

TOOL 48

Guidance on monitoring care arrangements

The purpose of monitoring visits is to:

- Provide support and guidance to both the child and the caregiver about how to develop and maintain a healthy and protective relationship, and to mediate on any problems arising
- Ensure that the child and family are accessing services and community resources in line with the care plan
- Update the child and caregiver on the progress made towards long-term care solutions, specifically family reunification
- Monitor for and mitigate the risk of abuse, neglect or exploitation of the child
- Receive information regarding tracing and contact arrangements.

(Williamson, Katharine, *Draft Standard Operating Procedures for Supporting Children's Community-Based Care Placements*, International Rescue Committee, 2010, cited in: Fulford, Louise Melville, *Alternative Care in Emergencies (ACE) Toolkit*, Save the Children on behalf of the Inter-agency Working Group on Unaccompanied and Separated Children, 2013, pp. 84, 85)

To ensure monitoring is effective, organizations and caseworkers should:

- Fully inform children of what to expect from monitoring arrangements.
- See the child and carer separately and together during monitoring visits, allowing each to voice concerns; also see other community members, such as teachers and members of community protection networks.
- Follow up on concerns relating to access to services/resources within a specified period of time.
- Triangulate monitoring and make unexpected visits.
- Ensure that all persons carrying out monitoring, whether volunteers, local authority social workers or staff of non-governmental organizations understand the case management system and are trained to identify signs of abuse, measure a child's well-being and report incidents.
- Inform children of their rights and what to do if their rights are not fulfilled or if they wish to make a complaint, including through a child-friendly complaints system.¹

¹ For example: Save the Children, *Guide to a Child-Friendly Complaints System: Lessons learnt from Dadaab refugee camps*, Save the Children, 2011.