European Crime Prevention Award (ECPA)

Annex I

Approved by the EUCPN Management Board in 2017

Please complete the template in English in compliance with the ECPA criteria contained in the Rules and procedures for awarding and presenting the European Crime Prevention Award (Par.2 §3).

General information

1. Please specify your country.

Bulgaria

2. Is this your country's ECPA entry or an additional project?

ECPA entry

3. What is the title of the project?

Cyberscout Program

4. Who is responsible for the project? Contact details.

Applied Research and Communications Fund (ARC Fund), coordinator of Bulgarian Safer Internet Centre

5 Alexandar Zhendov Str.

Sofia 1113

Bulgaria

5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)? If not, please provide the end date of the project.

Cyberscout program has started in 2015. The project is still running.

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

More information about the project can be found here:

https://www.safenet.bg/en/initiatives/173-cyberscouts-teams

7. Please give a **one page** description of the project (**Max. 600 words)**

Bulgarian Safer Internet Centre, coordinated by ARC Fund, has started Cyberscout training program on main risks in the Internet and proper ways to deal with them in 2015. Children aged 11-12 (in fifth grade) are trained in two days to be peer trainers and as Cyberscouts to transmit their knowledge to their peers. With the financial support of Telenor Bulgaria and partnership with Ministry of Interior Cyberscouts from 22 settlements are expected to be trained until the end of 2017.

The mission of Cyberscout program is to create a community of children and young people who demonstrate developing, responsible and safe online behavior and promote it among their peers. Certified Cyberscout is a trained student who:

1) **Gives an example** of safe and responsible online bahaviour to their peers.

2) **Advises** their peers on Internet related problems.

3) Organize and conduct **public activities** for their peers.

Training methodology is based on principles of *autonomy, learning by experience and leaning by co-experience.* During the first day of Cyberscout training children meet the challenges related to main online risks trough interactive methods in supporting environment, reflect on their experience and implement their new knowledge in each grade of their training. During the second day participating children use this knowledge to train for their role of Cyberscouts who advise peers, simulating various situations and are also prepared to organize public activities for their peers. Methodology is designed to develop children's teamwork skills and critical thinking.

Successfully trained Cyberscouts receive certificates and have the opportunity to form Cyberscout squads which can participate in a national competition for organizing and conducting public activities for peers along with the other certified children from other schools all over the country. A special jury assesses all the initiatives and the members of the squads who won the top three places receive their awards in a solemn ceremony which takes place annually on Safer Internet Day (at February) in Sofia.

Along the opportunity to participate in the competition the Cyberscout squads can also complete missions designed to develop their skills which they receive regularly through online channel. They can collect points for each completed mission (according to its difficulty and the quality of children's performance).

 All Bulgarian schools can apply for Cyberscout training but Bulgarian SIC considers schools with children from various ethnic origin and schools with children with disadvantages as a priority. Trainings are free for the children and the applying schools.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. How does the project contribute to crime prevention and/or to the reduction of crime or the fear of crime? (**Max. 150 words**)

Children aged 11-12 are taught to protect their personal data, how to check if an unknown person who contacts them is the one who they claim to be and how to react if the unknown person has bad intentions, how to react if they become a victim (or a witness) of cyber bulling or a criminal offense (hacker attack of their private account in social network, abuse with their personal data, online fraud).

Children are taught the most adequate ways to react as reporting and blocking, making screenshots to prove the crime, searching for help from adults and institutions. Children are taught how to report to Bulgarian Safer Internet Centre's Hotline (which has a close connection with Bulgarian Cybercrime Police) and how to contact a professional on Bulgarian SIC's Helpline where they can seek for advice and psychological support.

550 students aged 11-12 from 22 towns all over the country will be trained in Cyberscout program until the end of 2017.

During the second day of their training children are trained to be advisors and peer trainers and are encouraged to raise awareness about online risks and the proper ways for prevention and reaction among other children (through awareness initiatives, organized by Cyberscout squads within the national Cyberscouts competition). This is how the project raises awareness to as much children as it is possible.

9. How is the project contributing to raising citizens' awareness of crime prevention? (**Max. 150 words**)

Cyberscout program is focused on children because the finding from National representative surveys, conducted by Bulgarian SIC show that children become active Internet users from an early age which means that early development of digital and media literacy is much needed. While children do not receive knowledge on Internet Safety at school and they do not receive a proper parental support, there is an acute need for children to be taught about prevention from online risks and harms and also for development of children's digital and media skills.

Cyberscout program introduces children to main online risks (as hacker attack or other form of access to their personal data, contact with unknown person with bad intentions/scammer among the other risks) and to the proper ways for prevention and reaction (reporting, blocking, looking for help).

Children aged 11-12 were chosen because while they are not expected to be social network users yet (as minimum age for registration is 13) we should

work about prevention preparing them about the existing risks *before* they can make their own accounts. Also children at this age have not yet adopted certain patterns of online behavior, which makes them a suitable target group for training on online safety.

II. **The project shall have been evaluated and have achieved most or all of its objectives.**[1]

10. What was the reason for setting up the project? What problem(s) did it aim to tackle?

Findings from national representative researches conducted by Bulgarian SIC (in 2010 and 2016) show that children become active Internet users from an early age, which supposes to star their teaching early. As children do not receive the necessary knowledge about online safety from school and parental support is insufficient, young people are exposed to various risks as abuse with their private data, contacts with malicious strangers, frauds and blackmails. Therefore, there is an acute need to provide to children knowledge about online risks, the proper ways for prevention and reaction and develop their digital and media skills (as verifying the authenticity of information, critical thinking, social skills) which can help children to protect themselves.

11. Was the context analysed **before** the project was initiated? How, and by whom? Which data were used? (**Max. 150 words**)

The contect was carefully analysed before the project was initiated in 2015 as findings from Bulgarian national representative research conducted by ARC Fund (coordinator of Bulgarian SIC) and partners as part of European-wide survey condicted by the research network *EU kids online.* Before the third year of Cyberscout program was initiated (2016) the context was analysed again according to new findings from National represetative survey conducted by ARC Fund and Market Links sociological agency.
Data from both surveys reveal that the age at which children go online is steadily decreasing. The average age of the first use is now 8, while in 2010, it was 9. 97% of Bulgarian children aged 9-17 use the Internet in 2016 and 86% of them are social network users.

12. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

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[1] For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): http://www.eucpn.org/library/results.asp?category=32&pubdate

The training purpose is to provide knowledge about the ways for prevention and reaction to problematic situations online and develop children's digital and media literacy as well as form attitude for safe and responsible Internet use. It can be achieved through creating a community of children and young people all over the country who demonstrate developing, responsible and safe online behavior and promote it to their peers.

Certified Cyberscout is a trained student who: 1) Gives their peers an example for safe and responsible online behavior. 2) Advises their peers for Internet related problems (but does not solve the problems by themselves) 3) Organize and conduct public activities and events to raise awareness among their peers.

13. Did you build in internal goals to measure the performance of the project? If so, please describe at what stage of the project and how you measured whether the project was moving in the planned direction. (**Max. 150 words**)

Measuring the performance of the project is carried out via input and output questionnaires (which are identical) which children are asked to fill in in the beginning and in the end of their training. The questionnaire includes questions about online safety issues (knowledge) and questions about children's attitude to safe and responsible Internet use.

Progress has been measured in both areas and it is particularly notable in terms of knowledge about online safety issues - 25%.

14. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what where the main results? (**max. 300 words**) - *for more information on process evaluation, see EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A*

The process is evaluated on a regular basis (internal evaluation) through team reflection after each training and by collecting objective data on the knowledge and attitudes of children from input and output polls (completed at the beginning and at the end of the training). The data are collected and summarized as the results of the two surveys are compared to determine the progress of the children as a result of the training.

15. Has there been an <u>outcome or impact evaluation</u>? Who conducted the evaluation (internally or externally?), which data and evaluation method where used and what were the main results? (**Max. 300 words**) *- for more information on outcome or impact evaluation, see EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A*

We have an impact assessment based on measurable indicators. At the beginning of each training, the children receive an anonymous input questionnaire, and after the end of training they receive a questionnaire again (also anonymous) that is completely identical to the input. The aim is to compare the initial and output results of the survey to measure the extent of the impact of learning on the knowledge of online safety and on the attitudes of children.
All children show progress in terms of their knowledge and attitude after training. With regard to the knowledge of the trained children in the first half of 2017, we have a median progress of 25% (the highest is the progress in recognizing potential pedophile trickery - 39%), which is important regarding the seriousness of the risk).

III. **The project shall, as far as possible, be innovative, involving new methods or new approaches.**

16. How is the project innovative in its methods and/or approaches? (**Max. 150 words**)

The Cyberscout training is based on an innovative methodology developed by the Bulgarian SIC's experts and based on the following principles:
Principle of autonomy. At each step of the training and in the next stages of the program, Cyberscouts have the full sense that their participation is voluntary and meaningful. Each of them has the right to refuse inclusion and is allowed to self-express themselves during each of the modules. Their decisions, opinions and suggestions are significant and contribute to the unique development of training and the formation of the physical environment around them.
The Principle of Learning by Experience. Cyberscout training is an episode of children's lives in which they can apply their current knowledge and experience during modules, reflect on their experiences and apply the lessons they have already learned in the next and more challenging learning modules. This process is made possible by the creation of a supportive educational environment, the use of interactive methods and the adaptation to group dynamics by trainers.
Principle of learning by co-experience. Cyberscout trainees have fun with children and learn together with them. Instead of transferring knowledge, they engage children in a series of games, fun and challenges. They close the circle of the group, set the tone and boundaries of the experience and embark on adventure with enthusiasm.

IV. **The project shall be based on cooperation between partners, where possible.**

18. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

> Telenor Bulgaria has been a partner of Bulgarian SIC on the Cyberscout program since the very beginning of the project by supporting financially the trainings so as to be free for schools and for the children themselves as end users. In addition, the company is already recruiting volunteers who wish to join as trainers after they have been trained on the Cyberscout model and certified by Bulgarian SIC's experts.
>
> The Cyber Crime Unit of the General Directorate for Combating Organized Crime in the Ministry of Interior has also been supporting the Cyberscout program since its inception. Representatives of the Directorate participate in the jury for the national competition, as well as a representative of the Directorate hands the awards and diplomas for the top three best presented Cyberscouts each year at a solemn ceremony on Safer Internet Day.

V. **The project shall be capable of replication in other Member States.**

19. How and by whom is the project funded? (**Max. 150 words**)

> Bulgarian SIC is funded by European Commission which ensures 50% of the funding, including costs for Cyberscout program. Telenor Bulgaria has been a partner of Bulgarian SIC on the Cyberscout program since the very beginning of the project and also supports financially the trainings so as to be free for schools and for the children themselves as end users.

20. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

> Costs for one training: 1 099 euro (2150 Bulgarian leva)
> Staff costs: 184 euro (360 leva – 3 trainees for 12 hours for 5.11 euro/10 per hour).
> Accommodation: 214.74 euro (420 leva – two nights for three trainees 35.79 euro/70 leva per night.).
> Transport costs: 61.35 euro (120 leva)
> Catering: 562.42 euro (1 100 leva)
> Materials: 76.69 euro (150 leva).
> Until the end of the third season of Cyberscout program a total of 22 trainings will provided (for 2015-2018)
> Total costs: 24 184 euro (47300 leva for 22 trainings).

21. Has a cost-benefit analysis been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

The Cyberscout program is not aimed at financial benefits but in a positive impact on the social environment.

22. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

Methodology needs to be translated in the official language of the Member State and if it is necessary to be adapted to the local context (e. g. regarding which one is the most popular social network among children in that country).

23. How is the project relevant for other Member States? Please explain the European dimension of your project.

Data collected from European-wide surveys show that children in all EU countries are becoming Internet users from an early age. At the same time, development of digital and media literacy is not yet integrated in educational system in most of the EU countries. Realizing the importance of early development of digital and media skills UN Committee on the Rights of the Child tasked each member state to include digital literacy in their school curricula (Committee on the Rights of the Child, 2014).

On the other hand, parental mediation is insufficient because many European parents do not feel competent enough to guide their children in digital environment and accept that children are even more aware about digital technologies than themselves.

Therefore, trainings of children on online safety are needed all over the EU as they can contribute early development of digital skills and also can be used as good practices for further including of digital and media literacy in school curricula in EU Member States.

Please provide a short general description of the project (abstract for inclusion in the conference booklet – **max. 150 words**).

Cyberscout program is two-day training on online safety for children in fifth grade (aged 11-12). The training uses an interactive methodology developed by experts of Bulgarian SIC, which has been upgraded regularly. The children are also trained for peer trainers using the peer-to-peer method, so that the knowledge can reach as many children as possible.

All eligible schools across the country can apply for Cyberscout training. The

training is free of charge for the trained children and for the school, which provides a bail for such training.

The mission of the Cyberscout program is to create a community of children and young people all over Bulgaria who demonstrate responsible and safe online behaviour and promote it among their peers. Certified Cyberscout is a trained student who:

1) Provides an example of safe and responsible online behaviour to their peers.

2) Advise their peers to a problem on the Internet.

3) Organizes and conducts public activities aimed at their peers.

The training methodology is based on the principles of autonomy, learning by experience and learning through co-experience. The successful cyber-learning students have been awarded a certificate and have the opportunity to participate in a competition with trained students from other settlements and schools in preparing and conducting peer-focused activities. Cyberscouts can form squads to conduct their own initiative. A special jury defines the three best activities and the students taking part in them are awarded at a solemn ceremony in Sofia on Safer Internet Day in February each year. Parallel to the competition, teams are given the opportunity to participate in monthly missions to develop their Cybersout skills.