

VOICES^{OF} CHILDREN AND YOUNG PEOPLE

2016 Data from Child Helplines in Europe

COLOPHON

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CONTENTS

Our members in the European Union (EU)*

Austria - 147 Raht auf Draht

Belgium - Awel

Croatia - Hrabri telefon

Denmark - Børns Vilkår

Estonia - Lasteabitelefon 116 111

Finland - Lasten ja nuorten puhelin 116 111

France - 119 Allô Enfance en Danger

Germany - Kinder- und Jugendtelefon

Greece - The smile of the child

Hungary -Kék Vonal

Ireland - ISPCC Childline

Italy - Telefono Azzurro

Latvia - Uzticības tālrunis 116 111

Lithuania - Vaikų linija

Luxembourg - Kanner-Jugendtelefon (KJT)

Malta - Kellimni.com

Netherlands - De Kindertelefoon

Poland - Telefon zaufania dla dzieci i młodzieży

Portugal - SOS Criança

Romania - Telefonul Copilului 116 111

Slovakia - Linka detskej istoty (LDI)

Slovenia - Telefon za otroke in mladostnike (TOM)

Spain - Teléfono Anar

Sweden - Barnens rätt i samhället (BRIS)

United Kingdom - Childline
- Missing People

Our members in the European Region*

Albania - ALO 116

Azerbaijan - Azerbaijan Child Helpline Service

Belarus - Child Helpline Belarus

Bosnia and Herzegovina - Plavi Telefon

Iceland - Hjálparsiminn 1717 Icelandic Red Cross

Israel - ERAN for children and adolescents
- Natal

Macedonia - SOS line for children and youth

Norway - Alarmtelefonen 116 111
- Kors på halsen

Russia - The National Foundation for the
Prevention of Cruelty to Children (NFPCC)

Serbia - Nacionalna decija linija (NADEL)

Switzerland - Beratung + Hilfe 147

Ukraine - La Strada

*These lists only include the child helpline members that have submitted data for this report.

OUR MEMBERS IN THE EUROPEAN UNION

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A global collective impact organisation of 181 members from 147 countries (as of May 2017).

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And we listen to the listeners, our members, and help them to support one another.

**Every child has a voice.
No child should be left unheard.**

Austria



Child helpline name:

147 Rat auf Draht

Website address:

www.rataufdraht.at

Child helpline number:

147

Year of establishment:

1987

Operating hours:

24/7

We listened to 37,522 voices in 2016

We also supported children and youth by



chat

and picked up
40,290



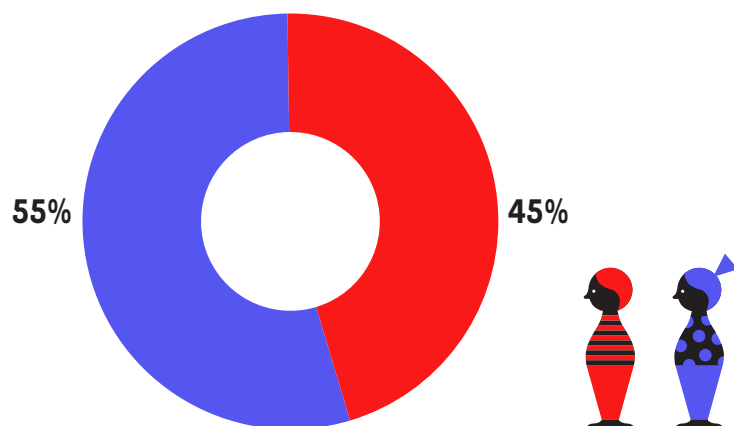
silent calls

we counted
562,437

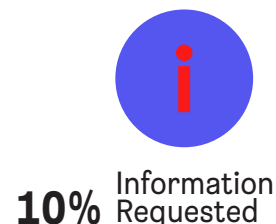
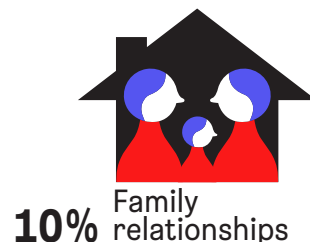
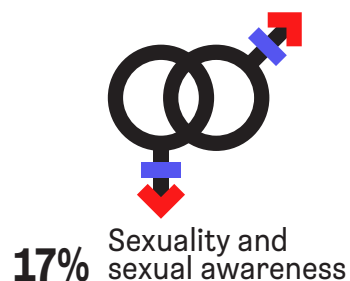


website visits

We received 7,050 contacts about peer relationships



Children and youth told us more about:



37,522

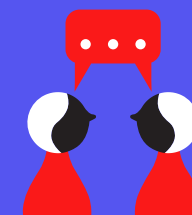
is the number of times children and youth contacted us



85%

happened over the telephone

The top reason of contact was peer relationships



38%

48%



14%

More girls than boys needed support

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No child should be left unheard.**

Belgium



Child helpline name:

Awel

Website address:

www.awel.be

Child helpline number:

102

Year of establishment:

1981

Operating hours:

Mon - Sat from 16:00 until 22:00



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the European Union

We listened to 29,245 voices in 2016

We also supported children and youth by



chat



phone



message board

and picked up
11,848



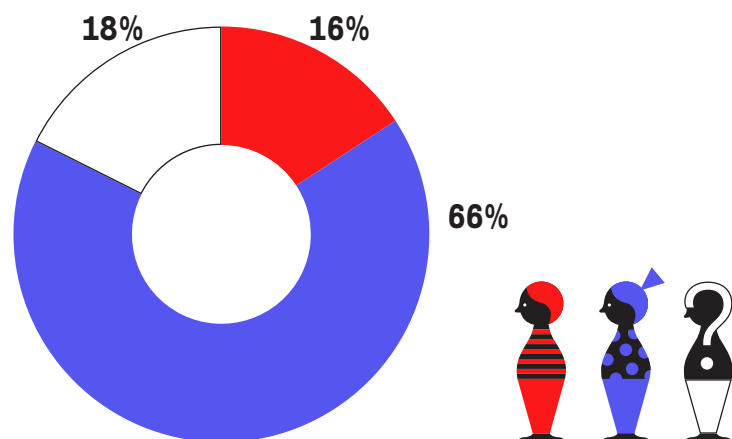
silent calls

we counted
1,736,030

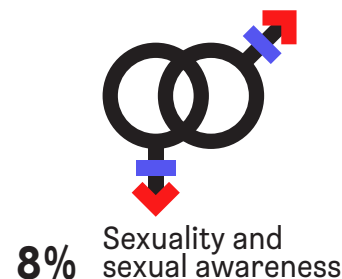
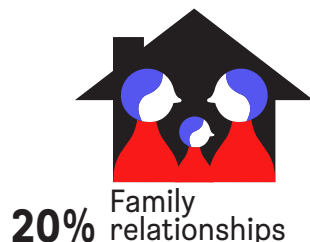


website visits

We received 18,077 contacts about peer relationships



Children and youth told us more about:



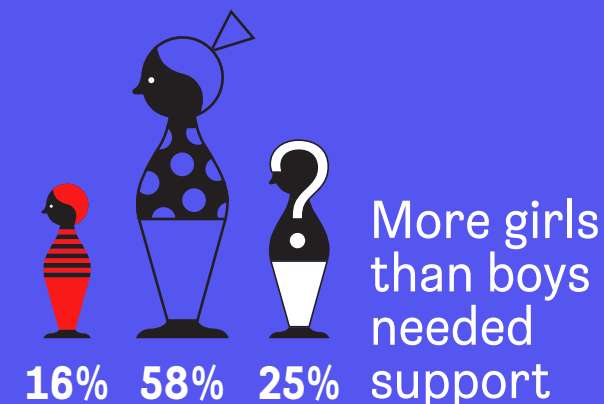
29,245

is the number of times children and youth contacted us



42%
happened over e-mail

The top reason of contact was peer relationships



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Funded by
the European Union

Croatia



HRABRI telefon

Mali zaslužuju veliku pažnju.

Child helpline name:

Hrabri telefon

Website address:

www.hrabritelefon.hr

Child helpline number:

116 111

Year of establishment:

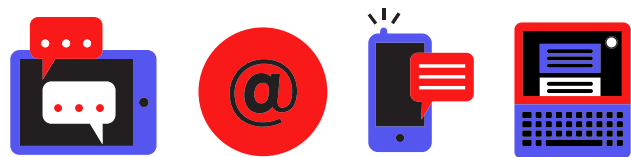
1997

Operating hours:

Mon - Fri from 09:00 until 20:00

We listened to 1,874 voices in 2016

We also supported children and youth by



chat, e-mail, SMS and message board

and picked up
7,018



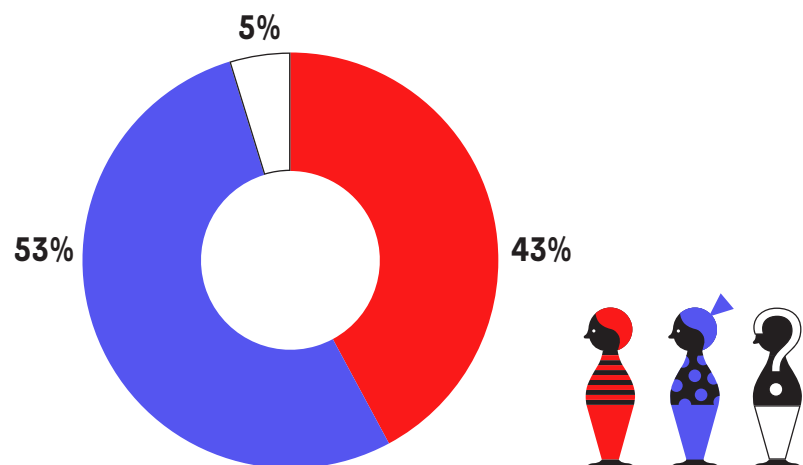
silent calls

we counted
91,737

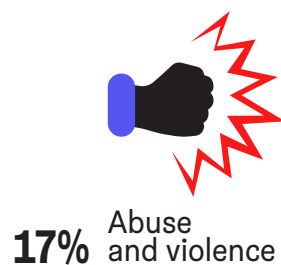
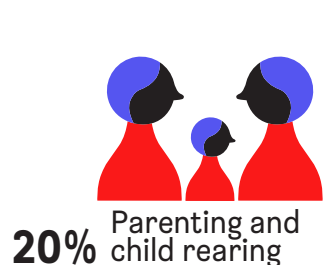


website visits

We received 1,749 contacts about family relationships



Children and youth told us more about:



1,874

is the number of times children and youth contacted us



69%

happened over the telephone

The top reason of contact was family relationships



38%

55%

7%

More girls than boys needed support

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Denmark

**BØRNS
VILKÅR**

SAMMEN STOPPER VI SVIGT

Child helpline name:

Børns Vilkår

Website address:

www.bornsvilkar.dk

Child helpline number:

116 111

Year of establishment:

1977

Operating hours:

Mon - Sun from 11:00 until 02:00

We listened to 41,627 voices in 2016

We also supported children and youth by



chat, SMS and message board

and picked up
18,459



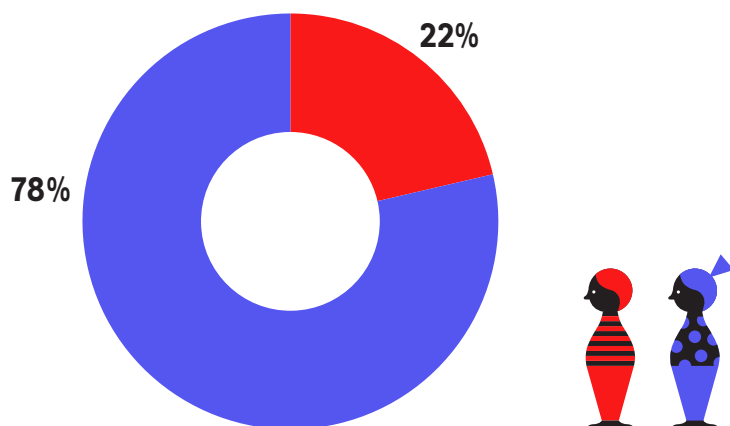
silent calls

we counted
591,406



website visits

We received 18,077 contacts about peer relationships

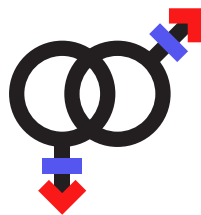


Children and youth told us more about:

18% Psychosocial
mental health



17% Sexuality and
sexual awareness



12% Family
relationships



7% Information
Requested



41,627

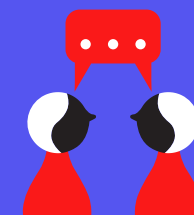
is the number of times
children and youth
contacted us



38%

happened over
the telephone

The top reason
of contact
was peer
relationships



23% **77%**



More girls
than boys
needed
support

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the European Union

Estonia



Child helpline name:
Lasteabitelefon 116 111

Website address:
www.lasteabi.ee

Child helpline number:
116 111

Year of establishment:
2009

Operating hours:
24/7

We listened to 3,760 voices in 2016

We also supported children and youth by



chat



e-mail



silent calls

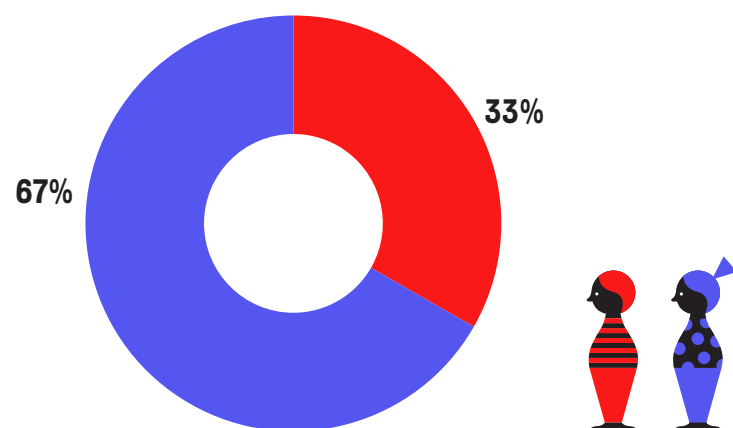


website visits

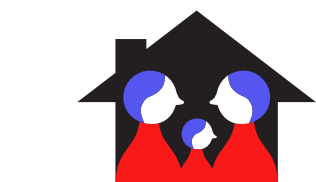
and picked up
620

we counted
201,540

We received 559 contacts about parenting and child rearing



Children and youth told us more about:



17% Family relationships



13% Psychosocial mental health



10% Bullying



7% Physical health and healthcare

3,760

is the number of times children and youth contacted us



82%

happened over the telephone

The top reason of contact was parenting and child rearing



23%

77%

More girls than boys needed support

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Funded by
the European Union

Finland

**NUORTEN-
NETTI**

Child helpline name:

Lasten ja nuorten puhelin 116 111

Website address:

www.mll.fi/nuortennetti

Child helpline number:

116 111

Year of establishment:

1980

Operating hours:

Mon - Fri from 14:00 until 20:00

Sat - Sun from 17:00 until 20:00

We listened to 14,654 voices in 2016

We also supported children and youth by



e-mail



chat

and picked up
10,913



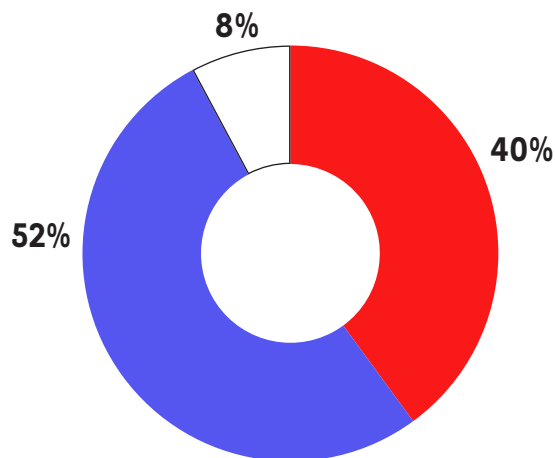
silent calls

we counted
412,296

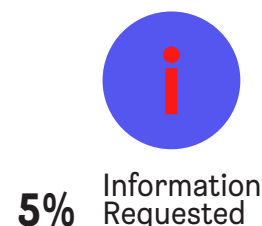
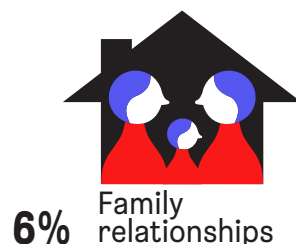
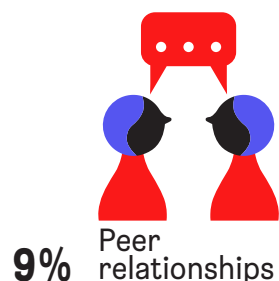
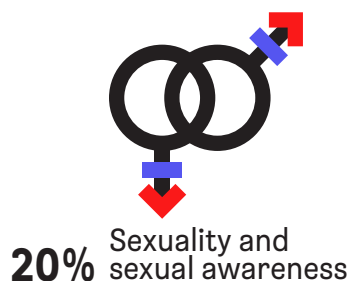


website visits

We received 8,882 contacts about psychosocial, mental health



Children and youth told us more about:



14,654

is the number of times children and youth contacted us



78%

happened over the telephone

The top reason of contact was psychosocial, mental health



50%

47%

3%

More boys than girls needed support

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France



Child helpline name:

119 - Allô Enfance en Danger

Website address:

www.allo119.gouv.fr

Child helpline number:

119

Year of establishment:

1990

Operating hours:

24/7

We listened to 33,157 voices in 2016

We also supported
children
and youth by



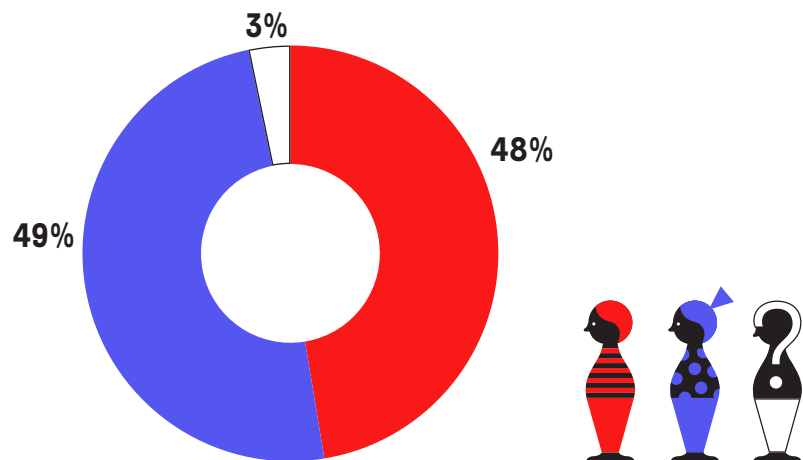
e-mail

and picked up
177,340

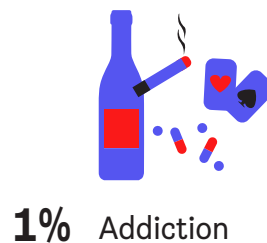
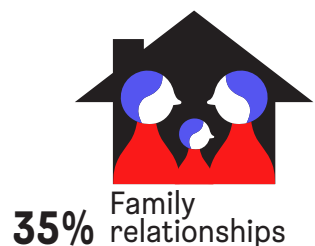


silent calls

We registered 44,206 incidents of abuse and violence



Children and youth told us more about:



33,157

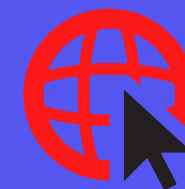
is the number of times
children and youth
contacted us



99%

happened over
the telephone

The top reason
of contact
was abuse and
violence



104,322

website visits

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Germany



Child helpline name:

Kinder- und Jugendtelefon

Website address:

www.nummergegenkummer.de

Child helpline number:

116 111 and 0800 111 0 333

Year of establishment:

1980

Operating hours:

Mon - Sat from 14:00 until 20:00

We listened to 130,385 voices in 2016

We also supported children and youth by



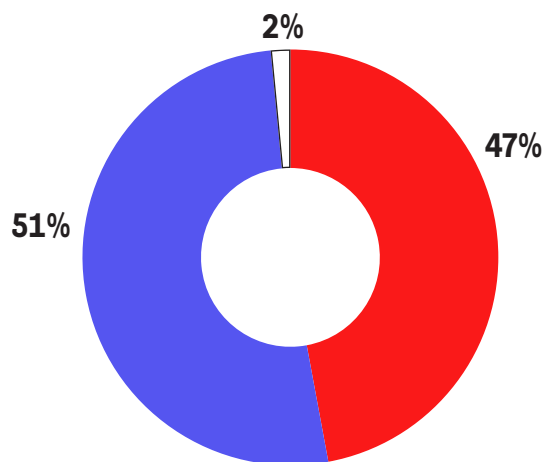
e-mail

and picked up
324,155

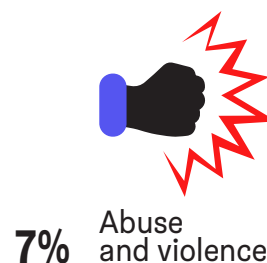
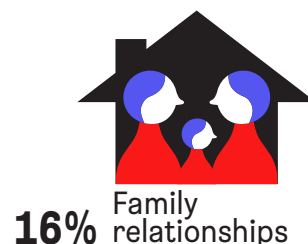
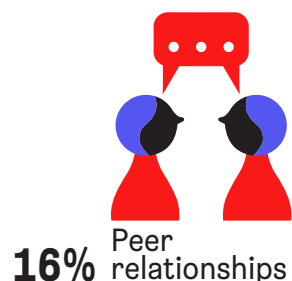
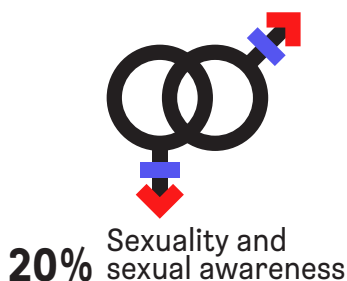


silent calls

We received 55,528 contacts about psychosocial, mental health



Children and youth told us more about:



130,385

is the number of times children and youth contacted us



92%

happened over the telephone

The top reason of contact was psychosocial, mental health



52%

45%

3%

More boys than girls needed support

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the European Union

Greece



Child helpline name:
The smile of the child

Website address:
www.hamogelo.gr

Child helpline number:
116 111 and 1056

Year of establishment:
1997

Operating hours:
24/7

We listened to 4,468 voices in 2016

We also supported
children
and youth by



e-mail



in person

and picked up
3,332



silent calls



We received 8,495 requests for information

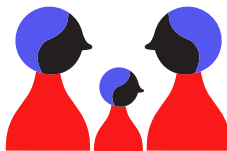
Children and youth told us more about:



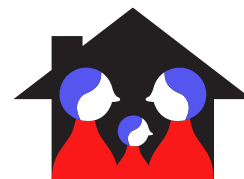
18% Basic needs



10% Abuse
and violence



10% Parenting and
child rearing



7% Family
relationships

4,468

is the number of times
children and youth
contacted us



95%

happened over
the telephone

The top reason
of contact was
information
requested



8,690

website visits

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Hungary



Child helpline name:

Kék Vonal

Website address:

www.kek-vonal.hu

Child helpline number:

116 111

Year of establishment:

1993

Operating hours:

24/7

We listened to 30,763 voices in 2016

We also supported children and youth by



e-mail



chat



and picked up
35,585

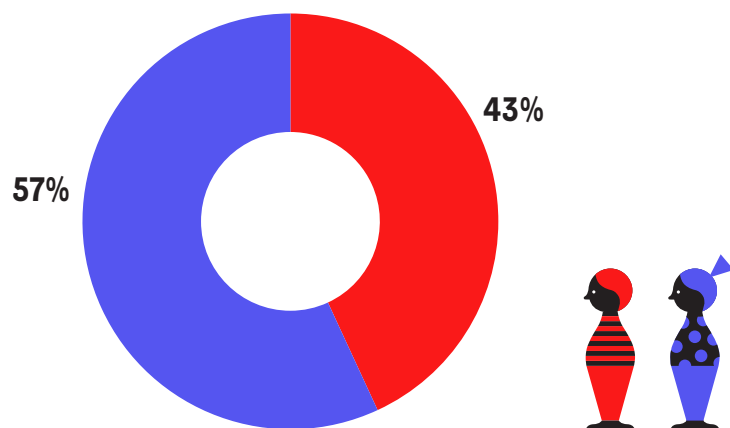
silent calls



we counted
58,765

website visits

We received 10,705 contacts about peer relationships



Children and youth told us more about:



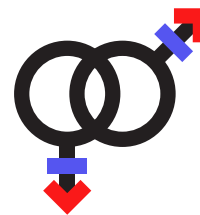
18% Information Requested



11% Family relationships



10% Psychosocial, mental health



7% Sexuality and sexual awareness

30,763

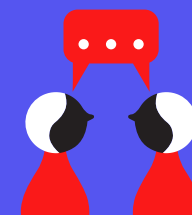
is the number of times children and youth contacted us



94%

happened over the telephone

The top reason of contact was peer relationships



64%



36%

More boys than girls needed support

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Funded by
the European Union

Ireland



Child helpline name:

Childline

Website address:

www.childline.ie

Child helpline number:

166 111 and 1800 66 66 66

Year of establishment:

1988

Operating hours:

24/7

We listened to 221,614 voices in 2016

We also supported children and youth by



chat



SMS

and picked up
183,502



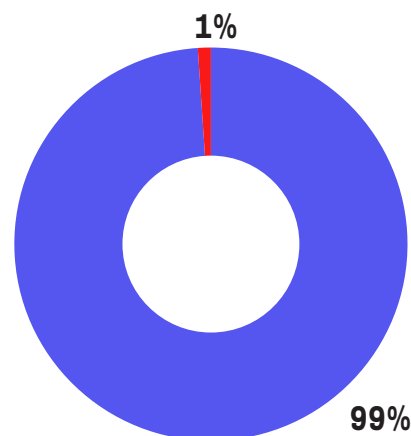
silent calls


we counted
68,574




website visits

We received 31,813 requests for information



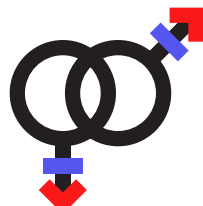
 Questions about the child helpline

 Thank you for assistance

Children and youth told us more about:



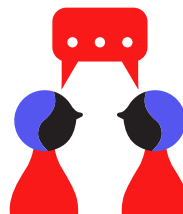
15% Abuse and violence



15% Sexuality and sexual awareness



10% Family relationships



9% Peer relationships

221,614

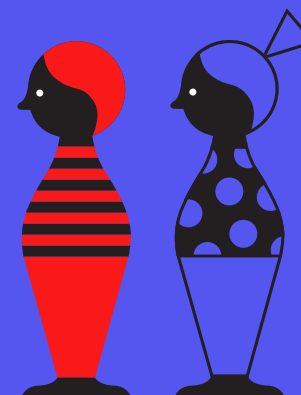
is the number of times children and youth contacted us



91%

happened over the telephone

The top reason of contact was information requested



We didn't collect information by sex

We are the international network of child helplines.

A global collective impact organisation of 181 members from 147 countries (as of May 2017).

Every year, child helplines around the world field millions of individual cries for help. Until our founding in 2003, these organisations did their great work in isolation, and with no access to one another. Now, we are working together every day to bring children's voices to policy makers and influencers: we make sure the world listens to these voices.

And we listen to the listeners, our members, and help them to support one another.

**Every child has a voice.
No child should be left unheard.**

Italy



Child helpline name:

S.O.S. Il Telefono Azzurro Onlus

Website address:

www.azzurro.it

Child helpline number:

19696

Year of establishment:

1987

Operating hours:

24/7

We listened to 4,210 voices in 2016

We also supported children and youth by



chat



e-mail



silent calls

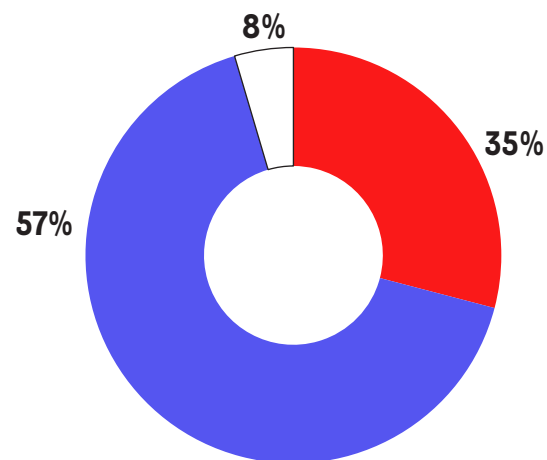


website visits

and picked up
26,362

we counted
671,390

We received 1,729 contacts about family relationships



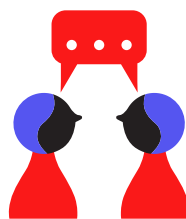
Children and youth told us more about:



26% Abuse and violence



15% Psychosocial mental health



6% Peer relationships



6% Bullying

4,210

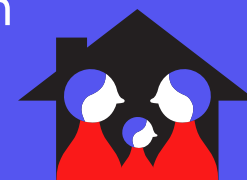
is the number of times children and youth contacted us



69%

happened over the telephone

The top reason of contact was family relationships



38%

53%

9%

More girls than boys needed support

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A global collective impact organisation of 181 members from 147 countries (as of May 2017).

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And we listen to the listeners, our members, and help them to support one another.

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No child should be left unheard.**

Latvia



Child helpline name:

**Bērnu un pusaudžu uzticības
tālrunis 116 111**

Website address:

<http://www.bti.gov.lv>

Child helpline number:

116 111

Year of establishment:

2006

Operating hours:

24/7

We listened to 16,553 voices in 2016

We also supported children and youth by



e-mail



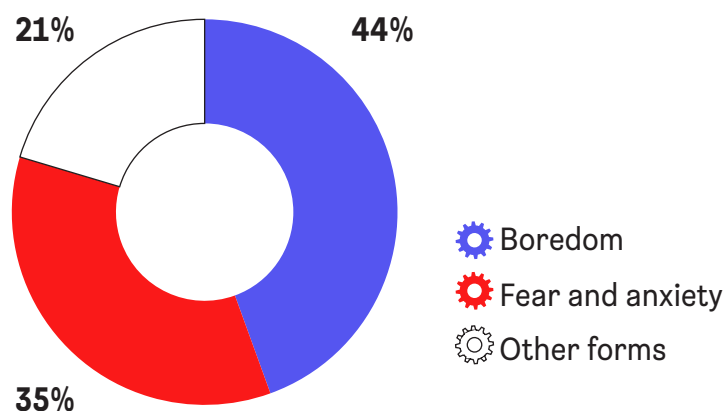
in person

and picked up **13,899**

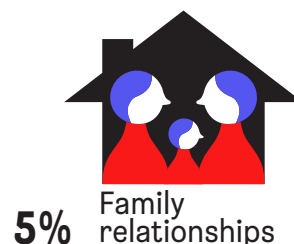
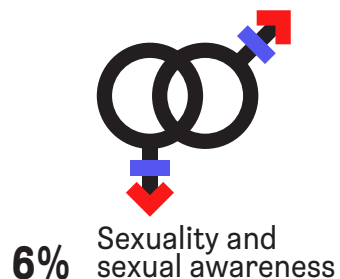
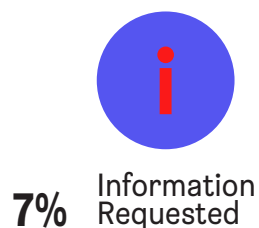


silent calls

We received 17,054 contacts on psychosocial, mental health



Children and youth told us more about:



16,553

is the number of times children and youth contacted us



99%

happened over the telephone

The top reason of contact was psychosocial, mental health



We didn't collect information by sex

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A global collective impact organisation of 181 members from 147 countries (as of May 2017).

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No child should be left unheard.**



Funded by
the European Union

Lithuania



Child helpline name:

Vaikų linija

Website address:

www.vaikulinija.lt

Child helpline number:

166 111

Year of establishment:

1997

Operating hours:

Mon - Sun from 11:00 until 21:00

We listened to 23,577 voices in 2016

We also supported children and youth by



e-mail

and picked up
131,704



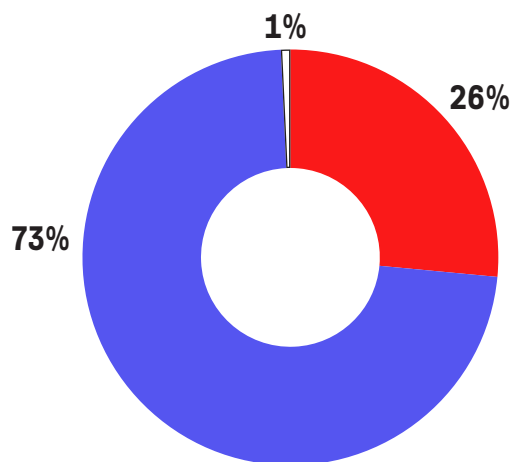
silent calls

we counted
184,019

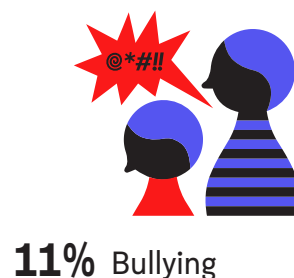
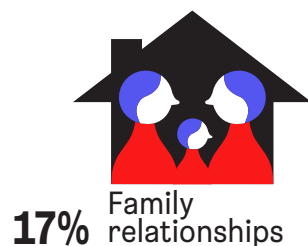
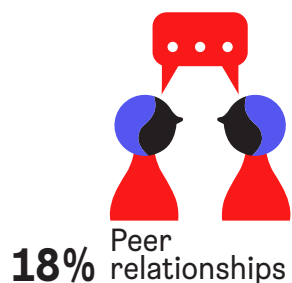


website visits

We received 5,714 contacts about psychosocial, mental health



Children and youth told us more about:



23,577

is the number of times children and youth contacted us



94%

happened over the telephone

The top reason of contact was psychosocial, mental health



38%

62%

1%

More girls than boys needed support

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A global collective impact organisation of 181 members from 147 countries (as of May 2017).

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No child should be left unheard.**



Funded by
the European Union

Luxembourg



Child helpline name:
Kanner-Jugendtelefon

Website address:
www.kjt.lu

Child helpline number:
166 111

Year of establishment:
1992

Operating hours:
Mon/Wed/Fri from 17:00 until 22:00
Tue/Thu/Sat from 14:00 until 22:00

We listened to 1,378 voices in 2016

We also supported children and youth by



e-mail

and picked up
191



silent calls

we counted
10,119



website visits

We received 382 contacts on psychosocial, mental health

Here's one of the stories behind the numbers:

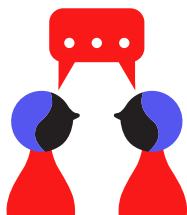
I e-mailed the child helpline because I was so sad I didn't want to live anymore. A woman wrote me back saying that she had read my message and could tell I was upset. She said she is there for me, which made me feel better, and I know I can always trust her.



Children and youth told us more about:



19% Family relationships



11% Peer relationships



8% Information Requested



7% Bullying

1,378

is the number of times children and youth contacted us



86%

happened over the telephone

The top reason of contact was psychosocial, mental health



38%

49%

13%

More girls than boys needed support

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No child should be left unheard.**

Malta



Kellimni.com

Child helpline name:

Kellimni.com

Website address:

www.kellimni.com

Child helpline number:

**Only chat, email and
smart messaging services**

Year of establishment:

2011

Operating hours:

Mon - Sun from 19:00 until 23:00



Funded by
the European Union

We listened to 6,052 voices in 2016

We also supported children and youth by

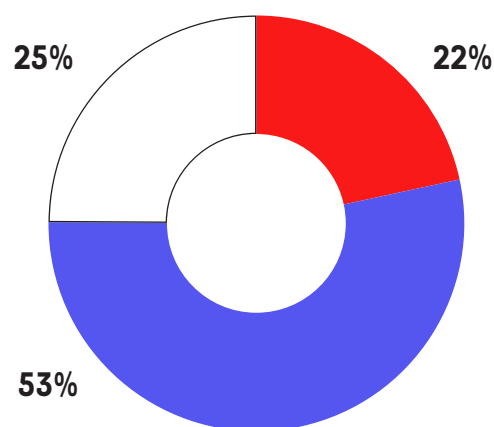


SMS

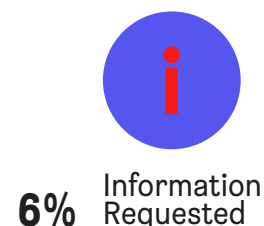
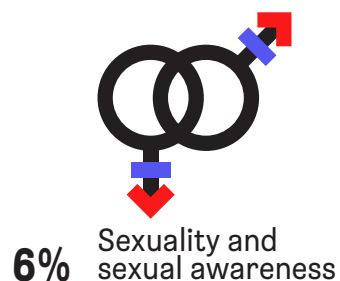
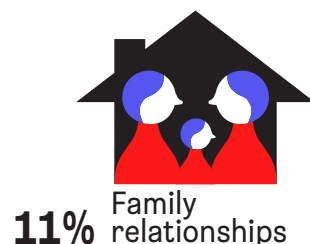


e-mail

We received 819 contacts about peer relationships



Children and youth told us more about:



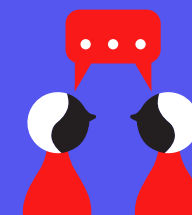
6,052

is the number of times children and youth contacted us



74%
happened over chat

The top reason of contact was peer relationships



21,071
website visits

We are the international network of child helplines.

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No child should be left unheard.**



Funded by
the European Union

Netherlands



Child helpline name:
De Kindertelefoon

Website address:
www.kindertelefoon.nl

Child helpline number:
116 111 and 0800 0432

Year of establishment:
1979

Operating hours:
**Mon - Fri from 11:00 until 20:00
Sat - Sun from 14:00 until 20:00**

We listened to 249,178 voices in 2016

We also supported children and youth by



chat

and picked up
347,358



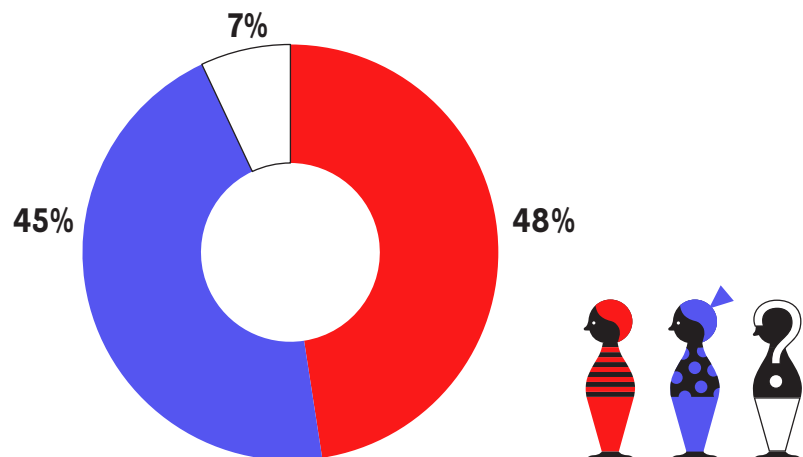
silent calls

we counted
1,187,518

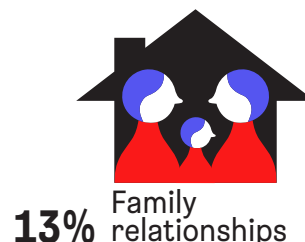
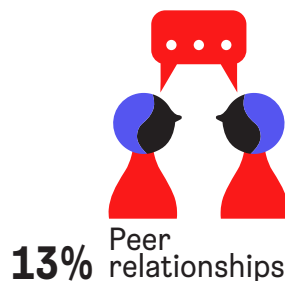
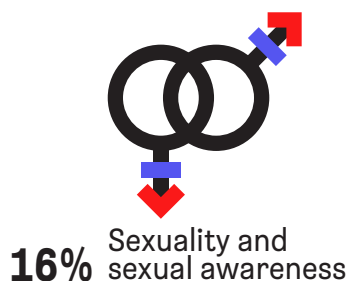


website visits

We received 22,055 contacts about bullying



Children and youth told us more about:



249,178

is the number of times children and youth contacted us



79%

happened over the telephone

The top reason of contact was bullying



46%

44%

10%

More boys than girls needed support

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No child should be left unheard.**



Funded by
the European Union

Poland



Child helpline name:

Telefon zaufania dla dzieci i młodzieży

Website address:

www.116111.pl

Child helpline number:

166 111

Year of establishment:

2008

Operating hours:

Mon - Sun from 12:00 until 22:00

We listened to 123,791 voices in 2016

We also supported children and youth by

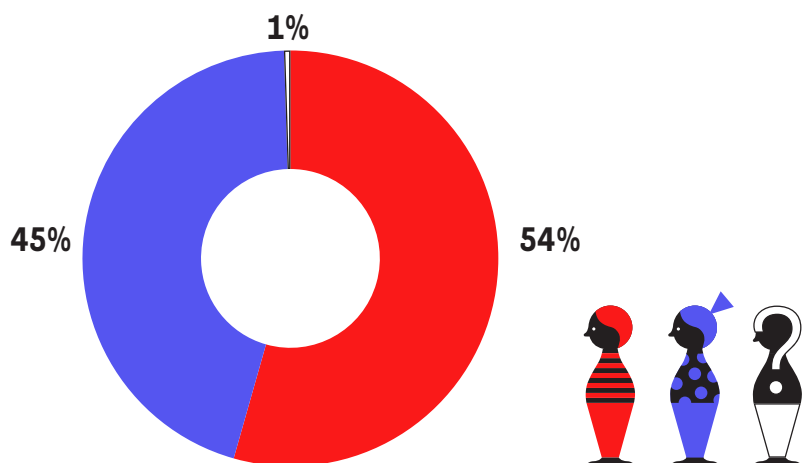


email

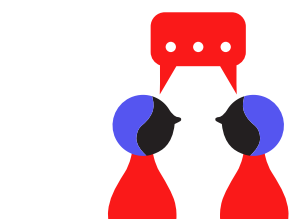


chat

We received 36,258 contacts on psychosocial, mental health



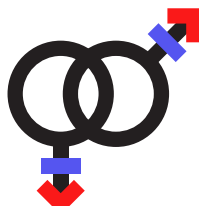
Children and youth told us more about:



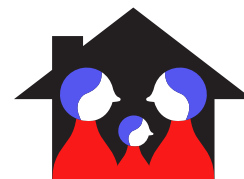
16% Peer relationships



13% Abuse and violence



10% Sexuality and sexual awareness



10% Family relationships

123,791

is the number of times children and youth contacted us



94%

happened over the telephone

The top reason of contact was psychosocial, mental health



49%



28%



23%

More boys than girls needed support

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And we listen to the listeners, our members, and help them to support one another.

**Every child has a voice.
No child should be left unheard.**

Portugal



Child helpline name:

SOS Criança

Website address:

www.iacrianca.pt

Child helpline number:

116 111

Year of establishment:

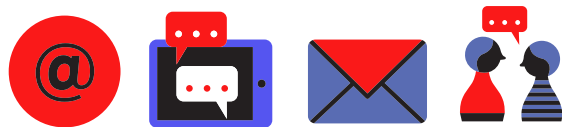
1988

Operating hours:

Mon - Fri from 09:00 until 19:00

We listened to 1,587 voices in 2016

We also supported children and youth by



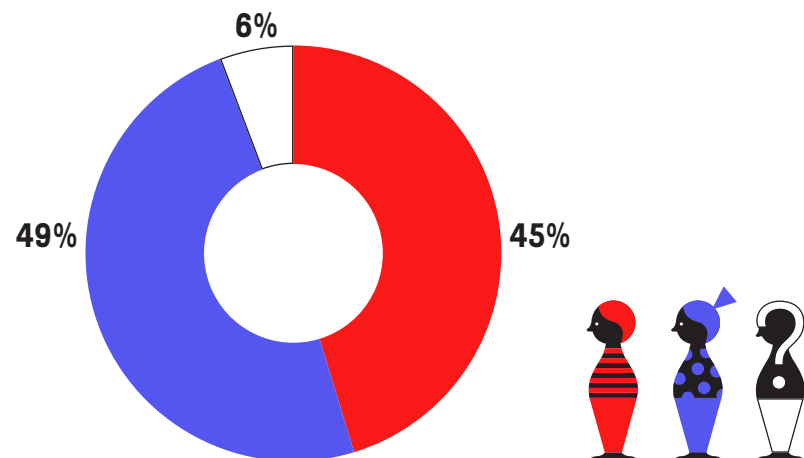
e-mail, chat, post and in person

we picked up
696

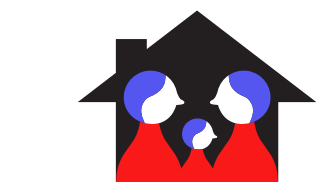


silent calls

We received 435 contacts about abuse and violence



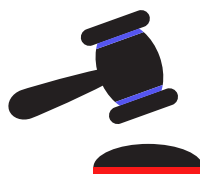
Children and youth told us more about:



14% Family relationships



9% Information Requested



8% Legal matters



8% Psychosocial, mental health

1,587

is the number of times children and youth contacted us



72%

happened over the telephone

The top reason of contact was abuse and violence



46%

44%

9%

More boys than girls needed support

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**Every child has a voice.
No child should be left unheard.**

Romania



Child helpline name:

Telefonul Copilului 116 111

Website address:

www.telefonulcopilului.ro

Child helpline number:

116 111

Year of establishment:

2001

Operating hours:

Mon - Sun from 08:00 until 24:00

We listened to 10,356 voices in 2016

We also supported children and youth by



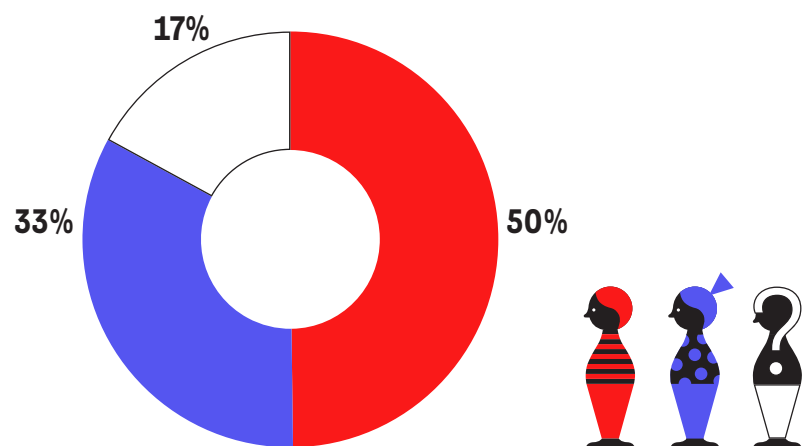
e-mail

and picked up
78,630

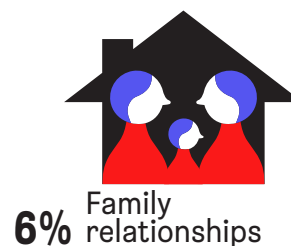
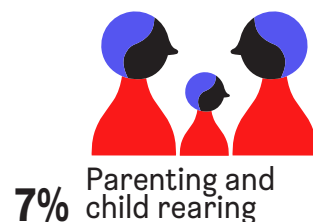
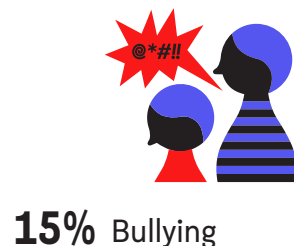


silent calls

We received 2,755 contacts about abuse and violence



Children and youth told us more about:



10,356

is the number of times children and youth contacted us



91%

happened over the telephone

The top reason of contact was abuse and violence



40%

34%

26%

More boys than girls needed support

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And we listen to the listeners, our members, and help them to support one another.

**Every child has a voice.
No child should be left unheard.**

Slovakia



Child helpline name:

Linka detskej istoty - LDI

Website address:

www.ldi.sk

Child helpline number:

116 111

Year of establishment:

1996

Operating hours:

24/7

We listened to 22,255 voices in 2016

We also supported children and youth by



chat



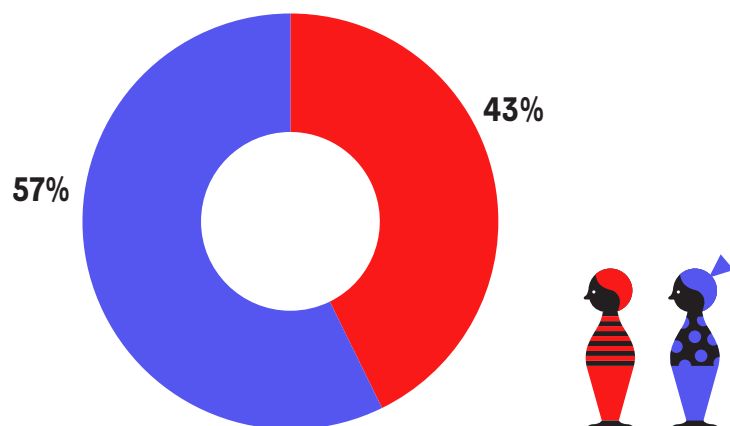
e-mail



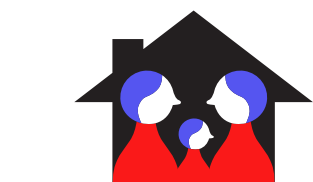
silent calls

and picked up
59,492

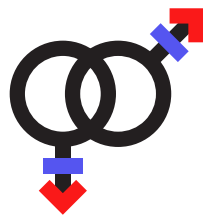
We received 5,019 contacts about peer relationships



Children and youth told us more about:



18% Family relationships



14% Sexuality and sexual awareness



10% School related and education



7% Psychosocial, mental health

22,255

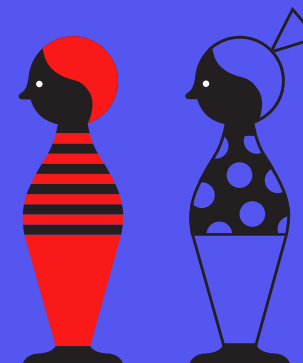
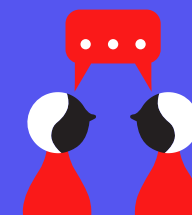
is the number of times children and youth contacted us



88%

happened over the telephone

The top reason of contact was peer relationships



50%

50%

As many boys as girls needed support

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Funded by
the European Union

Slovenia



Child helpline name:

Telefon za otroke in mladostnike - TOM

Website address:

www.e-tom.si

Child helpline number:

116 111

Year of establishment:

1990

Operating hours:

Mon - Sun from 12:00 until 20:00

We listened to 9,672 voices in 2016

We also supported children and youth by



chat



e-mail

and picked up
36,936



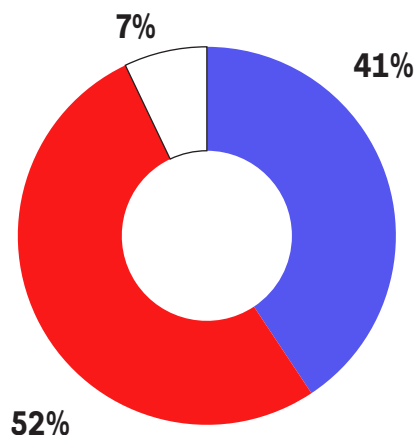
silent calls

we counted
92,083



website visits

We received 4,564 contacts about peer relationships



Problems with friends

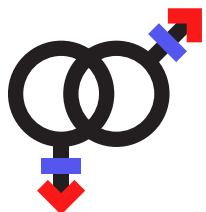


Partner relationships



Other forms

Children and youth told us more about:



15% Sexuality and sexual awareness



13% Psychosocial, mental health



11% Family relationships



9% School related and education

9,672

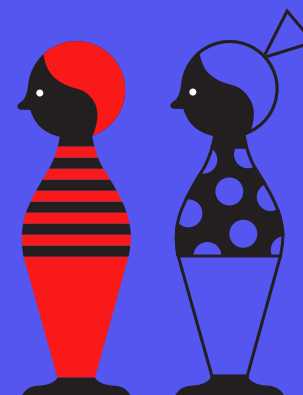
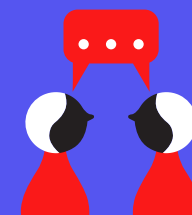
is the number of times children and youth contacted us



78%

happened over the telephone

The top reason of contact was peer relationships



We didn't collect information by sex

We are the international network of child helplines.

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And we listen to the listeners, our members, and help them to support one another.

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No child should be left unheard.**

Spain



Child helpline name:

Teléfono ANAR

Website address:

www.anar.org

Child helpline number:

**116 111 (some regions only) and
900 20 20 10**

Year of establishment:

1994

Operating hours:

24/7

We listened to 17,816 voices in 2016

We also supported children and youth by



e-mail



chat

and picked up
468,754



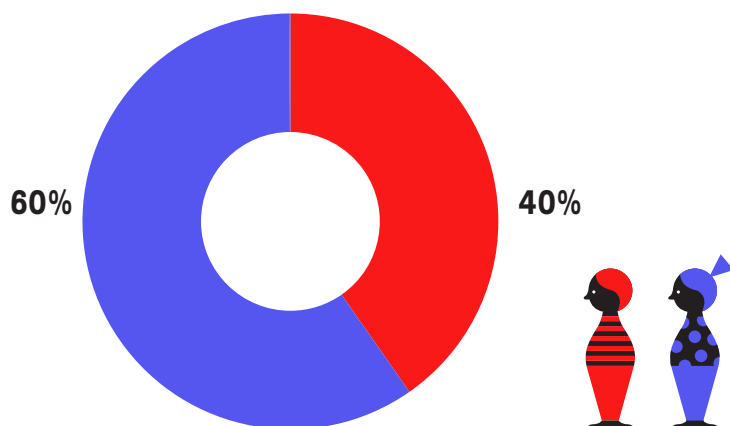
silent calls

we counted
175,195

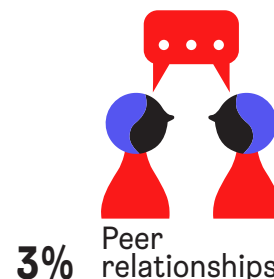
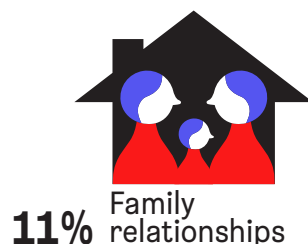
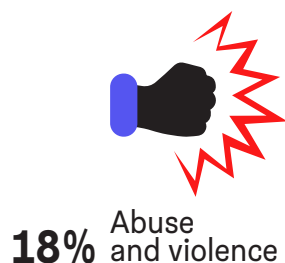


website visits

We received 38,266 contacts about psychosocial, mental health



Children and youth told us more about:



17,816

is the number of times children and youth contacted us



88%

happened over the telephone

The top reason of contact was psychosocial, mental health



39%

60%

1%

More girls than boys needed support

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And we listen to the listeners, our members, and help them to support one another.

**Every child has a voice.
No child should be left unheard.**



Funded by
the European Union

Sweden



Child helpline name:

Barnens rätt i samhället - BRIS

Website address:

www.bris.se

Child helpline number:

116 111

Year of establishment:

1971

Operating hours:

Mon - Fri from 09:00 until 21:00

Sat - Sun from 14:00 until 21:00

We listened to 26,996 voices in 2016

We also supported children and youth by



phone



e-mail

and picked up
7,633



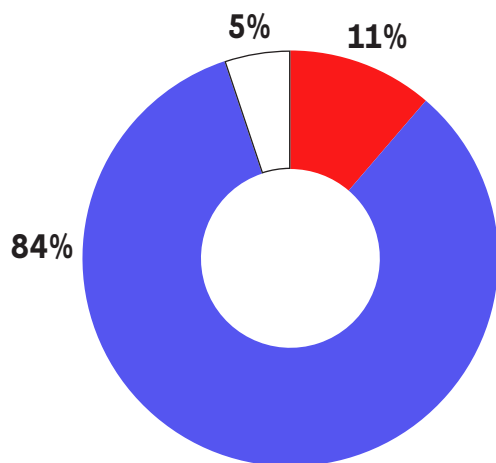
silent calls

we counted
633,565

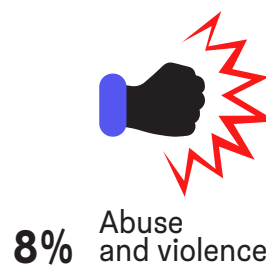
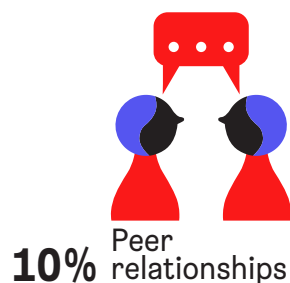
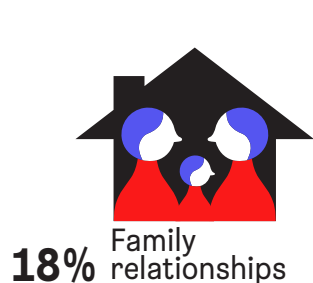


website visits

We received 20,568 contacts about psychosocial, mental health



Children and youth told us more about:



26,996

is the number of times children and youth contacted us



37%
happened over chat

The top reason of contact was psychosocial, mental health



16%

77%

7%

More girls than boys needed support

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No child should be left unheard.**

United Kingdom

childline

ONLINE, ON THE PHONE, ANYTIME

Child helpline name:

Childline

Website address:

www.childline.org.uk

Child helpline number:

116 111 and 0800 1111

Year of establishment:

1986

Operating hours:

24/7



Funded by
the European Union

We listened to 361,059 voices in 2016

We also supported children and youth by



phone



e-mail



message board

and picked up
235,654



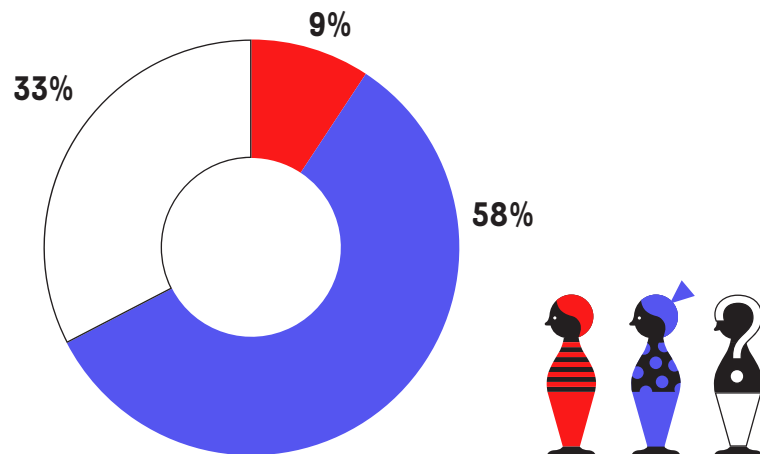
silent calls

we counted
3,262,245

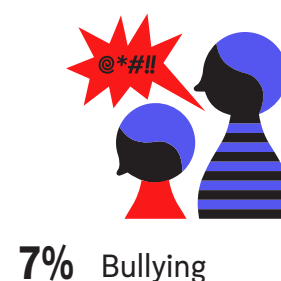
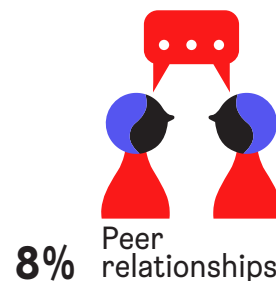
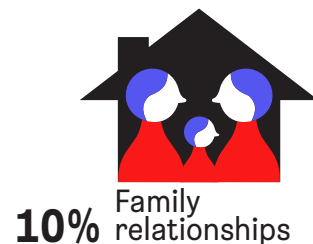


website visits

We received 183,888 contacts about psychosocial, mental health



Children and youth told us more about:



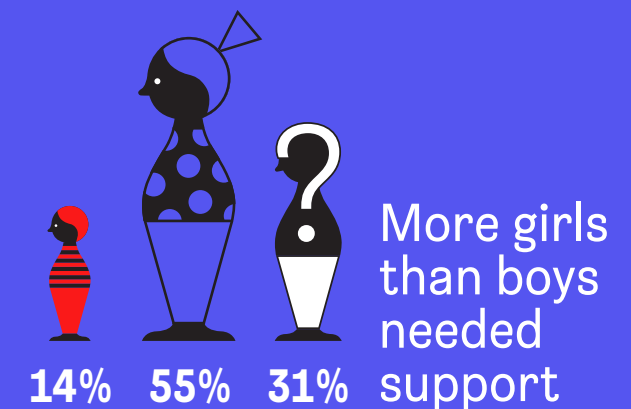
361,059

is the number of times children and youth contacted us



41%
happened over chat

The top reason of contact was psychosocial, mental health



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No child should be left unheard.**



Funded by
the European Union

United Kingdom

**missing
people**

Child helpline name:

Missing People

Website address:

www.missingpeople.org.uk

Child helpline number:

116 000

Year of establishment:

1993

Operating hours:

24/7

We listened to 1,587 voices in 2016

We also supported
children
and youth by



e-mail



telephone

and picked up
19,190

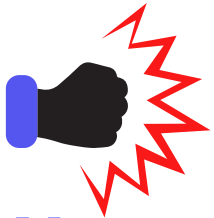


silent calls

we counted
23,117



website visits



We received 144 contacts on abuse and violence

Children and youth told us more about:



33% Family
relationships



23% Homelessness



10% Addiction

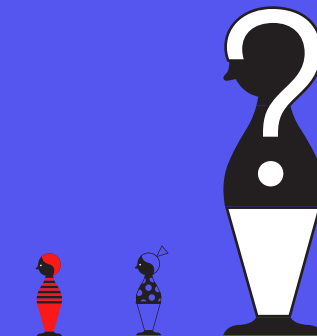
16,283

is the number of times
children and youth
contacted us



61%
happened by
SMS

The top reason
of contact
was abuse and
violence



5% **6%**

90%

We didn't
collect info
by sex
in 90%
of cases

OUR MEMBERS IN THE EUROPEAN REGION

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No child should be left unheard.**

Albania



Child helpline name:

ALO 116

Website address:

www.alo116.al

Child helpline number:

116 111

Year of establishment:

2009

Operating hours:

24/7



Funded by
the European Union

We listened to 6,694 voices in 2016

We also supported
children
and youth by



e-mail

and picked up
20,465



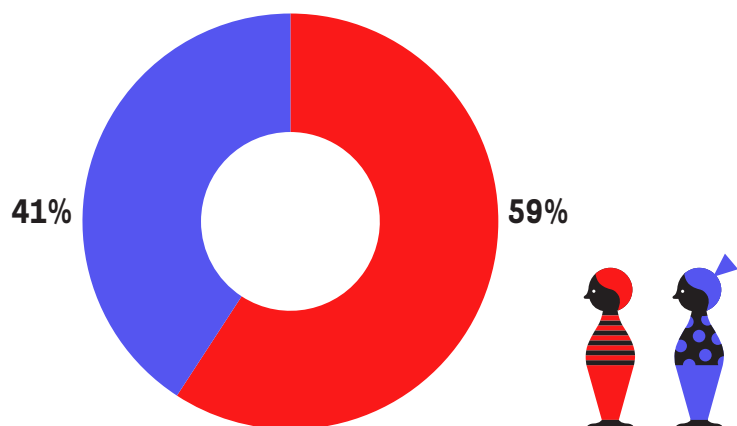
silent calls

we counted
9,600

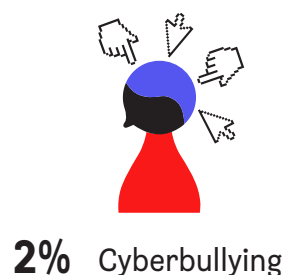
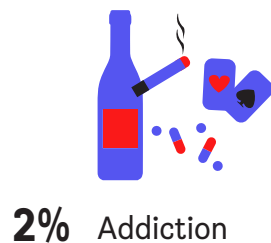
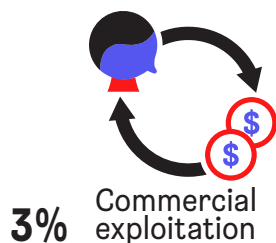
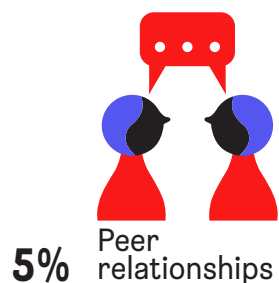


website visits

We received 3,570 requests for information



Children and youth told us more about:



6,694

is the number of times
children and youth
contacted us



99%

happened over
the telephone

The top reason
of contact was
information
requested



55%

45%

More boys
than girls
needed
support

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Funded by
the European Union

Azerbaijan



AZƏRBAYCAN UŞAQ QAYNAR XƏTT XİDMƏTİ
AZERBAIJAN CHILD HELPLINE SERVICE

Ümidli Gələcək Gənclər Təşkilatının bir sosial xidmət mərkəzidir...

Child helpline name:

Azerbaijan Child Helpline Service

Website address:

www.childhelpline.az

Child helpline number:

Different regional phone numbers

Year of establishment:

2010

Operating hours:

24/7

We listened to 3,620 voices in 2016

We also supported children and youth by

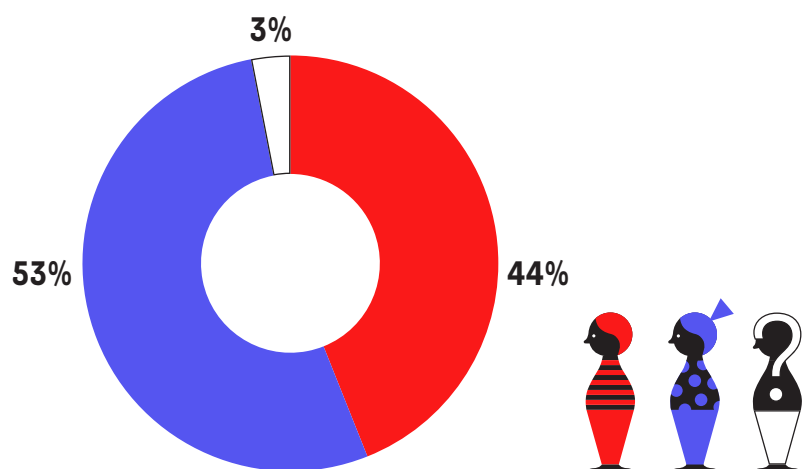


chat

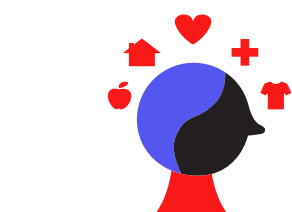


SMS

We received 1,904 contacts about psychosocial, mental health



Children and youth told us more about:



18% Basic needs



11% Bullying



4% Abuse and violence



3% School related and education

3,620

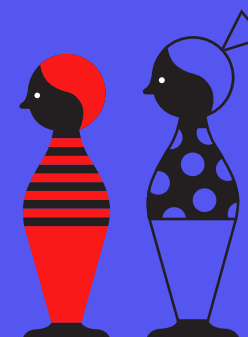
is the number of times children and youth contacted us



97%

happened over the telephone

The top reason of contact was psychosocial, mental health



48%

51%

1%

More girls than boys needed support

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No child should be left unheard.**

Belarus



ОБЩЕНАЦИОНАЛЬНАЯ
ДЕТСКАЯ ЛИНИЯ ПОМОЩИ

8-801-100-1611

Child helpline name:

Child Helpline Belarus

Website address:

www.1611.by

Child helpline number:

8 801 100 1611

Year of establishment:

2011

Operating hours:

24/7

We listened to 62 voices in 2016

We supported children and youth by



e-mail

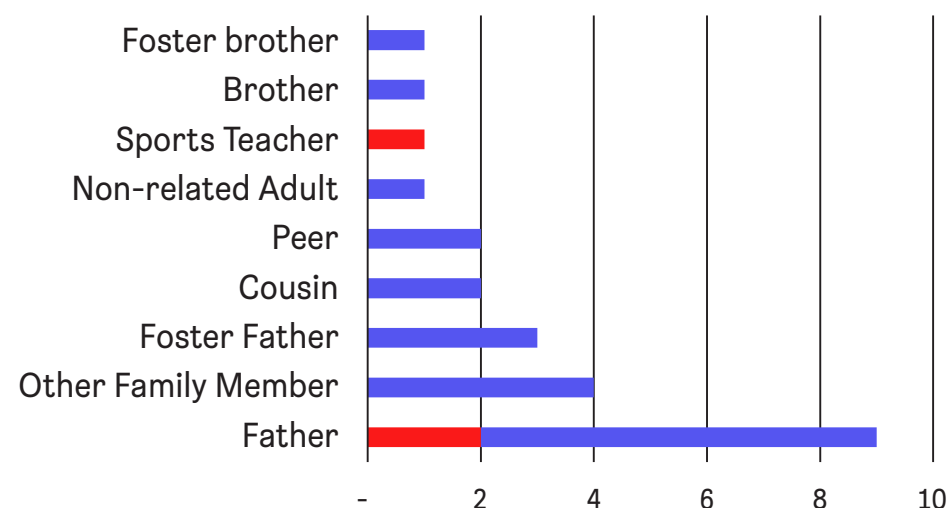
and counted
391



website visits

We received 24 contacts on sexual abuse

The perpetrators were always **male**:



62

is the number of times children and youth contacted us



More girls than boys needed support

The top reason of contact was abuse and violence



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Funded by
the European Union

Bosnia and Herzegovina



Child helpline name:

Plavi telefon

Website address:

www.plavitelefon.ba

Child helpline number:

0800 50305

Year of establishment:

2013

Operating hours:

Mon - Fri from 09:00 until 17:00

We listened to 520 voices in 2016

We also supported
children
and youth by



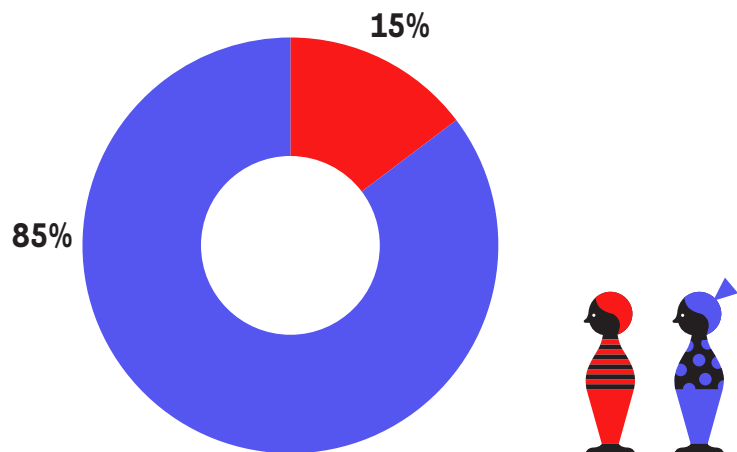
e-mail

and picked up
1,142

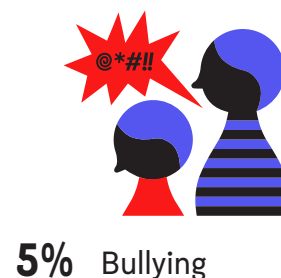
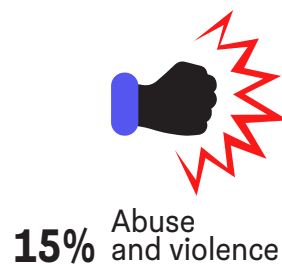
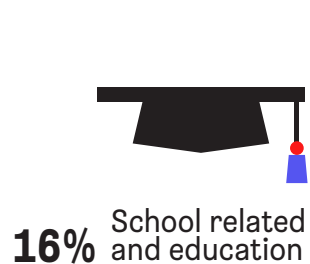
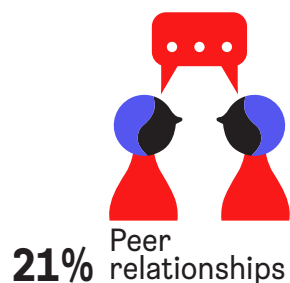


silent calls

We received 136 contacts about family relationships



Children and youth told us more about:



520

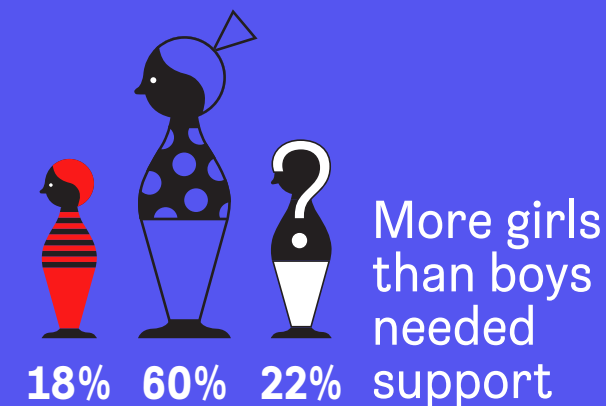
is the number of times
children and youth
contacted us



56%

happened over
the telephone

The top reason
of contact was
family
relationships



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Iceland



Child helpline name:

Hjálparsíminn 1717 - Icelandic Red Cross

Website address:

www.1717.is

Child helpline number:

1717

Year of establishment:

2004

Operating hours:

24/7

We listened to 1,199 voices in 2016

We also supported children and youth by



chat

and picked up
302



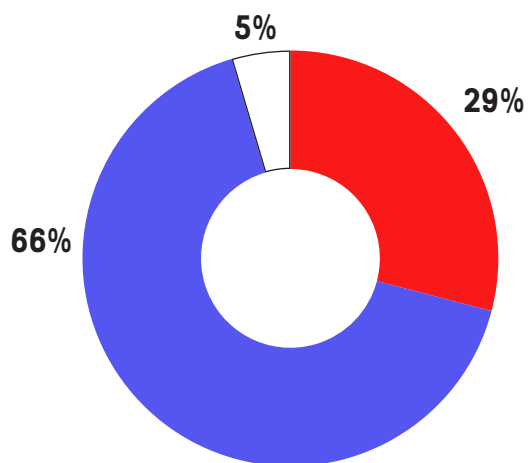
silent calls

we counted
13,355



website visits

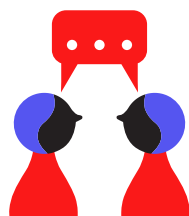
We received 1,269 contacts about psychosocial, mental health



Children and youth told us more about:



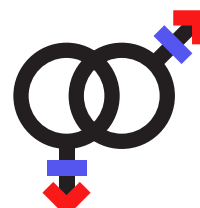
24% Addiction



9% Peer relationships



7% Abuse and violence



4% Sexuality and sexual awareness

1,199

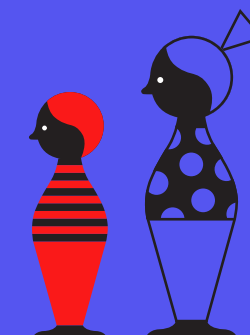
is the number of times children and youth contacted us



79%

happened over the telephone

The top reason of contact was psychosocial, mental health



34%

61%

6%

More girls than boys needed support

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No child should be left unheard.**

Israel



Child helpline name:

ERAN for children and adolescents

Website address:

www.eran.org.il

Child helpline number:

1201

Year of establishment:

1971

Operating hours:

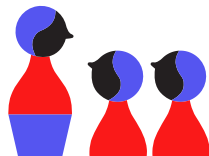
Mon - Sun from 14:00 until 02:00

We listened to 35,091 voices in 2016

We also supported children and youth by



46% chat



6% outreach



1% message
board



1% e-mail

and picked up
16,000



silent calls

we counted
760



website visits

Here's what a child told us:

I saw a programme about divorce on TV and I suddenly became anxious and depressed; so I called the child helpline. The counsellor listened and helped me realise that maybe I was upset because of my feelings about my parents' divorce a few years before. I felt better realising that parents will remain parents no matter what and that I could always talk to my school counsellor.



35,091

is the number of times
children and youth
contacted us



46%

happened over
the telephone

18-25 year-olds
sought our
advice the most



41%

54%

5%

More girls
than boys
needed
support

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Funded by
the European Union

Israel



Child helpline name:

NATAL - Israel trauma center for victims of terror and war

Website address:

www.natal.org.il

Child helpline number:

1 800 363 363

Year of establishment:

1998

Operating hours:

**Sun - Thu from 07:00 until 24:00
Fri from 08:00 until 14:00**

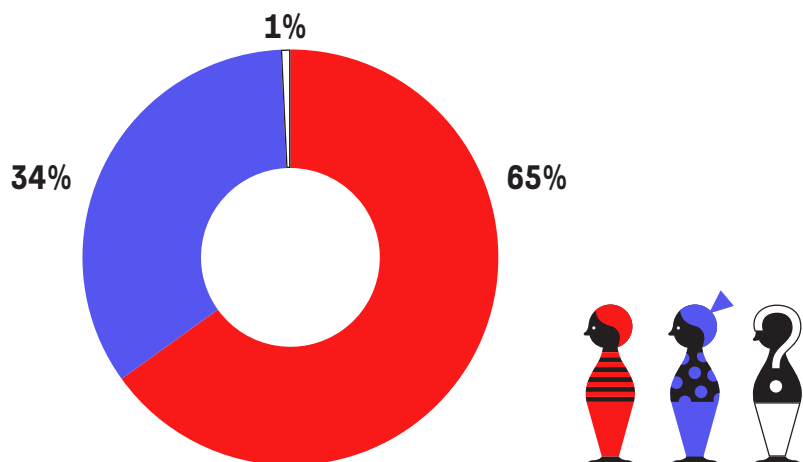
We listened to 332 voices in 2016

We also supported
children
and youth by

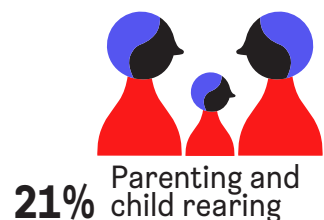


chat

We received 272 contacts about children in conflict zones



Children and youth told us more about:



332

is the number of times
children and youth
contacted us



97%

happened over
the telephone

The top reason
of contact
was children
in conflict zones



59%

40%

1%

More boys
than girls
needed
support

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No child should be left unheard.**



Funded by
the European Union

Macedonia



Child helpline name:

SOS line for children and youth

Website address:

www.childrensembassy.org.mk

Child helpline number:

0800 1 22 22

Year of establishment:

1993

Operating hours:

Mon - Fri from 08:00 until 17:00

We listened to 138 voices in 2016

We also supported children and youth by

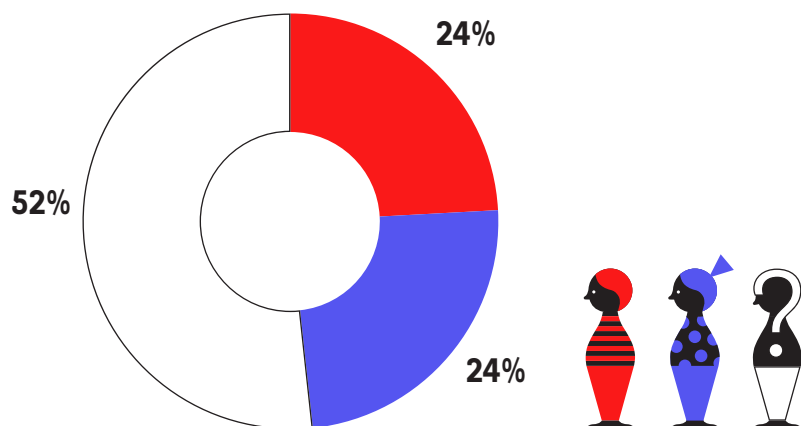


e-mail

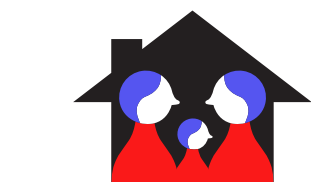


in person

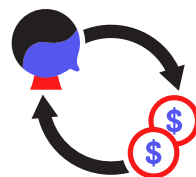
We received 58 contacts about abuse and violence



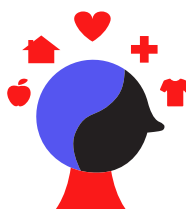
Children and youth told us more about:



30% Family relationships



11% Commercial exploitation



5% Basic needs



1% School related and education

138

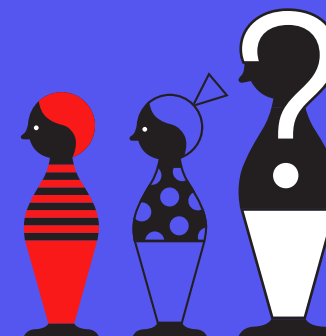
is the number of times children and youth contacted us



80%

happened over the telephone

The top reason of contact was abuse and violence



24% **23%** **53%**

We didn't collect info by sex in 53% of times

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Funded by
the European Union

Norway



Child helpline name:

Alarmtelefonen 116 111

Website address:

www.116111.no

Child helpline number:

116 111

Year of establishment:

2009

Operating hours:

Mon - Fri from 15:00 until 08:00

Sat - Sun 24 hours

We listened to 4,932 voices in 2016

We also supported children and youth by



telephone



e-mail

and picked up
6,121



silent calls

we counted
15,006



website visits

Here is a story behind the 365 contacts on family relationships

My mother was beating me, and I told the doctor this had been happening for several years. I am 17 years old, and if I had to go back home to my mother, I was going to kill myself. The doctor called the child helpline and they called the police. I stayed at a friend's house that night, and the next morning child and family services came to help me. I am glad the child helpline was there to help.



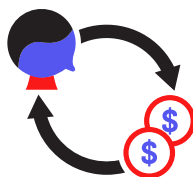
Children and youth told us more about:



35% Abuse and violence



19% Psychosocial, mental health



3% Commercial exploitation



1% Addiction

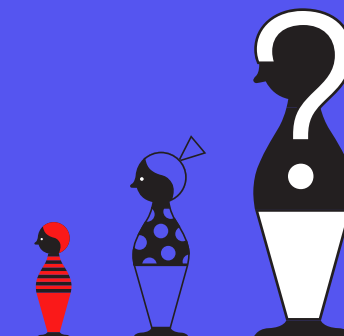
4,932

is the number of times children and youth contacted us



48%
happened by SMS

The top reason of contact was family relationships



8%

18%

74%

We didn't collect info by sex in 74% of cases

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No child should be left unheard.**

Norway



Child helpline name:

Kors på halsen

Website address:

www.korspahalsen.no

Child helpline number:

800 33 321

Year of establishment:

1984

Operating hours:

Mon - Fri from 14:00 until 22:00

We listened to 11,333 voices in 2016

We also supported children and youth by



telephone



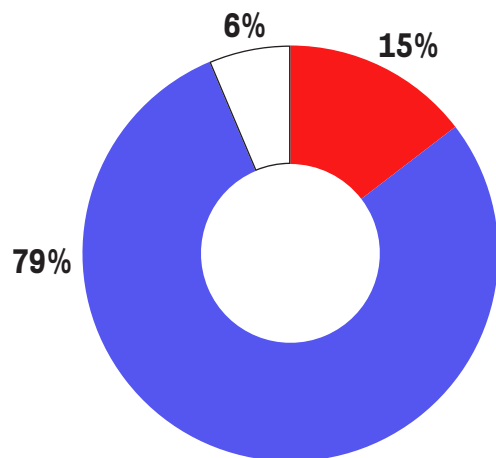
e-mail

and picked up
1,832



silent calls

We received 5,645 contacts about psychosocial, mental health



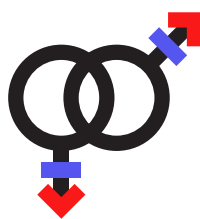
Children and youth told us more about:



14% Peer relationships



13% Family relationships



10% Sexuality and sexual awareness



6% School related and education

11,333

is the number of times children and youth contacted us



63%
happened over chat

The top reason of contact was psychosocial, mental health



18%

75%

8%

More girls than boys needed support

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Russia



Child helpline name:

**The National Foundation for
the Prevention of Cruelty to children
(NFPCC)**

Website address:

www.sirotstvo.ru

Child helpline number:

8 800 2000 122

Year of establishment:

2004

Operating hours:

24/7

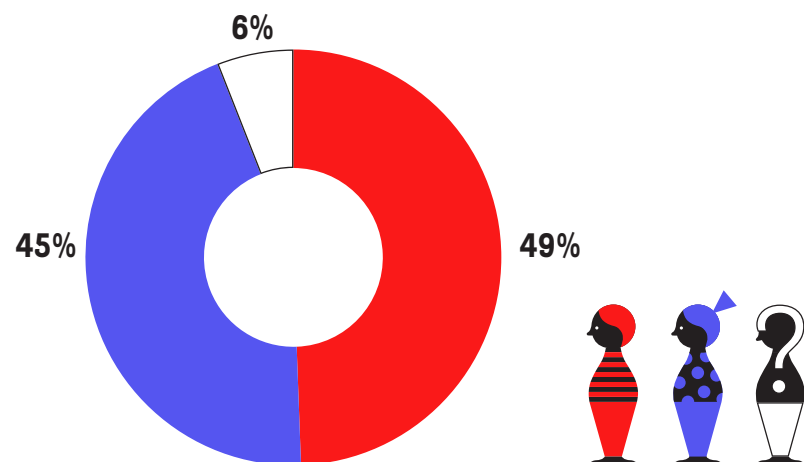
We listened to 188,285 voices in 2016

We picked up
53,359

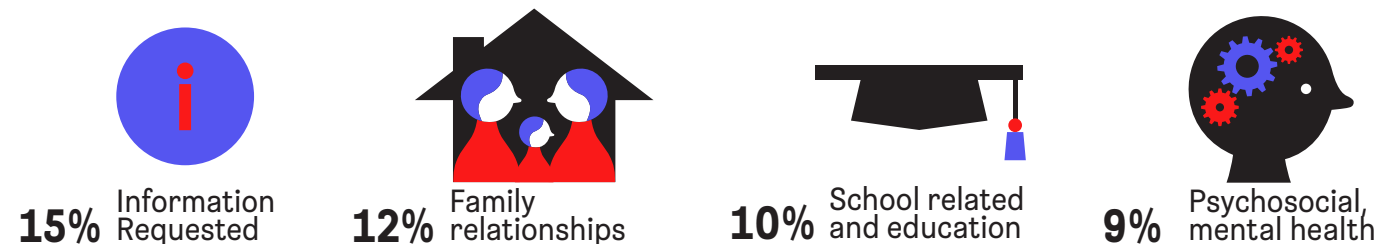


silent calls

We received 57,141 contacts about peer relationships



Children and youth told us more about:



188,285

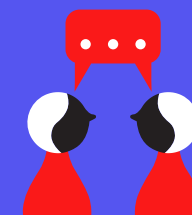
is the number of times
children and youth
contacted us



100%

happened over
the telephone

The top reason
of contact
was peer
relationships



48%

47%

5%

More boys
than girls
needed
support

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Serbia



Child helpline name:

National Child Helpline Serbia - NADEL

Website address:

www.nadel-decijalinija.org

Child helpline number:

116 111

Year of establishment:

2005

Operating hours:

24/7

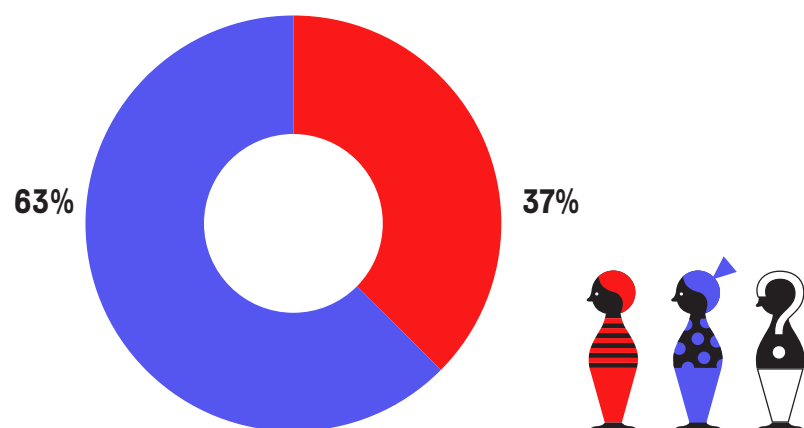
We listened to 3,107 voices in 2016

We picked up
132,418

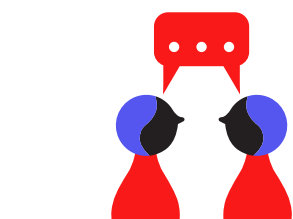


silent calls

We received 1,138 contacts about psychosocial, mental health



Children and youth told us more about:



18% Peer relationships



13% Information Requested



12% Family relationships



7% School related and education

3,107

is the number of times
children and youth
contacted us



100%
happened over
the telephone

The top reason
of contact was
psychosocial,
mental health



40%

60%

More girls
than boys
needed
support

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Switzerland



Child helpline name:

Pro Juventute Beratung + Hilfe 147

Website address:

www.147.ch

Child helpline number:

116 111 and 147

Year of establishment:

1999

Operating hours:

24/7

We listened to 19,143 voices in 2016

We also supported children and youth by



SMS



e-mail



chat

and picked up
27,633



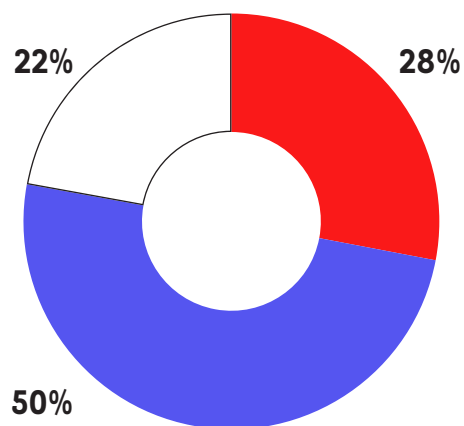
silent calls

we counted
418,821

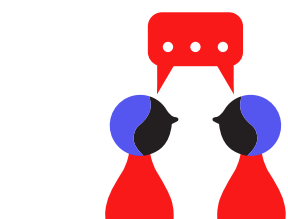


website visits

We received 5,704 contacts about psychosocial, mental health



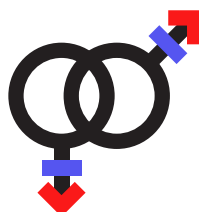
Children and youth told us more about:



17% Peer relationships



13% Family relationships



12% Sexuality and sexual awareness



6% School related and education

19,143

is the number of times children and youth contacted us



75%

happened over the telephone

The top reason of contact was psychosocial, mental health



40%

54%

6%

More girls than boys needed support

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Funded by
the European Union

Ukraine



Child helpline name:

**La Strada - national toll-free
child hotline**

Website address:

www.la-strada.org.ua

Child helpline number:

116 111 and 0 800 500 225

Year of establishment:

2013

Operating hours:

**Mon - Fri from 12:00 until 20:00
Sat from 12:00 until 16:00**

We listened to 47,858 voices in 2016

We also supported children and youth by



outreach



e-mail



post

and picked up
112



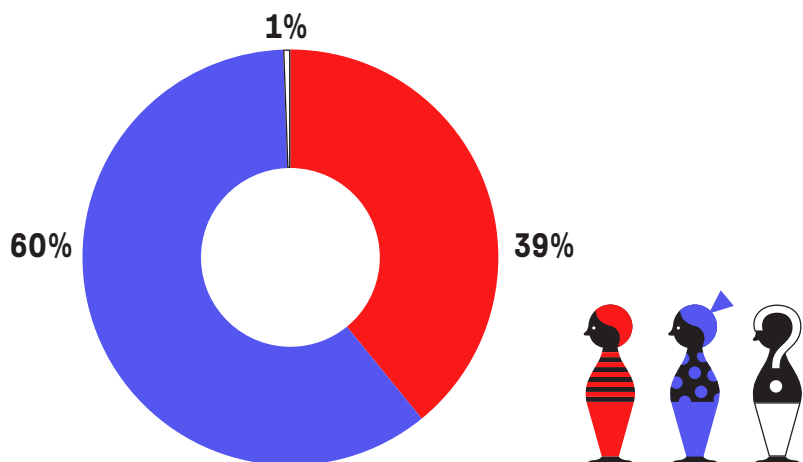
silent calls

we counted
32,871

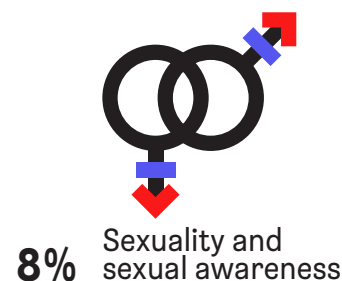
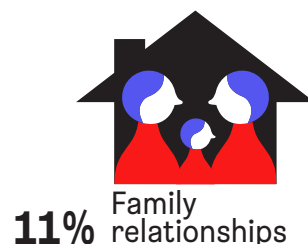
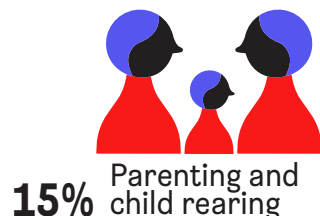


website visits

We received 6,393 requests for information



Children and youth told us more about:



47,858

is the number of times children and youth contacted us



95%

happened over the telephone

The top reason of contact was information requested



28%

35%

37%

We didn't collect info by sex in 37% of cases

DISCLAIMER

Child Helpline International's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child, including children's right to privacy and protection from harm. To preserve the trust and confidence children and young people place in child helplines every day, any personal detail cited in case summaries has been altered and the child helpline name replaced with a more generic 'child helpline'.


The regional overview in this publication, the foldable map and the country-specific data are based on the analysis of information received from 40 child helplines in the European region. These pieces of information are collected through Child Helpline International's annual data questionnaire and point to the number and reason of contacts that child helplines registered in 2016. The data presented and statements made do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organisations at the national level. The exact data can be requested from Child Helpline International.

Some specification on the data of this publication:

- Unless otherwise specified, the total number of answered/received/listened to contacts always include where the child helpline provided direct assistance or active listening, as well as silent, test, abusive and other non-counselling calls.
- Percentages have been rounded off to whole numbers and therefore do not always add up to hundred percent.
- Where the distribution of contacts per reason, sex of the child or communication method was not available, we substituted this information with data specific to the child helpline.
- Child helplines do not always report on the distribution of contacts per sex of the child. Among other reasons, this can be due to the fact that the child helpline does not collect this information or cannot share this confidential data. In both cases, we have highlighted where the information is missing.



Scan the QR code to hear some children's stories

CHILD HELPLINES
EMPATHETICALLY
LISTEN TO CHILDREN,
NO MATTER WHY
THE CALL,
NO MATTER WHERE
THEY ARE 

childhelplineinternational.org

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For more information about the child helplines in Europe, visit 116111.eu