it?
  - Which law needs to be changed/revised? Do we need it?
- Cooperation and obligations (good will?) between partners
- Ressources who is paying for what ?

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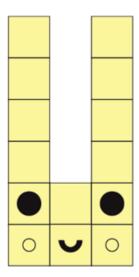


Barnahus is Dynamic Service... ....There is no end ☺

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# **THANK YOU!**





# Victims Rights – EU Directive

Geraldine Hanna Member of the Executive Board



# Who is Victim Support Europe

- Leading European umbrella organisation advocating on behalf of all victims of crime, no matter what the crime, no matter who the victim is
- · Founded in 1990
- · 56 members in 30 countries
- Full members, associate members and supporters





# Victims' Directive - Systematics

- Article 18 Right to Protection
- Article 19 Right to Avoid Contact
- Article 20 Right to Protection during Criminal Investigation
- Article 21 Right to Protection of Privacy
- Article 22 Individual Assessment and Special Protection Needs
- Article 23 Right to Protection of Victims with Special Protection Needs during Criminal Investigation
- Article 24 Right to Protection of Child Victims during Criminal Investigation





# Victims needs is the starting point:

Not budget, not resources, not time

Individal needs personal situation
and character

Needs of specific
groups
terrorism, disabled, lgbti,
religious

Five common needs
respect/recognition, proteciton,





support, justice, compensation





(

Victim Support



# Article 22 – Individual Assessment

- · Preconditions: timely and individual
- Purpose: identification of special protection needs, and determination whether and to what extent a victim may benefit from special protection
- Reason: vulnerability to secondary and repeat victimization, to intimidation and to retaliation, crime committed with a bias or discriminatory motive, relationship to and dependence on the offender
- What to take into account: the personal characteristics, the type or nature of the crime and the circumstances of the crime, the severity of the crime, the degree of apparent harm suffered by the victim, the wishes of the victim
- Child victims shall be presumed to have specific protection needs



# Article 23 – Right to Protection

- Preconditions: a special measure follows an individual assessment
- Exception: if operational or practical constraints make a special measure impossible, or where there is an urgent need to interview the victim and failure to do so could harm the victim or another person or could prejudice the course of the proceedings
- Type of measures:
  - Interviews with the victim in premises designed or adapted for that purpose
  - Interviews with the victim by or through professionals trained for that purpose
  - Interviews with the victim of sexual violence, gender-based violence or violence in close relationship by a person of the same sex as the victim
  - Avoid contact between victims and offenders incl. during the giving of evidence, by appropriate means, incl. ICT
  - > Be heard in the courtroom without being present, by ICT
  - > Avoid unnecessary questioning concerning the victim's private life
  - A hearing without the presence of the public





# Article 24 – Right to Protection of Child Victims

- Type of measures:
  - Interviews with the victim audiovisually recorded and such recorded interviews may be used as evidence
  - Appoint a special representative for child victims because of a conflict of interest between the holders of parental responsibility and the child victim, or because the child victim is unaccompanied or separated from the family
  - Where the child victim has the right to a lawyer, he or she has the right to legal advice and representation where there is or could be a conflict of interest between the child and the holders of parental responsibility



# **Thank You**



www.victimsupport.eu



@victimsupportEU



@victimsupporteurope



