



Preface from the President

Congratulations to the INHOPE network for reaching the ten year milestone of working towards making the Internet a safer place. It is a testament to the Members that we have now evolved into a global organisation with 35 Members in 31 countries.

It has been a very busy few months for the Board and the Secretariat. In April 2009 our Board Member Mari Laiho, hosted the first INHOPE/INSAFE Regional Meeting in Helsinki. Richard Swetenham kindly opened the event for us, to be followed by an illustrious selection of expert speakers. We had attendees from Government, Law Enforcement, Industry, Child Welfare, the Media and of course the relevant Hotlines, Helplines and Awareness Nodes. The feedback from the inaugural regional meeting has been excellent with particular commendation coming from the European Commission who funded the meeting. In July 2009 INSAFE hosted their Southern Regional Meeting in Madrid, which was attended by INHOPE and the relevant Hotlines. These meetings are an excellent example of the continuing collaborative work of INHOPE and INSAFE. We wish to acknowledge the great work of one of our member Hotlines, Protegeles, in facilitating this important conference.

In September 2009, INHOPE held its inaugural law enforcement conference in Helsinki, Finland with law enforcement participation from over 25 countries and 15 Hotlines present at the conference. The goals of the conference were to develop collaboration and cooperation between Hotlines, law enforcement agencies and the different stakeholders. We focused on presentations of recent successful investigations and outlined the problems that Hotlines and law enforcement have encountered and looked at a solution-based approach to overcome those obstacles. We instigated breakout sessions after each plenary presentation to stimulate an informative exchange of dialogue, which were very well received.

One of the new efforts we are embarking on is the concept of regional training for INHOPE Members. We believe that it would be beneficial if we were able to bring our training to our Members instead of having Members travel to Dublin. In June 2009 we held our first regional "Advanced Tracing Training Course" in Prague, where we brought

together Hotline staff and law enforcement in our ongoing effort to strengthen working relationships. Recently we held a specialized Media Training Course for our Hotlines in Dublin and we will continue to offer the unique INHOPE Training Programme for new Member Hotlines.

In September I had the pleasure of being invited to Luxembourg to attend the European Commission's Safer Internet Focus Group, where representatives from other Safer Internet Programmes participate in a regular round table. It facilitates dialogue and exchange of experience among the different stakeholders and was an opportunity to observe and hear the progress of other funded programs of work within the Safer Internet Programme.

I would like to thank the European Commission, our Hotlines and stakeholders for their continued support and I look forward to seeing many of you in Brussels at the 10th Anniversary Celebration.



Ruben Rodriguez
President
INHOPE
September 2009

Update from the Secretariat

This past year has seen INHOPE build on the success of the previous year and further strengthen its external relationships with Industry, Law Enforcement, Child Welfare and the European Commission.

The Secretariat welcomed a new member of staff Derek Lee as the new Systems Administrator for the EC funded URL database project. The project was officially started in November 2008 and Derek was appointed in February 2009 - we set ourselves a very ambitious target of a fully operational system within 10 months. A Development team was assembled from experts within the network to assist in the functional requirements of the system. At the time of writing the system is ready to go live and the legal review is almost complete.

The Training Coordinator Denton Howard, has continued to provide training courses for new Hotlines and basic tracing courses for new Hotlines and analysts.

"The project is co-funded by the European Union, through the Safer Internet *plus* programme".
For more information visit: <http://ec.europa.eu/saferinternet>



Further to this we held our first Regional training session on advanced tracing, utilising experts from within the Association. This proved to be a great success with Members attending from 11 different countries as well as their Law Enforcement colleagues and further regional training meetings are planned for next year.

Periodical newsletters to Members and stakeholders featuring comments and articles from leading figures from Government, Child Welfare, Industry and Law Enforcement along with reports from Member Hotlines were supplied throughout the year by INHOPE's Communication Coordinator Kerry Gordon. Further to this Kerry, in conjunction with Richard Bunting, provided expert media training for Hotline staff from 10 different countries.

Kerry has also been working closely with Mari Laiho (Executive Board Member) in establishing closer links with INSAFE and was instrumental in organising the 1st INHOPE/INSAFE regional conference in April which was held in Helsinki, Finland. The event has been recognised by all as a huge success and setting the benchmark for further regional conferences. In July INSAFE took the primary lead and organised the southern regional conference in Madrid which was also a success.

In early September INHOPE held its first Law Enforcement conference in Helsinki with over 80 delegates representing 25 different countries attending. It provided an opportunity for Law Enforcement not only to discuss issues surrounding their operational work but to build on the relationships they already had with their partner Hotlines. Feedback from the conference was extremely positive with many delegates expressing a desire that INHOPE should continue to arrange such conferences in the future.

Over the year INHOPE have attended several major international conferences and events namely the United Nations - Internet Governance Forum (Hyderabad Nov 2008), 3rd World Congress UNICEF/ECPAT (Rio de Janeiro – November 2008) and presented to several workshops within these conferences. In April INHOPE also presented the International work of the association as well as the work of National Hotlines to the full Czech Ministerial Conference – Safer Internet for Children. INHOPE representatives also attended several conferences organised by TAIEX (Technical Assistance Information Exchange Unit – European Enlargement) in Zagreb, Croatia and the 12th International Forum for Prosecutors – Salzburg, Austria.

In March INHOPE were invited to join the 'Steering Committee' advising the European Coalition and a representative of the Secretariat regularly attended these meeting and is also part of the Law Enforcement Task Group of the governing steering group.

In March I represented INHOPE at the 1st Safer Internet Focus Group Meeting in Luxembourg. The primary object of the Focus group is to enable dialogue and exchange of experience among the different stakeholders. A subsequent meeting was held earlier this month and it is encouraging to see how the different projects and programs can compliment and support initiatives.

During the past year INHOPE were pleased to welcome our first Hotline from the African continent Film Publication Board of South Africa into the Association. Furthermore 2 Hotlines from Russia also joined the Friendly RUnet Foundation and National Internet-Safety Node in Russia also joined. INHOPE now has a Membership of 35 Hotlines in 31 different countries around the world.

I am currently dealing with a further 7 Hotline initiatives looking to establish Hotlines to the recognised standards set by INHOPE in 2010. In the meantime the Secretariat will continue to work with the Board and Members in a professional and focused manner.



Membership Coordinator
Adrian Dwyer
INHOPE
September 2009

INHOPE is the International Association of Internet Hotlines.

The mission of the INHOPE Association is to support and enhance the performance of Internet Hotlines around the World; ensuring swift action is taken in responding to reports of illegal content making the internet a safer place.

Who are INHOPE?

INHOPE, the International Association of Internet Hotlines, was founded in 1999 under the European Commission's Safer Internet Action Plan to combat these growing concerns.

INHOPE represents and co-ordinates a global network of Internet Hotlines, supporting them in their aim to respond to reports of illegal content to make the Internet safer.

Goals:

- To maintain a worldwide network of national Hotlines.
- To ensure rapid and effective response to illegal content reports by developing consistent, effective and secure mechanisms for exchanging reports between Hotlines internationally and ensuring a coordinated approach is taken.
- To implement INHOPE policies and best practice standards for Hotlines and encourage exchange of expertise.

- To expand the network of INHOPE members and provide consultation and training to meet INHOPE best practice standards.
- To educate and inform policymakers and stakeholders at an international level, including government, law enforcement, child welfare groups, Industry and other related bodies, with the aim of achieving better co-operation internationally.
- To raise awareness of INHOPE and member Hotlines as a "one stop shop" for global reports of illegal content.
- To identify new trends in cyber crimes and develop solutions.

INHOPE is working towards a safe environment for Internet users which will protect our children and respect the privacy and dignity of our citizens.

Illegal use of the Internet

Over the last decade the Internet has changed the way we communicate, the way we do business and ultimately the way we live. Unfortunately, as with many new forms of technology, there is also a downside to the Internet and in the mid 1990's concerns were raised over the new types of illegal content being found online, the key areas of concern being: Online Child Sexual Abuse Images, Hate Speech and Online Grooming.

Hotlines have a key role to play in tackling the problems mentioned above and therefore making the Internet a safer place.

What is a Hotline?

Internet Hotlines have proven to be an effective first line of defense against illegal activity online. Through a Hotline, Internet users can make a report of something they suspect to be illegal on the Internet – mainly via email or web-interface. The Hotline will investigate these reports to determine if they are illegal, and if so, trace the origin of the content.

If the content is illegal, the Hotline will refer this onto law enforcement agencies in the country and also the Internet Service Provider for removal. Hotlines have the support of their national government, Internet industry, law enforcement, and Internet users in the countries of operation and offer effective transparent procedures for dealing with complaints. INHOPE was established to support and co-ordinate Internet Hotlines around the world in dealing with illegal content online.

International Cooperation

Illegal activity on the Internet is a cross border problem that no one organisation can effectively tackle alone. This is where the INHOPE network demonstrates its effectiveness. Often material reported to Hotlines is hosted beyond the borders of their own country or the perpetrator is located abroad. International coordination between Hotlines is essential.

Board Members

At the AGM in May 2008, held in Dublin, the following representatives were elected to form the new board. The previous Board was thanked for their hard work and the continued development of the Association under their stewardship.

President – Ruben Rodriguez



Mr Ruben Rodriguez from the US National Center for Missing and Exploited Children Hotline (NCMEC) was re-elected to the position of President. Mr Rodriguez has been with NCMEC since 1990 firstly as the Supervisor of the case analysis unit, then as Director of the Exploited Child Unit in 1996. In September 2003, Mr Rodriguez was promoted to the newly created position of Director, Domestic and International Law Enforcement Affairs, International Center for Missing and Exploited Children (ICMEC).

Prior to joining NCMEC Ruben was a Detective with the Metropolitan Police Dept in Washington DC where he was assigned to the intelligence division. From March 1985 to June 1990 he was assigned to the FBI as an Intelligence Officer dealing with organised crime.

Vice President – Frank Ackermann



Mr Frank Ackermann from the German ECO Hotline was re-elected to the INHOPE Board in the position of Vice President. Mr Ackermann, Attorney at Law has worked within the Content Department of ECO since 2003.

Treasurer - Rytis Rainys



Mr. Rytis Rainys from the Lithuania Hotline was elected to the position of Treasurer. Mr Rainys is at present the Head of Network and Information Security Division within the Communications Regulatory Authority and Liaison Officer of ENISA in Lithuania.

Board Member without Portfolio – Mari Laiho



Ms Mari Laiho, Manager of Save the Children Finland Safer Internet Activities was elected to the position of INHOPE Board Member without Portfolio. Ms Laiho has a Master of Economics and Business Administration and a Bachelor of Health. She has been working for Save the Children Internet Activities since 2006.

Staff Members

Membership Coordinator

Mr Adrian Dwyer is the Membership Coordinator for INHOPE. He retired from the Metropolitan Police in 1999 following 23 years service. He was appointed as the IWF's first full time Internet Content Analyst in 2001 and in February 2006 he was appointed Hotline Manager. Adrian was previously a member of the INHOPE Board and served as Vice President until April 2008. Since joining the Secretariat he has been responsible Membership issues and Law Enforcement liaison in addition to these he is currently the Acting Secretary General until a permanent replacement is appointed.

Communications Coordinator

Ms Kerry Gordon joined INHOPE as the Marketing and Communications Coordinator in February 2007. Originally from the UK, Kerry studied BA Hons in International Relations and Politics. She has worked in sales and marketing for several years and her most recent position was Marketing Manager within the Tourism sector in Ireland. This involved the development, coordination and implementation of a marketing plan for the region. Key successes have included awareness raising and the generation and development of business leads within a variety of competitive sectors.

Training Coordinator

Mr Denton Howard has been the INHOPE Training Coordinator since October 2005. Previously he was a Senior Training Consultant with Impart Knowledge. In this role he was involved in all elements of the training process including: Client Services, Training Needs Analysis, Course Development and Training Delivery. Denton is a graduate of both NUI Maynooth and University of Wales – Glamorgan, a member of the Chartered Institute of Personnel Development and a CompTIA i-Net Certified Professional.

Database Systems Administrator

INHOPE as Database Systems Administrator with responsibility for the development of the EU sponsored URL database. Born in Dublin, Ireland, most of his working life has been spent in countries such as Kuwait, Morocco, Zambia and the UK, originally in Marketing and later in IT having obtained a BSc (Hons) degree in Cambridge as a mature student in 1996. Since then his main activity has been in the area of Database application development until 2005 when he joined the IWF in the UK, initially as an Internet Content Analyst and later as Services Administrator.

INHOPE Membership

Although part funded through the European Commission, INHOPE has always had a global focus and any Hotline can apply for INHOPE membership and be subject to the INHOPE membership vetting process. All INHOPE members enjoy benefits of the association including access to best practice papers, training programmes, knowledge management systems as well as members' meetings.

To qualify for membership Hotlines are evaluated in line with Article 5 of the INHOPE articles of Association and must meet the following criteria:

- Provide a mechanism, other-than reporting channels provided by law enforcement agencies for receiving complaints from the public about alleged illegal content and/or use of the Internet
- Have effective transparent procedures for dealing with complaints
- Have the support of government, industry, law enforcement, and Internet users in the countries of operation
- Co- operate with other members in exchanging information about illegal content and use and share their expertise
- Make a commitment to maintain confidentiality
- Respect the procedures of other members

There are three levels of INHOPE membership:

- Provisional Membership
- Full Membership
- Associate Membership

Provisional Membership

As the name suggests, provisional membership is the entry level membership to INHOPE. Once the new Hotline co-coordinator and the INHOPE Secretary General are confident the criteria have been met, a recommendation will be made to the Board of Directors to approve the new Hotline as a provisional member.

At the General Assembly, INHOPE members vote on acceptance of the new provisional member. The new member is often subject to meeting certain standards over the period of provisional membership.

The period of provisional membership is typically one year however this can be extended in certain circumstances if standards or obligations have not been met.

Full Membership

The progression from provisional to full membership is acknowledgement that the Hotline has now met INHOPE best practice standards.

Over the period of provisional membership the Hotline will receive training on specific areas that have been identified. This training may be conducted directly from INHOPE or be provided by mentoring and coaching through more experienced Hotlines in the Bursary and Mentoring programme.

Progress will be monitored over the period and once the criteria have been met the Board of Directors will recommend the Hotline be approved for full membership. The General Assembly will then vote on their promotion to full members.

If all criteria have not been met over the course of provisional membership this may be extended for up to another 12 months.

Full member Hotlines have full voting rights as well as an official accreditation from INHOPE.

Associate Membership

Associate membership of the association may be given to corporate bodies or private individuals if, at the sole discretion of the General Assembly, the association has a strong interest in their admission.

Associates may be:

- Organisations whose work is of relevance to the association;
- Experts in issues which are of concern to members.
- Organisations which qualify for full membership under Article 5 are not eligible to apply for associate membership.

Associates must make a commitment to maintain confidentiality. Currently there are no Associate Members of INHOPE.

INHOPE Members

INHOPE has grown significantly in membership over the past number of years. Today there are 35 members in 31 countries.

Australia	Full	ACMA	www.au.inhope.org
Austria	Full	Stoptline	www.at.inhope.org
Belgium	Full	Child Focus	www.be.inhope.org
Bulgaria	Full	ARC Fund	www.bg.inhope.org
Canada	Full	cybertip.ca	www.ca.inhope.org
Chinese Taipei	Full	ECPAT Taiwan	www.tw.inhope.org
Cyprus	Full	CNTI	www.cy.inhope.org
Czech Republic	Full	Our Child Foundation	www.cz.inhope.org
Denmark	Full	Red Barnet	www.dk.inhope.org
Finland	Full	STC Finland	www.fi.inhope.org
France	Full	AFA	www.fr.inhope.org
Germany	Full	ECO	www.de.inhope.org



Germany	Full	FSM	www.de.inhope.org
Germany	Full	jugendschutz.net	www.de.inhope.org
Greece	Full	SafeNet	www.gr.inhope.org
Hungary	Full	MATISZ	www.hu.inhope.org
Iceland	Full	Barnaheill	www.is.inhope.org
Ireland	Full	ISPAI	www.ie.inhope.org
Italy	Full	HOT 114	www.it.inhope.org
Italy	Full	STC Italy	www.it.inhope.org
Japan	Full	Internet Association Japan	www.jp.inhope.org
Latvia	Full	Latvian Internet Association	www.lv.inhope.org
Lithuania	Full	Communications Regulatory Authority of the Republic of Lithuania	www.lt.inhope.org
Luxembourg	Provisional	LISA Stopline	www.lu.inhope.org
Netherlands	Full	Meldpunt	www.nl.inhope.org
Poland	Full	NASK	www.pl.inhope.org
Portugal	Full	FCCN	www.pt.inhope.org
Slovenia	Full	Spletno Oko	www.si.inhope.org
South Africa	Provisional	Film Publication Board	www.za.inhope.org
South Korea	Full	KISCOM	www.kr.inhope.org
Spain	Full	Protegeles	www.es.inhope.org
Russia	Provisional	National Internet-Safety Node in Russia	www.ru.inhope.org
Russia	Provisional	Friendly Runet Foundation	www.ru.inhope.org
United Kingdom	Full	Internet Watch Foundation	www.uk.inhope.org
United States	Full	Cybertipline	www.us.inhope.org

- F – Full Membership P – Provisional Membership

Activities

URL Database Project

The INHOPE URL Database Application was originally conceived to overcome the problem of duplicate data being gathered by the members of INHOPE in the course of their daily work. It was decided that a central multi-user database system should be

created with a user friendly front end to facilitate efficient and easy data entry. The importance of this project can be calculated by the level of interest and sponsorship accorded to it by the European Commission.

Work on the development of the application began in February 2009 (with the arrival of Derek Lee to augment the INHOPE team. During the early stages of development it was realised that extra data could be automatically captured such as, geolocation of sites hosting potentially illegal content along with information pertaining to the registration of such web sites. It was also realised that, in time, the central nature of this data would permit the extraction of meaningful management information which would greatly assist in combating of the proliferation of Child Sexual Abuse content on the Internet. This information will also be available to Law Enforcement agencies world wide and to other competent bodies both within and outside the European Union.

At the time of writing the application is ready to go into its first testing phase. In parallel, a legal review is under way to ensure that the project is implemented in such a manner as to comply with existing EU legislation given the sensitivity of the data and current privacy laws.

In conclusion, by the end of 2009 the project will have moved from concept to full implementation in less than twelve months, confirming its importance in the fight against Child Sexual Abuse content on the Internet.

INHOPE/INSAFE North Regional Meeting



INHOPE's North Regional Meeting of the EC Safer Internet networks met in April to bring together a coalition of stakeholders from the participating countries to discuss the opportunities and challenges facing Hotlines*, Awareness Nodes and Helplines in the future, whilst adapting to the changing environment of the digital world.

The meeting, "Cooperation and Coalition in the fight against illegal and harmful content on the Internet", for the first time brought together experts from over 15 countries to address the specific region of Finland, Denmark, Sweden, Norway, Iceland, Latvia, Lithuania, Estonia and Russia. Hotlines, Awareness Nodes, Helplines, international and national police forces, government representatives, child protection agencies and internet industry experts met to discuss and explore Internet safety issues and regional and global issues. Keynote speaker, Richard Swetenham of the European Commission welcomed this meeting where experts from northern Europe will share their experience.



Child welfare professionals, a youth panel and policy makers united to discuss the challenges and opportunities facing the Safer Internet Projects. The breakout sessions and workshops gave Internet specialists from INHOPE and Law Enforcement partners the opportunity to discuss preventative measures to deal with the immediate danger of online

predators. The event was facilitated by Save the Children Finland.

INHOPE Law Enforcement "Building Collaboration" Conference

Over 80 participants from around the globe met at the INHOPE Law Enforcement "Building Collaboration" Conference which was held in Helsinki 3rd & 4th September 2009. Expert speakers gave presentations on "International Operations", "Cross Border Assistance and "the Legal Process in obtaining Evidence across Borders". Each Plenary session was followed by 3 breakout sessions, moderated by a speaker and assisted by an INHOPE staff member.



Participants included INHOPE Hotlines from both inside and outside the EC, national Law Enforcement Agencies from around the world, INTERPOL and EUROPOL, leading prosecutors in the areas of child exploitation, Government, Industry experts and Child Welfare advocates.

The overall objective of this meeting was about building collaboration between Law Enforcement and Hotlines. It achieved this objective initially through cementing personal relationships which will then make the exchange of information easier through formalised relationships.



The meeting was held in the landmark Finlandia Hall, which is a purpose built internationally renowned conference venue. Informal feedback was excellent from both the speakers and participants and formal feedback will be obtained in the next week.

New Hotlines

Meeting and maintaining contact with Hotlines, both existing and prospective, has been a core objective for INHOPE over the course of the contract and there has been a significant amount of progress here which has been reflected in the increase to 35 Members.

LISA STOPLINE, the Luxembourg Internet Safety Alert, FPB, South Africa, National Internet-Safety node in Russia and Friendly Runet (Russia) joined as new Members of the Association. Interest in obtaining INHOPE Membership of the Association continues to grow as the professionalism of the Members becomes more recognised worldwide. Membership is seen as a benchmark of professionalism, quality and best practice resulting in Hotline initiatives being advised by various parties that they should work towards attaining the INHOPE standard and Membership.

Training

A wide variety of skills are involved in operating an effective Hotline including technical, communications and management. INHOPE runs a number of training courses over the course of the year to equip Hotline staff with these necessary skills.

The courses that INHOPE offers include:

- Tracing Internet Content (basic, intermediate & advanced)
- New Hotline Training
- Communications / Media training

Until recently all training was centralised in Dublin because of the availability of personnel, facilities and resources in the INHOPE offices. This allows for small classroom sized training groups (up to 7 people) which is very good for certain training courses and allows for flexibility in scheduling training. Delivery of training in this way is very cost effective and maximises the use of INHOPE resources. The downside of this is that as practically all Hotline staff taking part in any training must travel to Dublin which for some may involve long & expensive travel. To improve services to members and to try to reduce the burden on Hotlines, INHOPE with the assistance of the European Commission has begun offering training on a regional basis whenever practicable.

The first example of Regional Training was an “Advanced Tracing Internet Content Training Course” was held in Prague, Czech Republic 23rd & 24th June. There were twenty trainees made up of seventeen Hotline staff and three police officers from across the globe. The regional training concept will be developed further in the future as resources allow but it will be INHOPE’s aim to deliver as much training as possible in locations which are as convenient as possible for Hotlines.

INHOPE hosted a Media Training Course for its Member Hotlines in Dublin, Ireland on the 23rd and 24th September 2009. This was a one and a half day interactive course with “role play” being the main feature. The Media Training Course was provided free of charge by INHOPE with an experienced Media Trainer with 20 years of media, communications and advocacy specialist experience leading the course.

INSAFE & Safer Internet Day

INHOPE actively cooperates with and contributes to the awareness coordinating node (INSAFE) which is part of Safer Internet Plus Project. There is a regular exchange of quality information, frequent participation in meetings and events, joint events with INSAFE and sharing of Best Practices.

Safer Internet Day takes place each year in February to promote safer and more responsible use of online technology and mobile phones, especially amongst children and young people across the world. Since the first edition in 2004, participation in this event has been steadily growing, with an increase in general awareness, stronger involvement of relevant stakeholders in the field of internet safety and a high level of media interest. With a global and integrated approach, INHOPE members from Europe and across the globe supported Safer Internet Day 2009. The 6th edition of Safer Internet Day, organized under the patronage of the Information Society and Media Commissioner Viviane Reding, was celebrated through more than 500 events in 50 countries all over the world. The 2009 Safer Internet Day had a particular focus on youngsters' safety on social networking sites. To celebrate Safer Internet Day young people were invited to express their ideas about these and other aspects of the virtual world by participating in International events. On 10 February, the main social networking sites active in Europe signed an agreement in which industry will commit itself to maximize the benefits of the Internet while managing the potential risks to children and young people



To empower children and young people to deal with these risks, on Safer Internet Day, the European Commission launched a Europe-wide communication campaign and unveiled a video clip on cyber-bullying, one of the most frequent problems young people encounter on the Internet.

Every INHOPE Hotline, including those outside of the European Union, supported and participated in Safer Internet Day 2009 by displaying the Safer Internet Day logo. Every Hotline, where applicable, had a link to its national awareness node.

INHOPE is also working closely with Microsoft in preparation for Safer Internet Day 2010.

INHOPE on the International Stage

INHOPE has focused on raising the visibility of Hotlines and disseminating results to key stakeholders at an international level and there are increasing demands for INHOPE to provide expert speakers. One of the most effective ways to build relations with these stakeholders has been through face to face meetings and presentations at events around the world. Through participating in these meetings INHOPE has demonstrated its commitment to working in collaboration with key stakeholders towards a common objective of a safer Internet, especially for children.

Further to this INHOPE attended and presented at many major conferences including:

- INSAFE Training meeting – Luxembourg, September 2008

- Financial Coalition – Brussels, September 2008
- OSCE Online workshop "Countering the sexual exploitation of children on the Internet" - October 2008
- Internet realities, Safeguarding our children conference – Dublin, September 2008
- Workshop on Combating Sexual Exploitation of Children in Pornography – (TAIEX) – Banja Luka , Bosnia – October 2008
- DETICA Meeting, London – November 2008
- European Financial Coalition, Brussels – November 2008
- World Congress against sexual exploitation, Rio De Janeiro – November 2008
- IGF Conference, Hyderabad, India – November 2008
- Click safe Meeting, Berlin – December 2008
- Agency of Fundamental Rights, Frankfurt – December 2008
- European Financial Coalition, Paris – January 2009
- Safer Internet Day main event - Luxembourg – February 2009
- Children and Online Sexual Violence: Research / Protection / Assistance, Stockholm –February 2009
- Octopus Interface Conference –March 2009
- TIAX - EU Expansion conference, Zagreb – March 2009
- INHOPE / INSAFE Regional Meeting, Helsinki – April 2009
- European Financial Coalition steering group, London - April 2009
- OECD, Singapore – April 2009
- Safer Internet for Children conference, Prague – April 2009
- INSAFE Training Meeting, Rome – May 2009
- MAPAP Project – Paris, June 2009

- Hotline.ie Report launch – June 2009
- INSAFE Regional Meeting, Madrid, July 2009
- Taiex meeting, Salzburg, Sept 2009
- INHOPE Law Enforcement Conference, Helsinki – Sept 2009
- GSMA conference, London – September 2009
- EuroDIGG 2009, Geneva – September 2009
- Safer Internet Coordinators meeting, Luxembourg – Sept 2009

Effectiveness

- The INHOPE Association has had a very successful year. Meeting and maintaining contact with Hotlines, both existing and prospective, has been a core objective for INHOPE over the course of the contract and there has been a significant amount of progress here which has been reflected in the increase to 35 Members including new Members from Russia and South Africa,
- In the coming year INHOPE is looking forward to assisting in the further development of new and existing Hotlines in the EU and worldwide to help combat illegal content on the Internet. The partnership and collaboration between national Hotlines continues to grow and is enabling the INHOPE network to be a central figure in the global efforts to combat illegal content. In 2010, a further 7 Hotline initiatives are looking to establish Hotlines to the recognised standards set by INHOPE.
- This past year has proved to be another successful year for INHOPE and it has worked closely with INSAFE on issues of Internet safety awareness and education throughout Europe, culminating in Safer Internet Day. This is a partnership which is growing stronger and will help provide a safer environment. INHOPE will continue to collaborate with INSAFE to allay the growing concern from all sectors including government, the civil sector, the public and media on the importance of educating young people to use online technologies safely and effectively.
- Safer Internet Day is a vital global drive to promote a Safer Internet for all users, especially young people. With a global and integrated approach, the INHOPE network fully supported the event in February 2009 with INHOPE members from Australia and Asia to Europe, Canada and the USA also offering full support.

- The Bursary Programme, one of the most successful projects in INHOPE, continued. The financial assistance from the program allows staff members from an INHOPE member Hotline to visit another member Hotline to allow for the exchange of skills and experience. Four Hotlines availed of this invaluable programme in the last year.
- In the INHOPE Mentor program, an experienced INHOPE Member Hotline is partnered with a candidate or provisional member, to give practical advice and support during the start-up period. This enables the new Hotline to rapidly become compliant with INHOPE standards and best practice and is coordinated by INHOPE. The Mentor Program helps to ensure that prospective/new EU member Hotlines become effective as quickly and efficiently as possible. eSlovensko, o. z. from Slovak Republic was accepted into the mentor programme in 2009. The mentor Hotline was Internet Watch Foundation from the United Kingdom. The programme ran successfully and they plan apply for provisional membership in 2010.
- The Vanguard Programme allows new Hotline initiatives to visit and take part in an INHOPE General meeting. This enables prospective members to meet the INHOPE membership and experience the organisation at work, whilst building contacts and gaining useful operational knowledge from established Hotline members. Estonia attended the INHOPE North Regional Meeting in Helsinki in April 2009 under the Vanguard program to further their understanding of developing a Hotline.
- Effective media coverage occurred around the globe especially with the new Members joining from Russia and South Africa. receiving coverage on every INHOPE representatives took part in television debates, conferences and print press from Europe to Asia to South America and feature in a Euronews special.

Conclusion

INHOPE recognises the national differences in legislation and procedures in which member Hotlines operate and only by acknowledging these and developing a greater understanding can progress be made.

INHOPE will continue to endeavour to enlarge the network of Hotlines to cover all EC Member States and encourage new Hotline initiatives world wide. INHOPE is prioritising countries where illegal material can potentially be hosted or produced and countries which are deemed to be important in the fight against illegal and harmful material online.

INHOPE will provide detailed global figures as to the extent of Child Sexual Abuse images distribution over the Internet when the URL database is launched The unique dataset & statistics provided by the INHOPE database will enable a cross sector

approach to tackling the issue of child sexual abuse images being distributed commercial & non commercial on the Internet.

INHOPE believe that only by developing strong international partnerships with all parties concerned especially legislative, law enforcement and industry can the global problem of Child Sexual Abuse Images be addressed.

To this end INHOPE are striving to develop stronger partnerships with all international bodies to assist the national Hotlines, Law Enforcement and Industry tackle the problem.

Success Stories

ACMA & Hotline.ie, Australia and Ireland

The Australian Communications and Media Authority collaborated with the Irish Internet Hotline to disable a network of websites that provided access to child sexual abuse material. The action was initiated by an anonymous report from a member of the Irish public who used the 'Report Illegal Content' form on the Internet Service Providers Association of Ireland's Hotline.ie website. Hotline.ie analysts confirmed the images were illegal under Irish law and found that the site was part of a network of related sites. All contained illegal images of children being sexually abused.

The Irish Hotline ascertained the sites were registered in Australia and referred the details to ACMA, which in consultation with the Australian Federal Police, made contact with the Australian domain name registrar Melbourne IT. Melbourne IT determined that the sites breached its terms and conditions of domain name registration and quickly took action to prevent the domain names in question from directing to the offending sites.

ACMA's relationship with the Irish Internet Hotline comes from membership of the International Association of Internet Hotlines (INHOPE) which now comprises 35 hotlines covering 31 countries.

Cybertip.ca, Canada

Congratulations to the Toronto Police Child Exploitation Unit who arrested an adult male on August 7, 2008 and charged him with Possess Child Pornography, two counts of Make Child Pornography, and two counts of Distribute Child Pornography.

On July 6, 2008, Cybertip.ca received an anonymous report indicating that emails were being sent advertising the sale of videos potentially containing imagery of children being sexually exploited. An assessment was completed by a Cybertip.ca analyst and

information was forwarded to Toronto Police Service. An investigation was completed resulting in the arrest of an adult male on August 7, 2008.

jugendschutz.net, Germany

In Mai 2009 jugendschutz.net achieved the removal of the two thousandth right-wing extremist propaganda video from YouTube. Right-wing extremists specifically abuse Web 2.0 to lure youngsters to their ideas, e.g. they post music included in the index list of youth-endangering media. jugendschutz.net continuously looks into the biggest video portal YouTube and contacts the platform operator whenever such content is found. YouTube makes this content inaccessible to German users. This cooperation has proved itself and so far a total of 2,000 right-wing extremist videos could be removed. jugendschutz.net monitors the major video portal YouTube on a regular basis and reports illegal content to the platform operators who then make this content inaccessible to users in Germany in nearly all of the cases.

Safeline, Greece

Yet another call to a group suicide was posted on the website of the popular social network Facebook. The invitation was posted by a group in Facebook, created to encourage users to end their lives ... "effectively"!

The investigation on this case was initiated thanks to a report submitted to SafeLine by an anonymous internet user regarding the existence of this Facebook group. The hotline SafeLine (www.safeline.gr), responsible for accepting and dealing with reports of websites that contain illegal content, forwarded the report directly to the Electronic Crime Unit of the Greek Police Authorities in Thessaloniki in order to have the suspect identified and the Facebook group deleted.

Without losing time, members of the Electronic Crime Unit started the location procedure of the creator-perpetrator of this Facebook group by searching for his digital traces. In collaboration with INTERPOL and their Cypriot counterparts, they managed to track the offender, a 28-year old university student from Cyprus currently studying in Chicago. According to the information given by the Supervisor of the Electronic Crime Unit of Thessaloniki Mr. Papantoniou, the parents of the student were not aware of this specific incident while the perpetrator claimed that the creation of the group was nothing more than a joke and that naturally he had no intention of encouraging people to commit suicide. While tracing the perpetrator, the deletion of the illegal group in Facebook also took place in order for its members not to be driven to behaviors dangerous to their physical and physiological well-being.

Linha Alerta, Portugal

Complaints received by the Linha Alerta service led to 46 police investigations on child pornography in relation to servers housed in Portugal. During the last 18 months, this service aimed at controlling publication of Internet content, led to a further 161 investigations relating to international servers. These numbers revealed by the Criminal Police, will be made public this Tuesday, European Day for Safer Internet. The figures were quoted by Jorge Duque, Head of the Criminal Police, responsible for the New Information Technology area.

This official believes that society is today more aware of the need to prevent and denounce such situations; however, there is still a long road to cover by institutions in general, The State, companies and parents alike.

Portuguese Safer Internet's Linha Alerta service was created in 2007 with two objectives in mind: first to block access to less appropriate contents and second to help prosecute those who publish them. This function is performed in close cooperation with the police, to whom information is passed on about complaints on illegal contents such as child abuse, incitement to violence and to racism.

Receiving nearly two thousand complaints a year, the Website records an average of 167 cases per month, the majority of which are about child abuse.

PROTEGELES, Spain

PROTEGELES, the Spanish hotline, has been dealing with an average of 2700 reports from users every month. The hotline has established an extremely close collaboration with Law Enforcement Agencies working with child sexual abuse images in Spain and has been receiving yearly feedback on operations from the Brigada de Investigación Tecnológica of the Spanish National Police since the year 2004.

On the last trimester of 2008, PROTEGELES began to collaborate very closely with the Unidad Técnica de Policía Judicial of the Spanish Guardia Civil. This Unit has also been investigating crimes related to the Internet. PROTEGELES has participated actively in the training of their officers and has begun to send them part of our reports related to content hosted in Spain.

In March 2009, PROTEGELES received feedback from them regarding the reports sent in 2008. According to the Unit they received a total of 11 reports from us. There are 5 operations open at the moment derived from these reports and 4 different urls have been removed.

PROTEGELES has been striving to receive this kind of feedback on reports sent to the Guardia Civil for a long time now and this marks a milestone for the hotline.

Cybertipline, USA

On May 4, 2009, the CyberTipline received a report from a very distraught woman regarding a 36-year-old male in Huntsville, Texas. The reporting person stated that the suspect had molested five children, that he had worked in an elementary school at one

point, and that he continued to have access to children. She went on to say that she believed the suspect was in possession of child pornography. It was clear from the way she described the suspect that the reporting person was well acquainted with this individual. In addition, she was able to provide the suspect's full name, address, and telephone number in the CyberTipline report.

Recognizing the urgency of the situation, an Exploited Children Division (ECD) analyst immediately began conducting public record and telecommunications database searches on the suspect. The information she located on the suspect was consistent with the information the reporting person provided. The analyst then forwarded the CyberTipline report to the Southern Texas Internet Crimes Against Children Taskforce (ICAC), an OJJDP-funded program, out of the Texas Attorney General's Office, for investigation.

ICAC investigators quickly reached out to the Huntsville Police Department, who had an open investigation on the same suspect. Four prepubescent females had come forward in 2003 and reported the same suspect for repeatedly sexually assaulting them between 1988 and 1992. Unfortunately, following an extensive investigation, police did not have enough evidence to make an arrest at that time. As it turned out, the CyberTipline report heated up what had become a cold case. Armed with the report, Huntsville detectives, accompanied by ICAC investigators, returned to the suspect's home to talk to him. Much to their surprise, he broke down and confessed to sexually molesting the four little girls. With the suspect's permission, ICAC investigators then seized the suspect's computers and hard drives for forensic examination.

On May 9, 2009, just five days after they received the CyberTipline report, Huntsville detectives arrested the suspect and charged him with four counts of aggravated sexual assault. He is currently in the Walker County Jail on \$80,000 bond. If convicted, he could be facing up to 99 years in state prison. Additional charges may be added following the results of the Attorney General's Office's examination of his computer and electronic media.