



JEUGD
BESCHERMING
OVERIJSEL



JEUGDBESCHERMING OVERIJSEL

SUPPORT FOR GROWING UP SAFELY
AND SUCCESSFULLY



WHEN DOES JEUGDBESCHERMING OVERIJSEL SUPERVISE YOUNG PEOPLE?

WHAT CHILD PROTECTION MEASURES ARE AVAILABLE?



Children have the right to grow up safely. *Parents* are therefore legally responsible for their children's care and upbringing. This is legally known as 'parental authority'. Most parents want the best for their children, but sometimes things go wrong. Help is needed if serious problems arise. In those cases, the Child Care and Protection Board (*RvdK, Raad voor de Kinderbescherming*) carries out the investigation. The RvdK advises the family court on what is needed. The family court may impose a child protection order. *Jeugdbescherming Overijssel (JbOV)* implements the court order. JbOV assists the family.

Sometimes the parents have died or a mother has not yet reached the age of 18. In that case, the family court may also issue a *child protection order*. JbOV may be given custody of the young person.

You are receiving this leaflet because JbOV will be supporting your child. This has been ordered by the family court. JbOV is a *certified institution* and is therefore authorised to implement child protection measures. In all types of child protection measures, we look for solutions together with parents and the young person. The main goal is for children to grow up safely, so that they can develop properly.

This leaflet has a list at the back explaining the abbreviations and words used. These words are printed in italics.

The text in this leaflet has been written in the masculine form to make it easier to read. Where reference is made to he, that can also be read as she.

It is important that all clients can understand this leaflet. For that reason, we have written it in simple language. Therefore, you cannot derive any rights from this text.



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A SUPERVISION ORDER

Under a *supervision order*, you must bring up your child under supervision. However, you remain responsible for the parenting yourself. You keep legal custody. You also remain financially responsible for your child. A child protection officer oversees your parenting and provides input. You and your child make important decisions together with the child protection officer.

What happens next?

A child protection officer will contact you once the family court has issued the child protection order. The child protection officer will want to meet your child within five working days. The child protection officer explains what will happen. A plan is needed for the supervision. The child protection officer may ask you to create your own *Family Group Plan (FGP)*. Or the youth protection officer will prepare a *Plan of Action (PoA)* with you. The plan outlines how the parenting situation can be improved.

How long does it last?

A supervision order usually lasts one year, and sometimes less. The supervision order is intended to make things better for your child. After that, you can take care of your child yourself again. The supervision order may be extended if your child is not doing better. The child protection officer can ask the family court to extend the supervision order. This can be done for up to one year each time. A supervision order ends when your child reaches the age of 18.

Living at home or not?

JbOV believes that all children are best off living with their parents. But sometimes living at home is not safe. The family court may decide as early as during the *hearing* that your child cannot stay at home (temporarily). In that case, your child will be placed elsewhere as soon as possible. If your child continues to live at home, the child protection officer will determine if the home is safe enough. If necessary, he can ask the family court for a *care order*. If the family court gives permission, your child will live elsewhere (temporarily). This could be with family or friends. Or at a foster home or in a residential group of a *youth care agency*. The child protection officer will continue to involve you in bringing up your child as much as possible. The child protection officer will talk to you about how your child can return home.

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WHAT CHILD PROTECTION MEASURES ARE AVAILABLE?

A PROVISIONAL SUPERVISION ORDER

If a child's home situation suddenly becomes very unsafe, the family court can urgently intervene. In that case, it will impose a *provisional supervision order*. The family court will usually decide that a child must temporarily live elsewhere. A provisional supervision order is an emergency measure.

A provisional supervision order lasts for up to three months. During this period, the RvdK investigates the parenting situation. A youth protection officer from JbOV supervises your child during this period. After these three months, the RvdK advises on whether a supervision order is needed.

A GUARDIANSHIP MEASURE

Sometimes, parents are unable to care for their children themselves. This could be because the parents have died or if a mother is under 18. But also when things are very unsafe at home for a longer period of time. In these cases, the RvdK investigates and advises the family court. The family court may decide that the child should be placed under someone else's custody, known as guardianship. This could be a family member, a foster parent or a certified institution.

JbOV is a certified institution and can therefore be awarded custody of your child. JbOV's task is to ensure that your child can grow up in a safe environment. JbOV is made responsible for your child's care and development.

What happens next?

A youth protection officer from JbOV supervises your child. The child protection officer maintains regular contact with him. He provides a place where your child can live and grow up safely. Preferably in familiar surroundings. This could be with family or friends. The child protection officer is your child's legal representative. He decides all kinds of things. The child protection officer values your child's opinion.

Is your child already being supervised by JbOV? If so, he will already have a child protection officer. If possible, the same child protection officer becomes their guardian. The child protection officer and your child will prepare a Plan of Action together. This must be done within six weeks. A young person's safety is always the most important part of the plan.

How long does it take?

A guardianship order lasts until the child reaches the age of 18. It is usually best for a young person to have a single guardian rather than an institution. Someone he knows and trusts. JbOV may transfer guardianship to an appropriate family member or foster parent. JbOV must ask the family court to approve this.

As a parent, you can ask the family court to end the guardianship order. You will need a lawyer to make this request to the family court. The family court makes a decision. Sometimes, it decides that the RvdK should first consider whether you can regain custody.

SUPERVISION UNDER JUVENILE PROBATION

If your child has committed a criminal offence, the family court may impose supervision under juvenile probation. Juvenile probation helps prevent your child from committing another criminal offence. That will ensure that your child has more future opportunities. The juvenile probation officer helps, supervises and monitors your child.

What happens next?

The juvenile probation officer reviews the situation together with your child. Where are things going wrong? What is going well? What could be done better? The juvenile probation officer helps your child make better choices. Your child and the juvenile probation officer make clear agreements about what should be done differently. He lays down these agreements in a Plan of Action. The juvenile probation officer checks that appointments are kept. The juvenile probation officer works with parents and others, such as family members or the school.

How long does it take?

Juvenile probation lasts between six months and two years. That is quite a long time. But it gives your child the chance to practise new behaviour. Your child can then show that he can continue to behave that way.

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WHAT ELSE IS IMPORTANT TO KNOW?



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THE FAMILY GROUP PLAN AND PLAN OF ACTION

When the supervision begins, the child protection officer will ask you to prepare a Family Group Plan (FGP). The Dutch Youth Act states that a plan is required. The Family Group Plan sets out how you intend to improve the situation at home. For example, who will do what and when. You make the plan with your family, friends and others who can help you. If you cannot write a Family Group Plan yourself, you can write a Plan of Action with the child protection officer. In the case of juvenile probation, the juvenile probation officer always makes a Plan of Action. Your child plays a vital role in making the plan. Together, you look into who can help you.

The child protection officer specifies the minimum requirements for the Family Group Plan. They also determine whether a plan is safe enough and may therefore make decisions. If it is in your child's best interest, the child protection officer may decide to write his own Plan of Action. A Plan of Action must be completed within six weeks.



Sharing information securely

The Privacy Act states that personal information must not become public. That is why we want to share information with you securely. When we email or send messages we use *secure connections*.

Using email

We strongly recommend that you only use email via secure connections. JbOV uses Ziwer for this purpose. You can use Ziwer to securely use email and share files. Only the sender and receiver can open the message. Your child protection officer or juvenile probation officer can tell you more about this. Our website also contains information about secure email.



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PRIVACY AND THE CASE FILE

We collect personal information about your child. That includes their name, address and date of birth. We also collect information about your family. For example, about the situation. What help you are already receiving. And who is involved. We store the information in a case file.

We handle this privacy-sensitive information with care, in accordance with European privacy laws. This is the *General Data Protection Regulation (GDPR)*.

Privacy is subject to strict rules. You will find the rules in:

- JbOV's privacy statement and
- the privacy regulations for certified institutions of *Jeugdzorg Nederland*.

These documents are available on our website. Your privacy is very important to us.

"WE ALWAYS HANDLE YOUR DATA WITH CARE"

Sending messages with the Signal App

You can use the Signal app to send private messages securely. Signal protects your privacy. Messages are only kept on your and the recipient's device. This ensures that your data remains well protected.

Viewing your case file

Case files contain a lot of personal information. Case files therefore cannot be obtained or viewed by anyone. You can view your own case file, but rules apply. These rules are posted on our website.

For example, the website contains information on:

- how we share data with others and
- how long JbOV keeps case files.

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WHAT TO DO IN CASE OF COMPLAINTS

- Our youth protection and juvenile probation officers want to do their jobs as well as possible. But it could be that you are still unhappy. In that case, we will be pleased to help you solve the problems. You can ask for a mediation session. This is a discussion between you, the supervisor and the relevant staff member. You can email or call us if you have a complaint.
- You can email your complaint to klachten@jbov.nl. The complaints secretary will then contact you to arrange a mediation meeting.
 - You can call JbOV's general phone number: 088-856 78 00. Tell the operator that you have a complaint. He will connect you to the employee's supervisor. Tell the supervisor what your complaint is. The supervisor can also explain how mediation works.

The staff member concerned and the supervisor always attend a mediation meeting. A confidential advisor of Jeugdstem can assist you in the mediation process. Our agreements during the mediation session are placed in your case file.

Jeugdstem

Jeugdstem ('the voice of youth') is a national organisation for everyone involved in youth care. Jeugdstem can provide you with information, advice and help free of charge. Jeugdstem is impartial and can support you with complaints. Jeugdstem's telephone number is: 088-555 10 00.

Other complaint bodies

If you have a complaint, you can also contact other complaint bodies. They include the Youth Care Complaints Committee (Klachtencommissie Jeugdzorg) and the National Ombudsman. More information about this is available on our website.

If you disagree with the family court about the child protection order, you can file an appeal. This must be done within three months of the family court's decision. You will need a lawyer to appeal. JbOV cannot help you with this.



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WE WANT TO WORK TOGETHER WITH YOU

We would like you to cooperate with us. Your ideas help us to improve the quality of our work. We call this "client participation".

We will ask you: What do you think of our supervision? What is going well? What could be done better? Our staff member will regularly discuss this with you.

We are also happy to listen to you in other ways. For example,

- through *mirror meetings*,
- through the youth council,
- through experience sharers,
- by measuring your satisfaction.

Satisfaction survey

We ask parents and young people over 12 to participate in a satisfaction survey. We do this once or twice a year. *The client council* and the youth council provide input for the survey questions. It takes about five minutes to complete the questionnaire. We process your answers anonymously. You can choose whether to participate in the survey. Would you like more information first? If so, please send an email to kei@jbov.nl

"YOUR OPINION IS VERY IMPORTANT TO US"

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THE CLIENT COUNCIL

The *client council* (CR, cliëntenraad) is an official participatory body. The CR represents the interests of all clients combined. The CR advises on issues important to all clients. The CR has regular meetings with the director of JbOV. The meeting covers subjects such as how JbOV works. Other subjects include client satisfaction, communication or money matters and future plans. The CR is independent. This is established by law.

Online client panel

The CR wants to know what is important to clients. The CR uses an online client panel for this purpose. Panel members receive occasional emails from the CR, in which the CR asks for their opinion on an issue. The CR discusses these responses with the director and staff of JbOV.

Contact with the client council

Would you like to contact the CR? Would you like some information? Or would you like to join the CR or participate in the client panel? If so, send an email to clienraad@jbov.nl.



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HOW WE TREAT EACH OTHER

Employees of JbOV will play an important role in your life. After all, they will be helping you to bring up your child. Our supervision can only be successful if we work well together. You will need to correctly inform and trust our staff members. That can be quite difficult at times. Our people understand that. They follow strict rules. These rules are also about their behaviour.

Sometimes, parents' emotions run high. But we cannot accept aggressive behaviour. We therefore have rules of behaviour to ensure that we can work well together. We make clear agreements about how we treat each other, especially at this difficult time.

We also draw your attention to our house rules. These house rules apply when you visit JbOV. The rules of behaviour and house rules are given on our website.

“WE INTERACT WITH RESPECT
AND CREATE A SAFE
ENVIRONMENT TOGETHER”

EXPLANATION OF ABBREVIATIONS AND WORDS



General Data Protection Regulation (GDPR):

The GDPR is the European privacy law. The law gives people rights and organisations the responsibility to handle personal data carefully.

Secure connection:

A secure connection protects data from unauthorised viewing when sharing information online.

Client:

By client we mean both the young person and the parents.

CR:

A client council (CR) represents the shared interests of clients.

FGP:

Family Group Plan

CI:

A certified institution according to the Standards Framework for Youth Protection / Juvenile Probation. Organisations implementing youth protection and juvenile probation must meet special requirements. These requirements are given in the "JB/JR standards framework". The Keurmerkinstituut (KMI) checks whether an organisation meets the requirements.

Appeal:

An appeal means having a case heard again by a higher court.

JbOV:

Jeugdbescherming Overijssel

Youth care agency:

An agency that provides assistance to young people.

Jeugdzorg Nederland:

An association for employers of youth care agencies.

Young person:

children and young people from 0 to 18 years of age.

Child Protection Order:

The court may impose a child protection order if a child's development and safety are under threat and parents do not voluntarily accept help or do not accept it adequately.

Supervision order:

Placement of a child under supervision

Parents:

By 'parents', we mean the parent with custody, adoptive parent, stepparent or another person who cares for and raises the young person as a family member. This does not include a foster parent.

PoA:

Plan of Action

RvdK:

Child Protection Council

Mirror meeting:

A meeting where clients tell the organisation how they have experienced the supervision.

Care order:

A care order means that a child lives somewhere other than with their own family. For example, the child stays with relatives at a foster home or youth care institution. This is usually temporary, but sometimes for a longer period of time.

Provisional supervision order:

Being placed provisionally under supervision

Hearing:

The oral hearing of legal proceedings, where the judge talks to the party or parties about the case.



ACCESS TO JBOV

Who is your youth protection or juvenile probation officer?

What is his phone number?

How can you contact the child protection officer or juvenile probation officer?



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CONTACT

Regional office IJsselland
Dokter Stolteweg 11
8025 AV Zwolle

Phone:
(088) 856 78 00

Regional office Twente
Bornsestraat 5
7556 BA Hengelo