Technical Guidance Resource

Online Child Sexual Exploitation and Abuse

Key findings from Jordan, Kenya, Peru, the Philippines and Tanzania

Data compiled by Child Helpline International and the International Centre for Missing & Exploited Children

November 2020

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Disclaimer:
Data presented and statements made do not capture the full scope of practices and policies of all countries and cases handled by stakeholders referenced at the national level.

The child helpline data presented is meant purely for descriptive and informative purposes. These descriptions are based on the data submitted to Child Helpline International by its child helpline members, as they were collected, processed, and aggregated by them to fit within our classification. Child Helpline International did not verify the accuracy, validity, or reliability of the data.

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Foreword

Technology empowers billions of people to connect and explore the world in ways that previously were unimaginable. However, there are unforeseen consequences of technology, too, which can put children and young people at risk.

Over the last three years, Child Helpline International and the International Centre for Missing & Exploited Children (ICMEC) have supported five target countries in implementing a collaborative approach to combat online child sexual exploitation and abuse (OCSEA).

Children and young people are better protected and cared for in the face of OCSEA when support mechanisms work together effectively to prevent and respond to OCSEA. This is in line with the WePROTECT Model National Response and is focused on achieving the UN Sustainable Development Goal 16.2: "End abuse, exploitation, trafficking and all forms of violence against and torture of children."

We have supported child helplines, law enforcement, medical and education professionals in Jordan, Kenya, Peru, the Philippines and Tanzania to ensure cross-sector coordination and long-term sustainability in protecting children. The local stakeholders' day-to-day efforts are selfless and admirable.

Through the work on the ground in each of the countries, we have found differences and similarities in how they protect children. The goal of this Technical Guidance is to provide the various stakeholders in-country with concrete resources to strengthen their response to OCSEA. We hope the findings of this Technical Guidance will be useful and, with this knowledge in hand, the countries can continue to support frontline professionals through additional, bespoke capacity building activities.

We are committed to ensuring that children are protected from violence – both offline and online. Let us maintain the momentum!

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Background

Background:
In March 2018, Child Helpline International and ICMEC launched a 27-month joint program aimed at promoting enhanced end-to-end support for victims and survivors of **OCSEA** in five target countries – **Jordan, Kenya, Peru, the Philippines and Tanzania**. As part of our Advocate, Collaborate & Train to End Violence Against Children (ACT to EVAC) program, we have developed a Technical Guidance resource to dive deeper into the issue at the country level.

Objective:
It is our aim that such a resource will encourage continued cross-cutting stakeholder collaboration and interaction at the national level, particularly among **child helplines, healthcare, education, law enforcement, and civil society organizations**.

Methodology:
A survey was created with specific questions for each of our targeted stakeholder groups who previously took part in our five national roundtable discussions, which took place throughout 2019. The survey was made available online for a period of 8 weeks in the summer of 2020. Due to the Covid-19 pandemic there was only limited interaction with all stakeholders.

Outcome:
In total we received 20 responses, which we analyzed and transformed into this Technical Guidance resource. The Guidance has a section on each stakeholder and summarizes their response.

Impact:
Ultimately, this resource aims to ensure legal and judicial systems are strengthened in relation to online violence, more specifically, online child sexual exploitation and abuse. We hope to identify possible further partnerships and opportunities between stakeholders and countries through this survey.

Legislative overview

After careful consideration and consultation, ICMEC has developed model legislation to combat child sexual abuse material (CSAM). This model legislation aims to increase global understanding and enable governments around the world to adopt and enact appropriate legislation necessary to combat this crime and better protect children.

In this model legislation, we devised a core set of criteria to determine if national legislation:
1) Exists with specific regard to CSAM;
2) Provides a definition of CSAM;
3) Criminalizes technology-facilitated CSAM offences;
4) Criminalizes the knowing possession of CSAM, regardless of the intent to distribute; or
5) Requires Internet Service Providers (ISPs) to report CSAM.

In 2018, our research indicated the following at a global level:
- **118** countries have sufficient legislation addressing CSAM – 97 of these meet 4 of the 5 criteria and 21 countries meet all 5 criteria;
- **16** countries do not have legislation specifically addressing CSAM;
- Of the remaining **62** countries that meet 1-3 of the criteria:
  - **51** countries do not define CSAM;
  - **25** countries do not include technology-facilitated CSAM offences in legislation; and,
  - **38** countries do not criminalize the knowing possession of CSAM, regardless of intent to distribute.

In 2018, our 5 target countries reported as follows:

Country	Legislation Specific to CSAM	"Child Sexual Abuse Material" Defined	Technology Facilitated CSAM Offences	Simple Possession	ISP Reporting
Jordan	✓	✓	✓	X	X
Kenya	✓	✓	✓	✓	X
Peru	✓	X	✓	✓	X
Philippines	✓	✓	✓	✓	✓
Tanzania	✓	✓	✓	X	✓

ICMEC's *Child Sexual Abuse Material: Model Legislation & Global Review (2018)* can be found here.

Child helpline data

Every year, Child Helpline International collects information from its member child helplines on the contacts they receive from the public.

Child Helpline International's classification divides the reasons for contacts into 4 themes and 11 large issues or reasons, each further divided into more specific sub-categories. The first theme is Endangerment. The category of Violence is part of this theme. Online Child Sexual Exploitation and Abuse is included in the category of Violence, representing two sub-categories:

Sub-category	Definition
Online child sexual abuse	Child sexual abuse is the involvement of a child in sexual activity that: they do not fully comprehend; they are unable to give consent to; they are not developmentally prepared for; and/or is in violation of the law. Child sexual abuse can take the form of, for example, sexual molestation and/or harassment (unwanted verbal, non-verbal, or physical conduct that is of a sexual nature). Child sexual abuse becomes online child sexual abuse when it has occurred on social media or other online channels or has a direct link to the online environment.
Online child sexual exploitation	Online child sexual exploitation includes all acts of a sexually exploitative nature carried out against a child that is at some stage connected to the online environment. This can be distinguished from online child sexual abuse by an underlying notion of exchange, for example, money, food, accommodation, drugs, affection, gifts, etc.

In 2019, child helplines in 72 countries around the world received 8,255 contacts on OCSEA:

2019 Contacts Relating to OCSEA					
Country	Boys	Girls	Non-binary	Unknown	Total
Global	2284	5495	5	471	8255
Jordan	1	6	0	0	7
Kenya	89	100	0	0	189
Peru	N/A	N/A	N/A	N/A	N/A
Philippines	0	0	0	0	0
Tanzania	0	0	0	0	0

This data is help-seeking data; it reveals the number of times that children and young people reached out to a child helpline to receive support related to these issues. It does not reflect the prevalence of these issues in these countries or regions.

More information on Child Helpline International's data collection and publications can be found here.

Key findings: Law enforcement teams

Investigating OCSEA has multiple challenges for law enforcement. Education and training is a vital component to ensure new trends and methods of investigation is used in protecting children.

Survey Outcome:
- Law enforcement struggles to investigate child sexual exploitation cases due to the lack of resource availability and lack of access to expertise.
- Topics for future trainings included:
    - "*Understanding online sexual exploitation*"; and,
    - "*How best to investigate*".
- Self-paced training is the most preferred method for training.
- Coordination with helplines and civil society has increased since the ACT to EVAC activities.

Working Together:
- Strengthening on-the-ground collaboration between law enforcement and healthcare/social welfare to ensure seamless referral process for OCSEA cases.

Recommendations:
- Basic training needs to be made easily available and accessible for everyone. Especially in today's time of pandemic, the training should be a combination of live and self-paced online courses.
- Investment should be made into building expertise within the local law enforcement community, which could be incorporated into training courses that includes local contexts.
- Continued engagement in cross-sectoral discussions could increase awareness of law enforcement activities.

Key findings: Child helplines

Child helplines are low-threshold, trusted services that have a unique insight into the direct experiences of children and young people.

Survey Outcomes:
- Respondents highlighted that it would be highly beneficial to train alongside other related stakeholders, including teachers, social welfare, (local) government / authorities, law enforcement agencies, and community leaders.
- Topics for future training included:
  - *"General understanding on OCSEA" including "emerging/new forms of [OCSEA]";*
  - *"How to handle victim and survivors", including "how to meaningfully engage differently-abled children with messages of online child safety", "overcoming trauma for victims of [OCSEA]", and "procedures required to be taken to provide psychological support to the victims of [OCSEA]";*
  - *"Legal frameworks to tackle [OCSEA]";*
  - *"Digital parenting (apps that parents should know about, safe internet use)";* and
  - *"Collaboration on detection, identification, reporting, responding and care and support".*
- Affordability was a common barrier that limits training, as well as availability of appropriate resources, accessibility and limited expertise.
- Since the training initiatives were conducted in 2019, child helplines have updated internal resources such as their child safeguarding policies and communication strategies and have included OCSEA as a category in their reporting systems.
- Since the training initiatives were conducted in 2019, responding child helplines have coordinated campaigns aimed at increasing public awareness of OCSEA. As a result, the helplines have noted an increase in contacts.
- Child helplines highlighted the following gaps: general awareness of OCSEA; lack of national studies; lengthy prosecution procedures; victims not feeling comfortable to testify; unclear roles and responsibilities among stakeholders; and poverty.

Working Together:
- There are varying degrees (or lack thereof) of Standard Operating Procedures (SOPs) and collaboration with healthcare professionals and educators.
- There is good implementation of SOPs and collaboration among law enforcement, civil society organisations and child protection agencies/actors.

Recommendations:
- There is a need to host more cross-sector, easily accessible training initiatives.
- Further engagement with local communities will increase public awareness on OCSEA.

Key findings: Medical professionals

Healthcare professionals are sometimes the first adults who notice a child being sexually exploited. It is vital they have the resources and understanding on how best to respond and coordinate with others.

Survey Outcomes:
- Patients who are victims of sexual violence or online sexual exploitation receive high priority triage when entering a hospital.
- Topics for future trainings included:
    - *"Management and referral system";*
    - *"Recognition of abuse/exploitation";*
    - *'"Legislation, Human Rights…";*
    - *"Psychological intervention of the minor…";*
    - *"Education and prevention…";* and
    - *"Teamwork, intervention of multidisciplinary and interdisciplinary teams…".*
- The respondents explained they are using internal policies to help conduct child sexual exploitation medical assessments to identify possible victims.
- Self-paced online training is preferred with a focus on identification of child sexual exploitation, psychological intervention, country-specific legislation and multi-disciplinary teamwork.
- Limited support resources are available to help victims of child sexual exploitation through the healthcare system.
- Many healthcare professionals are working in silos and do not know what other professional resources are available.

Working Together:
- Healthcare professionals seek better coordination across the medical and healthcare sector to ensure victims receive appropriate services

Recommendations:
- Healthcare professionals should be included in multi-disciplinary training on OCSEA.
- Training needs to be self-paced to help with work hours and should be made available in local language(s) with local context.
- Continuous cross-sector coordination is needed to increase identification of possible victims and provide support.
- Curriculums should be evaluated regularly.
- More female examiners would be invaluable to OCSEA cases.

Key findings: Educational professionals

Every school should be a safe haven. Educators have direct access to children on a regular basis and can help identify when a child may be abused or exploited.

Survey Outcomes:
- School staff have limited knowledge on how to identify potential offender behavior or signs of being victimized.
- Topics for future trainings included:
  - *"Training and workshops for parents, and PSE that supports student safety";* and
  - *"The definition [and] types and how to recognize those at risk and perpetrators".*
- Training is difficult due to lack of accessibility and available resources.
- Some education has been provided to students to help identify the risks associated with OCSEA.
- Many of the child protection policies do not include specific mention of OCSEA.
- Minimal reporting can be associated with the lack of knowledge of where to report, as well as the lack of trust in the authorities and minimal resources by the organization.

Working Together:
- There are very few written agreements between the different stakeholders to help with coordination.

Recommendations:
- Continuous easily accessible training is needed for teachers to understand the type of offenders who can be found within the school environment and assist in the identification of sexual abuse.
- School child protection policies should be reviewed to include specific content related to OCSEA.
- Written agreements between schools, healthcare professionals, helplines and law enforcement should be established to assist in strengthening reporting and cross-collaboration.
- Religious community leaders could be invited to future discussions and training programs alongside educators, as they too play a teaching role.
- Coordination of age-appropriate learning materials on online safety should be continued.

Key findings: Civil Society Organisations

Civil Society Organisations (CSOs) can play an important role in raising awareness of human rights and key cross-sector issues such as OCSEA. They also work to enhance transparency, accountability, and good governance of local organisations in order to increase protections afforded to children.

Survey Outcomes:
- CSOs play an important role in providing in-country stakeholders with training, particularly in connection with OCSEA.
- Participants highlighted that it would be highly beneficial to train alongside actors such as medical professionals.
- Topics for future training included:
  - *"Case management."*
- CSOs agreed that their role was to increase cross-stakeholder collaboration in relation to OCSEA.
- In terms of gaps in the effective prevention and prosecution of online violence, respondents highlighted that limited funding posed a barrier to conduct trainings.

Working Together:
- CSOs highlighted the need for stronger collaboration between stakeholders and the need for written agreements.

Recommendations:
- CSOs should provide more easily accessible, cross-sector training.
- More emphasis should be placed on local expertise and context during training.
- Greater awareness is needed of the impact of OCSEA on mental health and recovery.
- CSOs should translate the Luxembourg Guidelines into more languages than are currently available to ensure wider implementation. (Currently available in English, Bosnian, French, German, Spanish and Turkish.)
- Country-specific research on OCSEA should be conducted, including consultations with local children and youth.

National Plans of Action and Luxembourg Guidelines

Child helplines and civil society organisations also provided their knowledge with regards to contributions to their country's National Plan of Action (NPA), and the implementation of the Luxembourg Guidelines.

Country	Jordan	Kenya	Peru	Philippines	Tanzania
Does your country's NPA specifically reference OCSEA?	✓	✓	N/A	✓	✓
Has your organisation incorporated the Luxembourg Guidelines?	X	✓	N/A	✓	Not sure

In reviewing the NPAs, **only Peru, the Philippines and Tanzania make a special reference to OCSEA.**

The survey responses indicate the need for more awareness and understanding of each country's NPA in order to ensure better implementation and strengthening of the child protection response.

Organisational Goals OCSEA 2020/2021

We closed the survey by asking **all of our respondents** to share their organisations' goals for addressing OCSEA in 2020 to 2021.
Responses have been anonymised where possible to create a general awareness on OCSEA within our community.

Organisational Goals:
- *"Create awareness on OCSEA and awareness of the helpline number as a reporting mechanism";*
- *"Increase awareness on OCSEA as one of child protection areas";*
- *"To strengthen multi –stakeholder approaches in addressing OCSEA";*
- *"Provide a nationwide free access in reporting child abuse ";*
- *"Awareness";*
- *"Provide children with safest use of internet online and offline platforms";*
- *"Equip helpline staff with knowledge to be able to handle all issues of OCSEA";*
- *" Strengthened response to reported cases of OCSEA";*
- *" Strengthen learning and networking";*
- *" Provide a nurturing environment for the victims of abuse";*
- *" Encourage reporting";*
- *"Reach at least 10,000 children and families in schools and communities";*
- *"To remove the ambiguity around OCSEA by creating awareness".*

Resources required to reach these goals included the following in no particular order:
- Staff trainings;
- Awareness raising, outreach and campaigning;
- Child and youth engagement on various platforms;
- Partnerships and collaborations, particularly with telecommunication organisations, local government and other key stakeholder groups;
- Human and material resources; and
- Funding.

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