Increasingly, children and youth are turning to the Internet to be safe when at risk of experiencing harm offline or online:

They report violence and other rights violations
They connect with helplines using online channels
They are receiving counseling
They are creating solutions, games, and apps to address protection needs
They are connecting with their peers to look for help when in distress
And so much more we don’t know

By better understanding how they’re doing it, we can help them get the help they need.

POP is collecting evidence on how children and youth are accessing safety through online means, from the perspectives of the different stakeholders involved in the protection chain of support: helplines & services, children and youth, service providers, tech companies, protection community:

1. POP collected quantitative information from helplines and services in 120 countries using digital means to support children and youth.
2. POP will map child and youth led solutions addressing the protection needs of their peers, and how children and youth use the Internet to access safety when feeling scared or unsafe.
3. POP will interview children and young people who have been behind solutions addressing the protection needs of their peers.
4. POP will map all other platforms used by children and youth to access safety that are not child or youth led, or an official helpline or service (A.I, games).
5. POP will collect children’s evaluations of helplines using digital channels to provide support.
6. POP will conduct a literature review of what has already been researched regarding how children and youth use digital platforms to be safe.
7. POP will conduct 11 in-depth interviews with helplines to understand more about their process, benefits & challenges supporting children and youth through online means.
8. POP will work with industry partners in sharing their lessons learned on how children use their platforms to access safety and protection.
9. POP will bring partners together for an in-person meeting in November 2023 to work with the collected information to draft recommendations for improving or implementing services and platforms looking to support children online.

ALL OF THIS INFORMATION WILL GO INTO THE MIXER, TO OUTLINE A SNAPSHOt OF WHAT WE ARE SEEING REGARDING HOW CHILDREN AND YOUTH ARE USING DIGITAL PLATFORMS TO ACCESS SAFETY AND PROTECTION WHEN FEELING SCARED OR UNSAFE.
4

POP WILL DRAFT RECOMMENDATIONS FOR IMPROVING AND IMPLEMENTING ONLINE SERVICES LOOKING TO PROTECT CHILDREN FROM HARM, WHETHER HAPPENING IN PERSON OR ONLINE.

RECOMMENDATIONS WILL TARGET:

- TECH COMPANIES & ICT INDUSTRY
- POLICY MAKERS
- UN AGENCIES
- HELPLINE & ONLINE SERVICES
- CHILDREN & YOUTH
- CSOs & OTHER STAKEHOLDERS

5

AS PART OF AN OPEN CONSULTATION PROCESS, POP WILL SOCIALIZE THE RECOMMENDATIONS WITH THE BROADER PROTECTION COMMUNITY FOR FEEDBACK AND INPUT.

6

POP WILL MAKE THE INFORMATION AVAILABLE THROUGH AN ONLINE PLATFORM FOR DIFFERENT STAKEHOLDERS TO ACCESS.

7

POP WILL PUBLISH THE RECOMMENDATIONS FOR IMPROVING OR IMPLEMENTING ONLINE PROTECTION SYSTEMS FOR CHILDREN AND WILL IDENTIFY STAKEHOLDERS TO IMPLEMENT THEM IN COLLABORATION WITH POP PARTNERS.