

## Chapter 2 Efforts for the Victims to Recover from or to Prevent Mental and/or Physical Damage

### 1 Provision of Healthcare Services and Welfare Services (related to Article 14 of the Basic Act)

- **Enhancement of School Counseling System at Schools for Juvenile Victims**

[Policy No. 55]

The Ministry of Education, Culture, Sports, Science and Technology has been working on enhancement of the educational counseling system in schools in order to provide counseling to children, including crime victims, etc. Specifically, the Ministry has been providing schools with budget support for the assignment and emergency dispatch of school counselors with specialized knowledge and experience of child psychology. The Ministry set a goal to assign school counselors to all public elementary and junior high schools (about 27,500 schools) by FY2019, and the budget for FY2019 was earmarked for the necessary expenses for the assignment. Budget support has also been provided for the assignment of school social workers to educational institutions, who have specialized knowledge and skills in welfare to support students. By setting a goal to assign them to every junior high school district (about 10,000 junior high school districts) by FY2019, the budget was earmarked for the expenses for this assignment.

- **Enhancement of Counselling Services Offered by Police for Sexual Crime Victims**

[Policy No. 58]

As of April 2021, the police in 44 prefectures have

placed 185 in-house counsellors (of whom 105 are certificated clinical psychologists), and all prefectural police departments are utilizing the public expenditure system to cover counseling costs.

### Counseling at the police station (simulation)



- **Promotion to Establish One-stop Support Centers**

[Policy No. 65]

The Cabinet Office set a goal of establishing One-stop Support Centers in all prefectures by 2020, and achieved the goal in October 2018. The Office has also been enhancing support for the local governments according to their actual situation in order to stabilize the operation and strengthen support functions of One-stop Support Centers, by making use of the grants created in FY2017 for the support of victims of sexual crimes and sexual violence.



## One-stop Support Centers' nationwide abbreviated number “# 8891”

According to the “Survey on Gender-Based Violence” conducted by the Cabinet Office in FY2020 (covering 5,000 men and women aged 20 and over), one in 14 women experienced forced sexual intercourse, and of these, about 60% said they had not consulted anyone (one in 100 men experienced forced sexual intercourse, and of these, about 70% said they had not consulted anyone).

The One-stop Support Center is an organization established in all prefectures for the purpose of providing victims of sexual crimes and sexual violence with comprehensive support immediately after the damage in a single location including a hospital, as far as possible, so as to reduce victims' mental and physical burdens and recover their health. While it is important for victims of sexual crimes and sexual violence to be able to access the One-stop Support Center promptly, consulters had to look up the individual phone number when making a call, since each One-stop Support Center had its own individual phone number.

Therefore, based on the “Policy for Enhancement of Measures against Sexual Crimes and Sexual Assault” (decided by Liaison Conference of the Relevant Ministries and Agencies for Enhancement of Measures against Sexual Crimes and Sexual Assault on June 11, 2020), the Cabinet Office introduced a nationwide abbreviated number “#8891” in October, 2020. When a consuler dials #8891, he or she is connected to the nearest One-stop Support Center.

The number “#8891” expresses the thought that “Please do not worry alone, but consult with us immediately.” and has been publicized through posters, leaflets, and cards distributed to local governments and related organizations of One-stop Support Centers on various occasions, such as during the “Campaign for Eliminating of Violence against Women,” which was held in November, 2020.



## 2 Securing Safety (related to Article 15 of the Basic Act)

### • Improvement of Systems for Prevention of Child Abuse, Early Detection and Response to Child Abuse

[Policy No. 88]

The Ministry of Education, Culture, Sports, Science and Technology, based on the Emergency Comprehensive Measures, has notified prefectural boards of education of the proactive measures such as (1) efforts for early detection of child abuse cases in schools and its notification, (2) information sharing to strengthen cooperation with relevant organizations, and (3) implementation of training on child abuse prevention.

In February 2019, in response to the death of a fourth grader in Noda City, Chiba Prefecture, the Ministry established an internal task force headed by the State Minister of Education, Culture, Sports, Science and Technology and studied measures to prevent recurrence. At the same time, based on the “Further Reinforcement of the Emergency Comprehensive Measures to Strengthen Child Abuse Prevention” (decided by Ministerial Meeting on Child Abuse Prevention Measures on August 8, 2019), the Ministry has notified prefectural boards of education of new rules regarding the management of information on child abuse cases and cooperation among relevant organizations.

Furthermore, in May 2019, the Ministry prepared and published a “Guide for Schools and Boards of Education on Response to Child Abuse,” which describes a summary of issues that schools and boards of education should take into consideration when dealing with child abuse cases.

Moreover, the Ministry has been supporting the development of educational counseling systems, by utilizing school counselors and school social workers, so that students can receive counseling at any time.

#### Home visits by support teams for education at home



Source: Ministry of Education, Culture, Sports, Science and Technology

[Policy No. 89]

As an effort to prevent child abuse in local communities, the Ministry of Education, Culture, Sports, Science and Technology has been promoting efforts to support for education at home according to the local situation, while taking into consideration families with worries and anxieties about child rearing who have difficulties accessing places for learning and consultation. Such families are provided with learning opportunities, information and consultations by support teams for education at home consisting of various local human resources. In order to respond to child abuse cases at an early stage in the community, the Ministry also encourages people involved in support for education at home and/or after-school children’s care and other collaborative activities with local schools, to make use of “Key Points for Responding to Child Abuse: Watching Over, Aware of, and Connecting” (published in August 2019, partially revised in March 2021), which summarize the points that they should keep in mind when responding to child abuse cases.

In addition, during the Child Abuse Prevention Promotion Month in November 2020, the Minister of Education, Culture, Sports, Science and Technology sent a message for the eradication of child abuse cases to nationwide families, schools, and communities involved in the upbringing of children.

[Policy No. 90]

The Act on Partial Amendment to the Child Welfare Act to step up efforts to prevent child abuse was enacted in June 2019 and came into force in April 2020, with the exception of some provisions. The Ministry of Health, Labour and Welfare, based on the Comprehensive Emergency Measures, has been making efforts to follow rules to protect all children thoroughly, including on-site inspections in cases where the safety of a child cannot be confirmed. In addition, the Ministry has been enhancing the system and expertise of the Child Guidance Centers and municipalities, by increasing the number of child welfare officers from approx. 3,240 (as of FY2017) to 5,260 by the end of FY2022, and establishing the Comprehensive Support Center for Children and Families in every municipality, based on the “Comprehensive Plan Strengthening Child Abuse Prevention Measures System” (decided by the Liaison Conference of Relevant Ministries to Child Abuse Prevention Measures on December 18, 2018). However, in light of the growing number of child abuse consultations at Child Guidance Centers, the Ministry is aiming to increase child welfare officers by the end of FY2021, one year earlier than the planned target.

Moreover, the Ministry has been operating a child guidance center abuse response hotline, “189,” so that someone who discovered a child being abused can report it to the Child Guidance Center without hesitation. To reduce the time taken for a call to reach the Center, operational improvements were made so far, such as shortening the voice guidance in April 2016, and introduction of a call center system for incoming calls from cell phones in February 2018. In December 2019, the name of the existing

“Nationwide Child Guidance Center Hotline” was changed to the “Child Guidance Center Abuse Response Hotline,” and the “Nationwide Exclusive Child Guidance Center Consultation Telephone” has been newly established. The call charge for the “Child Guidance Center Abuse Response Hotline” has been made free of charge to improve its convenience.



### **Support for Crime Victims, etc. at Child Guidance Centers ~ Support for Abused Children at Child Guidance Centers in Tokyo ~**

The Child Guidance Center is an administrative body established in prefectures, with the main purpose of providing consultations to families about their children, and accurately grasping the problems children face, their true needs, and their living environment, while appropriately sharing roles and cooperating with municipalities, so that the most effective assistance is provided to individual children and families, thereby promoting the welfare of children and protecting their rights. The Centers have been established in 225 places nationwide (as of April 2021).

The following shows the status of support for abused children provided by Child Guidance Centers in Tokyo.

#### **○ System of Child Guidance Center**

As of April 1, 2021, the Tokyo Metropolis has established 10 metropolitan Child Guidance Centers, where specialized staff such as child welfare officers, child psychologists, doctors, and public health nurses have been engaged in duties such as consultations. These Centers have introduced a team system to deal with difficult cases including consultations on abuse accurately and efficiently.

In addition, to respond to child abuse promptly and accurately, each Center has allocated an “Abuse Response Team” consisting of child abuse response cooperators and abuse response specialists, with child welfare officers playing a central role, thereby strengthening the initial response.

#### **○ Strengthening the consultation system on abuse**

About half of the consultations handled by the Child Guidance Centers in Tokyo are on abuse cases, and the number was 21,659 in FY2019, the highest ever. Therefore, the Centers are systematically increasing the number of child welfare officers and child psychologists.

The Centers also have introduced a career-based recruitment method to secure human resources with various qualities and abilities, as well as external personnel with specialized knowledge and experience.

#### **○ Flow of consultation on abuse**

When the Center receives a notification or consultation on abuse, it promptly holds an “emergency intake meeting” to assess the urgency of the situation, and within 48 hours it confirms the safety of the child and takes temporary custody if necessary.

In providing assistance to abused children and their families, the Center makes a comprehensive judgment based on the results of investigations and psychological assessment of the cases, and determines policies with the best interests of the children in mind. There are some types of assistance. For instance, children receive care while living with foster families (foster parents) or in child welfare facilities away from home, or children receive care while living at home. The first priority of support is to care for children who have suffered mental or physical damages due to abuse. To prevent child abuse from occurring again at home, the Center considers child-rearing methods together with guardians and helps them to learn and practice appropriate child-rearing methods.

#### **○ Interview for damage assessment**

To reduce the psychological burden on the child by reducing the number of times of interviews and to have the child tell

the truth about the damage in his or her own words, trained staff conduct a “damage assessment interview.” For the child abuse cases suspected to be involved in crime, in order to reduce the burden on the child as much as possible, the interview is conducted by one representative from each of the three organizations (the Public Prosecutors Office, the police, and the Child Guidance Center) as needed (collaborative interview). By sharing the detail of the case at an early stage, each organization is able to proceed with support for the child while mutually understanding and cooperating. The three organizations also conduct case studies on a regular basis. Staff training sessions also include active learnings such as mock interviews to strengthen response capabilities.

### ○ Projects for assisting family reunification

To prevent the recurrence of abuse, various psychotherapy programs (group and individual) are offered to children and guardians to help rebuild family relationships.

Specifically, they are carried out for parent-child group including infants and elementary school children; for infants group who are in institutions, for fathers group, and for mothers group, as well as psychological education for caregivers.

### ○ Promotion of childrearing without corporal punishment

In April 2019, the “Tokyo Metropolitan Ordinance on the Prevention of Child Abuse” came into force, which stipulates that corporal punishment by parents shall be prohibited.

### ○ Consultation service

- Child Guidance Center Abuse Response Hotline “189”

A nationwide telephone consultation service is available 24/7 (call charge is free), so that people can immediately report and consult when abuse is suspected.

- LINE consultation (child/parent consultation @Tokyo)

A consultation service connected through the LINE was established, to which children and parents are easily accessible.

東京都  
子ゴコロ・親ゴコロ相談@東京 LINE  
子育ての悩み・困っていること  
LINEで相談しませんか  
秘密は守ります  
毎日受付  
OSEKKAIくん  
●対象：都内在住の児童（18歳未満）・保護者  
●相談対応時間：平日 午前9時～午後11時  
（受付は午後10時30分まで）  
土日祝 午前9時～午後5時  
リサイクル推進性(A) この印刷物は、回収された紙からリサイクルされています。

- Consultation service specialized for children’s rights advocacy (0120-874-374)

When a children’s rights advocacy telephone consultant receives consultations from children and notifications from a metropolitan citizen about children’s rights violations, such as bullying and corporal punishment, the consultant provides necessary advice, and according to the situation of the violence, connects to children’s rights advocacy specialists and/or attorneys for an interview to resolve such problems.

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つらいとき  
怒っているとき  
そんなときには  
電話をください



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子供の権利擁護専門相談事業

一東京子供ネット一

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いじめ・体罰などの相談を受けています  
はなしてみよ

フリーダイヤル  
携帯可 0120-874-374

相談時間

月～金 あさ9時～よる9時  
土・日・祝日 あさ9時～ゆうがた5時

○「子供の権利擁護専門員」への面接予約もできます。

メッセージダイヤル 24時間かけられます

他の人のメッセージを聞いたり、あなたの意見を入れることができます。

1270  
東京都青少年の健全な育成に関する条例に基づく

フリーダイヤル  
携帯可 0120-874-376 ●東京都