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

# Details

## Year

2015

## Scope

Multinational

## Countries

* Romania
* Belgium
* Malta

## Type

Empirical research – Qualitative

## Methodologies

## Researched Groups

* Social workers
* Other practitioners working with children
* Policymakers and regulators
* Youth workers

## Funder

European School net

## Funder Types

NGO (Advocacy, Charity, Consumer organization)

## Has Formal Ethical Clearance

## Consents

Other

## Informed Consent

Consent obtained

## Data Set Availability

Not mentioned

# Goals

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