

# Missing Children Europe

Handbook for organisations using and feeding into the Miniila app



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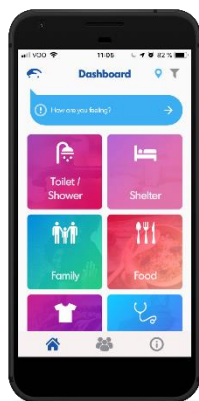
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## 1. What is the app?

Children have said that one of the things they lack the most while looking for protection is access to information that they trust. There is a large group of children displaced in Europe who are forced outside of the protection system and are unable to access services, support and information to remain safe.

Often what they do have, however, is a smart phone. Missing Children Europe wants to use this crucial bit of technology to give children access to child friendly, up to date and accessible information on their rights, and the available support wherever they are in Europe, including the support that your organisation provides. The app will empower children to take their decisions into their own hands in an informed manner and to reach protection, rather than be forced to trust those who profit from their vulnerability while in Europe.

The app is specifically tailored to the needs of these children, with a focus on facilitating access to understandable information about dedicated services such as shelter, food, and health services in the area they are in. We have involved children throughout the development process to make sure that the app is as relevant as possible. "If it can help make some other kid's journey a bit better than mine, the app will already be a success", said Tarek\*, a young boy who helped us design the app.



The services are available on a map for the area that children are in, and services are categorised as: "help", "food", "shelter", "toilet/shower", "family", "health", "education", "clothes", "wifi", "money", "helpline", "faith", "fun", "asylum" and "guardians", and additional subcategories. All services included in the app are from trusted NGOs and international organisations.

The app is available in several languages: English, French, Arabic, Farsi and Tigrinya. The Miniila will soon be available in at least 8 countries: Belgium, Sweden, the UK, France, Bulgaria, Italy, Germany and Greece.

This project is supported and advised by experts from the UNHCR, ICMPD, the Global Partnership to End Violence Against Children, OSCE, and Europol.

\* Personal details changed to protect privacy

### Min... ila

"Min" translates to "from" in Arabic while "ila" means "to". "From...to" sounded like a familiar term in the given context, plus it's easily pronounceable in a variety of languages. We hope you like it too!

## 2. Want to be a part of it? Get in touch!

Your services can be displayed in the app and therefore accessible to all children on the move that are in your area and in your country. This is available to your organisation for free, however, we require you to make sure that all information that you upload corresponds to reality and is regularly updated. That is because we don't want to disappoint our users, children that need advice and help!

It's very easy to be a part of Miniila, you only need to contact the focal point in your country with the contact details of the person who will manage your information in the app:

1. Name of the person
2. Email of the person (attention, NOT a general email address e.g. info@ngo.org)
3. Name of your organisation
4. Address of your organisation

### BELGIUM

- Nadège Bastiaenen, Child Focus, [nadege.bastiaenen@childfocus.org](mailto:nadege.bastiaenen@childfocus.org)
- Kim Van Hoorde, Child Focus, [Kim.VanHoorde@childfocus.org](mailto:Kim.VanHoorde@childfocus.org)
- Emilie Van Limbergen, Medecins du Monde,
- [emilie.vanlimbergen@doktersvandewereld.be](mailto:emilie.vanlimbergen@doktersvandewereld.be)

### UNITED KINGDOM

- Roxanne Nanton , Refugee Council, [roxanne.nanton@RefugeeCouncil.org.uk](mailto:roxanne.nanton@RefugeeCouncil.org.uk)

### FRANCE

- Ambre Lattes, Service Social International France/Droit d'enfance, [al.ssifrance@droitdenfance.org](mailto:al.ssifrance@droitdenfance.org)

### ITALY

- Giovanni Vanore, Arci, [vanore@arci.it](mailto:vanore@arci.it)

### GREECE

- Nikos Kladis, The Smile of the Child, [projects@hamogelo.gr](mailto:projects@hamogelo.gr)

### SWEDEN

- Asa Goransson, Save the Children, [Asa.Goransson@rb.se](mailto:Asa.Goransson@rb.se)

### BULGARIA

- Rossanka Venelinova, The Nadja Centre Foundation, [centrenadja@abv.bg](mailto:centrenadja@abv.bg)

### GERMANY

- Tanja Abubakar-Funkenberg, Terre des Hommes Germany, [tfunkenberg@tdh.de](mailto:tfunkenberg@tdh.de)

### 3. Uploading your information online

After sending your contact details to one of the National Coordinators above, you will receive a login to access the Content Management System (CMS), where organisations can put their information online.

You can choose to upload your information in **two ways**:

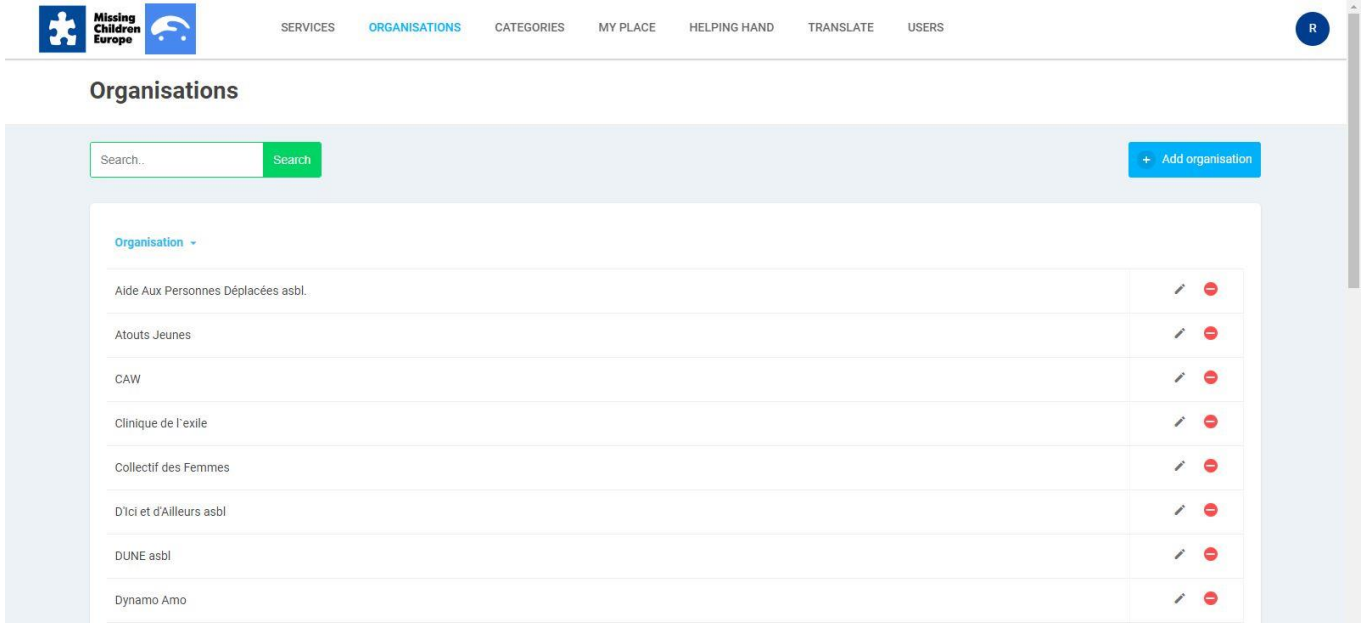
#### A. Log in the system to:

- > upload your information directly (find more information in the Annexes)
  - Connect to the CMS (after national coordinator granted access).
  - You can navigate the CMS through the bar on top of the page
  - See your organisations information and other organisations under the tab “ORGANISATIONS” (example 1).
  - Manage your information on services and support under the tab “SERVICES” (example 2).
  - To upload your services, click on “Add service”. You can create one service at a time.
  - Choose from the categories displayed and choose the country from the drop-down menu. Please find an explanation of the categories in the Annexes.
  - Connect the services to your organisations by selecting the organisation from the drop-down menu.
  - Fill in all the details of your service and select in which languages the service should be translated.
  - Click on “Save” to enter your service in the CMS and it becomes available in the app. You can modify it at any time. You can also hide your service from being seen in the app (if you pause or adapt it).
  - If you encounter any problems, reach out to the National Coordinator.
  - Please regularly check if your services are up to date.
- > update your information in real time
- > see what other organisations are doing

- B. If you encounter difficulties while uploading your information to the CMS, you can also **fill in an excel sheet** with all the services that your organisation provides to children in migration. To receive the sheet, get in touch with one of the National Coordinators above. Send the completed sheet back and these services will be uploaded by the National Coordinators.

\*Please note that in order to be part of Miniila, your organisation will need to have child safeguarding policies in place! If you have questions, please contact the National Coordinator.

## Example 1



Missing Children Europe

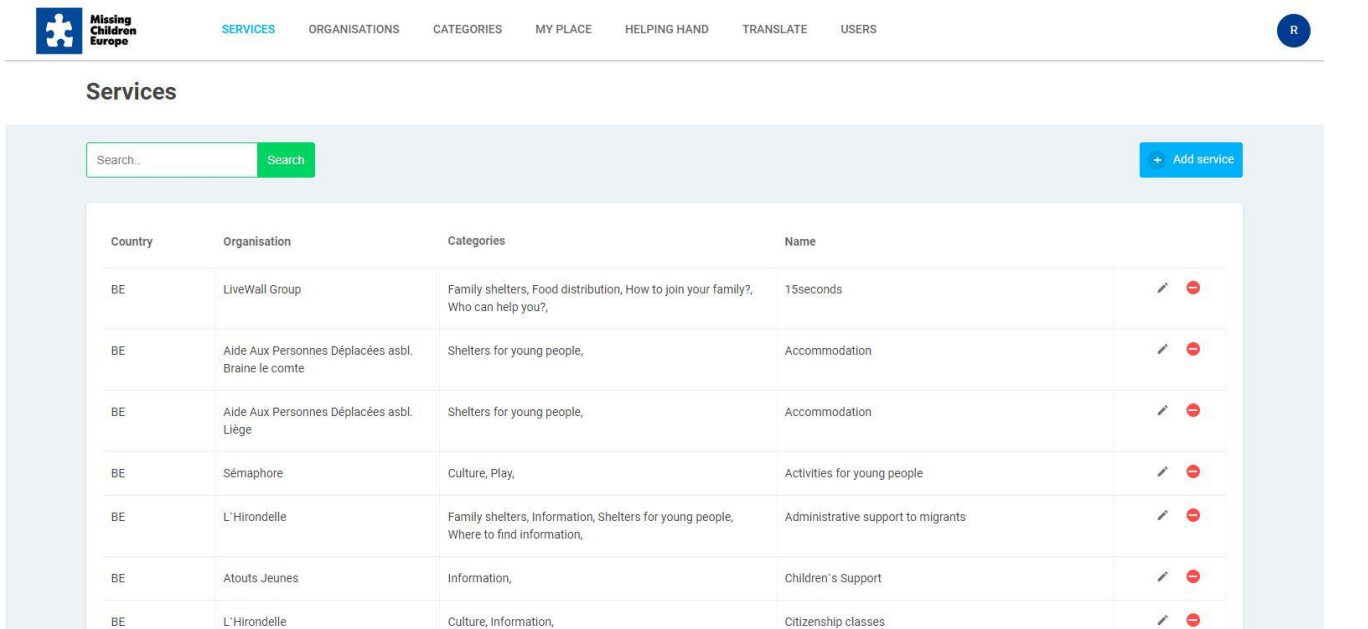
SERVICES ORGANISATIONS CATEGORIES MY PLACE HELPING HAND TRANSLATE USERS

### Organisations

Search.. Search + Add organisation

Organisation	
Aide Aux Personnes Déplacées asbl.	
Atouts Jeunes	
CAW	
Clinique de l'exile	
Collectif des Femmes	
D'Ici et d'Ailleurs asbl	
DUNE asbl	
Dynamo Amo	

## Example 2



Missing Children Europe

SERVICES ORGANISATIONS CATEGORIES MY PLACE HELPING HAND TRANSLATE USERS

### Services

Search.. Search + Add service

Country	Organisation	Categories	Name	
BE	LiveWall Group	Family shelters, Food distribution, How to join your family?, Who can help you?,	15seconds	
BE	Aide Aux Personnes Déplacées asbl. Braine le comte	Shelters for young people,	Accommodation	
BE	Aide Aux Personnes Déplacées asbl. Liège	Shelters for young people,	Accommodation	
BE	Sémaphore	Culture, Play,	Activities for young people	
BE	L'Hirondelle	Family shelters, Information, Shelters for young people, Where to find information,	Administrative support to migrants	
BE	Atouts Jeunes	Information,	Children's Support	
BE	L'Hirondelle	Culture, information,	Citizenship classes	

#### **4. The app uses geolocalisation, so how do we ensure privacy of users?**

The privacy policy of the app makes sure that children's information is safe. Information in the app and location tracking will never be handed out and/or used for migration management purpose. We are currently revising the privacy policy. An updated version will be made available before the launch of the app.

Here are some **highlights** from the policy, available on the website in a child-friendly language and in the different languages of the app:

- "Personal data" refers to information that would (either alone or in combination with other personal data) allow someone to identify the user
- To register as a member of the app, users are required to provide their date of birth and give access to geolocalisation. This information won't be shared with anyone and doesn't allow to know where the user is.
- The app uses personal data for the purpose of operating the Platform and providing the information and services required in connection with the Platform.
- The app further uses information about the user's device for the purpose of improving the Platform and services, for example by ensuring content on the Platform is displayed in the most effective manner for users and their device.
- Personal data is not available to NGOs and charities that have partnered with the Platform.
- Information in the app and location tracking will never be handed out and / or used for migration management purposes!
- Disclosure of personal data is described further in the privacy policy.



## 5. How do we reach children?

The app can only reach its full potential if the children we are all committed to support are aware of its existence and able to download it. We are therefore engaged in making the promotion of this tool a priority.

The whole community of organisations engaged in the app will have at its disposal several tools already developed to reach out to children.

- > **flyers** can be distributed directly to children in places that these children find themselves in such as health centres or reception centres;
- > **stickers** can be distributed or stuck on donation **kits** or packages;
- > **posters** can be placed in strategic places where children find themselves
- > direct engaging promotion through **social media** and **YouTube**,
- > **outreach work** by young people who share the same background; and
- > **word of mouth** by professionals or peers who have come across the app.

### What can you do?

- > Would you like to **promote the app** in your networks and to the children you are working with? You can start through word of mouth, sharing information on social media and **ask for flyers or posters to your national focal point** mentioned above!
- > Do you know any **channels** or **young influencers** that could promote the app? Get in touch with your national focal point below!

\* To report abuse or problems, write to: [laure.vierset@missingchildreneurope.eu](mailto:laure.vierset@missingchildreneurope.eu)



## 6. Annexe

### Annexe 1: Explanation of Categories of the Miniila App for Organisations

Main category / Top category level	Subcategory	Example / Explanation
Asylum	Information	Example: Legal advice on Dublin Regulation, Skype clinic
	Who can help you?	Example: Guardians, Lawyers
Clothes	Clothes and Shoes	-
	Goods	Non-food items other than clothes and shoes. Example: hygiene items, backpacks
Education	Books	Example: Library
	Language	Example: Language classes
	School and Classes	Regular school activities
	Vocational Training	Example: carpentry
Faith	Faith	Faith related services.
Family	How to join your family	Example: Legal advice on Family reunification
	Who can help you?	Example: Guardians, Lawyers
Food	Food distribution	-
	Other	Everything food related other than distribution.
	Water	-
Fun	Culture	Example: Music classes, Museum visit
	Play	Example: Child Friendly Space activities
	Sport	Example: Football training
	Mentor / Buddy	Example: buddy services with local population
Girls		-
Guardian	Guardian	-
Health	Doctor	-
	Drug and Alcohol Support	Example: Needle exchange program, Therapy groups
	Emergency/First Aid	-
	Mental Health	




	Pharmacy	
	Pregnancy and Sex	Everything related to pregnancy and sex. Example: Sex Education
	Where to find information	-
Helpline	Helpline	Example: 116000 child helpline
<b>Legal</b>		
Money	Money – Information	Information on legal requirements for work, talking about risks of illegal employment
Shelter	Family shelters	-
	Shelters for young people	-
	<b>Shelter for girls</b>	-
Support for Young Adults	Services for Young Adults +18	Services specifically targeting young adults over 18 years old.
<b>Hygiene</b>	Shower	-
	Toilet	-
	<b>Hairdresser</b>	-
<b>Victim support</b>		
Wifi	Sim Card	Example: Phone credit top up
	Wifi and Internet	Example: Free Wifi, Access to a computer

You can only select sub-categories. But it is possible to select more than one sub-category for one single service.

- Example 1: Needle exchange program would apply to both the categories “Drug and Alcohol Support” as well as “Pharmacy”.
- Example 2: Psychological care would apply to “Doctors” and “Health - Where to find information?”

## Annexe 2 : Template Information Miniila App

Find the screenshot of the excel template here and access the full template via your National Coordinator.

Information needed	Explanation	Example	Input your information here
Title	Title/Name of your organisation. Please indicate in English	Missing Children Europe	
Country	You can choose from Belgium, Bulgaria, France, Germany Greece, Italy, Sweden or United Kingdom	Belgium	
Picture logo	Please upload a logo of your organisation. This will help children identify your organisation.		
Description	Please provide a brief explanation of your organisations work or your mission statement. You can also include the services you offer, number and names of staff or any additional information you think is helpful.	At Missing Children Europe, we believe that all children should be able to rely on effective and holistic systems of child protection, where all measures are taken to empower and protect them from any situation of harm. Our mission is to create the link between research, laws and professionals on the ground to prevent children from going missing; support them and their families, and better safeguard them from any risk of violence and abuse that may lead to or result from going missing.	
Youtube Video	You can link to a youtube video explaining your organisation, the work you do, the services you offer, a walk-through video of your location, a presentation of your staff members or other information.	<a href="https://www.youtube.com/user/EFMSEChildren/videos">https://www.youtube.com/user/EFMSEChildren/videos</a>	
Phone	Please indicate a phone number of your organisation. You can also mention availabilities of this number.	003228947477 (available everyday from 10:00 - 14:00).	
Website	Please provide a link to your website	<a href="http://missingchildreneurope.eu/">http://missingchildreneurope.eu/</a>	
Email	Please provide an email address	<a href="mailto:info@missingchildreneurope.eu">info@missingchildreneurope.eu</a>	
Facebook	Please provide a link to your facebook page	<a href="https://www.facebook.com/MissingChildrenEurope/">https://www.facebook.com/MissingChildrenEurope/</a>	
Twitter	Please provide a link to your twitter account	<a href="https://twitter.com/MissingChildEU">https://twitter.com/MissingChildEU</a>	
LinkedIn	Please provide a link to your LinkedIn account	<a href="https://www.linkedin.com/company/missing-children-europe/">https://www.linkedin.com/company/missing-children-europe/</a>	
Child Safeguarding Policy?	Please confirm Yes/No that your organisation has child safeguarding standards in place and recognises its responsibility to ensure their staff, operations, and programmes do no harm to children, that is that they do not expose children to the risk of harm and abuse, and that any concerns the organisation has about children's safety within the communities in which they work, are reported to the appropriate authorities.	Yes	