Safer Internet consortium in Lithuania increased its activities during 2012 and there are four officially involved partners now.

1. Communications Regulatory Authority of the Republic of Lithuania (RRT) is an independent national regulatory authority regulating communications and postal sectors in Lithuania.

RRT was the overall coordinator of Safer Internet LT SIC project (from January 2011 till June 2012) and also was responsible for the hotline operations and coordination of helpline activities. Since 1st of July RRT is a member of new consortium for the implementation of the project SIC LT II and is responsible for the hotline operations.

Information relating hotline activities

The hotline was established in RRT in April of 2007. It is a member of INHOPE network since May 2008. The reports are being accepted and processed according to the Operational procedures manual approved by Police Department under the Ministry of the Interior and Office of the Inspector of Journalist Ethics of the Republic of Lithuania. RRT has written cooperation agreements with these law enforcement bodies. An electronic report form on the project website www.draugiskasinternetas.lt is the main tool for reporting about illegal and harmful content on the Internet. Currently one content analyst is processing the reports.

471 reports on illegal or harmful content were received and investigated by the hotline during the 9 months of the year 2012. And the following actions were taken:

- 13 reports were forwarded to the Police Department for further investigation;
- 8 reports were sent to the Office of the Inspector of Journalist Ethics;
- 19 reports of potentially illegal CSA material were submitted to the INHOPE's URL database and were taken to process by the hotlines of other countries, members of INHOPE; 1 report was forwarded to the Russian hotline;
- 41 reports were forwarded directly to the hosting ISPs in various countries with the notice to take down (NTD) illegal content.

Visibility of the hotline was promoted widely through the radio and TV broadcastings, press releases, during Safer Internet Day 2012 and during Safer Internet Academy 2012 tour in February-May 2012. According to the public survey made in June 2012 the hotline is known by 50% of internet users having children from 5 to 18 years.

The hotline participated in INHOPE General Assembly and Annual General Meeting in London in April, attended INHOPE training course in Amsterdam in August and participated in Safer Internet Forum in Brussels in October.

2. Centre of Information Technologies of Education (CITE) is the coordinator of awareness centre. National [Safer Internet website](#) is dedicated for dissemination of all Safer Internet awareness raising resources; it is the main channel to report about the possibly illegal and harmful Internet content and provided updated information and advices on how to make the Internet a safer place as well. It is also the main tool informing about the awareness raising activities and was constantly being adjusted to a wider audience. Over 70 new articles

and news were published as well as logo of the "Child line" and banner of the helpline were added to the website. During the reporting period the website was visited 94 865 times.

On the website you can find news, awareness tools and materials, or you can tell about the bad content and action on the internet. There are video clips, matter of competitions, games, tests for child and adults about safer internet use awareness. Students and teachers can use digital tab with a school schedule, or student's book . The newest awareness materials created for children and youth are "2012/2013 year notes" and "Facebook and your privacy". Other resources created for children and youth can be downloaded from national SI website. Teachers and parents area proposes targeted materials as well. All Lithuanian SI consortium partners are actively involved into the maintenance of national SI website, and many others awareness activities supporting institutions and stakeholders are sharing their resources there.

CITE together with RRT have arranged events dedicated to SID 2012. Lithuania organized quite a number of events for schoolchildren, students, parents, and foster-parents.
National conference. On 7 February 2012, a national conference „Discover the Digital World Together…Safely!" for children, young people and adults took place in the Lithuanian exhibition center LITEXPO. More than 300 schoolchildren, teachers, parents and grandparents played the quiz game, attended lectures, other interactive activities. Parents and their children revised their knowledge on safe Internet and received various pieces of advice. Various games and quizzes for children about safe use of Internet were organized by project partners LIA, project "Libraries for Innovation", TEO, Microsoft, Omnitel.
Contests. Schoolchildren from all over Lithuania took part in cartoon and painting contests on the topic of Safer Internet. The winners were announced and awarded at the national conference „Discover the Digital World Together…Safely!".
The video clip of Insafe „Discover the Digital World Together…Safely!" was broadcasted through the National TV channel in total 16 times during the week of SID 2012. Also the video clip was available to watch on the websites of project partners.
Safer Internet Academy 2012 tour was organized around Lithuania, 4 thousand of the country's school pupils in thirteen cities of Lithuania got to know about the potential dangers lurking in the virtual world and the importance of protecting personal information. According to the school pupils who had attended the lectures, the Safer Internet Academy prompted them to think about the dangers arising on the Internet due to publication of personal data, sending of unwanted information, making new acquaintances and meeting with people contacting them on the Internet. The teachers accompanied children to the lectures, said that most of their pupils had promised that immediately upon returning home they would sit down to the Internet and sort out their true friends from false ones on social networking sites.

3. **NGO "Langas į ateitį" (LIA)** (Window to the Future) implements the awareness raising activities. LIA coordinates development of awareness tools/methods.

In 2011 association "Langas į ateitį" developed the e-course "**What Pedagogues should know about Internet Threats**?" The main target group of the e-course is social pedagogues and IT teachers. **In 2012** Safer Internet project foreseen to update the existing distance course with the new content such as safe using mobile personal devices, social networking, pedagogical means and tools explaining internet safety to children and parents, adapting content to newly developed e-GUARDIAN standard. It is foreseen to organize the pilot

training and further regular training of school teachers.

In September LIA has started arranging a series of **events for young Lithuanians between 16-24 years of age**. Events are called "IT for Your Future" (youth forum) and are organized every Friday in different regional centres of Lithuania. The goal of the forum is to encourage young people to realize the needs of the Lithuanian labour market as well as better understand the importance of e-skills as a key personal competence, to get acquainted to e-services and e-tools for improving their employability skills and the importance of the safe behaviour online. An innovative approach has been chosen for the educational/ informational events in different parts of Lithuania. At the participants' disposal 3 classrooms for lecturing and an information forum with 10 booths are proposed. Participants are free to choose the lecturer, topic or booth they're interested in. Till December 1st Langas į ateitį expects 1500 participants at the events organized.

LIA as social partner had organized many safer internet related activities: Online training course of social pedagogues; Get online week 2012 events; SID 2012 conference; provides many training and dissemination activities.

In cooperation with project partner "Langas į ateitį" booklet with most important **safety tips for users of Facebook** profile was created in 2012. This is practical guide on how to identify all the required security settings, explain what might happen if they are not met. Also new school notebook with internet safety advices was created in 2012. This colourful notebook for school-age children is illustrated with general tips and explanation for safe online behaviour.

4. NGO "Vaikų linija" (ChildLine) provides the helpline functions. Cooperation agreement between RRT and the NGO "Child line", which is providing psychological and emotional support for children in Lithuania for more than 10 years, on the establishing of the Safer Internet helpline was signed on the 7th of March 2011.

Information relating helpline activities
Childline provides counselling for children and adolescents from all over of Lithuania: via phone every day 11a.m. - 9 p.m. by free-toll number *116 111* and via Internet at **www.vaikulinija.lt .** All new counsellors go through the training for about 5 months. "Safety in the Internet" is a part of all Childline training program. The training program is being improved: changes of the schedule of trainings, refinement of the teaching methods, recommendations for counsellors, handouts. „Safety in the Internet" part is being improving as well. The new program is implementing from September 2012.
Recruitment and training of new volunteers, September 2012– February 2013:
  a. *Evaluations of candidates (in groups).* Total number of evaluations: 5. Total number of candidates: 23 (19 recruited). In evaluation meeting participate not less than two recruitment specialists/ supervisors.
  b. *Trainings for recruited candidates*. Total number of training participants: 19.

Refresher training for trained volunteers:
Training seminar on the "Safety in the Internet" topic. The date planning: November 23-25th.

The number of the participants - about 80-100.
Statistics of calls and e-mails, January 1st – Octobet 1st 2012:
  a.   Total number of calls: *168 462.*
  b.   Counselling calls: *16 319.*
  c.   Total number of counselling calls on „Safe in the Internet" topic – *67**
      •   Privacy – *19*
      •   Addiction – *6*
      •   Romantic relation in the Internet – *11*
      •   Grooming – *7*
      •   Cyber bullying – *9*
      •   Potentially harmful content –*20*
        *During one consultation caller can talk about more than one topic.

  d.   Total number of e-mails from children and adolescents: *521.*
  e.   Total numbers of e-mails on „Safe in the Internet" topic (Romantic relation in the Internet) – *2.*
Parents' counselling by e-mail, September 1st – Octobet 1st 2012.
This help provided by Childline' psychologists. Total is 1 e-mail from parents.

In 2012 Helpline "Vaikų linija" (Child Line) has developed an electronic manual for adults with recommendations for prevention and intervention of cyber-bullying. Child Line published brochures about cyber-bullying for children and adults. Basic information about what cyber-bullying is and how to deal with it is presented in leaflets. There are some guidelines for children who are experiencing cyber-bullying from bystanders. There are also some guidelines for parents and for school staff how they can behave in cyber-bullying situations and help children. You can find material about cyber-bulling created by Child Line here.

The Youth Panel
Safer Internet youth and parents Forum 2012 in Brussels Lithuania was represented by Staselė Riškienė, a teacher from Kuršėnai Pavenčiai school, and her son Edmundas Riškus. They have taken part in different events and competitions, Edmundas gave a presentation about their project in the Parliament. Two days before the Safer Internet Forum Edmundas discussed different issues in Youth European Panel, while Staselė shared her ideas and insights in teachers and parents' forum. Both groups had discussions on similar topics, such as online safety myths, privacy issues, online reputation, parental control, content classification and others. The same topics were discussed in the Forum on October 18-19 as well. Edmundas was more actively involved in the discussions about online reputation and privacy, while Staselė discussed parental control and content classification. Both participants are glad they had an opportunity to contribute to the forum discussions, gained some experience and learnt more about Safe Internet.

Please insert images / graphics for inclusion (also all graphics to be submitted in hi-res via email):

SID 2012 CONFERENCE

Contests

Safer internet academy

Safety tips for users of Facebook and colourful notebook

Safer Internet Centre – SIC LT II

AWARENESS CENTRE –
Centre of Information Technologies of Education (CITE). Overall coordination is providing by CITE from July 2012.

AWARENESS / TRAINING CENTRE –
NGO "Langas į ateitį" (LIA) (Window to the Future) implements the awareness raising activities. LIA coordinates development of awareness tools/methods.

HOTLINE –
Communications Regulatory Authority of the Republic of Lithuania (RRT). Operates the hotline and will be responsible for the visibility raising of the hotline.

HELPLINE –
NGO "Vaikų linija" (Child Line) provides the helpline functions.

Please give the name, email address, and contact number of the person completing this template (in case of queries):

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