LEAP Report

Cairo, Egypt

18 February 2016
About Child Helpline International

Child helplines give children and young people a voice.

Child Helpline International is a network of 183 independent organisations that listen to, help and advocate for the world’s 2.5 billion children and young people.

Founded in 2003 CHI coordinates the network’s global and regional advocacy, facilitates knowledge transfer, capacity building and communication amongst its members, influences policy and works with other global and regional organisations to improve children’s lives. Child Helpline International has supported the creation and strengthening of child helplines, and has enhanced their recognition as an essential part of any child protection system.

Because child helplines are easy to access, safe, secure, trustworthy and generally free of charge children and young people all over the world contact them to express their fears, worries, thoughts and concerns. Perhaps more than any other child protection service, child helplines therefore have direct access to immediate and invaluable insights into children’s lives.

In listening to children, child helplines generate data on contacts to the helplines that identify the most important issues in children’s lives. The data collected over the last 12 years confirm that violence against children is the most frequent and consistent reason for children and young people to contact helplines.

By carefully analysing the data child helplines have become crucial drivers of progressive change in many countries’ child welfare systems.

Child Helpline International and LEAP Meetings

The online sexual exploitation of children is an abhorrent crime which the internet has turned into a global problem. It has never been easier for criminals to contact children or share images of their sexual abuse. To address this problem a coordinated global response is required and is promoted through the WePROTECT Global Alliance to End Child Sexual Exploitation Online.

As a part of the UNICEF Global Programme to build capacity to tackle online child sexual exploitation, which is supported by the Government of United Kingdom (UK) under the WePROTECT Initiative launched by the UK Government in London in 2014, CHI is implementing the Leadership in Empowering and Activating Child Helplines to Protect Children Online (LEAP) project. LEAP aims to provide leadership in empowering and activating child helplines to protect children online.

Through LEAP, CHI is carrying out a stocktaking of helpline capabilities, network and reach in the 17 countries which are part of the UNICEF Global Programme, and identifying best practice to build the capacity of the helplines. The assessment contributes to a key outcome area outlined in the results framework of the UNICEF Global Programme and the WePROTECT Model National Response. This is a great recognition of the importance of child helplines and their role in the prevention of online child sexual abuse, as well as assistance provided to the child victims of such crimes.

Through a series of round tables and presentations, Child Helpline International brought together representatives of child helplines and, where they existed, internet reporting hotlines, representatives of the private sector, authorities from relevant agencies, professionals working with victims of child sexual abuse and UNICEF offices.

The first regional LEAP stakeholders’ meeting was held in Cairo, Egypt on February 18th, 20161. A number of stakeholders were invited including members of the CHI network local authorities and private sector stakeholders that are linked to research, prevention of violence against children and authorities of the public and private sectors related to information and communication technologies (ICTs).

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1 Annex 1: Agenda of the meeting
Summary of the event

CHI’s first LEAP regional meeting organised by Child Helpline International took place on February 18th 20162 in the Semiramis Intercontinental Hotel in Cairo, Egypt.

The agenda of the event included the following presentations:

• An introduction on the work of Child Helpline International
• An introduction to the LEAP project and the WePROTECT Model National Response
• An overview of the work of Jordan River Foundation child helpline
• A regional perspective on LEAP and issues of Child Sexual Exploitation and Abuse (CSEA)
• An introduction on the work of the Egyptian National Committee for Internet Safety for Children
• An overview of the work of the Egyptian 16000 child helpline

Some of the key issues discussed in the abovementioned sessions were the following:

• Sharing and comparing country developments in relation to the components outlined in the Model National Response (MNR)3. Participants discussed how the different components of the MRN could be adopted/created in their respective countries, and how the existing structures could collaborate to provide a more cohesive response to CSEA;
• Filling in a data questionnaire, developed by CHI. This provided important information on the current efforts of child helplines in addressing issues of Child Online Protection (COP) and CSEA. Furthermore, it allowed the representatives of the child helplines to comment and give CHI feedback on the questionnaire’s structure. These remarks provided by participants were have been incorporated into an improved version of the LEAP questionnaire.

The meeting highlighted a number of significant regional trends, and consequently participants suggested that there should be a common regional approach to the issue of CSEA and COP. For example, it was stressed that online abuse and exploitation often surpass country boundaries and thus need to be dealt with through a regional (and where applicable, international) approach. Additionally, it was agreed that identifying the right terminology (not just with CSEA but online safety in general) remains problematic. The term ‘child pornography’ was provided as an example of this; while the term is used in the international legal instruments and national legislation worldwide, it is increasingly recognised by law enforcement and by the child protection community as a term that does not appropriately reflect the crime and abuse committed against children. Lastly, the group agreed that in some languages terms such as grooming or sexting are not understood, are difficult to translate or have do not have a translation.

2 Annex 1: Agenda of the meeting
3 Annex 3: WePROTECT Model National Response
Conclusions and next steps

This first in the series of LEAP Regional Meetings reinforced the importance of urgently addressing the issue of CSEA, including online child sexual abuse and exploitation, through an all-round, collaborative approach. It pointed to the necessity of developing national and regional plans of action to prevent and combat online sexual exploitation of children. Child helplines were reaffirmed as essential players in this process, also having a strong preventive role.

The possibility of having clear and common terminology will allow for child helplines to identify calls concerning online abuse; capacity building will then be provided on the basis of a common taxonomy and understanding of the different forms of abuses that take place online. An important suggested improvement in this aspect is adding this common terminology as unique categories when registering calls and including it in the process of data collection. Simultaneously, the types of interventions and referrals have to be particular to this subject matter and have to be agreed with specific referral partners.

The data collected by child helplines on issues related to online child sexual exploitation can be used for the creation of awareness raising campaigns directed to children and youth but also parents. A general understanding is needed that with the increased internet coverage, children are proportionately more at risk of being victims of online abuse. Informing policy makers and stake holders of the pressing urgency of addressing the issue of CSEA, including online abuse and exploitation with actions and respective changes in policy is essential.

The data that was gathered during the event will be used as the first building block in developing a baseline report on the level of addressing the issue of CSEA, including online sexual abuse and exploitation in the region, through a collaborative, multi-stakeholder approach.

The outcomes of this meeting will be used as points of learning during the forthcoming three regional meetings to take place during the first implementation phase of the LEAP project.
# Annex 1: Agenda of the meeting

## Thursday 18 February

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>9:00 - 9:30</td>
<td>Participants' arrival</td>
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<tr>
<td>9:30 - 10:00</td>
<td><strong>Welcome remarks and presentation on the work of Child Helpline International (CHI)</strong></td>
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<tr>
<td></td>
<td>• Ms. Sheila Donovan, Executive Director CHI</td>
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<td></td>
<td>• Questions and answers</td>
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<tr>
<td>10:00 - 10:30</td>
<td><strong>What is a child helpline?</strong></td>
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<tr>
<td></td>
<td>• Presentation by Ms. Ola Al Omari, Helpline Supervisor Jordan River Foundation</td>
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<td></td>
<td>• Questions and answers</td>
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<tr>
<td>10:30 - 11:30</td>
<td><strong>Introducing LEAP WeProtect and the Model National Response</strong></td>
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<td></td>
<td>• Dave Miles, Advisor Child Online Protection CHI</td>
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<td></td>
<td>• Questions and answers</td>
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<tr>
<td>11:30 - 11:45</td>
<td><strong>Coffee break</strong></td>
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<tr>
<td>11:45 - 13:00</td>
<td><strong>LEAP WeProtect in the MENA region</strong></td>
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<td></td>
<td>• The LEAP WeProtect programme in the MENA region: UNICEF Egypt (TBC)</td>
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<td></td>
<td>• Presentation on the Egyptian National Committee for Internet Safety for Children by Ms. Yomna Omran, Section Head, International Relations Division, Ministry of Communications and Information Technology &amp; Mr. Sherif AbouShady, Deputy Director for Monitoring, Data and Child Protection, National Council for Childhood and Motherhood</td>
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<td></td>
<td>• Questions and answers</td>
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<tr>
<td>13:00 - 14:00</td>
<td><strong>Lunch</strong></td>
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<tr>
<td>14:00 - 16:00</td>
<td>• Round table on the implementation of LEAP WeProtect</td>
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<td></td>
<td>• General discussion and steps forward</td>
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<td>16:00 - 16:15</td>
<td><strong>Coffee break</strong></td>
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<tr>
<td>16:15 - 18:00</td>
<td><strong>Closed session meeting between CHI and child helpline members</strong></td>
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</tbody>
</table>
# Annex 2: List of participants

<table>
<thead>
<tr>
<th>Name</th>
<th>Based-in Country</th>
<th>Position</th>
<th>Organisation</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hakim Matalqa</td>
<td>Jordan</td>
<td>Senior specialist development</td>
<td>National Council of Family Affairs</td>
<td><a href="mailto:hakam@ncfa.org.jo">hakam@ncfa.org.jo</a></td>
</tr>
<tr>
<td>Judge Hatem Gaafar</td>
<td>Egypt</td>
<td>Head of technical bureau</td>
<td>Ministry of Justice</td>
<td><a href="mailto:hatemgaafar@jpo.gov.eg">hatemgaafar@jpo.gov.eg</a></td>
</tr>
<tr>
<td>Ihab Anwar Attia Mikhail</td>
<td>Egypt</td>
<td>Awareness programme, regulatory affairs team</td>
<td>Mobinil Orange</td>
<td>IMikhailMobinil.com</td>
</tr>
<tr>
<td>Jalal Khader</td>
<td>Palestine</td>
<td>Director</td>
<td>SAWA</td>
<td><a href="mailto:jalal@sawa.ps">jalal@sawa.ps</a></td>
</tr>
<tr>
<td>Javier Aguilar</td>
<td>Egypt</td>
<td>Chief, Child Protection and Adolescent Development</td>
<td>UNICEF Egypt</td>
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</tr>
<tr>
<td>Judge Khaled El Abrak</td>
<td>Egypt</td>
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</tr>
<tr>
<td>Judge Khaled Salah Hegazy</td>
<td>Egypt</td>
<td>Member of technical bureau</td>
<td>Ministry of Justice</td>
<td><a href="mailto:khaled.hegazy@jpo.gov.eg">khaled.hegazy@jpo.gov.eg</a></td>
</tr>
<tr>
<td>Judge Mohammed Sabry</td>
<td>Egypt</td>
<td>Technical member of human rights affairs</td>
<td>Ministry of Justice</td>
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<tr>
<td>Maggy Mina</td>
<td>Egypt</td>
<td>Child protection officer</td>
<td>League of Arab States</td>
<td><a href="mailto:maggy.mina@las.int">maggy.mina@las.int</a></td>
</tr>
<tr>
<td>Nadra Zaki</td>
<td>Egypt</td>
<td>Child Protection Specialist</td>
<td>UNICEF Egypt</td>
<td><a href="mailto:nazaki@unicef.org">nazaki@unicef.org</a></td>
</tr>
<tr>
<td>Ola Al Omari</td>
<td>Jordan</td>
<td>Helpline supervisor</td>
<td>Jordan River Foundation</td>
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<tr>
<td>Radwa El Manssy</td>
<td>Egypt</td>
<td>Child Protection Officer</td>
<td>UNICEF Egypt</td>
<td><a href="mailto:relmanssy@unicef.org">relmanssy@unicef.org</a></td>
</tr>
<tr>
<td>Rouda Alamir Ali</td>
<td>Egypt</td>
<td>Programme officer</td>
<td>ITU</td>
<td><a href="mailto:rouda.alamiral@itu.int">rouda.alamiral@itu.int</a></td>
</tr>
<tr>
<td>Sara El Azzazy</td>
<td>Egypt</td>
<td>Child protection expert</td>
<td>NCCM 16000</td>
<td><a href="mailto:azzazy78@yahoo.com">azzazy78@yahoo.com</a></td>
</tr>
<tr>
<td>Sherif Shady</td>
<td>Egypt</td>
<td>Deputy director for monitoring, data and child protection</td>
<td>NCCM 16000</td>
<td><a href="mailto:sherifaboushady@gmail.com">sherifaboushady@gmail.com</a></td>
</tr>
<tr>
<td>Yomna Omran</td>
<td>Egypt</td>
<td>Section head; international relations division</td>
<td>Department of communications and information technologies; National Committee for online protection for children</td>
<td><a href="mailto:yshawk@mcit.gov.eg">yshawk@mcit.gov.eg</a></td>
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## Annex 3: WeProtect Model National Response

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<tr>
<th>Enablers</th>
<th>Capabilities</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross sector, multi-disciplinary collaboration</td>
<td><strong>Policy and Governance</strong></td>
<td>Highest level national commitment to CSEA prevention and response</td>
</tr>
<tr>
<td>Willingness to prosecute functioning justice system and rule of law</td>
<td>1. Leadership: An accountable National Governance and Oversight Committee</td>
<td>Comprehensive understanding of CSEA within the highest levels of government and law enforcement. Willingness to work with, and coordinate the efforts of, multiple stakeholders to ensure the enhanced protection of victims and an enhanced response to CSEA offending.</td>
</tr>
<tr>
<td>Supportive reporting environment</td>
<td>2. Research, Analysis and Monitoring: National situational analysis of CSEA risk and response; measurements/indicators</td>
<td>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.</td>
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<tr>
<td>Aware and supportive public and professionals, working with and for children</td>
<td>3. Legislation: Comprehensive and effective legal framework to ensure protection for victims</td>
<td>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.</td>
</tr>
<tr>
<td>Sufficient financial and human resources</td>
<td>4. Dedicated Law Enforcement: National certifiable, trained officers: proactive and reactive investigations, victim-focused, international cooperation</td>
<td>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.</td>
</tr>
<tr>
<td>National legal and policy frameworks in accordance with the UN CRC and other international and regional standards</td>
<td>5. Judiciary and Prosecutors: Trained, victim-focused</td>
<td>Industry engaged in developing solutions to prevent and tackle CSEA. The public can proactively report CSEA offences. Industry has the power and willingness to block and remove online CSEA content and proactively address local CSEA issues.</td>
</tr>
<tr>
<td>Data and evidence on CSEA</td>
<td>6. Offender Management Process: Prevention of offending within the criminal justice system nationally and internationally</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Victim</strong></td>
<td>7. Access to Imagia Databases: National database, link to International database (CSEI)</td>
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</tr>
<tr>
<td>End-to-end support: Imagina services provided during investigation, prosecution and aftercare</td>
<td>8. Child Protection Workforce: Trained, coordinated and available to provide victim support</td>
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<td>Compensation, remedies and complaints arrangements; Access procedures</td>
<td>9. Child Protection Workforce: Trained, coordinated and available to provide victim support</td>
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<td><strong>Societal</strong></td>
<td>10. Child Helpline: Victim reporting and support: referrals to services for ongoing assistance</td>
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<td>Education Programme: Peer, children/youth people; guardians/teachers; practitioners; youth representatives</td>
<td>12. Child Participation: Children and young people have a voice in the development of policy and practice</td>
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<td>Communications Data: Industry retention; law enforcement access</td>
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<td><strong>Media and Communications</strong></td>
<td>19. Media and Communications: Ethical and informed media reporting: Create awareness and accurate understanding of problem</td>
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<td>Universal terminology: Guidelines and application</td>
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