recording children's concerns

: documenting CHILDLINE

1

CONTENTS

INTRODUCTION

The need for a manual on documentation was un-debatable. However while compiling this manual, we were faced with several questions- would we be-able to capture the entire documentation system that is so dynamic through this manual? Would this documentation system be applicable across the country that is so diverse? There are certainly limitations to this manual but we hope it is a start.

This manual is based on the documentation systems that have evolved since the inception of CHILDLINE. Each CHILDLINE city/district contributes to the evolution of the documentation system. This manual seeks to share some of the documentation formats and guidelines that have helped in strengthening the CHILDLINE service. This manual consists of the following sections.

Documenting calls: The details of every call to CHILDLINE need to be recorded. This documentation needs to be done on paper as well on the computer. A special computer package has been designed for this purpose. The first section outlines the processes for recording calls on paper as well as on the computer.

Documenting meetings: At CHILDLINE, there are several meetings amongst the CHILDLINE team, co-ordinators, directors and the Advisory Board. These meetings record the development

5

of CHILDLINE and the issues faced in responding to children. This section highlights the documentation processes that could make meetings more effective and points that need to be documented during these meetings.

Preparing reports: Every month reports are prepared to document processes such as training reports with the team, allied systems, resource organisations, open houses, outreach with children. These reports are sent to CHILDLINE partners and facilitate strengthening the partnerships at the local level.

Maintaining administrative and financial records: This section suggests how administrative and financial records could be maintained so as to minimize inter- team miscommunication, to ensure efficient follow-up of each and every child and to be certain that finances related to CHILDLINE are maintained properly.

The user of this manual should keep in mind that in CHILDLINE, documentation is a means to an end - an end towards ensuring that children's voices are reflected in planning programmes for children and that their issues are placed on the local, city, district and national agenda.

DOCUMENTING CALLS

As a phone service for children, CHILDLINE has the opportunity to listen to children articulating their own problems and concerns. Documenting the voices of children thus becomes an integral component of any

helpline for children. While CHILDLINE responds to the immediate need of every child calling, the document database of calls helps towards advocating for a child-friendly society. Every child calling is making a statement on how they perceive a child-friendly society. Each call to CHILDLINE therefore needs to be documented.

Documenting calls are not only important for long-term change, but also in the daily functioning of CHILDLINE for :

Planning: Areas where outreach is required, readiness to respond to calls and staff shifts can be planned based on an analysis of trends in calls.

Highlighting follow-up of calls: Open cases, children referred to resource organisations can be easily retrieved, to highlight follow-up of children.

Identifying training needs: Problems faced by the CHILDLINE team members in responding to calls result in identifying training needs of the team as well as for allied systems.

Statistical data: Number of calls responded, number of children repatriated provide statistical information and quantitative measures to review the service.

Evaluating the service: The cost-effectiveness, the number of children linked to long-term service can be evaluated from the data.

Sharing: Documenting experiences, facilitates the sharing process with the team as well as with other CHILDLINEs.

This section focuses on the processes involved in documenting calls. It has been divided into three parts as explained below:

q The call classification system: Based on experiences of calls during the first five years, CHILDLINE has evolved a call classification system. Any call coming to CHIDLINE must be classified into one of these categories. The details to be recorded depend on the nature of the call. The first step in documenting calls is therefore to be able to classify any call into one of the categories that are explained in the first part of this section

q Documenting the details of calls: This part contains tips on what to remember while documenting calls - both on paper as well as on the computer

q Frequently asked questions about ChildNET - There are several questions about the computer documentation system. This part attempts to address some of these issues

Call classification system

The first step while documenting a call is to decide into which category the call can be placed. This decision depends on what the child perceives as the problem. What s/he would like CHILDLINE to do. For example a concerned adult may call CHILDLINE to report a child begging. It is only when the CHILDLINE team member goes to meet the concerned child and talks with the child to find out what she/he needs that the call could be classified.

While it is true that each call is unique there are certain commonalities, common information to be asked and common intervention guidelines for calls.

Each type of call to CHILDLINE requires specific information that would help in follow-up and analysis. For example for missing children, specific information needs to be asked that is essential in providing leads to trace him/her back to the family. An analysis of calls has led to the evolution of call classification system. This has been illustrated in the chart on the following page.

Documenting the details of calls

This part looks at the procedure for documenting calls and the various registers that would be effective in the same.

Each category of call in the call classification system has a separate form to get information that may tend to get forgotten, overlooked and highlight details that would help in follow-up and analysis of calls.

There are basically four different sets of formats to document any call coming to CHILDLINE.

Format for Assistance Calls : This is to document assistance calls e.g. medical, shelter, repatriation, emotional support and guidance, abuse/rescue, sponsorship and death related. The format of the same is enclosed at the end of the book and has been perforated for you to use.

Format for Missing Children : This is to document the details of children reported missing by parents/guardians as well as children identified by CHILDLINE who are missing and are searching for their family. The format of the same is enclosed at the end of the book and has been perforated for you to use.

Format for Information : This documents a) Information and referral to services and b) Information about CHILDLINE and volunteers. The format for the same is enclosed at the end of the book and has been perforated for you to use.

11

Format for Other Calls : This format is to document miscellaneous calls. The format for the same has been discussed on Page No 26.

While the manual formats help in capturing data – to help us utilise it effectively, a computer based documentation system becomes essential. This became apparent when CHILDLINE began to compile its first annual report. Some of the data had been lost, some incomplete- as the priority had been on first reaching to the child. The team members had forgotten the follow-up done in the past and much valuable data has thus gone unrecorded. This however led to the inception of ChildNET: the computer based documentation system, especially designed for CHILDLINE.

CHILDLINE approached India's premier software company- Tata Consultancy Services (TCS) to understand the requirements of CHILDLINE and design a user-friendly computer package that could be operated with minimal computer skills. The TCS team visited the CHILDLINE centers, spoke with the team members, presented their plan at the national CHILDLINE co-ordinators and directors meet, incorporated the suggested changes and was involved in test running the package in three cities before finalising the computer package.

This part looks at documenting details of calls from the computer version (that appears on the top of the page) as well as the document form (that is below it) as there is a correspondence in both documentation systems.

12

Assistance Calls Format

The format to document assistance calls is enclosed at the end in Form 'A' (assistance). This form has been divided into seven main parts that correspond with the computer version. These include:

Call information : When did the call come?

Call - Caller information : Who called CHILDLINE?

Child Information : What is the profile of the child that CHILDLINE is reaching out?

Problem details : Why did the child call?

Immediate response : What did CHILDLINE immediately do?

Intervention and follow-up : How did CHILDLINE intervene and follow-up ?

Expenses related to each call : How much was the financial cost?

The following pages include tips to enter details related to the above information. As stated earlier, the computer version from ChildNET appears above the respective box containing the same information as the manual documentation form. A glossary of some of the terms used in documentation of calls is available in Annexure 2 of this manual.

13

Assistance calls

```
CALL    INFORMATION        COMPUTER    VERSION
```

Case-ID	22-1-3851	Status Comments
Cross Ref Case		
Date	02-08-2001	Status ☑ Open
Time	2:16 PM	

```
                DOCUMENTATION    FORM
```

CALL INFORMATION :

Case I. D. No : _____   **Cross Referral Case :** _____ **Date :** _____

Time 🕐   : _____ ☀/☾ **Name of Team Member :** _____

Collab   : _____   Status : Open/Close : _____

Remember :

ü It is important that the Case-I.D. No. on the document is the same
as that on the computer version. The Case-ID No. is unique. It consists
of three parts e.g. 22-1-3851. '22' is for the city/area code, '1' (which
will be assigned while installation) is for the collaborative agency
number and 3851 is for the call number

ü Use Cross referral case if you want to connect two calls e.g. two
brothers, a call referred from another city

ü Click the status button when you want to close the case. The case
status shows open by default unless you click on the same to close
it

ü Write in the status comments (computer version) - the reason for
closing the call or why it is being kept open

14

Call-Caller Information

☐ **Child Located**   ☐ **Repeat Caller**

Caller Name   [   ]

Caller Type   [Street Child/Youth ▼]

Location   [▼]

Calling Number   [   ]

DOCUMENTATION   FORM

CALL-CALLER   INFORMATION

Caller Name : _____   Caller Type : (Select one of the below options)

☐ Street Child/Youth	☐ PCO Owner	☐ Juvenile Justice Personnel
☐ Self	☐ Other NGOs	☐ Transport Personnel
☐ Concerned Adult	☐ Police Personnel	☐ Labour Personnel
☐ Childline Member	☐ Hospital Personnel	☐ Media Personnel
☐ Friend	☐ Judicial Personnel	☐ Employer
☐ Family/Relative	☐ Education Personnel	☐ Others _____

Calling Number : _____ Child Located / Not Located **(circle one)** ☐ **Repeat Caller**

Location   :   ☐ Street/Pavement   ☐ Slum/Chawl   ☐ Institution
                             ☐ Bus Depot   ☐ Railway   ☐ Building
                             ☐ School   ☐ Hospital   ☐ Telephone booth
                             ☐ Any other _____

Remember

ü If the child is located, you need to tick the box (child located) in the computer version and circle (child located) on the documentation form If you do not do this, it means that you did not find the child

ü The caller type will help in analysing how many personnel from allied systems call in, do children actually call in?

ü Location of the call is important to know from where calls mostly come and find out why calls don't come from certain places

ü In case you recognise that some caller has called earlier too, click repeat caller

15

Child Information

Name [_____] **Age** [____] **Sex** ● M ● F

Origin [_____▼]
Place [_____▼]
Circumstances(*) [_____↕]
Affiliation Agency [_____▼]

Child Situation [-Life Situation - ▼] [-Select Educational Status ▼] [-Support System ▼]

DOCUMENTATION   FORM

CHILD INFORMATION :

Name : _____ **Age:** _____ **Sex :** ☐ **Male** ☐ **Female**

Child Origin : _____ **Affiliation Agency** _____ **Call Place** _____

Address _____

Situation :

Life Situation   :
- ☐ **Street Child**
- ☐ **Flesh trade victim**
- ☐ **Children in conflict with the law**
- ☐ **Children affected by HIV/AIDS**
- ☐ **Child with family crisis**

- ☐ **Child Labourer**
- ☐ **Differently abled Child**
- ☐ **Children in Institution**
- ☐ **Children affected by conflicts or disasters**
- ☐ **Emotionally disturbed child**

- ☐ **Child addict**
- ☐ **Mentally ill children**
- ☐ **Child political refugee**
- ☐ **Abused Child**
- ☐ **Any other** _____

Circumstances (*) :
- ☐ **Runaway Child**
- ☐ **Employed in domestic labour**
- ☐ **Emotional abuse**
- ☐ **Hearing disability**
- ☐ **Mental disability**
- ☐ **Learning disability**
- ☐ **Affected by national conflict**
- ☐ **Affected by Family has migrated**
- ☐ **Child affected by HIV/AIDS**

- ☐ **Abandoned**
- ☐ **Bonded child labour**
- ☐ **Sexual abuse**
- ☐ **Visual disability**
- ☐ **Cerebral palsy affected**
- ☐ **Drug abuse**
- ☐ **Affected by international conflict**
- ☐ **Parents are stigmatised displacement**
- ☐ **Mother/Father death**
- ☐ **Missing**
- ☐ **Any other** _____

- ☐ **Physical abuse**
- ☐ **Physical disability**
- ☐ **Spastic disability**
- ☐ **Leprosy affected**
- ☐ **Solvent abuse**
- ☐ **Affected by disasters**
- ☐ **Parents are medically-ill**
- ☐ **Parents are economically deprived**

Educational Status:
- ☐ **Non-school going**
- ☐ **Attends Govt. aided/Private Schools**
- ☐ **Never attended school**
- ☐ **Attends college**
- ☐ **Drop out at primary level**

- ☐ **Attends Municipal School**
- ☐ **Finished school**
- ☐ **Attends Special school**
- ☐ **Drop out at secondary level**

- ☐ **Attends non-formal education classes only**
- ☐ **Drop out from school**

Support System :
- ☐ **Child lives alone**
- ☐ **Child lives with friends**
- ☐ **Child lives in Government Institutions**

- ☐ **Child lives with family**
- ☐ **Child lives with employer relatives**
- ☐ **Child new to city**

- ☐ **Child lives with relatives**
- ☐ **Child lives in Shelter**
- ☐ **Any other :** _____

16

Remember

- ü This entire box on child information is very important, as it helps us to understand who CHILDLINE actually reaches out to. It would also help us focus our awareness strategies. An analysis of the profile of the child calling CHILDLINE also outlines the situation of children in need of care and protection

- ü Type the affiliation agency if applicable i.e. if the child is in regular contact with another NGO

- ü Write the exact place of the call

- ü In the life situation box, you need to choose the most significant option

- ü In the circumstances (*) box, however you may choose as many options that are applicable. (To select the second option on the computer press 'control' and 'right click' on the mouse)

- ü Choose one option from the education and support system respectively

- ü If none of the choices you wish to enter are listed, please tick any other and write the same on the documentation form. You may type the same in the comment box in the computer version

PROBLEM   DETAILS   COMPUTER   VERSION

Problem	SubProblem	SubSubProblem(*)
☑ Medical	☑ First Aid	☑ Flue/Viral

DOCUMENTATION   FORM

MEDICAL

- ☐ First Aid
- ☐ Hospitalisation
- ☐ Mental Illness
- ☐ Casualty
- ☐ OPD
- ☐ Accident
- ☐ Addiction

Type of illness (*) : _____

_____

_____

REPATRIATION

- ☐ Child knows address, lives outside the city
- ☐ Child does not know address, lives outside the city
- ☐ Child knows address, lives within the city
- ☐ Child does not know address, lives within the city

Reason for Repatriation (*) : ___

_____

_____

RESCUE/ABUSE

○ Physical ○ Sexual ○ Financial
- ☐ Abuse in the family
- ☐ Abuse by neighbours
- ☐ Abuse in work place
- ☐ Abuse in institutional care
- ☐ Protection from abuse by police
- ☐ Death

Type of Abuse (*) : _____

_____

_____

SHELTER

- ☐ Child is medically ill
- ☐ Child is abandoned
- ☐ Child has left home
- ☐ Parents/Guardians seek shelter for child
- ☐ Child has left shelter

Reasons for Shelter (*) : ___

_____

_____

DEATH   RELATED   CALLS

- ☐ Natural Death
- ☐ Accidental Deat
- ☐ Death under suspicious circumstances

Details (*) : _____

_____

_____

EMOTIONAL   SUPPORT   & GUIDANCE

- ☐ Family
- ☐ Peer Group
- ☐ School
- ☐ Work Place
- ☐ Love Relationship Boyfriend/ Girlfriend
- ☐ Self
- ☐ Institution
- ☐ Sharing

Type (*) : _____

_____

_____

SPONSORSHIP

- ☐ Health   ☐ Education
- ☐ Foster care

Details (*) : _____

_____

_____

ADDITIONAL   DETAILS   OF ANY   OF   THE   ABOVE   PROBLEMS

_____

_____

_____

_____

18

Remember

ü It is important to document why exactly the child/caller has called CHILDLINE

ü To help document this, each assistance call is divided into three parts: problem, sub-problem and sub-sub problem

ü You may choose more than one option in the sub-sub problem on the computer. In the documentation form, you need to write down the exact details of the problem. e.g. In a case of physical abuse (problem) in the family (sub problem) you need to write how the abuse was taking place in the sub-sub problem by cigarette burns, belting, slapping etc.

ü You need to know the sub-sub problems for each problem. You could put up a chart of the same in front of the phone. A list of sub-sub problems has been enclosed in Annexure 1

```
                    COMPUTER    VERSION
```

Immediate Response

⦿ **Nodal**   ⦿ **Collab**   ⦿ **Support**   ⦿ **Resource**   ⦿ **Govt**

Agency Name
Assistance(*)   ☐ Went to meet the child
Assistance Problem(*)   ☐ Support organisations are not equipped to provide assist...

Comments

```
                    DOCUMENTATION    FORM
```

```
                    IMMEDIATE    RESPONSE
```

☐ **Went to meet the child/caller**   ☐ **Met child on outreach**
☐ **Referred to Support Organisation**   ☐ **Responded to the child on the phone**
☐ **Child from Collaborative agency**   ☐ **Received a letter**
    require assistance   ☐ **Called the child to the agency**

Remember

ü   In the immediate response box, on the computer always click on the collab agency button, then click on the agency name and choose just one of the seven options (as mentioned in the documentation form below)

ü   Do not select more than one option (out of the seven) in the assistance box

20

```
                    COMPUTER    VERSION
Intervention
            ● Nodal   ● Collab   ● Support   ● Resource   ● Govt

Date [  ][  ][    ]  Time [        ]
                              Agency Name
                              Assistance(*)        [☐ Went to meet the child ▲▼]
                              Assistance Problem(*) [☐ Support organisations ... ▲▼]
                              Comments
                                                   [                        ▲]
                                                   [                        ▼]
◄ [                                              ] ►

        [ New ]  [ First ]  [ Previous ]  [ Next ]  [ Last ]  [ Delete ]

                    DOCUMENTATION    FORM
```

INTERVENTION (Particulars &Follow-up)	PROBLEMS FACED IN INTERVENTION
_____	_____
_____	_____
_____	_____
_____	
_____	

Remember

ü   After the immediate response, you come to the intervention box

ü   This box is important because :

- It enables you to record the role played by the nodal/collab/ support/resource and/or government agency in intervening with the child. To do this, you need to click on the respective buttons of each agency

- It enables you to record the date-wise follow up of interventions, for example from medical to shelter to repatriation. To do this you need to click on 'New' to get a new page for the same child's intervention

ü   You must make it a point to also document the problems you face in responding to calls. It is only when you document these problems, that solutions can be actively thought about

21

Expenses

```
ChildNET(by TCS)-> Expense Report-> 22-1-2653                    ☒

                    Case-ID         22-1-2653
                    Cross Ref Case  [          ]
                    Date            09-08-2001
                    Time            11:02 AM

  ┌─ Expense Details ──────────────────────────────────────────┐
  │          Category                        Amount (Rs.)       │
  │  -Select Travel Mode-            ▼  │ 0.0                   │
  │                Xerox                │ 0.0                   │
  │              Medical                │ 0.0                   │
  │             Nutrition               │ 0.0                   │
  │            Repatriation             │ 0.0                   │
  │           Rehabilitation            │ 0.0                   │
  │         Postage/Stationery          │ 0.0                   │
  │             Telephone               │ 0.0                   │
  │            Miscellaneous            │ 0.0                   │
  │               TOTAL                 │ 0.0                   │
  └────────────────────────────────────────────────────────────┘

             Comments              [                        ]

                  [ Save ]   [ Cancel ]
```

DOCUMENTATION   FORM

EXPENSES :	
Type of Expense	**Amount**

Remember

ü   It is important to enter the expenses related to each call. This can
     be updated as required

22

Missing Children

The missing children format is enclosed at the end of this book. The idea of a separate missing children format emerged so that after the form is completed, it can be photocopied and sent to all organisations in the area /missing persons bureaus /other CHILDLINE cities/districts to hasten the search for the child or his family. The computer version of the missing children form is outlined below.

23

Information and Referral to Services

This form is enclosed at the end in Format 'Information' (first half). The computer version of the form that is listed below has the advantage that by pressing F2 on the computer, the on-line Resource Directory is activated that enables you to search for the information required to refer the caller.

24

Information about CHILDLINE and volunteers

The format of this form is enclosed at the end in Format Info (second half). The objective being, to tap every person seeking information about CHILDLINE to be a volunteer. This form would help in building a volunteer data base. While it may be difficult to get detailed information from the caller, efforts should be made to motivate the caller to spread awareness about CHILDLINE in their area of residence/work. The computer version of this screen is outlined below:

Other calls

It is advisable to maintain a separate register to document on a daily basis, the other calls received by CHILDLINE. While the computer version does document these calls as well, it is recommended to maintain these calls only on paper, especially given the large number of such calls received. A sample format that could be maintained for documenting such calls is outlined below:

Date : 30/07/01	Ist Shift	IInd Shift	IIIrd Shift	Total
Crank/Fun/Abusive	|||			3
Wrong		⊪		5
Silent				
Blank	⊪ ⊪			10
Follow-up Calls				
Phone-testing				
Administrative				
Personal				
	Total calls Sign by team	Total calls Sign by team	Total calls Sign by team	

26

Frequently Asked Questions About ChildNET

This part attempts to answer some of the commonly asked questions about ChildNET.

1) Why document on the computer when we do the same on paper?

2) What is the difference between Child Entry and Backlog Entry?

3) What is the difference between Modify Case and Save Case?

4) What do we do when the programme runs slow?

5) How do I generate reports?

6) How do I add lists of places, team member names etc that are specific to my CHILDLINE?

7) How do I update Resource Directory in computer and how is it useful?

8) How do I take periodic Back-ups?

9) What is Export and Upload?

10) The Programme does not function when I click on ChildNET or Backlog Entry - what do I do?

11) How do I retrieve a case?

12) What does About button mean ?

13) What is Co-ordinators Report?

14) How do I access Help utility?

15) How do I Mail a case?

27
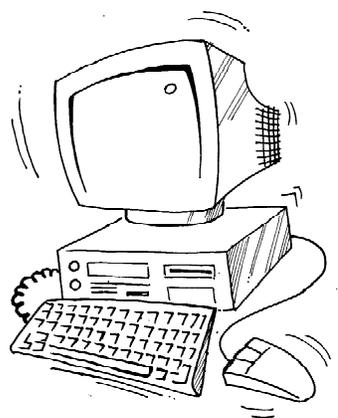
1) Why Document on the computer when we do the same on paper?

With ChildNET, we hope that computers save time and ensure that important details of calls are captured. This data would then help us focus on emerging trends, advocate for gaps in services with the CHILDLINE advisory board, identify training needs with allied systems and help us jointly plan to be effective in reaching out to children in need of protection.

Computer Documentation is important because it strengthens CHILDLINE's ability to give better services to children in need. Meaningful reports can be generated quickly with the data captured by the ChildNET programme.

These reports form the basis for advocating for a child friendly society.

2) What is the difference between ChildEntry and BacklogEntry?

a) When ChildEntry/ChildNET is selected

ChildEntry/ChildNET is to be selected when you are entering current calls immediately on the computer.

Here the user does not have a choice to enter the date and time as this is automatically generated by the current date and time of the computer system. When clicked, 'New' screen pops up in which details of the call are entered.

28

b) When Backlog Entry is selected.

Backlog entry is a process by which the user can enter old cases by entering the date and time of that case. When Backlog Entry is clicked, a special screen allows the user to type in the date and time of the call. The user then has to save this information. The classification category of the call also needs to be selected. The user can then retrieve the case through ChildEntry/ChildNET, and enter the details of the call.

Note : Backlog entry is only meant for entering date and time of those cases which have not been entered into the system before.

The date should be entered in the DD/ MM /YY format and time in AM or PM format.

Remember the details of calls cannot be entered through Backlog Entry. One has to go through ChildNET and retrieve that particular case, using the case number and then type in the details of the calls.

3) What is the difference between Modify Case and Save Case?

Modify Case means to save a case after changes have been made. For e.g. it is to be selected when the user enters the date and time of the case through backlog and then enters details of the call or if the user retrieves the case and makes certain changes to it. After clicking on the Modify Case button, the changes will get saved and following message pops up on the screen "Case modified successfully".

29

Save Case button is to be clicked after entering details of the case when the case is being registered for the first time through ChildNET. After clicking on the Save Case button the details are saved in the database and following message pops up on the screen 'Case Saved Successfully'.

4) What do we do when the programme runs slow?

Close the ChildNET programme:

Click on Start / Control Panel / ODBC Data Source

In ODBC Data source select System DSN

q Select CHILDLINE, click on Configure, select Repair and click OK. A message stating "Childline.mdb repaired successfully" will appear on screen.

q Select CHILDLINEFIXED, click on Configure, select Repair and click OK. A message stating "Childlinefixed.mdb repaired successfully" will appear on screen.

q Select CHILDLINERESDIR, click on Configure, select Repair and click OK. A message stating "ChildlineResources.mdb repaired successfully" will appear on screen.

In ODBC Data source Select System DSN

q Select CHILDLINE, click on Configure, select Compact and click Ok. Click on OK if asked for further details.

Similarly for CHILDLINEFIXED & CHILDLINERESDIR

30

5) How do I generate reports?

Generating reports is one of the most important features of ChildNET. Although generating reports is a simple process, one has to be careful while doing the same because the process of generating reports is done in Childline.mdb (Access file) where the actual data is stored.

To generate reports, follow the following steps :

q Close the ChildNET programme

q Click on Start / Programmes / Windows Explorer OR Right Click Mouse on Start and select Explorer

q On the left side of the screen, select CHILDLINE which is copied on the hard disk of your machine

q Double Click on CHILDLINE and select Clientside, double click on the same. On the right side of the screen, select Childline.mdb access file which is denoted by a small key icon

q Select the Childline.mdb table and choose Report option from it. Various report options are available, where the user only has to select the desired one, double click on it and feed in the simple details which pop up during the generation of reports. Being conversant with Access, is an added advantage

31

6) How do I add list of places, team members that are specific to my CHILDLINE?

Adding places and team members name etc. in the box helps to avoid typing the same name over and over again. This is a one time process. Let us start with adding a list of places in your city/district. First prepare a hard copy list of all the place from where the calls are expected from.

Click on Start / Programmes / Windows Explorer OR Click on My Computer on Desktop and select the drive on which Childline has been installed (Assuming that Childline is installed on C drive of your local hard disk).

In Windows Explorer go to C: on the left side of screen and click on

Childline\Clientside (double click on Clientside)

On the right side of the screen search for Childlinefixed.mdb (Access table) which is denoted by a key mark. Double click on it.

There are basically 3 tables in ChildNET which store the data (information)

1) Childline.mdb

2) Childlinefixed.mdb

3) Resourcesdir.mdb

32

For adding list of places go to childlinefixed.mdb. Click on Tables and select places. Enter the list of places. Save it by going to file and select save or alternatively use the save shortcut on the tool bar.

To add the names of the team members:

In ChildlineFixed.mdb tables go to Employee Detail, enter the list of all the employees Save and Exit.

7) How do I update the Resource Directory in my computer and how is it useful?

It is very important to maintain the Resource Directory. This helps in access to information regarding organisations by just a press of the F2 button.

In the previous question the path to reach Childline.mdb (access file) was explained. The same is followed here, but in this case, Resourcesdir.mdb (Access file) has to be selected. After clicking on ResourcesDir, select Forms to enter the details of the organisation and follow the instructions on the screen.

8) How do I take Back- ups?

Backups are taken as a precautionary measure to save the data which is important.

The following steps expain the process of Backup:

q Go to the folder CHILDLINE/Clientside through Windows Explorer where the CHILDLINE package is copied on the hard disk of your machine.

q Select MS Access database Childline.mdb.

q Zip the Childline.mdb by right clicking on Childline.mdb folder. Select the option Add to zip.

q Click on 'I Agree' option. Give the path A:\Childline.zip and choose the option 'Automatic' in multiple disk spanning.

q Click 'Add' to zip the file.

q If the database is bigger than the size of the floppy, span the zipped database across multiple floppies.

q Repeat the above steps for the other databases : Resourcedir.mdb and ChildlineFixed.mdb.

q Periodic backup of databases has to be taken based on the strategy decided.

Restore Database

At the time of database corruption or crash, Unzip the different databases from the floppies and add it to the folder Childline\Clientside in the local hard disk.

34

Note : For Backup, it is advisable to use 2 to 3 floppies which could be used on alternate days for backups to avoid repeated usage of floppies, there by reducing the risk of floppy damage.

9) What is Export and Upload?

Export and Upload is a process through which the actual data transformation takes places from the computer to the CIF server where call information from across the country is stored.

For the above, follow the steps given below:

q   Connect to the internet

q   Start CHILDLINE programme

q   Click on Export Button which after some time will show a message on screen stating 'Case Exported successfully'

q   Click on Upload. During this process, the cases or data get transferred to CIF server through Internet

Note : Only the newly entered cases (after the last export) or cases that have been modified will get exported. Hence, changes done at the clientside are reflected at the server end.

10) The programme does not function when I click on ChildNET or Backlog Entry - what do I do?

This could happen mainly because of the following reasons:

Either the ChildNET software has been moved to another drive or the software has been deleted or the path of operating the ChildNET has been changed.

Action steps to be taken are as follows:

Check for the software in your drive through Windows Explorer or My Computer and then check the path. If ChildNET is not found on any drive of your machine, it means that the folder has been deleted. Check the Recycle Bin and if the folder is found, right click on the mouse to select Restore.

11) How do I Retrieve a case?

Retrieve button which is on the starting screen of ChildNET programme helps the user to retrieve a particular case. It is based on the search criteria specified by the user. When clicked the Retrieve button pops up a screen asking for specific case details. Based on these, the system searches for the required case.

q   Case Type : The user can retrieve the case based upon the type of case i.e. Intervention, Information, Unclassified. If the case type is selected as Intervention, the Go Get it button retrieves all intervention cases.

36

q Case ID No. : This option can be used if the user knows the Case ID No. for that particular case. For e.g. if the user enters Case ID as 22-3-4564 then the search would be restricted to only one particular case. Please note that 22-3 refers to the area STD code and centre number which is different for each city.

q Child Name : If the user enters the name of the child for which the case is registered in ChildNET software then the system searches for it. If there are two or more children with the same name then all cases matching the name are displayed.

q Caller Name : If the user knows the Caller Name which has been recorded in Caller Information in ChildNet software then the system searches for the name of the Caller and displays all records of that.

Note : After specifying the criteria, the user has to click on Go Get It button or (Alt + G) key to get the desired result. If the user clicks on Go Get it Button, without specifying the criteria, all cases are not retrieved.

37

12) What does About button mean ?

This button when clicked upon, provides information about the development of the ChildNET software. For us at CHILDLINE, the relationship with Tata Consultancy Services has been enriching and helped us in using technology to strengthen the service.

13) What is Co-ordinators Report?

Co-ordinators report is an important feature of ChildNET. It allows the centre co-ordinators to record their comments regarding calls, intervention process etc. The screen has been divided into two parts. The first part is for the centre co-ordinator to enter in his/her comments and the second part is filled in by the CIF representative.

When entering information for the first time, the centre co-ordinator will need to type and save the user name and password. The co-ordinator can thereafter access the screen by entering his/her password and clicking OK on the screen.

14) How do I access Help utility?

Help utility can be accessed by clicking on the Help button or by pressing the F1 key on the keyboard. Help utility contains information on the interface components, screens, general information on text fields, text areas etc. Backup information through help utility can also be accessed.

38

15) How do I Mail a Case?

The user can mail cases/information to other CHILDLINE centres by clicking on the Mail button and then typing in the e-mail address of the receiver.

Note : The process of mailing only sends in a single case at a time. If the user wishes to send a case, he/she should first select that particular case and then click on the Mail button.

DOCUMENTING MEETINGS

The first thought of meetings perhaps is that they are a waste of time!!! Nothing happens after meetings! Why not utilise our time better? If meetings are unplanned, these comments might ring true and that is a caution to gaurd against. This section outlines some documentation tips, in order to work towards making meetings more fruitful and meaningful.

At CHILDLINE there are regular meetings such as the

   @   Weekly meetings of the CHILDLINE team

   @   Monthly meetings (collaborative/support/nodal organisations team, directors and coordinators)

   @   CHILDLINE Advisory Board (CAB) meetings (once in two months)

These meetings are important because they ensure:

Sharing: Meetings provide space for members to share their experiences of working with special calls, of interesting incidents observed during

40

outreach, of feelings towards Allied Systems. This sharing, that often goes undocumented, facilitates learning amongst the members and strengthens the CHILDLINE family spirit.

Innovations: Meetings encourage sharing and discussions that lead to the emergence of new ideas and innovations. How do you get across the message of child protection to the police? How does one work more closely with the Child Welfare Committee?

Evaluation: We need to constantly review the functioning of the service, to ensure that we are providing quality service to the most marginalized group of children. Are we being cost - effective? Are we utilizing existing resources to the maximum? We need to address these issues and brainstorm, as how we can be more effective.

Participatory Planning: Planning in CHILDLINE needs to be a team effort if the plan is to succeed. In fixing outreach targets and strategies, planning interventions for children, deciding training workshops, the inputs of all CHILDLINE organisations are important.

Three important points to remember

1. Draw up an agenda for the meeting

2. Prepare a note on the action taken from the previous meeting

3. Prepare the minutes of the meeting and ensure that decisions taken are made known to all members present

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41

This section discusses the documentation of meetings at CHILDLINE such as the weekly meeting with the team, monthly meetings and the CAB. The agenda for these meetings have been outlined. It highlights key issues that need to be addressed for the effective functioning of the service. This is only a guideline and needs to be adapted to the requirements of each CHILDLINE.

Weekly meetings of the CHILDLINE team

The agenda for the meeting / Points that are generally discussed every week:

Item 1. Call interventions: Discussing calls and responses is the key agenda for the weekly meetings. The purpose of this discussion is to enable team members to evaluate for themselves and as a group, response strategies and also to plan follow-up for the child. Each team member should present to the group, the calls that they have responded to during the week. Each call should be discussed in terms of:

- q Planning ahead for the follow-up of the child, the resource organisations that could be contacted etc.

- q Determining whether a call is 'closed' or 'open' needs to be decided by the group. Is it possible to follow-up with the call a little more?

- q Sharing of problems faced by each team member in responding to calls and discussing how they can be resolved

- q Discussing persons/Allied System personnel who have assisted or who can assist in call follow-up

42

Item 2. Outreach and Awareness: The outreach plan that has been drawn up, needs to be reviewed at the weekly meeting. The areas covered, media used by the team member, effects of the outreach and problems faced in conducting the outreach (lack of materials, non-cooperation from Allied Systems) need to be discussed.

Item 3. Documentation: Every week, the status of the documentation system needs to be reviewed. This should be done with special reference to how calls are entered into the documentation forms and the entry of calls into ChildNET. Additionally as calls are being discussed documentation in terms of status of the call, follow-up or future plan is noted in the documentation register / form immediately. This ensures that the documentation systems are upto date.

Item 4. Finance and Administrative matters: Every week, issues related to finance and administration also need to be discussed such as:

- Settlement of petty cash by members
- Leave of members
- Attendance
- Rotation of shifts
- Other administrative and staff policy

Item 5. Planning for the next week: Based on the discussions at the meeting and the issues faced during the week, the plan of action decided along with the concrete steps to be taken by each member during the next week, need to be highlighted. This could include:

43

q Training needs for the team: Any specific skill inputs, training that has been expressed by the team needs to be organised. Also, reading out newsletters, reports of CIF (e.g. paraprofessional workshop report) to the team or highlighting crucial incidents should be done on a regular basis.

q Follow-up with police/doctors: Orientations with Allied Systems, follow-up with the Allied Systems for case specific interventions need to be finalized

q Follow-up with the telecom department: Based on the phone testing outreach done during the week, the telecom department requires to be informed about the same

q Outreach Plan: The outreach plan for the next week needs to be discussed and the materials and media through which the outreach will be done

q Documentation: The commitment of each member to document calls they have responded to-on paper as well as on the computer, is essential.

A register should be maintained to minute these weekly meetings. The meeting needs to be chaired and minuted by the team members on rotation. Members who are absent for the meeting should make a point to read the minutes of the meeting. Each member present should sign these minutes at the end of the meeting.

44

CHILDLINE monthly meetings

Monthly meetings in CHILDLINE are organised with

- @ the collaborative organisations, support organisations and the nodal organisation team members
- @ the CHILDLINE co-ordinators, especially in places where there are more that one collaborative organisation
- @ the CHILDLINE directors

These monthly meetings are important to ensure better inter-organisational co-ordination and planning for the month ahead. The broad agenda for the three levels of monthly meetings include:

Item 1. Presentation on CHILDLINE activities:

1.1 Each collaborative/support organisation would report on

- q Number of calls received
- q Reviewing important calls of the month
- q Highlighting calls requiring follow-up
- q Open House
- q Discussing calls where referrals were made to other resource / collaborative / support organisations
- q Outreach activities conducted
- q Problems faced during follow-up of calls, referrals, interaction with Allied Systems
- q Innovations in follow-up of calls, outreach strategies

1.2 The nodal organisation would report on

- q Calls where joint follow-up has been done
- q Intercity co-ordination for cases

45

- q Status of training workshops with Allied Systems
- q Follow-up with the telecom department or any other Allied System
- q Strategy for arranging skill based inputs to the team
- q Observations based on weekly visits and meeting with team members co-ordinators, directors and CAB
- q Sharing of decisions especially of meetings with CAB, directors, resource organisations, etc.
- q Any correspondence regarding workshops that are being organised
- q Awareness activities conducted

Item 2. Reviewing the CHILDLINE plan for the month: Based on the presentation of CHILDLINE activities during the month, the group needs to review the targets/plans/activities set for the month and their follow-up. This could include the outreach and awareness plan, whether open house was conducted, whether documentation is on schedule etc.

Item 3. Sharing issues/ problems that emerged during the month: At each monthly meeting, it is important for the group to share issues that were faced during the month and prepare a consolidated list of the same. Steps that need to be taken to confront these issues also need to discussed. These issues can then be separated into:

- q Issues to be presented to the CHILDLINE Advisory Board (CAB)
- q Issues to be addressed during training workshops with the Allied Systems
- q Issues that need to be addressed by the CHILDLINE organisations

Item 4. Plan for the month ahead: The plan for the following month needs to be discussed by the group. This plan of action should be specific (in terms of which organisation will cover which areas for outreach, orient 'x' number of police stations, host the open house etc)

46

CHILDLINE Advisory Board (CAB) Meeting

This meeting is a crucial meeting for CHILDLINE and an opportunity to present issues faced by children to the government. The effectiveness of this meeting depends on several factors such as the level of senior government officials that participate, their interest, their experience of CHILDLINE and a clarity about their role on the Board. The broad agenda for the first CHILDLINE Advisory Board (CAB) meeting includes:

Item 1: To introduce the concept of CHILDLINE and to discuss the role of the CHILDLINE Advisory Board (at the first meeting and subsequently when new members participate)

Item 2: To read and confirm the minutes of the last meeting

Item 3: To present the follow-up action undertaken based on the decisions taken at the last CAB meeting

Item 4: To discuss the calls received during the period and the issues emerging such as:

- Nature of calls received (Statistics)
- Calls requiring special interventions by CAB members
- Outreach and awareness activities
- Problems faced by the team in responding to calls
- Groups of children for which there may be very few services

47

Item 5: To discuss the involvement of various departments in strengthening the child protection network by:

- q   Appointing nodal officers in their department for child protection
- q   Facilitating organising of orientation workshops in their departments
- q   Reviewing how their department could be more child friendly

Item 6: To determine the date, time and venue for the next CHILDLINE Advisory Board meeting

Item 7: To discuss any other business with the permission of the chair

Preparing the note on the action taken from the previous meeting.

Decision taken	Follow-up action taken
Each government department present would put up CHILDLINE stickers in their office by August 2001	The concerned government departments were met and stickers handed over to them on 5th August, 2001
The CAB chairperson would sign the ID cards for the team members by 15th August, 2001	The ID cards were sent to the Municipal Commissioners office and were signed by him on 26th August

Preparing the minutes of the CAB Meeting

The minutes of the meeting is an important record to facilitate the effective functioning of the CAB. The minutes should therefore be precise, clear and accurate.

Minutes of the CHILDLINE Advisory Board held on 30th June 2001, at the Collectors office at 4.30 pm

Members present:

Item 1: To discuss the issues faced by CHILDLINE

Representatives from CHILDLINE appraised the members present about the major issues faced by CHILDLINE. Some of the issues discussed which needed immediate intervention are outlined below:

i) Lack of facilities for children with disabilities and shelter for street girls

- It was decided that this issue should be discussed at the next resource organisation meeting on 20th August, 2001 with concerned NGOs and their opinion sought

- Spaces should be suggested to the Municipal Corporation at the next meeting, on 1st September, 2001 who could determine the feasibility to lease out the space for shelters

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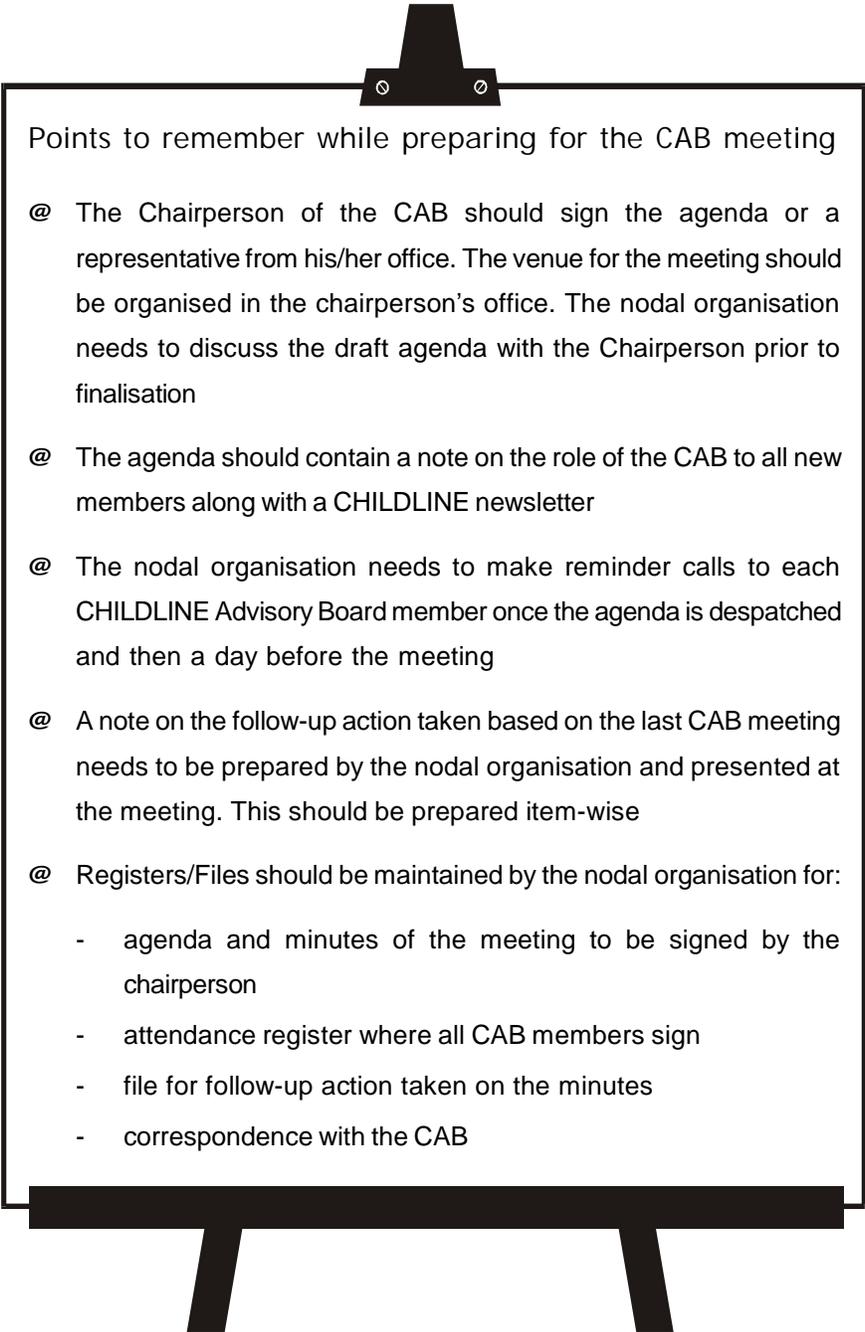
Points to remember while preparing for the CAB meeting

@ The Chairperson of the CAB should sign the agenda or a representative from his/her office. The venue for the meeting should be organised in the chairperson's office. The nodal organisation needs to discuss the draft agenda with the Chairperson prior to finalisation

@ The agenda should contain a note on the role of the CAB to all new members along with a CHILDLINE newsletter

@ The nodal organisation needs to make reminder calls to each CHILDLINE Advisory Board member once the agenda is despatched and then a day before the meeting

@ A note on the follow-up action taken based on the last CAB meeting needs to be prepared by the nodal organisation and presented at the meeting. This should be prepared item-wise

@ Registers/Files should be maintained by the nodal organisation for:

- agenda and minutes of the meeting to be signed by the chairperson
- attendance register where all CAB members sign
- file for follow-up action taken on the minutes
- correspondence with the CAB

50

PREPARING REPORTS

Reports become the medium through which children's concerns reach the community. These may be in the form of a booklet, case study reports or manuals. In CHILDLINE, each report documenting process and outcomes is unique. In this section we have outlined a general framework that could be used whilst preparing reports.

In CHILDLINE, some of the reports that require to be prepared:

   @   Training reports

   @   Awareness reports

   @   Monthly reports/ Semi- annual reports/Annual reports

   @   Issue based reports

These reports are important to CHILDLINE because they help in:

- q Sharing: At training workshops, during outreach, at open houses- we constantly are finding innovative strategies. Often these go undocumented and hence not shared with other CHILDLINEs. We may also be stuck at times on how to conduct certain activities and hence having exposure to the experiences from other CHILDLINEs, would provide us with new ideas

- q Evaluating activities: Reports help us evaluate the effectiveness of our activities. We find it unimportant at times to record mistakes, strategies that did not work- but it is only when these mistakes are analyzed, that learning is more effective

- q Suggesting follow-up: Based on reports, the follow-up activities that need to be undertaken become more apparent

- q Recording history: Activity reports also help us in recording the growth and evolution of the CHILDLINE service in our local area

Remember! The process of report writing enables us to review activities critically and plan follow-up activities

Preparing training reports

At CHILDLINE, training is a core activity and each training is a learning experience. The trainings are more of a dialogue between participants, to re-emphasise our commitment to child rights and look at skills and information that would help us in this task. At the end of the training workshop therefore, each participant should have clarity of a plan of action to strengthen the partnership for child rights.

Some of the trainings that CHILDLINE conducts and for which reports need to be prepared include:

- Training with the Allied Systems
- Dialogues with resource organisations
- Volunteer meetings (street children as well as concerned individuals)
- Skill enhancement workshops with the CHILDLINE team
- Semi- annual/Annual review of the CHILDLINE team
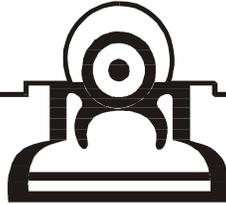
Some tips while preparing training reports

@ The first part should explain the rationale of why the training is important and/or why the training was felt necessary. It should also spell out the specific objectives of why the training was conducted

@ The second part of the report should have an overview of the sessions taken at the workshop along with a time schedule

@ The third part is the main report that documents each session of the workshop. This could be discussed in terms of: objectives of the session, methodology used, discussion points and observations of the facilitator

@ The fourth part should contain an overall evaluation of the workshop, based on participant feedback. It should also suggest the follow-up action that will be necessary both by CHILDLINE as well as the participants

54

Training with the police

Overview

Date: 15th August 2001
Venue: Police Club
No of Participants: 35
Profile of participants: Senior Inspectors

Session wise schedule

Time	Session	Facilitator
9.00 am- 9.30 am	Introductions and Ice breakers	NGO Forum

Introduction & Rationale

Children in need of care and protection first come in contact with the police. Hence child-friendly police personnel are essential

Session 1: Child Rights and me

Objectives: To orient the participants on child rights

Methodology: The participants were divided into groups and given cases studies to discuss (case studies enclosed)

Emerging discussion points: The group discussion led to the following points

* Even children have rights, we are not doing a favour by helping children

Observations: The participants were interested in understanding the legal aspects to child protection

Evaluation and Follow-up Plan

Based on the evaluation forms given, 30 participants rated the workshop as good and 5 as fair. The follow-up plan includes: The participants would share the CHILDLINE concept with others at their work place. CHILDLINE would give them stickers on child rights to be put up at the police station

55

Awareness Report

Based on the phone testing and outreach forms and sharing of experiences regarding awareness by the team, the co-ordinator prepares the awareness report. This report is important because it documents the areas of the city district covered, innovative techniques and problems faced.

A sample format of an awareness report is outlined below :

Awareness Report for the month of August

Areas covered

Team Member	Area	Places covered
Raju & Salim	Bhoiwada	25 PCOs, 2 cinema halls, 1 park
Entire team	Koliwada	5 slum communities

Innovative methodology

The entire team did outreach in the community in Koliwada. A seven-minute street play was performed. The play attracted many children and women. The response in the community was high and a children's meeting was organised subsequently to talk about CHILDLINE.

56

Plan versus outreach done

During the month it was planed that 10 slum communities would be covered in Koliwada and Naigaon. However only the slum community in Koliwada as the time spent in each community was more than expected

Problems faced in outreach

Some PCOs were insisting on a letter from the G.M. Telecom stating 1098 is a non-metered service. Stickers in the local language are needed

Other awareness strategies

q   A presentation on CHILDLINE was made to the Rotary Club and how they could support CHILDLINE

q   At the resource organisation meeting held during the month, 15 organisations assured that they would do outreach in their areas. Posters / Stickers will be sent to all

Monthly Reports

Monthly reports provide a summary of all the CHILDLINE activities conducted during the period and thus provides an overview of the service. This monthly report would consist of :

- q Call Statistics

- q Co-ordination of CHILDLINE at the city/district level in terms of meeting organised with CHILDLINE partners

- q Awareness and outreach activities conducted and the methods used for awareness

- q Details of trainings organised with the Allied Systems

- q Innovations learnt

- q Emerging issues

With the ChildNET programme, some components of the report would be easily available at the click of a button such as the call statistics and emerging issues in responding to calls. These reports should be circulated to CAB members and resource organisations. A copy of the same should be sent to CIF.

This reports are one of the media by which CHILDLINE advocates for child's right. The section of emerging issues should leadto the publication of issue based reports (for e.g., on calls received by CHILDLINE for children engaged in domestic work, missing children). These reports would then form the basis for research studies to be undertaken in the city/district.

58

Hello Childline

Along with the monthly report of statistics, challenging calls that have been responded should also be written up as case studies and sent to CIF. These could then be shared with other CHILDLINEs through ' Hello CHILDLINE- the bi-monthly newsletter. Each CHILDLINE should contribute to the newsletter by sending CIF news about their local CHILDLINE on :

- q Happenings in CHILDLINE

- q Allied system personnel/ CAB members who have gone out of their way to help children

- q Any innovation

- q Any issue emerging from open house conducted with children and their feedback on the service

The newsletter is a media for all CHILDLINEs to share information, strengthen networking amongst CHILDLINEs, update the community on CHILDLINE's efforts towards child protection.

59

Preparing the monthly/six-monthly/annual reports

The report should have the following parts:

1) Calls received during the period*

Types of calls	Month- wise break up
I. Interventions	
Medical help	
Shelter	
Repatriation	
Rescue	
Death-related	
Sponsorship	
II. Missing children	
Child lost	
Parents asking help	
III. Emotional support and Guidance	
IV. Information	
Info & referrals to services	
Information about CHILDLINE & volunteers	
V. Others	
Did not Find (DNF)	
Crank/Fun/Abusive	
Wrong	
Silent	
Blank	
Follow-up calls	
Phone testing	
Administrative	
Personal	
Total	

* The collaborative/ support organisations should compile statistics on a monthly basis

60

2) Co-ordination of CHILDLINE

Meetings	No of meetings held
Team members (weekly meetings, at respective CHILDLINE centres)	
Team members and Co-ordinators meeting (monthly meetings, at the city level)	
Co-ordinators' meetings (monthly meetings)	
Directors' meetings (once in two months)	
Open House (monthly)	
Resource Organisation meetings (once in three months)	
CAB meetings (once in three months)	
Review meetings (once in six months)	
Volunteers meetings (once in three months)	

3) Awareness and Outreach Activities conducted:

Grass roots level outreach with children and concerned adults

Target	Areas where outreach activities were conducted
PCO owners	
Railway station	
Bus stops	
Shelter children	
Cinema halls	
Parks	
Tourist places	
Religious places	
Schools	

Methods used for awareness:

Problems faced:

Innovations:

62

4) Details of trainings with allied systems:

	Senior level	Middle level	Lower level	Total no. of workshops	Total no. of participants
Police Healthcare Judicial System Juvenile Justice System Education System Labour System Media DoT Corporate Sector Elected Representatives Communities					

5) Any new innovations in CHILDLINE:

For example: Giving appreciation letters when help is forthcoming from members of the allied system, preparing autograph books for street volunteers to help them in their outreach activities and also for them to feel ownership

6) Emerging issues:

For example: Lack of shelters for girl children

MAINTAINING ADMINISTRATIVE AND FINANCIAL RECORDS

'Rules, regulations and bureaucracy' is what comes to mind on hearing maintenance of financial and administrative records. The spirit of these records at CHILDLINE is not to create time consuming procedures but to ensure that these records strengthen service delivery and maintain CHILDLINE's accountability to children.

Some of the administrative and financial records that are maintained at CHILDLINE are:

CHILDLINE referral letter pad: While referring children to resource organisations for long - term follow-up, a referral letter should also be sent to the organisation. This letter would enable CHILDLINE to share information of the child with the resource organisation. A copy of the same needs to be kept with CHILDLINE. A format of the call referral letter is enclosed in Annexure 3.

Message book: At CHILDLINE, the team works in shifts and often interaction with other team members is only at the weekly meeting. The message book is therefore crucial to facilitate inter- team communication. It could be used to keep the concerned team member informed about details about intervention (for example: if a child has to taken to the hospital after two days in the morning for a check-up), problems faced

64

in case follow-up, appreciation to a member for handling a call effectively, informing the team about a forthcoming workshop. The message book is thus like a bulletin board for the CHILDLINE team. The person writing the message and the person/s to whom the message is addressed also need to sign after reading the same.

Call related file/s: The papers regarding calls with special follow-up need to be filed. These could include medical papers, copy of an FIR/ other legal documents etc. It is important to write the call number of the child (used on the computer/document) on the papers in the file so that the details of the child can be easily traced.

Correspondence files: A copy of all correspondence sent and received needs to be maintained. Files therefore need to be maintained for correspondence with the telephone department (areas from where the phones are not connecting etc), police, hospitals, railways, juvenile justice boards, child welfare committees, outreach, press clippings CIF.

Out going call book: A register needs to be maintained for telephone calls made from the CHILDLINE center. The entry of all telephone calls including calls made for call follow-up, administrative purposes need to be entered into the register. Details which need to be included are the date, time, name of the person making the call, name of person being called, reason for calling, telephone number and signature of the person making the call.

Petty cash register: The petty cash register helps maintain accounts related to each child. The team members enter their accounts every time they return from follow-up, in this register. The petty cash book helps us keep a track of expenses related to each child. The ChildNET programme also has a provision to enter expenses related to that particular call. The co-ordinator checks the petty cash book every day. Team members entering their accounts and taking money from the petty cash need to sign against the amount they have received. While handing over petty cash from one shift to another, the person receiving the cash as well as the person handing over the petty cash have to sign against the amount received/handed over. Petty cash register includes details like date, shift, time, name of the child, problem of the child, heads under which expenditure is made and the team member's name and signature.

Vouchers / Bills File: A file with voucher/bill needs to be maintained. Behind the bill/voucher, the team member should write the serial number, date and name of the child (as per the petty cash register).

Other Financial Records: The salary register, cash book, ledger, register for capital assets need to be maintained.

Attendance Register: Each CHILDLINE team member should sign into this register every day.

Personnel File: A file containing the profiles of each team member along with his/her photograph, address and contact number needs to be maintained.

CONCLUSION

The Documentation system needs to be understood by each team member and its importance, reflected through practical benefits. These formats should therefore be translated into local languages. Additionally the documentation system needs to be dynamic. We should therefore be alert to new 'types' and 'categories' of calls received, and not be constrained by standardised formats.

Documentation at CHILDLINE involves recording children's voices and their concerns. This manual has attempted to provide guidelines and formats for capturing relevant data. However just capturing this data is not sufficient. We need to use this data. The voices and concerns of children need to be heard by the Government and civil society. And these need to be acted upon.

The documentation process is also important as it enables us to reflect on our work at CHILDLINE. It encourages us to review our mission towards protecting the rights of marginalized children. It provides us with data to critique existing intervention steps and evolve new strategies to reach out to children. It challenges us to constantly adopt the service to the needs of children.

List of Sub-sub Problems

MEDICAL:

First Aid
Flu/Viral
Head-ache
Stomach-ache
Breathing problem
Chest-ache
Vomiting
Diarrhoea

Mental Illness
Anxiety disorder
  (Phobia, Panic)
Schizophrenia
Learning disorder
Mental retardation
Autism
Sexual disorders
Sleep disorders
Eating disorders
Disassociation
  Disorder (lack of
  concentration)
Obsessive -
  Compulsive
  disorder
Post traumatic
  stress disorder

OPD
Jaundice
TB
STD
HIV/AIDS
Food poisoning
Suicide
Septic wounds
Boils
Burns
Diarrhoea
Cancer
Cardiac

Addiction
Drugs
Gutka
Beedi
Cigarettes
Alcohol
Ink
Rubber
Solution
Typing Fluids

Accident
On road
At work
At home
At school
Injury
Fracture
Amputation
Cuts
Wounds
Burns
Electric shock

Hospitalization
Jaundice
TB
STD
HIV/AIDS
Food poisoning
Septic wounds
Boils
Burns
Diarrhoea

68

SHELTER

Parents / Guardians Seek Shelter/ Boarding For Child
Death of a parent
Single parent
Ill parents
Parents suffering from HIV /AIDS
Alcoholic parents
Violence in the family
Child being physically abused
Child being sexually abused
Child cannot get along with other
  siblings
Hyperactive child
Aggressive child
Over pampered/ spoilt child
Education
Vocational training
Financial crisis in the family

Child Has Left Home
Death of parents
Handicapped parents
Employment
Step mother/father
Alcoholic mother/father
Attraction to city
School pressure/failure in exam/
peer pressure
Abuse in family
Parents don't want child to study
Parents wish to marry off the child
Committing petty theft/shoplifting
Quarrel with friend/family member
Any other

Child is Abandoned
Death of parents
Step parents
Financial crisis in the family
Illness in the family
Unemployed mother
Girl child
Differently - abled child
Malnourished child
Natural calamities
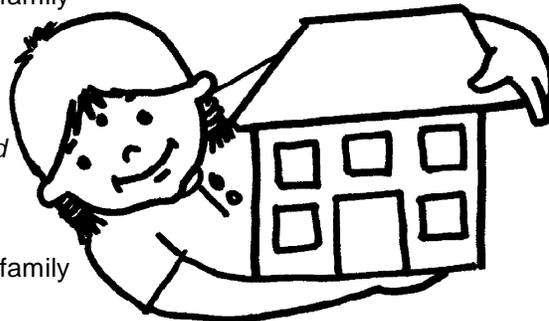
Child Has Left Shelter
Medically fit
Repatriated
Did not like the environment
Just left

69

REPATRIATION

Death of parents
Handicapped parents
Employment
Step mother/father
Alcoholic mother/father

Attraction to city
School pressure/failure in exam/
 peer pressure
Abuse in family
Parents don't want child to study
 further
Parents wish to marry off the child
Committing petty theft/shoplifting
Quarrel with friend/family member
Any other

DEATH-RELATED CALLS

Natural death
Accidental death
Death under suspicious
 circumstances
Suicide
Death by harassr
Murder

SPONSORSHIP

Education
Enrollment
Birth certificate
IQ check-ups
Assistance for supplementary
 education
Admission
School stationary, uniforms
Medical
Health
Medical materials
Medicines
Surgery

70
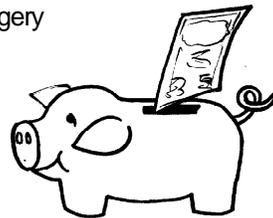
PROTECTION FROM ABUSE

Physical Abuse
Abuse using objects
Abuse by wounding
Abuse by bruising
Abuse by beatings
Abuse by cigarette burns
Due to alcoholism
Due to financial problems
Due to unemployment
Educational problems
In order to show seniority

Protection From Abuse By Police
Child roaming/ loitering on the street
Unjustly accused of theft by the police
Police harassment for money
Selling items on trains and apprehended by police
Asked to give false statements/ confess crime not committed
Physical harassment of the child

Death
Accident
Suicide
Over dose
Fighting
Ill health

Sexual Abuse
Sexual touching
Sexual harassment
Organised abuse
Rape
Incest
Indecent exposure of body parts

Financial Abuse
Non payment / irregularity of wages
Problems related to debt / borrowings

71

EMOTIONAL SUPPORT AND GUIDANCE

Family

Priority amongst siblings
Feeling of rejection
Educational problems
Stress related
Broken family
Single parent family
Alcoholism

Girl child not allowed to attend school
Child made to work
Sexual abuse of the child
Bullying by siblings
Want to share happiness with someone
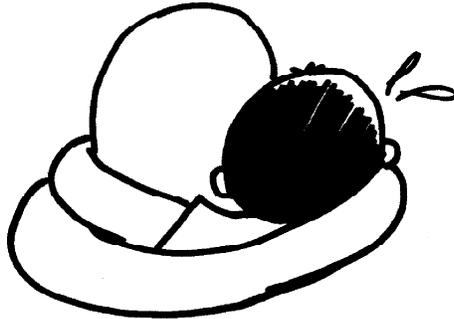
Financial problem
Unemployed parents
Conflict with parents
Conflict with siblings
Conflict amongst parents
Neglect from parents
Violent behaviour of parents
Thrown out
Afraid of staying alone
Feeling of loneliness due to working parents
Too many expectations from parents
Child marriage

Self

Poor performance in studies
Low self esteem
Introverted Personality
Negative feedback from peer group
Guilt
Negative body image
Limited knowledge of sex
Under age sex
Pregnancy
Betrayal of trust

72

Peer Group & neighbourhood

Fights with friends

Victimisation of peer group

Not able to meet peer expectation

Name calling/ teasing

Self image/ Self esteem

Facts of life not known

Crush

Pregnancy

Caste based differentiation

Religion based teasing

Language based teasing

School

Exam pressure

Teacher favouritism

Absenteeism

Bullying

Discrimination due to caste/ language

Cannot cope with studies

Too many expectations from parents

Too many expectations from teachers

Discrimination due to religion

Work Place

Stress

Torture

Low wages

Love Relationships (Boy / Girl Friend)

Unfaithfulness of partner

Pressure to initiate sexual responses

Lack of knowledge on sexual behaviour

Fear of HIV/ AIDS

Fear of pregnancy

Family in disagreement

Too many expectations of the partner

Too many limitations exerted by the partner

Institutions

Fights with other children

Bullying of other children

Overworked

Deteriorating living conditions

Physical abuse by house parents

Sexual abuse by parents

Sexual abuse by residents

Caste based differentiation

Language based teasing

Religion based teasing

Name calling teasing

Victimisation by other children

Sharing

A happy occasion/event

A sad occasion/event

One's routine experience

73

Glossary of Terms

 CALLER TYPE

Self	: If the caller has called for him/her self
Concerned Adult	: if the caller is an adult calling for some other child
Street child	: if the caller is a street child calling for another child
Friend	: if the caller is calling for a friend
CHILDLINE Member	: if the caller is a member of CHILDLINE
Family/ relative	: if the caller calls for a child in his/ her family
Juvenile Justice Personnel	: if the caller is a probation officer, JWB member, superintendent of observation homes and state run homes
Educational Personnel	: if the caller is a teacher or a school related person calling for a child.
PCO Owner	: An attendant or the owner of PCO who would call on behalf of a child or provide information about the child.

74

Agency Personnel	:	if the caller is affiliated to any NGO or agency
Police Personnel	:	if the caller belongs to the police department
Hospital Personnel	:	if the caller belongs to the health department, for e.g. ward boy, nurse, doctor etc.
Media Personnel	:	if the caller belongs to print or electronic media for e.g. Journalists etc.
Employer	:	if the caller is the employer of the child e.g. tea stall owner or employer of domestic help.
Labour Personnel	:	if the caller is a labour inspector or an employee of the labour department
Transport Personnel	:	if the caller belongs to the transport department, for e.g. A bus driver, conductor, train driver, ticket collectors or railway employees
Judicial Personnel	:	if the caller is from the judiciary for e.g. a magistrate
Any other	:	if the caller does not fir into any of the above categories

CIRCUMSTANCES

Runaway chid	:	if the child has from home left home without parents/guardian's knowledge or consent
Abandoned child	:	if the child has been neglected or deserted by parents/family/relatives
Missing child	:	if the child has gone missing or lost from his/her home/school/street/ station
Employed in domestic labour	:	if the child is working in a home environment which is not his/hers
Bonded child labour	:	if the child is working as child labour and/or has been traditionally working on behalf of his family
Physical abuse	:	if the child has been hurt physically by beating, slapping, pinching, burning
Emotional abuse	:	if the child has been abused and ill-treated by someone which affects his behaviour and mental status
Sexual abuse	:	if the child has been abused sexually
Physical disability	:	if the child has difficulty using his/her limbs effectively
Hearing disability	:	if the child cannot hear properly
Visual disability	:	if the child cannot see partially or cannot see at all
Mental Disability	:	if the child is suffering from some mental disorder

76

Cerebral Palsy affected	:	if the child cannot control his/her muscle movements and has difficulty in the coordination of muscles
Leprosy affected	:	if the child is suffering from leprosy
Learning disability	:	if the child has problems in learning and cannot keep pace with the class
Drug abuse	:	if the child is on drugs like cocaine, ganja, solution, petrol
Solvent abuse	:	if the child is addicted to solvents
Affected by national conflict	:	if the child is a victim of wars, riots
Affected by international Conflict	:	if the child is affected by wars between countries
Affected by disaster	:	if the child is a victim of floods, cyclones, earthquakes, draughts etc
Affected by displacement	:	if the child has been displaced from his home along with his family
Parents are medically ill	:	if the child's parents are suffering from illness, say, a child of a schizophrenic or a cancer patient or a T.B patient
Parents are stigmatised	:	if the child's parents are facing some stigma, say being an AIDS patient, or shunned by society because of social or economic status
Parents are economically deprived	:	if the child's parents are poor
Not available	:	if there is no information available about the child's circumstances

77

LIFE SITUATION

Street child	:	this category includes children of the streets, who have no families to go back to. This will also include abandoned child and missing child
Child labour	:	this includes working children, for example, domestic labour, children working in shops, hotels, garages etc.
Abused child	:	this includes children abused physically, emotionally, or sexually
Flesh trade victim	:	this includes children who are involved in sexual activity for money
Differently abled children	:	children who experience difficulty in performing bodily functions. E.g. Having difficulty in walking, hearing, speaking learning, mentally challenged etc.
Child addict	:	if the child is addicted to any chemical substance like solution, brown sugar etc.

78

Children in conflict with the law :	children who get in trouble with law because of their antisocial behaviour
Children in institution :	children living in shelter homes, remand homes or any such institutions entrusted for their care and protection
Mentally ill children :	A child who is affected from mental illness
Children affected by HIV/ AIDS :	A child who is affected by HIV Virus and is also stigmatised because of it
Children affected by conflict :	this includes children who are affected by political situations, like war, riots, state disturbances etc.
Child political refugee :	this includes children who have fled to another country along with parents/ guardians owing to political disturbances
Child with family in crisis :	children belonging to families affected by death, disease, poor living conditions, marital problems or medical problems
Any other :	if the child cannot be classified into any of the above categories

EDUCATIONAL STATUS

Non-school going	:	if the child is not eligible to go to school
Attends non-formal classes	:	If the child is attending non Formal Classes run by some organisation. It includes attending night schools
Attends Municipal school	:	If the child is attending a municipal school
Attends Govt aided / private school	:	if the child is attending a private school, a trust run school or a government aided school
Finished school	:	if the child has finished his/her schooling till the secondary level
Attends college	:	if the child is attending college
Attends special school	:	if the child is attending a special school for e.g. school for mentally challenged or school for the hearing impaired or school for children with learning disability
Never attended school	:	if the child has not attended any school in his/her life
Drop out at primary level	:	If the child has dropped out of school before 7th class
Drop out at secondary level	:	If the child has dropped out from school after 7th class
Any other	:	Choose this option if no information is available

80

CHILDLINE Referral Letter

To,

Re : Referring a child to your organisation as per our phone conversation on (Date) _____

CHILDLINE is referring Mr/Ms _____

age _____ to your organisation for further follow-up.

Some of the details regarding the child outlined below :

1) How did CHILDLINE come in contact with the child?

    ı   Where was the child first contacted?_____

    ı   When? _____

    ı   Why did the child called CHILDLINE? _____

2) What did CHILDLINE do for the child? _____

_____

3) The reason for which the child is being referred

  ☐ Shelter   ☐ Medical   ☐ Education
  ☐ Vocational Training ☐ Sponsorship ☐ Repatriation
  ☐ Any other _____

4) The situation of the child _____

_____

5) Family situation of the child

    Name / Age / Relationship / Occupation

6) Child's permanent address _____

_____

Looking forward to your support.

Thanking you,

Name of Team member _____   Signature _____

81

Notes

Notes

Notes