INHOPE
Foundation

ANNUAL REPORT **2016**

Contents

Images are for illustrative purposes only and do not reflect actual victims of abuse

Foreword

Over the past year, the INHOPE Foundation has continued to support the INHOPE Association`s efforts to expand its global network of hotlines committed to eliminating child sexual abuse on the internet. During the reporting period of 2016, the Foundation also provided consultation and training on best practice standards in processing reports of online child sexual abuse material and helped build local capacity throughout the world to respond to online child sexual abuse and exploitation.

Some main highlights of the year included:

• Supporting fledgling national hotlines and building relationships with major stakeholders at both a regional and national level remain at the core of the Foundation`s objectives, particularly in Latin America and Asia Pacific.
• Further improvement and collaboration on the process of hotline quality evaluation, for which a draft of working recommendations was created. Regional assessments will ensure that hotlines can work in a synergetic system within their region.
• The establishment of the Hotline Development Guide, a website dedicated to hotline startup and development, and a mixed level eLearning course for hotlines: **www.hotlinedevelopmentguide.org**
• The design of the Report Box for development of a standalone hotline report management technology.

All of these yearlong activities are vital to the mission of the INHOPE Foundation, to support new hotlines and build their capacity through longterm development and education.

Finally, we would like to recognize and thank the dedicated members of the INHOPE Association Network and our partner organisations for their continued and unwavering dedication and support in assisting us with our work in their regions. The countless hours of pro bono contribution to our cause is an inspiration to all of us and demonstrates the desire to fight these online risks and assist with the saving and support of child victims. ■ **Miguel Torres Garcia** - *Foundation President*

INHOPE Foundation Participants: Fostering hotlines to step up in the fight to end online child sexual abuse

OUR PARTICIPANTS IN 2016

THAI HOTLINE

The Thai Hotline (www.thaihotline.org), operated by the Internet Foundation for the Development of Thailand, has been a Foundation participant since November 2012.

In 2014, the hotline launched a new website for reporting, for which the INHOPE Foundation provided financial and project assistance. As a result of increased visibility and contact facilitated by the INHOPE Foundation, the hotline became involved in the National Legal Research Group Workshop on Child Sexual Abuse in Thailand and also participated in the national CRC Coalition Group.

In November 2015, the INHOPE Foundation funded Thai Hotline's attendance at the INHOPE general training in Lisbon, which provided the hotline with INHOPE Certification. In March 2016, the INHOPE Foundation produced a country case study video focusing on the work of the Thai Hotline, adding visibility and insight to their organisation, and advocating for their work.

Child Sexual Abuse Material (CSAM): CSAM has different legal definitions across countries. The minimum bar that defines any material as CSAM is that the content shows a person who is a child and is engaged in or depicted as being engaged in explicit sexual activity.

CONSEJO CIUDADANO CIUDAD DE MEXICO

The Citizen Council of Mexico City is a civil society organisation established to generate citizen complaint mechanisms and to design and implement programmes to address problems of public security and law enforcement. The INHOPE Foundation has financed the hotline training visit to an experienced hotline to understand the set-up and operations of an existing hotline.

RCPI PERÚ

The Peruvian Network against Child Pornography (RCPI - Peru) is a non-profit civil association founded in October 2006 to contribute to the fight against child pornography on the Internet in Peru. In June 2015, the INHOPE Foundation funded attendance by RCPI at the INHOPE Foundation-ICMEC-INTERPOL SOUTH AMERICA-TE PROTEJO regional conference for Latin America in Buenos Aires and in December of the same year attendance at an ICMEC-UNICEF LACRO regional forum in Quito, Ecuador.
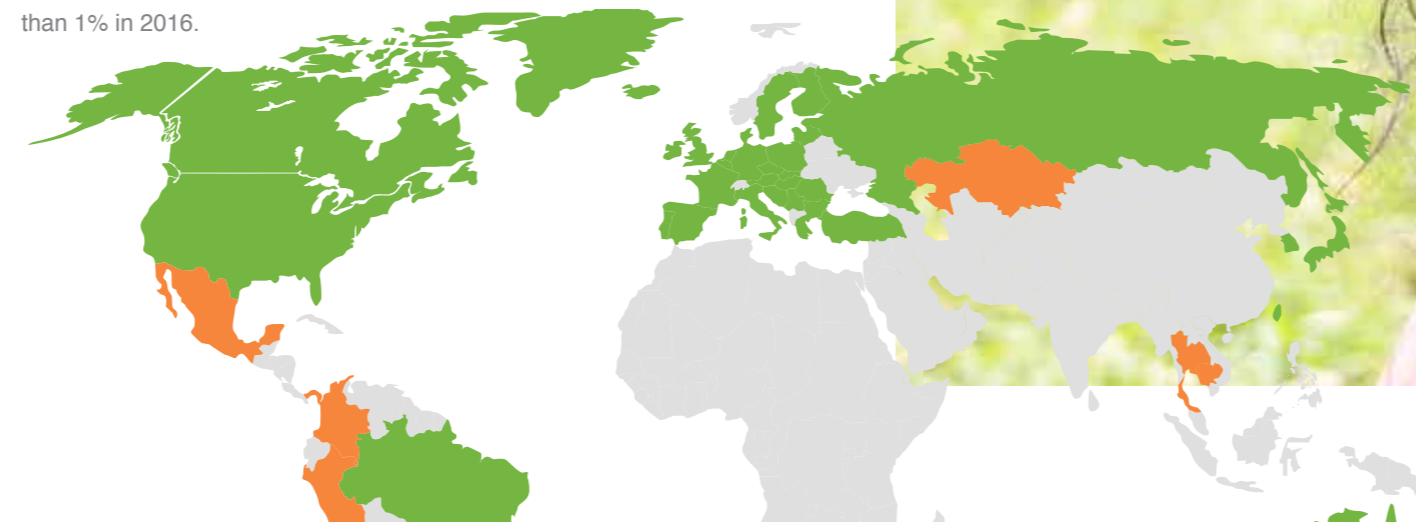
APLE

Action Pour Les Enfants (APLE) is a Cambodian NGO founded in 2003, dedicated to combatting the sexual abuse and exploitation of children.

APLE's work to investigate offences committed against Cambodian children by traveling sex offenders has given them a wealth of experience and has also resulted in close cooperation with national and international law enforcement regarding the production and online dissemination of Child Sexual Abuse Material.

In December 2015, the INHOPE Foundation made a grant to support the APLE hotline project in areas including IT security, awareness raising and training/capacity building. In September 2016, the INHOPE Foundation attended a national roundtable in Phnom Penh. The meeting was organised to identify key strategies, gaps in the national legal framework to effectively address online Child Sexual Exploitation and Abuse (CSEA).

INTERNET ASSOCIATION OF KAZAKHSTAN

Safekaznet hotline was launched in July 2011 and operates under the patronage of the Internet Association of Kazakhstan. With support from INHOPE, Safekaznet set up a hotline, trained and certified analysts. At a crucial moment when a large number of CSAM reports were generated by websites hosted in Kazakhstan, Safekaznet could respond to the challenge with cooperation from the international INHOPE network, collaborating with Facebook, Google, Interpol and Europol. The focused activity and the policies enhancement brought about through the action of Safekaznet reduced the number of reports hosted in the country from 19% of the global number of reports registered by INHOPE in 2012, to less than 1% in 2016.

Success stories: how start-ups become full-fledged hotlines that contribute to a global network in the fight against CSAM

TE PROTEJO - COLOMBIA

After beginning to work with the INHOPE Foundation in 2012, the Colombian hotline www.teprotejo.org became the first INHOPE Foundation hotline to apply for and be accepted as a member of the INHOPE Association.

This transition, confirmed in May 2016, demonstrates not only the committed efforts made by Te Protejo to attain and help drive best practices in Latin American as a hotline, but also the value of the INHOPE Foundation as a stepping stone for organizations willing to participate in the global action against CSAM.

Following the acceptance of Te Protejo to the Foundation, INHOPE has assisted them with the planning and organisation of an industry and law enforcement seminar. INHOPE has also provided numerous analytical trainings, translation assistance and financial support of a back-end database reporting system.

"As a member of the INHOPE Foundation, Te Protejo received the help and support needed to launch the first hotline in Colombia aimed at protecting children online. It gave us the opportunity to receive special training for our analyst, knowledge that was translated to members of the Colombia Law Enforcement, Government and ISP staff. The best practices shared by INHOPE gave us a clear picture of our daily work. The INHOPE Foundation also provided us with a better understanding of the global impact of CSAM and the importance of committing to the fight against this crime, which led us to be accepted as full members of the INHOPE Association." ■ Cristina de Narváez, Te Protejo - Red PaPaz

Together with UNICEF, GSMA, NCMEC and WePROTECT, the INHOPE Foundation strives to provide guidance, best practices and tools to organizations and countries facing the surge of online child abuse

In 2016, the INHOPE Foundation launched a comprehensive platform that enables civil society organizations to become active players in the fight against child online sexual abuse. A complete Capacity Building Package is created was the aim to provide guidance and technology to internet hotlines and helplines handling child online sexual abuse.

THE HOTLINE DEVELOPMENT GUIDE

In 2013, GSMA published the first Guide to Setting Up an Internet Hotline. This was developed in the framework of the GSMA Mobile Alliance Against Child Sexual Abuse Content, in cooperation with INHOPE and other expert contributions from many organisations that operate or work with internet hotlines on a daily basis.

In 2015, INHOPE joined forces with UNICEF and GSMA to bring the guide to an even wider audience and provide a platform for new and detailed information regarding hotline development and hotline operations. In 2016, the Hotline Development Guide was officially launched.

The guide aims to share the experience of the INHOPE Foundation supporting internet hotline development around the world. Most importantly, it also aims to reflect the collective expertise of the global INHOPE network of hotlines and partner organisations across the sectors.

TO WHOM IS THE HOTLINE DEVELOPMENT GUIDE DEDICATED?

• Government
• Law Enforcement
• Internet and Mobile Industry
• Foundations, Grant-giving Organizations and funders
• Public

WHAT IS THE PURPOSE OF THE HOTLINE DEVELOPMENT GUIDE?

INFORM a wide range of organisations about Internet hotlines and their essential role in forming a Comprehensive National Response to online child sexual exploitation and abuse.

ADVISE organisations that are considering or are already planning to set up an Internet Hotline about the main requirements and considerations.

RECOMMEND good practice in relation to the hotline juridical status, governance, management, operations, facilities, logistics, information technology and inter-institutional relationships.

CONNECT organizations who would like to become active in the fight to stop online child sexual abuse with:
• Hotline development support available from the INHOPE Foundation
• Experienced INHOPE member hotlines around the world
• Leading initiatives and support available from law enforcement, NGOs, the private sector and governmental partners around the world.

HOTLINE TRAINING - INHOPE E-LEARNING

With the funding and support of UNICEF under the WePROTECT programme, INHOPE has developed an online learning tool and related materials to allow hotline initiatives with very little resources or skills to access basic knowledge and techniques needed to operate a hotline effectively.

MODULE STRUCTURE
The e-learning platform has a module based structure which guarantees an adequate gradual modelling and assessment of the learning experience.

EVALUATION
At a number of stages, the trainee undergoes an evaluation process regarding the contents covered in the previous modules. Questions are randomized so that the examinee/trainee can repeat the same test at a later stage to re-assess the knowledge gained.

CERTIFICATION
The training is completed by a final exam evaluated by the INHOPE Training Management Office. A successful examination leads to the award of the INHOPE Certified Analyst status.

HOTLINE TECHNOLOGY – THE REPORT BOX
WHAT IS THE REPORT BOX?
One of the key requirements for a hotline is that the public may anonymously report possible illegal activities through the hotline website, entering information in the format required by the hotline and by the local regulations. Different hotlines have different scopes and often they need to be able to publish different forms for the different illegal activities that may be reported, besides child sexual abuse material reports. The Report Box is a simple tool that allows the hotline to publish different forms to any of their website pages, customize fields and questions, change them over time, receive reports in a secured area, assess, process, and archive for statistical and historical use.

The Report Box has been conceived for hotlines in their infancy which lack the resources and operational maturity to develop, manage and maintain the IT systems required for the basic reporting functions.

Although it may be relatively easy for a hotline to create a website to communicate their role to the public, directing the submission of reports in a safe and secure environment, while maintaining flexibility in the exchange of required information and allowing the back-end processing of the received data, might be challenging. Yet this is crucial for the hotline to perform their role and have an impact on the crimes they are fighting, and even more so when addressing child abuse.

FOR WHOM IS THE REPORT BOX?
The Report Box will be made available to organizations that are authorized to take reports of online and ICT facilitated child sexual abuse and exploitation in their country.

While the INHOPE Foundation will support start-up hotlines overcoming their initial threshold with an effective, secure and cost-less solution, existing hotlines are all welcome to evaluate the tool as a potential front and back-end to be used in the phase of form publication, report intake and report validation, customizable to any report type, prior to the follow up required by the hotline procedures established for non-CSAM reports.

NEXT STEPS
The Report Box is planned to launch in the autumn of 2017.

Want to know more about the Hotline Development Guide, The Report Box, or any assistance you may receive from the INHOPE Foundation to start up, foster or empower your organization fighting online child sexual abuse and exploitation?
enquiries@inhopefoundation.org

Our Board

OUR PRESIDENT
Miguel Torres Garcia was elected as the new INHOPE Foundation President in May 2016. For over 10 years, Miguel has been Chief Officer of Child Focus, the Belgian organisation for missing and sexually exploited children.

Miguel's past commitments include several years of consultancy to the Belgian High Council of Justice in the matter of justice administration and improvements and acting as Minister's Delegate for the Commission on Victim Support with the Ministry of Justice. He has dedicated his entire life and career towards victims' rights.

In addition to the INHOPE Foundation Presidency, Miguel is also a member of the Board of Missing Children Switzerland.

OUR VICE PRESIDENT
Since 2002, Veronica Donoso has carried out research about children, digital technologies and their protection online, and since 2006 she has been an active member of the EU Kids Online network. As the mother of a two-year old boy, Veronica is particularly interested in creating empowering, enriching and safe online experiences for the youngest audiences. She obtained her PhD in 2007 with a dissertation entitled: "Adolescents and the Internet: Implications for home, school and social life".

Veronica has held both academic and non-academic positions including Senior Researcher at the Center for User Experience Research of KU Leuven, post-doctoral researcher at the Media & ICT in Organizations & Society research group of the University of Antwerp, and as Project Manager at the Belgian Safer Internet Centre (Child Focus) where she was in charge of the e-safety helpline. Veronica has also acted as an expert and independent consultant for several institutions dealing with the empowerment and the protection of children online including the EC, UN, UNICEF and the Word Federation of Advertisers.

Support the INHOPE Foundation

OUR DONORS
OAK FOUNDATION
The OAK Foundation commits its resources to address issues of global social and environmental concern, particularly those that have a major impact on the lives of the disadvantaged.

NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN
The National Center for Missing and Exploited Children (NCMEC) is a non-profit organisation whose mission is to help find missing children, reduce child sexual exploitation, and prevent child abduction and victimization.

UNICEF
UNICEF is a leading humanitarian and development agency working globally for the rights of every child.

INHOPE ASSOCIATION
INHOPE coordinates a network of Internet Hotlines all over the world, supporting them in responding to reports of illegal content, to make the internet a safer place.

Call for Action!

The INHOPE Foundation is always striving to develop knowledge and tools that can support organizations, inform governments, enhance law enforcement strategies and foster the collaboration with the internet and mobile industry in the fight to end child sexual abuse material online. Our efforts - to scale up regional synergies, drive the start-up of country hotlines, and contribute to innovative responses to the newest challenges and demands - require your interest and participation.

To know more about our current programmes, how you can contribute to our projects or propose new collaborations, visit us at **www.inhopefoundation.org**.

The Inspector of Taxes has classified Stichting INHOPE Foundation as a Charity under their Algemeen Nut Beogende Instelling (ANBI) - public benefit organization – rulings and as referred to in Article 24, paragraph 4 of the Succession Act 1956.

As an ANBI, Stichting INHOPE Foundation are exempt from paying tax on inheritances and donations that the foundation receives in the context of the public interest.

ANBI registration name
Statutory name: Stichting INHOPE Foundation
ANBI Tax Registration Number 8228.06.381

FOR MORE INFORMATION:
enquiries@inhopefoundation.org

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