



User guide



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About PROMISE HUB

PROMISE HUB is a daily data-recording-tool for Barnahus, based on the 12 standards defined in the PROMISE project.

PROMISE HUB offers each Barnahus a way to register and analyze their work in an efficient, structured and secure way. The application is also developed to support one common standard for Barnahus throughout Europe.

Confidentiality

This document contains information about the case management tool PROMISE HUB developed by Bonigi AB in Huskvarna, Sweden. It cannot be distributed outside your organization.

How to log in

Since PROMISE HUB is a web application you simply go to <https://hub.barnahus.eu>.

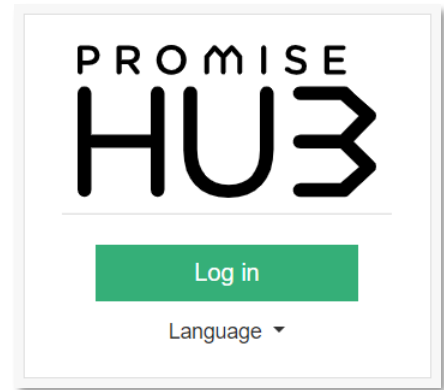
When you click the button *Log In* you will be redirected to a new page where you enter your Microsoft account-credentials.

For security reasons two factor authentication is needed. This means that you will have to go through an extra step while logging in, which is to use the Microsoft Authenticator application to approve the login request.

If you are already authenticated with your Microsoft account, there is no need to provide your credentials.

Unable to log in?

You have to be an activated user in PROMISE HUB to be able to log in. If you are not registered in the system, contact your administrator for more information.



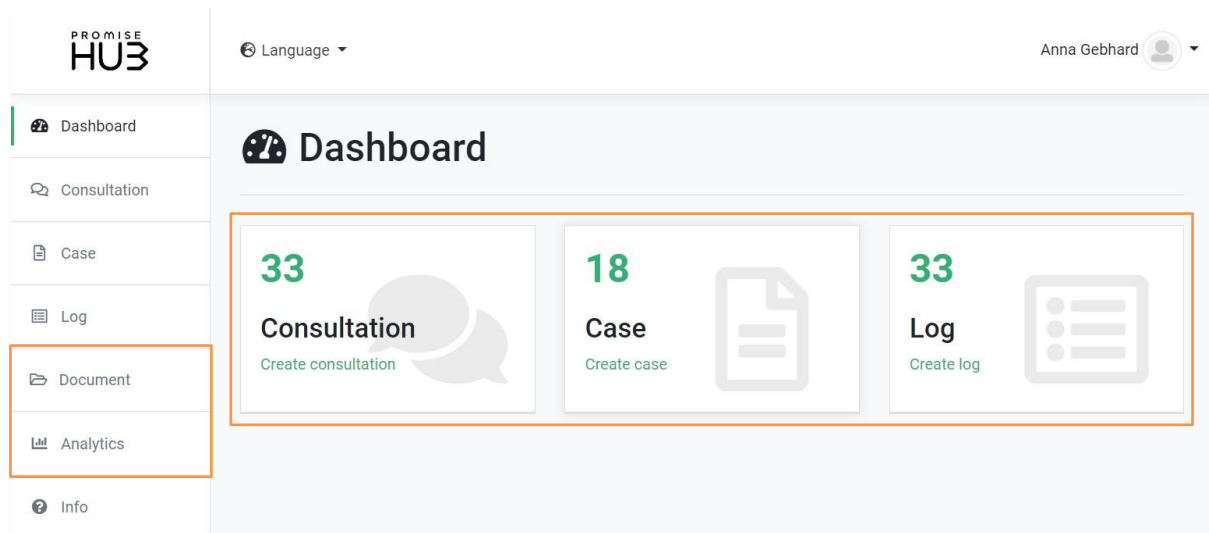
When logging out

When logging out from PROMISE HUB there are a few things that are good to be aware of. When logging out you will be redirected to a new page.

When you are redirected to the page as shown below, you are officially logged out from PROMISE HUB. You now have the possibility to log out from your Microsoft account if you want to, or you can just simply close the window. If you choose to log out from your Microsoft account, then you will be redirected back to the start page of PROMISE HUB once the logout from your Microsoft account is completed.

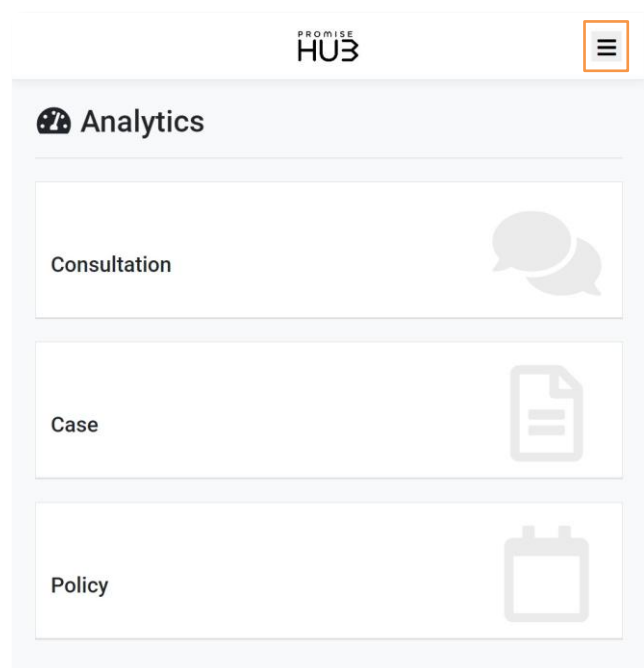
Dashboard

The main dashboard offers three kinds of entries. *Consultation*, *Case* and *Log*. Within these entries most of the daily activities and processes within Barnahus can be registered.



When adding a certain log it is possible to attach documents. The menu option *Document* lists all the uploaded files.

The PROMISE HUB application also offers the possibility to analyze the registered data. You can find the option *Analytics* in the left sidebar menu using the tool in a full-sized desktop window. For mobile devices or with smaller screens, you will find the side menu at the top right.



Consultation

Consultation holds short tasks not directly linked to a specific case. An example of a consultation can be a phone call from a school that needs general guidance in an area that Barnahus can provide.

The screenshot displays the 'Consultation' section of the PROMISE HUB interface. On the left is a sidebar with navigation links: Dashboard, Consultation (highlighted), Case, Log, Document, Analytics, and Info. The main area is titled 'Consultation' and features a '+ CREATE CONSULTATION' button. Below this is a 'Consultation history' table with columns for Consultation date, Initiated by, Home municipality, and Suspicion / Crime. A row shows a consultation from 2021-10-29 initiated by 'Child' in 'Pakila' regarding 'Psychological/mental abuse'. A 'Create consultation' modal is open, containing the following fields:

- Consultation date: 11/11/2021
- Initiated by: Adult
- Home municipality: Suutarila
- Measure/Action: Assessment/Investigation matter
- Sex: Female
- Age: 10
- Suspicion / Crime: Exploitation
- Suspect: Other adult
- Presumed role of the child: Plaintiff
- Notes: (empty text area)

At the bottom of the modal are 'Cancel' and 'Save consultation' buttons.

Case

All work regarding a specific case, involving the Barnahus, is registered here.

Case

+ CREATE CASE

Case history

Date of case	Case number	Date of report to relevant authority		
2021-10-15	123	2021-10-07		

Create case

Date of case: 11/10/2021

Case number: 2222

Date of report to relevant authority: 11/9/2021

Initiated by: Police

Presumed role of the child: Witness

Age: 12

Sex: Male

Home municipality: Limerick

Suspicion / Crime: Physical violence

Suspects relation to the child: Acquaintance

Has led to prosecution: Not ready

Has led to police report: Don't know

Special needs assessment: Other

Online element: Not applicable

Child demographic: Unknown

Notes:

Cancel Save Case

Log

Log contains information, that is not related to any case or consultation, but still has an impact on the analysis of the Barnahus.

When creating certain logs it is possible to attache documents.

- The maximum file size is 16 MB
- Approved file formats are: xls, xlsx, doc, docx, ppt, pptx, odt, odp, ods, pdf, csv, txt
- Empty files can not be uploaded

The screenshot displays the 'Log' section of the PROMISE HUB interface. On the left is a sidebar with navigation links: Dashboard, Consultation, Case, Log (highlighted), Document, Analytics, and Info. The main area is titled 'Log' and contains a 'Log history' table. The table has columns for Date, Alias, Log type, Initiated by, Notes, and Documents. It lists three entries: a meeting on 2021-10-27, policies on 2021-10-20, and staff on 2021-06-15. A dropdown menu '+ CREATE LOG' is open, showing options: Staff, Obstacle, Meetings and events, Training and support, Policies and procedures, Foundational documents, and Other. An orange line connects this menu to the 'Meetings and events' form below. The form includes fields for Alias, Date (10/27/2021), Type (Outreach, advocacy and media), Rating (Some room for improvement), Topic (Child Abuse training), Title (Meeting), Description (Meeting), Number of participants (3), and Participants (City government). It also has an 'Attach documents' section and a 'Bifogade dokument' section with a date and user. At the bottom are 'Cancel' and 'Save' buttons.

Date	Alias	Log type	Initiated by	Notes	Documents
2021-10-27		Meetings and events			✓
2021-10-20		Policies and procedures			
2021-06-15		Staff			
		Training and support			

+ CREATE LOG

- Staff
- Obstacle
- Meetings and events
- Training and support
- Policies and procedures
- Foundational documents
- Other

Meetings and events

Alias:

Date: 10/27/2021

Type: Outreach, advocacy and media

Rating: Some room for improvement

Topic: Child Abuse training

Title: Meeting

Description: Meeting

Number of participants: 3

Participants: City government

Attach documents:

Bifogade dokument:
 Datum: 2021-11-01 10:01 - Uppladdare: Anna Gebhard - Typ: Protocol - Filnamn: Protocol.docx

Cancel Save

Document

The menu option *Document* contains uploaded files, attached to registered logs. The files are available to download.

The screenshot shows the 'Document' section of the PROMISE HUB interface. On the left, a sidebar menu lists 'Dashboard', 'Consultation', 'Case', 'Log', 'Document' (highlighted with an orange box), 'Analytics', and 'Info'. The main content area is titled 'Document' and features a 'Document history' table. The table has columns for Date, Type, Document type, Filename, Uploaded by, and Parent object. A single entry is listed, highlighted with an orange box: Date '11/1/2021 10:01 AM', Type 'Outreach, advocacy and media', Document type 'Protocol', Filename 'Protocol.docx', and Uploaded by 'Anna Gebhard'. To the right of the entry are icons for 'Show', 'Download', and 'Delete'. Below the table is a button labeled 'Exportera till Excel'.

Date	Type	Document type	Filename	Uploaded by	Parent object
11/1/2021 10:01 AM	Outreach, advocacy and media	Protocol	Protocol.docx	Anna Gebhard	Show

[Exportera till Excel](#)

Analytics

Analytics is where you can find statistics of all the consultations, cases and evaluations. Fill in the parameters in question and update to view the result.

The screenshot shows the PROMISE HUB Analytics interface. On the left is a sidebar menu with the following items: Dashboard, Consultation, Case, Log, Document, **Analytics** (highlighted), and Info. The main content area is titled 'Analytics' and contains three cards: 'Consultation' (with a speech bubble icon), 'Case' (with a document icon), and 'Policy' (with a calendar icon). Below these cards is a detailed view of the 'Consultation' analytics.

Consultation

Consultation count:	40
Male count	23
Female count	17
Victims	17
Witness count	18
Perpetrator count	5

Home municipality

Donegal	5
Sligo	2
Leitrim	4
West cavan	7
Galway	4
Mayo	5
Roscommon	6
North tipperary	7
Clare	4
Limerick	6

Age

0	1
1	1
2	1
3	3
4	1
5	2
6	4

Consultation filters:

- Consultation date:
- Age:
- Municipality:
- Suspicion / Crime:
- Initiated by:
- Measure/Action:
- Gender:

Update

How to use the filter












When searching for a specific consultation, case, log or document it is possible to add one or several filters to help you find what you are looking for.

Example

In this example we want to find a certain log. The log was created in May 2021. The *Date* or *Alias* is unknown.

One way to narrow down the list is to sort out all logs created in May 2021. By adding the appropriate content in the search box, for example 2021-05, and choosing the filter *Contains*, all other logs will be hidden. If necessary it is possible to add more filters to narrow down the list even more.





Log history

Date	Alias	Log type	Initiated by	Notes	Documents
2021-05					
2021-11-09		meetings and events			 
2021-11-09		olicies and procedures			 
2021-11-03		oundational documents			 
2021-11-01		meetings and events			 
2021-11-01		aining and support	Agency		 
2021-10-27					

Filter dropdown menu:

- NoFilter
- Contains
- DoesNotContain
- StartsWith
- EndsWith
- EqualTo
- NotEqualTo
- GreaterThan
- LessThan
- GreaterThanOrEqualTo
- LessThanOrEqualTo
- Between
- NotBetween
- IsEmpty
- NotIsEmpty
- IsNull
- NotIsNull

Filtered Log history:

Date	Alias	Log type	Initiated by	Notes	Documents
2021-05					
2021-05-09	Workshop 2863	Meetings and events			 
2021-05-03	Study Visit 456	Meetings and events			 

[Exportera till Excel](#)

Implementing the Barnahus Quality Standards throughout Europe

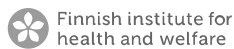
PROMISE is supporting Europe to adopt the Barnahus model as a standard practice for providing child victims and witnesses of violence rapid access to justice and care. We undertake this work to fulfil the PROMISE vision: a Europe where the human rights of children to protection from violence, support and to be heard are fulfilled.

A Barnahus provides multi-disciplinary and interagency collaboration to ensure that child victims and witnesses of violence benefit from a child-friendly, professional and effective response in a safe environment which prevents (re)traumatisation. With the formal support from national authorities, PROMISE provides opportunities to translate national commitment into action and engage internationally in the process. In addition, regular networking and strategic communications continually activate our growing network of professionals and stakeholders who are committed to introducing and expanding Barnahus services nationally.

The first PROMISE project (2015-2017) set European standards and engaged a broad network of professionals. The second PROMISE project (2017-2019) promoted national level progress towards meeting the standards and formalised the PROMISE Barnahus Network. The current project (2020-2022) is expand these activities to include University training, case management tools, with a view to establishing a European Competence Centre for Barnahus and laying the groundwork for an accreditation system for Barnahus.

PROMISE is managed by the Children at Risk Unit at the Council of the Baltic Sea States Secretariat in close collaboration with Child Circle.

Access the PROMISE tools and learn more at www.barnahus.eu



This document has been produced with the financial support of the Rights, Equality and Citizenship (REC) Programme (2014-2020) of the European Union. The contents herein are the sole responsibility of project partnership and can in no way be taken to reflect the views of the European Commission.