



Republika e Kosovës  
Republika Kosova – Republic of Kosovo  
Qeveria - Vlada - Government

*Ministria e Financave, Punës dhe Transfereve  
Ministarstvo za Financije, Rad i Transfere  
Ministry of Finance, Labor and Transfers*

# ▶ GUIDE FOR IMPLEMENTATION OF STANDARD OPERATING PROCEDURES FOR CHILDREN IN HAZARDOUS CHILD LABOUR

MAY, 2021  
PRISHTINA





**▶ GUIDE FOR IMPLEMENTATION  
OF STANDARD OPERATING  
PROCEDURES FOR CHILDREN  
IN HAZARDOUS CHILD LABOUR**



## ► ACKNOWLEDGMENT

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This document is part of the project “Measurement, awareness-raising and policy engagement to accelerate action against child labour and forced labour (MPA 16)” in support of the Sustainable Development Goals (SDGs) Target 8.7. Funding was provided by the US Department of Labour under the IL-30147-16-75-K-11 cooperation agreement. 100% of all project expenditures are funded by federal funds, amounting to \$22.4 million, of which \$162,000 is allocated to activities in Kosovo.

## ► DISCLAIMER:

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## ▶ LIST OF ABBREVIATIONS

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▶ AI	Administrative Instruction
▶ CLM	Child Labour Monitoring
▶ CM	Case Management
▶ CSW	Centre for Social Work
▶ DPSF	Department of Social Policy and Family
▶ HCL	Hazardous Child Labour
▶ ILO	International Labour Organization
▶ MAFRD	Ministry of Agriculture, Forestry and Rural Development
▶ MDHSW	Municipal Directorate of Health and Social Welfare
▶ MED	Municipal Education Directorate
▶ MESTI	Ministry of Education, Science, Technology and Innovation
▶ MH	Ministry of Health
▶ NIPHK	National Institute of Public Health of Kosovo
▶ NGO	Non-Governmental Organizations
▶ SOP	Standard Operating Procedures
▶ TRC	Team for the Rights of the Child

## ► FOREWORD

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In June 2020, the Law No. 06/L-084 on Child Protection entered into force in the Republic of Kosovo. This law, among others, aims to protect children from all forms of abuse, exploitation or other forms that endanger the life, safety, health, education, training and development of the child. Chapter four of this Law specifically addresses the protection of children from economic exploitation, prohibiting the employment of children in activities that harm the safety, health, morals and psychophysical development of the child, and mandates the Labour Inspectorate as the responsible unit for monitoring the employment of children to guarantee courtesy, safety and working conditions.

Having these in mind and based on the Law on Child Protection, there is an urgent need to monitor child labour, which is in accordance with Article 5 of the ILO Convention No. 182, to serve as a basis for formalizing standard operating procedures for:

- identifying, withdrawing, supporting and protecting children from the street;
- documenting child labour trends in specific sectors;
- assessing the effectiveness of existing interventions at the local level, including recommendations and guidelines for concrete actions and drafting concrete policies, strategies and action plans and referring cases to the State Prosecutor and the Court.

Consequently, Standard Operating Procedures (SOPs) have been developed to define and clarify the roles and procedures of institutions in the prevention, identification, data collection, referral, treatment, reporting of children involved in hazardous child labour; and they aim to strengthen inter-institutional and multidisciplinary cooperation to protect the rights of the child and to protect children from hazardous child labour (HCL).

The SOP document has been developed based on the Child Labour Monitoring Profile in Kosovo (2007) and after its entry into force repeals/ replaces it, referring to the new legal framework and procedures for case management of children victims of child labour<sup>1</sup>. Also, any changes to the basic references on which this document is based are reflected in this document.

SOPs aim to contribute to the inclusion of child labour issues in local government systems by institutionalizing the process of identification and withdrawal of children from the worst forms of child labour. In this sense, SOPs also serve as a mechanism for implementing the Law on Child Protection and the Administrative Instruction GRK No. 05/2013 for Prevention and Prohibition of Hazardous Child Labour in Kosovo.

According to the Law No. 06/L-084 on Child Protection, Article 20, each municipality, at the level of political decision-making, establishes the Team for the Rights of the Child (TRC), that is responsible, inter alia, for the development of programs, for the prevention of the involvement of children in possible negative phenomena and for reducing risk factors that may endanger children. TRCs are also responsible for the implementation of these SOPs in the respective municipalities.

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<sup>1</sup> Child Labour Monitoring (CLM) has been proven to be effective in addressing child labour, especially in addressing child labour in the informal sector, where the frequency of child labour in our country seems to be higher.



## ▶ SUMMARY

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This Guide was prepared by Blerta Perolli Shehu within the framework of the project “Measures, awareness and inclusion of policies in accelerating actions against child labour and forced labour (MAP 16)” in support of the Sustainable Development Goals (SDGs) Target 8.7, funded by the US Department of Labour.

The guide is based on the guideline prepared by MA Edona Berisha-Kida, in the framework of ILO IPEC support for upscaling and functionalisation of the child labour monitoring system in Kosovo during 2011.

The first part of the material provides definitions of basic concepts related to child labour.

**Chapter 1** describes the vision and main goals of the SOPs, as well as the principles supporting implementation of these SOPs.

**Chapter 2** provides guidance and recommendations for the implementation of SOPs at the municipal level and for operationalisation of the monitoring system for SOP implementation. The guidelines are addressed to the Team for the Rights of the Child at the municipal level.

This chapter also summarizes the case management steps and implementation of SOPs for institutions that have contact with children during their work.

The annexes provide additional information and tools on SOPs for the local structures, including:

- ▶ Annex 1: The template for reporting on child labour at the municipal level
- ▶ Annex 2: The template for Municipal Action Plan
- ▶ Annex 3: The template for annual reporting on child labour
- ▶ Annex 4: Child labour indicators

## ► DEFINITIONS

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**Child** - means any human being under the age of eighteen (18) years, except cases where maturity is reached earlier, in accordance with the legislation to which he/she is subject to. In the case when the age of the person is not fully determined; however, there are reasons implying that the person is a child, this person is considered a child and benefits from this law until his age is fully determined;

**Juvenile** - means a child between the ages of fourteen (14) and eighteen (18) years;

**Parent** - means the person/persons who have given birth or adopted a child, either together or only one of them, married or unmarried, or who have recognized the motherhood or fatherhood of a child born out of wedlock;

**Parental responsibility** - means the obligation of the parent to ensure the rights and duties aimed at ensuring the emotional, social and material well-being of the child by taking care and maintaining personal relations with the child and the obligation to provide the child with upbringing, education, legal representation and administration of the child's property;

**Child protection** - means preventing and responding to violence, ill-treatment, abuse, exploitation and neglect, abduction, sexual exploitation, trafficking and child labour inside and outside home;

**Children in need of protection** - is a person under the age of eighteen (18) years, regardless of the ability to act according to the legislation in force, who may be a victim of abuse, neglect, exploitation, discrimination, violence or a criminal activity, as well as the individual under the age of criminal responsibility, who is suspected of having committed or who is accused of having committed a criminal offense, as well as children in conflict with the law;

**Work allowed for children**- is the participation of the child in economic activities that are not harmful to the development and health of the child, especially if it does not prevent them from attending school and using their free time. Allowed work consists of work that is part of the vocational practice done under the relevant supervision, after all risks have been identified and eliminated;

**Prohibited work for children (child labour)** - is the work or activity which harms the safety, health, morals, psychophysical development of the child, as a result of lack of experience and the knowledge to perform work tasks;

**Hazardous Child Labour** - are jobs that may result in death, injury (often permanent) or illness (often permanent) of the child, as a result of not adapting the nature of work to the age and psychophysical development of the child and insufficient safety in the workplace;

**Child Labour Monitoring (MPF)**- is a process of identifying, evaluating, withdrawing and protecting children from hazardous forms of work; continuous documentation of trends and the extent of hazardous child labour; continuous evaluation of the effectiveness of existing policies and measures for the withdrawal of children from hazardous forms of work as well as recommending the necessary measures for continuous development / advancement of policies at different levels of governance based on factual data;

**Team**-means the Child Rights Team;

**Legal representative**- means the parent or guardian who, within the responsibilities given to him by the legislation in force or by the court, protects the interests of the child through the performance or not of legal actions, in the name or on behalf of the child;

**Violence against children** -means any intentional act or omission by which any form of physical or mental violence, injury or abuse, neglect or negligent treatment, ill-treatment or exploitation, including sexual abuse, is caused;

**Neglect of the child** - means inaction with or without intent by a person who is responsible for the upbringing, care or education of the child, as a result of which the life, physical and mental integrity and development of the child is endangered;

**Prevention** - means a series of joint measures of early educational, social and legal intervention in favour of the child and the family, which is threatened or endangered in its development, in order to restore the conditions for its development, to prevent acts of ill-treatment or to prevent their re-

currence by enabling the restoration of parental competencies-rehabilitation of parental competencies;

**Child protection** - means the activities undertaken to protect children who are suffering, or are likely to suffer from a serious danger, as well as any action that ensures that the child lives in a safe family or other environment where life and health are protected and its rights are guaranteed, where education, training and development are provided, protecting them from all forms of violence, exploitation, corporal punishment, ill-treatment, exploitation, neglect, abuse and exploitation, in any context, including, but not being limited to abduction, sexual exploitation, trafficking, child labour, and harmful traditional practices such as genital mutilation, child marriage, and abuse;

**Child protection services** - means any service providing social or psychosocial care, legal aid, legal representation, health care, educational and cultural assistance or, in exceptional circumstances, material assistance to a child in need;

**Multidisciplinary Case Management Roundtable**- means a multidisciplinary group, which includes professionals from relevant child protection institutions and other actors representing a variety of disciplines, who have responsibilities for child protection, acting and coordinating their efforts to deal with specific cases of abuse, child abuse and neglect based on the best interests of the child. The child and family can be participants in the roundtables;

**Case Manager** - means the responsible official appointed by the Custodian Body for the management of the child case, who, in cooperation with the relevant actors, assesses the needs of the child and drafts the care plan;

**Centre for Social Work (CSW)** - means a professional public institution, at municipal level, competent for the protection of children in need;

**Custodian Body** - is a municipal administrative body competent for social issues within the Centres for Social Work (CSW). Consists of a group of experts with professional experience in the specific field of responsibility with priority on the well-being and the best interest of the child. The custodian body participating in the procedure is authorized to make proposals for the protection of the rights and interests of the child, to present facts which are not included, to propose the administration of necessary evidence, to exercise legal remedies and to take other judicial actions;

**Institution** - means all public institutions, at central and local level, as well as other legal and natural persons in the Republic of Kosovo, which have the responsibility for child protection in this Law and the legislation in force;

**Child protection system**- means a certain formal and informal structure, with functions and capacities summarized and combined to prevent and respond to violence, abuse, neglect and exploitation of the child. In a general sense, a child protection system consists of the following components: human and financial resources, laws and policies, governance, monitoring and data collection, protection and response services, and case management. The system also includes various actors, such as: children, family, community, servants and central and local level officials, not excluding those at the international level. The functioning of the system depends on the interaction and relationships between components and actors within this system.

**Children with disabilities** - means children who have one or more disabilities, as a result of physical, sensory, intellectual and psychological/motor impairment, born or acquired during life as a result of accidents, temporary or permanent illnesses, which make the well-being in daily life difficult.

**The best interest of the child** - in all actions and decisions related to the child, taken by the parents or guardian, institutions, child protection services, child protection professionals, courts, administrative authorities or legislative bodies, the best interests of the child should be the predominant and highest consideration. This requires a thorough effort to ensure the physical, psychological, moral and spiritual integrity of the child and to promote human dignity, taking into account the individual characteristics and social status of the child. The interpretation of the best interests of the child must be in full compliance with the Convention on the Rights of the Child,

**Case management-** is the manner of organizing and performing work to address the individual needs of the child (and his family) in an appropriate, systematic and timely manner, through support and/or direct referrals (Global Protection Cluster, 2014);

**Case reference-** is the process of formally requesting services for a child or his family from another agency through a defined procedure;

The other terms used in this document have the same meaning as the definitions given in the Law on Child Protection.

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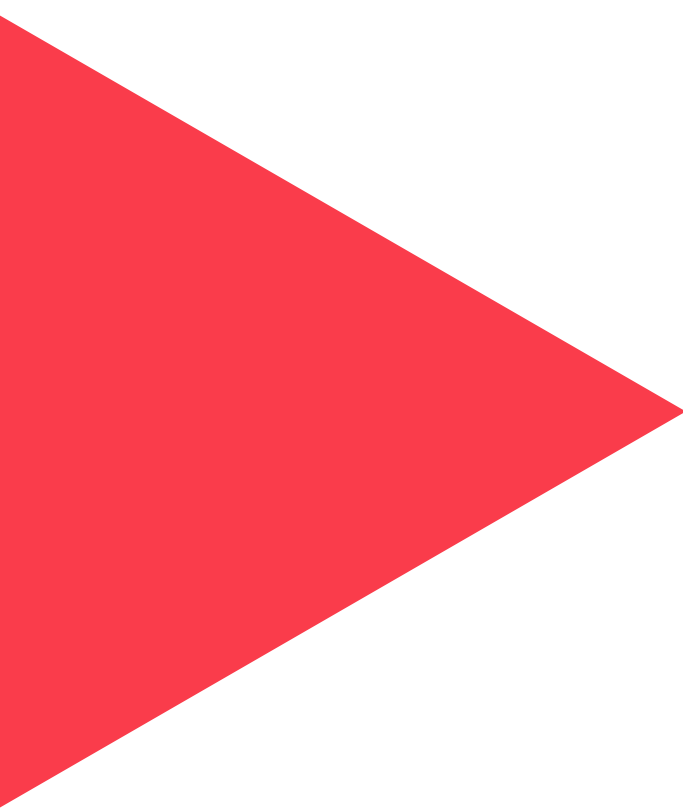
►► The best interest of the child - in all actions and decisions related to the child, taken by the parents or guardian, institutions, child protection services, child protection professionals, courts, administrative authorities or legislative bodies, the best interests of the child should be the predominant and highest consideration.



# 01

## DEFINITION OF CHILD LABUOR

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Not all work performed by children and adolescents should be classified as «child labour». It depends on the age of the child, the type of work, the working hours, the conditions under which the work is done and the risk to the child. Work that does not adversely affect the health and personal development of children, that does not interfere with their schooling and their social life, and that does not pose a risk to the child's psychophysical abilities, is considered to be positive engagement experience of children that contributes to their development and to the well-being of their families. It also enables them experience and development of abilities to be productive members of society during their adult lives.

Child labour is work which, due to its nature or the manner in which it takes place, harms, abuses and exploits the child and denies the child the right to education. The main aspects that can harm the child include: a) long working hours, b) physical, moral and psychological harassment caused to the child, c) inability to attend school and enjoy the right to recreation. Conversely, **permissible work** by children above the minimum age for the type of work concerned is looked at as participation in economic activities not harmful to the child's development and health, and particularly that do not prevent him/her to attend school and to play.

In accordance with ILO Convention No. 138 on the Minimum Age for Employment, the Law on Labour in Kosovo prohibits the employment of children under the age of 15, in order to enable them to attend compulsory education. The age of 18 is set for entry into hazardous labour.

## Light work

In accordance with the Convention no. 138 of the ILO, Minimum Age for Employment, light work is defined in the Labour Law in Kosovo as work that is not harmful to the health and development of the child, and that does not affect school attendance.

## Worst Forms of Child Labour

The ILO Convention on the Worst Forms of Child Labour (Convention 182) was adopted unanimously by all ILO delegates in 1999 and covers all children up to the age of 18. As the title suggests, this Convention deals with all forms of child labour that must be urgently eliminated for all children under the age of 18, regardless of the level of poverty or development of the country that has ratified the Convention.

Article 3 of this Convention defines worst forms of child labour, including:

- a. all forms of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labour, including forced or compulsory recruitment of children for use in armed conflict;
- b. the use, procuring or offering of a child for prostitution, for the production of pornography or for pornographic performances;
- c. the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs as defined in the relevant international treaties;
- d. work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children.

The fourth category (d) is referred to as hazardous child labour and it refers to the work which is likely to result in children being killed, injured (often permanently) or made ill (often permanently) by nature of work or as a consequence of poor workplace, safety and health standards and working conditions and arrangements. In some cases, hazardous work can be turned into non-hazardous work by improving working conditions and increasing protection measures.

## Hazardous child labour

Since economies, industries and production processes vary from country to country, Article 4 of the ILO Convention No. 182 requires each country to prepare a list of hazardous child labour.

Administrative Instruction No. 05/2013 on the Prevention and prohibition of hazardous child labour in Kosovo that entered into force in July 2013 lists the hazardous sectors and hazardous activities that must be urgently prohibited in the Republic of Kosovo.

Hazardous generic activities include:

- ▶ Night work (between 20:00 am and 6:00)
- ▶ Lifting up and carrying of weight over 15 kg intermittent work (male) -10 kg intermittent work (female)
- ▶ Lifting up and carrying of weight over 10 kg continuous work (M) and over 5 kg continuous work (female)
- ▶ Work that requires specific balance
- ▶ Work underground, under the water and in confined spaces
- ▶ Work at heights of above 2 m
- ▶ Work that may cause injuries of his/her health because of exposure to extremely high or low temperatures or against noises or trembling
- ▶ Exposure to biological, chemical and toxic substances, and exposure to radioactivity

Hazardous sectors and specific activities for immediate prohibition include as follows:

### 1. Agriculture and forestry

- ▶ Irrigation work
- ▶ Operation of agricultural machinery
- ▶ Work with pesticides and spraying
- ▶ Harvesting
- ▶ Heavy physical work in the fields and digging holes for afforestation or planting trees
- ▶ Opening of wells, canals
- ▶ Cutting wood and wood processing
- ▶ Work in slaughterhouse and meat processing industry
- ▶ Hunting/fishing
- ▶ Gathering mountain fruits and harvesting trees
- ▶ Work in greenhouses
- ▶ Beekeeping work.

### 2. Street work

- ▶ Carrying heavy weights,
- ▶ Cleaning the windshields of vehicles in traffic,
- ▶ Begging,
- ▶ Sale of food items, tobacco, etc.

### 3. Construction work

- ▶ Soil excavation
- ▶ Transportation of heavy loads
- ▶ Sand and cement sifting
- ▶ Scaffolding
- ▶ Metal processing

### 4. Work in landfills

- ▶ Searching and collecting waste in landfills or containers
- ▶ Transportation of collected material over long distances.

### 5. Work in the exploitation of natural resources

- ▶ Surface excavations of coal, sand and stones
- ▶ Exploitation of coal, sand and stones.



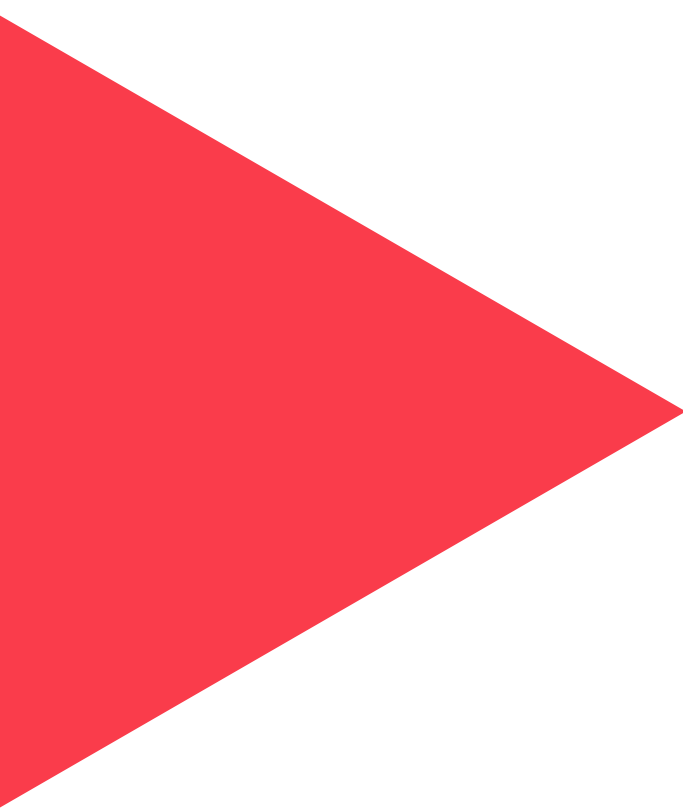




# 02

## STANDARD OPERATING PROCEDURES FOR CHILDREN IN HAZARDOUS CHILD LABOUR

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## ► GENERAL PRINCIPLES OF STANDARD OPERATING PROCEDURES

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**The Approach of Standard Operating Procedures** is based on human rights and is a sensitive approach to protecting children, aiming at their highest interest. SOPs specifically take into account the special obligation that the state has regarding children, more specifically the protection of children's rights, in accordance with the Law No. 06/L-084 on Child Protection based on his/her highest interest.

**Survival and development**- the right of the child to physical, mental, emotional, educational, health, social development and the well-being of the child, must be protected to the maximum extent possible from any person, institution or body.

**Non-discrimination** - protection of the child regardless of the family status, ethnic origin and other social or individual characteristics of the child (race, colour, sex, language, religion, nationality, mental and physical characteristics or other specifics of the child and his/her family).

**The best interest of the child** - guarantees that the best interests of the child take precedence over the interests of the parent, or guardian, institution or community, in situations where these interests differ from the interests of the child.

**Children's participation** - is provided by enabling children to receive appropriate information and to express their wishes, views and opinions on all issues that concern them and at all stages of the protection process in a way that suits their age and understanding of the situation.

**Protecting the right to privacy** - the child is guaranteed the right to privacy, respect for private and family life, the protection of personal data and must be protected from malicious, arbitrary, and unlawful interference that affects the morals and dignity of the child.

**Protection from further damage** - actions and interventions intended to support children (and their families or legal guardians) should not expose them to further harm. Care must be taken to ensure that no action infringes the rights and dignity of children, no harm is inflicted on children or their families as a result of the conduct of officials, of decisions taken or actions taken. Care should also be taken to ensure that no harm is caused to children or families as a result of collecting, storing or sharing information.

**Participation of organizations** providing service to children and civil society organizations is essential to achieving the goals of the SOPs, i.e., protection, prevention and assistance to children in hard labour. All state and non-state actors, including civil society, participate in the design and implementation of child labour monitoring activities. Civil society organizations play a key role, and as such, their opinions and views are well reflected in the design and implementation of these Standard Operating Procedures.

## ▶ VISION AND GOALS OF STANDARD OPERATING PROCEDURES

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Standard Operating Procedures in Kosovo aim to contribute to the inclusion of child labour issues into governance systems by institutionalizing the process of identification and withdrawal of children from hazardous child labour.

Consequently, the vision of the Standard Operating Procedures (SOPs) is that through the implementation of this document, the institutions of the Republic of Kosovo should ensure better protection of children and adolescents, and these procedures should improve the state response to cases of child labour through protecting victims from secondary victimization and through encouraging, securing and empowering them to protect themselves from harmful and abusive work as well as to be reintegrated into a healthy society.

The purpose of the SOPs is to create a proactive, responsive, and coordinated system of Kosovo institutions, which must respond promptly and continuously to child labour cases in order to prevent, refer, deliver quality assistance, provide integrated services and protect the child. The document aims to clarify the role and responsibilities of competent institutions in child protection through identification, referral, protection and rehabilitation as well as reintegration. With active and reactive legal measures, the child / adolescent is protected and the abuser is punished.

SOPs specifically aim at:

- ▶ Identification, referral, withdrawal, support and protection of children from hazardous child labour,
- ▶ Continuous documentation of trends and scope of child labour by geographical locations and sectors, and
- ▶ Ongoing evaluation of the effectiveness of existing measures at the central and local levels, including recommendations and guidelines for concrete actions and continuous policy development/advancement at different levels of government.
- ▶ Realization of the goals of SOPs is achieved through the following:
  - ▶ Fulfilling the obligations of the actors responsible for child labour monitoring
  - ▶ Undertaking legal measures in the implementation of identification, referral, protection, rehabilitation and reintegration procedures
  - ▶ Coordination of activities between institutional actors for responding to child labour cases through the provision of integrated services
  - ▶ Implementation of the necessary treatment measures by the respective institutions as well as rehabilitation and reintegration measures for children

Monitoring, reporting, evaluating and implementing protection measures by responsible actors.

## Monitoring Implementation of Standard Operating Procedures For Children In Hazardous Child Labour

SOPs serve and act at both, the central and municipal levels. At the municipal level, the entire process involves managing the cases of children involved in child labour and monitoring the situation of child labour on an ongoing basis, including monitoring of workplaces, schools/services and the community. The process aims to ensure that girls and boys are not involved in hazardous child labour but are in schools. The SOPs:

- ▶ are applicable to all categories of HCL defined by the relevant Ministry in the list of HCL
- ▶ operate locally, cover workplaces / schools / families and include referral system to services
- ▶ rely on the authority of local and central government
- ▶ relate to national policies and actions on child protection (cp)
- ▶ build on existing information management systems

monitoring the implementation of SOPs at the local level is carried out by the relevant Directorates of Social Welfare (MDSW). MDSW will coordinate the process at the local level. At the central level, the implementation of SOPs will be managed by the Department of Social and Family Policy.

The Teams for the Rights of the Child to be established in all municipalities, pursuant to the Law on Child Protection, among others, have the following responsibilities:

- ▶ Defining the priorities of the municipality and the necessary measures to be taken to improve the current situation in respect of the rights and protection of the child and to coordinate the necessary activities for their implementation;
- ▶ Developing programs to prevent the involvement of children in child labour and reduce the risk factors that may endanger children;
- ▶ Providing recommendations for necessary actions needed to ensure the protection of children in accordance with the legislation in force.

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Monitoring the implementation of SOPs at the local level is carried out by the relevant Directorates of Social Welfare (MDSW).

The following conceptual map of child labour monitoring in Kosovo indicates the links between central and local levels of government in terms of their roles in the implementation of SOPs, the various related actors, their function and describes the results of targeted interventions.

CENTRAL LEVEL AUTHORITIES				
Development of education Safety at work Vocational education and training	Relevant mechanisms for prevention and prohibition of HCL Laws and policies Implementation of legal and policy framework Commitments and international cooperation	Industrial relations Appropriate employment of youth Development of small businesses Social protection		
DEPARTMENT OF SOCIAL AND FAMILY POLICY				
Action plan against child labour - with preventive and protective measures Monitoring the child labour situation and coordinating actions against it Designing and delivering a training module on a regular basis for the staff of relevant institutions dealing with the prevention and prohibition of hazardous child labour. Supporting municipal structures in terms of monitoring and implementation of SOPs for children in labour Monitoring and coordinating the implementation of SOPs at the municipal level Ensuring that information collected from the municipal level is forwarded to the central level and vice versa				
MUNICIPALITIES / TEAM FOR THE RIGHTS OF THE CHILD / CSW				
Defining municipal priorities and the necessary measures to improve the situation Developing programs to prevent child labour and to reduce risk factors that may put children at risk; Monitoring the implementation of relevant policies and measures for the implementation of SOPs Identification, referral, withdrawal from work, child protection, rehabilitation and reintegration, working with the family				
MONITORING WORKPLACES		MONITORING OF SCHOOLS / SERVICES		COMMUNITY MONITORING
Labour, agriculture, forestry inspectors Municipal inspectors Employers and workers Social workers NGOs, Occupational health and safety experts, Health experts, Police, Schools, Family members, NGOs		Social workers, Education Inspectors, Teachers, Municipal Officers for the Rights of the Child, Municipal Education Directorates, Probation Officers, Victim Advocates, Parent-Teacher Associations, Service Providers, Child/Youth Groups, Families		Social workers, municipal community service, community police unit, municipal groups, women's groups, children/youth groups, youth centres
SERVICES PROVIDED				
Regular inspection of factories, small and medium enterprises, farms, waste collection points, markets, roads, houses, construction sites	Inspection for compliance with basic labour standards	Rehabilitation Psycho-social services Probation services Access to education and/or appropriate alternatives for social and economic reintegration	Awareness raising and action to address child labour	
TARGETED RESULTS				
Identification of children in hazardous labour	Children aged 15 to 18 have better working conditions. Withdrawal of children under the age of 15	Quality basic education for all children	Children have better alternatives for the future	Communities are committed and engaged in the fight against child labour

## ▶ FUNCTIONALIZATION AT THE LOCAL LEVEL

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Teams for the Rights of the Child are municipal structures mandated to implement policies and program priorities to protect children from hazardous child labour, through the implementation of the Law on Child Protection and the implementation of SOPs <sup>2</sup>.

The scope and functioning of SOPs at the municipal level is described through five concrete steps below

### Step 1: Establishing the leading institution to monitor the implementation of SOPs at the municipal level

The Team for the Rights of the Child will be a structure established within the local government structures to lead, supervise and coordinate the implementation of the SOPs in the respective municipality.

TRC should be composed of the Mayor and Deputy Mayor as well as members from the relevant Directorates of education, health, social welfare, culture, budget and finance. Also, in the capacity of observer members, TRC shall consist of a representative of children, parents, the Ombudsperson, CMR, as well as local and international child protection organizations.

The Chairperson and Deputy Chairperson of the Team have the task of managing and coordinating the activities of this inter-institutional body. However, each member involved in the team plays the role of coordinator for the subordinate institutions he or she represents in the TRC. The functions of all management structures should include periodic review and evaluation of the operational status as well as the quality of the monitoring efforts. Monitoring the implementation of SOPs serves several purposes as indicated below:

- ▶ Holds each of the institutions responsible for fulfilling legal obligations;
- ▶ Enables the identification of gaps in the SOP, current legislation and practices;
- ▶ Information collected through monitoring and evaluation help improve the SOPs, strategies for monitoring child labour and the drafting of legislation in the future;
- ▶ Assists in assessing the need for awareness of the prevention, reporting and combating of child labour and the provision of integrated services.

Daily monitoring and assessment of SOP implementation should also be carried out within each institution. Each institution responsible for the implementation of SOPs is also obliged to monitor and evaluate their implementation - according to the hierarchy chain (e.g., the Police monitors its structures in the implementation of SOPs within its departments and units, and during the regular reporting of different units, the implementation of SOPs is also assessed).

The functions of the TRC as a managing and coordinating body of SOPs at the municipal level are as follows:

- ▶ overseeing and leading the monitoring process (through monitoring, coordination of the referral system as well as service delivery, and actively using the information generated from the monitoring process to set intervention priorities);
- ▶ providing guidance and assistance to partners involved in child labour monitoring and implementation of SOPs;
- ▶ ensuring that adequate resources (material and human) are made available to monitor the implementation of SOPs as well as child labour;
- ▶ periodic review and evaluation of the quality of monitoring and planning of corrective measures; and
- ▶ continuous review and follow-up of MCL summary reports in order to plan annual measures to address child labour in the respective municipality and in order to provide recommendations for the development of social policies at the municipal and state level.

<sup>2</sup> SOPs, their implementation, various parts of the process and operational instructions on how to act at certain stages will be elaborated in detail in the framework of training with municipal child protection officers during June 2021.

The team drafts and approves the action plan (See Annex 2) for the performance of duties and responsibilities based on the mandate and responsibilities of the Team provided by the Law on Child Protection, and the Law on Local Self-Government. This Plan should be drafted in accordance with the Municipal Development Plan and should reflect the long-term interests of children.

In the process of implementing SOPs, it is essential to determine the manner in which the team works, the manner of communication and the roles and responsibilities of each member department/institution.

### Step 2: Development of the case management process

The case management process of children victims of child labour is detailed in the SOPs and aims at identification of children at work, referral and support with a view of:

- ▶ risk assessment and physical withdrawal of the child from the workplace if there is immediate risk to the child (conditions such as: exposure to hazardous chemicals, use for prostitution, etc.);
- ▶ providing alternative services to children that are withdrawn from child labour such as schooling and/or vocational training, and other supportive measures to address the causes that forced/pushed the child to work; and
- ▶ follow-up to make sure the child has not returned to work later, in any other sector of child labour.

The most important aspect for TRC in this context is definition of the procedure through which the referral system is activated and the establishment of the coordination system. It is important that the TRC establishes a protocol that includes the criteria and procedures to be followed for aligning and coordinating activities between all liaison institutions in the child case management process. In the framework of this step, TRC should develop a system of identification and referral of children involved in child labour and withdrawal criteria that enable working children to receive appropriate help (assistance) through the network of service providers.

The document of SOPs details the steps in identifying and referring cases, as well as the responsibilities of liaison institutions in this regard.

### Step 3: Development of tools/instruments necessary for the identification and monitoring of children at work, planning of necessary measures and regular reporting on the situation, achievements and challenges in addressing child labour

Activities in this step include developing and testing monitoring tools, collecting information on child labour, documenting the same, and planning intervention at the municipal level based on that data.

There are at least three basic sets of data that need to be collected:

- a. information regarding the child and the work where he/she is involved,
- b. information on existing needs and services at municipal level and
- c. family information.

To record this data, the Department of Social and Family Policy - MFLT has prepared a special form that is attached in Annex 1. Although there are other modalities when for each data set a specific form should be developed.

Data collection at the local level, or the need for additional data is determined by the TRC. The information collected regarding the child can be organized (systematized) according to his/her specific status. All actors must agree on what information should be collected, how this information will be used and who will have access to this information.

For the development of a concrete strategy for the implementation of SOPs at the local level, it is suggested that TRCs, based on the situation of child labour in the respective municipality, should prepare municipal action plans for a period of one year (see Annex 2). Action Plans will assist in prioritising interventions in order to address the needs of children, sharing responsibilities in carrying out the activities envisaged in the action plan and easier management of the process in general.

#### Step 4: Development of a model for monitoring the implementation of Standard Operating Procedures

Child Labour Monitoring and monitoring the implementation of SOPs is an ongoing process and relevant institutions possess specific data on children. These institutions collect and provide data on the nature of work in the formal and informal sector, related risks, specific needs and services that are available as well as the services that are not available, the success or failure of an intervention procedure, etc., and thus provide opportunities for policy design and intervention approaches at both the municipal and central levels. Conclusions and suggestions for further interventions can be reached through specific analysis from the CLM.

It is important that child labour monitoring partners have a good basic knowledge of working conditions and the assessment of occupational health and safety risks.

Child Labour Monitoring and the implementation of SOPs should be tested and analysed at three levels:

- Workplace and community monitoring
- Referral and follow-up actions
- Transfer of monitoring information at local and national level

Verification of referral and follow-up actions is of particular importance, it should be analysed and assessed at all times, and should be reflected in progress reports of the action plan.

After receiving information on the functioning of the SOPs from various institutions at the local level, the TRC should record this data and assess whether they have fulfilled the activities foreseen in the action plan. Based on these reflections, and in particular on the consolidated data received from the CSW, the TRC should prepare a progress report on the child labour situation at the local level and the functioning of the referral system including the number of services provided within the referral system. Based on the analysis of the situation from the field, TRC assesses what the next actions should be and thus prepares a new action plan for the next period.

The Action Plan is addressed to the Municipal Assembly for approval. Once approved, the same is implemented by institutions operating at the local level that report to the TRC chairperson on

the progress and possible challenges during implementation. The chairperson consolidates the data and presents them to the TRC whereby recommendations are provided and a municipal action plan for the following year is prepared. As with any other data collection and documentation process, it is important to continuously measure the impact of the system and improve its operation as well as keep it simple, efficient (in terms of costs) and sustainable.

#### Step 5: Development of a good inter-systemic communication

For the purpose of maintaining links between local level actions and national level political efforts, it is important to report information on a regular basis. The ongoing identification of child labour and immediate action distinguish the monitoring of the implementation of SOPs from many other data collection tools and this brings the gathered information closer to decision-making.

The data can be used for prevention and advocacy, and to increase cooperation and coordination between service providers. It is important to properly document innovative approaches to how information on child labour is used in practice for local actions against child labour and how it is shared between partner agencies.

Therefore, TRC, once a year, reports on implementation of the action plan and attaches the consolidated data on child labour for its municipality (see Annex 3) to this report. TRC then, based on the one-year overview of the intervention, plans and suggests interventions for the next period through a draft proposal for which it initially seeks support from the Municipal Assembly. The level of support is also reported in the highest levels of Government.



## Case Management Implementation Steps And Sop Measures

### STEP 1: Prevention

Prevention is the first measure in SOP. It includes activities related to the following:

1. Monitoring the situation of child labour in order to identify shortcomings in the child protection system and to plan measures to address them. This includes the following actions:

- ▶ Annual country-level assessment of the general situation of child protection measures for child labourers
- ▶ Annual meetings focusing on local analysis of causes based on data obtained from concrete cases of child labour
- ▶ Municipal level annual assessment of the general situation of child protection measures for child labourers
- ▶ Periodic meetings at the municipal level for the analysis of causes based on data obtained from concrete cases of child labour in the respective municipality.

2. Information and awareness raising of the general population and specific groups of the population regarding the negative consequences of child labour and the legal consequences of economic exploitation of children. This includes the following actions:

- ▶ Informing and raising the awareness of children and schools during the systematic visits of doctors to schools
- ▶ Meetings with parents in schools and communities to provide information about child labour, by teachers and schools
- ▶ Informing and raising the awareness of families during family visits and meetings on social assistance schemes and social services, by CSWs
- ▶ Raising the awareness of employers on the consequences of engaging children in hazardous work, by the Labour Inspectorate and Employers' Organizations
- ▶ Raising the awareness of farmers on HCL in agriculture, the negative effect on the health and development of children and measures to prevent/withdraw children from this en-

agement, by the Advisory Services of the Municipal Directorates of Agriculture and the central mechanisms of MAFRD

- ▶ Raising the awareness of families about the risks and consequences of engaging children in hazardous agricultural activities, by schools
- ▶ Annual awareness campaign for the general population, by all institutions in accordance with their mandate.

### Other preventive measures include:

- ▶ Establishment of inter-institutional cooperation for coordination of work, exchange of relevant information;
- ▶ Informing and raising the awareness of children involved in HCL, their families and the general public about the harmful effects of HCL;
- ▶ Close cooperation with local and international governmental and non-governmental institutions that develop programs in the prevention and elimination of HCL;
- ▶ Ongoing trainings in the regions with all institutions responsible for the prevention of child labour in accordance with their legal mandate;
- ▶ Intervention in school curricula regarding raising the awareness of children about their rights and risks from various work activities and the obligation of the parent or guardian and the state to ensure the welfare and well-being, education and schooling of the child, as well as maintaining and fulfilling all conditions for a normal life;
- ▶ Raising the awareness of the population about the legal and civilian obligation to report cases of hazardous child labour;
- ▶ Raising the awareness of schools, health institutions, inspectorates, as well as other institutions that have contact with children to refer cases when they are aware that a child has been abused in any of the forms, including severe forms of child labour, as well raising their awareness that failure to report such criminal offenses, while performing their official duties, to the competent investigative bodies constitutes a criminal offense on their part;
- ▶ Organizing awareness raising campaigns on hazardous child labour in agriculture, including forestry, as well as advice on

child protection, through: (a) individual and group meetings with children, parents, teachers, farmers, employers/operators; (b) media, information materials, live informational and advisory meetings;

- Participation in various media programs (TV or radio) aimed at raising public awareness about the negative effects of child labour.

## STEP 2: Identification and referral

The Identification phase represents the second phase of the SOPs and the phase in which the targeted intervention begins. It includes the set of actions taken by public and non-public officials, local and central institutions responsible for child protection, which determine that a minor is a potential victim of child labour. This measure includes contact with the child and potentially the child's family, rapid assessment of the child's situation, collection of information about the child and the family situation, collection of information about the suspected employer, informing the child (and potentially the family) in a careful manner regarding the rights and available assistance, the state's obligations to protect them, and information on childcare alternatives.

The identification of the child who is assumed to be the victim of child labour, may happen as a result of a single event (a witness reports the case) or it may be identification after following the child in several possible cases. Therefore, the information available in the case of identification and referral may be incomplete or more detailed.

The body responsible for the initial referral is the institution acting as the initial referral and support point (school, family medicine, police, NGOs, etc.) and should respond to the identified case. Under the Law on Child Protection, any person who observes or has information regarding a situation or an action to which the child may be subjected, or who has been subjected to any form of physical or mental violence, abandonment, abuse, neglect and exploitation, is obliged to report the case, in writing or orally to the police or to the relevant Centre for Social Work (Article 26, Law on Child Protection).

**Referral** foresees the official reporting of a concern for a child at risk of harm by a person, professional, institution or organization within the community. Referral of the child can be carried out directly at the CSW, by phone or other means of communication.

According to the Framework on Minimum Standards for Child Labour Services, each mandated partner will submit the identified case to the CSW within a maximum of 24 hours from the time of identification of such case.

For each case referred, these structures must complete the relevant form from the Case Management Guideline, which is found as an annex to the SOP. The completed form is sent to the CSW and the case data are entered in the database.

The basic information needed to refer the case contains information on how to reach the child, essential information about why the child is being referred, the risks to which the child is exposed, details of the social worker who received the notice and the date when referral has been made. Any document submitted on the occasion of the referral must be recorded.

Once the case has been referred, if the institutional officials, based on the information gathered, assess that the child is a potential victim of trafficking or a current victim of trafficking, then procedures in accordance with the SOPs for victims of trafficking shall be continued.

Once a child engaged in child labour is identified, or if there are reasonable grounds to believe that the person is a victim of child labour, the CSW should appoint a case manager to accompany the child throughout the process until a lasting solution in the best interests of the child is found and implemented.

The SOP details the responsibilities of all institutions in case of identification and referral of a case of children at work.

Sharing information with others is an essential component of referral. The first point of notification should be to provide information to others (relevant actors - police, prosecution, inspectorate, etc.) and to address immediately the urgent needs of the alleged victims.

The identifying institution should not question or interrogate the child until the CSW has been notified and the victim has not been fully informed about his/her rights, options, ongoing processes, his/her opportunities to ask questions, express concerns and make requests.

### Step 3: Case assessment (initial and comprehensive)

**Initial assessment** aims to identify immediate risk and determine priority rescue actions. The data to be collected for this purpose include: general information about the child, information on the nature of the work (sector and risks to which the child is exposed) and categorization of the level of risk. The initial assessment process will be completed by CM within 2 hours.

During the assessment, in addition to confirming the suspicions, the aim is to find out if there is any immediate risk to the health and safety of the child, which, among others, assesses the risks to the child from the environment, means, tools or duration of work. Risk consideration is a two-way discussion between the CM and the alleged victim as well as the other parties involved. If the immediate risk is determined or the suspicions for the engagement of the child in HCL are confirmed, a decision is made to withdraw the child from work and refer him/her for services. Withdrawal means the removal of a child identified as a child at risk, through the provision of services that match his/her needs and those of his/her family.

In addition to the case manager, it may be necessary to involve other social service representatives. If the assessment indicates that the risk level is moderate or low, which means that there is no immediate risk to the child's life or safety, then the CM will proceed with the assessment. If the level of risk is high then immediate action is needed to protect the child from danger.

Upon completion of the assessment, based on the observation of and conversation with the child and/or the accompanying adults, the social services officials judge the form and manner of immediate assistance to the child. The form and manner of immediate assistance is determined depending on the general health and emotional state as well as the safety of the child accompanied by the level of risk.

Comprehensive assessment is an in-depth assessment that aims to give CM a comprehensive understanding of the child's situation, generate information to guide the development of the service plan and identify aspects that can be used to inform CM decisions regarding the nature of

other service providers that may intervene in the child's situation to address specific concerns. The assessment should cover the physical, psychological, emotional, and social needs, including understanding the cultural characteristics of the environment, as well as mapping the services available in the community where the child lives.

The needs assessment should be carried out in close consultation with the child and his family. Consequently, the first and most important step is to engage and build a relationship with the child, build trust and making the situation as appropriate and as safe as possible. As part of the overall assessment, the CM should create a file of all relevant data, information and conclusions for the case profile based on that information.

The contents of the file of the child shall be kept a top secret and only made available to professionals working on the case.

- ▶ Risk to the child in the short, medium and long term;
- ▶ The comprehensive needs of the child in relation to their age and development;
- ▶ Strengths, capacities and family resources (as appropriate, including the extended family).

The ultimate goal of this assessment is to obtain a complete picture of the child's needs and abilities, and develop an individual service plan, an individual protection and care plan for the child and potentially for the family.

The manner of conducting an assessment and the responsibilities of the stakeholders in this regard are elaborated in a detailed manner in the SOP.

The Identification phase represents the second phase of the SOPs and the phase in which the targeted intervention begins. It includes the set of actions taken by public and non-public officials, local and central institutions responsible for child protection, which determine that a minor is a potential victim of child labour. This measure includes contact with the child and potentially the

child's family, rapid assessment of the child's situation, collection of information about the child and the family situation, collection of information about the suspected employer, informing the child (and potentially the family) in a careful manner regarding the rights and available assistance, the state's obligations to protect them, and information on childcare alternatives.

#### Step 4: Planning of individual services

The planning of individual services is a clear and detailed description of further steps proposed for child and family care. This plan is, in general, an intermediate work plan.

Regardless of whether the child is immediately put under protection and placed in a care institution or is accompanied by family and followed by the Case Manager, in each case there is an individual service plan for the child, outlining the intervention plan.

The drafting of the Individual Plan should take into account the factors and the level of risk of the child, the urgent needs as well as the contextual factors that enable the rehabilitation and full integration of the child in the family and community. In terms of its drafting, the case manager should take into account the wishes and views of the child, in accordance with his/her age maturity, as well as the opinions of parents, guardians or extended family in cases where the child does not have legal parents/guardians.

The process of drawing up the plan is guided by the principle of the best interests of the child. This process and the responsibilities of each institution in this process are detailed in the SOP.

Developing a service plan requires the involvement of other key stakeholders who can provide the necessary support and intervention. An important role of the CM at this stage is to identify appropriate services and support measures. While the current number and variety of social services, both public and private, are still limited, an important role of the CM is to advocate or seek help on behalf of the child and increase the network of service providers. This will include contacting

available and potential service providers and describing the child's needs. A number of different referrals can be made for the child according to the different needs identified.

All connections that enable the family to receive various services should be documented and put in the child's file so that the case can be monitored and followed up.

#### Step 5: Child protection end rehabilitation

**Child Protection** means the elimination, control, management and identification of various risks to which the child who has reached the minimum age for employment has been exposed and for the provision of protection measures. In terms of protection, it is important to a/identify the risks and assess the risk posed by those risks, b/to ensure that risk control/management measures have been taken by employers/parents and c/to ensure continuous follow-up.

Based on the fact that many children continue to remain in the workplace and until an agreement is reached on their withdrawal plan or because the children have reached the minimum working age (which in Kosovo is 15 years old), protection can also be offered as a temporary measure for hazardous work.

The process of Child Rehabilitation and Reintegration is supported by professional service providers responsible for the safety of the child, for the examination and treatment of medical problems; examination and treatment of psychological needs; providing legal support; examining the risk of social bias and facilitating social inclusion; strengthening the beneficiary/the stability of the beneficiary; reintegration into the education sys-

tem and cooperation between service providers in terms of planning and preparing further steps that the child will take.

Rehabilitation care includes:

- ▶ continuous treatment of health needs;
- ▶ psychological/social support
- ▶ increasing the beneficiary's sense of independence and decision-making (empowering the beneficiary);
- ▶ gaining professional knowledge and skills for a decent job that is not categorized as dangerous and is not prohibited in the case of persons under 18 years of age;
- ▶ preparation for integration or social reintegration;
- ▶ continuous review of the safety situation;
- ▶ psychological screening/progress report;
- ▶ legal support;
- ▶ financial support;
- ▶ vocational education/training opportunities, including gaining life skills;
- ▶ providing accelerated learning for children who have missed regular school, and
- ▶ diagnosis or health treatment for problems untreated hitherto.

This process and the responsibilities of each institution in this process are detailed in the SOP.

### **Step 6: Implementation of service plan, review and monitoring**

Intervention to withdraw a child from child labour, in its narrow sense, means implementing the service plan and continuously assessing the activities carried out by all partners, including their impact on addressing the needs of the child.

All institutions that provide various services and that are in one form or another involved in the case, are obliged to cooperate with the CSW in the implementation of the plan and follow-up of the case.

The implementation of the service plan is the process of executing the measures/activities that will lead to the fulfilment of the objectives set out in the service plan. The case manager (CSW) should follow up on the services he/she has received and which are provided to the child in order to be aware of the child's situation. To this end, he/she should periodically communicate with service providers, the child as well as his/her family.

Case review and monitoring is an ongoing process aiming to ensure that quality services are provided in a timely manner, thus, enabling the child to move forward with the plan. It focuses on whether the plan is being implemented and whether services are being provided, and identifies issues related to the cooperation with the child/family, case management coordination and the service delivery system. To monitor the circumstances of the child or the changes occurring as a result of case management interventions, in addition to closely monitoring the services provided, the CM must be in constant contact with the child and the child's family.

The case manager must also verify the quality of the services provided to the child and the control of the information provided by the service providers in order to be reliable and accurate. Monitoring the quality of services provided to the child can be carried out through direct observation visits, direct meetings with relevant staff, telephone calls, e-mail and/or other means of communication until the case is closed.

### **Step 7: Documentation**

The CSW should continuously record the data in the database and report regarding the implementation of the service plan. To this end, all partners involved should keep track of the various actions taken by them (e.g., schools, health centers, labor inspectors, police, service providers will keep track of the services provided, etc.)

### **Step 8: Case closure**

Case closure refers to the point at which case management ends. Case closure should be well planned within the service plan, while the child and his family should know in advance that at an appropriate time the services will be completed. The focus of this step is not simply on closing the case, but the process should ensure that the child is able to maintain the achievements made and the likelihood of the problem recurring is reduced. Therefore, the case is not "closed" when the intervention ends, but only after a monitoring period, which is sufficient to see if the changes achieved are sustainable and long-term. At the same time, CM should avoid citing the dependence of the child and his family on social services.

### Step 8: Case Tracking

The Case Manager (CSW) should track on the services he/she has received and which are being provided to the child to be aware of the child's whereabouts.

Tracking also requires that:

- ▶ Police monitors children withdrawn from street work,
- ▶ Inspectors keep records of children withdrawn from the formal sector
- ▶ Other partners who are able to follow up on certain cases of withdrawn children and notify the case manager on a regular basis.

The Case Manager should develop periodic communications with service providers, the child and his/her family.

### Step 9: Evidence (management) and data analysis

All evidenced data on identified cases of children at work and services provided to them should be consolidated and as such used for action and for planning of social policies at local and central level.

The CSW will consolidate this data including a) the total number of children referred to the CSW during the reporting period, b) a summary of the needs of the children involved in the HCL, c) services provided, d) lack of services and/or barriers to accessing services, based on specific cases. This data analysis will be forwarded to TRC and MDHSW on a semi-annual basis.

### Step 10: Use of the data to strengthen implementation/improve laws and policies

TRC will convene regular meetings to a) review the consolidated data, b) the process of identifying children at work and workplaces, c) progress in implementing the municipal action plan for the protection of children from child labour and c) opportunities and recommendations for improving policies related to the elimination of CL.

Information on violations of child labour should be made available to law enforcement and the legal system.

On an annual basis TRCs prepare a municipal report on the child labour situation including:

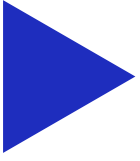
- ▶ number of children at work, including segregation by sectors and geographical regions
- ▶ profile of children, including the needs of children at work and their families
- ▶ existing services provided for the withdrawal and protection of children from work,
- ▶ lack of services or barriers to access.

Based on the situation analysis, TRC prepares a municipal action plan against child labour

DSPF consolidates data from all municipalities and presents the annual report to key stakeholders, donors and other key partners.

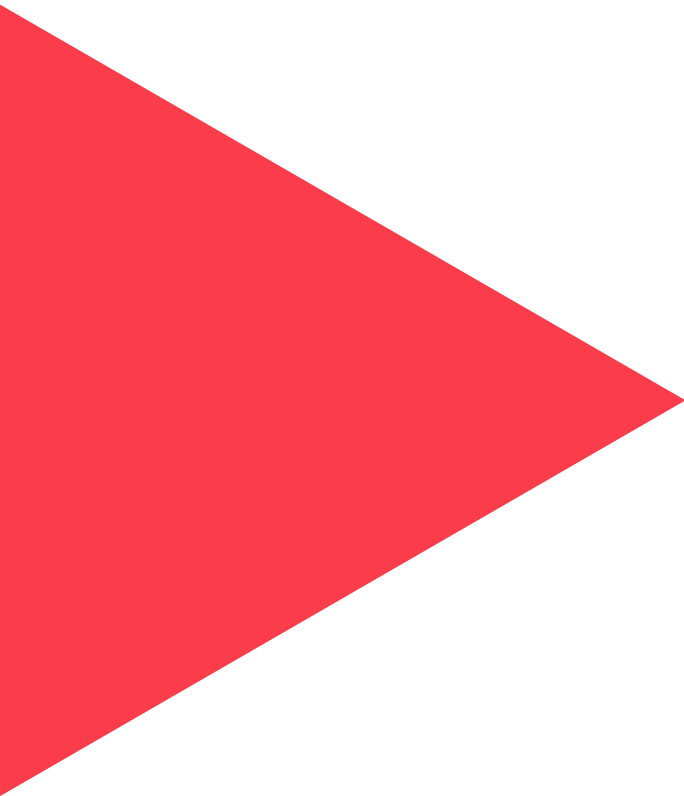
DSPF will convene meetings with relevant stakeholders on an annual basis to consolidate the data received from the field:

- ▶ on child labour trends in specific sectors and/or regions,
- ▶ existing services provided to them,
- ▶ lack of services or barriers to access and
- ▶ recommendations for further action



# ANNEXES

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## ► Annex 1: The template for reporting on child labour at the municipal level

**MUNICIPALITY:** \_\_\_\_\_ **Reporting period** from: \_\_/\_\_/\_\_ to: \_\_/\_\_/\_\_

### 1. Number of children identified/withdrawn during the reporting period

	Total number of children identified in the worst forms of work					Total number of children withdrawn/protected from the worst forms of work				
	Age 5-14		Age 15-18		Total	Age 5-14		Age 15-18		Total
	Females	Male	Female	Male		Female	Male	Female	Male	
Work in agriculture-for-estry										
Street work										
Excavation and waste collection work (landfill)										
Work in the exploitation of natural resources										
Use for activities in conflict with the law <sup>3</sup>										
Exploitation for prostitution and pornography/trafficked children										
Other sectors involving prohibited activities <sup>4</sup> for children under the age of 18										
<b>Total:</b>										

<sup>3</sup> SOPs for victims of trafficking and activities in conflict with the law are special; however, the annual report may reflect the overall situation of children in all the worst forms of child labour.

<sup>4</sup> Based on Administrative Instruction GRK No. 05/2013 to prevent and prohibit hazardous child labour in Kosovo.



## Geographical extent

Local communities of the municipality	Worst forms of child labour								
	Work in agriculture-forestry	Street work	Excavation and waste collection work (landfill)	Work in the exploitation of natural resources	Use for activities in conflict with the law	Exploitation for prostitution and pornography	Trafficked children	Other sectors involving prohibited activities for children under the age of 18	

## ► 3. Needs of identified children and services available

Necessary services for children identified in WFCL	Number of cases in need of relevant service	Services available		
		Yes	Partially	No
Counselling and awareness services for children				
Enrolment in regular schooling				
Informal education				
Vocational training				
Employment in light work for children 15-18 years old				
Forms of support in supplementary schooling/education				
Application of protective measures (prohibition of hazardous activities, elimination of risks related to the nature of work)				
Legal assistance				
Leisure/recreational/awareness activities				
Health services				
Material support services				
Providing a meal at school				
Books and other school supplies				
Social assistance scheme				
Other forms of material support				

Necessary services for family members/families of children identified in the WFCL	Number of cases in need of relevant service	Services available		
		Yes	Partially	No
Counselling and awareness services				
Vocational training				
Income-generating activities (employment, tools, etc.)				
Credit scheme				
Basic literacy training				
Health services				
Material support				
Social Assistance Scheme				
Monthly food packages				
Provision of residence/shelter				

Name and surname of the responsible person for data consolidation

\_\_\_\_\_

Position

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

## ► Annex 2: The template for Municipal Action Plan

### MUNICIPAL ACTION PLAN

Objectives and Actions	Success indicators	Responsible institutions / persons	Time frame	Review The assessment in review is done with numbers: 1: Objective achieved 2: Objective partially achieved 3: Objective not achieved		
1	2	3	4	5		
I. LONG-TERM OBJECTIVES:						
II. Short-term objectives:						
<b>1.Action/Intervention</b>						
<b>1.1. Sub-action</b>						
<b>1.2. Sub-action</b>						
<b>2.Action/Intervention</b>						
<b>2.1. Sub-action</b>						
<b>2.2. Sub-action</b>						
<b>ADDITIONAL OBJECTIVES</b>						

## ► Annex 3: The template for annual reporting on child labour at central level

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### Annual Report on child labour situation in Kosovo: achievements, challenges, interventions and plans

#### 1. Child labour situation:

- 1.1 Number of cases identified by gender and sectors.
- 1.2 Geographical extent
- 1.3 Profile of children involved in HCL

#### 2. Interventions for the prevention and elimination of child labour in Kosovo.

- 2.1 Interventions at the local level
  - 2.1.1 achievements
  - 2.1.2 challenges
  - 2.1.3 plans
- 2.2 Central level interventions
  - 2.2.1 achievements
  - 2.2.2 challenges
  - 2.2.3 plans

#### 3. Recommendations to municipal and central authorities

## ▶ Annex 4: Child labour indicators

The framework of indicators for child protection, within the component Social Protection, defines two specific indicators for child labour:

**Indicator 4: Number of children identified involved in hazardous work<sup>5</sup>, and**

**Indicator 5: Percentage of children aged 5-17 engaged in child labour<sup>6</sup>**

Sustainable Development Goals address child labour within:

- ▶ Goal 8: Promoting inclusive and sustainable economic growth, full productive employment and decent work for all,
- ▶ Target 8.7: Immediate and effective measures to eradicate forced labour, modern-day slavery and trafficking in human beings and to stop and eliminate the worst forms of child labour, including the recruitment and exploitation of child soldiers, and child labour in all its forms, by 2025.
- ▶ Indicator 8.7.1: Proportion and number of children aged 5-17 involved in child labour, by gender and age.<sup>7</sup>

Definition:

### Framework of indicators for child protection (Law on Child Protection)

Child labour is work which by its nature or the way it is carried out, harms, abuses and exploits the child and denies the child the right to education.

The main aspects that can harm the child include: a) long hours at work, b) physical, moral and psychological harassment caused to the child, c) inability to attend school and enjoy the right to recreation.

Hazardous Child Labour - are types of work which is likely to result in children being killed, injured (often permanently) or made ill (often permanently) by nature of work or as a consequence of poor workplace, safety and health standards and working conditions and arrangements.

Defined in AI 05/2013

<sup>5</sup> Data source - MLSW; frequency of publications: annual calculation based on administrative data

<sup>6</sup> Data sources - Household surveys, such as MICS and DHS, with special module on child labour; frequency of publications: 3-5 years

<sup>7</sup> Data sources: Household surveys such as Labour Force Surveys, MICS (supported by UNICEF), Demographic and Health Surveys (supported by ILO), Statistical Information and Monitoring Program - SIMPOC (supported by ILO), WB Surveys on Living Conditions.

However, for the needs of monitoring the child labour situation and the level of response, as a basis for policy making and undertaking effective interventions for protection from child labour, the collection and analysis of data by the MLSW should include:

- ▶ The level of response of institutions for identification and referral of cases, respectively the number of cases identified / referred by each institution that should contribute in this regard (schools, FMCs, regional hospitals, police, inspectorates, ...)
  - o at the country level
  - o in each municipality
- ▶ Number of children involved in child labour, divided by:
  - o Gender
  - o Age
  - o Ethnicity
  - o Sector
    - Street work (sale of small items, transportation of goods by cart, begging,...)
    - Agriculture
    - Forestry
    - Construction
    - Recycling (working in a landfill or collecting waste in containers)
    - Exploitation of natural resources (surface excavations of sand, stones, coal)
    - Other (not on the HCL List)
    - Housework <sup>8</sup>
  - o Risks to which the child is exposed:
    - Risks from the work environment:
      - Exposure to low or high temperatures, to noise and vibration;
      - Exposure to traffic hazards;
      - Potential exposure to violence and ill-treatment;
      - Exposure to poor hygienic conditions, landslides or other hazards;
      - Exposure to toxic and/or biological substances;
      - Exposure to radioactivity;
      - Exposure to carcinogens, dust and gases.
    - Risks from work tools:
      - Operation with sharp tools, other hazardous equipment or with agricultural machinery.
    - Risks from work related activities:
      - Carrying heavy weights;
      - Work at height (over two meters);
      - Inadequate working position (bent posture for long periods of time);
      - Work in depth, below ground surface, under water and closed places.
    - Risks from work duration/hours:
      - Interference of working hours with regular school attendance;
      - Night work (between 20.00-06.00);
      - Engaging children aged 5-11 in economic activity 1 hour per week, or in housework over 21 hours per week;
      - Engaging children aged 12-14 in economic activity for at least 14 hours per week, or in housework over 21 hours per week;

<sup>8</sup> As a reference to distinguish this form of child labour from the assistance that is expected to be provided by each child as part of family responsibilities, the child engagement time can be used:

- Engaging children aged 5-11 years in domestic work over 21 hours per week;

- Engaging children aged 12-14 in domestic work over 21 hours per week;

- Engaging children aged 15-17 in economic activity over 43 hours per week

- Engaging children aged 15-17 in economic activity over 43 hours per week.
- o School attendance (dropout, combination of school and work)
- o Geographical distribution (urban/rural, by municipalities)
- ▶ Causes of child labour
  - o At the country level
  - o At the municipal level
- ▶ The needs of children identified in HCL and of their families (protection factors)
  - o at the country level
  - o in each municipality
- ▶ Level of response of institutions for the protection and withdrawal of children from HCL:
  - o at the country level
  - o in each municipality

**Necessary interventions in the social services database, for the category of children in HCL**

- ▶ In order to generate complete annual reports, including all aspects listed above, the following revisions/additions are needed:
  - o Determining the institution/organization/party that referred the case
  - o Services: replace 'economic reintegration' with 'economic empowerment of the family'; herein services such as supporting parents or adult family members (living with the child) through active employment measures will be reported, with the aim to increase the family's capacity to generate income.
  - o Prohibited forms of work to be replaced with 'List of hazardous child labour' (see above).
  - o Determining the location of the work (options: urban/rural)
  - o Determining school attendance (options: dropout/work-school combination)
  - o Determining the causes of child labour
  - o Determining the needs of children identified at work
  - o Determining the institutions involved in service delivery







