

# **Irish Safer Internet Centre Public Report**

**Working towards  
a positive and inclusive  
digital world  
where  
children are safe &  
protected**

**What we have achieved**

**1 July 2019 - 30 June 2021**

# Who we are

The Irish Safer Internet Centre is a partnership of four leading organisations – Webwise, Hotline.ie, ISPCC Childline and National Parents Council Primary - with a **mission to make the Internet a better place for children and young people.**

The partnership, [under the coordination](#) of the Department of Justice – Cybercrime Division, has been appointed over a decade ago by the European Commission as the Safer Internet Centre in Ireland. It is **one of 31 Safer Internet Centres** across EU Member States, the UK, Iceland and Norway, and it is integral part of the [INSAFE-INHOPE networks](#).

The Irish Safer Internet Centre is **co-financed by the European Union** through the Connecting Europe Facility: Safer Internet Programme. Under this programme, we have just completed a project cycle which spanned over the period of two years between **1 July 2019 and 30 June 2021**. As we are beginning a new project cycle, scheduled to commence 1 July 2021, this report provides an overview of what we have achieved over the last two years.

**Unlike any other partnership** (consortium) in this space, **the Irish Safer Internet Centre** partner organisations share skills and expertise to identify emerging online threats, take direct action against them through the delivery of bespoke evidence-based services, resources and programmes, whilst providing support to children, young people, parents, and teachers, with an end-to-end approach.

**The Irish SIC** provides a suite of complementary essential services in synergy with the **four pillars of the European Better Internet for Children (BIK) Strategy**, namely **(1)** promoting positive online experience for children; **(2)** awareness and empowerment (including digital/media literacy); **(3)** creating a safe environment for children; and **(4)** combatting online child sexual abuse and sexual exploitation. **To learn more, read the [BIK Strategy Implementation Report](#)**

## The Irish Safer Internet Centre (SIC) has three main pillars:

**An Awareness Centre** – with an aim to educate and raise awareness in **children, young people, teachers, parents and professionals about online safety**; the awareness work is led by [Webwise](#) part of the Professional Development Service for Teachers, a Department of Education co-funded support service.

1

Webwise **develop and disseminate resources** that help teachers integrate digital citizenship and online safety into teaching and learning in their schools. Webwise **also provide information, advice, and tools** to parents to support their engagement in their children's online lives. With the help of the **Webwise Youth Advisory Panel**, Webwise develop youth oriented awareness raising resources and training programmes that address topics such as online wellbeing, cyber-bullying and more.

Each year in February, **Webwise coordinates Safer Internet Day in Ireland**, which has become a landmark event in the online safety calendar.

2

**A Hotline** – operated by [Hotline.ie](#), Ireland's **primary national channel where members of the public can anonymously, securely and confidentially report suspected illegal content online**, especially child sexual abuse material and activities relating to the sexual exploitation of children such as child grooming. Since inception (1999) Hotline.ie has been working in close collaboration with law enforcement, online service providers, government and international partners to have child sexual abuse material swiftly removed from the Internet, irrespective of where in the world it may be hosted, and ensure the children in the imagery may be identified and safeguarded.

3

**Helplines** - the Irish Society for the Prevention of Cruelty to Children (ISPCC) operates the [Childline](#), which provides a **24/7 active listening service** across phone, text and online **for any child or young person** (under the age of 18) concerned about something they have encountered online, or other issues. Whilst, the [National Parents Council Primary](#) operates the **parent/adult helpline**, dedicated to helping parents and guardians deal with issues relating to online safety, including cyberbullying. The NPC also provides parents with training courses, both online and face to face.

# Irish Safer Internet Centre

## Promoting a safer internet



A look at our work (July 2019-June 2021)

### Education and Awareness webwise.ie



**260,000+** children participate in Safer Internet Day



**2 Million+** Views Online Safety Video Resources



**40,000+** Teaching Resources disseminated to schools in Ireland

### Helplines and Support ISPCC CHILDLINE

ISPCC Childline received **400,000+** online contacts, calls and texts from children and young people who turn to the service for support in relation to issues including online safety.



Childline is here for every child and young person in Ireland 24 hours a day, every day. The service is free to contact, confidential and non-judgmental. Childline can be reached online at [Childline.ie](https://www.childline.ie), by calling **1800 66 66 66** or texting to **50101**. The National Parents Council Primary (NPC) also run a confidential helpline service for parents that is open 10 am – 4 pm **01-887 4477** or email [helpline@npc.ie](mailto:helpline@npc.ie).

**Hotline.ie** is the Irish national centre working to remove child sexual abuse material from the Internet. It takes approx. 60 seconds to make an anonymous report to Hotline.ie. We don't need your details, just your help!



### Hotline.ie

**23,000+** public reports with **1in4** displaying child sexual abuse (CSA) material.

With each child sexual abuse reference (i.e. website, image, video) we remove from the Internet, there is one less instance of re-victimisation and a chance to give voice to an unidentified child who may be suffering in silence, often out of fear, often because they are too young to even speak.

### Training and Support for Parents

#### NATIONAL PARENTS COUNCIL PRIMARY

NPC provided free Internet Safety Training to **3,400+** parents. Register for free Internet Safety Training by emailing [training@npc.ie](mailto:training@npc.ie) or alternatively access our online version at [npc.ie](https://www.npc.ie).



- 2,000+ parents access online training via [npc.ie](https://www.npc.ie).
- 98% of parents reported a greater understanding of their child's social media usage



Co-financed by the European Union  
Connecting Europe Facility

# More about the Irish Safer Internet Centre Highlights July 2019 – June 2021



## Webwise

### Awareness raising and education highlights

Safer Internet Day (SID) is an EU wide initiative to promote a safer Internet for all users, especially young people. It is promoted and coordinated in Ireland by Webwise, the Irish Internet Safety Awareness Centre.

## Safer Internet Day 2020 Highlights

For SID 2020 Webwise launched a new digital media literacy resource; [Connected](#) for teachers of the Junior Cycle Digital Media Literacy short course. The launch event was hosted in the offices of Twitter in Dublin and it was also streamed online. The event featured input from academics, media literacy experts and young people on the importance of digital media literacy education. SID 2020 attracted the highest number of participants to-date, with **more than 182,000 participants from 700 schools around Ireland**.

## Safer Internet Day 2021 Highlights

The theme for SID 2021 was [#BeKindOnline](#) with a focus on helping young people manage their online wellbeing. While pandemic restrictions meant that schools in Ireland were teaching remotely for SID 2021 there were high levels of engagement, despite not being able to engage in in-person activities. **Over 84,500 participants got involved in SID 2021, with over 320 schools registering to take part.** For SID 2021 the partners of the Irish SIC hosted the [#BeKindOnline webinar series](#); a series of webinars for online safety stakeholders, policy makers, government, teachers, educators and parents under the theme of empowering young people and children online. The series of events launched on SID with the introduction

of new offences for the non-consensual sharing of intimate images and updates to existing harassment legislation by broadening the scope of the offences of harassment to cover all forms of persistent communications about a person, not just indecent images.

## Youth Participation

The [Webwise Youth Advisory Panel](#) is made up of **35 young people from across Ireland** with membership reflecting different geographic areas, age groups (**14-18 years old**), social groups and a **balance of gender**. The Youth Advisory Panel meets throughout the academic year to provide Webwise with views and opinions of children and young people's use of new online technologies and to participate in the concept testing process of Internet safety awareness raising resource development and campaigns.

The [Safer Internet Day Ambassador Programme](#) is a **peer to peer youth programme** that gives students an opportunity to start an online safety campaign in their own school. The **SID Ambassador Programme empowers students by** providing them with opportunities to develop leadership, human relations, team building and communication skills. Students make a commitment to lead by example, demonstrate respect and responsibility and engage in community service.

## SID Ambassador Programme 2020

In January, 130 students from across Ireland took part in the Safer Internet Day Ambassador training programme in 2020. The blended training programme provided students with online and face to face training in developing and leading online safety initiatives in their own schools. The centre point of the programme was the face to face training day from Webwise and the Youth Panel that took place in Google HQ Dublin. Topics covered included: data footprint, online wellbeing, digital resilience, children's rights online, and cyberbullying to name a few. Guidance was also provided on how to promote, design and plan Safer Internet Day awareness raising initiatives and campaigns. For the first time ever, teachers were also able to receive Safer Internet Day training on the day on how to best support their students to lead their Safer Internet Day initiatives. Almost 40 post-primary teachers attended this training session.

## SID Ambassador Programme 2021

Due to Covid19 restrictions on large gatherings the Safer Internet Day Ambassador Programme 2021 took place online over a series of weekly webinars. Over 130 students participated in the online training programme to empower second level students to lead online safety campaigns in their schools. The programme took place over December and January in the lead up to Safer Internet Day, 9<sup>th</sup> February 2021. Given the impact of Covid19, the theme for this year's ambassador programme was online wellbeing and promoting online resilience. Training and support was also provided for the Ambassador's teachers through a webinar on the topic of helping students manage their online wellbeing, approx. 30 teachers were in attendance. The programme concluded with a special guest panel discussion on managing online wellbeing featuring contributions from a well-known broadcaster, an All-Ireland winning footballer, cyberpsychologist, and Global Public Policy Lead for Kids/Families at Google/YouTube, and was hosted by one of our Youth Panellists.

We at Webwise take measures to increase capacity in schools to include online safety and digital citizenship education in their implementation of the curriculum through the provision of information and advice, continuing professional development, and curriculum specific resources for teachers to use in classrooms.

From **July 2019-June 2021** Webwise disseminated almost **40,000 hard copies of our resources to schools and teachers across Ireland.**

### Connected

For Safer Internet Day 2020, Webwise launched a new free digital media literacy education programme called Connected: An Introduction to Digital Media Literacy. Connected is **designed to assist teachers in the effective implementation of digital literacy into their classroom practice.** It comprises of five modules exploring young people's rights and responsibilities online, emerging digital technologies and topics including big data and the data economy, deepfakes, false information and online wellbeing. **The programme is mapped to the Junior Cycle Digital Media Literacy Short Course** and will give students an understanding of the role of digital technologies and will help students develop key digital media literacy

skills to responsibly navigate the online environment.

Check out **Connected** at <https://www.webwise.ie/connected/>

### **Garda Schools Programme Update**

Webwise have completed a full review and update of the Internet Safety Modules within the Garda Schools Programme. The update sees the **development of new lessons for primary, Be Kind Online and post-primary schools, Connect with Respect**, and development of **new guidance material**, training and best-practice for members delivering the programme. Both programmes will equip children with the skills to deal effectively with cyberbullying and online harassment.

Webwise along with the PDST Technology in Education provides courses and other continuing professional development opportunities to support the integration of online safety education and digital citizenship education in the primary and post-primary curriculums. In addition to Webwise events, **over 9,000 teachers** accessed and participated in online courses including online safety and or digital citizenship components from **July 2019 – June 2021**.

**3,000 teachers (Primary and Post-Primary)** received support from PDST Digital Technologies teams including in the area of online safety and digital citizenship.

### **New online course for Post-Primary Teachers Introducing Internet Safety in the SPHE Classroom**

Developed by Webwise in partnership with TeacherCPD.ie the course aims to provide teachers with the skills and confidence to raise awareness and prevent potentially harmful online behaviour by their students through the implementation of the SPHE curriculum at Junior Cycle, TY and Senior Cycle levels. They use and adapt free Webwise resources that engage pupils on topics that are relevant to their lives and important to their wellbeing. The Webwise resources deal with topics such as sharing inappropriate images, online harassment and developing more positive relationships with each other.

## Webwise Social Media Campaigns

### Connected: 2019/20

In September 2019, Webwise launched its annual social media campaign. The 2019 campaign titled **#Connected** is based on real life experiences and explores how young people communicate and connect online. The film encourages young people to reflect on why their actions matter and the impact it can have on others. The campaign was **viewed over 1 million times within the first week of launch**

To view the campaign:

<https://www.webwise.ie/connected-campaign/>.

### The Full Picture: 2020/21

In September 2020, Webwise launched its annual social media awareness campaign; **The Full Picture** addressing the influences and pressures that young people face online. While acknowledging the positive elements of social media, the campaign encourages young people to critically evaluate the content they encounter online and highlights how social media helps us share our lives, but doesn't tell the whole story. The campaign is supplemented with supporting material which provides young people with advice on managing their online wellbeing, how to filter myth from reality, and the role that algorithms play in determining what you see in your news feed. **More than 1 million viewers** have watched the campaign video:

<https://www.webwise.ie/thefullpicture/>. The campaign was also promoted as part of SID 2021 communications.

## **Hotline.ie** **Hotline highlights**

**Hotline.ie's vision** is an Internet rid of child sexual abuse material and a digital world with zero tolerance of sexually exploitative acts or conduct towards children. **1 child sexually abused and exploited is 1 too many.**

Hotline.ie works to:

- ✓ reduce the prevalence of child sexual abuse material online by removing it at source;
- ✓ break the cycle of child sexual exploitation and prevent repeat-victimization of children;
- ✓ maintain a zero-tolerance approach to online child sexual exploitation and ensure Ireland remains a hostile hosting environment for this type of criminal content.

Hotline.ie provides a **secure, anonymous and confidential web-reporting mechanism** to the members of the public which is simultaneously distinct and independent of law enforcement reporting channels and any one online service provider's own reporting channels.

As such Hotline.ie handles reports across a wide variety of online services and platforms, and has **highly skilled and internationally trained (INHOPE/INTERPOL) Analysts** who assess **every report** that we receive against rigorous standards and by reference to Irish law.

We are **part of a value chain**, where we assist law enforcement by notifying only **quality leads**, content that has been classified by our Analyst as contrary to Irish law, whilst flagging child sexual abuse material that may be hosted outside Ireland where there is compelling visual evidence in the imagery indicating the child victim may be actually located in Ireland.

Hotline.ie works closely with a **diverse mix of** government and inter-governmental agencies, law enforcement, online service providers and NGOs.

**Hotline.ie is one of the founding members of INHOPE and works in collaboration with 46 other hotlines worldwide to ensure the swift removal of child sexual abuse material (CSAM) from the Internet, irrespective of where in the world it may be hosted.**

Hotline.ie operational procedures are **approved and overseen by the Department of Justice**; we work in **close collaboration with An Garda Síochána** (Ireland's National Police and Security Service).

In the period **July 2019 – June 2021**, Hotline.ie received and assessed **23,623 public reports and of those 1 in 4 classified by our world-class Analysts as child sexual abuse material sources** (i.e. CSAM website) in most cases **leading to hundreds and thousands of abuse images and videos.**

To exemplify, we'll take **1 anonymous public report as case study**, sadly this type of report is not a rare occurrence:

This anonymous public report led Hotline.ie Analysts to **1 website advertising links together with descriptions suggestive of CSAM.** Each of those links led to hundreds of images and videos, in total, **21,798 images and 1,583 videos** were manually assessed and classified. Of these **8,132 images and 1,132 videos were classified as the worst of the worst child sexual abuse.**

Children of all ages, nationalities and genders were depicted being subjected to sexual abuse by men and

women, or being forced to act out sexual activity while being filmed or photographed. The images and videos ranged from high resolution to low, from studio-produced material to homemade production. Some of the videos would last seconds, whilst others were over an hour long.

All of the content was hosted in Western Europe, however the hosting (Internet location) is not always indicative of where the content was produced or uploaded to the Internet.

Oftentimes, a child victim may be sexually abused in one country, the images of the abuse uploaded to the Internet in a different country, and hosted on servers in yet another, where the content is accessible from

across the world. In this particular case, details in the imagery pointed to locations all over the world; with visual evidence of children in hotel rooms in south-east Asia, homes in South America, America and Europe.

**It is extremely important not to lose sight of the fact that, whilst we are talking about online images and videos, we are talking about real children, real abuse, real suffering and real repeat-victimisation of children.**

**For child sexual abuse imagery to exist online a crime has been committed in real life, a child has been sexually exploited and often actually raped.** As such these images and videos are documented evidence of the crime committed.

**When CSAM is uploaded to the Internet it becomes a permanent record of the child's abuse.** With each repeat viewing and sharing online the child is further victimised and exploited.

**With each child sexual abuse reference removed from the Internet, be it a website, an image, a video, a forum, there is one less instance of repeat-victimisation and a chance to give voice to an unidentified child victim who may be suffering in silence, often out of fear, often because they are too young to even speak.**

Whilst **Hotline.ie mission** is to **eradicate CSAM from the Internet** through its swift removal at source, **we work in close collaboration with law enforcement, 46 other hotlines worldwide and international partners to ensure the children in the imagery**

**may be identified and safeguarded.** For further information on our partnership approach and latest figures and findings please read Hotline.ie latest Annual Report **Break the Cycle. One report at a time.**

**Of all child sexual abuse material reports**, classified and actioned by Hotline.ie (July 2019 to June 2021), **1 in 2** showed imagery involving penetrative sexual activity between adults and children including rape and sexual torture.

**77% of all CSAM reports** for the period **showed pre-pubescent children** estimate age **4 to 12 years**, whilst **6% showed infants**, children

estimated age **3 and younger**, and **17%** showing **pubescent children** estimated age **13 to 16 years**.

**82%** of the CSAM reports featured **girls, 7% boys** and **9% involved both girls and boys**.

For further analysis of facts, figures and finding you can read the Hotline.ie Annual Reports, which are all available in digital format [here](#)

From the early days of the COVID-19 global pandemic Hotline.ie was identified by the Department of Justice as an essential service provider, which means the Hotline.ie team was able to provide uninterrupted hotline service throughout the period of public health emergency measures.

This was of utmost importance as the assessment of potentially criminal and harmful content such as child sexual abuse material (CSAM) cannot and should not be undertaken outside the secure environment of the office, more so working in a home-setting.

Even in the hardest moments of 2020, the team at Hotline.ie showed unwavering commitment and relentlessness, placing the interest of the victims and survivors of child sexual abuse and exploitation above any self-interest or preservation.

The global pandemic has given rise to a unique set of circumstances, and with a life lived more online than ever before (learning, working, socialising, entertainment, etc.) significantly increased children's and young people exposure to harmful content, contact, and conduct.

The ripple effect of the COVID-19 global pandemic which we are already witnessing is stark, and it is most likely that we will be dealing with it for a great deal of time.

In May 2020 a [new Hotline.ie Code of Practice](#) endorsed by the Minister for Justice, has been adopted and published. The Code outlines the framework for collaboration between Hotline.ie, online service providers and national law enforcement, for the purpose of countering the spread of illegal content online, especially child sexual abuse and exploitation.

The **Code sets out minimum requirements and details the Notice and Takedown procedure (NTD), roles and responsibilities.** The Code also includes general good practice and information regarding Hotline.ie's expertise and support services. **The purpose of the Code** is to increase operational clarity, streamline NTD processes and enhance cooperation across multi-stakeholders and relevant associated

sectors. **All [Hotline.ie Members](#) abide by the Code of Practice and support the hotline service.**

**Hotline.ie is the recognised "authority" for CSAM Notice and Takedown in Ireland, and all CSAM reports identified by Hotline.ie as hosted in Ireland have been removed, on average, within 24 hours** from issuing the NTD to the appropriate online service provider.

## **"Age, Sex, Location" RTÉ Doc on One - radio documentary**



**Hotline.ie partnered with Sinéad Kennedy and the RTÉ Doc on One team, the outcome of the collaboration - a powerful, sensitively made and multi-faceted 43 minute [radio documentary](#). First of its kind "Age, Sex, Location" shines a light on a topic that not many people want to talk about or even acknowledge it exists. In the documentary one can hear accounts from a survivor (Rhiannon was 13 years old when a stranger started talking to her online), Hotline.ie and IWF (UK hotline) Analysts, and Detective Sergeant Mike Smyth who works in the Online Child Exploitation Unit of the Irish police.**



## Helplines highlights

### ISPCC CHILDLINE LISTENING SERVICES

Provision of **helpline services** (by telephone, text and online) **for children and young people up to and including 18 years of age** was provided by the Irish Society for the Prevention of Cruelty to Children

(ISPCC) through its Childline Listening Services, dealing with harmful contact (e.g. grooming, online abuse), offensive conduct (e.g. cyberbullying, hate speech, sexting) and undesirable or harmful content.

The ISPCC operated a **24-hour phone helpline** for the entirety of July 2019 to June 30th, 2021. The online based services were available for 18 hours a day up until May 2020 when the text and online chat moved to 24-hour availability too.

**The service operates on a real time basis** providing a listening ear, support and informal guidance to children and young people. The **helpline responded to 402,683 contacts** during the lifetime of this project across its phone, text, and

online services. The level of need across three time periods, which is outlined below, remained similar: (Hardiker Level of Need). **The majority of contacts were with children and young people with Universal Level of Need.**

Hardiker Level of Need	July-Dec 2019	Jan-Dec 2020	Jan-July 2021
Hardiker Level 1	61%	62%	72%
Hardiker Level 2	23%	24%	19%
Hardiker Level 3	13%	12%	8%
Hardiker Level 4	3%	2%	1%

**The key areas discussed with children and young people** in the first 6 months of this action were: Internet issues, online bullying, sharing inappropriate images and viewing pornography.

In the following 18 months up to July 2021 - **gaming was the top** profile within **online safety** in particular being bullied on gaming sites. Other profiles for this period included: online interactions, pornography, bullying on social media sites and internet issues.

Outreach activities form an important part of what Childline does. This was made more difficult due to the COVID-19 global pandemic, but Childline developed an outreach video and emailed this to each primary school asking this to be shown within the classroom. A video on the Childline service was also developed for our website so that children and young people could get information on the service and how to access it.

The Childline website contains **information and guidance** around areas of **online safety**: [online grooming](#) [Inappropriate content](#) [Cyberbullying](#) [online harassment](#)

More information is available at: <https://www.childline.ie/online-safety/>

The availability of a helpline for children and young people on a 24-hour basis to talk about any issues or concerns they may have in relation to internet safety is vitally important.

The fact that children and young people can contact by phone text or online means that they can choose the medium they prefer to engage with a trained facilitator.

**While the pandemic had many impacts on society in general, the Childline service remained open throughout and when children's only interaction with peers was online – navigating this world in a safe way has become even more important.**

**Building resilience and coping skills in an online world is equally as important as in face-to-face interactions. The Childline helpline facilitates this and focuses on the child rather than the issue as presented.**

## ADVOCATING FOR ONLINE SAFETY POLICY CHANGES

The ISPCC worked hard during the lifetime of this project, engaging with key stakeholders to champion better online safety policy across law, education, and regulation. This activity included highlighting the issue in relevant government public consultations and with relevant public representatives, along with the

media; debating the issues in a public hearing (Joint Oireachtas Committee on the Pre-legislative scrutiny of the Online Safety and Media Regulation Bill); and creating a '[Digital Ready Hub](#)' with support and advice for parents and caregivers on these matters.

**The ISPCC's policy positions for online safety are reflective of the themes within the EU BIK Strategy and it continues to advocate for change in this area.**

The ISPCC was delighted to be in a position to support an awareness raising media piece to mark [European Day on the Protection of Children against Sexual Exploitation and Sexual Abuse](#). ISPCC organised and chaired a roundtable discussion with relevant national stakeholders, including NGOs who provide services to victims and

survivors of child sexual abuse and exploitation. The purpose of the event was to gain a better understanding of status quo and inform the Irish Safer Internet Centre's submission on the [EU's public consultation on Child sexual abuse online - detection, removal and reporting](#) (April 2021).

## National Parents Council Primary

### Helpline highlights

The **NPC** helpline is a national confidential service for parents. The helpline staff listen and give information and support to parents to help them make the best possible decisions for and with their children. Following restrictions due to the COVID-19 global pandemic NPC Helpline staff were required to work from home on Government advice

and so were unable to answer phone calls on our confidential helpline; however, they continued to answer emails throughout the restrictions. The Helpline resumed working in the office and resumed taking calls from mid-June on a reduced basis until the end of the 2020, and resumed on a full-time basis at the start of 2021.

The Helpline has received **4,657 calls and emails** during July 2019 to June 2021, 7% of which were related to bullying.

**The Helpline offers a listening service for parents** where they are supported, given appropriate information and signposting to other services where relevant, and an opportunity to explore options. In the Helpline service parents could also explore ways of supporting their

children with bullying issues and/or help prevent their child from being bullied; being exposed to harmful contact (grooming), conduct (cyberbullying), or content and other uncomfortable or scary experiences of using online technologies.

The Helpline may also make child protection reports relating to grooming and cyberbullying to the appropriate authority for appropriate action.

## Support offered to parents

When there was a bullying issue reported, parents were supported in a range of ways to emotionally and practically support their child. This included how to engage with the class teacher, principal of the school and the school's anti bullying policy. For

support parents were also signposted to the *Webwise* website and to the 'Parents Guide to a Better Internet' publication. Parent leaders were also encouraged to schedule an Internet Safety training session for the parents in their school.

NPC began delivering Internet Safety Training to parents in September 2007. NPC delivers its training programmes during the Primary school year. **The Internet Safety Programme is one of the most requested training programmes National Parents Council Primary offers parents.**

The overall objective of the sessions was to provide parents with enough information and skills so that they will be able to engage in their children's online lives. It is vital for parents to be informed around the benefits and the risks of their child's Internet usage, know where they can get support and more information if they require it and have a space where they can discuss any concerns or issues they might have. Parents were

introduced to strategies to help their children be responsible, effective and safer Internet users. This training session also looked at cyber bullying. The training session explored setting boundaries around children's Internet usage as an important aspect of keeping them safe on-line. It also supported parents to reflect on how they role model to their children in the ways they as parents use technology and the Internet.

The training session promotes the importance of parents having good open communication with their children about their Internet lives, as with all other aspects of their lives.

NPC delivered **184 training sessions** for Internet Safety to **3,493 across 26 counties in Ireland**.

98% of parents reported that they had an improved understanding of their child's social media use.

96% of parents said they felt more confident in supporting their child's online usage.

95% of parents believed they would be more confident to engage with their child if there was a cyber bullying issue.

The elements of the training session that parents found the most useful were:

- ✓ Advice and information about online usage
- ✓ Protecting their child with regard to online usage
- ✓ Communication skills and tips

NPC also have an **online Internet Safety training session** on their website [www.npc.ie](http://www.npc.ie) which was **accessed almost 2,000 times** over the period.

## Contribution to the European network

The Irish Safer Internet Centre is part of a European network of 31 Safer Internet Centres – co-financed by the European Union through the Connecting Europe Facility Programme and cooperating under the Better Internet for Kids Core Service Platform.

The Irish SIC take a very active role in the work of the network by sharing best practices and resources, attending network events, exchanging expertise and knowledge and contributing data and stats about

our work. Furthermore, each of the partner organisations collaborate closely with cross-border associated services (awareness centres, hotlines and helplines) on service-specific online safety matters.

### What does the [betterinternetforkids.eu](https://betterinternetforkids.eu) platform offer?

- Gives [information on latest online trends and apps](#) and the most recent technological developments
- Brings together experts and other relevant stakeholders around child online safety and provides them with guidance and [capacity building opportunities and events](#), such as training meetings to Safer Internet Centres or the yearly [Safer Internet Forum](#)
- Coordinates the yearly flagship event [Safer Internet Day](#)
- Offers a [repository of educational resources and videos](#), in all EU languages, helping children and young people, parents and teachers to discover the online world safely

## Irish Safer Internet Centre Contacts / References

Partner websites: [Webwise](#), [Hotline.ie](#), [ISPCC Childline](#), [National Parents Council Primary](#)

To [report](#) illegal content online to Hotline.ie [hotline.ie/report](https://www.hotline.ie/report)

Follow @Hotline\_ie on [twitter](#)

RTÉ Doc on One “Age, Sex, Location” [radio documentary](#)

Follow @Webwise\_Ireland on [twitter](#)

Click [here](#) to order FREE online safety resources from Webwise

Follow @ISPCCChildline on [twitter](#)

**Irish Safer Internet Centre,  
working towards a positive  
and inclusive digital world  
where children are safe  
and protected.**

Our work continues every day



hotline.ie

**ISPCC**  
Childline



Supporting Parents  
Supporting Children

**webwise**.ie



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