Coordinator　　　　　　　　**Partners**

Final Conference Proceedings

INTERACT Project - *Participation and awareness-raising for the safer use of new technologies*

JUST/2009/DAP3/AG/1392

Welcome and Introduction

Raffaela Milano, Head of Italy-Europe Programmes - Save the Children Italy

Thanks given to professionals, girls and boys that took part in the project: in particular in Rome Riserva Nuova, Morena, Fiore del Deserto, Comunità Tre Pini, in Marche reagion and Sicily: Casa Di Mattoni, Papa Giovanni XXIII and Santa Maria Ausiliatrice Longo care facility; IBM Italia Foundation, Postal and Communications Police, CivicoZero day center.

New technologies are considered a secondary issue compared to the day by day difficulties that both vulnerable children/adolescents and the residential care facilities have to face in this period, in all the 3 countries involved in the project. However, at the same time, for example in Italy, we observed that new technologies are very important for the foreign unaccompanied children, to stay in contact with their own family and for their integration process in the new context.

The Interact project has different innovative aspects like, for example, the direct involvement of the target in the creation of the materials and the utilization of a monitoring system that measured the efficacy of the materials and the methodologies during the implementation of the project. In the report of the project you can find the details about the activities and the results (http://www.interactonline.eu/Rapporto_Interact_ENG_Definitivo2.pdf).

We recommend a large circulation of the materials created, in the residential care facilities at national level. For this reason we address to the Ministry of Labour and Social Policy, here rappresented by Satefania Congia and to the National Child Ombudsperson asking to support us.

We recognise the European Commission support in Daphne III program for the implementation of the project and the EU Antitrafficking Coordinator backup for the circulation of the information about the project and the final conference of today, also for the relevance for the many vulnerable children without parental care that live in residential care facilities in all Europe.

Stefania Congia, Head of Division, Integration and Protection of Foreign Children, Ministry of Labour and Social Policy

New technologies are evolving so quickly that what 5 years ago looked like an interesting online game, now children would find it boring. It's a big challenge to find the right way for to raise awareness.

It's important to have a balance in the approach to the new technologies, between virtual and reality, also for the developing of effectivestrategies against media violence.

Policies should be developed through schools, for the integration of unaccompanied children too, in Italy. With regards to NT, while Italian children use NT for play, UAMs use them as a necessity for communication and understanding their new context.

She reports a significant episode: when she asked in the new residential care facilities opened for the North African crisis that should have internet – someone replied "There is no bread, and you want cake?!". Actually Internet is not cake but bread for these adolescents, and the project results show that. The materials and methodologies developed in the project are very interesting and we are willing to upload them on the Ministry of Labour and Social Policy web site, in the the Integration Portal for foreigners.

http://www.integrazionemigranti.gov.it/Pagine/default.aspx

Staff and children's participation in Italy in the INTERACT project

Moderator: Margherita Lodoli, Child Participation Expert, Save the Children Italy

Introduction about project objectives and different steps of the projects implemented at same time in Bulgaria, Romania and Italy. The project is divided in two main parts: the preparatory work for the development of the materials and of the awareness rainsing/training methodologies for the target group and for the professionals that work with them; then, in the second part, awareness and training activities were implemented. During the first part of the project a desk analysis and a survey were conducted (we will speak about them in the second part of the conference). After these activities, 3 consultations with children and adolescents for the creation of the materials and awareness raising methodologies for their peers, and the materials for professionals have been developed. In the second part of the project we ran awareness raising/training workshops in 4-6 residential care facilities in each country for professionals, and 4-6 workshops for children/adolescents. A monitoring system has been developed and implemented from the beginning of the activities and applied in each phase of the project.

Presentation of the consultation that was conducted in Italy (Rome) that involved 13 adolesents living in two residential care facilities. Description of the methodologies and materials created by the adolescents and projection of the video that you can find in the adolescents area of the project web site:

http://www.interactonline.eu/ita/area-ragazzi/

Antonino Di Grigoli, Figlie di Maria Ausiliatrice Longo Care Facility, Cammarata-AG (Sicilia)

Internet is in their facility for the past 8 years–within a dedicated computer room. For our boys, the internet really is like bread: they would skip dinner just to keep surfing the net. For this reason some rules are necessary. The professionals try to teach the kids to use internet in moderation also because of the fear that they would not go outside and integrate in the local community if they just stay connected to internet all their free time. The residential care facility therefore has an educational role – to give them an idea of the rational use of internet.

At the same time Interact project activated a broader reflection on the role of new technologies and in particular about opportunities and risks connected with them.

The kids should receive also practical training to be more skilled in using NTs. Through the Interact activities the idea of IT courses for the kids and professionals arose, and that will be introduced next year and will have both IT training and a part to raise awareness on the safe use of new technologies.

The moderator presents the "Inter@giamo" Contest.

The contest resulted in three proposals of activities to be held in the care facilities.

The long term training to be offered to adolescents mentioned by Mr Di Grigoli was one of the projects presented to the contest. The Roman residential care facility, Tre Pini, proposed a blog to create a bridge between the care facility and their local community, to bust false and negative myths of residential care facilities for and to provide other children with useful tools for their stay in Italy.

And, finally, Casa dei Mattoni, who won the contest, thought of making video tutorials that are useful for other kids like them to understand how things work in Italy. They came to the conference to present their project for the Inter@giamo contest.

Luigi Coccia e Claudia Panfili, Comunità Casa dei Mattoni, Fermo (Marche)

Casa di Mattoni care facility is a project for both foreign unaccompanied children and Italian adolescents. It was opened in 2006 and was born from an idea of a community inside an enlarged community in which, giving credit to the person, you can create a sense of belonging to the local context and promote integration process.

The adolescents of Casa di Mattoni created a blog to publicise their events, to remember what has changed during the years, with the change of the boys and of their interests.

http://www.casadimattoni.blogspot.it/

For us, the internet is an important tool to express yourself and to make yourself visible to the world, it's a way to say "I exist".

Thanks to the training from the Interact project, we had important logistical changes in the care facility to guarantee adolescents use internet in a constructive and safe way. Now the computers are in a common room where you can find dressmaking equipment and the gym. It's a place where the virtual communicates and interfaces with the reality.

The professionals accompany and guide the boys in the internet and new technologies utilization. The adolescents are often unaware and so they can face risks, for example running into false advertising/fraud.

The Interact website is useful to stay in contact with other care facilities too.

We want to create video tutorials. The video will start with the boys that introduce themselves, a second part with advice and suggestions on internet opportunities and risks and at the end a part on issues of day-to-day importance for a foreign child, such as creating a CV online, accessing public administration and welfare

websites. All the videos will be produced by adolescents living in the facility, in their language of origin with subtitles, which may be uploaded both on the Interact website and the facility's own website.

The speech ends with a short greeting from the adolescents of Casa di Mattoni, and the showing of the first video produced.

Presentation of awareness raising materials and project results

Elisa Vellani, Project Officer, Child Protection Department, Save the Children Italy

Marina Angelova, Project Officer, Animus Association Foundation, Bulgaria

Andreea Pufu, Project Officer, Save the Children Romania

The representatives of the three partner organizations of the project summarize the main aspects of the project in the 3 countries: the backgrounds and the specific targets for each country, the objectives and the activities planned to reach them. The three speakers also presented the desk analysis and surveys conducetd in the three countries. Finally awareness raising and training activities were presented, with the monitoring methodology and the results achieved. All the speakers touched on their specific parts of the project platform www.interactonline.eu. The website addresses are:

- Bulgaria: www.interactonline.eu/bul
- Italy: www.interactonline.eu/ita
- Romania: www.interactonline.eu/rum

Internet in residential care facilities or children's homes: risks and opportunities

Moderator: Giulia Mancuso, Project Officer, Youth and New Media Unit, Save the Children Italy

Introduction about adolescents' use of new technologies and in particular how unaccompanied children use internet in Italy and the role educators and other professionals in residential care facilities can play.

Explanation of the *concept of risk* defined by the project linked to the use that our target can have of the internet. Summary of the desk analysis results and explanation of the questionnaire used to involve children in the survey as an example of how we developed the concept of the risk through the analysis of utilization of mobile phones, computers, internet, to understand better what are the main needs that the new technologies answer to for our target.

Presentation of the awareness raising workshop for the professionals run in Sicily and Marche regions.

Presentation of the project developed in Rome by Youth and New Media Unit with IBM Italy Foundation, parallel to the Interact project: "computer placement in care facilities and staff training".

**Enrica Immirzi, Cultural and Social Project Manager, IBM Foundation Italy*:*
Save the Children Italy – IBM Foundation Italy project: computer placement in care facilities and staff training.

Presentation of the foundation and its main activities. First aim of the foundation is to introduce new technologies where they work. From donating PCs, they have now moved on to pilot projects which they try to make sustainable by passing it on to the authorities or institutions.

They work a lot in schools, with IBM staff who volunteer, and in others sectors (art and culture, social, etc.). For further information, see:

- www.fondazioneibm.it
- www.ibm.com/responsibility

The Foundation assisted the Interact project with a parallel project which went into further depth on using internet in care facilities, developing an effective training package for professionals that has been an experimentation. The themes/tools proposed in the training has been chosen on the basis of 3 main criteria: they had to be attractive, user friendly and able to create a link or connection between professionals and children. The main themes presented are:

- construction and maintenance of a blog
- streaming potentialities
- web communication

In general the partnership with Save the Children is linked to two main themes: safer internet and digital divide

Moderator presents materials for professionals in the Professionals Area of the Interact website.
http://www.interactonline.eu/ita/area-operatori

Presentation of the guide lines, created with the collaboration of the Postal and Communications Police and developed with the aim to support the care facilities to insert the internet and computers.

Elvira D'Amato, Head of the Centre Against Child Pornography on the Internet, Postal and Communications Police, Italian Ministry of the Interior: the safe use of new technologies in residential care facilities for children

Considerations about the collaboration with Save the Children to assist professionals to manage computers and internet in residential care facilities.

Professionals have a very important role with children/adolescents, and could be very useful a collaboration with the Postal and Communications Police, to understand these children/adolescents and their context: the networks they have, how they use internet to communicate, and what can happen, in particular, to them, when using the internet. We could create a model for using internet and social networks, based on the use by unaccompanied children which is more necessary and more real, and less creative or virtual than Italian children.

The project is very useful particularly because children/adolescents can realize one of their fundamental rights using the internet.

Trafficking and exploitation and links to new technologies – Trends and cases from a European perspective

Sarah Di Giglio, INTERACT Project Coordinator (Save the Children Italy), presents the keynote speaker: Mr Pedro Olmedillo has considerable experience in Mutual Legal Assistance in Criminal matters at police and judicial level. His experience in Eurojust is about providing research and analysis to support strategic and tactical projects and internal/external meetings. E.g. "*Strategic Project on Eurojust's action against trafficking in human beings*". To download the strategic report:
http://eurojust.europa.eu/doclibrary/corporate/Casework%20publications/Eurojust%20action%20against%20trafficking%20in%20human%20beings%20%28October%202012%29/THB-report-2012-10-18-EN.pdf

Moreover his experience is about supporting casework by related operational/judicial analysis and other casework assistance; supporting use of Case Management System by casework-related data storage, data time limits review and perform case evaluation. His previous experience in Europol involved coordinating the

exchange of intelligence and information for important operations, and involving specialist units, regional offices and external partners as necessary.

Pedro Olmedillo, Case Analysis Unit, European Union's Judicial Cooperation Unit, EUROJUST

The speakers presents Eurojust, its structure and function (investigation and persecution of crimes that involve more than one state in the European Union). Just to give an idea of the size of their intervention: the international institution has been involved in 11000 cases since 2002. Mr Olmedillo also detailed the analysis of some cases of trafficking in human beings and exploitation though the use of new technologies, presenting the results of the international investigations.

Finally he presented the new challenges for the prosecution of international criminal organizations, that come from the development of new technologies.

Discussion

The discussion is mainly about the details of some cases and about the method of coordination that should strengthen between police sections at national and international level to make cross studies about the trafficking and recruitment through the new technologies, useful both for the prosecution of the crimes and for providing more information to international and non-governmental organizations that work on these issues to run more effective prevention strategies.

Conclusions

Sarah Di Giglio, INTERACT Project Coordinator - Save the Children Italy

The project coordinator recaps the main points of the conference and proposes some recommendations and requests addressed to the institutions for support for the implementation of effective strategies of prevention and contrast of media violence and trafficking and exploitation linked to the use of NT.

She began with themes and points in common in the three countries. First of all, the critical situations in residential care facilities: need for support for professionals both in term of technical skills and in terms of their relationships with children/adolescents in their care, particularly in the facilities with a large number of children hosted. What internet means for children and adolescents, and to which needs it answers are often similar. Children and adolescents need to be supported in the use of NT in terms of technical skills and to protect themselves from risks (e.g. creating accounts in social networks, privacy settings). The lack of NT skills can be attributed both to the very recent contact with technology such as this, and to the lack of alphabetization (Bulgaria e Italia).

In general professionals and children/adolescents in residential care facilities are a neglected group when it comes to awareness raising about the safe use of new technologies, that normally addresses parents and teachers, holding them responsible for the task.

You may also have other more serious critical issues in the lives of children and adolescents: : the need to find a job (in all countries), or children and adolescents in Bulgaria and Romania who have problems connected to the separation from their parents' care, e.g. due to drug abuse or violence. In all the project countries, children and adolescents can be characterized by isolation and, for Italy, by a sense of disorientation from their being in a new country.

Through the project we tried to respond to these needs: giving practical information about how to look for a job online in a safe way (in all the countries), and how to protect themselves against all kinds of media violence (that can affect children in particular in Bulgaria and Romania), with materials that help understand privacy settings and how to report an abuse or a threat.

A misleading advertisement connected to a recruitment system for exploitation (like the keynote speaker told us) could be just the tip of the iceberg. The lack of knowledge could hide several phenomenon, for example the recruitment on the street of foreign children that at a later stage are exploited through the use of new technologies with videos published on the net, like in the case presented by Mr. Olmedillo, "Koala".

Finally Ms Di Giglio recalls the recommendation included in the project report. In particular to have a stronger commitment from national and international authorities to face cybercrime cases connected with trafficking and exploitation, with a multi-disciplinary and coordinated approach, to have more research and publication of concrete cases, to provide a deeper understanding of the phenomenon and improve the possibility of intervention both for the protection of children/adolescents from media violence and also for prevention against the risk of exploitation and abuse.

To download the "Summary report on the Interact project's awareness raising methodologies and tools":

http://www.interactonline.eu/Rapporto_Interact_ENG_Definitivo2.pdf