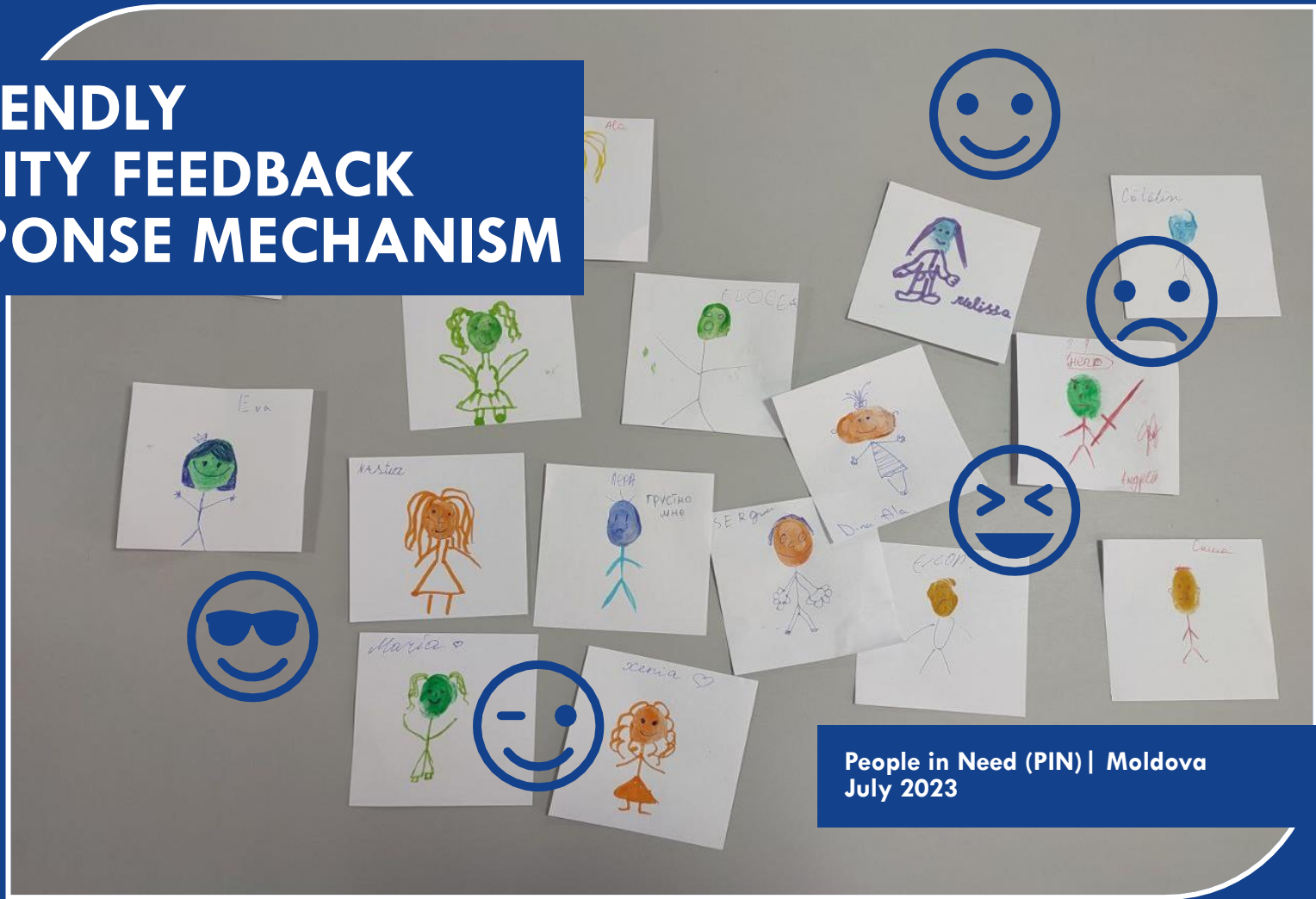


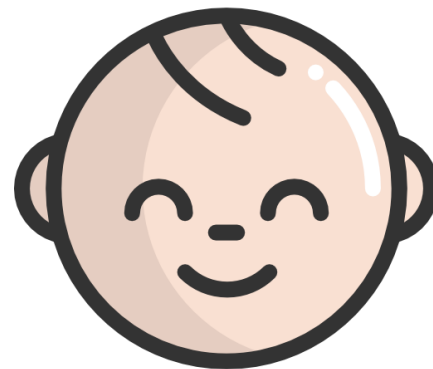
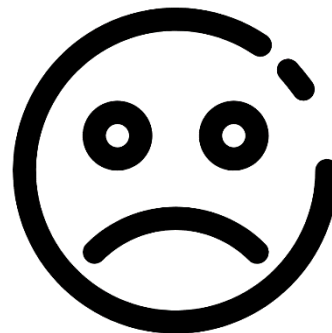
# CHILD-FRIENDLY COMMUNITY FEEDBACK AND RESPONSE MECHANISM



Alliance 2015  
towards the eradication of poverty



People in Need (PIN) | Moldova  
July 2023



# CHILD-FRIENDLY CFRM: HOW WE GOT THERE?



| PROJECT  
OUTLINE



| ESTABLISHMENT  
OF  
MECHANISM



| CHANNELS



| FEEDBACK



| CHALLENGES



# PROJECT OUTLINE

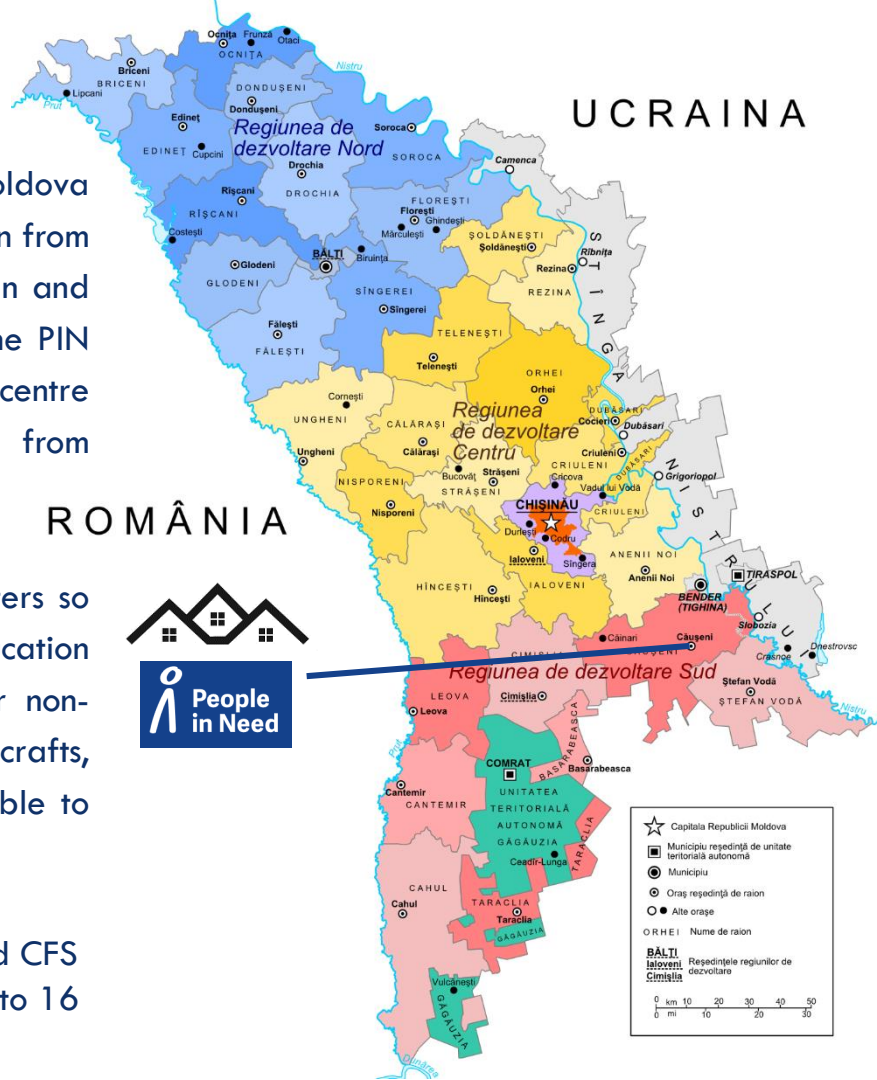


# PROJECT OUTLINE

PIN and the local CSO – ADDI established in 2022 in Moldova (Căușeni) a Digital Learning Centre (DLC) for refugee children from Ukraine and a Child Friendly Space (CFS) for both Ukrainian and Moldovan refugee children. The project was funded from the PIN SOS Ukraine funding stream. PIN set up and equipped the centre and also hired and trained facilitators: 2 locals and 2 from Ukraine.

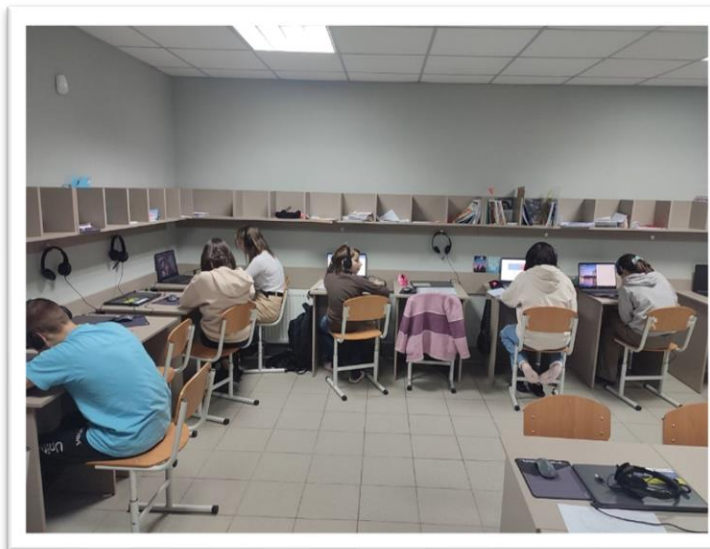
DLC provides space, equipment, internet access and computers so that Ukrainian refugee children can continue their online education remotely during school hours. CFS provides equipment for non-formal education activities where children can engage in crafts, sports, games, creative workshops, etc. The space is accessible to both Ukrainian refugee children and children from Moldova.

As for July 2023, DLS is attended by 15 refugee children and CFS by 25 children from both groups, in total 40 children aged 6 to 16 are enrolled in PIN and ADDI activities.





- 40 children
- 6-16 years old
- 4 facilitators



**Digital Learning Centre  
(DLC)**



**Child Friendly Space  
(CFS)**



# **ESTABLISHMENT OF MECHANISM**



# **1 Initial monitoring visit (MEAL Team):**

MEAL team conducted initial monitoring visit to the centre, to observe the setup, talk to facilitators and children, navigate within the activities to see what actions could be taken to establish child-friendly CFRM. The visit was combined with FGDs with both groups of parents of refugee children from Ukraine: parents of those children who are enrolled in Moldavian schools and with those who are not enrolled.

# **2 Second site visit (CFRM Assistant):**

As a follow-up more specific visit of CFRM focal point was performed. CFRM Assistant made observations, but also interact with children; it was also discovered that the most favourite children's game at the centre is "Mafia" → The game was used to collect initial feedback from children and to establish the most convenient channel for them to contact PIN.



### 3 The Trust Box:



Based on the feedback from the children, specially dedicated feedback box was established, children decorated the box and gave it a name of a “Trust Box”

The box was placed in the visible space at the centre; it was also agreed that children could leave there their feedback, including things that they like, but also do not like; it was agreed that the access to the box (two keys) are only with PIN and that it will be open once every month.





# CHANNELS



# FEEDBACK CHANNELS



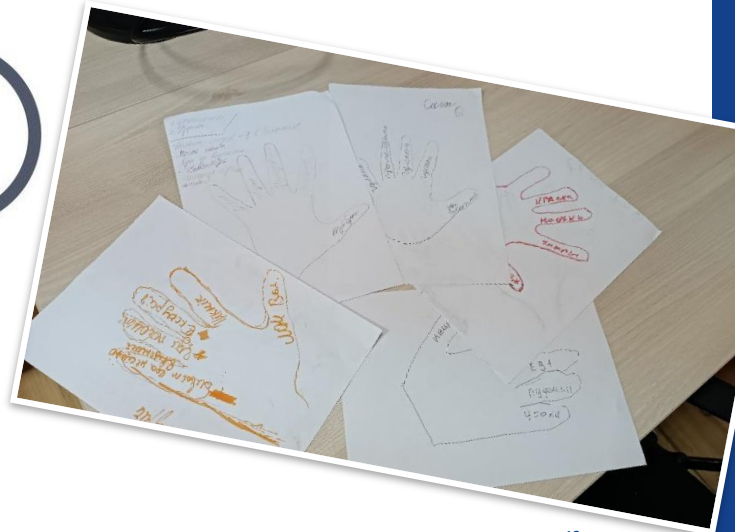
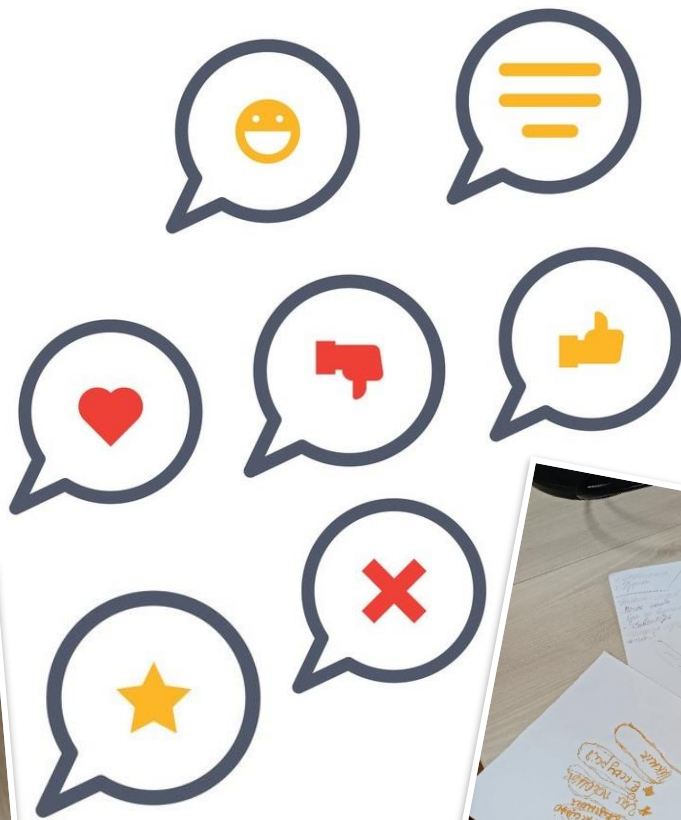
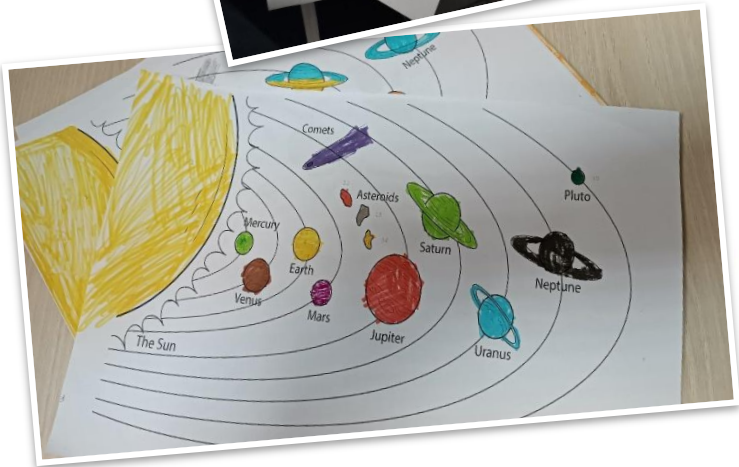
- ▶ **Monitoring visits with facilitated interactive games and activities**
  - ▶ „The Trust Box”
  - ▶ **Observation checklist and interviews with facilitators**

# 1 Monitoring visits with facilitated interactive games and activities focused on feedback collection

Facilitating interactive activities with children aim at creating a comfortable environment for the children and through different methods enable feedback collection.

A specific example of such activity is **drawing**. For this activity younger children got drawings of flowers with petals and older children got drawings of solar system. The drawings need to be decorated depending whether kid agrees or disagrees with 14 questions related to the satisfaction with the different aspects of the centre, e.g. ***Are you satisfied with how the Digital Learning Centre (DLC) has been equipped to support your distance learning education? Are you satisfied with DLC schedule? Are you satisfied with activities organized by facilitators in Child-Friendly Space (CFS)?***

Children could answer only „**Yes**” or „**No**”; in case the child did not agree with the statement, he/she should colour the element of the drawing (vide: petals or planets) in red, in case the child agree with the statement, the colour could be at the individual choice, except the red colour.



## **2** **The Trust Box**

The Trust Box is another feedback channel used by PIN to collect the children feedback. The Trust Box ensures confidentiality of feedback and allows children to express easily and safely their comments and needs about the centre. The box was placed in the visible space at the centre to guarantee children's accessibility to it.

## **3** **Observations and interviews with facilitators**

As a third and fourth source of information and feedback collection were used both observation of the activities in the centre according to the standardized observation checklist (with such elements to be assessed as: the structure of the classes, work of facilitator, schedule and interaction with facilitators) and in-depth interviews with facilitators.



**FEEDBACK**



# INTERACTIVE ACTIVITIES REVEALED:



- ▶ **Overall  
High satisfaction**

- ▶ Desire for more engaging activities

- ▶ **Necessity to adjust format of  
psychological support**

*„When the psychologist  
comes, the guys and I go for  
a walk”*



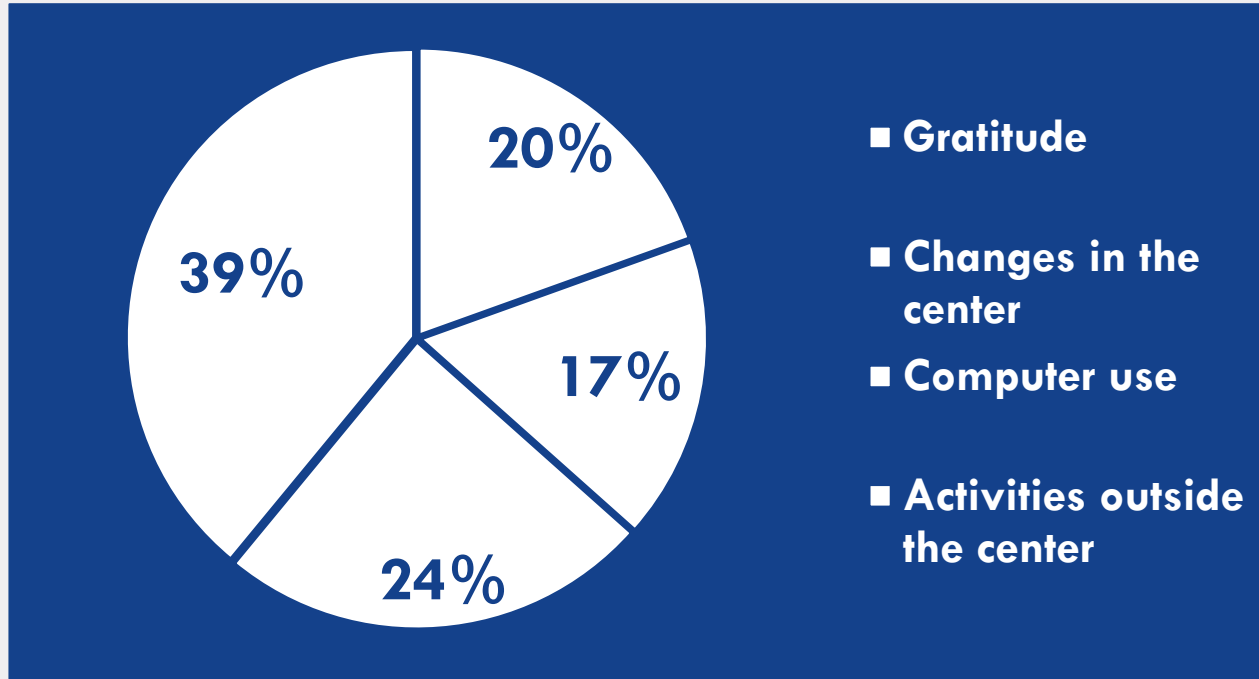
## FEEDBACK COLLECTED THROUGH **INTERACTIVE ACTIVITIES** REVEALED:

**Overall high satisfaction:** Children are satisfied with the services provided in the centre, with the facilitators' interactions and approach, games and equipment provided, including computers.

**Desire for more engaging activities:** At the same time, children would like to have more varied activities everyday, as they lack sports activities, each of them has their own preferences, some indicated that they would play football, volleyball, table tennis, or engage in crafts.

**Psychological support:** Children says that psychological support is „*uninteresting and boring*”, they would like to spend this time more usefully. Children do not understand why they need psychological support and what its benefits are. It is also provided to entire group which make some of them feel uncomfortable. One child stated that “***When the psychologist comes, the guys and I go for a walk.***”

# WHAT DO YOU THINK CHILDREN GAVE FEEDBACK ON THROUGH „THE TRUST BOX”?



**2023**

**Anno Domini**

## FEEDBACK COLLECTED THROUGH „THE TRUST BOX” REVEALED:

**Desire to spend more time outdoors (39% of feedback):** Children want to spend more time outdoors, namely: hiking, going to the park, going to the forest, going on a picnic, visiting various entertainment places, such as cinemas, zoos, organized excursions.

**Computer use (24% of feedback):** Children left comments suggesting that they want to spend more time with computers and do not attend activities held in the centre. According to the children it is necessary to purchase more computers, since not everyone gets them.

**Gratitude (20% of the feedback):** Children thank a lot for provided support and activities that are organized in the centre; children drew positive pictures appreciating both PIN and ADDI.

**Changes in the centre (17% of feedback):** Children would like to receive sewing toys and be provided with more interesting games in the centre. Also, some of them would prefer to have „Quiet Hour” – so being able to sleep at CFS, finally, some desire that the centre will work longer, until 19:00-20:00.

# OBSERVATIONS AND INTERVIEWS WITH FACILITATORS REVEALED:



- ▶ **Necessity of PSS support to facilitators**
  - ▶ Need to establish rules of the centre
- ▶ **Improvement in terms of social cohesion between local and refugee children**

## FEEDBACK COLLECTED THROUGH **OBSERVATIONS AND INTERVIEWS WITH FACILITATORS** REVEALED:

**Necessity of PSS support to the facilitators:** Facilitators expressed the need of psychological support, since children are of different ages, from different families, each with their own history, often traumatized by war, all this affects the state of the facilitators.

**Rules at the centre:** Kids know the class rules, but do not obey them, and the rules are also not displaced at the visible place of the classroom; e.g. children use phones, play computer games at laptops instead of doing classes.

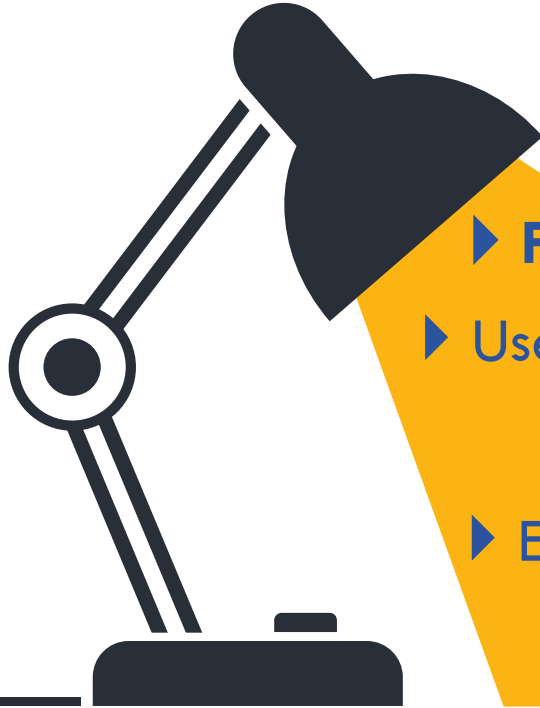
**Cohesion between local and refugee children:** At this stage, children have become more open with each other, communication between refugees and the local population has become more active. The attitude of the refugees towards the local children changed a lot when comparing with the beginning of the project; they began to interact more with each other and make friends among each other.



# CHALLENGES



# MEET OUR CHALLENGES :)



- ▶ **Follow-up on the recommendations**
- ▶ Use and misuse of „The Trust Box”
  - ▶ **Quality of feedback**
- ▶ Engagement of the children
  - ▶ **Language barrier**

# 1 Follow-up on the recommendations

Recommendations are not always followed or it takes a lot of time to implement them. Nonetheless, there were the following changes implemented thanks to the contribution of the feedback collected (*\*some of them happened also in parallel and independently to the recommendations provided*):

- 👉 1-2 per week there are organized classes from the programming.
- 👉 Once a week there are organized cooking classes.
- 👉 Children spend time more often outside of the centre, e.g. walking in the park or playing football and volleyball.

The implementation of the findings and recommendations should be enhanced through: more engagement with project team; timely reporting and discussing findings during regular project review meetings.



## 2 Use and misuse of “The Trust Box”

Regarding the use of The Trust Box, upon arrival at the centre during the consequent monitoring visit, the Trust Box was not found, however the children were able to show where it is located. The box was in not visible place, which could not be easily noticed by children. Apart of the above, the Trust Box was renamed into “The Box for Ideas”, which goes against the initial idea of feedback box, and brings such ideas as, e.g. children wishing to go to Disneyland (*\*after follow-up action the initial name of the box was restored*).

## 3 Quality of feedback

In order to receive more qualitative feedback, there is a need to explain to children again, the main idea behind „The Trust Box”. Also, it is recommended to repeat the awareness session with the facilitators and agree on the rules of cooperation between PIN CFRM and facilitators of the centre.

## **4** Children engagement

Many children come to the centre to play, not to learn as they should during DLC time. The facilitators should introduce to the children and parents the schedule and rules of the centre, to talk to parents in order to strengthen implementation of the rules and to introduce more interesting activities, during CFS schedule, based on children needs and interests.

## **5** Language barrier

It will be also efficient to divide children into groups while collecting feedback: local and children from Ukraine, younger and older children; to assure the quality of feedback collected, but also to provide more comfort for children, which may not be sufficient enough for some children due to, e.g. age differences and/or language barrier.

**Please contact us if you want to learn more about People in Need (PIN) in Moldova at:**

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<https://moldova.peopleinneed.net/en/>

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