

Standard 5.

Interagency case management

WHAT IS THE STANDARD?

5.1 Formal procedures and routines: Interagency case review and planning is integral to the work of the Barnahus team and the respective agencies in the Barnahus. It is formalised by procedures and routines, mutually agreed by the Barnahus team and the respective agencies that practice in Barnahus.

5.2 Individual Assessment: The Barnahus ensures that there is an individual assessment of each child who is referred to Barnahus. The individual assessment is carried out and updated, drawing on contributions from the interagency team, the child, caregivers, and other relevant professionals.

5.3 Continuous case planning and review: Case review and planning meetings, involving the relevant agencies in the interagency team, takes place on a regular basis in the Barnahus.

5.4 Continuous case tracking: The Barnahus ensures continuous documentation and access to relevant case information for interagency team members on the progress of the case until the case is closed, observing national laws on data protection, privacy, and confidentiality.

5.5 Support Person: A designated, trained individual or member of the Barnahus team oversees and documents the multidisciplinary response to ensure that there is continuous information sharing, support and follow up with the child and nonoffending family/caregivers.

5.6 Child Participation: Children are empowered and supported to contribute to their own case planning and management in Barnahus.

UPDATES in the 2025 edition of Standard 5 features include:

- **NEW Standards** 5.2 Individual Assessment, 5.6 Child Participation, and 5.7 Follow-up and onward support.
- **NEW Indicators** on individual assessments and information sharing.
- **AMENDMENTS** to indicators relating to the new standards, plus information sharing.
- **NEW Resources** included for related indicators.
- *And other smaller edits.*

Significant changes are underlined, for ease of reference.

Barnahus carefully considers the views of the child in all case planning and management.

5.7 Follow up and onward support: Case management in Barnahus connects with relevant external and parallel case management, interventions, processes, and agencies to ensure coordination, timely referrals, follow up, and onward support during and after the interventions in Barnahus.

WHY SHOULD THIS STANDARD BE MET?

Links to legal provisions:

- [Ensuring the best interests is a primary consideration in the application of the obligations in the Directives](#)
- [Individual assessment of each child's circumstances and nonoffending family members' needs](#)
- [Multi-disciplinarity/ coordination/cooperation](#)
- [Circle of Trust provisions](#)

Guidance: The UN Committee on the Rights of the Child (CRC) emphasises effective procedures for the implementation of children's right to be protected from violence (art 19 UNCRC), including intersectoral coordination, which is mandated by protocols and memorandum of

understanding as necessary. The CRC also states that “professionals working within the child protection system need to be trained in interagency cooperation and protocols for collaboration”. The case management process involves: (a) a participatory, multidisciplinary assessment of the short- and long-term needs of the child, caregivers and family, which invites and gives due weight to the child’s views as well as those of the caregivers and family; (b) sharing of the assessment results with the child, caregivers and family; (c) referral of the child and family to a range of services to meet those needs; and (d) follow-up and evaluation of the adequateness of the intervention. ([General Comment no 13](#)¹). Also see [CoE Guidelines for child-friendly justice](#)² (2010) Ch. 4.A.5 and [CoE Rec. Child-friendly social services](#)³ (2011) Ch. V.E, Hd, and I.

Research and Experience: Interagency case planning, supported by procedures and protocols, is important to ensuring multidisciplinary, coordinated, efficient, high-quality and relevant interventions by the interagency team and the respective agencies.

Case tracking and case review enable the team, to the greatest extent possible and in accordance with legal requirements and the best interest of the child, to collect and share information so that specific cases can be consulted and revisited through all stages of the investigative and judicial process. Case tracking furthermore allows the interagency team to ensure high-quality interventions and to monitor progress and outcomes of cases referred to the service.

Adequate victim support and follow up by a designated professional throughout the process can help reduce anxiety and trauma of the child and nonoffending family/caregiver.

A crucial aspect of victim support is to ensure that there is continuous information available to the child and the nonoffending caregivers and that the child’s views are given adequate consideration.

Nonoffending families/caregivers may need guidance and support in strengthening their capacity to support the child, understanding the judicial process, the rights of the child and the treatment that is available.

The individual assessment is an important moment to engage with the child and help ensure that the child understands and has access to their rights. It is further a crucial element to planning and implementing high quality interventions, that are adapted to the child, including child investigative interviews and treatment.

EXAMPLES OF INDICATORS AND/OR EVIDENCE THAT THE STANDARD IS BEING MET

Formal procedures and routines

- The Barnahus has formal procedures for case management, including for planning meetings, information sharing, documentation and follow up.
- A protocol supporting the interagency team to deal with privacy and data protection is in place.
- A system is in place to evaluate the impact of the multidisciplinary response on the child.
- Case review and planning are coordinated and facilitated by a designated Barnahus staff member.
- Staff are aware of, and have received training on procedures and routines.

Resources:

- [Toolkit for interagency case management](#)
- [Interagency agreement template and guidance](#)

¹ http://www2.ohchr.org/english/bodies/crc/docs/CRC.C.GC.13_en.pdf

² <http://www.coe.int/en/web/children/child-friendly-justice>

³ <http://www.coe.int/en/web/children/child-friendly-social-services>

Individual Assessment

- A process is in place for individual assessment of each child that is referred to Barnahus. If there is no individual assessment, or only a partial individual assessment, carried out by an external actor (e.g. social services) prior to the referral into the Barnahus, the Barnahus carries out the assessment, drawing on input from the interagency team, the child, caregivers and other relevant professionals.
- The individual assessment is done without undue delay, at the earliest possible opportunity.
- The individual assessment carefully considers the personal circumstances and characteristics of the child, including special needs. The assessment also takes into account the type, nature, circumstances and severity of the presumed crime committed against the child.
- The results of the individual assessment informs the planning, review and implementation of all interventions concerning the child in Barnahus.
- The individual assessment takes into account the views and concerns of the child. Special measures are put in place to ensure that children are informed about the purpose of the assessment and are empowered and supported to contribute to the individual assessment.
- The individual assessment is continuously updated, to take into account developments and the views of the child continuously.
- The individual assessment is shared with relevant authorities, in full respect of national legislation on data protection and privacy of the child, so that it informs processes and interventions after Barnahus.

Resource(s)

- Briefing Paper on individual assessments of the situation and needs of the child victim
- [Toolkit for interagency case management](#)

Interagency planning and case review

- An initial meeting with all relevant agencies is held to plan and coordinate the multidisciplinary response.
- A follow up meeting is held after the forensic interview and medical examination, with all relevant professionals to share findings, and to plan and coordinate continued interventions.
- Interagency meetings are routinely held between relevant agencies to review cases, exchange updated information and evaluate impact of the multidisciplinary and interagency intervention.
- The case review involves all agencies on an equal basis and is not dominated by an agency to the detriment of other disciplines.
- In cases where the child has learning disabilities or special needs, professionals with expertise, and preferably one who has prior knowledge of the child concerned, are consulted for planning of all services including forensic interview, medical examination and therapy.
- Notes from the interagency meeting are routinely taken and shared with the participating agencies.
- Case management in Barnahus connects with relevant external and parallel case management, interventions, processes, and authorities to ensure coordination, timely referrals, follow up, a continuum of care and support during and after the interventions in Barnahus.

Resources

- [Toolkit for interagency case management](#)
- *See also examples below, in the Barnahus Quality Standards*

Continuous case tracking

- The Barnahus systematically documents case specific information, at all times respecting national law and policy on data protection, privacy and confidentiality. Information that is collected includes but may not be limited to: the victim's and family's demographics, forensic interviews and attendance at forensic interviews, number of multidisciplinary case review meetings held, agency representation at these meetings, therapeutic reports and medical reports where possible.⁴
- A staff member in Barnahus is responsible for implementing the continuous case tracking, including implementing measures for quality assurance in case management.
- A case management system/tool is in place to support documentation of case specific data, interventions and follow up.

Resources

- [Toolkit for interagency case management](#)
- PROMISE Hub – Case management Tool
- Data Protection
- *See also examples below, in the Barnahus Quality Standards*

⁴ Social/child protection services typically gather all relevant information, including medical reports, police reports and child protection interventions. All agencies are required to share information with the social/child protection services.

Support Person

- The child and caregivers are provided with continuous support and regular information throughout the whole investigative and judicial process.
- Follow up after the judicial process and treatment has been finalised is organised according to the needs of the child and family/caregivers.⁵
- A designated, trained individual or member of the interagency team monitors the multidisciplinary response to ensure that there is continuous support and follow up with the child and nonoffending family/caregivers.
- If the role as support person/coordinator is carried out by an authority that is not present in the service, a team member in the service is responsible for liaising with this authority, ensuring adequate communication and follow up.

Advisory Board for the 2025 revision of this Standard

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We would also thank membership of the Barnahus Network for their generous contributions to written and verbal consultations during 2022-2025.

⁵ Follow up and continued support and assistance is typically provided by the local social/child protection services. Where the social/child protection service is present in the Barnahus, it acts as case manager and ensures overall coordination and follow-up. The case manager also monitors that the key principles are implemented and that the rights of the child are respected throughout the process.