

European Crime Prevention Award (ECPA)

Annex I – new version 2014

Please complete the template in English in compliance with the ECPA criteria contained in the RoP (Par.2 §3).

General information

1. Please specify your country.

Italy

2. Is this your country's ECPA entry or an additional project?

Italy is a country's ECPA entry

3. What is the title of the project?

iGloss@1.0 – Online Deviant Behaviour Lexicon

4. Who is responsible for the project? Contact details.

Isabella Mastropasqua – Senior executive at the Study and Research Board of the Department Juvenile Justice

5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)? If not, please provide the end date of the project.

September 2014 – still running

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

1) <http://www.iglossa.org/en/>
2) www.giustizia.it/giustizia/en/mg_2_5_12.wp

7. Please give a one page description of the project (Max. 600 words)

iGloss@1.0 is a powerful consultation instrument created by the Office for Studies, Research and International Activities of the Juvenile Justice Department (Ministry of Justice) and by the IFOS (non-profit Company services), a Technical School which conducts research and provides counselling, supervision and education services (<http://www.iglossa.org/en/ifos-master-in-criminologia-clinica-e-psicologia-giuridica/>). It is the brainchild of a multi-annual research project focused on deviant and criminal online behaviour during development.

The name was conceived by exploiting the oxymoron between modernity and tradition: on one side the particles "i" (part of very famous devices) and "@" (the at-sign), on the other side tradition with the words "γλῶσσα" and "abecedario" (primer), the book used by Pinocchio when he tried to learn how to read. Inevitably, in the coming years it will be necessary to improve and enrich the glossary with successive editions, which will feature new words and greater explanations. The numeration of editions begins with 1.0.

iGloss@1.0, available online both in Italian and English, was designed not only for social workers or judicial operators, but also for young people and their parents. It aims to be an easy-to-use instrument, in order to acquire essential and accurate information concerning unlawful online behaviour.

This product, edited by Luca Pisano, Isabella Mastropasqua and Valeria Cadau was produced with the collaboration of several national\international experts, is endorsed by WiredSafety Inc., the American organisation founded by Dr. Parry Aftab, the worldwide-known expert of digital security.

The glossary is a compendium of specialist terms covering cyber crimes, abuse and at risk digital activities. Each term defined within "iGloss@1.0" provides a brief explanation of the main features of the behaviour and a brief note concerning the socio-legal elements. One of the main aims of the project is child protection, because they can as easily become bad actors as well as victims. Because of this, some entries of the glossary concerning abusive behavior and victimization risk provide a more comprehensive description.

To facilitate comprehension of the term describing actions that might be classified as crimes (criminal offence!) because they violate laws, and actions that might be classified as deviant or risky (deviant behavior!) because they violate social conventions, each main glossary term has its classification paired in both the main list and in each description, between brackets.

The objective is not just to describe and frame new phenomena of online risky and abusive behaviour, but also to improve the understanding of their social and legal consequences. At the end of each description links are shown redirecting to other entries of the glossary similar, in concept, with the term analysed.

Richard Wild, (UK, Principal Lecturer in Criminology, University of Greenwich) and Domenico Galimi (IT, Jurist, Consultant IFOS) are the official translators and professional scientific contributors of the project.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. How does the project contribute to crime prevention and/or to the reduction of crime or the fear of crime? (**Max. 150 words**)

The project aims to **prevent criminality** because it provides useful information about online behaviour, specifying whether they are classified as deviant and/or criminal.

For each behaviour, deviant or criminal, the main antisocial and/or unlawful traits are listed, with the purpose of promoting awareness of the social and legal consequences of each transgression.

iGloss@ is an useful instrument also for victims, who can become more aware of the behaviours endured and of which resources (judicial authority, report to the National Cybercrime Observatory) they can employ to protect themselves.

iGloss@ is therefore:

- 1) an **informative instrument** of primary (since it aims to avoid the creation of said behaviours) and secondary prevention;
- 2) an **operative instrument** which favours **crime reduction** since it promotes the report of transgressions to the National Cybercrime Observatory team.

9. How is the project contributing to raising citizens' awareness of crime prevention? (**Max. 150 words**)

Providing more clarity on the **rights** (what is allowed) and the **duties** (what is not allowed) may help young people and adults to distance themselves from a purely aesthetical utilisation of online tools. iGloss@ promotes an **Aut-Aut**, a choice between an "**hedonistic use**" of the Web and an "**ethical one**", centred on responsibility and respecting other people's rights.

The Lexicon, therefore, provides citizens with information on good and bad and helps one remind that in the Web, just like in the real world, not everything is lawful.

In order to prevent risky behaviour of those that choose, even unknowingly, the "banality of evil", it is hoped that adults (parents, educators, teachers) will, first of all, perform their research and, afterwards, that they will educate young people on the many ways by which deviance becomes explicit. Only in this way (by contribution) it is possible to make the virtual world safer, for everyone.

II. The project shall have been evaluated and have achieved most or all of its objectives.¹

10. What was the reason for setting up the project? What problem(s) did it aim to tackle?

1) Parents, educators, healthcare operators and judges do not actually know the terms used for classifying online deviant behaviour, resulting in the lack of a shared vocabulary for classifying phenomena homogeneously, a necessity in order to appropriately understand their significance.

2) The lack of guidance for correctly understanding online transgressive behaviour does not help adults in educating young people (who daily and constantly employ digital tools) to exercise a serious and responsible **digital citizenship**.

11. Was the context analysed **before** the project was initiated? How, and by whom? Which data were used? (**Max. 150 words**)

Research conducted by the Ministry of Justice and the IFOS (2013.2015) have provided evidence that:

1) People do not feel, in certain circumstances, the necessity to act within limits as they do not subjectively feel to be associated with their web activity. Partly because they do not perceive the virtual world as real, partly because they believe their **virtual identity** is unrelated to their real-world identity;

2) while we are online we risk to erroneously consider "virtual reality" an **oxymoron**. Especially when are pervaded by strong and impetuous emotions we tend to forget that real and virtual are not incompatible concepts, and that the virtual world may appear less "true" than the physical one, but it is not.

iGloss@ has been conceived in order to remember young people and adults that even in the online world (which is as real as the physical one) ethical and legal rules to abide do exist.

¹ For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): <http://www.eucpn.org/library/results.asp?category=32&pubdate>

12. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

PRIMARY OBJECTIVE: to build a lexicon describing online risky behaviour in order to provide parents, educators, healthcare operators and judges of a common vocabulary which allows to classify online, internet-based behaviour homogeneously.

SECONDARY OBJECTIVE:

- 1) to create a guide for under-age young people (victims or aggressors) in order to let them understand the consequences of online behaviour;
- 2) to highlight that, when trying to specify to adults and young people that ethical and lawful rules exist in the online world, freedom of expression is not limited but, rather, promoted. It is necessary to remember to everyone, victims included, that there is a right to reply in order to petition for protection the appropriate authorities. Without rules, instead, the right to reply ceases to exist, resulting in the creation of inequality between aggressor and victim, diminishing his\her possibility to ask for protection and justice to be made.

13. Did you build in internal goals to measure the performance of the project? If so, please describe at what stage of the project and how you measured whether the project was moving in the planned direction. (**Max. 150 words**)

The internal objective of the project was to promote awareness of administrative and political authorities on the problems of cyberbullying and cyber crime.

Said objective has been achieved:

- 1) significant attention was shown by the promoters of the **DDL** (Bill currently examined by the Senate, presented by Senator Elena Ferrara) on contrasting cyberbullying;
- 2) the **Google Italy, Postal Police** and the **Italian Association of Judges dedicated to Children and Family** have collaborated for diffusing iGloss@ (by inserting the link in the Ministry of Interior portal);
- 3) **Google Italy and Italian Association of Judges dedicated to Children and Family** have endorsed the initiative in order to share the lexicon online;
- 4) **Telecom Italy** has reviewed iGloss@ on its website;
- 5) the main Italian News services, both newspaper (La Repubblica) and television (RAI 1), have presented several enthusiastic reports on iGloss@.

14. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what were the main results? (**max. 300 words**) - for more information on process evaluation, see EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A

The evaluation process was two-fold:

PROCESS 1

- 1) the **internal evaluation (ex ante)**, conducted by the team of international experts who also worked on the technical-legal aspects of the Lexicon (see Scientific Committee: <http://www.iglossa.org/en/il-comitato-scientifico/>)
- 2) the second **external evaluation (ex ante)**, conducted by Google Italy and by the Italian Association of Judges dedicated to Children and Family (http://www.minoriefamiglia.it/categoria-www/id_51/), centred on the lexicon's various entries and legal aspects;
- 3) the **internal evaluation (in itinere)** constantly operated by the international supervisors (see: <http://www.iglossa.org/en/i-supervisor/>) with the purpose of:
 - a) check and evaluate the updates the lexicon might require for the legal and psycho-social aspects;
 - b) monitor the answers provided by the scientific committee to citizens who ask for information and support the National Observatory on Cybercrime;
 - c) examine and evaluate the work of juvenile justice operators (psychologists, social assistants and educators from the Ministry of Justice) responsible for the wellbeing of children (and their parents) who have perpetrated online crimes;

PROCESS 2 (in itinere internal evaluation)

- 4) Juvenile Justice operators who currently help young people who have perpetrated online crime and their parents, are periodically interviewed by supervisors (through questionnaires and focus groups) in order to provide data on the effects that iGloss@ has produced for subjects in social care (results will be published during January 2016 in Italian and English).

It is necessary to specify that, in order to reduce the project's economic impact, the *ex ante* and the *in itinere* evaluations have been performed by the Scientific Committee team and the Supervisors who cooperated with the authors (Luca Pisano, Isabella Mastropasqua e Valeria Cadau) during the lexicon's writing phase (**internal evaluation**). Google Italy and the Italian Association of Judges dedicated to Children and Family have proofread the project in its final stage, highlighting the few necessary amendments (**external evaluation**).

15. Has there been an outcome or impact evaluation? Who conducted the evaluation (internally or externally?), which data and evaluation method were used and what were the main results? (**Max. 300 words**) - for more information on outcome or impact evaluation, see EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A

The **internal evaluation** (conducted by Dr. Luca Pisano, co-author of iGloss@) through questionnaires and focus groups with Juvenile Justice operators, has provided evidence that (currently being reviewed before publication – January 2016):

Before igloss@ was published:

- a) Juvenile Justice operators who worked with minors who perpetrated crimes (whose specific requirement is the employment of new technologies) **did not possess specific knowledge** on online problematics and their psycho-social traits, nor they possessed **theoretical and operational models** in order to properly conceptualise online crimes and transgressions;
- b) minors who perpetrated crimes banalised the consequences of their actions under the assumption that online behaviour is only virtual, thus not real;
- c) children and parents did not understand that “virtual reality” is not an **oxymoron** and that online crimes are as real as real-life ones.

The deficit concerning online transgressions has inhibited educative interventions (primary and secondary prevention) by Juvenile Justice operators;

- 1) concerning the gathering of anamnestic data for the purpose of evaluating individual, familial and social characteristics of the child: only **36%** of the operators has stated to have considered, during interviews, online activity aimed at perpetrating crimes (such as communication through Facebook or other social networks, text messages and/or email, chat etc);
- 2) concerning the modulation of individual intervention projects: only **3,68%** of operators has employed information concerning virtual identity and, when said that was employed, it was evaluated through mere common sense. **90,81%** of the operators has confessed a lack of necessary of technical knowledge for interpreting said information.

After igloss@ was published:

Juvenile Justice operators have declared, through questionnaires and focus groups, that they **now possess better tools for understanding and framing online transgressions**. "igloss@" has prompted them to study in greater depth the characteristics of the online world (virtual reality and virtual identity); and it has also been employed to stimulate parents and their children to reflect on ethical and legal consequences of transgressions

Parents and their children **have shown greater awareness** of the real and tangible effects their online transgressions have in the life of victims.

III. The project shall, as far as possible, be innovative, involving new methods or new approaches.

16. How is the project innovative in its methods and/or approaches? (**Max. 150 words**)

This project is innovative in several ways. First of all, its topic is innovative in itself: crimes perpetrated through internet and deviant behaviour of contemporary young people belong to a world constantly evolving, which requires solid research to be understood. This project has provided the foundations for future research.

Secondly, *cyber-language* requires to be de-codified not only in order to be understood by "uneducated workers", but also due to the necessity to possess a precise technical instrument that is also easily understandable, and accessible, by operators, young people and their families. Said de-codification is a fundamental starting point for contrasting the aforementioned phenomena.

IV. The project shall be based on cooperation between partners, where possible.

18. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

The project was born out of the cooperation between the Department of Juvenile Justice (Ministry of Justice, specifically the Office for Studies, Research and International Activities) and the IFOS, Master's Degree in Criminology.

The project was sponsored and endorsed by important associations such as:

- 1) AIMMF (Italian Association of Judges dedicated to Children and Family),
- 2) CNOAS (National Association of Social Operators),
- 3) *Google Italy*.

The Hon. Minister of Justice Andrea Orlando, the Chief of the Abruzzo Postal Police and a number of Deputies and Senators have endorsed and sponsored the project. Senator Elena Ferrara is currently adjusting her political activity in order to make it more focused at contrasting online criminal activity.

In addition to the international team of experts (supervisors and scientific committee, see: <http://www.iglossa.org/en/il-comitato-scientifico/> e <http://www.iglossa.org/en/i-supervisor/>) who collaborated for creating the project, iGloss@ can rely on an international network created for supporting the National Observatory on Cyber Crime. Specifically (see: <http://www.iglossa.org/en/le-collaborazioni-internazionali/>):

Cyberbullying Research Center, Florida Atlantic University, Jupiter, Florida, USA

Prof. Hinduja Sameer

University of London, United Kingdom

Prof. Peter K. Smith

Nstytut Medycyny Pracy, POLONIA

Prof.ri Kamila Knol, Jacek Pyżalski, Piotr Plichta

University of Thessaloniki – Vocational Education Centre, GRECIA

Prof.ri Vasiliki Gountsidou, Hariton Polatoglou

V. The project shall be capable of replication in other Member States.

19. How and by whom is the project funded? (**Max. 150 words**)

The project was funded by the Juvenile Justice Department. The project will run for three years.

20. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

The cost of the project, amounting to € 20.000/three years, covers the following activities:

- 1) counsel for writing the lexicon;
- 2) collaboration with experts as part of the scientific committee and supervisory team (free);
- 3) creation of two websites;
- 4) Italian – English translation and follow-up;
- 5) email relationship with citizens;
- 6) relationship with the victims of online attacks in order to send them to the National Observatory on Cyber Crime;
- 7) report on the employment by Juvenile Justice operators;
- 8) *ex ante and in itinere* evaluation of the project;
- 9) offline diffusion, by presenting the Lexicon throughout the most important cities in Italy
- 10) online dissemination and sharing: creation of hyperlinks redirecting to iGloss@ (<http://www.iglossa.org/en/> and www.giustizia.it/giustizia/en/mg_2_5_12.wp), shared with the most important social, health-related and legal platforms in Italy.

21. Has a cost-benefit analysis been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

The cost/benefit *ratio*, calculated by the administrative staff of the Ministry of Justice, reacts positively to the criteria of the **spending review** (the scrutiny of statal usage of resources, in order to ensure the good functioning of the

administration and the provision of services to citizens, aimed also at preventing wasteful usage of resources and improve fiscal consolidation).

The cost of the project (€ 20.000 euro spread through three years) is exiguous if compared to the many, important benefits it has brought and it will continue to bring to adults (parents, educators, healthcare operators and judges) and children.

22. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

In order to ensure the project's success in other European countries it is necessary to:

- 1) translate the lexicon in the language of the country which will employ the project;
- 2) add to each entry corresponding the statutory provisions found in each domestic legislation.

The costs for realising the two aforementioned points are absolutely reasonable and moderate.

It is necessary to highlight that:

- 1) the lexicon has already been translated in English and is therefore immediately available for all European countries;
- 2) the online sharing of the lexicon, endorsed by Google Italy and by the Italian Association of Judges dedicated to Children and Family, has led to an immediate availability of the project in other European countries since those two important entities have branches in the most important European countries.

23. How is the project relevant for other Member States? Please explain the European dimension of your project.

- 1) the problem of cyberbullying and cyber crime is widespread not only in Europe, but also in the entire world;
- 2) before iGloss@ 1.0 no lexicon detailing cyber crime existed;
- 3) accordingly to the research conducted by Luca Pisano as part of the ERASMUS PLUS – ACCEPTO project (Accepting yourself and accepting the others” with approval number: 214-1-RO01-KA201-002618. 2014-2017), it has been

demonstrated that educators, teachers and psychologists of 8 EU countries do not know the terms currently employed for classifying online risky behaviour. Because of this, the lack of a common terminology does not allow to homogeneously classify or understand those phenomena. The problem of online deviance has mostly been examined by the mass media, as of today, more often than not with chaotic and confusing approaches aimed at creating "sensational news" rather than "educative-informative news". While this, without a doubt, has created, for both adults and children, greater awareness, it is also true that said awareness has not always been matched by an adequate understanding of the terminology employed. E.g.: *sexting*, *sexual ruleta*, *neknomination*, *grooming*, *knockout game* or *hentai* are words of English or Japanese origin that digitally untrained operators, who are not familiar with new technologies, tend to find incomprehensible. Because of this, it is fundamental to provide them with a scientific tool for classifying digital phenomena which, at the same time, provides them with up-to-date information on online deviance. In this way they will be able to understand the essential traits and types of targeted risky online behaviour, especially during the planning phase of projects of national and/or European scope.

Please provide a short general description of the project (abstract for inclusion in the conference booklet – **max. 150 words**).

iGloss@ 1.0 is a useful consultation instrument created by Juvenile Justice Department, and by the IFOS, Master's Degree in Clinical Criminology. The glossary is a compendium of specialist terms covering cyber crimes and abuse and at risk digital activities. Each term defined within "iGloss@" provides a brief explanation of the main features of the behaviour and a brief note concerning the socio-legal elements. One of the main aims of the project is child protection, because they can as easily become bad actors as well as victims. Because of this, some entries of the glossary concerning abusive behaviour and victimization risk provide a more comprehensive description. This product, edited by Luca Pisano, Isabella Mastropasqua and Valeria Cadau was produced with the collaboration of several national/international experts, is endorsed by WiredSafety Inc., the American organisation founded by Dr. Parry Aftab, the worldwide-known expert of digital security. Sponsored by Google Italy and by the Italian Association of Judges dedicated to Children and Family (www.iglossa.org/en).