



**Hotline  
Creation  
Timeline**

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Don't ignore it,  
Report it!

**INHOPE**

# Documents Guide

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The documents described below are illustrated in the timeline. See *pages 4 and 5*.

**1. Hotline Creation Timeline:** This file. In this timeline both parties (INHOPE and your organisation) can see what is expected (meeting, documents, forms) from them and when to have them ready (which month or semester).

**2. BPP Recruitment Principles:** Every organisation has its own internal recruitment processes and procedures. INHOPE as a network coordinator encourages hotlines to ensure the principles set out in this document form part of the recruitment process used while hiring hotline staff.

**3. BPP Staff Welfare:** INHOPE, through its members, develops best practices that incorporate the combined experiences of members to set standards of operation. It is expected that all member hotlines are compliant with INHOPE best practices.

**4. BPP Minimum Standards:** All applying organisations need to have a link on their website to the web form, a way for the public to paste the URL, the reason they are placing it there and/or reporting the page.

**5. ICCAM Data Retention:** This document is about the amount of time countries can keep the material/hashtags in their systems.

**6. INHOPE Code of Practice:** This Code of Practice specifies minimum, general and preferred practices and concisely reflects the principles and standards to which INHOPE members aspire. This Code of Practice benefits all members of INHOPE and represents a clear statement of expectations about how INHOPE Member Hotlines should operate individually and in relation to other INHOPE Member Hotlines. It also establishes and maintains common minimum standards for the good operation of an internet hotline and the role and responsibilities of members of INHOPE.

**7. INHOPE Hotline Creation and Development Guide:** This document serves as a one-stop shop to answer all of your questions about how to establish an INHOPE national hotline. There are different chapters dedicated to topics such as the role of a hotline, hotline models, logistics, training, general and technical FAQs.

**8. International Roundtable:** Example of a roundtable that should be organised by you and INHOPE together to establish a greater awareness in the country of the need for a hotline. Ideally, you should organise a roundtable or conference with other industry stakeholders in your country. In addition, you should invite police so that they are aware of what you are doing (you need their agreement), reaching out to them and authorities so that everyone is aware of your efforts to protect children. Government departments, child protection organisations, and NGOs should also be invited to ensure a 360-degree approach to child protection.

**9. 10. 11. Letters of Support Stakeholders:** Three examples (three different documents) of letters of support that you need to share with fellow stakeholders and request that they use them as a template to write that they believe that you should indeed run the hotline.

# Documents Guide

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**12. Membership Application Checklist:** The purpose of this document is to gather all the required information concerning an INHOPE membership application in a brief, concise format. This is a checklist based on the Code of Practice, with 2 sections. Please complete these and submit them to INHOPE.

**13. Membership Application Form:** This document serves as the declaration of intent and application form for organisations applying to become Provisional or Full members of INHOPE so that all the required information is in one place and in a concise format. This is a request for all practical and necessary information based on the INHOPE Code of Practice. Please complete these and submit them to INHOPE.

**14. Memorandum of Understanding (Template):** A contract with the police that will allow you to do the work of analysing content – this is often the hardest step to get approval for from your police, so start building the relationship and understanding with your law enforcement today or as soon as possible.

**15. Report Box Manual:** The Report Box tool is a starter and an interim measure while you are creating the perfect environment to set up a fully functioning hotline so that you can apply for INHOPE membership. Report Box will not cost you anything, but we at INHOPE need and rely on your commitment and know that you plan to develop a hotline once all the stages are complete.

**16. QAP Luxembourg 2018 Report:** See page 29 for recruitment guidance and examples of vacancies for hotlines staff (English).

# Timeline for creating your INHOPE hotline - months 1 - 5

## INHOPE

Once a request to establish a hotline is received, INHOPE conducts a country review using a country assessment framework.

INHOPE undertakes a due diligence mission to establish if the applying organisation is fit for purpose.

If the applying organisation is appropriate for a hotline, INHOPE organises a meeting to provide an overview of what a hotline does, the INHOPE network of hotlines, including a discussion of expectations from both parties.

*Approx. time period:  
Months 2-8*

INHOPE schedules monthly meetings with the applying organisation. During this period, INHOPE assists with:

- Organisation of a roundtable with relevant stakeholders;
- Preparing the applying organisation to operate a hotline with the support of templates and best practices developed by the network of hotlines;
- Preparation of the organisation's application for INHOPE membership.

INHOPE holds a **Report Box Training** for the applying organisation. The technical manual can be downloaded [here](#).

Both INHOPE and the applying organisation together start to **plan the timeline** for the stakeholder roundtable. The stakeholder roundtable should take place between months 7 and 11.



## Organisation

**START:** Applying organisation contacts INHOPE and expresses interest to establish a national hotline. *The process to establish an INHOPE hotline is started here - congratulations!*

The applying organisation schedules a meeting with the national law enforcement agency (LEA) to introduce and explain the role of a hotline. Ultimately the hotline requires an official agreement with LEA e.g. Memorandum of Understanding. This agreement allows the applying organisation to analyse online CSAM and send it on to LEA and to industry for rapid removal. LEA outreach can take a long time so this must be started as soon as process commences. INHOPE assists as necessary.

*Approx. time period:  
Months 2-8*

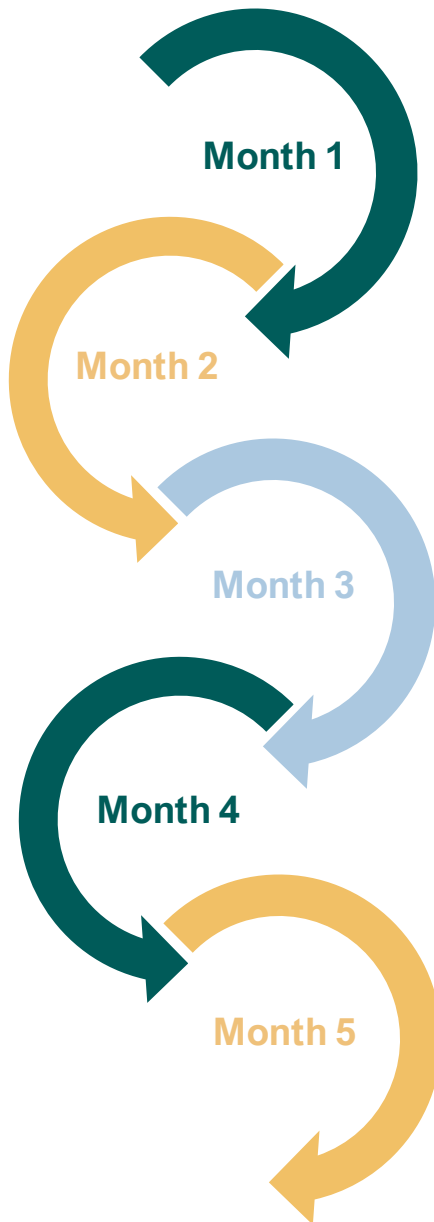
In addition to LEA, the applying organisation must start to gather support and written letters from:

- Government departments (e.g. Ministries of Interior, Education, Digital Transformation);
- Technology Industry (e.g. hosting providers, social media platforms, telecommunications companies and manufacturers)
- NGOs in child advocacy and child protection space

INHOPE will supply example letters to applying organisation

*Approx. time period:  
Months 5-7*

The applying organisation ensures a web-reporting form is in place and informs INHOPE. Examples include: [Eco Germany Hotline Web-Reporting](#) and [Spanish Hotline Web-Reporting](#). INHOPE will provide a template and best practices for a web-reporting form.



*A large amount of energy and time needs to be invested in the first six months of setting-up a hotline in any country. Timelines differ per hotline. INHOPE will assist you through all the months laid out here to succeed in the development of a hotline in your country. #reportit!*

# Timeline for creating your INHOPE hotline - months 6 – 22

## INHOPE

### Communications Guidance

INHOPE's Communications team assists the applying organisation with awareness-raising campaigns and publicity of the newly-established hotline. This includes guidance and advice on launching a general hotline campaign to ensure that the national public are aware of the need to report online CSA.

### Quality Assurance Visit

INHOPE conducts a Quality Assurance visit to assess the hotline's operations on:

- Report handling
- Cooperation with key stakeholders
- Visibility
- Staff Welfare
- Physical & IT security
- Membership compliance.

Approx. time period:  
Months 2-12

### Hotline Training Meeting

The applying organisation is invited to the bi-annual INHOPE Hotline Training Meeting to learn and exchange best practices with other INHOPE hotlines.

### Training

INHOPE conducts CORE Training and INTERPOL Content Assessment Training for the new provisional member.

### Full Membership Application

If the provisional member is ready, their application for full membership is discussed with INHOPE's Network Expansion Task Group. The Task Group can recommend the hotline for **full** membership to INHOPE network.

## Organisation

Approx. time period:  
Months 8-12

### Quality Assurance visit

The applying organisation welcomes INHOPE to conduct a Quality Assurance visit to determine whether or not the applying organisation is ready to apply for provisional membership at INHOPE.

### INHOPE Annual General Meeting

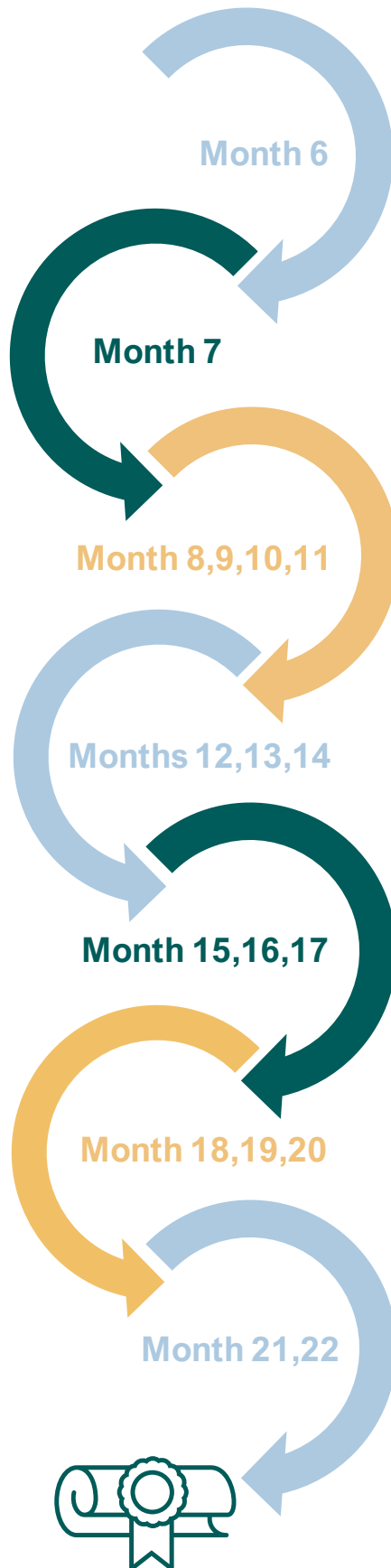
One month prior to an INHOPE Annual General Meeting (AGM), the applying organisation must meet all requirements of the Provisional Membership Checklist. The organisation application for membership is voted upon during the Annual General Meeting by INHOPE members. The hotline is a provisional member of INHOPE.

### Recommendations and requirements

The hotline improves its operations according to the recommendations made during the Quality Assurance Visit and reports back to INHOPE.

### Full Membership Application

The provisional member meets all criteria for full membership and submits its application at least one month before the next Members Meeting for the whole





# FAQ

## **1. When do we get a 'buddy hotline' to support my organisation's development in setting-up my hotline?**

Around the same time as provisional membership starts (see timeline). A hotline can be assigned a 'buddy hotline' earlier in the process if required. INHOPE staff are always present to answer all your questions and support all your needs from the moment we are in touch with each other.

## **2. When does my organisation become an active participant of ICCAM?**

Once approved as a provisional member and once the ICCAM Participation Agreement is signed (all members must sign this document), you can start using ICCAM.

## **3. When do we get full member rights?**

You can attend all training meetings and AGMs as long as your membership fees are paid. Each hotline starts with a provisional membership. During your first year as a provisional member you do not have voting rights. This changes as soon as your application for full membership is granted by the INHOPE network at an Annual General meeting.



# FAQ

## **4. When do analysts follow training?**

If your organisation has opted to use Report Box, your first hotline training will be on Report Box in Months 1-4 of the timeline. Thereafter, INHOPE offers CORE Training for analysts to learn how tracing content on the internet works and learn about INHOPE's best practices. Once analysts start using ICCAM, they will attend Content Assessment/ICCAM training at INTERPOL, organised by INHOPE. Additionally, analysts can always use INHOPE's Online Training Platform.

INHOPE's bi-annual Hotline Training Meetings (in-person) also provide training and capacity building opportunities for all hotline staff. Training is an ongoing process and we organise focus groups and webinars throughout the year too where we encourage your national law enforcement and industry to attend as well.

## **5. When do we receive public reports?**

As soon as you have a web-reporting page in place and a signed Memorandum of Understanding with your national LEA, you can receive reports. If you are using [Report Box](#), then you need to put a reporting form in place using Report Box. As soon as you are trained to use Report Box you can receive reports from the public. INHOPE will send you a template as an example and you can view other hotlines' reporting pages by viewing the country reporting options on the [INHOPE website](#).

## **6. When do we start awareness-raising?**

INHOPE's communications department can support and advise on awareness-raising campaigns. There is no fixed timeline. Once you are a provisional member you are invited to focus groups, webinars, bi-annual training meetings where all aspects of INHOPE hotlines are addressed with relevant trainings for hotline staff, analysts, managers, comms staff and more.