**SW4**

**Interviewer:** Good morning,

I am Abena Dufie, a social worker with the department of social welfare head office and this morning, I'm here to interview you concerning research led by Dr Ebenezer Cudjoe, Professor Frimpong-Manso and Dr. Housan, they all lectures and the title of the research is on coproducing a child maintenance assessment checklist for the department of social welfare. So basically, the purpose of the checklist is a set of checklists and points of interest that could be used as a tool by social welfare officers or social workers for assessing child maintenance cases in Ghana.

The interview will take about maximum 45 minutes and you are free to stop if you are not comfortable with any questions at any time and at the end of the day you would also be compensated with a Melcom voucher which we’d need to take your details then it would be sent via mail to you.

**Demographic information**

**Name:** SW4

**Age:** 39 years old

**Educational background:** BA Religious Studies

**How long have you worked as a social worker:** 10 years

**How long have you been working on child maintenance:** 7 years

**Interviewer:** Thank you, very much. So if you don't mind we'll move on to the first question which is for you to describe your experience in using the case management standard procedure in this part of Ghana.

**Interviewee:** With the case management forms I think it’s quite easy because before this it was not easy to work with but since the production of this child case management forms it has become more easier for us to use since it’s is very clear, simple and straightforward to use as far as I'm concerned.

**Interviewer:** Okay, so you are talking about the child protection case management forms. Yes. It's easy for you to use because you are saying it’s straightforward and in your experience what else can you say about the other case management standard operating procedure?

**Interviewee:** With those ones because it’s straightforward, it's not specific, for example, if you’re going to use the chapters in case management form 1 it’s a long procedure. So the experience I have with the case management, there are so many cases that are very simple. There are case that I cannot handle myself, for example if it has to do with the medical aspect, I’d have to refer the case to related Health institutions and if it’s criminal in nature and it is fair to me I also have to refer to the Ghana Police Service and there are forms that you can use to refer. Then there are other cases for example, if you want to have a case conference, one person cannot do it, you need to pull in other necessary individuals who matter in the case and all these things in the forms makes it simple and easy for us to use.

**Interviewer:** Okay, so do you have any other experience all you want us to move on?

**Interviewee:** Yes, there are other cases that can be used at the local authority, that is the cases that are not criminal nature, that can be dealt at the community level and if need be, they can equally also refer the case to the office. For example, if the case is criminal in nature, they refer it to us for onwards redress.

**Interviewer:** Thank you, very much. The next question is what do you think about the need to create a checklist dedicated to assessing child maintenance cases. So, are you thinking over the need for a checklist dedicated solely on child maintenance case?

**Interviewee:** You know when you have a checklist specific for a specific job, the work becomes simpler than probably when you have a very broader form that contains so many things. For me if there’s a need for that and it it’s specific it will make the work simpler.

**Interviewer:** So, what else was are thinking about aside from It's been simple, what do you think creating a different checklist specifically on child maintenance?

**Interviewee:** I have two opinions. One, when you have so many checklists sometimes it becomes a burden. For instance, with the one we are currently using, I think it's good but if we have so many of them, then it becomes very difficult. There’d be so many checklists and this way you’d have to go look for one specific checklist but if it is like what we’re using right now, it comprises everything so I think it is quite okay.

**Interviewer:** So, are you saying there's a need to create or do you prefer using what you have currently?

**Interviewee:** For me so many checklist make the work somehow. I don't believe in having so many checklist for every specific activity. Hence, I think what we are using now is fair

**Interviewer:** Thank you very much for that. The next question, is that what are the key issues you consider when assessing a child maintenance case?

**Interviewee:** Thank you very much for the question again. Things that I consider during the process is ;

* First of all, the age of the children or a child,
* Whether the child is disabled or not.
* Whether the parent is disabled or not
* I also look at the income status of the parent especially if it's the father
* Whether the child is in school or not in school and if not in school, why?

**Interviewer:** What else, is there any other thing that you consider?

**Interviewee:** Yes, sometimes another thing I think I do consider is the residence of the person, whether it’s closer to the district capital is also very important. That is the distance the person travels from their location and then to the district capital to assess that facility.

**Interviewer:** Can you explain that further for me to understand, if you say the location, is it where the person lives to where the person comes to the Department of social welfare office or?

**Interviewee:** Yes, that's exactly what I mean. Some of them have means of transportation and in most of the rural areas they don’t really have means of transportation like Taxis or commercial vehicles that convey them from their communities to the social welfare office. As a result of this difficulty, we sometimes need to consider that factor as well.

**Interviewer:** Okay, so in this case if the person doesn't have the means of transport to your office to come and assess or even collect the maintenance package. What are some of the things you put in place?

**Interviewee:** What we do is, if the person is far away from the office and is difficult for them to commuting to access the maintenance package for example, we will talk to the client if he has any fit person whom they think can probably come with them. Some have teachers in their community that work in the district capital so they can link up with the person so that anytime their coming you can join them.

**Interviewer:** If I get you right, so they can move with third parties so that these people that work in the district capital can assist them in collecting their packages in terms of maintenance fees or any other than associated trusted person.

**Interviewee:** Yes, a trusted person.

**Interviewer:** The fourth question is that, how different would you want a child maintenance checklist to be from the case management SOP?

**Interviewee:** I’m okay with what we are using for now so I don’t any answer to this question

**Interviewer:** So maybe if you're okay, can you explain why you are okay with the one that you are currently using?

**Interviewee:** This is because I’ve not found any difficulty in using it. If there are other issues then I have not and I’m okay with the current one I’m using.

**Interviewer:** Then let's move on to the fifth question, it’s also about asking about the challenges you encounter using the case management standard operating procedure. As you are using it, do you have any challenge?

**Interviewee:** Basically, I don't have any challenge for now because if I had any challenge, I’d have called for the new checklist specific for child maintenance.

**Interviewer:** Okay, so you don't have any challenge, it's refreshing to note. The last question I want to find out what are the information you would want to be included in the checklist to assess a child maintenance case?

**Interviewee:** like as I mentioned earlier on, I didn't propose for the checklist, I’m okay with the one I’m using currently.

**Interviewer:** So, on this note then I want to thank you so much for your time and we would end this interview. We spent about 13 minutes going to 14 minutes. I appreciate your time.

**Interviewee:** Thank you.