



**Missing
Children
Europe**

Brussels, May 2017

To whom it may concern,

Mr. Daniel Burkard has worked as an external consultant in the project “Minimising violence through quality control – Monitoring and Evaluating 116 000 hotlines to prevent, support and protect missing children.” The project was managed by Missing Children Europe and developed an accreditation mechanism for 116 000 European hotlines for missing children. It then proceeded to carry out the first round of evaluations in the first half of 2016 of the hotlines all over Europe.

Daniel Burkard has, on behalf of ImPlus Consulting, been responsible for carrying out the accreditation processes for the 116 000 hotline for missing children in Austria and Hungary. His responsibility was to ensure the timely delivery of the outcomes for the countries he was responsible for.

The tasks included reviewing and assessing a large amount of material submitted by each hotline in the language of the hotline and English; liaising with the project manager from Missing Children Europe and the hotline staff to ensure the quality of the submission; carrying out a 1 day accreditation visit on site at the hotline; and writing a narrative report after the visit as well as a final assessment report, giving final scores to the hotline in cooperation with the project manager.

Daniel Burkard showed great managing skills in that he carried out his tasks efficiently, in a timely and highly professional manner. He showed the necessary attention to detail and quality standards and applied a keen sense of diplomacy when interacting with the hotlines in his role as assessor of their work. Daniel was a reliable partner with well-developed inter-personal skills, ensuring a seamless communication between the project manager, himself and the hotlines.

As project manager, I highly recommend him as a consultant for European projects and hope to work with him again in future endeavours.

Sincerely,



Mette Drivsholm

Project Officer at Missing Children Europe



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