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Guide for case management of child labour

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Acronyms

AI	Administrative Instruction
CM	Case Manager
RCM	Multidisciplinary Roundtable to assist in Case Management
CL	Child Labour
CRC	Convention on the Rights of the Child
CVoT	Child Victim of Trafficking
CSW	Centre for Social Work
EO	Employment Office
HCL	Hazardous Child Labour
HIV	Human Immunodeficiency Virus
ILO	International Labour Organization
IPEC	International Program for the Elimination of Child Labour
JJC	Juvenile Justice Code
KP	Kosovo Police
MLSW	Ministry of Labour and Social Welfare
NGO	Non-Governmental Organization
SDG	Sustainable Development Goals
SNA	United Nation's System of National Accounts
TPRAN	Teams for prevention and response toward abandonment and non-enrolment in compulsory education
TWG	Technical Working Group
VPAO	Victim Protection and Assistance Office
VTC	Vocational Training Centre
VA	Victim Advocate
WFCL	Worst Forms of Child Labour

Definitions of key terms

Key definitions relevant to protection of children from worst forms of child labour, as described in the Law on Child Protection, include:

Children in need - means any child, regardless of status or place of origin, who is in need of protection.

Children in street condition - means the child who is in street begging for charity, carrying out various works, selling low value items or any other form, either alone or with the parent/s.

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

Dangerous forms of child labour - are jobs that can result in death, injury (often permanent) or illness (often permanent) of the child, as a result of the incompatibility of the nature of work with the age and psychophysical development of the child and insufficient safety in the workplace;

Violence against a child - means any act or omission intentionally causing any form of physical or mental violence, injury or abuse, harm or neglect, abuse or exploitation, including sexual abuse.

Psychological violence - means acts or omissions that cause physical, mental, moral and social development damages to the child and that, among other things, result in curtailing freedom of movement, degrading, threatening, intimidating, discriminatory, ridiculing behaviour or other forms of hostile or rejecting treatment.

Physical violence - means acts or omissions that cause physical damage or injury to the child, including all forms of corporal punishment which are not accidental.

Neglecting - means negligence and non-performance of duties and responsibilities to take care of and protect adequately and to monitor the child, as well as to ensure fulfilment of the basic needs for physical and intellectual, emotional and social development of the child.

Abuse - means any intentional acts or omission, deliberately or intentionally by a parent or guardian, a provider of care or any other person in the position of the trustees or authority that causes or is likely to cause physical, psychological, social or emotional damage toward a child.

Exploitation means:

- sexual exploitation, including sexual exploitation of children for commercial purposes within the child prostitution, sexual exploitation of children for tourism, pornography and child trafficking for these purposes;
- economic exploitation, including the most serious forms of work for the child, begging, the child at work and the child in the house works which are not in accordance with the legislation in force and international instruments, and
- other forms of exploitation including trafficking and all forms of slavery or practices of slavery, servitude or harvesting of organs or cells

Child sexual abuse means:

- The obligation, commitment, or incitement and encouragement of the child to participate in sexual activities;
- The obligation, commitment, or encouragement in sexual activities with the child, by misusing the position of the trust or authority of a parent, guardian or health care provider;
- Sexual activity which means sexual relationship and any other form carried out by, with and in front of the child, where presence or participation of the child is for the purpose of sexual satisfaction of another person.

Prostitution with children - means use of a child for sexual activity where in exchange of involvement of a child in sexual activity, payment or money is offered or promised or any other form of compensation or reward, whether that payment, promise or reward are made to the child or a third party.

Child pornography - means:

- any material that describes visually a child involved in visible, simulated or real sexual behaviour;

- any reflection of sexual organs of a child for sexual primary purposes; any material that reflects in visual way any person in child view involved in visible sexual behaviour, simulated or real or any kind of reflection of sexual organs of each and every person in view of a child, primarily for sexual purposes; or real images of a child involved in visible sexual behaviour or real images of sexual organs of a child mainly for sexual purposes.

Child trafficking - means recruitment, transportation, transfer, housing or admission of the child with or without means of threat or use of force, other forms of obligation, abduction, fraud, abuse of power or position of weakness, or the award or receiving payment or benefit for the consent of the parents, guardian, health care providers or any other person that has control over the child, for the purposes of exploitation.

Sexual tourism of a child - means the sexual exploitation of children by a person or persons traveling from their home, geographic region at home, or from the country of origin, in order to have sexual contact with the child. Sexual tourism of a child involves the use of accommodation, transport and other services related to tourism to facilitate contact with the child and enable the perpetrators not to be noticed in the population and environment.

Family in need - – means any family, where one or both of the parents or guardians need assistance in caring for a child because of their conditions or state of the child, in circumstances where the child is undergoing serious injury due to neglecting, abuse by the parent/s or custodian, due to the inability of the parent or parents or custodians to take care adequately, or is exposed to the possibility to experience such a thing.

Legal representative - means the parent or guardian who, within responsibilities assigned to him/her by applicable legislation or by court, protects the interests of the child by conducting or failing to conduct legal actions in the name of or on behalf of the child.

Prevention - means a series of joint early educational, social and legal interventions in favour of the child and family, who is being threatened or at risk in child's development, in order to restore the conditions for the child's development, to prevent acts of mistreatment or to prevent the repetition of such acts enabling the restoration of parental competencies - rehabilitation of parental competencies.

Child protection - means activities undertaken to protect children who are suffering, or are likely to suffer from a serious risk as well as any action that ensures the child to live in a family or other safe environment, where his/her life, health and rights are protected and respected, where education and development is ensured, protecting them from any kind of violence, exploitation, corporal punishment, ill treatment, exploitation, neglecting, abuse and exploitation, in any context, including, but not limited to, the abduction, sexual exploitation, trafficking, child labour and harmful traditional practices, such as genital organ mutilation, marriage of the child and abuse.

Child protection services - means any services for the provision of social or psychosocial care, legal aid, legal representation, health care, educational and cultural assistance or in exceptional circumstances, material assistance for the child in need.

Professionals for child protection - means all persons who within the mandate of their work and in the context of their work, are in contact with children in need of protection, or their duty is to meet the needs of the child under this Law or any other applicable law, national or international standard.

Case Manager - refers to responsible officer appointed by the Custodian Body, for case management of a child, who, in cooperation with relevant stakeholders, assesses the needs of the child and drafts the plan for taking care.

Centre for Social Work (SWC) - means the public professional institution at the municipal level, competent for protection of children in need.

Multidisciplinary roundtable for assistance in case management - means a multidisciplinary team, which includes group of professionals from respective institutions for child protection and other stakeholders that represent a variety of disciplines responsible for the child protection, interact and coordinate their efforts to address specific cases of abuse and mistreatment of children and neglecting them on the basis of the best interest of the child. Child and family can be participants in the roundtables.

Other important definitions

Best interests of the child: all actions and decisions relating to the child, taken by parents or guardians, institutions, child protection services, child protection professionals, courts, administrative authorities or legislative bodies, the best interests of the child should be the first and foremost 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 and no presumed interpretation of what is in the best interests of the child can justify the violation of any right of the child recognized by the Convention.

Case Management: is a way of organising and carrying out work to address an individual child's (and their families) needs in an appropriate, systematic and timely manner, through direct support and/or referral (Global Protection Cluster, 2014).

Case Referral: The process of formally requesting services for a child or their family from another agency through an established procedure.

Purpose and scope of this guide

The main purpose of this guide is to standardise the practice of case management of child labour and to support Centres for Social Work to carry out effective case management practices. The guide complements existing guidelines for child protection management by consolidating the procedural guidelines provided in the legal framework. The content is also based on the experience of CSWs to date as well as various organizations involved in managing the cases of child labour.

The guide is, first of all, addressed to social workers (in the CSW as well as in NGOs that provide child protection services) as well as to the supervisors of social services for children (at the level of the CSW, municipal and central authorities).

Effective and professional management of child labour cases means coordination of activities between agencies in the welfare, education, health, employment, security, and justice sectors, therefore needed:

- understanding of short and long-term effects of child labour, including the risks they pose to the child and his or her family;
- understanding the basic principles of the case management system;
- close interaction with both the child and her/his family, while always ensuring the best interest of the child /victim as a top priority;
- collaboration and coordination between agencies, because services when provided by individual agencies in isolation lose the element of effectiveness;
- cultural sensitivity;

Based on this, the Guide addresses the basic concepts, causes and consequences of child labour, the legal and institutional framework for child protection in Kosovo, as well as the case management process, with an emphasis on standard operating procedures for managing child labour cases.

Part 1

Describes basic concepts regarding child labour, including permissible work, child labour and the worst forms of child labour. It also provides an overview of the factors contributing to child labour and the impact of child labour to the child, the family and the society in general.

Part 2

Describes the legal and institutional framework in Kosovo, authorized to act and co-operate in identification, withdrawal, rehabilitation and re-integration of children engaged in work.

Part 3

Provides an overview of the case management process, including basic principles of the case management process.

Part 4

Highlights specific considerations for case management of children, describes cross-cutting dimensions of the case management process and provides guidance for implementation of each step in the process of case management of child labour.

Part 5

Includes the complete set of Case Management Forms of child labour, endorsed by the MLSW in March 2020 for official use by the Centres for Social Work.

PART 1

UNDERSTANDING CHILD LABOUR

1.1 Definition of child labour

Not all work done by children should be classified as child labour that is to be targeted for elimination. Children's or adolescents' participation in work that does not affect their health and personal development or interfere with their schooling is generally regarded as being something positive. This includes activities such as helping their parents around the home, assisting in a family business or earning pocket money outside school hours and during school holidays. To be considered as permissible child work, all of the nature and conditions of the above-mentioned tasks need to be not hazardous and suitable to the age and psycho-physical abilities of a child, and must not interfere with the child's education. These kinds of activities contribute to children's development and to the welfare of their families; they provide them with skills and experience, and help to prepare them to be productive members of society during their adult life. So, **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.

The term “**child labour**” is often defined as work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is:

- mentally, psychologically, socially and morally harmful and detrimental to the child; and
- which interferes with the child's education by: (a) preventing the child from attending school, (b) forcing the child to abandon school, or (c) forcing the child to attend school under very difficult conditions.

Whether or not particular forms of “work” can be called “child labour” depends on the child's age, the type and hours of work performed, the conditions under which it is performed and the objectives pursued by individual countries.

Whilst child labour takes many different forms, a priority is to eliminate without delay the worst forms of child labour as defined by Article 3 of ILO Worst Forms of Child Labour Convention No. 182 (1999). The **Worst Forms of Child Labour** include:

- 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 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 circumstances in which it is carried out, is likely to harm the health, safety or morals of children.

Countries should provide that first three categories (a, b and c) of the worst forms of child labour are criminal offences. 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. According to Paragraphs 3 and 4 of the ILO Recommendation 190 (1999), in determining the types of work referred to under Article 3(d) of the Convention, and in identifying where they exist, consideration should be given, inter alia, to: (a) work which exposes children to physical, psychological or sexual abuse; (b) work underground, under water, at dangerous heights or in confined spaces; (c) work with dangerous machinery, equipment and tools, or which involves the manual handling or transport of heavy loads; (d) work in an unhealthy environment which may, for example, expose children to hazardous substances, agents or processes, or to temperatures, noise levels, or vibrations damaging to their health; (e) work under particularly difficult conditions such as work for long hours or during the night or work where the child is unreasonably confined to the premises of the employer.

In line with the ILO C 182, forced labour, recruitment of children for use in armed conflict, trafficking of children, use of children for prostitution and pornography and illicit activities in Kosovo are prohibited by the Criminal Code.

With regard to hazardous child labour, first version of the hazardous child labour list in Kosovo was prepared with the support of ILO during 2005-2007 and legally enforced as a Government Administrative Instruction on Prevention and Immediate Prohibition of Hazardous Child Labour (AI 17/2008). The Administrative Instruction lists (a) the hazardous sectors and (b) hazardous generic activities to be banned as a matter of priority. In 2013, the AI 17/2008 was replaced by the AI 05/2013, updating the list of hazardous child labour in Kosovo.²

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 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.³

² In the revised list, construction sector was added and additional activities for agriculture sector

³ Detailed list of biological, chemical and toxic substance is also provided

Hazardous sectors and specific activities⁴ include as follows:

- Agriculture and Forestry Sector
 - Operation with agriculture machinery;
 - Spraying with pesticides;
 - Work on harvesting-threshing;
 - Hard physical work in the fields and opening holes for afforestation or planting trees;
 - Wood cutting and wood processing;
 - Work at slaughterhouse and meat processing industry (animals' slaughter, haul and sale);
 - Hunting;
 - Collection of forest fruits and harvesting of trees;
 - Work in green houses;
 - Work in bee farms.
- Work in the streets
 - Loading of goods,
 - Vehicle fenders cleaning,
 - Goods transportation with hand barrow
 - Begging.
- Work in construction
 - Soil excavation,
 - Transportation of heavy loads,
 - Sand and cement sifting,
 - Scaffolding,
 - Metal processing.
- Work with dumped materials
 - Work in digging, gathering and haul of dumped materials.
- Work in exploitation of natural resources.

Since the engagement of children in household chores is not regulated in Kosovo, definitions of the Indicator 2 for measuring child labour for the purpose of reporting on Sustainable Development Goals (SDGs)⁵, may be applied (along the AI 05/2013) for identification of children involved in child labour, risk assessment as well as for reporting on SDGs. The first indicator is based on the production boundary set by the United Nations System of National Accounts (SNA) and the second based on the general production boundary. Indicator 1 limits the frame of reference to economic activity, while the Indicator 2 extends it to include both economic activity and unpaid household services, that is, the production of domestic and personal services by a household member for consumption within their own household, commonly called «household chores».

⁴ Related risks and their effect in child's health and development are provided for each activity in respective sectors
⁵ 20th International Conference of Labour Statisticians. Resolution to amend the 18th ICLS Resolution concerning statistics of child labour. ILO, Geneva, October 2019

- Indicator 2: Proportion and number of children aged 5-17 years engaged in economic activities and household chores at or above age-specific hourly thresholds (general production boundary basis):
 - Child labour for the 5 to 11 age range: children working at least 1 hour per week in economic activity and/or involved in unpaid household services for more than 21 hours per week;
 - Child labour for the 12 to 14 age range: children working for at least 14 hours per week in economic activity and/or involved in unpaid household services for more than 21 hours per week;
 - Child labour for the 15 to 17 age range: children working for more than 43 hours per week in economic activity.⁶

1.2 Causes of Child Labour

There are many reasons that drive children in the work force, but the most important factor is poverty. Poor families put their children to work to supplement their household's meagre income. Poverty is both a cause and a consequence of child labour. Poverty and child labour are the main components of a "low economic equilibrium" *at family, community, and country level. Child labour is therefore a crucial entry point for poverty reduction and social protection measures, even among hard core poor, for whom sustainable solutions are difficult to identify (beyond direct social assistance).*

In addition to poverty, many other factors contribute to child labour:

- **Supportive attitude to child labour** – Parents (and teachers, and the general society) may look at child labour as part of the child's education, especially in regions where education does not translate into economic benefits for the youth. Parents may also support child labour as a way to keep their children safe, in regions where some children are discriminated and subject to violence at school (for instance girls in South Asia, and Roma children in Europe).
- **Disrupted family environment** – Single parents families, the illness or the incapacity of the bread winner, his/her addiction to alcohol or drugs, the lack of parental skills, abuse and violence, put the child at greater vulnerability to get involved in child labour, either because the child will be made to work by his/her parents, or because s/he will flee home to live a life on his/her own (e.g.: street children).

⁶ No hourly threshold is set for household chores for ages 15-17.

- **Lack of access to education** – when direct and indirect education costs (including cost of clothes, books, materials) are too high for parents to allow the child to attend classes and/or when schools are geographically distant.
- **Discrimination** – certain minorities, like the Roma in Europe, may have a lesser access to education or the labour market and may be expected to perform specific tasks when they are still children. Another common ground for discrimination is gender. The gender-based division of labour may force women and men to restrict their jobs perspectives to a certain range that does not need education but “on the job” practice from an early age. Girls may also be forced to stay at home and perform tasks that are not compensated.
- • **Demand: lower costs and allegedly irreplaceable skills** – are two main reasons for employers to employ children. Children work for cheaper wages, are easier to manipulate, and can perform activities that adults cannot do at the same cost. Children are also unaware of their rights and less likely to complain or revolt.
- • **Demand: Client’s requirements** – For certain type of exploitation (like sexual exploitation of children), clients may prefer to exploit children rather than adults.
- • **Spread of the informal sector and lack of law enforcement** – The lack of contracts and of association / collective negotiation in the informal sector makes it difficult to protect children from abusive working conditions and to identify child labourers. One of the down sizes of globalisation is to have contributed to an expansion of sub-contracting arrangements, where child labour is much in use.
- • **The deterioration in the rule of law** has allowed the shadow economy to grow and corruption to invade many aspects of people’s lives. It has a direct bearing on (a) the incidence of the Worst Forms of Child Labour related to criminal activities (illicit activities, trafficking, and prostitution – when criminalized), and (b) the implementation of child labour related laws and policies.
- • **There is also a temporary «value vacuum»** in which competing pressures from western consumerism versus traditions, and extreme personal deprivation have (a) broken down family and community value basis and (b) consequently increased the vulnerability of children. Due to lack of proper supervision and care, the streets become main area for the socialization of children.

1.3 Consequences of Child Labour

Child labour affects children's development, in terms of health, education, morals, psychological wellbeing. It also affects the family, and the society.

i. Impact on the child

The following are the extent to which children are impacted by different forms of labour from a health and safety point of view:⁷

- Physical injuries and mutilations are caused by badly maintained machinery on farms and in factories, machete accidents in plantations, and a number of hazards encountered in industries such as mining, wood processing and manufacture.
- Pesticide poisoning is one of the biggest killers of child labourers in the agriculture sector, worldwide.
- Growth deficiency is prevalent among working children, who tend to be shorter and lighter than other children; these deficiencies also impact on their adult life.
- Long-term health problems, such as respiratory disease, asbestosis and a variety of cancers, are common in countries where children are forced to work with dangerous chemicals.
- HIV/AIDS and other sexually transmitted diseases are rife among the one million children forced into trafficking every year; pregnancy, drug addiction and mental illness are also common among children used for prostitution.
- Exhaustion and malnutrition are a result of underdeveloped children performing heavy manual labour, working long hours in unbearable conditions and not earning enough to feed themselves adequately.

Child labour may have a negative impact on the mental, spiritual, moral, and social development of the child because of:

- the incapacity of the child labourer to follow school normally; either because they do not attend classes or because they are too tired to focus on the subjects, child labourers do not follow a normal education.

⁷ ECLT Foundation, 2005, <http://www.eclt.org/about/overview.html>

- the related breakdown of social networks (working children do not have time to see their friends) as child labourers' absence from school also prevents them from socializing with their peers.
- the un-stimulating, monotonous activities that have a negative effect on children's future creativity / flexibility; the trade / activity child labourers will learn "hands on" will be specific and low skilled. It will not allow the child to acquire the needed flexibility and skills to benefit from opportunities in his adult life.
- all types of mistreatment including negligence, inconsistent and harsh treatment, emotional abuse and coercion;

Detailed description of specific risks and their potential impact on children in Kosovo, for each of hazardous activity, is provided in the AI 05/2013.

II. Impact on Family

In the short-run, child labour increases families' income and chances of survival but in the long-run, child labour perpetuates family poverty through lower human capital, as child labour does not lead to skills development.

III. Impact on Society

Child labour can slow down growth and social development through reduced human capital accumulation. Whether children actually do substitute adult workers creating adult unemployment and/or reducing adult wage rates remains an open question; but to the extent that children compete with unskilled adults for the same jobs, child workers affect adult employment or adult wages depending on the structure of the labour market.⁸

⁸ ELDIS, 2005, <http://www.eldis.org/static/DOC12028.htm>

PART 2

LEGAL AND
INSTITUTIONAL
FRAMEWORK FOR CHILD
PROTECTION IN KOSOVO

2.1 The legal framework for child protection

Child Protection System includes legal framework, structures, measures and actions which coordinate interventions to prevent, identify in time, evaluate and intervene through a multidisciplinary action plan and aimed at protecting the child and his/her best interest (Law on Child Protection).

A thorough knowledge of the laws and the obligations they prescribe to the public institutions outlining administration of services and legal competence of those institutions in addressing child labour is essential, if the Centres for Social Work (CSW) and Social Service Officers are to uphold the interests of children involved in **child labour**. The legal framework that regulates protection of children from child labour is described in the box below.

Box 1: The legal framework for protection of children from child labour

Laws	Specific aspects regulated related to protection from child labour
<p>Law No. 06/L-084 on Child Protection</p>	<p>This Law intends to:</p> <ul style="list-style-type: none"> 1.1 protect the child by completing the legal and institutional framework for the implementation of the Constitution of the Republic of Kosovo, the United Nations Convention on the Rights of the Child, the international acts in this field and the legislation in force; 1.2 protect the child from all forms of physical and mental violence, abuse, misuse, exploitation, neglect or any other form that endangers the life, safety, health, education, and child development; 1.3 guarantee and ensure the responsibility of parents, family, guardian body, society and state in the care, protection and development of the child based on the best interest of the child; 1.4 determine the main underlying principles of national policies on the rights of the child, effective mechanisms, and the responsible authorities at central and local level and their competences in relation to the rights and protection of the child; 1.5 guarantee the well-being and the improvement of quality of life of the child, by promoting and enabling their development in the society, the effective assistance and care to the child whose health and well-being is at risk; 1.6 take measures to ensure that the child exercises his/her rights, in compliance with the gradual development of child's skills, based on the best interest of the child; 1.7 take measures to ensure subsistence, wellbeing and development of the child; 1.8 ensure cooperation between institutions at central and local level, as well as between the child protection organizations; 1.9 determine effective mechanisms and functioning of mandatory institutions and to take concrete measures to prevent, respond and protect the child; 1.10 to set up an integrated and functional child protection system, for the prevention and effective response to all the forms of violence, abuse, exploitation and negligence.

Laws	Specific aspects regulated related to protection from child labour
<p>Law No. 2004/32 Family Law of Kosovo and Law No. 06/L-077 on Amending and supplementing The Family Law of Kosovo No.2004/32</p>	<p><i>Article 125. Principles on child protection</i></p> <ul style="list-style-type: none"> (5) (5) Children enjoy the right for protection from economic utilization, child exploitation trafficking and sexual exploitation and from any activity which could be harmful or hazardous to their education or health; (6) Children shall be protected from maltreatment and sexual violations. (7) Children shall be protected from illegal usage of narcotic drugs and psychotropic substances and it shall not be permitted that children are used for illegal production and trafficking of such substances. <p><i>Article 128. Principles on parental responsibility</i></p> <ul style="list-style-type: none"> (2) A child is under parental responsibility until the age of majority. (3) Parents are obliged to ensure at any times that the principles laid out in Article 125 of this Law are utilized for the protection of their minor children. (4) Parental responsibility includes rights and obligations, aiming to ensure emotional, social and material welfare of the child, by looking after the child, preserving personal relations, providing proper growth, education, vocational training, legal representation and administration of property. (5) By applying these principles parents shall consider skills, inclinations and desires of their children. <p><i>Article 129. Personal Contribution and Usage of Public Services</i></p> <p>To ensure parental care and to apply the principles of Article 128 of this Law, parents are obliged to personally contribute to the best of their ability and as well, if necessary, to make use of services of social institutions.</p> <p><i>Article 147. Urgent Measures of the Custodian Body</i></p> <ul style="list-style-type: none"> (1) If the Custodian Body learns about the existing danger to the child, because of an abuse of parental rights or any danger to the child by serious neglect of parental obligations, it is obliged to urgently undertake measures for the protection of the personality, the rights and the interests of the child.

Laws	Specific aspects regulated related to protection from child labour
<p>Law No. 2004/32 Family Law of Kosovo and Law No. 06/L-077 on Amending and supplementing The Family Law of Kosovo No.2004/32</p>	<p><i>Article 148. Taking away the Child from the Custody of Parents</i></p> <ol style="list-style-type: none"> (1) A child shall not be removed from the care of her/his parent/s or legal guardian without their permission or an order of the Court. (2) Exceptionally, where the Custodian Body has reasonable grounds to believe that there is an immediate serious risk to the health, safety or welfare of a child, the Custodian Body may enter any premises and remove the child to a place of safety where he/she will be cared for, for a period not exceeding 72 hours (3) Before the 72 hours expire, the Custodian Body should bring the case to the attention of the competent court, which shall decide on the custody of the child. If circumstances require, the court may make an assessment order for a period up to 21 days to allow further investigations and assessments to be made, by which time the matter has to be brought to the court for further attention. (4) With this taking of the child into care the other rights of the parents do not terminate, nor their obligations toward the child. <p><i>Article 149. Deprivation of Custody</i></p> <ol style="list-style-type: none"> (1) Parents who abuse the exercise of parental rights or seriously neglect the exercise of parental obligations are deprived from custody. (2) Parents may be deprived from custody for all their children or, if special circumstances require so, only from custody of one child. (3) The competent court takes the decision to deprive the parents from parental custody in an extra contentious procedure, after hearing the opinion of the Custodian Body and investigating all relevant circumstances of the individual case.

Laws	Specific aspects regulated related to protection from child labour
<p>Law No. 02/L-17 on Social and Family Services and Law No. 04/L-081 on Amending and supplementing Law No. 02/L-17 on Social and Family Services</p>	<p><i>This Law sets out and regulates for the provision of Social and Family Services to persons who are in need and families who are in need in Kosovo. Amongst others, the Law determines the role of key stakeholders at central and municipal level for provision of family and social services (described in the next section).</i></p> <p><i>Child and family services, and, child protection, are regulated as follows:</i></p> <p><i>Article 9 Services to children and families</i></p> <p>9.1. In all matters concerning the provision of services to children and to families the best interests of the child shall be the first and paramount consideration.</p> <p>9.2. In cooperation with families, communities, Non-Government Organizations and other statutory bodied, a Municipality provides social care, counselling and, in exceptional circumstances, material assistance to children and their families who are in need and residing in, or are found in its territory, based on their assessed need for such services and the Municipality’s ability to reasonably provide them.</p> <p>9.3. Centre for Social Work will ensure the provision of social care and, or, counselling in circumstances where a child is in need of Social and Family Services.</p> <p>9.4. Centre for Social Work maintains a register of families and the children in need who are resident in their territory and who lack family or other community support and who have difficulty with caring for their children, or where a child is at risk of neglect, exploitation or abuse or of any other form of harm. The Centre for Social Work shall arrange for those families in need of Social and Family Services who are on this register to be visited on a regular basis by a responsible person, in order to ensure the safety and wellbeing of the child and provide the family or the child with whatever services may be considered necessary.</p> <p>9.5. In fulfilling its responsibilities under the Juvenile Code, a Centre for Social Work, in its role as Guardianship Authority, ensures that services provided under this mandate will be in keeping with its obligations to children as set out in the United Nations Convention on the Rights of the Child.</p> <p>9.6. Where a court notifies the Centre for Social Work of proceedings against a child, and that child or his family are known to the Centre, then it is obliged to provide the court with whatever information or advice that might be relevant to the proper management of the case.</p>

Laws	Specific aspects regulated related to protection from child labour
<p>Law No. 02/L-17 on Social and Family Services and Law No. 04/L-081 on Amending and supplementing Law No. 02/L-17 on Social and Family Services</p>	<p><i>Article 10. Child protection</i></p> <p>10.1. The best interest of a child is met when their physical and psychological developmental needs are fulfilled within the context of his natural family. All entities should make every effort to promote the welfare of children within their biological families through the provision of social care, protection and counselling in cases of emergency material assistance.</p> <p>10.2. Only in circumstances where there are grounds to suspect that a child is experiencing serious harm to his physical or mental health, or is at risk of such within his family can consideration be given to removing her or him from the care of his parents or parent or other care giver.</p> <p>10.3. Except in the case of short-term emergency measures, a child shall not be removed from the care of his parent or parents or care giver without their permission or an Order of the court.</p> <p>10.4. If a social service official has reason to believe that in a given case there is an immediate serious danger to health, safety and welfare of a child, he/she may, under its powers, to enter any residential facility and take the child to a safe place where they will be cared for a certain period of no longer than seventy-two (72) hours.</p> <p>10.5. Before the expiration of seventy-two (72) hours, if the Custodian does not provide the consent of the parent / parents or guardian, the case must be submitted to the competent court which decides on the custody of the child. If circumstances require, the court may grant an order for assessment to the Custodian within a period of twenty-one (21) days, to allow further investigations.</p> <p>10.6. Any member of the teaching, nursing, medical, dentistry or psychology professions or any police officer or other professional with a duty of care towards children who suspects or has evidence that a child is suffering from physical, sexual or psychological abuse from a parent or care giver is obligated by this Law to report the matter to the Director of the relevant Centre for Social Work. Inability of groups mentioned above to act suchlike may be sanctioned according to the law in force. Failure to do so on the part of any of the above-mentioned groups renders them liable to prosecution.</p>

Laws	Specific aspects regulated related to protection from child labour
<p>Law No. 02/L-17 on Social and Family Services and Law No. 04/L-081 on Amending and supplementing Law No. 02/L-17 on Social and Family Services</p>	<p>10.7. Where it comes to the attention of a Centre for Social Work that there are grounds to suspect that a child resident in, or found in, their territory is abandoned or orphaned or suffering from, or at risk of, any form of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s) or any other person who has care of the child, the Centre for Social Work must take whatever steps are necessary to safeguard the child's safety, report the matter to the relevant Department within 24 hours and conduct a comprehensive professional assessment of the child's need for protection.</p> <p>10.8. In circumstances where there are grounds to suspect that a child is beyond the control of his parents or other persons having responsibility for his care, to the extent that his/her behaviour or lifestyle poses a serious risk to his/her own welfare, health or safety or that of others then the Custodian of the Centre for Social Work must without delay conduct a comprehensive professional assessment of the child's need for Social and Family Services.</p> <p>10.9. It is duty of any professional who has had contact with a child who is the subject of a comprehensive professional assessment by a Centre for Social Work to cooperate with and assist the assessment where possible</p> <p>10.10. Where abuse to a child is suspected, it will be the duty of law enforcement organs to assist the Centre for Social Work in its comprehensive professional assessment of a child's need for Social and Family Services and to carry out their own criminal investigations if the circumstances warrant it</p> <p>10.11. PAfter a comprehensive professional assessment of needs of child and family for social services, CSW without delay within twenty (24) hours sends the notice to the respective municipality directorate.</p> <p>If the Custodian of the CSW believes that there is reason to seek protective measures, he/she has a duty to refer the matter to the court, in order for the court to issue a decision in the form of defence.</p>

Laws	Specific aspects regulated related to protection from child labour
<p>Law No 2003/15 on Social Assistance Scheme in Kosovo and Law No .04/L-096 on Amending and supplementing Law on Social Assistance Scheme</p>	<p>This Law set out the Social Assistance Scheme of Kosovo in order to protect and care of families risked to the social point of view. It regulates provision of financial support to eligible families in accordance with the criteria set forth in this Law and within the resources allocated for this purpose.</p> <p><i>Article 4 (Non-Financial Criteria for Social Assistance) defines eligibility of families for financial assistance:</i></p> <p>4.1. for realizing the right on social assistance, all family members must be citizens of the Republic of Kosovo and meet the criteria for classification in one of the categories determined by this Law;</p> <p>4.2. notwithstanding, social assistance users may also be foreign citizens, who:</p> <ul style="list-style-type: none"> a). have the residence permit in Kosovo; b). persons as asylum seekers; c). persons as refugees; and d). persons who enjoy provisional or complementary protection <p>4.4. the social assistance entitlement in Category I shall be enjoyed by the family in which all family members are depended according to the definition given in Article 2 point 2.7 of the Law into force, and none of them is employed.</p> <p>4.5. the social assistance entitlement in Category II shall be enjoyed by the family in which a family member is able to work:</p> <ul style="list-style-type: none"> a). with at least one (1) child under the age of five (5); or b). who have under permanent care an orphan under the age of fifteen (15). <p>All family members within Category Two must either be a dependant, or be registered as unemployed with the Employment Offices of the Ministry.</p>

Laws	Specific aspects regulated related to protection from child labour
	<p>This Law regulates pre-university education and training from ISCED levels 0 to 4, including education and training for children and adults taking qualifications at these levels.</p> <p>General principles of Pre-University Education are described in Article 3, including:</p> <ol style="list-style-type: none"> 1. No person shall be denied the right to education. 2. Pre-university education is a joint responsibility shared between parents, educational and training institutions, municipalities and government, according to the respective duties and functions set out in this Law. 3. It shall be the general duty of the Ministry, the municipalities, the educational and/or training institutions and all other bodies engaged in the provision of pre-university education, as regulated by this Law and other applicable laws, to plan and deliver an efficient, effective, flexible, inclusive and professional service designed to provide all pupils with equal opportunities in access to education in accordance with their specific abilities and needs and to promote their educational and social development. 4. In planning, managing and delivering the system of pre-university education, the Ministry, municipalities and educational and/or training institutions shall have regard to the internationally accepted norms of Education for All, the rights of the child, the protection of vulnerable groups within society and the promotion of gender equality. <p>Compulsory school age is regulated under Article 9: <i>The organisation of pre-university education</i>:</p> <ol style="list-style-type: none"> 2. Compulsory schooling shall begin at the start of the school year following the date on which a child attains the age of six (6), the minimum compulsory school age and shall end upon the completion of ISCED level 2. 4. Compulsory schooling is free of charge. <p><i>With regard to provisions specific to education and training of adults (Article 12)</i> Provisions specific to education and training for adults</p> <ol style="list-style-type: none"> 1. The purpose of education and training for adults is to develop relevant skills, knowledge and aptitudes of adult learners as part of a framework of lifelong learning. 2. Adults may be educated or trained in licensed public, private or partnership educational or training institutions at ISCED Levels 3 and 4 according to the provisions of this law.

Laws	Specific aspects regulated related to protection from child labour
<p>The Law No. 04/L-032 on Pre-University Education</p>	<p><i>School attendance is regulated by Article 15:</i></p> <ol style="list-style-type: none"> 1. . Ensuring attendance of pupils throughout compulsory education is the responsibility of parents. 2. It shall be an offence for a parent of a child of compulsory school age either: <ol style="list-style-type: none"> 2.1. to fail to enrol such a child in a school which is either a municipal school, a training institution, a special school or a licensed private school appropriate to the child's age and level of study; or to fail to make alternative arrangements for the education of the child which are approved by the Ministry under Article 47 of this Law; or 2.2. to fail without reasonable cause, defined as sickness or other unavoidable cause, to ensure his or her regular attendance at the educational institution at the times determined by the governing board for the commencement of sessions 4. If a pupil with no reason fails to enrol, fails to attend or interrupts compulsory education, his or her parents shall be punished for violation if the absence is a result of deliberate action or negligence by the parents. In such cases, the municipality shall inform the Ministry in writing. 5. To promote attendance and reduce drop-out, a municipality shall arrange safe and efficient transport for pupils in compulsory education to attend school. It may charge, and may at its discretion waive, fees at full economic cost for school transport for <ol style="list-style-type: none"> 5.1. pupils living within the catchment area but within four (4) kilometres distance from the school, other than pupils with disabilities; and 5.2. pupils living outside the catchment area;
<p>The Law No. 03/L-068 on Education in Municipalities</p>	<p>This Law regulates the organization of public educational institutions and the provision of public education at the pre-primary, primary, lower secondary, upper secondary and higher education levels in the municipalities.</p>

Laws	Specific aspects regulated related to protection from child labour
<p>The Law No 03/L-212 on Labour</p>	<p>The Labour Law regulates the rights and obligations deriving from employment relationship, as defined by this Law.</p> <p><i>Article 6 prohibits forced or compulsory labour;</i></p> <p><i>Article 7 Terms and Criteria for the Establishment of Employment Relationship regulates the minimum working age:</i></p> <p>3. No employer may conclude an employment contract with a person below fifteen (15) years of age.</p> <p><i>Article 20 Setting working hours, for employees under eighteen (18) years of age, limits the full-time working hours to thirty (30) hours per week;</i></p> <p><i>Article 26 prohibits the extension of working hours for employees under eighteen (18) years of age;</i></p> <p><i>Article 27 prohibits night shifts for employees under eighteen (18) years of age;</i></p> <p><i>Article 31 determines a weekly rest for a period of at least thirty-six (36) continuous hours for employees under eighteen (18) years of age;</i></p> <p><i>Article 45 Protection of Youth stipulates specific protection measures for employees under eighteen years:</i></p> <ol style="list-style-type: none"> 1. An employee under eighteen (18) years of age shall not work under conditions, which under their nature or circumstance performed, may damage the health, safety or the moral of the employee. 2. An employer is obliged to adopt the necessary measures for occupational safety and health protection of youth by specifying the risks of the labour process. 3. An employer shall implement the measures defined in paragraph 2 of this Article on the basis of risk assessment for posts for youth. 4. An employer shall conduct a previous assessment on the risks from the labour before the young employee commences working in order to protect the health of youth at work. 5. An employee under eighteen (18) years of age shall not conduct the following dangerous labour: <ol style="list-style-type: none"> 5.1. underground, under water, dangerous heights or closed premises; 5.2. dangerous machinery, equipment and tools used in the labour process and in the transportation of heavy shipments; 5.3. unhealthy environment, which exposes youth to dangerous substances, factors or processes, temperatures, noise or quake that may be harmful to health; 5.4. under especially difficult conditions, such as extended working hours or certain circumstances during the night, or closed environment. 6. Provisions to be implemented for the list of forms of hazardous labour shall be reviewed each year by respective bodies, comprised of representatives of Ministry of Labour and Social Welfare, other line ministries of the Government, organisations of employers and organisations of employees (trade-unions).

Laws	Specific aspects regulated related to protection from child labour
<p>The Law No. 04/L-161 on Health and Safety at Work</p>	<p>This law contains general principles for prevention of occupational hazards, elimination of hazardous and accidents factors, information, consultation, balanced participation in improving the level of safety and health at work, treatment of employees, their representatives and general guidelines for implementing such principles.</p>
<p>Code No. 06/L-074 Criminal Code</p>	<p>Prohibition of military recruitment by non-state armed groups is regulated by Article 149 Conscription or enlisting of children in armed conflict;</p> <p>Prohibition of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labour is regulated by Articles 163 and 165 Slavery, slavery-like conditions and forced labour;</p> <p>Prohibition of commercial sexual exploitation of children is regulated by Article 232 Abuse of children in pornography and Article 234 Facilitating or compelling prostitution.</p> <p>Prohibition of using children in production and trafficking of drugs is regulated by Articles 271-273.</p>

Laws	Specific aspects regulated related to protection from child labour
<p>Code No. 06/L-006 Juvenile Justice Code</p>	<p>This Code regulates the action against the juvenile as a person committing a criminal act, children involved and juveniles as participants in the procedure, bodies that implement criminal procedure and execution of measures and sentence against the juvenile offender, as well as protection of juveniles and children that are victims of and harmed by criminal act.</p> <p>Basic principles of the Code are defined in Article 4, including:</p> <ol style="list-style-type: none"> 1. The best interest shall be the prevailing consideration during the whole procedure and actions taken against the child and juvenile. 2. The juvenile justice system shall seek the well-being of the juvenile and ensure that any reaction to juvenile offenders shall always be in proportion to the circumstances of both the offender and the criminal offence. 3. Juvenile offenders shall be considered for diversion measures and educational measures where appropriate, giving priority to alternative measures and sanctions in relation to criminal sanctions. 4. Deprivation from liberty shall be imposed only as a last resort and shall be limited to the shortest possible period of time. During the time of deprivation from liberty imposed as a penalty, a juvenile offender shall receive educational, psychological and, if necessary, medical assistance to facilitate his rehabilitation. 5. A child participating in criminal proceedings shall be given an opportunity to express himself or herself freely. 6. Every juvenile deprived of liberty shall be treated with humanity for the inherent dignity of the human person, and in a manner which takes into consideration the personal needs of his/her age. In particular, every juvenile deprived of liberty shall be separated from adults unless it is considered in the best interest of the child not to do so and shall have the right to maintain contact with his family through the correspondence and visits, save in exceptional circumstance as defined by Law. 7. Every juvenile deprived of his liberty shall have the right to prompt access to legal and other appropriate assistance, as well as the right to challenge the legality of the deprivation of his liberty before an independent and impartial court, and to prompt proceedings. 8. The child's right to privacy shall be respected at all stages in order to avoid harm being caused to him or her by undue publicity or by the process of labelling. In principle, no information that may lead to the identification of a juvenile offender or re-victimization of the victim shall be published. 9. The procedure against a juvenile and the procedure where the juvenile is harmed with criminal offence shall be urgent. The authorities that participate in a procedure against juvenile and other authorities and institutions from which notifications, reports and opinions are required are obliged to act urgently. 10. Failure to act according to the procedure set forth in paragraph 9 of this Article, as well as failure to follow the timeframes envisaged in this Code, may be considered as a disciplinary violation, in accordance with the relevant provisions of the legislation in force. 11. The procedure against children and juveniles shall be carried out and implemented in accordance with the child friendly approach concept.

Laws	Specific aspects regulated related to protection from child labour
<p>The Law No. 04/L-218 on Preventing and Combating Trafficking in Human Beings and Protecting Victims of Trafficking</p>	<p>The Purpose of this law is to establish legal provisions through which competent local authorities are given rights, obligations and responsibilities for:</p> <ol style="list-style-type: none"> 1.1. preventing and combating trafficking in human beings in all its forms; 1.2. protection of victims of trafficking, including ensuring the rights, such as legal aid, medical assistance, psycho-social support, compensation and other rights for all persons who are presumed or identified as trafficked persons, regardless of their sex, gender, age, marital status, language, mental or physical disability, sexual orientation, political affiliation or conviction, ethnic origin, nationality, religion or belief, race, social origin, property, birth or any other status, through a human rights based approach, in full compliance with international human rights instruments and standards. <p><i>Article 34 General provisions on assistance and protection of child victims of trafficking in human beings:</i></p> <ol style="list-style-type: none"> 1. Children who are victims of trafficking benefit assistance and protection. The best interests of the child shall be taken into consideration during the implementation of the legislation. 2. Authorities responsible for social, health care and education, non-governmental organizations, other institutions, and civil society representatives, without any delay, contact law enforcement bodies when they have knowledge or suspect that a child is exploited or trafficked, or that he/she is exposed to the risk of exploitation or trafficking. <p><i>Article 35 Special principles for combating trafficking in children</i></p> <ol style="list-style-type: none"> 1. strict observance of the rights of the child set out in the United Nations Convention on the Rights of the Child and Juvenile Justice Code of Kosovo, and any other relevant legislation; 1.2. undertaking of measures to special protection and assistance of children who are victims of human trafficking; 1.3. whenever a child victim of trafficking is capable of forming his or her own views, giving due weight to the view of the child, in accordance with his/her age and maturity and his/her best interests; 1.4. informing a child who is a victim of human trafficking in a child appropriate manner on the state and the rights of his/her protection and assistance measures, available services, repatriation procedures, and the process of family reunification; 1.5. ensuring that the identity and any details that may enable the identification of child victim of trafficking, not to be made public under any circumstances. <p>Specific considerations for repatriation of a child victim of trafficking in human beings and for granting assistance and protection to child victims of trafficking in human beings are defined under Articles 37 and 38.</p>

2.2 Statutory responsibilities of key stakeholders

Institutional framework for child protection

The central level institutions are mainly responsible to develop and implement policies, to set standards and ensure quality of programs for supporting children and their guardians, with a view to providing child protection, preventing threats to their life, violence, neglect, abuse, mistreatment, abandonment and exploitation. Statutory responsibility for implementation of child protection policies and standards is concentrated in institutions responsible for law enforcement and provision of public services. The box below provides a list of key law enforcement agencies and service providers, including description of their role with regard to child protection.

Box 2. Përgjegjësitë ligjore të agjencive të zbatimit të ligjit, dhe ofruesve të shërbimeve publike dhe joqeveritare

Respective Institutions	Statutory obligations
<p>Labour Inspectorate</p>	<p>Labour Inspectorate is an Executive Agency of the Ministry of Labour and Social Welfare that oversees implementation of legal and sub-legal provisions, in overall manner of employment field including employment relationships, safety at work, protection of employees' health and work environment.</p> <p>Functions of the Labour Inspection are defined by the Law No. 2002/09 on The Labour Inspectorate of Kosovo, including:</p> <ul style="list-style-type: none"> (a) Insure implementation of the labour law, conditions of work and protection at work; (b) Provide technical information and advice to employers and employees on the most effective means of observing the legal provisions; (c) Notify the Minister of Labour and Social Welfare or other competent authorities on any deficiencies in the applicable law; (d) Supply information and advice to employers and employees and which would comply with the law and forewarn the competent authorities on any defects or abuses not covered by existing legal provisions; (e) Give advice on issues relating to labour law and protection of employees in a case or reorganization or restructuring of an enterprise. <p>Moreover, according to the Child Protection Law (Article 49)</p> <p>3. The Labour Inspectorate is responsible for monitoring the employment of the child to guarantee decent behaviour, safety and working conditions.</p>
<p>Police</p>	<p>The authorizations and duties of Kosovo Police, its organization and other issues related to activities and actions are regulated by the Law No. 04/L-076 on Police.</p> <p>The Directorate of Police in Community and Prevention is based in establishing a healthy and effective partnership with community, exchange of mutual information in identifying problems and concerns of the community in the aspect of security and prevention of negative phenomenon or their solution together in community. Police sector means a certain part of the territory, within borders of one or more local communities in a territory of one municipality, in which a certain number of police officers perform all police activities on increasing cooperation, identification of problems in community and offenders, prevention of negative phenomenon in community, improving the safety in road traffic and solving potential problems that threaten general security of community.</p>

Respective Institutions	Statutory obligations
Municipality	<p>The Law on Child Protection determines the following responsibilities of municipalities (Article 14 Role of the Municipality)</p> <ol style="list-style-type: none"> 1. Each municipality is responsible for providing preventive, protection and reintegration measures and services for child protection within its territory according to standards and policies determined by the Government or the relevant Ministries. 2. Municipalities shall take steps to identify the nature and extent of the need for child protection within their territory. 3. Municipalities shall prepare annual plans and financing for the development and maintenance of child protection services. 4. Municipalities are obliged through respective directorates, to determine at least one child protection officer, who shall be obliged to cooperate, exchange information and data with the relevant Unit for Good Governance. <p>According the Law on Social and Family Services (Article 6-Role of the Municipality)</p> <ol style="list-style-type: none"> 6.1. Each Municipality, through its relevant Directorate, is responsible for ensuring the provision of Social and Family Services within its territory to a standard specified by the Ministry. 6.3. Directorates deliver Social and Family Services within their territory through the activities of Centres for Social Work or by providing financial or other assistance to non-government organizations to enable them to do so. 6.4. Directorates take steps to identify the nature and extent of the need for Social and Family Services within their territory. They produce annual plans for the development and maintenance of Social and Family Services. They maintain records and statistics as specified by the Department and provide it with reports on their Social and Family Services activities on an annual basis, and at any other time, as required by the Department. In order to promote community involvement, transparency and accountability, each Directorate publish its annual plan and report.

Respective Institutions	Statutory obligations
Komuna	<p>6.5. In preparing their annual plans Directorates are obliged to consult widely with Social and Family Service users, their representatives, non-government organizations and other relevant community and professional groups in their area on the development, planning and delivery of Social and Family Services.</p> <p>6.6. Each Directorate ensures that the Centre for Social Work in their area is resourced to the standards as specified by the Ministry. This includes the categories and numbers of professional staff to be employed.</p> <p>6.7. In addition to providing resources to meet the responsibilities placed on Centres for Social Work by this and other relevant laws, Directorates are permitted to provide or facilitate through the CSW or nongovernmental organizations, the provision of the following additional services (a-g).</p> <p>6.8. Directorates make adequate provision for responding to urgent Social and Family Services cases arising out of normal working hours.</p> <p>6.9. Municipalities may, with the permission of the Ministry, combine together to provide specialist or other Social and Family Services across their territories.</p>

Respective Institutions	Statutory obligations
<p>Centre for Social Work</p>	<p>According the Law on Social and Family Services (Article 7-Role of the Centre for Social Work)</p> <p>7.1. Each Municipality establishes and maintains a Centre for Social Work which will be a public institution and have one or more branch offices, hereafter referred to as the CSW. This is a centre, staffed by appropriately trained and qualified professionals' social service officers as according to the article 1.3 p. (i), responsible for exercising the powers set out by this Law on behalf of the Ministry and providing social and family services on behalf of the Ministry.</p> <p>7.2. The Centre for Social Work will constitute the Guardianship Authority and perform the duties required of this function as set out in the in the relevant Kosovo statutes.</p> <p>7.3. The Director of the CSW is elected by the Municipality by way of a public contest according to the Law on Civil Service.</p> <p>7.4. The Director of the CSW is accountable to the Municipality for the effective and efficient use of the resources allocated to him for the provision of Social and Family Services.</p> <p>7.5. The Director of the CSW is accountable to the Ministry for the maintenance of professional practice standards and the exercise of statutory powers and responsibilities as set out in this Law.</p> <p>7.6. The CSW is obliged to conduct a professional assessment in respect of any individual or family residing in, or found in, its area who refer themselves for assistance or who by other means come to its attention as needing or appearing to be in need of Social or Family Services.</p> <p>7.7. If the professional assessment of need indicates that an individual or a family require Social or Family Services the CSW may, having taken into account all other relevant circumstances, including family support, if any, and the availability of suitable resources, offer such services as it considers appropriate.</p>
<p>School</p>	<p>With regard to the role of schools in prevention of school drop-out as a result of child labour, Administrative Instruction No. 19/2012 on Establishment and enforcement of teams for prevention and response toward abandonment and non-enrolment in compulsory education (TPRAN) determines general principles, responsibilities and procedures for establishment and operation of TPRAN. These Teams are operational in almost all schools, responsible to identify children who are not-enrolled/ at risk of dropping out/dropped out of school, and, to develop and implement drop-out prevention strategies at school level.</p> <p>Non-formal education (catch up classes) for children that have dropped out school for a period of three years or more are provided by at least one school in each municipality.</p>

Respective Institutions	Statutory obligations
Family Medical Centre	<p>Operation of Family Medical Centres is regulated by the Law No. 2004/4 on Kosovo Health Law, including:</p> <ul style="list-style-type: none"> a) Promotion, prevention, treatment and rehabilitation of diseases, disorders and injuries; b) Health education; c) Immunization; d) Initial diagnosis and basic health care including minor surgeries; e) Promotion of oral health and basic dental health care; f) Community based mental health care; g) Community based rehabilitation; h) Provision of qualitative food and water. <p>Family Medicine Team consists of the following health workers:</p> <ul style="list-style-type: none"> a) General Practitioner, b) Dentist; c) Family Medicine specialist; d) Pharmacist; e) Paediatrician; f) Gynaecologist-obstetrician; g) Specialist of clinical biochemistry and h) Nurses, midwives, physiotherapists and medical technicians. <p>Besides provision of health services, whenever a healthcare professional encounters a suspected child victim of sexual exploitation, illicit activities or other WFCL, there is a professional obligation of the health care professional to bring this to the attention of the Centre for Social Work, and if there is any evidence of a serious crime having been committed against the child, a report has also to be made to the police.</p>

Respective Institutions	Statutory obligations
<p>The Victim Protection and Assistance Office</p>	<p>The Victim Protection and Assistance Office (VPAO) is embedded in the Office of the Chief State Prosecutor, with the obligation of ensuring the protection of the human rights of victims in the justice system. This obligation arises primarily during the investigation, prosecution and conviction of an offender. This obligation also extends to matters where the State, through the court, may limit an offender’s rights and privileges as a result of an order of protection.</p> <p>The VPAO identify resources to fulfil the needs of the crime victims and to initiate their rehabilitation. VPAO identify the gaps in the service provisions and cooperate and coordinate with service providers to provide a better response to the victims’ needs based on the existing legislation in force.</p>
<p>Employment Office</p>	<p>Employment Centres operate in each municipality to assist citizens in employment through counselling and guidance, through vocational training or re-training and through intermediation in employment.</p> <p>The key target groups of the employment centres are: semi-skilled and unskilled long-term unemployed, young unemployed (16–25 years), particularly children that dropped out school; minorities; women; people with special needs and enterprise employees at risk of redundancy.</p>
<p>Vocational Training Centre</p>	<p>Vocational Training is delivered through a network of eight regional training centres that operate in Prishtina, Prizren, Peja, Gjakova, Ferizaj, Gjilan, Mitorvica and Doljane (Mitrovica North) for qualification and re-qualification of jobseekers registered in Employment Offices. Actually, these VTCs provide free of charge training for 30 different professions.</p>

Respective Institutions	Statutory obligations
Non-Governmental Organisations	<p>According to the <i>Law on Social and Family Services</i> (Article 8- Role of the non-Government Sector)</p> <ol style="list-style-type: none"> 8.1. Legal entities, not in the Government Sector, including enterprises, voluntary organizations and associations, faith based organizations, self-help groups and other local, national and international organizations are encouraged to provide Social and Family Services, either on their own initiative or, under contract, on behalf of the municipal Directorate in the case of local services, or the Department in the case of Kosovo wide services. 8.2. To facilitate this, the Municipalities and the Department of Social Welfare offer advice and guidance to non-government organizations proposing to undertake such activities. 8.3. Any non-government organization providing Social and Family Services must register with the appropriate authority and be licensed by the Department of Social Welfare and must adhere to the regulations, directives and procedures relating to their activities as laid down by the Ministry. 8.4. Municipalities are permitted to enter into contracts with non-government organizations for the provision of specific Social and Family Services within its territory, on behalf of the Municipality, on condition that such contracts are in keeping with the Municipal annual Social and Family Service plan. 8.5. The Ministry of Social Welfare is permitted to make grants and provide any other material assistance, including premises, or advice to non-government organizations providing specific Social and Family Services across Kosovo. 8.6. The Ministry is permitted to enter into contracts with non-government organizations for the provision of specific Social and Family Services across Kosovo. <p>According to the <i>Law on Preventing and Combating Trafficking in Human Beings and Protecting Victims of Trafficking</i>:</p> <ol style="list-style-type: none"> 2. Local and international non-governmental organizations provide respective services for victims of trafficking, either with their initiative, on behalf of the municipal directorate in the case of municipal services, or on behalf of the National Authority in case of services at the Kosovo level.

PART 3

OVERVIEW OF THE CASE MANAGEMENT PROCESS

3.1 What is Case Management⁹?

Case management is a process practiced by social service workers that supports or guides the delivery of social service support to vulnerable children and families and other populations in need. It begins when a person or family is identified as having vulnerability or is in a difficult situation requiring support or assistance.

Effective case management practice can empower families to understand and access multiple services through creating a child- and/or family-centred case plan, with the end goal of helping individuals and/or families improve their coping skills, increase resilience, and promote greater autonomy, safety and well-being. It serves as a first step toward assessing client level outcomes and builds in regular checks to see if the interventions are having the intended effect or if it is necessary to revise the case plan.

The case management process also supports good management practice because it requires social service workers to find out what social services are available and where there are gaps. It also helps to monitor the performance of staff and volunteers, promotes transparency and accountability, and helps to inform and plan budgets.

3.2 Which are the guiding principles for case management?

Case management is built upon and informed by several key principles which reflect international child and human rights instruments and social work values, which underpin the entire case management process:

Increasing resiliency and improving quality of life: The end goal of case management should be increased resilience of the client and his/her family. The development of an individualized case plan should include short and long-term goals that reflect this core principle and outline activities required to reach the desired outcome.

⁹ This chapter is drafted based on Core Concepts and Principles of Effective Case Management: Approaches for the Social Service Workforce, Global Social Service Work Force Alliance-Case Management Interest Group, 2018 available at <https://bettercarenetwork.org/sites/default/files/Case-Management-Concepts-and-Principles.pdf>

Collaboration and partnership: All people involved in case management should work in collaboration with the client or his/her family. The social service worker implementing a case management process must make sure that the client understands what is happening by giving them complete and accurate information in a timely manner. Client(s), including children, according to their age and evolving capacities, should be engaged in all steps of the process and empowered to help make decisions and actively participate in setting and reaching identified goals.

The social service worker should also work with other organizations, community groups and individuals to make sure children and families receive the best help by collaborating and coordinating with public and other providers that are able to provide support or play a role within the case plan.

Do no harm: This means thinking about the rights and best interests of each member of the family unit, and making sure that the approach or practice is in their best interest and does not make the situation worse.

Respect and promotion of client strengths: The social service worker should work closely with the client and build on the existing resources, strengths, and potential contribution of the client rather than a pathology-based approach, which focuses exclusively on the needs of or problems faced by the client. The strengths and resources of the client should be built upon and integrated into the case management process to help inform decisions about what actions the client can complete independently, as well as what additional interventions or services the client may require, to what extent, and who can provide services, at what intensity, and for how long.

Respect for diversity, culture and tradition: All people involved in case management should know about and respect the local cultures and traditions that apply in the area in which they are working. Respect for diversity, culture and tradition also means looking for local solutions and using community resources where possible when setting goals and case planning. This also means making sure areas of difference such as socioeconomic status, race, sexual orientation, age, gender, religion or ability are acknowledged, respected and treated equally. Case management processes should also be designed to be inclusive and appropriately engage clients with disabilities.

Respect for and reflection of a human rights-based approach: Case management should be guided by principles that are outlined in relevant human and child rights-based instruments. While appreciating and respecting cultural practices, context is also important. Fulfilment of rights should supersede any practices or traditions that could be considered harmful. For example, child marriage or child labour may be a local tradition, but it is also a child rights violation.

Consent to participate in case management: Case management should be approached in a manner that encourages the active participation of the client. However, to initiate this process requires a clear explanation of the case management process, roles and responsibilities, and an opportunity for the client or a member of the family unit, depending on who has decision

making capacity, to provide verbal or written consent. This approach helps to facilitate client and agency collaboration and an active role of the client within the different steps of the case management process.

Confidentiality: The social service worker should not share information about a client or the family unit unless it is necessary to do so. For example, at a meeting to discuss a case (also referred to as a case conference) or with other organizations or individuals whom the client feels would be helpful to engage (for example a neighbour who might offer child care), some details of the client's case may be relevant to share. It is important that information about the case is not discussed at home, with friends and neighbours, or in places where other people may overhear information. Written records should also be confidential and kept in a safe place where they can only be accessed by the case manager. If there are electronic records, they should be password protected. The social service worker should discuss confidentiality with the client so that they are clear and provide consent about who will have access to information about their situation.

Assure quality in case management: A case management process should be described in standard operating procedures (SOPs), tools and instruments designed for professional and para professional social service workers. The SOPs aim to ensure standardized processes and approaches within the different steps of implementing case management and have quality assurance as an overall objective. There are diverse ways in which quality assurance can be maintained. Some examples include:

- **Job descriptions:** All social service officers responsible for implementing case management should have clear job descriptions that define the competencies and/or qualities they need to perform case management as well as outline their specific functions or tasks. Job descriptions enable organizations to ensure their workers are trained to an agreed standard of case management and assessed against the competencies and tasks described.
- **Mbikëqyrja:** Good practice recognizes the need for supervision and oversight.
- This is especially important for members of the social service workforce who are implementing case management practice. Supportive supervision involves regular meetings between the supervisor and social service worker performing case management to agree on work plans, carry out individual case review, support decision making, provide support to cope with stress, and identify on-the-job training and professional development opportunities. Supervision may also include group sessions, during which groups of social service workers review cases together and provide peer support. Supervision responsibilities should be understood by the supervisor and supervisee and written down in job descriptions and SOPs.

- **Monitoring and Evaluation:** There should be a system for monitoring and evaluation which includes a mechanism for data collection, data sharing and analysis so that managers know what is working well and where improvements need to be made. This data, particularly when tracked through case management information systems, can help to increase understanding on the impact and benefits of the case management practice, which is helpful when advocating for resources.

3.3 The importance of mechanisms for coordination

To achieve the changes required to improve the lives of members of the family unit, sometimes, as noted above, many people and organizations need to be involved and their individual actions and interventions should be coordinated. The social service officer typically facilitates this process with assistance and oversight from his/her supervisor. This can be done by holding meetings/case conferences with:

- the individual client;
- members of the family unit (for example, family members or other people living in the household); and/or
- service providers (for example, teachers, doctors and nurses, representatives of NGO service providers).

Another form of coordination is when local service providers meet regularly, such as through community or municipal coordination meetings, to discuss and plan their roles and responsibilities as well as discuss how to work together. They may also talk about ways to approach more complex cases. For example, a local government may set up a child protection committee where representatives meet every three months to discuss local child protection responsibilities.¹⁰

¹⁰ The Law on Child Protection regulates inter-institutional coordination through Child Rights Teams at the level of decision-makers in all municipalities of the Republic of Kosovo. The functioning of these teams shall be regulated through a special AI.

PART 4

STANDARD OPERATING PROCEDURES FOR CASE MANAGEMENT OF CHILD LABOUR

4.1 Key issues for consideration in case management of children

The primary goal of child protection case management is to respond to children experiencing or at risk of abuse, neglect, violence and exploitation through individual social work services. In line with the key principles of the case management process, the following issues need to be considered in all cases of case management processes that aim child protection:

- ***Participation of the child engaged in labour*** as an active actor of his/her rehabilitation at every step of the process. The case manager must ensure the victim's participation in all stages of the development of the service plan, including when defining specific responsibilities for both, the institutions providing services and the child. Ideally the planning of activities should take the form of a contract. This is of crucial importance to reinforce the child's autonomy and his/her preparation for reintegrating in the society in a contractual / forward looking mode.
- ***Involvement of the family*** unless parental rights are suspended by a court decision because of a direct threat to the child's safety, the family must be involved in the rehabilitation process. The direct material needs of the family should be addressed through solutions. The dysfunctional beliefs of the family towards school, child labour, etc. should be discussed in open discussion where arguments and counter arguments should be exchanged. The closing of the case will only happen when these beliefs have changed.
- ***The referral*** to existing services based on a mapping of services available and on established procedures; case management implies organization and coordination of a network of formal and informal activities, services, and supports designed to optimize the wellbeing of the child.
- ***Centralized information management*** with a file composed of pre-defined formats, pre-agreed criteria for disclosure of information to authorized persons. The case manager is responsible for the coordination of the information, its consolidation and subsequent analysis.

Three cross-cutting dimensions of the case management process are documentation, supervision, quality control and utilization review, as well as proper relationship.

Documentation

A comprehensive system for collecting, storing and sharing case management information is important in improving the overall effectiveness of case management services. The common information management processes in CSWs include documentation, record keeping, information technology systems management, and sharing of information analysis with external stakeholders.

Documentation should be an unbroken chain of information therefore Case Managers need to record all stages of intervention and chronologically describe the background information, activities and utilization of services, as well as actions, reactions, and achievements of the child.

Proper documentation facilitates effective and accountable case management services. Information collected both directly and indirectly from children and their families, as well as from service providers should be maintained by the CSW. CM should complete all the relevant case management tools accurately to enable:

- Internally: Supervision of the quality of the processes and the services, identification of challenges in the case management of child labour, and information sharing among staff.
- Externally: Monitoring compliance with the standards for protection of children from child labour and verification by the auditors that funded services were provided. It also enables identification of gaps at system level therefore case management data should be periodically analysed and used to inform policymaking for protection of children from child labour, e.g. at the meetings of the Municipal Team for the Rights of the Child (that will be set up based on the Child Protection Law).

Supervision and Quality Control

To assure that quality services are being provided and the child is getting what he/she needs to move toward his/her goals, to control appropriateness of assessments, plans, referrals, and monitoring/coordination are occurring with all cases, and to review if the organization is effectively and efficiently providing the level of care needed by the child engaged in labour, there is a need for:

- Supervision of Case Managers;
- Quality Control/Review of Case Files and
- Overall Review of the CM Process.¹¹

¹¹ A template for aggregate review of the CM Process is provided in Part 6

In this regard, the Case Manager supervisor is the primary advocate for the child and the primary protection for the Case Manager.

Relationship

Proper relationship enables the child and his/her family to see the Case Manager as someone they can trust and the Centre for Social Work as concerned about his/her well-being. This can be best accomplished if the Case Manager:

- Maintains appropriate professional boundaries;
- Builds a relationship of trust.

4.2 Key steps for case management of child labour

The process of case management of child labour consists of several phases that are and recursive rather than linear and that are applied until children' needs and interests are met. The steps of the process¹² are:

- Step 0:** Identification of vulnerable child
- Step 1:** Referral of the child to the Centre for Social Work
- Step 2:** Screening, intake and appointment of the Case Manager
- Step 3:** Case assessment, including initial and comprehensive assessment
- Step 4:** Service plan
- Step 5:** Implementation of service plan, case review and monitoring
- Step 6:** Evaluation of implementation of the service plan
- Step 7:** Case closure

As stated above, these steps are not linear, in that we do not complete a step and check it off our list as complete. Steps may be revisited as needed until the desired outcome is reached. For example, after following up with a client, new problems may be identified. At this point you would return to the planning phase. Therefore, CMs should constantly analyse the situation of the child and his/her family, and flexibly use the case management steps as a guide to organise their work.

¹² These steps are set by the package of Case Management Forms approved by the MLSW in March 2020

4.3 Guidelines for managing cases of child labour

Step 0: Identification of vulnerable child

Each member of the society can act as eyes and ears on the ground for identification of vulnerable children and for bringing them to the attention of the Centre for Social Work for protection.

According to the Law on Child Protection, Article 26:

- Any person who notices or has information of a situation or act that a child may be subjected to or becomes aware that the child has been subject to any form of physical or mental violence, mistreatment, abandonment, abuse, neglect and exploitation is obliged to report the case by writing or verbally to the Police or the relevant Centre for Social Work (Article 26, Child Protection Law).
- If a parent or guardian as well as any other person has a reason to suspect that a child is subject to violence, is abused, mistreated, exploited, then he is obliged to report the case in written or verbally to the police or at the Centre for Social Work.
- Child protection professionals - include but are not limited to: educators, teachers, doctors, dentists, nurses, psychologists, social workers, police officer, any provider of public or private child protection services or representatives of non-governmental organizations for the protection of the child, and whoever has reason to suspect that a child has experienced violence, abuse, mistreatment, abandonment, exploitation or neglect are obliged to report the case, in written or oral form to the Police, to Office for Protection and Assistance of Victims or to the CSW.

Step 1: Referral of the child to the Centre for Social Work

This step provides for formal reporting of a concern about a child at risk of harm by any person, professional, institution or organisation in the community. Referral of the child can be made directly in the CSW, via phone or other means of communication. According to the Service Framework and Minimum Standards for Child Labour Services, every mandated partner will refer an identified case to the CSW within a maximum of 24 hours of identification.

Box 3: Specific guidance for completing CM Form 1: Case referral¹³

Case Referral

Basic information needed for referring a case, include:

- Information on how to access the child (to be recorded in the section Case Data)
- Essential information about why a referral is being made, the risks the child is exposed to (to be recorded in the section Reasons for Referral)
- Details of the social work officer that received notification and the date when the referral is made.

Any document submitted when referring a case should be noted.

Other information is also important and should be obtained to the extent possible, but not necessary to file the case.

In case of referral by public institutions and organizations, a copy of the completed referral form is given to the party that referred the case.

Step 2: Screening, registering and appointment of the Case Manager

Once the case of child labour is referred to the Centre for Social Work (CSW), the CSW will appoint a Case Manager (CM) within 24 hours¹⁴. As a basis for appointing a CM, an initial screening is made to collect basic data. Further, as part of the registering process, details of the case are verified and the child and his/family are informed on the case management process, the information to be collected, how it will be stored and with whom it will be shared, including confidentiality and its limits. This will enable the parent/guardian to make an informed consent for provision of services.

¹³ See Part 6: Case Management Form: Case Referral

¹⁴ In cases of children without parental care, a legal guardian will be appointed within 14 days.

Box 4: Specific guidance for completing CM Form 2:
Assigning the Case Manager¹⁵

Assignment of the Case Manager

Preliminary data to be obtained by the CSW before proceeding with the case management process include:

- General notes on the case, including the name of the child, parent's name and surname; date of birth; place of birth; gender; address; personal number; phone number.
- Basic facts and evidences for filing the case, including immediate risks the child is exposed. If emergency action is required, that should be noted in this section. The form and manner of immediate assistance is determined depending on the general health, physical, emotional and safety condition of the child.

During the registration process, the CSW must request the child's parent/guardian permission to provide services. To make an informed consent, the child and his/her parents/guardians should be provided sufficient information (see above).

The date when the notification for the case is submitted to the Head of Service, the date of the meeting with the child and his/her parent/guardian, and a brief description of the case are filled in by the Head of Service or the authorised officer. Confirmation on emergency of the case should be also noted by the Head of Service (if the case).

Based on above, the Case Manager is assigned by the Head of Service or the authorised officer. This enables the Head of Service to manage caseloads between social work officials and to better track progress.

The Form is also signed by the social work official assigned for managing the case.

Step 3: Case assessment, including initial and comprehensive assessment

The CM, based on a preliminary assessment of the situation provided, opens the case and plans the assessment process. The case management assessment sets the stage for the entire process. Collecting comprehensive facts and evidences that will determine the service plan **for the child is essential for a proper needs and capacities assessment and for formulating** plans to provide the most appropriate assistance. Therefore, all relevant information should be collected to summarise an overview of the situation and to plan what needs to be done to resolve the problems identified, including:

- comprehensive information about the situation the child was involved at,
- child's immediate needs and emotional state, in terms of protection and psychological support;
- support systems and networks.

It is important that the assessment is organised into the initial and comprehensive assessment.

¹⁵ See Part 6- Case management Form: Assigning the Case Manager

Box 5: Specific guidance for completing CM Form 3: Case assessment¹⁶**Initial assessment**

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

To assess the risks the child is exposed, the CM should tick the appropriate box based on the information below¹⁷. If relevant more than one box can be ticked.

Risks from the work environment:

- *Exposure to high or low temperatures, or against noises or trembling;*
- *Exposure to traffic risks;*
- *Exposure to potential violence and abuse;*
- *Exposure to poor hygienic conditions, demolition of soil;*
- *Exposure to biological, chemical and toxic substances;*
- *Exposure to carcinogenic substances, dust and gases;*
- *Exposure to radioactivity.*

Risks from the working tools:

- *Operation with sharp, other dangerous tools/equipment or with agriculture machinery.*

Risks from the nature of work:

- *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 at heights of above 2 m*
- *Inadequate work position (bent posture for long periods of time)*
- *Work underground, under the water and in confined spaces.*

Risks from the duration of work:

- *Interference of working hours with school attendance*
- *Night work (between 20:00 am and 6:00)*
- *Engagement of children 5-11 in economic activities at least 1 hour per week, and/or in unpaid household services for more than 21 hours per week*
- *Engagement of children 12-14 in economic activities at least 14 hours per week, and/or in unpaid household services for more than 21 hours per week*
- *Engagement of children 15-17 in economic activities for more than 43 hours per week.*

If the risk level is medium or low, meaning no immediate risk to the child's life or security, the CM will continue with the assessment. If the level of risk is high then immediate action is needed first to save the child from danger. For example, if the child's work involves high-risk activities (such as operating agricultural machinery, working late at night, working in landfills¹⁸, etc.) then it must first be ensured that the child stops the relevant activity; then proceeds with the full comprehensive assessment, on which other necessary actions are planned.

¹⁶ See Part 6- Case management Form: Case Assessment

¹⁷ The risks below refer to HCL and do not cover use of children for illicit activities, pornography, prostitution or victims of trafficking, as immediate protection is required in such cases without no risk assessment.

¹⁸ Furthermore, See AI 05/2013

Comprehensive assessment is an in-depth assessment meant to give the CM a holistic understanding of the child's situation, generate information to guide the development of a case plan and identify aspects that can be used to inform the CM's decisions on the nature of other service providers that can intervene in the child's situation to address the specific concerns. It should cover physical, psychological, emotional and social needs, including an understanding of the cultural characteristics of the environment as well as mapping of available services in the community where the child lives.

Needs assessment should be made in close consultation with the child and his/her family. Therefore, first and most important step is to engage and establish a relationship with the child, to build confidence and make the situation as comfortable and safe as possible. As part of the overall assessment the CM should create a dossier of all relevant data, information and conclusions on the profile of the case based upon that information. Contents of the child's dossier are kept in strict confidentiality, and are available only to professionals who are working on the case.

Box 6: Specific guidance for completing CM Form 3: Case assessment¹⁹**Comprehensive assessment of the case**

The comprehensive assessment will be completed within 7 days from opening the case. In this process the CM will use:

- Interviews/discussions with the child, parents/guardians, other family members, teacher and other parties, as appropriate and needed;
- Observation (e.g. of the physical health of the child, emotional and mental well-being, quality of housing conditions).

First information collected after the preliminary assessment is on child's perceptions about work and reasons for engagement at work (page 2 of the CM Form 3). Other data that can be collected during this interview with the child include:

- Data on health problems and treatment (page 5 of the CM Form 3)
- Child's perceptions about his/her family and social relations (page 6 of the CM Form 3)
- Data on education, use of leisure time and interests of the child (page 7 of the CM Form 3).
- Child goals/perspective for his/her future (page 10 of the CM Form 3-Indications for the service plan).

Duration of the interview with the child should not exceed 45 minutes. When communicating with the child the CM needs to:

- ✓ Pay attention to what the child is saying and doing, and do not do anything else at the same time.
- ✓ Use simple language: think about the words you use. Long sentences will confuse children.
- ✓ Use a child's experience to explain things.
- ✓ Be friendly and approachable. Do not look bored, angry or worried while a child is talking, because this will stop him/her from talking. Maintain eye contact.
- ✓ Actively listen and respond to the child. Try to answer his/her questions as honestly as possible.
- ✓ Sit at the same level as the child.
- ✓ Provide adequate time and space and talk to the child in an appropriate and conducive environment.
- ✓ Make sure that the child knows you will observe confidentiality.
- ✓ Be empathetic – show that you can understand what the child has been feeling (without saying that you are feeling it yourself).
- ✓ Do not be afraid of silence when the child needs time and space to gather thoughts.

¹⁹ See Part 6- Case management Form: Case Assessment

Comprehensive assessment of the case

- ✓ Encourage the child by nodding or smiling, but not too often to avoid distracting the child.
- ✓ Ask open-ended questions.
- ✓ Summarise and clarify regularly so that you are sure about what the child has said: make sure that you understand what the child is trying to say and clarify what the child knows about the situation.
- ✓ Do not rush children: be patient, go at their pace, and allow them to express their emotions.

Data on the physical health (weight, height), emotional and mental well-being should be noted based on the observation of the CM. If needed, the CM can ask for a professional opinion on these issues (e.g. from the doctor, psychologist, teacher or other).

Interview with parents/guardians should focus on collection of data on:

- Family profile (p3 of the CM Form 3)
- Housing conditions (p4 of the CM Form 3)
- Nutrition (p4 of the CM Form 3)
- Sources of household income (p4 of the CM Form 3)
- Parent perceptions about child's work (p3 of the CM Form 3-General information about parents)
- Parents' goals/perspective for their child (p10 of the CM Form 3-Indications for the service plan)

In this regard, the capacity of the family to support withdrawal and reintegration of the child from child labour should be also assessed: to what extent is the family a factor of support and assistance for the child's recovery or, on the contrary, an obstacle. If needed separate interviews with parents (the mother and the father) should be organised. Other family members can be interviewed as well to have a broader perspective of the situation.

This assessment should first define whether the child is at direct risk by staying with his/her family, and whether a court order should be sought for a (temporary) suspension of parental rights²⁰.

Issues to be considered for assessment of the capacity of parents to support the child include:

- ✓ The parents' perception of the child labour experience and of their role in the child labour experience;

²⁰ In the case when legal action is required, solid facts and evidences are essential for building up a case against the abuser, the trafficker or others involved, which can lead to eventual prosecution in a court.

Comprehensive assessment of the case

- ✓ The parents' reaction to the trauma or the traumatic event – *emotional* (e.g. anger, despair, desolation, guilt), *cognitive* (e.g. denial – “it is impossible that something like this has happened to my child”, *rationalization* – “my child makes things up sometimes, this could not have happened”) and *behavioural* (e.g. they are over protective or, on the contrary, too distant and cold with the child);
- ✓ The defence mechanisms built by the parent who were involved in the child's exploitation (“it was for his/her own good...”, “this is the only way to ensure his/her education”, etc.);
- ✓ The parents' previous traumatic experiences that modified their perception of the world and normality (e.g. the mother was also a victim of sexual abuse or exploitative employment);
- ✓ How the exploitation experience has impacted the family including the relationship with the other siblings, the relationships within the family, the child's attitude towards his/her parents, the parents' attitude towards the child;
- ✓ The risk for the child to be re-victimized by his/her parents and the parents' abilities to be supportive and to help their child throughout the rehabilitation process;
- ✓ The way in which the parents are involved in strengthening the rehabilitation strategies and methods (e.g. if they encourage and support the child in resuming schooling, if they talk to the child about his/her feelings and thoughts).

All these elements should be considered carefully before a decision is made on a) possible support to the family or b) possible separation of the child from the family.

Due consideration should be also given to assessment of parents' capacity for employment or engagement in other income generating activities (p3 of the CM Form 3-General information about parents).

Availability of services, access of the child to these services and community attitudes towards child labour should be also assessed by the CM, from the perspective of their impact in child's engagement at work (p8 of the CM Form 3)..

Each discussion or consultative session must be systematically documented with (a) minutes of the meeting, (b) the time, (c) place and (d) participants noted for the record.

The collected facts and evidences are compiled and given consideration by the CM in order to get a clear profile of the child, of the family and the community where the child lives.

A brief description of the overall profile of the case is made in Case assessment summary (p9 of the CM Form 3). Needs and capacity assessment analysis is made comparing the data from school/ family/ workplace in consultation with the child and his/her family.

Step 4: Service plan

Creation of a service plan is a translation of the assessment of child's competencies and needs into concrete and realistic goals and objectives, planning a treatment and rehabilitation programme based on available services. The service plan should be the basis of a moral contract between the child, the parents, service providers and the Case Manager.

When preparing the service plan, it is important not to see only child's needs but to acknowledge his/her potential for recovery. In this regard, identified barriers should be addressed by strategies to overcome them, and identified strengths should be addressed by strategies to build upon them²¹. Part of this potential can actually be coming from child's experience as child labourer. For instance, a child trafficked for singing and begging in the streets was found to have a beautiful voice and was directed to a professional music school as part of his rehabilitation process. The CM should however be careful that the re-enacting of the child labour's experience does not re-enact the related trauma (if any).²²

21 See Support material 2: Strengths-based and resilience-based approaches

22 Source, Guidelines for Child Labour Monitoring (draft), Chisinau, January 2006

Box 7: Specific guidance for completing CM Form 4: Service plan²³**Preparation of the Service Plan**

The service plan needs to be developed within 14 days of the completed assessment. It indicates how the child and family will be assisted in order to improve the child's circumstance, decrease the risks the child faces and improve the capacity of the parent/guardian to care of the child(ren), thus preserving the family. It must include objectives for the child and other family members and should contribute to child empowerment by assisting him/her to gain more control over his/her life and environment.

The service plan:

- Sets out individual objectives that are directly relevant to the child's needs, identified during the assessment;
- Sets out specific measures/activities that are services needed to meet the child's needs and goals
- Sets verifiable indicators for each activity in order to reflect the outcome of different activities;
- Ensures that measures/activities clearly define roles and responsibilities, and the timeline;
- Is realistically achievable within a set time frame for all actors;

Individual short, medium- and long-term inter-related objectives should be set for the child. A potential timeframe for the short-term objective could be 3 months, for the mid-term objective from 4 up to 12 months and for the long-term objective up to 36 months.

Developing a service plan requires involvement of other important actors who can provide the necessary support and interventions. An important role of the CM in this phase is identification of 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 the assistance on the child's behalf and increase the network of service providers. This would involve making contact with available and potential service providers and outlining the needs of the child. A number of different referrals may be made for the child according to different needs identified.

Once the potential services are identified, the meeting of Case Management Roundtable²⁴ (all actors involved in implementation of the service plan) is arranged by the CM to share information, identify the strengths and challenges that the child and family face, and agree about the service plan.

The plan should always be developed in cooperation with the child and family. A written copy of the case plan should be provided to and reviewed with the child and his/her parents. The CM needs to take the time to explain what is written down, ensuring that the child and family understand the decisions, understand the steps and process, and to be fully consent with it. Once finalized, the service plan should be signed by the CM and the parent/guardian of the child.

²³ See Part 6- Case Management Form: Service Plan

²⁴ The Law on Child Protection regulates inter-institutional coordination through the multidisciplinary group Multidisciplinary Roundtable in Case Management Assistance (CMR). Through CMR are examined child protection cases when level of risk is medium or high. Holding individual CMR meetings for each case gives opportunity to professionals from institutions that have knowledge of the child and the family to be part of CMR. The main responsibility for CMR functioning lies with the CSW. CMRs share the responsibility for promoting the well-being and safety of children, and must ensure that services meet the high standards required for child protection and support, based on a unified service plan, based on responsibilities and approved timeline.

If there is a need for internal referral to other services of the CSW, the CM Form 5 is completed by the Head of Service, based on recommendation of the CM.

Step 5: Implementation of service plan, case review and monitoring

The intervention for withdrawal of a child from child labour in its narrow sense implies implementation of the service plan and continuous assessment of activities carried out by all partners, including their impact in addressing the needs of the child.

The main role of CM in this phase is to:

- Provide direct services
- Monitor the quality of services provided through referral
- Motivate the child to work towards possible solutions set out in the service plan

Implementation of the service plan is the process of executing measures/activities that will lead to accomplish the objectives set forth in the service plan. This is where the CM provides direct services that are within the mandate of the CSW, monitors and coordinates the services and the resources needed to reach the desired outcome in order to ease access to services for the child.

At any time during the implementation of the service plan the CM may find him /herself in the role of implementer, guide, problem–solver or supporter.

Case review and monitoring is an ongoing process that aims to assure that quality services are timely provided, enabling the child to move forward with the plan. It focuses on whether the plan is being implemented and services are provided, as well as identify issues related to child/family cooperation, case management coordination and service delivery system.

To monitor children's circumstances or changes taking place as a result of case management interventions, besides close monitoring of the services provided, the CM has to be in constant contact with the child and the child's family. Within 7 days of initial referral there will be at least one home visit by the CM, while on regular basis the CM will contact the family at least once a month. After re-integration process, monitoring visits of the child will take place at least once in every 6 months.

In each subsequent case management meeting, the child's situation is checked comparing with indicators set in the service plan. If there are shortcomings in the child's development comparing with these indicators, the CM notes clear explanation or justification in the case file, and proceeds with re-assessment if necessary, making necessary adjustments in the activities, and seeking solutions to the problems. If it is necessary to review the activities or identify new solutions, CM organizes a meeting with CMR, respectively with the institutions / organizations involved in the implementation of the service plan.

All activities undertaken by the CM as part of implementation of the service plan, case review and monitoring should be recorded in the CM Form 6 Follow-up and Case Monitoring.

Box 8: Specific guidance for completing CM Form 6: Follow-up and Case Monitoring²⁵

Follow-up and Case Monitoring

Monitoring of the quality of services provided to the child can be done through direct observation visits, direct meetings with respective staff, phone, e-mail and/or other means of communication.

The CM Form 6 is to be completed every time there is a visit, conversation or meeting relating to the case or an observation/monitoring visit undertaken by the CM, for the purposes of keeping a record of all contacts and events.

Activity type (e.g. child counselling, parent counselling, case review, monitoring of services provided, case meeting with the family, etc.), location, date, time and goals of the activity should be recorded prior to undertaking the activity.

During the activity, the CM records:

- Persons present in the activity
- Summary of discussions
- His/her observations (referring to the goals of the activity)
- Agreement reached
- Date of the upcoming activity

Whenever possible, CM should use the exact words of the child or the parent when documenting meetings and discussions. This can be an essential tool for monitoring progress and identifying potential problems.

The Form needs to be signed by all participants in the activity and by the CM.

Step 6: Evaluation of implementation of the service plan

Evaluation of the service plan is made by the Case Management Roundtable, to review interventions and make formal decisions in the best interest of the child. CM must also keep the child and his/her family involved in monitoring progress and making decisions during implementation of service plan.

²⁵ See Part 6- Case Management Form: Follow-up and Case Monitoring

Box 9: Specific guidance for completing CM Form 7: Evaluation of the implementation of the service plan²⁶

Evaluation of the implementation of the service plan

Formal evaluation of the implementation of the service plan is a reflection on how the implementation is progressing, whether objectives outlined in the service plan are being met, if plan remains relevant and how to make adjustments to the plan, if necessary.

The frequency of formal review of progress in implementation of the service plan will vary case by case, but all cases should be reviewed at least every three months.

The meeting is arranged by the CM, and attended by the CMT. The child/family will attend as appropriate, and if not present, they should be informed of the review meeting, the discussions held, and decisions made. Other professionals who can contribute to the specific issues that will be discussed in the meeting can be also invited.

As part of the preparatory work for the evaluation meeting, the CM is expected to:

- Prepare a report that contains all case information to be addressed.
- Prepare an agenda to structure the meeting, including the objectives and purpose of the meeting. This is to differentiate whether the meeting is addressing a specific issue with which the family is dealing and for which they need the support of other service providers; advocating to obtain support services for the family; or evaluating implementation of the service plan.
- Send the invitation to the CMT meeting 14 days before the meeting date. This invitation should be accompanied by any information that will allow the participants to be familiarised with the case.

Institutions/organisations present in the meeting are recorded in the first box of the Form (the list of participants, signed, should be attached to the Form).

After presentation of the overall situation by the CM, based on the regular monitoring of the case and the services provided, the progress towards meeting the Objective (subject to evaluation) is discussed and concluding remarks are recorded in the appropriate box of the Form.

Status of implementation of each measure/activity (the planned and actual date of implementation) is recorded, followed by discussion of the impact of each activity against the indicators set in the service plan.

Any adjustment of the Objective, additional measure or intervention, and/or follow up steps should be recorded in the box: Next steps.

If the CMT considers revision of the Service Plan, then CM Form 8: Revision of the service plan should be used.

In addition to the formal evaluation, the CM may organise separate meetings with the child and family, sometimes referred to as a family group conference. Such meetings can also aid in ensuring that the appropriate interventions are in the best interests of the child.

²⁶ See Part 6-Case Management Form: Evaluation of the implementation of the service plan

Step 7: Case closure

Case closure refers to the point at which case management ends. Case closure should be well planned within the service plan and well known to the child and his/her family in advance that at an appropriate time, the services will come to an end. The focus of this step is not simply trying to close the case, but process should ensure that the child is able to maintain the achievements made or chances for problem reoccurrence are reduced. Therefore, the case is not “closed” when the intervention is ended; but only after the monitoring period, which is sufficient to see if changes achieved are consistent and long-lasting. At the same time, the CM should avoid encouraging dependence of the child and his/her family on social services.

Box 10: Specific guidance for completing CM Form 9: Closing the case²⁷

Closing the case

Case closure can be a result of several reasons:

- The goal has been achieved, meaning that child protection issue is resolved as per the service plan
- When the child attains adult status;
- When the child dies;
- The CSW transfers the child to another organisation, for instance:
 - The child has moved to a location outside the coverage of the respective CSW
 - The CM or the CSW is no longer suitable to manage the child’s case, especially in complex cases.
 - The client has made a request for transfer. The transfer of a case indicates that the full responsibility for coordination of the service plan, follow up and monitoring of the child is being handed over to another agency or department. This is different from case referral, where these responsibilities remain with the initial CM.

The appropriate box, indicating the reason for case closure, should be ticked in the CM Form. In this case, the actual address of the child, date of opening the case and date of closing the case should be recorded.

When closing a case, it is important to inform the child and/or his family on reasons for closing the case and to assist them to review and assess progress and goals achieved and to access further options and choices. These actions should be recorded in the Form 6 for Case Closure and confirmed by ticking respective boxes in this Form.

The Form for Case Closure should be signed by the Case Manager and the child (if he/she has reached adult age) or by the parent/guardian.

In case of failure to obtain the approval of the parent/guardian to close the case, and explanation needs to be provided in the respective box.

²⁷ See Part 6-Case Management Form: Case Closure

PART 5

CASE MANAGEMENT FORMS FOR CHILDREN IN LABOUR

CASE REFERRAL



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

Serial No.: [F1]

E-1

CASE REFERRAL

1. Case referrer			
<i>(Data of the party referring the case, if provided)</i>			
2. Referral form			
<input type="checkbox"/> direct <input type="checkbox"/> via phone <input type="checkbox"/> other _____			
3. Case data			
<i>(Data possessed by the case referrer)</i>			
4. Reasons for referral			
1. _____			
2. _____			
3. _____			
5. Provided documents			
<i>(if possessed by the case referrer)</i>			
1. _____			
2. _____			
3. _____			
6. Referral received by			
Name		Date	__ . __ . ____
Surname		Location	
Position		Signature	

Note: In case of referral from any institution/organization, a copy of the referral is given to the party who referred the case

ASSIGNING THE CASE MANAGER



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

SerialNo.: [F1]

E-2

APPOINTMENT OF THE CASE MANAGER

1. General data of the case			
Category	Hazardous child labour	Service code:	XXXXXXX
Office	{fill out once entered into system}	Case Manager	{fill out once entered into system}
Case No.	{fill out once entered into system}	Name of the child	{fill out once entered into system}
Case opening date	{fill out once entered into system}	Surname of the child	{fill out once entered into system}
Date of registration in IS	{fill out once entered into system}	Identification No.	{fill out once entered into system}
2. Case referral form			
<input type="checkbox"/> by the child <input type="checkbox"/> on behalf of the child, by _____			
3. General information on the case			
Identification type		Personal No. of the child	
Name of the child		Name of the child's parent	
Surname of the child		Gender of the child	
Date of birth of the child		Place of birth of the child	
Nationality		Language he/she speaks	
Temporary municipality		Temporary place of residence	
Temporary address		Temporary municipality	
Temporary place of residence		Temporary address	
Repatriated?		Repatriation country	
Phone No.		E-mail	
4. Explain the reason of referring the case			
5. Has the child/family previously been a beneficiary of CSW services?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, in which period? _____			
What was the reason? _____			
Services from which has benefited			

Signature of the service worker that
received the case

ASSIGNING THE CASE MANAGER



[KOMUNA / OPSTINA / MUNICIPALITY]
 [Drejtoria] / [Direkcija] / [Directorate]

SerialNo.: [F1]

E-2

APPOINTMENT OF THE CASE MANAGER

6. Appointment of the Case Manager (shall be filled out by the Head of Services or authorized official)		
Date of receipt	_____	Date of meeting the client
6.1. Brief case description		
Date	Head of Service (name surname)	Signature
_____	_____	_____
Date	Appointed official for case management (name surname)	Signature
_____	_____	_____
Date	Parent/guardian of the child (name surname)	Signature
_____	_____	_____

CASE ASSESSMENT

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-3

CASE EVALUATION

1. General data of the case			
Category	Hazardous child labour	Service code:	XXXXXXX
Office	[F2]	Case Manager	[F6]
Case No.	[F3]	Name of the child	[F7]
Case opening date	[F4]	Surname of the child	[F8]
Date of registration in SI	[F5]	Identification No.	[F9]
2. Sector			
<input type="checkbox"/> Street labour (sale of small items, carriage/transport of goods with a wheel barrow, begging, ...) <input type="checkbox"/> House work <input type="checkbox"/> Agriculture <input type="checkbox"/> Forestry <input type="checkbox"/> Construction <input type="checkbox"/> Recycling (work in waste disposal or collection of waste in containers) <input type="checkbox"/> Exploitation of natural resources (surface excavations of sand, stones, coal) <input type="checkbox"/> Exploitation for prohibited activities (sale and/or production of drugs, stealing, etc.) <input type="checkbox"/> Other			
2.1. Risks to which the child is exposed			
<input type="checkbox"/> Risks from the work environment <input type="checkbox"/> Risks from working activities <input type="checkbox"/> Risks from work equipment <input type="checkbox"/> Risks from the duration/hours of work			
2.2. Location and schedule			
Location where the child works		Daily working hours	How many hours per week
2.3. Accidents/injuries/health problems or other problems faced by the child as a result of his/her engagement in labour			
2.4. Degree of risk			
<input type="checkbox"/> high (immediate intervention is needed to protect the child from harm ... further evaluation of the case continues afterwards) <input type="checkbox"/> moderate (further case evaluation and support is needed) <input type="checkbox"/> low (referral to other services and supervision to adequately address the situation)			
2.5. Manner of engaging the child in labour			
<input type="checkbox"/> on-going, from month/year: _____ <input type="checkbox"/> occasional or seasonal (when-annual engagement period): _____ Monthly income of the child: _____ Age of the child when he/she started working: _____			
2.6. Reasons for working			
2.7. Child's perceptions regarding the work and reasons of being engaged in work			
3. Family profile			
<input type="checkbox"/> Both parents <input type="checkbox"/> One parent <input type="checkbox"/> With guardian <input type="checkbox"/> Without parental care <input type="checkbox"/> Other: _____			
3.1. General information about parents/guardians (psychophysical condition, employment, interest in work, capacity for work, parenting			

CASE ASSESSMENT



[KOMUNA / OPSTINA / MUNICIPALITY]
[Direktorat] / [Direkcija] / [Directorate]

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E-3

CASE EVALUATION

skills)			
3.2. Siblings			
Number		Age	
3.2.1. Eventual concerns about siblings (in terms of safety, nutrition, school attendance, work involvement or other)			
3.3. Other family members			
<i>(Who lives with the child, besides the close family)</i>			
3.3.1. Psychophysical conditions, contribution to the family, support needed or any other important information:			
4. Basic living conditions			
4.1. Housing conditions			
<input type="checkbox"/> house ____ m ² <input type="checkbox"/> apartment ____ m ² <input type="checkbox"/> other _____ m ²			
4.2. Description of the quality of housing conditions (limit to ascertaining the facts regarding cleanliness, living space, access to drinking water ..., without subjective evaluation)			
4.3. Nutrition (how many food rations does the child receive on a daily basis, the quality of the food consumed)			
4.4. Sources of family revenues			
5. Health condition			
5.1. Physical health (weight, height, health problems, health treatment):			
5.2. Mental and emotional health and well-being (avoidance, fear, anxiety, worrisome, sudden changes in behaviour, difficulty in managing anger, ...):			

CASE ASSESSMENT

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-3

CASE EVALUATION

6. Family and social relations		
<i>(1- never/at all; 2- almost at all; 3- sometimes; 4- almost always; 5- always)</i>		
Safety and family relations		Comment/explanation (preferably direct statements of the child)
The child feels safe at home	1 2 3 4 5	
The child feels free to address to his/her parents (for things that preoccupy or interest him/her)	1 2 3 4 5	
The child receives support by parents whenever he/she needs it	1 2 3 4 5	
Social relations		Comment/explanation (preferably direct statements of the child)
The child has at least one close friend:	1 2 3 4 5	
The child feels good when being with friends:	1 2 3 4 5	
How much time did the child spend last week with friends, outside the school:		
to talk	1 2 3 4 5	
to have fun	1 2 3 4 5	
Relations with the extended family		Comment/explanation/example of a real situation (preferably direct statements of the child)
The child has constant contacts with the extended family members	1 2 3 4 5	
The child can address to an extended family member whenever having a concern or preoccupation:	1 2 3 4 5	
The child received support by the extended family whenever he/she needs it:	1 2 3 4 5	
7. Child's education, use of leisure time and interests		
<input type="checkbox"/> Not enrolled in school - Reason: _____		
<input type="checkbox"/> Has dropped out of school - Reason: _____		
Last grade completed: _____ Last (calendar) year of the child in school: _____ Last school the child has attended: _____		
<input type="checkbox"/> Combines school and work (economic or non-economic work, including home maintenance activities)		

CASE ASSESSMENT

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-3

CASE EVALUATION

Name of the school the child attends: _____

Current grade the child attends: _____

Child's school performance: _____

Preferred subjects: _____

Impact of labour in education _____

Other/alternative forms of education:

Attends a non-formal education program (if YES, which one and where) _____

Attends a vocational/technical training program (if YES, which one and where) _____

Activities the child engages during leisure time: _____

How much time does the child spend on this activity: _____

Preferred activities of the child and interests: _____

8. Access to services and community's attitude towards education and child labour

- | | | |
|--|--|---|
| <input type="checkbox"/> Health services | <input type="checkbox"/> Vocational training programs | |
| <input type="checkbox"/> Family planning services | <input type="checkbox"/> Social support services | |
| <input type="checkbox"/> Family counselling services | <input type="checkbox"/> Economic support services | |
| <input type="checkbox"/> Access to school | <input type="checkbox"/> Material support opportunity | |
| <input type="checkbox"/> Access to pre-school institutions | Community's attitude towards the importance of education | <input type="checkbox"/> positive <input type="checkbox"/> negative |
| <input type="checkbox"/> Recreational/sports programs | Community's attitude towards the child labour | <input type="checkbox"/> positive <input type="checkbox"/> negative |
| <input type="checkbox"/> Psycho-social rehabilitation programs | <input type="checkbox"/> Other _____ | |

CASE ASSESSMENT

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-3

CASE EVALUATION

8.1. Brief description of the environment in which the child lives and existing services, from the perspective of the impact of this environment on the child's engagement in labour, respectively the possibilities for his/her withdrawal from labour (e.g. distance and access to certain services that would contribute to the child's withdrawal from labour, lack of these services, or other):

--

9. Summary of case evaluation

Aspects of safety and health	Basic living conditions/meeting the elementary needs
Family profile	Family and social relations
Child's education, use of leisure time and interests	Existing services in the locality where the child lives

CASE ASSESSMENT

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drežtorija] / [Direkcija] / [Directorate]

E-3

CASE EVALUATION

10. Indications for the service plan	
Objectives	Manner of achieving them
From the perspective of the child	of the child
From the perspective of the parents/guardians	of the parents/guardians
From the perspective of the Head of the case	of the Head of the case
11. Data source	
<input type="checkbox"/> Child <input type="checkbox"/> Parents <input type="checkbox"/> Siblings <input type="checkbox"/> Other close family members living with the child <input type="checkbox"/> Other extended family members <input type="checkbox"/> School <input type="checkbox"/> Observation <input type="checkbox"/> Other _____	
12. Closure of evaluation	
Date of evaluation commencement	[F12]
Date of evaluation completion	__ . __ . _____
Date of update in IS	__ . __ . _____

Date: __ . __ . _____

Signature of Case Manager

PLAN OF SERVICES



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

Serial No.: [F1]

E-4

SERVICE PLAN

1. General data of the case					
Category	Hazardous child labour		Service code:	XXXXXXX	
Office	[F2]		Case Manager	[F6]	
Case No.	[F3]		Name of the child	[F7]	
Case opening date	[F4]		Surname of the child	[F8]	
Date of registration in IS	[F5]		Identification No.	[F9]	
1.1 Parent/guardian					
Name	[F10]		Surname	[11]	
2. Short Term Plan					
	Actions	Responsible institution	Responsible person/s	Deadline	Indicators
Objective 1				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
Objective 2				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	

PLAN OF SERVICES

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-4

SERVICE PLAN

3. Medium Term Plan					
	Actions	Responsible institution	Responsible person/s	Deadline	Indicators
Objective 1				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
Objective 2				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	
				From: __ . __ . ____ To: __ . __ . ____	

PLAN OF SERVICES

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-4

SERVICE PLAN

4. Long Term Plan					
	Actions	Responsible institution	Responsible person/s	Deadline	Indicators
Objective 1				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
Objective 2				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
5. Approval of the service plan					
Date of commencement of the compilation					
Date of completion of compilation				__ . __ . ____	
Date of approval				__ . __ . ____	
Approved by					Signature of the approver:
Date of update in IS				__ . __ . ____	

Date: __ . __ . ____

Date: __ . __ . ____

Signature of Case Manager

Signature of parent/guardian

INTERNAL REFERRAL

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-4/1

EVALUATION OF THE SERVICE PLAN IMPLEMENTATION

1. General data of the case			
Category	Hazardous child labour	Service code:	XXXXXXX
Office	[F2]	Case Manager	[F6]
Case No.	[F3]	Name of the child	[F7]
Case opening date	[F4]	Surname of the child	[F8]
Date of registration in IS	[F5]	Identification No.	[F9]
2. Participants in the evaluation			
Name and surname		Name and surname	
3. The plan under review			
The plan under review	<input type="checkbox"/> Short term plan	<input type="checkbox"/> Medium term plan	<input type="checkbox"/> Long term plan

↓↓↓↓↓↓ - continues in the second page - ↓↓↓↓↓↓

INTERNAL REFERRAL

Serial No.: [F1]

E-4/1

 [KOMUNA / OPSTINA / MUNICIPALITY]
[Direktorija] / [Direkcija] / [Directorate]

EVALUATION OF THE SERVICE PLAN IMPLEMENTATION

5. Progress in achieving Objective 2					
5.1 Progress in the implementation of activities for Objective 2					
Planned actions	Responsible institution	Responsible person/s	Scheduled deadline	Deadline for implementation of the action	Progress in relation to indicators
			
			
			
			
			
			
5.2 Further steps					



INTERNAL REFERRAL

EVALUATION OF THE SERVICE PLAN IMPLEMENTATION

6. Progress in achieving Objective 3					
6.1 Progress in the implementation of activities for Objective 3					
Planned actions	Responsible institution	Responsible person/s	Scheduled deadline	Deadline for implementation of the action	Progress in relation to indicators
6.2 Further steps					
7. Conclusion of the evaluation					
Date of commencement of the evaluation	[F12]				
Date of completion of the evaluation					
Date of update in IS					

Signature of Case Manager

CASE FOLLOW UP AND MONITORING

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-4/2

SERVICE PLAN REVIEW

1. General case data					
Category	Hazardous child labour	Service code:	XXXXXXX		
Office	[F2]	Case Manager	[F6]		
Case No.	[F3]	Name of the child	[F7]		
Case opening date	[F4]	Surname of the child	[F8]		
Date of registration in IS	[F5]	Identification No.	[F9]		
1.1 Parent/guardian					
Name	[F10]	Surname	[11]		
2. General review data					
Reason for reviewing the service plan					
Initiative for review comes from					
The plan under review	<input type="checkbox"/> Short term plan	<input type="checkbox"/> Medium term plan	<input type="checkbox"/> Long term plan		
The period covered by the reviewed service plan	From: __. __. ____	To: __. __. ____			
3. Short term objectives					
	Actions	Responsible institution	Responsible person/s	Deadline	Indicators
Objective 1				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
Objective 2				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	

CASE FOLLOW UP AND MONITORING

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-4/2

SERVICE PLAN REVIEW

4. Medium term objectives					
	Actions	Responsible institution	Responsible person/s	Deadline	Indicators
Objective 1				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
Objective 2				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	
				From: __ . __ . _____ To: __ . __ . _____	

CASE FOLLOW UP AND MONITORING

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-4/2

SERVICE PLAN REVIEW

5. Long term objectives					
	Actions	Responsible institution	Responsible person/s	Deadline	Indicators
Objective 1				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
Objective 2				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
				From: __. __. ____ To: __. __. ____	
6. Conclusion of the review					
Date of commencement of review	[F12]				
Date of completion of review	__ . __ . ____				
Date of approval	__ . __ . ____				
Approved by				Signature: _____	
Date of update in IS	__ . __ . ____				

Date: __ . __ . ____

Date: __ . __ . ____

Signature of Case Manager

Signature of parent/guardian

EVALUATION OF THE PLAN OF SERVICES



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

Serial No.: [F1]

E-5

INTERNAL REFERRAL

1. General data of the case			
Category	Hazardous child labour	Service code:	XXXXXXX
Office	[F2]	Case Manager	[F6]
Case No.	[F3]	Name of the child	[F7]
Case opening date	[F4]	Surname of the child	[F8]
Date of registration in IS	[F5]	Identification No.	[F9]
1.1 Parent/Guardian			
Name	[F10]	Surname	[11]
2. Referred by			
Name and surname	Position and unit of referrer		On date
3. Head of Services of			
<input type="checkbox"/> SAS <input type="checkbox"/> ShSP		Name and surname of the Head of Services	
Based on the assessment while working on the case, I noticed that the family with Case No. [F15] which are currently the users of the service of			
<input type="checkbox"/> needs service delivery as well: _____			
<input type="checkbox"/> needs verification of the service it is receiving because:			

			Signature of the referral worker
4. To be completed by the Head of Services			
Based on the information received from the referral worker, I conclude that the service _____ referred to above,			
<input type="checkbox"/> is necessary <input type="checkbox"/> is not necessary <input type="checkbox"/> must be verified			
because: _____			
On	Head of Services		
_____	_____		Signature
On	Case Referrer		
_____	_____		Signature

REVISION OF THE PLAN OF SERVICES

Serial No.: [F1]



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

E-6

ACCOMPANYING CONTACT SHEET AND WORK RELATED TO THE CASE

1. General data of the case			
Category	Hazardous child labour	Service code:	XXXXXXX
Office	[F2]	Case Manager	[F6]
Case No.	[F3]	Name of the child	[F7]
Case opening date	[F4]	Surname of the child	[F8]
Date of registration in IS	[F5]	Identification No.	[F9]
2. Type of contact			
Type of contact	<input type="checkbox"/> Supervision		<input type="checkbox"/> Service(s) provision
2.1. Activity			
Activity	Date	Time	
	__ . __ . ____	__ : __ to __ : __	
2.2. Persons present at the activity			
Name and surname		Name and surname	
2.3. Goals of the activity			
2.4. Summary of discussions			
2.5. Observations of the Case Manager			
2.6. Agreement reached			
2.7. Next activity			
Date of the next activity	Place of realization	The purpose of the next activity	
__ . __ . ____			
2.8. Signatures of participants in the activity			
Name, Surname and Signature	Name, Surname and Signature	Name, Surname and Signature	Name, Surname and Signature
3. Conclusion			
Date of update in IS	__ . __ . ____		

Signature of Case Manager

CASE CLOSURE



[KOMUNA / OPSTINA / MUNICIPALITY]
[Drejtoria] / [Direkcija] / [Directorate]

Serial No.: [F1]

E-7

CASE CLOSURE

1. General data of the case			
Category	Hazardous child labour	Service code:	XXXXXXX
Office	[F2]	Case Manager	[F6]
Case No.	[F3]	Name of the child	[F7]
Case opening date	[F4]	Surname of the child	[F8]
Date of registration in SI	[F5]	Identification No.	[F9]
2. The child and/or parent/guardian have been notified of the reasons for closing the case			
<input type="checkbox"/> Goal has been achieved <input type="checkbox"/> Change of residence/case transferred to <input type="checkbox"/> Reaching adulthood <input type="checkbox"/> Other _____			
3. The child and/or parent/guardian have been notified of the reasons for closing the case			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
4. In what form have they been notified			
<input type="checkbox"/> Meeting	<input type="checkbox"/> By mail	<input type="checkbox"/> By phone	<input type="checkbox"/> Other _____
Date: __. __. _____	Date: __. __. _____	Date: __. __. _____	Date: __. __. _____
5. Persons involved/consulted in making the decision to close the case			
6. Reasoning in case of failure to obtain the approval of the parent/guardian for closing the case			
7. Conclusion			
Case closure date	[F12]		
Approved by	Signature		
Date of update in IS	__ . __ . _____		

Date: __ . __ . _____

Date: __ . __ . _____

Signature of Case Manager

Signature of parent/guardian

