



Acquiring knowledge and
raising the quality of services
targeted to minors victims of violence



WP 6

Final set of indicators.

JLS/2008/DAP3/AG/1262 - 30-CE-0312040/00-47 - Project "Acquiring knowledge and raising the quality of services targeted to minors victims of violence"

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FINAL SET OF INDICATORS – ACKNOWmv PROJECT

I) MACRO-SISTEMA

OBJECTIVES	BEST PRACTICES SELECTION STANDARDS	INDICATORS	OPERATIONAL DEFINITION
<ul style="list-style-type: none"> ✚ <i>Promoting the perception that child abuse is a relevant phenomenon in quantitative terms</i> ✚ <i>Countering victims' feeling of loneliness and shame</i> ✚ <i>Helping caregivers to identify any sign of abuse as soon as possible</i> 	<p><u>Making culture through widespread and permanent information, keeping the attention to this problem high</u></p> <ul style="list-style-type: none"> ▪ identifying the most effective awareness campaigns, promoting the spreading ▪ actively working to improve the effectiveness of communication 	<ul style="list-style-type: none"> ▪ Awareness activities ▪ Awareness activities coordination ▪ Production of information material for awareness activities 	<ul style="list-style-type: none"> ▪ Realization of awareness activities to a generic target (Yes / No) (The activities are developed on annual basis? (Yes / No)) ▪ Existence of coordination between social services, health services. educational for promotion of awareness campaigns on the issue (Yes / No) (The coordination id formalized? (Yes / No)) ▪ Information material for awareness activities are available (Yes / No)
<ul style="list-style-type: none"> ✚ <i>Encouraging a survey of the actual size and the consequences of this problem.</i> ✚ <i>Promoting exchanges of opinions with different organizations and subjects.</i> ✚ <i>Organizing a qualitative knowledge of this problem</i> ✚ <i>Assessing intervention/action effectiveness</i> ✚ <i>Orienting policies and resource allocation</i> ✚ <i>Monitoraggio delle attività di intervento</i> ✚ <i>Valutazione delle attività di intervento</i> ✚ <i>Soddisfazione degli utenti</i> 	<p><u>Collecting up-to-date and comparable data (among different subjects)</u></p> <ul style="list-style-type: none"> ▪ Uniformity of definitions and of types of violence against minors, based on scientific community's knowledge and international papers ▪ Monitoring of interventions tools ▪ Sample initiatives of follow up. 	<ul style="list-style-type: none"> ▪ Uniformity in the definition of child abuse types ▪ users' data collecting ▪ Collecting and analysis on made activities ▪ Gathering information about customer satisfaction 	<ul style="list-style-type: none"> ▪ Existence of common guidelines with definitions of child abuse types (Yes / No) ▪ Existence of a dataset of cases in care system (Yes / No) ▪ Quantitative information on made activities are systematically collected and analysed (Yes / No) ▪ Information about customer satisfaction are available (Yes / No)


<ul style="list-style-type: none"> ✚ <i>Considering that the focus of interest and of the intervention/action are minors, also in the judicial area.</i> ✚ <i>Make children active leading actor of legal process</i> ✚ <i>Developing a virtuous synergy between psycho-socio-educational interventions and judicial actions</i> ✚ <i>Exerting control over judicial times and procedures, as well as over requests addressed to minors within the judicial area.</i> 	<p><u>Appropriate judicial paths, within which minors are protected from any risk of secondary victimization</u></p> <ul style="list-style-type: none"> ▪ Presence / competences of minor's judicial deputy ▪ Minor's Information / training on his rights in judicial processes (from 77/03 lex, Strasburgo, 1996 European Convention) ▪ Adoption of ad hoc instruments 	<ul style="list-style-type: none"> ▪ Waiting time for judicial process <hr/> <ul style="list-style-type: none"> ▪ Accompanying in judicial process with trained personnel <hr/> <ul style="list-style-type: none"> ▪ Minor's information about his duties / rights in judicial process 	<ul style="list-style-type: none"> ▪ Realization of control activities on waiting times for Court's decisions (Yes / No) <hr/> <ul style="list-style-type: none"> ▪ Realization of accompanying in judicial process activities with trained personnel (Yes / No) <hr/> <ul style="list-style-type: none"> ▪ Realization of information activities targeted to minors on their duties / rights in judicial process (Yes / No)
<ul style="list-style-type: none"> ✚ <i>Building inter-institutional tables</i> ✚ <i>Developing a community for exchanging opinions and knowledge.</i> ✚ <i>Promoting shared initiatives/actions focused on this theme.</i> 	<p><u>Active inclusion in coordinating committees and in national / international networks focusing on this problem</u></p> <ul style="list-style-type: none"> ▪ Special national / international bodies ▪ Participation / organization of scientific – institutional events on this issue. 	<ul style="list-style-type: none"> ▪ Co-ordination between different institution on child abuse issue <hr/> <ul style="list-style-type: none"> ▪ Integration at the local level between social services, health services. educational services (public and private) <hr/> <ul style="list-style-type: none"> ▪ Network with national and international bodies targeted on the issue 	<ul style="list-style-type: none"> ▪ Existence of co-ordination tables on child abuse issue (Yes / No) <hr/> <ul style="list-style-type: none"> ▪ ... by formalized agreement (Yes / No) <hr/> <ul style="list-style-type: none"> ▪ One or more organizations which work in the services for minors victims of violence network is connected with national (Yes / No) – international (Yes / No) bodies targeted on this issue

II) ESO-SISTEMA

OBIETTIVI	AZIONI	INDICATORI	DEFINIZIONE OPERATIVA
<ul style="list-style-type: none"> ✚ <i>Allowing private access (also anonymous)</i> ✚ <i>Informing on health, rights resources</i> ✚ <i>Start up of the “network” services</i> ✚ <i>Answering to crisis situations</i> 	<p><u>Accessibility and orientation</u></p> <ul style="list-style-type: none"> ▪ First aid ▪ Remote care ▪ orientation ▪ special hotlines 	<ul style="list-style-type: none"> ▪ Existence of a systematic strategy of information about services targeted to minors victim of violence ▪ Existence of telephonic hotline ▪ Existence of points to collect communication on cases detection and/or to access to the care path 	<ul style="list-style-type: none"> ▪ Presence of marketing annual campaign of services targeted to minors victims of violence (Yes / No) ▪ Telephonic hotline service delivery (Yes / No) ▪ Presence of points to collect communication on cases detection and/or to access to the care path (Yes / No)
<ul style="list-style-type: none"> ✚ <i>Ensuring training/educational success to all</i> ✚ <i>Minors’ rescue from a school attendance and educational point of view.</i> ✚ <i>Helping minors to experience a sound relational and social dimension</i> ✚ <i>Promoting the start up of “community-based” resources</i> ✚ <i>Promoting targeted actions aimed at reducing any risk factor as well as the chronicization of uneasiness, and at empowering the parents’ role among the weakest segments</i> ✚ <i>Promoting minors’ “good treatment”</i> 	<p><u>Prevention and parenting support activities and “low threshold” activities</u></p> <ul style="list-style-type: none"> ▪ “low threshold” services for weak and at risk people ▪ Support services for at risk parenting ▪ Training centres for minors at school dropout risk ▪ Schools and parents Counselling on critical child and adolescent issues 	<ul style="list-style-type: none"> ▪ Prevention activity targeted to parents at risk ▪ Advice to parents and schools on critical child and adolescent issues ▪ Educative intervention for minors at dropout risk ▪ “Low-threshold” centres for minors at extreme risk (street children, unaccompanied foreign children, etc.) 	<ul style="list-style-type: none"> ▪ Prevention activities targeted to parent at risk (Yes / No) ▪ Existence of advice services-interventions on critical child and adolescent issues (Yes / No) ▪ Realization of educative interventions for preventing minors at school dropout risk (Yes / No) ▪ Presence of “low-threshold” centres for minors at extreme risk (Yes / No)
<ul style="list-style-type: none"> ✚ <i>Meeting the specific requirements of children victims of traumatic experiences within their family</i> ✚ <i>Carrying out an intense and</i> 	<p><u>Appropriate structures for ensuring cares to minors victims of abuse</u></p> <ul style="list-style-type: none"> ▪ “Crisis” residential centres, 	<ul style="list-style-type: none"> ▪ Residential services for support in situation of crisis 	<ul style="list-style-type: none"> ▪ Presence of centres with adequate resources for treatment of complex psychological discomfort (Yes / No)

<p><i>competent psycho-educational action</i></p> <ul style="list-style-type: none"> ✦ <i>Actively cooperating in the psychological treatment processes of minors and their family members.</i> ✦ <i>Managing situations of crisis, both from an individual and from a group-dynamics point of view.</i> ✦ <i>Cutting the permanence time required for establishing minors' future fate</i> 	<p>targeted to people with past negative experiences and critical experience of departure</p> <ul style="list-style-type: none"> ▪ Longitudinal dimension: differentiated "supplies", adequate to different growth phases ▪ Structural characteristics, which guarantee places' safety ▪ Protected neutral meeting place for a deep understanding of minor's relationships with his parents 	<ul style="list-style-type: none"> ▪ Services promoting protected meeting place for minors and parents 	<ul style="list-style-type: none"> ▪ Is it a service provided in the area (Yes / No)
<ul style="list-style-type: none"> ✦ <i>Making the choice of the adoptive families sustainable in the case of "difficult" adoptions (over-6 years-old children victims of traumatic experiences and with psychic damages).</i> ✦ <i>Identifying the elements of success and risk in foster care/adoption processes.</i> ✦ <i>Cutting the share of failures</i> ✦ <i>Providing support for facing everyday life (by relieving all tasks related to children's inclusion)</i> 	<p><u>Support to foster parent/ adoptive families</u></p> <ul style="list-style-type: none"> ▪ Information / specific training to families on issues related to minors victim of violence ▪ Psychological support to child and family in post-adoption phase ▪ Promoting co-operation networks between familiar associations and social services 	<ul style="list-style-type: none"> ▪ Specific training targeted to families on issues related to minors victim of violence ▪ Support activities for child and family in post-adoption or foster care phase ▪ Collaboration networks between family associations and services 	<ul style="list-style-type: none"> ▪ Existence of training activities for families on issues related to minors victim of violence (Yes / No) ▪ Existence of support activities for minors and families in post-adoption or foster care phase (Yes / No) ▪ Existence of formalized collaboration network between family association and services (Yes / No)
<ul style="list-style-type: none"> ✦ <i>Sharing basic knowledge and specific languages.</i> ✦ <i>Facilitating the identification of child-abuse situations</i> ✦ <i>Promoting a prompt start up of the Service "network" in favour of victim children</i> ✦ <i>Promoting targeted primary prevention interventions/actions</i> 	<p><u>Training of operators and preventive measures for children</u></p> <ul style="list-style-type: none"> ▪ extensive information and training of operators (remote also, to optimize and activate learning, to reduce displacements of workers due to the decentralization of places) on the prevalence of violence against children, on the multiple signs and symptoms, the principles of intervention, with particular attention to teachers and generalist practitioners ▪ 'education' as a preventive measure 	<ul style="list-style-type: none"> ▪ Supply of specific training targeted to operators ▪ Distant training 	<ul style="list-style-type: none"> ▪ Specific training targeted to operators is delivered on annual basis (Yes / No) ▪ Supply of distant training modules for the operators (Yes / No)

	for children and caregivers		
<ul style="list-style-type: none"> ✚ Preventing intervention/action dispersion depending on wrong diagnoses ✚ Establishing timely diagnostic/prognostic perspectives. ✚ Proposing an intervention program in the short term. ✚ Promoting and putting therapeutic actions into effect. ✚ Promoting and supporting a reparative everyday experience ✚ Preventing and/or managing any opportunity for a traumatic reactivation. ✚ Putting complex and consistent interventions into action with high social-health-educational integration contents. 	<p><u>Evaluation and treatment</u></p> <ul style="list-style-type: none"> ▪ Specific tools for the diagnosis of uneasiness symptoms, oriented to detection of psychological post-traumatic working ▪ Continuity between evaluation and treatment ▪ Capability of both to treat on internal minor's damages (trust, confidence, ability to self protect, etc) and to guarantee a wealthy relational context ▪ "science based" treatment methods, for specificity, efficacy and efficiency. 	<ul style="list-style-type: none"> ▪ Evaluation of the social and familiar condition of the minor 	<ul style="list-style-type: none"> ▪ Delivery of service evaluation of the social and familiar conditions targeted to minor at the beginning of care phase by a multiprofessional equipe (Yes / No)
		<ul style="list-style-type: none"> ▪ Individual therapeutic treatment 	<ul style="list-style-type: none"> ▪ Delivery of service: individual therapeutic" treatment for minors victim of violence (Yes / No)
		<ul style="list-style-type: none"> ▪ Familiar individual / familiar group therapeutic treatment 	<ul style="list-style-type: none"> ▪ Delivery of service: familiar individual / familiar group therapeutic treatment (Yes / No)
		<ul style="list-style-type: none"> ▪ Presence of an individual plan 	<ul style="list-style-type: none"> ▪ Presence of a documented individual plan for each user (Yes / No)
		<ul style="list-style-type: none"> ▪ Use of standardized intervention tools 	<ul style="list-style-type: none"> ▪ In some intervention phases standardized tools are used and validated at transnational level (Yes / No)
<ul style="list-style-type: none"> ✚ Keeping a high motivation to provide quality performances ✚ Restraining the start-up of post-traumatic reactions (arousal, intrusion, skipping out) which frequently occur when it is necessary to address situations characterized by complexity and emergencies. ✚ Backing difficult decisions with appropriate cognitive/emotional supports 	<p><u>Human resources</u></p> <ul style="list-style-type: none"> ▪ Promotion of exchange, supervision and control networks, even in remote mode, ▪ Training on issues related to violence against minors ▪ Co-ordination and supervision ▪ Personnel's qualification ▪ Psychological support for the operators 	<ul style="list-style-type: none"> ▪ Professional composition of staffs 	<ul style="list-style-type: none"> ▪ Existence of guidelines which define professional composition of staffs (Yes / No)
		<ul style="list-style-type: none"> ▪ Presence of a case manager 	<ul style="list-style-type: none"> ▪ A single case manager is identified and documented for each user (Yes / No)
		<ul style="list-style-type: none"> ▪ Involvement of a multi-professional team in the planning of the care 	<ul style="list-style-type: none"> ▪ Involvement of a multi-professional team in the planning of the care is regularly documented (Yes / No) ▪ Involvement of external expert and professional in the team? (Yes / No)

 <i>Preventing burn out</i>		<ul style="list-style-type: none"> ▪ Supervision of the staff 	<ul style="list-style-type: none"> ▪ Supervision of the staff is regularly documented (Yes / No)
		<ul style="list-style-type: none"> ▪ Volunteers involvement 	<ul style="list-style-type: none"> ▪ Presence of volunteers involved in provision of services(Yes / No)
		<ul style="list-style-type: none"> ▪ Percentage of volunteers 	<ul style="list-style-type: none"> ▪ N° total of volunteers divided by total of personnel involved