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GUIDELINES FOR CIVIL SECTOR ORGANISATIONS ON WORKING WITH YOUTH AND CHILDREN WITH STREET EXPERIENCE IN THE WESTERN BALKANS

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List of acronyms

WBC – Western Balkan Countries B&H-Bosnia and Herzegovina FB&H-Federation of Bosnia and Herzegovina CSW-Center for social work CSO – Civil Society Organization The apperance of children and youth with street experience on the Western Balkan Countries (WBC) represents a huge social problem, which requires absolute involment of governmental and non-governmental organisations. Considering that not one WBC has developed a systematic structural support to this population of children, and that until now Civil Sector Organisations (CSOs) have been recognized as an important partner in providing services to children at risk and their parents, the purpose of this material is to guide CSO-s in providing services to children and youth with street experience. CSOs are responsible for the organization of fieldwork activities, coordination and supervision in order to ensure the quality of services, to carry out the work in a quality manner, and to ensure that every institution in the network, meets their obligations in accordance with their scope of work.

An overview of international and national documents contains obligations of states, related to combating the exploitation of children, violence and trafficking in human beings, as well as providing maximum support in the realization of fundamental rights in the best interest of children. Besides general principles, values and code of conduct, the Guidelines present identification, treatment and additional services that could be provided for children with street experience. They are in need of unique interventions that are distinct from interventions for other vulnerable children and youth.

So far, there is no coordinated and continuous cooperation among the actors involved in the protection process. Servise providers act within their jurisdiction, and do not contribute to systemic solutions for assisting children and youth with street experience. In the Guidelines, particular importance of each stakeholder's participation, and their contribution to cross-sectoral cooperation, aiming to ensure the adequate protection of children, is underlined, as well as the importance of signing a formal cooperation agreement among them (Protocol, MoU, etc.).

Introduction

This Guideline was developed as part of activities of non-governmental organizations which have years of experience in supporting young people at risk of social exclusion, gathered around a project "ARYSE - At-Risk Youth Social Empowerment" which aims to improve the policies and practices of governmental and non-governmental organizations, in relation to different groups of young people. One of the joint activities is the development of social delivery standards for NGOs working with young people at risk of social exclusion, applicable in the Western Balkans.

It considers the procedures for protecting children and youth with street experiences, which include identification, referral, treatment guidelines and the care of this young population at risk, and is intended for professionals from the CSOs and all those involved in working with this category in Western Balkan Countries (Bosnia and Herzegovina, Serbia, Macedonia, Montenegro, Albania and Kosovo). The Guideline was designed to be used by street outreach workers, as well as other people who are concerned about children and youth with street experience, but may not have had any previous experience in direct service provision.

The aim of the Guideline is to provide instructions in the best interests of children and young people in accordance with the national and international instruments that ensure the protection of children's rights, in particular those in need and/or under the risk of violence and various forms of abuse.

Information and practicle examples for the guideline were provided by a wide range of individuals and organizations that worked with this issue in Western Balkan countries.

This guide is created for Civil Sector Organisations' (CSOs') staff as well as for other government service providers who come into contact with youth with street expirience and who are required to undertake measures to identify and address the needs of youth with street expirience. In particular, it is meant for:

- » Child Protection Officers in Local Units;
- » Employees in the state police, social service within the local municipalities in the day centers, state social service, schools and other educational institutions (psychologists, pedagogues), and health services;
- » Other child-care professionals involved in the street situation, so that they are better equipped (with knowledge and skills) to respond to the needs of children with street experience.

The main purpose of this Guideline is to enable better protection of children and youth at risk of social exclusion. Safeguarding and promoting the welbeing of children is defined for the purposes of this guidance as:

- » protecting children from maltreatment;
- » preventing impairment of children's health or development;
- » ensuring that children are growing up in circumstances consistent with the provision of safe and effective care;
- » undertaking the role to enable those children to have optimum life chances and enter adulthood successfully.

Glossary with definitions

Children and youth with street experience are children under 18, who have some connection to the street, usually due to living and/or working there even on a seasonal or transitory basis.

This definition includes:

- » Children and youth in begging situations, who are either on their own or with others, including being carried, who may be offering objects or services for a token fee;
- » Children and youth working informally on the street, in activities such as collecting plastic or metal for recycling, or as street peddlers;
- » Children and youth on the street, either selling items to members of public at places such as traffic lights, bars/cafes or on the spots aside of the road, or selling services such as parking, carrying luggage (porter) or shoe shining;
- » Children involved in sexual activities for economic gain;
- » Children in conflict with the law who are involved in street crimes such as drug transportation or sale.

Begging is defined as "a range of activities whereby an individual asks a stranger for money on the basis of being poor or needing charitable donations for health or religious reasons. Beggars may also sell small items, such as dusters or flowers, in return for money that may have little to do with the value of the item for sale."¹ The provision of token services, such as windscreen

¹ ILO, A rapid assessment of bonded labour in domestic work and begging in Pakistan, 2004.

washing, or performances, singing or playing a musical instrument, as well as the collection of scrap metal and other recyclable goods, directing cars to parking spaces and returning trolleys at supermarkets, could also be included here.²

Human trafficking is a social phenomenon as old as mankind. It was legally regulated for the first time only in 1926 in the Convention on the Prohibition of Slavery and the Protocol to the Convention on the Prohibition of Slavery from 1953. These documents define slavery as the status or position of an individual over which property attributes are made, or some of them", and the slave trade referred to" all acts of deprivation of liberty, acquisition or disposal of an individual in order to turn it into goods; all acts of acquiring goods with the aim of selling or exchanging them; all acts of disposing of the sale or exchange of goods in order to be sold or exchanged; every act of trade or transportation slaves."

Intervention. In these Guidelines, an intervention is defined as an action or activity that helps in the prevention, behaviour modification, or treatment of problems related to children and youth with street experience.

Services. The functions of the various service sectors which entail more continuous assistance, opportunities, and benefits to street children than programmes. For example, health services (medical examination, emergency care, and immunizations) and education services.

Child protection is a part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer significant harm.

Monitoring is the process of collecting information about what is happening in a community and in program activities. It is a systematic and continuous assessment of progress over a given period of time.

Community monitoring provides information about issues such as the number of new children on the streets, the most serious health problems in the area, etc.

Evaluation is the means by which a judgement can be made about the value or worth of something – in this case, about the value of the Children and Youth with Street Experience protection. It is the method of assessing what has been achieved (the outcome) and how it has been achieved (the process). It requires looking critically at the intervention, assessing both its merits and shortcomings, and identifying how it could be improved in order to make it more efficient and effective. Recommendations on what changes could be made to improve the protection are made as a result of an evaluation. If protection workers implement the changes, then the evaluation can be considered to have had a large impact on the idea of improving the system of care of this vulneabile group. Conversely, if only minor changes are made, then the evaluation can be seen to have had little impact.

Civil Society Organizations (CSOs) CSOs are voluntary organizations with governance and direction coming from citizens or constituency members, without significant government-controlled participation or representation. CSOs work on a broad range of child-related issues. Some partnerships, for example, focus on strengthening child protection systems in relation to violence and sexual abuse, while others implement strategies for improving access to basic health services for mothers and children.

² Save the Children (2011). Regional Report on Child Begging: Prevalence, Prevention and Suppression of Child Begging. Save the Children Prevention of Child Exploitation in South East Europe.

The phenomenon of children and youth with street experience, a social problem causing vulnerability, has a long history in the world and recently it has increased in the Western Balkan Countries (WBC) due to various factors most are found in large, urban areas of developing countries. The problem has worsened across the globe in recent years because of economic problems, political changes, civil unrest, increasing separations and conflicts in families, the epidemic spread of diseases and natural disasters.

The youth with street experience are threatened by separation from their family, and the absence of hygiene and lack of education. They encounter poverty and some other dangers that have destroying effect on their health. They face hunger, malnutrition, hygiene problems, lack of mental health, delayed development, and less achievement in education. Hence, severe decrease in their social performance (Boswell, 1988, towards Zarezadeh, 2013).

There is a vast spectrum of youth with street experience with different conditions of life according to international organizations (UNICEF and international agencies of youth with street experience), these youth can be categorized into four groups based on their life status:

- » those who lack home and family and live in the streets;
- » those who possess home and family but, for one reason, they have divorced their family and live in small groups and are sometimes supported by the related band;
- » those who are kept in specific centers, but have previously beenliving in a homeless status and they are threatened to go back to the some situation;
- » the youth who are living intheir family but, for various reasons, mainly poverty, they spend some nights and many hours of the day in thestreets.

This group is also divided into two subgroups:

- » those who do different activities such as selling flowers and newspapers, searching thrash bins, polishing shoes etc. in the streets. They constitute labor and youth with street experience;
- » those who either by themselves or accompanying their parents indulge in begging and some of them, at a very youngage are abused and have disfigured body parts.

All these children and youth possess the following common feature although they differ in some ways: they spend most of their time in the streets; they are deprived of their basic rights, which are: education, hygiene, nutrition, and security; due to their long presence on the street, they experience many problems.

In many cases, children are forced to beg and take a certain amount of money for their parents and/or third parties. It is found that, in many cases, these children are not included in any educational systems and do not have health insurance. Many of these children are not registered in the register of births. The children who beg and live on the street are exposed to risk of becoming economically and sexually exploited, enslaved or trafficked.

The prevalence of child begging and registration of child begging cases represents mutually related aspects of the problem: the capacity to grasp and review the prevalence of this phenomenon depends on the methodology used in registering the child begging cases and the quality of the registers. Research conducted within the project "Prevention of Exploitation of Children in South East Europe"³ indicates that relevant institutions do not

³ Save the Children's Regional Report on Child Begging found that stakeholders mostly defined begging as "a way to secure material benefit, whether it is a child who entreats or directly seeks or secures material benefit by provoking pity [...] or another person who exploits a child for this purpose. Save the Children (2011). Regional Report on Child Begging: Prevalence, Prevention and Suppression of Child Begging. Save the Children Prevention of Child Exploitation in South East Europe.

register child begging cases as separate categories. Therefore, it is impossible to establish with certainty the prevalence of this phenomeonon.

Professionals (social workers, social pedagogues...) and agencies have been playing a crucial role in working with youth with street experience through their engagement in service delivery, research, and advocacy for this vulnerable group. In most cases they are part of a multidisciplinary team that works for the cause of youth with street experience. In most of the WBC (Albania, Bosnia and Herzegovina, Serbia, Montenegro) there are organizations which offer specialized interventions through personalized support and counseling to ensure that these children have full access to basic services. They also try to minimize the negative effects of deprivations by making available specialized services such as psychosocial counseling, support for drug abuse, trauma therapies, empowerment through sports, complaint and reporting mechanisms, and support services. The tailor-made and personalized interventions by social workers can go a long way in improving access to basic services and in ensuring the best interests of the street-connected children.

The problem of children and young people with street experience is one of the common problems of all countries in the region. It is important to highlight begging as the key activity used for economic exploitation of children. Institutions from all countries have analyzed the presence of this phenomenon through various projects, the causes that lead to such a form of exploitation of children, the measures taken by the competent authorities, recommendations, but not established formal institutional protection. A major shift in the resolution of this issue has been made by Albania, which has developed a system-based protection manual, and Bosnia and Herzegovina, which has a Protocol on the handling of cases of begging, but these two countries still have many obstacles in terms of wider application of acts passed on the whole territory of the country, so in the application of legal regulations and sanctions for adults who deal with the exploitation of children.

International binding documents

This guidance reflects the principles contained within the **Convention on the Rights of the Child**⁴ which constitutes the most important international instrument. Under the Convention, signatory states are obliged to provide protection and care to every child, necessary for child well-being, and to undertake, to this end, all required legal an administrative measures, taking into account the rights and responsibilities of the child's parents, legal guardians or any other individuals who are legally responsible for the child. The states in the Western Balkans are committed to implement the Convention, and protect and secure the rights of children.⁵

The documents which oblige the signatory countries to protect children from labor exploitation, trafficking and other forms of abuse are:

Art. 36 – Protect the child against all other forms of exploitation.

⁴ UN Convention on the Rights of the Child, 1990, Art. 1. http://www2.ohchr.org/english/law/crc.htm

⁵ Intersection of different provisions on the Rights of the Child in relation to exploitation and the State's responsibility :

Art. 5 – Respect the responsibilities, rights and duties of parents... to provide ... appropriate direction and guidance in the exercise by the child of the rights.

Art. 27.3 – Take appropriate measures to assist parents... and... in case of need provide material assistance and support programmes, particularly with regard to nutrition, clothing and housing.

Art. 32 – Protect the child from performing hazardous work, or work that interferes with the child's education or is harmful to health or physical, mental, spiritual, moral or social development.

- » UN Supplementary Convention on the Abolition of Slavery
- » UN Protocol to Prevent, Suppress and Punish Trafficking in Persons, esp.
- » Women and Children (Palermo Protocol under the UN Convention Against
- » Transnational Organized Crime)
- » UN International Convention on the Protection of the Rights of All Migrant
- » Workers and their Families
- » ILO Convention on the Minimum Age for Access to Employment
- » ILO Convention on the Worst Forms of Child Labour

Convention on the Abolition of Slavery⁶ – child is "delivered by his/her parents" with a view to exploitation; begging as slave-like conditions:

- » Protocol to CRC on sale of children child is "transferred by any person or group"
- » ILO convention on forced labour child is "obliged to perform", by means of "coercion".
- » The issue of "forced" vs. "free" begging.
- » Worst Form of Child Labour slavery, prostitution, illicit activities (ban), "work which... islikely to harm the health, safety or morals of children."
- » Rarely a specific mention of exploitation or abuse through begging.
- » Highest standard of international law should apply

Council of Europe: European Convention on Human Rights (1950)7

Art. 4 relates to children who are forced to beg by prohibiting slavery, servitude and forced orcompulsory labour. Art. 14 protects the rights of Roma and other minorities, prohibiting discrimination on any grounds, including race or national or social origin.

European Social Charter⁸ (1961, revised 1966) secures children's rights to social, legal and economic protection and obliges governments to protect children against negligence, violence and exploitation. Art. 7 on child labour. Article 17 obliges states to penalise different forms of violence against children in law and practice.

Council of Europe: Convention on Action against Trafficking in Human Beings (2005)⁹covers children and adults, and internal and cross-border trafficking. It covers trafficking byinformal networks and families as well as organised criminal groups.

EU Charter for Fundamental Rights¹⁰

Art. 5 covers slavery, servitude, forced labour and trafficking and Art. 21 non-discrimination.

EU Directive on preventing and combating trafficking in human beings and protecting its victims (2011, to be transposed by 6 April 2013 by all EU MS except Denmark)¹¹

Preamble (11): Directive adopts a broader concept of trafficking in human beings:

⁶ UN Supplementary Convention on the Abolition of Slavery, the Slave Trade, and Institutions and Practices Similar to Slavery, 1956. http://www2.ohchr.org/english/law/slavetrade.htm

⁷ Council of Europe, European Convention for the Protection of Human Rights and Fundamental Freedoms, as amended by Protocols Nos. 11 and 14, 4 November 1950, ETS 5, available at: http://www.refworld.org/docid/3ae6b3b04.html [accessed 25 November 2017]

⁸ Council of Europe: European Committee of Social Rights, European Social Charter (revised) - Conclusions 2008 (Volume 1), 2008, available at: http://www.refworld.org/docid/4b28f3772.html [accessed 25 November 2017]

⁹ Council of Europe Convention on Action against Trafficking in Human Beings CETS No.: 197, 2005. http://conventions. coe.int/Treaty/EN/Treaties/Html/197.htm

¹⁰ European Union: European Commission, 2014 report on the application of the EU Charter of Fundamental Rights, 8 May 2015, available at: http://www.refworld.org/docid/55af67dc4.html [accessed 25 November 2017]

¹¹ Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA. available at: http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=LEGISSUM:jI0058[accessed 25 November 2017]

"Forced begging should be understood as a form of forced labour or services as defined in the 1930 ILO Convention No 29 concerning Forced or Compulsory Labour.12 Therefore, the exploitation of begging, including the use of a trafficked dependent person for begging, falls within the scope of the definition of trafficking in human beings only when all the elements of forced labour or services occur. [...] when a child is concerned, no possible consent shouldever be considered valid." [...]

"The expression 'exploitation of criminal activities' should be understood as the exploitation of a person to commit, inter alia, pick-pocketing, shop-lifting, drug trafficking and other similaractivities which are subject to penalties and imply financial gain."

Art 2.3: Begging as a form of forced labour or services within the Directive's definition oftrafficking. Art. 4.2: Aggravated penalties in the case of a victim who is a child or is in a situation ofvulnerability

¹² ILO (1999) Convention on the Worst Forms of Child Labour. http://www.ilo.org/ilolex/cgi-lex/convde.pl?C182

Western Balkans countries' legal framework

A large number of legislative and strategic national documents are relevant in this area, and consequently influence both the position and the exercise of the rights of this group of children. The laws on the prohibition of discrimination, which are applied in all WBC, determine the principle of equality for all children. Social protection laws recognize the achievement of minimum material security, the elimination of the consequences of social exclusion and protection against abuse, neglect and exploitation, through prescribed services and the right to material assistance, which is very modest in all countries and limited by the capacity of institutions to provide this type of assistance. Particularly relevant are laws regulating citizens, health care, education, residence, stay of illegal imigrants, asylum laws, and re-admission laws and agreements. Furthermore, the laws on protection of children and young people in six Western Balkan Countries are tabulated.

Due to the complexity of the political and administrative organization of the state (two entities, ten cantons and one administrative district, each with budgetary and administrative autonomy), there is inconsistency in the implementation of the rights of the child throughout the country, in fulfilling their rights depending on their place of residence. Constitution Bosnia and Herzegovina (B&H), as the highest legal act, defined its provisions that B&H and both entities would ensure the highest level of internationally recognized human rights and fundamental freedoms. The enjoyment of the rights and freedoms set forth in this Constitution or international agreements set forth in the Annex and the Constitution shall be ensured to all persons in B&H without discrimination on any ground such as sex, race, color, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status. The Constitution in Article 2, paragraph 2 prescribes the primacy of the application of the European Convention for the Protection of Human Rights and Fundamental Freedoms and its Protocols in relation to national legislation and obliges all national institutions/institutions to apply it directly in the event of a different decision than the national one.

Bosnia and Herzegovina

In B&H, youth with street expirience is recognized in the Law on Social Protection of the Republika Srpska and the Law on Social Protection of the Brčko District, but not in the Law on Social Protection of the FB&H. Care for them belongs to the social protection departments.

In the FB&H, some of them could be found as social protection beneficiaries, but under other user codes such as: a child without parental care, an educated neglected child, an educated child or a child whose development is hampered by family circumstances.

The main laws in this country are:

- » Constitution of B&H ("Official Gazzete B&H", no.25 / 09)
- » Family law FB&H), RS, BD
- » The Framework Law on Primary and Secondary Education in B&H(and entity and cantonal laws on education, as well as the Law on Education in Brčko District),
- » Law on the Basis of Social Protection, Protection of Civilian War victims and protection of families with children FB&H, RS, BD.

Serbia	 Constitution of the Republic of Serbia ("Official Gazzete RS", No. 98/06) Law on the prohibition of discrimination ("Official Gazzete RS", No. 22/2009) Law on social protection (Official Gazzete RS", No. 24/2011) Family law ("Official Gazzete ", no. 18/2005 i 72/2011) Law on health care (Official Gazzete RS", No. 107/2005, 72/2009 – and etc. 88/2010, 99/2010 i 57/2011) National Strategy for the Prevention and Protection of Children from Violence("Official Gazzete ", No. 122/2008) A comprehensive protocol on the protection of children against abuse and neglect (Gounverment Conclusion No. 05: 5196/2005, 25. 08. 2005)
Montenegro	 » Law on social and child protection ("Official Gazzete MN", no. 27/2013, 1/2015, 42/2015, 47/2015, 56/2016, 66/2016, 1/2017, 31/2017 – decision US, 42/2017 i 50/2017) » Law on the prohibition of discrimination ("Official Gazzete MN ", No 46/2010) » Law on Protection against Domestic Violence ("Official Gazzete MN", No br. 46/2010. Art. 152. Zakona - 40/2011-1. » Criminal Code ("Official Gazzete MN", No.70/2003, 13/2004, 47/2006 i and "Official Gazzete MN ", br. 40/2008 i 25/2010.) » Law on Public Order and Peace ("Official Gazzete MN", ", No. 40/2011-1.)
Macedonia	 Constitution of Republic of Macedonia, ("Official Gazzete" of RM, No. 52/91, čl. 22 (2)) Law on Social Protection, ("Official Gazzete" of RM, no. 79) Family Law, ("Official Gazzete" of RM, No. 80/92, 9/96, 38/04, 33/06 i 84/08, čl. 10 (2), Art. 16.) Health care law, ("Official Gazzete" of RM, No. 38/91, 46/93, 55/95, 10/04, 84/05, 111/05, 65/06, 5/07, 77/08 i 67/09) Law on Social Protection, ("Official Gazette of the Republic of Macedonia" No. 50/1997) Law on Labour Relations, ("Official Gazette of the Republic of Macedonia" No. 80/2003, 62/05)
Козоvо	 » Law on Social and Family Services, (No 02/ L-17) » Law on Social Assistance Scheme in Kosovo, (LAW No. 2003/15) » Law on Material Support to the Families of Children with Disability, (LAW NO. 03/L-022) » Law on Labour, (Law No.03/L –212) » Protection of Health of Employees and of Work Environment as well as of Law on Labour, (Law No. 2003/19) » Law on Protection from Domestic Violence, (Law No.03/L –182) » Law on Family(LAW NR.2004/32)

	» Penal Code, (Law No. 7895)
	» Code of Penal Procedure, (Law No. 7905)
Albania	» Civil Code, (Law No. 7850)
	» Family Code, (Law No. 9062)
	» Labour Code, (Law No. 7961)
	» Protection of the Rights of the Child, (Law No. 10347)
	» Protection against Discrimination, (Law No. 10221)
	» Measures against Domestic Violence, (Law No. 9669)
	» Pre-University Education, (Law No. 7952)
	» Asylum in the Republic of Albania, (Law No. 8432)
	» Integration and Family Reunion of Persons with Asylum in the Republic
	of Albania,(Law No. 9098)
	» Protection of Working Minors, Decision of the Council of Ministers No. 384.

Legislation in all WBC failed to recognise the issue of children and youth with street experience and respond appropriatelly by creating conditions to protect children from this form of economic exploitation. The terms "street experience" or "child begging" do not exist in the legislations, instead of that as the way of committing an offence, municipal offence, public order offence, etc.; as purpose of committing a criminal offence (trafficking in human beings, neglect and abuse of a minor); and as way in which prohibited act is committed against another party (abuse of parental rights).

Also, existing legal measures have proven ineffective, even consistent implementation of the law would fail to suppress child begging phenomenon. In WBC imposition of penalites and punishments stipulated by the law would only aggravate the problem, given that it is often impossible to collect considerable fines due to the social status of the families.

GENERAL PRINCIPLES AND VALUES, CODE OF CONDUCT The United Nations Convention on the Rights of the Child provides a rights-based framework for intervention in the lives of children, including children living and working in the street. There are two key principles:

- 1. Protection, which is the main reason for intervening in the lives of children living and working in the street, and it includes immediate protection from danger, abuse and exploitation, but also covers more long-term, proactive approaches designed to promote the development of children's skills and knowledge, build support structures for children, and lessen their vulnerability.
- 2. Participation, a human right with particular significance for children living and working in the street who care for themselves and are thus the key sources of information on their situations and needs. It therefore makes it essential to listen to children and to encourage their participation during intervention design, implementation and evaluation of any services meant for them¹³.

From the aforementioned two key principles in dealing with this category of young people at risk, the following principles arise:

Best interest of the child

All activities, measures and decisions, which are taken during the process of identification, direct help and care for children and young people with street experience, should be based on the best interests of the child.

Approach to respecting rights of the children

Approach based on the rights is handled on the principle that all children, without taking into consideration their economic status, race, skin colour sex, language, religion, nationality, ethnicity, social category, disability or any other status have equal rights and equal protection from the country. On the basis of this principle, children who have street experiences should not be considered a social problem, but as human beings, with the potential to contribute to the positive development of society. They must be enabled to participate actively in all matters relating to them and should empower them to raise their voice for the full exercise of their rights. Children want to think, be treated with respect, to have sustainable relationships with professionals established in good faith and continuity. Therefore, all actions and steps that should be taken to protect children in a street situation ensure their right to participate in planning, development and evaluation

Protection of children is the responsibility of all structures

This principle is based on the responsibility of all people who are in contact with children such as teachers and pedagogues, doctors, nurses, police, social workers, school psychologists, NGO employees, service volunteers, social administrators, child protection workers, etc. This principle is also based on a multidisciplinary approach, where more and more experts are needed to fully understand the situation and the needs of the child. For this reason, anyone in contact with the child should play an active role in identifying problems, finding solutions and providing concrete assistance in a coordinated and collaborative way. All institutions and professionals need to know and have clear roles for effective action and those of other professionals with whom they should cooperate.

¹³ UNICEF, 2004. The framework for the protection, care and support of orphans and vulnerable children living in a world with HIV and AIDS. New York: UNICEF

Recognizing a child or a young person as an individual

Every child and his/her situation are special, and accordingly work with children on the street should be guided by the principle that this group of children is not homogeneous. This principle takes into account the multicurrency of problem-solving, which varies from one situation to another. In most of these children there is a multiple violation of their rights during the process of growing up, which often results from a family environment. For this reason, each individual intervention for a given child should consider the individual situation in order to best disentangle the trajectory of the child's experience with the street, and accordingly intervene in that way.

Family and reintegration as a first priority

The family should be the first priority to be considered whenever long-term plans for the protection of children and their reintegration are developed. The family remains a natural environment for the growth, well-being and protection of the child, so all efforts must be made to strengthen the family and prepare the basis for the child to stay or return to the parents or when it is not possible with his/her relatives. Considering the removal of a child from a family will only apply in cases where biological parents and/or relatives are considered as a security risk and bad influence for the long-term welfare of a child.

Personnel working with children and youth with street experiance should be appropriately screened and trained in child and youth care work. In particular:

- » Personnel should have knowledge of the needs and developmental experiences of children and youth with street experiance as young people at risk;
- » All personnel should be provided with continuous in-service training and have access to developmental supervision;
- » Personnel should understand their task from the child's point of view;
- » The protection of the rights of the child and each child's emotional, social and physical safety should be paramount in the deployment of personnel who work with children;
- » The same principle which applies to personnel in terms of competency, skills and attitude, should also apply to volunteers;
- » Training of personnel or persons who intervene in the lives of children should be done by an appropriate body, or person with relevant skills, knowledge and experience in child and youth care work in general, and/or specifically with children and youth with street experiance;
- » Regular training workshops should be organized on provincial, regional and local levels for all personnel working with children and youth with street experiance;
- » Minimum standards should be set for all personnel and persons who intervene in the lives of children and youth with street experiance with effective guidelines for recruiting, appointing and monitoring of such personnel; and
- » All staff working with children and youth with street experiance, including senior personnel who manage services, should be held accountable to the child and youth care ethical code of conduct.

Ethical Principles for Working with Children and Youth¹⁴

It is the professional responsibility of each child care worker to:

- 1. Value and respect each child or young person as an individual in his/her own right, in is/her role as a member of his/her family, and in his/her role as a member of the community s/he lives in;
- 2. Respect the relationship of the child or young person to his/her parents, his/her siblings, other members of his/her family and other significant persons, taking account of his/her natural ties and interdependent rights and responsibilities;
- 3. Facilitate the optimal growth and development of each individual child or young person to achieve his or her potential in all aspects of functioning;
- 4. Help each child or young person for whom he or she bears responsibility by preventing problems where possible, by offering protection where necessary, and by providing care and rehabilitation to counteract or resolve the problems faced;
- 5. Use information appropriately, respecting the privacy of children and young people, maintaining confidentiality where necessary, respecting the right of children and young people to be informed of matters concerning themselves, and avoiding the misuse of personal information;
- 6. Oppose at all times any form of discrimination, oppression or exploitation of children and young people, and preserve their rights;
- 7. Maintain personal and professional integrity, develop skills and knowledge in order to work with competence, work co-operatively with colleagues, monitor the quality of services, and contribute to the development of the service and of policy and thinking in the field of childcare.

Other standards expected of child care workers stem from these seven clauses.

Code of Conduct

The code of conduct for profesionals who work with children and youth with street exsperince starts from worker's personal responsibilities, as follows¹⁵:

A: Responsibility for Self

People who work with children and youth with street exsperince have personal responsibilities concerning themselves:

1. To maintain and improve professional competence, develop and utilize their skills, knowledge and experience as fully as possible

2. To maintain high personal standards of professional conduct, avoiding any acts which may bring the profession or service into dispute or which may diminish the trust or confidence of the public.

3. To maintain physical and emotional well-being with self-awareness in relation to values and their implications for practice.

B: Responsibility to Children and Youth with street experience and their Families

¹⁴ The International Child and Youth Care Network(CYC-Net). Available at: http://www.cyc-net.org/profession/proprinciples.html

¹⁵ Avaliable at: http://www.ances.lu/index.php/arc-bulletin/information/69-a-code-of-ethics-for-people-working-with-children-and-young-people. Reviewed on 6 November 2017.

People working with children and youth with street exsperience have a responsibility for the services they offer directly to the children and young people in their care, and for the services offered to the families and other carers relating to the children and youth with street exsperince:

1. To promote the rights of children and youth with street experience by recognition, respect and advocation for the rights of children, young people and their families in relation to them both as individuals and as groups of service users.

2. To promote the welfare of children and youth with street experience as individual persons with developing positive and empowering relationships with children and youth with street experience within appropriate professional boundaries.

3. To ensure clear boundaries between professional and personal relationships and ensure that service users explicitly understand the boundaries between professional and personal relationships.

4. To cooperate with others in meeting the needs of children and young people with recognising service users membership of their families and communities.

5. To counteract bad childcare practice and avoid participation in practices which are disrespectful, degrading, dangerous, exploitative, intimidating, psychologically damaging or physically harmful to service users, and protect children from abuse and neglect.

C: Responsibility towards Colleagues

People who work with children and youth with street experience have a responsibility towards their immediate colleagues and other professionals with whom they need to collaborate in the interests of those for whom they are responsible:

1. To promote good practice, establish and maintain relationships of trust and cooperation with colleagues.

2. To counteract bad practice and shortfalls in professional standards, warning their coleauges if they are acting inappropriately.

D: Responsibility to Employers

People who work with children have a responsibility to the statutory authority, voluntary body, private organisation or proprietor employing them:

1. To support the employer fulfiling contractual obligations and duties.

2. To maintain an independent professional stance within the agency with ensuring that adequate and appropriate resources are made available to meet the needs of service users.

E: Responsibility to Profession

People who work with children and young people are accountable to their profession, and in some countries this accountability is reflected in the processes of professional and other statutory bodies which set standards and regulate the profession:

1. To establish professional standards of practice, developing new working methods to meet changing needs.

2. To extend professional knowledge and skills by supporting or undertaking research programmes, ensuring that they are designed, conducted and reported in accordance with sound scholastic standards and research ethics.

3. To promote good working relationships and to seek arbitration or mediation when conflicts with colleagues cannot be resolved informally.

F: Responsibility to Society

People who work with children and young people have a responsibility to the community as a whole in the way it contributes to the upbringing of society's future citizens:

1. To provide information and promote understanding keeping the public informed about the needs of people and the services provided to meet them, also providing a positive image of the identity of children and young people in the public care.

2. To meet the needs of children and youth in the context of the wider society providing services for people with needs on behalf of the community.

Children and youth with street experience are in need of unique interventions that are distinct from other children in need of care. In a comprehensive analysis of best practices of interventions for children living and working in the street, categorised the possible interventions into three broad groups¹⁶:

1. Primary prevention interventions

Aimed at children who live in absolute poverty but have not yet entered street life, with the goal to reduce the influence of 'push' and 'pull' factors through improving conditions at home, and putting a focus on community development.

2. Secondary prevention interventions

Aimed at children who have already entered street life, and who maintain regular contact with their families. The goal is to make street life one of the phases which the child passes safely through into adulthood. Current best practices reflect a number of approaches that complement each other. These include:

- » Micro-enterprise development to increase children living and working in the street's ability to secure legal income on the street;
- » Provision of education on health and risk issues that children living and working in the street face, to raise awareness of the numerous risks accompanying street life;
- » Provision of basic needs such as food, shelter and a place of safety through drop-in centres and outreach programmes.

3. Tertiary prevention interventions

Aimed at children and youth with street experiance and abandoned children—who have little or no family contact. Current best practices in this area revolve around residential or rehabilitative care¹⁷.

The key strategies¹⁸ outlined below are intended to target key action areas and provide operational guidance, but also aligns the framework to the service integration model through which the CSO-s or Departments of Social Development delivers social service and development programmes.

Key Strategy 1: Prevention

The literature has shown that children living in poverty are vulnerable to family, social and economic crises that may drive them into street life. Protection against these shocks is therefore a vital prevention strategy. Recommended actions:

- » Undertake studies to measure the extent of children living on the streets, and provide disaggregated data by geographical areas including districts.
- » Create awareness of the phenomenon of children working and living on the streets and mobilize the community to become involved.
- $\,\,$ » Develop and strengthen the programmes and structures to address and

¹⁶ Dybicz (2005). 'Interventions for children living and working in the street: An analysis of current best practices'. International Social Work. Vol. 48 (6):763-771

¹⁷ Department: Social development Republic of South Africa(2010). Strategy and guidelines for children living and working in the streets. www.Strategy_and_Guidelines_Children_Living_Working_inthe_Streets%20(1).pdf

¹⁸ UNICEF, 2004. The framework for the protection, care and support of orphans and vulnerable children living in a world with HIV and AIDS. New York: UNICEF.

minimize identified family conditions such as family disintegration, substance abuse, child abuse, neglect, exploitation, HIV/AIDS, child headed households and poverty, and thus minimize circumstances which give rise to children leaving their homes.

- » Strengthen the capacity of families to protect and care for vulnerable children by providing economic, psychosocial and other support.
- » Improve the economic capacity of households through short-term interventions such as conditional cash transfers, direct subsidies, and material assistance, as well as longer-term interventions such as improving agricultural efficiency, and facilitating access to financial services offered by micro-finance institutions.
- » Strengthen and support child-care capacities. This entails improving the quality and reach of government-promoted efforts to support care-givers through schools, pre-schools and social welfare services, as well as to bring to scale community-based efforts to strengthen support.
- » Strengthen and expand existing adoption and foster care mechanisms, create new ones, and support measures to ensure rapid family placement of abandoned infants.
- » Strengthen young people's life and survival skills though formal and non-formal education, vocational training and apprenticeships.
- » Equip young people's social and interpersonal skills to make informed decisions, and develop coping and self-management mechanisms.
- » Place preventive initiatives in areas where children living and working in the street are most likely to come from, such as areas of concentrated poverty.
- » Raise awareness in communities to help sensitize community members to the special requirements of vulnerable children and avoid stigmatizing of former children living and working in the street.

Key Strategy 2: Early intervention

Together with prevention, early intervention before the child has been on the streets for a long time is the most likely strategy to be successful in addressing the children and youth with street experience phenomenon. Restorative justice system (diversion programmes) should be effected for those young persons who have committed minor offences whilst they are living on the streets. Recommended actions:

- » Conduct a situational analysis to acquire a common understanding of the factors that fuel the phenomenon, and identify opportunities for mitigation.
- » Make contact with children living and working in the street and assess them through street educators, or street-based social workers; each child must be given individualized assessment.
- » Offer children living and working in the street flexible alternatives that combine their own perspectives with professional assessment of their needs.
- » Encourage the formation of organisations of street and working children to serve as a forum through which the children can express their problems and suggest solutions.
- » Provide drop-in centres and temporary Child and Youth Care Centres. These can serve as a first step to leaving the street without compromising the children's independence.
- » The most appropriate diversion programmes to be applied as an early intervention measure are:
- » Youth Empowerment Scheme: A life-skills training programme that involves young people and their parents or guardians.
- » Pre-Trial Community Service: Allows the offender to perform community service in lieu of prosecution.
- » Victim Offender Mediation: Brings together victims and offenders in an attempt to reach an understanding that addresses the needs of both parties.

Key Strategy 3: Protection

Children who are already living or working in the street have immediate needs that cannot be ignored and efforts should be made to protect their holistic well-being. Recommended actions:

- » Offer health education for improving hygiene and nutrition, and for protection from accidents, illnesses, sexually transmitted infections, HIV and AIDS, and substance abuse.
- » Many children living and working in the street require professional counseling and emotional support. Make therapeutic services easily accessible to the children.
- » Facilitate the provision of identity documents to children living and working in the street as these are essential for access to health and other services, as well as employment.
- » All service providers should adhere to inter-sectoral protocols at all levels of government and organizations for children living and working on the streets;
- » Provide suitable education and skills development programmes for children living and working on the street.
- » Child and youth care centres should provide for the needs of children living and working in the street including counseling, education and reintegration.

Key Strategy 4: Reintegration

In principle, reuniting a child with his or her family is the most desirable outcome of an intervention only if it is in the best interest of the child, and if done with the child's active participation. In some cases the child can, as an interim measure, be placed in alternative care such as foster care or residential care. To achieve this, the following are recommended:

- » Implement appropriate protocols for reintegration and reunification of children.
- » Provide capacity building and empowerment of parents and families to deal with and handle challenging behaviour.
- » Provide ongoing after care services.
- » Where reintegration into formal schooling is not feasible or desirable to the children, vocational training combined with literacy, numeracy and life skills may be considered.

Interventions aim at providing information, building basic skills, providing counselling, improving access to health services, creating a more positive and safe environment and involving the street children themselves in various activities concerning them. Each of these areas is presented in detail.

General Procedures for Identification, Immediate Help and Referral of Children and Youth with Street Experience

This Guideline defines the process and steps to be followed for identification, assistance and referral of children and youth with street experience, and explains in detail the actions and measures for each step.

The roles and responsibilities of employees involved in Identification, Immediate Help and Referral of Children and Youth with Street Experience

Identification of children and youth with street experiance will be made by the CSO-s that will emerge onroads, mostly in areas known to be the most frequented by the children andyouth of this group, to identifydirectly to children and youth with street experiance, to give first aid and to do immediate reference to the structures responsible for case management¹⁹.

Outreach Teams for the Identification, Help and Referral of children and youth with street experiance consist of two workers (social pedagog/social worker), and in cases where outreach teams are deemed necessary will seek help from one police officer.

Cases when it is considered necessary the presence of the police officer are:

- » When the child is in an emergency (high risk).
- » When Outreach Teams organizes checks or interruptions in late hours of the night.
- » When resistance or opposition is expressed by the parent or other adult persons who
- » accompany the child
- » When the child continues to be in a street situation even after notification, referral, or provision of alternatives for help.

Based on legal authorizations that exist in all countries of the Western Balkans (Criminal Laws, Laws on Protection from Violence, Laws on Public Order and Peace, as well as other legal and secondary legislation), the police is obliged to take all necessary measures in order to protect children in begging, routine and labor exploitation, case file submission and forwarding to relevant institutions, and coordination with relevant Centers for Social Work, health institutions and other relevant stakeholders.

¹⁹ The procedures further liste in this chapter have been downloaded and modified from:

^{1.} Protocol for dealing with cases of begging, wobbling, labor exploitation and other forms of child abuse in the Tuzla Canton, signed on April 18, between the NGO Country of Children, the Ministry of Labor and Social Policy of the Ministry of Health, the Ministry of Health, the Ministry of Internal Affairs of the Court of First Instance and the Court of Tuzla ("Official Gazette of the Tuzla Canton" No. 8/14).

^{2.} Guidelines for the procedures for the identification, immediate support and referral of children in street situation. Available at: http://femijet.gov.al/al/wp-content/uploads/2016/02/UDH%C3%8BZUES-I-PROCEDURAVE-P%C3%8BR-IDENTIFIKIMIN-NDIHM%C3%8BN-E-MENJ%C3%8BHERSHME-DHE-REFERIMIN-E-F%C3%8BMIJ%C3%8BVE-N%C3%8B-SITUAT%C3%8B-RRUGE-2015.pdf

The networking of the police, staff from the local Center for Social Work and staff from the relevant CSO is very important, in such a way that each local community police station has contact with people and other services, in order to provide emergency and incidental reports of children and youth with street experiance²⁰.

IT IS IMPORTANT TO SIGN A PROTOCOL ABOUT ACTING IN CASES OF CHILDREN AND YOUTH WITH STREET EXPERIENCE BETWEEN RELEVANT INSTITUTIONS ON LOCAL LEVEL, SO THAT EVERYBODY TAKES RESPONSIBILITY FOR COORDINATED ACTIVITY.

CSOs are responsible for the organization of fieldwork activities, coordination and supervision in order to ensure the quality of services, to carry out the work in a quality manner, and to ensure that every institution in the network for the protection of children who live with street experience meets the obligation in accordance with their scope of work.

Outreach teams will work on the street in accordance with the specific time-frame, and duration of service, set for one month. A copies of the calendars are shared with the Police Directorate of the District/Canton/Local Community.

Team Coordinator informs Police directorate and Social services about the work schedule of Outreach teams. Outreach workers must be equipped with the necessary resources, such as: forms and tools for each activity, and an identification document with the name of institution and of photo. Outreach teams need to be supported by all means necessary for communication, transportation in cases where the locations of field visits are far from the organization/institution where they work. They should have the minimum resources for provision of vital services (food, water, transport for escorting the child in emergency cases).

Outreach teams report on cases of children identified assisted and referred to Outreach Team Coordinator. He/she records the data collected in the Case History Database for Children and Youth with Street Situations and compiles a report for the director of the CSO every 3 months. The Director also shares this report with the Mayor, the Police Director and other relevant institutions involved in the process.

Procedures for identifying children and youth with street experience

Work with children and youth with street experience starts with their identification and observation of environmental dynamics where they stay and perform their activity on the street. This is accomplished by going exactly where children are: in the field, establishing contacts and relationships with them, trying to understand their own views, unless there is a need for immediate intervention (when safety of life and health is at risk).

The Procedure for Identifying children and youth with street experience includes the forms, processes and responsibilities of the workers involved in it, and the actions they should undertake for identification.

²⁰ The contents of this guidline, especially the chapter referring to stakeholders is recommended for the preparation of protocols between institutions about acting in begging cases, abuse and labor exploitation. By signing the protocol, all line ministries / institutions and CSO signatories of the protocol commit themselves to access to all officers and responsible persons and its consistent application.

Who are children and youth with street experience?

A child and young person with street experience might be:

- » A child with street experience, having no home but the streets. The family may have abandoned him/her or may have no family members left alive. Such a child has to struggle for survival and might move from friend to friend, or live in shelters such as abandoned buildings.
- » A child with street experience, visiting his or her family regularly. The child might even return every night to sleep at home, but spends most of the days and some nights on the street because of poverty, overcrowding, sexual or physical abuse at home.
- » A part of a street family. Some children live on the sidewalks or city squares with the rest of their families. Families displaced due to poverty, natural disasters, or wars, may be forced to live on the streets. They move their possessions from place to place when necessary. Often, the children in these 'street families' work on the streets with other members of their families.
- » In institutionalized care, having come from a situation of homelessness and at risk of returning to a homeless existence.

 Identifying children and youth with street experience

 Direct identifiation on road from the Outreach Team

 Case identification by structures, service providers or NGO-s and citizens

Identifying children in street situation can be done in the following way:

Direct Identification Process on Streets by Outreach Teams

Directly identifying children in street situation involves the following actions:

Outreach service through Outreach teams;

- » Contact with children and families with street experience;
- » Quick assessment of the child's situation according to the form attached to this guide;
- » Collecting additional information about the child and the family situation, including adults who are not legal guardians, but with whom the child may be affiliated in a street situation;
- » Precisely inform a child and adults present, about the available rights and assistance, legal obligations of guardians to protect children and the obligations of the state workers to poprotect children in risk.

- » Information on possible alternatives to assistance and immediate assistance to draw the child out of the street situation.
- » Immediate notification of the coordinator and referral of the case within 24 hours to defined case management services.

It is very important if assessed child is a potential victim of trafficking or victim of trafficking, then the Outreach team refers immediately to the Responsible Authority at the National Anti - Trafficking Coordinator of interior Office/Ministry.

Identification Process on Streets by Outreach Teams

There are situations when children and youth with street experience are not identified by outreach teams, but are identified by:

- » A traffic police officer, a police officer of the area, or any police officer who comes into contact or runs into children and youth with street experience.
- » NGO-s which are working in the field of social services for children, legal services or other areas, but have come into contact with this group of children.
- » Basic services such as: schools, hospitals, city administration employees, etc.
- » A citizen who has called the SOS line for the protection of children and youth or a police emergency number.

All the above-mentioned structures are obliged to refer the case to the relevant CSO-s within 24 hours from the moment of identification. Immediately after receiving the information, the above structures or service providers inform the responsible person in the relevant CSO, and the outreach team immediately goes to the reference location. In cases when a child or a young person is under the serious risk (their life and/or health are profoundly jeopardised), police or a medical service may provide emergency care.

Initial assessment of children and youth with street experience

Field contact with children and youth with street experience requires a quick assessment. The purpose of the initial assessment is to obtain information about the child and the circumstances in which he/ she is located to determine the child's situation and the level of risk at the time of identification.

In any case, data from the source, which they may have, or a long-lasting evidence of the case, should be considered (source has to be identified). This assessment is performed on the spot where child/young person is identified, and serves to:

- » Take quick measures so that the child could be helped immediately
- » Refer a child to the appropriate institution for a detailed assessment.

The field team assesses the circumstances in which child is found on the street, and tries to identify:

- » The type of activity the child is engaged in.
- » Time and place.
- » Is the child with or without adults and other children and youth.
- » Risk level.

During the first contact, resistance is expected and is a major challenge for field teams. Children and youth with street experience refuse to speak with professionals from the Outreach team, or even when they agree to talk, refuse help. Outreach teams must be ready for resistance and to use communication skills and negotiation techniques to gain confidence in the first contact.

First contact between the Outreach team and a child/young person with street experience

Tips for the Outerach team workers:

- » Introduce yourself and explain your role
- » Give brief information about dealing with these situations
- » Convince children and youth with street experience that you want to help them and their families
- » Ask the child if they want to talk on site or somewhere where he/she feels safer and more pleasant
- » Inform the child about the dangers of street situations and responsibilities and obligations of parents and other adults
- » Communicate in a friendly manner according to the age of the child
- » Inform the child about the confidentiality of all information during the process of giving protection
- » Identify information about parents or close relatives
- » Immediately take adequate care of the child

First contact when child/young person is accompanied by adults

Tips for the workers when one or both parents/legal guardians/cousins or family members/ neighbours/ other children accompanies a child/young person with street experience:

- » Introduce yourself and explain your role to the child and the adult/other person
- » Give brief information about the procedure in these situations
- » Convince children and youth with street experience and the adult/other person that you want to help them
- » Ask the child and the adult if they want to talk on the site or somewhere where they feel safer and more pleasant
- » Determine the relationship between an adult / other person and children/youth
- » Assess the status of the child and take personal information and contact information for both the child and the adult/other person
- » Inform the adult and a child about the measures proscribed by law and procedures envisaged for immediate assistance, as well as the consequences for violation and non-cooperation in these cases
- » Inform children and adults that the information will remain confidential and will be shared only with people involved in assistance and care.

It is important to note that in both cases, whether a child is alone or accompanied by someone, field team must be led by the principle of the child's best interests. It is necessary to reach an agreement with both the child and the adult to make an assessment, collect information and take care of them as soon as possible (attachment 1 - Form of the questionary).

However, in cases where a child is under six years of age, the underlying principle will be based on the direct observation method and interviews with an adult while accompanying the child. In cases where the child is not accompanied by a parent or legal guardian, field staff have the right to immediately take measures to ensure protection and care.

First contact assessment

The purpose of the conversation during the first contact is to get detailed information about the following:

- » Situation and basic needs of children in the streets
- » The types of activities a child performs on the street and the reasons
- » Time and frequency of staying in the street
- » Key child's connections in the street
- » General psychophysical condition of the child
- » Basic information about the family if (there are any)

Conversation at the assessment stage is done with both the child and adults (if they accompany a child), assessing the level of risk, which will determine the kind of intervention needed, and establishing a relationship of trust with the child and/or adults accompanying him/her

In any case, the field team must create an appropriate atmosphere in which the child and/or the adult feel calm and which will remove the resistances during the conversation. The conversation should be informal and not too burdensome, enough to have five general questions about the child and his / her situation, which will serve to assess the immediate level of risk that endangers the child, in order to refer to the relevant structures. It should not be set as someone who just takes the information, causing traumatic or disturbing consequences, but not too close to the way that attitudes are mixed in their personal and family life.

A conversation is always conducted by one person in the team, while other person collects notes in the form of interviews. It is important to adjust with the principle of respecting the opinions and attitudes of the child, in accordance with his/her age and with the consent of the parent/legal guardian (if any). Only in cases where safety and the life of the child are endangered, field teams may act without prior approval. In cases of identifying more than one child in the street situation in the same place, each child should be treated as an individual case.

> Be careful when talking, because the child may be exposed to the risk of punishment by adults. In the initial interview (informal interview), keep in mind the following five main rules: 1. Do not hurt a child in any of the areas (cognitive, emotional, social / moral, physical) in the intervention process. 2. By your intervention, contribute to the positive development of the child in all areas 3. Keep in mind the child's developmental abilities the developmental level of a 7-year-old child differs from that of a 17-year-old. 4. Keep in mind the individuality of each child. 5. Do not judge children and / or adults with the situation they are in. You are there to help both of them.

Question Menus

This is a list of questions designed to provide information about the six components²¹. A key question has been written about each of the six components of the model. In addition, many follow up questions or 'probes' have been included to obtain more details about specific issues. These questions have been written to give ideas as to the type of questions that may be asked and the issues that may be raised in the inquiry.

A worker could select specific questions that are relevant for their needs. These questions can also be used as examples for creating own list of questions by rephrasing them in a language which is more appropriate for the children and youth with street experience. Additional questions could be added. It is important to consider the age and cultural background of the children before choosing any question.

When choosing questions for adults, their professional, cultural, and religious background should be considered. Some of the questions, especially those in the general health and risk behaviours sections, may not be appropriate for particular setting because of their sensitive nature (such as questions on sex and drug use). Some questions which can be asked directly in a private interview may need to be rephrased if they are put to a group. For example, the question "Have you ever been raped?" could be rephrased "Have children with street experience that you know ever been raped?"

Questions in the questionnaire include several areas of child functioning, such as (see Attachment 2):

- 1. Demographic information.
- 2. Stressors.
 - » Major Life Events.
 - » Everyday stresses.
 - » Enduring life strains.
 - » Life transitions.
 - » Developmental changes of adolescence
- 3. Normalization of substance use.
- 4. The Effects of substance use.
- 5. Emotional attachment.
- 6. Skills, competencies and coping strategies.
- 7. Resources.
- 8. General health information.
- 9. Risk behaviours.

Upon completion of the assessment, on the basis of observation and interviews with the child and/ or adults accompanied by them, the field team assesses the form and method of direct assistance of the child, and depending on the overall situation of the health, physical, emotional and safety risk for the child.

Children and youth in safety RISK are children and young people who are not able and/or don't have a capacity to take care of themselves. A child could be under the guardianship of a violent, sexual offender or abuser or someone who in any way intends to hurt a child. It is certain that going home will lead to a child's injury. The child does not want to go home or can live outside the home or without adult supervision (as is the case with children living on the street).

²¹ The WHO Street Children Project on substance use has developed a long list of questions. Avaliable at: www.who.int/substance_abuse/activities/street_children/en/

Although the children and young people with street experience need urgent help, it is nevertheless necessary to make an analysis of risk factors to which a child is exposed to determine the appropriate assistance at the time of identification.

These factors include above all: childhood, overall development, psycho-physical condition at the time of identification, types of street activities, identification time, family relationships, presence or no presence of adults on the street and children's relationships with them, as well as environmental factors.

In cases of risk, accommodation in shelters, and the related services are provided:

- » Psychosocial support
- » Medical support and rehabilitation according to needs
- » Food and clothing
- » Acquisition of administrative data and their management together with the police,
- » Formal interviews with the child

The interventions that workers implement mostly focus on changing or influencing a life of the child with street experiance. However, to be effective they have to:

- » Ensure that street children participate as key players in these interventions
- » Coordinate groups or individuals in the community who work with children and youth with street experiance
- » Ensure that services and resources are available to that group of children.

Individual intervention plan

After receiving a child and completing the basic documentation, the service provider sends the official information to the competent authorities (Regional Police Directorate), no later than 12 hours after the child comes to the center and prepares a plan of short-term intervention.

In the meantime, other stakeholders are notified about the case and are invited to submit proposals for concrete assistance, while submitting the specific name of a decision-maker from their institution. After analyzing and discussing the decision, the worker talks with the child about the findings, the situation is explained to him/her, and his/her opinion about the next steps is also required. There are three types of dcissions that could be made:

- 1. A child is sent to a care facility
- 2. A child is referred to a foster family
- 3. A child is returned to his/her family and referred for support to the local community

It is necessary to keep detailed notes and fill out all the necessary documentation that follows the decision modes and the plan of short-term intervention.

After identification and assessment, team makea a decision whether to escort a child to the family or to transfer him/her to an emergency medical service. At the same time case is to be referred to the appropriate social welfare service.

In any case, a social protection service will conduct a comprehensive assessment, with the purpose to develop an Individual intervention plan for the child and the family. A deadline for completing the assessment is five days from the date of referral.

Long-term intervention plan and work with family

Regardless of whether the child was immediately placed in the institution or returned to the family, a long-term intervention plan should be prepared.

Designing a long-term interim action plan should take into account child's risk factors, urgent needs, and contextual factors that enable rehabilitation of full integration into the family and community. Taking into account the individual needs of a child, special work should be managed with the family (parents, legal guardians or relatives) for the purpose of successful and sustainable rehabilitation and reintegration of the child into the family.

Monitoring and Evaluation

Outreach teams proactively respond to the needs of children and families in a situation through an inter-institutional and cross-sectoral approach to co-operation for coordinated intervention. Their main purpose is to ensure the protection of children and families in a street situation through:

- » Field work for early identification of children and families in a street situation.
- » A direct and professional response to cases of children and families in a street situation.
- » An initial assessment based on a common framework of assessment between social workers, workers for child protection and state police.
- » Immediate assistance depending on the needs of the child, the estimated level of risk on the street and other circumstances.
- » Direct access to child care at the immediate risk of being avoided and prevent further injuries and damage to the child's life.
- » Family follow-up and identification of child reintegration opportunities families through cooperation with local service providers and monitoring regular situation on the street.

For this reason, this procedure also determines the indicators of monitoring and evaluation of the work performed by field detachments for every child and family identified in a street situation, to ensure success in interlinking and responsibility between all stakeholders and responsible structures including working with children in a street situation.

The purpose of monitoring and evaluation under this procedure is to provide regular information on:

- » The scope of work and capacity of field teams to identify and take measures for protecting and directing children to the street situation.
- » Effectiveness of this service based on the results of changing the situation of the user.
- » Supervising.

Monitoring is systematic processes of data collection according to certain indicators that are defined in refer to implementation of interventions within the procedure. Monitoring objectives:

- » Measure the degree to which the fieldwork is in compliance with the standards and indicators specified in the procedure.
- » Ensure internal and external responsibility for the resources used and the results achieved to identify and protect children in street situations.
- » Document the process and work experience of field teams to make informed decisions in the future and learn from experience.

Monitoring will provide a quality services, identify challenges, and issues and contributes to improving the provision of services to children in street situations.

Because control is largely a management function, for a field team it will be carried out by a field

team coordinator who will receive quantitative information at the monthly level for their work and service. This information will be documented in the database of children and youth with street experiance.

Quaterly, the Field Team Coordinator compiles a progress report on the work done and services provided, based on the set indicators.

Stakeholders

There is a number of stakeholders relevant for solving the problem of children and youth with street experience - the institutions within the social welfare sector are as well as government, police, judicial institutions, health care and education institutions and experts and civil society organization.

Specific problems in dealing with children and youth with street experience are overloaded capacities, and the lack of expertise and cooperation among the institutions and organizations engaged in this issue, which is the primary obstacle in providing systematic, cross-sectoral and multidisciplinary approach to combat and prevention.

Capacities and Expertise

There are no capacities, and according to the statements of the stakeholders themselves, there is often no sufficient level of expertise for effective action to prevent and combat street experience, especially child begging.

Most of the bodies, institutions and organizations, do not have sufficient capacity to work with children and youth from this vulnerable group. It is indicative that number of employees (especially in the system of social welfare) needs to be increased, resouces improved, and additional trainings in knowledge and skills to work with children with street experience to be organized.

Responsibilities and measures

Center for social work (CSW) is obliged to, in the best interest of the child work on imroving protection of children with street experience, prevent family violence, and develop measurs for protection of rights and wellbeing of children exposed to economic exploatation.

In relation to protection of children and youth with street experience the **social welfare institutions** have the following responsibilities:

- » Consultative work with children,
- » Consultative work with parents (including a warning of sanctions),
- » Support to children and care (including home visits),
- » Filing of criminal and misdemeanor charges,
- » Review and/or suggestion for deprivation of parental rights,
- » Finance and legal assistance to families.

There are a number of activities that these institutions can take on within their jurisdiction concerning the child and youth with street experience. Most of them providing for children, consulting with children and parents, filing charges. Providing material support is rarely offered service that social work centers provide to the child with street experience.

In addition to the above mentioned, the CSWs should contact police or schools attended by children with street experience. If the child is not a resident of the municipality in which he/she is caught to beg, CSW should notify relevant municipal center, try to find parents and inform non governmental

organizations and various association. The role of the CSW in addressing the problem of children and youth with street experience should be enhanced with counseling and providing financial support. All centers have pleaded that except the advisory work, they do not undertake other activities and measures that are allowed by the law.

Work with the child with street experience:

- » Establishing an emergency contact with the child by going to the field, and by estimation in cooperation with the police
- » Determination of the facts about labor exploitation, abuse, urgency for undertaking protection activities.
- » They conduct interviews with employees of the educational institution attended by the child, family medicine service, and other persons who can provide relevant information about all circumstances of the situation in which the child is located.
- » In contact with the child Center for social work is obliged to act with special sensibility for problems with violence, it's causes and different forms it appears in. During which each child will be given a special understanding against the problem of labor exploitation or begging.
- » Establish contact with the parents / guardians of the child and introduce them to their legal rights, powers and rights of the child for protection against any form of exploitation, violence and neglect, as well as the measures and actions that the Center for Social Work will undertake in the further procedure, important for the protection of the safety of the child, especially in relation to the placement of the child in the shelter.
- » Parents / guardians who did not participate in the exploitation of the child, violence and other forms of abuse, point to the realization of the right to free legal aid, appropriate counseling and support to the child in the daily center for children.
- » If the Center for Social Work does not have the capacities for counseling, that is, the treatment that the child needs, it is obliged to explore opportunities in the environment and inform the child about it, that is, contact the selected institution, and help the child to exercise his right to this type of support.
- » the exercise of initiated criminal or misdemeanor procedures related to the situation in which the child is found, the center is guided by the principle of the best interest of the child and, otherwise, a special guardian is appointed for the purposes of these procedures.
- » Center staff is obliged to make an official note, report or record in each of the undertaken activities in cases of children with street experience.
- » At the request of the competent prosecutor's office or the police, the Center delivers complete documentation that is relevant for the resolution and proof of a criminal offense.
- » Keeps a written record of the imposed measures, monitors their execution, reports to the Misdemeanor Court on the execution of the measure, proposes replacement of measures by another.
- » They are obliged to keep a unique written record of all aspects of economic exploitation and child abuse.
- » Each Center is obliged to compile the list of duty hours (name and sumame of the officer and telephone number), for hours after working hours, or weekends, and submit it to the competent police stations as well as authorized persons in the Children's Hospital for joint intervention.
- » They are obliged to conduct continuous education and procedures in the case of children with street experience.

In regard to **police** enagagement, two competences are distinguished in their mandate:

- » Filing the charges to the prosecution, and
- » Cooperation and reporting with the social welfare institutions.

Measures taken by police are moving in a narrow circle consisting of informing the centers for

social work, identifying the identity of a child and calling parents. Consistent attitude of the police in respect to the two responsibilities is reflecting on the application of legal provisions:

- » If child is younger than 14, police should inform CSW;
- » if child is older than 14, a public prosecutor might press the charge against the child; however, in both cases it is possible to press the charges against the parents.

Based on legal authorizations, the police are obliged to take all necessary measures and actions aimed at protecting children with street experiences, to provide them with access to medical and other forms of assistance, to undertake all measures and actions for the protection of children, documenting the case and forwarding information to the competent prosecutor's office, and coordinating with Centers for Social Work, health institutions, competent CSOs and a children's shelter. In this regard, after recording the report of children with street experience, the police take the following measures and actions:

- » When registering the application, they should begin collecting as much initial information as possible about the reason for the situation, such as:information about the nature of the case, the adress at which the child was found begging, exploitation or some other kind of abuse, the phone number of the person who reported the case, whether it is necessary to take an ambulance, whether there is an older person at the site of the event, which is related to the child, and if there is no description of the suspected and possible information on the movement of the child (characteristics of the suspect: whether he is inclined to consume alcohol, drugs, etc.)
- » Immediately after learning about street children's experience, uniformed police officers will come to the scene with at least two officers, however, depending on the complexity of the situation, a complete team for criminal processing should be included, with the official person from the local competent Center for Social work.
- » Police officers make it easier for the child to be taken to the nearest shelter, together with an official of the Center for Social Work and a responsible person from the CSO.
- » All data collected by the police should be provided by the emergency service of the competent police station, to the responsible person from the Center for Social Work and the responsible person of the competent CSO.
- » Police officers, after collecting data, will, depending on the particular case, execute the deprivation of liberty of the perpetrator who participates in labor exploitation and abuse of children in accordance with the law.
- » In the case of placement of a child in a shelter, police officers protect the confidentiality of data that implies the lack of information on the location of the child. Who only has contact with an official of the Center for Social Work, who will perform official family observation and the reasons that led the child to such state.

Health institutions provide comprehensive health care to children with street experiance in order to preserve the physical and mental health of the child, as well as remedying injuries and trauma. In the event of a suspicion that the injury or health condition is a consequence of domestic violence or the exploitation of the child, the healthcare professional is obliged to talk particularly with the child suspected of being a victim and encourage him to be trusted as a healthcare worker and to find out more circumstances related to the child's injury or condition.

Health workers who, while performing their duties, find out that the child was abused or exploited, are obliged to:

- » Urgently report the case to the competent police administration and the Center for Social Work, according to the place of residence of the child.
- » They are authorized to submit a request for the initiation of a misdemeanor procedure (For the reporting of violence, the child / victim's consent is not required)
- » Treat the victim of violence as a priority in providing the first medical assistance, according to the severity of the injuries to the medical indications of other patients.
- » Record the facts and statements of the child or the accompanying person of the center of social welfare of the center for social work in the patient's carton or protocol, with the obligatory entry of the date and the obligation of post-registration in the register.
- » Keep a unique record of children with street experience.
- » They keep as a proffessional secret everything they find out about the health condition of the child and the situation in which the child is found.
- » Submit to the competent judicial or police authorities the documentation that is relevant for the resolution and proof of a criminal offense or misdemeanor.
- » If the person who introduced the child into begging or economic exploatation is a person with mental disorders or an addict, he/she should be refered to treatment or forcibly hospitalized and inform the competent police administration and the center for social work about it.

Educational institutions are obliged to take all measures for the protection of the rights of the child with a special emphasis on the protection of children from all forms of violence. In this regard, they are obliged to undertake activities and motivational measures aimed at encouraging and empowering to stay in the education system in the following way:

- » Ensure that children with street experience have priority in covering co-financing programs.
- » Provide supplementary teaching in teaching subjects for these children, which will receive more intensive and widespread support in mastering school materials, which due to the specific circumstances and needs of these children are based on an individual approach to children.
- » In accordance with legal frameworks, regularly plan and organize instructional classes for children up to the age of 15 who extract primary school classes as well as extra-curricular examinations in schools that gravitate to the place of residence of a child victim of labor exploitation and other forms of abuse.
- » In emergency situations, when children do not possess identification documents, they enable inclusion in the educational process according to current development needs and possibilities of the child.
- » Provide textbooks, snacks and transportation (if they travel more than 4 kilometers in one direction) for children with street experiences while in the educational process.
- » Establish a clear reporting mechanism (by school), the absence of a child from a non-parental / legal guardian, and through a doctor's official remedy. Specifically monitor the absence that is not justified in the said way, if it takes some time (eg 3 days), with the mandatory inclusion of the local competent social work center.
- » Obligatory interdisciplinary treatment with street adolescents and the development of an individual protection plan for each child, monitoring the implementation of the plan, concurrent work with the family in order to eliminate the causes that brought the child into such a situation and the application of sanctions for parents / guardians if assessed as justified.

CSOs perceive their primary role in the education of parents and children, accommodating and empowering children and youth with street experience, as well as implementing different support programs, independently and in cooperation with relevant institutions, especially in an effort to include children in regular education system.

The special role of the CSO is reflected in the establishment of a SOS line for the support and protection of children with street experiences.

Judicial institutions have the obligation to make the most of the legal possibilities prescribed by positive legal regulations for the protection of children with street experiences and to provide them with court protection in order to protect their psycho-physical integrity and basic right to life without violence and exploitation, through:

- » Urgent treatment in cases related to begging and labor exploitation of children.
- » Informing children about their rights during the conduct of the proceedings.
- » Ensuring the organization of the work of judges in such a way that they can conduct competent proceedings on weekends and holidays in case of detention cases.
- » Judges in the criminal procedure and the prosecutors will ensure the acceptance of the accused or the suspected person for the committed act of violence, instructions on begging and labor exploitation of the child in order to detain the detainee, and examine the person brought in and decide on how to proceed further.
- » Ensuring the protection of children in court and within the court by facilitating the giving of statements separately from the perpetrator, in accordance with legal regulations.
- » The Prosecutor's Office is obliged to inform the police administration that filed the report on the committed criminal offense about further steps, that is, about the decisions that were taken in the case, but also the local Social Work Center.

Competent institutions, but also non-governmental organizations, generally do not have an adequate method to evaluate the interventions undertaken to support children and youth with street experience or to monitor them.

Cooperation Between the Stakeholders

One of the important prerequisites of effective action in supporting children and youth with street experience is cooperation between relevant institutions, CSOs and experts in order to ensure a systematic, crosssectoral and multidisciplinary approach to this phenomenon.

Comparative analysis²² of the responses of the police representatives, the social welfare sector and the civil society has determined a few facts that are common to the entire area of Western Balkan countries:

- » Existence of cooperation between the police and social welfare at the level of information exchange;
- » Lack of cooperation between schools and institutions of social welfare;
- » Low level of cooperation with the CSOs;
- » Low level of cooperation between the institutions and government and local-government institutions

The most intensive cooperation exists between the state institutions, especially the institutions of social welfare and police, while communication between the government and nongovernment sector is insufficient.

CSOs cooperate with the institutions of social welfare; slightly lower level of cooperation is evident with schools, police and health institutions, and a low level of cooperation with the judiciary sector.

There is no coordinated and continuous cooperation among the actors involved. Each of them acts within its jurisdiction, and does not contribute to systematic solution of the problem of children and youth with street experience. In most cases, children and youth are removed from the street for a while.

There is no systemic approach to this problem, thus resulting in avoidance of responsibilities (e.g. in schools), lack of cooperation among stakeholders, inadequate and insufficient capacities of institutions and organizations that should be dealing with this problem.

²² Save the Children (2011). Regional Report on Child Begging: Prevalence, Prevention and Suppression of Child Begging. Prevention of Child Exploitation in South East Europe.

Problems in the implementation of cross-sectoral cooperation are more visible in big cities while the situation on this issue is slightly better in small towns. However, the biggest challenge at the local level is connecting or networking of all the actors involved in working with children and youth with street experience.

Responsibilities, basic qualifications, competences and values required for practitioners

The roles and responsibilities can be many and various. Some of them are:

Assessment: obtaining correct and relevant information about the situation of children and youth with street experience and the available resources. This helps in prioritizing the needs and problems of street children.

Responding to needs and problems: responding to the immediate needs and problems of street children within the boundaries of available resources.

Teaching/educating: imparting knowledge, skills and appropriate attitudes to children and youth with street experiance to help them in preventing or minimizing their problems and in seeking help when necessary.

Community mobilization and advocacy: stimulating both the children and youth with street experiance and the community to take action and adopt workable means as solutions by creating awareness about existing needs, problems of street children and about potential resources. Advocating and supporting the street children's cause can strengthen the political will of the government to provide protection and welfare of street children and family units.

Management: planning, implementing, evaluating activities, identifying and linking different resources within the community and ensuring collaboration with relevant government bodies and other organizations.

Characteristics of an effective worker for children and youth with street experiance

To be an effective, worker needs to possess or acquire certain characteristics.:

- » Have knowledge, skills and appropriate attitudes.
- » Have the desire to learn continually. This would involve being aware of personal limitations and seeking help when necessary.
- » Have integrity, maturity, and a sense of responsibility, patience and sympathy.
- » Have determination, enthusiasm and motivation.
- » Be creative and resourceful.
- » Be able to work in a participatory style and encourage everyone to contribute with ideas and make decisions.
- » Believe in empowering street children by setting up opportunities for them to recognize and develop their own skills by building self-confidence.

Knowledge, skills and attitudes

Proffessionals must possess appropriate knowledge, skills and attitudes to be able to work with children and youth with street experiance effectively.

Knowledge

Knowledge relates to information and understanding of facts and principles. Knowledge can be acquired by reading reports about children and youth with street experiance, talking to children and other key leaders in the community, conducting assessments on children and youth with street experiance and learning from experience.

Skills

A skill is the ability to do something well. They need to learn certain skills in order to transfer them to children and youth with street experiance. Skills can be learnt through practice and demonstrations.

Attitudes

Attitudes are tendencies to think or behave in a certain way. Attitudes include values and beliefs. They can be expressed in what person says, what he/she does or does not, e.g. if they do not recognise the plight of children and youth with street experiance and do not believe that they need help, their non-caring attitude can be reflected in the way workersI interact with them. Attitudes develop over a long period of time, and are the hardest to change.

Record keeping and reporting

Information on local children and youth with street experience needs to be collected because the characteristics and situations of street children are different in every country, city and neighbourhood. Files and other written materials about children will probably not provide enough detail, as street children tend to be excluded in population censuses or household surveys.

Working with Children and Youth with Street Experiance Burden

Children and youth with street experiance might have been assessed many times by health, welfare, educational, legal and other agencies. It is important not to duplicate the assessments that have already been made. Children and youth with street experiance tend to have a short attention span, so it is advisable to avoid asking too many questions (it may be useful to spread the assessment over more than one session to make the process less demanding).

Priorities

During the assessment, worker could be found in situation which requires urgent intervention, such as injuries or threat of violence. Attend to these priority issues before dealing with recordings.

Documenting and Reporting Documentation helps in monitoring the progress of the individual case. Recording and reporting can also help in monitoring progress and in identifying problems. Documents are necessary for communicating with other agencies and are a source of information for other people.

Systems of record keeping and reporting

Some programmes have a precise procedure for keeping records on individual cases and for recording daily, weekly or monthly activities. Each team has to decide what works the best.

Intake forms

Proffesionals usually keep a record on number of children and youth they work with, and the type of problems they are facing. They use an intake form for this purpose. The form is usually completed after a street worker has met the child a few times on the street or at the centre. This information helps in case assessment and development of an action plans.

Key areas on which information should be obtained are: Identification e.g. name, age, gender, date of birth, usual address, family background. Description of child, physical appearance, physical and emotional problems.

Other information e.g. reasons for leaving home, any arrests, special needs.

Case progress notes

Some street workers, especially those who work in centres or institutions, prefer to keep information about each child separately. These records are called case progress notes. If workers see a child/ young person daily, they ussualy make one entry each week, but if they see a child occasionally, they may enter a progress note after each meeting.

Effective record keeping and reporting

The way records and reports are kept can contribute to their effectiveness. Whatever methods of recording and reporting are used, as to be worth, they should:

- » be clear and readily understood (they should have no complicated terms),
- » be presented in a logical way/in sections,
- » stress the important points,
- » be precise (avoid unnecessary details and repetitions),
- » be kept confidential such as not using names on sensitive documents that might be incriminating,
- » be kept in a secure place,
- » be accessed by a limited number of people and not by general public.

Evidence from WBC suggests that, despite the existence of relevant legislation and in some cases also social provisions, governments are not doing enough in practice to protect these children. Whether this is due to a lack of political will, capacity or resources, governments are failing to punish perpetrators, or to remove children in forced begging situations from harm and offer them rehabilitative care. Laws and penalties send out an important message about the unacceptability of forcing children to beg. Realistically, however, they will be taken seriously only if they are seen to be enforced. Given that, children who are forced to beg can be hard to identify among the large numbers of children who beg, only a small proportion of those affected may ever be reached.

Current situation in determining and approach to solutions for problems of children and youth with street experience, which turned out to be common for the entire region, was recognised in the findings of the Save the Children research from 2011, and these findings are still valid:

- » Children and youth with street experience, especially (child) begging, as a social phenomenon, is not adequately regulated by legislation, secondary legislation and strategic documents;
- » The experts are not unanimous in their opinions as to what child street experience (begging) is;
- » Existing legal measures related to this risk population of children are not being implemented consistently and efficiently;
- » Legal system failed to grant children and youth with street experience the status of a victim of exploitation, violence, abuse and neglect;
- » Causes of street experience are complex and not sufficiently investigated;
- » No records on child street experience are being kept, which makes determining the extent of the issue even more difficult;
- » Collaboration of competent authorities, institutions and organization with respect to child street experience prevention is inadequate;
- » Measures being taken are neither systematic nor efficient, and there is no holistic approach to such measures.

It is necessary to continue to work on networking in each local community in order to put this area under control and to organize trainings for employees in all relevant structures responsible for the care and protection of children. In the first place, education of police and social security staff is required, and then special training of teams for field work.

It is important to work in preventing and empowering the systems that are closely related to children's lives and to root causes leading to them being involved in street situations.

Competent authorities, actors and the bodies, acting in their own jurisdiction, do not contribute to permanent and systematic solving the problem of begging of the juveniles.

Co-operation between educational institutions and centers for social work needs to be strengthened, with the majority of street children leaving schools very quickly. Educational institutions are rarely informed by the Center for Social Work on frequent absenteeism of children, even when it is apparent that a particular child is at risk, although centers as guardianship bodies must exercise supervision of parental rights and prevent the neglect and abuse of children.

Only multidisciplinary approaches can contribute to the suppression and resolution of this problem, where government institutions should have a much more active role. It is necessary to co-operate with the competent authorities, the non-governmental sector through joint action and support of activities and programs

It is necessary to continue to work on networking in each local community in order to put this area under control and for this are the necessary training and training of employees in all relevant structures responsible for the care and protection of children. In the first place, education of police and social security staff is required, and then special training of teams for field work.

A comprehensive approach to the protection of children and youth with street experience includes planning, implementation and coordination in order to achieve the intended goals. The process must be systematic and continuous. A successful support requires community effort. Establishing a Community Advisory Committee is an important step in this direction.

Some countries (Albania and BH) have protocols in cases of youth with street experience, whose implementation in recent years has significantly improved the approach to protecting this group of children and young people at risk.

The efforts made throughout the implementation of a complete child and youth experience with street protection must be properly documented. Appropriate recording and reporting systems can contribute to effective project management and avoid duplication of efforts. Baseline assessment information and a record of the implementation process also help in evaluating the impact of the activities.

Attachment 1

FORM FOR THE ASSESMENT OF THE QUALITY OF LIFE OF CHILDREN AND YOUTH

Note: This form has been prepared to help employees collect information during the identification process and directly evaluate children and youth in with street experience in order to achieve a structure in collecting and archiving data and information When contacting the child and the family during the interview.

Tamily during the interv		Time	Employee					
FIRST MEETING:								
PURPOSE OF MEETING / INTERVIEW:								
(for example, whether the meeting was initiated by the								
SOS call or is ordered by others) Appearance: (Example):								
My name is	ar	nd I work for		My colleague				
My name is a / colleague's name an								
and young people what and find a solution for y								
understand what you				-				
agree / then we can st			· · · · · · · · · · · · · · · · · · ·					
confidentiality / and ma	anner of use / rer	narks).						
LOCATION:								
NOTE:								
ACTIVITY THAT THE C	HILD WAS ENGA	GED IN:						
NAME OF PARENT / GU	IARDIAN OR OTH	IER ADULTS WITH C	CHILD AND WHA	T HIS IS PROFFESION:				
AGE OF THE CHILD								
OTHER CHILDREN (if								
there are any)								
INFORMATION								
FROM OBSERVATION OF THE CURRENT	Other things:							
MOMENT IN WHICH								
THEY ARE CHILDREN								
OBSERVATION OF	It's not		A lot of					
THE CHILD DURING THE INTERWIEV	worrying	A little worrying	worrying	Coments				
Is the baby fed?								
Is the child properly dressed?								
Is the child clean?								
Does the child sleep?								
Does the child sleep?								

		1	
Is the child's			
development			
consistent			
with years of age?			
Is the child interacting			
with you and is the			
communication			
consistent with the			
child's age?			
Is linguistic			
development			
consistent with the			
age of a child?			
Does the child look			
shy or scared or is			
-			
it quiet (apparently			
or during a			
conversation)?			
Does the child has			
any signs of abuse,			
bruises or			
unexplained wounds?			
It has disturbing			
behavior			
which does not look			
"normal"?			
Does the child seem			
to have a friendly			
relationship			
with parents or looks			
shy (if accompanied)			
Other observations			
(write)			
(\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\			
MONITORING OF PARE	ENT if hi/she pres	ent on the place	
Was it aggressive			
/ protecting			
the position of			
parents during the			
encounter?			
Does the parent			
speak positive about			
the child?			
Is there something			
"weird"			
or worrying about			
the parent's behavior,			
which points to			
hidden problems			

Does the parent speak negative for the child / expressed with a strong criticism?		
Does the parent mention disturbing educational methods? For example, physical punishment		

Explanation / Note: (When the first information is collected, both team members consider the following steps depending on the situation being assessed. Then they communicate / notify / explain / clarify to the child / parent / guardian what can be done to help the child and parent / guardian).

Attachment 2

Questionaire

Menu A: Children and youth with street experience.

The first menu (Street Children Question Menu) is for questions you might want to ask directly an interview.

1. Demographic information.

These questions provide information on the background of children and youth with street experience:

- » Gender of the participants. How old are you? Or what year were you born?
- » Where were you born?
- » Can you read and write?
- » How much schooling did you do?
- » Where do you live?
- » With whom do you live?
- » Where are your parents?
- » Who raised you?
- » Where did your parents come from?
- » Do you practice any religion? How important is it to you?
- » Do you work? What type of work do you do?

2. Stress.

Major Life Events

Key Question:

» Has anything happened to you in your life that has been very difficult?

Probes, if needed:

- » Have you ever been so sick or injured that you needed to go to the hospital?
- » Has any one close to you died?
- » Have you ever been in a situation where you feared losing your life or being severely harmed?
- » Have you ever experienced a natural disaster, such as an earthquake, flood or fire?
- » Are you a refugee?

Everyday stresses.

Key question:

- » What don't you like about living on the streets?
- » What don't you like about living with your family?

- » What do you like about living on the streets?
- » What do you like about living with your family?
- » What do you try to avoid each day? (Problems, street children, activities)
- » Where do you usually sleep? Where do you sleep at other times?
- » Where do you usually get your food? What do you usually eat? Do you ever go hungry?
- » If you cannot get food, what do you do?
- » Where do you get your clothes? Are they warm/comfortable enough?

- » What about when it rains heavily? Do you ever get cold?
- » Where and how do you clean your clothes?
- » Where do you go to wash or clean yourself, and how often you do that?
- » Where do you get your money?
- » Do you ever provide sex in exchange for affection, food, clothing, shelter, drugs or money? Do you often get hassled? Who hassles you? Why do they hassle you? What do they do?

Enduring life strains.

Key question:

» What are the most important problems that you have in your life at the moment, other than finding food, shelter and clothing?

Probes, if needed:

- » Do you feel good about yourself? Are you as physically strong as everyone else?
- » What are the most important things that you need right now to get by?
- » What are your plans for the future? Do you need more education? What kind of education? Will you be able to find a job? What kind of job could you get?
- » What type of training would assist in getting the type of job you would like to have?
- » What kind of job would you like?
- » Where would you like to live?
- » Do you often feel sad, lonely or unhappy? Have you ever tried to harm or kill yourself?

Life transitions.

Key questions:

- » Have you had to move often?
- » Do you need to move around a lot when living on the streets? Why?
- » Does your family move around a lot? Why?

Probes if needed:

- » Did you grow up in a different place?
- » What made you move here?
- » If you have moved, did you lose contact with close friends or family?
- » Is it difficult to make new friends when you move into a new area?
- » What makes it easier to fit in with a new group of street children ?
- » Have you had different groups of friends? If so, why did you change your friends?

Developmental changes of adolescence

Key Question:

» What things are good and what things are difficult about growing up and being an adolescent?

- » What is it like to be an adolescent?
- » Are you like other adolescents?
- » What is different about you?
- » Do you worry about growing up?

3. Normalization of substance use.

Key question: What problems concerning substance use are there in your community ?

Probes, if necessary:

- » What do children and youth with street experience in your community think of substance use?
- » Which substances are all right and which substances are bad to use?
- » Which is the most harmful substance and which is the safest?
- » Where do street children get their substances from?
- » How easy is it for street children around here to get substances? Is it easier to obtain substances here than elsewhere?
- » Do children and youth with street experience prefer using certain substances or do they use different substances depending on their availability?
- » In what way has there been a change in the availability of different substances around here over time?
- » How much does the cost of substances influence the type and amount of substances that children and youth with street experience use? Has there been a change in the cost of the substances that they use?
- » Do children and youth with street experience use more substances when they live on the streets or when they live elsewhere?
- » Do most children and youth with street experience use the same substances as their friends? Do friends encourage others around here to use substances? If so, why?
- » Do children and youth with street experience get hassled by the police or others because of their substance use?
- » Do you think that advertising, sponsorship or marketing of substances influences children and youth with street experience?

4. The Effects of substance use.

Key questions:

- » What are the main reasons children and youth with street experience use substances?
- » What effects do they get from usingsubstances such as cannabis, alcohol, tobacco, glue, etc.?

- » What substances do you/ children and youth with street experience use? Which is the favourite substance?
- » Which is theleast favourite substance?You may prompt from the following list:
- » Alcohol
- » Tobacco
- » Cannabis (e.g. marijuana leaf, hashish, resin/oil)
- » Natural opioids (e.g. heroin, opium, morphine, codeine)
- » Synthetic opioids (e.g. methadone, pethidine, omnopon)
- » Cocaine (e.g. coca paste, cocaine salt, crack)
- » Amphetamine-like stimulants (e.g. methylphenidate, methamphetamine, MDA, ice)
- » Stimulant/Hallucinogens (e.g. MDMA, bromo-DMA)
- » Other stimulants (e.g. ephedrine, caffeine)
- » Hallucinogens (e.g. LSD, psilocybin, peyote, mescaline, PCP)
- » Hypnosedatives (e.g. barbiturates, benzodiazepines, methaqualone)
- » Volatile substances and aerosols (e.g. petrol, glue, benzene)
- » Others (e.g. khat, kava, pitchuri, nutmeg, betel nut)
- » Prescription drugs

5. Emotional attachment.

Key Question:

» Who or what is most important to you?

Probes, if needed:

- » What is/ was your family like? Are you still in contact with them?
- » What do you like about your family? What don't you like about your family? (If away)
- » What do you miss about your family?
- » Would you like to visit your family or go back and live with them?
- » Would your family welcome you back?
- » Who is most important to you in the family?
- » What are your thoughts about school? (same for non-formal education)
- » What is/was the most useful thing about school?
- » How well did/do you do at school? (same for non-formal education)
- » How did/can you keep up with the schoolwork?
- » How did/do you get along with your teachers? (same for non-formal education)
- » Would you consider going back to school? (same for non-formal education)
- » Do you have a few close friends, many not very close friends, or no real friends?
- » Who is your closest friend? Whom do you trust? Whom don't you trust?
- » Who do you turn to when you need help? Whom do you admire? Who is your hero?
- » Whom do you most agree with -your parents/carers, your friends, your teachers/employer, or your sexual partner?
- » Whom do you feel most comfortable with? Who admires you?
- » Who says good things about you? Who are you most like?
- » Do your parents/carers approve of your lifestyle?
- » Do your parents/carers approve of your friends?
- » Do your friends approve of your parents/carers?
- » Do/did your parents/carers have a substance use problem?
- » Did you leave home because of your parents'/careers' substance use?
- » Did you leave home because of sexual, physical or emotional abuse?
- » Is religion important in your life?
- » Do you like your work? What is your employer like?
- » Do you have a pet? How do you feel about your pet?
- » Do you own anything that is very special to you?

6. Skills, competencie and coping strategies.

Key questions:

- » What things do you think you are best at?
- » How have you managed to survive the difficulties in our life?

- » What are the most difficult problems that you have to deal with?
- » How do you usually deal with these problems?
- » What could you learn that would help you cope better?
- » What do you do when you feel anxious and stress?
- » What do you do when you feel angry? How do you try to control your anger or violence?
- » Do you have any problems sleeping? What helps you to sleep?
- » What do you do to make you feel better about yourself?
- » How do you try to stop street experiences from forcing you to do something you don't want to do?

- » What do you do to try to control your substance use?
- » What special skills do you need to work or to earn money?

7. Resources.

- » Where do you get your information from? Who do you speak to and listen to? What information do you trust? Who wouldn't you listen to or take notice of?
- » Where do you go for medical treatment? Do you feel comfortable there? Are you treated well there? How could the service be improved? Who do you listen to about medical and health information?
- » Who do you see to help you find shelter or a place to live? Who helps you get food? Where do you go to find clothing?
- » Where do you go for recreation? What do you do for fun? What would you like to do for recreation? Do you play any sports? Would you like to play sports? Where do you spend most of your time? Where would you like to spend time?
- » Are you involved in any educational activity? If so, what are you learning? Have you had any training for a job? If so, where? What kind of training would you like? How would it be helpful?
- » If you can read, what do you read and what would you like to read? Do you watch television, video, movies, or listen to the radio? Which do you trust, and which provides you with the best information?
- » Do you read information pamphlets and posters? Do you believe them? What kind of information would you take notice of, e.g. colourful, humorous, frightening, serious?
- » Where do you find out about information on substances? Where would you go to get help for a substance problem? Who could give you advice about your diet?

8. General health information.

- » How has your general health been in the past? What problems have you had with your health?
- » Have you had any accidents? Do you suffer from any allergies?
- » Have you any problems with your teeth?
- » Have you ever had a sexually transmitted disease?
- » Do you suffer from any long term disability?
- » Have you ever required medical treatment, e.g. for tuberculosis, parasite infection?
- » Have you ever been admitted to a hospital? If so, why?
- » Have you had any, operations?
- » Have you ever been treated by a psychiatrist or psychologist? Why did you need such treatment?
- » Are you receiving any treatment now? Are you satisfied with your medical treatment? How can it be improved?
- » Has your substance use caused any problem with your health?
- » What immunizations have you received?
- » What do you normaly eat?

9. Risk behaviours.

Key Question:

- » Example of asking question directly: Do you take any risks with your life or safety? If so what type of risks?
- » Example of asking question indirectly: Do you think street children take risks with their lives or safety? If so, what type of risks?

- » Do you/ children and youth with street experience around here do somewhat risky or daring things?
- » How do you/ children and youth with street experience around here show off to your friends? How do you/ children and youth with street experience around here prove yourself?
- » What do you/ children and youth with street experience around here need to do to be accepted by the other children and youth with street experience?
- » Do you/ children and youth with street experience around here get involved in fights?
- » Do you/ children and youth with street experience here carry/use a knife, gun, or other weapons? Do you/ children and youth with street experience around here break the law for fun, to be accepted by others, or to survive in the streets?
- » Do you/ children and youth with street experience around here do risky things to earn money or to get food, clothes, shelter, etc?
- » Are you/ children and youth with street experience around here sexually active?
- » Have you ever been forced to have sex?
- » Do you provide sex to survive?
- » Have you ever had sex with a person of the same sex?
- » How many sexual partners have you had/have now?
- » Have you any children or have you been pregnant? Have you ever had an abortion? If so, where?
- » What are sexually transmissible diseases? What is HIV? AIDS? Have you ever had a sexually transmissible disease?
- » Are you/ children and youth with street experience around here at risk of becoming infected with HIV or with other sexually transmissible diseases?
- » Do you use any form of contraception? What type? How often? What is 'safer sex'?
- » Do you/ children and youth with street experience around here experiment with different combinations of substances? What combinations do you/street children around here use? Do you/ children and youth with street experience around here ever take substances which you don't know about?
- » Do you/ children and youth with street experience around here do risky things after using substances, such as committing a crime, climbing buildings or trees, swimming, having sex with strangers, or walking across a busy street?
- » Do you use substances alone or with other children and youth with street experience? Where do you use these substances?
- » Have you ever injected a substance? How did you inject it? If so, did you share the needle, syringe, water, or any other utensils with someone else?
- » Where do you get your clean needles and syringes from? Do you re-use them? How do you clean them and with what?

