



Partners:



# Impact Study - Webinar

## May 25, 2022

This project is funded by:





## Agenda

- Main findings of the ChildHub impact study at regional level, presented by Dr. Tobias Schnitzler from World University Service (WUS) Austria – 20 minutes
- Key highlights of the ChildHub impact evaluation in Albania, presented by Ana Majko, PhD from Initiative for Social Change ARSIS – 10 minutes
- Key highlights of the impact evaluation in Romania, presented by Dr. Claudia Petrescu and Irina Opincaru from SC Exclusive Minds SRL - 10 minutes
- Questions and Answers focusing on the next steps for ChildHub, how to build on the results, sustainability – 15-20 minutes

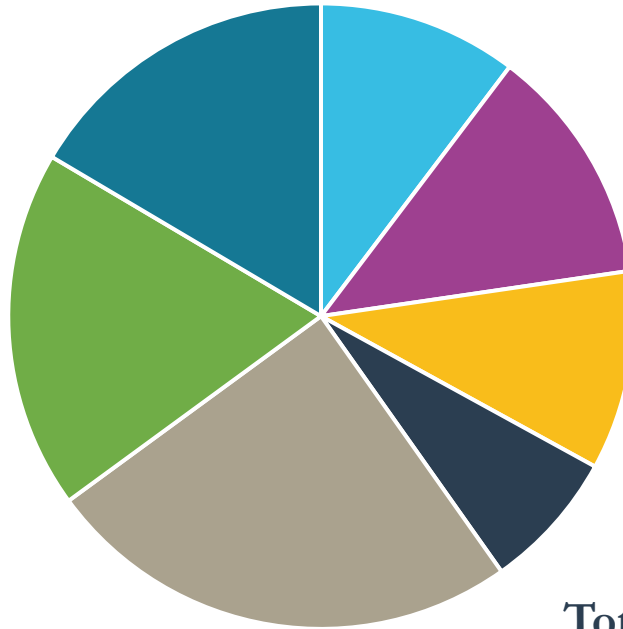
# Methodology

The suggested methodology for data collection were chosen in a way to triangulate the information from different sources.

- A comprehensive **desk review** of available documents;
- The collection of qualitative data through at least two **FGDs with professionals benefiting from ChildHub** per country (in total, 14 FGDs were conducted);
- The collection of qualitative data through at least two **FGDs with professionals non-benefiting** from ChildHub beneficiaries (as a control group) per country (in total, 13 FGDs were conducted);  
In total, 139 professionals participated in the FGDs;
- The conduction of at least six **key informant interviews** (KIIs) targeted by the project in each of the eight countries (in total, 61 KIIs were conducted);
- **Online survey for professionals in Kosovo and Moldova (together with Junction;** in total 16 respondents); and
- **Online survey for professionals in Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Romania and Serbia** (in total 81 respondents).

# ChildHub Online Survey

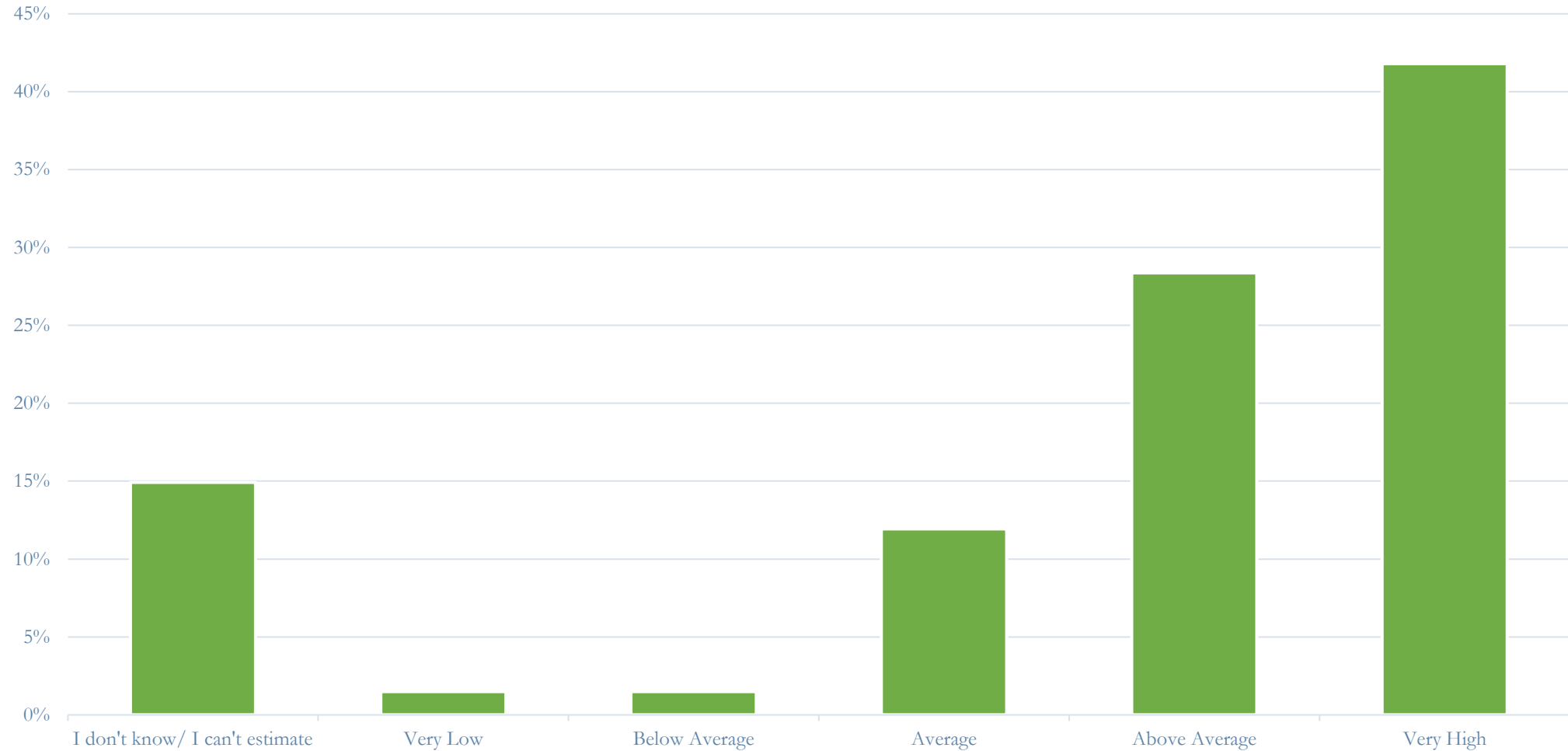
■ Albania ■ Bosnia and Herzegovina ■ Bulgaria ■ Croatia ■ Romania ■ Serbia ■ Kosovo



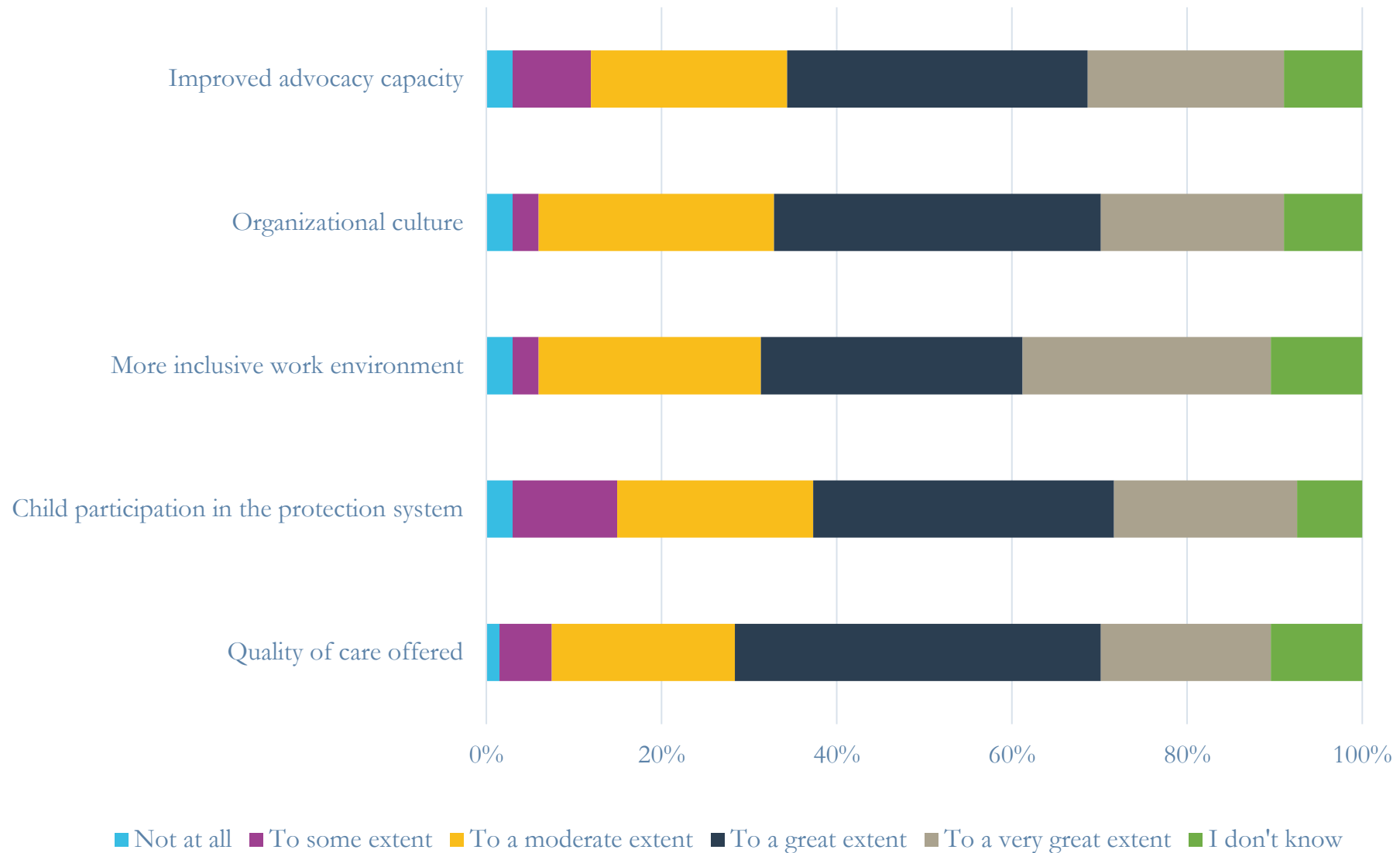
Total number of respondents: 97

# Main findings – Impact on beneficiaries

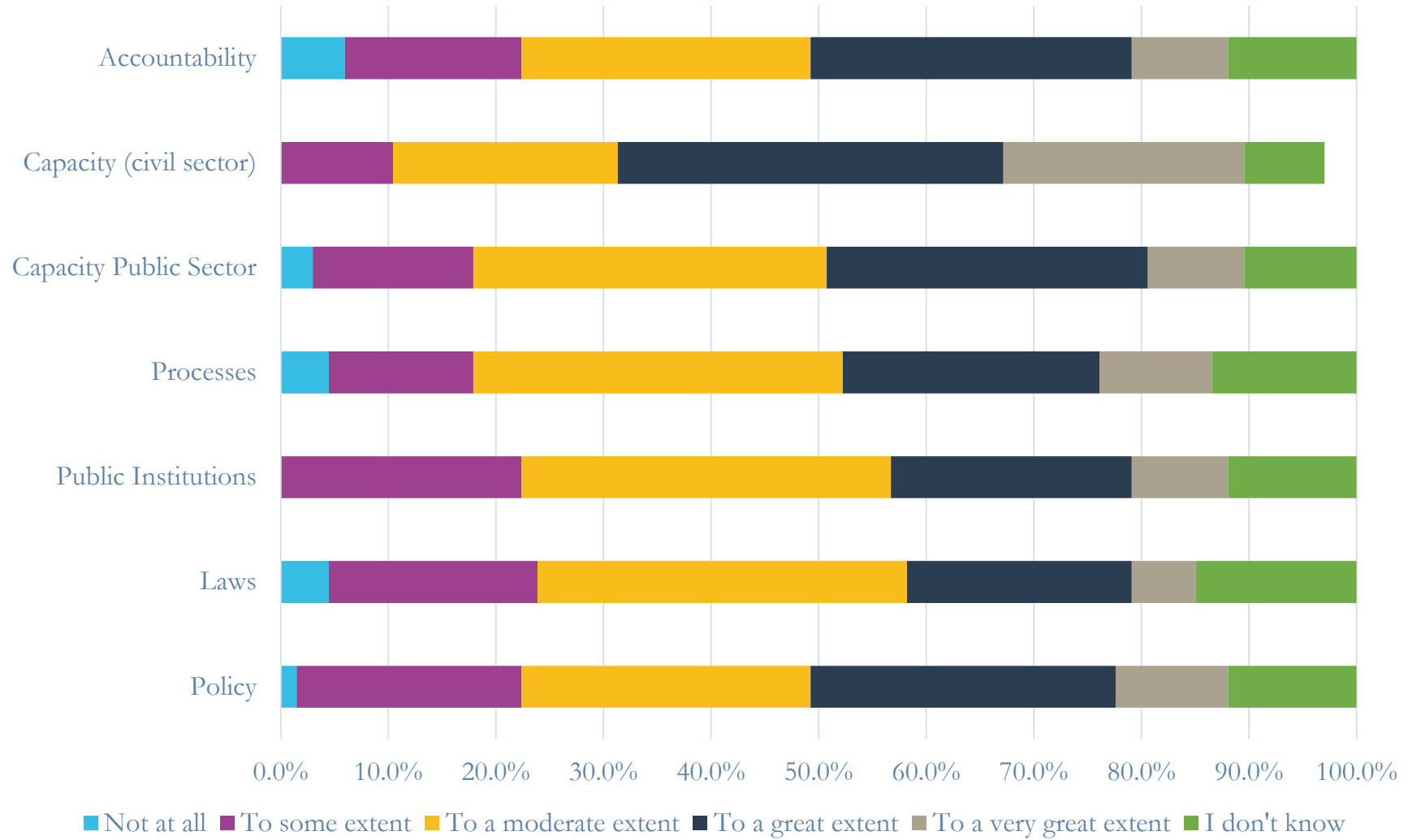
Impact on the right of the child to be protected from violence and abuse and realize their rights across the region



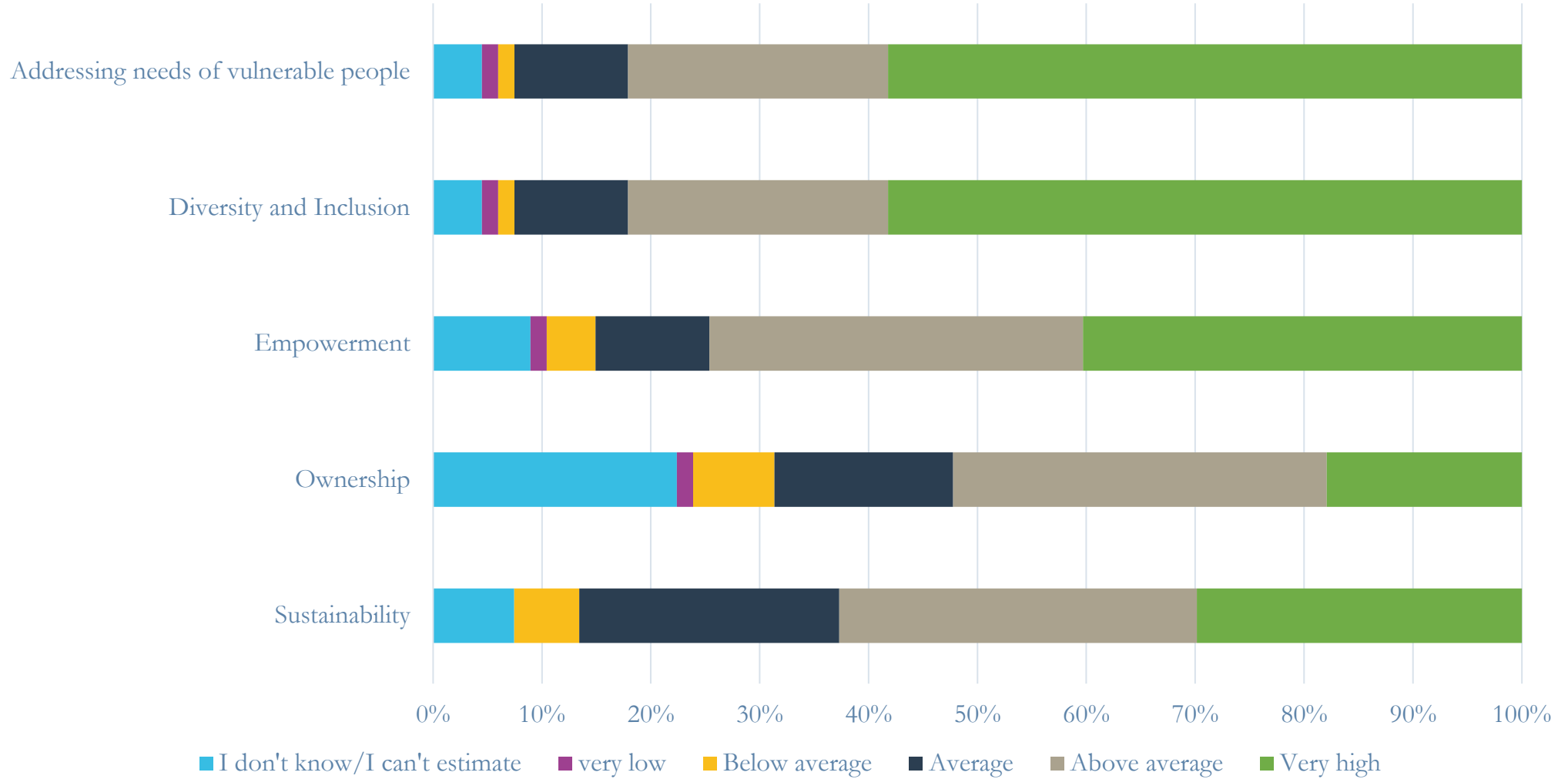
# Main findings – Multi-dimensional impact



# Online survey – Impact on the system



# Main findings – Other factors





# BOSNIA AND HERZEGOVINA

## Main results

- **Impact on beneficiaries:** BiH would benefit if changes that the CH did bring were to be used as a basis for further development of the child protection system in BiH. Therefore, they see the need for future CH initiatives which would target decision and policymakers.
- **Sustainability and empowerment:** The most sustainable outcome of the CH is the online platform itself providing useful information and webinars to professionals.
- **Diversity and inclusion:** Participants recognize that CH used the "bottom-up" approach.



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# BULGARIA

## Main results

- **Impact on beneficiaries:** Increased quality of care by the model for cross-sector capacity-building, increased children's participation at schools, social services, more inclusive work environment and improved capacity for advocacy. Indirect impact on policy: through professionals' participation in decision making.
- **Sustainability and empowerment:** Cross-learning among professionals, the platform & developed resources, model for empowerment by training, supervision, multiplication of knowledge & competence.
- **Diversity and inclusion:** Increased competence of professionals working with children from vulnerable groups in the context of violence, DI, ethnicity, disabilities. Equal access to Platform resources, trainings and webinars for a wide range of professionals in their own language.

## Quote

*„ChildHub has elicited the contrasts of the child protection system, the needs of standardisation in social work and the resources for change –professional community and sustainable cross-learning“ – (Researcher, University, Bulgaria).*

# CROATIA

## Main results

- **Impact on beneficiaries:** CH online platform and network empowered CPPs in Croatia mainly for better quality of service and advocacy. No systemic changes were achieved.
- **Sustainability and empowerment:** The CH network and platform needs management to stay sustainable. Participants are highly motivated to stay active in the network.
- **Diversity and inclusion:** Various aspects of diversity and inclusion were tackled through addressing social welfare CPPs. Online model and work in remote areas contributed to equal opportunities for professionals.



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# KOSOVO

## Main results

- **Impact on beneficiaries:** Based on the findings, according to majority of respondents, the impact on ChildHub was very high for Kosovo context. The holistic, multi-disciplinary approach, free access, and opportunities for regional collaborations have been highlighted by respondent.
- **Sustainability and empowerment:** Based on the findings, the sustainability of the intervention is high for Kosovo in sense of knowledge being transferred to relevant stakeholders, but the sustainability of online platform is critical, and there is a need to carefully think about the transition phase of ChildHub platform.
- **Diversity and inclusion:** According to majority of respondents, diversity and inclusion were appropriately addressed in ChildHub activities. ChildHub has paid attention to age, gender, disability, through the provision of information and materials for each of categories.

## Quote

*‘In the platform, I read information’s that I did not have in the past, and they were very important and necessary to me, especially in Albanian language. If you need information, it’s free, accessible, really helps, and nothing is unclear, I hope for it to be expanded with more information, it’s very necessary’ (Policy, Kosovo).*



# MOLDOVA

## Main results

- **Impact on beneficiaries:** All the respondents unanimously agreed that ChildHub had a multidimensional impact on the child protection system. The most significant impact was on the policy-making process through promoting an array of legislative initiatives
- **Sustainability and empowerment:** The respondents had almost unanimous opinions on the sustainability of project's deliverables as well as multidimensional character of positives changes that will continue after the project ends (continuous positive changes in the mind-set, behaviours and attitude of both professionals, and children; sustainability of P2P (per-to-per) once the project ends etc.)
- **Diversity and inclusion:** Participants unanimously confirmed that ChildHub considered diversity and inclusion related aspects over the course of project's implementation



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# SERBIA

## Main results

- **Impact on beneficiaries:** Professionals and children in the light of quality care.
- **Sustainability and empowerment:** Regional perspective, Students, Multisectoral approach, Capacities of implementing organizations.
- **Diversity and inclusion:** Diversity and inclusion as value and principle, Meaningful participation of children and professionals, Equal access to diversity groups of professional.

## Quote

*“Serbia strongly promotes principles of inclusion, both on the legislative and public policy level, but the practice is still under development. Time is as essential factor of substantial progress to be made in this field.”*

*(Serbia, Institution representative)*

# ALBANIA

## Main findings

The child protection system in Albania has undergone a very significant improvement in recent years in many ways. The adoption of the new Law 18/2017 “on the rights and protection of the child” has defined and structured a complete framework of rights, protection measures, services and actors who have the responsibility to ensure these rights.

Improvement of the legal framework, new policies, contextual developments, raised awareness for professional capacitation of new child protection workforce, changing attitudes, economic developments, social protection initiatives are some of the main factors that impacted in overall child protection system.



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# ALBANIA

## Main findings

ChildHub role in the capacity development of stakeholders has been an ongoing and incremental process including capacities in online meetings and webinars for the older group ages of professionals in Albania.

*“...Child Protection System in Albania, empowering and equipping practitioners, academics and policymakers in child protection with tools, resources, and opportunities...” (Representative in KII from SARPC in Albania)*



# ALBANIA

## Main findings

- ChildHub has contributed to the establishment of a consolidated network of professionals in child protection from different sectors, agencies, institutions, child protection workforce, and civil society sector, with different levels of understanding of principles of child protection but with a common interest for further development and motivation for learning and need for capacitation.
- ChildHub has been actively engaged to make sure its continuance in the child protection system as a unique platform dedicated to professional and system overall

# ALBANIA

## Main findings

- ChildHub has been developed in years great methodologies and practices for ensuring capacity and learning of professionals, but less attention on advocacy level and direct impact on legislative framework and policy level.
- One of the activities ranged as one of the most successful ones in Albania during the FGD discussion is a **peer-to-peer mentoring system (supervision sessions)**, based on the volunteer initiative of Resource Persons and other ChildHub members.
- For two years now ChildHub in Albania has been organized supervision sessions with professionals in child protection and case management process.

# ALBANIA

## Main findings

The categories most at risk of being involved are:

- children with disabilities
- children in alternative care
- children in conflict with the law
- unaccompanied foreign children

**Child protection workers have been the main group of professionals who have benefitted directly from the ChildHub activities for the service provision directly to the most vulnerable groups and in most cases promoting these positive practices.**



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# ALBANIA

## Main findings

- ChildHub is the only one library in regional level in different languages accessible and flexible for all the professional in different level of understanding enriched with studies, articles, publications, reports, news related to main interventions and program for the child protection developments in Albania and in the region.
- ChildHub is an online platform that ensured in years an innovative and easy way for exchanging and e-learning process for all the professionals, more effective during the COVID-19 pandemic context.
- **One of the main achievements of the platform distinguished among others is the sustainability of the key resource persons in years contributing voluntary to exchange and contribute that will be continuing to do the same in the child protection system in the near future**

# ROMANIA

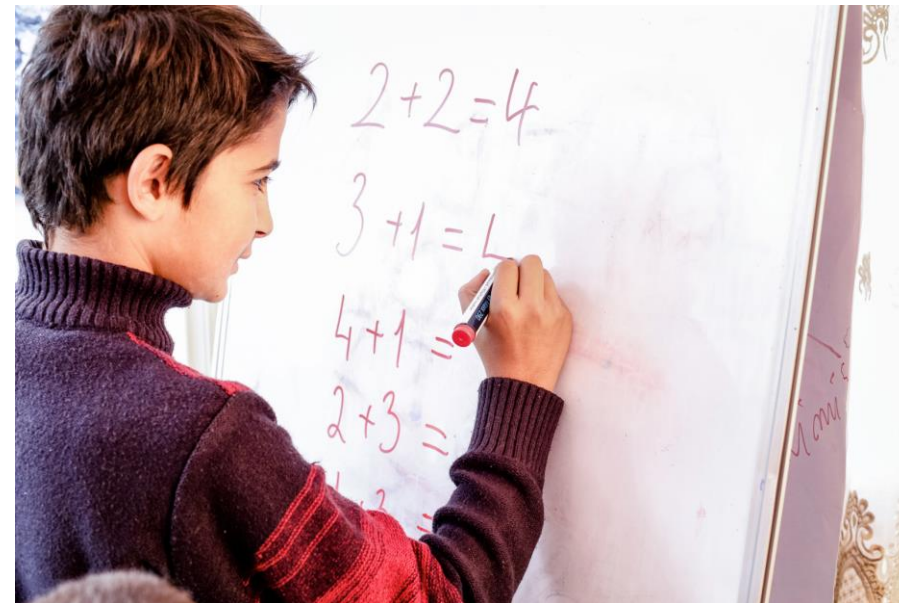
## Main findings

- **Impact on beneficiaries:** The most important impact is related to the capacity development of the professionals in the social protection field, as a result of the ChildHub platform, the learning activities for professionals, and the mentoring or peer-to-peer learning sessions.
- **Sustainability and empowerment:** The activities that are considered the most sustainable are: the peer-to-peer learning in some public institution (including workshops, mentorship), the platform in general and the e-learning modules in particular.
- **Diversity and inclusion:** One of the areas most impacted by ChildHub is the one regarding the meaningful participation of children and professionals, by direct involvement of children and by offering a wide range of opportunities to a variety of professionals.

# ROMANIA

## Main findings

- On the *improvement of the quality of care* offered to the direct beneficiaries an important impact area is that of the professionalization of the child protection workers through the platform (with wealth of online resources), peer-to-peer sessions, learning activities (including e-learning)
- The *peer-to-peer sessions* represented a tool to learn new information about how certain cases are approached and addressed in other departments/ services of their institution, new methods of intervention in specific cases and ways of working with service beneficiaries.
- Face to face and online mentoring sessions and monthly peer-to-peer discussions helped people from different institutions to better know each other, to collaborate and communicate better.



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# ROMANIA

## Main findings

- *Child participation in the protection system* knew several improvements as a result of the ChildHub project, through:
  - 1) children were involved in all local and central meetings, a fact facilitated by the development of the online / digital systems, which made participation easier and
  - 2) the ChildHub platform was used as a promotion tool for various materials (videos, posters etc.) made by children involved in other Tdh projects.
- The aspects of making the *work environment and organizational culture* more inclusive were seen as the most important effect by the participants at the peer-to-peer programme and resource persons.
- It is considered that ChildHub contributed to not only transfer information to professionals, but also focused on personal development issues, on how to avoid burnout or on intervention.

# ROMANIA

## Main findings

- The platform as the main outcome of the project that has the most significant impact on professionals in public institutions and civil society, is:
  - 1) used in the didactic activity by the teaching staff of the Faculty of Sociology and Social Work of the University of Bucharest,
  - 2) used in the training activities carried out in other Tdh's projects,
  - 3) recommended during trainings of other institutions and organizations as a resource, and
  - 4) recommended to the teaching staff in their activity for the existing resources. In order to be constantly used, the platform need to be updated with new resources, news.
- Another component of the ChildHub project that is considered to be sustainable is the peer-to peer learning program. The beneficiaries from the institutions where the mentorship sessions and the workshops were implemented, consider that this become a practice within their institution and want to continue.



# ROMANIA

## Main findings

- Diversity and inclusion are aspects of great importance in all Tdh projects and ChildHub made no difference.
- The issues of age, gender, disability, socio-economic situation and other diversity and inclusion aspects were considered, according to all beneficiaries interviewed, by the project partners and by the professionals who worked with different categories (including in the area of vulnerable, marginalized groups).
- The platform had available materials specially made for the professionals working with these categories of children, especially targeting gender differences, ethnic aspects (targeting Roma in most cases) or working with refugee children or children on the move.
- At professionals' level, the project offered opportunities for professionals from different backgrounds (urban, rural) and the possibility of those with reduced opportunities to participate in trainings and the mentorship program.

# ROMANIA

## Main findings

- The platform should be updated periodically in order to maintain it as the main professional resource for social protection field. In order to do this, it should be included in other Tdh's projects.
- Also, the main areas with resources on the platform should be improved with new topics like: children in poverty, access to education for children in need, the educational gap, the socio-emotional area and its management by specialists. This would motivate and engage further the professionals interested to use these resources.
- Consequently, e-learning modules need to be improved with new information and new topics (such as mental health, vocational counselling, parental education, child participation, inclusive education etc.) to increase their attractiveness among professionals.
- The project should be continued in the area of inclusive education as well as in the area of parental education, so that the information on the platform to be known by parents, to get them trained and to make them aware of what it means to protect the child.

## *Guiding questions for Q&A*

- What was the most surprising/unexpected result?
- Have there been any controversial issues that you have come across?
- How open and how interested were key stakeholders in the continuation of the ChildHub project and in which format?



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