Coordinating Unit staff
Veronica Yates, Coordinator
Jennifer Thomas, Communications Officer
Simon Flacks, Information Assistant

Volunteers and Interns
We are thankful to the volunteers and interns who work within the coordinating unit and who contribute many of hours of work. This includes Mathieu Aebi, Armando Arias, Paolo Barbaglia, Sangeeta Bedi, Aline Dewaele, Giulia Girardi, Hannah Davidson, Dixie Hawtin, Mar Jimenez, Anggreini Kasanan, Isabel Nieto, Tanya Schroeder, Catherine Weston, Kelly Wyper-Campbell, Juliette Rubenstein, Floriane Begasse and Annie Rigler.

CRIN Management Team
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Eva Geidenmark, Save the Children Sweden
Andres Guerrero, UNICEF, Office of Public Partnerships
Peter Newell, Global Initiative to End All Corporal Punishment of Children
Nikhil Roy, Save the Children UK
Sven Winberg, Save the Children Sweden
CRIN Annual Report 2007-08

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Introduction

In the course of 2007, the CRIN network expanded to include nearly 2,000 member organisations based in 150 countries.

Over the last decade, CRIN has built up a core set of information services to respond to the needs of those members for accurate, up-to-date child rights information to support their work.

Over the last decade, CRIN has built up a core set of services based on members' need for accurate, up-to-date child rights information to support their work.

CRIN's goals for 2007 were to sharpen the quality and focus of core information services and to develop advocacy capacity with two aims in mind: to equip members with the tools they need to advocate more effectively for child rights and to influence the international child rights agenda. Significant developments included a website makeover, the production of a child rights legal guide and the launch of international advocacy activities undertaken with partners.

CRIN has taken a more proactive approach in choosing the issues it tackles in its core information services. The aim is to offer alternative perspectives on ongoing issues to reflect the interests of members and to address new and neglected areas of child rights.

Focus areas in 2007 included coverage of negotiations on the new UN Convention on the Rights of Persons with Disabilities, work on non-discrimination and religion, and the production of a media toolkit. In addition, CRIN has continued to report on and support the participation of child rights advocates in relevant UN and regional human rights processes, such as the follow up to the UN Special Session on Children.

Efforts to support members' advocacy work centred around the development of a new legal guide and database, the first phase of which was completed in 2007. The primary goal is to ensure that those people who can best use relevant child rights laws, to effect change in communities and elsewhere, know what laws exist and know how they can be used. The project was developed in response to increasing enquiries from members seeking information about which national and international law obligations had been entered into by their States, and about how these obligations could be enforced.

CRIN's development has been fuelled through ever-widening partnerships with key players in the child rights arena, including international NGOs, ombudspersons for children, the NGO Group for the Convention on the Rights of the Child and UNICEF.

CRIN teemed up with a number of other child rights actors in 2007 on two advocacy initiatives aimed at influencing global child rights issues: to follow up the recommendations of the Violence Study and to create a complaints mechanism under the UN Convention on the Rights of the Child - see more below.

CRIN plans to provide further support to members' advocacy work in 2008, for example by encouraging child rights advocates to contribute information to the Human Rights Council’s new Universal Periodic Review mechanism, among other initiatives.

CRIN Activities

1. Website makeover

Following the development of a brand new website in 2006, a second phase of the site's re-development was completed in 2007.
Improvements to the website include a new-look homepage, a section dedicated to child rights law, easier navigation and more interactive features.

**New features**

- **The homepage** has been revamped to present more eye-catching graphics and web 2.0 technology, including links to features such as del.icio.us, Digg, Facebook, Google Bookmarks, Newsvine, Reddit and StumbleUpon.

- **Navigation:** Iframes (a menu which allows the reader to scroll down) on the homepage enable more information to be displayed on the homepage, including menus which take the reader to information about child rights systems, countries and themes.

- **Law section:** A child rights legal guide and database is now accessible from the homepage. This gives more prominence to information about how to challenge breaches of child rights within international and regional mechanisms and national courts of law, which have become a core part of CRIN’s work.

- **Country pages** now display information about which legal instruments the State is party to and any other relevant standards, case law, etc.

- A ‘most read’ feature displays the top four most read items of the week. This helps to monitor what sort of information readers are most interested in receiving.

- **Weekly quiz:** CRIN has continued to find ways of presenting information to appeal to diverse audiences, such as its quiz which is now posted on the website weekly and sent out in CRINMAIL, to offer a more digestible way of learning about, child rights issues.

**Facts and figures**

![Website Visits and Pageviews](image-url)
2. CRIN as a portal

CRIN has hosted the websites of the NGO Group for the Convention on the Rights of the Child, the Better Care Network and the European Network of Ombudspersons for Children (ENOC) for some time. In 2007, CRIN formed a new partnership with The European Children’s Network (EURONET) to host their website.

The rationale behind CRIN’s portal service is to engage with networks that share similar aims and to enable new networks to link in to CRIN’s existing databases, sharing information which is already available and giving visitors the opportunity to find out about other networks and navigate to their sites directly.

3. CRINMAILs

3.1 CRINMAIL is a regular email news and information service, produced in English, French, Spanish and most recently in Arabic, covering both general child rights issues as well as thematic subjects. Issues offer a selection of news items, events, reports, calls for participation and job announcements.

CRINMAIL has become our flagship publication with over 8,000 subscribers for eight different lists. Anyone can subscribe to the list free of charge and submit information for inclusion.

CRIN offers nine different lists:

1. CRINMAIL English: sent out twice a week. This is CRIN’s original list, with over 800 editions and almost 5,000 subscribers (see box for further details)
2. CRINMAIL Spanish: monthly, plus special editions
3. CRINMAIL French: monthly, plus special editions
4. CRINMAIL Children and Armed Conflict: monthly
5. Rights CRINMAIL: sent out when required
6. CRINMAIL Violence: An update on the UN Study on Violence against Children. Sent out when required
7. CRINMAIL CRC: sent out during sessions of the Committee on the Rights of the Child, or when necessary
8. CRINMAIL HRC: On children’s rights and the new UN Human Rights Council. Includes updates on the activities of the NGO Group subgroup on the HRC and coverage of the actual sessions of the HRC (sent out daily during sessions of the HRC, also called ‘Children Have Rights Too’)
9. CRINMAIL Arabic: Issues contain news updates, resources and events relevant to the Arab speaking world. This CRINMAIL is sent out in a different format from a separate database.

3.2 CRINMAIL in figures

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<th>Jan 2007</th>
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<tr>
<td>Rights Council HRC</td>
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<td>2584</td>
<td>+51%</td>
</tr>
</tbody>
</table>
3. 3 CRINMAIL content

Special editions of CRINMAIL aim to deepen knowledge of new and neglected child rights issues, or offer a different take on particular themes. Themes in 2007 included:

- Child slavery
- Child marriage
- 2007 Child Rights Round-Up
- Special edition of the children and armed conflict CRINMAIL on Afghanistan, World Refugee Day and the International Criminal Court

Other special editions of the CRINMAIL were produced when CRIN attended key international events on children’s rights, or in collaboration with partners, for instance:

- ‘World Fit for Children’ follow up event
- The Day of the African Child
- UN Human Rights Council
- CRC Sessions
- The 18th anniversary of the CRC
- Launch of the EURONET website
- Special editions of the Spanish CRINMAIL on the UN Study on Violence against Children and on the Inter-American Commission
- Special editions of the French CRINMAIL on the UN Study on Violence against Children and on the UN Human Rights Council

4. Public enquiry service

CRIN receives approximately ten email enquiries each day, mostly involving questions about child rights and the implementation of the Convention on the Rights of the Child and questions about CRIN itself. Our target is to always respond to emails within three days of receipt. The enquiry desk also approves submissions and feedback posted on the website by members. About 20 to 30 resources are submitted to CRIN for publication each week, varying from press releases and calls for information to reports and job adverts. Seventy-seven items posted on the website received feedback from members in 2007.

5. Membership

In the course of 2007, CRIN’s membership grew to more than 2,000 organisations in 150 countries and included applications from new constituencies such as ombudspersons for
children, legal aid organisations and media outlets.

5.1 Survey

The CRIN Survey was sent out to members in December in hard copy and electronic format. The survey aimed to monitor how CRIN services were being used, how they might be improved, and to gauge users’ views about the impact of CRIN’s strategic shift towards advocacy related activities. Results are published in this report (see page 16)

5.2 Information services for users

In 2007, to respond to information gaps in line with one of CRIN’s strategic priorities, bringing to light new and neglected child rights issues, CRIN developed new resources and highlighted stories on lesser known subjects. Examples include:

New resources

- **A-Z of child rights**: A comprehensive guide to child rights terms was published and has fast become the most used CRIN resource. The guide has been translated into Arabic, French and Spanish and also has a child-friendly counterpart: [http://www.crin.org/resources/infoDetail.asp?ID=13423&flag=report](http://www.crin.org/resources/infoDetail.asp?ID=13423&flag=report)

- **Media Toolkit** with guidelines to help organisations with media activities and communications, and to help them in submitting information for CRIN. The toolkit, which is available in English, French, Spanish and Arabic, was produced in response to members saying they did not contribute to CRIN because they felt they lacked knowledge/expertise. Since the English version was published, it is in the top most read items ever on the CRIN website: [http://www.crin.org/resources/infoDetail.asp?ID=15268&flag=report](http://www.crin.org/resources/infoDetail.asp?ID=15268&flag=report)

Themes for future toolkits planned include strategic litigation, monitoring and advocacy.

Emerging and neglected issues

- **Non-Discrimination**: a new grant from Save the Children Sweden will allow us to develop a new microsite on non-discrimination.
• **Child rights and urban settings:** The next edition of the CRIN Review was planned to coincide with the first year that more than half the population would be living in urban areas. It would also present an opportunity to look at other issues through the thematic lens of urbanisation as a different way of thinking about child rights in general and to spotlight the need to think about how global processes such as urbanisation will affect child rights locally.

• **News highlights:**

  - **Children and religion:** CRIN wrote an article with the Norwegian Ombudsman on how Bishops in Norway have agreed to change the translation of the Bible to remove any mentions of ‘chastisement’. Other Issues pages include adoption, early childhood and the private sector.

  - **Child rights and the Arab world:** We wrote a story about the recent adoption of the Arab Charter on Human Rights which ‘allows’ for the death penalty of children, and invited a CRC member to write a paper for us about this.

  - **CRIN covered stories on the Disability Convention,** which enshrines a raft of rights for children, and was opened for signature in March 2007. Fourteen countries ratified the Convention during the year.

  - **A number of stories were translated into English which were unavailable elsewhere,** including a court decision in **Argentina ruling that child had the right to change their sex**, and reporting on the passing of **laws banning all corporal punishment of children in Uruguay and Venezuela.**

Other key stories brought to light in association with others included:

  - **European Union leaders signed the first treaty to include children’s rights.** The Lisbon Treaty will come into force only after ratification by all 27 Member States. [Read more about it here.](http://www.crin.org/resources/infoDetail.asp?ID=7009&flag=report)

  - **The Association of Southeast Asian Nations (ASEAN) launched its Charter** on 20 November 2007. It codifies ASEAN norms, rules, and values which include the promotion of democracy, human rights and obligations, transparency and good governance.

  - **The Iraqi Child Rights Network was born and held its inaugural general meeting in Sulaimanyah from 17-19 June 2007.** A group of Iraqi non-government organisations, along with child and human rights activists, recognised that Iraqi Children are being deprived of those rights enshrined by the UN Convention on the Rights of the Child (UNCRC), ratified by the Government of Iraq on 15 June 1994.

6 The Review

The CRIN Review is a publication that examines a particular issue in depth. Published approximately once a year in English, French and Spanish and partly in Arabic, it is distributed to all CRIN members in hard copy and available to download on the website at this link: [http://www.crin.org/resources/infoDetail.asp?ID=7009&flag=report](http://www.crin.org/resources/infoDetail.asp?ID=7009&flag=report)

CRIN Newsletter 20: Child Rights and Emergencies published in February 2007. The aim of this edition was to examine rights based approaches to working in emergencies with articles and case studies from NGOs, the private sector, the media, UN agencies and government.

The Newsletter was renamed ‘The Review’.

CRIN Review 21: A Generation On - Enforcing children’s rights was published in
November 2007 to coincide with the 18th anniversary of the UN Convention on the Rights of the Child. The Review was translated into Arabic, French and Spanish.

The aim of this edition, which was guest edited by Jennifer Grant, Child Rights Advocate at Save the Children UK, was to reflect on the international child rights climate on the CRC’s 18th birthday. It draws together analysis of advances and obstacles in implementing child rights in recent years. It also includes best practice examples of advocating and networking for child rights, examples of model legislation, details of why a CRC complaints mechanism is needed, and practical advice on seeking redress for breaches of children’s rights. Visit: http://www.crin.org/law/index.asp

7. Language services

7.1 French and Spanish

- The website resources were updated more regularly and translation capacity was developed with the help of volunteers. Information published focused more on new and neglected issues, in line with CRIN’s priorities, including reports on the negotiations on the new disability Convention and developments at the newly established UN Human Rights Council.
- Search options were made available on the French and Spanish websites to search by topic, theme etc - this was previously available only in English.
- A number of the legal guide pages were translated, with more planned for 2008.

7.2 Arabic programme: CRIN’s first regional office planned to open in January 2008 to improve coverage of child rights issues in the Middle East and North Africa and make lots more information resources available in Arabic, including the rebirth of a new CRINMAIL Arabic.

Translations

The following information was translated into Arabic and made available on the site:

- The SRSG created to combat violence against children
- CRIN’s Media Toolkit
- Child participation summary report with case studies and recommendations
- Child rights A to Z
- Campaign for the complaint mechanism for the CRC
- What is an ombudsman
- Human Rights Council Page
- The Universal Periodic Review Page
- Introduction to the work of the Committee on the Rights of the Child

8. Special projects

8.1 UN Study on Violence against Children

In 2004, CRIN started preparing work on the UN Secretary-General’s Study on Violence against Children. In collaboration with the NGO Group for the CRC subgroup on children and violence and the NGO Advisory Panel for the UN Study, CRIN put forward a proposal to develop a specialised website creating a gateway for civil society participation in the Study.

Funding was received from the Swedish Ministry of Foreign Affairs, with smaller contributions from Save the Children Norway, Sweden and UK, World Vision Canada and WV International. The project included setting up a new microsite, a specialised email list to
report from Regional Consultations and a special CRIN Newsletter on Children and Violence (published in 2006). This second microsite was launched in early 2005.

The aim of the website was to offer up to date information on civil society participation in the Study process, including coverage of Regional Consultations (see section on Events) and a resource section containing NGO submissions to the Study and other relevant thematic publications.

Following the launch of the Study, CRIN was selected as a member of the NGO Advisory Council to follow up the Study’s recommendations and support the work of the UN Special Representative on Violence against Children - a post which was approved by a UN General Assembly Resolution in 2007.

The violence study website continues to be updated and will undergo a revamp during the course of 2008 to serve as a hub for the Council’s work in exerting a follow up on the study’s recommendations, encourage regional action and report on the work of the Special Representative (see more under ‘Advocacy’ on p. 11).

8. 2 Rights based programming project

The rights based programming microsite, which was set up in 2005, continues to offer specialised resources on rights based approaches to development including events, publications, practical tools and news. The project also includes an email list which updates subscribers on resources related to rights based approaches to programming. See: www.therightsapproach.org

9. Child rights law

9. 1 Legal guide and database

When governments fail to recognise and respect children’s rights, they must be held to account. However, few child rights violations are brought before the international and regional human rights mechanisms which can be used to hold States to their legal obligations. At CRIN, we receive many enquiries from individuals or NGOs, in the developed and developing world, who are unaware of the national and international legal obligations entered into by their State. Others do not know how these obligations can be enforced.

In 2007, CRIN developed the first phase of legal project to make the international, regional and national laws and mechanisms which exist well known and freely accessible to those who can use them on the ground. The tool will support child rights advocates to use human rights complaints mechanisms to challenge breaches of children’s rights. The guide currently includes the following:

- International and regional human rights mechanisms: An explanatory guide to all international, regional and domestic mechanisms that can be used to vindicate breaches of children’s rights. These included the African, inter-American and European human rights systems, as well as the Arab League and ASEAN.
- Links to some national and international decisions in which those mechanisms have been used successfully in the past.
- The first two analyses States’ implementation of the CRC were developed (on South Africa and England and Wales).
- A database of legal instruments, including international and regional Conventions and standards, national laws, case law, etc.

This is an ongoing project and parallel language versions are gradually being developed in Arabic, French and Spanish.
9. The UN human rights system

Committee on the Rights of the Child
CRIN continued its cooperation with the NGO Group for the Convention on the Rights of the Child to provide coverage of the work of the Committee on the Rights of the Child and make alternative reports available. In addition, all Concluding Observations in English can now be found on the CRIN website.

UN Human Rights Council
CRIN produced information pages on how the UN Human Rights Council works and how NGOs can contribute information. In cooperation with the UN Office of the High Commissioner for Human Rights (OHCHR), CRIN now advertises the upcoming visits of the UN Special Procedures to encourage members to submit information or get involved in other ways at national levels. CRIN follows up on visits and compiles reports of mentions of child rights.

CRIN continued to report on developments in the new Council’s procedures, following its transformation from the Commission on Human Rights, and prepared to distribute information on the new Universal Periodic Review mechanism to child rights NGOs to facilitate their submissions.

10. Events
CRIN reported or presented at a number of key international events in the course of 2007.

Special Session +5:
CRIN reported from New York on the follow-up to the UN Special Session on Children in December. Coverage included the children’s forum, roundtable and interactive discussions, the meeting of children’s ombudspersons, and two of the side events.

http://www.crin.org/themes/ViewTheme.asp?id=10

UN Convention on the Rights of the Child turns 18
CRIN published a Special edition of CRINMAIL to inform on events and statements from around the world as well as to launch its new legal guide and database, as well as the new Review reflecting on 18 years of the CRC.

Day of General Discussion
The 2007 Day of General Discussion looked at the resources of States, including international cooperation, and their use - to the maximum extent - for implementing children’s economic, social and cultural rights. CRIN reported on the event and two working groups here: http://www.crin.org/resources/InfoDetail.asp?ID=14936&flag=news.

Disability Convention

The aim of the consultation, which was jointly organised by Save the Children, the Arab Human Rights Foundation and the Yemeni Disability Fund for Care and Rehabilitation, was to look at how the new Convention can be used to promote and strengthen the rights of children with disabilities. Participants will also discuss and comment on a child friendly version of the CRPD.

The consultation will contribute to an Implementation Handbook due to be published shortly.
Children in conflict with the law: Rough Justice for Children
CRIN presented a workshop at ‘Rough Justice for Young People?’ a three-day conference staged in London by Y Care International and its YMCA partners. More than 100 young people from the UK and Ireland, Honduras, Sierra Leone, Togo and South Africa attended. The three-day event was held as part of a wider campaign to draw attention to the fact that justice systems everywhere are failing young people and society more generally.

CRIN ran a workshop on ‘Getting away with murder’ in which the young participants, many of whom had experiences of justice systems themselves, told us what should be done to make justice systems fairer. Read more here: http://www.crin.org/resources/infoDetail.asp?ID=13988&flag=news

The campaign, Youth Justice in Action, is calling on governments to ensure that justice systems take into account the specific needs and vulnerabilities of young people - which includes making a full range of alternatives to detention available - and only using detention as a last resort. It is also calling on governments to stop the killing, torture and maltreatment of young people in conflict with the law, and on the media and public to take a responsible attitude and portray young people and crime realistically.

11. Advocacy

UN Study on Violence against Children
CRIN revamped the civil society portal for the violence study to include information on follow up to the UN Study, and act as a hub for action for the NGO Advisory Council, of which it is a member.

There was cause for celebration in November as the UN passed a resolution to appoint a Special Representative to the Secretary General on Violence against Children. The post is intended to ensure an effective follow-up to the UN Study on Violence against Children, launched in 2006.

A campaign calling for the UN to establish a complaints mechanism to the Convention on the Rights of the Child (CRC) was launched by a group of child rights agencies in 2007. CRIN will provide updates on the campaign for a CRC complaints mechanism which is hosted on the website.

12. Partnerships

EURONET
CRIN began hosting the European Children’s Network’s (EURONET) website in January 2007. EURONET represents 35 children’s rights national and transnational NGOs from across Europe.

NGO Group
CRIN continued to host the NGO Group’s website and developed plans to help develop their own stand alone site. CRIN has also continued to work in partnership with the NGO Group and its subgroups in the following areas:

1. Covering sessions of the CRC, adding Alternative Reports to the website, sending out special CRINMAILs, etc.

2. Posting submissions for the Day of General Discussion on the CRIN website in partnership with the Secretariat of the Committee on the Rights of the Child, and reporting on debates and outcomes.

3. Supporting the communications work of the various thematic subgroups of the NGO Group, with a particular focus on the Subgroup for the Human Rights Council and its work.
to put child rights on the HRC’s agenda and follow the establishment of the Council’s new procedures to replace those of the Commission on Human Rights.

**ENOC:** We are continuing to work with ENOC, participating in meetings and supporting their information needs. This included encouraging them to support the campaign for the creation of a complaints mechanism and co-writing a statement against violence against children.

Ombudspersons for children from other parts of the world have also become members of CRIN, including from Peru, Jamaica and India.

### 13. Structure and governance

There are currently three full time members of staff: one Coordinator, one Communications Office and one Information Assistant. The office is based at the Save the Children UK head office in London, UK, although CRIN currently operates as an autonomous unit with its funds accounted separately but audited within those of Save the Children.

The CRIN Coordinating Unit is supported in its work by a Management Team composed of representatives of donor organisations and other experts within the field of child rights. The role of the Management Team is to oversee the activities of the CRIN coordinating unit and provide advice for strategic planning, development of annual workplans and budgets, and for fundraising.

**Income and expenditure**

**CRIN Financial Statements for 04/07 - 03/08**

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**Notes:**

- CRIN's accounts are part of Save the Children UK’s accounts (with a separate budget code).
- Save the Children’s financial year runs from April to March.

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14
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* carry over from last year: 11,000
CRIN Survey Results 2007/08

**CRIN is a good information resource for us. It creates a basis for our involvement in advocacy processes in general.**

We find CRIN useful all the time. If CRIN did not exist, it would be necessary to invent it....The range of issues is your huge strength because it helps people like us underline the interconnectedness of rights.

**Introduction**

CRIN relies on its members and other users as a rich source of information, breaking news and leads on issues that need highlighting in international advocacy efforts.

However, limited resources mean that decisions must be made on a daily basis about which rights issues and information services we prioritise. The survey is one way of consulting directly with members and other CRIN users about whether we are getting these priorities right, of guiding our future direction, and of strengthening opportunities for users’ involvement.

The survey is particularly important at this juncture of CRIN’s development to gauge users’ views about the impact of CRIN’s strategic shift. In 2006, CRIN launched a strategy paper establishing three new strategic priorities:

1. Taking a more proactive approach to information management to encourage and fuel advocacy activities
2. Focusing on ‘neglected’ and ‘new and emerging’ issues where gaps are identified
3. Developing a more explicit focus on key audiences, identified by their ability to achieve greater recognition of children’s rights

One of the aims of the survey was therefore to find out from members whether they are comfortable with this change and how we might better support their advocacy work in the future in line with these priorities.

**Recipients**

- The survey was sent by post to CRIN’s (at the time) 1,800 members
- Email notification was sent out three times as a main item in CRINMAIL to 5,000 addresses in CRIN’s mailing list inviting them to complete the survey
- The survey featured on the homepage of CRIN’s website for a number of weeks
- Reminders were sent out in ‘news in brief’ in six CRINMAILs

**Respondents**

Printed survey: 58
Online survey: 153

**What did we want to find out?**

Use of CRINMAIL as an information and networking tool
Level of participation in the network and how to increase this
Profile of respondents
Neglected areas of rights
Whether respondents supported CRIN in playing a stronger role in international advocacy
How useful CRIN has been in strengthening respondents’ own advocacy work
Use of and gaps in language services
Limitations

We received only 211 responses in contrast with the 2005 survey which returned 607 responses. Results must therefore be used with caution.

The survey was initially sent by post and as a feature on the homepage, but was initially included only once as a main item in CRINMAIL and in a further two editions towards the deadline following a low response rate. As responses indicate CRINMAIL is the mainstay of CRIN’s information services, we could have included it as a feature for several weeks running. Some attempt to boost the responses was made later by simplifying the process so that users could just respond to the CRINMAIL. This garnered a further 53 responses.

The survey was not translated into our other working languages. This meant that we received few responses from French, Spanish and Arabic speaking countries and resulted in very few responses for question 11 to help us gauge how useful our different language services are, as well as identify any gaps in regional information services which are not being provided for by existing networks.

In light of the lack of survey translations, it would have been useful to ask which region respondents came from to enable us to further disaggregate data and evaluate how respondents in different regions use our services diversely, particularly given our stronger regional focus in some areas in recent months, the Middle East in particular.

The fact that members were not asked for the name of their organisation meant that it is possible that organisations submitted more than one survey, particularly member organisations which received the survey by post and were invited to reply by CRINMAIL.

The emphasis on qualitative rather than quantitative data in some cases reduced the ability to view numerical trends, but provided us with useful feedback, concrete ideas for improving services, and some evidence of how CRIN has helped users to achieve tangible changes in children’s lives in their country.

Headline results

- Overall very positive response to information services
- Evidence of CRIN’s contribution to users’ advocacy work
- Significant increase in website usage since CRIN’s 2005 survey
- CRINMAIL is the mainstay of CRIN’s work for users with regular internet access; the Review is most popular among those with less frequent access
- Advocacy and campaigning are the most common activities of CRIN users
- Most respondents use CRIN for keeping up-to-date with child rights issues, though many felt they lacked information about how to contribute
- Users express strong support for CRIN’s involvement in advocacy work
- Data to be used with caution owing to low number of returns

Results in-depth

Note: Responses have been disaggregated into hard copy returns - which we know are from members - and online responses which are from a combination of members and other CRIN users.
Question 1: Which CRIN services do you use?

CRINMAIL is CRIN’s most used service, according to a 34 per cent majority. The website is also used by a high number of respondents. Although this does not tell us what they use the website for, we can assess this from our web statistics retrieval system - the important point here is to discern usage among our regular users rather than those who arrive at our site by chance.

There are several marked differences between online and hard copy respondents. Online users rated CRINMAIL and the website as their preferred service, with hard copy respondents favouring CRIN’s hard copy publication, ‘The CRIN Review’, by nine percentage points compared to online users. This might be expected as hard copy respondents are likely to have less frequent internet access.

<table>
<thead>
<tr>
<th>Which CRIN services do you use?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRINMAIL</td>
<td>28</td>
<td>36</td>
<td>34</td>
</tr>
<tr>
<td>Website</td>
<td>27</td>
<td>31</td>
<td>30</td>
</tr>
<tr>
<td>Review</td>
<td>35</td>
<td>24</td>
<td>27</td>
</tr>
<tr>
<td><a href="mailto:info@crin.org">info@crin.org</a></td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>No response</td>
<td>0</td>
<td>1</td>
<td>0.4</td>
</tr>
</tbody>
</table>

Question 2: If you receive CRINMAILs, how do they contribute to your work?

Most respondents - 36 per cent - use CRINMAIL as a source for keeping up to date on child rights issues. There is a marked difference between online and hard copy responses in using CRINMAIL for networking with other organisations. This could indicate that online respondents have more external connections and contacts through better internet access.

<table>
<thead>
<tr>
<th>If you receive CRINMAILs, how does it contribute to your work?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeps me updated on what is going on</td>
<td>33</td>
<td>38</td>
<td>36</td>
</tr>
<tr>
<td>For information sharing</td>
<td>25</td>
<td>27</td>
<td>26</td>
</tr>
<tr>
<td>For networking with other organisations</td>
<td>21</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td>For advocacy purposes</td>
<td>15</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>No response</td>
<td>5</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

Question 3: Respondents were asked what information CRINMAILs do not provide that would be useful in their work.

Answers could be broken down into four broad categories: thematic information, more information about laws, different types of information and more news on particular countries.

The thematic points listed include issues such as child labour, commercial sexual exploitation and child protection. CRIN’s strategic priorities emphasise ‘new and neglected’ rights issues such as discrimination, the right to be heard, etc. and give less coverage to areas which are already amply covered by other NGOs to avoid duplication. Other areas such as the rights of youth and children in conflict with the law are considered neglected and we are seeking out more information about these issues, but relatively little exists.

In terms of laws and standards, CRIN launched a legal guide and database late last year, but survey comments indicate that people want to be updated on a regular and systematic basis about new legislation and how it compares with what exists in other countries.

The type of information respondents felt they lacked most was overwhelmingly guidelines for writing proposals to donors and other tips on securing financial assistance. Other
notable requests included job adverts, best practice information, and academic research: one respondent suggested striking an agreement with a journal to publish any child rights research free of charge. Another user felt factsheets on arguments and counter arguments would aid organisations in fully understanding different and complex rights issues. This need has also been felt by CRIN and we are currently working on such a tool to guide NGOs in their advocacy efforts.

The range of countries listed for more information seems to reflect that respondents requested information on the country in which they work, rather than most neglected countries. More news on the UK for example was listed and yet this is the country with most news items in CRIN’s resource database.

Comments hard copy

Very happy with current provision: 12

Thematic information
- Child protection, labour and education
- Child trafficking and children with special needs
- Children’s morals
- Child rights budget monitoring
- Children in difficult circumstances
- Research on violence against children beyond NGO reports
- Child abuse and commercial sexual exploitation
- Children in conflict with the law
- HIV and AIDS
- The rights of youths

Law and standards
- Security Council Resolution 1612
- International legislative updates
- Information on de facto legal system
- Summary of major human rights legislation and resolutions around the world on a regular systematic basis
- Information on how CRC is being implemented throughout the world on a comparative basis
- Case law on Indian street children

Types of information
- More hard copy publications
- Cartoons, drawings and pictures for sensitising the community
- Job ads on the website
- Statistics
- Opposite/ alternative viewpoints on controversial issues like corporal punishment, child soldiers, juvenile justice to give wider understanding of the debates.
- Academic information
- Training information
- E-copies of academic journal articles
- Model interventions and best practices
- Programme case studies
- Earlier information on international or regional conferences
- Volunteer opportunities and how to get involved further
- Capacity building with regional CRIN members
- Advocacy projects on child rights
- More information about member organisations and their activities
- Donor agencies
- Proposal writing and how to get financial contributions x7
• Possible ways to establish links with other like-minded organisations
• Progress made by third world NGOs in changing their communities

Country information
• Country briefs on the status of the CRC
• How other countries are successfully implementing the CRC; how non-compliance has been sanctioned; how to use media such as film and TV to support CRC
• More on East Africa, especially Tanzania
• More information about Africa, especially sub-Saharan Africa
• More UK news
• Information for countries under reconstruction: information on the right to education is always on education in emergencies
• Child rights in former USSR countries

Question 4: How often do you use the CRIN website?

Although we can ascertain detailed information about web usage from CRIN’s web statistics retrieval system, such as length of sessions and areas of the site visited, a survey is the only way to know how often regular CRIN users visit the site as opposed to those who come across the site by chance.

The majority of respondents – 35 per cent – use the site regularly, or more than once a week, although we do not know which areas of the site they visit. This represents a marked increase on usage reported in the 2005 survey in which most respondents (25 per cent) replied that they used the website quarterly. Almost all respondents in this survey said they use the website more than once a month. Those who replied ‘never’ were almost exclusively users who answered by post - 19 per cent - compared with one per cent online - leading us to conclude that these users have less access to internet facilities.

<table>
<thead>
<tr>
<th>How often do you use the CRIN website?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regularly</td>
<td>26</td>
<td>39</td>
<td>35</td>
</tr>
<tr>
<td>Once a week</td>
<td>19</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Once a month</td>
<td>29</td>
<td>32</td>
<td>31</td>
</tr>
<tr>
<td>Once a year</td>
<td>3</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Never</td>
<td>19</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>No response</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Question 5.1: Do you contribute information to CRIN, e.g. for the website, CRINMAILs, etc

Regular contributors to CRIN are few and far between. No hard copy respondents said they contributed information to CRIN. Answers to question 5.2 asking what would encourage people to contribute more to CRIN indicate that many users did not feel they had the knowledge to submit information both in terms of content and format. As our members responding in hard copy are likely to have less access to the internet and fewer resources, it is not surprising that the number of regular contributors is less than those responding online. The vast majority (54 per cent) said they never contribute to CRIN.

<table>
<thead>
<tr>
<th>Do you contribute information to CRIN, e.g. for</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
</table>

20
the website, CRINMAILs, etc?

<table>
<thead>
<tr>
<th></th>
<th>Regularly</th>
<th>Sometimes</th>
<th>Never</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>6</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>47</td>
<td>36</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>55</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

**Question 5.2 If you answered never, what would encourage you to contribute more to CRIN?**

Respondents overwhelmingly expressed that they did not contribute to CRIN because they did not have time.

Other key reasons for not contributing to CRIN were that respondents were not aware of criteria for submitting information or wanted more details about the format, an invitation, or thematic requests. Most of the comments of this nature came from hard copy responses which might be expected as we regularly send out electronic guidelines on the sort of information we are looking for, and how to write and submit it, both in writing and directly onto the website. We have also done this in the hard copy review and through content management system (cms) guidelines via post, but the responses indicate that people need more regular encouragement. This is reinforced by the fact that some respondents felt they did not have the knowledge or expertise to submit anything useful.

**Comments**

- We don’t know the criteria/ procedure x2
- Questionnaires
- Certainty it would be used
- An e-forum
- Country emails
- No motivation, staff shortage
- Interactive format with suggested topics: 2
- Invitation x3
- Reminder and specific topics
- Didn’t know we could: 2
- Need an example of format
- Opportunities for translating and sharing information about organisation
- Thematic requests x2
- Deadlines
- Information on CRIN to send to programme staff

**Some respondents felt it was not relevant to them**

- As a government organisation this is not applicable
- Child rights is not the focus of our organisation

**Other reasons**

- I don’t think I have anything valuable to say x5
- No time x14
- Don’t have language skills x3 (Portuguese, Japanese)
- Our partners are not ready
- Office robbed
Question 6: What are your organisation’s main activities?

Many respondents listed more than one activity for this question. Most – 26 per cent - of respondents stated advocacy and campaigning as an activity of their organisation, which is encouraging given CRIN’s increased focus in this area. Other activities were varied, with service provision, training or education and research more or less equal, although few - just four per cent - of responding organisations undertook legal casework. A number of other activities not included as options were also mentioned, the most prominent of which was policy research and monitoring.

<table>
<thead>
<tr>
<th>What are the main activities of your organisation?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service provision/ support</td>
<td>19</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Advocacy and campaigning</td>
<td>28</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>Training or education</td>
<td>24</td>
<td>23</td>
<td>24</td>
</tr>
<tr>
<td>Child rights research</td>
<td>19</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Legal casework</td>
<td>6</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>No response</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Other activities of respondents:
- Policy monitoring and intervention
- Policy research
- Capacity building
- Government
- Media
- Implementation of juvenile justice system
- Promoting rights
- International development and humanitarian affairs
- Participation
- Financial assistance
- Micro-credit
- Social work

Question 7: What would you most like CRIN to do more of?

Overall, facilitating networking and information sharing activities was the most popular response with 21 per cent. This was particularly popular with hard copy users, following by the provision of more training and advice. The next most popular options for online respondents however, were information about child rights and legal systems and child rights research, pointing to different stages of development between hard copy and online users. Other responses were fairly evenly spread.

<table>
<thead>
<tr>
<th>What would you most like CRIN to do more of?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitate more networking and information sharing activities</td>
<td>24</td>
<td>19</td>
<td>21</td>
</tr>
<tr>
<td>Provide more information about child rights and legal systems</td>
<td>16</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>Provide more space for campaigns and advocacy</td>
<td>13</td>
<td>12</td>
<td>12</td>
</tr>
</tbody>
</table>
Question 8: What areas of child rights do you think are neglected?

The most neglected area of child rights according to 20 per cent of survey responses is child rights and the private sector. Other answers were evenly spread with 15 per cent seeing discrimination, religion and gender issues as most neglected. CRIN has been promoting more information on these issues recently as part of its strategic priorities. However, child rights and the private sector has received relatively little attention: this provides a useful indication that users would like to know more in this area.

<table>
<thead>
<tr>
<th>What areas of child rights do you think are neglected?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children and gender issues</td>
<td>20</td>
<td>13</td>
<td>15</td>
</tr>
<tr>
<td>Children in conflict with the law</td>
<td>11</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Children and religion</td>
<td>13</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Children and participation</td>
<td>14</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Children and discrimination</td>
<td>18</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>Children and the private sector</td>
<td>15</td>
<td>21</td>
<td>20</td>
</tr>
<tr>
<td>Other; please specify</td>
<td>5</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>No response</td>
<td>4</td>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>

Other neglected areas listed in the responses
- Security Council Resolution 1612
- Poverty
- HIV and AIDS
- Drug and sexual abuse
- Homeless children
- Access to education
- Disability
- Child soldiers and trafficking
- Immigrant and refugee children
- Media and children as consumers
- Transition to adulthood
- Government policies
- Unstable conditions e.g. natural disasters
- Racism

Question 9: Did your organisation sign up to the Violence petition by the NGO Advisory Council posted on the CRIN website?

Most respondents said they did not know whether their organisation had signed up to the Violence petition, so were probably not involved in their organisation’s work on this. Of the respondents who said they had not signed up to the petition, most were from hard copy respondents (39 per cent as compared with 28 per cent online), indicating that they may
not have known about the petition as this was publicised only online. The almost unanimous support for the petition in the next question suggests that users are positive about CRIN’s advocacy initiatives and are willing to sign up to these once they know about them.

<table>
<thead>
<tr>
<th>Did your organisation sign up to the Violence petition by the NGO Advisory Council posted on the CRIN website?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22</td>
<td>23</td>
<td>23</td>
</tr>
<tr>
<td>No</td>
<td>39</td>
<td>28</td>
<td>31</td>
</tr>
<tr>
<td>Don’t know</td>
<td>34</td>
<td>43</td>
<td>41</td>
</tr>
<tr>
<td>No response</td>
<td>5</td>
<td>6</td>
<td>5</td>
</tr>
</tbody>
</table>

**Question 10: Is your organisation interested in supporting a campaign to establish a complaints mechanism for the CRC?**

The vast majority of respondents affirmed that they would support the campaign, both hard copy and online respondents. Of those who did not express open support, 30 per cent said they may do so with more information and 12 per cent that they did not know: it may be inferred from this that the individual respondent did not have authority to decide on behalf of their organisation or they simply did not know. Only three per cent of respondents said they would not support such a campaign, attesting to the importance of CRIN being involved in this advocacy initiative.

<table>
<thead>
<tr>
<th>Is your organisation interested in supporting a campaign to establish a complaints mechanism for the CRC?</th>
<th>% hard copy</th>
<th>% online</th>
<th>% Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>73</td>
<td>42</td>
<td>51</td>
</tr>
<tr>
<td>Maybe, I need more information</td>
<td>14</td>
<td>36</td>
<td>30</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Don’t know</td>
<td>12</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td>No response</td>
<td>2</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

**Question 11: Can you give an example where information you have received through CRIN has helped you achieve a particular advocacy objective?**

The number of responses to this question is very encouraging in the light of our new strategic priority to encourage stronger child rights advocacy. However, comments also indicate that people do not have a clear idea about what advocacy is, or had varying ideas. The responses listed are split into a number of categories, some of which reflect a particular stage of advocacy work, for example, awareness raising, coalition building, etc, and others reflect concrete input into change.

The two most tangible sections describe CRIN’s contribution to getting national laws and policies changed and helping people participate in UN and regional human rights mechanisms. Many respondents highlighted that CRIN had provided them with arguments, facts, or models of how advocacy had been conducted elsewhere to help them successfully lobby their own government. The main issue raised was corporal punishment of children, particularly in New Zealand.

Under UN and regional mechanisms, many respondents said information and guidelines on CRIN had provided the basis for their involvement in advocacy before UN and regional
Changing laws and policies

- Information provided by CRIN helped in the Child Rights Act ratification by states in Nigeria
- Information on physical punishment in other countries helped my organisation’s work in New Zealand advocating for legal reform
- CRIN provided legal and social arguments to push agenda to launch campaign on violence against children in Turkey
- Lifting age of youth employment/ armed forces
- I am member of local court on children’s rights cases and I am telling judges about children’s cases from Europe to convince them to take more flexible decisions (as I see a lot of them do not know the CRC and how to manage children's cases according to UN standards) as we have the third highest rate of prisoners in the world
- Pushing local district council to pass a policy on making primary education compulsory and pass a bye-law on sanitation stipulating that every household should have a pit latrine/toilet for proper healthcare for children
- I have used CRIN information in my lobbying with partners around the new Children’s Bill, especially on physical punishment, but not successful as yet.
- Elimination of corporal punishment in school, home, labour exploitation
- Information received on court cases helped with a court case on right to association
- Ideas on how to lobby the South African government

UN and regional mechanisms

- We are currently preparing our shadow report to be submitted in April 2009. The information we get from CRIN is helping us to prepare this document.
- Helped us to work with UN system by participating in the Days of General Discussion organised by the UN Committee on the Rights of the Child. During our submissions in 2004, 2005 and 2006, discussions, we raised the status of children regarding birth registration, parental care of children and participation rights of children in India. These found a place in the overall recommendations of the Committee.
- CRIN advertised a call for information for the UNESCO global study on education under attack earlier this year. DCI/PS got in touch with the researcher and managed to contribute important information to the final report.
- Statement before the African Commission on Human and Peoples Rights Sessions
- CRIN is a good information resource for us. It creates a basis for our involvement in advocacy processes in general. Latest objective - signing up the Violence Petition and providing its publicity.
- The information on Alternative reports helped us submit a report on time.
- Advocating with State Government to produce a report according to the CRC.
- Your information helped us work more efficiently with the Council of Europe and the EU.
- CRINMAIL keeps us updated on the activities of the CRC committee and facilitates our contribution to their processes (e.g. the day of general discussion).

Coalition building

- Helped us establish contacts with others on the same issues
- Aflatoun has requested our organisation’s co-operation with their project. They got our information from CRIN membership database. It was useful. Thanks for CRIN.

Awareness raising

- I have used CRIN data to inform the people on my activist list of developments around the world on corporal punishment
- Awareness raising on prevention of sexual abuse
• Disseminating information about World Day for the Prevention of Child Abuse
• Information on corporal punishment and breastfeeding
• The Machel Review got almost no publicity: I would never have known if I hadn’t seen listing - quite early - in CRIN.
• I learned about the Machel Review on CRIN. I work with Iraqi children, and so it is a huge help, given what is happening to them.
• We usually post our publication releases as resources - that helps us disseminate information
• I got all the necessary information very quickly on the new Convention on the Rights of Persons with Disabilities
• Child trafficking campaign at the district level on the Myanmar border
• Campaign against Violence; children’s participation; news about the different networks, e.g. ENOC, etc
• I regularly share targeted information from CRIN with colleagues who are not necessarily working in the area of child rights on a daily basis (and therefore do not subscribe to CRINMAIL). It provides them with information that they usually would not receive/see and helps me in advocating for children’s issues.

Getting the facts
• To produce a comparative analysis on child rights in Central America
• I always use the information I get through CRIN to support ideas for research and to get actual data.
• Looking at latest statistics on categories of children at risk e.g. child soldiers.

Advocacy tools
• CRIN manuals help us
• It is supporting us to get our heads around our strategic thinking on advocacy. It is a new area of work for us, the information is useful.
• Best practices in children’s participation and understanding issues of children at war.
• Practical ideas on fulfilling the right to education in emergencies
• An article about children’s participation in local government’s budget formulation in Karnataka state, India, was a useful resource to illustrate the relevance of children’s participation in this area. We used this as a case study example.

Programming
• Child rights programming. This has helped me plan objectives and advocate more for marginalised children and those with learning difficulties and or disabilities.
• Capacity building on rights based approaches to programming.
• It is a powerful source of information on children’s rights which my organisation makes use of for taking up rights based programming for children.

Other
• Re-education of children with self-destructive behaviour, alcohol abuse etc. and encouraging positive attitudes among elders towards children
• We find it useful all the time. If CRIN did not exist, it would be necessary to invent it...The range of issues is your huge strength because it helps people like us underline the interconnectedness of rights. E.g. the right to play means very little without the right of freedom of assembly. Also the international dimension - the coverage of children in warfare and in employment.
Question 12: If you use CRIN’s services in French, Spanish or Arabic, could you tell us which and what information you would like to provide that is not already being covered by other regional information networks?

The few responses to this question reflects the fact that the survey was sent out in English only and was therefore unhelpful for identifying gaps in our Arabic, French and Spanish language services.

Comments
Members said they would like more information in French and some information, the hard copy review in particular, in Portuguese, Bengali and Indonesian.

Question 13: Any other comments or feedback?

Comments submitted are of a general nature. The majority voice support for CRIN’s services. Other comments make concrete suggestions about how to improve website design and accessibility, requests for more specific advocacy information and other audiences to reach.

General
- Great service - thanks!
- CRIN has made our organisation known to other NGOs worldwide
- You are doing a really good job! Very useful! Always up-to-date! Just keep going that way! Congratulations!
- Happy to have a CRIN review
- Thank you for the excellent site and your continued interest in providing better information services to members. CRIN is informative, educational and up-to-date!
- The service provided by CRIN is a useful and necessary tool for advocates of children’s rights and wellbeing. It is useful to be kept abreast of international trends and activities that complement or support the work undertaken by my organisation. Keep up the good work.
- CRIN is much useful for us. Thanks a lot for your job. All the best. The Office of the Public Defender of Georgia; Child’s Rights Center.
- I find CRIN an extremely useful information provider to keep me up to date of the developments in the child rights arena.

Website
- The present masthead of CRINMAIL is rather dull in appearance. Is it possible to have a brighter colour?
- Your website had excellent country profile, which is not available any more. The current structure and info available is not as good as before.
- Your website is really well done and the information is very interesting. Bravo!
- Your site makes a real contribution to information sharing in the children’s rights community. I would have liked your searching tool to come up with more accurate results.

Advocacy
- It would be useful if CRIN could provide more specific advocacy information (initiatives taking place, using which national, regional or international mechanisms, useful contacts, etc)
- CRIN is a very important resource for us in Australia for watching developments
elsewhere and giving us the basis for trying to achieve similar advocacy here. Thank you for all information, very appreciated.

CRINMAIL
- We regularly read CRIN’s mails in different languages and learn much information. We should like to meet at the conferences and meetings and share our thoughts and learn each others experiences.
- CRIN links don’t work in lotus notes

Issues
- We request more information on child trafficking and sexual exploitation
- Too much news on South and West Africa, need more on Tanzania
- CRIN helps me keep up with all sorts of children’s issues especially those in the area of child protection which is my field. There could be more on bringing legislation in line with the CRC and localising resolutions for both CICL and C&P

Audience
- The services are very useful. But, I do not think many child focused organisations are aware of the services. I am telling our members and partners. In Ethiopia, many organisations perform very good jobs but they do not think the experience is important to share with others. Whenever we want some large documents, it takes long time and sometimes it does not go.
- I think that CRIN is an invaluable resource. I remember when it was being created and it is growing into being a leading resource on promoting the UNCRC. Keep up the good work and try and work more in the UK with local authorities, the police, the procurator fiscal’s office and NHS.

Other
- We have to increase the number of staff to do everything we want and others want us to do without exhausting and damaging the health of the existing staff!
- More critical analysis to build solid movement on behalf of children

Conclusion

Child rights advocates rely on CRIN for up-to-date information on global issues unavailable elsewhere and for help in setting their advocacy agenda, according to responses gathered in CRIN’s 2007 survey.

Survey respondents expressed strong approval for CRIN’s increased support for and participation in international advocacy initiatives: 97 per cent said they would consider signing up to CRIN’s latest joint campaign for the creation of a UN complaints mechanism to report breaches of child rights.

CRIN has supported users to get national laws and policies changed. Information published on CRIN has been used to back up successful lobbying for child rights on issues ranging from banning corporal punishment to lifting the age of recruitment into the armed forces in countries including Turkey, New Zealand and South Africa.

CRIN has facilitated advocates’ participation in UN and regional human rights systems. Information and guidelines published on CRIN have enabled NGOs to present statements on
Areas where CRIN could improve its support to advocates include:

- finding ways of distributing information about advocacy initiatives to hard copy users who had less knowledge of these.

- responses pointed to a number of concrete changes that could be made, including minor practical changes to the website and areas of rights on which advocates wanted more information, for example, child rights and the private sector.

- in terms of methodology, it would be helpful both for fundraising purposes and to attract new audiences, to elicit more concrete examples - including details such as the country in which a law was changed etc - of ways in which CRIN has helped its users to achieve change, perhaps by calling selected members directly.
The Child Rights Information Network (CRIN) is a global network coordinating and promoting information and action on child rights. Almost 2,000 member organisations and tens of thousands more activists from across the world rely on CRIN for research and information.

CRIN presses for rights, not charity, for children and is guided by a passion for putting children’s rights at the top of the global agenda by addressing root causes and promoting systematic change. Its guiding framework is the UN Convention on the Rights of the Child (CRC).

CRIN’s activities are based on the belief that information is a powerful tool for realising children’s rights. CRIN distributes news, events and reports, lobbies, enables advocacy and promotes knowledge sharing and coordination. CRIN participates in international child rights coalitions and advocacy groups, supports campaigns and makes the UN and regional mechanisms more accessible to those lobbying for social change.

CRIN was formally established in 1995 but has a history dating back to 1991.