**SW7**

**Interviewer:** Good afternoon

**Interviewee:** Good afternoon, Madam

**Interviewer:** How are you?

**Interviewee:** Please I am fine

**(Exchanging pleasantries)**

**Interviewer:** I am here this afternoon to have an interview with you to know your view about the existing SOP and if there is a need for a checklist for child maintenance cases as social workers. I’d start with your demographics.

**Demographics**

**Name:** SW7

**Age:** 30 years old

**Educational background:** First degree from the University of Cape Coast, UCC

**Duration of being a social worker:** 5 years

**Duration of working on non-maintenance cases:** 5 years

**Interviewer:** Did work in this same district for the duration you mentioned?

**Interviewee:** No, I used to work in the Volta region and then got transferred to the Greater Accra region, my current workstation**.**

**Interviewer:** Have you worked on child maintenance cases?

**Interviewee:** Yes, I have but the cases I handled is not as much as I’m handling now in Accra.

**Interviewer:** What do you think are the dynamics?

**Interviewee:** In the Volta region, the cases I handled were family welfare issues and disputes as clients live in a family home hence cases are brought to the office to settle their disputes and through those officers are able to tackle the wellbeing of the children. Whereas in Greater Accra cases are mostly on child maintenance and since it’s an urban centre.

**Interviewer:** how long have you been working on child maintenance cases?

**Interviewee:** I have been working on child maintenance cases since I started working as a social worker.

**Interviewer:** I would like you to describe your experience using the case management SOP.

**Interviewee:** I would say my experience with using the case management SOP has been okay and this is because the questions been asked on the case management SOP is clear and concise and not time wasting.

**Interviewer:** Do you think there Is a need for a checklist for child maintenance cases.

**Interviewee:** Yes, there is a need for a checklist due to the complex and sensitivity of information you’re requesting from clients concerning the child.

**Interviewer:** Do you mean that even though the case management SOP’s asks brief questions which helps the client to bring forth lots of information, it would rather be appropriate for there to be a checklist for child maintenance cases for social workers to use?

**Interviewee:** Yes, because the existence of the checklist will aid the officer in decision making and to make fair judgement which in one way or the other will affect the child.

**Interviewer:** What do you think are the key issues you consider when handling child maintenance cases?

**Interviewee:** I firstly consider the income/financial resources of both parents thus, the complainant and respondent. This will help me in assessing whether they are capable of providing for the basic needs of the child in question.

**Interviewer:** Let’s work with this scenario; if I’m the caregiver and I’m reporting a case on child non-maintenance to you. As an officer, why should you know my financial status?

**Interviewee:** I need to know client’s financial status because there are some protective concerns needed to be identified hence by knowing the complainant’s nature of work and earnings helps me you know how well the child is catered for even before a report is officially made.

**Interviewer:** What is the relationship between a non- maintenance and respondents’ financial status?

**Interviewee:** The respondents’ financial status will also be considered because both parents have a role to play in the lives of their children. As fathers takes more of the responsibility of the child, mothers also support to provide for the daily needs of the child.

**Interviewer:** Do you have any contribution to make concerning issues you consider when handling child maintenance cases?

**Interviewee:** I consider some specific needs of the child such as health care, education, clothing among others.

I look at parenting time and type and try to assess whether parents have a time to sit their kids down to reason and correct some of their actions and knowing what their children faced in their absence or every happening in their life.

Another issue I consider when handling such cases is by knowing which parent is always responsible for some particular needs of the child.

I look at the cooperation between both parents in taking care of the child. When handling child non-maintenance cases, I try to see the harmony between both parties so that the children in question wouldn’t take advantage of their disharmony to have their own way.

**Interviewer:** How different do you want the child maintenance assessment checklist to be from the current case management SOP?

**Interviewee:** I would like the assessment checklist to have more details of the child in question

It should be more focused on the needs of the child such as feeding, clothing, shelter, health care and educational need must be clearly defined in the child maintenance assessment checklist as the current sops is limited.

I am of the view that the child maintenance checklist should solely target the child as the current case management SOPs generally concentrate on the complainant, respondents and family information. The checklist should capture the needs of the child and other underlying factors that hinders their wellbeing.

I suggest the checklist should also look at how many times a child is fed, the kind of food they eat every day and sources of drinking water.

**Interviewer:** In using the case management SOP what are some of the challenges?

**Interviewee:** One of the major challenges I have with case management SOP is that, it doesn’t ask in-depth questions concerning the child in question and also the living condition of the family

It doesn’t contain certain vital information that needs to be captured in the form hence most of this vital information are not documented which is not ideal.

Because the SOP are just straight forward it doesn’t help you to sometimes get certain information that could enable you in your decision making.

**Interviewer:** we are through with our interview now and if there are other questions I need you to react to later, I’ll let you have them. Thank you so much for your time.

**Interviewee:** Thank you too.