

# ONLINE HARMS:

Supporting young people  
offline and online to prevent  
harm and build resilience



# WHO IS CATCH22?

## Catch22 is a social business, a not for profit business with a social mission.

For over 200 years we have designed and delivered public services that build resilience and aspiration in people of all ages and within communities across the UK.

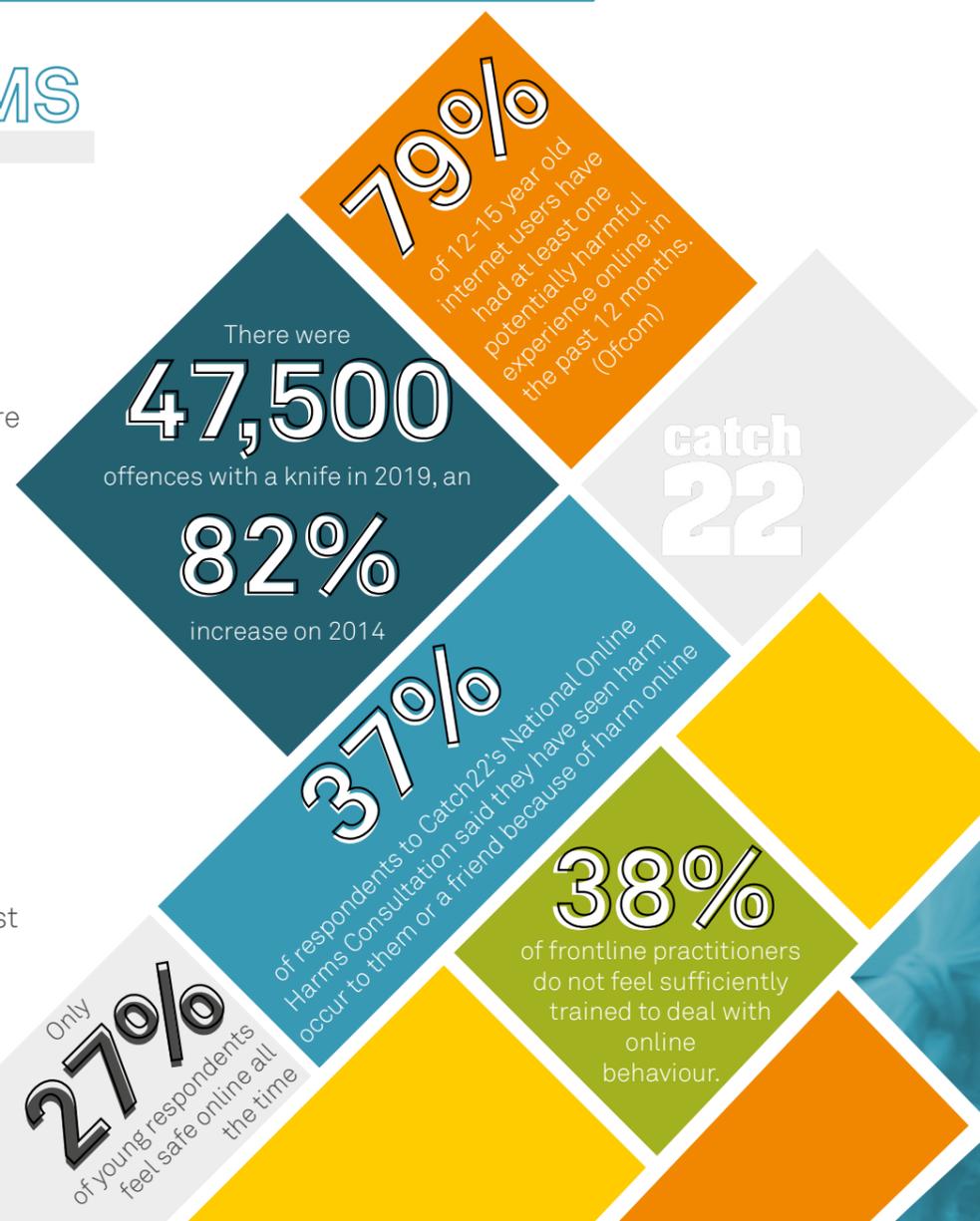
We work with young people and families in trouble, delivering intervention and response services across child sexual and criminal exploitation, gang involvement, mental health support, family and social care services.

**Last year, our 1700 staff supported over 110,000 people to lead better lives.**

## ONLINE HARMS

The online world presents huge opportunities for finding purpose, connection, and community. But it also presents significant risks; it is a fast-moving space and the risks of online grooming and exposure to violence and trauma are rapidly growing. Where disturbing behaviour was once limited to a physical audience, harmful content is now rapidly shared online, resulting in retaliation and feeding violence offline.

At Catch22 we build resilience in communities, helping individuals to thrive now and in the future. We work with partners - local authorities, corporates, and government - to provide early intervention, targeted and specialist support services to those in crisis, leaving care, missing from home, those at risk of violence or exploitation, and those with substance misuse or mental health problems.



## OUR WORK

All our services must address the complex interactions of the online and offline world. We are building a safer online world through prevention and intervention, and by creating safe ways for young people to communicate, express themselves, and positively connect with their communities.

To have a real impact on the levels of risk of violence or exploitation young people face, we must tackle the cause; disenfranchised young people operating in a radically changing world, often without positive alternatives. We provide employability and training services, specifically focussed on digital skills for the next generation.

Through Catch22's one-to-one support work, practitioner training and education, all our work is backed by research and frontline experience.

## OUR RESEARCH

**Catch22 National Online Harms Consultation 2020** A national survey on online harms and how it is resulting in harms offline, which received input from young people, youth workers, teachers, tech companies, and PCCs nationwide.

**Social Media as a Catalyst for Youth Violence** By highlighting how social media can glamorise or incite acts of violence, the report provides a springboard for how we can prevent young people harming, and being harmed by, other young people.

**Safer Schools: Keeping Gang Culture Outside School Gates** Exploring the extent to which and how pupil gang involvement raises challenges for schools and to identify best practice for schools in responding.

Current research from Catch22 is focussed on the effectiveness social media platforms' and technology companies' efforts to minimise online harms.



# WHAT DOES A SAFE ONLINE WORLD LOOK LIKE?

- Policies are **fit for purpose** and legally compliant
- Users understand and **actively accept policies**
- Enforcement of policies is **swift and results in behaviour change**
- Users **cease to commit illegal and/or harmful acts** online
- Young **people are supported** to access genuine pro-social opportunities
- Users **access the benefits** of online connectivity

## QUESTIONS DIGITAL LEADERS SHOULD BE ASKING:

- Are our policies **fit for purpose**?
- Do users **know and understand** what the policies say?
- Does this knowledge **positively influence behaviour**?
- Do **sanctions for misbehaviour** have the right effect?

## THE SOCIAL SWITCH PROJECT

Redthread **catch 22** | SUPPORTED BY MAYOR OF LONDON Google.org

By switching the narrative on how social media's relationship to youth violence is understood, tackled and solved, Catch22 and Redthread are collaborating on a public health approach to addressing youth violence.

The pilot was funded by Google.org to educate frontline practitioners on how to talk about behaviour online and to upskill young at-risk people to enter digital careers. The success of the programme has been recognised by London's Violence Reduction Unit and is now funded by the Mayor of London.

### SOCIAL MEDIA MANAGEMENT TRAINING FOR YOUNG PEOPLE

The training has already supported 40 young people, setting them up for creative, sustainable digital careers. It has helped them gain placements and employment at Google.

### TRAINING FOR FRONTLINE PROFESSIONALS

To be an effective professional who works with young people, be it a social worker, police officer, teacher or youth worker, we must address all parts of a young person's life, including their digital world. This free course has given **522 frontline practitioners** the confidence to have these conversations, where they can talk to young people about what's going on online and open their eyes to digital opportunities.

*We have also delivered £75,000 in grants to grassroots projects across London, empowering young people to create and expand projects which enable them to directly improve their community.*

**92%**  
had increased their understanding of social media and how young people engage with it

**94%**  
had increased their understanding of how to support young people to make valuable contributions online

**40**  
Young at-risk people trained to launch their digital careers

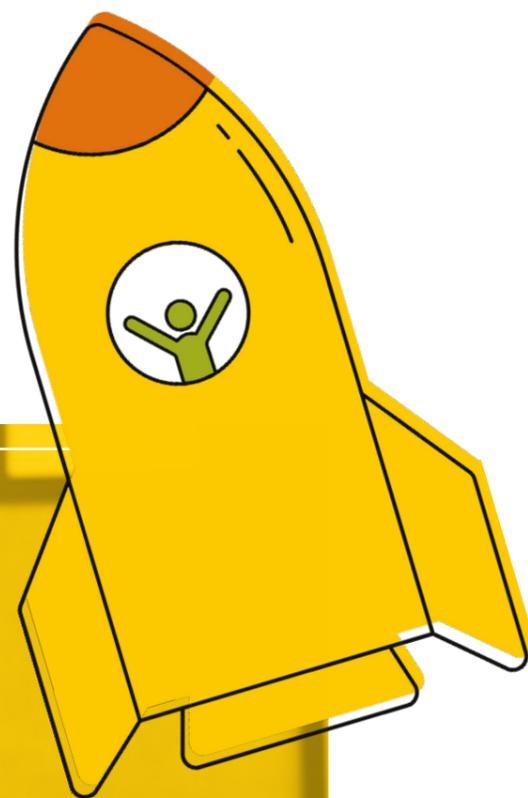
"London's Violence Reduction Unit is focused on addressing the complex causes which lie behind young people becoming involved with, or being victims of violent crime. That's why we are investing in the Social Switch Project, which supports young people in building their creative and digital skills and which will continue to help many more young Londoners reach their true potential!"

*Lib Peck, Director of London's Violence Reduction Unit*

## CATCH22 IS ACTIVELY SEEKING PARTNERS TO HELP US WITH:

- **Research**, to map the links between online and offline behaviour
- A coalition of tech companies, working together to **address safety, regulation, intelligence and protection** of freedom of speech in a safe online world
- **Online interventions using nudge techniques** and behavioural insights to direct at-risk groups towards behaviour change and pro-social opportunities
- **Large-scale pro-social programmes**, supporting young people into meaningful opportunities, career pathways and creative output

## ALL OUR PROGRAMMES ARE INFLUENCED BY OUR EXISTING SERVICES AND FRONTLINE EXPERIENCE



To find out more or to work with  
us, please contact  
**[marketing@catch-22.org.uk](mailto:marketing@catch-22.org.uk)**

