

THE WEPROTECT GLOBAL ALLIANCE

WORKING EXAMPLES OF MODEL NATIONAL RESPONSE CAPABILITIES AND IMPLEMENTATION





**PROTECTING CHILDREN
FROM ABUSE AND EXPLOITATION
IS EVERYONE'S BUSINESS.
THE SEXUAL EXPLOITATION OF
CHILDREN ONLINE CANNOT BE
DEALT WITH BY ANY ONE COUNTRY,
COMPANY OR ORGANIZATION
WORKING IN ISOLATION;
IT DEMANDS A COORDINATED
GLOBAL RESPONSE BY
GOVERNMENTS, INTERNATIONAL
ORGANIZATIONS, TECHNOLOGY
COMPANIES AND CIVIL SOCIETY.**

COVER PHOTO:

An eight-year-old girl in the front of the shelter where she lives with 7 older siblings in the Philippines. They were all rescued during a cybercrime police raid six years ago, when their parents were arrested for forcing the two oldest girls to participate in live-streaming of child sexual abuse.

© UNICEF/UN014958/Estey

FOREWORD



As Chair of the WePROTECT Global Alliance, it is with great pleasure that I introduce this booklet to the international community. The WePROTECT Global Alliance combines the expertise, passion and drive from governments, industry, law enforcement and civil society to create a truly global and multi-stakeholder initiative that is helping to transform the way online child sexual exploitation is dealt with around the world.

It is an uncomfortable and unfortunate reality that while the Internet and developments in technology are expanding possibilities for people to connect and learn in unprecedented ways, they also provide the tools for those who would seek to harm our children the potential to do so. With the global reach of the Internet, perpetrators can make and view illicit images and live-streaming of children online and anywhere in the world, and with over 800 million minors online, most unsupervised, the scale of the issue is growing rapidly. Online child sexual exploitation is the scourge of our time, and we must act now to combat this recent and increasingly emergent threat to our children's safety online.

At the heart of the WePROTECT Global Alliance's strategy is supporting countries to develop coordinated multi-stakeholder responses to tackle online child sexual exploitation, guided by our Model National Response (MNR). The MNR acts as a type of blueprint for national action, identifying the capabilities required across all sectors to combine an effective and coordinated national response. Through our engagement with our WePROTECT Global Alliance country membership base, we know that governments and organizations would like us to build on our guidance by sharing information about what works in combating the threat.

It is therefore my pleasure to introduce this booklet to share examples from countries and organizations currently taking steps to address the issue of online child sexual exploitation and abuse, in line with our MNR. This booklet will be the first of its kind, but it will not be the last. As a dynamic organization, the WePROTECT Global Alliance is always looking ahead to see how we can drive and enhance the global response to online child sexual exploitation and abuse. The best way for us to do this is to hear from you, whichever sector you are representing, to tell us what you are doing now that works and what you would like the WePROTECT Global Alliance to deliver to support the fight against this heinous crime. Online child sexual exploitation is borderless, and so we must deliver a borderless response. No one country or organization can solve this issue alone; we must act together and we must act now.

I would like to thank everyone who played a part in pulling together this brochure, in particular the countries and organizations willing to share with the international community their working practices to help us inspire others to take action, and to help those already engaged in the issue to build and improve their own responses.

Ernie Allen

A handwritten signature in black ink that reads "Ernie Allen". The signature is fluid and cursive, with the first name "Ernie" and last name "Allen" clearly distinguishable.

Chair, WePROTECT Global Alliance Board



© UNICEF/JUN01 8651/ZEHRAUSKAS

CONTENTS

Introduction.....	5
Issue summary.....	6-7
MNR capability 1	10
MNR capability 2	11-12
MNR capability 3	13
MNR capability 4	14
MNR capability 5	16
MNR capability 6	17

INTRODUCTION



The rapid expansion of digital technology and increased access to the Internet has transformed children and young people's lives worldwide. From poor urban areas in East Africa, to rural communities in South America, and to isolated islands in the Pacific, children in some of the world's most disadvantaged and inaccessible communities now have enormous information at their fingertips. Access to social networks and the World Wide Web provide young people with incredible opportunities for education, entertainment, entrepreneurship and innovation. The possibilities seem infinite. But alongside these opportunities are risks.

As Internet becomes more accessible, violence against children takes on new dimensions with deeply damaging and life-altering consequences. For example, there are children like nine-year-old Lorna* from Southeast Asia who was forced to perform sexual acts that were live streamed on the Internet and purchased by offenders from another part of the world; or Jessica* from South America, whose cell phone was stolen and whose private photos were circulated around her school and town; or 17-year-old Jenny* from Southern Africa, who met a man on social media who abducted and repeatedly raped her for two months. Although these children may come from different corners of the world and from varied socio-economic and cultural backgrounds, sadly, they share one thing in common: they have all been harmed through the use of digital technologies. And sadly, these incidents are not rare, nor are they limited to specific demographics.

Advances in the technologies, for example, encrypted services and the development of the darknet, have brought particular advantages to the offenders. They are using them not only to communicate and share child sexual abuse content with each other, but also to affirm their acts and support, and encourage each other. Access to unlimited storage space that is secure and accessible from anywhere and from any online device makes the commission of online crimes easier for perpetrators while bringing new challenges for law enforcement and investigations. Due to the borderless nature of the crimes, an offender can sit in the comfort of his or her home and manipulate and exploit a vulnerable child, thousands of miles away.

Protecting children from abuse and exploitation is everyone's business. The sexual exploitation of children online cannot be addressed by any one country, company or organization working in isolation; it demands a coordinated global response by governments, international organizations, technology companies and civil society. The WePROTECT Global Alliance to end online child sexual exploitation (WPGA) provides this response: a global coalition dedicated to national and global action to end the sexual exploitation of children online. The WPGA has unprecedented reach: over 84 countries are members, together with major international organizations, 20 of the biggest names in the global technology industry, and 24 leading civil society organizations.

UNICEF strategic plan for 2018-2021 continue to strongly focus on protection of children from violence and exploitation. To that end, as an active member of the WPGA we are engaging in more than 150 countries to ensure children are protected from violence exploitation and abuse, including online. We are bringing the learning, knowledge and the collective drive of the WPGA to set in motion actions on the ground using the MNR as a guide to drive national action. The rest of the booklet will highlight some of these actions, and we look forward to sustaining this effort over the next years and expanding it to many more countries.

Cornelius Williams

A handwritten signature in black ink, appearing to read 'Cornelius Williams'.

*Global Chief of Child Protection
UNICEF Headquarters, New York*

* names have been changed to protect their identity



THE WEPROTECT GLOBAL ALLIANCE GLOBAL THREAT ASSESSMENT IS THE FIRST OF ITS KIND, ACTING AS A 'CALL TO ARMS' TO INCENTIVIZE AND HELP DIRECT THE MOBILIZATION OF AN INTERNATIONAL RESPONSE TO THE ISSUE OF ONLINE CHILD SEXUAL EXPLOITATION.

BY ILLUSTRATING THE SCALE, NATURE AND COMPLEXITY OF THE THREAT, THE PURPOSE OF THE GLOBAL THREAT ASSESSMENT IS TO SUPPORT COUNTRIES AND ORGANIZATIONS AROUND THE WORLD IN BETTER DETERMINING THE ACTIONS NEEDED TO PREVENT AND TACKLE ONLINE CHILD SEXUAL EXPLOITATION.

ISSUE SUMMARY

At the Solutions Summit to End Violence Against Children in Sweden on 14 February 2018, the WePROTECT Global Alliance launched its Global Threat Assessment, the first-ever research on the factors driving vulnerability to the threat of online child sexual exploitation and abuse (CSEA) at the global level.¹

The high-level findings from the Global Threat Assessment demonstrate that online CSEA is the most insidious form of modern cybercrime. Technology is enabling offenders and offender communities, providing them with unprecedented levels of access, new capabilities and increasing confidence to abuse children on a mass scale.

As set out in the WePROTECT Global Alliance's 2016 strategy, online CSEA can include, but is not limited to:

- the production, possession and distribution of child sex abuse materials (CSAM), which includes images and videos;
- the online grooming of potential child victims with the intention of sexual exploitation such as manipulating or coercing a child into performing sexual acts online;
- the live-streaming of CSEA.

Developments in technology have generated a paradigm shift in both the victims' online exposure and the offenders' ability to share CSAM securely and interact anonymously with children and other offenders online. The presence of a video camera on every device and computer has exacerbated the issues of live streaming and sextortion. Offenders are now able to leverage technology, including developments in encryption and hidden services (darknet) to develop networks with like-minded people on a larger scale than ever

before. One such 'hidden service' has over 15,000 registered members, where subscribers are required to revalidate their membership monthly by uploading either 20 images or a two-minute video of infant/toddler abuse.²

The scale of the issue is growing rapidly. In 2017, the National Centre for Missing and Exploited Children (NCMEC) reported a 700 per cent increase in the number of industry referrals of child sex abuse material online between 2013 and 2017. From birth to adulthood, children can be victims of online CSEA. Of the 132,636 reports in 2017 handled by the UK hotline, the Internet Watch Foundation, 55 per cent of children were assessed as under the age of ten and 2 per cent were assessed as 0-2 years old. Of the 132,636 reports, 33 per cent involved sexual activity between an adult and a child, including rape or sexual torture.³

Research indicates that the impacts are likely to be comparable to victims of more traditional forms of child abuse, including: higher rates of social isolation, mental health problems, suicide attempts, alcohol abuse or illegal drug dependencies, and the likelihood of being re-victimized in later life, as well as the re-victimization every time an image or video is shared or re-watched.

The cornerstone of the WePROTECT Global Alliance's strategy is a coordinated and comprehensive multi-stakeholder national action, as set out in the MNR. As outlined in our 2016 strategy, the MNR details the capabilities required across all stakeholders – government, law enforcement agencies, industry and civil society – to coordinate the development of comprehensive national action.

2 *ibid*

3 Internet Watch Foundation. Annual Report 2017. Available at https://www.iwf.org.uk/sites/default/files/reports/2018-04/IWF%202017%20Annual%20Report%20for%20web_0.pdf

1 Global Threat Assessment 2018: Working together to end the sexual exploitation of children online. Available at <https://goo.gl/E59oQB>

OUR MODEL NATIONAL RESPONSE TO CHILD SEXUAL EXPLOITATION AND ABUSE

Enablers	Capabilities	Outcomes
Cross sector, multi-disciplinary collaboration	Policy and Governance  Leadership: An accountable National Governance and Oversight Committee Research, Analysis and Monitoring: National situational analysis of CSEA risk and response; measurements/indicators Legislation: Comprehensive and effective legal framework to investigate offenders and ensure protection for victims	Highest level national commitment to CSEA prevention and response Comprehensive understanding of CSEA within the highest levels of government and law enforcement. Willingness to work with, and co-ordinate the efforts of, multiple stakeholders to ensure the enhanced protection of victims and an enhanced response to CSEA offending.
Willingness to prosecute, functioning justice system and rule of law	Criminal Justice  Dedicated Law Enforcement: National remit; trained officers; proactive and reactive investigations; victim-focused; international cooperation Judiciary and Prosecutors: Trained; victim-focused Offender Management Process: Prevent re-offending of those in the criminal justice system nationally and internationally Access to Image Databases: National database; link to Interpol database (ICSE)	Effective and successful CSEA investigations, convictions and offender management Law Enforcement and judiciary have the knowledge, skills, systems and tools required to enable them to perform victim-focused investigations and secure positive judicial outcomes. CSEA offenders are managed and reoffending prevented.
Supportive reporting environment	Victim  End to End Support: Integrated services provided during investigation, prosecution and after-care Child Protection Workforce: Trained, coordinated and available to provide victim support Compensation, remedies and complaints arrangements: Accessible procedures Child Helpline: Victim reporting and support; referrals to services for ongoing assistance	Appropriate support services for children and young people Children and young people have access to services that support them through the investigation and prosecution of crimes against them. They have access to shelter; specialised medical and psychological services; and rehabilitation, repatriation and resocialization services.
Aware and supportive public and professionals, working with and for children	Societal  CSEA Hotline: Mechanism for reporting online CSEA content; link to law enforcement and Internet service providers Education Programme: For: children/young people; parents/carers; teachers; practitioners; faith representatives Child Participation: Children and young people have a voice in the development of policy and practice Offender Support Systems: Medical, psychological, self-help, awareness.	CSEA prevented Children and young people are informed and empowered to protect themselves from CSEA. Parents, carers, teachers and childcare professionals are better prepared to keep children safe from CSEA, including addressing taboos surrounding sexual violence.
Sufficient financial and human resources	Industry  Takedown Procedures: Local removal and blocking of online CSEA content CSEA Reporting: Statutory protections that would allow industry to fully and effectively report CSEA, including the transmission of content, to law enforcement or another designated agency Innovative Solution Development: Industry engagement to help address local CSEA issues Corporate Social Responsibility: Effective child-focused programme	Industry engaged in developing solutions to prevent and tackle CSEA Industry has the power and willingness to block and remove online CSEA content and proactively address local CSEA issues. Industry proactively reports online CSEA.
National legal and policy frameworks in accordance with the UNCRC and other international and regional standards	Media and Communications  Ethical and Informed Media Reporting: Enable awareness and accurate understanding of problem Universal Terminology: Guidelines and application	Awareness raised among the public, professionals and policy makers Potential future offenders are deterred. CSEA offending and reoffending is reduced.
Data and evidence on CSEA		

WORKING EXAMPLES OF IMPLEMENTATION OF THE MODEL NATIONAL RESPONSE ACROSS COUNTRIES AND ORGANIZATIONS

As an initiative interested in hearing from our membership base, we surveyed our WePROTECT Global Alliance country members at the end of 2017 to learn about their progress towards implementing the MNR. As a part of this process, we also sought feedback from our members on what more the initiative could do to support countries to build their own responses to online CSEA.

From the responses we received, it became clear that two of the main challenges countries faced in building their

national responses included an understanding of their own countries' unique vulnerabilities to the threat at the national level, and an understanding of 'what works' in tackling the threat. Most of the countries that responded to the survey asked us to share best practices to help inspire our membership and share learning.

To this end, we have produced this booklet as the first of its kind to illustrate some of the steps that countries and organizations have taken to help address the issue of online CSEA.

THE FUND TO END VIOLENCE AGAINST CHILDREN

Recognizing the devastating impacts of violence against children, in 2015, world leaders committed to end all forms of violence, abuse and neglect by 2030, as part of the Sustainable Development Goals (SDGs). In July 2016, the Secretary-General of the United Nations launched the [Global Partnership to End Violence Against Children](#) and the associated [Fund to End Violence Against Children](#) ('the Fund').

Since its launch, the WePROTECT Global Alliance has been collaborating closely with the Global Partnership to End Violence against Children via the Fund to launch two global calls for proposals focusing on ending online CSEA. With generous donations from the UK Home Office and the Human Dignity Foundation, a total of \$24 million has been awarded to

31 projects in 20 countries, with a duration from one to three years, which are well underway.

Close collaboration between the WePROTECT Global Alliance and the Fund has helped to deliver change on the ground and ensure that support is available to enable the mobilization of resources needed to tackle this crime, which are in line with the WePROTECT Global Alliance's MNR. It has also ensured that key lessons learned from projects tackling online CSEA in the field are captured and shared with the WePROTECT Global Alliance's membership base. To this end, the Fund to End Violence Against Children has provided examples of activities it has supported to help build national, regional and international capacity to tackle online CSEA.

MODEL NATIONAL RESPONSE CAPABILITIES

POLICY AND GOVERNANCE



1

Leadership:

An accountable National Governance and Oversight Committee

2

Research, Analysis and Monitoring:

National situational analysis of CSEA risk and response; measurements/indicators

3

Legislation:

Comprehensive and effective legal framework to investigate offenders and ensure protection for victims

In **Albania**, the highest level of government commitment has been secured on child sexual exploitation and abuse (CSEA) online. This is reflected in several ministerial-level Memorandums of Understanding, including; becoming signatory to the WePROTECT Statements of Actions (2016); the adoption of the National Action Plan for a Safer Internet for Children in Albania (2018–2020); Additionally, after having successfully secured support from the Fund, UNICEF Albania and the Parliament of Albania signed a cooperation agreement in 2018 expressing their mutual commitment to align and strengthen laws to better address online crimes against children. Following which a draft decision (by-law) for the Council of Ministers, setting out procedural provisions on the protection of children online from access to illegal and/or harmful content has been developed after consultation with a range of government and private stakeholders.

In **Colombia**, the Government has signed international conventions and passed national legislation to help protect children online, including protecting them against online CSEA, such as: The Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and the use of children in pornography (2002), and national legislation by the Congress of the Republic via a statute to prevent the exploitation, child sexual abuse material and sex tourism with children under the age of 18 (Law 679 of 2001, Congress of the Republic, 2001).

In **Ghana**, the Ministry of Communications (MOC) has the mandate and is responsible for oversight of national cyber security-related issues. Hence, in collaboration with the National Cyber Security Inter-Ministerial Advisory Council (NCSIAC), MOC set up the National Cyber Security Centre (NCSC) to coordinate national cyber security issues in the Government. A Child Online Protection (COP) Unit has been set up within the NCSC to oversee policy development, capacity building and awareness creation on COP-related issues, including preventing and responding to online CSEA.

In **Montenegro**, the Government has demonstrated high-level political commitment to addressing the issue of protection of children from online sexual violence. Within the first-ever Strategy for the Prevention and Protection of Children from

Violence for the 2017–2021 period, the Government defined the results, measures and actions to be implemented in order to tackle violence against children including online CSEA.

In **Namibia**, following the establishment of a national multi-stakeholder taskforce, a national framework and road map on child online protection has been developed based on the WePROTECT Global Alliance's MNR; its implementation will be monitored by this taskforce. In March 2016, the Ministry of Gender Equality and Child Welfare on behalf of the Government of the Republic of Namibia signed the WePROTECT Global Alliance's Statements of Action to Tackle Online Child Sexual Exploitation. Additionally, an exploratory research study was conducted on the knowledge, attitudes and practices of information and communications technology (ICT) use by children (age 13–17 years old) and on the relative online risks, which informs interventions and ensures an evidence-based approach to child online protection practices.

In the **Philippines**, the Government's efforts in addressing online CSEA led to the development of a national framework, which includes the National Response Plan (NRP) to Address Online Child Sexual Exploitation and Abuse managed by the Inter-Agency Council Against Child Pornography. Currently, there are three major studies in the NRP: the Philippine Kids Online Survey, the National Study on Online Sexual Abuse and Exploitation of Children, and Changing Social Behaviour on Child Online Protection in Communities. The results of the studies will be utilized by the Government for policy advocacy, developing prevention programmes and in improving services and case management.

UNICEF helped lead the development of the NRP through a multi-sectoral workshop involving several government and non-government agencies, including representatives from the Department of Justice, Department of Social Welfare and Development, Commission on Human Rights, Council for the Welfare of Children, Department of Labor and Employment, Philippine National Police, National Telecommunications Commission, Optical Media Board, Philippine Center for Transnational Crime, Stairway Foundation, International Justice Mission (IJM), End Child Prostitution and Trafficking (ECPAT Philippines), and The Asia Foundation.

MODEL NATIONAL RESPONSE CAPABILITIES



4

Dedicated Law Enforcement:

National remit; trained officers; proactive and reactive investigations; victim-focused; international cooperation

5

Judiciary and Prosecutors:

Trained; victim-focused

6

Offender Management Process:

Prevent re-offending of those in the criminal justice system nationally and internationally

7

Access to Image Databases:

National database; link to Interpol database (ICSE)

In **Peru**, Capital Humano y Social Alternativo (Alternative Human and Social Capital), a Fund grantee partner, was able to propose legislation expanding the Peruvian Penal Code to criminalize the sexual exploitation of children in travel and tourism. Congress approved this bill, and the President made observations in July 2018; it will undergo revision before submission again for final approval. The organization also drafted three additional bills to include changes to the code regarding child sexual abuse material, grooming for sexual purposes, and identity theft relating to children. CHS Alternativo also secured formal agreements for institutional collaboration with five government ministries and successfully advocated for the inclusion of online CSEA in the 2018 agenda of the National Plan of Action for Children and Adolescents.

In **South Asia**, the South Asian Initiative to End Violence against Children, also a Fund grantee partner, developed a draft regional strategic framework on online CSEA in 2018. Expert group meetings were held in Pakistan and Sri Lanka to review and refine the draft as well as to begin its translation and adaptation into the national plans for Nepal, Pakistan and Sri Lanka. The Government of Pakistan committed to the roll-out of the national plan and policy on online CSEA within the regional framework.

In **Southeast Asia**, the Association of Southeast Asian Nations (ASEAN) Inter-Parliamentary Assembly and ECPAT International worked together to strengthen and harmonize legal frameworks to address sexual exploitation of children in travel and tourism. This work was supported by the Fund through UNICEF East Asia and Pacific Regional Office (EAPRO). The Inter-Parliamentary Assembly agreed to also include online aspects in its initiative to ensure that child sexual exploitation is addressed in all contexts. This initiative will be implemented through ASEAN legal reform workshops in collaboration with UNICEF EAPRO, the United Nations Office of Drugs and Crime, and the private sector. The ASEAN Secretariat invited UNICEF EAPRO to join a technical team to develop an ASEAN declaration to combat child sexual exploitation.

In **Greece**, the Government has setup a specific department for combating online child sexual exploitation known as Online

Protection of Minors and Digital Investigations, under the Cybercrime Division of the Greek Police. This department has the responsibility to investigate and prosecute perpetrators who commit acts against minors with the use of the internet. It also has access to the Interpol International Child Sexual Exploitation (ICSE) database and trained officers to use it.

In **El Salvador**, the protocol to assist and protect child and adolescent victims of cybercrimes is in place at the Offices for Oficinas de Atención Ciudadana (ODAC) (Offices for Citizen Reporting and Assistance). The law enforcement officers and prosecutors are specifically trained on topics such as how to approach victims and witnesses at the Gesell Chamber (safe places to give testimony), and cybercrimes against children and adolescents.

In **Jordan**, the Family Protection Department (FPD) under the Public Security Directorate (PSD) is a specialized department for investigating cases of sexual assaults including online child sexual exploitation and abuse through its Cybercrime Unit (CCU). FPD officers are trained on victim-focused investigations. FPD partners with different international organizations to ensure the quality of services provided under its specialized mandate for investigation of online CSEA. CCU investigates all cases of online CSEA, since its establishment. In addition, as a Fund grantee partner, UNICEF Jordan has strengthened national capacity by providing financial support to the CCU at the Ministry of the Interior, helping the Unit to identify cases of online CSEA and handle them in a child-friendly and gender-sensitive manner. A sex offender database is also being developed, based on international standards and best practices.

In **Montenegro**, specialized training on how to use “Child Protection System” software and “EnCASE” forensic software provided to the Cybercrime Unit increased the capacities of police professionals working in the Unit. As a result, they are able to successfully identify and investigate offenders, and to build sound prosecution cases.

In **Norway**, the Government has increased its attention and funding for addressing online CSEA. The National Crime Investigation Service (NCIS), backed by funding from the

MODEL NATIONAL RESPONSE CAPABILITIES



© UNICEF/UN0186922/ZEHBRAUSKAS

Government, launched a concerted effort in March 2017 called 'Police2peer', targeting perpetrators who are sharing child sexual abuse material through peer-to-peer networks.

In the **Philippines**, the Government has dedicated law enforcement agencies to investigate cases of online CSEA: the National Bureau of Investigation, Anti-Human Trafficking Division and the Philippine National Police, the Women and Children Protection Center (WCPC) and the Anti-Cybercrime Group. The Philippine Center on Transnational Crime as the National Central Bureau for Interpol Manila serves as the office and main coordinating body for international police cooperation against transnational crime and has access to Interpol's International Child Sexual Exploitation (ICSE) database. Furthermore, having secured financial support from the Fund, for the last two years, the International Justice Mission (IJM) has also been building the capacities of local law enforcement and the Government to identify and safeguard victims of online CSEA in Cebu, Philippines. As a result, 16 perpetrators were charged, four perpetrators were convicted, and 32 referrals issued by foreign law enforcement agencies were received by the authorities of the Government of the Philippines. Since the start of the project, Filipino law enforcement agencies have conducted 12 rescue operations with the help of IJM's

collaborative casework mentorship. IJM has also further strengthened capacities through the training of 50 Filipino law enforcement officers and 100 judges and prosecutors on the complexities of investigating and trying these crimes.

In **Turkey**, pre-service training courses for judges and prosecutors include an eight-hour session on child protection law and its implementation. Furthermore, the sessions covers topics such as offences committed through the Internet and child sexual abuse material, and offences against sexual immunity and public morals. In-service training courses include information on online child sexual abuse: offences against sexual immunity, information technology law and technical and legal aspects of blocking access, Internet Law No. 5651 and information technology law practices.

In **Mexico**, as a Fund grantee partner, the Oficina de Defensoría de los Derechos de la Infancia (Office for the Defense of Children's Rights) produced interactive online material to train state child protection lawyers and case workers in 32 Mexican states on the skills needed for specialized representation of and assistance to child survivors of online violence. The training, which began in September 2018, is expected to build the capacity of 1,280 professionals.

MODEL NATIONAL RESPONSE CAPABILITIES

VICTIM FOCUS



8

End to End Support:

Integrated services provided during investigation, prosecution and after-care

9

Child Protection Workforce:

Trained, coordinated and available to provide victim support

10

Compensation, remedies and complaints arrangements:

Accessible procedures

11

Child Helpline:

Victim reporting and support; referrals to services for ongoing assistance

In **Albania**, the National Child Helpline (ALO 116) is an integral part of the reporting system for protecting children from online exploitation. Staff are specifically trained to meet necessary reporting and follow-up requirements. This has been achieved through four training sessions and a needs assessment conducted by the INHOPE Foundation, in collaboration with the Bulgarian Safer Internet Centre, as well as one training session on child-friendly communication and how to address the cases of violence in line with the new child protection legislation in place. During the October 2017 – May 2018 period, 38 of online violence survivors (100 per cent of the reported cases that required psycho-social counselling) received psycho-social counselling by ALO 116. In addition, 807 children have been provided with information and guidance on specific topics such as cyber bullying, online trolling, messages and offending posts, and child sexual abuse material.

In **El Salvador**, two Gesell Chambers and recreational facilities were set up in the Attorney's Offices at the municipalities of Santa Tecla and Soyapango, with adequate equipment to register and record testimonies of child and adolescent victims; a guide was updated for using these Gesell Chambers. In these Chambers, testimony from children and adolescents can be collected in a safe and calm environment, thereby preventing re-victimization.

In **Greece**, the Cybercrime Division of the Greece Police hosts a 24/7 hotline that children can call for help. There is also the digital portal of the Greek Police and email address of Hellenic Cybercrime Division that minors can use to issue a complaint, as well as the digital applications 'Cyberkid' and 'Feel Safe – E-commerce' for children to access via mobile devices. Moreover, there is always a psychologist available in the Cybercrime Division headquarters who can offer assistance and

support to victims and their parents. The judicial authorities may also order the provision of further support as required.

In **Jordan**, FPD applies victim-friendly interviewing procedures, namely by using the closed-circuit television (CCTV) for interviewing and hearing child victims. For support services, an integrated and comprehensive services model is adopted, which consists of collaboration with different competent ministries such as the Ministry of Health (MoH) and the Ministry of Social Development (MoSD) to ensure immediate, comprehensive service provision for the victims in one place at the same time. MoSD services consist of ongoing support to victims during all stages of prosecution as well as for the MoH psychiatric and forensic medicine services. Post-care services are accessible for victims of sexual exploitation and abuse through the FPD with MoSD behaviour monitor support.

In **Turkey**, as of April 2017, there are 30 forensic interview rooms, namely ten Waiting Rooms, ten Interview Rooms and ten Observation Rooms in 23 provinces and 26 courthouses, which provide services to ensure that courthouses implement child-friendly criminal proceedings in line with the best interests of the child. They ensure that victims, witnesses and children are interviewed in an appropriate environment with the necessary instruments. In addition, they prevent secondary victimization, determine protection needs and refer these individuals to related services. Efforts are underway to expand this approach and deliver more interview rooms in other provinces and courthouses.

In **Uganda**, as a Fund grantee partner, UNICEF supported the training of specialist counsellors who work in Uganda's Child Helpline to provide support to victims of online CSEA. To date, they have provided services to over 152 child victims of CSEA.

THE INTERNET WATCH FOUNDATION

The Internet Watch Foundation (IWF) received financial support from the Fund in 2017 to launch anonymous online portals for reports of online sites containing child sexual exploitation and abuse material in 30 countries in collaboration with local partners. IWF has already launched seven of these portals, including in the United Republic of Tanzania, where

it received seven reports in the first two months. By removing child sexual exploitation and abuse material from the Internet, child victims are protected from re-victimization through the viewing of images and videos of their abuse online. In addition, reducing the availability of such material online helps to disrupt demand for such material.

MODEL NATIONAL RESPONSE CAPABILITIES

SOCIETAL



12

CSEA Hotline:

Mechanism for reporting online CSEA content; link to law enforcement and Internet service providers

13

Education Programme:

For: children/young people; parents/carers; teachers; practitioners; faith representatives

14

Child Participation:

Children and young people have a voice in the development of policy and practice

15

Offender Support Systems:

Medical, psychological, self-help, awareness.

In **Albania**, findings of a national research study on children's online experiences have reaffirmed that children tend to rely on the views, counsel and advice of their peers over other influencers when it comes to their online experiences. A manual for peer educators is being prepared in collaboration with National Authority for Electronic Certification and Cybersecurity (AKCESK). Ministry of Education, Sports and Youth and UNICEF, and about 200 peer educators will be trained to educate over 10,000 children through information sessions across seven regions in Albania on online threats and on how to identify and prevent online violence. Moreover, the findings of the National Survey on Children's Experiences Online will inform the scope, key knowledge gaps, attitudes and practices that will be addressed through education and awareness-raising activities for children including through peer educators.

As part of **Ghana's** 'A Safer Digital Ghana' campaign that will run until 2024, the National Cyber Security Secretariat of Ghana's Ministry for Communications is delivering an awareness programme. It aims to engage high-school students across all ten regional capitals with safe cyber practices. Ghana has developed a revised National Cyber Security Policy and Strategy (NCSPS) to encourage safer digital policies and practices at all levels, including schools. UNICEF as a Fund grantee partner, completed a national study on the risks and opportunities related to children's online practices and disseminated the findings nationally using all communication channels as a part of national campaign.

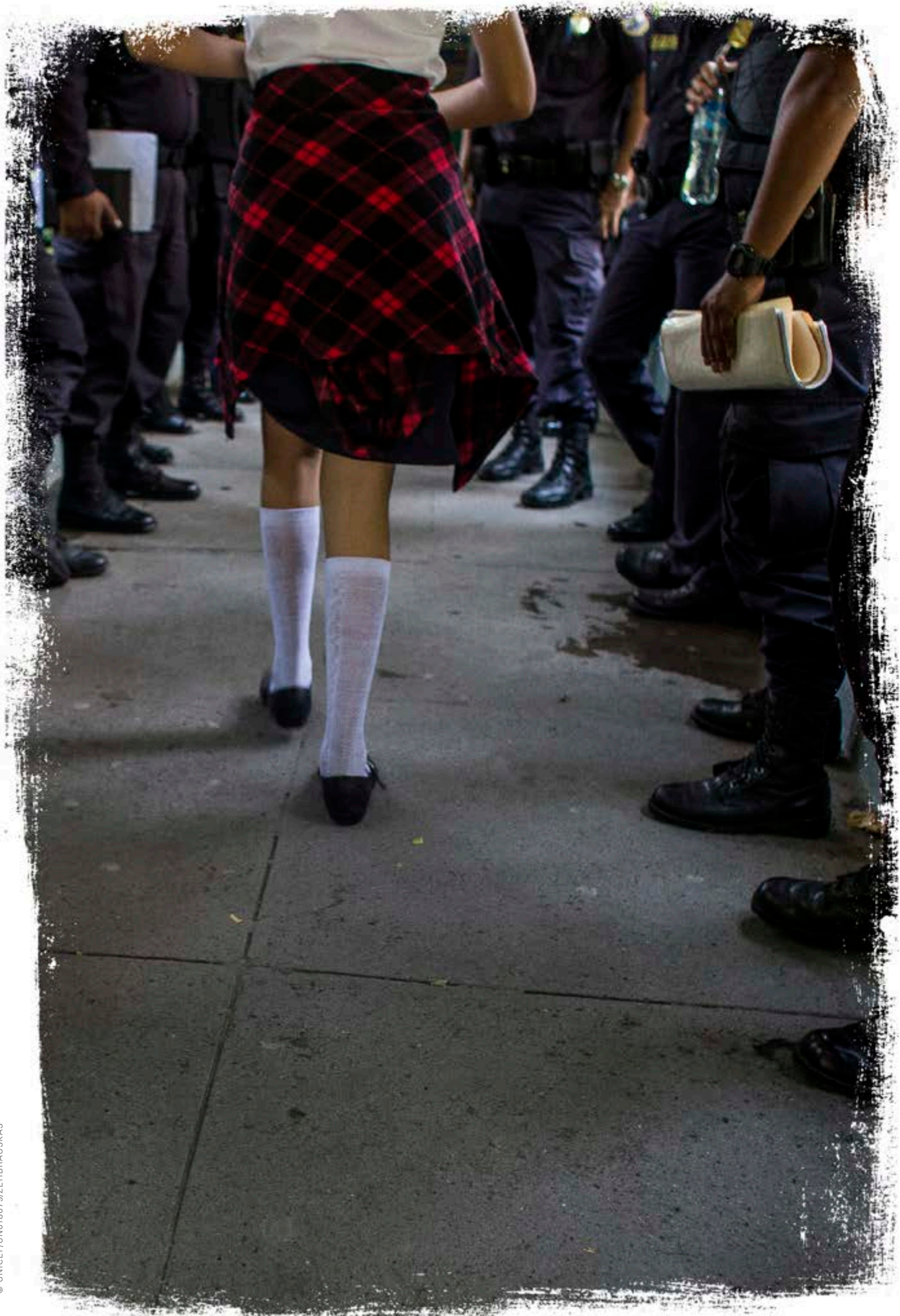
In **Uganda**, support from the Fund has allowed UNICEF to reach 42,023 children with information on online protection

in three urban districts over the past year. This was facilitated by the Ministry of Gender, Labour and Social Development. UNICEF Uganda is also investing in a community-based approach to encourage reporting through awareness-raising campaigns on what constitutes online abuse.

In **Viet Nam**, ChildFund Australia, working as a Fund grantee partner, has provided opportunities for parents and children to learn about online safety issues in their communities. For example, 90 members of youth unions held information events in seven communes within Hoa Binh province in Viet Nam, using role-playing dramas created and performed by the children; 1,065 children and 30 government officials participated in the events.

In **Peru**, financial support from the Fund has permitted CHS Alternativo to conduct awareness raising and training on the importance of preventing and reporting online CSEA to 309 community members, including parents, teachers and social service providers. In order to integrate its work with the information and communications technology (ICT) industry, the NGO has established an alliance with Telefónica, the main telephone operator and Internet provider in Peru, to provide more extensive training, especially of teachers, beginning in September 2018.

In **Costa Rica**, as a Fund grantee partner, Fundación Paniamor focused its efforts on carrying out a baseline study on knowledge, attitudes and practices among a sample group of 400 adults and 400 children from priority districts, as well as designing an e-learning platform on how to prevent and respond to online CSEA, with the goal of training 2,800 adults living in poverty.



MODEL NATIONAL RESPONSE CAPABILITIES

INDUSTRY



16

Takedown Procedures:

Local removal and blocking of online CSEA content

17

CSEA Reporting:

Statutory protections that would allow industry to fully and effectively report CSEA, including the transmission of content, to law enforcement or another designated agency

18

Innovative Solution Development:

Industry engagement to help address local CSEA issues

19

Corporate Social Responsibility:

Effective child-focused programme

In **El Salvador**, the International Centre for Missing and Exploited Children (ICMEC), the United Nations Office on Drugs and Crime (UNODC), GSMA and Tigo formed an alliance to work towards protecting children online, which resulted in shared actions and coordination with the main telecommunication companies in the country, Tigo, Telefónica, Claro and Digicel, who signed the Commitment Act for the protection of children and adolescents from sexual abuse and exploitation online. This commitment has served as a framework to develop their corporate social responsibility plans that take into consideration children and adolescents. There is active coordination with institutions that are responsible for the issue, such as the Ministry of Education (MINED), the Superintendence of Electricity and Telecommunication (SIGET), the Supreme Court of Justice (CSJ), the National Council for Children and Adolescents (CONNA) and the Salvadoran Institute for the Comprehensive Development of Children and Adolescents (ISNA).

In **Turkey**, the Turkish National Police signed a protocol with the National Centre for Missing and Exploited Children (NCMEC) that allows it to receive reports about CSEA content hosted in Turkey, which are then referred to for action by the relevant units.

UNICEF Mongolia, another Fund grantee, organized a workshop in **Mongolia**, bringing together the Government, the ICT private sector and civil society stakeholders to encourage a new form of national and international mutual cooperation and institutional development to tackle online CSEA and learn from global best practices. The International Telecommunication Union (ITU), Interpol and Child Helpline International provided significant contributions to the workshop, which focused on raising awareness of key national stakeholders and building

knowledge on the risks and opportunities for children in the digital world. As a result of the workshop, a common understanding on global best practices, international norms and industry standards was reached among industry, government agencies, regulators and civil society organizations.

In the **Philippines**, working as a Fund grantee partner on the ground, Plan UK trained 353 Internet café operators on children's rights, child abuse and on their role in child protection, including how to monitor their computers, install filters to block pornographic sites, remove cubicles and other measures to keep children safe. Some operators also joined the policy consultation with village officials, and in two villages, operators were given logistical support by the project team to assist local efforts to provide children with online protection.

In **Colombia**, after having successfully secured support from the Fund, Red PaPaz, Fundación Renacer, and UNICEF convened 28 entities representing government ministries and departments, telecommunication companies and civil society to participate in 12 working group meetings on ICT and children. A preliminary notice and takedown protocol for Internet service providers for internal implementation was drafted, and feedback was sought from key stakeholders in this field.

In **Greece**, the Government has introduced two types of procedures to assist in the removing and blocking of sites containing online CSAM. The first type consists in a court decision stating the need to remove the illegal material and the second type consists in the issuance of a provision from the Public Prosecutor. As a result of either process, relevant Internet Service Providers are obliged to add the offending site to their Domain Name System Block List.

MODEL NATIONAL RESPONSE CAPABILITIES

MEDIA AND COMMUNICATIONS



20

Ethical and Informed Media Reporting:

Enable awareness and accurate understanding of problem

21

Universal Terminology:

Guidelines and application

In **Norway**, the public broadcaster, Norwegian Broadcasting Association, has, in collaboration with Save the Children and Bivrost film, supported by the Norwegian Directorate for Children, Youth and Family Affairs and others, recently launched supportive awareness-raising material to teach children about sexual abuse in a sensitive and child-friendly way through a series of cartoons.

In **Jordan**, as a Fund grantee partner, UNICEF hosted the symposium, 'The role of the media in preventing cyberviolence against children', involving 30 journalists and media graduate students who used the occasion to reach some 4,000 people through their social media messages. The project disseminated posters and messages on sexual exploitation and abuse through UNICEF social media platforms print versions of the materials were distributed to all project centres in the 12 governorates, including refugee camps, reaching some 30,000 people.

In **Colombia**, financial support from the Fund permitted Red PaPaz, along with its partners, to hold 12 workshops with 185 journalists from 10 media outlets to raise awareness on the [Luxembourg Guidelines](#) for the protection of children

from CSEA and the importance of disseminating ethical messages in their work.

In **Ghana**, as part of efforts in ensuring effective communication and sensitization on CSEA issues, the media received first-hand information on how to report CSEA related issues. The National Media Commission, the National Commission for Civic Education, the Information Service Department of the Ministry of Information and the Ghana Broadcasting Corporation were members of the Child Online Protection Steering Committee, which developed the National Country Operational Plan (COP) framework and communication strategy. The media has been part of the COP agenda right from the beginning when the Steering Committee was commissioned in August 2016. Their role in drafting the media and communication strategy as part of the COP framework has played a significant role in ensuring effective and adequate information sharing to protect the interests of children in CSEA cases.

In **Greece**, the Cybercrime Division of the Greek Police has created sites that provide useful information and advice on how the whole family can use the Internet safely: www.cyberkid.gov.gr and <https://cyberalert.gr>



WAY FORWARD



In a context of growing global intolerance towards unacceptable behaviours toward children, a tremendous opportunity exists to accelerate progress in ending violence against children.

The Fund to End Violence Against Children stands at a key moment in its evolution. As a pooled funding mechanism, it is uniquely positioned to merge contributions from diverse sources to truly make a significant difference and amplify collective impact not possible with a single donor. More than two years from its inception, the Fund has a portfolio of more than 40 grants focusing on online child sexual abuse and exploitation and violence against children in conflict and crisis settings. Our early progress now gives us the opportunity to reflect on our growth and better align the Fund's strategy and investment approach to that of the Global Partnership to End Violence Against Children.

Building the Fund's capacity to maximize its investments will continue to be at the centre of our work. This includes strengthening the Global Partnership Secretariat to achieve three goals:

- Provide more substantive guidance to grantees and partners working on the ground.
- Monitor and evaluate the Fund's work and impact more effectively.
- Mobilise additional resources to increase support to more partners.

The Fund will also continue to facilitate the exchange of knowledge between grantees and other partners working to ensure greater collaboration, learning and results.

In the next year, the Fund's investment strategy will focus on two areas: generating more evidence on the threats of online child sexual exploitation and abuse to respond to the gaps identified by the WePROTECT Global Threat Assessment; and exploring innovative solutions to amplify the impact of current investments.

We look forward to continuing our close collaboration with the WePROTECT Global Alliance and our current and future grantee partners to ensure that together they can use the MNR to address online child sexual exploitation and abuse. This will allow the Fund's investments to have maximum impact and to make the world a safer place for children online.

The resources that donors entrust to us are a critical foundation in building a world where every child grows up free from violence and free to reach their full potential. This is the world we seek to create with every investment we make.

To find out more about the [Fund](#), please contact us at fund@end-violence.org.

Dr. Howard Taylor

A handwritten signature in dark ink, consisting of a stylized 'H' followed by a long, horizontal, wavy line.

*Executive Director, Global Partnership
to End Violence Against Children*



ACKNOWLEDGEMENTS

The WePROTECT Global Alliance would like to thank the following contributors:

- UNICEF
- The Fund to End Violence Against Children
- Countries and organizations willing to share their insights and experiences to create this booklet.

This booklet of working examples is the first booklet of its kind, but it will not be the last. The WePROTECT Global Alliance will continue to work with its partners and members to support the fight against online child sexual exploitation. But we cannot do this alone.

Being a global issue, online CSEA demands a global response. We will continue to call on all of our members and non-members to engage in this issue and to help us keep all children safe from online CSEA. Without the collaboration between the WePROTECT Global Alliance, UNICEF and the Fund, we would

not have been able to produce this booklet. Together we are stronger, and together we can make a difference.

The WePROTECT Global Alliance calls on you, wherever you are, to assist in the fight against this crime by telling us what works, to support the Fund to End Violence Against Children by providing the much-needed resources you can spare, and to work with our key delivery partners like UNICEF and civil society organizations and so many others in this booklet to help us deliver change on the ground.

If you have any questions or anything you would like to share with us, you can get in touch with us through our website: www.weprotect.org.

Thank you for your interest and engagement, and for all of your efforts in keeping our children safe online.

WePROTECT Global Alliance



© UNICEF/UN015619/PRINSLOO