



## Combating online illegal content - the role of the INHOPE network of hotlines

Octopus Interface Conference  
Strasbourg  
11 – 12 June 2007

Ian Brown



May 2007/June 2007

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### INHOPE

The International Association of Internet Hotlines

- INHOPE Association founded November 1999
- Funded by EC Safer Internet Action Plan
- In 1999 there were 10 member hotlines today there are 28

#### Mission Statement

*“To support & enhance the performance of internet hotlines around the world, ensuring swift action is taken in removing illegal content, making the internet safer for all its users.”*



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# Countries with INHOPE Hotlines

 Australia	 Austria	 Belgium	 Canada	 Cyprus	 Denmark
 Finland	 France	 Germany	 Greece	 Hungary	 Iceland
 Ireland	 Italy	 Lithuania	 Netherlands	 Poland	 South Korea
 Spain	 Chinese Taipei	 United Kingdom	 United States	 Japan	 Slovenia
 Malta					



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http://www.onlinecasinorewards.com/wp1000.html

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Dear aconite@iol.ie,

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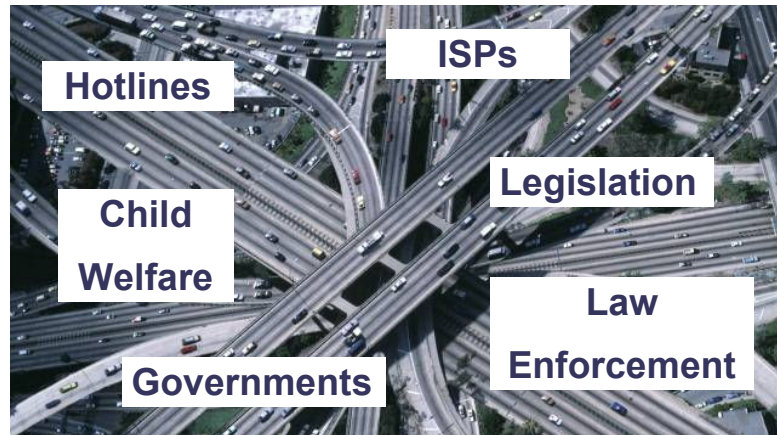
## Internet Hotlines

- Offer an easy way for the public to report suspected illegal sites and content
- Effective response to cross-border criminal activity
- Each report is reviewed by a content analyst and origin on the internet is traced
- Action is taken to ensure swift response
  - Referred to local or international law enforcement
  - Referred to INHOPE hotline in country of origin
  - Referred to ISP for appropriate action



Internet Hotline Provider

## International Complexity = Slow results



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## Real people... response has to be fast

- INHOPE processes ensure best response:
  - Available and Accountable
    - visibility, accessibility, readability, choice
  - Reliable and Responsible
    - security, confidentiality, privacy, solidity
  - Transparent and Trustworthy
    - organisation, criteria, process, interfaces, report

INHOPE Board of Directors 2006



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Lithuanian Focus Group 2006



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## This is where INHOPE fits in



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## INHOPE's purpose

- ☉ To ensure hotlines are operating to best practise standards
- ☉ To respond quickly and effectively to reports of illegal content around the world
- ☉ To expand the network of INHOPE members around the world by identifying and supporting new hotlines

**To make the internet as safe as possible for everyone**

**in h o p e .**  
Internet Hotline Providers

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## Key Challenges for INHOPE

- Managing cultural and legislative differences
- Maintaining best practice standards across the network
- Expanding the INHOPE footprint to become more effective
- Pre-empting & keeping pace with technology developments
- Raising awareness without scare mongering
- Building strong strategic alliances with key stakeholders



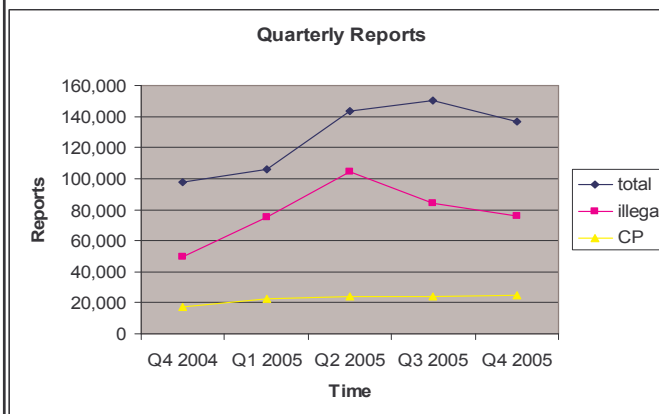
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## Trends of Reports to Hotlines

numbers subject to review – does not include all hotlines



- Over 534,000 reports in 2005
- Increasing quarter on quarter
- In 2005 Child pornography represented 28% of reports

**2005: 1,073 confirmed Racist and Xenophobia**

**2006: 6,275 reports received on Racism and Xenophobia resulting in 2,947 confirmed reports**

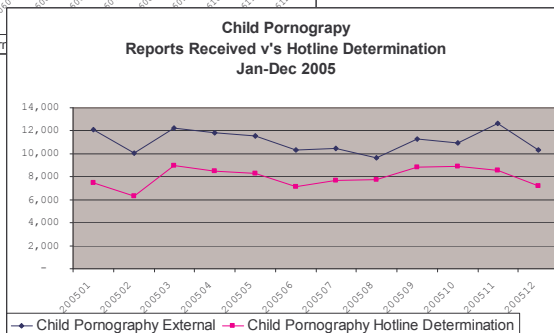
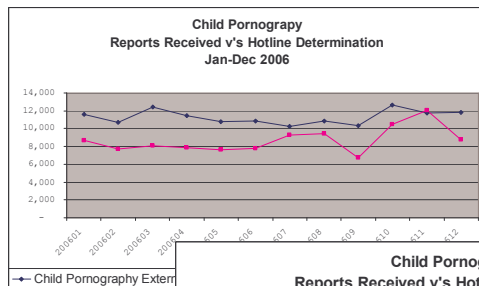


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## Reports Received vs Hotline Determination 2005



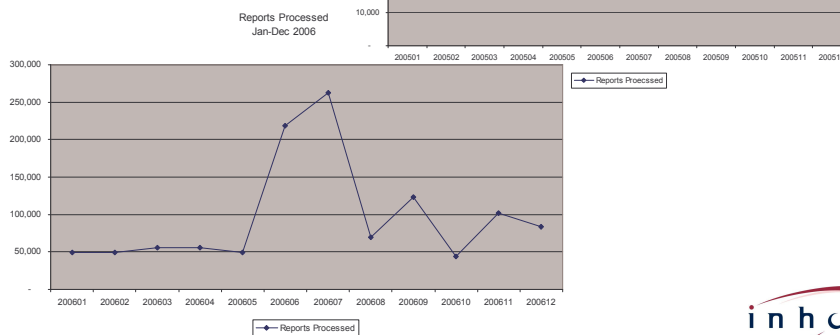
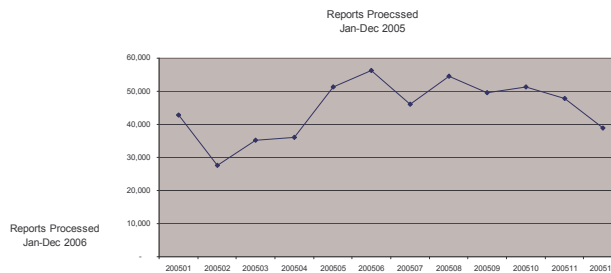
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## Reports Processed 2005-2006



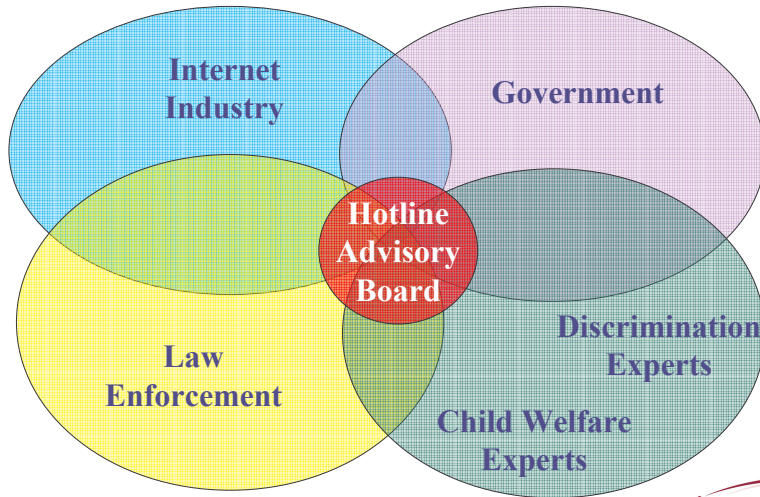
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## Hotline Stakeholders



## Changing Landscape for Internet Safety

- Internet proliferation
- Broadband and Mobile penetration
- Changes in legislation
- Increase in self generated content e.g. blogs
- Emergence of “new” types of crime
- Increased engagement from industry
  - Server based filtering
- Specialist law enforcement agencies
- And of course, growth in hotlines!





Internet Hotline Providers



The International Association of Internet Hotlines



Internet Hotline Providers

[www.inhope.org](http://www.inhope.org)

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**WELCOME TO INHOPE**

INHOPE is the International Association of Internet Hotlines and was founded in 1999 under the EC Safer Internet Action Plan.

Over the last decade the Internet has changed the way we communicate, the way we do business and ultimately the way we live.

Unfortunately, there is also a downside to the Internet and the last number of years has seen an increase in illegal content online.

INHOPE represents Internet Hotlines all over the world, supporting them in their aim to respond to reports of illegal content to make the Internet safer. [Click here](#) to find out more about INHOPE.

To find out more about the important part Hotlines play in eliminating illegal content on the internet click [here](#).

**ANNOUNCEMENTS**

- INHOPE's international event "Online Danger: Facing the Challenge Together" took place on 17th February in Dublin attracting over 70 experts in this field from law enforcement, child welfare, Internet industry and government. Presentations are available in the members' area.

**REPORT  
ILLEGAL  
CONTENT**

LATEST NEWS

07.Apr.2006

It is with great sadness that INHOPE has received the news of the death of Nigel Williams, Northern Irish Commissioner for Children and Young People. Without Nigel's vision, INHOPE would not be here today.

Read more...

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06.Apr.2006

UK hotline Internet Watch Foundation reveals new online child abuse figures at the

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