

**RAPPORT SUR LE PILOTE *iCHILD* ET LE DÉVELOPPEMENT DE LA BASE DE
DONNÉES STATISTIQUES SUR L'ENLÈVEMENT INTERNATIONAL D'ENFANTS,
INCASTAT**

***Systèmes technologiques à l'appui de la Convention de La Haye du
25 octobre 1980 sur les aspects civils de l'enlèvement international d'enfants***

établi par le Bureau Permanent

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**REPORT ON THE *iCHILD* PILOT AND THE DEVELOPMENT OF THE
INTERNATIONAL CHILD ABDUCTION STATISTICAL DATABASE, INCASTAT**

***Technology Systems in support of the Hague Convention of
25 October 1980 on the Civil Aspects of International Child Abduction***

drawn up by the Permanent Bureau

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à l'intention de la Cinquième réunion de la Commission spéciale
sur le fonctionnement de la Convention de La Haye du 25 octobre 1980
sur les aspects civils de l'enlèvement international d'enfants
(La Haye, 30 octobre – 9 novembre 2006)*

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to review the operation of the Hague Convention of 25 October 1980
on the Civil Aspects of International Child Abduction
(The Hague, 30 October – 9 November 2006)*

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Special thanks are due to the WorldReach Software Corporation for its generosity in supporting, through its technical expertise and other resources, the development of the iChild project.

INTRODUCTION

1 New technologies are an important part of post-convention services that will help lead the way to swifter processes and greater consistency in practice in different Contracting States and consequently add to the continued success of the Hague Conventions. This need was recognised by Contracting States to the *1980 Hague Convention on the Civil Aspects of International Child Abduction* and one of the Conclusions and Recommendations of the March 2001 Fourth Special Commission was:

"1.14 Central Authorities are encouraged to maintain accurate statistics concerning the cases dealt with by them under the Convention, and to make annual returns of statistics to the Permanent Bureau in accordance with the standard forms established by the Permanent Bureau in consultation with Central Authorities."

2 Furthermore, the development and the use of new technologies are becoming increasingly crucial to post-convention services. For this reason, the 2001 Special Commission endorsed the Permanent Bureau's plan to establish a statistical database on International Child Abduction (INCASTAT) as a complement to the INCADAT database, and encouraged Contracting States to consider methods by which the resources for the project may be made available.

3 In addition, the 2002 Special Commission concerning the *Hague Convention of 25 October 1980 on the Civil Aspects of International Child Abduction* concluded that:

"6. With regard to the development of a database on the 1980 Hague Convention, the Meeting recognises the work begun by the Permanent Bureau, with the support of the Canadian Government and the WorldReach Software Corporation. It encourages the Permanent Bureau to continue these efforts in cooperation with Contracting States and their Central Authorities."

4 More recently, at the 2006 meeting of the Special Commission on General Affairs and Policy, Member States adopted on a consensus basis a Recommendation and Conclusion to the effect that:

"6. The Special Commission welcomed the ongoing efforts of the Permanent Bureau in relation to the use and the development of information technology systems in support of existing and draft Hague Conventions in the areas of legal co-operation and family law. Member States were encouraged to collaborate actively with the Permanent Bureau in the development and maintenance of these systems and to explore possible sources of funding including through the supplementary budget, partnership funding or material assistance."

5 At the Special Commission concerning the Convention in September 2002, the Canadian Government and WorldReach Software Corporation, responded to the call by offering to donate hardware in the form of two IBM servers and a case management software respectively. A representative from the Canadian Government and two representatives from WorldReach demonstrated software called "iChild", a real-time electronic case management system. iChild will also generate the Annual Statistical Forms concerning return applications (A1-2) and access applications (B1-2), relating to the 1980 Convention, developed by the Permanent Bureau in consultation with Contracting States thus assisting the gathering of statistics for INCASTAT. Following that Special Commission, the Permanent Bureau was involved in testing the potential of the iChild software.

6 This software, which is designed to store and keep track of all essential information concerning a child abduction case and to produce the statistical reports required under the Convention, may eventually be used on a day-to-day basis by many of the 90 Central Authorities designated under the 1980 Child Abduction Convention located around the world.

I. ICHILD, THE ELECTRONIC CASE MANAGEMENT SYSTEM

Background

7 The iChild software was originally developed by WorldReach Software Corporation as a module for COSMOS, the database system used by Consular Affairs of the Government of Canada for case management and for tracking Canadian citizens in need of assistance all over the world. This module of COSMOS was first tested in November 2002 in a local network at the Permanent Bureau in order to assess the potential as a case management tool for Central Authorities to use in international child abduction cases and as a tool to provide statistics for INCASTAT. Given the initial positive results, and before inviting Central Authorities to test the software in a first trial, WorldReach invested two weeks of their time and resources to modify certain aspects of the software to better accommodate the specific needs of Central Authorities operating under the Child Abduction Convention.

Pilot Projects

Pilot I¹

8 The first pilot project was launched in March 2003 in partnership with WorldReach, the Permanent Bureau, and Central Authorities from Argentina, Australia, Canada (British Columbia and Quebec), Germany, China (Hong Kong SAR), Ireland, New Zealand, Panama, South Africa, Spain, Sweden, Switzerland, and United States of America (NCMEC).

9 These Central Authorities were asked to create hypothetical cases to experiment with the software and evaluate the system. At this point, the software was available in English and French and a user manual was prepared. As the software was installed at the Permanent Bureau (central server) and not locally in each Central Authority (local server), access to the system was through the Internet. The data entered by the Central Authorities was stored in the servers at the Permanent Bureau.

10 This pilot lasted for three months and the participating Central Authorities sent constructive reports. The overall impression was positive but the reports showed some limitations, which were mostly due to the fact that the software was being used for international child abduction cases when it was designed for a different purpose, Consular Affairs. Further modifications to the software were needed to better accommodate the specific needs of the Child Abduction Convention and of the Central Authorities (such as specific picklist options adapted to the Convention, additional features for scanned or saved documents, automatic alerts to approaching critical dates and improving the generation of statistics).

¹ The Permanent Bureau was able to implement Pilot I, as a result of contributions to the Supplementary Budget by way of a secondment. Jenny Degeling, Principal Legal Officer on secondment from Australia, January 2002 to June 2003, was responsible for Pilot I.

11 However, the main difficulty encountered was that the data was stored at the Permanent Bureau, outside the States' jurisdiction. This did have its advantages, such as the absence of implementation costs for the Central Authorities and statistics being available in real-time. But the participating Central Authorities felt that it would be better if the database was stored locally in each Central Authority. The principal reason given was that if confidential data were to be stored outside the jurisdiction, it would pose a problem for the protection of such data and it would incur high security cost if the Permanent Bureau were to store the data on a central server in a highly secured environment.

Preparations for Pilot II²

12 Before considering a second pilot, iChild needed to be adapted to the needs expressed by the participating Central Authorities in the first pilot. WorldReach was willing to work on tailoring the software to address these needs if at least five Central Authorities committed to a second pilot. In this pilot, the IT departments of the participating Central Authorities would need to commit to the installation of the improved software on their local servers (installation at their cost) and the participating Central Authorities would test the new software for a period of one year before reporting on the efficiency and effectiveness of the software.

13 A selected group of Central Authorities representing different regions, legal traditions and languages was invited to participate given their IT capabilities, number of cases and their participation in the first pilot where possible. Seven Central Authorities gave their commitment to participate in the second pilot: Argentina, Australia, Canada (Ontario and Quebec), the Netherlands, New Zealand and Panama.

14 iChild underwent modifications both substantively and aesthetically³. Many of the issues highlighted after the first pilot were addressed including: the possibility to activate automatic alerts for critical dates; the ability to correct or delete data input errors; the improvement of reporting screens for specific Hague Statistical Forms; the possibility to attach documents (Word, PDF, JPEG) to an electronic file; the ability to select Convention information in the form of picklists; the addition of a field in judicial history to include the enforcement procedure; and the possibility to send Notes to other Case Officers.

15 Furthermore, the French version was significantly improved and a Spanish version was created. The Hague Conference, in co-operation with WorldReach, developed an iChild User Guide in English, French and Spanish. It is to be noted that the development of the system in another language, excluding the translation of the user guide, costs approximately EUR2, 000 which would be born by the State or group of States concerned.

² Pilot II was overseen by Philippe Lortie, First Secretary, with the assistance of Leila Ben Debba, summer Intern from May to August 2004, Ivana Radic, Quebec Bar Articling Student from September 2004 to March 2005 and Legal Officer since then supported by Supplementary Budget funding by Canada, the United Kingdom and the United States.

³ All these modifications were discussed and agreed to with WorldReach with the assistance of a group Central Authorities (Argentina, Australia, Canada (British Columbia & Quebec), China (SAR Hong Kong), Germany, Ireland, Netherlands, New Zealand, Sweden, Switzerland, United Kingdom (England and Wales & Scotland)) that met by conference calls on four occasions during the summer of 2004.¹

16 Another significant improvement of iChild is the development of an interface between the software and the statistical database INCASTAT. This interface allows iChild to automatically generate statistical data for Forms A1-2 and B1-2 developed for the Child Abduction Convention. There is no direct link *per se* between INCASTAT and iChild, but the automatic generation of statistics by iChild allows the Case Officer to simply transpose them manually onto INCASTAT. The advantage of iChild is that its database is always up-to-date and statistical reports can be produced at any given time. On the other hand statistical data on INCASTAT would be available only on an annual basis. The establishment of a direct link between iChild and INCASTAT remains an open question, and depends of the use of iChild by Central Authorities.

17 The seven participating Central Authorities were provided with an installation manual (developed by WorldReach), usernames and passwords for Case Officers, (also provided by WorldReach), and the iChild User Guide. An e-mail address was created for iChild (ichild@hcch.nl) and a listserv was established to facilitate communication between the Case Officers of the participating Central Authorities. These communications tools were used to report any difficulties encountered and pose any questions regarding the use of iChild. The software for the second pilot was available for distribution in August 2005 and the second pilot was launched in October 2005 for a period of one year.

Results of Pilot II

18 Three participating Central Authorities reported back to the Permanent Bureau by answering all three Questionnaires sent throughout the pilot period, and three other Central Authorities answered two of the three Questionnaires (see Appendix A). The results are based on their responses, which were varied, and on the exchange of e-mails that took place during the pilot using the listserv.

Installation

19 It was reported that the installation was a relatively smooth process for most of the participating Central Authorities. The difficulties experienced were mainly linked to hardware, internal IT policy and, in one particular case, there was a language problem as the installation manual and instructions were provided in English only. These problems were reported to the Permanent Bureau and were solved by WorldReach directly. No major malfunctions were reported and most technical problems were solved by local IT specialists. The system worked very well in a multiple-user environment in two Central Authorities (Argentina and Canada – Ontario), two other Central Authorities reported in their responses to the third iChild Questionnaire that they had difficulties setting up their system.

Technical requirements

20 Generally, iChild was found to be easy to use and the need to refer to the iChild User Guide was very minimal. iChild particularly helped Case Officers search for cases easily, locate and add important information to existing cases, and generate statistics. Most respondents were of the view that an electronic system is very useful for record management purposes. However some respondents indicated that because of legal requirements regarding archiving they could not do away with paper files altogether. Most participating Central Authorities encouraged the possibility to have direct communication between Case Officers in different Central Authorities through the system. This may be a feature that could be added in a future version of the software.

Functional requirements

21 Further to all the functional amendments made to the first version of the software, Pilot II shows that the current version of the software is completely in line with the text of the 1980 Hague Convention as the participants have indicated that all essential functions are incorporated into iChild.

Statistics

22 As a statistical tool, most participating Central Authorities were pleased with the statistics that were generated by iChild, both for their domestic purposes and Permanent Bureau purposes. One suggested that it should also be possible to add non-Convention cases into iChild in order to be able to compute them in the statistical forms.

Help-desk

23 It should be noted that the help-desk / assistance was not used to the full extent as some problems reported in the last iChild Questionnaire were not brought to the attention of the Permanent Bureau earlier.

Overall Results

24 Two of the participating Central Authorities were very enthusiastic about iChild and very satisfied with this useful tool. They have recommended it for use by all Central Authorities. Two other participating Central Authorities informed the Permanent Bureau that they have a management system that allows them to record information and file records, which does not interface with iChild. However, they recommend iChild to Central Authorities which have no system for recording information. One of these two pointed out that iChild, after a period of time, may become the preferred system to use throughout the Central Authorities. Another participating Central Authority has recommended the use of iChild for statistical purposes and noted that the case management side of iChild could be used depending of the work method in the Central Authority, while another participating Central Authority explained that it was already using a electronic system for collecting statistical data that enables it to report Forms A1-2 and B1-2.

25 It is worth mentioning that the iChild pilot was conducted with limited funding. In a real situation, remote training could be provided by the Permanent Bureau and in worst case scenario, on the spot assistance could be contemplated.

26 It is the Permanent Bureau's belief that this system will considerably help improve standards of case management. The system will significantly help improve communication between Central Authorities and it will lead to greater speed and consistency in practice in the different States. iChild will also be used to generate the Annual Statistical Forms (A1-2 and B1-2) relating to the 1980 Convention. In this regard, iChild is a complement to INCASTAT. It is important to note that 20 Central Authorities⁴ have expressed some form of interest in iChild through their responses to the Questionnaire concerning the practical operation of the Hague Convention of 25 October 1980 on the Civil Aspects of International Child Abduction.

⁴ Austria, Chile, China (SAR Hong Kong), Columbia, Czech Republic, Ecuador, El Salvador, Greece, Israel, Italy, Latvia, Lithuania, Malta, Mexico, Nicaragua, Portugal, Slovakia, South Africa, Spain, and Uruguay.

27 In the light of this successful outcome, the Permanent Bureau encourages all Central Authorities to implement the iChild software and to contact the Permanent Bureau. Furthermore, the Special Commission may want to consider encouraging Contracting States to the 1980 Hague Convention to provide financial assistance to the Central Authorities that may not have sufficient resources to implement iChild⁵.

II. INCASTAT, THE INTERNATIONAL CHILD ABDUCTION STATISTICAL DATABASE

Development

28 During the past two years, with the assistance of several voluntary contributions made by Member States to the Supplementary Budget⁶, the Permanent Bureau has developed INCASTAT, in both English and French.

29 The preparations of the system and of its user instructions were based on the Annual Statistical Forms A1-2 and B1-2 developed by the Permanent Bureau in consultation with States Parties. The Permanent Bureau has been receiving statistics from Central Authorities using the Forms since 1999. The examination of statistics reported using these Forms revealed that Central Authorities are treating and collecting statistical data in very different manners and they are interpreting the Forms in different ways. These divergences show that a uniform method has to be established in order to be able to meaningfully compare and analyse statistical information from the different States Parties to the Convention. Thus it proved very important to prepare instructions on the reporting of statistics as the electronic system to collect them was being developed.

Description

Implementation

30 INCASTAT will be located in a secured area of the Hague Conference website where each of the more than 90 Central Authorities designated under the 1980 Child Abduction Convention will be invited to reproduce their statistics. The only requirement will be to have access to Internet, as the system will be entirely Internet based. The Central Authorities will incur no implementation costs.

Forms

31 The Central Authorities will be able to reproduce their statistical data onto the Annual Statistical Form A1 (Return applications / Requesting Central Authority), Form A2 (Return applications / Requested Central Authority), Form B1 (Access applications / Requesting Central Authority) and Form B2 (Access applications / Requested Central Authority), the same forms that are usually completed manually (see Appendix B for examples of Forms as they will appear on screen).

⁵ It is our experience that the hardware costs to implement iChild is about EUR 7,000 or USD 10,000.

⁶ Canada, United Kingdom and United States of America.

32 The Central Authorities will be able to directly input statistical data onto the system using an individual username and password, provided by the Permanent Bureau. The system only allows access to the data to those provided with username and password. At this stage of development of the system, a Central Authority could only view and access its own data and not that of another Central Authority. The Permanent Bureau would be able to view all the data entered into the system for statistical and scientific purposes only. The Special Commission would probably want to discuss whether access should be extended to include the right to view all or limited data from other Central Authorities and whether this data should also be accessible to the public in the future. For example, the data viewed could be limited to predefined statistical compilations (see examples in paragraphs 36 and 37 below).

Charts

33 INCASTAT will allow the Central Authorities and the Permanent Bureau to generate statistical analysis and a variety of charts from the data collected. However, in all circumstances, the Permanent Bureau would recommend that viewing access be given only to statistics generated from Forms A2 and B2 for statistical purposes only.

34 The reason for generating charts only from Forms A2 and B2 is that the statistical data tends to be more dependable and up to date when the Central Authority that is reporting is the Requested Central Authority. The information is more accurate because the Requested Central Authorities are in a better position to follow up on children that are present in their own jurisdiction and return proceedings in which they are involved.

35 As to access to these charts, the same rule would apply as for the data in the Forms, therefore only those who have an authorised username and password would be able to access these statistics. The Special Commission would probably want to discuss whether access should be granted to view all or a limited number of charts from other Central Authorities and whether all these charts or some specific charts only should eventually also be accessible to the public.

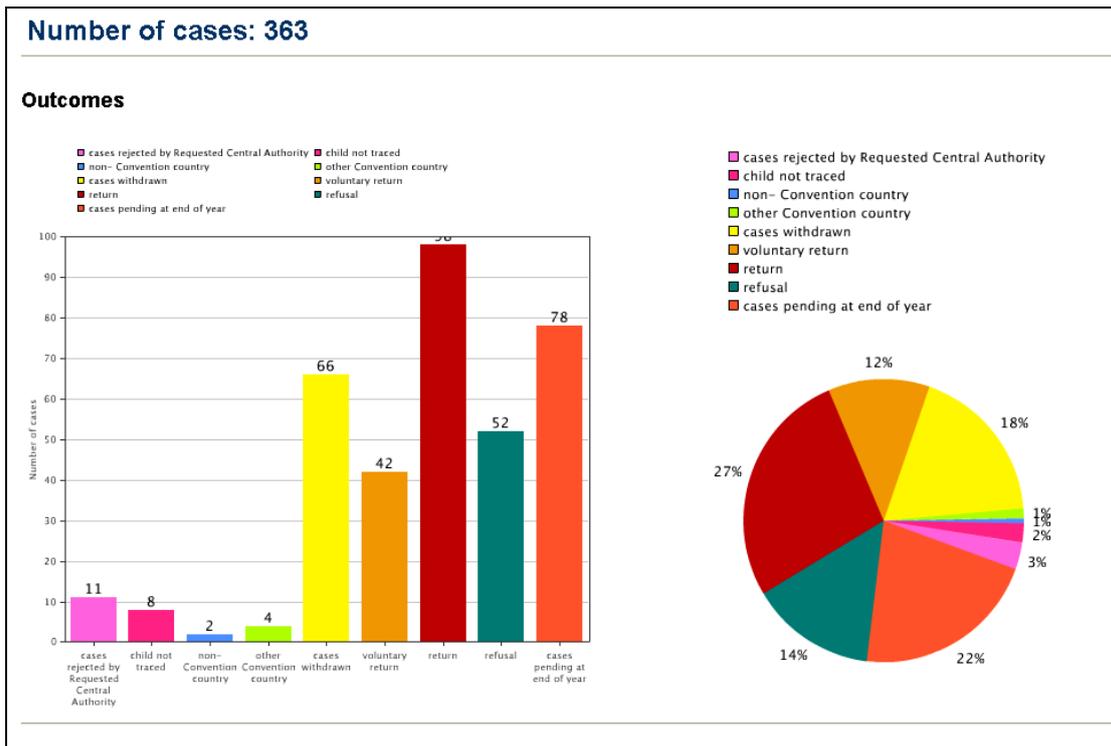
36 The charts for Return cases (Form A2) will compare the:

- (1) outcomes of applications;
- (2) number of judicial returns with the number of judicial refusals;
- (3) number of voluntary returns with the number of judicial returns;
- (4) number of voluntary and judicial returns together with the number of judicial refusals;
- (5) number of known cases in which the order for return was not enforced with the number of voluntary and judicial returns;
- (6) number of cases arising during the year with the number of cases carried over from the previous year; and
- (7) average time in days for judicial returns and refusals.

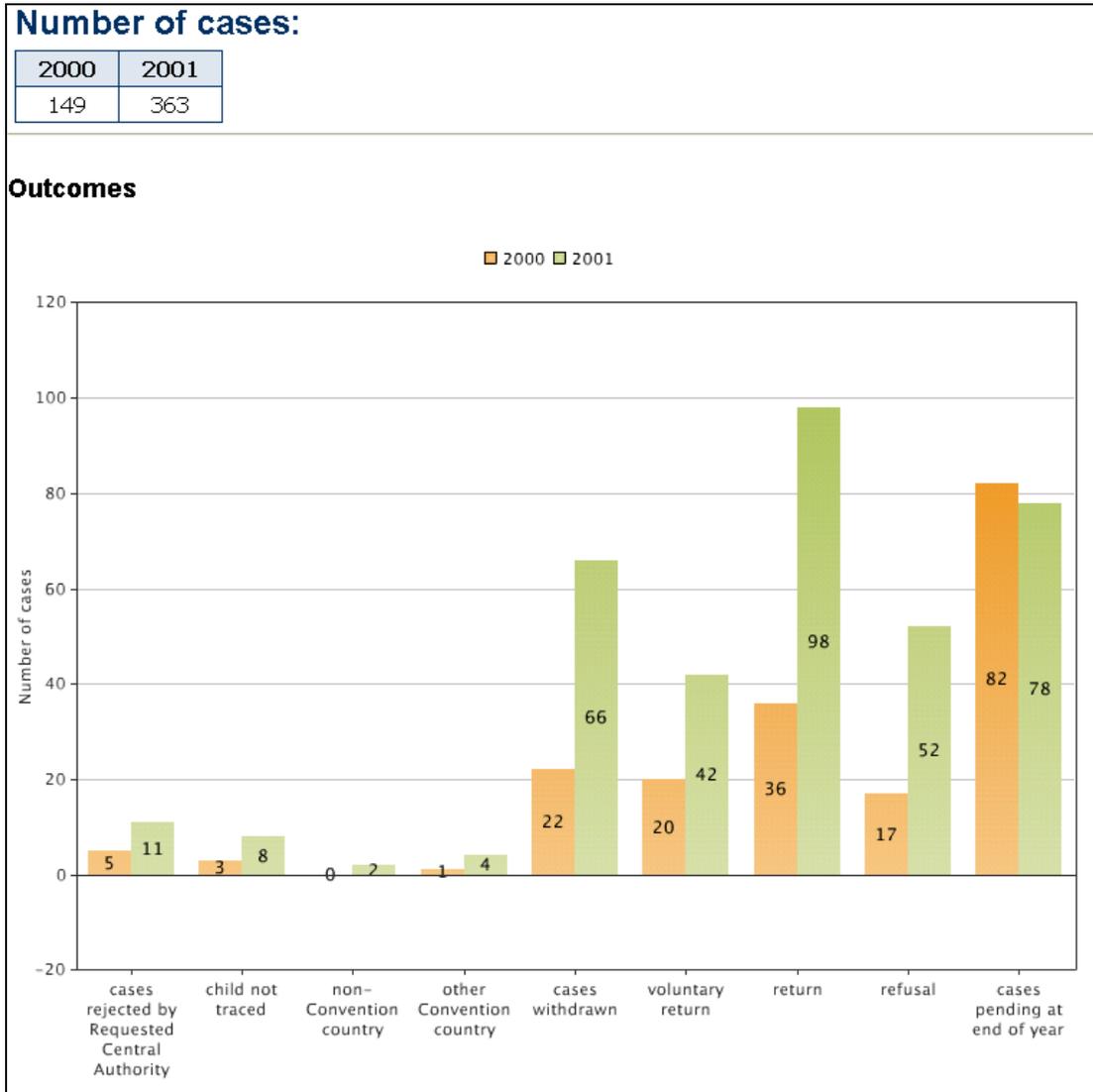
37 For Access cases (Form B2), the available charts will include the comparison of the:

- (1) outcomes of applications;
- (2) number of judicial orders granting access with the number of judicial orders refusing access;
- (3) number of agreements reached with the number of all judicial orders;
- (4) number of agreements reached and judicial orders granting access with the number of judicial orders refusing access;
- (5) number of known cases in which difficulties in exercising access continued with the number of judicial orders granting access;
- (6) number of known cases in which difficulties in exercising access continued where there was an agreement between the parties;
- (7) number of known cases in which difficulties in exercising access continued where there was either a judicial order or an agreement made with the number of judicial orders or an agreements made; and
- (8) number of cases arising during the year with the number of cases carried over from the previous year.

38 For all of the items mentioned above, two types of charts will be available: bar charts and pie charts (see for example the charts below). The bar charts will show the actual number of cases and the pie charts will show the relevant percentages for the same cases. For practical reason, pie charts will only be available when the total number of cases is more than 30.



39 The system will also generate bar charts which allow for the comparison of the number of cases in different years (see for example the bar chart below).



PROPOSALS

40 In order to produce accurate statistics, the Permanent Bureau proposes a few changes to the existing Forms A1-2 and B1-2. Please refer to the forms reproduced in Appendix C to visualise the suggested modifications explained below.

Number of days and report one case per line (Columns 1 and 12 of Form A1-2)

41 The Permanent Bureau recommends that each case be entered on one line so that for each case where there is a judicial outcome, the number of days, instead of the average of days, can be reported. This is important for the “Total” line at the bottom of Column 12, where there will be a number of days corresponding to the total of days in all cases where there was a judicial outcome. This way, that total, instead of being the sum of different averages made up of a different number of cases for each “Other Country Concerned”, can be divided by the total of judicial cases. This new way of reporting could also provide an exact average for the different kinds of outcomes.

42 The following example will illustrate this suggested modification. There are two cases with Country A: one case ends with a judicial return, which takes 150 days, and one case with a refusal, which takes 245 days. There are three cases with Country B: one return, which takes 30 days, and two refusals, which take 75 and 350 days respectively. If we did not separate the cases per line and report the average time for the two cases with Country A and for the three cases with Country B, we would have an average time of 197 days for Country A and 152 days for Country B. The average at the bottom in the "Total" line would be 70 days⁷. This number does not reflect reality adequately. However, if we separate the cases per line and report the number of days per case, we would have a total of days (and not a total of averages) at the bottom of 850 days. In order to find the average number of days between the receipt of the application and the final judicial determination, we would simply need to divide the total of days (850) with the total of final judicial orders (five) and we would have an accurate average (170 days) as it is directly drawn from the number of days for each case instead of already compiled averages. Furthermore, we would want to be in a position to know that the average number of days in the case of a return for Country B would be 30 and in the case of refusal for Country B would be 212. Without this calculation, the only statistics that we would be able to extrapolate would be an average of 152 days for Country B in both return and refusal cases.

Final outcome (Columns 4 to 11 in Forms A1-2 and B1-2)

43 The Permanent Bureau suggests the addition of a line above the different possible outcomes under the Convention. This would be very useful as it would help prevent reporting a case more than once and would emphasise the fact that if a case is reported into one of the Columns 4 to 11, then the case is considered closed as these columns represent final outcomes and the case cannot be counted as pending at the end of the year.

Conclusion

44 The statistical analyses taken from INCASTAT will help identify patterns and trends over time. They will also help measure the performance of case processing within Central Authorities and within the judicial system. The Permanent Bureau invites the Special Commission to give positive consideration to the recommendations contained in this report. The electronic statistical database will be operational by January 2007 and Contracting States will be invited to report their statistics for 2006 in early 2007.

SUMMARY OF CONCLUSIONS AND RECOMMENDATIONS

45 The Permanent Bureau encourages all Central Authorities to implement the iChild software. Furthermore, the Permanent Bureau encourages the Special Commission to consider ways to provide financial assistance to the Central Authorities that may not have sufficient resources to implement iChild.

46 The Permanent Bureau encourages all Contracting States to accept the proposed amendments to the existing Annual Statistical Forms A1-2 and B1-2 in order to produce accurate statistical information.

⁷ (Average of A + average of B) / total number of cases = (197 + 152) / 5 = 70.

APPENDIX A
iChild Questionnaires



Questionnaire No 1

1. Did you start using iChild on a day-to-day basis?

Yes

No

If you have answered "No", briefly explain the reasons. Please write your answers here:

2. Do you find the system:

Difficult to use

Easy to use

Too soon to have an opinion

3. Do you think that the system can facilitate case management?

Doesn't meet expectations

Meets expectations

Exceeds expectations

If you have answered "Doesn't meet expectations", briefly explain the reasons. Please write your answers here:

-
4. Do you think that the system can make the collection of data and compilation of statistical reports easier?

Doesn't meet expectations

Meets expectations

Exceeds expectations

If you have answered "Doesn't meet expectations", briefly explain the reasons. Please write your answers here:

5. What are your first impressions of the User Guide?

Unsatisfactory

Satisfactory enough

Satisfactory

Very satisfactory

6. Do you have to refer to the User Guide often?

Yes

No

7. If you answered "Yes" for question 6, in general, how does the User Guide answer your questions?
- Unsatisfactory
- Satisfactory enough
- Satisfactory
- Very satisfactory
8. Which language version of the system do you use?
- English
- French
- Spanish
9. Which language version of the User Guide do you use?
- English
- French
- Spanish
10. If you use more than one language version of the system and the User Guide, have you noted any differences?
- Yes
- No

If you have answered "Yes", briefly identify them. Please write your answers here:

11. Did you integrate into iChild active cases opened before the beginning of the pilot?

Yes

No

12. Have you used the Notes function often to add information?

Yes

No

If you have answered "Yes", please specify below what type of information or documents you have added:

13. Was the installation process:

Problematic

Difficult

Easy

Very easy

If you answered "Difficult" or "Problematic", briefly indicate what part was difficult or problematic. Please write your answers here:

14. Was the Installation Guide clear and helpful to your local System Administrator?

Yes

No

15. Did your local System Administrator enter the list of countries with which the 1980 Hague Convention has entered into force with your country with the correct date of entry into force for each country?

Yes

No

16. If you have any other comments, please specify.



Questionnaire No 2

1. Have you been using iChild on a daily basis?

Yes []

No []

If you have answered "No", briefly explain the reasons. Please write your answers here:

2. Have you been using iChild as a case management tool?

Yes []

No []

If you have answered "No", briefly explain the reasons. Please write your answers here:

3. If you have answered "No" to Question No 2, please suggest ways to improve iChild as a case management tool (e.g. adding specific fields, adding space, etc).

Please write your answers here:

4. Have you been using iChild as a statistical tool?

Yes

No

If you have answered "No", briefly explain the reasons. Please write your answers here:

5. If you have answered "No" to Question No 4, please suggest ways to improve iChild as a statistical tool (e.g. adding other type of statistics, etc).

Please write your answers here:

6. Do you find the system:

Difficult to use

Easy to use

Too soon to have an opinion

If you have answered "Difficult to use" or "Too soon to have an opinion", please explain the reasons. Please write your answers here:

7. How would you characterise your familiarity with the system?

Basic []

Intermediate (minimal reference to the Guide) []

Advanced (capable of explaining easily to others) []

8. If you have answered "Advanced" in Question No 7, how long did it take you to reach that level?

< 3 months []

3 to 6 months []

> 6 Months []

9. Did you notice any malfunctions when using the system (loss of inputted information, change of inputted information, etc)?

Yes []

No []

If you have answered "Yes", please identify them. Please write your answers here:

10. If you answered "Yes" to Question No 9, did you seek assistance with:

(a) your IT expert

Yes []

No []

(b) the Permanent Bureau

Yes []

No []

(c) WorldReach Software

Yes []

No []

11. If you answered "Yes" to Question 10:

i) Were your problems resolved to your satisfaction?

(a) your IT expert

Yes []

No []

(b) the Permanent Bureau

Yes []

No []

(c) WorldReach Software

Yes []

No []

ii) How would you qualify the response times for assistance requests:

(a) your IT expert

Unsatisfactory []

Satisfactory enough []

Satisfactory []

Very satisfactory []

(b) the Permanent Bureau

Unsatisfactory []

Satisfactory enough []

Satisfactory []

Very satisfactory []

(c) WorldReach Software

Unsatisfactory []

Satisfactory enough []

Satisfactory []

Very satisfactory []

12. How has the system improved your case management? Please check all relevant boxes.

Find cases easily []

Locate essential information speedily []

Add important information []

Monitor case activity []

Generate relevant statistics []

Communicate with other case officers []

None of the above []

13. If you answered "None of the above" in Question No 12, please explain the reasons. Please write your answers here:

14. If you have any other comments, please specify.



Questionnaire No 3

1. Have you used iChild on a daily basis throughout the pilot since the installation of the software?

Yes []

No []

If you have answered "No", briefly explain the reasons (e.g. not enough resources to devote to the pilot, too much rotation of staff within the CA, implementation of software not treated as a priority by IT services, IT services not comfortable with the software, another system already used for case management, etc.). Please write your answers here:

2. Have you used iChild enough to make a fair and complete assessment of the system?

Yes []

No []

If you have answered "Yes", could you please indicate for how many months / weeks you have used iChild on a daily basis? Please write your answers here:

3. Did iChild integrate well with the rest of the systems operating in your Central Authority?

Yes []

No []

If you have answered "No", briefly explain the reasons. Please write your answers here:

4. Do the different iChild modules contain sufficient information to ease case management?

Yes []

No []

If you have answered "No", briefly explain the reasons. Please write your answers here:

5. Do you find that there are any functions missing in iChild in a way that it limits the system?

Yes []

No []

If you have answered "Yes", please indicate which functions you would like to add and why. Please write your answers here:

6. Are there any other non-essential functions you would add to iChild?

Yes []

No []

If you have answered "Yes", please indicate which functions you would like to add and why. Please write your answers here:

7. If iChild was to be improved in the future, would you recommend that direct communication via the system between Case officers in different Central Authorities be possible?

Yes []

No []

If you have answered "No", briefly explain the reasons. Please write your answers here:

8. Does the Reports module help you easily recover and analyse statistical information?

Yes []

No []

If you have answered "No", briefly explain and suggest which functions you would add. Please write your answers here:

9. Which of the following functions of iChild helped your Central Authority improve its case management?

| | Yes | No |
|---|-----|-----|
| Finding specific case easily | [] | [] |
| Searching related cases | [] | [] |
| Locating essential information speedily | [] | [] |
| Adding important information | [] | [] |
| Monitoring case activity | [] | [] |
| Generating relevant statistics | [] | [] |
| Communicating with other case officers | [] | [] |
| Reducing paper documents | [] | [] |

10. If you answered "No" in Question No 9, please explain the reasons. Please write your answers here:

11. Have you noted any major malfunctions while operating iChild?

| | |
|-----|-----|
| Yes | [] |
| No | [] |

If you have answered "Yes", please identify the malfunctions. Please write your answers here:

12. If you have any other comments or suggestions, please specify. Please write your answers here:

13. Would you recommend iChild to other Central Authorities for purposes of case management and statistical reports in international child abduction?

Yes

No

APPENDIX B
Annual Statistical Forms for INCASTAT

FORM B1



Hcch HAGUE CONFERENCE ON PRIVATE INTERNATIONAL LAW
CONFÉRENCE DE LA HAYE DE DROIT INTERNATIONAL PRIVÉ

[Logout](#)

**Annual statistics relating to the Hague Convention of 25 October 1980
on the Civil Aspects of International Child Abduction**

Requesting Central Authority

children taken away from
ACCESS applications for the year

**CANADA - NEW BRUNSWICK
2003**

Add Row
Save Form
Submit Form
New Form

Check this box if there are no cases to report

Click on the header label to reveal additional information

| other country concerned | no. of active cases | | cases rejected by Requested Central Authority | child not traced | child traced to | | cases withdrawn | agreement between parties | judicial order | | known cases in which following order or agreement, difficulties in exercising access continued | cases pending at end of year |
|-------------------------|---------------------------------|---------------------|---|------------------|------------------------|--------------------------|-----------------|---------------------------|----------------|---------|--|------------------------------|
| | carried over from previous year | arising during year | | | non-Convention country | other Convention country | | | made | refused | | |
| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
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| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

FORM B2



Logout

**Annual statistics relating to the Hague Convention of 25 October 1980
on the Civil Aspects of International Child Abduction**

Requested Central Authority

children brought to
ACCESS applications for the year

**UNITED KINGDOM - SCOTLAND
2006**

- Add Row
- Save Form
- Submit Form
- New Form

Check this box if there are no cases to report

Click on the header label to reveal additional information

| other country concerned | no. of active cases | | cases rejected by Requested Central Authority | child not traced | child traced to | | cases withdrawn | agreement between parties | judicial order | | known cases in which following order of agreement, difficulties in exercising access continued | cases pending at end of year |
|-------------------------|---------------------------------|---------------------|---|------------------|------------------------|--------------------------|-----------------|---------------------------|----------------|---------|--|------------------------------|
| | carried over from previous year | arising during year | | | non-Convention country | other Convention country | | | made | refused | | |
| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
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| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
| | 0 | | | | | | | | | | | |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

APPENDIX C
Suggested modifications to Forms A1-2 and B1-2

