



Safer Internet LT SIC

Annual Public Report

2011



**European Commission
Information Society and Media**



**Communications Regulatory
Authority of the Republic of
Lithuania**



**Centre of Information
Technology of Education**



Table of Contents

Introduction	3
Safer Internet Programme	4
SI programme	4
SI programme in Lithuania	5
Safer Internet LT SIC Project Consortium Members	6
Communications Regulatory Authority of the Republic of Lithuania (RRT)	6
Centre of Information Technology of Education (CITE)	7
Project implementation in Lithuania	8
National cooperation	8
Development of awareness tools and methods	10
Dissemination	12
Seminars and conferences	13
Safer Internet Day 2011 activities	15
Contribution to the European Network Insafe	18
Safer Internet LT Hotline	20
Hotline operational work	20
International activities	22
SAFER INTERNET LT HELPLINE	24
Contact information	27

INTRODUCTION

At present, regulation of harmful content on the Internet is one of the topical problems of information society development, attracting scrupulous attention of different European countries. The Internet, if used by children and teenagers without adults' supervision, may cause a number of threats. Parents, foster-parents and teachers are constantly bothering about how to protect their children against virtual environment threats such as bullying, harmful and illegal content, etc. Recognizing the relevance of this problem, the Communications Regulatory Authority of the Republic of Lithuania (further - RRT) in cooperation with the Centre of Information Technology of Education under the Ministry of Education and Science of the Republic of Lithuania (further - CITE) and a number of other partners (public organisations, business sector) were implementing the European Commission's project Safer Internet LT SIC. The consortium of two cooperating organizations - RRT and CITE - was engaged in the activities of promoting the project in Lithuania. Safer Internet LT SIC project was seeking to cover 3 main parts – awareness-raising, hotline and helpline activities. During the reporting period from the 1st of January 2011 until 31st of December 2011 the central events of the project were the establishing of the helpline and the Safer Internet Day celebration which was organised on the 8th of February 2011. Also various social campaigns and educational activities were carried out. The project's website www.draugiskasinternetas.lt has been administered and renovated. This website gives much relevant information to children and their parents about safer use of the Internet and the ways helping the young Internet users to protect themselves from harmful information and other possible threats. Another main activities – operation of the hotline for receiving reports about detected harmful or illegal content on the Internet and operation of the helpline of providing advice to young people, parents and teachers for staying safe online.

This Annual public report outlines the activities of Safer Internet LT SIC project in Lithuania for the 12 months period of implementation within the framework of European Safer Internet programme.

SAFER INTERNET PROGRAMME

SI programme

The Safer Internet is a programme of the European Commission's (EC) Information Society and Media Directorate-General for the period 2009-2013 and is a successor of the previous programmes being implemented in the Member States since 1999. The new programme is designed to fight not only illegal content but also a harmful conduct such as grooming and bullying.

The programme has four action domains

- Increase public awareness;
- Provide the public with a network of contact points for reporting illegal and harmful content and conduct, in particular on child sexual abuse material, grooming and cyber bullying;
- Promote a safer online environment
- Establish a knowledge base on new trends in the use of online technologies and their consequences for children's lives.

The Safer Internet Centres which are presented in 30 European countries are made up of awareness centres, hotlines and, in some countries, of helplines. The awareness centres are in charge of awareness raising, the hotlines are reporting points for illegal content, and the helplines are contact points of providing advice to young people, parents and teachers

for staying safe online. Cooperation of Safer Internet Centres was coordinated by the Insafe and INHOPE communities.

SI programme in Lithuania

Project **Safer Internet LT SIC**: Lithuanian Awareness, Hotline and Helpline Actions for Safer Internet. Project period is from 01/01/2011 to 30/06/2012.

The objectives of the project: increase public awareness about harmful content and conduct on the Internet; promote safer online environment; provide the public with a contact points for reporting illegal and harmful content and conduct, in particular on child sexual abuse material, grooming and cyberbullying.

The **Safer Internet Centre** established by this project consists of:

- An **awareness centre**, which aims to help children, parents and educators to avoid the dangers associated with the harmful content and conduct on the Internet and aims to educate the society and promote safer online environment;
- A **hotline**, which provides a facility to accept and process reports from the public about illegal and harmful content on the Internet.
- A **helpline**, which provides a facility to answer online questions and telephone calls from children and parents related to their use of online technologies, in particular in relation to harmful contact (grooming), harmful conduct (cyberbullying), harmful content and uncomfortable or scary experiences of using online technologies (from July 2011)

The project is a continuation of the Safer Internet LT AN-HL project, which has been implemented in 2009-2010 in Lithuania. In the new phase the following activities were foreseen:

- establishment and operation of the helpline; this new and challenging task for this project was achieved on the base of close cooperation between RRT and the well known in the country NGO "Child line" providing psychological and emotional support for children;

- improvement of operations of the hotline and substantial contribution to the activities of INHOPE;
- a wide range of awareness raising events, including Safer Internet Day celebrations;
- creation of new awareness tools;
- further development of activities of the Youth Panel;
- dedicated seminars for targeted users groups.

Participating partners:

Communications Regulatory Authority of the Republic of Lithuania (RRT) – coordinator of the project, responsible for the operations of the hotline and helpline.

and

Centre of Information Technology of Education under the Ministry of Education and Science of the Republic of Lithuania (CITE) – beneficiary, responsible for the activities of awareness centre.

SAFER INTERNET LT SIC PROJECT CONSORTIUM MEMBERS

Communications Regulatory Authority of the Republic of Lithuania (RRT)



RRT is an independent national regulatory authority regulating communications and postal sectors in Lithuania. It was established under the provisions of the Law on Telecommunications and Post and the Directives of the European Union on electronic communications and post regulation. Mission of RRT: an ensured variety of technologically progressive, high quality, safe and affordable electronic communications and postal services (products) to every citizen of Lithuania as a prerequisite for the development of the information society.

Development of information society and building trust in electronic environment requires substantial effort to be taken by private, public and non-governmental sectors on time and in a coordinated manner. RRT took initiative to lead activities on network and information security in the country and established a special Network and Information Security Division, the activities of which are mainly focused on four areas:

- consumer education and awareness raising;
- reduction of negative impact of security incidents and illegal content;
- management of security incidents (CERT-LT functions);
- encouragement of the development of legal and standardisation tools.

More information about RRT is available at www.rrt.it

Centre of Information Technology of Education (CITE)



CITE is responsible for the following objectives:

- Initiates and coordinates the work of various national and private organizations in computerizing of educational and education administration agencies, development of application of ICT in the process of education.
- Initiates and coordinates international ICT in education projects.
- Promotes international co-operation of educators and students on a web-based learning platform.
- Offers training courses on computer literacy and use of ICT in education.
- Develops, accumulates and disseminates the computerized learning tools.
- Organizes and prosecutes scientific research on the practices of the modern ICT in education.
- Administrates the information systems of education.
- Develops and supervises the computer networks in education.
- Accumulates the databases of educational statistics.

More information about CITE can be found at www.ipc.it.

PROJECT IMPLEMENTATION IN LITHUANIA

National cooperation

Key stakeholders and multiplier organizations, which were identified and contacted, agreed to take part in the project activities. The following state institutions, private sector and non-governmental organizations are represented in the Advisory Board of the project: the Communications Regulatory Authority of the Republic of Lithuania (RRT); Centre of Information Technology of Education (CITE); the Ministry of Education and Science of the Republic of Lithuania (MES); Information Society Development Committee under the Ministry of Transport and Communications of the Republic of Lithuania; Police Department under the Ministry of the Interior of the Republic of Lithuania; Office of the Inspector of Journalist Ethics of the Republic of Lithuania; the Children's Rights Ombudsman of the Republic of Lithuania; Organization „Save the Children Lithuania“; Association „Langas į ateitį“ – association committed to promote an Internet use in Lithuania; Association „Infobalt“, unifying IT sector companies in Lithuania; Association „Lithuanian Human Rights League“; UAB „Microsoft Lietuva“, a branch of Microsoft in Lithuania; TEO LT, AB, telecommunications operator; a social networking portal One.lt; UAB „Omnitel“, mobile telecommunications operator; Association of Lithuanian Social Pedagogues; Lithuanian Schoolchildren Parliament; Lithuanian Forum of Parents; State Gaming Control Commission, responsible for regulation of gaming activities in Lithuania; project „Libraries for Innovation“; Lithuanian Association of Telephone Emergency Services (LATES) and NGO „Child line“.



The main goal of the Advisory Board was to ensure a successful implementation of the project in Lithuania. The main tasks were coordination and supervision of the project, evaluation of the project results, consideration of the essential changes in the project, if needed. Also the *ad hoc* Working Groups were established for the implementation of specific tasks of the project. Rules of Procedure of the Advisory Board, which describes the structure, governance, tasks, functions, and responsibilities, were also validated. The Advisory Board met 3 times during the reporting period.

Main activities of the partners were the following. NGO „Child Line” in cooperation with RRT started the helpline operations. Lithuanian Human Rights League together with RRT, CITE, MES and Microsoft were the main initiators and supporters of the children and youth conference “The Parliament of the Republic of Lithuania opens doors to International Safer Internet Day” in the Parliament of the Republic of Lithuania. TEO LT was the main partner and organizer of the SID 2011 campaign “Safer Internet academy on wheels”, organized for students of all ages. Gustav's "Mind battles" and lessons online about internet safety were held in public libraries by project partner “Libraries for Innovation”. „Langas į ateitį” launched the online learning course “What Lithuanian pedagogues should know about the threats on the Internet”, which was created for various types of administrations of

Lithuanian educational institutions and social pedagogues. Partners promoted very much the Insafe video clip “It’s more than a game, it’s – your life” on their websites.

Development of awareness tools and methods

The project’s website www.draugiskasinternetas.lt was 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. It also was the main tool informing about the awareness raising activities and was constantly being adjusted to a wider audience as well as individual target groups. 40 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 56250 times.

The educational electronic game for children was created in December 2010 and was opened on the project’s website on the SID 2011 day <http://www.draugiskasinternetas.lt/zaidimas/>.

The game is dedicated for 8-11 years old children. Main issues reflected in the game are the following: emails, privacy and information security, cyberbullying and grooming. The game can be downloaded to the PC.



Poster "Computer Class Schedule Employment". Created in December on 2010, published on Safer Internet day in February 2011. The poster is intended to indicate on what day and at what time the computer room is busy. All days of the week are shown on the poster. The poster can only be filled in with a pencil. The poster slogan is — “The internet is more than a game, it’s your life”. Two teddy-bears are



chatting to each other and during an interview they are given short tips about online privacy, such as: never open emails from unknown sender; we need to protect our privacy and not publish personal information etc.



The test "Are you really safe on the internet?" was prepared by the project partner "Libraries for Innovation". Children and parents were invited to check their knowledge about internet safety. The test can be used as an additional learning tool in schools. It also provides main rules of the safe behaviour on the internet. The test was announced on the websites of project partners.

The compact discs CD (700 CDs) were produced, where the methodical materials about the use of ICT in the teaching process as well as the main information about the Safer Internet project in Lithuania is provided. These CDs were distributed to pedagogues starting the September of 2011.

The Youth Panel. In preparation for SID 2011 it was decided to organize competitions of schoolchildren on the best drawing and on the best video story related to the slogan of SID 2011. The requirements for the competitions were setup and members of jury were elected. Also there were lessons held in schools on the SID 2011 where the schoolchildren themselves took the role of teachers. The page of Draugiškas internetas/Youth Panel on Facebook was developed to reach larger auditorium of youth. (<http://www.facebook.com/pages/Draugi%C5%A1kas-internetas/179688918734543>).



There were held in total 5 meetings of Youth Panel. Delegate from Lithuania for the participation in the Pan-European Youth Panel meeting in October in Luxembourg was elected. This year Youth Panel members created a video on the topic "Online reputation. This video was sent to the EC for the assessment. Audition for the new Youth Panel members was announced and after the audition it was agreed to accept 23 new members.



Online training course of social pedagogues. The course was created under the previous project Safer Internet LT AN-HL. Training of social pedagogues was launched by project partner „Lengas į ateitį“ on SID 2011 and lasted till the middle of December. Results of this year trainings were the following: 16 groups of social pedagogues studied the course, 1403 social pedagogues successfully finished the course and received special certificates.

Competition “Internet safety in my school” for all types of Lithuanian schools was held during January 2011. The announcement of the competition was published on the website www.draugiskasinternetas.lt and on the national education portal <http://portalas.emokykla.lt>. The best schools were granted during SID 2011 at the conference in Lithuanian Parliament. Their works were announced on the portal.

Dissemination

During the 12 month period various information dissemination activities were carried out. Press releases about the activities of the project were published. The SIC with the main project partners participated in national and regional radio and TV programmes dedicated to children safety issues on the Internet. In order to analyse complex issues of the project and to agree upon common measures, the meetings with main partners of the project were organised. Conferences and seminars, Safer Internet Day activities were dedicated to raise awareness on Internet safety issues and to disseminate awareness tools.

Seminars and conferences

Various presentations were made in a number of conferences on internet safety issues: presentation in the Northern Regional Conference in March 2011; 2 presentations in the conference in Lithuanian Parliament during the SID 2011; presentation in the European Quality Conference in Warsaw in September 2011 and in the National Quality Conference in December 2011 in Vilnius about the best practice in creation of documentary film "The Net"; presentation during the training of the helpline volunteers in May 2011 in Palanga; presentation "Helpline in Lithuania" in the helpline cluster meeting in Helsinki in November 2011; presentation in the exhibition "School 2011" in November 2011.

Seminars (8) for teachers and schoolchildren (in cooperation with eTwinning project) were held for the school societies. The aim of these seminars was to promote the Safer Internet project among teachers and pupils. 124 teachers and 42 schoolchildren were participants of these seminars. 8 info days in schools were organized, 20 trainers trained.



Action "Week without bullying" was coordinated by NGO "Child line" in March 2011. More than 15 NGOs, state institutions, public and private sectors organizations took part in this action organizing events against bullying.

The students camp „eTwinning and Safer internet film factory” was organized by CITE on the 17-18 of September in the manor of Taujėnai. 10 teams from various schools participated in the competition on the best film about internet safety.





The coordinator of awareness centre CITE participated in the exhibition "School 2011" in November, where presentation about the Safer Internet project was made. During 3 days 30 000 visitors visited the exhibition, in total 141 event was organized. The exhibition was visited also by the President of Lithuania Ms Dalia Grybauskaitė. The CITE had the stand, where presented 2 projects – Safer Internet and eTwinning. The leaflet with the main facts about the Safer Internet project and the tips of safe use of the internet was distributed (3000 pcs.)

Events dedicated to SID 2011

During the implementation of the project the information dissemination activities were concentrated on SID 2011 events and were targeted to draw media's attention to them. As in the whole Insafe network, Safer Internet Day SID 2011 celebration in Lithuania took place on the 8th of February 2011. The SID 2011 united different public and private sector actors to implement different actions.



Conference in Parliament



The main event that took place in Lithuania on the 8th of February was the conference in Lithuanian Parliament "Parliament of the Republic of Lithuania opens the door to international Safer Internet Day". There was a hope with this event to address Parliament of the Republic of Lithuania, public institutions and all public

attention to protect children from dangers in cyberspace and illegal and harmful information. We hope that children will spread received information to their friends and thus will extend the circle of people who want to work on the Internet safely. Around 700 schoolchildren from all Lithuanian regions participated in this conference. Presentations about the dangers



for children on the social networking sites were made by representatives of RRT and CITE. Various games and quizzes for children about safe use of Internet were organized by

project partners Microsoft, TEO and Omnitel. The organizers of this conference were Lithuanian Human Rights League, Lithuanian Parliament, MES, RRT, CITE, Microsoft and others.



The Safer Internet Academy organized by project partner TEO together with RRT and CITE and dedicated to SID 2011 started on the 14th of February. A bus tour through 10 Lithuanian cities lasted for 3 month till the beginning of May.

In total 100 lessons

for schoolchildren in a bus called Teobus were held. Broadcasting of video clip of Insafe „It's more than a game, it's your life" was provided on the big screen of Teobus. There were 2300 participants of the Academy who were awarded by special diplomas.



The video clip of Insafe „It's more than a game, it's your life" was broadcasted through the National TV channel in total 12 times during the week of SID 2011. Also the video clip was available to watch on the websites of project partners (2500 views till June 2011).

Gustav's "Mind battles" and lessons online about internet safety were held in public libraries by project partner "Libraries for Innovation".

Start of online learning course "What Lithuanian pedagogues should know about the threats on the Internet" by project partner "Langas į ateitį".

Broadcasting of documentary film "The Net", attracting attention of the public to the problems children are facing on the internet.

Press-releases. The press-releases (7) about SID 2011 activities were published on the website www.draugiskasinternetas.lt, on the websites of the project partners and in mass media.

TV broadcastings. Representatives of RRT and project partners took part in the 3 National TV broadcastings promoting the SID 2011 and the project as well.

Radio broadcastings. Representative of RRT participated in the popular National radio broadcasting „Ryto garsai“ on SID 2011.

Articles. Articles promoting the SID 2011 and informing about activities assigned for this day were published in mass media.

In preparation for the SID 2011 new awareness raising tools were developed – USB sticks, T-shirts, scarfs, mobile phone holders, sporting bags, bracelets, etc. All of them have the project logo and some of them the slogan of SID 2011 "Internet is more than a game, it's your life" written. These tools were used as prizes



and souvenirs during different actions of SID 2011. Also the posters "Computer Class Schedule Employment" were published and were distributed to the computer classes of schools. These posters have the main facts about Safer Internet project and main internet safety tips.

The increased interest in the SID 2011 events shows the fact that the number of visits of the project website www.draugiskasinternetas.lt increased 3 times on the 8th of February

2011 (2885 visits) in comparison with the average number of visits during February 1-15 (928 average daily visits).

CONTRIBUTION TO THE EUROPEAN NETWORK INSAFE

At the European level the Lithuanian awareness centre (AC) and the helpline are part of the Insafe network. The AC and the helpline actively participated in the meetings and trainings organized by this European network. During the project, the Lithuanian AC and the helpline participated in the following events:



- Northern Regional Meeting of Insafe and INHOPE in Brussels in March 2011
- Insafe training and Steering Committee meeting in Romania in April 2011
- Insafe training and Steering Committee meeting in London in September 2011
- EU Kids Online conference in London in September 2011
- Safer Internet Forum in Luxembourg in October 2011
- Insafe helpline cluster meeting in Helsinki in November 2011

In preparation for the helpline activities in Lithuania representatives of Lithuanian helpline participated in the Insafe trainings in Romania and London. The objectives of the trainings



were to develop closer links with Facebook and a deeper working relationship with social networking sites, investigate areas of improvement in outreach to parents and teachers of young children, teens and vulnerable children. The main goal of these trainings was active co-operation and

sharing of information with other awareness centers and helplines of Insafe. Resource

market places, where Insafe network members exchanged best practice campaigns, resources and information on projects they have recently led, were also very useful for participants of these trainings.



The awareness centre took necessary steps to prepare for the Safer Internet Forum in Luxembourg in October 2011. Delegates for the Youth Panel and Parents Panel were selected and participated in the Pan-European Youth and Parents' panels.

The theme of the Forum was "Every European child digital safely – emerging challenges and youth engagement". Main topics - "Online reputation", "Promoting positive online experiences for children across Europe", "Policy shaping through youth participation", "How to fight child sexual abuse online", etc.



The Lithuanian AC also had an opportunity to present itself to other awareness centres by publishing an updated information on the Insafe portal and sharing its own resources with other centres.

The international involvement helped the Lithuanian awareness centre to provide the Lithuanian society with the newest and most relevant awareness material, as well as to use dissemination methods that were successful in other European countries. A good working relationship was established with the Latvian, Danish, Czech and other centres by sharing expertise and ideas.

SAFER INTERNET LT HOTLINE

Hotline operational work

The Hotline was established in RRT in April of 2007 on the basis of CERT-RRT (*Computer emergency response team of RRT*), which received status of national CERT-LT in July 2008. Since then the hotline is successfully developing its activities. The reports are being accepted and processed according the Operational procedures manual. An electronic report form on the project website http://www.draugiskasinternetas.lt/lt/misc/report_form is the main tool for reporting about illegal and harmful content on the Internet. Reports can also be delivered both by sending an e-mail to cert@cert.lt or calling a hotline by telephone number +370 5 210 5679; the latter service is available from 8 a.m. to 5 p.m. on weekdays. Currently one dedicated RRT specialist is operating the hotline.



**draugiškas
Internetas**

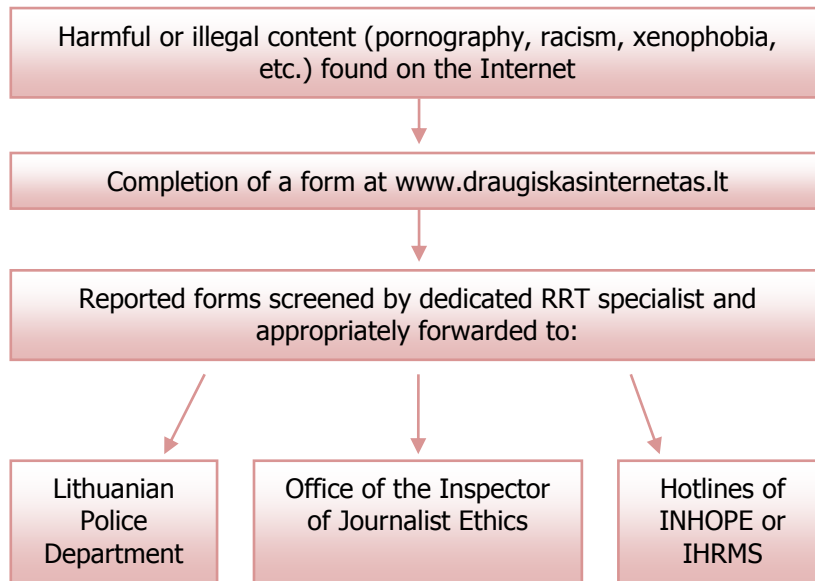
Contacts with all major stakeholders were established. RRT has signed cooperation agreements with two major partners in this project: Police Department under the Ministry of the Interior and Office of the Inspector of Journalist Ethics of the Republic of Lithuania. The hotline operational procedures were approved by these law enforcement bodies.

Praneškite

Praneškite apie aptiktą pornografinį, pedofilinį, rasinę ar tautinę nesantaiką kurstantį turinį internete.

The procedure of investigation of reports is the following. All reports are screened by dedicated RRT employee. If the reported content is illegal or harmful and is located in the Lithuanian servers, the information is being forwarded to the appropriate Lithuanian law enforcement bodies (Police Department or the Office of the Inspector of Journalist Ethics). In case the illegal or harmful content is located in international servers, such information is being forwarded to the appropriate hotline of INHOPE or directly to the Lithuanian Police, if in that country there is no hotline. If the information reported contains child sexual abuse

(CSA) images, internet address of that information (URL) shall be delivered to the INHOPE URL database also known as INHOPE Report Management System (IHRMS). And finally the Law enforcement bodies in various countries are taking actions against illegal content (see the scheme below):



In some cases the reports are being sent directly to the hosting ISPs with the notice to take down illegal content, if the website is not illegal in general, only some pictures or videos are such, and don't contain CSA material.

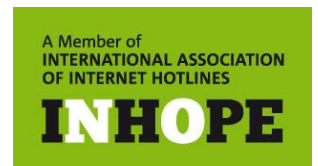
During reporting period 673 reports on illegal or harmful content were received and investigated by the hotline. And the following actions were taken:

- 10 reports were forwarded to the Police Department for further investigation;
- 20 reports were sent to the Office of the Inspector of Journalist Ethics;
- 64 reports of potentially illegal CSA material were submitted to the INHOPE Report Management System (IHRMS) and were taken to process by the hotlines of other countries, members of INHOPE;
- 19 reports were forwarded directly to the hosting ISPs in various countries with the notice to take down (NTD) illegal content;
- 560 reports were not processed further because of reported content was not illegal or was not in the remit of the hotline or was located in the countries, where it is considered to be not illegal.

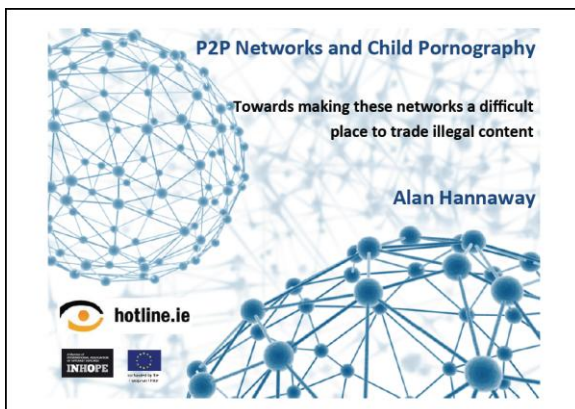
Visibility raising of the hotline is also an important task. Lithuanian hotline was promoted widely through the radio and TV broadcastings, press releases, e-mails during Safer Internet Day 2011. Also the other tools were used. Documentary film "The Net" was one of them. One of the most important parts of this film is dedicated to the fight against illegal or harmful content on the Internet and to the hotline in particular. Visibility of the hotline was raised considerably during "Academy of Safer Internet" on the wheels in February-May 2011.

International activities

Lithuanian hotline established in RRT is a member of INHOPE network (the International Association of Internet Hotlines) from May 2008. INHOPE is co-funded by the SI programme. At the moment 41 hotlines from 36 countries worldwide (mostly from EU) are the members of INHOPE. Years of membership in INHOPE were very fruitful for the hotline. We enjoyed very much our cooperation with the other hotlines. Participation in INHOPE activities during the reporting period is described below:



- INHOPE training course on tracing and IHRMS in Vilnius in May 2011
- INHOPE General Assembly and Annual General meeting in Vilnius in May 2011
- INHOPE General Assembly meeting and Law enforcement conference in Rome in November 2011

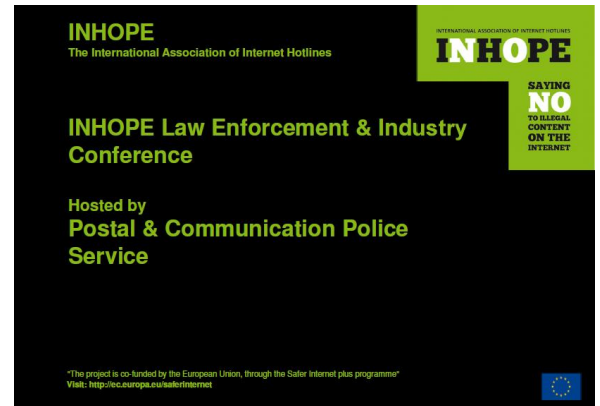


We can stress here participation of the hotline in the INHOPE General Assembly and Annual General Meeting in Vilnius in May 2011. Support to the organizers of the conference by the hosting organization RRT was provided. Important questions were discussed here: new

membership applications, INHOPE website content and functionality, development of IHRMS, fighting against child pornography in P2P networks, etc.

Also the other event - INHOPE General Assembly meeting in Rome in November 2011— should be stressed, where important discussions on the mission and the role of INHOPE, INHOPE technical developments, etc. were held.

Law enforcement conference in Rome was held in conjunction with the INHOPE General Assembly and was dedicated to build pathways to a more productive global relationship between Law enforcement, industry and hotlines in efforts to address child sexual abuse material and other online crimes against children.



The manager of Lithuanian hotline Dr. Rytis Rainys is also a member of INHOPE Board, therefore is taking part in the INHOPE Board meetings constantly and is contributing to the development of INHOPE strategy.

SAFER INTERNET LT HELPLINE

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. Functions of the helpline and responsibilities of participating partners were foreseen in this agreement. Overall coordination of the helpline is being done by RRT, actual helpline operations – by “Child line”.



The helpline run by “Child line” answers online questions and telephone calls from children and parents related to their use of online technologies, in particular in relation to harmful contact (grooming), harmful conduct (cyberbullying), harmful content and uncomfortable or scary experiences of using online technologies. The helpline’s services are accessed by the European harmonized telephone number 116111, dedicated for child helplines, and e-mail through the website www.vaikulinija.lt. The system for passing reports to the relevant authority where a child appears to be in danger is already in place and is used by “Child line”.

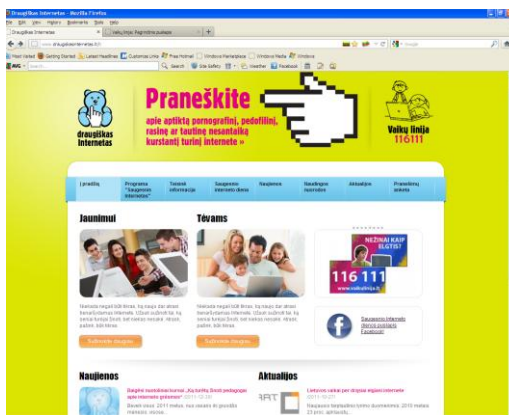
Operating guidelines and training module for the staff were prepared by “Child line” in cooperation with RRT. Trainings for the staff were held in cooperation with RRT too. The necessary funds for the training were allocated from the budget of RRT for this project. Promotion of the helpline to decision-makers and relevant actors in key sectors (industry, law enforcement authorities, officials responsible for protection of minors, child welfare organisations) is foreseen in detailed work plan. Users are being actively informed about the helpline's remit and how to contact it. Dissemination of the results by providing statistics on the number of calls received and the issues raised will be regular. The helpline has already participated in few Insafe training meetings mentioned earlier in this report.

The website of the "Child line" www.vaikulinija.lt was renovated by adding banner of Safer Internet helpline.



Training for the volunteers of the helpline was held in May 2011 according to the prepared training module. 12 academic hours training was held by RRT and "Child line". Recommendations (operating guidelines) for the volunteers of the helpline were prepared too.

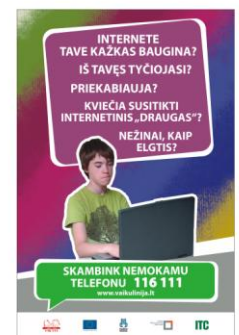
Operation of helpline started on the 1st of July 2011. Press releases (2) about the start of helpline operations were published in March and beginning of July. The banner of the Helpline has been posted on the most frequently visited websites and on the websites of project partners.



Helpline reporting facility is provided in the project website www.draugiskasinternetas.lt by placing there logo of "Child line" (Vaikų linija) and the banner of helpline. Website of the helpline is www.vaikulinija.lt, reporting phone number – harmonized European number 116111.

Visual advertising campaign of Helpline on the stands near the schools of Vilnius was organized. 25 posters promoting the helpline will be held on the stands for nearly 3 months from December 2011 till February 2012.

Statistics of the helpline are the following:



- total number of successful (answered) contacts (since 1th of July) - 62511 calls, 489 e-mails;
- number of contacts received relating to online issues or incidents (since 1th of July) - 30 calls, and 4 e-mails;
- number of contacts referred to law enforcement or statutory authorities if appropriate (since 1th of July) – 278 calls.

CONTACT INFORMATION

Communications Regulatory Authority of the Republic of Lithuania

Algirdo Str. 27A, LT-03219 Vilnius, Lithuania

Dr. Rytis Rainys

Head of Network and Information Security Department

Tel.: +370 5 210 56 34, Mob.: +370 611 14018,

Fax: +370 5 216 15 64

E-mail: rrainys@rrt.lt

Mrs. Rasa Karalienė

Chief Officer of Public Relations Division

Tel.: +370 5 210 56 85

E-mail: rkaraliene@rrt.lt

Mr. Vilius Nakutis

Head of Internet Surveillance Division

Tel.: +370 5 210 56 76

E-mail: vnakutis@rrt.lt

Centre of Information Technology of Education

Suvalkų Str. 1, LT-03106 Vilnius, Lithuania

Mr. Mantas Masaitis

Deputy Director

Tel.: +370 5 235 61 38

Fax: +370 5 235 61 55

E-mail: mantas.masaitis@itc.smm.lt

Ms. Aurelija Michailovaitė

Methodologist

Tel.: +370 5 235 61 52

E-mail: aurelija.michailovaite@itc.smm.lt