Better Internet for Kids

Learning from Safer Internet Centre (SIC) collaboration with non-EU organisations: The SIC+ pilot programme

Best-practice guideline

April 2021

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Background to the SIC+ pilot programme

In previous project phases, under both the Safer Internet Programme and the Connecting Europe Facility (CEF), European Schoolnet (EUN) and INHOPE have established good contacts and close collaboration with European neighbouring countries and third countries. Previous initiatives include the Expert Exchange Scheme (EES) which was designed to promote the exchange of good practice and experience in the field of online safety between the European network of Safer Internet Centres (operating as part of the joint Insafe-INHOPE network) and interested organisations from outside of the EU. Other outreach actions, more generally, have included global Safer Internet Day (SID) campaigning through relationships established with SID Committees and Supporters, and as part of INHOPE global membership outreach.

As part of the Better Internet for Kids (BIK) Phase 2 project, EUN started planning and developing a concept for the Safer Internet Centre+ (SIC+) pilot programme which resulted in a best-practice guideline (BPG) titled *"Learning from SIC collaborations with non-EU organisations to build a roadmap for a SIC+ pilot programme"*, published in March 2019. The guideline built towards a rational behind, and format for, a SIC+ pilot programme. On the one hand, it presented an overview of existing partnerships and collaborations, in particular between Safer Internet Centres (SICs) and organisations from outside the European Union (EU/EEA) also working in the field of child online safety. On the other hand, it explored possible ways of further stimulating knowledge and expertise exchanges with third-country organisations.

Moreover, and in order to collect information about current and (possible) future collaborations between SICs and third-country organisations, a preliminary desktop review was conducted. This was complemented by a call to the Insafe and INHOPE networks to highlight existing partnerships, which in turn resulted in a number of more in-depth interviews being conducted among key representatives of five organisations: three from EU-neighbouring countries and two from European SICs. In agreement with the EC, the three third-country organisations were invited to participate in the Safer Internet Forum (SIF) in November 2018. The two SICs were selected because of their past collaborations with some of the non-European organisations invited, not only in a bilateral manner, but also through network-wide campaigning at international events such as the annual Internet Governance Forum (IGF). Interview questions helped to identify the motivations of the third-country organisations to collaborate with the respective SICs, while making clear how these connections had manifested themselves over time, as well as factors that could motivate or limit other third-country organisations to start, develop and/or sustain this type of exchange or collaboration.

Against this background, in BIK Phase 3, EUN and INHOPE jointly rolled out a SIC+ pilot programme, the overall aim of which was defined as:

- To foster knowledge sharing and capacity building on successful initiatives on online safety for children and young people, at regional and/or global level.
- To promote the development and implementation of innovative actions to increase the participation of third-country organisations in online safety

initiatives and best practices, in particular education programmes and awareness-raising campaigns, as well as helpline and hotline services, while identifying possible areas for exchange and mutual learning.
- To address common challenges in the field of online safety for children and young people by promoting cooperation with the current Insafe-INHOPE network, aiming for a closer integration of these initiatives in global actions.

More specifically, it was envisioned that the SIC+ pilot programme would take the form of a bursary scheme, offering funding for up to 15 representatives from organisations promoting online safety to children in neighbouring countries, in countries benefiting from an EU pre-accession strategy, or in third countries.

As described above, various approaches were used to define a target set of countries to invite to take part in the pilot programme, building on previous phases of scoping work within the framework of the Better Internet for Kids project. Based on further discussions between the Insafe and INHOPE Coordination Teams, including consultations and input from Safer Internet Centre representatives, the following eight organisations were invited to participate in a year-long capacity-building programme[1]:

- **Armenia:** Media Education Center/STEM Society (Safer Internet Armenia)
- **Bolivia:** Fundación REDES/Red TIC Bolivia
- **Bosnia and Herzegovina:** International Forum of Solidarity – EMMAUS (IFS-EMMAUS)
- **Brazil:** SaferNet Brasil
- **Colombia:** Red PaPaz/Te Protejo
- **Mexico:** Fundación PAS
- **Serbia:** Ministry of Trade of Tourism and Telecommunications – National Contact Center for Child Safety on the Internet (Tijana Juric Foundation)
- **Ukraine:** Better Internet Centre

Each of the organisations were formally approached in March 2020 to invite them to join the pilot programme, with all accepting the opportunity. See Annex 1 for background information on each of the participating organisations.

This best-practice guideline therefore provides an overview of the initiative and is divided into four sections as follows:
- Firstly, it outlines the concept and approach that was followed by the pilot programme, drawing on existing partnerships and activity lines.
- Secondly, it highlights the networking aspect of the pilot and the relevance of exploring synergies between the European network of Safer Internet Centres and organisations outside of the European Union (EU) and Europe.
- Thirdly, a brief impact assessment is provided, summarising the feedback received from the participating countries based on a survey, while also outlining success stories and possible areas for improvement.
- Finally, it presents a set of lessons learned, ideas and concrete actions points in order to continue developing the SIC+ programme in the next BIK project phase.

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[1] https://www.betterinternetforkids.eu/nl/practice/awareness/article?id=6095619

Approach and methodology

In brief, organisations taking part in the SIC+ pilot programme were expected to:

- Actively participate in a **one-year online capacity-building programme** (throughout 2020), covering the various strands of Safer Internet Centre work to include participation in at least **four online webinars**, tackling topics pertinent to the awareness, helpline, hotline and youth participation lines of work. Through this activity, participants would have opportunities to share good practice examples and challenges with other SIC and SIC+ organisations.
- Attend the **Safer Internet Forum (SIF) 2020**, as well as a **focus group meeting** on global exchange mechanisms for the provision of online safety education, helpline and hotline services*.
- Report on opportunities and challenges arising from the SIC+ capacity-building scheme, and provide articles to be published on the Better Internet for Kids (BIK) public portal, while reflecting on how to develop this programme further in a final evaluation survey.
- Actively **support Safer Internet Day (SID)** in their respective countries.

(* note, due to the restrictions posed by the coronavirus pandemic during 2020, in-person attendance at events was not possible. Hence all meetings and activities took place online – see more below).

All actions and communications were facilitated by members of the Insafe and INHOPE Coordination Teams, and Slack (a channel-based messaging platform) was used to facilitate programme communication.

Motivations and expectations

As a precursor to activities, and in order to further shape the pilot programme and provide a benchmark for assessing impact and success, participating organisations were asked to complete a short online form detailing their work to date in the Better Internet for Kids arena, and briefly outlining their expectations and motivations for participating in the programme. Responses included:

Armenia: "Exchange of experience and knowledge with Insafe and INHOPE members and creating partnerships for future cooperation and work, along with technical assistance to strengthen the hotline and to develop helpline services in Armenia."

Bolivia: "We are interested in sharing knowledge and conducting a deep dialogue on the characteristics of interactive digital generations in Latin America. This knowledge can be essential to design and develop online security capabilities for Latin American children and adolescents. We have extensive experience in developing educational and awareness campaigns on a national and international scale (search for DIGITAL VIOLENCE on the internet and the impact of our work will be seen), so we are interested in expanding our capabilities, and sharing them, on a regional and global scale. We are also interested in activating the Bolivian hotline service as soon as possible and articulating it with regional and global efforts."

Bosnia and Herzegovina: "Our expectations are to gain more experience, get familiar with new trends, and to share good practice examples and challenges with other organisations."

Brazil: "We are glad to have the opportunity to connect with the Insafe-INHOPE Coordination Team and network members to share and learn. For educational activities, beyond Safer Internet Day, we always learn a lot with these exchanges, including educational material localisation, technical visits to SICs, meetings with the Portuguese Safer Internet Centre and have been inspired by some great campaigns created by the Insafe network."

Colombia: "From this programme, Red PaPaz expects to gain an innovative overview of how to address an aware-prevent helpline and hotline comprehensive programme in Colombia than can be scaled up to other countries across Latin America. We would like to better understand how to develop a national Safer Internet Centre in Colombia, understanding the challenges and lessons that other centres have faced across the world and gain tools in order to face them in Colombia and in Latin America. We would also like to understand where Red PaPaz stands in the current situation of the safer internet network worldwide in order to build an action plan that provides us with a guide to develop new materials, new network skills, to strengthen our hotline, and to develop our helpline."

Mexico: "We seek to continue forming alliances with international organisations that will help Mexico position itself in the global network to combat child sexual abuse on the internet. We also seek to train ourselves to make a successful launch of Te Protejo Mexico and, with this, move Mexico to the Latin American movement to combat child sexual abuse online."

Serbia: "Our expectations are to expand our knowledge, to learn what other organisations are doing regarding this topic, as well as to find new partners with which we can do projects for the better protection and education of children."

Ukraine: "To share knowledge and develop capacities of members of the Better Internet Centre and partner organisations in Ukraine on good practices of online safety for children and young people. To also promote the development and implementation of innovative actions to increase the participation of the Better Internet Centre and partner organisations in Ukraine in online safety initiatives and best practices, in particular education programmes and awareness-raising campaigns, as well as helpline and hotline services, while developing capacities of members of partner organisations in Ukraine to ensure quality of help for children, youth, educators, parents and caregivers."

With these responses, it was possible to tailor the agenda for the webinars to ensure that there was opportunity to cover all areas of interest. As such, the SIC+ pilot programme began in earnest in April 2020 with a first webinar taking place in May 2020 (see below).

The impact of COVID-19

As detailed above, part of the proposed pilot programme involved bringing participants together towards the end of the year to participate in the Safer Internet Forum 2020 in Brussels and also a dedicated focus group. When the pilot programme commenced in spring 2020 it was still hoped that this might be possible by the autumn but, as the months progressed, it became increasingly apparent that this was not an option. All events conducted within the framework of the Better Internet for Kids (BIK) project were converted to online events and programme participants were therefore invited to join the Safer Internet Forum and a joint Insafe-INHOPE Training meeting remotely.

The networking aspect

A key aim of the SIC+ pilot programme was to foster knowledge sharing and capacity building, both across the various countries participating in the initiative but also with the Safer Internet Centres in the Insafe and INHOPE networks and wider stakeholders in the field. As such, a programme was built for the duration of the pilot involving a series of activities designed to provide regular opportunities to collaborate and learn from others.

Webinars

A series of four webinars were at the heart of the SIC+ pilot programme.

The cohort met online for the **first webinar** in May 2020 kicking off with an overview of the programme from members of the Insafe and INHOPE Coordination Teams. A brief tour de table then took place with all participants introducing themselves, the organisations which they represent, and their aspirations for the project.

The main session of the webinar focused on evidence from Global Kids Online on children's rights, opportunities, and risks. A colleague from UNICEF introduced the work and its focus on developing a standardised methodology for qualitative and quantitative research. To date, it has implemented studies in 18 countries worldwide, focusing on strengthening the evidence base. EU Kids Online has also adopted the methodology, which it has implemented in an additional 20 countries, while here have been similar studies in 14 further countries too. All of this contributes to UNICEF's work, but also to national policies and programmes. After highlighting some key findings around popularity of devices, where and when children access the internet, their entertainment activities online, and engagement in more advanced/complex activities online, there was a brief focus on what has changed as a result of the COVID-19 pandemic. This includes aspects such as privacy rights, misinformation and access to quality health information. Links were shared with participants for [further reading](#).

The **second webinar** in the series, in July 2020, focused on providing insight to the awareness raising and youth participation strands of the Safer Internet Centre model in Europe. First up, a representative from the German Safer Internet Centre shared some examples of awareness activities and best-practice examples, focusing on creating content, promoting content (for example by campaigning/marketing, reaching out to target audiences by all types of media) and networking (for example, creating a network of all sorts of different partners including government, science, academia, industry, tech companies, civil society, NGOs, and so on).

Next up, a youth panellist and BIK Youth Ambassador talked in depth about a number of projects and activities which they have been able to participate in, ranging from helping to create awareness-raising campaigns, to developing explainer resources for young people and their parents, participating in brainstorming and recording sessions, and contributing to industry discussions to share the concerns of young people around different apps and social media platforms.

Following on from the two presentations there was a short discussion allowing the webinar participants to probe the European experiences further, which was such a fundamental aspect of this pilot programme.

The **third webinar**, which took place in September 2020, provided an exploration of helpline and hotline services. In the first part of this session, the Insafe Helpline Coordinator provided an overview of current trends and issues across the Insafe network of Safer Internet Centres in Europe, reflecting especially on how data is collected and how trends are identified through helpline services. This methodology has provided an early alert system for various issues, such as trends around sextortion, increased use of TikTok, and dangerous online challenges allowing both the helplines to prepare responses and awareness centres to create suitable educational materials. A representative from the Bulgarian helpline then shared direct insights on the value of the integrated approach between the wider Safer Internet Centre and the helpline. The Bulgarian Safer Internet Centre provides fully integrated services and activities. As such, there are internal procedures between the helpline and the hotline, such as transfer of reports and cases, and taking joint decisions for further actions when necessary, while awareness raising is implemented jointly by the helpline and hotline organisations.

The second part of the session explored the work of hotlines, with an overview on the work of the INHOPE network of internet hotlines, and current trends with regards to child sexual abuse material (CSAM), especially as a result of the COVID-19 pandemic. An analyst at eco, one of three German hotlines working to remove illegal content online, then provided an overview from a frontline perspective, focusing on the workflow for reports. In Germany, the hotlines work in close collaboration; this helps to balance the workload and allows for exchange of knowledge and expertise. In terms of the Safer Internet Centre model, the hotline refers to the helpline or awareness-raising component as needed, which in turn helps to inform practice and improve outcomes for service users.

In the **fourth and final webinar** in the inaugural round of the SIC+ pilot programme, which took place in November 2020, global participants explored two topics: trends in child online protection and awareness raising for hotlines. The first part of the session, led by a representative from the UK Safer Internet Centre, focused on the most popular apps, commenting especially on how these both help and shape our daily routines but also create a culture of "sharing" (or, increasingly, oversharing). While this is a significant trend for children and young people, adults are also increasingly sharing content online. However, as children and young people are the most vulnerable, it is important to protect them and work together towards technology use which is free from harm. Additionally, during the ongoing pandemic, research has shown that social media use has tripled across all services. This increase also presents additional challenges for children and young people, with key issues emerging as digital migration with online access surging and increased weekday daytime traffic, while demand for content has also increased with main social media platforms all reporting more time spent in app. There are also concerns around health and well-being, and greater exposure to risk online.

Next up colleagues from the Greek Safer Internet Centre provided a short overview of the work of the Greek hotline and the communication channels it utilises such as social media, mass media (such as television and newsletters), informative events and mass events. In its awareness work, the hotline receives a great deal of support from the awareness centre, so

illustrating the benefits of the multi-strand approach within the European Safer Internet Centre model. In addition, the speakers highlighted that the Greek Youth Panel plays a vital role in the communication and outreach work of the centre as it provides a strong communication channel to reach children and young people. The centre has also established an Ambassador scheme right across the country supporting events such as Safer Internet Day. This peer-to-peer approach has proved very successful over the years.

Read more about the webinar series on the Better Internet for Kids portal.

Attendance at events

It was originally foreseen that a representative from each SIC+ country/organisation would be invited to attend the Safer Internet Forum (SIF) in Brussels in November 2020. In addition, a focus group was planned during the same week to facilitate a more in-depth face-to-face exchange between SIC+ representatives, Insafe-INHOPE network members and selected external experts. Unfortunately, due to the ongoing restrictions posed by the coronavirus pandemic, this was not possible. Instead, the Safer Internet Forum was converted to an online format, and SIC+ colleagues joined remotely along with all other delegates. Additionally, instead of the planned focus group meeting, SIC+ colleagues were invited to attend the joint Insafe-INHOPE Training meeting in October 2020 which focused on the "grey areas" which exist between the work of the two networks, and classification of online risks to children's well-being. While obviously not offering the same experience as in-person attendance, SIC+ colleagues were able to attend presentations, participate in chat, and pose questions of speakers in the normal way.

Representatives from two SIC+ participant countries (Armenia and Brazil) also took an active role in the Safer Internet Forum, participating in a panel on Better Internet for Kids (BIK) policy. Following the launch of the third BIK Policy Map report which aims to compare and exchange knowledge on policy making and implementation in 30 European countries (the EU 27 plus Iceland, Norway and the United Kingdom), the panel explored findings from a more global perspective to consider similarities and differences across continents, as well as identifying alternative BIK policy models and trends.

Additionally, an optional open space networking session, organised as part of the Safer Internet Forum agenda, provided an opportunity for SIC+ pilot programme colleagues to network with fellow SIF attendees in a less formal virtual environment to share work and best practices, or to get input from others on ideas and resources.

Find out more about the joint Insafe-INHOPE Training meeting here; discover more about Safer Internet Forum 2020 here.

Contributing content to the Better Internet for Kids public portal

As part of the SIC+ pilot programme, participating organisations were required to provide articles to be published on the Better Internet for Kids (BIK) public portal to aid knowledge sharing and capacity building.

As a first contribution, participants were asked to summarise the state of eSafety awareness and support in their respective countries, reflecting also on their participation in the SIC+ pilot programme and how this might develop their work (see also the [Motivations and expectations section](#) above). Various articles were contributed as follows:

- [Building online safety capacities in Bosnia and Herzegovina with the SIC+ programme](#)
- [SaferNet Brasil and learnings from the SIC+ programme](#)
- [Red PaPaz is building the first Spanish-speaking Safer Internet Centre (SIC) in Latin America](#)
- [SIC+: focus on the activities of the Ukrainian National Child Toll-Free Hotline](#)
- [Building online safety capacities in Serbia with the SIC+ programme](#)

Some also provided an overview of the pertinent issues currently being addressed in their country:
- [Peer education and youth participation for digital citizenship in Brazil](#)
- [Inclusive digital experience: reality and needs in Ukraine](#)

Several participants also provided articles in support of the annual Safer Internet Day campaign:

- [Red PaPaz calls for joint responsibility in the promotion of a better internet for children and adolescents](#)
- [Safer Internet Day in Ukraine – Focus on the local level](#)

Participation in Safer Internet Day celebrations

Safer Internet Day (SID) is an annual global celebration of a safer and better internet. Celebrated in February of each year with an overarching theme of "Together for a better internet", the 2021 edition took place on Tuesday, 9 February 2021 with approximately 200 countries and territories marking the day in some way.

A number of the SIC+ participant countries have been active supporters of Safer Internet Day for many years, typically in the capacity of convening the national Safer Internet Day Committee. As such, their support for the campaign continued for the 2021 edition. To give some examples:

- Launching on Safer Internet Day 2021and continuing throughout February and March, Safer Internet Armenia supported schools in the capital city and regions of **Armenia**, as well as colleges, to host lessons on internet safety and media and information literacy (MIL). Additionally, meetings with parents were organised during which ethical issues related to safe and responsible use of the internet and digital technologies were discussed. Read more on the [Armenia Safer Internet Day profile page](#).

- IFS-EMMAUS in **Bosnia and Herzegovina** launched an online quiz on online safety, which was designed in cooperation with colleagues from Croatia's Center for Missing and Exploited Children (CZND) (the [Croatian Safer Internet Centre](#)). The questions were related to internet safety and mechanisms of protection from harmful content, as well as practical ways of combating online violence and illegal content, designed to also highlight the emergence of new

trends. Read more on the Bosnia and Herzegovina Safer Internet Day profile page.

- Due to the COVID-19 outbreak, SaferNet in **Brazil** took the opportunity to discuss the post-COVID digital world and the key takeaways for parents, children and educators. It focused on the issue of parenting, well-being and the role of educators in the digital age, working on some challenges on promoting a positive use of digital technologies during the coronavirus outbreak. The main objective was to strengthen a multistakeholder nationwide effort to promote a safer and healthier digital environment in Brazil. As such, activities included a multisectoral HUB event with international speakers to discuss digital parenting and well-being, a Safer Internet Day Youth Summit, involvement of the internet and information security technical community, and launch events for new materials which included educational comics, films and debates. Read more on the Brazil Safer Internet Day profile page.

- The aim of the Better Internet Centre in **Ukraine** was to unite efforts of all stakeholders to inform children, young people, teachers, youth workers, parents and caregivers about online safety, to discuss threats that could harm people, to identify ways to prevent the negative impact of the internet, and to share respectful behaviour online and best practices for online participation. Activities were delivered to young people through non-formal education methods and children/youth participation in schools, clubs and youth associations. Actions were conducted with the traditional support of the Institute of Modernisation of Educational Content of the Ministry of Education and Science of Ukraine. Read more on the Ukraine Safer Internet Day profile page.

Find out more about Safer Internet Day more generally at www.saferinternetday.org.

Impact assessment

As the year-long activities drew to a close, a short evaluation survey was launched with the SIC+ countries in order to receive their feedback and to measure more tangibly the impact and success of the pilot programme. Moreover, the replies will help the Insafe and INHOPE Coordination Teams to further shape the programme in the future. Out of the eight participating organisations, five responded to the questionnaire which provides a sufficient sample for the evaluation. Some key outcomes are presented in this section.

Overall, it can already be said that the involvement in the SIC+ pilot programme met the expectation of the participants as outlined in Figure 1.
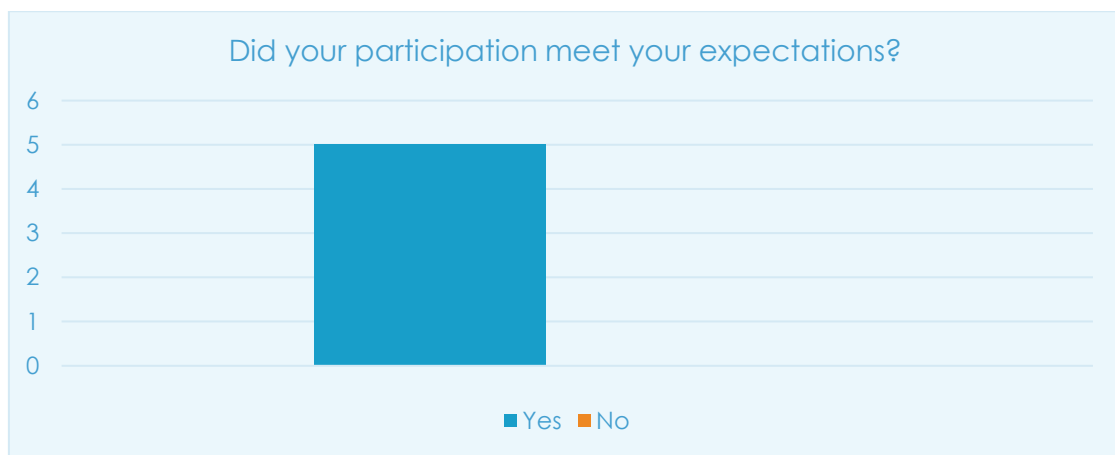

Figure 1: *Did your participation in the SIC+ pilot programme meet your expectations?*

Participation

One of the main capacity building elements of the SIC+ pilot programme was the organisation of the quarterly webinars. Throughout the pilot year, a total of four webinars (as described above) were offered to the SIC+ countries focusing on:

1. **Evidence from Global Kids Online on children's rights, opportunities, and risks** with a presentation from Daniel Kardefelt Winther (UNCIEF/Global Kids Online).
2. **The work of awareness centres and the importance of youth participation** with presentations from Joachim Kind (SIC Germany) and Lorcan (BIK Youth Ambassador, Ireland).
3. **The operation of a helpline and hotline** with presentations from Antoaneta Vassileva (SIC Bulgaria) and Peter-Paul Urlaub (SIC Germany).
4. **The latest trends in online child protection and the hotline's awareness work** with presentations from Boris Radanovic (SIC UK) and Meltini Christodoulaki (SIC Greece).

Overall, the participation of and feedback from the SIC+ countries was very positive as the webinars offered a great opportunity to speak directly to experts and make new connections. Furthermore, the webinars also offered the possibility to share experiences with other countries, to see what kind of strategies are working, and to get inspiration for possible

replication of modules and activities. Additionally, the webinars allowed participants to dive deeper into the methodology and look at existing evidence. Moreover, the webinar dialogues also outlined the need for exchange between the different SIC components – awareness centre, helpline, hotline and youth participation strands.

Some small suggestions to improve the webinar activities were given by the SIC+ countries which included extending the length of the webinars, and providing more opportunity for strategic conversations with regards to public policy and EU funding systems.

In addition to the quarterly webinars, SIC+ countries were also invited to attend the joint Insafe-INHOPE Training meeting in October 2020 and the annual Safer Internet Forum in November 2020 (both held online). The figure below gives a first impression that the invitation was well accepted by the SIC+ countries. Reasons for non-attendance were rather linked to health issues, connectivity problems and conflicting deadlines on the side of the SIC+ participants.
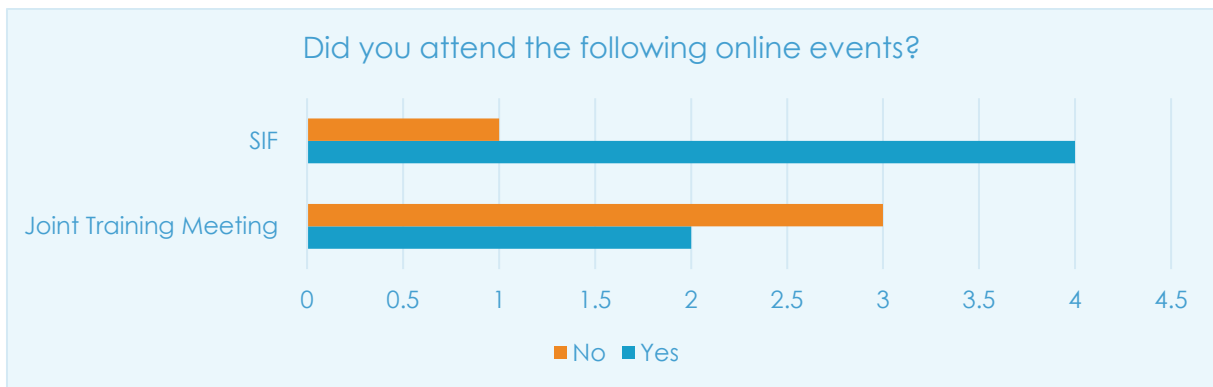

Figure 2: SIC+ country attendance of the joint Insafe-INHOPE Training meeting and Safer Internet Forum 2020

Generally, the SIC+ countries found their participation in the events very useful and positive. It was mentioned that the themes tackled in both events were very topical and fostered the exchange of best practices.

More specifically, the joint Insafe and INHOPE Training meeting allowed colleagues to exchange on common areas of work. The overarching theme of "addressing grey areas" was well appreciated by the SIC+ participants especially by those who are operating a helpline and hotline, or are in the process of establishing either. Furthermore, the joint Training meeting was also an opportunity to examine the ongoing work related to online risks which are specific to the COVID-19 pandemic within all work strands – awareness, helpline and hotline, looking more specifically into harmful and illegal content, in particular on social networks. SIC+ countries appreciated the opportunity to exchange solutions and best practices for adequate responses with SICs and industry representatives.

While the joint Insafe-INHOPE Training meeting provided SIC+ countries an opportunity to exchange directly with network members, participation in the Safer Internet Forum (SIF) 2020 gave two SIC+ representatives the possibility to join a panel discussion providing a global perspective on the implementation of BIK-related or BIK-inspired policies and possible

learnings. In this regard, colleagues from Armenia and Brazil represented the SIC+ pilot group by sharing national practices, but also echoing views and challenges flagged by other SIC+ countries during the webinars. Their contribution outlined the fact that, in many SIC+ countries, there is no formal strategy on BIK in place yet. They further shared that good progress has been made however, at policy level, for example by establishing a data protection framework including children's rights or by drafting national concept papers on online safety and media literacy education. Overall, platforms such as the SIF 2020 are highly appreciated by the SIC+ countries as they also provide an opportunity to place a spotlight on regions outside of the EU and Europe that deal with similar challenges when it comes to child online safety.

Image 1: SIC+ participation at SIF 2020

Networking

Besides attending the quarterly webinars and above-mentioned online events, the SIC+ pilot programme also gave the participating countries an opportunity to make new connections among each other or with representatives of the European Safer Internet Centres. However, the figure below show that it rather proved difficult for the SIC+ countries to connect outside of the events organised by the Insafe-INHOPE Coordination Teams.
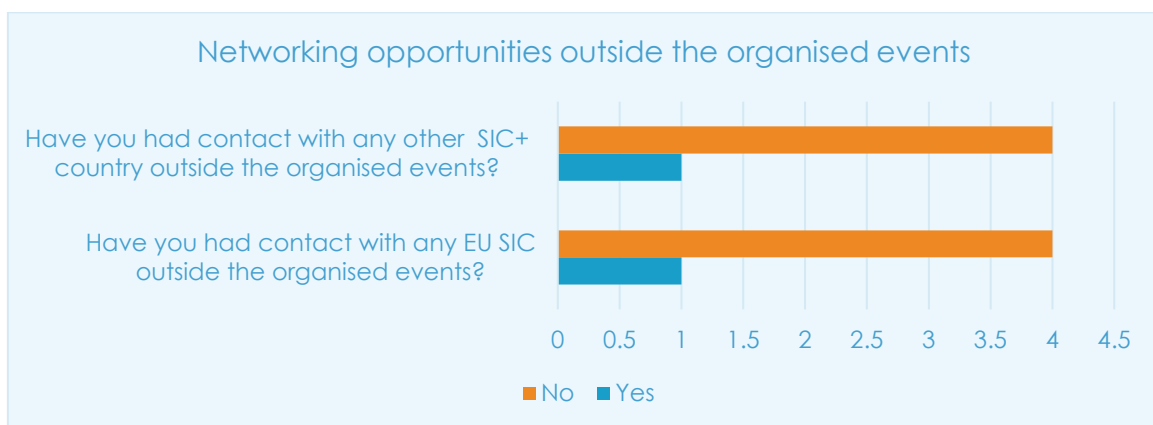
Figure 3: Networking opportunities outside the organised events by the Insafe-INHOPE Coordination Team

The feedback provided in Figure 3 is extremely useful and will help to further shape and develop the SIC+ programme. Potential reasons why more in-depth networking may have proved difficult relates to the impact of the COVID-19 pandemic with people adjusting to new ways of working. In addition, a time difference of up to ten- hours between some SIC+ countries made extra networking opportunities challenging as well. The Insafe-INHOPE Coordination Team is keen to take this result on board to discuss possible activities and concepts that may help to further foster the networking aspect and encourage participants to connect with one another outside the planned activities. Some ideas and food for thought are already presented in the Conclusions and next steps section of this best-practice guideline, below.

Takeaways

In the last part of the evaluation survey, we asked SIC+ countries to provide suggestions for improvement of the SIC+ programme and further follow-ups.

In terms of areas and activities that could be covered in future SIC+ programmes, participants gave the following suggestions:

- Introducing an expert exchange scheme between the participating SIC+ organisations.
- Offering training for hotline analysts as part of the programme.
- Discussing strategies and connections in more depth in order to improve public policies in the SIC+ countries.

Furthermore, we asked SIC+ countries what they would like to develop further as a result of participating in the pilot programme. Responses were as follows:

- Starting to operate a hotline.
- Further develop helpline and hotline activities.
- Trying to scale impact and strengthen the connection in order to develop further activities.
- Adapting Safer Internet Day activities and resources from other countries.

Finally, SIC+ programme participants mentioned the following types of support they would benefit most from:

- Technical assistance to set-up or improve helpline and hotline operations further.
- Training regarding prevention and victim support.
- Expert talks or deep-dive sessions on topical issues such as well-being beyond screen time.
- Financial support for translation/localisation of educational materials.

Conclusions and next steps

Within the SIC+ pilot programme, the Insafe-INHOPE Coordination Teams started to explore strategies to actively promote connections between the European Safer Internet Centre network and child online safety organisations from across the globe. Being able to expand this area of work beyond Europe has already brought positive effects such as, for example, the ever-growing number of countries celebrating the annual Safer Internet Day. Moreover, learning about common and different patterns and experiences in the regions outside of Europe can aid understanding of some of the complexities of online issues, which are highly interconnected on a global scale and where new trends and challenges emerge in a dynamic way.

To conclude, this last section lays out ideas for next steps of the SIC+ programme, to be implemented in future project cycles.

Through the impact assessment presented in the previous section, the Insafe-INHOPE Coordination Teams are in a good position to understand the needs of the SIC+ pilot countries and the needs of future participants. Therefore, in this section we look at ways in which we can continue to share knowledge and build capacity for the greatest benefit of those organisations in countries outside Europe.

Firstly, in addition to the eight pilot organisations, in the next project phase EUN and INHOPE will open the SIC+ programme to at least four other organisations in EU neighbouring countries, the Global South and Africa, enlarging the SIC+ network to a minimum of twelve organisations/countries. Enlarging the SIC+ network will allow for additional cross-continent exchange but also more targeted conversations at regional level, for example by clustering participating organisations in tandem composed of "alumni" and "newcomer".

Secondly, in terms of topics to discuss further, SIC+ participants expressed specific interest in the following areas:

- **Policy:** Participants are interested in better understanding the connection between European public policy guidelines and the support for Safer Internet Centres, as well as the role of national agencies and organisations to build a such a centre of expertise. This type of discussion will be particularly helpful for any country and/or a region looking to set-up a Safer Internet Centre.
- **Digital literacy:** Digital literacy is a critical concept for children to be safe and secure online and includes a wide range of sub-themes that are crucial to further exchange on. In this regard, SIC+ participants mentioned well-being beyond screen time, social and emotional learning (SEL) and data privacy literacy, among others.
- **Working with parents:** Parents are an important target audience that need to receive more attention, especially in a COVID and post-COVID world. Hence, developing training programmes for parents or addressing parents in awareness campaigns are aspects which the SIC+ countries would find useful to focus on.

Thirdly, while much of any continuing networking activity will be facilitated online (in the form of webinars or more focused 'Tea-time talks') to enable the greatest possible participation,

should COVID-19 circumstances permit, a subset of SIC+ organisations will be funded to attend face-to-face meetings (for example, the Safer Internet Forum, focus groups) on a rotational basis. This opportunity will allow participating organisations to further engage with colleagues from the European network of Safer Internet Centres while further developing knowledge in the area of child online safety, child online protection and related policy strategies, as highlighted by the SIC+ countries in the evaluation survey.

Lastly, and to complement this line of work, the SIC+ programme will be given greater visibility on the Better Internet for Kids (BIK) public portal, and corresponding dissemination channels, and will also form a feature in at least one edition of the quarterly BIK bulletin. Moreover, SIC+ programme participants will also be encouraged to upload their resources to the BIK resource gallery, bringing a new dimension to this tool by facilitating access to resources in a range of additional global languages.

The motivation behind these actions would again be to raise awareness of the relevance of global collaborations, while learning from experiences in different regions and helping to promote the work of organisations outside the EU and European Safer Internet Centre network. Ultimately, the aim is to continue to further foster a global community of child online safety organisations for the benefit of all children and young people.

Annex 1: Background information on participating organisations

Country	Organisation	Background
Armenia	Media Education Center/STEM Society (Safer Internet Armenia)	Safer Internet Armenia is the national project promoting and ensuring a better internet for kids. The project is supported by the National Center of Educational Technologies, RA Ministry of Education, Science, Culture, and Sports, Yerevan City Municipality, regional and municipal authorities. The project is run by a consortium of partners coordinated by the Armenian Safer Internet Committee and STEM Society. Find more information at: www.safe.am
Bolivia	Fundación REDES/Red TIC Bolivia	The REDES Foundation of Bolivia is recognised worldwide for the creation and dissemination of the concept of DIGITAL VIOLENCE which occurs: "when a PERSON acts against another PERSON, using TECHNOLOGY and DIGITAL INFORMATION (text, audio or image) to do HARM and/or limit their human FREEDOMS" (IGF, UN Joao Pesoa, Brazil 2017). One of the worst forms of digital violence is the production of material for child sexual abuse, which, beyond the phenomenon of illegal audiovisual production, constitutes DIGITAL EVIDENCE of the crime of CHILD SEXUAL ABUSE. Given this problem, since 2015, the REDES Foundation has promoted the installation of an international line for reporting and eradicating material on child sexual abuse online, starting with the installation of a server in the city of Cochabamba connected to the INHOPE network with various countries of the world, to receive reports (generally anonymous) of videos of sexual abuse with minors and proceed to their immediate elimination, blocking or removal (within the current legal framework) and with the support of an international network of actors from Europe, North and South America, Asia and Africa. Find more information at: www.fundacionredes.org

Bosnia and Herzegovina (BiH)	International Forum of Solidarity – EMMAUS (IFS-EMMAUS)	The humanitarian organisation "International Forum of Solidarity – EMMAUS (IFS-EMMAUS)" was established in 1999 in BiH with the aim of providing assistance to all vulnerable population groups, including victims of human trafficking, child pornography and online child sexual abuse. As a non-profit CSO, IFS operates on the whole BiH territory and is a member of the international organisation "EMMAUS International", which operates on four world continents. It is also a member of INHOPE and a member of ECPAT International. One of the key milestones in child protection and education initiatives is the establishment of the first Safer Internet Centre in Bosnia and Herzegovina and the establishment of consortium for protection of children which consists of three NGOs: MFS-EMMAUS, Save the Children and UNICEF. Find more information at: www.sigurnodijete.ba
Brazil	SaferNet Brasil	SaferNet is the first-ever NGO in Brazil to establish a multistakeholder approach to protecting human rights in the digital environment. It created and has coordinated, since 2005, the National Human Rights Cybertipline, the National Helpline and the Brazilian awareness node, and has more than 15 years of experience in capacity building programmes with educators, young people, legislators, policy makers and social workers. SaferNet leads the debate on online safety and security in many national and international fora. SaferNet has coordinated Safer Internet Day in Brazil since 2009. Find more information at: www.safernet.org.br
Colombia	Red PaPaz/Te Protejo	Red Papaz is an NGO, established in 2003, that brings together a network of parents, caregivers and educators that seek to promote skills for the protection of children and adolescents' rights through evidence-based initiatives and good practices. It has become a renowned actor in the protection of children and adolescents' rights in Colombia and more recently in other Latin-American countries. Since 2012, Red PaPaz has coordinated the "Te Protejo" ("I Protect You) hotline which

		works as one of the main actors on the protection of children in Colombia. The hotline liaises with civil society organisations, private sector representatives and state entities that are responsible for receiving reports on various violations to children and adolescents' rights, referring cases to the competent authorities, analysing and classifying material on sexual abuse and exploitation, and coordinating processes to block and take down URLs. Find more information at: www.redpapaz.org and www.teprotejo.org
Mexico	Fundación PAS	Fundación PAS was established in 2010 to fight against sexual abuse of minors, by strengthening families and developing innovative models of information, education and communication so that every parent/guardian is alert and able to identify, guide and channel when a symptom or risk situation occurs. Find more information at: www.fundacionpas.org
Serbia	Ministry of Trade of Tourism and Telecommunications – National Contact Center for Child Safety on the Internet (Tijana Juric Foundation)	The National Contact Center for Child Online Safety was established by the Ministry of Tourism and Telecommunications in 2017. The motive for the establishment of this kind of organisation stems from the fact that the founders of the centre found a real lack of state protection of children from sexual exploitation and abuse through the internet, along with the spread of child pornography and pedophilia and other forms of abuse associated with use of the internet. The centre provides advice, education and transmission of reports of internet violence to the relevant institutions such as the Ministry of Education, the Ministry of Social Work, the Ministry of Health, the Ministry of Interior and Public prosecution for high-tech crime. Reporting illegal or dangerous content for children may be done 24/7 using various tools including an online form, email a dedicated app or via social media. Find more information at: www.pametnoibezbedno.gov.rs

Ukraine	Better Internet Centre	In 2017, inspired by five years of work as a Safer Internet Day Committee and the desire to contribute to the creation of the safer internet for all, Ukraine established an NGO: "Better Internet Centre". The centre aims to unite the efforts of all stakeholders in raising awareness about online safety among children, young people, teachers, youth workers, parents and caregivers. To achieve the most impact, the Better Internet Centre fosters youth and child participation online and offline and implements various capacity building. Its work includes translation and adaptation of research, UNICEF, Council of Europe reports, and Insafe materials making them more accessible for everybody in each part of the country. Find more information at: https://betterinternetcentre.org