SAVE

Solutions against Violence in Europe

Violence against Children and

Adolescence in Spain

Support System and Good Practice with ICT

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1.1. Description of the national legal regulations

Spain ratified the Convention on the Rights of the Child in November 30th 1990 which establishes a wide framework for protection of children and their civil, political, economic, social, health and cultural rights. According to this International Treaty, these rights must be recognized and protected by all.

Of course, the Spanish Constitution guarantees in article 39 that public authorities will ensure the social, economic and legal protection of the family, as well as the integral protection of the children.

The Spanish Civil Code went through different transformations in 1987 (Law 21/1987) and 1996 (Organic law 1/1996) affecting the Family Law and adapting the legal framework to the social transformations.

Moreover, there are several legal regulations which address the violence against children and adolescents. In this section the main laws, decrees, orders and strategic plans on this specific and sensitive issue are described.

- The **National Strategic Plan of Childhood and Adolescence 2006-2009** was based on the content and principles of the Children's Rights Convention and on the principles and fundamental rights of the Spanish Constitution. This plan expected to promote the multidisciplinary care approach to childhood and adolescence through an effective coordination of the several agents implicated in the guarantee, promotion and defence of children and adolescent rights. There were several spheres of action: Social Welfare, social security, infractor minor, education, disability, youth, culture and sports, healthcare, international cooperation, new technologies, and media.

- The **Regulatory Law 27/2003 of the Order about Domestic Violence Victims** protects these victims unifying the different current tools with this aim. Its objective is to make effective the measures of the protection warrant. In this sense, through this law it has been developed a simple and accessible for all the domestic violence victims' procedure. In this way, the victims, their legal representatives or their families can request the protection warrant without technical formalisms or additional costs. When in the domestic violence situation there are children or dependent people, several civil measures with the objective of moving away the minor from a danger or to avoid prejudices.

- The **Law 42/2003, of 21 November, which modified the Spanish Civil Code and the Procedural Code in matters related to family relationships between grandchildren and grandparents.** This law emphasizes the importance of grandparents in family cohesion and family values transmission, as well as the importance of public authorities in promoting the

protection of children and families. In this sense, when family dysfunctions and disruptions in family structure arise, a set of norms is essential. Through this specific law it is established that the visitation and communication between grandchildren and grandparents can be regulated by a judge, if required, being the overriding consideration is always the child's best interests.

- There were some changes about the **Maltreat Victims Protection in the Fundamental Law 14/1999 of the Penal Code and in the Criminal procedure Code**. The objective of this law is to protect the victims and/or minors that live together with their aggressor.

  The modification in the Penal Code articles 33, 39, 48, 57, 83, 105, 617 and 620 means some of the following changes:

  - The prohibition of approximating to the victim as a supplementary sentence.

  - The habitual psychic violence against close people as a specific crime.

  The modification in the Criminal Procedure Code is in the articles 13, 103, 104 and 109, and with the new article 544b. These changes try to facilitate the immediate protection of the victim in crimes related to domestic violence, with the introduction of a precautionary measure that allows a restraining order from the victim. Moreover, it was introduced a topic considering the penal process consequences on minor victims or minor witness.

- **Fundamental Law 1/1996 of the Minor's Legal Protection**, (of the partial modification of the Civil Code and of the Criminal Procedure Code). In the implementation of the Fundamental Law 1/1996 of the Minor's Legal Protection takes priority the interest in minors, through the prevention and intervention in vulnerable situations (Art. 12). In this way, the Art. 13 and 14 establishes all people have to inform to the authorities about any case of minors at risk or vulnerable situations; and the authorities and public services have to pay attention immediately to the minors. The Art. 16 and 17 establishes that the authorities have to assess the reported situation and to take the necessary measures and steps to guarantee the minor's rights and to decrease the risk factors.

- The **Law 21/1987 modified specific articles of the Spanish Civil Code and the Civil Procedural Code concerning adoption**. In Spain, regulations on adoption were subjected to successive reforms up to the Law 7/1970. Due to the shortcomings of the previous legislation, such as the lack of control of the proceedings regarding adoptions and the inappropriate selection of adopters, improvements were made to the adoptions on the basis of two fundamental principles:

  o The configuration of the adoption as an instrument of family integration.
  o The benefit of the adopted child that takes precedence over any other legitimate underlying interests.

This law entails a total rupture of all ties between the adopted child and his or her biological family. On the other hand, it states that the situation of helplessness should result in an automatic protection by the corresponding public entity, and the consent of a child, if over the age of 12 years, is required for the adoption of the child.

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1.2. Description of the regional legal regulations

This section includes the most important regulations in the Valencian Region regarding children and adolescents violence. The first three (Decree 62/2012, Law 13/2008 and Law 12/2008), which are described in more detail, explain how the regional administrations are regulated and how they act in cases of children violence, which is the role of the Family Meeting Points and who has access to them. Finally the law on protection of children and adolescents is explained.

All the regulations mentioned or described in this first chapter ensure the legal protection of children and adolescents and most of them offer specific measures and procedures focused on preserving the best interests of the child and also seeking an optimal development of children.

The most important regulations on issues of violence against children at regional level are:

- The **Decree 62/2012, of 13 April, by which regional coordinating bodies in the field of the protection of minors are regulated in the Valencian Community**. This decree is intended to regulate the composition, functions and operating regime of the territorial bodies of coordination in the field of child protection, which will be constituted as local, regional and provincial Coordination Committees for the prevention and care of children at risk or under legal protection. Its purpose is to assist in the detection, reporting and investigation of risk situations and neglect situations among children, as well as the achievement of the Family Intervention Plan and Child Protection Plan objectives. Social work professionals from health centers and hospitals, educational services and also from the municipal social services will participate in these Coordination Commissions.

  There are two types of Coordination Commissions:

  1. Coordination Commissions in the field of protection of minors at risk whose main functions are the following:

     o To register and report the cases of children at risk who are under assessment, intervention or monitoring;
     o To jointly study and evaluate the cases of children at risk;
     o To set priorities in the study and evaluation, intervention and monitoring of the cases;
     o To exchange information for designing the Family Intervention Plan;
     o To intervene in a coordinated manner in cases of children at risk;
     o And to follow-up the risk cases.

  2. Coordination Commissions in the field of protection of minors under legal protection, with the following main functions:

- To register and report the adoption, foster care, guardianship, custody and placement of minor's cases who are under assessment, intervention or monitoring;
- To jointly study and evaluate these cases;
- To set priorities in the study and evaluation, intervention and monitoring of the cases;
- To exchange information for designing the Family Intervention Plan;
- To intervene in a coordinated manner, distributing jurisdiction aimed at addressing the different areas of family intervention, especially those that have instigated the separation of the child;
- To monitor the evolution of the family in the custody and neglect cases:
- And to follow-up the risk cases.

- The **Law 13/2008, of 8 October, regulating the Family Meeting Points in the Valencian Community.**
  A minor may need to go to a Family Meeting Point in two different situations: the first one is when the minor is a ward due to family fragmentation and social dislocation, and the second situation is when the child relationship with one of his/her parents is altered as a result of a separation process.

  The Family Meeting Points are a resource for facilitating compliance with the visitation and guarantee the right of children to relate to both parents and other family members, while the fulfillment of the parents responsibilities and rights is facilitated. The Meeting Points are a free, universal and specialized social service, to which a family has access through a judicial or administrative decision.

  The guiding principles of this service are: best interests of the child, neutrality, confidentiality, subsidiarity, temporality and specialization. Regarding specialization, the Meeting Points must have at least a team consisting of a lawyer, who will coordinate the service, a psychologist and an administrative assistant.

- The **Law 12/2008, of 3 July, on Protection of Children and Adolescents of Valencian Community.** This Act aims to:
  - The recognition and protection of the basic rights of children, especially those contained in the "Bill of Rights of the Child of Valencia ', conceiving children as active subjects of rights.
  - The establishment of the package, structures, resources and procedures for the effectiveness of social and legal protection of children at risk or homelessness and the effectiveness of the implementation of the Law on the criminal responsibility of minors.

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- o Measures of coordination and collaboration of the various public administrations and associates in the field of comprehensive protection of children and family.
- o The creation of the Permanent Observatory on Family and Children of Valencia.
- o The establishment of the Commissioner for Children of Valencia, under the name of "Commissioner for Children -*Pare d' Orfens*'.
- o The penalty system in matters governed by this Law.

Specifically, Article 9 of this law constitutes the minor's rights to protection of physical and psychical integrity. Article 83 protects children at risk or in a vulnerable situation through preventive acts by public and private entities; and the Article 26 establishes the obligation to notify minor's vulnerable situations. Moreover, educative programs for parents and children, preventive programs of aggressiveness and violence at schools, and family support measures are proposed in Articles 32, 34 and 95.

The following texts were considered to write these laws: the Spanish Constitution (1978); laws and projects about the protection of minors in other Spanish regions; the Convention of Children's Rights (1989); the Convention about the Protection of Minors and Cooperation concerning to International Adoption; the Decision about children's problems in the European Community (1991), etc.

The Regional Ministry of Social Welfare has implemented the **Service for psychological assistance for minors victims of abuse**. This service is addressed to minors who are victims of sexual abuse and minors who are abusers. It is a free service offered by the Regional Ministry of Social Welfare of the Valencian Region to tackle with prevention and assistance in cases of sexual abuse to children. The access to this service can be made through the territorial services which are the agencies responsible for channelling and referring the victim or abuser. Its main assigned functions are:

- Diagnosis based on the examination of the minor which are suspected to have been sexually abused.
- Treatment of minors victims of assault and sexual abuse consisting of a set of actions aiming at reducing the after-effects of the assault or sexual abuse.
- Treatment of minors who have abused consisting of a set of actions like application of educational, rehabilitating or therapeutic strategies aiming at achieving the correct socialization of his/her sexuality.

Other laws and regulations that may have an important role in children violence are:

- **Order 1/2010**, of 3 May, by which the notification procedure to report possible situation of vulnerability among minors detected at the educational context becomes effective.
- **Decree 23/2010**, of 22 January, by which the Permanent Observatory on Family and Children of Valencia is developed.

- **Decree 28/2009**, of 20 February, by which the regulation of legal protection measures of minors, approved by Decree 93/2001, of 22 May, is modified.
- **Decree 39/2008,** of 4 April, on coexistence in non-university schools supported by public funds and on the rights and responsibilities of students, parents, tutors or mentors, faculty and administrative staff. This regulation contemplates that students have the right to protection against any physical, sexual, psychological, emotional or moral aggression. They cannot be, in any case, humiliated or degraded.
- **Order of 17 January 2008**, by which the organization and functioning of child protection centers, residential care and day care for children are regulated at the Valencian Community level.
- **Order of 9 March 2006**, by which notification procedure for children health and social care and child protection at Valencian Community level is established.

- **Order of 19 June 2003,** by which the type and conditions of the child protection centers at the Valencian region are regulated.
- **Decree 93/2001,** of 22 May, by which the Rules of Minor's Juridical Protection Measures in the region of Valencia are established.
- The **Law 5/1997**, of 25 June, by which the Social Services systems at the Valencian region are regulated.

2. - Description of the chosen region

2.1. Classification of the chosen region

Spain is composed by seventeen autonomous communities and two autonomous cities. Autonomy is a basic general principle of the Spanish state organization, as reflected in the Constitution. However, the Constitution does not explicitly mention the powers of the state or the regions in the field of social services, which creates problems.

What it is explicitly mentioned is that the State has exclusive power over the regulation of basic conditions that guarantee equality to all. State exclusive powers are immigration status, nationality, emigration, immigration and asylum, and prison and labour legislation. It also coordinates the health and basic legislation and the economic system of Social Security.

About the distribution of powers in matters of social services to the regions, regional government reserves the functions of planning, coordination, inspection, research, control and monitoring of social services. Local governments play an important role in the production of goods and public social services (Alemán, 2003) and they manage, run and develop social services in their regions.

The following table (see Table 1) shows in a visual way the vertical subsidiarity among the different state levels, for each phase of the creation and provision of social services: legislation/regulation, funding, programming/planning, production/delivery and monitoring/evaluation. Each cell of the table has been filled with an X, showing the relative intensity of engagement (e.g. XXX=high; X=low).

Table 1. The division of labour within the state (which level does what) in social services.

Phases	Central/Federal	Regional/ Country	Municipal/Local	Sub-municipal
Legislation/ regulation	XXX Defense of basic constitution rights and general legislation	XXX Practical application of the general national rules	X Only regulation needed to implement Social services	X Only regulation needed to implement Social services
Funding	XXX Central transfers to regions (10% of the contribution)	XXX Manages the national funds and makes up 30% of spending	XX Provides 60% of spending and organizes the services	X
Programming/ planning	X	XXX Plans and coordinates social services	XXX Organizes concretely social services	XXX Organizes concretely social services
Production/ delivery	X	XX Coordination of the production of social services	XXX Development of social services	XXX Development of social services
Monitoring/ evaluation	XX	XXX Inspection and research of social services	XX Control of the development	X

Source: own elaboration.

From the economic point of view, the state runs almost the entire social spending or redistributive functions in defense, civil defense and security, debt, and economic regulation in general. Regional entities are primarily fed by central transfers. With regard to social spending

(policy, pensions, unemployment benefits, incapacity for work and accidents at work), it is a responsibility of the Ministry of Social Security and Work. The regions in these areas only manage minimum issues.

The financing of social services shall be charged to the public budgets (State Budget, Social Security, Autonomous Regions and local authorities). However, it is expected the cooperation of private initiative and the participation of users.

Social Services Laws govern the distribution of powers, regional governments reserves the functions of planning, coordination, monitoring and control, and local governments the management, implementation and development of services.

2.2. General characteristics of the chosen region

o   *Population, dimension, dispersion of population*
o   *further specifics of the region*

Spain is the second largest country in the European Union, and the fourth largest country in Europe, with an area of 505,992 km2. By population, Spain is the fifth largest in the European Union and the sixth in Europe, with a population density of 91,83 people/km^2. According to the National Statistics Institute (INE), at 1st January 2014, the population resident in Spain stood at 46,464,053 inhabitants, of which 8.340.520 were under the age of 18 (17.95%). In 2009, 971.479 foreign children were living in Spain, which accounted 11.86% of the child population.

Concretely, the Region of Valencia or commonly named the Valencian Community which is located in the central and south-eastern side of Spain has an area of 23,255 km2. At 1st January 2014, this region had a total population of 5,004,844 inhabitants, the fourth largest city in Spain, of which 840,662 were under the age of 18. The immigrant population living in the region of Valencia reached 739.630 people in 2014. The population density at January 1st 2014 was 215,21 people/km^2.

2.3. Data of violence in childhood in Spain

o   *General data, developing of the rate, court cases, etc. (depending on what kind of data exists, as detailed as possible)*

The question of how many children are abused and neglected each year in Spain does not have an easy answer because currently there are no national and regional agencies collecting or analyzing data. However, several information sources can give us a rough idea of the prevalence of violence in childhood.

The prevalence of cases of child violence is displayed in the following findings:

- The ANAR Foundation is an organization that helps minors and adolescents at risk and provides information and support in cooperation with the Spanish National Police and Civil Guard on child violence and missing children. The **ANAR foundation report 2013** provided data from its free phone line which showed that 10.9% of calls made by children were related to maltreatment by parents or guardians. Specifically, the Helpline for Kids and Teens received a total of 414.722 calls in 2013 and the Helpline for Adults and Families accounted a total of 6.543 calls, which are from adults reporting problems related to children. From these calls the following rates were identified: 19.8% of the calls reported cases of physical violence against children, 11.9% were about psychological abuse cases, 12.4% were about bullying, 6.3% were related to sexual abuse and 5.9% reported child neglect. On the other hand, the ANAR foundation found that 53.4% of children suffering violence experience it every day, and 53% of violence cases have been happening for over a year. Another interesting fact found by the ANAR foundation was that the cases of violence against children in Spain during 2012 had increased by 13.6% compared to the previous year.

- **In 2010 the Spanish Ministry of the Interior** identified 1.641 victims of human trafficking, of which 13 were children, while **in 2011** fifteen underage victims of trafficking were found. On the other hand, it was reported that more than 1.200 people were arrested from 2006 to 2011 because of crimes related to the distribution and possession of child sexual abuse images.

- The **report prepared by the Centro Reina Sofia** (Ministry of Public Health, Social Services and Equality) **in 2011** found that child violence decreases as a child ages. On the other hand, the report estimates that the prevalence of violence among children aged 8 -11 is 5.05%, among children aged 12-14 is 4.65% and between 15 and 17 years of age is 2.9%.

- The **National Health Survey 2006**, a research operation that the INE (National Institute of Statistics) carries out based on a partnership agreement with the Ministry of Public Health, Social Services and Equality, showed that 193.800 children under age 16 (about 2.8%) suffered some form of violence during the year preceding the report. There are no data about children violence from subsequent reports.

- In **2007 UNICEF** reported that 5.5% of students declared themselves victims of cyberbullying and 5.4% of respondents proclaimed themselves offenders using ICTs. It was also noted that one out of four students had witnessed cyberbullying, occasionally (22%) or for a longer period (3%). Along the same line, **in 2013** a study about bullying and cyberbullying conducted by the **NGO Save the Children** found that 40% of children said they had experienced themselves a bullying situation. About 52% reported having observed a bullying situation. In addition, 4% pointed out having experienced a situation of cyberbullying, reaching about 23% the children who reported being cyberbullying spectators.

- Finally, a child sexual abuse and neglect study by Pereda (2007) found that about 20% of girls and 15% of boys in Spain could have suffered some form of sexual abuse before the age of 17 years. It was estimated that only 10% of cases of sexual abuse among children are reported.

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3. - Structural concepts of/ in the region in violence in childhood for P; D; CM

3.1. List of existing structural concepts in this region (for P;D;CM and for different types of violence)

This section provides information on the best practices identified at regional level according to the criteria agreed-upon for the work to be developed in the framework of this project. These criteria were categorized in mandatory and not mandatory. Following the mandatory items, the good practices chosen are described below, at least, including the following information:

a. Concept.
   - There is a (written) concept.
   - This has clear references to one or more of the following areas: Prevention, Detection and/or Case Management for victims of violence in childhood.
   - The concept contains the objectives of the program.
   - The concept has reference to methodology and activities/ tools.

b. Target group: The target group is clearly identified (e. g. age, sex etc.). It can be seen how to reach the target group.
c. Innovation: The program has an innovative character or implies innovative aspects (e. g. actual knowledge, new ideas or methodology, etc.).
d. Documentation and evaluation.
   - Documentation shows the content of the working process.
   - Evaluation uses this documentation to analyse the processes and the results against the background of the program objectives.
   - There is a good impact on the target group.

3.1.2   ¡Cuidado con la webcam!

¡Cuidado con la webcam! is an online educational project for positive use of webcam. It was developed by *Pantallas Amigas* (Friendly Screens), an organization promoting a safe use of ICT and a responsible digital citizenship among children, and driven by *Foro de generaciones interactivas,* an organization aimed to promote use of technology to make people better.

This educational platform contains warnings and tips supported by videos on the positive use of webcams, about the risks related to grooming cases, on responsible digital citizenship and online privacy, among others.

Name of concept:	¡Cuidado con la webcam!
Target group:	Children, adolescents; adults; professionals
Form of abuse:	Sexual abuse, grooming, sexting
Form of intervention:	Prevention, detection
TICs:	Website, online educational videos
Costs related:	Free of charge
Further information:	http://www.cuidadoconlawebcam.com/

3.1.3   Triviral (Navegación segura)

It is an initiative promoted by the National Institute of Communication Technologies (INTECO) in which the organization *Pantallas Amigas* also collaborates. This initiative is based on an online game in which the player moves around a board and progress depending on the number of correct answers. The interface of the game is similar to the Trivial Pursuit game board design.

The Triviral game allows for 1-4 players online and questions are about the following topics:
- Virus
- Trojans and worms
- Spyware
- Ciberbullying
- Grooming

Name of concept:	Triviral
Target group:	Children, adolescents; adults; professionals
Form of abuse:	Spyware and privacy violation, grooming, sexting
Form of intervention:	Prevention
TICs:	Website, online educational game
Costs related:	Free of charge
Further information:	http://www.navegacionsegura.es/

3.1.4 Privial

Privial is also an online game aimed to raise awareness and provide training in a playful way for children between 11-15 years on issues related to privacy and safe internet use. It consists in 75 questions spread over 5 specific areas:

- Use of personal data
- Social Networks
- Caution using the personal brand online
- Sexting
- Webcam use

Name of concept:	Privial
Target group:	Children, adolescents; adults; professionals
Form of abuse:	Privacy violation, grooming, sexting, ciberbullying
Form of intervention:	Prevention
TICs:	Website, online educational game
Costs related:	Free of charge
Further information:	http://www.cuidatuimagenonline.com/

3.1.5 Reda and Neto: Caring for our Personal Data

This initiative is an audiovisual educational resource regarding privacy and personal data, intended for students aged 9 to 11 and it has been launched by the Basque Data Protection Agency (AVPD) with the collaboration of *Pantallas Amigas* organization and council from the Basque Government Department of Education, Investigation and Universities.

The resource consists of a series of audiovisual animations in flash format as well as a didactic guide for teachers that allows instructors to design educational sessions using diverse learning activities related to the animations.

The educational material is located at a specific web page (www.kontuzdatos.info) which explores the issue of how to protect the privacy of one's own personal life as well as that of the lives of others when personal information is involved.

The main objectives of this initiative are:

- For children to appreciate the value of their personal information and that of others, particularly in digital media. They will learn that they can be identified through this information and thus transmit an image of themselves; another person can make a decision that affects them.

- For children to develop a consistent, active attitude regarding the control of personal information, their own and that of others.

Name of concept:	Reda and Neto: Caring for our Personal Data
Target group:	Children ages 9 to 11, adolescents, the school community and family
Form of abuse:	Privacy violation, misuse of personal data
Form of intervention:	Prevention
TICs:	Website, online educational videos
Costs related:	Free of charge
Further information:	www.kontuzdatos.info

3.1.6   ¡Actúa! INTERNET Amiga

INTERNET Amiga is an educational initiative aimed to adolescents and its goal is promoting safe, responsible and healthy use of the Internet, enhancing opportunities and reducing threats.

In this context, the ¡Actúa! competition was launched in order to call to action and engage those who consider cyberbullying someone else's problem. An audiovisual creation lasting between 20 and 60 seconds should be presented by each competition participant. This audiovisual creation should reflect some of the concepts related to the cyberbylling issue (as consequences, damages, roles, preventive measures, etc.). The ultimate goal is to raise awareness on the cyberbullying problem.

Name of concept:	¡Actúa! INTERNET Amiga
Target group:	Adolescents
Form of abuse:	Ciberbullying
Form of intervention:	Prevention and awareness
TICs:	Website, online video competition
Costs related:	Free of charge
Further information:	http://www.internetamiga.net/

3.1.7   Secukid

SecuKid is a mobile game aimed at all audiences, especially children and adolescents from 11 years. It is designed to better understand some risks of Internet, the effects involved and how to prevent them. This mobile game is no longer running.

Name of concept:	Secukid
Target group:	Children and adolescents from 11 years
Form of abuse:	Internet risks, ciberbullying, grooming
Form of intervention:	Prevention and awareness
TICs:	Mobile game and website

Costs related:	Free of charge
Further information:	http://www.secukid.es/

3.1.8   PROTÉGETE

PROTÉGETE is an application developed by the Centre for Internet Safety for Children in Spain: PROTEGELES as part of the Safer Internet Programme of the European Commission. The goal of this application is to make available to minors a helpline and online reporting though which children and teenagers can contact with professionals, such as lawyers, psychologists and security experts when facing situation like the following:

- The cyberbullying or bullying online.
- The cibergrooming or harassment of adults towards children.
- The impersonations.
- The insults, slander and threats.
- The presence of illegal or harmful content.
- Any other situation where something makes them feel bad when browsing internet.

PROTÉGETE App is also available for parents and schools who need help and guidance in issues regarding their children use of internet.

Name of concept:	PROTÉGETE
Target group:	Children, adolescents, parents and schools
Form of abuse:	Internet risks, ciberbullying, grooming
Form of intervention:	Prevention and detection
TICs:	App for Android and iPhone and website
Costs related:	Free of charge
Further information:	http://www.protegeles.com/

3.1.9   SmartPRIVIAL

SmartPRIVIAL it is an Android application that is currently in development for iPhone. It consists in a game that allows for 1-4 players and its purpose is to provide recommendations to users about:

- Privacy
- Webcam use

- Sexting
- Smartphones Security
- Social Networks management

Name of concept:	SmartPRIVIAL
Target group:	Children from 10 years, adolescents, parents
Form of abuse:	Internet risks, sexting, privacy, personal brand
Form of intervention:	Prevention
TICs:	App for Android and website
Costs related:	Free of charge
Further information:	http://www.pantallasamigas.net/SaferIntenetDay-App-Videogame-SmartPrivial/

3.2. Detailed description of the concept PROTÉGETE

Besides the information provided about this good practice – the PROTÉGETE concept – an interview with an expert should have been done and its conclusions should have been included in this report. Due to the time constraints of the deadline, this interview could not be done before the date of delivery of this report. Thus, a second version of this report will be issued in the next weeks which will include the conclusions and the most relevant issues pointed out by the expert interviewed.

- **Innovation**

The concept PROTÉGETE is a mobile application for Android and iPhone which makes it distinguishable for the other Best Practices listed in the previous section. This main feature allows children, who have access to a smartphone, to have direct contact with professionals, such as lawyers and psychologists, who may help them. It also allows reporting any form of violence. This application can be used anonymously and is absolutely free of charge.

PROTÉGETE has been chosen because is completely based on ICTs which makes it the most innovative Best Practice, in comparison with the aforementioned concepts. Besides this application provides a direct connection between children and professionals which may involve the detection of child violence cases. Therefore, this application is one of the few that go beyond prevention.

- **Structures of the concept**

PROTÉGETE was developed by the Centre for Internet Safety for Children in Spain: PROTEGELES as part of the Safer Internet Programme of the European Commission.

PROTEGELES is an organization focused on child protection and it is staffed by **professionals from different fields, as lawyers, psychologists, child safety experts and IT and communications experts**. Many these professionals work as permanent employees but others work only for specific projects. For example, specific campaigns or studies that may require the participation of physicians. Additionally, the work and action guidelines for PROTEGETE professionals are ruled by a set of internal regulations which include signing confidentiality agreements. Moreover, **the modus operandi of this organization is conditioned also by the requirements and controls imposed by the INHOPE (International Association of Internet Hotlines), del INSAFE (European network of Awareness Centres) and the European Commission. And it is also a member of the INSAFE (European network of Awareness Centres) and the eNACSO (European NGO Alliance for Child Safety Online).**

As it can be found on its website (http://www.inhope.org/gns/home.aspx), INHOPE is an active and collaborative network dealing with illegal content online and committed to stamping out child sexual abuse from the Internet. This network work is thoroughly controlled by the

European Commission under the Safer Internet Programme. The Commission even has specific information about each of the meetings held by the members of INHOPE and its member hotlines, and conducts reviews of its financial statements. The full members of INHOPE must meet strict criteria and demonstrate full transparency. Professionals working in the Hotlines are trained and they must also sign a specific kind of contract.

On the other hand, PROTEGELES is recognized and supported by different government departments, the Ombudsman for Children, Police Forces, among others. And its PROTÉGETE App has been developed in collaboration with the major mobile operators in Spain: Telefónica, Orange, Vodafone and Yoigo.

- **Management of Quality**

As it has been stated in the previous section, the continuous evaluation by the European commission and the INHOPE, the different professionals involved and the high selection criteria for those professionals, as well as the confidentiality agreements, ensure the quality of this Best Practice.

- **ICT-Tools**

The PROTEGETE Best Practice is **a mobile application** compatible with Android and iPhone operating systems. This App makes available to minors a hotline to report complaints and a helpline to seek and obtain help, both regarding situations such as:

- The cyberbullying or bullying online;
- The cibergrooming or harassment of adults towards children;
- The impersonations;
- The insults, slander and threats;
- The presence of illegal or harmful content and;
- Any other situation where something makes them feel bad when browsing internet.

These **both lines are focused on detection** of violence cases, cyberbullying, presence of harmful content online, etc. Apart from these lines, the application provides information and access to a test that **allows users to self-assess their level of prior knowledge to face different challenging situations that may arise**. Moreover, PROTEGETE application is also available for **parents and schools** who may need help and **guidance** on issues regarding internet that may affect their children or students.

On the other hand, the PROTEGELES organization, which launched the PROTEGETE App, also conducts **social awareness campaigns and prevention campaigns** (for example, campaigns on safe and responsible use of internet). This organization also **develops specific educational materials** for children, including a fully professionalized and free distribution magazine for children. As well as, conducting research studies and training of trainers.

Therefore, from this description of the activities carried out by the PROTEGELES organization and the PROTEGETE application it can be concluded that the prevention and detection areas are covered through this Best Practice.

- **Transferability of the concept in international contexts**

Since PROTEGELES is under the authority of the Safer Internet Programme from the European Commission's, its results are geared to be transferable at European level. Besides, it is the only Spanish organisation that has completed its integration into the INHOPE (International Association of Internet Hotlines) and into the INSAFE (European network of Awareness Centres) – both of them under the authority of the European Commission –, as well as into the eNACSO (European NGO Alliance for Child Safety Online), this further ensures the transferability of its results.

4. - Conclusions

- **General status of the structure of the region in violence in childhood**

Statistics on violence against children in Spain are difficult to find because currently there are no national or regional agencies collecting or analyzing data. The data collected in this report come from different sources (INE, UNICEF, etc.) but the main problems regarding these information sources are that each organization collect and analyze different data using different methods, so the statistics vary. On the other hand, some of the statistics show no current data.

The last data available is from the ANAR foundation (2013) who reported that the majority of the reported cases were on physical violence, followed by bullying and psychological violence. Furthermore, this ANAR report shows that child violence has increased in recent years. On the other hand, the Reina Sofia Centre identified that the child violence decreases as a child ages, being the higher prevalence among children aged 8-11.

Specific data on bullying and cyberbullying have been reported by UNICEF (2007) whose report showed high rates among children who have witnessed cyberbullying, as the NGO Save the Children has found in a recent study (2013). An alarming fact about bullying came out in this report, about half of all children reported having suffered bullying at least once in their life.

In addition, one of the main concerns about child violence data is that not every suspicion or situation of abuse or neglect is reported. As a result, the number of reports likely underrepresents the number of children who actually suffer from violence.

- **Strengths and weaknesses of the PROTEGETE concept**

The limitation that is repeated in all the concepts is that there are no Best Practices focused on case management which is one of the cornerstones of this project. All the Best Practices that have been found and reviewed focus on prevention and/or detection but do not go a step further and include case management. So, not including case management is the main limitation of PROTEGETE.

On the other hand, there are no limitation related to the specific target groups because PROTEGETE App is intended primarily for children but it also has a specific part of advice to parents and schools. Therefore, covers three of the principal target groups. Moreover, this concept is supported by the European Commission and other important networks which is a clear strength.

About the aspects of the concept, it must be said that this App is mainly focused on online child violence, such as cyberbullying or cyber grooming, harmful Internet content, and other kinds of online harassment and abuse towards children. In future developments, more general aspects of violence against children should be considered, as domestic violence on children, school violence, neglect, etc.

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