**Key Informant Interview**

*This tool is to be used when interviewing key stakeholders (e.g. representatives of agencies providing case management, representatives of government authority responsible for child protection case management, representative of service providers such as police and health care providers, etc.)*

*Each interview should take approximately 60 minutes.*

*Before starting the interview: introduce the purpose of the interview, how the information will be used, how confidentiality will be ensured, and check if the participant is willing to proceed.*

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| 1. | Name / Agency / Role |
| 2. | Services provided by Agency / Areas covered / Target group* How have the areas of operation and target group been chosen?
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| 3. | To help contextualise your answers, what does child protection and case management mean to your agency / you? |
| 4. | What do you think are the main difficulties and child protection issues for children and their families in your operating area? |
| 5. | What laws / procedures frame child protection and case management within your location / country? |
| 6. | How do you and your agency interact with the child protection case management system?* Nature of collaboration / working (e.g. receiving referrals, providing CM)
* For how long
* Cooperation with others
* If providing case management services, how many staff are involved (caseworkers, supervisors, information management, etc.) and what is the caseload
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| 7. | What safeguarding steps are taken in the recruitment of staff working with children at your organisation? (for example, reference / police checks, codes of conduct, safeguarding / CP policy training)* Do these apply to all staff, including partners?
* Are you confident they are always applied?
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| 8. | Are there specific forums or mechanisms to facilitate the coordination or collaboration between child protection case management actors and stakeholders? (e.g. inter-agency case management coordination group, inter-agency response strategy, BID panels, case conferences)? |
| 9. | Are there any tools and mechanisms to facilitate the work done by child protection case management actors? (e.g. eligibility criteria, risk prioritisation guide, SOPs, standardised forms, referral pathways, information management system). * Are these agency specific / agreed upon at the inter-agency level / Government tools?
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| 10. | How do you think case management has contributed to the increased protection of children? * What positive differences have you noticed since case management has been provided?
* Can you give specific examples to illustrate?
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| 11. | What do you consider to be some of the main challenges in the case management response and system, please explain?* Identification of cases / access to and for cases
* Gatekeeping / caseloads
* Prioritisation of cases
* Availability of services / referral pathways
* Capacity of the workforce / capacity building, supervision and coaching
* Availability of financial / material / logistical resources
* Working together / multi-agency working
* Legal / policy framework
* Standards and guidelines (implementation)
* Documentation and record keeping
* Information management and data protection
* Information sharing and confidentiality
* Monitoring, evaluation, accountability and learning (including feedback, complaints and response mechanisms)
* Safety and security risks for caseworkers
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| 12. | Do you have any recommendations on how these challenges could be addressed and how the case management system should be strengthened? |
| 13 | What mechanisms exist for monitoring, evaluation, accountability and learning (including feedback, complaints and response mechanisms)? |
| 14. | Anything else you would like to add? |
| 15. | Thanks for participation / advise next steps in relation to the assessment |