

COMMUNICATION ON ENGAGEMENT (COE)

CHILD HELPLINE INTERNATIONAL



Period covered by this Communication on Engagement

From: January 2018

To: December 2018

Part I. Statement of Continued Support by the Chief Executive or Equivalent

Please use the box below to include the statement of continued support signed by your organization's Chief Executive or equivalent.

29-10-2019

To our stakeholders:

I am pleased to confirm that Child Helpline International reaffirms its support to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. This is our Communication on Engagement with the United Nations Global Compact. We welcome feedback on its contents.

In this Communication of Engagement, we describe the actions that our organization has taken to support the UN Global Compact and its Principles as suggested for an organization like ours. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "Patrick Krens".

Patrick Krens
Executive Director

The logo for Child Helpline International, featuring three blue slanted bars to the left of the text "Child Helpline International" stacked vertically.

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KvK. Nr 34194999
Date:

Part II. Description of Actions

Please use the box below to describe the actions your organization has taken in support of the Global Compact. It is strongly recommended that the actions taken are related to one or more of the specific activities suggested. *Please refer to the complete list of suggested activities for your type of organization found [here](#).*

Actions related to CHI's first goal for 2018: Developing Child Helpline International's programmatic knowledge and expanding our thematic expertise

We strengthened European child helplines by building capacity on data collection and through developing expertise by enhancing cross-sector partnerships between governments, children's rights organisations and industry partners. With the support and funding from the EU Commission we also implemented our new quality standards for child helplines.

By implementing our Advocate, Collaborate & Train to End Violence Against Children (ACT to EVAC) programme in partnership with the International Centre for Missing & Exploited Children (ICMEC), we supported crucial services available to victims of online child sexual exploitation and abuse in five target countries. See "ACT to EVAC" on page 5 for more information about this project.

In partnership with UNICEF, we continued to strengthen child helplines in the East and South Africa (ESA) region by improving data advocacy and harmonising terminology. We made an inventory of the tools and guidelines currently used by child helplines in the region, and reviewed them. We also developed an internal guide on how to receive and respond adequately to contacts from children and young people, and Standardised Operating Procedures (SOPs) for child helplines on how to refer cases to statutory and non-statutory actors in the child protection system, and organised a Training-of-Trainers (ToT) course on how to use them. Working with other UNICEF national offices and national partners around the world, we ran a project to strengthen the capacities of the National Police Line 110 in Guatemala, improved child and youth protection through unifying and strengthening the capacities of Líneas 102 in Argentina, and supported the first phase of starting up child helplines in El Salvador and Honduras. We supported the development and launch of a child helpline in Benin by providing a training on call response, case management and child protection for counsellors, and developing a short advocacy video for the child helpline. We developed an internal guide for case management and referral for the child helpline. In collaboration with CEOP, the Child Exploitation and Online Protection Command of the UK's National Crime Agency, we also supported the development of a child helpline in the Cayman Islands, providing specific recommendations for the creation of a child helpline.

Actions related to CHI's second goal for 2018: Improved evidence-based advocacy

As part of a four-year Framework Partnership Agreement under the European Commission's Rights, Equality and Citizenship Programme we are working to further improve accessibility to child helplines through promoting inclusive practices. In 2018, we looked at how child helplines can best support LGBTQI+ children and youth. We did this by collecting and sharing good practices among our EU members and partners, by improving our data collection, and through establishing quality standards for our member child helplines specifically relating to inclusive practices. See "WeListen: Community of Practice" on page 7 for more information about this project.

Through our partnership with ICMEC, we successfully determined the outline and design of five national studies relating to the ACT to EVAC programme.

In May 2018, we published jointly with IIN OEA (InterAmerican Children's Institute of the Organization of the American States) a report that showcased the work of child helplines in the Americas and the Caribbean, and their position in national child protection systems.

Actions related to CHI's third goal for 2018: Building an effective and sustainable organisation

Throughout the year, we continued our collaboration with Facebook, Google and the telecoms sector, attending the EMEA Facebook and Google Summit in Dublin, April 2018. In 2018, we renewed our collaboration with the GSMA with a revised MoU. The GSMA represents the interests of mobile operators worldwide, uniting more than 750 operators. This pivotal relationship has proven indispensable in securing toll-free access to child helpline services worldwide, and continues to play an important role in strategies to tackle child sexual exploitation and abuse online.

We continued and expanded our youth-centred programming, reviewing our current youth participation framework and engagement to ensure meaningful and active participation. We also reviewed our mentorship programme.

We worked with our Canadian child helpline member Kids Help Phone to fundraise for youth to attend the International Consultation in Toronto, which Kids Help Phone hosted on our behalf.

Following a review of our quality standards under the leadership of our Quality Assurance for Child Helplines Advisory Council (QACHAC), in November we successfully launched the pilot of our revised Quality Assurance Framework.

Part III. Measurement of Outcomes

Please use the box below to include the most relevant qualitative and/or quantitative indicators to measure the outcome of the activities described in Part II above.

Intermediate outcomes and their indicators:

Child helplines have increased number of cases referred to specialised service providers	# of Child helplines that have increased number of cases referred to specialised service providers	
Increased capacity of child helplines to respond to issues facing vulnerable children	# of Child helplines with Improved knowledge on how child helplines can best support vulnerable children	
Child helplines and online reporting mechanisms established or strengthened	# of child helplines established or strengthened (or trained)	
Survivors of online violence learn how/where they can receive services	Increased # of contacts received by the Child Helplines	
Quality Standards for child helplines established in the EU, including partnership standards	75% of European child helplines comply with minimum quality standards	
	# and type of partnerships formalised with MoU or other means	

<p>Increased awareness among the general public about the existence of child helplines</p>	<p># of news paper articles where Child helpline is mentioned</p>	
<p>Communities protect children from violence and respond to the needs of survivors</p>	<p># of Child helplines that report against online sexual abuse indicators</p>	
	<p>% of community participants (or sample of participants) who demonstrate increased knowledge of online safety and reporting mechanisms</p>	
<p>Child Helpline International and its members have increased space and capacity to advocate and influence</p>	<p>Number of stakeholder meetings attended</p>	
<p>Key actors in CPS systems are changing behaviour because of CHI data</p>	<p>Extent to which actors changed behaviour</p>	

<p>Improved quality of child helpline data collection and analysis</p>	<p>85% of European child helplines comply with new data management criteria developed in 2019</p>	
<p>Improved structure, strategy, thematic knowledge and policy of Child Helpline International</p>	<p># and type of improved internal processes</p> <p># of EU members reporting positive changes connected to the WeListen program activities</p>	