

# Annex: Safe Online Investment Portfolio Results 2020



End Violence  
Against Children





## Introduction

In 2020, the Safe Online investment portfolio continued its efforts across 70 countries to secure a safe Internet for all children by building stronger systems, evidence, models and solutions. In October 2020, we welcomed a new cohort of grantees working on designing new and scaling existing **technology-based solutions** to prevent and respond to online CSEA, which enriched the diversity of the organisations in the Safe Online community and brought new and much-needed expertise.

We also awarded \$700,000 to 5Rights Foundation to create a Global Child Online Protection Policy Handbook to address knowledge gaps and provide practical guidelines on how to implement key child online protection frameworks, including the Model National Response, the UN Convention on the Rights of the Child (UNCRC) **General Comment No. 25 on child rights in digital environments**,<sup>1</sup> and others.

Throughout 2020, as noted in the **End Violence Annual Report**, the Safe Online initiative (Safe Online) fostered a strong collaborative network of partners across sectors to share knowledge, best practices and solutions, as well as coordinate joint efforts to speak with one voice and put child online safety at the heart of key policy debates. The Safe Online efforts in 2020 resulted in multiple concrete outputs such as: for the first time the UN Secretary General's **Roadmap for Digital Cooperation** includes a specific call-out on the need to tackle online CSEA and collaborates through the End Violence Partnership and the WeProtect Global Alliance; seven leading global organisations submitted a joint comment to the new UNCRC General Comment No. 25 on child rights in digital environments;<sup>2</sup> and, eight global partners jointly released a multi-stakeholder **technical note** and a **resource pack** with guidance on making digital platforms safe for children during COVID-19.<sup>3</sup> Moreover, to support families during the COVID-19 crisis, Safe Online teamed up with Microsoft, Facebook, Google, Twitter, Roblox and Snapchat to develop a new campaign **stay safe at home, stay safe online**; and, produced the **Safe Online parenting tips** issued as part of the initiative run by Parenting for Lifelong Health, UNICEF, WHO and other global organizations to provide key information to parents on how they can help children to be safe online.

The Safe Online team supported the grantees through tailored technical support and knowledge exchange opportunities via the new Knowledge Sharing Portal launched in October 2020 and the Global Webinar Series to promote learning within the Safe Online grantee community. Safe Online actively connected grantees to each other and to relevant resources to ensure cross-collaboration and knowledge exchange, while investing in a culture that values collaboration as a pathway for improvement.

In 2020, the Safe Online grantees have made significant efforts to tackle online Child Sexual Exploitation and Abuse (CSEA) and below you will find examples, highlights and results from that work captured around **seven** main areas of impact:

1. Improve reporting, investigation and prosecution of online CSEA cases
2. Expand and improve the quality of services for child victims of online CSEA
3. Generate knowledge and evidence to inform programming, policy and advocacy
4. Strengthen cooperation and policy development at national and regional levels
5. Ensure child participation in combatting online CSEA
6. Engage industry, media and technology solutions
7. Build resilience, enhance digital education and awareness raising, and address social norms

<sup>1</sup>Thanks to the General Comment No. 25 for the first-time children's digital experiences are mentioned within the UNCRC. The new Comment raises awareness of the risks children face online and places responsibility on countries and businesses to take action to address them. It targets key stakeholders to acknowledge the importance of child rights in digital environments and reaffirms the foundational principles of the right to protection on the internet.

<sup>2</sup>Safe Online coordinated with six leading partners (ECPAT, International Telecommunication Union, UNESCO, WeProtect Global Alliance, World Childhood Foundation USA and World Health Organization) the submission of joint comments as part of the consultation process to develop the new General Comment No. 25.

<sup>3</sup>Together with seven leading global partners (International Telecommunication Union, UNESCO, UNICEF, UNODC, WeProtect Global Alliance, World Childhood Foundation USA, and World Health Organization) Safe Online coordinated the production and release of the technical note and resource pack to support key actors to ensure children's online experiences are safe and positive during COVID-19.





Multiple challenges remain, especially the huge mismatch between the scale of the issue and the resources being invested in solving it, from both industry and governments. While investments are being made under model frameworks, such as the [WeProtect Model National Response](#), one major practical impediment to an effective global response to tackling online CSEA remains the lack of human and financial capacity and a fragmented nature of each nation's online safety response, typically spanning policing, justice systems, social services, regulation and education.

Despite this grim picture, the Global Partnership to End Violence against Children, through its Safe Online initiative and together with key partners and its Safe Online portfolio of grantees, sees an enormous opportunity to turn the tide, leveraging the power of networks, evidence and technology to attack and disrupt both the supply and demand sides of online CSEA.

## The context

Online CSEA has increased exponentially over the past two decades, fueled by the growth in internet access and how digital technologies are facilitating the abuse, including enabling the rise of transnational criminal networks that exploit weaknesses in how governments and tech companies respond across jurisdictions and platforms.

With **69%** of young people online in 2019, and **one in three** children being connected in 2020, the Internet has become an integral part of children's lives. However, one of the unforeseen consequences of the rise of the Internet and digital technologies has been an exponential growth in online CSEA, especially through the illicit generation and sharing of child sexual abuse images and videos.

Online CSEA comes in many forms and includes child grooming, live streaming of sexual abuse, consuming child sexual abuse material, and coercing and blackmailing children for sexual purposes. Victims of online CSEA fall into all age groups – but the perpetrators of abuse are targeting increasingly younger children with **97%** of victims under the age of 13. And while girls are more affected, for boys the abuse may be more severe.

The nature and scale of online CSEA make it very challenging to tackle:

- It is growing exponentially. A decade ago, there were **3,000** reports of suspected online CSEA registered by authorities. In 2020 that number climbed to nearly **22** million;
- All online platforms are affected, but the response by technology platforms in proactively detecting harmful activity is uneven and the rise of encryption and the Dark Web are hampering detection;
- Child sexual abuse material (CSAM) is hosted in wealthy countries with high digital infrastructure (**97%** of the world's CSAM is hosted in Europe and North America), but most abuse reports are coming from the emerging markets; and,
- The COVID-19 pandemic has made things worse. With both children and sexual offenders spending more time online, authorities reported alarming increases relating to CSAM, online grooming, activity in online abuse communities, online risk taking by minors, and live streaming of child sexual abuse. In April 2020 alone, the National Center for Missing and Exploited Children (NCMEC) CyberTipline registered **four** million reports of suspected CSAM compared to **one** million for the same period in 2019 leading to a total of **21.7** million reports in 2020, an increase of **28%** from 2019.





## Safe Online Initiative

Safe Online has been leading on the global fight to end online violence against children and has been supporting the wider ecosystem by focusing on four key areas of impact:



### **INVEST** in capacity, networks, systems

Strengthen mechanisms at national, regional and global levels, in line with the **Model National Response**, to enable more effective and coordinated responses to transnational crime in the online CSEA space.



### **DEVELOP** and scale-up technology solutions

Build and deploy promising tech innovations – from start-ups to scale-ups – that give law enforcement, advocates, children and parents new open-source technology tools to detect, prevent and respond to online CSEA.



### **GENERATE** robust evidence base

Generate evidence, knowledge and effective models to tackle online CSEA, including increased investment in research, robust evaluations and documenting best practices and interventions that have impact. Invest in resources, skills and opportunities to strengthen Safe Online grantees' capacity and to engender a culture of learning and continual improvement that values collaboration, as well as support long term sustainability of interventions.



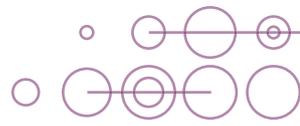
### **ADVOCATE** to influence global agenda and policy change

Elevate online CSEA in public forums and influence key actors to prioritize child online safety in their policies, regulations, budgets and business practices. Connect Safe Online with broader initiatives around connectivity and digital development, as well as ensure that the safety of children is at the heart of policy debates on connectivity and safety; privacy and protection; and technology and human rights.



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## Safe Online Portfolio of grantees (as of December 2020)

As of December 2020, the Safe Online portfolio includes **53** projects with impact in over **70** countries and range from programs at country and regional levels as well as large-scale research projects (e.g. **Disrupting Harm**), to designing new and scaling-up existing **technology-based solutions**. The descriptions of all investments are available [here](#), and below you can find the map of our investments as of December 2020; to access the most updated map you can click [here](#).

### SAFE ONLINE INVESTMENT PORTFOLIO MAP

Total Funding Committed  
**\$44,476,108**

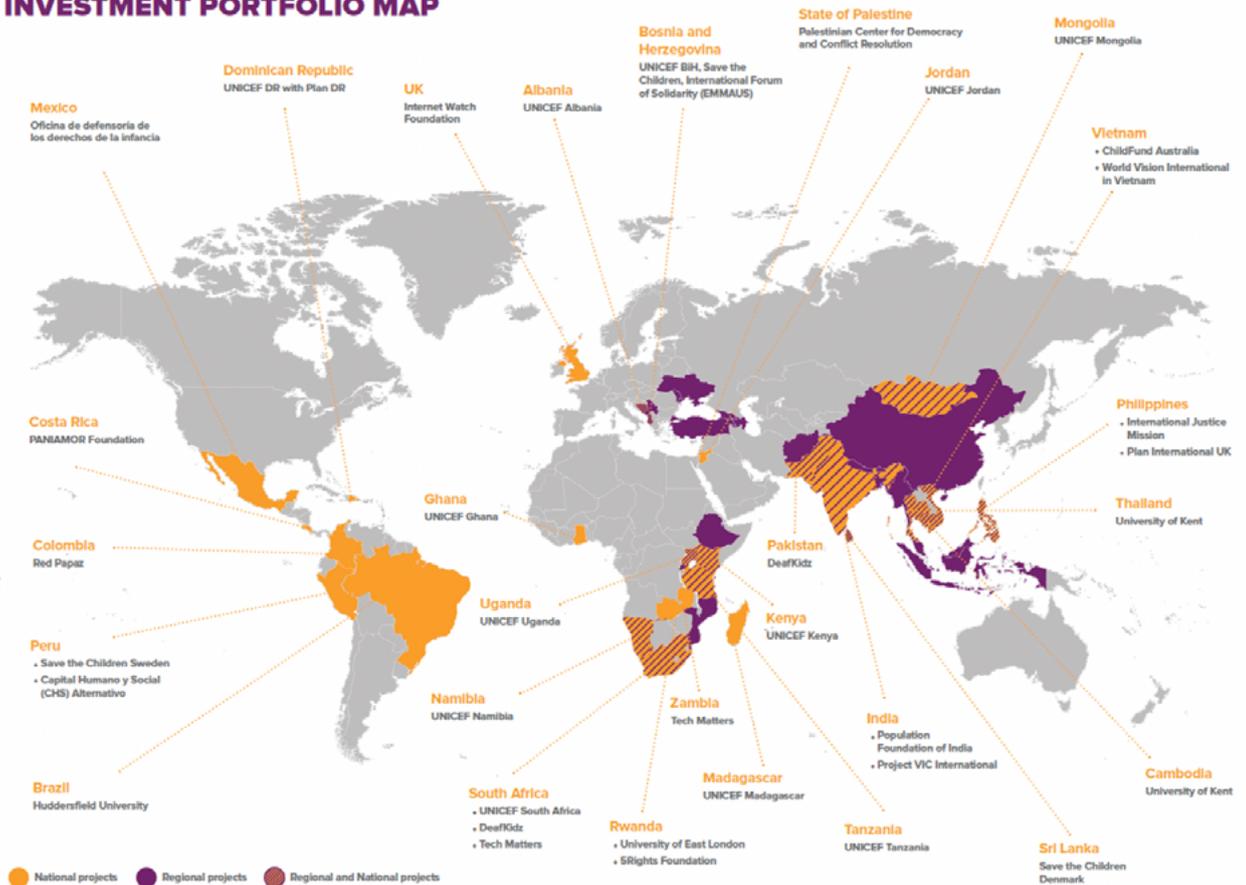
As of November 2020

#### Global Projects

- SRights Foundation
- International Centre for Missing & Exploited Children in partnership with Child Helpline International
- Internet Watch Foundation (IWF)
- New Venture Fund
- Marie Collins Foundation
- Thorn (2 projects)
- UNICEF Child Protection, Programme Division, UNICEF Headquarters
- World Health Organization
- Canadian Centre for Child Protection
- Child Rescue Coalition
- INHOPE
- INTERPOL
- Suojellaan Lapsia Ry - Protect Children Finland
- University of Swansea

#### Regional Projects

- Council of Europe: Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Georgia, Moldova, Montenegro, Republic of Serbia, Turkey, Ukraine
- Disrupting Harm: ECPAT International, INTERPOL, UNICEF Office of Research - Innocenti
- Africa: Ethiopia, Uganda, Tanzania, Kenya, Rwanda, Mozambique, South Africa, Namibia
- Asia: Indonesia, Malaysia, Philippines, Thailand, Cambodia, Vietnam
- South Asia Initiative to End Violence against Children: Afghanistan, Bangladesh, Bhutan, India, Maldives, Pakistan, Sri Lanka, Nepal
- UNICEF East Asia and Pacific Regional Office: Indonesia, Vietnam, Cambodia, Mongolia, Myanmar, Malaysia, Philippines, China
- University of Bristol: Thailand, Cambodia, the Philippines, Indonesia, Myanmar, Malaysia, Vietnam, and Singapore



Country	Grantees
Albania	UNICEF Country Office
Bosnia and Herzegovina	UNICEF Country Office
Brazil	University of Huddersfield - <i>grant awarded in Q4 2020</i>
Cambodia	Disrupting Harm <sup>4</sup> ; and, University of Kent - <i>grant awarded in Q4 2020</i>
Colombia	Red PaPaz
Costa Rica	Paniamor
Dominican Republic	UNICEF Country Office
Ethiopia	Disrupting Harm
Ghana	UNICEF Country Office

<sup>4</sup>Implemented by ECPAT International, INTERPOL and UNICEF Research Centre – Innocenti.





India	Population Foundation of India International; and, Project VIC International - <i>both grants awarded in Q4 2020</i>
Indonesia	Disrupting Harm
Jordan	UNICEF Country Office - <i>grant ended in December 2019</i>
Kenya	UNICEF Country Office; and, Disrupting Harm
Madagascar	UNICEF Country Office
Malaysia	Disrupting Harm
Mongolia	UNICEF Country Office
Mozambique	Disrupting Harm
Mexico	Oficina de Defensoria de los Derechos de la Infancia - <i>grant ended in September 2019</i>
Namibia	UNICEF Country Office; and, Disrupting Harm
Pakistan	DeafKidz International - <i>grant awarded in Q4 2020</i>
Palestine	Palestinian Center for Democracy and Conflict Resolution
Peru	Capital Humano y Social Alternativo; and, Save the Children - <i>grant ended in December 2019</i>
Philippines	Disrupting Harm; International Justice Mission; and, Plan International
Rwanda	University of East London - <i>grant ended in July 2019</i>
South Africa	UNICEF Country Office; Disrupting Harm; DeafKidz International - <i>grant awarded in Q4 2020; and, Tech Matters - grant awarded in Q4 2020</i>
Sri Lanka	Save the Children Denmark
Tanzania	UNICEF Country Office; and, Disrupting Harm
Thailand	Disrupting Harm; and, University of Kent - <i>grant awarded in Q4 2020</i>
Uganda	UNICEF Country Office; and, Disrupting Harm
United Kingdom	Internet Watch Foundation - <i>grant awarded in Q4 2020</i>
Vietnam	Disrupting Harm; World Vision International; and, ChildFund Australia
Zambia	Tech Matters - <i>grant awarded in Q4 2020</i>
Regional	Council of Europe; SAIEVAC - <i>grant ended in November 2019</i> ; UNICEF Regional Office East Asia and Pacific; and, University of Bristol - <i>grant awarded in Q4 2020</i>
Global	International Centre for Missing & Exploited Children in partnership with Child Helpline International; Internet Watch Foundation; Marie Collins Foundation; New Venture Fund; UNICEF Child Protection Programme Division; and, World Health Organization.  <i>Grants awarded in Q4 2020: 5Rights Foundation; Canadian Centre for Child Protection; Child Rescue Coalition; INHOPE; INTERPOL; Protect Children Finland; Thorn; and, University of Swansea.</i>





# Safe Online Portfolio Results 2020

This section outlines the key results achieved by the Safe Online Investment portfolio from January to December 2020 and covers the work of **45** grantees whose projects were up and running throughout the year. It does not include results from the five grantees that ended their grant by December 2019,<sup>5</sup> and from the **15** grantees that received their grant in the last quarter of 2020 as part of the US\$ **10** million investment to design or scale up technology solutions.

Results for 2020 are structured around **seven** main areas that Safe Online grantees are contributing to with impact in over **70** countries.

## Safe Online Initiative



**Reporting, investigation and prosecution** of online CSEA cases



**Cooperation and policy** development at national and regional levels



**Quality services** for victims of online CSEA



**Child** participation



**Industry, media and tech** solutions



**Knowledge and evidence** to inform programming and influence policy and advocacy



**Build resilience, enhance digital education** and **awareness** raising, and address **social norms**



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<sup>5</sup>University of East London, July 2019; Oficina de Defensoria de los Derechos de la Infancia, Sept 2019; SAIEVAC, Nov 2019; Save the Children Sweden - Peru, Dec 2019; UNICEF Jordan, Dec 19.





## 1. Improve reporting, investigation and prosecution of online CSEA cases

Safe Online grantees contributed to strengthening systems to report, investigate and prosecute cases of online CSEA by supporting the establishment of child protection units, investigation tools, reporting mechanisms and capacity of key professionals across multiple countries. More specifically, many countries now have reporting portals which are important to identify and remove CSAM; some countries have established specialised units with advanced technology tools to support effective investigation and digital forensics; and, in most countries protocols and procedures are being established to ensure coordination and collaboration across different service providers while investing in strengthening the capacity of key professionals to implement them.

### Key highlights

During 2020, **18** new IWF portals to report CSAM were established taking the total number of portals established since 2017 to **32**. Over **100** CSAM images were recognised through seven of the **25** portals set up by December 2020 with funding from Safe Online.

In 3 years (2017-2020), the investigation tool developed by Thorn helped identify over **2,500** child victims; it was used across **53** countries and reduced investigation time by **67%**. In 2020 only, it helped identify **753** child victims and **853** abusers, out of which **145** were administrators or played a significant role on dark web abuse sites.

**Uganda** made great progress to ensure service providers have access to the right tools to best support child victims of violence. Audio-visual equipment for the High Court in Jinja was introduced to increase the protection of victims and witnesses, and the First Police Force Responder's Handbook on gender-based violence and violence against children, including online CSEA, was issued to ensure key professionals have access to protocols and procedures. In 2020, the Uganda Child Helpline received and handled nearly **5,000** cases, out of which **432** cases of online CSEA that received support from two specialised counsellors.

ChildLine **Kenya** provided counselling services for **111** cases of online CSEA in 2020 only, which brings the total since 2018 to **412**. Most cases involved sexting and online grooming, followed by CSAM and livestreaming with the majority of child victims being girls. Since its establishment in 2019, the Anti-Human Trafficking and Child Protection Unit has managed a total of **83** cases of online CSEA; the Unit faced challenges to run investigations and rescue victims as a result of the restrictions due to the COVID-19 pandemic. In 2020, **three** cases were referred via NCMEC and **eight** cases of missing children (six rescued) were linked to online grooming where strangers approached the girls through Instagram and groomed them over time to convince them to leave their homes.

The Hotline in **Bosnia Herzegovina** received **145** reports of inappropriate content in 2020 which brings the number to **377** since the inception of the project in 2018. The Ministry of Internal Affairs of the Republika Srpska and the Safer Internet Centre signed a National Protocol to establish procedures and coordination mechanisms to report online CSEA. This was accompanied by an extensive cross-sector capacity building program: **15** judges and prosecutors learned about criminal law, psychology and digital forensics applied to online CSEA; **five** police investigators completed a seven-day training on digital forensics; **115** education professionals (teachers, preschool educators, directors of educational institutions, etc.) completed a 4-day online training; and, **43** psychologists working within the police, courts, and prosecutors' officers completed a 2-day training on online CSEA.





In **Vietnam**, over **13,000** calls were received in 2020 by the Da Nang Child Protection Hotline, taking the total number since inception of the project in 2018 to nearly **20,000**. **37** schools built or updated safe online school policies, including early intervention and reporting channels. In 2020, **159** new government officials benefited from the capacity building program on online CSEA taking the total number since inception in 2018 to **359**.

In **Peru**, since the beginning of the project in 2018 more than **600** officers of the Division of Criminal Investigation in Lima and Judges in Madre de Dios benefited from training with **78%** of the participants showing increased technical skills to prosecute online CSEA. **Costa Rica** is developing a new '911 Emergency APP' to strengthen the system's ability to receive, process, document, geo-locate and transfer reports of child sexual exploitation and other forms of violence.

**Ghana** has successfully integrated child online safety in systems to tackle cybercrimes. Since its establishment in October 2019, the National Cyber Security Centre received approx. **26,000** contacts (20,000 only in 2020, out of which 24 incidents involved children). In 2020, **899** cases were recorded by the Child Protection Digital Forensic Laboratory and Cybercrime Unit, out of which **15** were exclusive to children and are being investigated with digital evidence generated for prosecution. The Lab was established as part of the Ghana Police Service and UNICEF's Child Friendly Policing initiative.

## 2. Expand and improve the quality of services for child victims of online CSEA

Safe Online aims to strengthen systems and equip practitioners with the necessary tools and skills to respond to cases of online CSEA in a timely, child-friendly and gender-sensitive manner to ensure early identification, and recovery of child victims while supporting their families. In 2020, thanks to the Safe Online investments and hard work of the Safe Online grantees, almost **6,000** law enforcement and judicial government officials (over **20,000** since 2017) were engaged in capacity building activities to support child victims of online violence. **62** Standard Operating Procedures (211 since 2017) were either developed or updated by child service providers, in over **20** countries.<sup>6</sup>

### Key highlights

In **Ghana**, the Training Manual for Social Welfare and Community Development Officers was finalised, and **42** persons were trained as Trainer of Trainers. The Intersectoral Standard Operating Procedures for Child Protection and Family Welfare was developed and it includes a section on online CSEA; **60** government representatives and **180** social workers were trained on how to use the new procedures. In 2020, more than **3,000** Police officials were trained on online CSEA which brings the total number to over **7,000** since 2017.

**Albania** continues strengthening its national system to tackle online CSEA. In 2020, **344** child victims of online violence received psycho-social counselling through the chat-based platform nukjetetem.al. The service is confidential and provides 10 chat sessions per person, and when additional support is needed cases are referred to relevant services. Additionally, **323** child victims of online violence received psychosocial counselling by the National Child Helpline ALO 116. **9** Helpline staff received training on case management, psychosocial support, stress management, conflict resolution, family relationships and child friendly communication. The Ministry of Health and Social Protection and the School of Public Administration accredited a new child protection in-service curriculum with three components on online CSEA to strengthen the workforce capacity. Since 2017, **130** social workers (70 in 2020), **69** judges (20 in 2020) and **20** government officials benefited from training on online CSEA.





Most grantees continue to equip practitioners across sectors with the necessary skills to respond and prevent online CSEA. **Costa Rica**, from the start of the project in 2017 almost **1,000** practitioners (361 in 2020) from **seven** public institutions graduated as ‘E-mentores agents’ by completing a 45-hour learning program (virtual and face-to-face) on child online safety. In **Tanzania**, almost **300** professionals (129 police, 66 social welfare, 20 judicial and 45 teachers) were trained on online CSEA in 2020 across **12** districts in the Iringa, Njombe and Mbeya regions, as well as **115** law enforcement officials and **seven** educator teams. In the **Dominican Republic**, a training webinar was held jointly with ICMEC and Facebook for **77** judges and prosecutors on how to request information from Facebook and record digital evidence. **Jordan** had to cancel in-person trainings due to COVID-19, however **five** pre-recorded training modules on online CSEA tailored to Jordan health professionals were created and launched in December 2020. The **Colombia** Attorney’s General Office adopted a guide on investigations of cases of online CSEA; training modules for the School for Judges were also developed, as well as an APP “mentores” on how to manage online CSEA cases.

For the first time, **Uganda** has fully qualified social workers to manage cases of violence against women and children on a full-time basis. The Ministry of Local Government and Ministry of Gender Labour and Social Development deployed **68** social welfare officers in selected sub-counties in **nine** districts. This initiative has already started generating evidence of the positive impact on women and child victims (including online) when accessing quality and timely services.

In the **Philippines**, **128** child victims were referred and received psychosocial support in 2020, which takes the total number since the project’s inception in 2017 to **300** child victims. In the **Dominican Republic**, **8** out of the 13 child victims of online violence detected by the General Attorney’s Office in 2020 received support services; the remaining 5 cases are under investigation. In 2020, **19** judicial regional coordination mechanisms to investigate and prosecute CSEA were established or strengthened across the country. In **Colombia**, **314** cases of online CSEA were reported in 2020; since the inception of the project in 2017 **39** child victims (10 in 2020) were referred to social services which resulted in **31** judicial processes.



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### 3. Generate knowledge and evidence to inform programming, policy and advocacy

Another focus of Safe Online efforts is on generating knowledge and evidence on online CSEA to inform programming in the field and influence policy and programme priorities of governments at all levels. In 2020, grantees continued to carry out reviews of legal frameworks, policies and regulations to evaluate countries' capabilities and inform legal and policy reform, amounting to **37** reviews of legal and policy frameworks as well as gap analysis conducted in the reporting period (**51** since 2017).

During 2020, the implementing partners (ECPAT, INTERPOL and UNICEF Office of Research - Innocenti) continued implementing the large-scale research project **Disrupting Harm** to shed light on the nature and scope of online CSEA in **13** countries across **two** regions (Southern and Eastern Africa, Southeast Asia).

#### Key highlights

A **Global evidence review** on effective strategies to prevent and respond to all forms of child sexual abuse was launched at a high-level event hosted by the UN Special Representative of the Secretary-General on VAC, UNICEF and the End Violence Partnership. The event was part of the Together to #ENDviolence Solutions Summit Series and was attended by almost **400** participants. It reached over **2,000** people via social media. The key findings of the review informed the **global framework of action** to prevent and respond to all forms of child sexual abuse intended for policy makers and partners.

The review of national education strategies in **East Asia and Pacific** - **What works to prevent online and offline CSEA** - shows that materials and messaging are not being designed based on evidence, constraining their potential impact for protecting children. The review includes recommended actions and informed the development of an evaluation framework to track the impact of messaging and educational materials on changing behaviour of children; the framework is led by the industry Think Tank established with support from the UNICEF Regional Office and funding from End Violence's Safe Online.

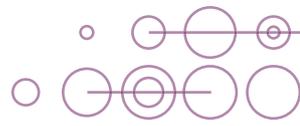
The findings and recommended actions of the Situational Analysis conducted in **Mongolia** informed the development of terminology guidelines in Mongolian to support national efforts to tackle online CSEA in line with international standards. **Bosnia and Herzegovina** Ministry of Security conducted a **threat assessment** which resulted in a recommendation to develop a strategy to tackle online CSEA.

For the first time, the **Global Schools-Based Student Health Survey** includes online CSEA and cyberbullying. The prior version of the survey questionnaire did not capture exposure to online violence specifically. The survey is a collaborative project implemented in **102** low- and middle-income countries, to help countries measure and assess the behavioural risk and protective factors among children aged 13 to 17 years.

Research continues to inform change at a national level. The Gap Analysis of Legislation, Policies and Practices for **Ukraine, Armenia and Azerbaijan** on the implementation of the Council of Europe Conventions on CSEA (Lanzarote Convention) and Cybercrime (Budapest Convention) was finalised. The recommendations contained in these reports contributed to the ratification of the

The **Global Protection Online Network** developed by Marie Collins Foundation has been live since November 2020, and it provides a global platform for practitioners, policy makers and academics to share knowledge, research and best practices. The platform was launched at an international conference with over **200** participants from multiple countries around the world.





Lanzarote Convention in Azerbaijan and Armenia. Recommendations for Ukraine were used to introduce concrete legislative proposals for a new law to support the implementation of the Lanzarote Convention.

The eLearning module and handbook on Child Online Safety designed for Child Helpline counsellors was launched in September 2020 and by December 2020 almost **100** participants had used the online tool that is available in English, Spanish and Arabic.

In **Albania**, critical policy changes to the new National Cybersecurity Strategy (2020-2025) and the Ministry of Interior Cybercrimes Action Plan were made possible thanks to two ground-breaking studies: **The Lost Cases** and **One Click Away**. The in-depth assessment of gaps in the investigation of online CSEA highlights regulatory, structural, capacity and procedural gaps and barriers that hamper the effectiveness of law enforcement to tackle online CSEA. The research into children's online experiences shed light on the perception and needs of Albanian children. Both studies proposed specific interventions and strategies, and helped design innovative initiatives: the **BiblioTech initiative** to turn public libraries into tech hubs with Friendly Wi-Fi for child online safety and digital literacy; since its inception in March 2020, more than **5,500** children and adults have been involved in this initiative. The **digital skills and safety program** established in July 2020 by UNICEF Albania and the National Association Education for Life – SHKEJ is supporting **200** of the most at risk children and their families.

#### 4. Strengthen cooperation and policy development at national and regional levels

Safe Online leadership and investments led to significant progress in 2020 for national and regional engagement and cooperation to tackle online violence against children. This is particularly important because child online safety is often not a high political priority in most countries and requires significant cross-country cooperation. In various countries, a multi-stakeholder body was established to coordinate the cross-sector collaborations, and many countries developed a national plan of action to tackle online violence (**5** in 2020, **41** since 2017).

##### Key highlights

As a result of the Safe Online Regional Conference on Child Online Protection held in February 2020, **ASEAN** members committed to develop a Regional Plan of Action; **Cambodia** National Council for Children initiated the development of a national plan; and **Vietnam** Ministry of Labour and Social Service signed a joint work plan with the Ministry of Communication. The conference was the first joint safe online initiative organised by three UN agencies (ITU, UNICEF, UNODC) in region, and secured **200** participants, representing multisectoral delegations from ten countries including justice, telecommunications, education and welfare ministries, as well as key ICT actors, academia and NGOs.

Countries continue to strengthen their efforts to tackle online CSEA by putting in place legislative and policy changes. In June 2020, the Cabinet in **Uganda** approved the National Child Policy which calls for a stronger child protection system to prevent and respond to online CSEA. In September 2020, **Bosnia and Herzegovina** Ministry of Security signed an MoU that outlines the process to develop a National Strategy and Action Plan on online CSEA in line with international standards. The first **Vietnam** Child Online Protection Network was established, and the draft national plan of action on Child Online Protection was informed by data and evidence from the funded project 'Swipe Safe', which included consultations with children and international best practices.





Cross-sector coordination mechanisms are being established or reinforced to ensure collaborative practices are in place to prevent and respond to online CSEA. The **Colombia** National Committee for the implementation of the policy to combat CSAM continues its work to define the criteria used to classify websites with child sexual abuse content. The **Vietnam** Advisory Board for Child Online Protection is led by the Ministry of Information and Communications in collaboration with the Ministry of Labor, Invalids and Social Affairs. The **Madagascar** National Task Force on child online protection which includes the Ministry of Population, Police, Gendarmerie and Ministry of Justice continue their work to coordinate cross-sector collaboration across key agencies.

## 5. Ensure child participation in combatting online CSEA

Safe Online grantees work to ensure that children have opportunities to share their experiences, express their opinions and needs and that these are considered by relevant stakeholders so that policies and programming can be informed by real life practices. This is done in many ways; for example, via commissioning studies that consult children or by providing training to children so they can become Safe Online champions in schools, policy forums, and other settings, as well as initiatives where children lead on the design and production of policy and awareness raising material.

### Key highlights

The study “**Our Lives Online**: Use of social media by children and adolescents in East Asia – opportunities, risks and harms” provides a snapshot of children’s use of social media in the region with a focus on Cambodia, Indonesia, Malaysia and Thailand. The research captures the experiences and perceptions of children and shares the voices of children not usually included in this type of research – children living on the streets, children in institutional care, refugees and children with disabilities.

**Ukraine**’s children produced a **video** on online grooming that was presented at the European Day on the Protection from CSEA. In **Palestine**, over **50** children participated in **five** workshops on child online safety to gather their views and perceptions, and use them to inform advocacy and policy change, including the development of the National Action Plan. **Sri Lanka** conducted **one** national consultation and **16** district level consultations with children to gather their experiences, views and expectations related to child online safety. The findings will be published and used to inform advocacy and policy efforts.

In **Tanzania**, a U-report poll on child online safety with almost **20,000** respondents (approx. 8% children) from across Tanzania indicated that **56%** of the participants have access to internet, and that **30%** think they or their friends do not feel safe online due to unsolicited sexual content, cyberbullying, sexual predators, security of their data and hate speech, among others.

In **Vietnam**, **five** children from Da Nang City who were part of the funded project implemented by Word Vision Vietnam participated in the first ASEAN workshop on bullying in schools and online in November 2020. The children raised their voices to government leaders on online violence and their recommendations included psychological support for bullying, life skills training on online safety in school programs, more child-friendly communication activities to get the messages across and development of an online application for children to report and get advice quickly.

In **Colombia**, **180** young people (42 in 2020) received in-depth training on child online safety as part of the youth engagement program Comité Consultivo sobre la niñez y la juventud (EICYAC Network) implemented in Bogotá, Cartagena and La Guajira.





## 6. Engage industry, media and technology solutions

Industry and the media have a critical role to play to ensure children are safe online, and many grantees are piloting new approaches to facilitate their engagement. Consultations and events were organised to strengthen this aspect, and by December 2020, nearly **1,500** industry and **25** media representatives (more than **4,500** and **437** since 2017, respectively) benefitted from trainings or education activities on child online safety, and **156** industry partners (over 1,500 since 2017) agreed to ICT standards to protect children from online violence.

In October 2020, Safe Online invested **10** million and welcomed **15** new grantees to develop new or to scale up existing **technology solutions** aimed at complementing the work of previous investments and strengthening the global architecture to prevent and respond to online CSEA. Safe Online looks forward to showcasing the results of these new investments in 2021.

### Key highlights

**South Africa** secured significant media coverage on child online safety in 2020, with **two** live interviews on national TV; **one** talk before the Pan African Parliament; **two** workshops with the Minister of Social Development on national TV; **several** TIKTOK engagements with young people on self-awareness, coping strategies, mental health, stigmatization, bullying, etc.; and, **two** interviews on gender-based violence in religious contexts and on the role of the ICT industry as part of the launch of an app to report violence developed by **GovChat**. Information about ICT companies' child online safety policies was collected to inform future planning in this area; Google South Africa, MMA and Vodacom have already indicated their commitment to protect children online.

**Kenya** Communications Authority mandated ISPs and Mobile Network Operators to protect children from online abuse, including take down of material and raising awareness of risks on their platforms. This includes partnering with other stakeholders in raising awareness as well as on takedown of abuse materials on their platforms. As a result, Safaricom and Airtel Kenya joined the Government and UNICEF Kenya led campaign on violence against children "Spot it. Stop it".

Countries are making significant progress in setting up cooperation frameworks with ICT industry. **Colombia** developed a cross-sector protocol for the notice and takedown of online CSEA soon to be piloted. **Costa Rica**, **four** Internet Service Providers (ISPs) - Claro, Kolbi, CoopeGuanacaste, TIGO - and **two** electronic device providers (IBM, FQT) signed an agreement to incorporate the Ementores Program in their educational activities. The agreement and program were designed by the Foundation Paniamor as part of the project funded by Safe Online which also includes a Code Ementores for ICT companies to set norms, rules and responsibilities for the sector to discourage and sanction online abuse practices. **Albania** Authority for Electronic Certification and Cybersecurity released new Industry Guidelines for Children's Protection Online developed in consultation with National Authorities, Data Protection Commissioner, ISPs and ICT companies. **Dominican Republic** Institute of Telecommunications and **four** ISPs (Claro, Altice, Viva, Wind Telecom) signed a collaboration agreement to implement joint actions to make the internet safe for children. **98** ISPs' personnel from Altice and Claro, who hold the 94% of the country ICT market, benefited from a training program on child online safety jointly organised by the Institute of Mental Health, ICMEC and UNICEF.





In **Peru**, the largest ISPs in the country (Telefonica del Peru) developed a virtual course on child online safety which is available on its website since 2019; by the end of 2020, more than **28,000** users had completed the training and over **250,000** had visited the site. Telefonica also printed and distributed a booklet on child online safety in its 300+ mobile sales centres and a new Safe Online App will be loaded by default to all Telefonica's mobile phones.

In **Vietnam**, **35** internet shop owners benefitted from training and signed the Online Child Protection Protocol to protect children; these include 22 owners who renewed the commitment they had first made in 2019. In **Madagascar**, **20** new cyber cafes signed the code of conduct on child online safety, which takes the total number to **61** cyber cafes since the inception of the project in 2018.

## 7. Build resilience, enhance digital education and awareness raising, and address social norms

In 2020, via the Safe Online portfolio, over **396,000** children and more than **75,000** community participants (22,053 parents and relatives, 2,226 teachers, 2,167 social services personnel, and 48,704 other members of the community) were engaged in digital education and awareness raising activities on child online safety. Since 2017, nearly **885,000** children and more than **188,000** community participants have been engaged in similar activities. Additionally, almost **13** million people (over **25** million people since 2017) were reached via advocacy and information campaigns, news media outlets and publications and social media channels covering issues related to online CSEA.

### Key highlights

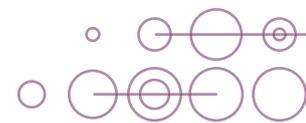
The **Bosnia and Herzegovina** Safe Online platform ([www.sigurnodjete.ba](http://www.sigurnodjete.ba)) secured over **16,000** new users and over **80,000** visits. The platform is part of the Safe Internet Centre established with funding from End Violence. In Vietnam, the **website** with information on online safety for children and parents received more than **20,000** visits in 2020.

**Colombia** launched the campaign #LoReportoPeroNoLoComparto ("I report it but I don't share it") which reached **3.7** million Instagram accounts and **32** million impressions on Facebook. In **South Africa**, **1.2** million individuals were reached in 2020 with educational messages on how to keep children safe online.

In **Mongolia**, the national campaigns "Unfriend the unknown" and "Share the good" jointly issued by the Ministry of Justice, Home Affairs, and National Police reached **3.4** million people. A new parental control software for mobile phones and computers was also developed in Mongolian and it will be promoted through national media. Approximately **9,000** children (age 6 to 12) benefited from educational activities on online safety across the Bayankhongor, Zavkhan and Gobi-Altai provinces.

In **Madagascar**, children led on the design of **eight** animated videos and radio spots on sexual abuse in Malagasy language that were broadcasted on **four** of the most popular radio and TV stations and through social media reaching in 2020: over **6** million TV viewers, more than **5.3** million radio listeners, and over **5,000** Facebook users. In 2020, more than **2,500** children (age 10-18) from seven regions participated in education activities on online safety taking the total number of children reached since the project's start in 2018 to nearly **15,000**.





In the **Philippines**, more than **17,500** children (759 in 2020) benefited from education activities on child's rights, abuse and online safety delivered in schools and communities; over **280,000** individuals (more than 222,800 in 2020) were reached via media and advocacy campaigns on online safety. In **Vietnam**, over **13,000** adolescents (almost 3,000 in 2020), **3,000** parents (1,000 in 2020) and nearly **1,000** teachers (745 in 2020) across 37 schools completed training sessions on online safety. In **Palestine**, more than **300** parents and **14,000** children benefited from education activities on online safety since the project's start in 2018.

In **Uganda**, in 2020 almost **5,000** students benefited from education activities on VAC, including online CSEA, which brings the total number of children reached to nearly **140,000** in schools across the country. Over **21,000** children were engaged on social media, and more than **20,000** parents and caregivers through positive parenting programmes on how to protect their children from violence, including online violence, and potential risks during the COVID-19 period.

The **Council of Europe** launched the "ONE in FIVE Campaign to stop sexual violence against children" and the "Underwear Rule" with the little character "KIKO" and its story books, video clips and parental guidance. In **Dominican Republic**, the "Connected and Safe" (#conectadasyseguras) campaign reached over **973,000** people and generated an engagement of more than **1.3** million people on social media networks. The campaign highlighted the limited internet access faced by girls, as well as the online harassment and violence they face on the internet.

**Ghana** developed a **Digital Literacy Package** to be rolled out in 2021 that consists of a Handbook for Junior and Senior High School Students, Guide for Teaching Primary Schools, Manual for Parents, Guardians and Educators, Games and Posters and Pre and Post Assessment tools. In 2020, over **82,000** people were reached including approx. **39,000** children and more than **43,000** adults which brings the total since the inception of the project in 2018 to over **142,000** people.



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## Strategic direction and continued support

In 2021, Safe Online will continue to invest in building stronger systems and capacity, generating evidence and knowledge and building models and solutions to make the Internet safe for children. This approach builds on existing evidence, lessons and progress that the Safe Online portfolio of grantees, partners and the wider ecosystem have made in recent years to develop a stronger and more coordinated response to online CSEA.

Following the new collaboration with the **Technology Coalition** as part of **Project Protect**, Safe Online is expected to launch a new Research Fund in early 2021 to support innovative research that can impact relevant policy and product development, with a priority given to research that can help inform technology industry's approach to combating online CSEA.

In 2021 Safe Online will also launch a new investment round which will focus on two key areas:

1. Strengthen systems and networks to tackle online CSEA in Eastern and Southern Africa and Southeast Asia building on the evidence generated through the US\$ 7 million large-scale research project **Disrupting Harm** which is assessing the nature and scale of online CSEA across these two regions; and,
2. Scale existing and build new technology tools (AI/ML, data science, blockchain, etc.) to tackle online CSEA through enhanced prevention and response to this crime.

Crucially, alongside the investments, Safe Online will continue fostering knowledge generation and collaboration within the Safe Online Community of grantees and the wider ecosystem to maximise the use of collective resources and ensure investments have a broad impact.

Building on End Violence's role as advocate and convener, Safe Online will keep influencing key global and regional policy debates on the Internet, digital platforms and services regulation that have an impact on children's safety online. To support these efforts, jointly with partners and as part of the Together to #ENDviolence global campaign, Safe Online has developed policy calls directed at governments, industry and other key stakeholders to **make the internet safe for children**.

Safe Online remains fully committed to continue strengthening its investments and efforts to ensure children can enjoy the opportunities afforded by the internet and are protected from all forms of violence.



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# End Violence Against Children



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