



BARNAHUS
I R E L A N D

**Our Response to Your Feedback – Child Advisory
Board Input on the Barnahus Website**

The Barnahus website was developed as part of the joint European Union-Council of Europe project “[Support the implementation of the Barnahus model in Ireland](#).”

As members of the Child Advisory Board for Barnahus South, you played a key role in improving the website by sharing your valuable feedback during the consultation process. Your input helped us enhance the website’s design, structure, and content to make it more child-friendly, accessible, and intuitive. We sincerely thank you for your time and meaningful contributions.

This document outlines how your feedback was addressed, what was implemented, what could not be implemented at this stage, and the reasoning behind those decisions.

COMMENT 1: Some of the language on the website is too complex and could be simplified. You suggested to have the meaning of these terms explained through a “hover” mechanism that would appear when users point to certain words.

Response: This ‘hover’ function is a very thoughtful idea. An interactive feature where children can hover over complex words has been added to see simplified definitions via a bubble. This feature has been added to the following terms:

Home page:

- Under *Our mission*, “coordinated interagency response” is “when professionals from different places like the hospital, police, and child protection team up and work together to help children at Barnahus.”

About page:

- Under *Our teams*, “holistic approach” means “looking at the whole person, their body, feelings, thoughts, and life, to help them in the best way, not just fixing one small part.”
- Under *Therapy team*, “trauma-focused intervention” is defined as “a special way of helping someone who went through something upsetting to learn useful ways to manage these feelings so that they can start to feel better and stronger again.”

New Standards & Values page:

- Under *Our values*, “multidisciplinary” is “when people with different jobs such as police officers, medical staff, social workers, and therapists all work together.”
- Under *Our values*, “any form of discrimination” refers to “treating someone unfairly just because of who they are, like their skin colour, religion, gender, abilities or what they may have experienced.”
- Under *Barnahus Quality Standard 3*, “non-offending family/caregivers” are “people close to the child and who did not do anything wrong or hurtful. The harm is caused by someone else.”

- Under *Barnahus Quality Standard 6*, “evidence-based practice and protocols” refer to “doing things in a way that has been tested and proven to work, using facts and research to help people the best way possible.”

Guidance page:

- Under *How to access Barnahus*, “referrals” are “when one helper or service asks another helper to give the child the right kind of care or support they might need.”

COMMENT 2: The structure of the website is confusing and could be improved. The four rooms should come before the child’s journey. Additionally, information on accessing Barnahus should come at the beginning, followed by locations and then the tour.

Response: We have reorganised the content as follows:

- On the *About* page: *The Four Rooms* now appears before *The Child’s Journey*.
- On the *Guidance* page: *How to Access Barnahus* appears first, followed by *Locations*, *Resources* and then *Data Protection Notice* (with the *Video Tour* deleted from this page based on Comment 8).

COMMENT 3: Why is there such a massive piece on data protection in the *Guidance* page? What is the purpose of such information?

Response: The text displayed for the data protection notice when the consultation occurred was still a placeholder. We have now replaced it with the final version, which is significantly shorter and more concise. The purpose of this paragraph is to inform individuals, specifically children, young people, and their guardians, about what personal data is collected, why it is collected and who the data may be shared. This notice fulfils legal and ethical obligations under data protection laws, ensuring transparency, accountability, and informed consent when handling sensitive personal data.

COMMENT 4: The moving text as you scroll down on the home page works well initially but gets tiresome as you continue to scroll down. It feels never-ending and hard on the eyes. The standards should also feature more prominently at the beginning.

Response: We moved the *Our Values* and the *Barnahus Quality Standards* sections to a new page titled “Standards & Values,” which is now accessible via the top menu. This helps with reducing the scrolling on the *Home* and *About* pages and allows for the standards to be presented more prominently in a dedicated space. We felt the values naturally complement the standards, as they are intended to reflect and align with the principles outlined in them.

COMMENT 5: You suggested that, given the website serves different audiences, it might be better to guide users to tailored versions of the site rather than presenting the same content to everyone. For example, the landing page could offer three distinct pathways, one for parents, one for children, and one for practitioners, with content adapted to suit each group's needs and level of understanding.

Response: We agree that this is a great suggestion. However, implementing this would require substantial restructuring and the creation of two additional tailored pathways and content. Given current timelines and resources, we propose exploring this option in Phase II of the project, once the initial website has launched and we can assess the impact and feasibility of such changes, in terms of capacity and budget.

COMMENT 6: The mobile layout is not as good as the desktop version. Most users will likely access the site via phone.

Response: We appreciate this feedback and agree that mobile accessibility is essential. While it is not entirely clear which elements felt off, all updates made to the desktop version will also be applied to the mobile version to ensure consistency and usability across devices, and we hope these will make the mobile version better.

COMMENT 7: The images are good, but the animations while scrolling made some of you feel "sea-sick."

Response: We have removed all scrolling animations from images to ensure a more comfortable and stable browsing experience.

COMMENT 8: You were confused about the video tour being included in the resources section of the website.

Response: Resources can take many forms, including videos, as they are intended to provide helpful information. The video tour was designed to give users an overview of the services offered at Barnahus West and a sense of the space itself. While it was placed near the Resources section, it was actually part of a separate section on the *Guidance* page, with the goal of guiding users through what Barnahus West offers. That said, we understand the confusion this placement may have caused. Since the video is already available on the *About* page, we have removed it from the *Guidance* page to avoid duplication and improve the clarity of the website structure.

COMMENT 9: The small Barnahus jigsaw logo at the top of the page moves, comes apart and back together like a jigsaw. You really appreciated this as you felt it showed how Barnahus brings the elements together.

Response: We are really pleased to hear that our original intention came across clearly and was positively received. The logo was developed with input from other children as well, and your feedback reinforces a shared understanding of its message. It effectively conveys the idea of bringing together multiple services under one roof at Barnahus to support child victims of sexual abuse and their families in a safe and coordinated way.

COMMENT 10: What is the purpose of the “Exit button” on the site?

Response: We understand the confusion here. The “Exit” button is designed for children or families who may feel overwhelmed or triggered by content. While we are aware that users can simply close the page like any other website, this dedicated exit button is a deliberate feature. It reinforces the message that it is okay to leave, that users have a clear choice and the option to do so, and that their emotional wellbeing has been thoughtfully considered in the site’s design. It is about offering reassurance and showing that the website was built with sensitivity and care.

COMMENT 11: Why is Barnahus East being on the site when it does not exist yet?

Response: This is a great point. The inclusion of Barnahus East was still under discussion with the various agencies involved in the project, so your feedback confirmed our own reflections. In the meantime, we have added a “Coming Soon” placeholder for Barnahus East and will update it once the centre becomes fully operational.

COMMENT 12: There are too many external links. Could more information be kept on the website itself as opposed to redirecting you to another site?

Response: As you rightly pointed out in another comment, the website already contains a substantial amount of information, and implementing this particular suggestion would further add to that. Reducing the existing content is already not an option at this stage, as each element has been carefully selected to provide a comprehensive overview for users. To avoid unnecessary duplication, especially where essential details are already available on external platforms, we have used links to offer additional information for those who wish to explore further. This approach helps keep the core site streamlined and focused, without overwhelming users or diluting the most important messages.

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