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Safer internet project
Safer Internet Centre Lithuania: draugiskasinternetas.lt III



Public report
January 2019 – December 2020



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Introduction

Parents, carers and teachers face a never-ending challenge of protecting children from various dangers, lurking in the cyberspace, such as cyberbullying, harmful and illegal content, etc. Young people have come to know the internet as a natural space for games, meetings, learning and creative activities. Children start surfing the internet using various smart and other devices at an ever younger age, often unsupervised by adults. Children as a group are characterised by specific needs and vulnerability: they need access to a certain content and services; sufficient protection from harmful content, communication and behaviour; digital skills for safe and responsible use of the internet and other digital technologies. Children and adolescents surfing the internet without adult supervision may encounter various dangers.

As of 2005, Lithuania has been implementing the European Commission's Safer Internet Programme. As of July 2012, Safer Internet Project consortium in Lithuania has expanded its activities and has been officially joined by four partners: Information Technology Centre under the Ministry of Education and Science of the Republic of Lithuania, Communications Regulatory Authority of the Republic of Lithuania, Children's Line (NGO) and association Langas į ateitį. In cooperation with other partner organisations in the public and private sector, in 2019-2020, the consortium has implemented the latest project stage – Safer Internet Centre Lithuania: draugiskasinternetas.lt III – jointly funded by the European Union, according to the new Connecting Europe Facility.

The purpose of this report is to introduce to the society the activities of the Safer Internet project and its results in the period from January 2019 to December 2020 (24 months of the project). The structure of the report is based on the following aspects: this report will introduce the activities for youth, teachers-ambassadors (promoters of the ideas about safer internet in Lithuanian general education schools), resources created, Safer Internet promotion activities, hotline and helpline operations, activities of the National Cooperation and Advisory Board, an impact study and participation in the European networking activities.

Programme

Safer Internet Centre Lithuania: draugiskasinternetas.lt III (Safer Internet project) is a project of the national Safer Internet Centre (SIC), funded by the Connecting Europe Facility (CEF-TC-2018-1) programme under the European Strategy for a Better Internet for Children. It is a well-organized, multi-stakeholder activity involving the public sector, the technology and media industries, and the civil society. The mutual goal of the project is to offer services to help create a reliable environment for children surfing the internet and protect them from as many risks as possible.

The project also involved expanding the national platform and setting specific goals to enable the provision of the following key Safer Internet services: 1) increasing awareness, 2) hotline, 3) helpline, and 4) promoting youth initiative.

To implement this programme, national Safer Internet Centres (SIC) have been established throughout the European Union. Currently national SIC are operating in 31 countries of the world, uniting INSAFE and INHOPE networks.

Safer Internet Centre in Lithuania

The Safer Internet project stage has been implemented during the period of 2019-2020. The operations of the national Safer Internet Centre in Lithuania are curated by a consortium of 4 partners. As of July 2012, the Lithuanian SIC coordination and the implementation of the project has been taken over by the Centre of Information Technologies in Education (CITE), in 2019 – the National Agency of Education (NAE). NAE has also been engaged in promotion, encouraging youth initiatives. Association Langas į Ateitį has been engaged in promotion and education activities. Communications Regulatory Authority of the Republic of Lithuania (RRT) has been responsible for the hotline, the Children's Line (NGO) – for the helpline.

4 key services, provided by the Lithuanian SIC:

- ✓ **Increasing** public **awareness** on the issues of safe behaviour online and helping children, parents and teachers to prevent the risks that are related to digital technology;
- ✓ **Hotline**, which receives and processes user reports on illegal or harmful internet content;
- ✓ **Helpline** for children, who have encountered bullying and other threatening measures, while using online technologies;
- ✓ **Youth forum**, getting the youth involved into finding out more and creating a safer and better cyberspace.

Services, offered by the Safer Internet Centre

Awareness centre

The function of the information centre has been implemented by two partners: the National Agency of Education and association Langas į Ateitį.

National Agency of Education (NAE)

In 2019, the Safer Internet project has been coordinated by the Centre of Information Technologies in Education (CITE). Following the reorganisation of 2019, these functions have been taken over by the National Agency of Education.

Implementing this project, NAE is responsible for organising and hosting events to increase awareness, and introducing other measures for the purpose. NAE administers the website www.draugiskasinternetas.lt, created as the major awareness raising tool for the Lithuanian society and the education community. Together with the consortium partners, NAE organised Safer Internet Day events, traditional annual conferences, safer internet youth forum activities, where children and youth can express their opinions, exchange their knowledge and experience (see the section on the Youth Forum below). CITE has prepared certification programmes for Safer Internet ambassadors in Lithuania, based on the best European practices.

In the early 2020, Safer Internet project has been assigned to the NAE Department of Education Assistance. The Department of Education Assistance is a division of the National Agency of Education.

More detailed information on the NAE and the department is available at www.nsa.smm.lt

Association Langas į Ateitį

Association Langas į Ateitį has been uniting socially-responsible Lithuanian business companies and cooperating with public institutions, promoting the development of a knowledge society in Lithuania since 2002. The mission of Langas į Ateitį is to promote the use of the internet and e-services in Lithuania, thus improving people's quality of life and Lithuania's competitiveness among European and the world countries.

The association's field of activity:

- ✓ Association Langas į Ateitį began its activity by initiating the establishment of public internet access points (PIAP) in Lithuania. Thanks to various initiatives that have taken place in recent 16 years, Lithuania now has more than 1200 PIAPs at public libraries.
- ✓ Association Langas į Ateitį has been providing trainings to adult Lithuanian citizens on using computers, the internet and e-services since 2003. Free trainings held directly and online were attended by more than 200 thousand residents.
- ✓ In 2012, association Langas į Ateitį has introduced the Lithuanian residents to a free ICT learning website www.epilietis.eu. This website is a continuation of the online public trainings, which began in 2008.

The activities of association Langas į Ateitį encourage a safe use of the information technology. In July 2012, the association has become an official partner of the Lithuanian Safer Internet Centre, engaging in the project's safer internet training and promotion activities (such as online trainings, development and distribution of information measures, organising events and campaigns; promotion of the European eSafety Label campaign and other activities).

More information on the association Langas į Ateitį is available at www.langasiateiti.lt.

Hotline

Communications Regulatory Authority of the Republic of Lithuania (RRT) is an independent national regulatory institution for electronic communications, postal and railway transport market sectors, acting according to the European Union directives and the laws of the Republic of Lithuania. RRT has been founded in 2001 with the main task to coordinate the national communications regulation system with the European Union's telecoms regulatory package. In 2019-2020, RRT continued the activities, started in the previous stages of the project, developing new initiatives of promoting responsible use of the internet together with the partners of the consortium and acting as the internet hotline.

More detailed information on the RRT is available at www.rrt.lt.

Helpline

Children's Line has been providing free and anonymous emotional support for children and adolescents by phone and the internet. Children and adolescents can call due different difficulties – disagreements with friends, parents or teachers, bullying, violence, whenever they feel alone or unloved, have a hard time or would like to share any other experiences. As of 2011, the Children's Line has also been consulting children and adolescents on the various difficulties related to the internet. Support, offered by the Children's Line:

- is intended for all children and adolescents in Lithuania;
- is anonymous – children or adolescents do not have to introduce themselves as they call or write to the Children's Line;
- is confidential – children and adolescents may be sure that whatever they tell the Children's Line will not go beyond the service;

Children and adolescents can contact to the Children's Line:

- using a free phone number 116 111;
- upon registering at vaikulinija.lt website and writing an electronic letter;
- using live chat;
- engaging in discussions with their peers at vaikulinija.lt discussion forum.

If children need additional information in their environment, specific social or legal information, the Children's Line consultants can connect them to another service – State Children's Rights Protection and Adoption Services' Children's Helpline: their experts can initiate further support and keep in touch during the process of solving the problem.

Children's Line is also open to adults, who want to report children's rights violations. In such case the consultants of the Children's Line would also connect them to the State Children's Rights Protection and Adoption Services' Children's Helpline.

Project activities

Youth activities

Youth activities in 2019

- Participation in the Safer Internet Day (SID) 2019: on 2019 February 5 volunteering (8 persons, aged 16-18) and teaching primary school pupils (15 volunteers, aged 13-15) at the Safer Internet Youth Forum (SIYF) SID 2019 event 'Pokalbis kitaip!' (Eng. 'A Different Conversation!').
- On February 27 SIYF meeting took place at the National Library of Lithuania to discuss the SIYF activities at SID 2019. The event was open to Safer Internet Youth Forum volunteers, pupils and teachers, who organised events, lectures and meetings at their schools or other schools during the Safe Internet Week, which took place on 4-10 February 2019.
- On March 27 SIYF event for primary school pupils took place at the National Library of Lithuania <https://www.facebook.com/events/1193492254147554/>
- 8 Youth Forum meetings for children and youth took place at Martynas Mažvydas library in Vilnius on 27 February, 27 March, 18 April, 2 July, 19 September, 21 October, 23 November and 16 December 2019.

- 3 youth volunteers took part at 'Būtent' (Eng. 'Exactly') discussion festival in 2019.
- 10 youth volunteers volunteered at Mokykla 2019 (Eng. 'School 2019') fair.

International activities included:

- Sharing Lithuanian Safer Internet youth coordination experience at Insafe training seminar in Crete during the Youth Coordinators session;
- At the European Parents Conference in Helsinki (Finland, October 2019), the entire INSAFE network (Better Internet for Kids project), European youth and the Lithuanian Safer Internet Youth has been represented by Algirdas Griška, European Youth Ambassador from Lithuania;
- Accompanying the Lithuanian youth representative Matas Švarlys to the BIK Youth Panel 2019 and taking part at the Safer Internet Forum (SIF) 2019.

The BIK Youth Panel 2019 and the Safer Internet Forum 2019 are covered in a video report at mokytojtvtv.blogspot.com/2020/01/projekto-saugesnis-internetas-jaunimo.html

Information on youth activities is published on Facebook page @sijfLT and Instagram @sijf_Lithuania.

Youth activities in 2020

- There were 2 drawing (by computer and by hand) competitions:
 1. Hand drawing competition: took place from 3 December 2019 to 28 January 2020. Winners of the competition were announced on 10 February 2020 at Nemenčinė Gediminas Gymnasium. It was participated by pupils from 3 schools (2 schools in Klaipėda and Nemenčinė Gediminas Gymnasium), aged 13-16 – a total of 30 pupils and 5 teachers.
 2. Computer drawing competition: participated by approximately 60 pupils, aged 13-16, from Vilnius Tuskulėnai Gymnasium, the event was organised by 2 teachers.
- The youth participated at the SID event on February 11: 4 pupils, aged 13-18, from 1 school;
- SIYF meeting on February 12 for primary school pupils, attended by 26 pupils, aged 6-11, 4 teachers and 1 social worker from 1 school;

- Youth meeting on February 20 at the National Library of Lithuania to discuss the Safer Internet Day 2020 (a total of 31 pupils and 1 teacher) from 4 schools.

Youth forums

In 2020 7 youth forums were organized, which involved discussions between youth and psychologists, police staff, teachers, computer game developers and veteran players.

Ads development training for youth

24 October 2020 marked youth training on 'Practical Application Aspects of Digital Marketing: Google Ads', attended by 42 young people. The training involved discussions on topics like digital marketing measures – e-mail marketing, Google Ads, SEO, social network marketing, blogging.

National youth conference

The national youth conference 'The Bright and Dark Side of the Life Online' took place on 1 December 2020. The purpose of the conference was to introduce the youth activities in the Safer Internet project and share opinions on how youth could get involved into increasing online safety. The conference took place remotely. It featured an introduction of the project activities and the youth participation at the BIK Youth Panel 2020.

Creative competitions

Two creative competitions took place in autumn 2020: a drawing competition for children, aged 6-13, and a video competition for youth, aged 14-18. The drawing competition received 380 drawings from 51 schools with 8 winners and 65 awards, while the video competition received 10 videos – 1 winner and 9 award winners.

2020 also included these **international** activities:

- On February 11, 2020, Algirdas Griška took part at the European youth creative workshop preparatory meeting in Brussels.
- On February 2020, Brussels hosted a Safer Internet Day working meeting, where Safer Internet youth ambassadors prepared a Youth Pledge for a Better Internet: how to make information on the apps and services they use on the internet more age appropriate. On 11 February 2020, this document was introduced to the social media representatives in the European Commission building in Brussels, which involved not only an introduction, but also a dialogue between the youth and the social media representatives. Lithuania was represented by Algirdas Griška.

- **Lithuanian youth at BIK Youth Panel 2020**

In October-November 2020, three young people from Lithuania – Neda Aleksiejūtė (Kaunas Jesuit Gymnasium), Edgaras Dževeckij (Vilnius Radvilo Gymnasium) and Aurimas Petkus (Vilnius Žirmūnai Gymnasium) joined the international BIK Youth Panel 2020 event online. During the event they, together with their team-mates, engaged into group work and made videos, related to internet safety, and introduced them at the Safer Internet forum, taking place on 25-26 November (also online).

Safer Internet ambassador trainings

In 2020, the implementation of the telecommunication sector's Safer Internet project 'Safer Internet Centre Lithuania: draugiskasinternetas.lt III', funded by the Ministry of Science, Education and Sports and the Connecting Europe Facility, involved continued support for teachers and safer internet ambassador training programme, promoting the development of school communities for joint activities, such as:

- · Mokytojo TV (Eng. 'Teacher TV') live broadcasts;
- · Video conferences for safer internet ambassadors-lecturers;
- · Trainings for new safer internet ambassadors;
- · Online trainings for new safer internet ambassadors;

- Conference for safer internet ambassadors.

Mokytojo TV (Eng. 'Teacher TV') live broadcasts

On 12 March 2020, various teachers, safer internet ambassadors and aspiring safer internet ambassadors were invited to a live broadcast ['Why do we need teachers as safer internet ambassadors'](#) ('Kodėl mokytojų reikia kaip saugesnio interneto ambasadorių'). The broadcast introduced relevant topics for the safer internet ambassadors sharing the good practice, which promotes safe online behaviour among pupils and helps to find help in case of a need.

Video conference for safer internet ambassadors-lecturers

On 26-28 May 2020, the Safer Internet project team organised an online conference for safer internet ambassadors-lecturers. The participants of the conference discussed topicalities, related to pupil's safe behaviour online, such as providing tools for telecommuting, fake news, ways to recognize safe and reliable websites, children's protection from potentially harmful content, personal data and identity protection online, what children could be allowed to play on the computer and when, cyberattacks, etc. The online conference was attended by 27 participants.

Trainings for new safer internet ambassadors (SIA)

In September-December 2020, teachers, school librarians and pupil support experts were invited to trainings for Safer Internet ambassadors on 'Safer Internet Ambassador Activities in Modern Schools: Mobilising the Community to Ensure a Safe Cyberspace for Pupils'. The purpose of the training was to expand the network of Safer Internet ambassadors to enable a larger number of teachers to work with vulnerable children, teaching them cyber safety, and gather their colleagues for joint safer internet activities at schools.

The key purpose of the SIA trainings is to develop the Safer Internet ambassadors' knowledge, skills and attitudes on proper online behaviour.

The training took place in 7 groups 3 days each in September-November 2020.

The topics included these and other topics:

- The issues and solutions of digital space safety. Cyber safety. Internet risks and hazards. Disclosure of personal information (case analysis).
- Legal base for personal data safety, copyrights and responsible use of technology.
- Development of media and information literacy skills to ensure conscious use of the internet.

223 out of 253 participants of the training have successfully completed all three days, engaging in individual activities and obtaining Safer Internet Ambassador Training certificates.

Online trainings for new safer internet ambassadors

Online trainings on the same topic of 'Safer Internet Ambassador Activities in Modern Schools: Mobilising the Community to Ensure a Safe Cyberspace for Pupils' took place on 27 November, 1 December and 10 December 2020. What made them a little different from the previous trainings is that all lectures took place only online, using Zoom platform. The participants have not only listened to the lectures, but also were provided with an opportunity to work in groups, discussing individual tasks (lesson or activity plans) and share ideas on how to do them. SIA online trainings were attended by 76 participants and the entire training programme has been successfully completed by 60 participants, who received appropriate certificates.

The online training was followed by an e-publication – training material [Idėjos ugdymui: kaip atskleisti saugesnio interneto temas \(Eng. Ideas for Education: Present Topics on Safer Internet\)](#). It includes lessons, created by representatives of various fields, and descriptions of several integrated activities. We truly hope that the lesson plans will encourage teachers,

social workers and school librarians to get creative in including topics on safe and responsible use of the internet into their activities.

Conference for safer internet ambassadors

Safer Internet ambassador trainings were concluded by a Safer Internet Ambassador Conference, which took place on 11 December, with the purpose of introducing the current or future activities, implemented by Safer Internet ambassadors for the Safer Internet project, and also to share ideas on how school communities could strengthen their pupil's safety online. The conference was attended by 84 safe online behaviour enthusiasts.

Resources developed

The purpose of www.draugiskasinternetas.lt is to provide information both to the society in general and its individual target groups. It's *Medžiagos mokymuisi* (*Eng. Learning Materials*) section contains useful information resources and measures <https://www.draugiskasinternetas.lt/medziaga-mokymuisi/>.

In 24 months the website had 137,825 visitors and 97,458 of them were unique.

The Bullying Box

2019 marked the introduction of the Bullying Box tool. This measure is a quick and anonymous way for pupils to report suspected or evident bullying, enabling schools to provide timely response and support.

The platform consists of a website, a mobile application and an administration system, which can be implemented by all schools for free. Pupils that use the Bullying Box can report a case of bullying on the website or using the app, indicating the place, time, participants and situation, and, in case of e-bullying, to upload a screenshot. The free Bullying Box app is available from Google Play or App Store. This tool is used by 274 schools.

Educational videos and methodological material on bullying

2019 marked the introduction of 20 educational videos and methodological material. These included topics like the concept of bullying, its reasons and outcomes, response to bullying, etc.

All material received was uploaded and used on reaguok.lt website and remote teacher trainings on bullying. To this day, reaguok.lt platform has 2057 registered users, 611 of whom have completed the training and received an appropriate certificate (the training is accredited and the completion certificates are issued by the Vilnius University (VU) Teacher Competence Improvement and Development Centre). The methodology has been later accredited by VU, which continues to administer the issue of the completion certificates.

Translations

Translations into Lithuanian language include several publications for different target groups: *Online-Zoo* (66 pages) from German and *Media and Information Literacy. A Practical Guidebook for Trainers* (206 pages) from English.

- Daniela Drobna, Achmed Abdel Salam. ***Online-Zoo*** The book, dedicated for pre-school children and their parents tells an engaging story on safe behaviour online, covering such topics as bullying and responsible online behaviour.
- Sylvia Braesel, Thorsten Karg. ***Media and Information Literacy. A Practical Guidebook for Trainers*** This is a practical guidebook on media and information literacy in the modern-day world, entwined in electronic communication networks. Each topic is divided into lessons. The lessons enable the pupils to find out more on the media by engaging into practical activities, discussions and games, rather than lectures.

Awareness raising tools and methods developed during the project:

Information leaflets (parent-focused), which offer advice on various relevant topics, information on social media and children's favourite games ([Information materials - www.epilietis.eu](http://www.epilietis.eu)).

Constantly updated tools, developed during previous project stages:

- Safer Internet section on www.epilietis.eu (this website has been developed and is administered by association Langas į Ateitį; direct link to the Safer Internet page <https://www.epilietis.eu/saugumas-internete/>), offering various educational materials, prepared by the members of the Safer Internet Centre Lithuania and outside organizations. The website contains videos, educational games and tests that can be used for safer internet activities by teachers, librarians and the entire education community.
- A series of **lesson plans** for teachers (<http://pamoka.draugiskasinternetas.lt>) and methodological material for activities on various topics – privacy and photos online, safe social networks, safe mobile devices, etc. This methodological material offers various exercises for safer internet activities.
- The training test **Are You Safe Online?** (Lth. 'Ar esi saugus internete?') (<http://testas.draugiskasinternetas.lt/>) helps children and youth to check if their online behaviour is safe. The test site has been updated in 2020, providing a general test (different questions for two age groups) and four tests on different topics. This website can also be used for lessons on safer internet by teachers, parents and other education workers.
- Videos for parents: *Social media without fear* (Lth. *Socialiniai tinklai be baimės*) (<https://www.youtube.com/watch?v=elqPEuMQkMw>). *Social media. Parents and children* (Lth. *Tėvai ir vaikai*) (<https://www.youtube.com/watch?v=nGC3cebcfTI>). *Social media image* (Lth. *Įvaizdis socialiniuose tinkluose*) (<https://www.youtube.com/watch?v=ciOJM4qWKIA>). *Children and technology* (Lth. *Vaikai ir technologijos*) (<https://www.youtube.com/watch?v=aXx8RKcX9ng>). *Influencer as the future vocation?* (Lth. 'Influenceris' – ateities profesija?) (<https://www.youtube.com/watch?v=8HYvKXTvbPE>). *Global vlogging* (Lth. *Globalus „vloginimas“*) (<https://www.youtube.com/watch?v=kEZTfRqFZQ8>)

- In early 2015, Lithuania launched the eSafety Label school accreditation programme (www.esafetylabel.eu), developed by the European Schoolnet. Lithuanian schools are welcome to join the eSafety Label community, assess the safety of their school's environment and obtain a certifying label: a bronze, silver or gold option.



More videos, created or recommended by the SIC, are available on Youtube channel:
<https://www.youtube.com/channel/UCphVHWnAbv7IJZrsB7bBBJA>

Safer Internet visibility activities

Information on the Safer Internet project has been introduced to the society during various events. The general SIC awareness campaign for different target groups includes all partners.

Būtent 2019 Festival

On 6 September 2019, the Safer Internet project team participated at **BŪTENT** (Eng. Exactly) discussion festival, which took place for the third time. This is an open, non-political and free event, gathering representatives of the active citizens, business, science, non-governmental organizations and politics. Two days of the festival, which took place in Birštonas, featured more than 100 events of all kinds, 400 speakers and attracted more than 8 thousand people.

The Safer Internet project team invited the event participants to **Atspari Lietuva** (Eng. **Resilient Lithuania**) discussion space to discuss the topic of '**Do we need to protect Children from the Internet?**' Police representatives prepared an information handout **10 Tips of Advice for Parents on Children's Safety Online**.

On 7 September, the project team took part at the discussion **‘What Does Your Child Do on the Internet?’ organised by Tesonet in Šiaurietiška Lietuva (Eng. Northern Lithuania) space**, discussing if the internet is a friend or a foe, and what should parents be aware of in terms of their children's safety online. Discussion record: [‘What Does Your Child Do on the Internet?’ \(Lth. ‘Ką tavo vaikas veikia internete?’\) - YouTube](#).

Exhibition School 2019

On 22-23 November, LITEXPO Lithuanian Exhibition and Congress Centre hosted the national education innovations exhibition SCHOOL 2019 for the ninth time. The **Friendly Internet Zone**, established at stand 4.15, hall 4, was available throughout the fair. The Friendly Internet Zone hosted discussions and conversations on the topic of internet safety. Participants talked about family agreements on the use of digital technology and if families should agree on certain rules or if it's a useless restriction. We asked people, how important digital technology is in their family.

In concordance to this year's topic ‘LEARNING TOGETHER!’ (Lth. ‘MOKOMĖS DRAUGE!’), we invited the visitors of the stand, i.e. Families, parents and their children, to create their own family rules for using smart devices at home and to share how important digital technology is in their families.

Exhibition School 2020

On 20-21 November, LITEXPO Lithuanian Exhibition and Congress Centre hosted the national education innovations exhibition SCHOOL 2020 for the tenth time. This year the fair took place online with the slogan ‘The Future Is Now’ (Lth. ‘Ateitis vyksta dabar’).

The Safer Internet project team organised three activities: practical demonstration lesson for pupils, grade 1-6, a meeting with Safer Internet ambassadors (‘I’m a Safer Internet ambassador at my school. What next?’) and an activity for parents ‘Are your children safe online?’ during which parents were offered advice on ensuring their children's online safety.

All Digital Week 2019 and 2020

European All Digital Week campaign takes place in March every year. Association Langas į Ateitį, coordinating the Week's events in Lithuania, invited the citizens to take part at various activities, focused on developing trust in the new technology and critical thinking, including resilience to fake information and hate, inviting to strengthen digital skills in the ever changing and increasingly digital environment. The events of the campaign in 2019 and 2020 were attended by more than 20,000 participants.

European Cybersecurity Month 2020 awareness campaign

The annual European Cybersecurity Month initiative takes place in October every year. The Cybersecurity Month of 2020 campaign organized by SIC involved information campaigns on Facebook with messages on the topics of online fraud, personal data protection, safe online shopping and online bullying. Citizens were invited to test their knowledge on four tests and win SIC prizes. The campaign attracted an audience of nearly 60 thousand social media users.

Information on the campaign is available here: [European Cybersecurity Month - www.epilietis.eu](https://www.epilietis.eu)

Children's summer camp events

Children's summer camp meetings 'Safe Online during Summer Time!' (Lth. 'Saugus internete ir vasarą!') have already become a tradition. During these meetings the project team and the children discuss the internet, smart technology, the importance of passwords and their purpose, children also do exercises on which photos are or are not appropriate for publishing on the internet.

In summers 2019 and 2020, the Safer Internet team has met 700 campers, visiting 18 summer camps.



Safer Internet Day and Week

The Safer Internet Day (SID) is hosted by the joint Insafe/INHOPE network and the European Commission every February with the purpose of encouraging safe and responsible use of the digital technology among children and youth. The Safer Internet Day is celebrated on the second day of the second week of the second month. This day unites thousands of people with a purpose of increasing public awareness of internet safety issues, promoting safer internet activities all over the world. The initiative of the Safer Internet Day started in 2004.



Safer Internet Day 2019

“Together for a better internet!” in 2019, this slogan invited the public to draw attention to the internet as a space that we live in as much as we live in the real world.



Celebrating the International Safer Internet Day in Lithuania on 5 February 2019, we invited to take part at the event **A DIFFERENT CONVERSATION!**, organised by the Safer Internet project. Participants of the event watched *The Cleaners* movie.

There was also an informative lecture with a Lithuanian Police representative Vytautas Tuinyla, Head of the 3rd division of the 5th Board (SO5) of Serious and Organized Crime Investigation of the Lithuanian Criminal Police Bureau.

Safer Internet Week 2019 events

Safer Internet Week featured various events for children and adults. There were 2 creative competitions for children: Pupils, grades 1-4, took part at a 'Friendly Internet' (Lth. 'Draugiškas internetas') sculpting competition, while youth, grades 9-12, took part at video competition 'Creating a Better Internet Together!' (Lth. 'Kurkime geresnį internetą kartu!'). Another competition was called 'Safer Internet Events at My School 2019' (Lth. 'Saugesnio interneto renginiai mano mokykloje 2019'). The activities, organised by various schools attracted more than 5 thousand participants.

Together with Connected Lithuania project, we organised a discussion about bullying **'Today you, tomorrow – about you!'** (Lth. 'Šiandien tu – rytoj apie tave!'). eTwinning programme, joining the international Safer Internet Day, invited all Lithuanian teachers to join the virtual #SID the abc project on www.etwinning.net, the purpose of which was to encourage teachers share various Safer Internet Day events or links. There was also the **Robot's Safe Internet Academy** project for teachers and pupils, who were invited to try out

various information technology tools, learn to differentiate between fake news and real news, and think of online threats.

On 5 February, **Vilnius University (VU) Kaunas Faculty (KnF)**, together with the Institute of Information Technology, invited to a seminar on Safer Internet Day at VU KnF. On 4-9 February 2019, Vilnius County Police Headquarters invited children to lectures, discussions and quizzes, organised at schools, located in the territory of Vilnius County Police Headquarters (VCPH).

January marked the launching of the **international SID 2019 project** for teachers and pupils, which took place until the end of February. The pupils were invited to create a logo for the project, participated at a Kahoot quiz and create educational tools. During the Safer Internet Week, members of the **youth forum** also organised lessons at schools. Also the initiative **10,000 Children Safer Online** (Lth. 10 000 vaikų saugesni internete) was launched during the Safer Internet Week and continued throughout 2019. Pupils were provided with an online test on safe online behaviour.

Safer Internet Week events were hosted by **67 libraries**. SID also involved **eSafety Label** promotion. There were various events on online safety at schools for pupils, teachers and parents. There were also various events, initiated by teachers (quizzes, competitions, games, film viewings, lessons, conferences). Safer Internet Week events were also hosted by the **Lithuanian Educational Centre for the Deaf and Hard of Hearing**.

Safer Internet Day 2020

In 2020, Lithuania celebrated the Safer Internet Day for the 17th time. The live broadcast of the Safer Internet Week event CYBERteens from Kaunas Žalgiris Arena featured 19 teams from all over Lithuania, brainstorming ideas on making the cyberspace safer. On 11 February, more than 100 participants from all over Lithuania – Kaunas, Vilnius, Alytus, Jurbarkas, Rokiškis, Šilutė and other regions – spent an entire day generating ideas in the event space of Sala restaurant, established in Kaunas Žalgiris Arena.

The participants had to face serious a challenge: teams, consisting of pupils, their teachers and parents picked one of the 6 topics and attempted to generate ideas for one of the

following important issues. Communications Regulatory Authority (RRT) of the Republic of Lithuania challenged the participants to find and report false content. The National Agency of Education asked them to develop responsible online behaviour. Langas į Ateitį association offered a challenge to educate people on private data safety on the internet. The Children's Line asked to reduce the number of demeaning comments. ACBC – Address Cyberbullying by Creating Conscious Online Community offered a challenge to reduce cyberbullying. The event's information partner – news portal *Kas Vyksta Kaune* – offered a challenge to find and report fake news.

The event was concluded with the commission announcing the most sustainable ideas. All teams introduced their ideas to the commission, receiving awards for the best. Dėdės ir Tetos (Eng. Aunts and Uncles) team won the prize (2,500 Eur), established by the Code Academy Kids. They offered a data safety solution for cases, when people connect public internet and forget to log of their accounts. The Web team won a ticket to the ChangeMakers'On hackaton. The purpose of this intensive training is to bring the idea to the next level. The winner of the third prize was the VŽG-SIJF-LT team, which picked the challenge of fighting fake news, offered by *Kas Vyksta Kaune*.

The international Safer Internet Day coordination team created an advertising video, which was translated into 20 languages: <https://www.draugiskasinternetas.lt/saugesnio-interneto-dienos-reklaminis-klipas-ir-lietuviu-kalba/>

Safer Internet Week 2020 activities

Safer Internet Week featured various activities for children and adults. On 10-15 February, **LRT show *Labas Rytas, Lietuva*** (Eng. *Good Morning Lithuania*), invited to take part at a quiz. The majority of the **Lithuanian public libraries** and their divisions hosted various educational safer online behaviour activities for an entire week. In cooperation with Inconvenient Films festival, 36 public libraries hosted *The Cleaners* (NO16) movie viewings.

There were also live sessions in cooperation with **Connected Lithuania project**: 'Sexting: game or crime?', 'Online frauds: personal safety', 'Influencer – a lifestyle of your dreams?'. On 11 February, **Create for Lithuania (Lth. Kurk Lietuvai) and the Ministry of Economy**

and Innovations organised the Digital Lithuania Academy Forum #2: (Un)protected Data event on cyber safety.

VU Kaunas Faculty invited senior pupils and their teachers to come to the seminar on safer use of technology, organised at VU Kaunas Faculty. **Vilnius City 2nd Police Headquarters** created a preventive film, which will be used at education institutions for pupil's education on internet risks. On 10-15 February, **Vilnius City 3rd Police Headquarters** and education institutions organised various events, lectures and shared information and advice to help pupils protect themselves from crimes against youth. **eTwinning** (www.etwinning.lt) programme supported the Safer Internet Week initiative and encouraged school communities to join the Safer Internet Week by creating projects, related to safe online behaviour.

There was also a Safer Internet youth forum meeting on 12 February, various activities at the **Lithuanian Educational Centre for the Deaf and Hard of Hearing**, while **Safer Internet ambassadors** (teachers) organised online safety consultations at their schools.

Hotline activities

In 2019-2020, the internet hotline **received and processed 2371 reports of illegal or harmful online content, responding with the following actions:**

- 124 reports were sent to the Police Department for further investigation;
- 120 reports were sent to the Office of the Inspector of Journalistic Ethics;
- 421 reports on possible images of child sexual abuse were forwarded to hotlines of other countries, members of the INHOPE (International Association of Internet Hotlines);
- 277 reports were forwarded to internet providers in various countries with a Notice and Take Down (NTD) mark, notifying of illegal content, urging to take it down as soon as possible.

Other reports received no further action as the content reported was not harmful or illegal according to the laws of the Republic of Lithuania, was published on servers, located in foreign countries, which do not see such content as illegal, was repetitive, unavailable (e.g.

password-protected, published in private groups, etc.) or not found (the content was removed or the link was inactive).

In 2019-2020, the RRT received 215 reports on bullying and violence in the cyberspace. In 91 of the cases the information was confirmed to be true, followed by appropriate action.

To strengthen the hotline, at the end of 2020, the RRT signed a tripartite agreement between the RRT, the Lithuanian Criminal Police Bureau and UAB Metacluster LT regarding joint coordinated action in developing the infrastructure, needed to track down and prevent the distribution of child sexual abuse material (CSAM) content online, the infrastructure's maintenance and exchange of useful information, needed to fulfil the tasks and functions. This agreement enabled the online hotline to use the tool, developed by UAB Metacluster LT, to perform an active CSAM search in servers, operating in Lithuanian territory, seeking to take down such content as soon as possible and make the Lithuanian cyberspace cleaner. This automated tool is expected to be transferred to the RRT in January 2021.

In early 2020, RRT encouraged Lithuanian electronic information hosting service providers to join the [Memorandum for a Clean Cyberspace](#) and thus declare intolerance to forbidden information on their servers. In 2020, the Memorandum was signed by 10 service providers.

Sharing about the activities of the hotline, in 2019-2020, the RRT released 14 press releases, 34 posts on social media, offering detailed statistics on reports, received by the hotline, and information on the hotline's activities. Hotline representatives participated at 17 radio shows, 4 television shows, the hotline was featured in 84 articles on Lithuanian national and regional media. RRT also coordinated all public relations of the Safer Internet project.

Seeking to increase the awareness of the RRT online hotline, during the implementation of the previous Safer Internet project, it was decided to refer to the hotline as the Clean Internet and create visual promotion measures: a logo, an advertising banner and a video. "Clean Internet" (Lth. "Švarus internetas") was introduced to the society on 4 February 2019 – on the eve of the Safer Internet Day (see <https://www.youtube.com/watch?v=TXRBMU4sfOk>). These advertising measures were widely used and published during the Safer Internet project stage of 2019-2020.

In 2019 and 2020, together with the project partners, the RRT has actively participated in the following activities: organising the main Safer Internet Day events, reading lectures for

children at schools and summer camps, training Safer Internet ambassadors, also taking part at exhibitions “School”, advertising hotline activities using various media channels.

During the global COVID-19 pandemic, Lithuania has engaged in remote learning, making education on safe use of the internet crucial. In December 2020, RRT organised a series of Be Safe Online (Lth. ‘Būk saugus internete’) events for primary school pupils. These events were attended by 615 primary school pupils.

Together with the Ministry of Education, Science and Sport, and the National Agency of Education, the RRT prepared recommendations for teachers on safe and effective teaching remotely. The RRT also prepared advice for parents on helping their children be safer online in this special time. These measures were actively shared not only by education institutions, but also media channels, public libraries and various communities.

In June 2019 and September 2020, the RRT organised trainings for hotline staff and other Safer Internet project working group members. The trainings included topics on critical thinking, understanding digital information, analysis of resilience to harmful social media content, the effect of virtual life on the emotional state and psychological resilience to harmful social media content.

Helpline activities

During the project, Children’s Line volunteers spent 58,039 hours by consulting children and adolescents. There were up to 7 phone and up to 3 online chat lines available at once. The volunteers answered 291,430 children’s calls, 48,888 of which were counselling calls. There were also 4,885 internet chats, and the volunteers have also answered 1,320 e-mails. 974 contacts were from children and teenagers about safer internet, mostly due to cyberbullying and potentially harmful content, related to suicide, self-harm, eating disorders, etc.

Special attention was focused on promoting the helpline. To promote the activities of the helpline, in 2019-2020 the Children’s Line published 6 press releases, introducing information on CL activities and difficulties that children face online, also two social campaigns about bullying (including cyberbullying) prevention among children – according to calculations they have reached the audience of about 100 thousand people. Helpline representatives participated in 21 radio shows, 12 television shows, gave 24 interviews, took

part and made presentations at 21 international, national or press conferences, and there were more than 70 articles on the activities, implemented by the Children's Line, on various news portals. More information on the Children's Line is available at www.vaikulinija.lt.

WITHOUT BULLYING awareness raising month

Besides emotional support for children and youth, the Children's Line has also been implementing the WITHOUT BULLYING campaign. In March each year the children's Line has been initiating WITHOUT BULLYING awareness raising month. This initiative has replaced the national WITHOUT BULLYING Action Week, which took place for nine years.

The key objectives of the WITHOUT BULLYING awareness raising month are as follows:

- To gather partners for joint tasks of reducing bullying in Lithuania;
- To increase public awareness of bullying, changing misconceptions of this issue and creating a safe environment for children and adolescents.

During the WITHOUT BULLYING awareness raising month, the Children's Line, together with education institutions and other organisations, representing different sectors and supporting the initiative, invite children and adults to activities, related to bullying prevention.

2019



Biplan members Maksas Melmanas and Olegas Aleksejevas. Photo credit: Robertas Dačkus/Presidential Palace of the Republic of Lithuania

In March, WITHOUT BULLYING awareness raising month, initiated by the Children's Line in 2019, focused the attention of the children, adolescents and adults, the media and the public on the issue of bullying. More than 1,100 events hosted by Lithuanian education institutions, WITHOUT BULLYING awareness raising month partners and other organisations contributed to the initiative, urging to express opposition to bullying. WITHOUT BULLYING awareness raising month initiative has joined the nationwide social campaign Už Saugią Lietuvą (Eng. For A Safe Lithuania), initiated by Dalia Grybauskaitė, President of the Republic of Lithuania.

For the entire month of March, the Children's Line invited education institutions and all active organisations to organise and host activities on preventing bullying and other demeaning behaviour for their communities.

Children's Line organised a national WITHOUT BULLYING 365 (Lth. BE PATYČIŲ 365) conference to introduce bullying prevention and intervention in Lithuania on 18 March, in Vilnius. The conference was attended by education institution employees, representatives of organisations that work with children and adolescents, and everyone, interested in the topic of bullying prevention. More information: <https://konferencija2019.bepatyciu.lt>

2020



Children's Line declared March 2020 as awareness raising month WITHOUT BULLYING, urging the society to focus on the issue of cyberbullying. Every third parent admitted to have no idea how to react if child had encountered with cyberbullying. Children's Line and partners presented a social campaign WITHOUT CYBERBULLYING (Lth. Internetė BE PATYČIŲ), aimed to provide necessary knowledge for the adults and children, how to deal with cyberbullying.

The Children's Line's experts used the media and social media channels to draw adults' attention on cyberbullying that children encounter online. The Children's Line experts also gave interviews and issued press releases. In 2020, social campaign WITHOUT CYBERBULLYING have reached the audience of about 50 thousand people.

The Children's Line published individual frequently asked questions on cyberbullying for schools, parents and children <https://www.bepatyciu.lt/tevams/apie-elektronines-patycias/>.

The Children's Line also prepared various tools for the community, parents and children. More information is available on the Children's Line's [Youtube](#) channel and [Facebook](#) page

National cooperation and Advisory board activities

Invitations to take part at the project were offered to interested parties and institutions that have agreed to support the project and participate at its activities. Besides the BIC members, the project's Advisory Board (AB) includes the following public institutions, private sector members and non-governmental organisations:

[Ministry of Education, Science and Sport of the Republic of Lithuania](#)

[Ministry of Transport and Communications of the Republic of Lithuania](#)

[Ministry of the Economy and Innovation of the Republic of Lithuania](#)

[Ministry of National Defence of the Republic of Lithuania](#)

[Mobilisation and Civil Resistance Department under MND](#)

More AB members: <https://www.draugiskasinternetas.lt/kas-mes/partneriai/>

The Advisory Board is a national cooperation network, uniting institutions, operating in various areas of the Safer Internet. The mission of the Advisory Board is to develop a public dialogue, share information on the topic of safer internet with various public groups and institutions, focus on and cooperate towards the development of the society's safer internet competencies. During the project period, the Advisory Board met twice – on 30 June 2020 and 15 December 2020.

Final conference and meetings with the Advisory Board

The first meeting with the Advisory Board was held on 30 June 2020. During the meeting, the consortium introduced their activities, while the persons, delegated to the Advisory Board, introduced the activities that their organisations have been conducting in relation to the safer internet. It was decided to cooperate in promoting the Safer Internet activities of the project and the organisations, and cooperate and share the experience in organising activities for target groups of the project.

The final conference took place on 15-16 December 2020. 15 December featured a presentation on 'Advantages and Risks of Social Virtual Space' delivered by the lecturer, associate professor Dr Liutauras Degėsys. It was followed by a presentation of the activities of the project implementers and partners. This day also marked a plenary meeting of the Advisory Board on the topic of 'The Key Safer Internet Activities Implemented and the Future Goals'.

On 16 December, the lecturer, associate professor Adrija Čepaitė shared, which principles of communication should be followed in the cyberspace, the differences between virtual and live communication, things that 'work' and 'do not work' in virtual communication, about achieving intended results, preparing for virtual conversations, body language, emotions, audience management, establishing the course and obtaining the result.

Project impact assessment study

Quantitative survey of parents and adolescents, using the internet

By the order of the National Agency of Education, on 24 September-October 13 2020, Spinter Reserch market and public opinion research company conducted a quantitative survey of parents and adolescents, using the internet. The purpose of the survey was to find out the opinion of parents and adolescents on the threats and safe behaviour online. The target group was adolescent (ages 14-18) internet users and adult internet users that raise children, aged 5-18. The survey was participated by 1620 respondents.

Nine out of ten of the adult respondents (90 per cent) believe that children using the internet are at risk of encountering illegal or harmful content. 77 per cent of the respondents believe that a difficulty of controlling the time, spent on the internet, and internet addiction are a risk too. 76 per cent of the respondents are aware of the risk of online harassment and bullying. 74 per cent believe that children could encounter sexual conversations with the aim to entice them to meet strangers. 65 per cent of the respondents believe that children are at risk of losing their privacy by revealing personal data. 2 per cent think that the internet poses no threats to children.

The conclusions of the survey indicate that adults are interested in their children's online activities: eight out of ten (80 per cent) of the adolescent respondents said that adults (parents, teachers, etc.) are interested in their online activities with 20 per cent making frequent inquiries and 60 per cent – showing a casual interest. The most common means for adults, aiming to help children ensure safe internet surfing, is conversations on internet use, online behaviour, illegal and harmful content (51 per cent).

The presentation of the study of the *'Impact of the Safer Internet Centre in Lithuania on the Society'* (Lth. *'Saugesnio interneto centro Lietuvoje poveikis visuomenei'*) and a detailed **report in Lithuanian language is available here:** <https://www.draugiskasinternetas.lt/ka-veikiame/atlikti-tyrimai/>

Contribution to the European network

Participation at Insafe network

The national SIC in Lithuania is a member of the European Insafe network. Insafe network consists of 31 national SIC in European Union countries, Iceland, Norway and Russia. Each SIC, participating in the Insafe network, has been implementing education and awareness raising campaigns, offering helpline services and seeking for close cooperation with youth in developing evidence-based attitude in various layers of the society to the development of a better internet. The cooperation takes place on the Better Internet for Kids (BIK) core services platform <https://www.betterinternetforkids.eu>. BIK offers an opportunity for the national SIC to share resources, services and practices, also offer services to their users, including the industry. Lithuania's SIC has been developing new tools and methods, related with the recent European Better Internet policy tendency, and promotes the interaction with the European BIK core services platform.

Lithuania's SIC has developed and localised the majority of the awareness-raising sources in the BIK-NET resource gallery, which is also available in Lithuanian language, by searching for keywords 'šaltinių paieška' (Eng. 'Resources'): <https://www.betterinternetforkids.eu/en/resources>. Experience is shared with other SIC using the internal blog on the BIK-NET platform.

Participation of the Lithuanian SIC in the Insafe activity during the reporting period

Project partners took part at the following Insafe events:

- Insafe general meeting and helpline training in Heraklion on 12-13 June 2019;
- Insafe general meeting and helpline training in Ljubljana on 23-25 October 2019;
- Cyber Security Summit in Belgium on 20 November 2019;
- Insafe remote general meeting and helpline trainings on 3-5 June and 28-29 October 2020;
- General Safer Internet remote forum on 25-26 November 2020.

In 2019 and 2020, the National Agency of Education, which is responsible for youth activity, took part at the platform's youth coordinator work meetings online. There were also meetings

regarding organising SID and awareness centres meetings. During the reporting period, representatives of the Lithuanian helpline participated at 13 Insafe meetings-discussions online.

Participation at INHOPE network

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES

INHOPE

The RRT hotline has been a member of the INHOPE international hotline association since May 2008. INHOPE is partially-funded by the European Commission Safer Internet programme. Currently, INHOPE unites 47 hotlines from 43 countries all over the world (mostly EU). During the reporting period hotline representatives took part at 8 INHOPE events. During various trainings in 2019, hotline representatives acquired content assessment and age identification knowledge to evaluate visual material, found on the internet.

In 2019, INHOPE organisation celebrated its 20th anniversary. It was a time to celebrate the works already done and highlight the importance of INHOPE association, contributing to the development of a cleaner internet, because fighting child sexual abuse materials online is possible only if everyone strives for a mutual goal together. The event also featured a presentation of the new INHOPE logo and a new website. The 20th anniversary event was concluded with speeches, delivered by representatives of the European Commission and legal institutions (Europol) on successful cooperation and future plans.

During the INHOPE hotline trainings in May 2020, a representative of the RRT has made a presentation on the activity of the RRT online hotline.

In November 2020, RRT took part in a remote Safer Internet Forum session on the EU strategy to improve fighting against sexual abuse of children.

BIK MAP: Better Internet for Kids Policy Map

In 2020, the Lithuanian Safer Internet Centre contributed to the development of the Better Internet for Kids Policy Map (BIK MAP), providing relevant information on the situation in Lithuania. This map has been developed with the aim to compare and exchange knowledge on policy development and implementation in EU member states on the topics and recommendations for the Better Internet for Kids Strategy (or BIK Strategy), which were firstly prepared by the European Commission in May 2012.

BIK MAP is available here: <https://www.betterinternetforkids.eu/en/policy/bikmap>

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