

# Child Abuse: It Takes A Village To Protect A Child

Mok Xue Ting & Tan Si Yin

Big Love CPSC: A Programme by Montfort Care



MontfortCare

Montfort Care is a network of programmes committed to improving the lives of individuals, families and the community facing transitional challenges. Big Love is a programme by Montfort Care. [www.montfortcare.org.sg](http://www.montfortcare.org.sg)

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FAMILY SERVICES



CHILD PROTECTION SPECIALIST CENTRE

Community Outreach Programmes



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# Outline of Presentation

1. Introduction
2. Research
3. Progress of Big Love
4. Challenges
5. Moving Forward

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# Big Love Child Protection Specialist Centre (CPSC)

- **Big Love CPSC was set up in May 2013.**
- **It is a community-based child protection specialist centre to help families known for child protection concerns for families to improve their functioning and resilience.**

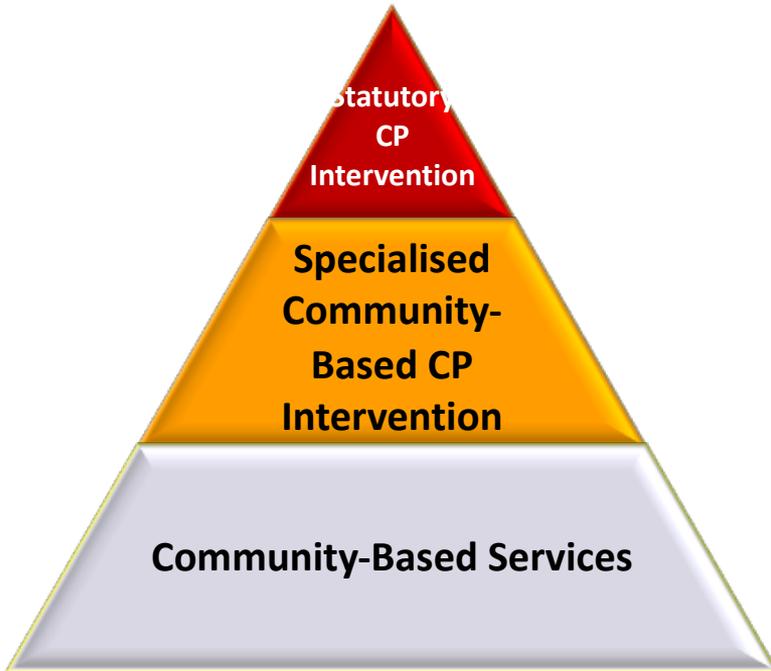
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# Continuum of Service and Care



Serious Injury, severe neglect & sexual abuse

📍 CPS; law enforcement agencies

Neglect, excessive or inappropriate discipline, inadequate medical care

📍 Community-Based Child Protection Specialist Centres (CPSCs) i.e. HEART@Fei Yue; Big Love; SAFE SPACE and Family Violence Specialist Centres (FVSCs), Safe and Strong Families pilot

High family, emotional and economic stress

📍 Family Service Centre (FSC); community agencies

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Source:

[https://www.msf.gov.sg/publications/.../Hi%20res\\_Child%20Protection%202016\\_2.pdf](https://www.msf.gov.sg/publications/.../Hi%20res_Child%20Protection%202016_2.pdf)

# Research

## Community child protection in Singapore: The Big Love service model and evaluation framework

Final report from a study commissioned by Montfort Care

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National University of Singapore

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Ministry of Social and Family Development

With research assistance from Tan Kia Hui

**AIM: Assessment of the service model to understand how the service was functioning**

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December 2015

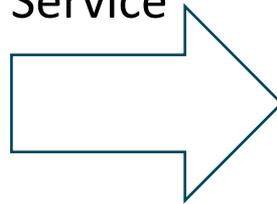
# Literature Review

## Wessells: 4 levels of Community-based CP Work

### 1. Agency as direct service provider and community as beneficiary



Direct  
Service



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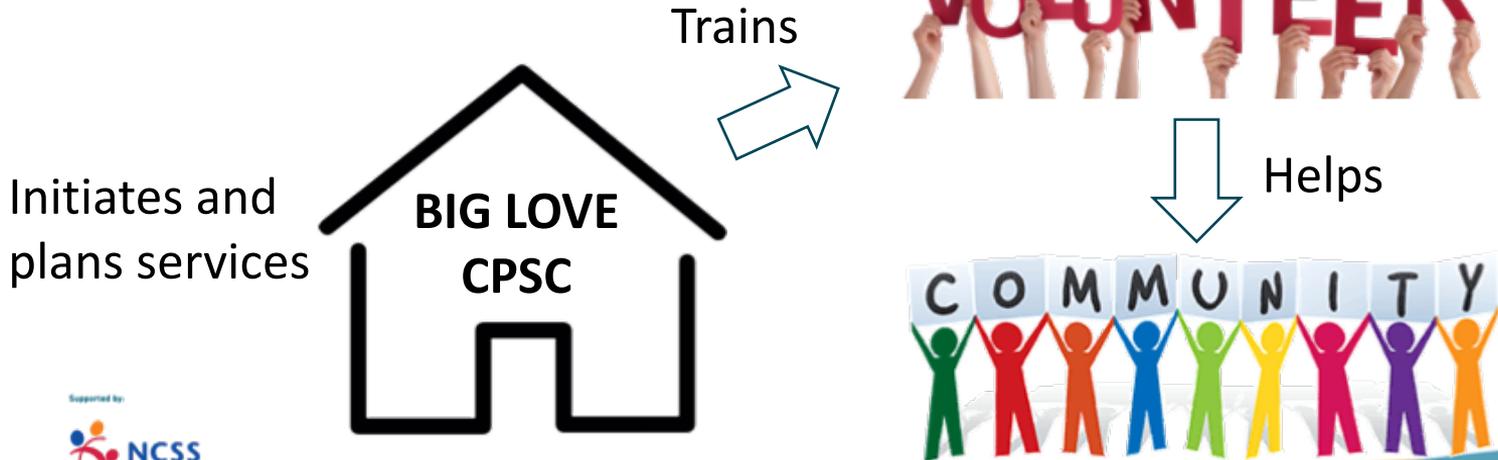
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# Literature Review

## Wessells: 4 levels of Community-based CP Work

### 2. Agency initiates and plans services; trains volunteers to help community



# Literature Review

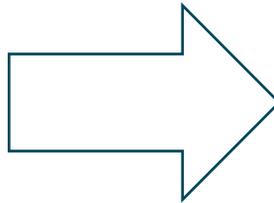
## Wessells: 4 levels of Community-based CP Work

3. Agency is catalyst and capacity builder that mobilises the community to plan, manage and implement service

Catalyst  
and  
capacity  
builder



Mobilises



Plan, manage and implement  
service

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# Literature Review

## Wessells: 4 levels of Community-based CP Work

### 4. Community initiates



Initiates!

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# Literature Review

## 3 Major Models of Child Protection

1. Statutory CP
2. Working with clients in the Community
3. Working with the Community as clients

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# Findings

## Sample

- BL management and staff (11)
- FSC staff from Montfort (5)
- CPO, MSF (3)

## Key Findings

1. Objectives
2. Issues with continuum of service
3. Process and Intake
4. Assessment and Intervention
5. Resources and Competencies
6. Client Profile and Impact
7. Strengths and Weaknesses
- 8. Service Gaps**
9. Recommendations

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# BL Model: Interview Findings

## Service Gaps

1. In house specialist such as counsellors and therapist
2. Services for children with special needs, such as specialised childcare and before- and after-school care
3. Respite programmes for parents
4. Befriending, mentoring, and tuition for children
5. Art therapy for children
6. Programmes to engage older children and teens
7. Community mental health services
8. Assistance with applying for rental housing

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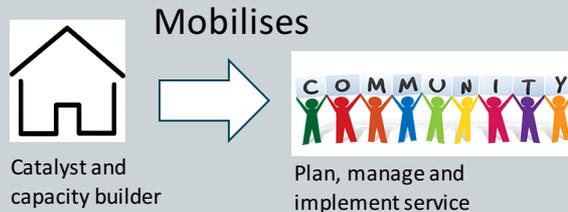
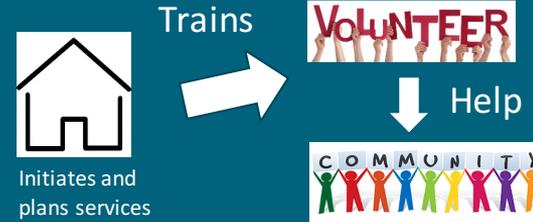


# Big Love in 2013/2014

**CASEWORK  
GROUPWORK  
OUTINGS  
PUBLIC EDUCATION**



**HOME-BASED PARENTING**

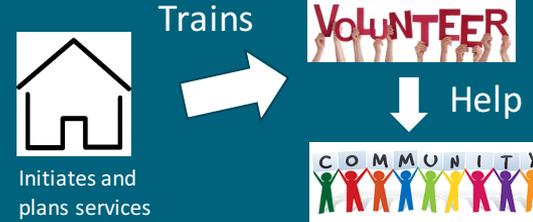


# Big Love in 2018

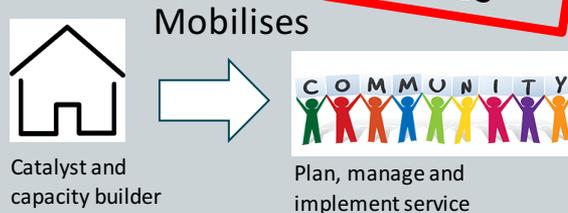
**CASEWORK  
GROUPWORK  
IN-HOUSE SPECIALISED SERVICES**



**HOME-BASED PARENTING  
BEFRIENDERS/TUTORS  
PUBLIC EDUCATION**



**CAMP HERO  
OUTINGS**



Initiates!

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# Case Management

## Challenges:

1. Engaging families to work on underlying issues
2. Breach of safety plans
3. Role differentiation from other professionals

May 2013: BL was set up

March 2016: Triage

Jan 2017: SSF-P

## How we work as community:

1. BL to work on safety issues while community partners to work on underlying issues
2. Engage community partners/informal network to support safety plan
3. Align case plans and communications to families
4. Seeing clients in the community
5. Tapping onto CPS, Montfort FSC resources and other community resources

# Triage

## Challenges:

1. Limited/ Lack of information
2. Agency partners having different assessment of the risk and needs of the family
3. Engaging family to work with community agency
4. No sight of the child/children

May 2013: BL was set up

March 2016: Triage

Jan 2017: SSF-P

## How we work as community:

1. Gather information from community partners e.g. schools, FSC
2. Joint visit with community partners
3. Consultation services
4. Networking

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# Safe and Strong Families—Preservation

## Challenges:

1. Creating buy-in with network
2. Engaging clients with low motivation
3. Engaging clients for case transfer after 6 months
4. Agency partners having different assessment of the needs and risk of the family

May 2013: BL was set up

March 2016: Triage

Jan 2017: SSF-P

## How we work as community:

1. Prepping network for the network meeting
2. Referral to FSCs/CPSCs/FVSCs at least 2 months before case closure
3. Inviting partners to be present to review safety plans

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# Client's Experience of Big Love

“At first, I *very scared of my worker* because she come in when I hit my children... I thought she only cares about me not hitting my children. But, she *actually also came in to help me link with other people on housing, my children childcare, finding a stable job for me...*”

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# Client's Experience of Big Love (SSF-P)

“Some of the safety planning *at first we disagree cos' too troublesome* but when we see improvements then we think it is actually good... *the support we have now is very very good*. Mother-in-law will keep on calling and how we're then safety person also will keep on having eye to eye contact to see if anything wrong.”

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# Organisational Challenges

- **Volunteers recruitment/retention**
- **Collaboration with community partners/stakeholders (schools, FSCs, corporate company)**
- **Being updated about community resources**
- **Engaging clients for services without any mandate**
- **Embarking in research efforts**

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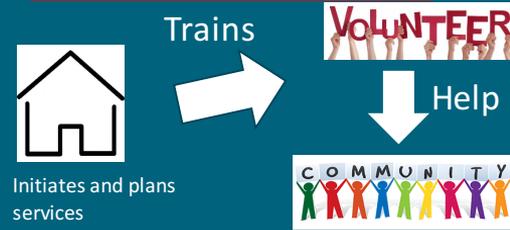
# Moving Forward

**CASEWORK  
GROUPWORK  
IN-HOUSE SPECIALISED SERVICES  
RESEARCH**



Direct Service

**HOME-BASED PARENTING  
BEFRIENDERS/TUTORS  
PUBLIC EDUCATION**



Initiates and plans services

**OUTINGS  
PLEDGE  
NETWORKING WITH COMM PARTNERS**

**PE VIDEO  
5TH YEAR ANNIVERSARY**



Catalyst and capacity builder

Plan, manage and implement service



Initiates!

# Thank You

For enquiries please contact us at:

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Kreta Ayer

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Big Love

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yah!

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# References

**Ng, K. H., Ng, W. C. & Tan. K.H. (2015). Community child protection in Singapore: The Big Love service model and evaluation framework.**

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