

About Nominet

We operate at the heart of e-commerce in the UK, running one of the world's largest Internet registries and managing over seven million domain names.

We maintain the register of .uk domain names and we run the technology which locates a computer on the Internet that hosts the web site or email system you're looking for when you type in a web address or send an email to an address that ends in .uk.

Nominet also runs the Tier 1 registry for UK ENUM, a new UK registry service that combines telephone numbers and the Domain Name System to simplify the way telephone calls over the Internet work. ENUM lets callers know that you can receive VoIP calls – it allows more VoIP calls to be connected directly over the Internet, for no charge, rather than via the traditional PSTN network.

www.nominet.org.uk

nominet®

Best Practice Challenge 2009 Winners



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About the Best Practice Challenge 2009

Nominet is proud to introduce the winners of our annual Best Practice Challenge. Building on the success of the previous two competitions, we are recognising those organisations, groups or individuals who have embraced the challenge of making the Internet a secure, open, accessible or diverse experience for all.

In assessing the entries the judges looked for innovative initiatives that successfully addressed the key Internet Governance Forum (IGF) themes:

Security

Identified as the most important IGF theme for UK stakeholders. The UK is at the forefront of developing solutions to security threats and in building trust and confidence in the online environment.

Access

Sometimes perceived as a developing country issue, the digital divide is also seen in the UK, affecting rural communities, the disabled, the elderly and the socially disadvantaged.

Diversity

Expressions of cultural diversity and identity, including multilingual and local language content are necessary to bring all people into the Internet.

Openness

The Internet has greatly contributed to the free flow of information and access to information and knowledge, and in bringing the people closer to those who would govern them.

The categories

This year we have six categories:

1. Best development project award

2. Best security initiative award

3. Raising industry standards award

4. Personal safety online award

5. Internet for all award

6. Open Internet award



Thank you from Nominet

On behalf of Nominet, I would like to express our thanks to everyone who entered our Best Practice Challenge this year.

We received a substantial number of high quality entries and our panel of judges had a very difficult task deciding who should win. I would like to thank both the internal panel who compiled the shortlist and the external panel who picked the winners for their hard work and dedication throughout the selection process.

I would also like to thank all the people at Nominet who have worked so hard to make this Best Practice Challenge so successful.

I would like to take this opportunity to mention progress with Nominet Trust, a charitable foundation that was set up to provide funding to innovative projects that improve and encourage the safe use of the Internet for educational, inclusion and other charitable purposes. Nominet provided the Trust with an initial investment of £5 million and so far six grants of £50,000 have been awarded. Several of these were to organisations that had previously entered the Best Practice Challenge, including the British Computer Association of the Blind, Childnet, Cambridgeshire Library Learning Services and Youthnet. Nominet Trust is seeking further applications for funding, so it is possible that some of the projects celebrated this year could benefit from this in the future.

I hope you enjoy reading more about the inspiring projects identified by the Challenge. Once again they underline the great strides being made in Internet Governance in the UK, something Nominet is very proud to be a part of.

Bob Gilbert,
Chairman, Nominet



Introduction from the judges

Today I am very pleased to celebrate the achievements of the winners in the Nominet Best Practice Challenge 2009 and some commendable runners-up.

When we launched the first Challenge in 2007 we set out to recognise and reward the organisations, groups and individuals who have worked to ensure that the Internet offers a secure, open, accessible and diverse experience for all. The Best Practice Challenge enables us to showcase examples of UK best practice to the international community, focusing on achievement and recognising the real value that the Internet has brought to our daily lives.

At the Internet Governance Forum (IGF) in Hyderabad last year, I was pleased to see that others in the international community are also celebrating success. At this year's IGF in Sharm el-Sheikh I hope that our winners will stand out amongst others around the world in a setting that proves the crucial nature of partnership and co-operation in the Internet age.

This is the third year that we have run the Best Practice Challenge and we are delighted that the competition has gone from strength to strength. Each year we have seen an even higher quality of entrants. This year is truly our best Challenge yet with a very impressive array of high quality entries, across all six categories. Narrowing these down to a shortlist, and subsequently selecting the winners was a very hard task for our panel of judges. In some categories the quality was so high that the judges selected entries to receive a highly commended mention in addition to the winners and runners-up as well as awarding a special award for co-operation.

I am proud to be celebrating so many examples of best practice within the UK Internet industry and look forward to highlighting their good work at the IGF in Sharm el-Sheikh in November. The winning entries are sure to spark lively discussions and add substance to the international policy debate.

Rt Hon Alun Michael MP,
Chair of Judges,
Nominet Best Practice Challenge 2009

Category 1: Best development project

Winner

Rafi.ki

www.rafi.ki

Rafi.ki is an online learning community for secondary schools that enables pupils and teachers from around the world to work collaboratively on curriculum-linked educational projects. Using innovative technology to communicate with partner schools, Rafi.ki aims to bridge cultural, religious and digital divides, raise attainment levels and promote global citizenship.

The technology behind the project has been specifically designed to work in the developing world. The innovative software (called Gemin-i Plus) works in a web browser and allows five children to use one computer simultaneously. It has been designed to ensure maximum accessibility worldwide, including users working on rudimentary computers with low specification and slow Internet connections. The judges were impressed by the vision of this project and the way it has identified the benefits of global reach in breaking barriers and improving understanding.



Organisations who entered in this category are involved in:

- Work to bring the benefits of the Internet to developing countries
- Enabling Internet access in rural or disadvantaged regions
- Reducing the cost of access, providing hardware or connectivity
- Bringing socially excluded groups online
- Educational initiatives aimed at demystifying the Internet for users of all ages
- Introducing new users to the benefits of the Internet
- Promoting interoperability or adaptability to give access for all

Runner-up

Digital Birmingham – Keeping IT in the Family

www.digitalbirmingham.co.uk

Originally developed as a pilot digital inclusion initiative between Digital Birmingham and Microsoft, Keeping IT in the Family (KITF) was established to increase ICT skills in families and communities.

The Keeping IT in the Family project worked in partnership with a number of schools in Aston, a deprived Birmingham neighbourhood, using the children to help teach their older family members ICT skills. The children were given a 'toolkit' for use at home – a set of illustrated comic guides to help them teach other family members how to use the computer for useful everyday tasks such as emailing and shopping online. The project is being shared on a national basis so that the resources are freely available and accessible.

The judges felt that this project was very well thought-out and part of a strong multi-stakeholder partnership. They liked the way the youth were being empowered as teachers of their elders.



Also shortlisted:

ACE IT (Age Concern Edinburgh Information Technology)

www.aceit.org.uk

The core role of ACE IT has always been to encourage new and non-confident users from the 50+ age group to learn basic computer skills, Internet access and email thereby expanding their personal horizons with regards to education, leisure and social integration.

In addition to the training provided, ACE IT has an unrivalled record in the conception and instigation of groundbreaking digital and web based community initiatives seeking to cross such barriers as age and social isolation. The multi-award winning success of ACE IT initiatives such as the 'Edinburgh Silver Surfers' and the 'Moose in the Hoose' project has seen ACE IT become a focus and inspiration for community based web development projects at both local and national level. The judges felt that this was a well-regarded project that deserves a wider application and audience.

BBC World Service Trust – ZigZag Academy

www.bbcworldservicetrust.org

The BBC World Service Trust runs an online journalism training project for Iran called ZigZag to promote freedom of expression and user participation and widen the scope for media diversity in Iran. ZigZag Academy is a new online platform that brings online learning modules into a new interactive space including blogs, forums, podcasts and social networking. The increased interactivity and community orientation of ZigZag Academy are providing much added value to the learning experience of the young Iranians and is providing them with a networking and interaction opportunity which was absent to them previously. The judges believed this project's unusual combination of educational and political objectives was fresh and brave and hoped it could be replicated to reach a wider global audience.

Citizens Online – EverybodyOnline Northern Ireland

www.citizenonline.org.uk

EverybodyOnline is an initiative from UK charity Citizens Online and is jointly funded by BT and the Delivery and Innovation Division within the Department of Finance and Personnel in Northern Ireland. The initiative helps excluded communities overcome barriers to the Internet so they can take advantage of its benefits. The programme focuses on working with older people in the community and in residential care, as well as people with a disability. The projects have already made a real difference to their communities, helping people learn new Internet skills, set up bespoke community web sites and overcome confidence and isolation issues. The judges were impressed by the breadth of scope of this project and the high numbers of individuals it directly engaged.

Category 2: Best security initiative

Winner

Business Crime Reduction Centre

www.bcrc-uk.org

The Yorkshire Business Crime Reduction Centre (BCRC), supported by the South Yorkshire Police and the Regional Development Agency, has become the leading provider of e-security advice for small to medium enterprises in the Yorkshire and Humber region.

The Centre offers a free service and its team of expert advisers visit business premises to assess e-commerce and physical security needs. They have now helped over 700 SMEs, defrayed over £325,000 to SMEs to assist with e-crime prevention and had over 500 individuals attend seminars and conferences to increase their skills and understanding of ICT security. In the past year they have produced a series of guides to help businesses protect themselves from threats like viruses, Phishing and Pharming. The Centre is working with local Chambers of Commerce to get copies to all their members and a partner organisation is translating them into French and Flemish for use in Belgium.

The Centre works with partners such as e-crime Wales, Greater Manchester Police, EURIM, Cyber Security Knowledge Transfer Network and The Security Awareness Special Interest Group. The judges praised the BCRC for its practical approach, proactive attitude and the sheer number and range of its initiatives.



**BUSINESS CRIME
REDUCTION
CENTRE**



Organisations who entered in this category are involved in:

- Online authentication and identification
- Reducing security threats, such as spam and viruses
- Enhancing the security of networks
- Creating innovative or collaborative responses to security threats
- Protecting the integrity of users' privacy
- Protecting Internet users against identity theft

Also shortlisted:

Information Security Awareness Forum

www.issa-uk.org

The Information Security Awareness Forum was established in February 2008 to improve the effectiveness of information security initiatives in the UK by creating collaborative opportunities amongst the key players and industry bodies in the UK associated with information security. The forum has established itself in the UK as the foremost co-ordinating body for sharing and proactively developing security awareness initiatives. The judges praised this initiative as a model that seeks inclusion and promotes good practice.

Open Web Application Security Project

www.owasp.org

The Open Web Application Security Project (OWASP) is a global open community dedicated to enabling organisations to develop, purchase and maintain applications that can be trusted. All of the OWASP tools, documents, forums and chapters are free and open to anyone interested in improving application security. There are two active OWASP chapters in the UK (in London and Scotland) and these are part of a network of over 130 chapters around the world. OWASP has a growing number of individual members and a significant corporate membership base that help finance its activities. The judges were impressed by this project's ambitious work and conference programmes and the way it has developed and widened its reach.

The Security Awareness Special Interest Group (SASIG)

www.thesecurityco.com

The Security Awareness Special Interest Group (SASIG) is a subscription-free quarterly networking forum organised by The Security Company (International) Limited as an entirely no-cost exercise. There is no charge for attending events, and its meetings regularly attract 150+ delegates. Membership now represents hundreds of organisations of all sizes from across the world and from all sectors, public and private, and it is growing steadily all the time.

SASIG has established itself as a leading and credible voice of the corporate sector in the great information assurance and security awareness debate. It is an active and vocal member of the Information Security Awareness Forum (ISAF). The judges commented that this project's early success is creating a platform for expansion into more IGF-relevant areas such as lobbying and global reach.

Category 3: Raising industry standards

Winner

Internet Services Providers' Association (ISPA)

www.ispa.org.uk

The Internet Services Providers' Association (ISPA) was established in 1995 as a trade association to represent providers of Internet services in the UK. ISPA promotes competition, self-regulation and the development of the Internet industry and has over 200 members.

ISPA members come from across the Internet sector and include ISPs, search engines, content platforms and web hosting companies. Since its creation, ISPA has been at the forefront of promoting good practice throughout the Internet industry.

ISPA has a strict governance structure to ensure that the association remains representative of the industry. ISPA's policies are considered and developed through a number of issue-based subgroups and then agreed by the ISPA Council, a body of up to ten people elected from and representing the various interests of the membership.

ISPA UK was instrumental in establishing EuroISPA, the pan-European association of the Internet Services Providers' Associations of the countries of the European Union. Currently there are member organisations from UK, France, Germany, Italy, Belgium, Finland, Czech Republic, Ireland and Sweden representing over 1500 ISPs. The judges praised ISPA's structured, systematic approach to tackling issues of concern to the public and commented that their initiative will undoubtedly lead to a rise in trust and confidence.



Organisations who entered in this category are involved in:

- Promoting or complying with high standards of ethics in business, for example through voluntary codes of practice
- Delivering an exceptional standard of customer service to your online customers
- Promoting Corporate Social Responsibility within the Internet industry
- Taking a leading role in developing consumer confidence in the Internet

Also shortlisted:

Namesco

www.names.co.uk

Namesco Limited is one of the UK's largest domain name and hosting providers and is part of an international organisation managing in excess of 1.5 million domain registrations worldwide. Namesco prides itself on participating in strategies that seek to address, and provide protection against, the dangers present within today's online environment.

The company believes that they should not only help in making the web accessible, but in doing so ensure their practices and services protect their customers and the wider Internet community. The judges praised their commitment of resources to a range of activities to ensure criminal behaviours are stopped, and their excellent systems and processes to protect consumers.

SafeBuy

www.safebuy.org.uk

The SafeBuy assurance scheme for web retailing was started in 2004 to address the issues surrounding best practice in selling on the Internet.

SafeBuy validates applicants and issues the SafeBuy logo for approved web retailers to use on their web site with a link to the SafeBuy web site to verify that the retailer is a subscriber to the SafeBuy Code of Practice. In the event of a consumer complaint against a SafeBuy Code subscriber the consumer has the right to seek mediation from SafeBuy at no charge to resolve the matter. For the last three years SafeBuy has been working with the Office of Fair Trading under the Consumer Codes Approval scheme. Stage One approval has already been achieved for the SafeBuy Code of Practice. The judges were impressed by the way this initiative was building trust and confidence to protect consumers.

Category 4: Personal safety online

Winner

Childnet International – KidSMART

www.kidsmart.org.uk

Childnet International is a registered charity, established in 1995, working with children, young people, teachers, parents and carers, industry, government and policy makers to help make the Internet a great and safe place for children, both in the UK and on a global level. For the past twelve years, Childnet has sought to promote the positive use of technology, by highlighting the creative and beneficial things that children are doing with new technology, as well as responding to the potential risks.

Childnet's new KidSMART web site is designed to respond uniquely to the way in which children and young people engage with the Internet in a Web 2.0 world. Taking a broad view on staying safe, it offers a wide range of opportunities for young people to educate themselves about important safety issues online including social networking, digital footprints and privacy.

Designed around Childnet's SMART rules, and aiming to empower children from the age of 7 upwards through a process of self discovery, KidSMART engages with children through activities, interactive games and videos. The videos feature children giving advice to their peers about their own online practices and sharing real life anecdotes that have shaped their use of the Internet. The judges were impressed by this well organised web site which they described as visually good and very clever at putting over effective messages.



Organisations who entered in this category are involved in:

- Educating vulnerable Internet users about online personal safety
- Educating users about keeping their networks/computers safe, and avoiding online fraud or nuisance
- Protecting vulnerable communities, such as children, from online exploitation

Runner-up

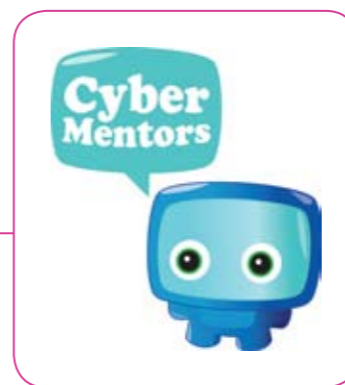
Beatbullying – CyberMentors

www.cybermentors.org.uk

Beatbullying is the UK's leading bullying prevention charity. Founded in 1999, Beatbullying empowers young people to lead anti-bullying campaigns in their schools and local communities, and builds the capacity of local communities to sustain their work.

CyberMentors is a unique, pioneering social networking site tackling the issue of cyberbullying, providing information and support for young people being bullied. CyberMentors are young people aged 11-25, trained by BeatBullying to give support and advice to their peers who are being bullied, cyberbullied or have any other emotional problems. It enables young people throughout the UK to access peer to peer support and advice in a safe, friendly, relevant environment and empowers them to take responsibility for their online safety.

In its first month, the site received 425,466 hits and 50,051 unique users logged on to receive mentoring and support, over half the projected target for the whole year. The judges commented on the strong peer to peer service provided by this project.



Highly commended:

Welsh Assembly – e-Crime Wales

www.ecrimewales.com

e-Crime Wales is committed to equipping Welsh businesses with the knowledge and tools to be aware, vigilant and ultimately safe from the damaging effects of e-crime.

The strategy for e-Crime Wales is built upon close partnerships between the private sector, Welsh Assembly Government and all four Welsh police forces.

e-Crime Wales is also committed to the ongoing development of an extensive web resource available at www.ecrimewales.com. The web site aggregates all of e-Crime Wales' best practice guides, information about news and events, the latest advice on e-crime related developments in Wales and interactive communications capabilities for sharing and recording e-crime knowledge. The judges noted that this initiative had a good focus on the security theme.

The E-Victims Organisation

www.e-victims.org

The E-Victims Organisation created an Internet advice web site (www.e-victims.org) that provides practical advice, in plain language, for victims of e-crime and other online incidents. It is the first web site dedicated to helping all e-victims. Their objective is that any worried Internet user will find free advice that is wide-ranging, accessible, timely and useful. Where appropriate the web site refers Internet users to the right reporting or support organisation, depending on the incident.

The E-Victims Organisation provides Internet users with the opportunity to register what has happened and how they feel about it. This has two positive benefits: the victim feels better, and more in control and it is also means that data can be gathered on the incidents, volumes and trends that Internet users are experiencing. The judges felt that this initiative was filling a gap as a one-stop-shop to provide good advice for those at risk or who had suffered from e-crime.

Also shortlisted:

Child Exploitation and Online Protection Centre

www.ceop.gov.uk

The Child Exploitation and Online Protection (CEOP) Centre is part of UK police and is dedicated to protecting children from sexual abuse wherever they may be. They created the Thinkuknow educational initiative, designed to empower young people to have fun with new technology but also to stay in control, manage risks and know where to report problems online. It covers all areas of Internet safety and includes programmes on using social media, personal responsibility, bullying, xenophobia and sexual abuse.

CEOP's education team works with a Youth Advisory Panel (YAP) to inform and continually update all the educational resources. The YAP has sixty 11-18 year old UK young people who help keep the products up-to-date, relevant and appropriate for peers. The judges felt that this was a well organised, well designed site that was clearly focused.

Category 5: Internet for all

Winner

Screenreader.net – Thunder

www.screenreader.net

Screenreader.net CIC is a not-for-profit organisation run by two blind people providing free software tools to enable the visually impaired worldwide to enjoy the benefits that computer technology can provide. The company distributes 'Thunder' free screen reading software that enables blind people with limited financial resources to make a computer talk for them allowing the user to hear exactly what's on the screen, to access the Internet, use Microsoft Office and many other applications. Over 100,000 blind people have downloaded Thunder since it became available in August 2006.

Screenreader.net views the talking computer as the new Braille, the gateway to reading, writing, learning and independence for blind people. The judges praised this initiative for removing an enormous barrier for blind and partially sighted people by providing this software for free.



Organisations who entered in this category are involved in:

- Providing tools that assist in the translation of web content into other languages
- Promoting or serving diversity of cultures within the UK or internationally
- Pioneering methods to include those challenged by lack of literacy in English or by disability, for example audiovisual communication
- Delivering multilingual content to serve relevant communities
- Assisting expressions of culture and identity through multilingual or local language content
- Developing or marketing software or content in languages other than English

Runner-up

Interskills – The Life-Guide

www.interskills.co.uk

The Life-Guide is a unique online resource developed by Lifeskills that allows organisations to deliver up-to-date information and support on a wide range of topics in any language.

The Life-Guide is a resource that enables public bodies such as local councils, NHS Trusts and businesses to provide up-to-date information, advice and guidance to support the growing number of 'new communities' in the UK. It enables pre-determined and translated 'core content' to be merged with 'user-defined content' and can be downloaded as a complete document either to a desktop printer (for immediate delivery to the end user) or as professional 'printer-ready' artwork.

To date Interskills and the Life-Guide has saved in excess of £2 million of public money by sharing their resources with over fifty local authorities. The judges praised the way that this project's simple and effective approach has allowed partnership working to really benefit its intended audience.



Also shortlisted:

Advice NI

www.adviceni.net

Advice NI is a membership organisation that provides leadership, representation and support for independent advice organisations to facilitate the delivery of high quality, sustainable advice services. Advice NI provides its members with the capacity and tools to ensure effective advice services delivery. This includes: advice and information management systems, funding and planning, quality assurance support, NVQs in advice and guidance, social policy co-ordination and ICT development.

Membership of Advice NI is normally for organisations that provide significant advice and information services to the public. Advice NI has over 70 member organisations operating throughout Northern Ireland and providing information and advocacy services to over 110,000 people each year dealing with over 213,000 enquiries on an extensive range of matters including: social security, housing, debt, consumer and employment issues. The judges felt that this initiative provided very clear benefits through good application of existing technology.

British Computer Association of the Blind (BCAB)

www.bcab.org.uk/eyet4all-project.html

The British Computer Association of the Blind (BCAB) is a charitable trust that supports visually impaired people who work with ICT, either within the ICT industry or at home.

The BCAB have developed a programme of free 'EyeT4All' days where visually impaired people can gain 'hands-on' experience of the benefits of computing near to where they live. Attendees enjoy the days and discover easy to use and affordable technology solutions, which can help them live happier and more fulfilled lives. The 'EyeT4All' days can be hosted by any local group such as a voluntary society for the blind, a library, care home, or a group of interested blind and partially sighted people. They ran 37 workshops at local venues in 2008. The judges praised the way this initiative provided clear benefits to newly visually impaired users who may be ignorant of assistive technologies and their uses.

Describe Online

www.describe-online.com

Describe Online provides text way-finding instructions to, from and around public premises. Rather than producing graphic maps, Describe Online use plain text and HTML to describe their routes and the layout of public spaces. The use of same page links and structured headers enables users of screen reading software to quickly locate the information they need.

Although primarily intended for blind/vision impaired people, their services have also benefited many other people. Their site typically attracts over 100,000 page hits per month and is rapidly becoming the port of call for people wishing to know details of National Rail and London Underground stations. The judges commented that this project has clear objectives and provides tangible benefits to its target community.

Category 6: Open Internet

Winner

The British Library – 'Taking Liberties' web resources

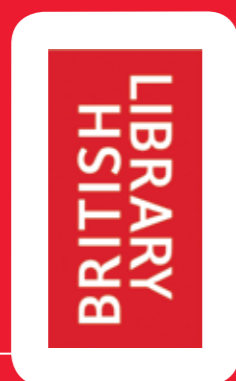
www.bl.uk/takingliberties

The British Library created a web resource to accompany its 2009 exhibition 'Taking Liberties: The Struggle for Britain's Freedoms and Rights'. This groundbreaking exhibition traced the development of individual freedom in the UK and its meaning today. Central to the exhibition concept was an interactive tour.

A bar-coded wristband allowed the visitor to interact with the exhibition, joining a debate around power, freedom and social responsibility. Documents such as the Magna Carta of 1215 and the 1689 Bill of Rights, as well as filmed interviews, were offered as evidence on which informed voting decisions could be made.

For the web resources, The British Library was determined that web users should be able to enjoy, as nearly as possible, the same experience. As well as a substantial legacy web site that gives access to high-quality images and descriptions of iconic historical documents, a web interactive was built that contained the same questions and offered users the same evidence for their decision-making.

Voting results are displayed in real time on the web site. During the course of the gallery exhibition, the web results were aggregated with the gallery results to give a minute-by-minute overall picture. The judges praised the way that this project used the Internet to open up content and engagement around serious issues to a UK (and global) audience who would otherwise not have access.



Organisations who entered in this category are involved in:

- Innovative methods of enabling Internet users to benefit from increased access to online materials, knowledge or information
- Bringing citizens closer to parliamentarians or government
- Offering public services online
- Expressions of culture online, for example using the Internet to share cultural artefacts

Runner-up

Culture24

www.culture24.org.uk

Culture24's vision is for a more unified cultural sector that is better able to embrace the virtual world, contribute to the creative and tourist economies and advocate the role of culture in learning.

Culture24 focus on the online world and how new and emerging digital technologies can act as powerful tools to connect different audiences, including families, communities, enthusiasts, teachers, learners and kids, with culture. They publish a range of web sites about culture, aimed at different audiences and their role is to collect, guide, interpret and promote culture in ways that meet those audiences' needs. The judges felt that this project was a simple but much-needed idea that showed clear strategic vision and great attention to detail.



Highly commended:

Disposal Services Authority (DSA) e-disposals

www.edisposals.com

The Ministry of Defence's (MoD) Disposal Services Authority (DSA) sells surplus military equipment and material through its web site at www.edisposals.com. Since 1994 DSA has secured over £800m in surplus sales from Government-to-Government sales through to commercial sales.

The web site advertises items for sale via the DSA's contractors as well as promoting their disposal services and they currently have nearly 5,000 registered buyers. Past tenders handled via the web site has generated over £700k from the sale of two aircraft in the UK and over £650k in vehicle sales overseas. The judges felt that the way this project translated an existing and relatively simple web idea into a saving and revenue-generating service for the public purse was hugely impressive.

Also shortlisted:

Cambridgeshire Libraries and Learning Centres – The CAVE (Community Access Volunteer Exchange)

<https://communities.cambridgeshire.net/cave>

Cambridgeshire Library Learning Services support approximately 50 Community Access Points (CAPs) where people can receive free access to the Internet and access to Online education and support. These CAPs located in isolated rural locations and areas of high social deprivation are all run by enthusiastic groups of volunteers who invest their time and effort passing on their skills and help to invigorate their respective communities back into learning.

The CAVE has enabled these communities to have a virtual environment to support and supplement current practices, with the added advantage of being able to reach a wider audience. It includes document libraries, links to learning and a discussion forum to enable volunteer tutors from across the county to share their knowledge and experience with each other. The judges felt that this project had identified and addressed a clear problem with a clear solution and built on an already successful initiative in a safe and scalable way.

TrueTube

www.truetube.co.uk

TrueTube.co.uk, part of a registered charity, was set up to enable 15-22 year olds to think and talk about society's main issues. This free, independent and fully moderated site aims to connect young people to each other and give educators and youth workers material to use in their work with young people. TrueTube provides young people with the tools to influence politicians and other decision-makers.

Guided by an 'editorial board' made up of young people, TrueTube decide on a schedule of social issues to tackle throughout the year, clustered in themes such as race and culture, community and society and body and health. They then make 8-10 short films covering different angles of each issue and put them up on the web site for young people to watch and to comment on if they choose. The judges felt that this project was a bold attempt to provide a safe and secure space for young people to interact with issues, content and each other.

The judges decided to recognise the fact that Get Safe Online merits special recognition as an example of collaboration and multi-stakeholder involvement in a national awareness campaign.

Special award – Co-operation

Get Safe Online

www.getsafeonline.org

Get Safe Online is the UK's national Internet security awareness campaign. A joint initiative between the Government, the Serious Organised Crime Agency (SOCA) and private sector sponsors, the campaign educates, informs and raises awareness of Internet security issues.

The aim is to help consumers and micro-businesses to be aware of how to protect themselves against Internet security risks, primarily through advice provided through its web site, www.getsafeonline.org. Approximately 61,000 people visit the web site each month, with the initiative directly engaging Internet users through a range of awareness-raising activities, as well as establishing itself as a recognised and independent commentator on Internet safety advice.

Get Safe Online also hosts an annual summit to engage key influencers, bringing together representatives from across the public, private and voluntary sectors. The judges praised this initiative's good interagency relationship with the private sector and felt it was an authoritative source of good and trustworthy advice.



The judging panel



Rt Hon Alun Michael MP
Chair

Category 1: Best development project



David Souter
ict Development Associates and Visiting Professor in Communications Management, Strathclyde University



Steve Dyer
Nominet Trust

Category 4: Personal safety online



Paul Hoare
Serious Organised Crime Agency e-Crime



Roger Darlington
Ofcom Consumer Panel member

Category 2: Best security initiative



Sue Daley
Symantec



Richard Martin
APACS

Category 5: Internet for all



Steve Tyler
Royal National Institute for the Blind



Nick Thorne (CMG)
Former British Ambassador to the United Nations

Category 3: Raising industry standards



Tom Walker
Department for Business, Innovation & Skills



Peter Robbins
Internet Watch Foundation

Category 6: Open Internet



Dr Vicki Nash
Oxford Internet Institute



Chris Condron
Press Association