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## **LANZAROTE COMMITTEE / COMITE DE LANZAROTE**

### **Compilation of Replies to Question 7 (Cooperation with civil society)**

of the Thematic Questionnaire on the protection of children against sexual exploitation and sexual abuse facilitated by information and communication technologies (ICTs)

### **Compilation des réponses à la Question 7 (Coopération avec la société civile)**

du Questionnaire Thématique sur la protection des enfants contre l'exploitation et les abus sexuels facilités par les technologies de l'information et de la communication (TIC)

**Question 7. Cooperation with civil society**

Please describe cooperation with non-governmental organisations, other relevant organisations and other representatives of civil society engaged in assistance to victims of the offences covered by the present questionnaire (see questions 9-11) through e.g. child helplines, victim support organisations.

**Question 7. Coopération avec la société civile**

Veillez décrire la coopération avec les organisations non gouvernementales, d'autres organisations pertinentes et d'autres représentants de la société civile qui viennent en aide aux victimes des infractions visées dans le présent questionnaire (voir questions 9 à 11) au moyen, notamment, de services d'assistance téléphonique accessibles aux enfants et d'organisations d'aide aux victimes.

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## COMPILATION of replies / des réponses<sup>1</sup>

### ALBANIA / ALBANIE

#### State replies / Réponses de l'Etat

##### Question 7.

Some of the cooperation with non-governmental organisations are mentioned above.

The State Agency for the Protection of Children's Rights signed in April 2016 the cooperation agreement with the National Children's Counseling Line Alo 116 111. This agreement aims to improve the referral system for children at risk, through increased cross-sector co-operation and co-ordination work between public and non-public structures. The agreement also aims to improve the data collection, analysis and reporting system as well as the broader awareness of children and the public in general about the rights and protection of the child. The State Agency has also signed a cooperation agreement with the Together Albania Foundation. The agreement aims at informing all institutions, civil society organizations, children, young people about the online counselling service [www.nukjevetem.al](http://www.nukjevetem.al) which offers free help to children and young people, while respecting their anonymity and referral of child cases at risk that is signalled via the web site [www.nukjevetem.al](http://www.nukjevetem.al)

According to the study conducted by Terre des Hommes "Sexual abuse in the circle of trust", there is a strong need for specialized assistance to children victims of sexual abuse, especially when it comes to psychological support. This need is not accomplished by the actual system of services in Albania. A great number of NGOs in the country support the child protection workers in case management, including in ensuring access of child victims of sexual abuse to quality psychological services.

Terre des Homa organisation, as part of #WePROTECT, a global initiative guided by the government of United Kingdom and UNICEF, Albania has signed the so called agreement "The National Model", where state parties engage in preventing and tackling the online child sexual abuse and exploitation. This model aims to: a) Enable a country to assess its current response and identify gaps, b) Prioritise national efforts to fill gaps, c) Enhance international understanding and cooperation.

"Different and Equal (D&E)" organization cooperate closely with public institutions and agencies on various aspects of child protection, including projects for preventing and combating trafficking, particularly against the sexual exploitation of children. D&E provides a full package of reintegration assistance to women and girls victims of trafficking through three phases 1) initial crisis intervention in Shelter, 2) stabilization and transition and 3) social inclusion and reintegration. A full package of reintegration services D&E offered at each of these three stages to victims of trafficking, including shelter and community services. D&E has assisted in the program children over 15 years old and 0-18 years old accompanied by parents who are victims of trafficking or victims of sexual abuse. Some of victims of trafficking, especially young girls have fallen prey to trafficking because they have sent their photos in Facebook to the traffickers. The categories of children who are assisted are: victims of trafficking, exploitation, victims of sexual abuse, victims of domestic violence, and children of victims of trafficking, abuses and domestic violence.

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<sup>1</sup> The full replies submitted by States and other stakeholders are available at / Les réponses intégrales des Etats et autres parties prenantes sont disponibles ici : [www.coe.int/lanzarote](http://www.coe.int/lanzarote)

## **ANDORRA / ANDORRE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

*El Raonador del Ciutadà* (Ombudsman) est une institution indépendante créée en Andorre le 4 juin 1998 dans le but de défendre les droits et les libertés des personnes vis-à-vis de l'Administration. Elle reçoit les enfants et les adolescents âgés de 12 ans et au-delà.

Ces enfants et adolescents sont accueillis directement par l'Ombudsman, sans la présence de leur représentant ou tuteur légal s'ils le désirent, afin qu'ils puissent exposer leurs plaintes ou suggestions de façon indépendante.

L'Agence de Protection des Données d'Andorre, créée par la Loi 15/2003 du 18 décembre, Loi qualifiée pour la Protection des Données Personnelles, est un organisme public ayant sa propre personnalité juridique, indépendante des administrations publiques et avec pleine capacité pour agir.

Son objectif est de protéger et garantir, en ce qui concerne le traitement et l'utilisation des données personnelles, les droits fondamentaux des personnes, et en particulier ceux liés à la vie privée.

Cette Agence dispose d'un site web ([portaljove.apda.ad](http://portaljove.apda.ad)) créé en 2009, qui propose et met à disposition des documents, des vidéos, des manuels et des conseils pour les jeunes, les parents et les enseignants afin de répondre aux questions sur les risques concernant Internet.

## **AUSTRIA / AUTRICHE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

See answer to question 2.

State authorities in Austria encourage the implementation of prevention projects and programmes carried out by civil society with regard to the subject in question by availing the funds needed for the said purpose.

The Ministry of Health and Women's Affairs and the Ministry of Interior Affairs for example finance the Violence Protection Centres (one in each province, some with further regional offices), which offer support to victims of domestic violence and to victims of (Cyber)Stalking (women, men and children) <http://www.gewaltschutzzentrum.at>. The Ministry of Health and Women's Affairs further financially supports numerous women and girls specific counselling agencies, many of which offer support in cases of cyber mobbing (which includes support in case of (sexualised) online exposure); as for 2018 a number of specific trainings for staff of women and girls specific counselling agencies are planned, covering the various forms of cyber violence; furthermore the Ministry of Health and Women's Affairs also offers information on cyber violence on its website ([https://www.bmgf.gv.at/home/Frauen\\_Gleichstellung/Gewalt\\_gegen\\_Frauen/Gewalt\\_im\\_Netz/](https://www.bmgf.gv.at/home/Frauen_Gleichstellung/Gewalt_gegen_Frauen/Gewalt_im_Netz/)).

The "Platform against domestic violence" was founded in 1993 and comprises 45 organisations active in the fields of prevention of violence and intervention against it, such as child protection centres, women's shelters, youth centres, organisations working with elderly people and gender-specific work with boys and men. Beside networking among the institutional and vocational groups active in the field of violence prevention, one of the main topics on this platform's agenda is gender sensitive work with boys, which is carried out by the counselling centres for men set up in schools in virtually every Austrian Province and in out-of-school youth work. This type of work in the field of violence prevention aims at providing the boys with new ways of perceiving themselves and others. The website [www.gewaltinfo.at](http://www.gewaltinfo.at) serves as an information pool on current issues in violence within the family. This is where persons exposed to violence will find contact addresses and advice.

There is also a very close and strong cooperation with the Austrian "Safer Internet" platform as well as with "Rat auf Draht" which is a helpline for kids in those cases as well as in other questions. With "Safer Internet" Crime Prevention Unit of the Criminal Intelligence Service shares an information campaign (see one of the ten common topics in the attachment).

The Austrian Federal Ministry of Families and Youth acts as Austria's biggest national co-financer to the national branch („Saferinternet.at“ and „Rat auf Draht“) of the Insafe-Network in the field of prevention and providing first level support. The Internet Ombudsman and the helpline "Rat auf Draht" are engaged in assistance to victims of the offences covered by the present questionnaire.

The "Platform against domestic violence" - "Plattform gegen die Gewalt in der Familie" ([www.gewaltinfo.at](http://www.gewaltinfo.at)) - represents a network in the sense of Article 10 of the Convention. It is a cooperation of established institutions providing consultation and assistance in fields of physical, psychic and sexual violence against children. The "Tiroler Kinder und Jugend GmbH" is a main actor within the network and a contact partner for the other members of the network.

The interconnection within the scope of the network contributes to the improvement of subject-specific standards and the development of prevention models. The work further focuses on research, evaluation, conceptive work, conferences, seminars and public relations activities.

In the context of court assistance including psychosocial assistance (§ 66 para 2 StPO) (see above 6.2) the Austrian Federal Ministry of Justice entrusts appropriate organisations to offer this assistance service. In the Tyrol the "Tiroler Kinder und Jugend GmbH" and the "Verein für Gewaltprävention, Opferhilfe und Opferschutz Tirol – Gewaltschutzzentrum Tirol" support all victims of crime quickly, unbureaucratically and for free. In addition, the "Children's and Young People's Advocacy" and various other organizations are engaged in assistance to victims of the offences covered by the present questionnaire, e.g. the "Kinderschutzzentrum", "Dowas Chill out", "Kriseninterventionszentrum" and the "Weißer Ring Tirol" are organisations with low threshold access for children. Furthermore also other professions like the social workers in school get in touch with those contents.

Social service for children and families in Vienna has to be provided according to the Wiener Kinder- und Jugendhilfegesetz 2013 (KJHG 2013). They aim at a positive development of children, support of families in general and upbringing without violence. The nine parents-child-centres (Eltern-Kind-Zentren) and 18 regional centres for social work are often the first place to go for children and families in difficult life situations. The social workers offer information and help e.g. in crisis situations, economic emergencies and family problems. Victims of (sexual) violence are put in contact with specialised NGO's. Also representatives of the psychological service of the City of Vienna (Magistratsabteilung 11) take part in the Vienna network against sexual violence (Wiener Netzwerk gegen sexuelle Gewalt).

The A6 Fachabteilung Gesellschaft of Styria funds, cooperates and changes information with organisations which work in the field of sexual violence and abuse of children. E.g. the organisation Hazissa – Fachstelle zur Prävention von sexualisierter Gewalt works with teenager in the field of prevention. The aim of the organisation is to offer trainings and workshops for adults, parents and children outside school that give an inside view of the reasons and background of sexual violence. This increases awareness raising and lifting the taboo on that topic. The project "Abenteuer Liebe und Liebeslust" that also aims at raising awareness about sexual violence against children should also be mentioned in that respect. In 2016 a conference "unantastbar" took place in Graz. The topic sexual violence against children including the newest study results in that field, how to expose sexual abuse, what kind of cooperation, helping and protecting systems are available and what the relevance of developing and implementing of institutionalised protection concepts are. In this conference cybermobbing and online violence and adequate intervention measures were also discussed. Styria also funds with the ZWEI UND MEHR-Elternbildungsgutschein educational events for parents concerning

sexuality and digitisation. Furthermore two parents meetings in cooperation with the organisation „Hazissa“ about the topics dealing with sex, pornography and new media took place in Graz. In October 2017 two more parents meetings are planned in Leoben and Liezen that deal with “the digital generation”-growing up in a networked world. During those parents meetings the participants have the opportunity to discuss the topic with each other and experts. In 2016, Styria funded the development of a brochure for parents concerning sexualised violence. In 2015/2016, the counselling organisation TARA was funded for conducting a training project for workers of NGO’s and teachers to increase their skills concerning the appropriate handling of victims of sexual violence. The “Verein für Männer- und Geschlechterthemen Steiermark” was also funded by Styria. This organisation works with teenager and men in crisis situations to prevent violence. The aim of this organisation is to counsel men and work on solution-oriented strategies to overcome problems without violence which is a very important part of the prevention of violence.

The Criminal Investigation Department (Bureau 3.2.) is council member of STOPLINE, with is a member of INHOPE – the worldwide network of hotlines against illegal contents on the Internet. Because of the international cooperation it is possible to act quickly and effectively against contents, that are hosted on servers outside of Austria.

## **BELGIUM / BELGIQUE**

### **State replies / Réponses de l’Etat**

#### **Question 7.**

Veuillez décrire la coopération avec les organisations non gouvernementales, d’autres organisations pertinentes et d’autres représentants de la société civile qui viennent en aide aux victimes des infractions visées dans le présent questionnaire (voir questions 9 à 11) au moyen, notamment, de services d’assistance téléphonique accessibles aux enfants et d’organisations d’aide aux victimes.

En Communauté germanophone, le groupe de travail « Leuchtturm » est constitué de représentants de service de santé mentale, d’école, d’école spécialisées ; du Service d’Aide à la Jeunesse, de Kaleido (Centre Psycho-médico-social et l’Office des Naissances et de l’Enfance), du refuge pour femme victimes de violences à domicile, de l’aide aux victimes, de la police, du centre Mosaik, du KITZ, et de la « Dienststelle für selbstbestimmtes Leben ». Ce groupe lance en outre des projets de prévention autour du thème de la violence sexuelle envers mineurs et conseille des professionnels qui se voient confrontés face à ces situations. Ceci comprend entre autre le thème des médias et de leur utilisation. De nombreux de ces services soutiennent des victimes « en direct ».

En Communauté française, l’Office des Naissances et de l’Enfance et l’Administration générale de l’Aide à la jeunesse collaborent avec la Fondation Child Focus qui est compétente en matière de lutte contre l’exploitation sexuelle, le tourisme sexuel et l’usage d’images pédopornographiques. Des réunions d’échanges et d’information ont lieu dont le contenu est ensuite transféré aux équipes SOS Enfants.

Pour la Communauté flamande, il est fait référence à l’information déjà donnée aux questions 1 et 2.

## **BOSNIA AND HERZEGOVINA / BOSNIE-HERZEGOVINE**

### **State replies / Réponses de l’Etat**

#### **Question 7.**

Please describe cooperation with non-governmental organisations, other relevant organisations and other representatives of civil society engaged in assistance to victims of the offences covered by the present questionnaire (see questions 9-11) through e.g. child helplines, victim support organisations.



The key, above listed, BiH institutions cooperate with the non-governmental sector in accordance with current strategic documents, laws, by-laws and protocols on cooperation.

Since 2016, the Brčko District of BiH has had a Working Group on Child Safety of the Brčko District of BiH, which is constituted as a team of professionals (intersectoral cooperation) in the sectors: education, social protection, health, justice, police and NGOs. The 2017-2020 Action Plan of the Working Group includes also support to children for the purpose of psychosocial and physical recovery and the establishment of a hotline for counselling services.

## **BULGARIA / BULGARIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

##### **Ministry of Interior in co-operation with Safer Internet Centre (SIC), safenet.bg:**

The main partner is the Safer Internet Centre (SIC), member of Insafe, coordinated by the Applied Research and Communications Fund and Association Parents – [www.safenet.bg](http://www.safenet.bg).

The SIC operates an internet Hotline, member of INHOPE, dealing with 2-3 thousand reports yearly about child sexual exploitation images and activities online. After evaluation the actionable reports are transferred to the national Cybercrime Unit of the Ministry of Interior, to other national Hotlines members of INHOPE and to the Interpol database via the ICCAM system.

The SIC also maintains a Helpline with trained consultants psychologists who are consulting children, young people, their parents and teachers in case of online incidents with them, providing advice, support and contacting the owners of the online platforms where the sexual content appeared in order to delete it as soon as possible.

##### **Ministry of Education and Science:**

The Ministry of Education and Science works with non-governmental organizations and other institutions involved in the issues in various formats such as commissions, implementation of mechanisms, drafting legal acts and others.

### **Comments sent by / Commentaires envoyés par National Network for Children**

#### **Question 7.**

Although the law provides for a legal definition of “victim support organization” it remains unclear how a child victim of crime can have access to such a service given that the social system could refer to social services which not always implement the whole activities which one victim support organization has to provide.

##### **List of organizations who contributed and/or supported the document:**

Association “Parents”  
Association “Demetra”  
Association “Child and space”  
Bulgarian Centre for non-profit law  
Bulgarian Family – Planning Association  
Social Activities and Practices Institute  
National Network for Children  
Know How Centre for Alternative Care for Children  
Foundation Association Animus

Foundation "Gender education, research and technologies"  
Foundation "For our children"  
Foundation "Tulip"  
Foundation ARC  
Foundation „PULSE"

## **Appendix 1 Case study from the practice**

A. G. is 13 years old and since the 3<sup>rd</sup> of October 2016 the child is a client of the "Rehabilitation centre for people, who are victims of violence and/or human trafficking" provided by the PULSE Foundation. The reason she is a client of the centre is that she was a victim of serious physical, psychological and, during the past year, systematic sexual violence on the side of the husband of her deceased mother, who has adopted A.G. She does not have any other relatives apart from the ones on side of the person who adopted her. She has a brother and a sister who are also minors. After one of the many acts of violence against her, the child has called the Hotline for children and has filed a signal. After this, police protection as provided for her. The family of the child is of Roma origin.

On the 3<sup>rd</sup> of October 2016 the Head of the Child Protection Department of the town of Pernik notified PULSE Foundation of a child, who was in a dire emotional state as a result of experienced sexual violence. The Head of the Child Protection Department asked PULSE Foundation for cooperation throughout the following forensic medicine examinations and taking evidence. The taking of evidence, the forensic medicine examination and the following placement of the child in the Crisis unit of PULSE Foundation were done in coordination with the professionals from the two sides. The child was taken out of the family of the person who has exercised violence against her and was placed at the house of his sister.

In the processes of examination and taking evidence, which took place at the 1<sup>st</sup> District Police Department in Pernik, it was confirmed that the case was about a child who has undergone grave traumatic events. The child has told about systematic beating "to death" and following rape of the mother which she has been witnessing. The child has also been a victim of systematic beating and has witnessed beating of her two brothers – K. and R., beating with a belt to bruising, suffocating with pillows and undressing as a form of punishment. In the last year the man who adopted her has also begun undressing the girl and penetrating orally and anally 2 to 3 times a week. During the last month he has also made attempts for vaginal penetration. She child has shared that he has almost always put a "rubber" (condom). Later, data from the investigation revealed that he was HIV positive.

As a result of the received signals, police investigation has started and afterwards a pre-trial proceeding has been initiated. In the course of the investigation the child has been heard four times in the presence of psychologists, as the first series of evidence have been gathered with the participation of a psychologist from PULSE Foundation and the next ones were organized with the participation of psychologists from Direction "Social Support" (in total, three different people). The child has not been previously prepared for the forthcoming procedures and no trusted relation between the psychologists, whose role was to support the child, and her was established. The hearings have been conducted in the offices of the Police Department and no suitable room (such as "blue room") was provided. An accusation against the person who has committed the violent act was brought as, according to the current legislation, the materials related to the file were provided to the accused and the child victim. The court appointed a special representative-lawyer, who appeared before the court only formally, so that he could sign the relevant reports but who did not know the child and her situation. He also was not specialized for working with children.

Ten months later, the file was brought into the court and a lawsuit of general nature was formed. For the first proceeding (which took place on the 15<sup>th</sup> of August 2017) the child was called in court and came together with the person at whose place she was placed. The courtroom was packed with relatives of

the defendant and with officials who were unknown to the child. The formation of the tribunal was consisting for a judge, who was a man, and two jurors (a man and a woman). On the side of the prosecution there was a prosecutor (man) and the appointed special representative of the child (man), who until this moment, has not approached the child. On the side of the defendant there was the perpetrator together with the advocate appointed to him. In this situation the child victim was invited to the court room and to get closer to the place designated for witnesses where the procedures and the rights of the different sides were explained. The child is asked whether she wants to constitute herself as private prosecutor and civil plaintiff, which, according to the procedures is happening in the courtroom, in the presence of the defendant (who is situated around a meter from the child victim), as well as in the presence of all people in the courtroom. Until the current moment no one has explained to the child what the procedure at the courtroom was or what rights did she have. When the question was asked, the person who takes care of the child has dictated to the child to say that she did not want to constitute herself as private prosecutor and civil plaintiff. After this, the court released the special representative (advocate) of the child and told the child to sit on the benches on of the courtroom. A few minutes later, after the child has sat on the benches, she started to suffocate and to feel sick and she is taken out of the courtroom.

After the abovementioned background information and after PULSE Foundation has found out that in the end the court has not proceeded with the case because the defendant has asked for changing his advocate, the Foundation has intervened and has provided legal support to the child. After many talks and with the cooperation of the local Child Protection Department, the child victim has been acquainted with the procedure, as well as with her rights and legal options. In this situation, the child was constituted as private prosecutor and from then on her appearance in the courtroom was controlled. The sides also agreed that the proceedings would pass according to a shortened procedure and that not all witnesses would be heard but only the indicated ones. In addition, the child would not be heard again and the testimonials given during the pre-trial proceedings will be read instead. Until the current moment the judicial proceeding is still pending in the court of first instance.

## **CROATIA / CROATIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Please describe cooperation with non-governmental organisations, other relevant organisations and other representatives of civil society engaged in assistance to victims of the offenses covered by the present questionnaire (see questions 9-11) through e.g. child helplines, victim support organisations.

The Ministry of Demographics, Family, Youth and Social Policy has been co-operating with the association Hrabri Telefon for a number of years, to which was assigned the service of the National Call Centre for Children 116 111 in 2015. The National Call Centre for Children is an advisory, anonymous and free telephone line intended for all children, no matter the problem they have. According to the available data, children are contacting it mostly because of difficulties in family relations, emotional abuse, peer violence, internet safety and sexual violence via social networks.

The Ministry of the Interior co-operates with numerous non-government organisations. Co-operation is shaped and based on the agreements made with them. In 2009, along with the Ministry of Demographics, Family, Youth and Social Policy, the Ministry of the Interior made a Memorandum of Co-operation with the association "Hrabri Telefon – telefon za zlostavljanu i zanemarenu djecu (telephone for abused and neglected children)" which informs the police in case of sexual exploitation or abuse of children it reaches within its work.

Furthermore, besides the agreements the Ministry of the Interior has on national level, police departments, that is, regional organisational units of the Ministry of the Interior are encouraged to make similar agreements with their local non-government organisations so we can mention an agreement between the Osijek-Baranja County Police Administration and the association “Centre for Missing and Exploited Children”. Their co-operation is reflected in different preventive activities, joint lectures for children, expert help and support for victims and notifying the police in case of child abuse etc.

The Centre for Missing and Exploited Children is carrying out a number of activities aimed at protecting children from dangers when using a computer, especially protecting children from sexual abuse and sexual exploitation on the internet and from sharing pornography. The association is the rights holder of the number 116 000 - the national number for missing children which works with the aim of promoting, protecting and improving children’s rights and preventing and fighting against all types of violence against children and youth.

## **Comments sent by / Commentaires envoyés par Centre for Missing and Exploited Children**

### **Question 7.**

Paragraph 5

“The Centre for Missing and Exploited Children is carrying out a number of activities aimed at protecting children from dangers when using a computer, especially protecting children from sexual abuse and sexual exploitation on the internet and from sharing pornography. The association is the rights holder of the number 116 000 - the national number for missing children which works with the aim of promoting, protecting and improving children’s rights and preventing and fighting against all types of violence against children and youth. Centre initiated signing of Partnership agreement with Ministry of Interior on a national level in November 2017.”

While Centre implements a wide scope of activities and services on a national level, in order to protect and promote children’s rights such as education for children, youth, parents, experts; professional development program, development of innovative tools and materials for children, youth and parents, we found it very important to have a Partnership agreement with Ministry of Interior. Since we work with different target group, on very sensitive topic and that our main goal is to protect children and youth, it is necessary to ensure interdisciplinary approach and cooperation with relevant stakeholders on national level. Thus, we think it is crucial to improve and ensure formal and strong cooperation between organisation of civil society and relevant stakeholder on national level.

## **CYPRUS / CHYPRE**

### **State replies / Réponses de l’Etat**

#### **Question 7.**

Government Departments cooperate with non-governmental organizations in the development of legislation and policies as well as in the implementation of programmes, campaigns, for the prevention of sexual abuse and sexual exploitation of children. For example:

Since 2013, the Ministry of Education and Culture and the Observatory for School Violence in cooperation with the non-governmental organization "Hope For Children" UNCRC Policy Center, organize seminars for parents, workshops and trainings in schools on informing, educating and empowering students on issues of bullying, sexual abuse and cybercrime. The above seminars, workshops and trainings are organized every year.

"Hope for Children" UNCRC Policy Center, as an actor active in this field at national level, participated in the Steering Group for the ONE in Five Campaign and in the parliamentary meetings for the ratification of the Lanzarote Convention. Within the framework of awareness raising activities of the Steering Committee the Organisation "Hope for Children" implemented several activities.

The Cyprus Family Planning Association has developed materials on how to educate children on reproductive rights and sexual education.

A National Strategy for the Protection of Children against Sexual Exploitation, Sexual Abuse and Child Pornography, was approved by the Council of Ministers on 21/03/2016. In the National Strategy, the creation of the Children's House was set as the first priority based on good practices already in place in other European countries. Through subsidization of the NGO "Hope for Children" CRC Policy Center in cooperation with all government departments involved, has been implementing the programme on a pilot basis since 01/09/2017.

## **CZECH REPUBLIC / REPUBLIQUE TCHEQUE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

See also answer 6. 1:

The criminal offence may be reported with any police authority and any public prosecutor both in writing and orally. These authorities are obliged to deal with the report as soon as possible. The public prosecutors are obliged to prosecute all criminal offences that they learn about. A special hotline of the Police of the Czech Republic has been established in order to facilitate reporting of cybercrime, including cases of sexual exploitation online. Reporting by means of this helpline is direct, anonymous and safe. Child victims of sexual exploitation online may take advantage of numerous helplines, such as Crime Victims Helpline 116 006 operated by Bílý Kruh Bezpečí, Linka bezpečí 116 111 or general helplines of the police 158 and 112. Necessary support, assistance and psychological help is provided to child victims by numerous private entities, which are as a rule filed in the Register of providers maintained by the Ministry of Justice, and by the public Probation and Mediation Service.

Ministry of Justice of the Czech Republic has in its competencies also to grant a compensation to crime victims according to the Act No. 45/2013 on crime victims, to (art. 24)

d) a victim of a crime against human dignity in a sexual area ..., who suffered non-pecuniary damage, or

a) a victim suffering injury to health in consequence of a criminal act.

The compensation according to the d) is linked for compensation of expenses relating to provision of psychotherapy and physiotherapy or other technical services aimed at rectifying occurring non-pecuniary damage, up to a total amount of CZK 50,000.

In a case of health injury (or serious health injury), incl. mental one, a victim can also obtain a compensation in in a lump sum of CZK 10,000 (and CZK 50,000 for serious health injury) or in an amount representing the victim's proven loss in earnings and proven costs affiliated with treatment, decreased by the sum of all amounts which the victim has already received as compensation for damage; monetary assistance may not exceed a total amount of CZK 200,000.

In general in the victims' protection area there are NGO like Bily kruh bezpeci available on English <https://www.bkb.cz/en/>

Or Linka Bezpečí <http://www.linkabezpeci.cz/>

The Ministry of Labour and Social Affairs grants, according to a special law, a purpose-designed subsidy from the state budget for the financing of current expenses related to the provision of basic types and forms of social services in the scope determined by the basic activities of individual types of social services.

The regions are obliged to identify the needs of providing social services to persons or groups of persons in their territory, to cooperate with municipalities, other regions and social service providers in mediating assistance to persons, or to mediate contact between the provider and the person, to ensure the availability of social services in their territory with a medium-term plan for the development of social services, to define a network of social services in the region and taking into account information provided by municipalities pursuant to the Social Services Act.

The Ministry of Labour and Social Affairs provided in 2017 to the Safety Line, as a specific service for this target group, CZK 11,415,000.

## **DENMARK / DANEMARK**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The Government provides permanent funding for the NGO Save the Children Denmark to support the organisation's efforts in fighting sexual abuse of children and young people online.

Furthermore the Government provides permanent funding for the toll free helpline 'the Children's Phone' which is operated by the NGO Children's Welfare. The Children's Phone offers advice for children on their rights and how to receive help and support in various situations. The helpline is open all year, every day and every night. The caller may remain anonymous if he or she so wishes and the call will not be listed on phone bills.

## **ESTONIA / ESTONIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The Strategy's (for Violence Prevention for years 2015-2020) implementation is co-ordinated by the Ministry of Justice. Seven ministries are responsible for the Strategy's implementation; their representatives make up the lead group of the Strategy. The Strategy's implementers are the Ministry of Justice, the Ministry of Education and Research, the Ministry of Culture, the Ministry of Economic Affairs and Communications, the Ministry of the Interior, the Ministry of Social Affairs, the Ministry of Foreign Affairs with their subordinate authorities (the Estonian Forensic Science Institute, prosecutor's offices, the Police and Border Guard Board, the Estonian National Social Insurance Board, the National Institute for Health Development), as well as local governments, educational and healthcare institutions, and non-governmental organisations. Implementation of the Strategy takes place in co-operation with non-governmental organisations, local governments and their representative organisations, healthcare and educational institutions and their employee associations, as well as entrepreneurship organisations and others.

In order to realise the Strategy's operational programme and develop the sector, the sectoral networks created with the previous development plan will continue and if necessary then other networks are created. The networks include experts and practitioners from state authorities, local governments, non-governmental organisations, research institutions and entrepreneurship organisations. Representatives of those networks meet two or three times a year to discuss the developments in the sector, the issues requiring a solution, and the Strategy's reports as well as amendments to its operational programme.

The meetings are summoned by the Ministry of Justice, but also by other participants if necessary or wished for.

In Estonia, there are many NGOs that work for support the victims of violence. There are several organisations and service providers (psychologists) with whom the Social Insurance Board and Victim Support Service are cooperating.

## **FINLAND / FINLANDE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The online helpline *Nollalinja* is managed by the National Institute for Health and Welfare and it is publicly funded. The service provider is an NGO.

Most of the other helplines and services mentioned in the replies to this questionnaire are run by civil society, often funded by the Funding Centre for Social Welfare and Health Organisations (STEA), which is the most significant funding operator for organizational operations within the social and health services in Finland.

For Åland, please see replies to Questions 1.1. and 6.1.

#### **Question 1.1.**

The Institute for Health and Welfare (THL) has produced material on emotional and safety skills targeted at small children (<https://www.julkari.fi/handle/10024/90799>). The material is meant for teachers and health nurses. It includes tasks for children.

For youth, THL has produced a book on teaching safety skills for young people, and how to prevent sexual harassment and sexual violence (*Turvataitoja nuorille – Opas sukupuolisen häirinnän ja seksuaalisen väkivallan ehkäisyyn*; <https://www.julkari.fi/handle/10024/90817>). The NGO Exit (<https://nuortenexit.fi/>) has, for example, also produced video material about situations of sexual harassment and how to avoid and handle them.

The Ministry of Education and Culture has supported the *KiVa Koulu*<sup>®</sup> ("Nice school") programme aimed at reducing school bullying. About ninety per cent of all comprehensive schools in Finland (ca. 2,500 schools) have been registered users of the program and they have reached good results. The University of Turku coordinates and develops the programme (since 2011). In order to decrease bullying, improve life- and learning skills, motivation and mental wellbeing of youth in upper secondary schools, the Ministry of Education and Culture is funding a programme "*Study Buddies*" (*Opintokamut*). The programme is piloted in 2016 to 2017, with aims to mainstream it broadly to all upper secondary schools (including in vocational education and training) in 2018.

Bullying is understood to cover also aspects of sexual harassment.

The Finnish national audiovisual institute (KAVI) has published a handbook *Children & Media* on children and media for parents and guardians. *Children & Media* is a concise review of media as a part of family life, exploring the media content used by children and their meaning in everyday life. In addition, the various chapters include useful tips on how to discuss media use in a family and how to find the best ways to enjoy media from day to day in a family.

Authorities, such as the police, have been involved in campaigns directed at young people warning them of the risks involved when sharing sexually explicit, self-generated material online. For example, the Finnish police supported and implemented the Europol's Sextortion campaign [http://www.poliisi.fi/uutiskaruselli/1/0/nuorten\\_kiristaminen\\_alastonkuvilla\\_lisaantynyt\\_-\\_europol\\_varoittaa\\_ilmioista\\_60599](http://www.poliisi.fi/uutiskaruselli/1/0/nuorten_kiristaminen_alastonkuvilla_lisaantynyt_-_europol_varoittaa_ilmioista_60599).

In Åland, the self-governing province of Finland, the Government of Åland provides financial support to *Rädda Barnen på Åland rf* (Save the Children Åland; [www.raddabarnen.ax](http://www.raddabarnen.ax)). Since 2009, Save the Children Åland has been running *Barnens internet* ("Children's internet") programme in Åland. In addition to providing advice regarding internet use and media consumption, the programme also works closely with local schools to disseminate information. The organisation undertakes school visits and organises information events directed at both children and adults. Their activities are primarily directed at basic school children although some work is also carried out with children who have entered secondary education.

#### Question 6.1.

There are two routes for such reporting essential to the police. The police have *Nettivinkki* ("Internet Tips"; <https://www.poliisi.fi/nettip>) and Save the Children Finland maintains the aforementioned *Nettivistijä* (see reply to Question 2.1.;

<https://www.pelastakaalapset.fi/tyomme-kotimaassa/lapset-digitaalinen-media/nettivistija/>, <https://www.pelastakaalapset.fi/en/our-work-in-finland/children-and-digital-media/finnish-hotline-nettivistija/>). The majority of hints obtained by the police come through Save the Children Finland as the threshold for reporting cases to it seems to be lower. In addition, Save the Children Finland has better channels to direct the victim to receive psychological help while the police are primarily responsible for pre-trial investigation.

In addition, the police have also online police activity relating to various issues. Young people can contact a policeman online, who discusses, gives guidance and assistance as well as directs to the right kind of assistance where necessary. Furthermore, several organizations and projects offer help also in the said matters, for example through voluntary work. Key actors in this field include, among others, Save the Children Finland and the Mannerheim League for Child Welfare.

In addition, *Nollalinja* ("Zero Line") is a nationwide free-of-charge helpline open 24/7 for anyone who has experienced violence or a threat of violence in a close relationship. *Nollalinja* is also available for family members of victims of violence and for professionals and officials who require advice in their work with customers. *Nollalinja* is staffed by trained and experienced health and social services professionals, who are there to listen, support and advise around the clock, on every day of the year. The service is available in Finnish, Swedish or English. *Nollalinja* is for talking about the situation, experiences and fears in confidence. The professionals are bound by confidentiality. It can be accessed anonymously, and the professional who the caller talks to will not see their phone number. The call to *Nollalinja* will also not show up on your phone bill. *Nollalinja* is not directed especially for children and young people, but is also available for them.

The Helsinki Police Department together with *Rikosuhripäivystys* (Victim Support Finland; *RIKU*) and Save the Children Finland have also developed a mobile application called *Help.some* <http://pelastakaalapset-netari.herokuapp.com/ohjautajaneuvontaa/helpsome/>, which is directed especially at children and young people and offers assistance, for example, to recognize sexual harassment online and to get help. In 2016, the application assisted over 700 children. The application includes, *inter alia*, a chat and it is managed by experts from the NGOs. The application also contains quick guides to help solve different problematic situations including online exposure to SCAM. The application is available cost-free for several smartphones.

The Family Federation of Finland, *Väestöliitto*, maintains a popular telephone line and chat for boys called *Poikien Puhelin* ("Boys' Telephone"), which is operated by professionals, most often men. The idea of the helpline is to offer direct answers and support to questions from young boys, which often involve sex, as well as self-generated sexual content and its sharing. The telephone line is open from Monday to Friday between 1 p.m. to 6 p.m. and the chat between 1 p.m. to 3 p.m. Both the telephone line and the chat can be accessed anonymously.

[http://www.vaestoliitto.fi/vaestoliitto/mita\\_vaestoliitto\\_tekee/palvelut/puhelinneuvonta/poikien\\_puhelin/](http://www.vaestoliitto.fi/vaestoliitto/mita_vaestoliitto_tekee/palvelut/puhelinneuvonta/poikien_puhelin/)



In addition to the aforementioned *Nettivistie*, a hint service by means of which one can report ongoing illegal activity in the internet relating to sexual abuse of children, and *Help.Some*, the following services ran by NGOs were brought up **by the NGOs**:

- *e-Talo ("e-House")*: a guidance and support service meant for 10 to 18-year-olds and young adults. It contains e-Houses for girls and boys and an LGBTIQ space, online advice, chatroom, and an online question and answer service.
- *Kriisipuhelin ("Crisis Line")*: Discussion assistance after a traumatic event or in difficult life circumstances.
- *An online safe house for the young*: Information and support in cases of violence in dating, online advice, a chatroom.
- *Exit for the young* offers support and help for the young in cases of sexual maltreatment, online advice, a chatroom. The Exit for the young does also preventive work, for example visits to schools and preventive work online.
- *Nuorten kriisipiste ("Crisis Point for the Young")*: discussion therapy and support for the young at different stages of their lives, for example relating to loneliness, mental health, dating, sexuality and the family.
- *Raiskauskriisikeskus Tukinainen ("Rape Crisis Centre Tukinainen")*: Support for rape and abuse victims of different ages and those close to them. A telephone hotline, online advice, legal advice.
- *Rikosuhripäivystys ("Victim Support Finland")*: Information and support for crime victims and victims of attempted crimes and witnesses of different ages. A telephone hotline, chatroom, online advice, legal advice (a cooperation project of NGOs and the Church Council of the Evangelical Lutheran Church of Finland.)
- The Family Federation of Finland, *Väestöliitto*: Information and support for the young on puberty, sexuality, dating, etc. Online advice and a telephone hotline.
- *Tyttöjen talo, Poikien talo; Houses for girls and boys Kalliolan settlementti (Kalliola Settlement)*.

The NGOs, namely Exit note that support in cases of commercial sexual abuse of children is especially deficient in Finland, because it is the only organization offering support and the funding is for a fixed term only and it varies.

## **Comments sent by / Commentaires envoyés par Save the Children and / et Central Union for Child Welfare**

### **Question 7.**

Save the Children Finland (In state's reply q. 2.1 ja 6.1) is hosting Finnish Hotline *Nettivistie*<sup>2</sup>, which is a web-based service for public to anonymously report especially child sexual abuse material. *Nettivistie* is a member of INHOPE and ECPAT. The cooperation with the Finnish National Bureau of Investigation (in states 13.2, p. 22) has been in place over fifteen years.

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<sup>2</sup> Finnish Hotline *Nettivistie*, Save the Children Finland. <https://www.pelastakalapset.fi/en/our-work-in-finland/children-and-digital-media/finnish-hotline-nettivistie/>

In order to tackle online child sexual exploitation and abuse, the comprehensive national action plan against sexual violence of children is required, including e.g. A Model National Response<sup>3</sup> where Finland is also committed. Online related sexual crimes also require effective cooperation between the state, NGOs as well as ICT-industry. (In state's reply, q. 16).

Save the Children Finland and Central Union for Child Welfare recommends that the state of Finland makes proceedings:

- To further strengthen the cooperation between the state, NGOs and ICT-industry in protecting children from all kinds of sexual exploitation and abuse.

## **FRANCE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Le 119, géré par le GIP enfance en danger, est financé par l'Etat.

La ligne Net écoute est financé par le programme Safer Internet de la commission européenne et soutenu par différents ministères qui participent au comité de pilotage du programme en France.

Un réseau de 166 associations locales d'aide aux victimes généralistes, subventionnées par le ministère de la justice, sont chargés de la prise en charge juridique et psychologique spécifique en faveur des victimes, y compris les victimes mineures. L'assistance concerne également les proches des mineurs.

La fédération « La Voix De l'Enfant » est tout particulièrement mobilisée sur cette thématique. Ensemble de 80 associations intervenant dans 101 pays créée en 1981, elle a pour but « l'écoute et la défense de tout enfant en détresse quel qu'il soit et où qu'il soit ». Elle est membre de la Commission Nationale Consultative des Droits de l'Homme (CNCDH) depuis 1986 et membre du Groupement D'intérêt Public Enfance en Danger (GIPED).

En accord avec les procureurs, médecins et policiers, elle a mis en place un dispositif qui permet de protéger les victimes mineures tout au long de la procédure judiciaire. Pour ce faire, elle a initié et créé la première « salle d'audition protégée » au Tribunal de Grande Instance d'Angers en 2009 et installé une « salle de confrontation indirecte » au Commissariat Central d'Angers en 2015. Ces salles protègent le mineur lorsqu'il y a nécessité d'une confrontation avec la ou les personnes mises en cause. Ainsi, pendant toute la procédure, jusqu'au procès compris, le mineur n'a plus de contact direct avec le ou les présumés auteurs, sauf s'il le demande. En effet, le Tribunal correctionnel et la Cour d'assises d'Angers ont été équipés d'écrans afin que le mineur victime n'ait pas à comparaître à l'audience ou à témoigner à la barre.

Au Palais de Justice, cet équipement est installé dans le cabinet du juge d'instruction et relié à une salle attenante où l'enfant, accompagné de son avocat, pourra être entendu ou confronté à l'auteur présumé, sans contact physique direct. Au commissariat, cet équipement est installé dans deux bureaux de la Brigade de Protection des Familles. Les pièces ne communiquent pas et sont reliées par un système audiovisuel qui permet, d'une part, à l'enfant de voir sur un écran face à lui le juge d'instruction ou le policier et la personne mise en cause et, d'autre part, à la personne mise en cause, qui fait face au juge ou au policier, de voir l'enfant sur l'écran. Enfin, le juge ou le policier a la possibilité de voir sur l'écran l'enfant et l'auteur présumé, lui permettant d'observer les réactions de chacun en temps réel. Toutes les auditions et les confrontations sont enregistrées et pourront ainsi être visionnées.

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<sup>3</sup> <http://fund.end-violence.org/sites/default/files/WePROTECT%20-%20Model%20National%20Response.pdf>

Cette initiative s'inscrit dans le prolongement de la création des Permanences et des Unités d'Accueil Médico-Judiciaires en milieu hospitalier pour les enfants victimes de violences sexuelles et autres maltraitements. La prise en charge pluridisciplinaire dans les Permanences et Unités d'Accueil permet d'une part, que l'audition de l'enfant soit réalisée par les officiers de police judiciaire dans un environnement plus adapté et sécurisant et, d'autre part, que l'ensemble des examens médicaux et psychologiques nécessaires à la recherche de la vérité soit réalisé sur place. A Angers, l'audition des mineurs victimes se fait à la Permanence d'accueil pédiatrique de l'enfant en danger (PAPED) créée en 2005 par le pédiatre Gérard Champion et située au CHU d'Angers. La PAPED accueille chaque année plus de 300 enfants dans le contexte des auditions filmées.

Au moins 56 unités d'accueil sont ouvertes à ce jour en France et de nombreuses autres sont en projet. En outre, des projets de création de salles d'audition protégée / confrontation indirecte sont en cours dans certaines villes, notamment à Orléans et à Clermont-Ferrand.

Ces unités d'accueil médico-judiciaires pédiatriques offrent ainsi lieu unique et un accueil complet et sécurisé à l'enfant victime. Elles permettent de recueillir sa parole dans les meilleures conditions possibles pour lui et pour l'enquête, d'assurer dans le même environnement les éventuels examens médico-légaux nécessaires et une prise en charge psychologique à la suite de ces examens réputés anxiogènes voire d'orienter, si nécessaire, et sans délai vers un dispositif de soin adapté. L'UAMPJ est destinée à favoriser la pluridisciplinarité et la communication d'informations essentielles à la compréhension de l'enfant, à ses besoins et ses ressentis. La présence d'un coordonnateur au sein de l'UAMPJ (un pédiatre, pédopsychiatre, une infirmière ou une assistante sociale) garantit la continuité de la prise en charge pluridisciplinaire de l'enfant, la circulation efficace des informations le concernant et la mise en œuvre d'une prise en charge rapide en cas d'urgence.

## **Comments sent by / Commentaires envoyés par Stop Aux Violences Sexuelles**

### **Question 7.**

Aucune coopération avec les ONG

## **GEORGIA / GEORGIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Ministry of Internal Affairs of Georgia with local non-governmental organisation has conducted projects with the goal to enhance the system of child protection and welfare through developing the skills and knowledge of employees /professionals of law-enforcement agencies and through collaboration with governmental and non-governmental sectors.

<http://www.police.ge/en/ministry/structure-and-offices/international-relations-department/donor-coordination/proeqtebis-shesakheb/completed-projects/tanamshromloba-bavshvze-seqsualuri-dzaladobis-tsinaaghmdeg>

## **GERMANY / ALLEMAGNE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

To begin with, the response to Question 6.1 regarding collaboration with EUROPOL is noted here.

Moreover, it should be stated that the homepage operated by the Independent Commissioner for Matters of Sexual Abuse of Children (UBSKM) ([www.hilfeportal-missbrauch.de](http://www.hilfeportal-missbrauch.de)) provides users with the

opportunity to retrieve the entirety of all relevant organisations. Guidelines, service instructions or brochures published by the Ministries of Education and Cultural Affairs of the *Länder* provide information to the schools of the respective *Land* about the predominantly regional contacts available to them. Persons affected have the opportunity to obtain assistance from institutions of the *Länder* (such as the sexual abuse hotline operated by the Independent Commissioner for Matters of Sexual Abuse of Children (UBSKM), crisis hotline for children and adolescents, the hotline operated by klicksafe, etc.), along with the support provided by volunteer organisations such as the association Weisser Ring e. V. or organisations looking after victims in other ways.

In many cases, the contacts of institutions of higher learning and other public institutions to stakeholders in civil society and non-governmental organisations are assured via the gender equality commissioners or commissioners for matters of addiction. Besides recruiting volunteers among the people working in the relevant institutes and faculties, the non-governmental organisations are tied to the institutions in this structural form as well and have the means to avail themselves of these contacts when they need advice or in case of an emergency. In some cases, municipal / regional working groups have been established in which representatives of the municipalities and cities work side by side with the representatives of the institutions of higher learning and the stakeholders in civil society active in this field. Moreover, specialist research institutes or research professorships dealing with sexual violence against children work together closely with the existing non-governmental organisations and support their work by their scientific expertise.

Finally, there are the services provided by jugend.support, which bundles the assistance available to children and operates a website under <https://www.jugend.support/>.

In all other regards, *Länder* as the parties responsible within the federal organisation of the Federal Republic of Germany are responsible on their own cognisance for looking after the task so important to society: The task of providing assistance to victims. The *Länder* are committed in a variety of ways, pursuing numerous suitable measures in order to improve the situation of the victims of crime and to offer them the assistance they need. This is done, for example, by offering special training courses to police officers; by instituting commissioners for victim protection at the police stations; by establishing agencies looking after witnesses; providing temporary lodgements for women, children and adolescents who are the victims of abuse; and by providing informational material to the victims of crime along with financial support. In several *Länder*, dedicated foundations have been established for the purpose of providing assistance to victims. Above and beyond these forms of support, there is a large number of institutions serving victims independently, whether throughout the entire Federal Republic, regionally, or locally, who dedicate themselves either professionally or as volunteers to looking after and counselling the victims of crimes. This diversity to be found in victim assistance services does justice to the specific situations of victims, since each respective organisation will be better able to address the individual needs of the victim.

Numerous assistance services have specialised on looking after women and children who have become victims of sexual offences or violent crimes. Furthermore, there are victim assistance services that specifically support persons who have fallen victim to the offences covered by the present Questionnaire. These persons may avail themselves of counselling services, both face-to-face and by telephone.

As a general rule, the victim assistance services provide assistance across a broad spectrum of offerings, which generally will be networking in inter-disciplinary fashion with the services provided by others. Most of the support provided is available to the victims of offences over a long period of time, also beyond the conclusion of the criminal proceedings against the perpetrator. For the most part, the non-governmental institutions providing victim assistance are co-financed by governmental subsidies provided by the Federal *Länder*, *inter alia* by allocating the fines levied from convicted perpetrators in criminal proceedings to these services.

In this context, the “*Online Datenbank für Betroffene von Straftaten*” (ODABS, online database for the parties affected by crimes) / <http://www.odabs.org/index.html>) is to be noted as well. This is a database operating throughout the Federal Republic that is freely accessible; it is run by the victim assistance services. With no more than a few clicks of the mouse, users have the opportunity to obtain information about the substance addressed by the various victim assistance services in their work and their locations throughout the country, which allows users to find an assistance service suited to their need. All services are eligible for inclusion in the ODABS database that, in their own perception, place the focus of their work on looking after the victims of crime and providing them with support, independently of which organisation is responsible for them in financial or administrative terms, of their target group, or the manner in which they work.

That having been said, the Federal *Land* of **Hesse** has reported on the network of its victim counselling centres spanning its entire territory, which is a role model for all others in the Federal Republic of Germany in that the victims and witnesses of crimes, as well as those persons indirectly affected by such crimes, have the opportunity to obtain counselling from specially trained social workers at no charge. This support is provided regardless of the delinquency on which the counselling is to be based and is available as a matter of course to children and adolescents who have fallen victim to a sexual offence. Counselling is provided free of charge and on an absolutely confidential basis. Besides assisting with practical matters (such as meetings with authorities and accompanying the victims to court hearings) and providing psychological counselling, the focus is placed first and foremost on assuring the victims that they are not being abandoned. The general victim counselling centres were founded as network associations and work together closely with the specialist counselling services present locally. In **Hesse**, numerous specialist counselling services exist that are geared to certain groups of victims or types of offences, among them services for victims of sexual abuse or victims of human trafficking. Part of the financing for the services comes from funding allocated by the *Land* government to the municipalities for their use. Moreover, there is a collaboration in place in **Hesse** with organisations that are not funded by public funds, such as the *Weisser Ring e. V.* or the *Kinderschutzbund* (Federation for the protection of children).

Besides the above initiatives, the *Zentralstelle zur Bekämpfung der Internet- und Computerkriminalität* (ZIT, central agency combating internet and computer crime) forms part of the **Hesse** chief public prosecutor’s office and works together, in its efforts at combating child pornography on the internet, on an institutional basis with the “National Center for Missing and Exploited Children (NCMEC),” a privately funded organisation from the United States. In this context, ZIT serves as the central point of contact within Germany, together with the Federal Criminal Police Office (BKA), that takes receipt of notifications from internet services providers from the United States as to child pornography being given with German users; based on these reports received from civil society, criminal investigations are launched. Moreover, independently of any specific investigation proceedings and criminal proceedings, the public prosecutor’s offices of Frankfurt am Main and Hanau and the ZIT regularly exchange views and experiences with various regional and supra-regional institutions providing assistance to victims. They include, first and foremost, the associations “*Dunkelziffer e. V.*,” “*Kinderhilfe e. V.*,” and “*Innocence in danger e. V.*”

The foundation “*Stiftung Opferhilfe*” in **Lower Saxony** (on this, see also Item 6.1) cooperates with a range of diverse network partners, such as the parties responsible for out-patient psychological care, the courts and public prosecutor’s offices, women’s shelters, and various counselling centres. The police in Lower Saxony likewise maintain a tightly knit network with other institutions such as the *Landespräventionsrat* (prevention council of the *Land*), *Weisser Ring e. V.*, and *Deutsche Vereinigung für Jugendgerichte und Jugendgerichtshilfen* (German Association for youth courts and youth court assistance services). Moreover, the police are a permanent member of a range of round tables, for example regarding the topic of media literacy. Furthermore, there are cooperation projects throughout

Lower Saxony (e.g. White IT or “Mediensicherheit/Medienkompetenz“ (media safety/media literacy) operated together with the *Landesmedienanstalt* (media supervisory authority) of the *Land* of Lower Saxony), as well as regional cooperation projects with schools and other institutions.

The Länder of **Brandenburg, Saarland, Saxony, Hamburg, North Rhine-Westphalia, Mecklenburg-Western Pomerania, Berlin, and Baden-Württemberg** all report comparable victim assistance offerings and cooperations throughout their respective territories. Thus, there is a *Land* working group in **Saxony** on “*Sexualisierte Gewalt – Prävention und Intervention in Sachsen*” (Sexualised violence – prevention and options for intervention in Saxony) as a conglomeration of the large number of associations and federations dealing with the topic. The *Land* working group intends to promote the exchange of views and experiences among experts and the coordination of prevention and intervention measures at the *Land* level. **Hamburg** as well reports that the police maintain intensive and close contacts with counselling centres such as Opferhilfe Hamburg e. V. or Dunkelziffer e. V. etc. The counselling centre in **North Rhine-Westphalia** dealing with sexualised violence in a digital context is the programme instituted by the *Mädchenhaus* (girls’ house) Herford “@ Cybermobbing – Mädchen sagen NEIN” (@ cybermobbing – girls say NO). Additionally, counselling is available from the *Land* prevention agency against violence and cyber violence at schools in **North Rhine-Westphalia**. Teachers, pupils and other parties affected have the opportunity to obtain targeted information and assistance.

## **GREECE / GRECE**

### **State replies / Réponses de l’Etat**

#### **Question 7.**

There is formal cooperation between the Cyber Crime Division and NGO Hamogelo, with the NGO providing its resources for child care and support.

### **Comments sent by / Commentaires envoyés par The Smile of the Child**

#### **Question 7.**

As already mentioned, ‘The Smile of the Child’ has signed a Memorandum of Understanding with the Hellenic Police and formally cooperates very closely with the Cyber Crime Division.

## **HUNGARY / HONGRIE**

### **State replies / Réponses de l’Etat**

#### **Question 7.**

The Kék-Vonal Child Crisis Foundation in consortium with the International **Children's Safety Service** act as a **Safer Internet Centre** in **Hungary**, organizing helpline, hotline and awareness raising activities.

The National Police Force has cooperation agreement with:

- “Blue Line”,
- **White Ring Organisation**<sup>4</sup> Hungary: The main task of the organization is to provide direct and indirect support to victims and relatives of victims of crimes in any legal, financial and psychological way, and defend the interests of victims. Hungarian White Ring Organization is supported by the Hungarian Ministry of Justice among others, and
- Hungarian Victim Support Service (state) to provide assistance all victims.

The National Bureau of Investigation does not have direct contract with NGOs, but cooperates with different entities by participating in conferences, sharing crime prevention information, when necessary.

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<sup>4</sup> <http://fehergyuru.eu/en/home/>

**Project DeShame** can be mentioned here, a European Union project which aims at improving understanding and raising awareness of an emerging area of gendered violence against children – Online Sexual Harassment, including self-generated sexually explicit content, images and/or videos – and to promote children’s digital rights and increase reporting through developing and evaluating youth-led and multi-sector interventions in EU Member States (Hungary, Bulgaria, Denmark, Ireland and the UK), and then to transfer this learning throughout Europe. On behalf of Hungary, „Blue Line” is a partner organization. (See above) The 2-year project (2017-2019) pursues the following activities:<sup>5</sup>

- Improving understanding of online sexual harassment among teenagers and identifying effective multi-sector strategies for preventing and responding to this issue through a cross-country comparative analysis, including qualitative and quantitative research with young people, case study analysis, needs-assessment of key stakeholders, collation of good practices, and through convening an Expert Advisory Board.
- Develop, implement and evaluate effective awareness raising activities co-created with young people to encourage victims and witnesses to report online sexual harassment against children and to recognise and promote children’s rights online. This will include delivering a youth-created campaign and associated educational and campaign materials, as well as national youth advocacy events.
- Develop practical tools to enable professionals from multiple sectors to effectively collaborate to prevent and respond to online sexual bullying against children. This will include practical training tools for teachers and police.
- Promoting cross-border cooperation and mutual learning through dissemination activities to share the project’s tools and methods with other Member States, including national events, an international event, impact report and establishing an informal network to enable continued knowledge-sharing about this emerging issue after the end of the project.

NAIH works in close cooperation with Blue Line Child Crises Foundation <http://www.kekvonal.hu/index.php/en/> and Hintalovon Gyermekjogi Alapítvány <http://www.hintalovon.hu/> – for further details, please, contact them.

## **ICELAND / ISLANDE**

### **State replies / Réponses de l’Etat**

#### **Question 7**

All support to child victims is provided by the local child protection services (CPS) and Barnahus.

## **ITALY / ITALIE**

### **State replies / Réponses de l’Etat**

#### **Question 7.**

A: As for emergency helpline 114, it should be noted that this Telephone service is contracted out by the Department for Equal Opportunities of the Presidency of the Council of Ministers to a managing provider, a third sector association, which also carries out the assistance and support to the minor / victim who has been reported through the telephone line. Currently, the service provider is the SOS Association – Telefono Azzurro, and many entities belong to the helpline support network across the country (Police, Prosecutors at the Juvenile Courts and at ordinary Courts, Juvenile Courts and the ordinary Courts.)

Emergency Medical Facilities, Social Services, Regional Tutors and Ombudsmen for Children, residential care centres, Schools and Providers of Studies, Local Authorities, private social associations.

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<sup>5</sup> Source: <http://www.childnet.com/our-projects/project-deshame>

In addition, many third sector associations at national level deal with the exploitation of minors for sexual purposes, and have collaborated in many occasions with the public authorities and the police in projects on prevention and fight against online paedophilia, as well as on assisting minor victims of such offenses. In this regard, among the free services offered by the Connected Generation Project (see above Q 1) is the Listening Line 1.96.96, Child Helpline (also available via chat) active 24 hours a day for 7 days, which is run by the association SOS - The Blue Phone and two lines to report illegal material on the net (<http://www.azzurro.it/it/clicca-e-segnala> of SOS Telefono Azzurro Onlus and [www.stop-it.it](http://www.stop-it.it) of Save the Children Italia Onlus). Since 2015, the Service has handled over 4,000 cases, of which 273 problems or difficulties related to the use of the Internet and the network. Telefono Azzurro is also on Facebook, through a specific APP to support children and teenagers and help them if they want to report a discomfort or a risk situation (<https://www.facebook.com/pages/SOS-Il-Telefono-Azzurro-Onlus/44991281207>).

As for the assistance to minors who are victims of sexual abuse or exploitation, it should be recalled that in September 2011 the Department for Equal Opportunities has published a Call (n. 1/2011) for grants to pilot projects for the treatment of minors who are victims of abuse and sexual exploitation. Such a measure is issued under the lines set in the 3rd National Action Plan for the protection of the rights and the development of children. The aim of the Department was to give impetus to interventions for minor victims of abuse and sexual exploitation, with an attitude to a strong connection between all the operational and institutional resources of the local system and to multidisciplinary. The Call allowed the funding of 27 projects, with a balanced territorial distribution on the national territory, for an amount of 2 million and 800 thousand euros.

In addition, a public call of the Presidency of the Council of Ministers - Department for Equal Opportunities - was issued in 2016 in the implementation of the Special Action Plan on Sexual and Gender Violence 2015 - "for the strengthening of anti-violence centers and assistance services for women victims of violence and their children and for strengthening the network of territorial services", which provided for a total amount of € 12 million. In January 2017, two decrees were issued by the President of the Council of 25 November 2016 concerning the resources of the Fund for Rights and Equal Opportunities Policies, which distribute 31 million euros between the Regions (under Law 119/2013 and under Law 93/2013): in particular, part of the funds, operating for the two year period 2017-2018, aim at the opening of new anti-violence centers and refugee homes and the upgrading of existing ones, and further regional initiatives on violence.

## **LATVIA / LETTONIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The cooperation with civil society takes place in different ways. NGOs as contractors provide state funded social services, implement public campaigns, informative and educational activities. NGOs are also active participants in numerous working groups and other interdisciplinary platforms. It is an obligation to acquire the opinion of the relevant NGOs working in the field regarding a draft law or draft policy document. NGOs help to build the necessary impetus for launching new policy initiatives and facilitate interdisciplinary discussion on neutral grounds.

To enhance the cooperation between state, local government and nongovernmental representatives In September 2017 Cabinet regulations have been approved which require that every local government establish its Group of Cooperation on the protection of the rights of the child. At the same time there is a Council on the cooperation of children's rights on the national level, which shall ensure that the principle of the best interests of the child is recognised and implemented in all the relevant cases in all the local governments. The council also reviews the most significant political challenges related to the



interdisciplinary cooperation in the field of the rights of the child. The council is convened by the Minister of Welfare. The Group of Cooperation includes social welfare, child protection representatives, police from the local and state level, representatives from the local educational board. Optional members of the Group of Cooperation are educational institutions, residential institutions, prison facilities, commission assessing if the child needs special education because of his/her disability, municipal commission reviewing cases of administrative violations, State probation service, nongovernmental organizations.

The Group of Cooperation may invite other experts as well in order to be able to review individual cases. The Group of Cooperation reviews such cases when there has been a violation of the rights of the child, if a prompt action is needed and there is a need of the involvement of several institutions. Also, when it is not possible to solve the cases by a single institution, and the institutions has not succeeded to solve it in a long period of time.

The Group of Cooperation also analyses the situation in the field of protection of the rights of the child and provides suggestion to the local government for the development of a program on the protection of the child. It also provides propositions on the amendments in the law and informs the society about the latest matters on the protection of the rights of the child.

The State Inspectorate on the Protection of the Rights of the Child provides methodological support to the Group of Cooperation in cases the group is unable to reach an agreement on the coordinated and jointly approved cooperation. The meetings of the Group of Cooperation convene according to the actual necessity. The minimum number of meetings per year is four.

In addition, established in 2007 and a member of INHOPE association since 2008, Latvian hotline works actively with law enforcement, the internet industry, government/policy makers and civilians to combat illegal online content. In addition to receiving reports, the hotline also offers additional services related to community outreach and internet safety awareness and advocate/law enforcement training. Hotline offers internet users a way of reporting something they suspect to be illegal on the internet. Hotline investigates these reports to determine if they are illegal, and if so, trace the origin of the content and forward either to national Law Enforcement Agency in Latvia, the Cyber Crime Enforcement Unit of the State Police or to the appropriate hotline *INHOPE* member, of the country where content appears to be hosted. Latvian Hotline is co-funded by the Ministry of Defence of the Republic of Latvia through The Institute of Mathematics and Computer Science for cyber security actions, national CERT.LV. Hotline has cooperation agreement with the State Police Cyber Crime Unit that determine way of submitting Child Sexual Abuse Materials (CSAM) reports. Furthermore, Latvian hotline has signed Memorandum of Understanding with Internet Service Providers for combating circulation of child sexual abuse materials and provide support to Hotline in removing CSAM from public access.

CERT.LV, which implements the tasks of the Information Technologies Security Incidents Response Institutions and operates under the Ministry of Defence of the Republic of Latvia, the main tasks in the field of information technology security incidents are set out in Section 5 of the Law On the Security of Information Technologies, for example, to maintain a unified representation of activities in progress in the electronic information space, to provide support for the prevention of an information technologies security incident or co-ordinate the prevention thereof, provide support to State authorities in the protection of State security, as well as detection (investigation) of criminal offences and other violations of the law in the field of information technologies, organise educational measures, training and instruction in the field of the security of information technologies for public officials, IT security professionals and other interested parties. CERT.LV collaborates closely with Net-Safe Latvia - a Secure Internet Centre, and provides support to investigative authorities if necessary.

In addition, when assessing the main characterizing elements of non-governmental organizations, the Ministry of Justice concluded that the most appropriate and effective for State administration delegated task is the association "Skalbes". The association "Skalbes" is an organization that employs both paid employees and volunteers with experience and appropriate knowledge to provide professional assistance, support and information to people in crisis situations. The association "Skalbes" started the implementation of State administration delegated task in January 1, 2016, and is carried out daily from 07:00 until 22:00. The association "Skalbes" provides not only the free information telephone number 116006 "Helpdesk for victims of crime", but also places information on victims' rights on the Internet at [www.cietusajiem.lv](http://www.cietusajiem.lv).

## **LIECHTENSTEIN**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The NGOs referred to under 6.1 (Ombuds Office for Children and Young People, Helpline) serve victims of offences as low-threshold initial contact points. For more far-reaching advice, care, and/or arrangement of other support, public offices are primarily responsible (Office of Social Services, Victims Assistance Office). With their knowledge of the existing support available in Liechtenstein, the NGOs are able to encourage or assist children and young people in turning to public offices. An exchange between public offices and NGOs takes place as needed.

## **LITHUANIA / LITUANIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

No reply to this question / Pas de réponse à cette question

## **LUXEMBOURG**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Voir notre réponse sous 6 :

#### **Question 6.1.**

Toute personne voulant informer respectivement déposer une plainte concernant des abus sexuels contre enfants sur Internet peut accéder via l'interface [www.police.lu](http://www.police.lu) à un commissariat virtuel et déposer plainte, qui sera traitée par les enquêteurs spécialisés du Service de police judiciaire.

L'organisation BEE SECURE Luxembourg a mis en place différentes plateformes pour les jeunes leur permettant de signaler des contenus illicites ou préjudiciables parus sur Internet.

La prise en charge des victimes consiste en une prise en charge psychologique globale du jeune avec ses problèmes spécifiques.

#### **Question 6.2.**

→

L'assistance aux victimes de cette rubrique est assurée par les services de Bee Secure et ECPAT, des ONGs bénéficiant d'un financement de leurs activités (assistance téléphonique, adresse de support électronique) par l'Etat. La prise en charge des victimes consiste en une prise en charge psychologique globale du jeune avec ses problèmes spécifiques.

## **MALTA / MALTE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

- Victim Support Malta

Victim Support Malta (VSM) is a registered Non-Governmental Organisation which provides support and assistance to victims of crime, such as theft and burglary, domestic violence, sexual assault, harassment, discrimination and cybercrime.

The services provided by VSM include the provision of emotional support to assist victims in overcoming trauma following a crime; legal information pertaining to the relative criminal procedures (e.g. the victims' right to request compensation and to access forms of protection provided by the law); and practical assistance (e.g. liaison with the police, or other ancillary matters).

- Kellimni.com

Kellimni.com, operated within the framework of Child Helpline International, offers online support services to children and young people.

This initiative is an online support service run by trained staff and volunteers reachable through e-mail, chat and smart messaging 24/7 for support. Through Kellimni.com, children and young people can, in an anonymous way, express their concerns and talk about the issues directly affecting them. This initiative is aimed at youths who are suffering from any form of social exclusion, abuse, neglect, and/or psychological difficulties and are in need of immediate emotional, moral and social support.

## **REPUBLIC OF MOLDOVA / REPUBLIQUE DE MOLDOVA**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

On 4 June 2014, in the Republic of Moldova the **Free Phone Assistance Service for Children** (*Child's Phone*) was launched with no. **116 111**. The service is financed and managed by the Ministry of Health, Labor and Social Protection and provided by the International Centre for the Protection and Promotion of Women's Rights "La Strada".

On the website <http://telefonulcopilului.md/> the «**Sigur Online**» portal - <https://siguronline.md/> has been included, with the aim to inform and promote the safe use of the Internet by children, with the support and involvement of specialists, parents and teachers.

Statistical data shows that this platform is functional: 873 - appeals from the siguronline consultant, 227 child victims of sexual exploitation were assisted by La Strada lawyers and psychologists and 3370 teenagers were informed on safe navigation.

Within the existing framework for collaboration with Non-Governmental Organizations, a Memorandum of Cooperation between the General Police Inspectorate and the International Centre "La Strada" was signed in 2013, aiming to prevent and counteract child pornography and sexual exploitation, trafficking in human beings, to develop social partnerships and to establish a permanent, equal and mutual cooperation between the law enforcement bodies and civil society in order to eradicate the phenomenon.

Another example –worth of mention is the signing in 2014 of a Cooperation Agreement between the General Police Inspectorate and the NGO National Centre for Child Abuse Prevention (NCCAP), which has as its main purpose the application on the police segment of the Instructions on the intersectorial cooperation mechanism for the identification, referral, assessment, assistance and monitoring of children and potential victims of abuse, misprision, exploitation, trafficking, as established by law.

## **MONACO**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

De manière générale, il importe particulièrement de faire mention de l'**Association d'aide aux victimes d'infractions pénales (AVIP)**. L'AVIP a été créée en juillet 2014 à Monaco dans le cadre de la loi n° 1.382 du 20 juillet 2011 relative à la prévention et à la répression des violences particulières. Elle a été agréée par Arrêté Ministériel n° 2014-660 du 20 novembre 2014, ce qui l'habilite à bénéficier de financements publics sous la forme de subventions.

Intervenant dans la Principauté, elle propose ses services à titre confidentiel et gratuit. Elle accueille les victimes d'infractions, les informe sur les démarches à effectuer pour faire valoir leurs droits.

L'A.V.I.P est composée de membres bénévoles, dont des avocats, qui mettent leurs connaissances au service des victimes d'infractions pénales en leur réservant un accueil, une écoute, une information, un accompagnement, un soutien psychologique et une orientation destinés à répondre à leurs besoins.

L'Association informe les victimes sur les moyens de faire valoir leurs droits et les accompagne sur le plan pratique, par exemple en les aidant lors du dépôt de la plainte, ou de la constitution de partie civile. Elle peut les orienter dans leurs premières démarches, administratives et judiciaires.

Si elle n'a pas vocation à se substituer au rôle de l'Avocat, l'A.V.I.P peut être présente lors des audiences pénales.

L'Association peut proposer aux victimes une aide psychologique notamment lorsque le traumatisme subi handicape le cours d'une vie normale.

Les victimes peuvent prendre contact avec l'A.V.I.P en appelant le : **93 25 00 07**, à la permanence du Palais de Justice de Monaco. Il est également possible de laisser un message sur le site internet de l'A.V.I.P par E-mail ([avip@monaco.mc](mailto:avip@monaco.mc)).

Dès ce moment, un rendez-vous personnalisé est proposé aux victimes, lesquelles sont accueillies dans un local du Palais de Justice de Monaco, par un juriste de l'association ou toute autre personne habilitée.

L'écoute est effectuée en toute confidentialité et les déclarations ou renseignements recueillis ne peuvent être utilisés que dans l'intérêt et pour la défense des droits des victimes.

L'on peut également mentionner, de manière plus spécifique, l'**association « Jeune j'écoute » de Monaco**. Cette structure est un lieu de vie et d'écoute pour enfants et adolescents rencontrant des difficultés scolaires ou familiales.

La structure tente d'éviter les situations de marginalité en s'appuyant sur l'expertise de trois éducateurs et d'un psychologue. Les enfants bénéficient d'un suivi adapté et de précieux conseils chaque soir après l'école.

## **MONTENEGRO**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Cooperation with civil society is realized in the form of implementation of joint projects that are undertaken to protect children from all forms of violence and abuse, which includes all forms of child support.

The Government fully finances the Shelter for Potential and Victims of Trafficking in Human Beings/Children. The Shelter provides initial recovery for victims through twenty-four-hour assistance of professional staff and implementation of specific self-sustaining and rehabilitation programs. By signing the Agreement on Cooperation, the obligations of the institutions are concretized as defined by the law through clearly defined operational procedures that the signatories of the Agreement implement in solving the specific case of trafficking in human beings. Potential and victims of trafficking in human beings are provided with security protection, free legal, health, psychological, social protection with minimum identification data and according to the principle of priority, not conditioning of the same by cooperation with investigative bodies. Trafficking in human beings is dealt with investigative and judicial authorities by priority.

## **NETHERLANDS / PAYS-BAS**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Some of the helplines are run by the civil society. And the government works together with organisations as Rugers, Movisie (knowledge institutes).

The Ministry of Justice and Security subsidizes (partly) the Expertise Center Online Child Abuse (<https://www.eokm.nl>). The EOKM maintains a Contact Point Child Pornography where people can report sexual explicit pictures or videos, in order to get it removed of the internet (if it can be qualified as child pornography). The EOKM has a helpline "Help Wanted", where children and young adults can report online sexual abuse, or refers them to the police for a report, and offers practical advice.

## **NORTH MACEDONIA / MACEDOINE DU NORD**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

We do not have any relevant information regarding this question therefore we are not able to provide an answer.

## **NORWAY / NORVEGE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

At present no NGOs or other relevant representatives of civil society engaged solely in assistance to victims of the offences covered by this questionnaire. However, many NGOs and others engaging in child protection or victim support, can offer help to children affected by such offences. For example, "Cross my heart" (cf. 6.1) and "Deleteme.no". In their annual reports these services do not explicitly state how many children who made contact, posing questions or concerns regarding sexually explicit images. However, in 2017 "Cross my heart" reported that 2.6% of the inquiries they received from children were related to social media. In 2017 "Deleteme.no" reported 6.3% of their inquiries were related to

images/videos, with the age group of 12 to 18 being the second largest group (after 18 to 25). It is a possibility that production, possession and distribution of sexually explicit images and/or videos are represented in these categories.

## **POLAND / POLOGNE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The Ministry of Justice, implements the EU Parliament and the EU Council Directive of 25 October 2012, No. 2012/29/UE on *establishing minimum standards on the rights, support and protection of victims of crime*, by undertaking actions through the Victim Aid Fund and Post-Penitentiary Assistance - Justice Fund.

The funding of the aid to the victims from the resources of the aforementioned Funds is made possible by the provisions of art. 43 of the Criminal executive Code and the Ordinance of the Minister of Justice of 13 September 2017, issued pursuant to art.43 § 19 of the Act, *on the Victim Aid Fund and Post-Penitentiary assistance Fund*, which sets out principles for giving donations and providing assistance to victims of crime.

The aforementioned financial resources are dedicated to provide aid to the victims of crime and to their next-of-kin. The aid can be provided in the form of medical help, psychological or legal aid. Victims of all types of crime in the Criminal Code and their next-of-kin are eligible to receive such assistance.

Within the same framework, it is also possible to offer material help to the victims, for example to cover the cost of medical treatment, medicine, qualification-enhancement courses, temporary accommodation or shelter. It is also allowed to use the Fund resources as co-payment to cover the current cost of accommodation and utility bills, to buy food or food stamps. The list of all the organizations who received subsidies to provide assistance to victims of crime can be found on the Ministry of Justice website [www.ms.gov.pl](http://www.ms.gov.pl), under the tab: Victim Aid Fund and Post-Penitentiary Assistance Fund.

## **PORTUGAL**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

##### **▶ PT SIC helpline**

In the scope of PT SIC' Helpline, agreements are in place with APAV (Portuguese Association for Victim Support: [https://apav.pt/apav\\_v3/index.php/en/](https://apav.pt/apav_v3/index.php/en/)) and IAC (Child Care Institute: <http://www.iacrianca.pt/index.php/en/>) which allow specific cases to be referred to those organizations.

##### **▶ APAV**

A special mention should be brought to APAV CARE network, which works closely with other entities, such as the Criminal Police (Polícia Judiciária – PJ), National Institute of Legal Medicine and Forensic Sciences (Instituto Nacional de Medicina Legal e Ciências Forenses, IP) and, more recently, National Institute of Medical Emergencies (Instituto Nacional de Emergência Médica – INEM). This support is provided daily in mutual cooperation with child protection services, social security, courts and other institutions (e.g. shelters for children and youngsters).

## ROMANIA / ROUMANIE

### State replies / Réponses de l'Etat

#### Question 7.

Most of the specialized services for child victims of violence are provided by the General Directorates for Social Assistance and Child Protection organized at county and Bucharest level (47 in number): child phone service for child violence reporting (statutory), emergency reception centers for children who cannot remain in the family and counselling centers for child victims.

Cooperation takes place at the county level between GDSACP and NGOs active in the field of preventing and combating child violence.

The Child Telephone Association, which operates the European Single European Children's Number Line - 116.111 - reports cases of child violence (helped by the helpline) to GDSACP to provide detailed assessment and needs-based intervention. More information in Romanian on the association's website: <http://www.telefonulcopilului.ro/acasa?martie=1>

The Federation of the NGOs working within child protection field (FONPC) has run a project by which they set up three hearing rooms for children victims of violence, equipped according to the standards in this field (unidirectional mirror, audio-video recording system): two within GDSACP Dolj and Cluj and one in the Prosecutor's Office attached to the Bucharest Tribunal. More information in Romanian on the link <http://fonpc.ro/fonpc/programs/audis-amb-fr/>

The International Child and Family International Foundation (FICF) has a counselling center for child victims of violence and provides services on a direct or referral basis from the GDSACP in Bucharest. FICF also runs weekly art-therapy workshops for child victims of violence.

Save the Children Romania (Save the Children Romania is a non-profit organization that, since 2008, develops the European project "Sigur.info" in Romania, by pursuing awareness-raising activities, by organizing a civil reporting point, achieving the objective of increasing the safety of young people in the use of the Internet) cooperate with state authorities in regard to reporting and resolving issues related to child rights protection online.

The main institutional partners are the National Authority for the Protection of the Rights of the Child and Adoption, The General Inspectorate of Police and the Ministry of Education. In the timeframe of the project, there were several cases in which the helpline established under the Safer Internet (Ora de net) project, has worked with the school counsellor and local child protection services in situations in which a child seemed in danger. At the same time, requests from Police in counselling victims of situations in which self-generated sexually explicit content have been taken on by Save the Children Romania counselling services, in Bucharest. Yet, the situations undergoing in rural and local communities, where alternative services are scarce, still remain a problem at national level.

Also, in 2016, representatives of the Institute for Research and Crime Prevention within the General Inspectorate of the Police and the corresponding territorial structures along with several categories of child protection specialists (social workers, teachers, school counsellors) participated in an Internet safety training course organized by the Save the Children Romania Organization. The information and materials received at the course were used by prevention officers between April and June 2016 to carry out activities in schools, social assistance centers, children's clubs, with 4,539 children between 5-11 years, 8,886 teenagers aged 12-18, 956 teachers and 756 parents.

## **RUSSIAN FEDERATION / FEDERATION DE RUSSIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Information with concrete examples is presented in the replies to questions 1, 2, 3, 5.

## **SAN MARINO / SAINT-MARIN**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

There are no NGO dealing with those issues.

Conventions with care homes outside the territory of San Marino have been concluded for the protection of women and children victims of violence.

As mentioned in question 6, a cooperation with Telefono Azzurro is about to begin, and Minor Service already collaborates with CISMAI (Coordinamento italiano dei servizi contro il maltrattamento e l'abuso all'infanzia) for training and assistance.

## **SERBIA / SERBIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Ministry of Trade, Tourism and Telecommunication Answer:

Ministry regularly cooperates with the NGO's which projects on child safety are supported by Ministry. Also, Ministry has signed the Protocol on cooperation with Foundation "Tijana Juric", where cooperation on child helpline is defined. Ministry has a good cooperation on child safety policies and activities with UNICEF. The representatives of UNICEF had participated in the process of drafting Cyber Security Strategy and contributed in the area of child safety.

Public Prosecutor Answer:

As mentioned in the reply to question no. 6.1, The Office of the Republic Prosecutor has concluded the Agreement on Cooperation with the Victimological Society of Serbia. The cooperation with organisations of civil society is reflected in the referral of victims by the existing information services and witnesses to specialized organisations of civil society organisations to provide required assistance and support.

NGO Astra Answers:

At the beginning of 2016, the Center for Human Trafficking Victims Protection and ASTRA signed a Memorandum of understanding, thus formalizing cooperation regarding the protection and support of human trafficking victims.

The Ministry of Trade, Tourism and Telecommunications signed a Memorandum of understanding with the organization Save the Children for North West Balkans. This cooperation involves the creation of a strategic document, the Roadmap for the Prevention of Violence against Children on the Internet based on examples of good practices from other countries and the capacity of Serbia. It is also planned to raise awareness among students and parents about violence against children via Internet, and that these topics find their place in curriculum through a regular educational program.



Save the Children also supported the campaign of the Ministry of Trade, Tourism and Telecommunications "IT Caravan 02" in the period from April to May in 13 cities in Serbia. The presentations of IT caravan were attended by over 5500 students and 90 teachers from 17 primary schools from Serbia. The first IT caravan in 2016, was conducted in 15 cities and attended by over 5,000 principals.

In 2017, the Ministry of Trade, Tourism and Telecommunications and the Foundation "Tijana Juric" signed a Memorandum of understanding, agreement on mutual cooperation in the field of security and child protection on the Internet. The aim of the agreement is to prevent internet violence against children and children through the education of children, teachers and parents. The agreement includes communication through the National Contact Center for Children's Safety on the Internet of the Ministry of Trade, creation and realization of joint projects, as well as the participation in educational lectures and workshops in primary and secondary schools.

## **Comments sent by / Commentaires envoyés par Coalition for Monitoring Child Rights**

### **Question 7.**

The Republic of Serbia should work towards reaching a higher level of efficiency of the referral mechanism for child victims of crimes of sexual exploitation in general and developing special programmes for protection and reintegration of child victims. Also, it is necessary to improve cooperation with civil society sector, having in mind its long-standing engagement in addressing these issues.

## **SLOVAK REPUBLIC / REPUBLIQUE DE SLOVAQUIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Within the prevention agenda, the Department of Cybercrime of the Criminal Police Office of the Presidium of the Police Force takes part in the community programme of the eSlovensko o.z. project, mainly aimed at the protection of children online. Within the pertinent programme to support safe use of internet and new online technologies, there are projects such as [www.zodpovedne.sk](http://www.zodpovedne.sk), [www.pomoc.sk](http://www.pomoc.sk), [www.stopline.sk](http://www.stopline.sk), a [www.ovce.sk](http://www.ovce.sk) conducted. The core asset of these projects is starting off the children helpline, internet monitoring and reporting of websites with unlawful and inappropriate content as well as providing with information to children how to use internet safely and raise awareness about the risks and threats of virtual space.

## **SLOVENIA / SLOVENIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The Police regularly cooperates with relevant NGOs working on appropriate and quality programs and services. NGOs are considered as partners by police particularly in the field of assistance to victims. Furthermore, police cooperates with NGOs in the training of both police and NGO staff. Additionally police and NGOs are working on expert/practical ways to further involve both.

The "Spletno oko" hotline as part of the Safer Internet Centre Slovenia (SIC Slovenia) enables Internet users anonymously to report hate speech and child sexual abuse images they encounter online. The service has been available since March 2007 when the technical platform, the [www.spletno-ok.si](http://www.spletno-ok.si) webpage and the cooperation with the police were set in place. The main intention of the "Spletno oko" hotline is to reduce the amount of child sexual abuse images in close cooperation with the police,

Internet service providers, and other governmental and non-governmental organisations in Slovenia.

The Safer Internet Centre Slovenia established an advisory board in 2005, which has become a mature and broad multi-stakeholder network consisting of all relevant national institutions from the field: public sector representatives, law enforcement agencies, the **private** sector (technology and media industry) and civil society (experts, NGOs). This cooperation allows them to make better use of the services, which helps make the Internet a trusted environment for children (and citizens at large) – through actions that empower and protect them online.

Every year, the “Spletno oko” Internet hotline, in cooperation with the Criminal Investigation Department of the General Police Directorate and the Association for informatics and telecommunications at the Slovenian Chamber of Commerce, organizes a conference on the topic of online child sexual exploitation. The main aim of the annual conference is to inform the participants from the ranks of the police, prosecutors, judges, social workers, school workers, NGOs - child organizations, and participants from the industry and academy about the opportunities and responsibilities they have in providing a safer Internet for children and in preventing the distribution of child sexual abuse material online. Organizers strive to create new opportunities for cooperation between participants from various organizations.

The Spletno oko Internet hotline enables the Slovenian Internet users anonymously to report two types of illegal online content: the distribution of materials with child sexual abuse and hate speech. The hotline was created with the financial support of the Safer Internet programme in September 2006 and the Internet users could begin to report illegal content in March 2007 when the technological platform was provided, the <https://www.spletno-okno.si/> website was designed and the cooperation with the police was established. The Spletno oko hotline also actively cooperates with the INHOPE international association of Internet hotlines.

The Spletno oko hotline operates within the Safer Internet Centre, coordinated by the Faculty of Social Sciences of the University of Ljubljana in cooperation with the following partners: ARNES (the Academic and Research Network of Slovenia), the Slovenian Association of Friends of Youth and the MISSS Institute (a youth information counselling centre) and financed by the INEA Agency at the European Commission (through the Connecting Europe Facility, an EU funding instrument) and the Information Society Directorate at the Ministry of Public Administration.

The Safer Internet Centre project offers three main services:

- Safe.si, an awareness-raising point about the safe use of the Internet,
- the Spletno oko hotline, which enables the reporting of hate speech and footage of child sexual abuse on the web,
- a phone for children and adolescents who find themselves in trouble on the Internet (the Tom Telephone, 116111).

The processing of the report of child sexual abuse images: The hotline examiner checks each report and, in case of the suspicion of illegality, determines the location of the server with the problematic content. S/he then transmits the report of the alleged unlawful content to the police who carry out the investigation. Further processing of the report depends on whether the content was located on a Slovenian or a foreign server.

The basic four choices in the report form are:

- inappropriate images of children of sexual nature,
- other sexual exploitation of children on the Internet,
- hate speech or other threatening, offensive speech,
- other types of abusive or contentious issues.

By clicking on one of them, the user can access various information to help him/her with online difficulties or submit a report. The application is also adapted for the use on mobile devices.

The Spletno oko Internet hotline has signed a code of the regulation of hate speech with web portals, which is considered a case of good practice in foreign countries. The social network monitoring has been carried out to remove hate speech.

The police has changed their way of work and focused on searching and identifying the children in conflicting images. The focus is now on the intense cooperation of experts and the public, since the Internet is not geographically limited. High-quality preventive activities are being sought and properly coordinated in order to reach as wide a target population as possible. The establishment of an institute for the coordination of preventive and awareness-raising activities for the protection of children is being considered.

The TOM Telephone is the only non-specialized telephone for children and adolescents in Slovenia and is accessible every day. Young people can get relevant information on the website [www.e-tom.si](http://www.e-tom.si) as well, where they can ask questions via the online form and online chat.

See also above for the cooperation with relevant

## **Comments sent by / Commentaires envoyés par Association Against Sexual Abuse**

### **Question 7.**

The participation of civil society with government organizations is not satisfactory, and above all there is a lack of partnership that is necessary for successful work.

## **SPAIN / ESPAGNE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

##### **1- Ministry of Interior:**

Work is fundamentally carried out on the PLAN CONTIGO ("WITH YOU PLAN") that takes part of the MASTER PLAN FOR COEXISTENCE AND IMPROVEMENT OF SAFETY IN SCHOOLS, outlining the activities developed in schools and the attendance to meetings and forums on issues of interest related to the experience of minors on the Internet, addressed to parents, educators and students which has been basically developed by the National Police through its Citizen Participation Unit.

These activities face risks linked to the use of Internet, with special attention to the school bullying issue, the grooming and the need to maintain privacy as a comprehensive protection against frauds and other menaces, specifically with respect to self-production of pornographic material by minors and their distribution.

- <http://www.interior.gob.es/web/servicios-al-ciudadano/planes-de-prevencion/plan-director-para-la-convivencia-v-meiora-escolar>
- [https://www.policia.es/org\\_central/seguridad\\_ciudadana/unidad\\_central\\_part\\_ciudada/art\\_ciudadana\\_poli\\_escuel.html](https://www.policia.es/org_central/seguridad_ciudadana/unidad_central_part_ciudada/art_ciudadana_poli_escuel.html)
- <http://www.ciberexperto.oral>

Work is also carried out on specific media campaigns and institutional activities as the campaign “Crecer Seguros” (to grow up safe), sponsored by Her Majesty the Queen of Spain. <http://www.abc.es/videos-tecnologia/20140303/camana-crecer-seguros-policia-3286088771001.html>

On the other hand, the National Police has a strong presence in social networks taking advantage of its communication potential; creating profiles in the main networks used by Spanish users to inform citizens about warnings, safety tips; receiving complaints from citizens, even anonymous reports, suggestions and claims through a service designed to personally respond to the citizens’ demands in an environment of excellence; informing citizens about the main operations developed by research units on cybercrime, in particular those ones in which the cooperation of citizens has been a decisive factor to carry out investigations successfully.

- <https://www.facebook.com/BrigadainvestigacionTecnologica/denuncias.pornoqrafia.infantilapolicia.es>

These profiles include logos of attractive look for young people, topical issues “trending topic” related to technological crimes, “hashtag” or indicators or labels on relevant issues, besides games focussed on awareness raising for youth about the need to keep an appropriate safety level in their teams and network activities.

The National Police, also through social networks and microblogs as Twitter, holds contests for young people to be involved in security and to cooperate with the Police.

<https://twitter.com/policia?lang=es>

Guardia Civil collaborates with all organizations that are in charge of minors in risks throughout the national territory. The agreement between the Ministry of Interior and the ANAR Foundation (Aid to Children and Adolescents at Risk) can be highlighted because ANAR operates nationwide and covers 24 hours 7 days per week. Communication is fluent.

The ANAR Foundation is a non-profit organization dedicated to promoting and defending the rights of children at risk and neglect in Spain and Latin America. This foundation, since 1994, has the ANAR Telephone to help children and adolescents at risk and operates throughout the national territory 24 hours a day, every day of the year, offering psychological, social and legal assistance immediately and free to minors when they have problems or are at risk.

The Collaboration Agreement between the Ministry of the Interior and the ANAR Foundation, signed on 22 April 2008, has been renewed and updated on a regular basis. Its objective is to promote prevention and intervention in situations of risk to the safety of the child, by communicating all types of alleged criminal actions of which they have knowledge through their child care telephone, as well as through

your online hotline. Guardia Civil carries out a close collaboration, mainly in situations of special risk of the minors.

The above mentioned Agreement, as well as its supplementary Communication Protocol, allow any call received on the ANAR Telephone, and requiring urgent intervention by law enforcement agents to guarantee the safety or integrity of a minor, to be immediately referred to the competent police force and in a manner the urgency is immediately addressed.

**2.- Ministry of Digital Agenda:** IS4K Helpline is currently working on establishing specific relations with civil society stakeholders at national level, looking for specific cooperation mechanisms to drive users with claims about such issues to use the Helpline and the report channel for CSAC.

**3.-** The **AEPD** regularly holds meetings with NGO, other organizations of civil society and companies in order to cooperate in developing awareness-raising activities for children on the risks of these situations (awareness and education) and also in support of victims of these situations with tools or instruments that may assist them in finding the appropriate help.

## **SWEDEN / SUEDE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

In November 2016, the Swedish government and ECPAT Sweden have in partnership organised The Nordic Forum against Sexual Exploitation of Children Online. The participants represented the governments, civil society, national authorities and experts from Sweden and other Nordic countries. The Nordic Forum identified a number of key action points, both immediate and long term, which together form a strategic framework for addressing key challenges related to stopping sexual exploitation of children online, the "Nordic Forum Agenda of Action":

- Form a strong IT/Telecom coalition to enable better collaboration and forceful action to stop commercial sexual exploitation of children online, industry, tech companies, public sector, civil society and law enforcement should come together in a coalition with an SDG. A first explorative meeting is called for first quarter of 2017.
- Develop new technology to enable prevention, detection and solution of sexual exploitation of children online.
- Take action within Agenda 2030 framework with focus on the private sector having an important role to play in the realisation of SDGs 5.2, 8.6 and 16.2. Tangible, operative action points, targets and guidelines should be set for business wanting to implement and incorporate the work against the sexual exploitation of children
- Clarify and define terminology. Guidelines in the Nordic languages are needed to ensure that the words used are clear, correct and best suited to protect the child. The guidelines should be spread through training, promotions and campaigns.

### **Comments sent by / Commentaires envoyés par ECPAT Sweden**

#### **Question 7.**

At the Nordic Forum against Sexual Exploitation of Children Online, ECPAT Sweden introduced a number of challenges which were the subjects of the discussions which took place. For several of these challenges, much work remains to be done.

One of the challenges which were discussed during the Nordic Forum, and which also resulted in the fifth key action point, was to raise awareness when it comes to images depicting children in erotic or suggestive poses, which do not fall within the classification of illegal child abuse images. This includes self-generated sexually explicit images or self-generated sexual content. The challenge presented at the Nordic Forum included looking into best practices for a legal development with regards to such images, a process where the government plays a vital role. We would argue that this remains a great challenge for the Swedish legal system. See question 9, for more on ECPAT Sweden's analysis of this issue.

During the forum, another challenge raised was that of children's empowerment and participation online. There is a general lack of understanding of the impact sexual exploitation has on children, and children are seldom heard on this topic. ECPAT argued, as explained under question 6 above, that there is a need for a helpline for children, designed to assist children to remove pictures, and to provide support for those who suspect that they are being groomed, are being abused, or have other questions and concerns. In addition, other efforts are needed to enable the participation of children and youth in efforts to prevent and combat sexual exploitation, including for example research on the experiences of children and involving children in developing education programmes and awareness-raising efforts.

Regarding the last key action point, this relates to a different challenge presented during the Nordic Forum: to create and distribute a common terminology on the issue of sexual exploitation of children. The challenge specifically referred to the Terminology Guidelines for the Protection of Children from Sexual Exploitation and Sexual Abuse, sometimes referred to as the Luxembourg guidelines. It is worth noticing that there still seems to be work to be done within this area, seeing as the Swedish government in this questionnaire uses terminology which is not consistent with Luxembourg guidelines. For example, the use of terms such as "children who sell sex" and "child sex tourism", as is done in 1.3, should be avoided. This reflects a usage of inappropriate terms in general, by both governmental actors and civil society, which ECPAT finds problematic.

## **SWITZERLAND / SUISSE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

De manière générale, la collaboration entre la Confédération et les acteurs susmentionnés est très étroite. Preuve en est notamment dans le cadre de l'élaboration et de l'évaluation des lois fédérales, processus au cours desquels les organisations et représentants du domaine de l'assistance aux victimes d'infractions sont en principe sollicités pour prendre position.

**L'Office fédéral de la justice (OFJ)** fournit des informations centralisées sur l'aide aux victimes d'infractions (<https://www.bj.admin.ch/bj/fr/home/gesellschaft/opferhilfe.html>) et travaille en collaboration avec la Conférence suisse des offices de liaison de la loi fédérale sur l'aide aux victimes d'infraction (<http://www.sodk.ch/fr/qui-est-la-cdas/csol-lavi/>).

Le 8 septembre 2017, l'**OFJ** a en outre organisé une conférence nationale ayant pour titre : « 25 ans d'aide aux victimes en Suisse : rétrospectives et perspectives ». Elle visait en particulier les professionnels des centres de consultation et les autorités d'aide aux victimes, de même que le domaine de la santé, les avocats, et les membres des autorités de protection de l'enfant et de l'adulte, de la police, des autorités de poursuite pénale ainsi que des tribunaux (<https://www.bj.admin.ch/bj/fr/home/aktuell/veranstaltungen.html>).

**L'Office fédéral de la police (fedpol)** a de son côté mis sur pied un groupe de travail interdisciplinaire en matière d'abus contre les enfants, lequel se rencontre une fois par année et se compose de représentants d'organes publics et non gouvernementaux. De plus, cet office permet un contact direct

entre les organisations concernées par téléphone ou par courriel.

## **TURKEY / TURQUIE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

Pursuant to the Child Protection Code (no:5395), public authorities, families and non-governmental organizations and other stake holders shall work in collaboration for regarding protection of children, protection from sexual abuse and exploitation included. Government bodies carry out their awareness raising activities in collaboration with civil society.

There are several non-governmental organizations working in the field of protection of children from sexual abuse and exploitation. They also form some networks in order to combine their forces. One important network is “Çocuklara Yönelik Ticari Cinsel Sömürü ile Mücadele Ağı – Network for Fighting Against Commercial Sexual Exploitation of Children”. This network was established with support of ECPAT. The number of non-governmental organizations which are member of the network is 50. These members are not only in metropolitan cities but also present in different regions of the country.

There is a wide range of activities carried out by this group of NGOs, which also include protection of children against sexual abuse on internet. They have 75 NGOs members. For instance, they held training on “protection of children from sexual abuse on internet” by professionals on subjects such as “profiles of victims and offenders of online sexual abuse of children, seduction, harassment and violence etc. The group also held a seminar on “crimes against children on internet” with participation of ECPAT. Please find below link of internet website of the network.

<http://ctcs-mucadele.net/>

Another network is “Çocuğa Karşı Şiddeti Önlemek İçin Mücadele Ağı – Network of Fight Against Violence to Children”. This network is holding every year a workshop related to “preventing sexual abuse and exploitation of children in local level” in collaboration with Ministry of Education and other non-governmental organizations. In the third workshop (in 2016) participants discussed about online sexual exploitation of children. Local government officials such as governors and Education Directors, academics and teachers participated to the event. Please find below link of internet website of the network.

<http://www.cocugasiddetionluyoruz.net/>

Moreover, universities carry out some activities in cooperation with NGOs. For example, Acibadem University Centre of Research for Fight against Crime and Violence (“ASUMA”) is dealing with child sexual abuse as one of its working fields. It is working with NGOs and İstanbul Bar Association and publishes report on child sexual abuse.

Ministry of Interior Affairs is holding informative meetings on safe use of internet by children, with cooperation with other public bodies and bar associations.

As also stated above, Ministry of Justice prepared a draft of “Victims’ Rights Code”, Civil society was also involved in this preparation and they contributed to it by submitting their opinions on the draft. For instance, “Çocuk Vakfı –Child Foundation” which is also a member of Çocuğa Karşı Şiddeti Önlemek İçin Mücadele Ağı – Network of Fight Against Violence to Children” shared their views with the Ministry.

[www.cocukhaklarizleme.org](http://www.cocukhaklarizleme.org) published the report on a factsheet on victim children in Turkey, prepared by International Child Center – Uluslararası Çocuk Merkezi”.

## **UKRAINE**

### **State replies / Réponses de l'Etat**

#### **Question 7.**

The National Police of Ukraine continues to work with the UN Children's Fund (UNICEF) on reforms in the field of criminal justice for minors and the protection of the rights of children in Ukraine, in particular for the implementation of joint projects aimed at developing programs for alternative deprivation of liberty, including mediation as a withdrawal tool of child from the criminal process.

In order to re-socialize teenagers who have committed criminal offenses, have been released from prison, are registered with the territorial police, in cooperation with the United Nations Children's Fund (UNICEF), the International Organization for Migration, and the All-Ukrainian Public Center "Volunteer", appropriate plans of activities and Special methods of individual work have been developed.

On the initiative of the National Police in Ukraine, children and youth NGOs were established in the regions, the main task of which is to increase the level of legal knowledge and legal culture of children and youth, to organize and conduct events for the benefit of the community, and to form an active civic stand.

In particular, in the Donetsk region, the NGO League of Future Policymakers is functioning effectively, its activity is aimed at improving the legal and patriotic education of children, forming a healthy lifestyle, raising awareness and involving them in organized forms of leisure.

In order to implement the state policy in the field of children's rights protection and organization of preventive work with them through the promotion of a healthy lifestyle between the National Police of Ukraine and the Sport Society "Dynamo" of Ukraine, a Memorandum on cooperation in the field of organization and conducting of physical education, health and sports events for children have been signed.

In particular, a pilot project "Sport-police-children" is being implemented in the Khmelnytsky region aimed at involving children who were in conflict situations with the law and children of vulnerable groups (orphans, children deprived of parental care, children whose families are located in difficult circumstances, and children whose parents are participants in the ATO or died during the course of the event) to unpaid classes in sports sections, meaningful leisure as an alternative to offenses and negative phenomena.

The National Police of Ukraine and the Football Federation of Ukraine signed a Memorandum of Cooperation on the implementation of the social project "Open Lessons of Football" in 2017-2020, aimed at introducing the values of healthy lifestyles and the prevention of offenses among children.

By the day of the protection of children, on June 1, 2017, mobile applications «My police» and «FamilyInSafe» were launched to help speed up the police response.

### **Comments sent by / Commentaires envoyés par Rozrada**

#### **Question 7.**

State collaborate with NGOs experts in many directions:

- developing of changes in Legislation of Ukraine in the context of ratification of International Conventions and other normative acts;



- discussions of new approaches to social services, preventing and overcoming of domestic violence, trafficking, sexual violence against children, gender equality, etc.
- using results of NGOs working – sharing methods, books, booklets, notes that were developed and published by NGOs;
- participation of NGOs representatives in interdepartmental commissions and working groups;
- supporting of NGOs proposals for international projects.