IGF 2016 Workshop Report Template

Session Title	Child Helpline International Open Forum
Date	December 7, 2016
Time	09:00-10:00
Session Organizer	Sheila M. Donovan
Chair/Moderator	Sheila M. Donovan
Rapporteur/Notetaker	Sheila M. Donovan
List of Speakers and their institutional affiliations	John Carr, Adviser to ECPAT, UK Council on Child Online Safety Clara Sommarin, Child Protection Officer, UNICEF HQ Sheila Donovan, Executive Director, Child Helpline International# Gordon Vance, National Runaway Safeline (USA) (through WebEx)
Key Issues raised (1 sentence per issue):	Role of Child Helplines in reporting online abuse and in prevention for children and young people. Data collected from child helplines and compiled by Child Helpline International on reasons for contact, including online abuse and prevention. Role data play in determining both prevalence of online abuse and in reporting by children and young people as victims and/or witnesses.
If there were presentations during the session, please provide a 1-paragraph summary for each Presentation	Sheila Donovan presented on Child Helpline International, showed a video that described through story what child helplines do, and also showed a recently released video telling "Maya's story" about a young girl groomed through social media. Clara Sommarin presented on WeProtect and UNICEF's Global Programme to combat child sexual exploitation on line, under which Child Helpline International's LEAP project was funded. The Model National Response against online child sexual exploitation was highlighted, where child helplines are key components in victim support. John Carr then presented on the results of the LEAP (Leadership in Empowering and Activating child helplines to Protect children online) project carried out by Child Helpline International in 17 UNICEF-target countries with input from nine best practice helplines. The study carried out also identified stakeholders in the 17 countries and identified gaps in child helpline capabilities to confront the online risks and realities that children face. The presentation focused on the recommended steps to eliminate those gaps. Gordon Vance and a young person spoke about a real-life case of a girl who had been lured into sexual exploitation through people using social media.

Please describe the Discussions that took place during the workshop session: (3 paragraphs)	Much of the discussion centered on data from child helplines. Child helplines collect information on why children and young people contact them (from online violence and abuse to sexual exploitation, to psycho-social mental health). More than 47 million children and young people tried to contact a child helpline in 2015. Open forum attendees included representatives of UNICEF/Innocenti, the LSE, Facebook and others who have a keen interest in what data can reveal about the risks and dangers of the online world for children, as well as the opportunities and benefits.

Given the audience of children and young people that child helplines attract, attendees focused on prevention and on awareness raising about children's online lives, and the growth of internet penetration in the Global South and what that will mean for societies there. The challenges faced by policy makers and others like law enforcement and the judiciary, as well as child protection, in this new digital world of children are enormous and ever changing. How to address this? Especially in countries where poverty, war, climate change, et.al., present almost existential threats. |
| Please describe any Participant suggestions regarding the way forward/ potential next steps /key takeaways: (3 paragraphs) | There is much more to know about the role of child helplines particularly in prevention, support and awareness raising around children's online use. Data on why children and young people contact child helplines are key and should be collected and compiled around specific online issues in future. Data should also be used to complement, supplement, challenge and/or confirm other data such as those obtained and analyzed through the Global Kids Online Study.

More focused collaboration through Child Helpline International is needed with academia and for profit enterprise – especially telecoms and tech companies -- in strengthening capacity at child helplines to deal with online risks and opportunities for children.

Child Helpline International's engagement with governments and intergovernmental bodies such as UNICEF and the Global Partnership to End Violence is crucial for capacity development at child helplines, particularly in the Global South. Forums such as the IGF are ideal for initiating and building relationships amongst these, academia and private sector enterprises. |