Daphne Booklets: Issues and experiences in combating violence against children, young people and women

Violence and technology

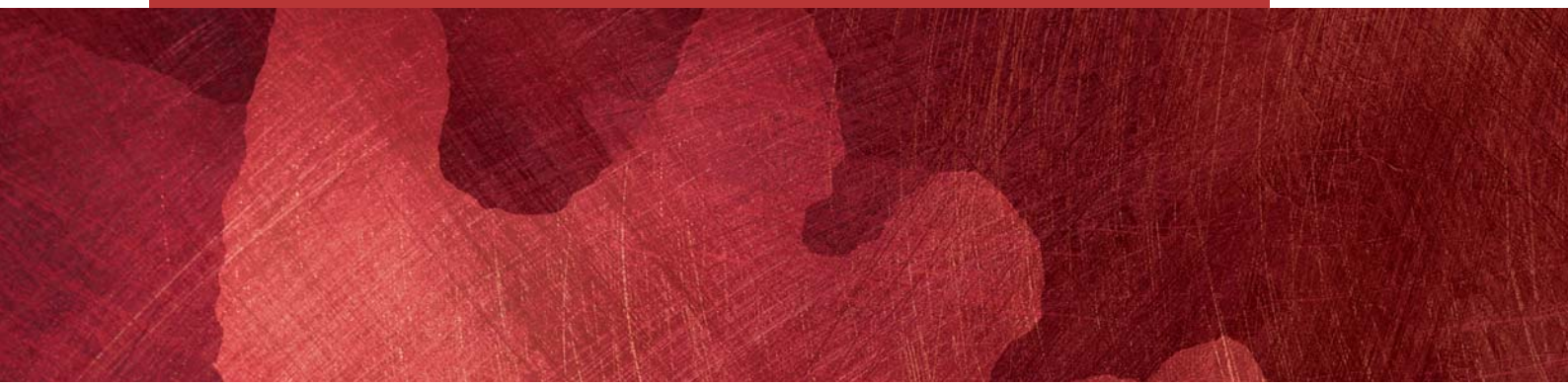
Disclaimer

This booklet was written by Dr June Kane and Pamela Portin in collaboration with the Daphne Programme management team of the European Commission. Its contents do not necessarily reflect the policies of the European Union or the positions of its Member States.

ISBN 978-92-79-09374-6
doi 10.2758/20608
English
Available in other EU languages at:
http://ec.europa.eu/justice_home/funding/daphne3/funding_daphne3_en.htm
European Commission
DG Justice, Freedom and Security
Daphne Programme
B-1049 Brussels, Belgium
Authors: June Kane and Pamela Portin

First printing: August 2008

Introduction



No one can deny the benefits that progress in communication technology has brought, particularly for children, for whom new technologies like the internet and the mobile phone have broken down barriers and opened up once unimaginable opportunities. Children and young people today have access to a wealth of information from every corner of the globe. They can communicate across continents, make friends and join communities that enhance their learning and pleasure. But it is important to remain vigilant to ensure that, when they participate in these virtual worlds, children are not exposed to messages that are potentially harmful, or to danger from those who use the anonymity of technology to put them at risk.

The same is true of adults, especially in an age when 'meeting people' often means not actually coming into contact with them in the first stages of a friendship, but sharing messages and sometimes even quite personal thoughts and information, on dating websites, through e-mails and in chat rooms.

Parents, indeed all adults across Europe, must be only too keenly aware of the growing number of video and computer games available and the very prominent place that these games play in our children's lives. These are the ultimate access to the 'virtual world'. Many of these games help children and young people to develop lightning fast motor skills, to hone their powers of logic and reasoning and, not least, to enjoy the thrill of competition and achievement. Unfortunately, however, many games are being created and released – often marketed specifically at a very young audience – that display and even glorify violence, sometimes extreme violence. Games where players are required to shoot down ordinary people walking on the streets, or where they have to bully children at school, are sending out messages that are unacceptable and ones that we do not want our children to learn.

Of course, it is first and foremost the responsibility of parents to protect children from these perverse messages, but this is my strong conviction that Member States and the European institutions also have to take responsibility to protect children's rights and to show leadership in matters like this.

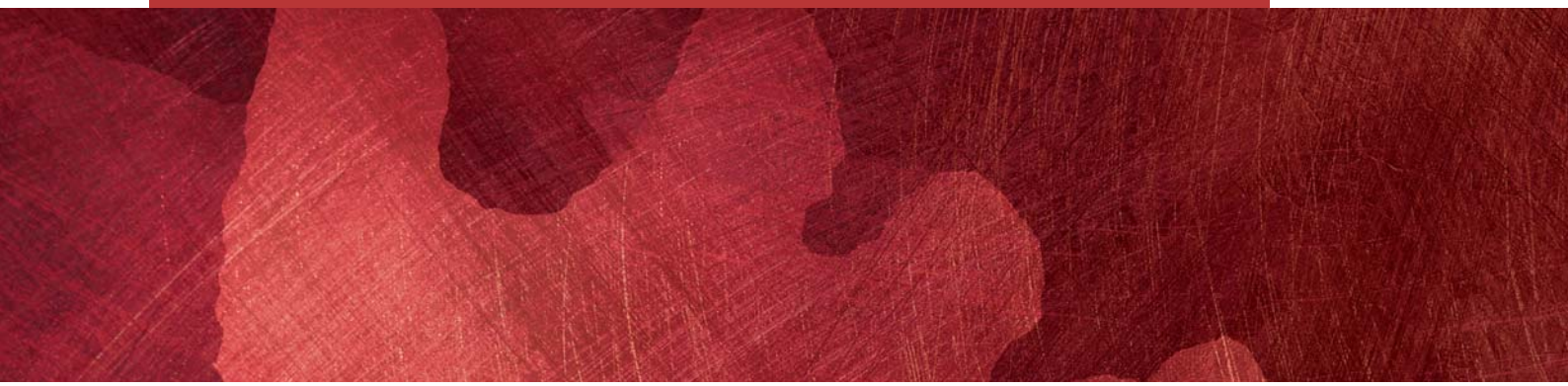
Through the European Commission's Daphne Programme, in particular, we have learned much about the links between violence and technology. Since 1997, a number of Daphne-supported projects have explored ways to promote the positive benefits of technological progress while protecting children, young people and women from harmful content and the kinds of violence facilitated by new technologies.

Supported by Daphne, organisations across the EU have developed educational programmes for children and parents, worked with law enforcement to combat harmful content including child pornography, established hotlines for reporting on-line hazards and, at the same time, promoted the safe use of new technologies so that children and adults alike can benefit from all the advantages they can bring.

On all these issues I have personally engaged myself to ensure that the EU has a stronger, more coherent and more effective response. We should do everything we can, financially, politically, legally to protect the very most vulnerable amongst us, namely children. They constitute our future: we owe it to them.

Jacques Barrot
Vice-President of the European Commission,
in charge of Justice, Freedom and Security

Foreword



People working to protect children, young people and women from violence – NGOs but also governments and regional bodies like the European Commission and the Council of Europe – were rather taken by surprise at the breakneck pace of technological progress in the early 1990s. At the first World Congress against Commercial Sexual Exploitation of Children in Stockholm in 1996, for example, concerns were being raised about the impact the advent of digital video cameras would have on the production of child abuse images, while little attention was then being paid to the fairly newly arrived Internet. And yet the Internet was about to explode into the daily lives of children and adults all over the world and it soon became clear that, while there would be enormous benefits of this borderless, global medium, its advent would also bring tremendous challenges for those working to protect children, young people and women. In particular, the challenge of how to respond to the mass transmission of child abuse images and growth in demand for pornography.

In the second half of the 1990s, therefore, child protection agencies, those who monitor violence against women, as well as law enforcement agencies and policy-makers, were caught in an inexorable game of catch-up, facing the challenge of learning about advances in technology and what they meant in social terms, while aware that the next advance was already on its way. However, although there were challenges, there were also real signs of progress, especially in Europe, where institutions, governments, law enforcement bodies, NGOs and industry began to collaborate and quickly identify the problems. Through the European Commission's Daphne Programme, many organisations were given support to begin co-operating on solutions and developing important partnerships.

One of the many pioneers at that time was the late Nigel Williams who established Childnet International in 1995. Nigel was acutely aware that, while a great deal of commercial attention was focused on ways the internet could help companies reach customers, Childnet should focus on the need to use the Internet to help break down barriers so that those with limited access to education, exchange and entertainment were able to use new technology to empower themselves. Nigel also believed in the important role the European institutions would play in guiding policy and initiating actions in relation to technology and its positive and negative impacts. Childnet International was an early partner of the Daphne Programme and of the EU Safer Internet initiative, and contributed heavily to the first wave of education and awareness safety messages for children, undertook research into the identification of the child victims of abuse images posted on the Internet and established the work of the INHOPE Association, which brought together the various fledgling hotlines to identify common procedures and best practice in reporting illegal on-line content.

Nigel's untimely death in March 2006 robbed children in Europe and around the world of a much loved champion, a man who believed strongly in the power of technology and the potential of children and the need to bring these together safely. However, today – like so many of the hotlines and other organisations established at this time – Childnet is continuing to work in co-operation with different stakeholders and address the new challenges that the very latest changes in technology bring; for example, as a member of the working group of the British Home Office Task Force on child protection on the Internet, which has recently published important good practice guidance for the providers of social networking services.[1]

Childnet has sought to respond to the very real phenomenon known as 'cyberbullying' and worked with the UK Government to launch comprehensive guidance for schools on how to prevent and respond to cyberbullying. Through a new website called 'Digizen' (www.digizen.org), made up of the words 'digital' and 'citizenship', Childnet continues to seek to empower children and young people to embrace the constructive use of technology, and create and engage in safe on-line communities. This guidance is now being adapted by organisations in other parts of the world.

As we recognise the vital work that the EC's Daphne Programme has achieved in protecting children and women from violence over the last ten years, let us recognise the work that needs to continue and commit ourselves to keeping up to date with the technology, working in close collaboration and partnership, and empowering young people to be the driving force for change so that together we can ensure that the Internet truly is a safe and great place for all.

Stephen Carrick-Davies
Chief Executive, Childnet International

1. See http://police.homeoffice.gov.uk/news-and-publications/publication/operational-policing/social-networking-guidance

The problem

Communication is a human imperative and, throughout the ages, much effort has been devoted to making it easier, cheaper and faster to contact family, friends and business associates to share information or just keep in touch.

Applying technology to this imperative to communicate reaches back almost 200 years. In the 1830s, the invention of the telegraph made it possible to send electric signals along wires. In the early 1900s, the radio was the first real-time mass medium. The telephone, also invented in the early 1900s, became the first real-time long distance telecommunications device for the general public. The invention of television in the 1940s allowed the transmission of images along with sound, at first only in black and white and then, like magic, in colour. Today the internet, invented in the 1960s for private use and made available to the general public only in the mid-1990s, has brought instantaneous communication to a new level, and the enormous advances in mobile telephony have torn down the barriers of distance and time.

Communication technology has always been accompanied by protection challenges – from mischievous phone calls or invasive cameras, for example – but the pervasive and influential nature of much new technology has additionally raised concerns about the links between violence and technology (including in the media industries built on the back of technological progress).

The truth is that the newest forms of technology – mobile phones and the Internet in particular – both link people but also isolate them, making them vulnerable to approaches or messages that they receive by these means.

The potential for violence to be spread or even promoted through the media and via new technologies, and the need to protect people from this, is an issue that has been debated for as long as communication technology has been around, and the debate is by no means over, arising again with each new technological advance.

Over the past 20 years, new technology has transformed people's lives. The excitement of technology extends beyond the television, radio and computer, to also include mobile phones, personal device assistants (PDAs), gaming consoles and music players.

In 1996, approximately 45 million people worldwide were using the internet. By 2004, this had increased to between 600 and 800 million users, and the number of internet users continues to grow each day. By February 2008, there were more than 158 million websites on the internet. This growing wealth of sources of information continues to increase the value of Internet use. Today, the internet is a global decentralised computing infrastructure that works in the background, connecting people to the information they seek.

For many people today, it is almost impossible to imagine what life was like in pre-internet days. Today's generation of young people grew up with the internet and many cannot imagine a life in which they do not do their homework with help from websites, chat with their friends on-line, play video games, download music or watch new movie trailers on their phones or computers. They consider it a normal part of their everyday lives, along with on-line gaming, chatting and instant messaging with friends and family, blogging and meeting new friends, and exploring websites.

People of all ages use the Internet for communicating, conducting business, social interaction, dating, research, shopping and entertainment, and to explore the world. It has brought people closer, opened up rural areas, brought news events more quickly to the public and linked professionals so that their individual service to the public is enhanced by the learning of many.

Mobile phones are also an essential element of most people's lives, especially children and young people's. They can talk with family and friends anytime, almost anywhere. They can surf on the Internet, take photos and send them to others or post them on websites. They can play games with players from around the world. The use of mobile phones by children under the age of eight years is growing, as it provides a way for parents to stay connected to their child when they are apart. Mobile phones have changed the course of social interaction.

Console and on-line gaming has become an increasingly popular form of entertainment for children and young people and not surprisingly the content of the games available has raised concern in relation to the potential impact of increasingly realistic violence and often stereotypical characters. As with movies and in some countries music, the rating of video and on-line games can help guide parents on which games might be suitable or not for their children to play.

Many of the risks associated with communication technologies apply to people in general, but children and young people are particularly vulnerable, not only because of their youth but also because new technologies are a much more influential part of their lives. Central to building protection to allow children and young people to enjoy the obvious benefits that new technologies bring is taking a multipronged approach to protection, emphasising education, technology tools and co-operation.

Perhaps most prominent among concerns linking new technologies with violence is the fear that children and young people (as well as women, to some extent) may be targeted by so-called 'on-line predators' looking for vulnerable people they can isolate and abuse. The perceived anonymity of the Internet has created opportunities for people to 'disguise' themselves and take on an on-line persona that facilitates their access to children, young people and vulnerable adults in chat rooms and blog sites. For example, an adult man might pretend to be a teenager in a youth chat room and 'groom' a minor through falsified conversations on-line. He will encourage a friendship, push for an exchange of personal information and potentially suggest a face-to-face meeting. The terms used to describe this process include 'stalking' and 'grooming', reflecting the persuasive and pervasive nature of the contacts made.

Sexual violence also includes the production, posting, accessing and downloading of sexually explicit images of children. This has become a major concern of law enforcement and child protection workers across the world. Whereas just a decade ago most child pornography – often now referred to as 'child abuse images' – on the Internet comprised digital copies of old photos often already known to the police, in recent years the majority of images are new, indicating recent or even ongoing cases of children being sexually abused and photographed. The University of Cork's COPINE project (Combating Paedophile Information Networks in Europe) keeps a database of child abuse images collected from Internet sources. Among the newer pictures, around half are of children aged between nine and 12 years of age. The overwhelming majority are Caucasian and just over half are girls.[2] In May 2006, the Interpol database of child abuse images contained photographic evidence of more than 20 000 children who had been sexually abused to produce child pornography. Fewer than 500 of these children have been identified and received support.[3]

Interpol has spearheaded initiatives to put victim identification on the law enforcement agenda. Since 2003, it has facilitated the International Victim Identification Group, which comprises 20 investigators. Once an abused child has been identified, it is important that the child's needs take centre stage. Inappropriate interventions – for example confronting the alleged offender before the child's location is known – can severely threaten the child's safety. Abused children also need a range of support services that can be activated in conjunction with the law enforcement actions. The emotional and physical impact of sexual abuse and exploitation can last a lifetime. Victims may have ongoing feelings of shame and guilt, and feel worthless or helpless. They may have sleeping and

2. M Taylor, E Quayle and G Holland: 'Typology of paedophile picture collections', The Police Journal, *Vol. 74.2 (2001), pp. 97-107.*
3. Save the Children: Visible evidence – Forgotten children, *Brussels 2006, p.2.*

eating disorders, reproductive problems, sexually transmitted infections, fear and anxiety, depression and mood swings, post-traumatic stress disorder and may self-harm. Most victims experience physical and psychological abuse, resulting in distinctive medical and therapeutic needs that must be addressed. Such specialised medical attention can be costly and difficult for many to obtain, and governments have a particular responsibility to ensure that appropriate services are accessible on a long-term basis.

As technology has progressed – including technology to capture images, such as digital cameras and mobile phone cameras that can be easily hidden or disguised – there has been a growth in 'real-time' abuse of children, including instances where paedophile and other child abusers ask for certain actions or poses in real time and the abuser complies with these requests. In such cases, the user of these on-line sites is in fact witnessing a crime being committed.

The growth of adult pornography sites on the Internet and through mobile phone services is also of concern, given the established links between abusive use of adult pornography and sexual violence. On Internet sites like Second Life, around 6 million people worldwide live a second life doing things they cannot do in their real lives. Current investigations in Germany are looking at child pornography-type activities occurring on virtual websites. These give offenders the chance to hide behind a virtual person and perform activities that offline would be criminal in nature.[4]

It has to be remembered that the existence and increased sophistication of new technology does not in itself constitute violence or abuse. However, the fast, cheap, easy communication and transfer that technology allows is certainly a factor in the growth of sexually explicit images and the abuse that often accompanies them, particularly since so much of the material can be viewed in relative anonymity and without fear of reprisal or criticism from friends or family.

The risk of being identified as a possible target for future abuse, or just for harassment or low-key nuisance behaviour, has also been raised in relation to so-called 'social networking sites'. These allow people to create profiles, express themselves, exchange messages, plan social calendars, share photos, artwork and videos, and meet new friends. These sites have attracted considerable attention because of the amount of personal information being shared on them and potentially viewed by millions around the world. On-line dating sites have similarly introduced a new way of meeting people. While there are many examples of women and men finding each other on-line and developing successful lasting relationships, it is important to know the risks and warning signs to ensure that on-line dating is a safe experience. The information shared between people may or may not be truthful and a personal meeting can bring surprises.

Joining an on-line community, in short – whether through a social networking site, in a chat room or blog, or in an on-line club or gaming fraternity – brings with it the possibility of what in the offline world is called 'stranger danger'. Adults need to be as aware of the possibility of meeting the wrong kind of people on-line as much as children do, but parents in particular need to remember that their child in front of the computer screen or talking on a mobile phone is possibly in a virtual crowd of people sharing an on-line life.

The phenomenon known as 'cyberbullying' is also becoming more prevalent, with increasing numbers of children and young people admitting that they have experienced this type of behaviour. Cyberbullying is the term used when a person is threatened, harassed, embarrassed, humiliated, made fun of or targeted by another person or group of people over the Internet or by mobile phone or PDA. Cyberbullying can happen via e-mail, text messaging, or when gaming on-line. It is always harmful to the child being targeted and, like face-to-face bullying, can in extreme circumstances result in direct physical violence, including self-harm or even suicide. The impact on the victim may be significant because of the intimate nature of the technology involved – bullying via a mobile phone, for example, can reach right into the child's home, after school hours and often unknown to parents, teachers and others with a duty of protection. When this type of behaviour is targeted at adults, it is considered to be on-line harassment and can have similar results. For the victim, cyberbullying can escalate into unwanted on-line stalking and manipulated information.

4. See www.networkeurope.org/feature/fears-that-second-life-could-become-a-haven-for-paedophiles, June 2007.

While child pornography, grooming and stalking, cyberbullying and targeting of on-line community members are clearly examples of technology-linked violence, there are less obvious ways in which technology can be used to harass, incite and generally cause harm. People using e-mail are vulnerable to receiving unsolicited mail, often referred to as 'spam'. These messages are usually from unknown people trying to give advice, sell a product or encourage the recipient to do something. But spam messages could also contain illegal or harmful images and messages. Unwittingly coming across sites that contain adult images or demeaning, racist, sexist, violent or false information can also be scary to children and young people and indeed to adults. It can be hard to distinguish between credible sources of information and less reliable sources. There is a prevalent feeling that what is written and shown on the Internet must be true. Since this is a widely held belief, helping people understand about the need to be cautious about what they read and see on the Internet is vital for a more positive and safe experience on-line.

Using 'technology tools' is another aspect of reducing the risk of harm. Taking the time to keep computers secure with firewalls, anti-virus, anti-spam and anti-spyware software, and current with security updates is important to protect both the equipment and the user.

In addition to tools for protecting the computer, there are tools to help control the Internet experience. Filtering tools help to filter access to websites on the Internet. Many filtering software choices are available in the marketplace, each categorising and filtering sites based on different criteria. These tools provide another layer of protection for parents to use to help guide children and young people in their Internet use.

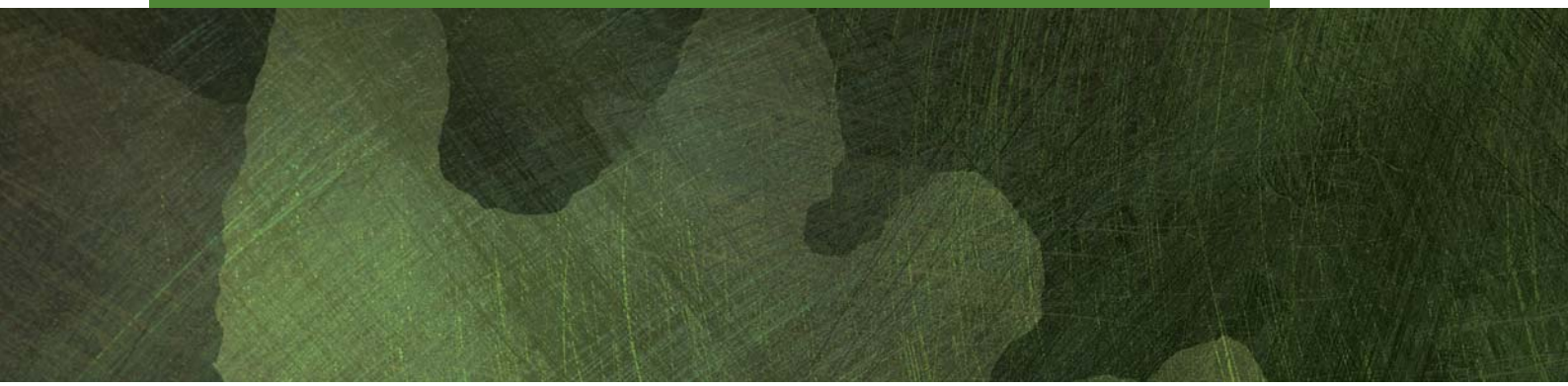
The Pan European Game Information (PEGI) organisation sponsors the PEGI game age-rating system and PEGI On-line provides young people in Europe with improved protection against unsuitable on-line gaming content and educates parents on how to ensure safe on-line play. The organisation also supports the PEGI On-line Safety Code, promoting a minimum level of protection for young people in the on-line gaming environment. Companies that accept and adhere to the code can register their games and then display the PEGI On-line logo.

In all the excitement of discovering and using new technology, it is also important to keep in mind the potential impact of these virtual worlds on the physical and mental health of children and young people. Questions are often raised about the impact of violent games and role-playing programmes on children who play them, as well as the impact of TV and movie violence on those who watch. The jury is still out on this. Studies following the infamous Columbine school killings in the United States, where the two young boys concerned had watched violent videos before going on their rampage, suggested that such movies are likely to have an impact only as a 'trigger' factor where other pre-conditions exist, such as a history of family violence. Concerns continue to be raised regarding the health risks of using mobile phones because of potential radio frequency radiation exposure and its impact on developing nervous systems. However, there has not been any conclusive evidence that mobile phones are harmful. Most agree, though, that spending too much time sitting watching television or playing video games might limit the time for physical activities and family, which may have lasting impacts on physical health and social skills.

The Internet has an infinite life span and information that is posted on it can be available and circulated for many years into the future. People need to feel comfortable with the web service they use, as most on-line dating, social or shopping sites usually ask for personal information. Posting photos of people in skimpy clothes or naked and in an inappropriate environment could potentially be damaging to reputations and careers years later, as the photos can be viewed by almost everyone around the world for a long time. Shopping on-line may require personal information to be exchanged with the site, so it is important to buy from a reputable site and always to read the privacy statement.

New technologies have opened up a whole world of possibilities. Most of these can only enhance people's ability to learn, meet, enjoy and communicate. But some of them can hide risks and dangers and, as in the everyday, non-switched-on world, these need to be recognised, understood and taken into account.

Some facts and figures



In the EU, there are more than 273 million Internet users – 55.7% of the EU population compared to 16.2% for the rest of the world. In December 2007, Europe accounted for 26.4% of global Internet use. Internet use penetration is 43.4%, third after North America and Oceania/Australia. Internet use in Europe rose by more than 230% between 2000 and 2007, just below the world average of 265%. Europe is outranked only by Asia, with 348 million Internet users. Europe is clearly outpacing other regions of the world in Internet use.[5]

Internet use varies across the EU. The ten EU Member States with the largest penetration of Internet usage in December 2007 were the Netherlands, Sweden, Portugal, Luxembourg, Denmark, the United Kingdom, Germany, Finland, Slovenia and Estonia. In November 2007, the top ten EU Internet users by country (in absolute figures) were Germany, the United Kingdom, France, Italy, Spain, the Netherlands, Poland, Portugal, Romania and Sweden.

Europe's mobile market continues to expand. By mid-2007, 22 of the region's markets had exceeded 100% penetration, with many people having multiple phones. For example, in Finland almost every person of working age had a mobile phone in 2007. In 2004, TNS OK conducted a survey of more than 20 000 children aged 5 to 15 years in France, Germany, Italy, the Netherlands, Sweden and the US. The survey found that 50% of the respondents owned a mobile phone. Among children aged five or six years, 10% of the boys and 16% of the girls owned a mobile phone.

In a 2005 report[6], respondents said the use of mobile phones provided a sense of security. Both male (68%) and female (87%) children said that having a mobile phone made them feel safer and more secure. Boys (64%) and girls (79%) said that, if they had their mobile with them, their parents would worry less. This same study found that texting was the preferred method of communicating, with nine in ten children saying that they sent text messages at least once a day and more than half texting five or more times a day.

By the end of 2007, global on-line gaming revenue was estimated at between €3.5 and 4.5 billion. Fifty percent of the revenue was generated in Asia, while North America accounted for about 30% of the revenue and Europe for about 20%. The Internet is also bringing gambling into schools, homes and the workplace, where the casino is virtual, but the money lost is real. On-line gambling is now a €12 billion business worldwide. In Europe, some innovative gaming technology models are being introduced which will make on-line gaming easier to access on the Internet. For example, in Norway, leading gaming platforms are being integrated with power utilities infrastructure. And in Italy, on-line gaming is being offered with TV services as part of an 'interactive channel' service.

5. *The data in this section, like much of the information used in this document that is not directly referenced, has been collated from on-line sources: www.stat.fi – Statistics from Finland on technology use; www.fireflymobile.com – Glowphone; www.computerworld.com – Study advises limiting children's use of mobile phones; www.saferinternet.org – Safer Internet Day 2005, 2007, 2008; http://blog.eun.org – Blog on 'Life on the Internet is what we make of it'; www.getnetwise.org; www.xbox.com; www.elspa.com; www.pegionline.eu; www.isafe.eu; www.inhope.org; www.ncmec.org; www.icmec.org; www.iwf.org; www.childnet-int.org; www.childfocus.be; www.unicef.org; www.acf.hhs.gov – victim's impact; www.networkeurope.org – gaming; www.megagames.com; www.bbc.co.uk; www.jammaeurope.eu; http://news.monstersandcritics.com/europe – Italian investigation; www.generit.org – on-line safety for women in Canada.*
6. *H Haste:* Joined-up texting: The role of mobile phones in young people's lives*, Nestlé Social Research Programme, UK, 2005. See also E Böhler and J Shüz: 'Cellular telephone use among primary school children in Germany',* European Journal of Epidemiology, *2004 Vol. 19, pp. 1043-1050.*

In the United Kingdom, research conducted by British Telecom[7] found that approximately 77% of 11-16 year olds would rather play computer games than traditional board games. They like playing on-line with players from other countries. A third of British gamers choose the United States as the nation they most like to beat on-line, followed closely by France and Germany. The research also showed that these gamers would rather give up television shows than their on-line gaming experiences. In Italy, similarly, research conducted by the Ministry of Social Solidarity[8] estimated that 3% of the Italian population suffer from gaming addiction. In addition, 40% of teenagers play games at least once a week, with people between the ages of 18 and 40 being most vulnerable to gaming addiction.

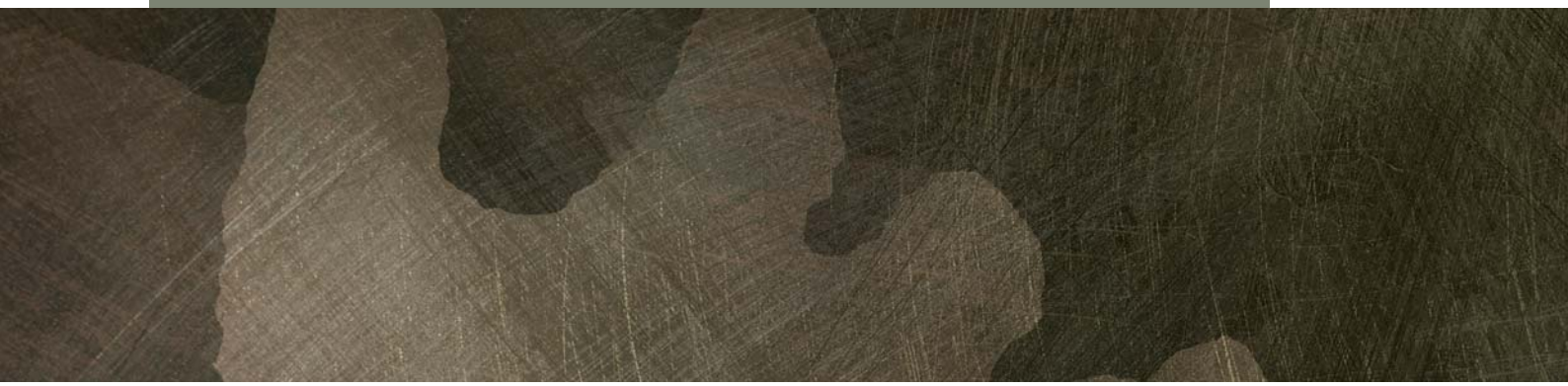
The statistics relating to on-line activity are startling, and not only in relation to users, coverage and impact. Law enforcement agencies in Europe and the rest of the world have also recorded some significant numbers in the people they have pursued for various on-line criminal activities.

Perhaps the best-known multi-country law enforcement success (because it was one of the first) is Operation Cathedral. In September 1998, police in several countries moved against a paedophile network known as Wonderland. One hundred and seven coordinated dawn raids led to the arrest of more than 100 people in Europe, the US and Australia. Police seized 750 000 images featuring 1 263 different children, mostly under ten years of age. By 2002, only 18 of the children had been identified, three of whom were in the UK.[9]

And there are more examples, as police co-operation and effectiveness in this area make good progress: in May 2006, resulting from an investigation prompted by Dutch authorities, police in 12 EU countries and the US arrested several people suspected of being involved in child pornography. In February 2007, Austrian police uncovered a child pornography network operation on the Internet, involving more than 2 000 people in 77 countries. In July 2007, authorities in Spain, in conjunction with Interpol, arrested 66 people whose computer equipment contained more than 5 000 photographs and videos of children being abused. In November 2007, Europol and Eurojust announced their discovery of a major child pornography case with 2 500 people in 19 countries identified as potentially being involved. The victims were 20 girls from the Ukraine and two from Belgium. Authorities from Australia, the Netherlands, Belgium, Italy and Ukraine were involved in the investigation.

7. See www.megagames.com/news/html/pc/europeprefersonlinegamingtoo.shtml, November 2004.
8. See 'Italian people suffer from gaming addiction', at http://www.jammaeurope.eu/articolo.asp?id=970.
9. R Downey: 'Victims of Wonderland', Community Care, *7-13 March 2002.*

National and European legislation and frameworks



In Europe, the European Commission and the Council of Europe have been active in addressing these complex issues since they first began to be understood. The EC's Daphne Programme has, since it began in 1997, supported groundbreaking work in Europe on the links between new media and technology and violence against children, young people and women.

NGOs and public authorities have taken an active role in helping to protect children, young people and women through research, education and awareness programmes.

INHOPE, the International Association of Internet Hotlines, grew out of groundwork laid through a very early Daphne project in 1997 (and has since received financial support from the Commission's Safer Internet Programme). Its mission is to support and enhance the performance of Internet hotlines around the world, ensuring that swift action is taken in response to reports of illegal content on the Internet and helping to make the Internet a safer place. In its January 2006 report, INHOPE lists hotlines in Austria, Belgium, Cyprus, Denmark, Finland, France, Greece, Germany, Hungary, Ireland, Italy, Lithuania, the Netherlands, Poland, Spain and the United Kingdom. Hotlines have also been established in Australia, Brazil Canada, South Korea, Taiwan, and the United States. Hotlines are good examples of government, the Internet industry, law enforcement and the public working together to help make the Internet a safer place.

INHOPE provides support to the creation of hotlines in a variety of models meeting differing local market requirements, many with support over the years from the European Commission. For example, in Austria, France and Germany, hotlines are created and funded by a coalition of industry participants. In Austria, the Stop-Hotline is run by the Association of Austrian Internet Providers. In France, the AFA Point de Contact is run by the French Internet Service Provider Association, and in Germany, the Jugendschutz.net is funded by the Internet Service Provider Association of Germany.

Some hotlines are run by private companies, child protection organisations, Internet service providers (ISPs) or a combination of these. In Denmark, for example, Red Barnet (Save the Children Denmark) established the first hotline. In the Netherlands, Meldpunt Kinderporno was established by a working group consisting of representatives of ISPs, police and a group of Internet users. In Belgium, the NGO ChildFocus established a hotline with a website and free telephone number. In the UK, the Internet Watch Foundation established the first hotline and in Iceland, Baraheill and Save the Children Iceland together launched the Icelandic hotline.

In addition to reports of child pornography, hotlines also receive reports regarding adult pornography, unsolicited e-mails, virus attacks, financial fraud and enquiries about filtering software solutions. People also seek solutions for handling harmful material on the Internet.

The technology industry takes its responsibility seriously in promoting the safe use of technology by participating in self-regulatory organisations like game-rating associations, providing educational materials on safe use of their products and working closely with law enforcement in relevant investigations. A landmark conference in Vienna in 1999[10] brought Internet industry players together with governments, international organisations, hotlines and NGOs from around the world to pledge ongoing co-operation in combating child pornography on the Internet.

The involvement of law enforcement agencies is a critical component in meeting the challenge of cross-border criminal activity associated with modern telecommunications. The coordinating efforts of Interpol and Europol are crucial in ensuring that police forces exchange information and expertise across jurisdictions, since the Internet knows no national boundaries and the increasingly transnational nature of mobile telephony and wireless devices allows for easy movement of information and people. Two important focuses of Interpol's work on Internet-linked crime are child sexual exploitation on the Internet and financial and high-tech crimes, such as computer virus attacks, cyber-terrorism and payment card fraud.

Europol also addresses the trafficking of drugs and child pornography images on the Internet. Its recommendations include sharing more intelligence and enhancing co-operation among stakeholders, improving common understanding with private industry, educating Internet users on how to use new technologies safely, and promoting ratification of the Convention on Cybercrime (2001).

At international level, the Global Virtual Taskforce is made up of police forces from around the world that work together to fight on-line child abuse with an on-line reporting tool. The concept started in the UK and members include the Australian Federal Police, Royal Canadian Mounted Police, Italian Postal and Communication Police Service, UK Child Exploitation and On-line Protection Centre, US Immigration and Customs Enforcement, and Interpol.

Innovative actions continue to be introduced to get information to the public to help them to understand the positives and negatives of technology use. In August 2007, the International Centre for Missing and Exploited Children (ICMEC), in partnership with YouTube and The Find Madeleine Campaign, created a new YouTube Missing Children's Channel exclusively for posting videos of missing children.[11] The channel will work closely with the National Centre for Missing and Exploited Children in the US and with law enforcement agencies worldwide. The channel also includes child safety and educational materials in several languages.

The United Nations also plays an important role in bringing safe technology use to international attention. In 2006, the UN Secretary-General's study on violence against children[12] painted a detailed picture of the types and extent of violence against children. A recommendation addressing violence in the media called for the mass media and information technology industries to mobilise to protect children from the potentially harmful content they may encounter on the Internet and in electronic games, and to support broad education programmes and global standards. In November 2007, the UN, carrying out the mandate from the World Summit on the Information Society,[13] convened the second Internet Governance Forum.[14] The agenda included a broad range of policy issues relating to technology use and the Internet, and included sessions dedicated to child protection on-line, security and privacy challenges for new Internet applications, and on-line child pornography.

Every year, the Safer Internet Day is organised by the European Internet safety network, Insafe, and is co-funded by the European Commission's Safer Internet Programme. The fifth such day, in February 2008, was supported by 100 organisations in more than 50 countries.[15] In Brussels, the first ever pan-European Youth Forum was organised by the European Commission to increase dialogue between children and decision-makers on safer Internet issues, and to raise awareness of the best ways for protecting minors on-line. Individual Member States partnering with industry, law enforcement and NGOs held a variety of creative events, including the launching of new and updated educational websites, educational spots on television, radio, YouTube, MySpace and in newspapers.

10. Vienna commitment against child pornography on the Internet: Conclusions and recommendations of the international conference 'Combating child pornography on the Internet', *29 September to 1 October 1999, Vienna.*
11. See 'Don't you forget about me: A channel for missing children' at www.icmec.org, May 2006.
12. See www.unviolencestudy.org, the dedicated web module containing the report and accompanying materials.
13. See About IGF *at http://www.igfbrazil2007.br/.*
14. See The Internet Governance Forum *(IGF) at www.intgovforum.org.*
15. See press release dated 12/02/2008 (Reference IP/08/207) at: www.europa.eu.

In February 2008, the Council of Europe launched a new website (www.wildwebwoods.org) for young children aged between seven and ten. Wild Web Woods is an on-line game for learning Internet safety in a fun and friendly environment. Children have to successfully reach an e-city through mazes, dangers and tasks. The Council of Europe has also released a video game warning young people of on-line dangers, which addresses the issues of explicit spam, sexual grooming and adult content.

ICMEC, in partnership with Interpol and Microsoft Corporation, runs a four-day training course on computer-facilitated exploitation of children, conducting on-line child abuse investigations, prosecuting offenders and other areas related to law enforcement and on-line crime. As of January 2008, a total of 2 607 law enforcement officers from 109 countries had participated in 29 regional trainings in countries including France, Italy, Romania, Spain, Bulgaria, Lithuania, Poland and the Czech Republic.

The many law enforcement, industry and civil society initiatives to combat violence against children, young people and women facilitated by the advent and growth of new technologies are supported by an increasingly comprehensive battery of regional and national legislation.

In the area of child pornography, the regulatory and legislative environment varies across the Member States. National legislation normally makes it illegal for anyone to knowingly produce, distribute, print, publish, import, export, sell, show or possess child pornography. There are differences, however, in the definition of a child, the criminal penalties for offences, and the definition of child pornography. In Member States' legislations, the age limit of a 'child' ranges from 14 to 18 years of age. Through the Council Framework Decision 2004/68/JHA of 22 December 2003 on combating the sexual exploitation of children and child pornography, however, important steps towards a certain harmonisation of relevant provisions were taken.

The ICMEC report *Child pornography: Model legislation and global review 2007* surveyed child pornography legislation in the 186 Interpol member countries. The report focused on analysing whether national legislation included five components: specific regard to child pornography; a definition of child pornography; criminalisation of computer-facilitated offences; criminalising of possession of child pornography, regardless of the intent to distribute; and requirements for ISPs to report suspected child pornography to law enforcement or to some other mandated agency.

The results showed that only five countries met all the criteria. Twenty-three countries met all but the requirement of ISP reporting; and 95 countries had no legislation that specifically addressed child pornography. Of the 91 countries that did have legislation specifically addressing child pornography, 55 did not define child pornography in national legislation, 27 did not provide for computer-facilitated offences, and 41 did not criminalise possession of child pornography regardless of the intent to distribute.

As reported in the study, all the EU Member States had national legislation in place that addressed at least one of the five desired components. The report stresses that harmonised legislation is essential for effectively addressing the growing challenges of violence and technology.[16]

As early as October 1995, the European Parliament and the Council passed Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data.[17]

In September 1998, Council Recommendation 98/560/EC was adopted on the 'Protection of minors and human dignity in audiovisual and information services'.[18] The recommendation called on the television industry to explore new digital forms of parental control and requested on-line service providers to develop codes of good conduct and self-regulatory guidelines.

16. Child pornography: Model Legislation and Global Review 2007, *Third Edition. International Centre for Missing and Exploited Children. Atlanta, 2007, pp. 3-4, 7–27.*
17. OJ L281 of 23.11.1995, pp. 31-50.
18. OJ L 270, 07.10.1998, pp. 48-55.

A Council Decision of 29 May 2000 to combat child pornography on the Internet[19] called on Member States to take the necessary measures to encourage Internet users to inform law enforcement authorities, to effectively investigate and prosecute offenders, and to engage with industry to take action to help eliminate child pornography on the Internet.

Council Framework Decision 2004/68/JHA of 22 December 2003 on combating the sexual exploitation of children and child pornography[20] focused on the importance of Member States' actions to refine certain aspects of criminal law pertaining to crimes of sexual exploitation of children and making such crimes punishable.

In May 2005, the European Parliament and the Council adopted Decision No. 854/2005/EC, establishing a multi-annual Community Programme on promoting safer use of the Internet and new on-line technologies[21] (Safer Internet plus). This expanded earlier phases of the Safer Internet Programme by broadening the scope to include new media and introducing actions to combat racism and content unwanted by the end user, unsolicited e-mail or spam. The new programme also focused on parents, educators and children and actions in four areas: fighting illegal content and promoting reporting hotlines; tackling unwanted and harmful content through, for example, technology filtering solutions and content rating; promoting a safer environment through co-regulatory and self-regulatory bodies created to exchange information across Europe; and promoting awareness-raising actions in Member States. In February 2008, the Commission adopted a proposal for a new Safer Internet Programme from 2009 to 2013 (COM(2008) 0106). The budget of € 55 million allows the new Safer Internet Plus Programme to continue its educational activities and encompass new communication services from the Web 2.0. Under the programme, in 2008, the EC supported projects in the Member States, including hotlines covering 23 countries and one network coordinator. This is in addition to previous funding for hotlines, the development of rating and filtering systems for Internet content, and educational programmes on safer use of the Internet (European Internet safety network, Insafe).

In November 2006, the Commission issued a Communication on fighting spam, spyware and malicious software (COM(2006) 688). International co-operation in this area is vital as spam can be sent from a computer in one country to millions of computers around the world. Spam accounts for between 50 and 80% of messages, with 35% of these originating in European countries. The European Network and Information Security Agency (ENISA) plays an important role in fighting illegal on-line activities.[22]

On 22 May 2007, the Commission Communication Towards a general strategy on the fight against cybercrime was published (COM(2007) 267). Through the policy announced in this document, the Commission is, in particular, trying to develop instruments to improve the exchange of information and best practices, to achieve more rapid cross-border law enforcement co-operation against cybercrime, to reinforce law enforcement co-operation with the private sector and EU anti-cybercrime training, and to strengthen international co-operation against cybercrime. In November 2007, the Council adopted its conclusions on combating cyber crime, in which full support for the Commission communication is expressed. In particular, the Council underlined the need to take action to strengthen training, cross-border operational co-operation and co-operation with the private sector.

In December 2006, Recommendation 2006/952/EC of the European Parliament focused on the protection of minors and human dignity, and on the right of reply in relation to the competitiveness of the European audiovisual and on-line information services industry. The recommendation recognises the need for constant vigilance to protect the rights of the individual with the emergence of new information and communication technologies.

19. OJ L138, 9.6.2000, pp. 1-4.
20. OJ L 13, 20.1.2004, pp. 44-48.
21. OJ L 149, 11.6.2005, pp. 1-13.
22. There are other instruments relating to new technologies, although not all of these are directly relevant to protection from violence. They include, for example: Directive 2000/31/EC of the European Parliament and of the Council on electronic commerce, designed to help ensure that information society service providers are not subject to prior authorisation which does not also apply to similar services. It covers a variety of service providers, including ISPs. Commission Communication COM(2000) 318: E-learning – Designing tomorrow's education*, focused on mobilising education and training communities and economic, social and cultural players, allowing Europe to accelerate the introduction of the knowledge-based society.*

In addition, Directive 2007/65/EC of 11 December 2007 introduced amendments to Council Directive 89/552/EC on the coordination of laws and administrative actions in Member States relating to television broadcasting activities.[23] The 2007 Directive updated the policy to take account of new technology content, making a distinction between linear (traditional television, Internet and mobile telephone services that push content to viewers) and non-linear (on-demand television, where viewers pull content from a network) services. The directive also introduced rules for non-linear services on the protection of minors, the prevention of racial hatred and the prohibition of surreptitious advertising.

Major European mobile operators and content providers signed an agreement (the European Framework for safer mobile use) in Brussels on Safer Internet Day in February 2007. The objective of the agreement is to find a way to protect minors using mobile phones. Under the agreement, mobile operators agree to support access control for adult content, awareness raising for parents and children, the classification of commercial content according to national standards of decency and appropriateness, and the fight against illegal content on mobiles.

In February 2008, the Committee of Ministers of the Council of Europe adopted a Declaration (Dec-20.02.2008/2E) on protecting the dignity, security and privacy of children on the Internet. It calls on Member States to work together to explore the feasibility of removing content created by children and traces of their on-line activity within a reasonably short time, if that content can cause them prejudice.

The Council of Europe has also been working to address issues relating to safe use of technology and the protection of minors. As of February 2008, however, only 18 of the 46 Council of Europe Member States had ratified the Council of Europe Convention on Cybercrime (2001)[24], which represents a unique regional legal framework agreement for dealing specifically with crime committed through the Internet. The European Commission, as well as other European institutions, has repeatedly encouraged Member States and third countries to ratify and implement the rules of the convention.

In October 1997, the Committee of Ministers of the Council of Europe also addressed the issue of the portrayal of violence in the electronic media, including television, radio, Internet, video and gaming. Recommendation No. R (97) 19 recognised the importance of establishing the fundamental right to freedom of expression by embracing the new technologies but at the same focusing attention on their impact on children. The recommendation also promoted the use of independent regulatory authorities to manage the oversight of the electronic media.

23. OJ L 332, 18.12.2007, pp. 27-45.

24. By February 2008, Albania, Armenia, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Denmark, Estonia, France, Hungary, Iceland, Lithuania, Netherlands, Norway, Romania, Slovenia, the Former Yugoslav Republic of Macedonia and Ukraine had ratified the Convention. Ratifying non-Member States include Canada, Japan, South Africa and the United States.

Experiences from the Daphne Programme

Some of the earliest Daphne projects in 1997 and 1998 focused on introducing the European public to the very new issues beginning to arise with the introduction and fast spread of the Internet. Surprisingly, all the projects relating to the hazards of technology and protection from these relate to children. Globally, organisations working on behalf of women have not taken up this issue in a concerted way and there is still much to be done to explore the links between new technologies and violence against women – for example in relation to social networking or dating sites, but also malicious e-mails or harmful content.

Among the first Daphne projects aiming to protect children from those who abuse new technologies for their own purposes was a 1997 UK-led project. NCH Action for Children led a project with partners in Italy and Finland (1997/038/1/C). The main aim was to develop a website with 'NetSmart' rules designed to help children to surf the Net safely and materials to increase parents' understanding of the dangers children might face, ways to minimise those dangers and their own role in protecting their children on-line. Press and media activity around the project helped to raise public awareness of these issues also.

More than a decade later, the NetSmart rules remain relevant to adults as well as children. They cover the importance of not divulging personal information on the Internet; not providing a picture, credit card or bank details without checking with a parent or carer; not sharing passwords with anyone; never arranging to meet an Internet contact without parents' permission and presence; reporting anything in a chat room or elsewhere on-line that seems uncomfortable or wrong; never responding to malicious, suggestive or rude e-mails or postings; reporting inappropriate language or images; never pretending to be someone or something else on-line; and remembering that if someone makes an offer that seems too good to be true, it probably is.

Also in 1997, the UK organisation Childnet International proposed that hotlines around the world should work more closely and secured Daphne support to establish a forum for European hotlines to meet and discuss common issues of concern (1997/291/2/C). This network of hotlines became the INHOPE Forum – INHOPE being an acronym for Internet Hotline Providers in Europe as well as a motivating concept that looked to a bright future – and in time the hotlines that regularly came together formed the INHOPE Association.

The first Daphne project brought hotlines together around a clear set of aims: to establish how existing hotlines worked, how they were structured and related to government and the Internet industry, the kind of cases they had to deal with, the relationship with police forces, any issues of concern, and the potential for greater international co-operation. Although the structure, funding and organisation of the hotlines varied considerably, they were able to agree on key issues to address, such as how to share information, how to develop common procedures for dealing with reports, liaison with law enforcement, how to help support new hotlines, and criteria for organisations to become hotlines. This vital work on the basic elements of hotlines and co-operation fully acknowledged the fact that hotlines differed in many ways but that a key to their success in reducing child pornography and on-line violence against children was finding a way to overcome difference so that hotlines across Europe, and indeed the world, would be able to work together. The work of the INHOPE Forum contributed to the shaping of the EU Safer Internet Programme. The US CyberTipline managed by the US National Centre for Missing and Exploited Children also became involved in the work of the forum, as did Interpol's Standing Working Group on Offences against Minors.

A follow-up project in 1998 (1998/045/C) sought to build on this work. The project had five main aims: supporting new hotlines and recruiting them to play an active role in the INHOPE Forum; consolidating and developing the forum's work through a working group looking at policy questions and developing best practice; promoting co-operation among NGOs, industry, law enforcement, policy-makers and international agencies; facilitating networking and exchange of information among existing and new hotlines; and sharing the findings of the forum and promoting the work of hotlines. A decade on, INHOPE has more than 30 member hotlines around the world and an agreement with Microsoft Corporation to provide technical support and training. Work with Interpol has expanded and the association continues to be supported by the EU Safer Internet Programme.

There is sometimes confusion around the terms 'hotlines' and 'helplines'. Generally, hotlines are contact points that allow people finding child pornography or other on-line hazards to report these (usually by e-mail or through on-line forms) so that action can be taken. (When the reporting channel is on-line, it is often called a 'tipline'.) Helplines are telephone numbers that people can use to seek help or support. Helplines may be dedicated to children's problems, or gambling, excessive drinking or drugs, depression, a missing person or a range of other issues for which people seek out help. However, the labels are sometimes used interchangeably.

In 1997, the long-established UK helpline, Childline UK, led a project to promote telephone helplines and peer initiatives as a way of protecting children and young people (1997/011/1/WC). The project brought together existing European helplines to discuss issues of common concern; it also aimed to produce the first-ever directory of European helplines, and a summary of research into how helplines protect and help young people was also prepared.[25]

That same year, a parallel project coordinated by Telefono Azzurro brought together helplines from France and Greece to look at creating a network based on a common operating model (1997/021/1/C). A comparison of the helplines run by the partners showed that there were features they all considered crucial for the establishment and development of their service, including ensuring privacy, good relations with the authorities and local services, specific aspects of child counselling, training of counsellors, teamwork, starting up local services, knowledge of child abuse, data management and the impact of changing technologies, for example computerisation of the telephone response service.[26]

In 1999, the Voluntary Organisation for International Children's, Teenager's and Women's Emergency Services (VOICES) led a project (1999/042/WC) to compare the different methods adopted by partner organisations when responding to telephone calls requesting help from children, adolescents and women who are exposed to the risk of or are victims of violence. As a result of this, they intended to start a permanent common training programme for Telephonic Emergency Services (TES) volunteers and trainers, and also to strengthen the European network of TES. The volunteers who answer the calls were involved in designing the training programme and also provided feedback and tested the programme throughout the implementation of the project.

The creation, improvement and greater efficiency and effectiveness of telephone helplines have remained on the agenda of the Daphne Programme since these early projects. Later projects include the piloting of a web-based on-line advice centre for young people (1999/215/WC); a national missing children's helpline in Ireland (2000/008/C); the creation of a Europe-wide telephone helpline for violent men (2002/234/WYC); and a 24-hour hotline for people affected by disappearance (2004-1/010/YC). This latter project came to some interesting conclusions that clearly demonstrated how new technologies had changed the way young people communicated. At the end of the project, the partners surveyed use of the telephone hotline and found that it was little used by minors. The majority of calls came from adults (parents, social workers, police and lawyers). The on-line service, on the other hand, was much more regularly used by children and young people. Also in 2004, the Daphne Programme supported the establishment of a 24-hour helpline for abused and missing children in Denmark (2004-1/070/YC) as part of a broader initiative to set up complementary 'missing' lines across Europe. Two projects in 2005 – Creating a European identity for child helplines in the region (2005-1/061/YC) and Childlines in partnership with schools (2005-1/265/C) – had not reported at the time of writing. The latter project heralded the long-awaited creation of a common European platform for helplines.

25. A follow-up project in 1999 (1999/214/C) focused on contributing to raising standards of telephone helpline services in Europe through a Guidelines for Good Practice *compendium. Building on its work in peer support, the partnership also aimed to raise awareness of the growing number of young people involved in peer support by producing a directory of volunteering youth-to-youth opportunities in Spain, Sweden and the United Kingdom.*

26. In two follow-up projects, Telefono Azzurro developed a CD-based training module for telephone helpline operators (1998/118/C) and a pilot on-line training module (1999/129/C) based on researched minimum standards.

Between 2000 and 2002, two very important initiatives won support from the Daphne Programme. Childnet International launched the two-year VIP project, which aimed to look at the problem of child pornography on the Internet from the child victims' point of view (2000/067/C). The project investigated and assessed the process of identifying the children in child pornographic images and the issues that arise from this. In parallel, it examined the support and counselling the child receives once she/he has been identified.

A first strand of the VIP project comprised detailed investigation of a number of recent cases of child pornography on the Internet where the child had been identified and legal proceedings were complete. The VIP partnership researched nine cases of successful identification in the UK, four cases in Germany, three in Sweden, one in Denmark and one in the Netherlands. For each of these cases, the research included details about the image, the child, the offender, the investigation and the support offered to the child who had been identified. This information was used to gain an understanding of the factors that allow children to be successfully identified and the support that is given to children when identification takes place.

The project maintained a low profile and media interest was discouraged because the project was dealing with and producing extremely sensitive and confidential information. A low profile was also essential to build on the relationships the project made with law enforcement bodies that gave access to confidential information. In addition, the partnership recognised that the findings of the project might attract media interest that would focus on individual children who had been identified and possibly victimise them further. One very interesting aspect of the project was that it included the formation of an Ethical Advisory Panel to monitor and advise on these very sensitive issues. A follow-up project (2002/079/C) in 2002 brought the results of the VIP project's research together as guidelines and good practice for the actors involved in victim identification and support.

In 2001, the COPINE project of the Department of Applied Psychology at University College Cork began developing a Cognitive Behavioural Therapy (CBT) module for people with a sexual interest in children who also exhibit problematic Internet use. The specific aims of the project were to help those working with offender treatment programmes to better understand the problem of child abuse images on the Internet and how they are used in the offending process; to create assessment tools (interviews and psychometric measures); to generate a therapeutic CBT module; to pilot the module through existing sex offender treatment programmes; and then evaluate, create and publish a treatment and assessment manual for practitioners.

The project partners were surprised by the level of interest in the materials they produced. This in part arose out of a police operation (Operation Ore), which meant that in the UK alone 7 000 Internet-related offences were identified. The development of the materials also coincided with the implementation of accredited sex offender programmes throughout the UK. The manual was piloted with individual offenders as part of their one-on-one therapeutic work.

A follow-up of this project resulted in the development of the CROGA website, a resource for young people and adults who compulsively access Internet pornography (www.croga.org). The website contains sections for practitioners and other people who want to find ways to deal with problematic Internet use and access other support resources.[27]

In 2003, the Child Protection in Interactive Net Services – Child PINS – project combined the expertise of Childnet International, Save the Children Denmark (Red Barnet) and the Danish Crime Prevention Council to provide children and young people with a resource where they could find out about the potential dangers of interactive Internet services (chat groups, newsrooms, etc.) and learn how to stay safe. The project (2003/104/YC) organised focus groups in the UK and Denmark to consult children themselves on the problem and possible solutions, and resulted in two websites for children: www.chatdanger.com and www.sikkerchat.dk

27. Given the considerable attention paid from the mid-1990s onwards to the problem of child pornography on the Internet, in 2001 the University of Trento's research unit on transnational crime – Transcrime – led a project with UNICEF and UNISYS to evaluate the effectiveness of government and other initiatives across Europe focusing on child pornography. The project's research report (available on the Daphne Toolkit site) gives a good overview of national legislation and initiatives up to 2000. It also contains a detailed questionnaire that could be used to update the results of the research to extend its usefulness.

Gaps and challenges

New technologies will continue to be developed and introduced into the market-place. Cybercriminals will undoubtedly find ways to abuse these new technologies to their advantage. The collaboration and co-operation of regional bodies, law enforcement, industry, the media, NGOs and civil society is vital. Opportunities exist for private industry to work more closely with law enforcement, for law enforcement organisations to work collaboratively, and for NGOs and national hotlines to work together and with other sectors.

Targeted educational programmes and activities designed to increase understanding of the positive and potentially negative impacts of new technologies are an important element of protection, especially for children and young people, and traditional media literacy programmes may need to be updated to take account of the content available through on-line and mobile technologies. In particular, teachers, parents and other carers should be encouraged to take advantage of the websites and programmes now available that help children and young people to become aware of the risks and to use new technologies safely. Schools should be encouraged to pursue a comprehensive approach that includes creating an acceptable Internet-use policy; installing filtering or monitoring software; making students, teachers and parents aware of on-line risks and educating them on risks and solutions.

There are specific concerns for women regarding Internet use. On-line harassment, cyber-stalking and other threatening behaviours are increasingly targeted at women. Education is a key component to helping women recognise such behaviours early on and work to take evasive actions on their own.

As detection of child pornography gains pace and more victims of ongoing and previous abuse are identified, it is vital that appropriate training is given to law enforcement officers so that the needs of the child victim are taken into account. In parallel to this, multidisciplinary support teams should be established and mobilised whenever a child is recovered. In particular, there should be immediate therapeutic intervention for victims who have been identified in child pornography, and this requires an understanding of the psychological consequences of the actions to which they have been subjected.

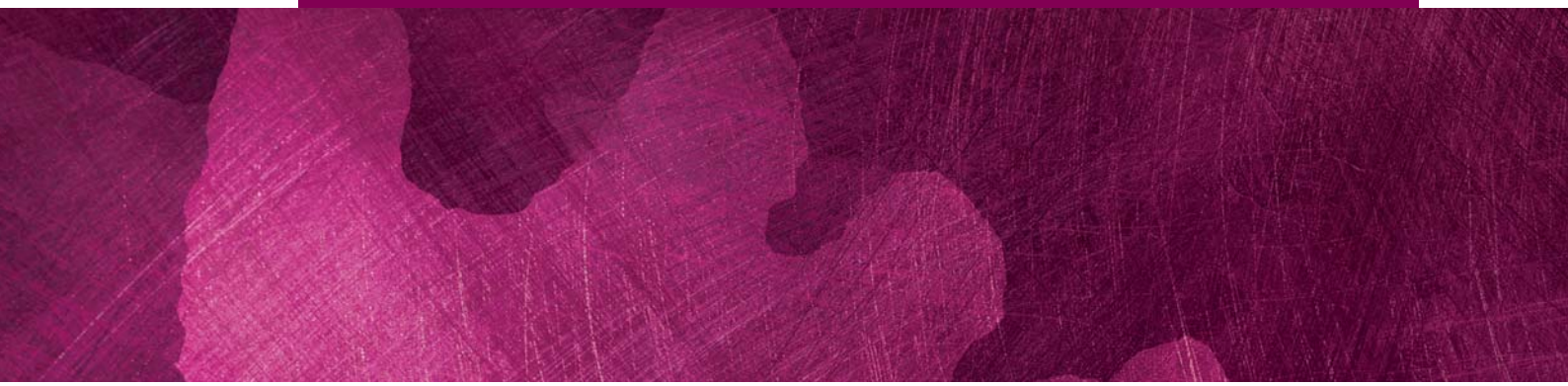
While there are now many initiatives across Europe and indeed the world, by NGOs, governments and regional bodies, ISPs and law enforcement groups in the area of violence and technology, there is as yet no overarching clearing house function that can bring these experiences together, create learning and knowledge, and disseminate information and good practice. This may be because of sensitivities about confidential personal data and of course police investigations, but these sensitivities could be built into the nature and scope of the body. Professor Max Taylor, formerly of the COPINE Project, has called for the establishment of a Virtual International Internet Child Sexual Exploitation Observatory – a very positive use of new technology.

Selected on-line resources

- The Daphne II and III Programme websites can be accessed through the European Commission Europa site: Daphne II: **http://ec.europa.eu/justice_home/funding/2004_2007/daphne/funding_daphne_en.htm** Daphne III: **http://ec.europa.eu/justice_home/funding/daphne3/funding_daphne3_en.htm**
- The Daphne Toolkit, which includes descriptions, lessons and comments on completed Daphne projects, as well as useful links, 'tools and tips' and multimedia materials from the projects, is at **http://ec.europa.eu/justice_home/daphne-toolkit**.
- The EU Safer Internet Programme: **http://ec.europa.eu/saferinternet**
- European Internet safety network, Insafe : **www.saferinternet.org**
- INHOPE: **www.inhope.org**
- Internet Watch Foundation: **www.iwf.org.uk**
- 1999 Vienna conference 'Combating child pornography on the Internet': **www.stop-childpornog.at**
- International Centre for Missing and Exploited Children (for, *inter alia*, YouTube Missing Children's Video Channel; Model Legislation and Global Review; International Training; Global Campaign against Child Pornography): **www.icmec.org**
- Virtual Global Taskforce: **www.virtualglobaltaskforce.com**
- The United Nations Secretary-General's study on violence against children can be downloaded from **www.unviolencestudy.org**. Section 7 relates to on-line violence.
- United Nations Internet Governance Forum: **www.intgovforum.org**
- Childnet International's KidSmart Guide for Parents can be downloaded from **www.kidsmart.org.uk**. Childnet's cyberbullying guidance and resources are sampled on the site **www.digizen.org**, which supports and highlights young people's positive social engagement and participation on-line. Childnet's general website is at **www.childnet-int.org**
- The NCH Action for Children website has information on Internet security for children: **www.nchafc.org.uk**
- Information on legislation and the regulation of child pornography on the Internet: **www.cyber-rights.org**
- Swedish Council on Media Violence: **www.sou.gov.se**

- Information on filters and blocking tools can be found at **www.getnetwise.org**
- There is a checklist to use to help children understand Internet security in relation to racist and hate sites and inaccurate content at **www.quick.org.uk**
- The UK Government's Internet safety campaign material is downloadable at **www.wiseuptothenet.co.uk**
- Information for schools on Internet safety can be found at **http://schools.becta.org.uk/**
- Family-friendly information from Microsoft: **www.xbox.com**
- Entertainment and Leisure Software Publishers Association: **www.elspa.com**
- Protecting minors: Pan-European Game Information site: **www.pegionline.eu**
- Interactive Software Federation of Europe: **www.isfe.eu**
- Codes of Conduct for ISPs in various EU Member States: Belgium: **http://www.ispa.be/files/code_of_conduct_x20fr.pdf**; France: **www.afa-france.com**; Germany: **www.fsm.de/en**; Italy: **www.aiip.org**; the Netherlands: **www.nlip.nl**; the UK: **www.ispa.org/Royaume-Uni/practise.htm**

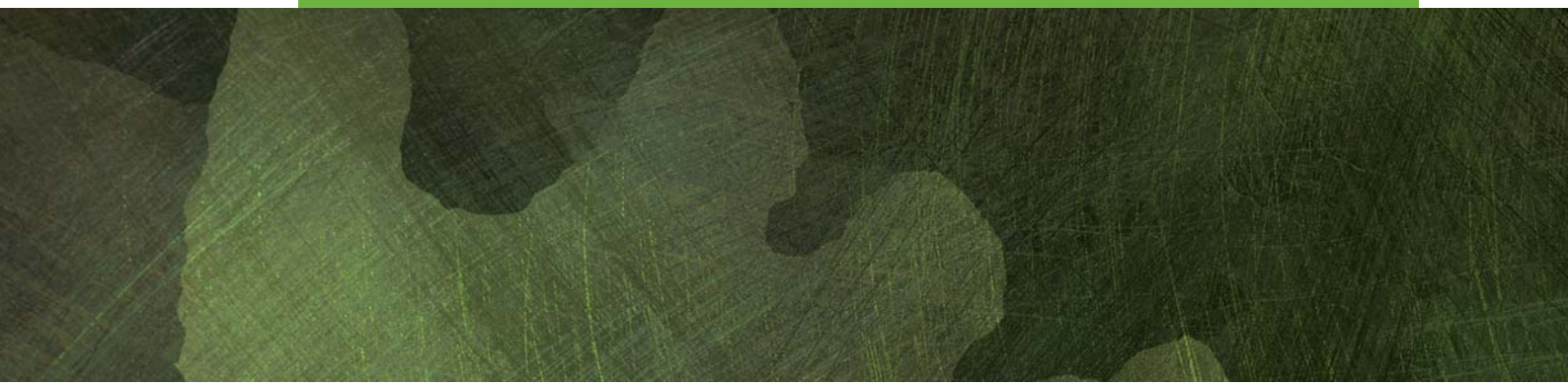
Selected bibliography



Böhler, E. and Shüz, J.	'Cellular telephone use among primary school children in Germany', *European Journal of Epidemiology*, Vol. 19 (2004), pp. 1043-1050
Budde Reports	*Europe – Mobile market – Overview and statistics*, 2008. Accessible at www.budde.com.au/reports/Report_Default.aspx
Cerf, V.	*A brief history of the Internet and related networks*, 2003. Accessible at www.isoc.org/internet/history/cert.shtml
Childnet International	*Promoting the positive; responding to the negative*, London, 2001
Christofferson, J.	*The monster massacre – The alluring world of computer games*, The Council on Media Violence, Sweden, 1999
Council of Europe	*Convention on Cyberctime*, 2001 See www.coe.int
Council of Europe	*Cybercrime: Closer co-operation between law enforcement and Internet service providers*
Council of Europe	*Recommendation REC(2006) 12 of the Committee of Ministers to Member States on empowering children in the new information and communications environment*, Strasbourg, September 2006
Council of Europe	*Recommendation REC(97) 19 of the Committee of Ministers to Member States on the portrayal of violence in the electronic media*, Strasbourg, October 1997
Council of Europe	*Life on the Internet is what WE make of it*, February 2008. See http://blog.eun.org
Council of Europe	*Internet literacy: How to be safe and protect your rights on-line*, Strasbourg, February 2008
Council of Europe	*The Internet literacy handbook* (2nd Edition), Strasbourg, February 2008
Council of Europe	*Declaration of the Committee of Ministers on protecting the dignity, security and privacy of children on the Internet*, Decl-20.02.2008/IE/20 February 2008, Strasbourg
Council of Europe	*Meeting report of the Steering Committee on the media and new communication services*, Strasbourg, November 2007
Creighton, S.J.	*Child pornography: Images of the abuse of children*, NSPCC Information Briefings, London, November 2003
ECPAT International	*Violence against children in Cyberspace*, Bangkok, 2006
Elon University/Pew Internet Project	*Imagining the Internet: A history and forecast, 2004-2006*. Accessible at www.imaginingtheinternet.org
European Commission	*European Framework on safer mobile use by younger teenagers and children* IP/07/139, February 2007. Accessible at www.europa.eu/information_society
European Commission	'Staying safe on-line: EU programme leads the way', press release IP/06/1512, November 2006
European Commission	*E-learning – Designing tomorrow's education* COM(2000) 318 Final, May 2000. Accessible at http://europa.eu/scadplus/leg/en/cha/c11046.htm

European Commission	*Fight against spam, spyware and malicious software*, COM(2006) 688, November 2006. Accessible at http://europa.eu/scadplus/leg/en/lvb/l24189a.htm
Europol	*High-tech crimes within the EU: Old crimes new tools, new crimes new threat*, Threat Assessment 2007. File Number: 247781, August 2007. Accessible at www.europol.europa.eu
Haste, H.	*Joined-up texting: The role of mobile phones in young people's lives*, Nestlé Social Research Programme, UK, 2005
Internet World Stats	*Internet usage in Europe 2007*, Miniwatts Marketing Group, Colombia, December 2007. Accessible at www.internetworldstats.com
Mobile Manufacturers' Forum	*Mobile phone safety and use by children*, Belgium, December 2005. Accessible at www.mmfai.org
Rohde, L.	'Study advises limiting children's use of mobile phones', *Computer World*, January 2005. See www.computerworld.com
Save the Children	*Visible evidence – Forgotten children*, Save the Children, Brussels, 2006
Taylor, M.	*Child pornography and the Internet: Challenges and gaps*, Paper for the 2nd World Congress against the Commercial Sexual Exploitation of Children, Yokohama, 2001
TNS Global	*TNS on-line kids: Money, health and mobiles 2004*, February 2004. Accessible at www.tns-global.com
Wired Safety	*What is cyberbullying, exactly?* 2007. Accessible at www.stopcyberbullying.org

Daphne-supported projects in the area of violence and technology



Protection from on-line abuse	
97/038/1/C	Internet action: Making the Internet a safer place for children
97/291/2/C	Internet Hotline Providers in Europe Forum (INHOPE Forum)
98/045/C	Combating child pornography on the Internet: Networking, research and co-operation among hotlines in Europe to increase coordination (INHOPE Stage 2)
00/067/C	Child pornographic images on the Internet: the VIP Project
01/042/YC	Development of a Cognitive Behavioural Therapy (CBT) module for people with a sexual interest in children who also exhibit problematic Internet use
01/097/C	Child pornography on the Internet: Evaluating preventive measures in order to improve their effectiveness in the EU Member States
02/004/YC	The development of a telehealth resource to protect young people and adults who compulsively access Internet child pornography (the CROGA website). This is a follow-up from project 01/042/YC which was in turn followed up by projects 03/017/YC and 04-2/042/YC
02/079/C	VIP Project Stage 2: Guidelines and good practice
03/104/YC	Child protection in interactive Net services (Child PINS)
Telephone helplines	
97/011/1/WC	Promoting co-operation among telephone helplines for children and young people
97/021/1/C	Establishing a European network of helplines for the prevention of child abuse
98/118/C	Managing emergency situations concerning children and young people: CD-based training course for telephone helpline operators
99/042/WC	Information exchange on interventions responding to crisis helpline calls, including multisectoral co-operation
99/129/C	Pilot web-based on-line training for operators of helplines, based on researched minimum standards
99/214/C	Directory of youth-to-youth volunteer opportunities and benchmark/guidelines for people working for counselling helplines
99/215/WC	Pilot web-based on-line advice centre for young people
00/008/C	National missing children's helpline (Ireland)
02/234/WYC	Creation of a Europe-wide telephone hotline for violent men
04-1/010/YC	24-hour hotline for people affected by disappearance
04-1/070/YC	24-hour children's helpline for abused and missing children
05-1/061/YC	Creating a European identity for child helplines in the region
05-1/265/C	Childlines in partnership with schools

Note: Full details of these projects and the organisations involved are available at the on-line resource Daphne Toolkit http://ec.europa.eu/justice_home/daphne-toolkit. Projects supported through the 2006 Call for Proposals (06-) run through 2007 and complete reporting in 2008, but they are outlined in the Daphne Toolkit project listing.

European Commission

Daphne Booklets: Issues and experiences in combating violence against children, young people and women
Violence and technology

Luxembourg: Office for Official Publications of the European Communities

2008 – 26 pp. – 21.0 x 29.7 cm

ISBN 978-92-79-09374-6
doi 10.2758/20608

Printed in Belgium, August 2008
PRINTED ON WHITE CHLORINE-FREE PAPER

NE-81-08-318-EN-C