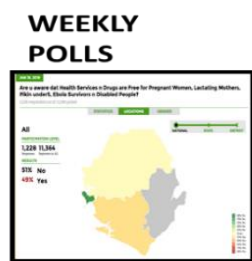


U-Report Chatbots: Violence Against Children, GBV Safeguarding bot, Online Child Exploitation and Abuse and Mental Health.

Introduction

U-Report is a messaging platform for adolescent, youth and community participation. It's a key tool to share information, raise awareness, and collect quantifiable data on specific areas that impact children, including the most vulnerable.

U-Report can be used in different ways to deliver on **development**, **humanitarian** and **advocacy** priorities



Template
Dashboard
/ website



U-Partners
Partner case
management
White label: CasePro



Rapid Pro
Machine
automated
responses



Connecting young
people physically
to take an Action

What are chatbots?

Chatbots are automated responses and messages and on U-Report Uganda, we have created various information bots designed to educate, raise awareness, and share information on where to seek services to our users. The bots can be accessed via SMS and WhatsApp U-Report channels by texting the trigger word **MENU**.

1. Violence Against Children information flow

The content here was adopted from the Reporting, Tracking Referral and Response (RTRR) learner's booklet. We sub divide the lessons into two parts that are easy and short for users to go through that is

- What is Violence Against Children
- Safety Tips Against Violence

At the end of the topics, we link users to the GBV Safeguarding chatbot that gives them information on where to seek help incase of violence and we also refer users to Uganda Child Helpline, SAUTI 116 where they can report cases of violence.

Chatbot content

Topic 1: What is Violence Against Children?
<p>Hey there, thank you for choosing to learn about Violence Against Children. Let us start by understanding what Violence is.</p>
<p>Violence means all forms of physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse.</p> <p>There are different forms of violence, type 1 to find out what they are.</p>
<p>1. Physical violence means causing bodily harm by using force such as slapping, kicking, beating, caning, scratching, biting and burning.</p> <p>Type 1 for more.</p>
<p>2. Psychological or emotional violence is when someone causes harm emotionally and mentally. This happens when someone threatens, blames, undermines and degrades another person, often with their words, but sometimes with their actions.</p> <p>Every person has the right to be treated with kindness, be loved and cared for!</p> <p>Type 1 to go to the next type of violence.</p>
<p>3. Sexual violence is when someone touches another person without their consent (permission) in a way that makes you feel uncomfortable. This could be on your private parts, or any other part of your body, in a sexual manner.</p> <p>No one should forcefully touch you in a way that makes you feel uncomfortable. Also, no one should force you to touch them or have sex with them.</p> <p>Type 1 for the last type of violence.</p>
<p>4. Neglect and negligent behavior: Every learner has a right to food, water, proper clothes and shelter. When a child is not cared for and not protected from danger, it means that child is neglected.</p>
<p>Type 1 to find out what we can do to protect ourselves from violence!</p>
<p>1. Speak Up!</p> <p>Make an alarm and run for help – never keep quiet. Try to stop violence by shouting “NO!” to the one who tries to harm you and immediately run for help and talk to someone you trust.</p> <p>2. Speak Out!</p> <p>Seek help and talk to someone you trust like senior teachers, school counsellor, family and friends. Let them know if you are a victim of violence or witnessed violence.</p> <p>3. Call Uganda Child Helpline 116!</p> <p>Get help from authorities who are trained to protect you. When you call let them know everything that happened. For them to act, you need to be honest with them.</p>
<p>Well done for learning about this important topic! Stay tuned for more.</p>
<p>That's it for the first lesson on Violence Against Children, send Y if you learned something new or N if you didn't!</p>

Thanks for sharing your feedback. Check back soon for more!

Don't forget, type SAUTI at any time when chatting to U-Report for information on services that can help you with these issues, or call SAUTI on 116 for FREE for confidential support on any case of abuse or violence against minors.

Counsellors are available 24/7 to help you and will make sure trusted partners closest to you get you the help you need.

Topic 2: Safety Tips against Violence

Hey there, we have some safety tips for you and your friends, reply 1 to learn more or 2 to return to main menu

Tip 1: No one should touch you in any way that makes you uncomfortable. It is my body!

Tip 2: No one should touch your private parts, except for medical reasons, like when a doctor or a nurse want to check if you are sick.

Tip 3: No one should ask you to touch their private parts.

Type 1 to learn more

Tip 4: No one should make you feel ashamed of your body.

Tip 5: Any bad touch must never ever be a secret. No one should scare you into keeping a secret.

Tip 6: You should not move alone where there are no people. Always bring a friend along

Tip 7: Do not go to a teacher's or another adult's house alone, go with someone if you need to.

Type 1 to learn more

Tip 8: Call your friends or family members if you do not feel safe in a place. If you can, move to a place that you know and feel safe in.

Tip 9: If you have a problem you must tell an adult or someone you trust.

Tip 10: It is never too late to get help.

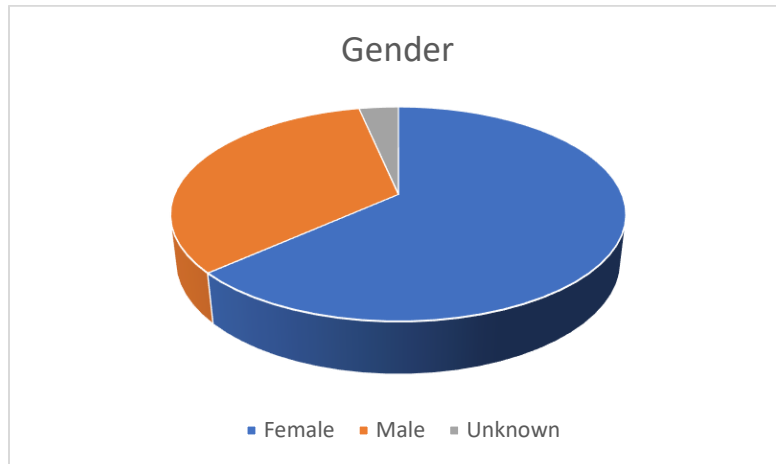
That is it for this lesson on Violence! Do you have more questions? Call SAUTI on 116 for FREE for confidential support on any case of abuse or violence against minors.

Counselors are available 24/7 to help you and will make sure trusted partners closest to you get you the help you need.

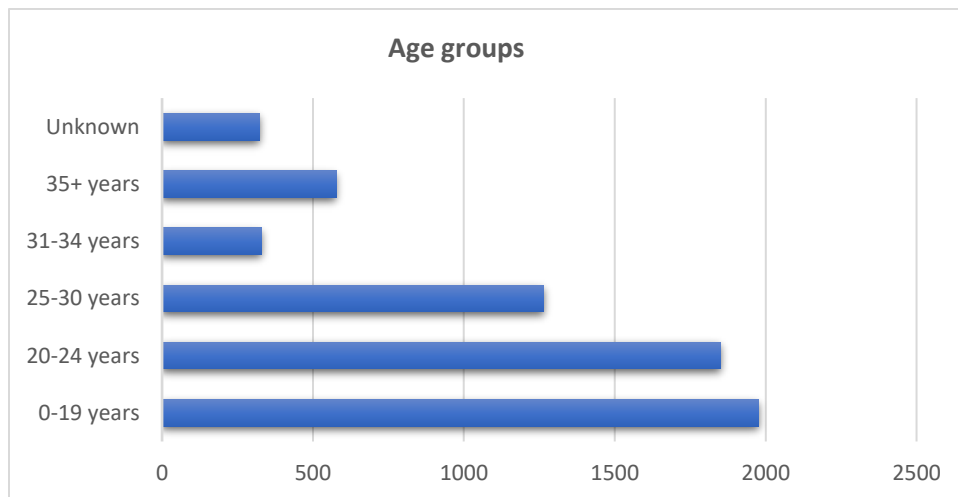
Total users reached in 2022 = **6,330**

Gender:

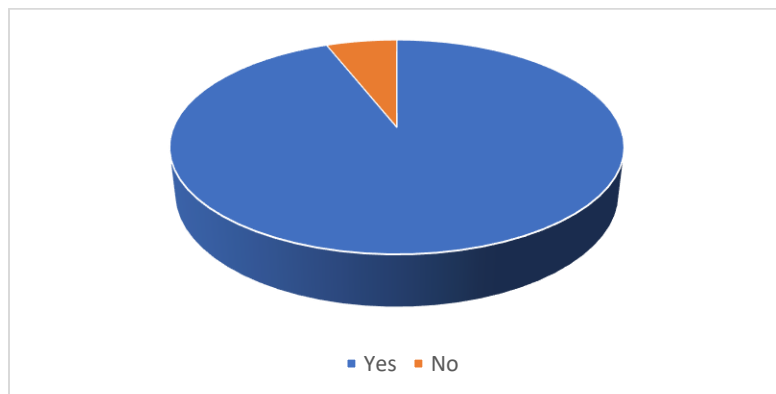
Gender	U-Reporters
Female	4012
Male	2107
Unknown	211
Total	6330



Age: Users 0-19 years accessed the chatbot most.



Feedback from users: We asked users if they found the information share useful and 94% said Yes it was.

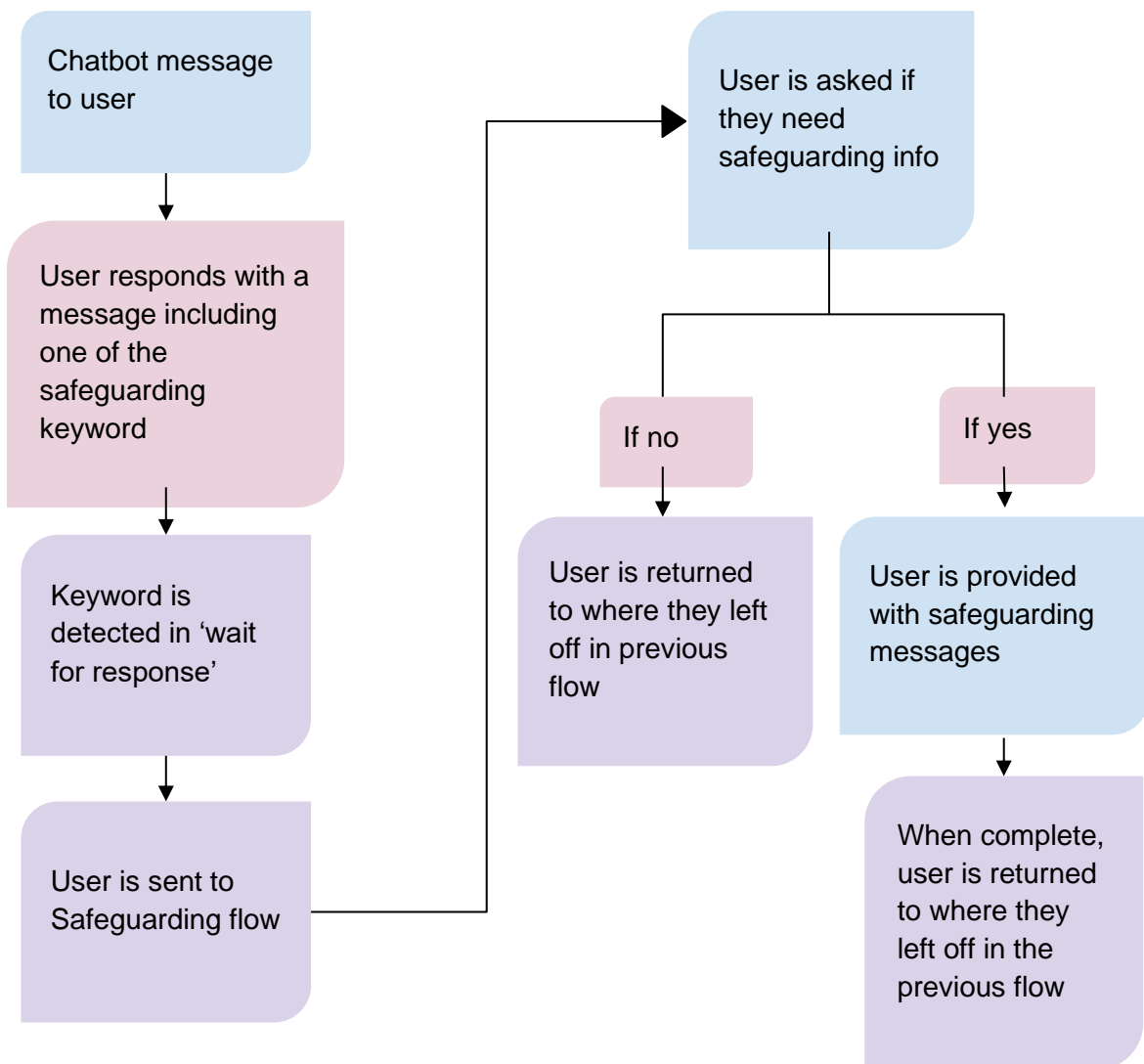


2. Safeguarding chatbot

The safeguarding chatbot provides improved automated detection, response & referral to users who are seeking help via U-Report on SMS or other digital channels. It reduced the number of referrals that need answering via U-Partners by the Child Helpline, and give users the power to reach out to appropriate organizations themselves via the correct channels.

Through this chatbot, we have reduced the waiting time to receive a response, accountability on receiving a follow up has been improved and we have increased information of partners who are handling GBV/VAC cases. We provide information on the following service providers:

- SAUTI Child Helpline
- Gender Based Violence Child and Family Protection Unit (CFPU) Police Hotline 0800 199 195: for any case of violence against women or girls, such as rape or sexual abuse.
- Refugee Hotline – 0800323232: for refugee hosting districts only

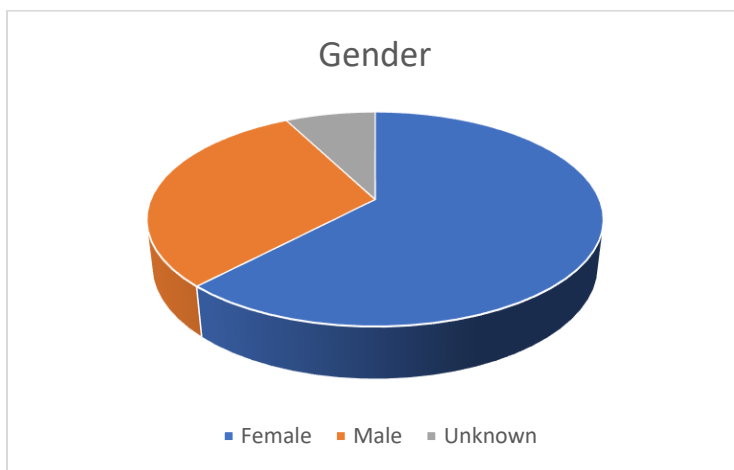


Total users reached in 2022 = **4,304**

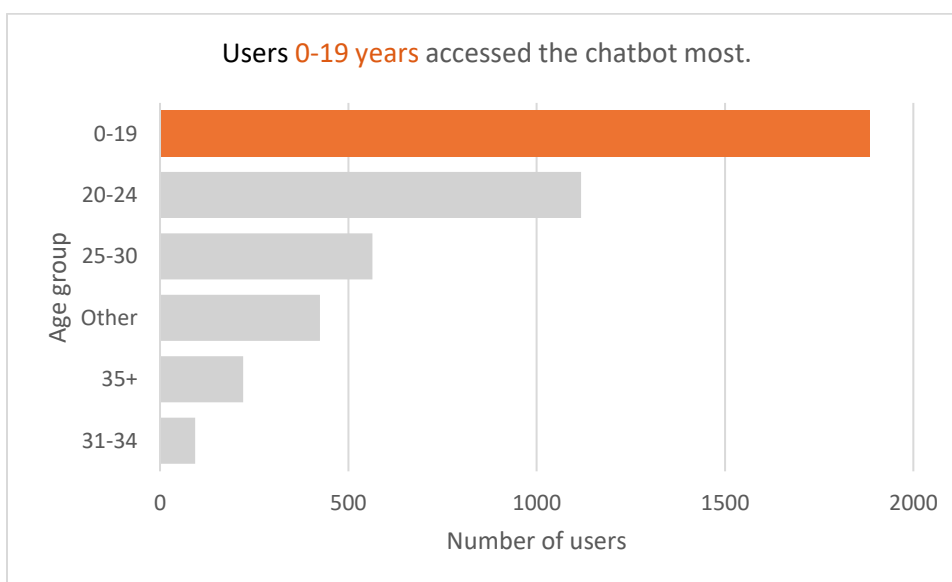
Migrants, displaced people, and refugees: **360**

Gender: 62% = Male, 30% = Female and Unknown = 8%

Gender	U-Reporters
Female	1305
Male	2671
Unknown	328
Total	4,304



Age groups



3. Online Child Sexual Exploitation and Abuse

The internet offers advantages in the areas of learning and interaction for children. Despite its advantages, children and adolescents using the internet face risks due to their vulnerable nature. There are cyber-criminals that are increasingly targeting vulnerable children with malicious intent and damaging interactions towards sexual grooming and exploitation.

The internet is not the safest place for every young person, and they need to be educated on Online Child Exploitation and Abuse (OCSEA), informed on how to keep safe while online and guided on where they can seek help.

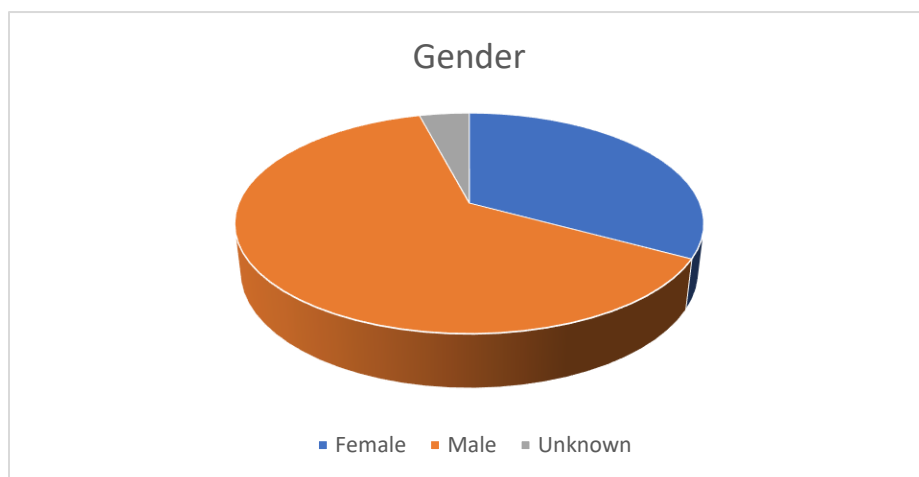
To respond to this need U-Report Uganda in collaboration with the Uganda Child Helpline and the technical support of UNICEF Child Protection team developed a chatbot on OCSEA. The Information chatbot can be accessed by all young people (U-Reporters and those not yet registered) by simply texting MENU to 8500. Below is a summary of the chatbot:

No.	Message
1	Online Child Sexual Exploitation and Abuse (OCSEA) is a practice where children are attracted by fellow children or adults who pretend to be children into sharing through the internet pictures of themselves naked or in a sexual act or what appears to be a sexual act.
2	OCSEA includes: 1. Sending or posting sexually explicit images of children 2. Taking part in sexual activities via web com, the internet or smart phones 3. Having sexual conversations by texting online 4. Abusers sometimes threaten to send images, videos or copies of sexual conversations to children
3	To detect OCSEA you should know that: A. Secrets about touching are not okay! B. Secrets of having your pictures being taken are not okay! C. Sexual attention from abusers is not okay! Always act soon to stop the damage!
4	To protect yourself do the following: 1. Set your limits while using internet. 2. Meet friends online and offline carefully 3. Accept friendship carefully 4. React to information appropriately 5. Tell others about your internet concerns
5	If you or a friend ever experiences Online Sexual Exploitation and Abuse, remember, you're not alone.

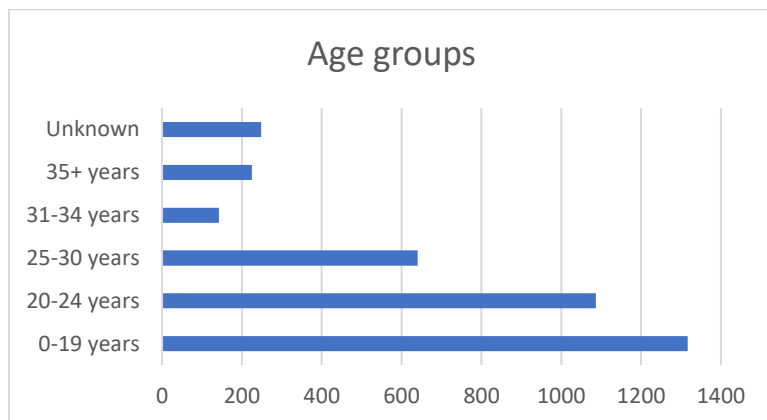
	If you're too scared to tell an adult you trust, call Uganda Child Help Line on 116 or report to the National Information Technology Authority (NITA) by visiting report.nita.go.ug/u
6	That's it for this lesson on Online Child Sexual Exploitation and Abuse (OCSEA)! Did you learn something? YES or NO
7	Thanks for sharing your feedback. Check back soon for more! Don't forget, type SAUTI at any time when chatting to U-Report for information on services that can help you with these issues or call SAUTI on 116 for FREE for confidential support on any case of abuse or violence against minors.
	Councilors are available 24/7 to help you and will make sure trusted partners closest to you get you the help you need. Type Menu for more topics.

- A total of **3,705** U-Reporters have successfully interacted with the OCSEA chatbot in 2022.
- **217** of these are migrants, displaced persons, and refugees.

Gender	U-Reporters
Female	1220
Male	2,333
Unknown	152
Total	3,705



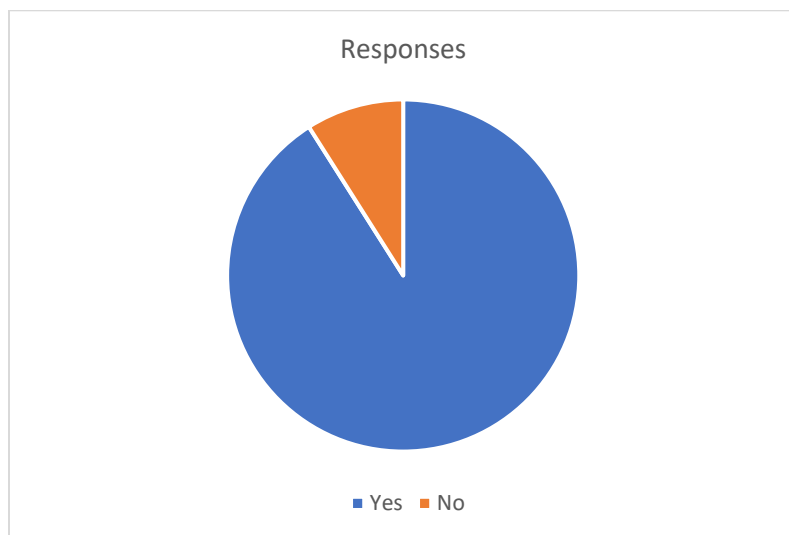
By Age



Feedback from U-Reporters on the OCSEA chatbot information flow

An evaluation poll is sent to U-Reporters that complete the flow to get their views on the usefulness of the information we share.

- 91% of the U-Reporters who interacted with the OCSEA chatbot said they learnt something new.



4. Mental Health U-Report Chatbot

U-Report Uganda launched a MHPSS chatbot on the World Mental Health. The chatbot focuses on breaking down the stigma associated with mental health by creating awareness and providing guidance on how young people can build self-acceptance and recognize and challenge stereotypes about mental health.

In the chatbot, we link users to the chatbot on Build positive connections with people around you and initiating a conversation about mental health.

The chatbot can be accessed by texting “TIPS” to 8500 or to our WhatsApp number 0709168500. U-Report Uganda has also undertaken various activities to promote the chatbot among young people by training mental health champions, online promotions, story writing and sharing experiences and community outreach activities. This is a link to one of the stories: U-Report Website: <https://bit.ly/JoshuaBlogUganda>

The discussions are round the following key areas:

1. What is Mental Health
2. What causes mental health challenges
3. What can young people do to manage their mental health. (Health and Wellness, Personal Control, Relationships)
4. How to have Mental Health Discussions with young people
5. Mental Health support systems
6. U-Report Mental Health Chatbot.

Number of people the have accessed the Chatbot: **29,071**

2,276 are migrants, displace persons and refugees

Gender	U-Reporters
Female	6030
Male	13,896
Unknown	9145
Total	29,071

Age groups

