RECOMMENDATIONS FOR LOCAL AUTHORITIES AND STAKEHOLDERS

INTELLECTUAL OUTPUT 5 OF THE FACE PROJECT

Credits

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Introduction

This document, developed by the FACE (Fighting Against Cyberbullying and Exclusion) project, is specifically aimed at local authorities and stakeholders. It seeks to inform and guide more beneficial and successful policies to help aid the fight against cyberbullying and exclusion. In this document you will find an overview of cyberbullying in today's world and the existing legal framework in place to address it.

Within the FACE project, we define cyberbullying as:

a form of bullying perpetrated online, via: social media, direct/instant messaging, email, video/photos, websites or through other digital methods. Bullying is an umbrella term that describes any activities perpetrated against a person or a group of people that causes them serious emotional, psychological, physical or other harm. The relationship between the victim[s] of bullying and the perpetrator[s] is characterised by a real or perceived power imbalance. The term cyberbullying is used in situations involving minors; if an adult is involved, the terms 'cyber-harassment' or 'cyberstalking' are more accurate.

The FACE project tackles cyberbullying specifically.

The core of this document is the 9 practical recommendations for local authorities and stakeholders. These recommendations derive from 9 different case studies. Each case study is an example of good practice from one of the focus countries: Belgium, Czech Republic, Denmark, France, Italy, Malta, Spain, Morocco and Germany. From these recommendations and case studies, we hope to inspire further successful strategies to combat cyberbullying.

When we talk about stakeholders, we are referring to people or organisations which have an interest in a certain issue; in this case cyberbullying. There are many people and organisations that are in some way involved with the topic of bullying and cyberbullying, and it is therefore important that all these stakeholders work together to combat it.

On the issue of cyberbullying, some key stakeholders include elected officials, community leaders, law enforcement official, health & safety professionals, faith leaders, educator, parents, caregivers and youth leaders.[1] These stakeholders, together with local authorities, have the power and resources to make positive change in regards to cyberbullying.

The 9 recommendations, which will be outlined and explained in the context of case studies later on in this document, are:

1. Support initiatives which allow minors to discuss and explore the issue of cyberbullying on a peer-to-peer basis
2. Partner with all relevant stakeholders, such as the state, law enforcement, university and regional actors for an effective holistic approach to combatting cyberbullying, sustainable in the long term
3. Local authorities should facilitate and support services offered by charities dealing directly with cyberbullying by financing such initiatives through donations and by raising awareness about them
4. Develop interactive methods of engaging with minors to understand the specificities of cyberbullying, how to combat and to raise awareness about it effectively
5. Governmental authorities, especially at regional and national level, and other stakeholders should encourage and finance the diffusion of specialised units in hospitals to assess the problem of cyberbullying from a healthcare perspective
6. Foster cross-country collaboration between authoritative bodies to allow for a robust and effective support network for victims of cyberbullying
7. Launch initiatives which promote group cohesion, foster a friendly, respectable atmosphere among students of all ages and help create a positive school environment for all
8. Form and utilise international relations to strengthen local cyberbullying legislation and specialised services within public and private corporations
9. Supply minors the tools they require to create effective strategies to combat cyberbullying and work closely with them to launch these initiatives

. 1 https://www.stopbullying.gov/sites/default/files/2017-09/community-action-toolkit.pdf

Cyberbullying in context

In recent years, cyberbullying had become a global problem that affects an ever-increasing number of children and teenagers. The rise in cyberbullying rates is partially explained by the rapid increase in the number of people connected to the Internet. According to data from the European Union Statistical Agency (EUROSTAT), 97% of the block's 16-24 year-olds accessed the Internet at least once a week in 2018[2]. This is in contrast to the all-age-group average of 83%. For countries in the FACE project, this breaks down to, in alphabetical order: 98% to 87% in Belgium; 98% to 84% in Czech Republic; 99% to 94% in Denmark; 96% to 82% in France; 99% to 90% in Germany; 90% to 67% in Italy; 98% to 87% in Malta; 97% to 76% in Spain.

In Morocco[3], the National Agency for the Regulation of Telecommunications (ANRT) reports that 61% of Moroccans accessed the Internet daily in 2018[4]. ANRT data is not available by age group. However, a Morocco-based newspaper Les Eco suggests that Internet use among Moroccan minors was high[5]. In 2017, 60% of all Moroccan families had Internet access; and, children below the age of 15 regularly used the Internet in 50% of Moroccan families.

When it comes to cyberbullying itself, the lack of a common definition world-wide makes statistical analysis difficult. According to a report commissioned by the European Parliament (EUPARL), 66% of respondents[6] to a global 2011 survey conducted in 24 countries[7] "saw, read or heard something about cyberbullying behaviours"[8]. This data is not a direct measure of global cyberbullying rates. But, it indicates that people around the world know what cyberbullying is (broadly speaking) and recognise it as a problem.

2. https://appsso.eurostat.ec.europa.eu/nui/submitViewTableAction.do
3. FACE is a project funded by the European Union. The EU does not recognise the sovereignty of Morocco over Western Sahara. Whenever the country name "Morocco" appears in this report, it should be read to exclude Western Sahara.
4. https://www.anrt.ma/sites/default/files/publications/2018_t4_tb_internet.pdf
5. https://www.leseco.ma/economie/70166-acces-a-internet-le-maroc-au-dessus-de-la-moyenne-mondiale.html
6. Respondents in the US and Canada were aged 18-64. In other countries, they were 16-64 year-olds.
7. Argentina, Australia, Belgium, Brazil, Canada, China, France, Germany, Great Britain, Hungary, India, Indonesia, Italy, Japan, Mexico, Poland, Russia, Saudi Arabia, South Africa, South Korea, Spain, Sweden, Turkey, the United States of America.
8. https://www.leseco.ma/economie/70166-acces-a-internet-le-maroc-au-dessus-de-la-moyenne-mondiale.html

The EUPARL report provides more detailed data about cyberbullying rates within the EU based on two earlier studies — EU Kids Online (2010) and Net Children Go Mobile (2013-2014):

Table 1: The extent of bullying online in the EU.

	EU Kids Online	**Net Children Go Mobile**
Year of reference	Spring – Summer 2010	Winter 2013 – Spring 2014
Sample of children	25,142	3,500
Percentage of affected children	6%	12%
Age of children	9-16	9-16
Number of countries covered by the study	25	7
ICT channels covered by the study	All forms of internet and mobile technologies	Laptop, mobile phone, smartphones, Tablet, e-book readers, other handheld devices

EU Kids Online is based on interviews with 25,142 children aged 9-16 and their parents, in 25 European countries[9], conducted in 2010[10]. Of all the 9-16-year-olds interviewed, 6% have been bullied online. For EU countries in the FACE project[11], this is: 6% in Belgium; 8% in Czech Republic; 12% in Denmark; 7% in France; 5% in Germany; 2% in Italy; 4% in Spain. The report suggests that countries with high Internet-use tend to have either high- or some-risk of cyberbullying. Conversely lower-use countries tend to be lower risk. Worryingly, the report suggests that bullying is a vicious circle. Only 4% of children who never bullied others — either offline or online — were victims of cyberbullying. Conversely, 40% of online bullies were victims of cyberbullying. For offline bullies — 10% were victims of cyberbullying and 47% of offline bullying. In general, the rates of offline bullying were higher than cyberbullying in all the countries surveyed.

Net Children Go Mobile shows that the proportion of children experiencing cyberbullying has increased from 2010 to 2014 in all seven countries surveyed. This increase was: 6% to 7% in Belgium; 12% to 21% in Denmark; and, 2% to 6% in Italy. Based on this, it seems likely that cyberbullying rates also increased in the other FACE-project countries. In the same period, the overall rates of bullying (offline and online) have increased in some countries but decreased in others: 20% to 13% in Belgium, 25% to 39% in Denmark; and, 11% to 13% in Italy. While the proportion of cyberbullying to offline bullying increased in all 7 countries, the absolute rates of offline bullying fell dramatically in Belgium (14% to 6%), decreased slightly in Italy (9% to 7%) and increased in Denmark (13% to 18%).

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9. The countries in this study are not the EU-25 and include non-member states: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Lithuania, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Spain, Sweden, Turkey, United Kingdom.
10. http://eprints.lse.ac.uk/39351/1/EU_kids_online_final_report_%5BLSERO%5D.pdf
11. The study does not include Malta.

Still, more children fell victim to offline bullying than cyberbullying in all seven countries, except Denmark and the UK.

Compared to EU countries, there is a relative lack of statistics on cyberbullying in the Moroccan context. In 2012, the Microsoft Corporation commissioned a global study on online bullying among youth aged 8-17 in 25 countries[12], including Morocco. This study emphasises that "cyberbullying" is not a widely recognised term globally. Consequently, the survey asked the respondent about "a range of online activities that some may consider to be online bullying." The survey found that 98% of Moroccan youth admit to being bullied online or offline, 40% to being bullied online specifically and 93% offline — "the seventh highest rate of online bullying among the twenty-five countries surveyed."

In sum, it is evident that cyberbullying is an ever-increasing issue among minors. The effects of it are felt amongst the whole of society. As such, it is vital that local authorities and stakeholders take concrete action to combat it. Particularly local authorities can hold the power to make concrete change when it comes to this issue. With the interest of the local community in mind, local authorities should be at the forefront of the fight against cyberbullying.

12. Argentina, Australia, Brazil, Canada, China, Czech Republic, Egypt, France, Germany, India, Italy, Japan, Malaysia, Morocco, Norway, Pakistan, Poland, Qatar, Russia, Spain, Singapore, Turkey, United Arab Emirates, U.K. and the U.S.

Existing legal framework

There is currently no unified legal framework for approaching cyberbullying. This report summarises the existing legislative framework at four different levels applicable to this project — the UN; the EU; Council of Europe[13]; and state or local legislation.

2.1. Approaches to Cyberbullying at the UN

On the most fundamental level, The United Nations Convention on the Rights of the Child (UNCRC) establishes that children have the right to be protected from all forms of violence[14]. Particularly Article 19 affirms that states:

1. Must "take all appropriate...measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child."
2. "Such protective measures should, as appropriate, include effective procedures for the establishment of social programs to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement."

These points establish the fundamental principles for child-protection legislation in all UN Member States, apart from the US who have not ratified the convention.

Building on these principles, the UN General Assembly adopted the non-binding Protecting children from bullying resolution in 2014.[15]

12. Morocco is not a member of neither body.
13. https://www.unicef.org/child-rights-convention/convention-text
14. https://www.un.org/ga/search/view_doc.asp?symbol=A/RES/69/158
15. https://www.un.org/ga/search/view_doc.asp?symbol=A/RES/69/158

This resolution explicitly recognizes "that bullying, including cyberbullying, can be expressed through violence and aggression and that bullying in any form can have a negative impact on the rights of children and their well-being." In addition it calls on Member States "to prevent and eliminate bullying among children" and to take all appropriate measures to prevent and protect children from all forms of bullying. To date, this resolution is the only UN-level agreement to reference "cyberbullying" explicitly.

2.2. Cyberbullying legislation in the European Union

Legislation of the European Union (EU) sets binding minimum standards for all participating countries of the FACE project, except Morocco. Currently, there are no EU directives that explicitly reference cyberbullying. But, three EU directives apply to cyberbullying indirectly:

1. **Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012** mandates the establishment of special legal procedures protecting children from undue stress and other harmful impact during legal proceedings.

2. **Directive 2011/93/EU of the European Parliament and of the Council of 13 December 2011** establishes concrete standards that member states must adopt to protect children from sexual harm online. Although not mentioned explicitly, any cyberbullying activities involving sexual exploitation and pornography of minors, for example posting naked and/or pornographic images of someone on social media, fall under this directive.

3. **Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016** obliges member states to crate "specific protection with regard to" minors' "personal data, as they may be less aware of the risks, consequences and safeguards concerned and their rights in relation to the processing of personal data." In addition, this regulation obliges member states to promote cyber literacy among minors.

Alongside binding legislation, the EU has set up a framework to encourage debate and further legislation about cyberbullying. To learn more about EU's cybercrime and cyberbullying policy, click **here**.

2.3. Binding instruments of the Council of Europe

Council of Europe (CoE) is a regional human-rights organisation, whose members are bound by obligations arising from the **European Convention on Human Rights.**

All the states involved in the FACE-project except Morocco are members of CoE. While CoE's decisions are not binding on Morocco, CoE legislation has relevance for this country within the existing framework of **Morocco-CoE cooperation.** Specifically, Morocco had **ratified** the **2001 Budapest Convention on Cybercrime** and has recently **acceded** to the to the **2018 Convention for the Protection of Individuals with Regard to the Processing of Personal Data.**

CoE's Strategy on the Rights of the Child for 2016-2021 acknowledges that the Internet exposes children to harmful content, privacy/data protection issues and other risks, including excessive exposure to sexualized images. Recognising cyberbullying as a problem, CoE affirms that children's own conduct online may harm others and represent a risk to them.While this strategy is not binding, it draws on binding instruments in formulating its approach to cyberbullying:

1.Article 17 (a) of the **1996 revised version of the 1961 European Social Charter** establishes that the State Parties should undertake all appropriate and necessary measures designed to ensure the protection of children against negligence, violence or exploitation. This applies to bullying and cyberbullying, because they have been recognized as forms of violence.

2. The **2001 Budapest Convention on Cybercrime** and its **Additional Protocol** aim to create a pan-European criminal approach against cybercrime by adopting appropriate legislation and fostering international co-operation. This convention applies to cyberbullying behaviours that constitute a crime, such as the dissemination of child pornography online/via social media.

3. The **1981 Convention for the Protection of Individuals Regarding Automatic Processing of Personal Data** is the first binding international instrument that protects the individual against risks associated with the collection and processing of personal data. This convention applies cyberbullying cases involving illegal use of the victim's data.

4. The **2007 Convention on Protection of Children against Sexual Exploitation and Sexual Abuse** establishes various forms of sexual abuse of children as criminal offences. Interestingly it requires State parties to the convention to establish telephone and Internet helplines for children. In addition, Article 23 requires States to criminalize acts of solicitation of children for sexual purposes through communication technologies. The last point is relevant for cyberbullying, e.g. sexting, sextortion.

2.4. Relevant State-level legislation

In the absence of a uniform framework for incorporating existing binding obligations arising from international law into state law, the legal approach to cyber bullying differs considerably among the states participating in the FACE project. One trend that is common to the majority of the project focus countries is the general inability of legislation to match the rapid speed of technological change and shifting social trends of Internet use.

More specifically, these states can be grouped in two categories:
1. The majority of states criminalise some types of illegal cyberbullying activities, such as stalking and misuse of personal data online, through legislation that is not specific to cyberbullying and, usually, does not feature the term 'cyberbullying': Belgium, the Czech Republic, Denmark, Germany, Malta, Morocco and Spain.
2. In addition to general legislation in #1, France and Italy have cyberbullying-specific laws

Both France and Italy incorporated "cyberbullying" into law relatively recently.

France recognised cyberbullying as an "offence" in relation to gender and sexuality-based harassment in August 2014 (**Law 2014-704**).[16] By clarifying the legal competencies of the police and gendarmerie, this law provides these agencies with all the necessary tools to investigate, handle and prosecute complaints quicker and more efficiently than before. In turn, this ensures that victims of cyberbullying receive assistance in a timely manner.

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16. The law and the definition of cyberbullying ["cyber harcèlement"] are not specific to children.

The Italian Parliament approved a more-comprehensive law (N. 3139-B) on the protection of minors from "the phenomena of bullying and cyberbullying", which is in line with the recommendations of international experts. Alongside setting penalties for the perpetrator of cyberbullying, this law mandates the creation of the following safeguarding mechanisms: educational services for teaching minors about online dangers and how to mitigate them; a transparent system for minors to report cyberbullying or any other misuse of their data by others. Internet stakeholders must remove reported content within 48h. If this does not happen, the victim has recourse to an independent government adjudicator.

9 recommendations based on case studies

These recommendations have been derived from 9 different case studies which display good practice in the realm of combatting cyberbullying, each from one of the FACE project focus countries. We aim to inspire local authorities and stakeholders with these case studies and to encourage new initiatives through these recommendations.

1. **KaBaal Children's Magazine - Belgium**

The City of Leuven local council in Belgium launched a children's branch of its organisation, called KaBaal. The aim of KaBaal is to encourage the children of Leuven to discuss and explore current issues. One way in which KaBaal achieves this is through a quarterly magazine, which is distributed to all primary schools (ages 9 – 12) in Leuven and which is made in collaboration with children, teachers, experts and journalists. The magazine prides itself on its children's editors and is also available online for everyone to read. The third issue of KaBaal magazine, published in March 2019, explored bullying and cyberbullying. The issue had editorial pieces about how children could get involved in the Flemish Week Against Bullying (February 22 – March 1), two interviews conducted by some of the children's editors: one with anti-bullying NGO worker and another with two employees from the Leuven city council discussing cyberbullying, and what we can do to combat it.

The outcome of the initiative was a well-designed magazine that took a fun approach to a serious topic, making it easier for children to understand cyberbullying, and how to fight it. It also directly worked with two groups of children in making this content, allowing these children to talk to cyberbullying experts first hand. Because of good links with schools, all children in Leuven from the ages of 9 – 12 had access to this magazine.

To learn more, **click here**.

- **Recommendation**: *Support initiatives which allow minors to discuss and explore the issue of cyberbullying on a peer-to-peer basis*

2. E-Bezpečí Educational Project — Czech Republic

Palacký University Olomouc launched the government-accredited educational project E-Bezpečí, in cooperation with primary, middle and high schools, as well as a variety of Czech government ministries. The main aim of the E-Bezpečí project is a comprehensive and holistic solution to online safety through the prevention of, education about, research into and intervention connected with risky behaviour on the Internet and related phenomena. The core of the project is educational activities with key target groups — lectures, workshops and other preventive educational events. To engage the students, workshops incorporate multimedia elements, like PowerPoint presentations and video screenings. These workshops are either implemented during school lessons or as part of extracurricular activities. Under the principles of active learning, children are actively involved. They perform different tasks, like creating a defence strategy against the risks associated with the Internet, learning how to spot fake profiles and potential Internet attackers, and protecting their own privacy. About 6,500 pupils and students pass through E-Bezpečí project training (150-200 training events per year) each year.

Another part of the E-Bezpečí project is an online counselling centre that provides free anonymous counselling to anyone who has been targeted on the Internet and/or via mobile phones. In cases of criminal or otherwise illegal cyber activity, E-Bezpečí passes the case to the Department of Cybercrime of the Regional Police Headquarters of the Olomouc Region, resulting in a successful partnership between stakeholders. Victims of cyberbullying, online crimes or any other hurtful, threatening, dangerous online behaviour can submit their complaint on https://poradna.e-bezpeci.cz. This service is supported by the police, Statutory cities of Olomouc and Ostrava, the Safety Line and the Ministry of the Interior of the Czech Republic. From 2010 — 2015, more than 1,200 cases related to misuse of the Internet were solved, 166 of them by the police. Around 480 (40%) of all cases related to cyberbullying or other unsavoury behaviour among minors.

To learn more, **click here.**

- *Recommendation: Partner with all relevant stakeholders, such as the state, law enforcement, university and regional actors for an effective holistic approach to combatting cyberbullying, sustainable in the long term.*

3. Børns Vilkår and the Anti-Bullying Alliance - Denmark

Danish organisation Børns Vilkår is part of the Anti-Bullying Alliance and conducts work in the country to give advice and provide tools to children, parents and youth workers. Their main goal is to explain to children their rights and support those in vulnerable positions. One of their focus areas is bullying and online manipulation. They provide support in this area by supplying minors the tools to communicate with experts about the many issues related to bullying and cyberbullying. One of the main support tools used by Børns Vilkår is a phone line for children. Through this service children can receive advice, counselling or simply find a listening ear. Through the phone calls the organisation collects first-hand data, which is then used by experts to produce recommendations. In 2018, approximately 50,000 children and adolescents received counselling through the children's phone. During this year, Børns Vilkår reached more than 115,000 followers on social media and had more than 880,000 visits on its website.

It is important to note that in Denmark there are no state-wide policies on cyberbullying. Charity-based initiatives address the matter instead. As such, it is vital that local authorities support initiatives like Børns Vilkår, as it is one of the few sources of support for victims of cyberbullying.

To learn more, **click here**.

- *Recommendation: Local authorities should facilitate and support services offered by charities dealing directly with cyberbullying by financing such initiatives through donations and by raising awareness about them*

4. ProTect, Developed by the Gendarmerie of Yvelines - France

Gendarmerie of Yvelines, Île-de-France, in collaboration with the association e-Enfance, the National Education ministry of France, the Departmental Council, the Inter-ministerial Committee for the Prevention of Crime and Radicalisation, created an application called ProTect. The aim of the application is to raise awareness amongst teenagers about the risks of the Internet, including cyberbullying. This application's format is an educational game. This application is still in early stages of development. During the second semester of 2019, it was tested by sixth-grade students at 6 schools in urban, sub-urban and rural areas. During the testing workshops, these students played on the app in teams. Their task was to support the avatar of a school student to orient in the digital environment, to learn how to avoid the risks of the web for teenagers.

The main aim of ProTect is to talk about cyberbullying in an interactive way. The app was created in response to the increase in criminal investigations into cyberstalking. Protect aims to provide more modern and flexible tools for fighting cyberbullying than those that already exist. This initiative received the Prevention Award in June 2019 from the National Gendarmerie.

To lean more, **click here**.

- *Recommendation: Develop interactive methods of engaging with minors to understand the specificities of cyberbullying, how to combat and to raise awareness about it effectively*

5. Fatebenefratelli Hospital's Children's Home of Milan - Italy

The Fatebenefratelli Hospital's Children's Home of Milan offers a unique service at its multidisciplinary centre: treatment of adolescent discomfort, specifically in cases of bullying and cyber-bullying. The centre intervenes in cases of both victims and bullies, looking to treat the feelings of guilt and low self-esteem in victims and feelings of rage and aggression in bullies. The treatment involves techniques such as pet therapy, art therapy, Krav Maga, and oral provocation tests in a protected environment.

In October 2015 the centre signed an agreement with MIUR (Minister of Public Education) to create a research centre for the prevention of cyberbullying and became part of Italy's Safer Internet Centre's Advisory Board. The centre treats around 1030 minors a year with a high rate of success.

To learn more, **click here**.

- ***Recommendation****: Governmental authorities, especially at regional and national level, and other stakeholders should encourage and finance the diffusion of specialised units in hospitals to assess the problem of cyberbullying from a healthcare perspective.*

6. Supportline 179 – Malta

Aġenzija Appoġġ, the support agency of the Maltese government, has been running Supportline 179 for over 70 years . Supportline 179 is a national helpline which offers support and information about local social welfare services and other agencies, and a referral service to callers who require support. Over the last 20 years, Supportline 179 received over a quarter of a million genuine calls.

Cyberbullying is one of the wide range of issues Supportline 179 covers. People can reach Supportline 179 either by dialling 179 (free) or by sending an email to 179.appogg@gov.mt. When someone contacts the support line they are supported and guided according to the needs and specificities of the case. Supportline 179 listens to the caller's concerns and directs them to relevant help when needed.

Supportline 179 also handles all calls received through the EU Emotional Support Helpline 116 123 and EU Child Helpline 116 111 in Malta. The EU Emotional Support Helpline 116 123 offers emotional support to callers suffering from loneliness, those who find themselves in a state of psychological crises, and those who require emotional support due to other concerns. The EU Child Helpline 116 111 offers help and support for children and young people. The services enables children and young people to find solutions to their problems and links them to others services and resources. The service is available to all local and foreign citizens in Malta.

The aim is to have one international number as directed by the European Commission, recognisable in all EU member states, available for all European citizens. With the integration of the two EU support line numbers, Supportline 179 acts as a hub for callers who are looking for support and help in difficult situations. For victims of cyberbullying, it offers a space to talk to someone anonymously and also receive relevant guidance and help.

To learn more, **click here**.

- ***Recommendation***: *Foster cross-country collaboration between authoritative bodies to allow for a robust and effective support network for victims of cyberbullying.*

7. Tutoría Entre Iguales (TEI) Program — Spain

The TEI program, or the "Tutoría Entre Iguales" is a school-based initiative of peer tutoring. The program is based on institutional intervention which utilize both the rescourses of schools and their local communities (including, but not limited to teachers, students, and their families). Information is disseminated by TEI staff , specialized education professionals who develop and implement the programs. The main aim of the initiative is to improve the environment within schools and to promote a positive coexistence between students through developing problem-solving strategies and establishing a culture of zero tolerance for violence within all schools. This is accomplished through a system of peer tutors. Older students become tutors of their younger peers, providing assistance and encouragement to create a community of peaceful coexistence between students of all ages. This program is designed for secondary education students.

A study conducted in December 2018 determined that there was a significant reduction in peer victimization, bullying behaviour, fighting, cyberbullying, and cyber victimization within the examined experimental group post-intervention implementation. Additionally, significant improvement of the school's environment was evident.

Thus, the study concluded that the TEI program is effective in reducing bullying and cyberbullying habits while simultaneously improving the school's environment. Enhanced emotional education and improved relations amongst peers are proven to assist in student's ability to detect, prevent, and intervene in situations of violence between students. The method of peer tutoring is effective in reducing all forms of violence within schools.

To learn more, **click here**.

- ***Recommendation***: *Launch initiatives which promote group cohesion, foster a friendly, respectable atmosphere among students of all ages and help create a positive school environment for all.*

8. Project Cybersouth of the European Union and the Cybercrime Programme Office (C-PROC) — Morocco

Project Cybersouth is an international cooperation effort to combat cybercrime within the Southern Neighbourhood Region (framed by the European Neighbourhood Policy of the EU). Specifically, the initial priority areas are Algeria, Jordan, Lebanon, Morocco and Tunisia. The overall objective of the program is to prevent and control cybercrime and other issues involving electronics while operating under standards of the rule of law in order to enhance international human rights. The project seeks to strengthen legislation and other institutional capacities to combat cybercrime. Objectives of the project include implementing national legislation to combat all forms of cybercrime and launching specialized services within public and private corporations in order to deal with this violence. It is important to note that in Morocco cyberbullying falls under the term of cybercrime. This is because there is an absence in the law when it comes to cyberbullying, and local authorities instead group it together with cybercrime. The C-PROC project deals with cybercrime as a whole, with one focuss being cyberbullying. At the moment, the project partners are talking about launching a vigilant organ on the internet which would also be used in cyberbullying cases.

Through the project judicial training is also conducted, to inform members on the status of the current cyber violence situation and educate about possible methods of dealing with these situations within the judicial framework, enhancing international cooperation in order to more effectively deal with these problems. Through the strong international cooperation, the project countries and partners are able to share information, tactics and tools on the topic of cybercrime, including cyberbullying.

- *Recommendation: Form and utilise international relations to strengthen local cyberbullying legislation and specialised services within public and private corporations*

9. Safer Internet DE, Klicksafe Youth Panels — Germany

Klicksafe is a sensitization campaign that promotes media literacy on the Internet and other new medias. It is part of Safer Internet DE, which is part of the European Union's Safer Internet Program and implements the CEF Telecom Program. Klicksafe is managed by the Rhineland-Palatinate State Office for Media and Communication (LMK) and the North Rhine-Westphalia State Institute for Media. Klicksafe promotes competent Internet use by teaching information and practical knowledge, addresses parents and educators as a key to reaching children and adolescents, and calls critical attention to Internet content that is unsuited for minors. They have also created Youth Panels that consist of students from several high schools in Germany. The students meet every two months to discuss relevant issues. They help represent how minors are using the Internet while becoming media "scouts" that help encourage safe practices in their age groups. The Youth Panel consists of high school students, while the Children's Panel has students aged 9 to 12. These younger students help expand the reach of Klicksafe. The Youth Panel creates publications that emphasize safe practices on the Internet, such as how to protect yourself from hackers and how to deal with cyberbullies. This booklet is available online and is encouraged to be printed for redistribution.

The Youth Panel also helped create the Cyberbullying First Aid app. This app directly addresses victims of cyberbullying and ensures that they will not feel alone.

The app offers emotional support, while showing the downloaders how to report and remove harmful content. Since it was developed by students, they were able to create eye-catching material that appeals to their peers directly. The app won the Enable Hackathon competition, hosted by Kapersky.Lab. It has over 5,000 downloads.

To learn more, **click here**.

- ***Recommendation****: Supply minors the tools they require to create effective strategies to combat cyberbullying and work closely with them to launch these initiatives*

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Co-funded by the
Erasmus+ Programme
of the European Union

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