



**Advocate, Collaborate & Train to
End Violence Against Children**

ICMEC in partnership with
Child Helpline International

ADVOCATE, COLLABORATE & TRAIN TO END VIOLENCE AGAINST
CHILDREN:
SIDE MEETING REPORT

TORONTO, CANADA

NOVEMBER 2018

CONTENTS

1. Introducing ACT to EVAC	3
1.1. A Background	3
1.2. Our Goal	3
1.3. Forecasted Outcomes.....	3
2. ACT to EVAC side meeting at the Ninth International Consultation of Child Helplines	4
2.1. Participants	4
2.2. Discussion	4
2.2.1. Roger Hart's Ladder of Participation	6
2.2.2. Harry Shier's Pathways to Participation	7
2.3. Moving forwards.....	7
3. Conclusion	9
Annex A: Roger Hart's Ladder of Participation	10
Annex B: Harry Shier's Pathways to Participation	11
Annex C: #Youth blogposts.....	12
Annex D: #Youth blogposts.....	13
Annex E: Photos	14

1. Introducing ACT to EVAC

1.1. A Background

In March 2018, [Child Helpline International](#) and the [International Centre for Missing & Exploited Children \(ICMEC\)](#) joined hands to support survivors of online child sexual exploitation and abuse (CSEA).

Advocate, Collaborate & Train to End Violence Against Children (ACT to EVAC) is a 27-month program that will enable five focus countries to establish or enhance their national response systems to online CSEA. We will achieve this through implementing the [Model National Response \(MNR\)](#) framework, which has been developed by the [WePROTECT Global Alliance](#).

We are gratefully funded by the [Fund to End Violence Against Children](#).

1.2. Our Goal

ACT to EVAC comes with a multi-disciplinary, culturally appropriate, children and youth-centered approach. Through collaborative partnerships and reinforcing strategies, we will support child helplines, law enforcement, medical professionals and teachers to better prevent, identify, respond to and support survivors of online CSEA. How?

- Law enforcement needs intensive training on the use of technology to identify and locate both offenders and children.
- Attorneys need education on effective ways to successfully prosecute cases.
- Healthcare professionals need specific training on conducting medical evaluations and providing appropriate physical and mental health referrals.
- Educators need resources to help prevent, identify, and respond to CSEA.
- Child helplines need continuous capacity building, including technical skills and knowledge, to properly document the contacts received on this subject, and cannot (in many cases) provide adequate services to children and youth who have been victims of online abuse.

Ultimately, all professionals serving children need training on the victim-centered, trauma-informed approach to child protection; they need to be able to identify victims and those at high risk, and to protect children from online CSEA.

1.3. Forecasted Outcomes

- At individual level, survivors of online violence will have greater access to 'treatment' and care;
- At society level, communities will be able to protect children from violence and respond to the needs of survivors;
- At the systems level, countries will have robust national tools to prosecute perpetrators of violence and maintain and restore survivors' rights.

2. ACT to EVAC side meeting at the Ninth International Consultation of Child Helplines

The Ninth International Consultation of Child Helplines (IC) was hosted by Kids Help Phone in Toronto, Canada from 6th to 8th November 2018 - representing the first IC for the Americas and the Caribbean region. This event brought together government officials, ministers, high-level partners and members of the Child Helpline International network from all around the world.

The theme for this year's IC was "inclusive technology for children's wellbeing". This theme included reference to:

- How we use technology to scale services and to promote inclusion;
- How communications technology can be inclusive and participatory as well as far-reaching;
- The best use of technology; and,
- Technology to protect young people.

The IC presented a vital opportunity for the network to exchange ideas, standards, best practices and experiences while learning from youth, experts, partners and government officials.

On 6th November 2018, representatives from Child Helpline International, the International Centre for Missing & Exploited Children (ICMEC), Childline Kenya, Bantay Bata 163 and Child Helpline International's Youth Advisory Council (#Youth) convened a side meeting in order to dive into the #Youth Engagement Strategy (YES).

2.1. Participants

Name:	Organisation:	Position:
Divyansh Dev Guglani	Child Helpline International's Youth Advisory Council	#Youth Member
Jessica Sarra	ICMEC	Chief Financial, Legal & Administrative Officer
Laura Holliday	Child Helpline International	Project Coordinator
Martha Sunda	Childline Kenya	Executive Director
Ronja Ulvfot	Child Helpline International	Inclusion Manager
Rosalie "Jing" Castañeda-Velasco	Bantay Bata 163	Program Director
Sara Brari	Child Helpline International's Youth Advisory Council	#Youth Member
Sheila Donovan	Child Helpline International	Interim Executive Director

2.2. Discussion

Article 12 of the United Nations Convention on the Rights of the Child states that:

1. States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.

2. For this purpose, the child shall in particular be provided the opportunity to be heard in any judicial and administrative proceedings affecting the child, either directly, or through a representative or an appropriate body, in a manner consistent with the procedural rules of national law.

Article 12 is critical when discussing the participation rights of children. However, according to Article 1 of the United Nations Convention on the Rights of the Child, this right is limited to persons below the age of 18:

For the purposes of the present Convention, a child means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier.

Consequently, persons who are above the age of 18 do not fall within the remit of the United Nations Convention on the Rights of the Child. Nonetheless, the United Nations upholds that:

...[while] there is no universally agreed international definition of youth... the UN Secretariat... defines 'youth' as those persons between the ages of 15 and 24 years...¹

Therefore, youth participation is an example of good practise for organisations working with children and young people.

Child Helpline International and ICMEC firmly believe in the importance of keeping the voices of children and young people front-and-centre when discussing their rights. We believe that children and young people have the power to reshape the world around them for the better; this can be achieved through active youth participation.

The IC provided us with an exciting platform to connect with Childline Kenya and Bantay Bata 163 regarding the status of youth participation within their organisations.

Sara and Divyansh introduced us all to their #Youth Engagement Strategy (YES).

Sara led us through what we hope to achieve with the YES:

- To increase child and youth participation in the child helplines who are part of the ACT of EVAC programme.
- To increase child and youth inclusive decision-making among child helplines who are part of the ACT to EVAC programme.

Sara affirmed that they hope to tailor the YES to each of the five ACT to EVAC child helpline's needs.

We also discussed the various formats that youth participation can have, including:

- Youth Advisory Councils

¹ United Nations, Youth 2030: Working With and for Young People, https://www.un.org/youthenvoy/wp-content/uploads/2018/09/18-00080_UN-Youth-Strategy_Web.pdf (Last accessed 07/01/2019)

- Youth forums
- Peer-to-peer support
- Consultations with children and young people in school
- Outreach
- Youth volunteers answering the calls
- Decision-making
- Initiating a project/activity
- Surveys
- Data collection on children's voices

Divyansh then took the lead in introducing us all to two key typologies to bear in mind when we discuss youth participation.

2.2.1. Roger Hart's Ladder of Participation

Roger Hart's Ladder of Participation (1992) is often referred to as "the ladder of youth participation".²

Hart recognises that full democratic involvement is dependent on community engagement. For this reason, there must be increasing opportunities for children and young people to participate regularly.

Hart also emphasises that his Ladder of Participation need not be limited to people who want to increase youth participation but also to help those reflect upon who are "unwittingly" trivialising their involvement.³

Divyansh opened the discussion by introducing Hart's Ladder of Participation to the team and its eight tiers:

- 1) Manipulation
- 2) Decoration
- 3) Tokenism
- 4) Assigned but informed
- 5) Consulted and informed
- 6) Adult-initiated, shared decisions with children
- 7) Child-initiated and directed
- 8) Child-initiated, shared decisions with adults

Martha Sunda from Childline Kenya confirmed that the status of youth engagement within their organisation varies from rung 4 to 8; Martha stated that, depending on the theme and resources, they like the youth to take the lead on decision-making.

We also learned that Childline Kenya is currently in the process of developing their strategic plan, to which they hope to increase the voices of children and young people in their work.

Rosalie Castañeda-Velasco from Bantay Bata 163, a.k.a. "Jing", informed us that Bantay Bata 163 experiences an excellent social media outreach among children and young people in the Philippines. This outreach is critical to informing the organisation's direction.

² Creative Commons, "Participation Models: Citizens, Youth, Online", https://www.nonformality.org/wp-content/uploads/2012/11/Participation_Models_20121118.pdf (Last accessed 04/12/2018)

³ Creative Commons, "Participation Models: Citizens, Youth, Online", https://www.nonformality.org/wp-content/uploads/2012/11/Participation_Models_20121118.pdf (Last accessed 04/12/2018)

Overall, Martha and Jing believe that both organisations are seated at rung 6 of Hart’s Ladder of Participation.

2.2.2. Harry Shier’s Pathways to Participation

Harry Shier’s Pathways to Participation (2001) builds upon Hart’s ladder as the second important typology of youth participation.

“The Pathways to Participation diagram is a practical planning and evaluation tool that can be applied in almost all situations where adults work with children. Its purpose is to help adults to identify and enhance the level of children and young people’s participation in terms of five levels of participation...”⁴

Shier’s typology identifies five levels of participation:

- 1) Children are listened to
- 2) Children are supported in expressing their views
- 3) Children’s views are taken into account
- 4) Children are involved in decision-making processes
- 5) Children share power and responsibility for decision-making

Not least, the flow chart matrix complements three stages of commitment:

- 1) Openings
- 2) Opportunities
- 3) Obligations

Once more, Divyansh led the team through the various levels of participation and stages of commitment.

Martha Sunda from Childline Kenya commented that Childline Kenya is enthusiastic to improve the ways in which they listen to children and young people. They are pursuing such by asking the youth at their organisation to frequently provide them with feedback and suggestions. However, Martha also noted that it can be difficult to involve children and young people within all aspects of decision-making. Childline Kenya very much encourages youth to be critical but also to come with solutions and suggestions. This ensures that youth are not being ‘spoon-fed’ by the organisation and that they are competent to make decisions independently. Childline Kenya are enthusiastic to explore short-term solutions to increase youth engagement. For Childline Kenya, levels two and four are complementary and are currently in operation within their organisation.

Jing confirmed that rungs two and four also represent Bantay Bata 163’s current status of youth engagement.

Jing and Martha agreed that levels 1 to 3 would be a great starting place for Bantay Bata 163 and Childline Kenya.

2.3. Moving forwards

Putting the two typologies aside, we looked to explore how Bantay Bata 163 and Childline Kenya currently engage with young people.

⁴ Creative Commons, “Participation Models: Citizens, Youth, Online”, https://www.nonformality.org/wp-content/uploads/2012/11/Participation_Models_20121118.pdf (Last accessed 04/12/2018)

For Childline Kenya, their youth counsellors meet once a month. Meetings are generally split into two; firstly, the youth lead a meeting on their own without the management team, and secondly, the youth reconvene with the management team where they can raise their concerns. Attendance for these meetings must be 100%.

For Childline Kenya, youth are between the ages of 21 and 25, however, the national definition of youth in Kenya is between the ages of 10 and 45. Childline Kenya does not employ children under 18 – meaning that all of their youth counsellors must be 18 years old and above. Childline Kenya engages with under the 18s through regular outreach programmes. Furthermore, Childline Kenya is currently in the process of implementing a child online safety programme. The youth will influence how Childline Kenya will coordinate this programme. In terms of incentives, Childline Kenya motivates their youth through non-child helpline-related trainings.

For Bantay Bata 163, the term ‘youth’ refers to persons below the age of 18. Due to the fact that age influences a person’s capacity to contribute to decision-making, the Philippines is not willing to adjust the definition of the term ‘youth’ to include persons who are over the age of 18. However, Bantay Bata 163 does support individuals who are over the age of 18 by sponsoring their schooling and some youth are even beneficiaries of medical programmes. As a consequence, Bantay Bata 163 does expect sponsored youth to render their service hours. This is one way in which they can maintain positive commitment of their youth members.

Having set the scene, we looked to explore some of the challenges that both child helplines face when discussing youth participation.

We agreed that not all child helplines have the time and resources to increase youth participation. There are also occasions, such as mapping strategic issues, which do not necessarily demand the need for children and youth involvement.

We also noted some challenges relating to recruitment processes and youth retention. Martha from Childline Kenya noted that it can be difficult to hold onto youth volunteers as they have the right to leave at any time.

Unfortunately, this issue is naturally linked to limitations in funding.

We also took the time to explore some exciting opportunities that are linked to increasing youth engagement. These opportunities include youth members sitting on the Board of an organisation, being involved in recruitment processes, etc.

Jing from Bantay Bata 163 put forward that it would be worthwhile to create youth committees and to explore how we could standardise their responsibilities. From there, we could support them in scheduling their activities. This was something that Jing said she would find to be very helpful!

In terms of reflecting upon the performance of youth members, Bantay Bata 163 looks to how many hours a youth member has contributed. As Childline Kenya’s youth are volunteer staff, they are reviewed in line with quarterly appraisal structures and processes.

We concluded that when looking to add new youth members to the team, both organisations look at their interests, passion and willingness to drive the organisation with a youth-centered perspective.

3. Conclusion

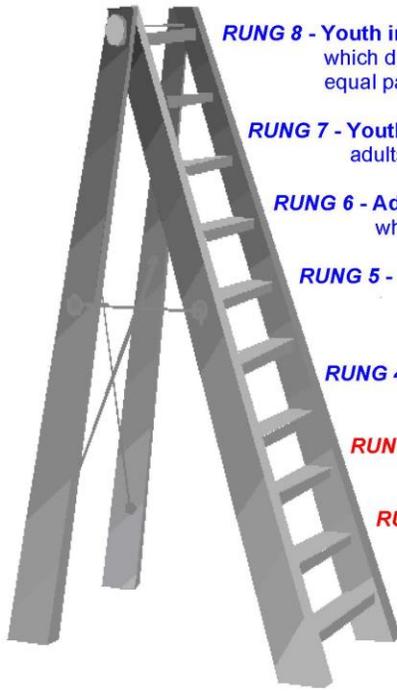
To conclude, the ACT to EVAC side meeting at the IC posed an exciting opportunity for Sara and Divyansh to extract the information that they needed to go forth in solidifying their YES. It also provided a key opportunity for the two child helplines to explore the different ways of working with children and youth.

Going forward, this process will continue to be collaborative and consultative so that each YES can be tailored to the needs of the child helplines.

In the coming months, Child Helpline International and its #Youth representatives will work together to draft an overarching YES to share with the five ACT to EVAC child helplines for their review.

Annex A: Roger Hart's Ladder of Participation

ROGER HART'S LADDER OF PARTICIPATION



RUNG 8 - Youth initiated shared decisions with adults: Youth-led activities, in which decision making is shared between youth and adults working as equal partners.

RUNG 7 - Youth initiated and directed: Youth-led activities with little input from adults.

RUNG 6 - Adult initiated shared decisions with youth: Adult-led activities, in which decision making is shared with youth.

RUNG 5 - Consulted and informed: Adult-led activities, in which youth are consulted and informed about how their input will be used and the outcomes of adult decisions.

RUNG 4 - Assigned, but informed: Adult-led activities, in which youth understand purpose, decision-making process, and have a role.

RUNG 3 - Tokenism: Adult-led activities, in which youth may be consulted with minimal opportunities for feedback.

RUNG 2 - Decoration: Adult-led activities, in which youth understand purpose, but have no input in how they are planned.

RUNG 1 - Manipulation: Adult-led activities, in which youth do as directed without understanding of the purpose for the activities.

Adapted from Hart, R. (1992). Children's Participation from Tokenism to Citizenship. Florence: UNICEF Innocenti Research Centre, as cited in www.freechild.org/ladder.htm

Annex B: Harry Shier’s Pathways to Participation

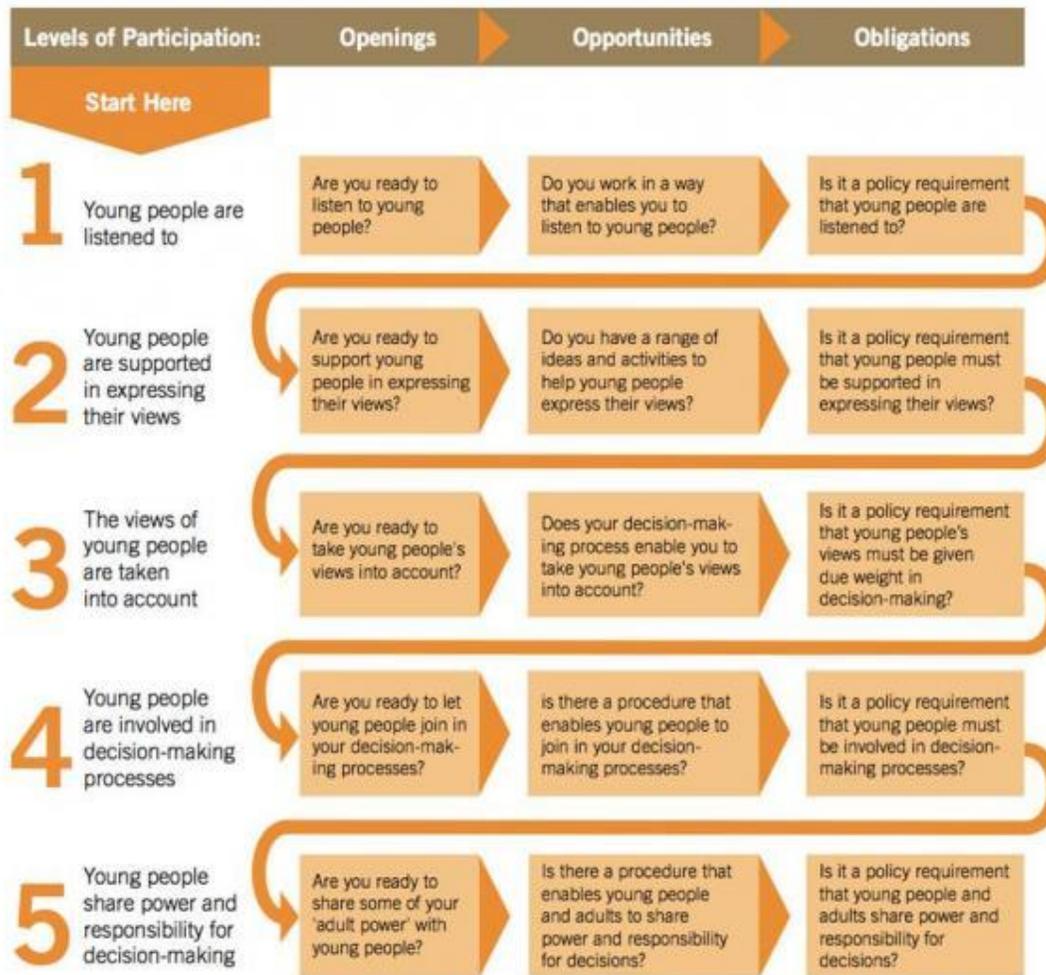


Figure 12: Harry Shier (2001): Pathways to participation: Openings, Opportunities and Obligations.

Annex C: #Youth blogposts

“Young people and technology.

“As an attendant of the 9th International Consultation of Child Helplines, I can consider myself grateful for being given the opportunity to be in Toronto and follow the sessions at this event. This year’s theme was dedicated to technology, and as a result the discussion was focused on the support that helplines give in order to protect children and young people.

“My personal highlight of the three days of intensive discussion was the fact that although the event brought together many stakeholders from different fields – from different continents, and with diverse backgrounds and organisational structures – their aim was the same. Helplines all over the world are working towards reaching the same destination: Keeping young people safe while technology continues to develop.

“My thanks to our host, Kids Help Phone, who gave #Youth the opportunity to represent our national organisations and to express our opinions and suggestions throughout the consultation. In my personal opinion this consultation was a clear example that youth can lead and they do it best!”

Sara Brari.
Tirana, Albania.

Annex D: #Youth blogposts

“The 2018 International Consultation in Toronto was like a coming together of various streams of a river, emerging as one ocean of voices for children across the globe.

“The conference made sure that dynamic and upcoming topics were well heard and responded to by esteemed panellists. A big thank you to Child Helpline International for giving us the opportunity to present our views and allowing us to raise issues related to child safety online.

“I was very happy to deliver a session, along with Sara Brari (#Youth member), about streamlining the process of involving more youth councils in helplines. Helplines are equally as eager to have youth on board, to respond to the ever-increasing involvement of the young generation in child protection.

“The Youth Forum gave us – as #Youth representatives from Child Helpline International – the opportunity, together with Kids Help Phone and others, to put perspectives into action and brief an audience of more than 150 people on the importance of holistic childhood.

“The 9th International Consultation in Canada has certainly set the benchmark for the next International Consultation in two years’ time!”

Divyansh Dev Guglani.
New Delhi, India.

Annex E: Photos





