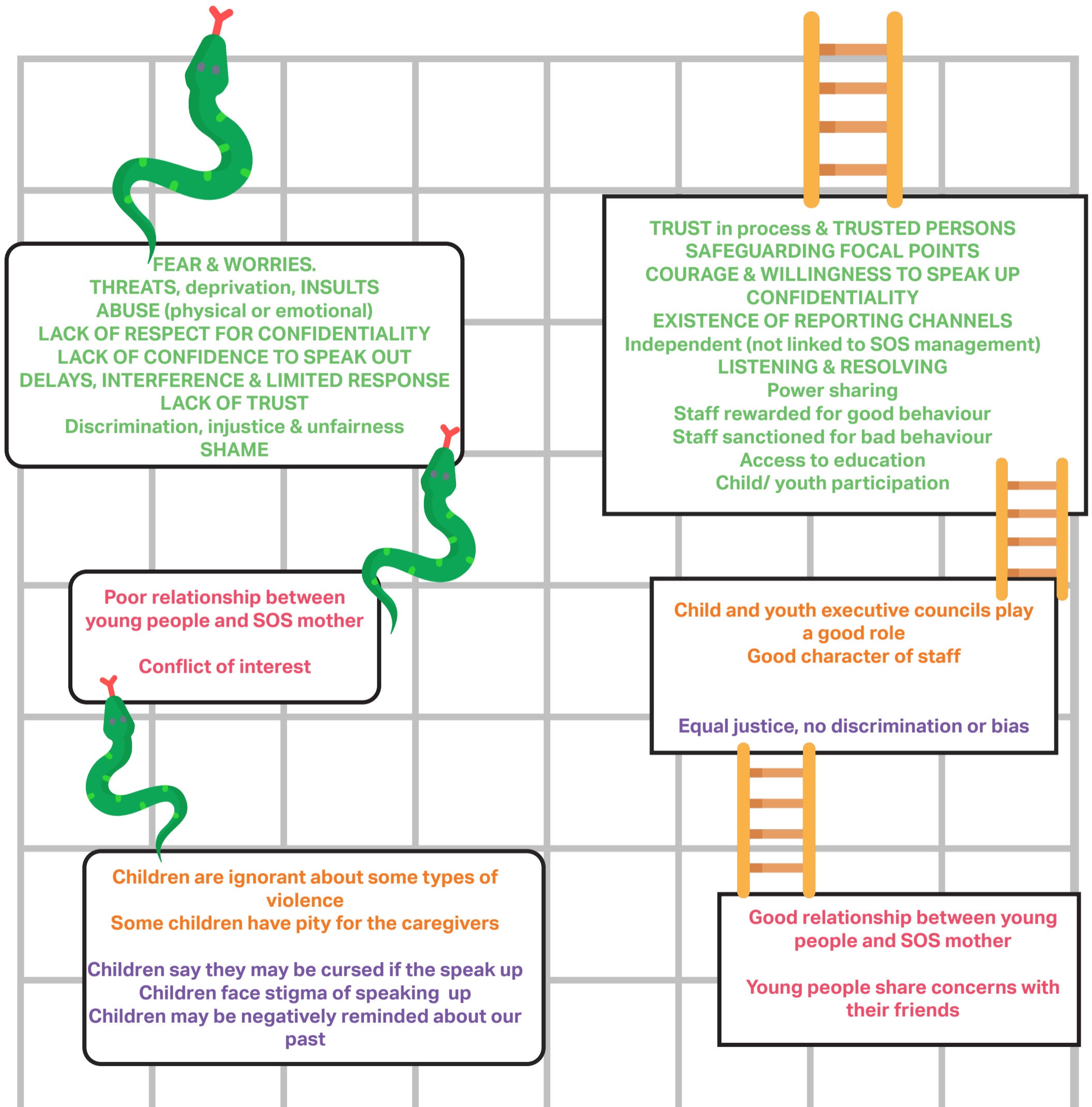


SOS Children's Villages Ombudsperson

Key findings from consultations with children and young people

SNAKES: Things that make it harder for children and young people to raise concerns and complaints

LADDERS: Things that make it easier for children and young people to raise concerns and complaints.



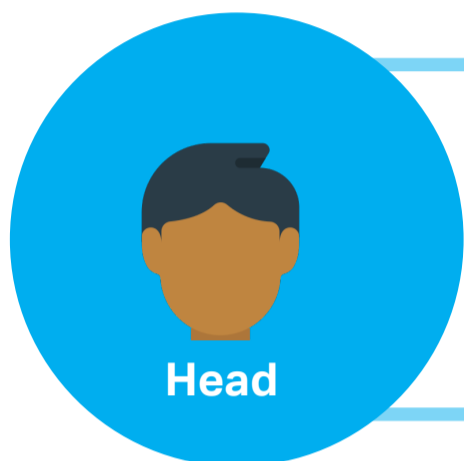
Legend

- Green = Across different countries
- Orange = Benin
- Blue = Uruguay
- Purple = Sierra Leone
- Pink = International Youth Coalition (IYC)

SOS Children's Villages Ombudsperson

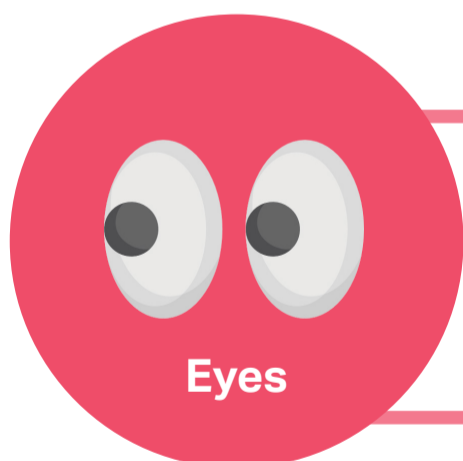
Key findings from consultations with children and young people

What are some of the key qualities children and young people want to see in the Ombudsperson?



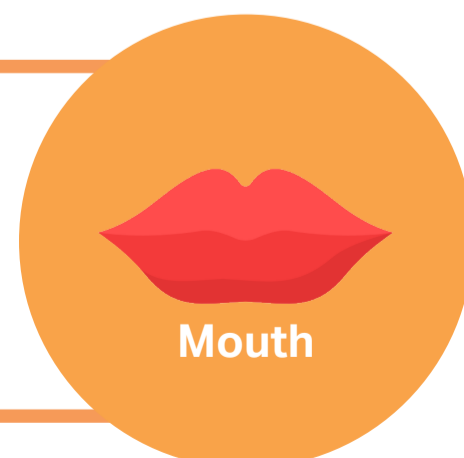
RESPECT & UNDERSTAND CHILDREN
GOOD CHARACTER: calm, peaceful, patient, humble, determined, courageous
INTELLIGENT & HAVE GOOD EDUCATION
Knowledge of **CHILD RIGHTS, SAFEGUARDING, CHILD DEVELOPMENT, CHILD CARE OPTIONS**
THINKS ABOUT CHILDREN, SOLVE PROBLEMS & GIVE ADVICE

READY TO LISTEN & A GOOD ATTENTIVE LISTENER



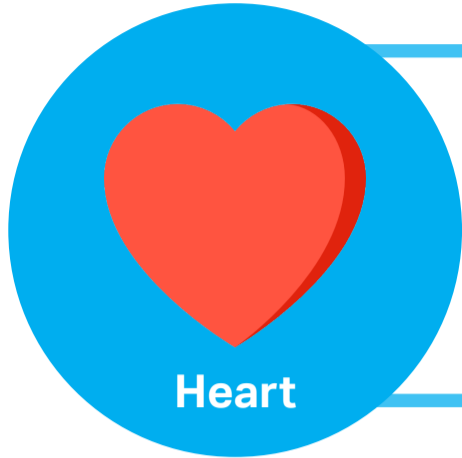
GOOD OBSERVATION SKILLS
They must be present to children and young people get to know & **TRUST THEM**
Emotional intelligence
No paedophile (emphasised by girls in Uruguay)

GOOD & RESPECTFUL COMMUNICATOR with children, youth and adults
RESPECTS CONFIDENTIALITY
DEFEND CHILDREN
Do not use bad language or remind us about our past (Sierra Leone)
SHARE INFORMATION with children/youth and give them **CHOICES (IYC)**
Doesn't smoke or drink too much alcohol (Benin, 10-13)



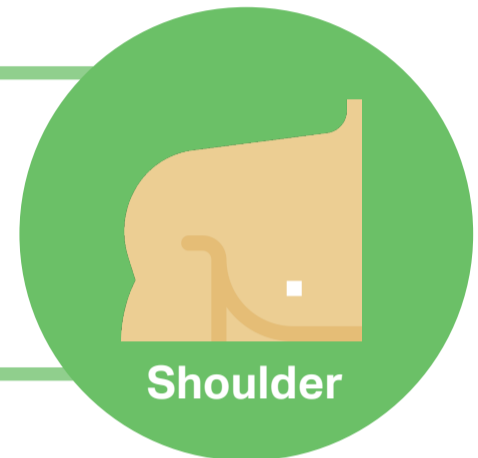
SOS Children's Villages Ombudsperson

Key findings from consultations with children and young people



Heart

OPEN-HEARTED, KIND & POLITE
BE COURAGEOUS
BE HONEST
Prioritise children's interests (Benin)
Be Resilient (IYC)
Non-judgemental (Sierra Leone)



Shoulder

BE RESPONSIBLE & SUPPORT US
DEFEND CHILDREN'S RIGHTS
EFFECTIVELY RESOLVE CHILDREN/ YOUNG PEOPLE'S CONCERNS
Be flexible (IYC)



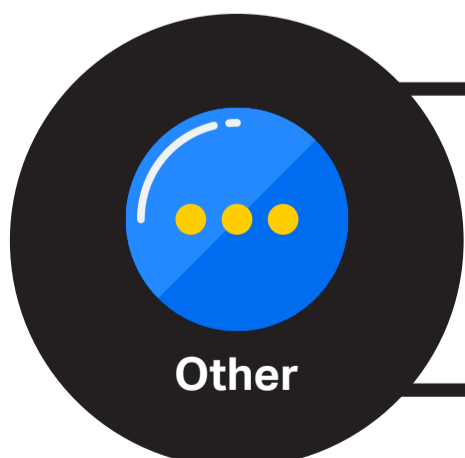
Hands

BE HARD WORKING & SKILLFUL
To act objectively and impartially
To protect us & support us
Be ready to play games with children & doing other things children like
WRITE REPORTS
Do not hurt children (10-13)
Do not be lazy & know how to make decisions (Benin, 14-17)



Feet

VISIT & SPEND TIME WITH children and youth
BE AVAILABLE TO MOVE QUICKLY TO SOLVE PROBLEMS



Other

Be under 60, married, dress well and medium hair (Benin)
Be under 40 years old (Sierra Leone)
Speaks national and local languages

SOS Children's Villages Ombudsperson

Key findings from consultations with children and young people

How children and young people prefer to communicate with an Ombudsperson



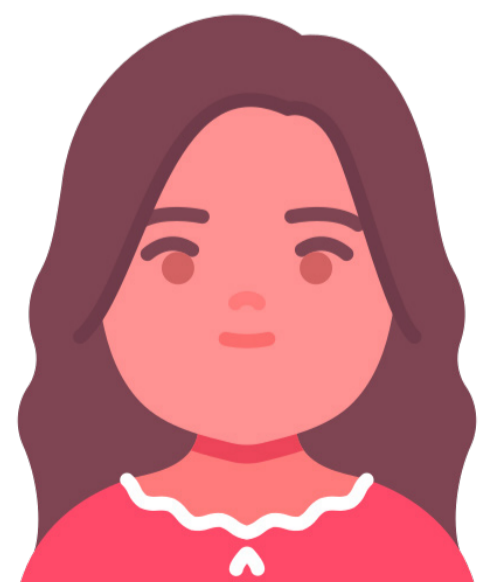
Most children and young people agreed that the best way to communicate was through **MEETING IN PERSON**, WhatsApp, **SOCIAL NETWORKS**, **TOLL-FREE NUMBER**, **PHONE**, letters and emails.

Children and young people in Sierra Leone suggested that the Ombuds office be nearby, but not within the SOS Children's Village. They also thought it would be a good idea to have a third party who helps to communicate with the Ombudsperson and that whistleblowers need protection.



Children and young people in Benin suggested, **Newsletters**, **Trainings**, **Message through focal points** and a **Suggestion box** to communicate with the ombudsperson.

Children and young people in Uruguay wanted a two-way communication with the ombudsperson, and wanted the opportunity to speak privately with the Ombudsperson.



SOS Children's Villages Ombudsperson

Key findings from consultations with children and young people

Ways to inform children about the Ombudsperson approach



- Meetings among children & young people (peers) to share information
- Child/Youth Executive Council (Benin)
- Organising information sharing sessions at SOS
- Informing staff and volunteers (Benin)
- WhatsApp (Benin)
- Social networks (Benin)
- Share information in forums (online & offline) (Benin)
- Posters (Benin)
- Newsletters (Benin)