## Content

- **Introduction**  
  - Page 4
- **Hotline Against Child Sexual Exploitation Material**  
  - Overview, Page 6  
  - In numbers, Page 8  
  - In the press, Page 14
- **Stop it Now!**  
  - Overview, Page 16  
  - In numbers, Page 18  
  - In the press, Page 26
- **Helpwanted.nl**  
  - Overview, Page 28  
  - In numbers, Page 30  
  - In the press, Page 36
- **Colophon**, Page 40
2019 was a turbulent year for the Expertise Centre on Online Child Abuse. Many new activities were launched both to combat online child abuse and to limit its impacts. The associated growth of the organisation demanded a lot from our employees. While the reporting of incidents to the Hotline Against Child Sexual Exploitation Material remained high, the increase levelled off. This reduction was in part due to the support and engagement of the Ministry for Justice and Security, which strengthens our efforts to counter online sexual abuse of children. In addition, the launch of our hash check server proved successful and helps to improve our clout. A growing number of companies offering web-based services joined the initiative. Promising new tools were implemented in the course of the year, that will lighten the burden on the Hotline Against Child Sexual Exploitation Material’s staff.

It was an energetic year for Helpwanted.nl. The programme generated much interest. The launch of the new website ensures that Helpwanted.nl is able to offer faster and better advice in cases of online sexual abuse. The website attracts many visits. The interactive theatre tour Shame on you premiered last autumn and was met with much enthusiasm from experts, schools and pupils.

End 2018, Stop it Now! launched a self-help module, which was much used in 2019. The attention in the media for this issue has made for more people getting in touch with us. The Stop it now! campaign on porn sites was highly successful, too. The campaign aimed to raise awareness that looking at images of minors serves to perpetuate child abuse. The associated website was visited over 60,000 times in a short period of time.

Despite our accomplishments this year, our battle is far from won. Online sexual abuse requires our ongoing attention. Minors continue to be abused on a daily basis: our analysts are confronted with the silent witnesses of this every day. The digital arena is a hotspot that can have disastrous impacts on victims.

I would like to take this opportunity to thank our sponsors: the Ministry for Justice and Security, the European Commission, the Safer Internet programme, SIDN, KPN, Vodafone, T-Mobile, Onze Lieve Vrouwen Abdij Koningshoeven. Leaseweb not only sponsors us, but equips us with servers.

A special word of thanks goes out to the many anonymous sponsors supporting our work with small donations, time and time again. Apart from the fact that their money is very welcome, we also appreciate the support from society that this is an expression of.

Last but not least I want to thank the Hotline Against Child Sexual Exploitation Material, Helpwanted.nl and Stop it Now! teams for their unabating commitment to this cause.

Arda Gerkens
Director EOKM
Online footage that involves the sexual exploitation of children can be reported confidentially to the Hotline Against Child Sexual Exploitation Material. Analysts assess the material against the legal criteria. In this way, Internet users can contribute to the identification of perpetrators and victims and to the removal of criminal content from the Internet.
OVERVIEW | Hotline Against Child Sexual Exploitation Material

Increase in reporting is levelling off, workload remains high

In 2019, the increase in the number of reports decreased to 38%, from 45% in 2018. However, this was no cause for celebration. The number of URLs visited stood at 308,430 – an enormous amount. Every incident reported can comprise one or more images, so the number of images viewed is many times more.

Unfortunately, for a number of reasons, we also still experienced some backlog in 2019. Firstly, the increase in incidents reported is still high and, despite an expansion of our team, our capacity remained limited, mainly because much of our work still had to be done manually.

This changed towards the end of 2019, when we brought new systems into operation that help to automate and hence speed up our work. At the same time, implementing these systems also required significant manpower.

Underlying the increase in the number of incidents reported was the fact that our reporting sheets were used to report the same URLs multiple times. There are strong indications that this multiple reporting is taking place automatically. As far as possible, these duplications have been omitted from our data. However, these reports do contribute to our analysts’ workload.

Categories of URLs hosted in the Netherlands

Of the URLs reported and assessed in 2019, 76.6% includes actionable Child Sexual Exploitation Material (CSEM). The reports that were not illegal predominantly pertained to content that was not or no longer traceable or accessible – possibly because this content had been taken offline after it was reported to us or because it was inaccessible to our Hotline for legal or practical reasons.
Gender

Of the URLs received and processed in 2019, 67% is illegal. This is a 4% decrease compared to 2018. 77% of the illegal content found is hosted in the Netherlands. This is an increase of 8% compared to the year before. So there is a reduction in what we find, but what we come across is more frequently hosted in the Netherlands.

Of the illegal URLs hosted in the Netherlands, almost 93% pertains to the category of 4 to 11 year olds. In 2019, this percentage was 7% up from 2018. Notably, the percentage of girls has increased, from 85% in 2018 to over 95% in 2019.

International notifications

Of the illegal international URLs we receive via the INHOPE network, over 60% of URLs came from the UK hotline, followed by Canada which shared 23% of the illegal URLs with our hotline. But by far the largest number of incidents was reported from within our own country: 147,128.

Website types

Over 80% of the websites that comprise illegal content hosted in the Netherlands are image hosts. The majority of the photos on an image hoster surface on websites such as forums using the image hoster as a medium for hosting their images. The percentage of image hosters appears lower than in 2018. That is because we do not always receive up-to-date information from our international network. Experience teaches that most content is located on an image hoster. So factual percentages are higher.
SCART
In 2019, SCART was finally brought into operation. The Sexual Child Abuse Reporting Tool (SCART) was developed by AbuseIO, with funding from the SIDN fund and the digital society platform ECP.

This tool automises a large share of what our analysts do and thus lightens their workload. The implementation phase brought to light that the Hotline Against Child Sexual Exploitation Material's work comprises a more complex workflow than originally thought, but close collaboration with AbuseIO and SV-net has ensured the system now runs smoothly.

Hash database
This year, the hash check server was taken into use. The hash check server enables Internet service providers (ISPs) to check whether content involving sexual abuse of minors uploaded either by them or by third parties contains known materials. For the purposes of the hash check server, the Expert Assessment Office Online Child Abuse (EOKM) was granted access to the hash database of the police. In 2019, we began adding other databases, such as those of the American hotlines.

Although the hash check system has been used to check a large number of images, the applied technology proved less effective than anticipated. Hence, the EOKM contacted Microsoft to explore whether their PhotoDNA technology might be used on the hash check server. In the second half of 2019, we received confirmation that we will indeed be able to start using this technology.

Artificial intelligence
Together with PriceWaterhouseCoopers (PwC), the Hotline Against Child Sexual Exploitation Material launched an artificial intelligence (AI) project. The objective is for the AI to filter out non-illegal content, so that analysts will only have to look at potentially illegal materials. Jointly, we have arrived at a promising approach to develop this AI system. The system will be brought into operation in 2020.

Clip from news story ‘Child Sexual Abuse Hotline reports twice as many incidents in 2018’, published on AD.nl.
Stop it Now!

The Stop it Now! helpline offers free and confidential support to people experiencing sexual feelings for minors and/or to downloders of CSEM. People who suspect someone close to them may be struggling with such feelings are also encouraged to call.
### OVERVIEW | Stop it Now!

#### Number of client contacts remain roughly equal, self-help module well used

In 2019, there were 448 client contacts in total, 311 of which by telephone and 137 by email. There were fewer client contacts than in 2018. The decline in client contacts is mainly the result of a reduced number of repeated contacts. The number of unique individuals contacting us witnessed a slight increase, to 266 individuals. So more people found their way to Stop it Now! The Stopping is Possible module, a self-help programme that was taken into use end 2018, was used extensively.

#### A high percentage of missed calls three years in a row

Stop it Now! was unable to answer 64% of the total number of incoming telephone calls. 50% of these were missed during and 50% after office hours. As the helpline operates on the basis of anonymity, it is impossible to ascertain whether these involved unique callers. Additional staff is required to improve accessibility and extend opening hours.

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**Number of client contacts in 2019 compared to previous years**

<table>
<thead>
<tr>
<th>Year</th>
<th>Email</th>
<th>Telephone</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>416</td>
<td>303</td>
<td>719</td>
</tr>
<tr>
<td>2016</td>
<td>424</td>
<td>341</td>
<td>765</td>
</tr>
<tr>
<td>2017</td>
<td>585</td>
<td>109</td>
<td>694</td>
</tr>
<tr>
<td>2018</td>
<td>482</td>
<td>122</td>
<td>604</td>
</tr>
<tr>
<td>2019</td>
<td>448</td>
<td>137</td>
<td>585</td>
</tr>
</tbody>
</table>

**Telephone contacts**
- Missed calls
  - Calls received
  - Calls missed
  - Calls answered

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
<th>Within opening hours</th>
<th>Outside opening hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>548</td>
<td>304</td>
<td>244</td>
</tr>
<tr>
<td>2016</td>
<td>326</td>
<td>192</td>
<td>134</td>
</tr>
<tr>
<td>2017</td>
<td>283</td>
<td>161</td>
<td>122</td>
</tr>
<tr>
<td>2018</td>
<td>319</td>
<td>189</td>
<td>130</td>
</tr>
<tr>
<td>2019</td>
<td>319</td>
<td>190</td>
<td>129</td>
</tr>
</tbody>
</table>

**Percentage calls missed**

- 64%

**How clients found Stop it Now!**

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspaper</td>
<td>1.4%</td>
</tr>
<tr>
<td>Internet</td>
<td>52.1%</td>
</tr>
<tr>
<td>Television</td>
<td>0.7%</td>
</tr>
<tr>
<td>Radio</td>
<td>0.7%</td>
</tr>
<tr>
<td>Professional referral</td>
<td>19.9%</td>
</tr>
<tr>
<td>Family/friends</td>
<td>8.2%</td>
</tr>
<tr>
<td>Referral by the police (following search)</td>
<td>11.6%</td>
</tr>
<tr>
<td>Other</td>
<td>5.5%</td>
</tr>
</tbody>
</table>

* based on information shared with Stop it Now!
OVERVIEW

Most calls were from people with concerns about themselves
As in previous years, most of Stop it Now!'s contacts in 2018 were with people worried about their own sexual feelings and/or behaviour towards minors. 46.6% of the people who called had concerns about themselves. On average, we spoke with this group for 30 minutes.

People with concerns about someone in their vicinity
People concerned about others in their vicinity predominantly contacted us about potential perpetrators (29.7%), followed by perpetrators (26.5%) and CSEM viewers (25%). The average duration of a telephone conversation with people concerned about someone in their vicinity was also 30 minutes.

Percentage of people with concerns about themselves remained roughly the same
Stop it Now! sorts people worried about their own sexual feelings and/or behaviour towards minors into five categories: perpetrators, potential perpetrators, CSEM viewers, potential CSEM viewers and people harbouring sexual feelings for minors.

39.5% of all contacts was with CSEM viewers. The percentage of contacts with potential perpetrators was 26.6%. In 2018, these percentages stood at 37.3% and 42.8% respectively. It’s noteworthy that the share of contacts with potential perpetrators has gone down. The reason is that we added a fifth category of people harbouring sexual feelings for minors. This distinction helps to better differentiate between someone who is at risk of committing sexual child abuse and someone wrestling with his sexual feelings for minors, but where there is no such risk.
**OVERVIEW | Stop it Now!**

**Online Self-Help Module 'Stopping is Possible'**

The self-help module *Stopping is Possible* was developed end 2018 to lower the threshold to seek help for people who (feel the inclination to) view images of sexual abuse of minors. This was a joint collaboration with Stop it Now! Flanders. It comprises 17 modules that help users gain insights in their viewing behaviour. Among other things, viewers are gaining awareness in why they feel the need to view images of sexual abuse of minors and what they can do to stop themselves from doing so.

In 2019, the website was visited 6,616 times in total. This amounts to an average of 18,1 daily visits, ranging from 1 to 391 visits per day. There were 719 returning visitors in 2019.

**Referral to specialised care**

In 2019, 34 telephone appointments were planned with specialised care practitioners. 27 persons effectively contacted De Waag forensic clinic. In 2018, 76 telephone appointments were planned, which led to 64 people getting in touch with De Waag. So this year, there were fewer telephone appointments with specialised care practitioners. One of the possible reasons for this decline and the overall reduction in the total number of contacts may well be the launch of the online self-help module *Stopping is Possible* towards the end of 2018.

As in previous years, the main way in which people find their way to Stop it Now! is through the Internet. This applies to 52% of those getting in touch. Some 20% got in touch with Stop it Now! via a referral by a practitioner, 12% was referred by the police and 8% by family, friends or other relatives.
Campaigns

In the Netherlands 70% of men and 30% of women regularly look at pornography. When looking for regular pornography there is a risk that viewers, whether or not by accident, come across pornography involving children. To raise awareness among (potential) CSEM viewers that 18+ porn may feature minors and as such may promote the sexual abuse of minors, end 2018 Stop it Now! launched a campaign on porn sites. The campaign comprised, among other things, banners on those sites, taking viewers to the campaign’s stop-kindermisbruik.nl website to stop child sexual abuse.

In the course of this month-long campaign, there were 65,000 referrals by means of clicking on the banner taking viewers to the campaign page. The website offered advice such as “when in doubt, don’t look; report anonymously and seek help”. The website also provided background information and facts regarding child sexual abuse and the viewing of child pornography. A factsheet containing extensive information and facts regarding images of sexual abuse of minors was downloaded 148 times. Finally, the Stop Child Sexual Abuse button was clicked almost 700 times in the course of the campaign. In this way, people expressed their support for the continuation of the campaign.

Increased collaboration with partner organisations

Stop it Now! is increasingly found by practitioners in the field. We established closer contact with the staff of Rutgers, Trubendorffer, Fabriek 69, Centrum Seksueel Geweld, GGZ Friesland, Movisie and Sexual Anonymous. Stop it Now! also joined the partnership for countering Partnership Aanpak Seksueel Geweld.

Just Prevent

In 2019, the Expertise Centre for Online Child Sexual Abuse established Just Prevent as an international cooperation organisation for initiatives like Stop it Now!. The objective of this association is to share knowledge and research and collaborate to prevent child sexual abuse. This is done by sharing best practices.

Also, this means that large-scale international research can be set up more easily. In this way, a broad network to prevent child sexual abuse is established and rolled out across Europe. Currently, participating organisations include Stop it Now! Netherlands, Stop it Now! Flanders and Stop it Now! UK.

Scientific research

This last year, Stop it Now! Netherlands participated in several research projects. In collaboration with Ghent University, the Academic Forensic Centre and Stop it Now! Flanders, Stop it Now! Netherlands investigated the psychological and social wellbeing and help-seeking behaviour of people harbouring a sexual interest in minors.

The Vrije Universiteit Amsterdam took on an assignment from Stop it Now! in the context of the Science for Impact project. The objective of this research was to map the stigma experienced by Stop it Now!’s target group.
Stop it Now! had a good media presence this year. What stood out is that the media reported in a more nuanced way on paedophilia and the viewing of online child sexual abuse than in previous years. They also made room for more in-depth analysis.

In interviews with highly varied media channels, including NPO Radio 1, Flair magazine, Trouw, Hart van Nederland and De Telegraaf, forensic psychologist Ellen Janssen was able to explain that most viewers of child pornography have no explicit sexual feelings for children as such, and that paedophiles generally do not engage in the sexual abuse of children.

Stop it Now! also launched a new social media strategy. By posting replies to much-read Twitter messages about paedophilia and child pornography, they called attention to the nuances of this issue and for the helpline.
Helpwanted.nl is a website for children and young adults up to 26 years of age and their carers, who are living with or have experienced online sexual abuse. Examples include online distribution of nude pictures, online sexual solicitation, blackmail over nude pictures. Children can contact helpwanted.nl for advice and information. Helpwanted.nl also provides awareness-raising to prevent online sexual abuse.
The number of enquiries rose by 48% compared to 2018.

In 2019, Helpwanted.nl was contacted for advice 2401 times, an increase of 48.6% compared to 2018. This is the largest increase since Helpwanted.nl was launched in 2007. The number of enquiries via the website (our help module) in particular went up, as did the number of chats.

Earlier on in 2019 we noticed the number of visits to the site and the use of the chat were increasing, but with the launch of the new website in the fourth quarter of 2019, which offers visitors the opportunity to receive tailored advice 24/7, the number of enquiries rose sharply. This demonstrates that our new accessible approach meets a substantial need.

38.3% of enquiries is by young people of 18 years or younger.

The percentage of young people 18 years or younger asking for advice was up once again. In 2017, this was 29%, in 2018 it was 27%. This year, the percentage was 38.3%. Young victims increasingly know where to find us.

Visits to Helpwanted.nl’s website were up by 42%.

The increase in the number of visits from 122,000 in 2018 to almost 175,000 in 2019 is a measure for the success of the website. 39% of the total number of visits to the site took place in the final quarter of 2019. The number of visitors also increased, from 65,500 in 2018 to almost 90,000 in the following year.
OVERVIEW | Helpwanted.nl

What did people contact us about?
In large part (37.9%) people called us about threats or blackmail involving nude pictures/videos. Like last year, more boys than girls called about this. Girls experienced more instances where nude pictures were shared by mobile phone (65.7%) or posted online (54.5%). Girls were also more frequently approached online for sex (63.8%).

Because it should always be possible to get in touch anonymously with Helpwanted.nl, young people are under no obligation to share their personal details. This is why in 21.3% of requests for advice, it could not be established whether it was a boy or a girl that contacted us.

Sextortion
In total, we were contacted for advice about threats or blackmail with nude images 910 times. In 703 cases, this involved extortion involving nude images (sextortion). Same as last year, it is clear that boys are mainly targeted for financial sextortion, while girls tend to fall victim to other forms of sextortion. They are more frequently asked to send nude pictures or pressured to have sex with their sextortionist.

Helpwanted.nl has been sounding the alarm bell about financial extortion with nude images since 2016. In 2019, Helpwanted.nl received financial support from Achmea’s victim support foundation Stichting Achmea Slachtoffer en Samenleving to conduct exploratory research into this gender-specific form of extortion. The findings will be presented in the summer of 2020.
New website
In the fourth quarter of 2019, Helpwanted.nl launched its new website. This website allows young people to obtain advice regarding their situation 24/7. The website is accessible and easy to use for the target group. The advice module uses concise questions to guide young people towards tailored advice in to-the-point, easy-to-understand language. Helpwanted.nl continues to be reachable by email, telephone and chat. The website also offers extensive information for parents, counsellors and teachers, including suggestions on how to approach the topic with your child, teaching kits and teaching materials. Last but not least, the website also looks at prevention and current developments.

Prevention
In 2019, Helpwanted.nl increasingly shifted its focus towards prevention, awareness-raising and training. Our target group includes people close to young people, such as teachers, parents, counsellors and police. But Helpwanted.nl also offered awareness-raising to young people themselves.

Helpwanted.nl’s staff are seeing an increase in awareness about online sexual abuse, but they also continue to encounter much reluctance to act. In 2019, Helpwanted.nl put a lot of effort into raising its profile among caregivers and social services, to ensure that it would be easily found in case of problems.

Awareness-raising
In 2019, Helpwanted.nl staff spoke with teachers and counsellors from the urban regions of Tilburg and Rotterdam. Helpwanted.nl was present at the police force’s national sexual assault awareness day to talk about online sexual violence and its victims. Helpwanted.nl staff also spoke at various events, including “Data’s Revenge” organised by the Amsterdam University of Applied Sciences, the symposium on Child Protection of the legal aid centre for children and young people Kinderen- en Jongerenrechtswinkel, and “From dick pics to revenge porn” in Amsterdam’s debating centre De Balie.

Theatre tour “Shame on you”
In collaboration with the PlayBack theatre group, Helpwanted.nl developed Shame on you, a theatre tour about sexting. Using interactive theatre, followed by time for discussion, pupils were confronted with the impact it has on young people and/or those close to them when a nude picture is posted online.

The theatre tour successfully premiered in Pilek, Amsterdam. The positive feedback after the premiere and during the tour showed that this way of awareness-raising can be highly effective. The project was financed by a one-off donation from Google, which meant that during the project weeks the show could be offered to schools free of charge.

In 2020, Shame on you will be staged in more cities. For the 2020/21 school year, we will look at how we can follow up this successful project.

Collaboration with HABBO
Together with HABBO, Helpwanted.nl developed a game about online safety for HABBO users. An online game in HABBO provides young people with information about online sexual abuse. The game addresses three issues: grooming, sextortion and distribution of nude pictures. Users can earn two special Helpwanted.nl badges.

In addition, Helpwanted.nl runs a monthly well-attended chat session in HABBO where users can find answers to all their questions about online sexual abuse.

Network
In 2019, Helpwanted.nl remained part of the Safer Internet Centre (SIC) Netherlands, led by ECP. The collaboration within SIC received a new boost in 2019. Helpwanted.nl is part of the INSAFE network, attended the two member meetings in Slovenia and Croatia and was present at the Safer Internet Forum in Brussels. Helpwanted.nl is also a member of Child Helpline International.

Helpwanted.nl also collaborated with a range of organisations including Bureau Jeugd en Media, Qpido, Fier, Centrum Seksueel Geweld, Stichting Online Shaming, the vice squad and several municipalities.
Sextortion of boys

Clip from the article “Scores of boys and men cunningly extorted with nude pics and videos” at Volkskrant.nl.

Sextortion of boys

Arda Gerkens quoted in “Giving in to extortion with a nude picture costs young people around 650 euros” on NOS.nl.

Sextortion of boys

“Boys also fall victim to sextortion” in the news show De Nieuws BV on NPO Radio 1.

Helpwanted.nl successfully managed to attract attention from the media in 2019. Not just from regular public and commercial media: youth media such as NOS stories, jeugdjournaal and FunX regularly interviewed Helpwanted.nl experts on how young people might cope with online sexual abuse.

Every time Helpwanted.nl appeared in the media, we witnessed a rise in visits to our website and people using our chat service. This was particularly the case when Helpwanted.nl appeared in youth media.

DIT IS WAT JE MOET WETEN OVER SEXTING, SEXTORTION EN GROOMING!

Dolgo’s vnl Naafsulis: “Het kan zijn dat je deze vast even te hebben gedeeld met je partner. Maar wat doe je als degene je foto’s doorstuurt en de hele school rond gaat? Helpwanted.nl maakt sexting, sextortion en grooming bijvoorbeeld op diverse middelbare scholen met ‘Shame On You’ in samenwerking met Theatergroep Playback. Glij naar hierover met Nikki Lee Larsen.”

Theatre tour

“Shame On you”

“This is what you need to know about sexting, sextortion and grooming!”, article on our theatre tour on FunX.nl.

IN THE PRESS | Helpwanted.nl
TikTok

Clip from the article “Tiktok, a candy store for older men with bad intentions” on NOS.nl.

Nude pics you cannot get rid of

Clip from “Seeing yourself NAKED on a porn site? | The truth about EXPOSING ON PORN SITES” on the NOS stories YouTube channel, including an interview with Nikki Lee Janssen.

Child porn in Whatsapp groups

Clip from the article “Finding child porn on your kid’s phone: ‘It made me feel sick’” on RTLnieuws.nl.

TikTok

Clip from the article “TikTok fails to guarantee security” on NRC.nl.
EOKM

Expertisebureau
Online Kindermisbruik

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The Expertise Centre for Online Child Sexual Abuse (EOKM) is an independent foundation aimed at combatting and preventing (online) sexual child abuse. EOKM runs the following programmes: Child Sexual Abuse Hotline, Helpwanted.nl and Stop it Now!

Colophon

| VISIT US
www.eokm.nl
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www.helpwanted.nl
www.stopitnow.nl

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@Helpwanted_nl

| SUPPORT US
www.eokm.nl/steun-ons/

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Helpwanted.nl for parents and caregivers: 020 - 261 52 75
Press: 020 - 261 52 32
Stop it Now! helpline: 0800 - 266 64 36