Childline deals with a wide variety of contacts and to make sure we can Safeguard the vulnerable children as well as possible and to be able to give our volunteers the training they need, it is important that we have a solid system in place to register all our contacts.

Because we are contacted about a very broad range of different subjects, all contacts require different fields of information that needs to be completed. The description below is a basic outline of our requirements.

**There are a few things that we would need registered for every contact we receive:**

* Automatically generated case number
* Date and time of contact (needs to be manually adjustable)
* Way of contacting us: Phone, Live Chat & E-mail

All contacts are divided in 4 main categories:

* Diverse (1)
* Referral (2)
* Request for information (3)
* Appropriate Adult (4)

A description of the categories and the information needed per category can be found below.

**1. Diverse**

* Hang up before answering
* Silent Call
  + Needs field to add more info
* Wrong number
  + Needs field to add more info
* Abusive
* Other
  + Needs field to add more info

**2. Request for information**

Name of Caller

Name volunteer

Phone number caller

Address caller

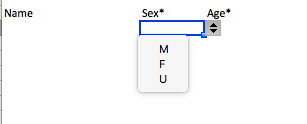
Family name

Name mother

Name father

Last name of Child(ren)

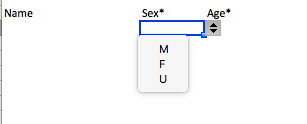
* Name & sex and age of child(ren)
  + 6 name slots
  + Sex: M, F, U,
    - Mandatory
  + Age: 0-1, 2-4, 5-8, 9-12,13-16, 17, 18, Adult, Age unknown
* Mandatory

Example: 

* Address Children
* Field for additional information
  + Mandatory
* Primary reason for calling
  + Mandatory
  + Only one selection possible
    - Alcohol abuse
    - Bullying
    - Depression
    - Domestic Violence
    - Eating disorder
    - Education
    - Emotional abuse
    - Exam stress
    - Family relationships
    - Gender Issues
    - Grieve
    - Health issue
    - Historice Abuse
    - Mental Health
    - Neglect
    - Peer relationships
    - Physical Abuse
    - Self Harm
    - Sexual abuse
    - Substance abuse
    - Suicide
    - Support/General
    - Teen Pregnancies
    - Unsafe Housing conditions
* Secondary reason(s) for calling
  + Not Mandatory
  + More than one selection possible
  + Same categories as mentioned above
* Follow Up: Yes/No
  + Entry field to add connected contact(s)
* Caller requested anonymity: Yes, No, Not discussed
  + Mandatory

**3. Referral**

* Name of Caller
* Name volunteer
* Phone number caller
* Address caller
* Family name
* Name mother
* Name father
* Name & sex and age of child(ren)
  + 6 name slots
  + Sex: M, F, U,
    - Mandatory
  + Age: 0-1, 2-4, 5-8, 9-12,13-16, 17, 18, Adult, Age unknown
* Mandatory

Example: 

* Address Children
* Field for additional information
  + Mandatory
* Primary reason for calling
  + Mandatory
  + Only one selection possible
    - Alcohol abuse
    - Bullying
    - Depression
    - Domestic Violence
    - Eating disorder
    - Education
    - Emotional abuse
    - Exam stress
    - Family relationships
    - Gender Issues
    - Grieve
    - Health issue
    - Historice Abuse
    - Mental Health
    - Neglect
    - Peer relationships
    - Physical Abuse
    - Self Harm
    - Sexual abuse
    - Substance abuse
    - Suicide
    - Support/General
    - Teen Pregnancies
    - Unsafe Housing conditions
* Secondary reason(s) for calling
  + Not Mandatory
  + More than one selection possible
  + Same categories as mentioned above
* Referred to
  + More selections possible
* Follow Up: Yes/No
  + Entry field to add connected contact(s)
* Caller requested anonymity: Yes, No, Not discussed
  + Mandatory

**4. AA Call out**

* Name AA
* Name Custody Sergeant
* Why AA is Needed
* First name minor
* Middle name(s) minor
* Last name(s) minor
* DOB
* Gender: M,F
* Reason for arrest
* Name & number Arresting officer(s)
  + 3 name slots
* Interviewed: Yes/No
* Name and number of interviewers
  + Name slots
* Rights read to minor in your presence: Yes/No
* Minor searched in your presence: Yes/no
* Any injuries Yes/No
  + If Yes, please specify: Before arrest / After arrest
  + Describe the injuries and where they are

Name of any other people involved when arrested

6 name slots

Case notes

Open text field

Your action (if any) taken

Was Patrick Canessa informed: Yes/No

Time of notification

Has the DJ been offered the services of a lawyer by the AA volunteer: Yes/No

**Other requirements for the database:**

**Statistics**:

We need to be able to pull statistics per date range for all the possible combinations within a certain date range (for example – How many call about Eating Disorder did we receive last year

XX% of our callers in 2017 are girls between 13-16.

**User friendliness**

We have a wide range of people working for us. Some have experience with computers and some never touch on in their daily lives. It is therefore important that the the database is really easy to use.

**User accounts**

Ability to use different user accounts.

It is important that user accounts are not linked to an email address and that the information still remains accessable after/if the user account becomes void.

**Chronological Contact logbook**

Including all Requests for information & Referrals.

Application of this is that volunteers need to see which contacts came in since their last shift

**So far so good, right?**

But now comes the tricky part.

Sometimes it is difficult to link follow-up calls (or even realise it concerns a follow-up)

This mainly applies to category 2 (request for information) and category 3 (referral).

A lot of the contacts we receive are anonymous or initially anonymous. So how can we link them to previous calls about the same case?

Do we add a field for ‘Keywords’ to every form to simplify this,

Ideally there is a cross reference system in place, so we get a ‘pop-up’ when a certain amount of criteria have been used before. Basically an alert for a possible match.

*For example: On Tuesday we get a call from a 12yr old boy that is bullied, he attends Bayside and everybody always says he his fat. Does not want to give his name.*

*On Wednesday a mom calls because she is concerned about her 12yr old son Timmy, who is being bullied because he is slightly overweight.*

This probably all fall under the search function. On top of the above, we also need:

* We need the ‘typical’ search function options like Name of caller, name of child age of child.
* We need to be able to search through a date range with a primary reason for calling (in case people call anonymously)