Insafe Helplines: Operations, Effectiveness and Emerging Issues For Internet Safety Helplines

# Details

## Year

2015

## Scope

Multinational

## Countries

* Belgium
* Malta
* Romania

## Type

Empirical research – Qualitative

## Methodologies

* Focus group
* Case study
* Interview

## Researched Groups

## Funder

European schoolnet

## Funder Types

NGO (Advocacy, Charity, Consumer organization)

## Has Formal Ethical Clearance

## Consents

Other

## Informed Consent

Consent obtained

## Ethics

Ethical considerations and/or protocol mentioned in the research design

## Data Set Availability

Data availability statement in the publication

# Goals

This report presents findings of research undertaken by EU Kids Online on behalf of European Schoolnet (EUN) on the operations, effectiveness and impact of Insafe helplines. Helplines form an integral part of the Safer Internet Centre (SIC) in each country within the Insafe network of 31 national awareness centres. Helplines provide a confidential counselling and support service and offer information, support, guidance and referral for young people as well as adults with responsibility for children.
The purpose of the study was to undertake research that would assist Insafe helplines to develop their effectiveness and demonstrate their impact. This study looked at both the wider context in which helplines operate, the new and emerging risks that internet use may pose for children and young people, the support required and the resources needed to respond effectively, as well as the implications for operational effectiveness. Respondents in the research, which included helpline professionals and volunteers, contributed to a discussion of successes as well as gaps in order to assist in the identification of strategies to support better awareness and monitoring of effectiveness.