

Norwegian monitoring system

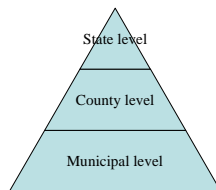
Children in institutional care

Eric Backer-Røed
senior adviser

- The Ministry of Children and Equality is responsible for the legislation that provides the legal platform for monitoring
- The County Governor does the monitoring on behalf of the ministry
- There are 19 counties in Norway

Three levels of administration

- **State level:** Norwegian ministry of children and equality
- **County level:** all the 19 Counties are organized in five **Regional Offices for Children, Youth and Family Affairs. The County Governor** is monitoring the services both on the county level and on the municipal level
- **Municipal level:** 434 municipalities serves their inhabitants. (Average amount of inhabitants = 5000)



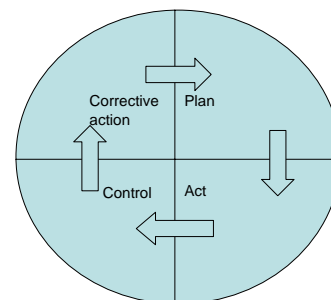
Method

Two tiers of monitoring of childcare institutions

1. Individual monitoring
2. Audit of the institution's management system

Internal control

Internal control is all systematic arrangements the institution does to make sure that activities are planned, organized, carried out and maintained according to law or other regulation
(ISO - definition)



Deming's circle for quality improvement

Purpose

- To ensure and document that law demands are fulfilled (Child welfare services act with regulations)
- To prevent that defects happen and that they are repeated
- To focus on what the institutions themselves do to be working within the standard of national regulations
- To provide a management system for the institution in its daily work
- To provide legal safeguards for both children and staff

Internal control system (1)

- An overview of the institution's organizational set-up including allocation of responsibilities
- Objectives for the institution's work
- Employee participation so as to utilize overall knowledge and experience
- Participation of the user of the childcare services or his representatives and other collaborating sectors

Internal control system (2)

- Risk assessment based on the identified shortcomings and problems
- Implement routines to uncover, rectify and prevent breaches of requirements established in or pursuant to the childcare act
- Carry out systematic surveillance and reviews of the internal control system and ensure that it functions as intended

Risk assessment analyzes

- What can go wrong?
- What can we do to prevent it?
- What do we do to reduce the consequences if it does happen?

Audit of the management system

1. Decide who and what to audit
2. Choose the relevant sections in law and regulations and what this implies
3. Notify the institution of the audit
4. Timetable for the audit
5. Meeting with the institution
6. Interviews with staff and verifications
7. Meeting with the institution where conclusions are drawn
8. Report of the conclusions
9. Report from the institution on corrective action taken to eliminate the detected nonconformities

Matters to consider for the authorities

- Legislation that establish rights for the children and corresponding duties to the municipal level and to the institutions
- Setting standards on how institutional care should be
- Relevant education of personnel working in the childcare institutions
- Training of personnel to do monitoring of the institutions