Co-funded by the European Union

EUROPEAN UNION

COUNCIL OF EUROPE

CONSEIL DE L'EUROPE

Co-funded and implemented by the Council of Europe

BARNAHUS

IRELAND

Child Advisory Board Consultation on the Barnahus Website

April 05th, 2025

Introduction

On April 05th, 2025, the Child Advisory Board for Barnahus South took part in a consultation on the Barnahus website, developed as part of the joint European Union - Council of Europe Joint Project "Support the implementation of the Barnahus project in Ireland." For the purposes of the consultation, 7 young people were given access to the Barnahus website and were tasked with giving their opinions on the site from a youth perspective under the following categories:

- Child friendliness
- Intuitiveness
- Accessibility
- Visual Appeal

The consultation

The young people had spent time on the website prior to the consultation and on the day of the consultation they considered each of the categories whilst using the website in real time. Before discussing the site or answering any questions the young people were reminded of the following:

"This website is for various users, including those interested in Barnahus, children referred to Barnahus, their families, and children who are victims or at risk of sexual abuse and seeking help.

We should keep in mind that the wording should remain global and comprehensive enough, without simplifying it too much".

Responses

The responses from the young people under the categories were as follows:

Category 1 – Child Friendliness

Does the website feel accessible to children while maintaining globally understandable wording that ensures clarity for a wide audience?

The young people consulted thought that the website could be feel more accessible to children. For example, some of the language could be simplified – e.g. multi-disciplinary / co-ordinated interagency – could the meaning of phrases such as these be included or could there be a 'hover' mechanism that could give the meaning of complicated words or phrases.

Maybe less words would be good – 'no-one spends time reading on a website'.

Can you understand what Barnahus is about and the services it offers from the content that is on the website?

Yes

Category 2 – Intuitiveness

Are the sections logically structured?

The young people consulted thought that the structure of the website could be improved. They thought it 'jumped around', e.g. the four rooms came after the child's journey. They thought it made more sense for the four rooms to come before the journey. The young people thought that the standards should feature more prominently at the beginning of the content.

The young people thought that how to access Barnahus should come at the beginning, followed by locations and then the tour.

The young people did not like the content on data protection – 'why is there such a massive piece on data protection?'

Is the layout user-friendly?

The young people thought that the layout could be improved.

They suggested that when you click on the link you should be asked if you are a young person / parent or carer / professional

They layout should be improved on the phone – it looks better on a laptop at the moment. They young people thought that parents and young people are more likely to be accessing the website on a phone

They young people like the images used, but they don't like the way that they move when you scroll down – 'makes me feel sea-sick'

Can visitors easily find the information they need ?

As before, the young people that were consulted thought that the information was not in the right order or not in the right section eg. 'Why is there a video tour in Resources ? It should just be Resources.'

Category 3 – Accessibility

Is the content well-organised and effectively conveyed?

The young people thought that the titles and text make sense but felt that the information could be better organised e.g. video tour should come after the locations.

Does it serve its intended purpose clearly?

The young people thought that the website does serve it's intended purpose.

Category 4 – Visual Appeal

How do the colours and motion graphics come across?

The young people liked the colours and liked that they are consistent with Barnahus colours.

As before the young people don't like the moving images, but do like the moving Barnahus logo.

Do they encourage engagement and exploration?

The young people thought that the graphics do encourage engagement and exploration, but that there were 'too many links.

Summary:

The following is a list of general comments noted during our discussion with the young people.

- The young people suggested using a "hover" function with the mouse on difficult words such as multidisciplinary. When you hover the mouse over the word you are given a simple explanation of the word. You can experience this function on E-readers.
- The moving text as you scroll down on the home page works well initially but gets tiresome as you continue to scroll down. it is not comfortable for your eyes. The page feels as though its never ending and has too much information on it.
- The information given is excellent, but the young people felt that the order that it was given in could be better. For example, the Barnahus quality standards are listed before the explanation of the four parts of Barnahus.
- It was suggested that if the website is for various users would it be better to direct each user to a version of the site instead of trying to cater for everyone altogether. For example, the opening page might have three options: one for parent, one for child and one for practitioners. The content given thereafter depends on who you are. On the child version you could use simpler language.
- The small Barnahus jigsaw logo at the top of the page moves, comes apart and back together like a jigsaw. This was really appreciated by the young people as they felt it showed how Barnahus brings the elements together.
- The young people queried the use of the "Exit button" on the site.
- The young people queried Barnahus East being on the site as it does not exist yet.
- The young people queried the number of links on the site and wondered if some of the information could be provided on the site itself as opposed to redirecting you to another site?

This document was produced with the financial support of the European Union and the Council of Europe. Its contents are the sole responsibility of the author(s). The views expressed herein can in no way be taken to reflect the official opinion of either the European Union or the Council of Europe.

All rights reserved. No part of this publication may be translated, reproduced or transmitted, in any form or by any means, electronic (Internet, etc.) or mechanical, including photocopying, recording or any information storage or retrieval system, without the prior permission in writing from the Directorate of Communications (F-67075 Strasbourg Cedex or publishing@coe.int).

All requests concerning the reproduction or translation of all or part of this document should be addressed to the Directorate of Communications.

All other correspondence concerning this publication should be addressed to the Children's Rights Division; children@coe.int.

The "Supporting the Barnahus model in Ireland" project is co-funded by the European Union via the Technical Support Instrument, and implemented by the Council of Europe, in cooperation with the European Commission in close co-operation with the Irish Department of Children, Equality, Disability, Integration and Youth (DCEDIY) from 12 August 2022 to 21 April 2025.