



CHILD WELFARE SOCIETY OF KENYA CITIZENS' SERVICE DELIVERY CHARTER



Vision

"To see all the children and vulnerable young persons leading a happy fulfilling and fruitful life"

Mission

"To promote and secure the rights of children and vulnerable young persons in order for them to realize their full potential"

Core Values

- Children and young persons as the center of all its activities; (To the best interest of the child)
- The family environment as the unit where children and young persons can grow and develop with love and care. (Survival, growth and development)
- Prioritizing family strengthening
- Equity and justice for all children and young persons irrespective of race, tribe, age, sex, religion and social background; (non discrimination)
- Full integration of children and young persons into mainstream national activities; (participation)
- Mutual respect for all (among children, young persons, clients, staff, Board of Directors & trustees)
- Confidentiality
- Mainstreaming environmental sustainability in CWSKs programming



OUR SERVICE STANDARDS

SERVICES RENDERED/ DELIVERED	REQUIREMENTS FROM THE CLIENT/CUSTOMER	USER CHARGES	TIMELINES
Response to verbal enquiries	<ul style="list-style-type: none"> • Provide information on the enquiry • Depends on enquiry 	None	Within one hour
Response to verbal enquiries	<ul style="list-style-type: none"> • Provide information on the enquiry • Depends on the type of enquiry 	None	Within 14 days
Rescue of children in distress	<ul style="list-style-type: none"> • Information on the child reported to be in distress 	None	Immediate
Response to emergencies affecting children and families	<ul style="list-style-type: none"> • Information about the emergency • Cooperation from families and the community • Coordination with other stakeholders / partners 	None	Immediate
Tracing of families of separated children including during emergencies	<ul style="list-style-type: none"> • Depending on each case • Availability of information on the child and family • Cooperation from the parties • Availability of families • Cooperation from partner institutions such as police, courts, hospitals, DCS 	None	Within 1 day to one year
Facilitate Alternative family care (foster care guardianship and adoption) includes among others Initial assessment, approval, placement, counseling, court assessment, court report	<ul style="list-style-type: none"> • Properly filled application form and supportive documents • Cooperation of prospective parents • Case information • Availability of children • Availability of families • Information from prospective adoptive parents/guardian/foster care parents • Documentation as provided for in the Children's Act, 2001 & Adoption Regulations, 2005 • Access to the home of the prospective adoptive parents/foster care parents • Cooperation from related partner institutions such as police, courts, hospitals, DCS 	None	Within 6 Months
Family strengthening	<ul style="list-style-type: none"> • Cooperation from the parties • Type of support required and its availability 	None	Within 6 Months
Family mediation on issues affecting children	<ul style="list-style-type: none"> • Availability of the parties • Cooperation from the parties 	None	Within 6 Months
Counseling services to children and their families	<ul style="list-style-type: none"> • Availability of the parties • Cooperation from the parties 	None	Within 3 months
Protecting unborn child through Pregnancy crisis support	<ul style="list-style-type: none"> • Case information • Cooperation from the parent/s 	None	Immediate
Provision education and skills development to children and vulnerable young persons	<ul style="list-style-type: none"> • Case information • Documentation as provided by CWSK policy • Availability of funds • Access for home assessment 	None	Case by case basis between one month to one year