S.A.V.E. MODEL OF INTERVENTION

FINAL REPORT ICT COMPONENT

Proposal for a European ICT tool integrated within the SAVE model of intervention in Child Abuse

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Contents

1. INTRODUCTION

This document describes the process followed and the basis to define ICT component in SAVE model of intervention (see respective report on on-field component of SAVE model), in order to support the improvement of the quality of the support services for victims of violence in the local territories. Specific objectives are:

- to learn from previous ICT supported practices on child abuse and to integrate lessons learn into a European ICT framework to complement the SAVE model intervention
- to adopt the assumptions of the SAVE Model of Intervention and translate them into specific ICT tools
- to identify commonalities and singularities in the regional and local context which need to be taken into account to define a European ICT framework
- to provide an accessible virtual tool able to cover the intervention of victims of violence, with an eye on cost-reduction and on solution to overcome physical barriers to victims support (distance, remoted-isolated areas, etc…) and/or provide confidentiality.

2. CONCEPTUALISATION METHODOLOGY FOR THE ICT COMPONENT DESING AND SPECIFICATIONS

The ICT component of the SAVE model has been conceptualised based on three different sources:

1. The **theoretical assumptions made for the SAVE MODEL construction** adopting a comprehensive approach covering prevention, detection and case management, and the respective objectives and strategies of the three processes, including target, tools, indicators and actions to be taken.

2. The **analysis of existing practices** using ICT tools to support the intervention in child abuse field within the countries of the consortium and beyond

3. The **accumulated experience on ICT solutions design and development** in the psychosocial intervention domain of the project team.

From the integration of the mentioned sources and after several discussions and iterative proposals presented to the SAVE consortium during the virtual meetings in July 29th and September 16th and the TWG meeting in Valencia on October 1st a final conceptual version of the ICT component of SAVE model has been defined. This conceptual version includes the requirements for the design, functional specifications and additional information for the development and implementation of the ICT component in the next stage of the project.

The **following sections describe**, respectively, the **main assumptions taken** from the SAVE MODEL influencing the ICT component design, **the key conclusions obtained from the analysis of existing practices** and, finally, **the design requirements and functional specifications conforming the conceptual version of ICT component of the SAVE Model.**

3. SAVE MODEL ASSUMPTIONS IN THE ICT COMPONENT DESING AND SPECIFICATIONS

According to the SAVE model framework and theoretical assumptions, the intervention on child abuse adopts a comprehensive approach covering the three processes described as follows:

PREVENTION: Bidirectional process addressed to the community to fight the use of physical, psychological and sexual violence on minors

DETECTION: Interactive process considering the possibility to issue reported of suffered violence against a person (child/adult).

CASE MANAGEMENT: Process of building up of a network of actors targeted to promote and generate health and protection standards for a specific case.

Thus, the <u>respective </u>objectives to be reached by the SAVE model are, respectively:

PREVENTION: Promoting skills of self-protection and hetero-protection from situations of violence

DETECTION: Promote reporting of violence and enable appropriate action to protect and care depending on the legal, social healthcare (restore the right to health of the person adult / minor)

CASE MANAGEMENT: Hinder the victimize process (pars destruens) and promote the redefinition of the suffered violence in terms of building and/or implementation of skills of self and hetero protection (pars costruens).

The ICT component has been designed to contribute to the achievement of the objectives described. Some of the considerations derived from these objectives and included in the ICT design and specifications are:

1. Design of **a wide-audience coverage website/app** with

   a. basic preventive info (adapted and connected to the on field material)

   b. connexion with professionals and/or services as already provided by existing national initiatives (see *protect project* – Germany & *Protégete project* – Spain).

2. An **online site providing the SAVE on field material** developed for prevention and detection, concretely: guidelines, videos, questionnaires, etc., adapted and integrated with the on field material. Additionally, any existing relevant material ready to use should be collected and make it accessible and easy to use for any interested audience.

3. Ensure **transferability** (language and context-dependent services/links) and **sustainability** of the service by the engagement relevant actors

In addition, the model also establishes some targeted actors and concretely:

PREVENTION: Children from 10 years to 15 years who have not suffered violence.

Selection criteria of the target: Range 10-15 years is one of the most exposed to violence situations; this is also the age group where skills of self and hetero protection are important for growing and healthy growing; age group where the process of socialization is crucial for building and testing their own identity; age group where there is a strong pervasive use of technology.

DETECTION: Children who have suffered violence but who have not yet reported it. Families, relatives and professionals are also key targets to get involved in the intervention.

CASE MANAGEMENT: Professionals who deal with child victims of violence, according to different roles.

Selection criteria of the target: International data convergence support the need and usefulness of networking and cooperation between different professionals dealing with children who have suffered violence.

Accordingly, the ICT component has been designed to ensure adequate engagement to the targeted groups identified in the SAVE model, including customization and adaptation to the content to the users profiles.

4. CONCLUSIONS OF THE BEST PRACTICES ANALYSIS AND THE SYNTHESIS REPORT THE ICT COMPONENT DESING AND SPECIFICATIONS

From the analysis of best practices carried out in several European countries including Croatia, Germany, Greece, Iceland, Italy, Netherlands, Romania, Slovenia, Spain, UK, and also some international initiatives covering several countries, relevant conclusions were extracted. Among them, a representative amount of initiatives, listed below, were based or supported in ICT solutions and tools:

Protect (Germany, MOSAIK GmbH, Mannheim University and the district Bergstraße)
PROTÉGETE (Spain, Centre for Internet Safety for Children)
QWERT project (Italy, Mixed consortium including relevant stakeholder)
Child Rights International Network (International initiativel)
The Hideout (UK, Women's Aid Organisation)
Thinkuknow (UK, National Crime Agency CEOP Command)

Other projects have been identified, which are not based on ICT, but include it in their work. These projects use ICT which can be separated in two categories, "information tools" (unidirectional) and "communication tools" (bidirectional). They use to shows a target group-specific use of ICT. For the target group, professionals and public, different <u>tools</u> are used for the respective objectives of information or communication. Concerning the first, audiovisual material, guidelines, platforms, databases, questionnaires and surveys have been identified. About the communication tools, mail/chat services, skype/web-phone facilities, forums, blogs, and/or interactive games have been found. According to the analysis made, several conclusions have been obtained:

- Audiovisual material is mainly used for public awareness;

- The information tools are used in particular for professionals to provide information and training or to generate data material. Communication tools support professional exchange;

- For patients and their families, in addition to sites with information about violence, especially communication and interactive tools are provided which they can actively engage in with the subject and find assistance and advice.

Thus ICT can be supportive, it is important that they are chosen on the target group and the corresponding objective.

Concerning **ICT supporting tools on child abuse**, the practices include several websites acting as a centralised source of material and support for different profiles of users (minors, young people, adults and professionals).

Some relevant ideas from one of the practices (thinkout) concerning the different profiles are described below:

Portals for minors
The respective portals are tailored differently to the development, interests and abilities of the age group. The individual portals have different designs. While for smaller children there are cartoon characters and bright colors, the portals for older children are all held in darker colors. In terms of content, the portals adapt to the different needs and interests of the tar-get group. The texts for younger children are formulated short and simple, and limited to a few important messages (e.g., "Tell a grown up if you feel scared or unhappy about any-thing"). For older children detailed nuanced information is provided. The selection of the ICT tools is different according to the minor age.

While younger children are especially offered interactive tools like games or competitions, the portals for older children focus primarily on the disclosure of information, often in the form of videos.

Portal for parents
The Portal for parents provides information and assistance about:
- *How to talk to children about safe behavior on the Internet*
- *What tools help protect children (technical, reporting, education tools)*
- *What to do if the child reports negative feelings or violence on the Internet and*
- *A "Parents 'and Careers' Guide to the Internet", which provides a light hearted and realistic look at what it takes to be a better parent online.*

Portal for professionals
Although users will be asked in all portals to get help in adults or the "Childline" (hotline for minors) if so-called "uh-feelings" appear, other connections to help systems do not exist. The connection of the ICT supply to face-to-face contacts is less realized about the children as by a database for professionals. In this database, numerous working and background materials to the Internet services are provided that allow professionals to deepen the Internet offer together with their students or clients. The portal for professionals also offers training (face-to-face and online) on children and safe behavior on the Internet.

Also, within the practices on **ICT supporting tools on child abuse**, two applications for Smartphones and one social network have been analysed. While the app „Protect" only gives information and addresses for support, minors in need can con-tact professionals with the app „PROTÈGETE". This connection between ICT and direct sup-port is important to provide further assistance. Also the social network "QWERT" is not in-dependent from possibilities for contact and support outside of digital offers. Face-to-face contacts are made by events or conversations outside of ICT. For projects which are with ICT, it is important that there is contact to direct

support offers. These should not only be named as an information source, but the use of these offers should be promoted actively. A project which bases on ICT should either offer further support by itself, or cooperate with other existing support offers.

With regard to the **area of intervention** prevention, detection and case management, the analysis concludes that there is a clear focus on the use of ICT shows for the area prevention and detection. Prevention with ICT occurs mainly via information tools, while communication tools are also used both for prevention and detection of violence. This is due to the fact that both information on violence as well as the possibility to get in touch with professionals can lead to the detection of violence. In the area of case management, ICTs are rather less used. Here, information tools offer newsletters, platforms or databases as a possibility for professionals provide possibilities for education oneself. On the other hand data, data are gathered for planning assistance or help. For case management in contact with clients, ICT can be helpful if the contact to minors can be intensified without parents using this for their own purposes. Thus, the direct contact to clients in case management with ICT should only be a supplement and amplification, but in no case a substitute.

Finally, the analysis of best practices has provide several recommendations focusing on ICT elements for intervention in Child Abuse

The use of ICT in projects to antagonize violence against minors has to be strengthened in order to become a part of the growing importance of ICT in the daily lives of many people.

ICT projects to combat violence against children are not to exist by itself, but always connected with "face-to-face" contacts.

ICT-tools seem to be a cost-efficient possibility to complement existing support systems. But it has to be mentioned that, after the development and implementation, ICT-tools have to be supervised permanently to stay actual and interesting for the respective target group. For that, resources in time and money have to be provided and structurally anchored.

ICT and their tools have to be selected on the target group and the objectives of the project.

ICT are to be used mainly for the intervention areas prevention and detection. For case management in contact with clients ICT are good only if the contact with the minor concerned can be intensified without parents using this for their own purposes. Thus, case management with ICT in the contact with clients is to be a supplement or an extension, but in no account a replacement for face-to-face contact.

The offers for persons concerned have to include measures which ensure that the use does not lead to further situations of hazard.

Thus, ICT elements as apps, websites or software seem easily transferable because the technology works consistently and only the content and the language must be adapted. However, since there are some significant differences in the availability and use of ICT components in the countries, success of ICT projects from one region cannot be repeated easily

in other regions. Before ICT components are transferred and implemented, they should also be adapted to the particular situation of a region, language and context dependent elements.

5. DESIGN REQUIREMENTS AND FUNCTIONAL SPECIFICATIONS OF THE ICT COMPONENT OF THE SAVE MODEL FOR INTERVENTION IN CHILD ABUSE

Design of the web page:

The web has to be:

- Easy, clear and attractive for the children/young people.

- Interactive, the web makes questions and the user answers in simple way. the questions and answers as well as their effects have to be determinated by professionals of the matter.

- Not overloaded, based on light tones or white, with a simple detail of the institute's logotype and some combination of representative colors of it.

- Header and footer in the whole website.

- Some photo gallery in the homepage (to choose) as an aesthetic detail, with or without banners as a shortcut to the most important different web points.

- Modern design, motion effects, changing background, slides, movement of layers, superposition, etc.

- Upper and lower menu (a navigation map to make easier the user's motion around the web).

- Tex box in the header to create a "seeker by words" which appears at any moment and visible in the whole website always.

- 7 icons which represent the 7 chosen languages.

Contents and objectives to reach with web tool have to be chosen for you:

- Decide **"what"** will be publicated (information)

- Decide **"who"** will be the target groups of the contents (real users, children and adults)

- These two steps will be selected, developed and determined by SAVE professionals of the matter and always following the current law.

Have own web content administrator:

This tool will allow you to feed and update certain contents/information (texts, documents, pdf, images, etc.) published on the web, independently by managers or professionals authorized for that purpose.

Organization of the web page

Once the contents/information is provided, it will be uploaded, it will proceed to plan these documents and material, then the basic structure of the web will be established and set in order that the target groups could be able to find them in a quick and effective way.

Once the professionals involved have chosen and developed contents/information that should be included in the web page, and they have decided who is the target groups of the contents/ information, then a software form will be given. This part is fundamental for a correct development of the application. Ideas, possibilities, solutions to problems will be evaluated.

Structure of website (small changes or modifications will be accepted):

1 Section " Project/ partners"

It could include an image (or images gallery) and a general information text about who we are, what are the aims and grounds of the web, who are the target groups, etc. as a presentation.

2 Section " What is this about"

This window will have two subsections, which will be:

- prevention

- detection

(Because the prevention and detection of the cases have different determinants)

Then, for example, in each subsection, it would be possible doing a list of descriptive texts (as a kind of title) about the contents of each one of the articles and "by clicking" the selected article would be opened and displayed entirely to be read by the user. Topics as behaviors to prevent, recipe to reduce the risk of child abuse, raise awareness (videos, news, etc.)

This information will be filtered/ differentiated for minors (10-14 years old) and adults (through selective questions) by the standards of the professionals related to the project.

With the own administrator tool you will be able to decide the information in this window, according the language in which you are.

3 Section "Professionals"

It could include an image (or images gallery) and a starting text. Additionally, the following banners would be displayed as a filter/selection:

- Banner "general information", by clicking we will go to general information for the professionals related to the project. it would be possible doing a list with descriptive texts (as a title) about the contents of each one of the articles, and by clicking the selected article would open and display entirely to be read by the user.

- Banner "enquiries", by clicking we will go to a form to fill by a professional, in a nominal or anonymously way. this form would be a request for information, and it could be sent (it would be necessary choosing where) or just saved as anonymous enquiry. in this case, it would be necessary to decide what to do, which steps should be followed in the case to fill the form and it would give to a format by computer.

- Banner "denunciation", by clicking we will go to a form to fill by a professional, in a nominal or anonymously way. this form would be a kind of denunciation and it could be sent (it would be necessary choosing "where") or just saved as anonymous report. In this case, it would be necessary choosing what to do, which steps should be followed in the case to fill the form and it would give to a format by computer.

- Banner "institution and body", by clicking we will go to attention center for professionals, consulting, etc.

- Banner "chat". By clicking we will go to the chat according to the language in which we are (pending to decide by you). Some previous questions will be required to ensure that the user is adult and a professional of the sector.

With the own administrator tool you will be able to decide the existent information in this window, according the language in which you are.

4 Section "Get informed, get supported"

It could include an image (or images gallery) and a starting information text. Additionally, three banners would be displayed as a filter:

- Banner "information", by clicking we will go to general information for the victims.

- Banner "help", by clicking we will go to a form to fill by the possible victims. The form could be a possible denunciation or an application to get more information, and it could be sent (it would be necessary choosing "where") or just saved as anonymous denunciation or enquire. In this case, it would be necessary choosing what to do, which steps should be followed in the case to fill the form and it would give to a format by computer.

- Banner "institution and body", and by clicking we will go to personal attention center, consulting to the victims, etc.

With the own administrator tool you will be able to decide the existent information in this window, according to the language in which you are.

5 Section "What about your experience"

It could include an image (or images gallery) and a text with starting information. Additionally, three banners would be displayed as a filter:

- Banner "information" and by clicking, general information for the people who has suffered this situacion will be displayed.

- Banner "institution and body" and by clicking we will go to personal attention center, consulting to the victims, etc.

- Banner "forum", and by clicking we will go to a space where each user will be able to edit his comments and doing visible. It would be a system which needs to be monitored by an administrator designated by you, who manages what is posted and what not in order to avoid misuses. The creation of this forum would suppose that the users could express their ideas, successfull cases or failure, etc. without being necessary a direct interaction. One edits his comments and they will be published if the administrator will give the approval. With the own administrator tool, you will be able to decide the information in this window, according the language in which you are (not including the forum).

6 Section "How to use this web site"

It could include an image (or images gallery) and a text with starting information. From here, it would created a tree, a flowchart that helps visitor, whoever he is, to get to the contents which are of his interest. It would be as a consultant or virtual assistant, based on standards decided by the professionals involved in this project. a selection of questions would be done that, according to their reply and in succession, the web would display to visitor the information that he needs or is looking for, preventing that the visitor surfs wandering through the application.

7 Section "contact"

It could include an image (or images gallery) and a text with starting information. from here, the information about "where is the headquarter", with information, a location map, contact phone numbers, etc. would be displayed

And also, it could create an attractive/ interactive image which incites children/ young people to contact us.

With the own administrator tool you will be able to decide the existent information in this window, according to the language in which you are.

8 Section "search tool"

It could create a field (it is common for most web sites) as a contents search engine. The search could be done for words and according to the chosen language.

General specification of the ICP component of SAVE model

1) Top menu with the listed windows.

2) Languages: total of 7 languages, the 6 project languages (spanish, italian, german, romanian, greek and slovenian) and english.

3) In each language, it will be necessary decide what information would be available, which contact would be the appropiate, which help institutions exist, links to government agencies and other associated websites etc.

4) Web adaptable to smartphone and tablets.

5) The supplier is not responsible for the contents that contain this web site, nor for the treatment giving to them, nor for the information obtained through this web site, recalling to administrators the need to respect the legislation in force in each of the countries involved.

6) Have a domain and hosting active in a host server which allows programming in asp, .net, sqlserver, and access.

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ANNEXES

Polibienestar
VNIVERSITAT ID VALENCIA

SAVE ICT COMPONENT

PROPOSAL FOR THE SAVE ICT TOOL for the INTERVENTION IN CHILD ABUSE

1st October 2015

- **WEB PAGE**, ELEMENTS TO ANALYZE:

    1.- CONTENTS AND AIMS

    2.- OWN ADMINSTRATOR WEB?

    3.- DESIGN/ AESTETHIC

POINT 1. CONTENTS AND AIMS

A.- DETERMING CONTENTS (FUNCTIONAL DESIGN) AND USERS OF THE WEB.

    1.- **"WHAT"** WILL BE PUBLICATED, **CONTENTS/INFORMATION.**

    2.- **"WHO"** WILL BE THE TARGET GROUPS. **REAL USERS.**

(Selected, developed and determined by professionals of the matter, related to the project).

B.- STRUCTURING CONTENTS / ORGANIZATION FOR THE REAL USERS.

    1.- **ORGANIZE** CONTENTS / INFORMATION / USERS.

    2.- **STRUCTURING WEB.** GETTING EFFECTIVE USE FOR THE ADDRESSEE

    3.- COMPUTER **ANALYSIS** – TECHNICAL AND **"GIVE SHAPE".**

Starting analysis and possible Web structure
(100% MODIFIABLE AND CUSTOMIZABLE)

SECTION "PROJECT/PARTNERS". PROJECT.

SECTION "WHAT IS THIS ABOUT".
        PREVENTION
        DETECTION
              Filter for minors (10 untill 14 years old) and adults

SECTION "PROFESSIONALS"

SECTION "GET INFORMED, GET SUPPORTED"

SECTION "WHAT ABOUT YOUR EXPERIENCE".

SECTION "HOW TO USE THIS WEBSITE". FLOWCHART

SECTION "CONTACT"

        FIELD "SEARCH TOOL".

        FIELD "FORO"

GENERAL WEB CHARACTERISTICS

- Top Menu with THE LISTED SECTIONS/WINDOWS or others.

- LANGUAGES: Spanish, Italian, German, Romanian, Greek, Slovenian, and English.

- SELECTION/FILTER for languages.

POINT2. ADMINISTRATOR WEB

- **WEB TOOL.**

  USER: administrator or designated professionals .

  OBJECTIVE: update / feed certain contents/ information that the web will display

  ADVANTAJES: independence / being autonomous

POINT 3. WEB DESIGN

- EASY AND CLEAR / ATTRACTIVE FOR THE CHILDREN AND YOUNG PEOPLE.

- INTERACTIVE. THE WEB MAKES QUESTIONS AND THE USER ANSWERS.

- Corporative LOGOTYPE and COLORS.

- HEADER AND FOOTER common in the whole Website.

- PHOTO GALLERY In the Principal Page (to choose) with or without banners.

- MODERN (motion effects, changing background, slides, movement of layers, etc.)

- UPPER and/or LOWER MENU to facilitate the user's motion around the web.

- THE SEEKER (Text box) will always appear into the HEADER.

- ICONS representing the available languages.

- Other…. "whatever we want"