

VOICES^{OF} CHILDREN AND YOUNG PEOPLE: HEARD AND UNHEARD

2015 Data from Child Helplines in Europe

Colophon

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Forewords



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CHILD HELPLINES REMAIN THE MOST TRUSTED REFERENCE POINT FOR CHILDREN AND YOUTH WHO ARE IN SEEK OF HELP AND SUPPORT ≡

I am pleased to introduce this year's edition of Child Helpline International's annual report on the number and nature of contacts received at its European child helpline members.

Child helplines in Europe reported nearly 13 million attempted contacts in 2015. This is a clear indication of the fact that child helplines remain the most trusted reference point for children and youth who seek help and support. They represent a safe-entry point for young people in child protection systems and as such, national governments should recognise the role of child helplines and facilitate collaboration with other relevant partners.

Child helplines provide first-hand evidence on the issues affecting children and young people in their daily lives. One-tenth of nearly 5 million cases that child helpline counsellors handled in 2015 related to psychosocial and mental issues. Peer and family relationship problems were also a recurrent reason for contact, followed by information requests on sexual and reproductive health rights. Abuse and violence, in all its forms, accounted for nearly 200,000 contacts from children and young people.

This data is an invaluable tool to highlight gaps in child protection systems and to advocate for children's rights. As National Rapporteur on Trafficking in Human Beings and Sexual Violence against Children in the Netherlands, I believe child helplines represent a unique pool of information for governments and other relevant national, regional and global stakeholders that are committed to eradicating all forms of violence against children.

Without long-term and sustainable funding, child helplines cannot fulfil their commitment to children and young people. Therefore, I urge all governments and other stakeholders to assist Child Helpline International and its network members in their mission.

Corinne Dettmeijer-Vermeulen

National Rapporteur on Trafficking in Human Beings and Sexual Violence against Children, The Netherlands



CHILDREN SEE AND UNDERSTAND MUCH MORE THAN WHAT WE THINK THEY DO≡

At the age of 13, I wrote an article about the discrimination against the Roma community in my hometown in Croatia. What made me want to speak up was seeing how much my Roma classmates suffered from discrimination. In the end, the article was never published because the journalists did not believe that a 13-year-old could write about such a harsh topic in a reliable manner. A tough lesson that drove me to seek change.

Before becoming a team member of the Croatian child helpline family, The Brave Phone, I had only a vague idea of the difficulties that some children in Croatia face from a very early stage of their lives. Later on, I got to not only hear about their problems but also to speak out on their behalf, with my own voice, by becoming a member of Child Helpline International's European Youth Advisory Council.

'Voices of Children and Young People: Heard and Unheard' plays an important role in this context. Child helpline data helps us identify issues, trends, improvements and possible solutions to the most prevalent child- and youth-related issues. However, it does more than just that – expressing the voices of children and youth allows them to be co-makers of their own better and brighter future, alongside policy-makers, child helplines, employees and governments.

So I ask all stakeholders to recognise us as crucial change-makers! Young people should be given the opportunity to be heard, loud and clear! The will and the network to facilitate these already exist. What is necessary next is a sustainable environment for all child helplines, so they can provide the possibility to every single child who wants to make a difference, of being heard and helped.

Lucija Fusic

European Youth Advisory Council member and team member of the Brave Phone, Croatia



THE REALITY OF YOUNG PEOPLE'S ISSUES GOES BEYOND WHAT WE SEE REPORTED IN THE MEDIA≡

When back in 2009 I first began my engagement with ALO 116, the child helpline in Albania, I had little to no idea what exactly a child helpline's purposes were. As the years went by, I became familiar with the child helpline's tasks, duties and ways to respond to the various contacts from children and young people. And here I am today – a member of Child Helpline International's European Youth Advisory Council and a representative of ALO 116.

This ongoing journey has given me an understanding of what issues children and young people face – especially in my community - and how institutions, NGOs and governments collaborate in order to ensure that every single young person grows accompanied by all the rights they own by birth.

As a young person and a youth activist, I can surely say that child helplines play a major role in child and youth development and welfare. So do the reports on the number and types of contacts received by these child helplines. Publications like 'Voices of Children and Young People: Heard and Unheard' do important comparative work, because they clearly indicate differences and similarities in child and youth wellbeing across the years. They also showcase the positive initiatives that child helplines have undertaken in crucial areas such as child online protection, and thus offer examples of good practice.

Finally, these reports also highlight the areas we still need to work on. They help us identify common issues and read about the work of other partners around Europe. Since there is still a lot to be done, we should keep working together, with passion and investment, so one day we can compare all the annual reports and proudly say our steps throughout the years have fully complied with our common goal: a better life for children and young people!

Sara Brari

European Youth Advisory Council member and team member ALO 116, Albania

Introduction

VOICES OF CHILDREN AND YOUNG PEOPLE: LET'S MAKE SURE NONE OF THEM IS LEFT UNHEARD

Nearly **5 million children and young people** in Europe reached out to a child helpline in 2015.

Some callers were in a mood for jokes and called the child helpline only to have fun; some were indecisive about whether or not to speak and hung up the phone; some did not find the courage to send their message and left the online chat; and some stayed connected with the unfamiliar person on the other end. They stayed connected because they felt safe and comfortable enough to open up, share a story and ask for advice. Some of them called again and again, just to talk – because no matter how or why children call a child helpline, **a child helpline counsellor will always listen.**

Five million is a huge number, but it is truly dismaying that more than **8 million calls** from children and young people to child helplines could not be answered last year, leaving the callers without access to help. Sadly, the child helplines were unable to respond to all these calls, either because they were not open 24/7 or because there were insufficient lines and operators available. Regardless of the reason, the point is that we will never know whether these children wanted to play a

prank or ask for help. The only thing we know is that **nobody was there to listen to them.**

Since its founding in 2003, Child Helpline International has been working with regional and national stakeholders and partners to support the creation and consolidation of **national free-of-cost child helplines**. We have advocated for the **waiving of telecommunications charges** and connected child helpline organisations worldwide to enhance their impact both at the global and local level.

All these positive achievements could not have been possible without the invaluable support of our members, a network of **183 organisations operating in 142 countries** around the world. In all these years together we have been able to advocate – through the use of first-hand evidence and the stories shared by children and young people – for the eradication of violence against children and the positioning of child helplines at the centre of child protection systems.

In light of this collective advocacy effort, Child Helpline International was identified by the European Commission, Directorate-General for Justice and Consumers, as a strategic partner in strengthening the role of child helplines in Europe and thus selected for a three-year Framework Partnership Agreement. Within this framework, we have developed a **study on the role of child helplines** in child protection systems in the EU;¹ created a website on the implementation of the **regionally-harmonised 116 111** phone number;² and published a report on the number and types of contacts received in 2014 by child helplines in the European Union (EU).³

'Voices of Children and Young People: Heard and Unheard' stems from the experience of last year's report and aims to give an up-to-date description of the abuses and other difficulties children and young people experience on a daily basis. In addition to the usual focus on the work of child helplines in EU Member States, the document presents facts and figures from Child Helpline International's European members that reside outside the EU. We believe this will give a clearer overview of children's rights violations at the macro-regional level and hopefully contribute to the discussion of common solutions and measures to drive policy change.

'Voices of Children and Young People: Heard and Unheard' aims to give an up-to-date description of the abuses and other difficulties children and young people experience on a daily basis.

This year's edition of 'Voices of Children and Young People: Heard and Unheard' features two subjects of contemporary concern: 1) child migration 2) and child online safety. The former is a new territory for us and for some child helpline members too. Despite the recent considerable **migration flows**, only a few members in Europe have had the opportunity to work with migrants and share their findings. Nevertheless, this topic has become so critically relevant in the last years that **we can no longer remain silent** and decided to outline the subject and practices so far, drawing from the experience of some child helplines working in the field.

The second subject, **child online safety**, is sadly a more familiar concept to Child Helpline International. Over the last two decades, modern technologies and the internet have contributed to an increase

in **child sexual exploitation**, allowing criminals to move illegal content between jurisdictions and anonymously. Cases of **online grooming** were reported with more frequency and **cyberbullying** is at risk of becoming an established norm. For this topic, we have asked Child Helpline International's **European Youth Advisory Council** (EYAC) to analyse the phenomenon from their perspective of young 'cybernauts' and to share with us recommendations on how we could reduce risks of online abuse and violence. We are very proud to feature their piece in this report.

Violence is still inflicted on children on a massive scale: in the presumed safety of their homes, by their loved ones, or at school in the forms of bullying or disciplinary measures. Most abuses happen outside, in the street, where nobody can protect the victims. 'Voices of Children and Young People: Heard and Unheard' showcases this brutal reality and encourages policy-makers to recognise child helplines as key actors in child protection systems. Without secure, long-term funding and the waiving of telecommunication costs, child helplines cannot be sustainable. Let's make sure they do not close down. **Let's make sure no child is left unheard.**

'Voices of Children and Young People: Heard and Unheard' encourages policy-makers to recognise child helplines as key actors in child protection systems.

¹ Child Helpline International (2016), The Importance of Child Helplines for Child Protection in Europe. Retrieved from: http://www.childhelplineinternational.org/media/167166/eu_study_online.pdf

² Cf. <http://www.116111.eu/>. At the moment, the number is currently operational in 26 countries from Child Helpline International's European network and run by national child helplines, which can be non-profit organisations, governmental institutions or social enterprises. In this publication, child helplines, which operate the 116 111 number are identified by a specific stamp.

³ Child Helpline International (2015), The Voices of Children and Young People in Europe. Retrieved from: http://www.childhelplineinternational.org/media/146639/eu_publication_online.pdf



≡ How can we ease the burden of refugee children?

Nearly 50 million children around the world today have migrated across borders or been displaced within or outside their countries. Of those 50 million, more than half - **nearly 28 million children** - have **fled violence and war**. The majority were forcibly taken out of their homes and moved somewhere else within their countries; 11 million of them set out on perilous journeys across sea, land, and air and are now knocking at our doors.⁴

According to the UN refugee agency (UNHCR), more than 1 million refugees in 2015 arrived via the Mediterranean into Europe; 79 percent of them coming from the **Syrian Arab Republic, Afghanistan and Iraq**.⁵ Of this number, over 250,000 were children. Some were accompanied; and some travelled alone, either because they had been separated from their families during their voyages, or because they had set out on their own from their home countries.

Europol estimated that in 2015 alone at least **10,000 unaccompanied children and young people** went missing after arriving in Europe.⁶ Many of these are feared to have fallen into the hands of organised trafficking gangs and therefore are likely to have been **smuggled, abused and exploited**. Girls, especially, are frequent victims of sexual violence.⁷ Whether or not they have been separated from their families, children on

the move are exceptionally vulnerable and they all face a very high risk of harm, violence and even death.⁸ Many experience severe conditions during dangerous journeys to their destination.⁹ Sadly, even after children have reached their destination, they continue to struggle for safety and protection, despite the generosity and help provided to them by many people and organisations.

Child Helpline International's data on children on the move is comparatively small. In 2015 child helplines in Europe registered 1,368 cases of children being affected by migration-related issues. Six in 10 of these contacts were from **Ukraine** whereas the other stories came from children living in **Russia, Azerbaijan, Italy, Greece, and the UK**.

Adjusting to a **new environment** and seeking **job opportunities** were the issues children and youth experienced the most (37%). Twenty-three percent of all cases related to situations of **internally displaced minors** whereas 10 percent regarded stories of **undocumented migrants**, some of which set out on their journey voluntarily (2%). **Discrimination** due to a child migratory background accounted for 9 percent of all contacts.

One of the reasons behind these low numbers – in comparison to the big statistics mentioned above – is to be found in the fact that not all

child helplines in Europe have the resources or expertise to reach out to and help refugee children and their families. There is, however, a number of areas that could enhance child helplines' response in the overall child migration crisis. Some of these include:

- Establishing specific **protocols of cooperation** with national and international actors (law enforcement agencies, border police, FRONTEX, child protection services, etc.);
- Enabling a system whereby callers to a European child helpline who do not speak the language of the host country may be counselled by child helpline **counsellors who speak the callers' language**;
- **Building the response capacity of counsellors**, supervisors, and other child helpline staff by developing their psychosocial skills in dealing with the specific issues faced by refugee children and young people;
- **Reaching out to refugee communities** in refugee centres by providing access to child helplines with free-of-cost landlines and phones, computers and internet.

Not all child helplines in Europe have the resources or expertise to reach out to and help refugee children and their families.

Child helplines can and do play an important role in alleviating the suffering of children and young people who are part of the refugee flows. Child helplines not only provide services via phone and other methods but also refer and signpost their users to other available services and collect data on the reasons why children and young

people contact them. As key, integral parts of child protection systems, child helplines can play a critical role in mitigating the distress of refugees by supporting children and their families with their existing counselling and referral services.

Among Child Helpline International's European members currently working with other NGOs and governments to help refugee children and their families, **'The Smile of the Child'** in Greece is an organisation that has been on the front line since the beginning of the refugee crisis. Here we would like to share their work.

Since its very origins in 1996 'The Smile of the Child' has always been committed to the care and the protection of children, irrespective of their gender, race or any other aspect of their background. More recently, however, **the refugee and migration crisis has taken another dimension**, as an ever growing number of people, the majority of whom are fleeing war, violence and persecution, have been risking their lives to cross the Aegean Sea in search of safety in Europe.

Currently Greece hosts more than **56.000 refugees and migrants**. As many as 40% of them are children, mostly in poor health due to the circumstances of their journey and the conditions under which they have to live. They are facing an uncertain future and even forms of detention.

Unaccompanied and separated children are among the most vulnerable and make up about 10 percent of all refugee and migrant children in Greece, or some 2,000, although we know that not all are registered. Between January and mid-March 2016, **1,156 unaccompanied and separated children** had been registered in Greece (an increase of over 300 percent in the rate of registration compared to the same period in 2015).

'The Smile of the Child' has actively responded to this challenge with the investment of its own capacities in terms of **human resources, equipment and finance**. The organisation has specifically put in place a nationwide network of formal and informal arrangements supported by a solid structure of Hotlines, Homes, Support Centers, Direct Social

Intervention Centers, mobile medical units, etc. In addition to the above, 'The Smile of the Child' has produced **informative leaflets** on five different languages to raise awareness on the child helplines' services among refugees. Finally, whenever possible, the organisation has also supported unaccompanied minors to reunite with their family members.

With the borders to the North of Greece closed, and thus with a prospect for migrant and refugee children to remain in Greece for a substantially longer period of time, the emphasis must be put more than ever on **quality, continuity, stability and holistic content of solutions** for shelter and care. This required approach coincides entirely with the concept of assistance that 'The Smile of the Child' has been developing over its 21 years of existence. Concomitantly, 'The Smile of the Child' also calls on leading actors in and outside Greece to facilitate the proper and full activation of these available capacities.

The demand to protect children on the move is a global one – governments and policy-makers around the world are being called on to protect and advocate for the young refugees and migrants who are **desperate for support and relief** now more than ever. With appropriate resources and expertise, child helplines can really make a difference in the way refugee children are assisted and supported. No matter whether they chose to migrate or were forced to, these young people are children, first and foremost.

⁴ UNICEF (September 2016), Uprooted. The growing crisis for refugee and migrant children. Last accessed on 19 October 2016 from http://www.unicef.org/publications/files/Uprooted_growing_crisis_for_refugee_and_migrant_children.pdf

⁵ UNHCR (31 December 2015), Mediterranean Sea Arrivals – Regional Overview. Last accessed on 19 October 2016 from: <http://data.unhcr.org/mediterranean/documents.php?page=1&view=grid&Search=%23sea+arrivals%23>.

⁶ Cf. <https://www.theguardian.com/world/2016/jan/30/fears-for-missing-child-refugees>. Last accessed on 19 October 2016.

⁷ UNHCR (2015), Protection Risks for Women and Girls in the European Refugee and Migrant Crisis. Last accessed on 13 June 2016 from: <http://www.unhcr.org/569f8f419.html>

⁸ Cf. <http://www.coe.int/en/web/commissioner/-/human-rights-of-refugee-and-migrant-women-and-girls-need-to-be-better-protected?desktop=true>

⁹ Statistics available on: http://www.iom.int/sites/default/files/press_release/file/IOM-UNICEF-Data-Brief-Refugee-and-Migrant-Crisis-in-Europe-30.11.15.pdf

In the Netherlands, De Kindertelefoon launched an online platform specifically for children in asylum-seeker centres. TELL ME! provides specific information on the child helpline as well as other topics of interest to a young person living in a foreign country. It also features a chat function to put children directly in connection with a counsellor at the child helpline.



≡ How can we stay safe online?

A MESSAGE FROM TWO NATIVES OF THE ONLINE WORLD

Have you ever noticed how difficult it is for us, as youth, to distinguish between online and offline worlds? We spend most of our free time looking at our phones, either surfing the internet or chatting with friends. Even when we sit to eat with our families, we often keep on liking, posting and sharing – much to the disagreement of our parents!

There are just so many **positive outcomes** of being inhabitants of an online world. Think about our social networks for instance, how many connections we have and how much our network can grow both on- and offline; or the fact that we can express our true selves without fear of being disliked or excluded. We can also raise issues and ask questions we do not dare ask in public, and ultimately find groups to belong to.

On the other hand, online social networks generate too much space for comparison, which can have **negative effects** on our

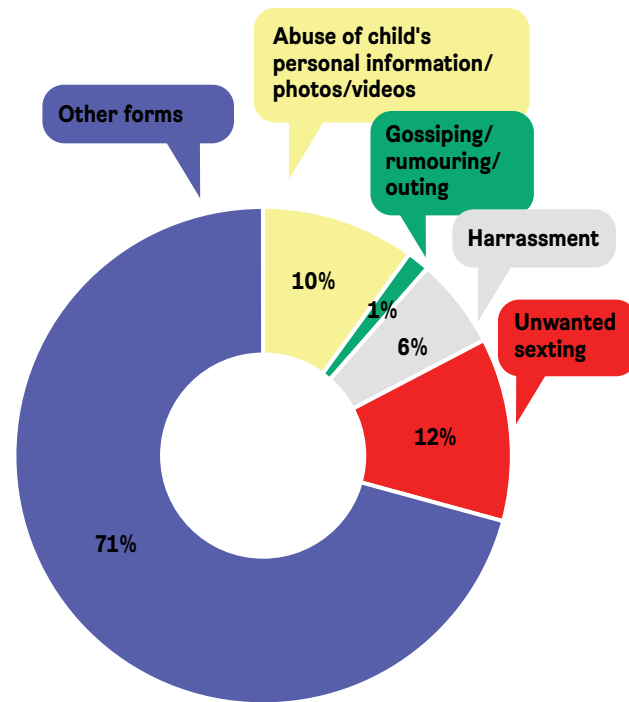
body images, perception of social status and value as an individual altogether. Think about that friend of yours who is always pretty in photos or the confidence that guy shows every time he speaks... they seem to always have everything perfect. Such things could make some of us feel ugly, lonely, inadequate, etc. This is because online social networks can also contribute to **emotional or behavioural isolation**; to different kinds of risk-taking behaviours; to **little or no protection of privacy**; to the **oversharing of personal information** and pictures; to **blackmailing** and many other things.

What to do, then? Cutting off the internet is certainly not an option! Unlike the generations born before the 1990s, online communication has become another **native language** for us. Online interactions have been an inevitable part of our everyday life, beginning almost right after learning to talk. The trouble is we don't have the proper knowledge or the right guidance when exploring the boundaries of the online world. Parents and educational systems are often not prepared to help us navigate. Since 2008, the birth year of smartphones, **the centre of online interactions has shifted from living rooms to our pockets**. The result is greater accessibility and unexplored online territory. Therefore it is easier to put ourselves at risk.

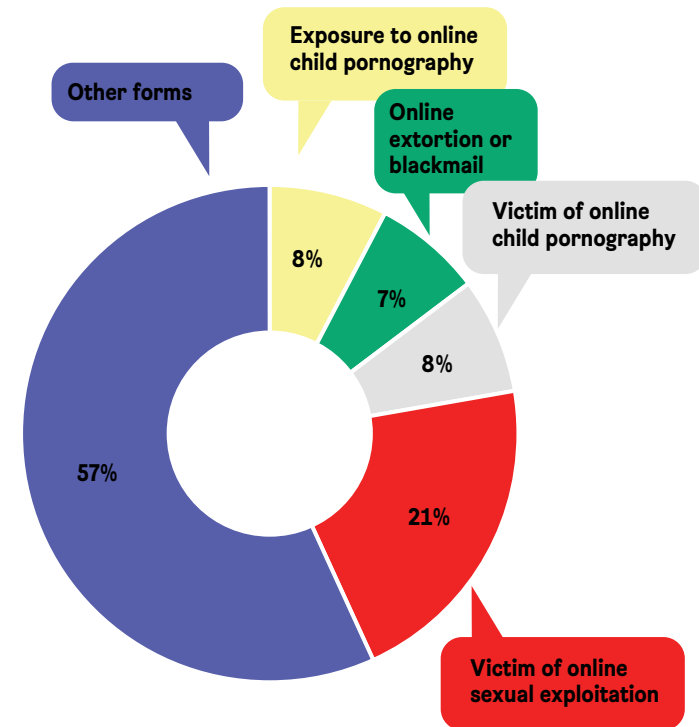
Have a look at the numbers. In 2015, child helplines in Europe registered over **16,000 contacts on cyberbullying**. This means that some of us received a lot of unwanted text messages – usually sex-related; many had their friends stealing pictures or other kinds of digital material from their online accounts. What is worse is that this material has been shared with other people unknown to the victim; others were harassed online by people they had never met in real life and so on.

In addition to the contacts on cyberbullying, over **11,000 cases concerned issues of sexual exploitation, extortion and pornography**. We are talking here of something even more ruthless, involving sexual violence and abuse on a young person – be it the person exposed to such material or the person featured in this material. We are talking of something illegal, which should be reported immediately and addressed promptly.

CYBERBULLYING



ABUSE VIA TECHNOLOGY



This increase of contacts on child sexual exploitation and abuse have prompted child helplines around the world to research more into the new field of Child Online Protection (COP). As volunteers at two child helplines in Europe, we can give a much deeper insight on the work our child helplines are currently doing for children and youth who face issues around online abuse. At the same time we would like to suggest a few initiatives that can improve the overall response to child online protection.

The **Croatian Brave Phone** does not have many specific cases in support of the fact that COP is a rising issue nowadays. In 2015, we registered only **30 cases of cyberbullying, two-thirds of which came from girls**. Partially we can find the reason for these low numbers in the lack of COP categories within the case management software. In some cases this could mean that “cyberbullying” is the umbrella term used for all issues around online abuse.

Another explanation may be that the issue is not recognised by parents and children or that children simply are not informed that a child helpline is the place where they can get help on this. In such cases it is of crucial importance to **educate our counsellors** on identifying child online issues and efficient ways of protections during such calls. This will help better represent child helplines as the place where children, parents and teachers can get adequate information and support on matters of COP.

Another example is provided by the Albanian child helpline, **ALO 116 111**. The issue of child online protection has been at the centre of ALO116 111 since 2012. There are currently two ways in which this child helpline deals with COP: 1) by responding to direct calls and referrals to the 116 111 harmonised number; 2) by referring cases online to www.isigurt.al - an online platform that connects directly with the respective authorities.

The most reported cases in the past four years have been: **identity theft, insecure surfing, cyberbullying, mobile bullying, addiction to social networks** and **Internet pornography**. From



One day, a boy called Brave Phone because someone had hacked his Facebook account. This person had started a fight with the boy's friends and posted some embarrassing photos. The boy went through a lot of trouble to prove he had not been the one to start the argument and post the photos. The counsellors encouraged him to tell his parents and call the police because no one has the right to do such things.

February to August 2016, ALO 116-111 received a total of 77 calls relating to online issues. The most typical concern among children has been cyberbullying – reported by 37 different individuals. In second place is exposure to inappropriate images, which was the issue in more than 11 reports. The third most frequent reason for contact is identity theft (8 cases). Last but no less important, Albanian children are reporting addiction to social networks, pornography and offensive text messages – issues in a total of 19 contacts.

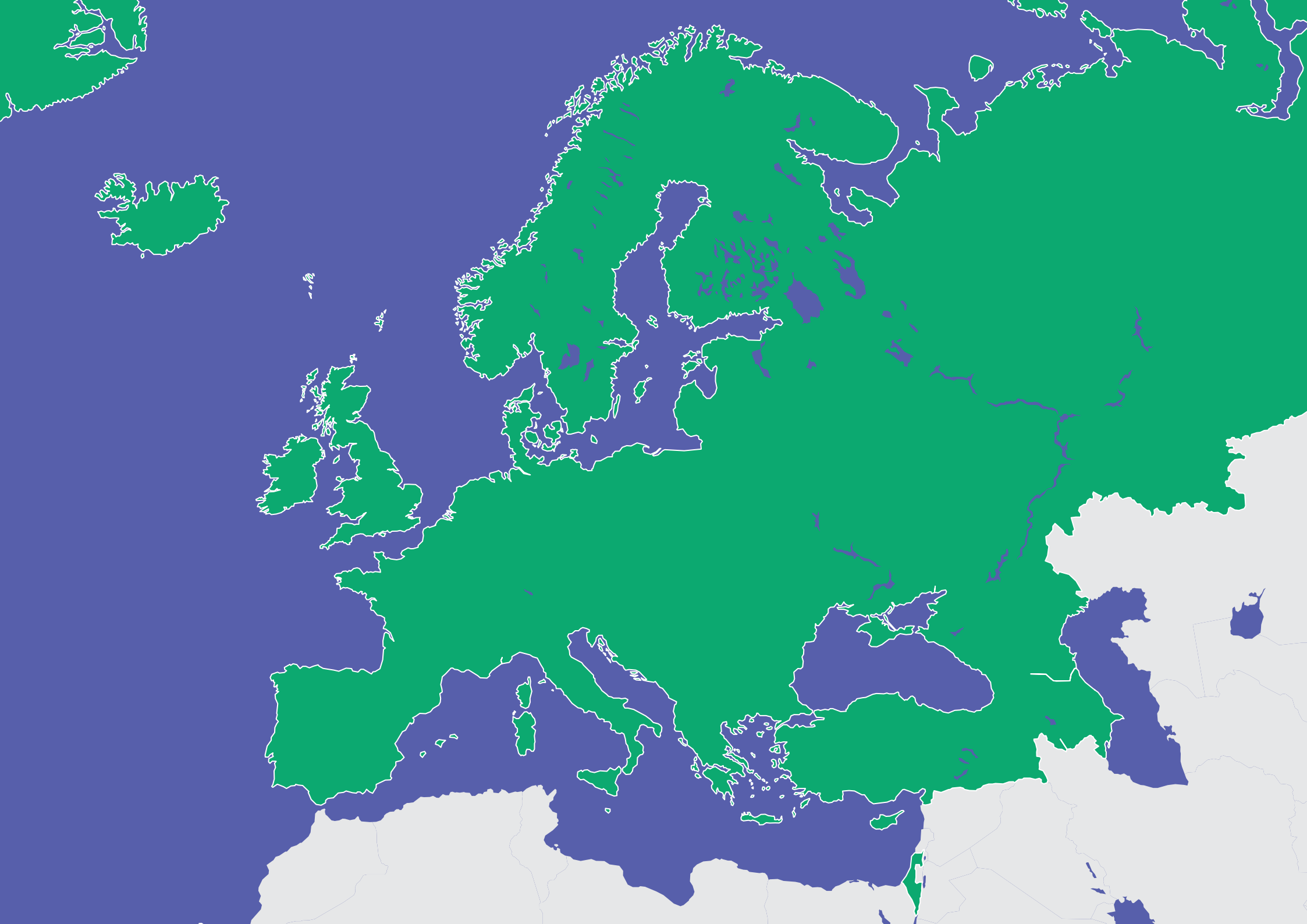
We feel that **child online protection is becoming an urgent issue** to deal with, given the speed with which new technologies develop and the internet is accessed. Even though our online behaviours partly contribute to issues around online abuse, we – as youth - can also suggest ways of improving online safety. We think that child helplines, telecoms, youth, and other relevant stakeholders could all join hands in:

- Creating interesting and **interactive applications** to help children and youth grow familiar with their rights;
- Giving a “**safe-app**” status for online-friendly applications to be approved by the youth and child helplines;
- Holding online **youth-led workshops**;
- Inviting **student-leaders** in schools to talk about the importance of online protection;
- Educate children on **appropriate online behaviour**.

With this message, we hope we have conveyed the idea that youth have a lot of knowledge and power to lead the debate around online safety.



Once, a girl called ALO 116 111 to share her story: “I sold my old mobile phone to a stranger and now he is sending me messages of sexual content. Also, he uses some of my and my friends’ private photos which were accidentally left in the mobile. I am very upset and worried, because I don’t know how to stop it and who else will see those pictures. Please, help me go through this”. The counsellor explained her rights and the procedure of reporting this person to the police. She was immediately much calmer and relaxed, knowing exactly what the concrete steps were to the solution of her issue.



Child Helpline International's members in the European Union (EU)

- **Austria** – 147 RAT AUF DRAHT
- **Belgium** – AWEL
- **Croatia** – HRABRI TELEFON
- **Czech Republic** – LINKA BEZPEČÍ
- **Denmark** – BØRNS VILKÅR
- **Finland** – LASTEN JA NUORTEN PUHELIN
- **France** – 119 ALLO ENFANCE EN DANGER
- **Germany** – KINDER UND JUGENDTELEFON
- **Greece** – SOS 1056
- **Hungary** – KÉK VONAL
- **Ireland** – ISPCC CHILDLINE
- **Italy** – TELEFONO AZZURRO
- **Latvia** – 116 111 UZTICĪBAS
TĀLRUNIS
- **Lithuania** – VAIKŲ LINIJA
- **Luxembourg** – KANNER-JUGENDTELEFON
- **Netherlands** – DE KINDERTELEFOON
- **Poland** – TELEFON ZAUFANIA DLA DZIECI I
MŁODZIEŻY
- **Portugal** – SOS CRIANÇA
- **Romania** – TELEFONUL COPILULUI
- **Slovakia** – LDI
- **Slovenia** – TOM
- **Spain** – TELÉFONO ANAR
- **Sweden** – BRIS
- **United Kingdom** – CHILDLINE 0800 1111
- **United Kingdom** – THE MIX
- **United Kingdom** – MISSING PEOPLE

4,055,992

CONTACTS FROM CHILDREN AND YOUNG PEOPLE



33%



46%



21%

13-15

10-12

16-17

year-olds

Parenting and child rearing

Children in conflict zones

Information
requested

Abuse and
violence

Cyberbullying

Sexuality and
sexual awareness

Addiction

HIV AIDS

Basic needs

Psychosocial mental health

Peer relationships

Harmful traditional practices

Bullying

Homelessness

School related
and education

Discrimination

Family relationships

Commercial exploitation

Child migration

Physical health and healthcare

Legal matters



89%



6%



3%



1%



1%

Austria

Child helpline name: 147 Rat auf Draht

Child helpline organisation: ORF - Österreichischer Rundfunk

Website address: www.rataufdraht.at

Child helpline number: 147

Operating hours: 24/7

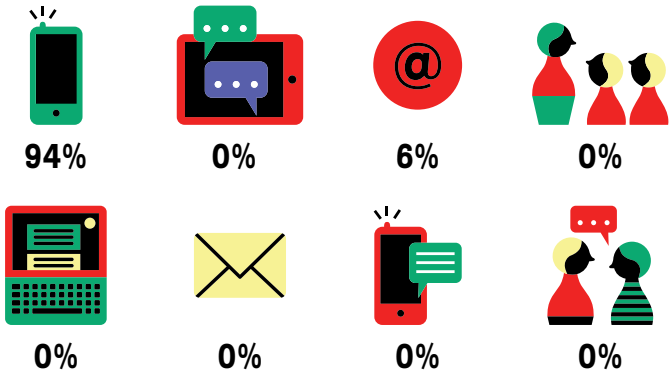
Year of establishment: 1987

279,190

Attempted contacts

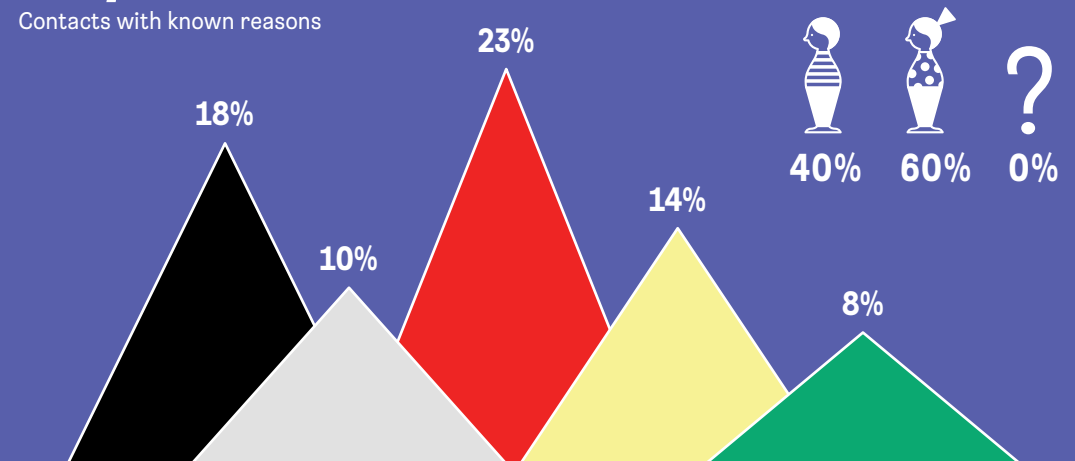
72,896

Answered contacts



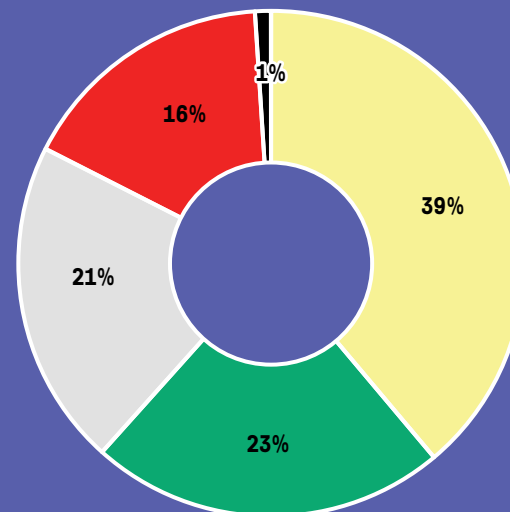
30,998

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Sexuality and sexual awareness
- Family relationships
- Peer relationships
- Psychosocial, mental health
- Information requested



7,046 contacts

- Other forms of peer relationships
- Partner relationships
- Problems with friends
- Peer pressure
- Peer exclusion

SPOTLIGHT ON PEER RELATIONSHIPS

Belgium

Child helpline name: Awel

Child helpline organisation: Awel vzw

Website address: www.awel.be

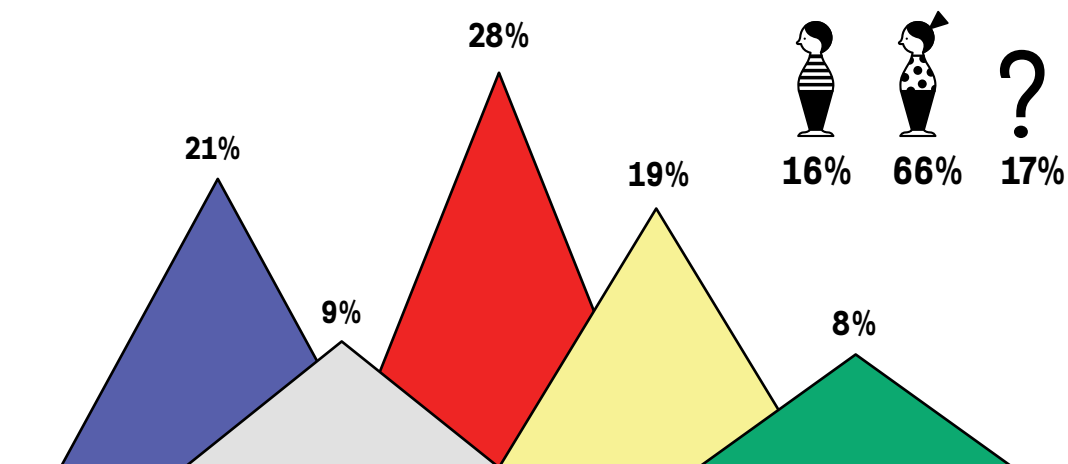
Child helpline number: 102

Operating hours: Every day from 16:00 until 22:00

Year of establishment: 1981

62,183

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

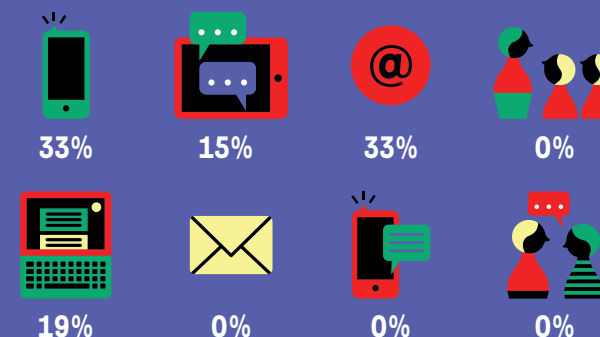
- Psychosocial, mental health
- School related and education
- Peer relationships
- Family relationships
- Sexuality and sexual awareness

206,331

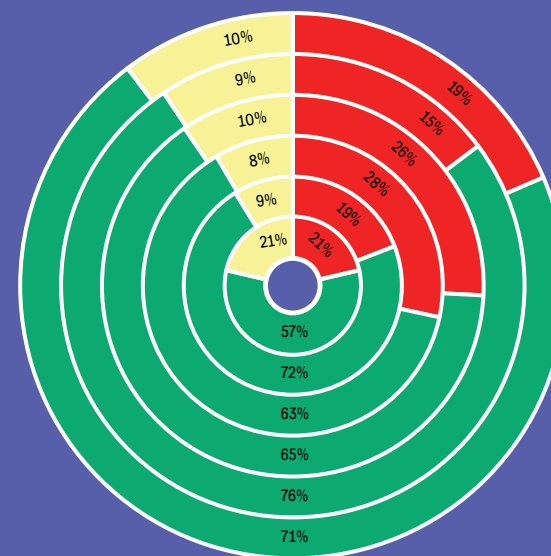
Attempted contacts

39,023

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	2,311
10-12	○	1,332
16-17	○	887
18-25	○	518
7-9	○	136
0-6	○	14
years old		contacts



Croatia

Child helpline name: Hrabri Telefon

Child helpline organisation: Hrabri Telefon

Website address: www.hrabritelefon.hr

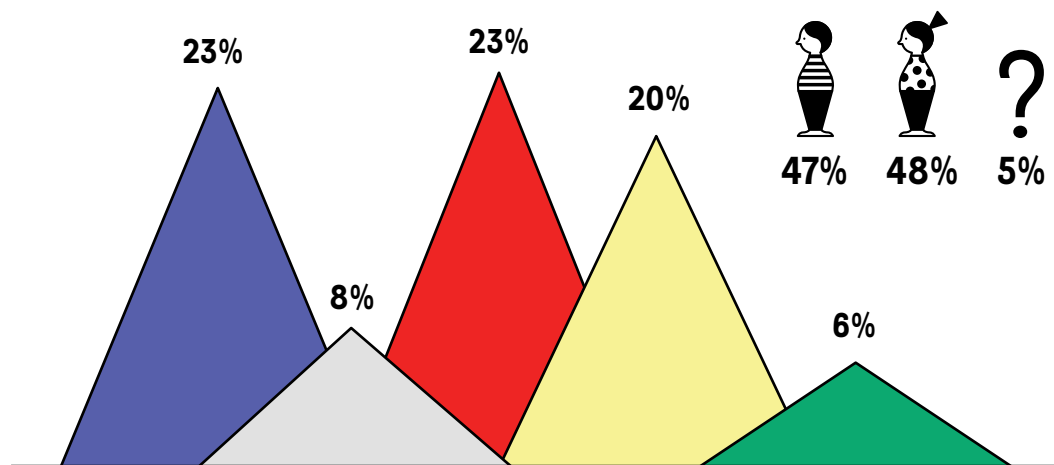
Child helpline number: 116 111

Operating hours: Mon - Fri from 09:00 until 20:00

Year of establishment: 1997

6,700

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

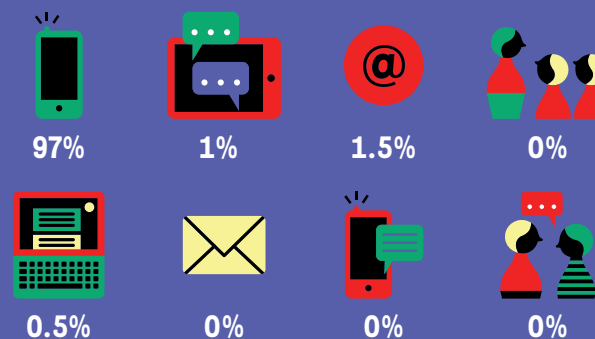
- Parenting and child rearing
- Psychosocial, mental health
- Family relationships
- Abuse and violence
- School related and education

37,807

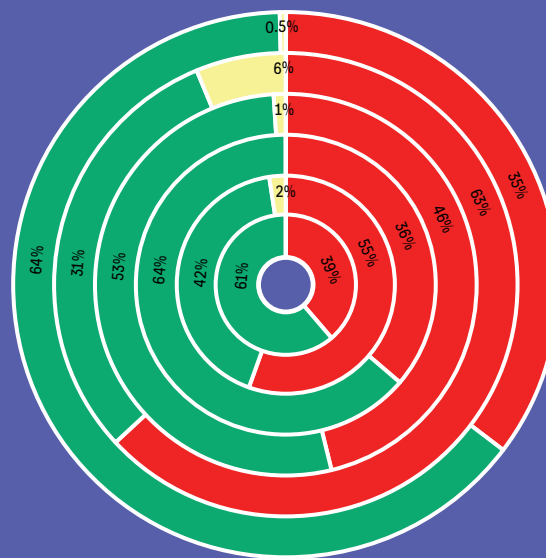
Attempted contacts

9,595

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	280	
0-6	○	271	
10-12	○	195	
16-17	○	182	
7-9	○	164	
18-25	○	93	
years old		contacts	

Czech Republic

Child helpline name: Linka Bezpečí

Child helpline organisation: Sdružení Linka Bezpečí

Website address: www.linkabezpeci.cz

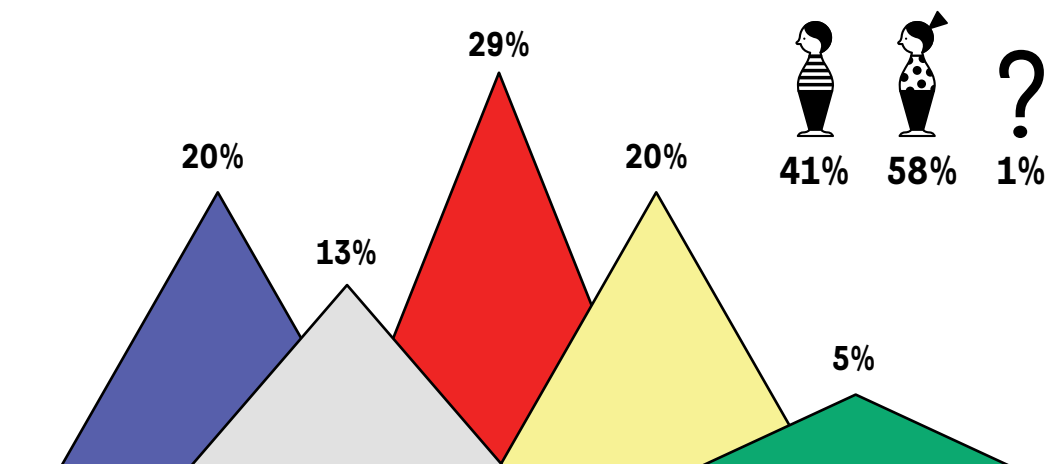
Child helpline number: 116 111

Operating hours: 24/7

Year of establishment: 1994

29,407

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

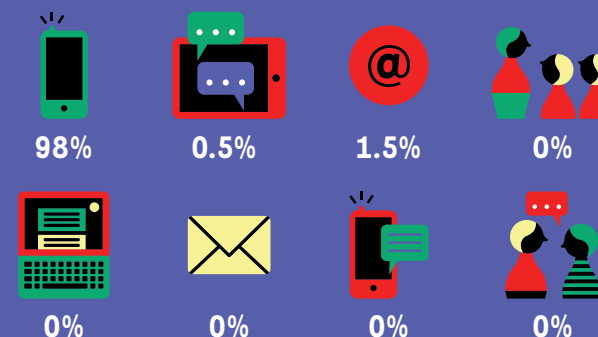
- Sexuality and sexual awareness
- Psychosocial, mental health
- Peer relationships
- Family relationships
- School related and education

674,352

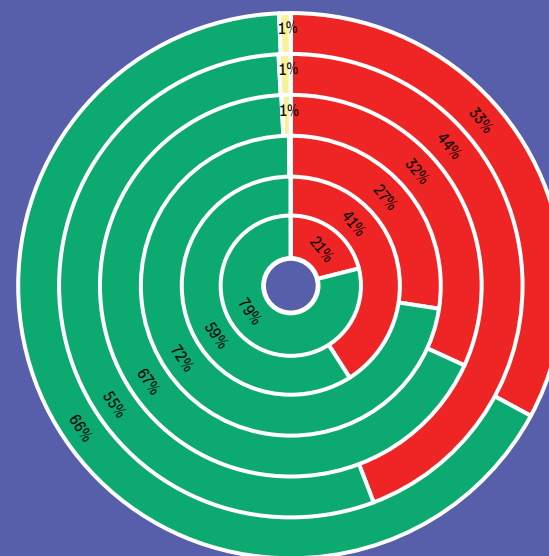

Attempted contacts

161,370

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX

13-15	○	2,602
16-17	○	2,005
18-25	○	1,504
10-12	○	991
7-9	○	215
0-6	○	38
years old		contacts



Denmark

Child helpline name: Børns Vilkår

Child helpline organisation: Børns Vilkår

Website address: www.bornsvilkar.dk

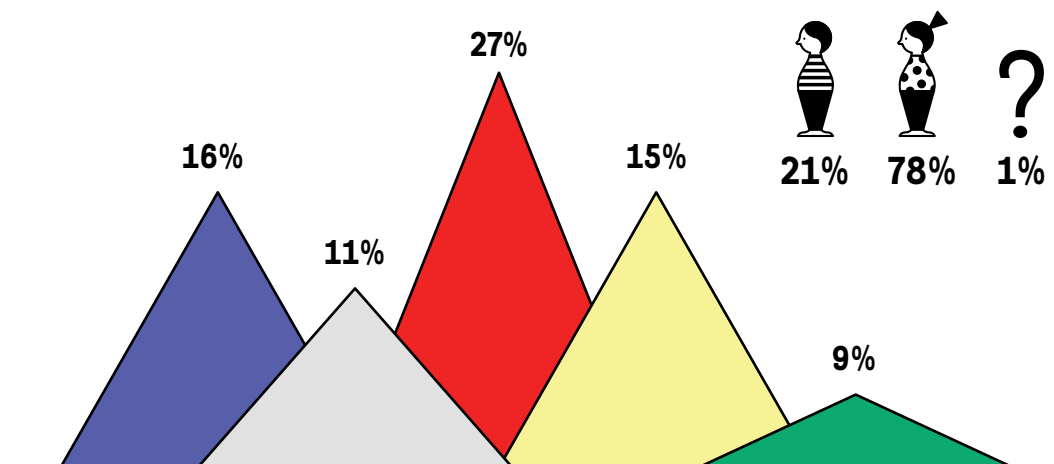
Child helpline number: 116 111

Operating hours: Mon - Sat from 11:00 until 23:00

Year of establishment: 1977

36,859

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

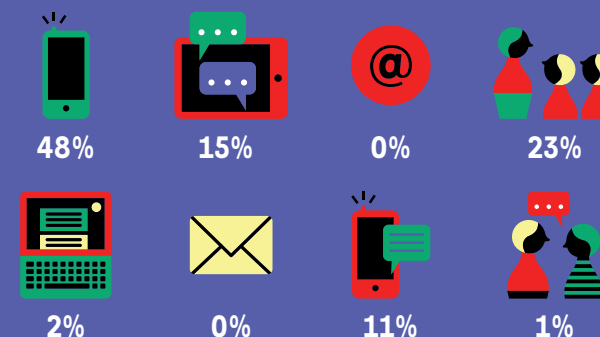
- Psychosocial, mental health
- Family relationships
- Peer relationships
- Sexuality and sexual awareness
- Abuse and violence

163,352

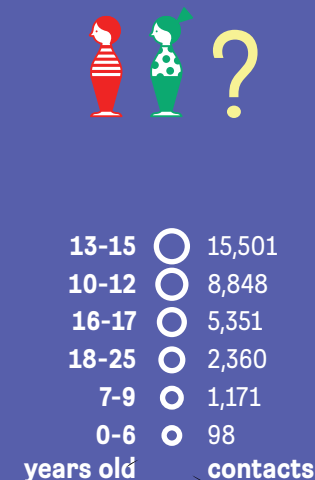
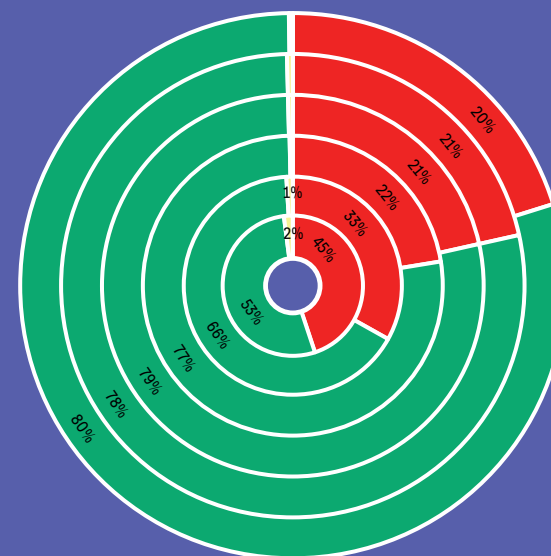
Attempted contacts

75,147

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX





Finland

Child helpline name: Lasten ja Nuorten Puhelin

Child helpline organisation: MLL - Mannerheimin Lastensuojeluliitto

Website address: www.mll.fi/nuortennetti/

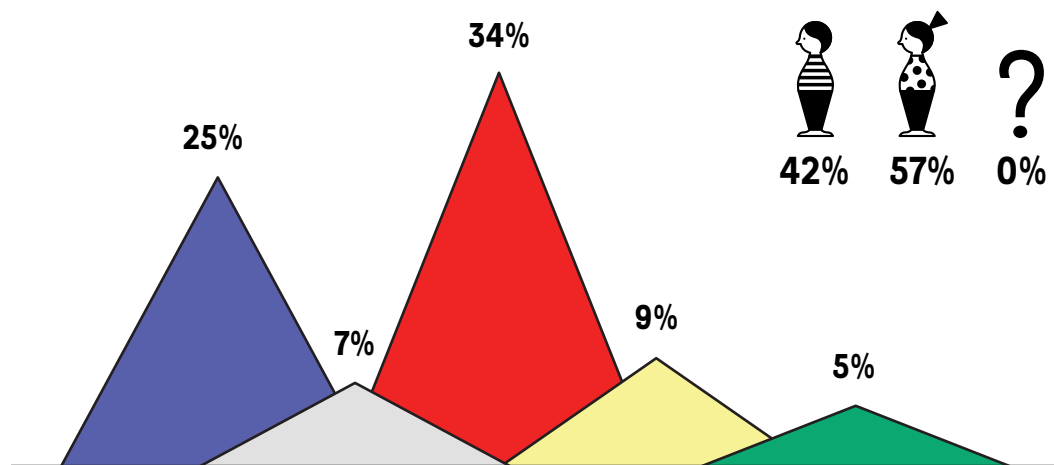
Child helpline number: 116 111

Operating hours: Variable hours

Year of establishment: 1980

14,332

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

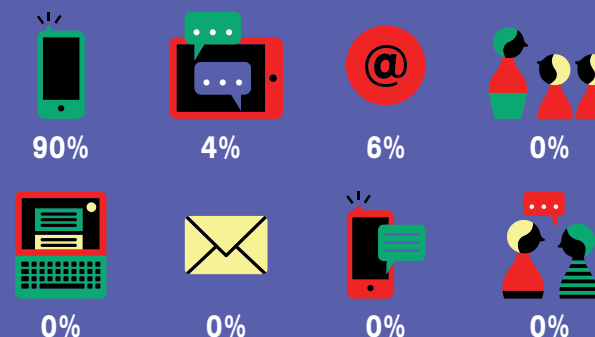
- Psychosocial, mental health
- Information requested
- Sexuality and sexual awareness
- Peer relationships
- Bullying

319,953

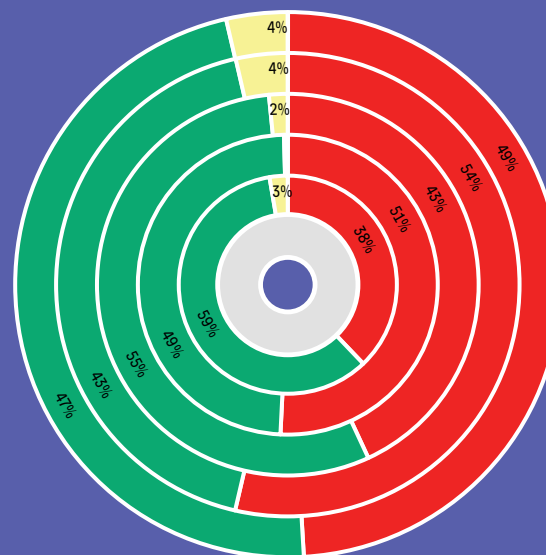
Attempted contacts

30,996

Answered contacts

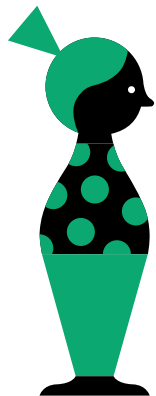


DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	7,937
10-12	○	5,887
16-17	○	3,534
18-25	○	1,227
7-9	○	1,171
0-6	○	0
years old		contacts

Child Helpline received several contacts from Helena, age 17. She was affected by cerebral paralysis, which had a big impact on her self-image. She described her parents as abusive, unsupportive and strict and was depressed about her future. She disclosed that she was self-harming and thinking about suicide. She described her problems and state of mind in these words: "Perhaps my words sound stupid but I really need help because I cannot take this anymore. I do not know how to get out of these problems, there are more and more of them every day. I feel like no one cares about me and everybody hates me." In all of the contacts, the counsellors gave Helena a lot of emotional support, encouragement and praise. They made it very clear that she is not to blame for the abuse that has happened to her. Together they made a plan - for the helpline to contact the Centre for Social Welfare on Helena's behalf and for her to talk with the school psychologist about her problems.



Twelve-year-old Arno called Child Helpline because he was being bullied at school. He explained his experiences in these words: "Nobody defends me in our class. There is nobody I can speak to about this because the kids at school have threatened me. It will just get worse." The counsellor actively listened to Arno and told him that the school has a duty to guarantee his safety, and together they elaborated a plan for the boy's active and passive protection.



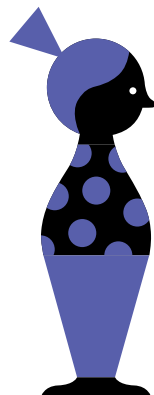
Matias, a boy of 18, contacted Child Helpline's chat. He talked about his experiences with online dating where, in every online encounter, he had been approached with personal questions about his sexuality and sex life. He was looking for a long-term boyfriend, someone to fall in love with, and felt unsure about where he could meet other young men who were seeking the same. The counsellor gave positive feedback to Matias and actively discussed topics that were mentioned in the contact (how he could come out of the closet, how he could talk about his sexual orientation with others, and how coming out would influence his life). He also referred Matias to Seta, a local organization that pursues equal rights for straight and LGBTQ people and facilitates lots of activities for all ages.



Because she was anxious and cutting herself, Emma, a 12-year-old girl, contacted her local child helpline. Her life at home was difficult and her parents thought her anxiety was nonsense. She had a sister who was five years older and also living at home, but they did not have a good relationship. Emma was advised to contact a special needs teacher/supervisor or a healthcare provider at school. The counsellor said that the girl left the conversation with a feeling of being believed in and helped.

Fifteen-year-old Alexander called Child Helpline because he was being blackmailed by a girl he had met on Facebook. She had begun to undress during a video chat and encouraged him to do the same. The boy obliged – only to then receive a threatening message requesting 600 Euros not to upload a recording of their video chat on YouTube. The counsellor at the child helpline explained that this was a case of widely spread fraud and advised Alexander to respond with a warning that he would inform the police. The counsellor also told him how to set a Google Alert, just in case the pictures turned up elsewhere, and that YouTube is very co-operative when it comes to deleting videos with sexual content.

A young girl contacted her local child helpline by e-mail saying she felt horrible and cried a lot alone in her room. She named multiple reasons for this: little contact with her father, whom she didn't feel attached to anymore; difficult contact with her mum, who she suspected didn't want her around anymore; being belittled by her stepfather; having few true friends and experiencing non-acceptance and bullying at school; and having bad grades. She was asking only for someone to listen to her. The counsellor welcomed the girl to the helpline and told her she was happy to listen to her story. She summarized each of the difficulties the girl mentioned and advised the girl to talk to her mam, her best friend, and a school counsellor. She also reinforced the thought that the girl can make her own choices in life and should not be bullied or excluded for this.





France

Child helpline name: 119 Allô Enfance en Danger

Child helpline organisation: SNATED

Website address: www.allo119.gouv.fr

Child helpline number: 119

Operating hours: 24/7

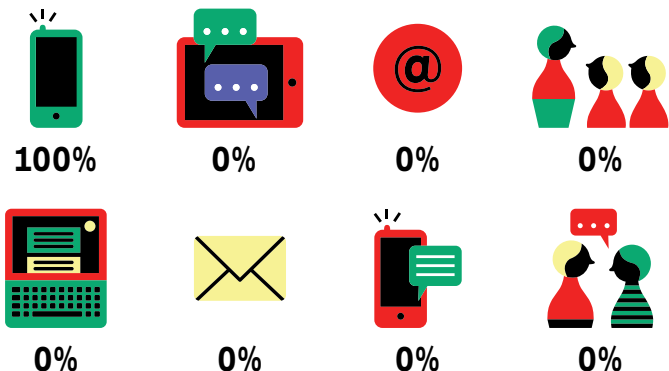
Year of establishment: 1989

304,176

Attempted contacts

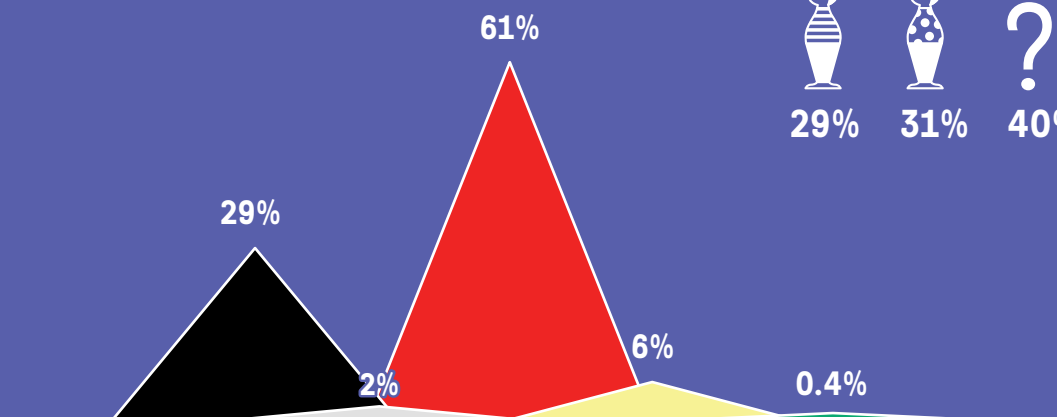
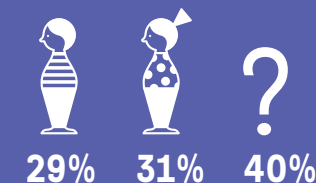
224,981

Answered contacts



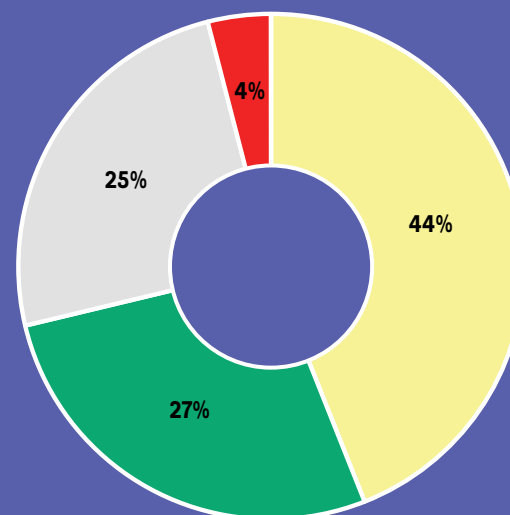
97,982

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Family relationships
- Basic needs
- Abuse and violence
- Psychosocial, mental health
- Addiction



60,040 contacts

- Emotional abuse
- Neglect
- Physical abuse
- Sexual abuse

SPOTLIGHT ON ABUSE AND VIOLENCE

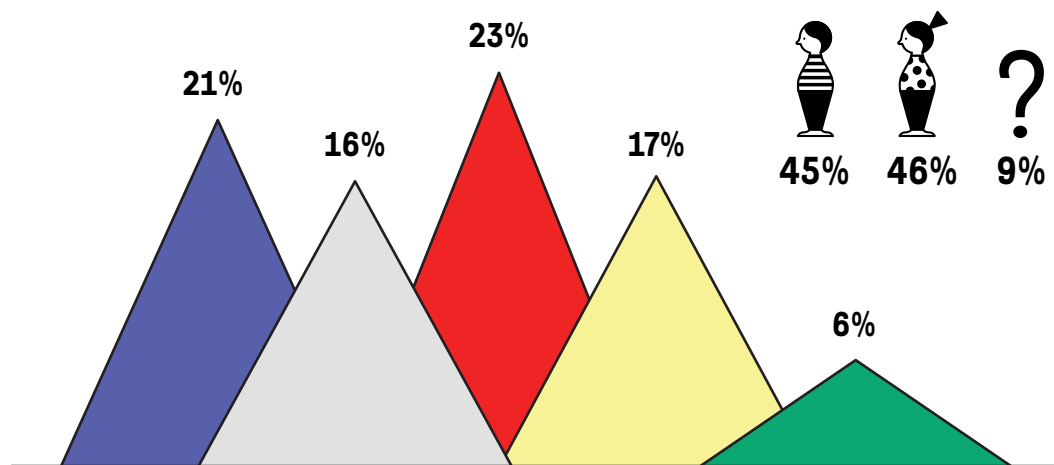


Germany

Child helpline name: Kinder und Jugendtelefon
 Child helpline organisation: Nummer gegen Kummer e.V.
 Website address: www.nummergegenkummer.de
 Child helpline number: 116 111
 Operating hours: Mon - Sat from 14:00 until 20:00
 Year of establishment: 1980

272,532

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

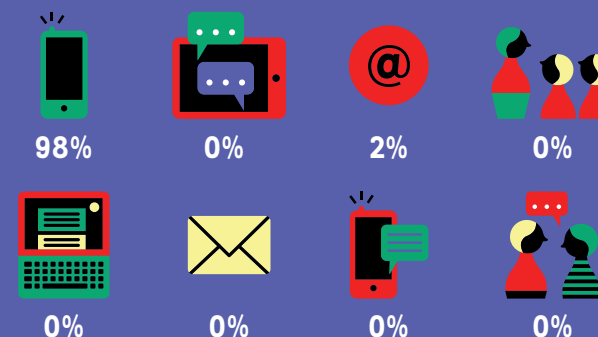
- Sexuality and sexual awareness
- Family relationships
- Psychosocial, mental health
- Peer relationships
- Abuse and violence

3,023,248

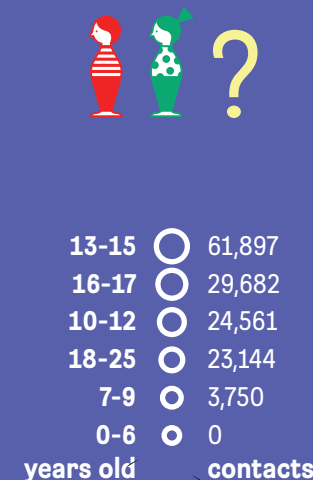
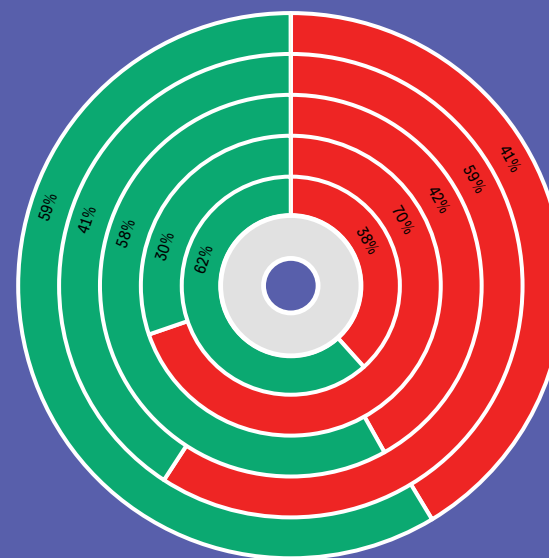
Attempted contacts

523,248

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX





Greece

Child helpline name: SOS 1056

Child helpline organisation: The Smile of the Child

Website address: www.hamogelo.gr

Child helpline number: 1056

Operating hours: 24/7

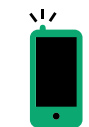
Year of establishment: 1987

7,269

Attempted contacts

7,269

Answered contacts



98%



0%



1%



0%



0%



0%



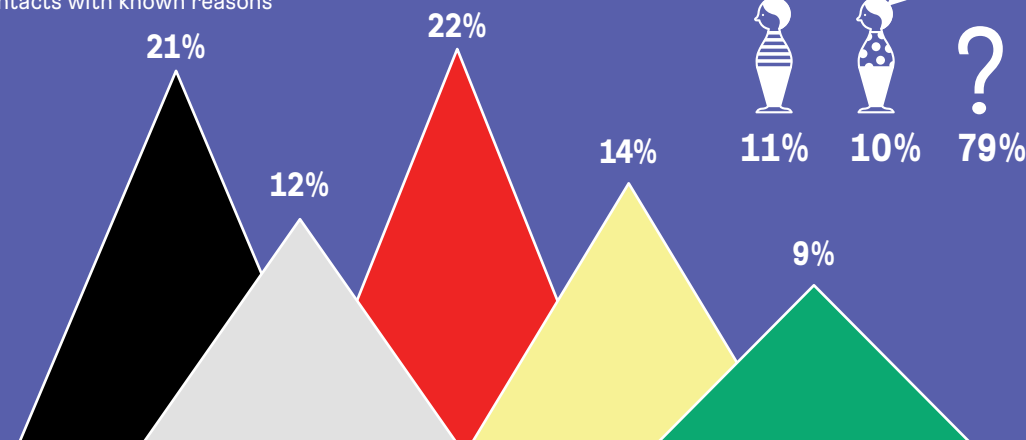
0%



1%

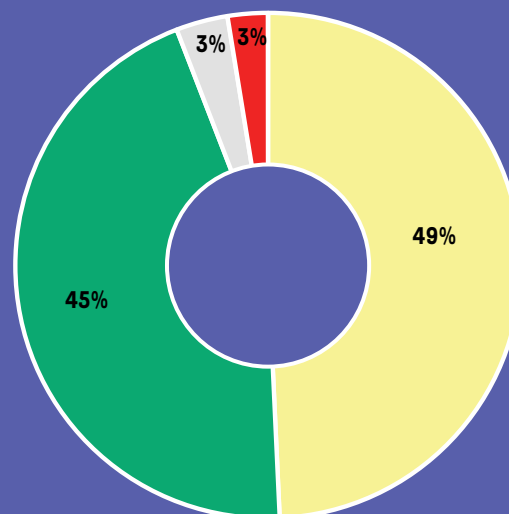
20,414

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Basic needs
- Information requested
- Abuse and violence
- Parenting and child rearing
- Commercial exploitation



2,178 contacts

- Neglect
- Physical abuse
- Emotional abuse
- Sexual abuse

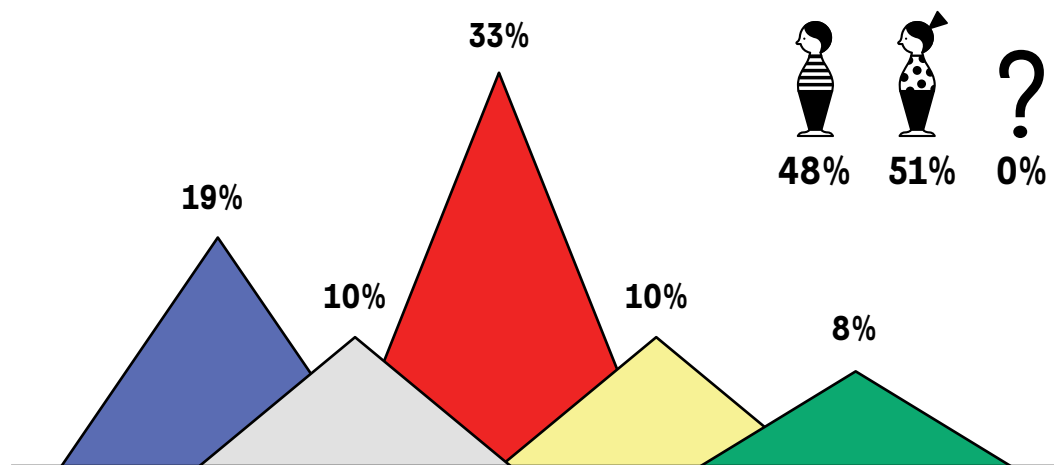
SPOTLIGHT ON ABUSE AND VIOLENCE

Hungary

Child helpline name: Kék Vonal
 Child helpline organisation: Kék Vonal
 Website address: www.kek-vonal.hu
 Child helpline number: 116 111
 Operating hours: 24/7
 Year of establishment: 1993

31,519

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

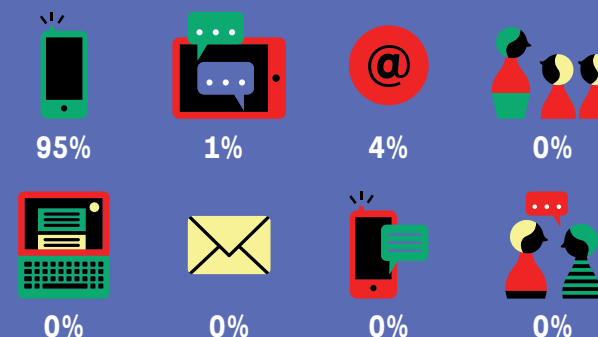
- Information requested
- Family relationships
- Peer relationships
- Psychosocial, mental health
- Sexuality and sexual awareness

965,238

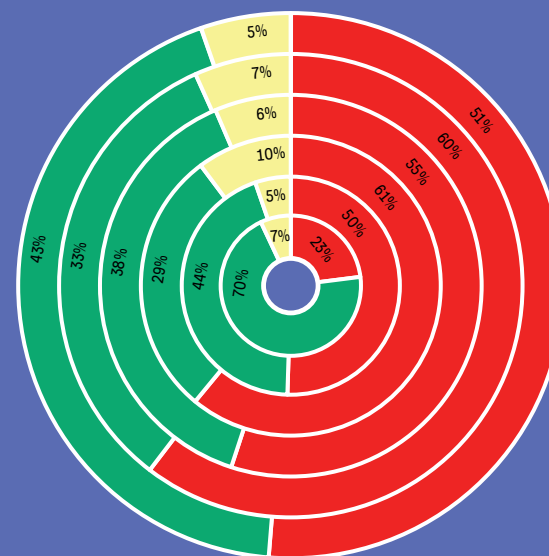
Attempted contacts

60,238

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	11,658
16-17	○	6,043
10-12	○	5,639
18-25	○	3,371
7-9	○	1,214
0-6	○	100
years old		contacts

Ireland

Child helpline name: ISPCC Childline

Child helpline organisation: ISPCC - Irish Society for the Prevention of Cruelty to Children

Website address: www.childline.ie

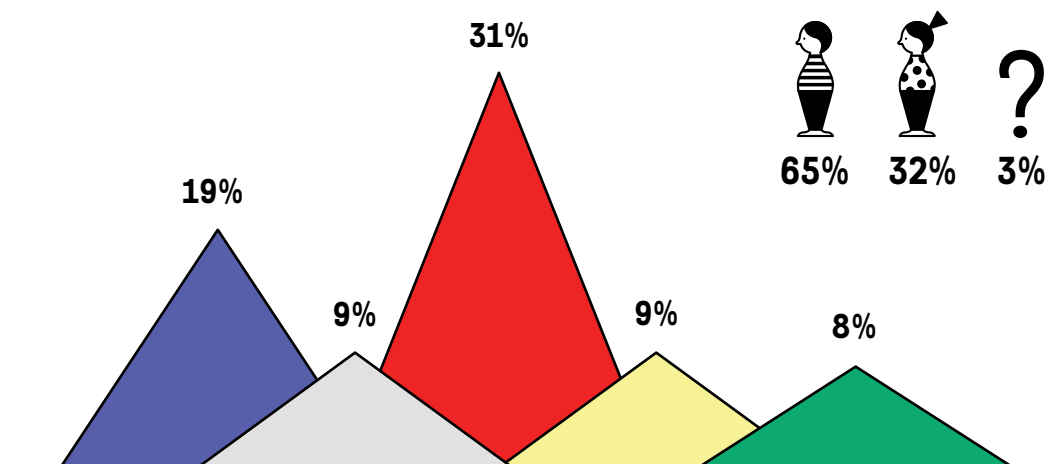
Child helpline number: 1800 66 66 66

Operating hours: 24/7

Year of establishment: 1988

89,137

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

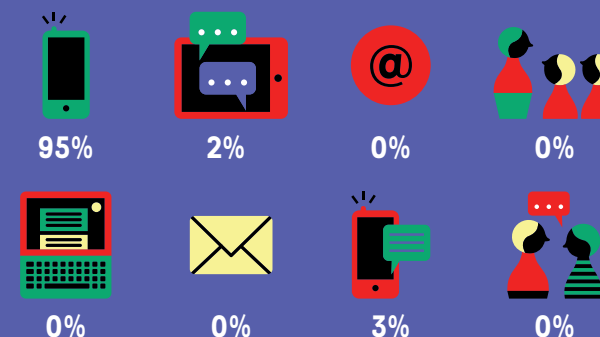
- Sexuality and sexual awareness
- Family relationships
- Information requested
- Psychosocial, mental health
- Peer relationships

1,033,274

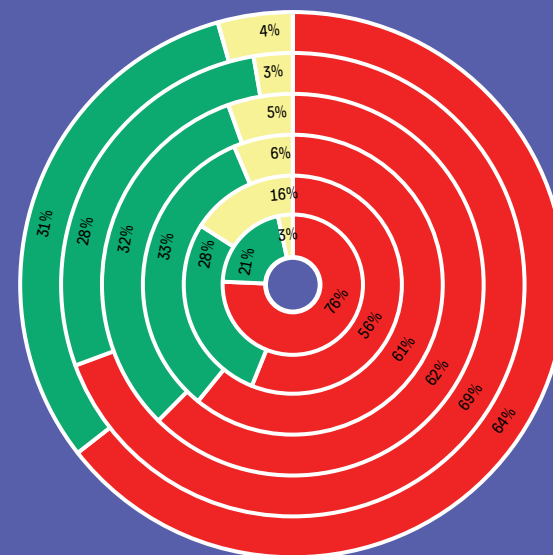
Attempted contacts

397,561

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	68,931
16-17	44,874
10-12	44,854
7-9	17,937
0-6	9,919
18-25	8,434
years old	contacts



Italy

Child helpline name: Telefono Azzurro

Child helpline organisation: S.O.S. Il Telefono Azzurro Onlus

Website address: www.azzurro.it

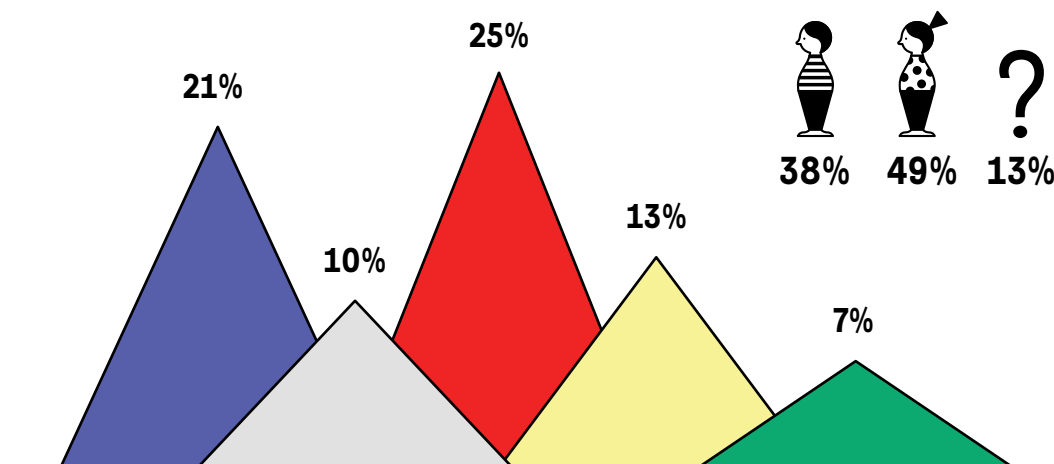
Child helpline number: 1 96 96

Operating hours: 24/7

Year of establishment: 1987

2,832

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

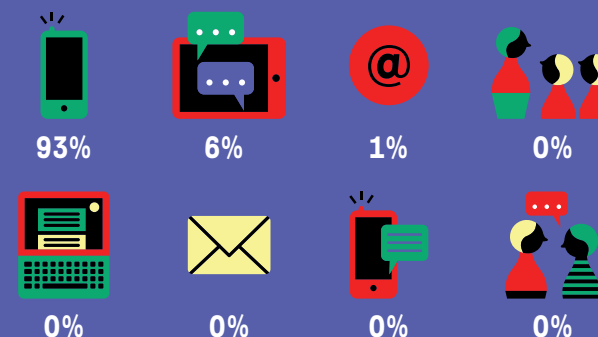
- Family relationships
- Peer relationships
- Abuse and violence
- Psychosocial, mental health
- Information requested

25,314

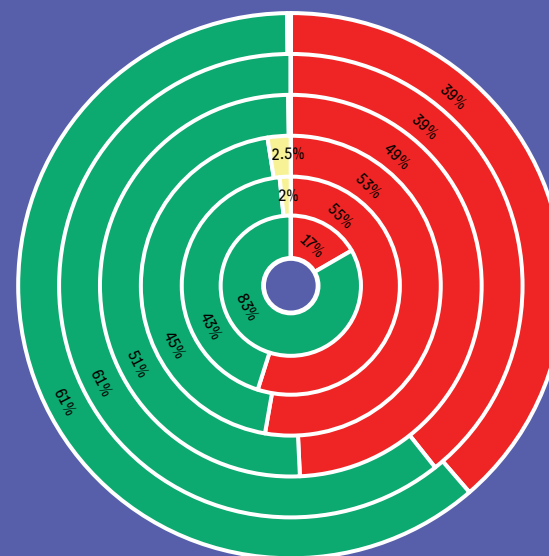
Attempted contacts

11,247

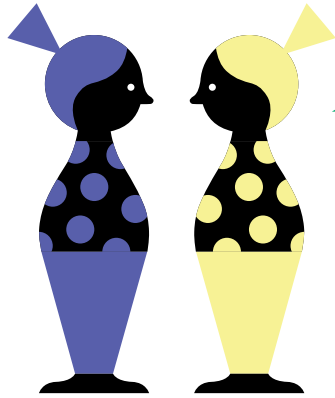
Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	890
16-17	○	613
10-12	○	461
0-6	○	362
7-9	○	244
18-25	○	6
years old		contacts

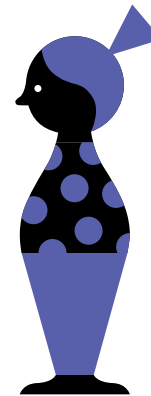


Two sisters, 16-year-old Charlotte and 14-year-old Carla, had run away from home. Carla called Child Helpline from a phone booth to explain that she and her sister had run away from their home five days earlier to escape parental violence. They had taken shelter with parents of a friend, but the day before this call Charlotte had decided to go back home. Carla refused to follow her sister because she was afraid of their parents' reactions, especially her father's. Carla sobbed as she talked to the listener, explaining that she could not go on. She explained that she and her sister were born in South America and adopted when they were 6 and 8 years old. For many years Carla had suffered insults and reproaches from the parents. For the last year, it had become a physically violent situation for the two sisters because Charlotte helped Carla when their parents acted against Carla. The father was physically violent and the mother didn't stop the violence or protect the girls. Carla explained that the parents were trying to isolate the girls from other members of the family so it was impossible for the girls to testify to their situation. She said that before running away, the sisters had gone to a social service for teenagers; and although a professional social worker had spoken with the father, two days later he hit Carla on the back and Charlotte on the breast very hard. The social worker informed the school, but after meeting the sisters the school social worker told them she could not intervene. The helpline counsellor explained to Carla that it had been good to call the helpline but that she was in danger. The listener decided to call the police during the call with Carla; Carla was okay with this decision and agreed to stay in the phone box until the police arrived. The call ended when the special police for minors arrived and found Carla.

A 14-year-old girl, Sophia wanted to talk anonymously about her experience of sexting via WhatsApp with a 16-year-old boy she liked. She had sent naked pictures of herself to the boy and she asked how she could talk to him about deleting them from both their phones. She described her situation in these words: "It bothers me that he has such pictures of me. I am afraid he will do something stupid with them. He said he wouldn't do that but still, I don't know, I have this bad feeling.... But I can't tell him to delete the pics, can I?! I don't want him to think that I don't trust him. What should I do now? I haven't told my friends about this because they will think I'm so stupid. I mean, nobody sends pictures like this to others, right? What should I say to him when I see him next?" The counsellor showed understanding for Sophia's worries, taking them seriously and giving positive feedback about being careful and preventing harm in the future. The counsellor encouraged her to talk to the boy about her wish to delete the pictures and to talk to her friends because it often helps people to talk to someone they trust.



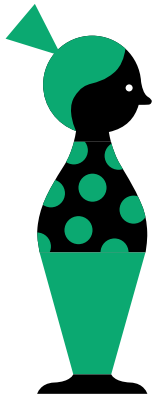
Anna, who was 15 years old, called Child Helpline saying that her mother did not love her and was very aggressive towards both her and her younger sister. Anna saw her mother crying so she tried to talk to her and console her but her mother attacked her verbally saying, "You are to blame! I will leave and abandon you!" Anna was naturally very upset about this. She has a very good relationship with her father so she told him about the incident. He tried to calm Anna by saying that she should stop worrying, but she was still upset and did not know how to handle the situation. The counsellor emphasised that Anna was not responsible for her mother's feelings and behaviour and that her mother could have been having personal issues, which were not related to Anna. The counsellor pointed out that her mother needed professional help and motivated Anna to discuss with her father the possibility of seeking psychological help. Finally, the counsellor proposed that Anna's father might also call the helpline in order to receive guidance as to how he could support his daughter.



Sounding quite upset, John, age 15, contacted his local child helpline. With reassurance from the counsellor, he slowly began to talk. He said he found it difficult to fit in with his peers and felt lonely and often anxious in social situations. He said he felt particularly 'low' on this night as he, along with the majority of his school classmates, had been invited to a 16th birthday party, and he was annoyed with himself because he felt he couldn't attend because of his anxiety. John said he didn't understand why he was that way because he had a great family. Yet he still felt he was a 'weirdo' who didn't belong anywhere. He told the child helpline counsellor that he was finding it hard to cope with his feelings and wanted help. The counsellor and John explored John's options, and he decided to talk to his parents about getting help to overcome his anxiety. John contacted the child helpline again a few weeks after the initial call. He said it had felt a bit awkward talking to his parents at first but they were very supportive. With the help of his family and the child helpline counsellor, John had agreed to see his family doctor and was awaiting an appointment with CAMHS (Child and Adult Mental Health Services).



"I'm hopeless, please...help me...I have no way out...I'm dying of fear. Help me!" Sara, a 16-year-old girl, contacted Child Helpline's chat service to report a sextortion situation. She was terrified because her ex-boyfriend (a 27-year-old man) and his friend were threatening to spread some sexual content, in particular some pictures of her naked, that she had shared with her ex-boyfriend some months before. She explained that the men threatened to post these pictures on Facebook unless she provided them with sexual favours or produced a porn video. They told her she had only 30 minutes to decide what to do and she chose to contact Child Helpline and report her situation. In order to avoid content dissemination or to block it if already spread, the counsellor immediately called the Postal Police, preparing a written report to describe the situation. Included in the report were 44 screenshots of all the conversations Sara had had with the men. Reading these conversations, Sara's feelings of resignation and the psychological pressure of the threat were very evident. At the first follow-up with the Postal Police, it was understood that they would also involve the Juvenile Court and investigations have begun.





Latvia

Child helpline name: Uzticības Tālrunis 116111

Child helpline organisation:

The State Inspectorate for Protection of Children's Rights

Website address: www.bti.gov.lv

Child helpline number: 116 111

Operating hours: Variable hours

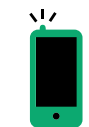
Year of establishment: 2006

5,084

Attempted contacts

5,084

Answered contacts



98%



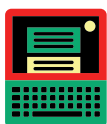
0%



0%



2%



0%



0%



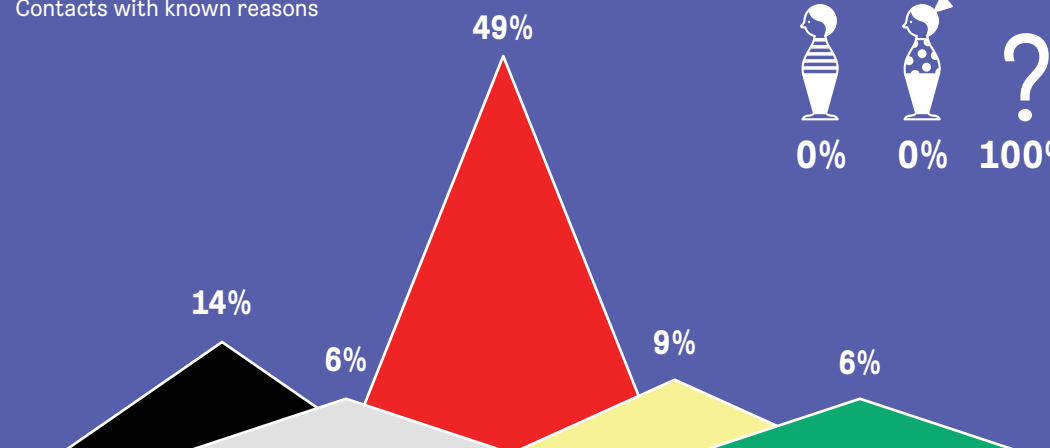
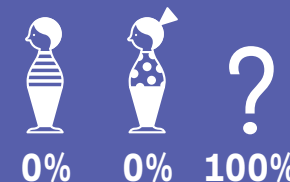
0%



0%

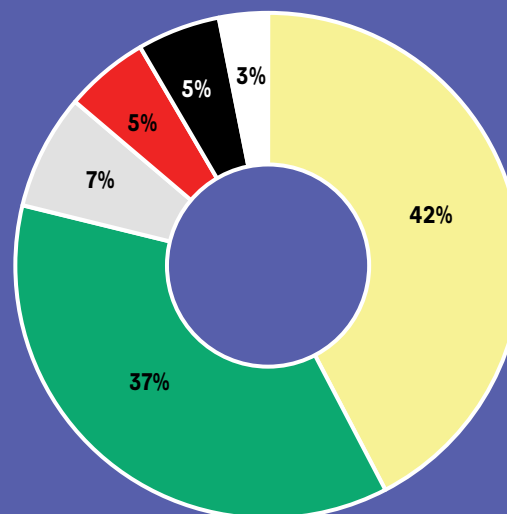
38,388

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Abuse and violence
- Information requested
- Psychosocial, mental health
- Peer relationships
- Family relationships



18,716 contacts

- Boredom
- Fear and anxiety
- Lack of confidence
- Feelings of sadness
- Loneliness
- Other forms of psychosocial, mental health

SPOTLIGHT ON PSYCHOSOCIAL, MENTAL HEALTH

Lithuania

Child helpline name: Vaikų linija

Child helpline organisation: Vaikų linija

Website address: www.vaikulinija.lt

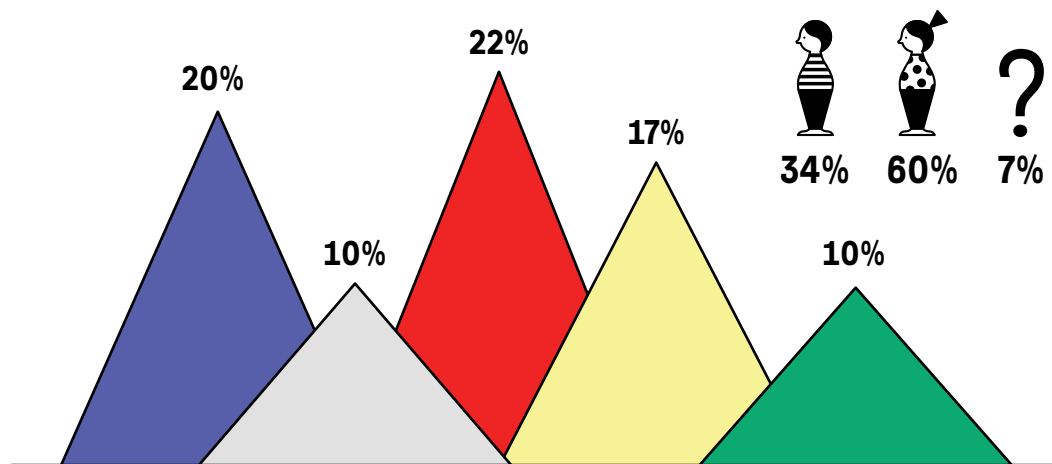
Child helpline number: 116 111

Operating hours: Every day from 9:00 until 21:00

Year of establishment: 1997

25,258

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

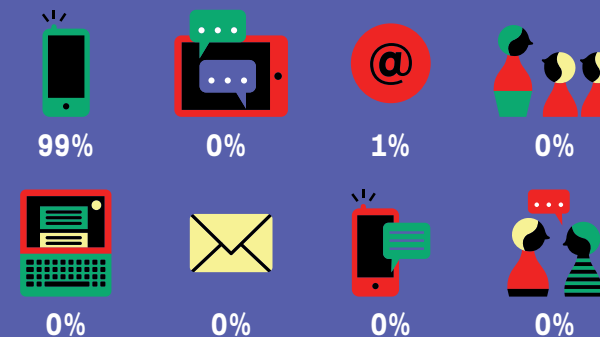
- Psychosocial, mental health
- Bullying
- Peer relationships
- Family relationships
- Abuse and violence

1,306,578

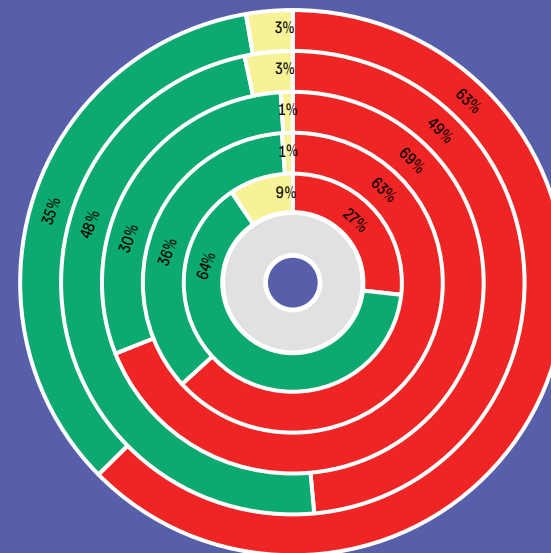
Attempted contacts

141,463

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	70,426
7-9	17,624
16-17	11,284
18-25	2,253
0-6	560
10-12	0
years old	contacts

Luxembourg

Child helpline name: KJT - Kanner-Jugendtelefon

Child helpline organisation: KaJugTel

Website address: www.kjt.lu

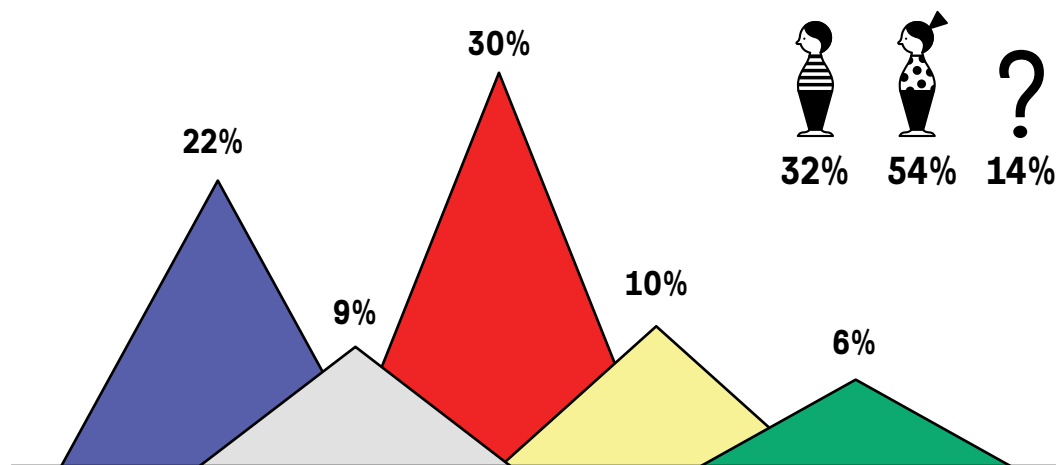
Child helpline number: 116 111

Operating hours: Variable hours

Year of establishment: 1992

869

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

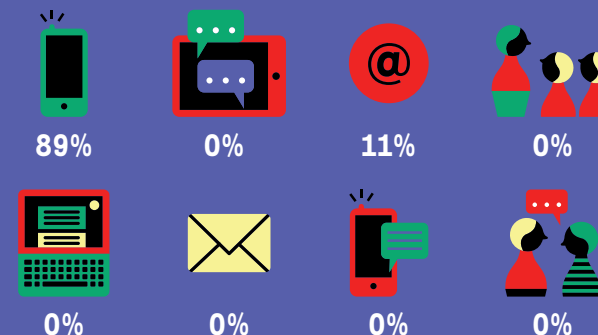
- Family relationships
- Sexuality and sexual awareness
- Psychosocial, mental health
- Peer relationships
- Cyberbullying

1,540

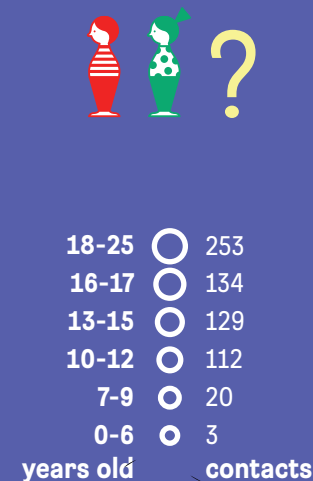
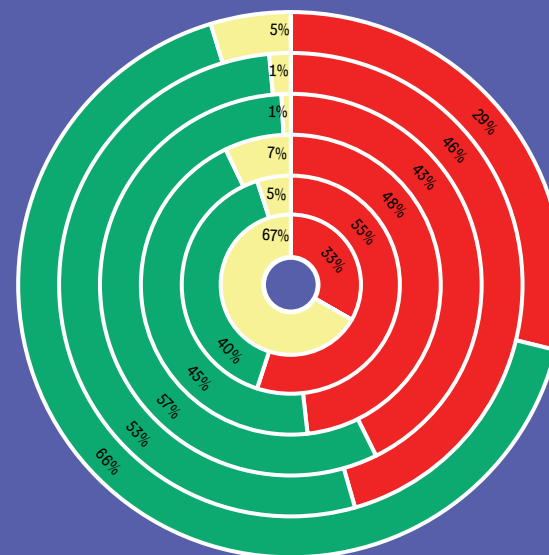
Attempted contacts

1,540

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX





Netherlands

Child helpline name: De Kindertelefoon

Child helpline organisation: De Kindertelefoon

Website address: www.kindertelefoon.nl

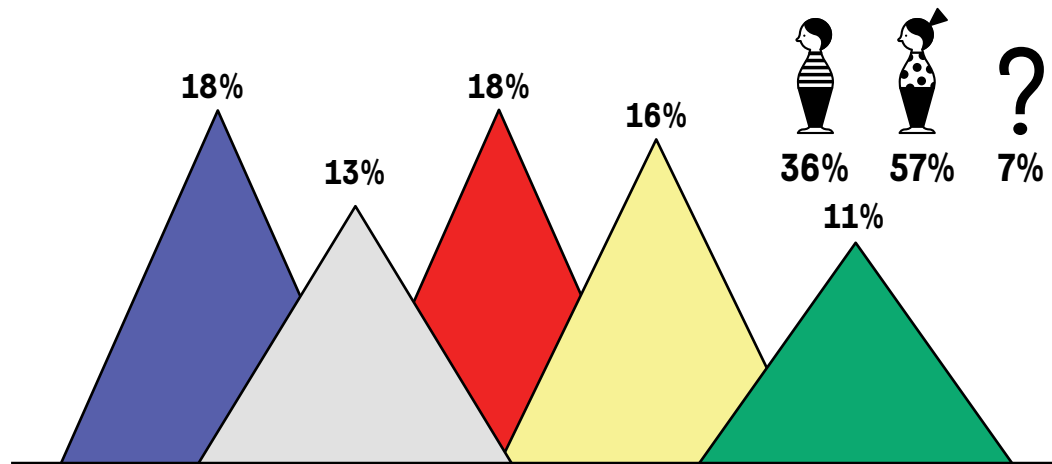
Child helpline number: 0800 0432

Operating hours: Every day from 14:00 until 20:00

Year of establishment: 1979

131,921

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

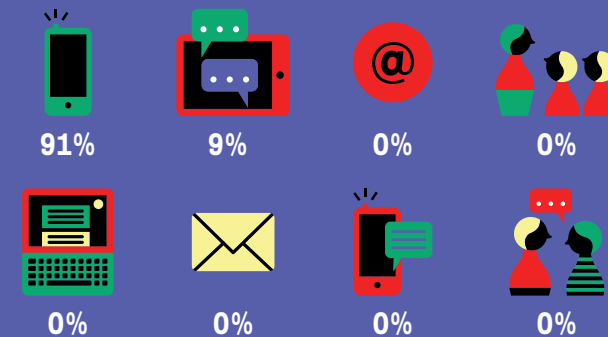
- Psychosocial, mental health
- Peer relationships
- Bullying
- Sexuality and sexual awareness
- Family relationships

4,707,128

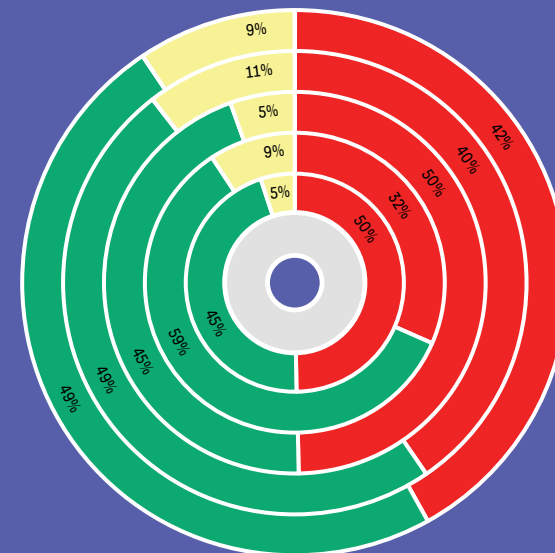
Attempted contacts

571,205

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	103,587		
10-12	60,411		
16-17	26,723		
7-9	5,663		
18-25	2,810		
0-6	0		
years old	contacts		

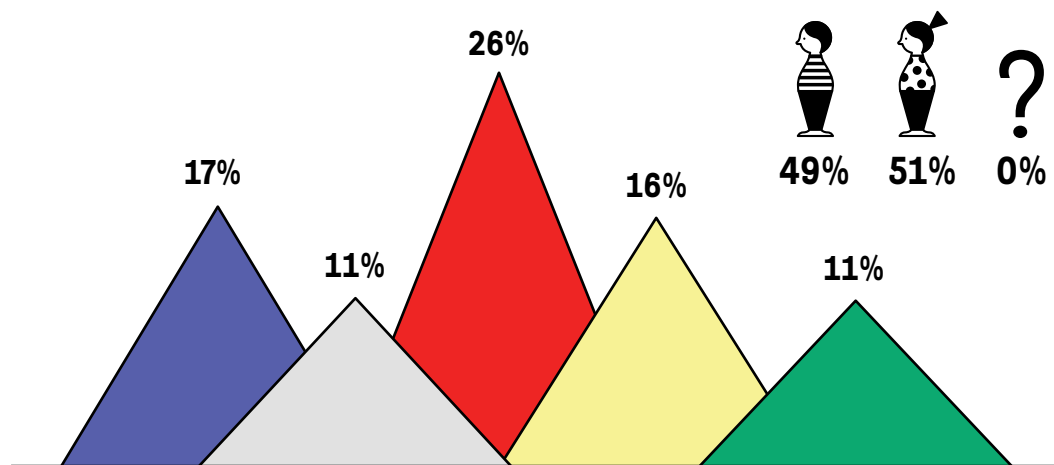


Poland

Child helpline name: Telefon Zaufania dla Dzieci i Młodzieży
Child helpline organisation: Empowering Children Foundation
Website address: www.116111.pl
Child helpline number: 116 111
Operating hours: Every day from 12:00 until 20:00
Year of establishment: 2008

117,137

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

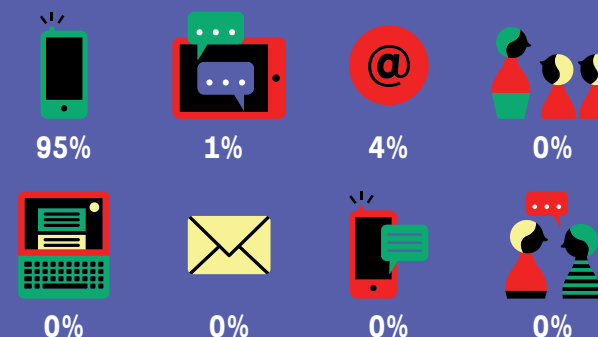
- Psychosocial, mental health
- Sexuality and sexual awareness
- Peer relationships
- Family relationships
- Abuse and violence

139,412

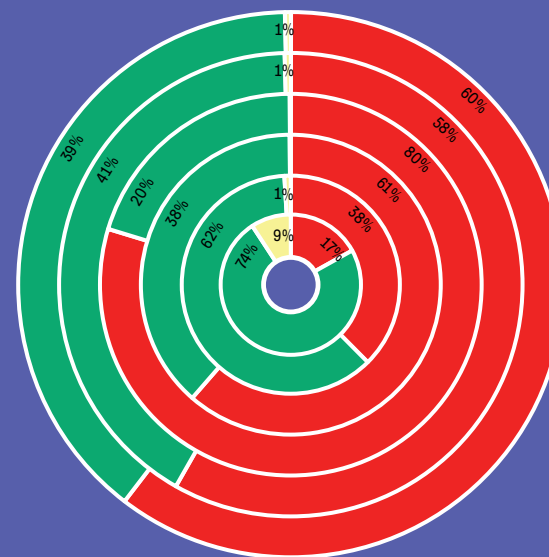
Attempted contacts

139,412

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	58,528		
10-12	23,388		
16-17	17,609		
18-25	2,385		
7-9	1,265		
0-6	65		
years old			contacts



Portugal

Child helpline name: SOS Criança

Child helpline organisation: Instituto de Apoio à Criança

Website address: www.iacrianca.pt

Child helpline number: 116 111

Operating hours: Mon - Fri from 9:00 until 17:00

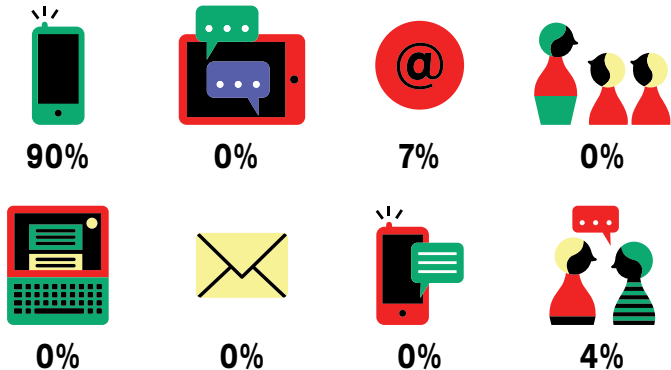
Year of establishment: 1988

2,621

Attempted contacts

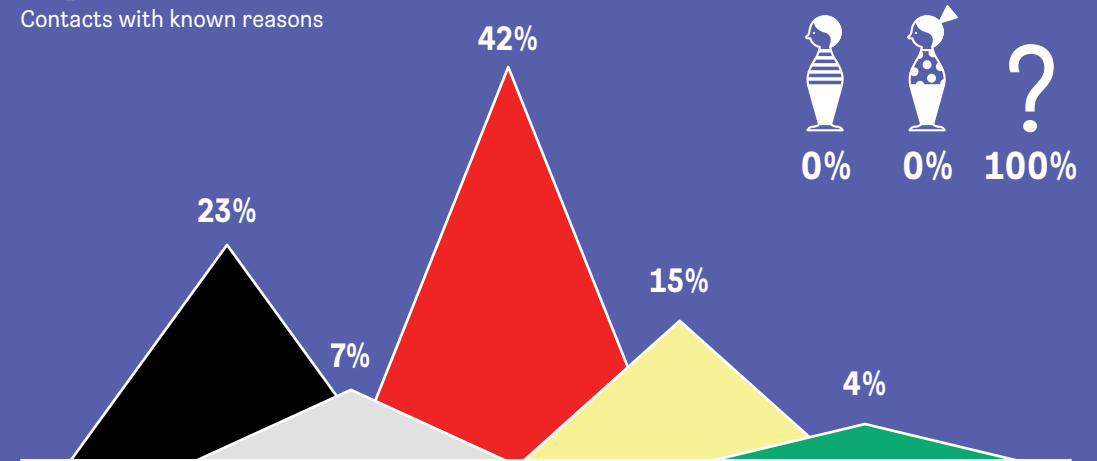
2,621

Answered contacts



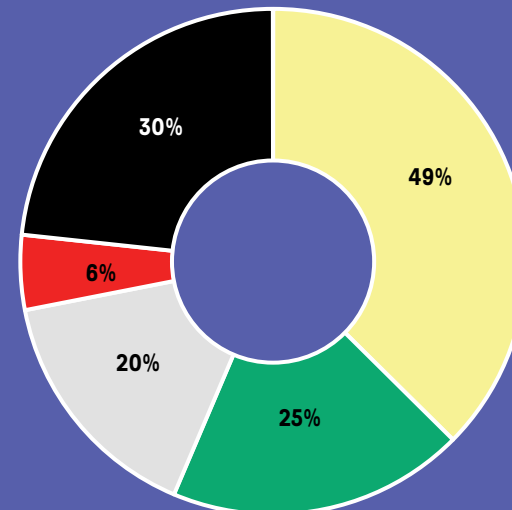
2,027

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

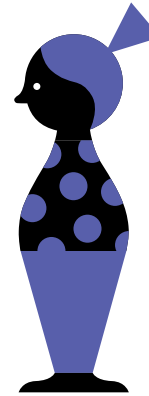
- Psychosocial, mental health
- Legal matters
- Abuse and violence
- Information requested
- Homelessness



Neglect ● 321
Physical abuse ● 163
Emotional abuse ● 133
Sexual abuse ● 41
Other forms of abuse ● 200

SPOTLIGHT ON ABUSE AND VIOLENCE

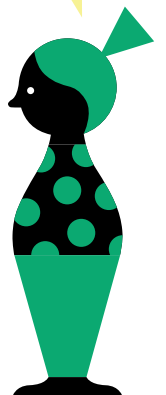
A 15-year-old girl, Agnese, called Child Helpline because she felt desperate and lonely and did not know what to do. She said her father was physically violent and beat her up on a regular basis. She had told her mother about her father's violence but her mother said that she was unable to do anything about it. She felt scared and unprotected. She explained that this time her father had beaten her up really bad and she had suicidal thoughts as she was afraid that if she ran away from home, he would find her and kill her. Agnese was crying and told the counsellor that she felt the need to harm herself daily. The counsellor performed crisis intervention, a method that offers immediate, short-term help to individuals experiencing an event that produces emotional, mental, physical, and behavioural distress or problems. The counsellor also informed the police, social services, and orphan's court.



A 16-year-old boy told of his angry behaviour in school and that he had not been taking his medication. He was seeing a psychologist, but was still not taking his medicine all the time. He was afraid of some people and thought they should not interfere with him. His medicine helped him deal with people and to be less aggressive. He said: "I keep them away, but I'm not aggressive all the time. I can't understand why I am aggressive, it's a feeling that has to escape from my body." The counsellor listened, summarised, and asked questions like, "What is it you need?" After talking, they both agreed the problem was that the boy wasn't taking his medication and that he was afraid to tell his psychologist. The counsellor convinced the boy that he should tell the truth to his psychologist and understand that it's really important to take his medicine.



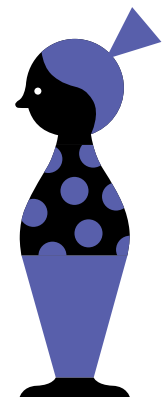
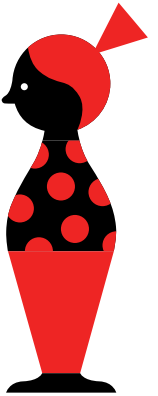
Zoe contacted Child Helpline to explain that her classmates bullied her, especially at the end of the school day. This 14-year-old told the counsellor that the classmates sent her insulting SMS messages on Facebook and that she had spoken to a teacher about this the previous year but the teacher had done nothing. She said she didn't dare speak to anybody about this and that she was afraid it would get worse. The counsellor took the time to listen to everything Zoe had to say, reassuring her that the call was anonymous and all conversations were confidential. The counsellor made suggestions as to who might be the best person to support Zoe. Together, she and the counsellor visualised and discussed Zoe's fears and what could help her. Lastly, the counsellor suggested that Zoe contact an institution in Luxembourg that supports young victims of bullying. All of this motivated Zoe and helped her feel more confident in taking the next step towards help.



"I'm afraid to go back home", said Karolina, the 13-year-old caller starting the conversation with the counsellor. The girl explained that she was with her friend, and that her parents would be angry with her and beat her. The counsellor talked to Karolina about her relationship with her parents, specifically about the physical abuse that often occurred. She had asked her parents not to do that, and had once even told her grandmother about it, but nothing had changed. The counsellor helped Karolina express her feelings, letting her know it was okay and normal to feel upset and angry with her parents. She stated clearly that nobody had the right to beat anyone or to use corporal punishment, even parents, because that is physical abuse. Together, the counsellor and Karolina discussed solutions for stopping the abuse, and the counsellor explained the possibility of transferring Karolina's call to another organization such as Children's Rights Protection Agency. Karolina felt better knowing her parents wouldn't find out that it was she who had reported the abuse, since the contact with Child Helpline is confidential. She was happy she could talk about the possibilities of what could be done in her situation and agreed for the call to be transferred.

Maya, age 16, called Child Helpline to talk about her alcohol-addicted, abusive father. She said her father had always been violent and had spent several months in prison, but since his release he was drinking every day and beating her mother and younger siblings even more. Maya found herself a boarding school to attend but returned home as her father had been beating her younger sister. Maya explained that she couldn't talk about this with anyone because her father threatened to kill himself and her family if she told anyone. He had also been stalking Maya by being present at every meeting with social workers or by making her mother act as his spy. She said she was afraid of telling anybody. The counsellor reassured Maya and asked if there were any trustworthy adults. The girl came up with some, one of whom was her school pedagogue who then heard Maya's story of the abuse.

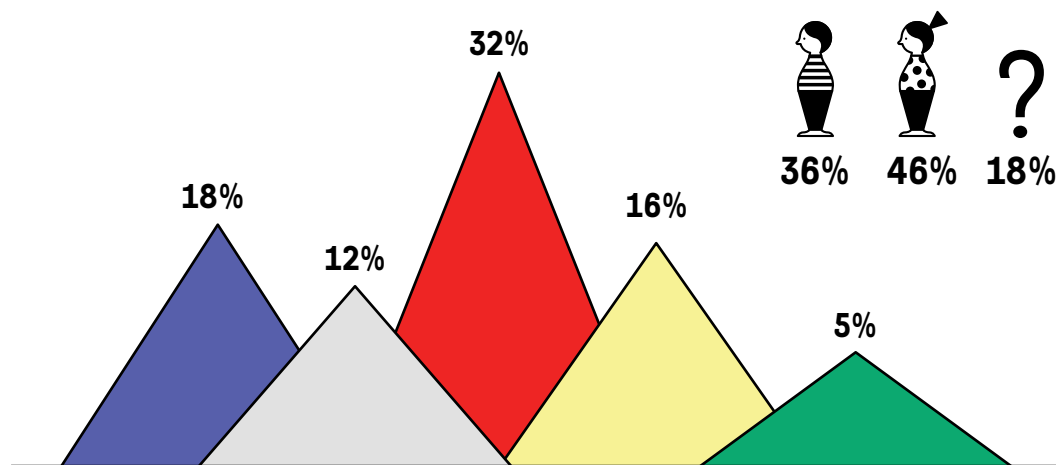
10-year-old Paulina called Child Helpline about her friend who had been beaten by her parents following bad grades at school and this was unjust because she works hard. The girl being beaten had confided in the caller, and now the caller didn't know what to do. The girl couldn't talk to anyone else but she had found Child Helpline's number at school and her teacher said she should call. The child helpline counsellor listened to Paulina's story. He told her the helpline is confidential so that the girl's friend could call. The girl understood and said she would talk to her friend and together they would come up with a plan and call the child helpline back.



Child helpline name: Telefonul Copilului
Child helpline organisation: Asociatia Telefonul Copilului
Website address: www.telefonulcopilului.ro
Child helpline number: 116 111
Operating hours: Every day from 8:00 until 24:00
Year of establishment: 2001

7,701

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

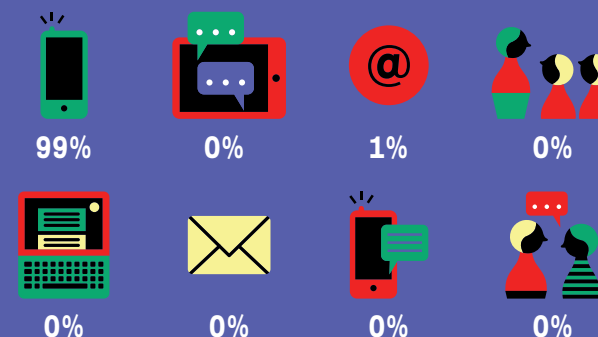
- **Psychosocial, mental health**
- **Family relationships**
- **Abuse and violence**
- **Bullying**
- **Basic needs**

105,194

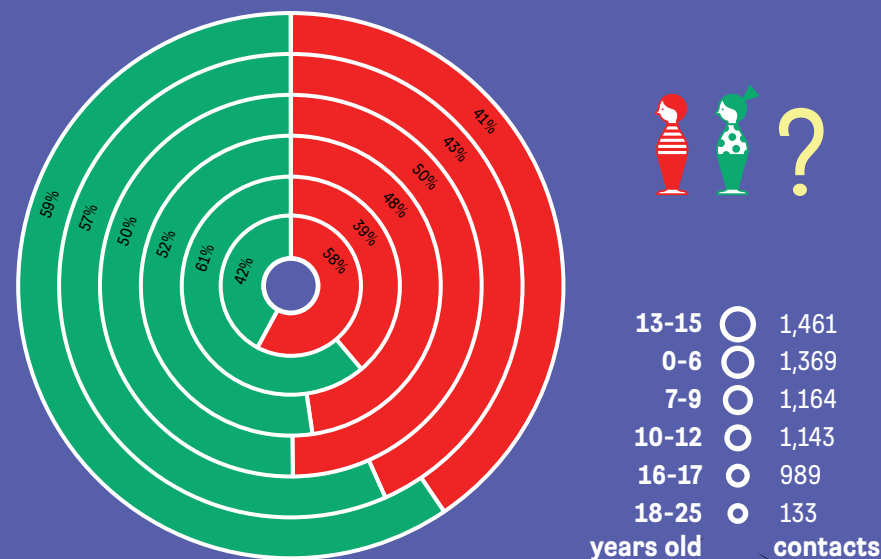
Attempted contacts

105,194

Answered contacts



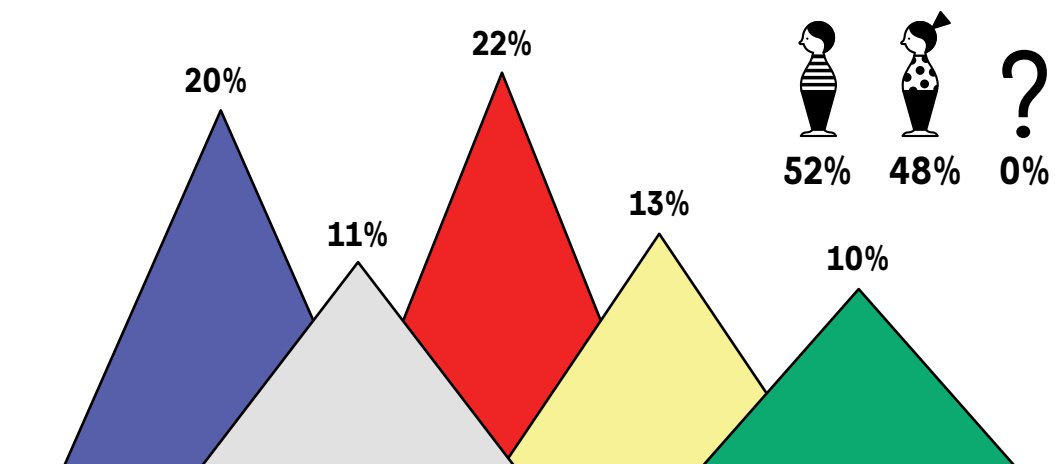
DISTRIBUTION OF CONTACTS PER AGE AND SEX



Child helpline name: LDI - Linka Detskej Istoty
Child helpline organisation: Linka Detskej Istoty pri SV UNICEF
Website address: www.idi.sk
Child helpline number: 116 111 and 116 000
Operating hours: 24/7
Year of establishment: 1996

32,973

Contacts with known reasons



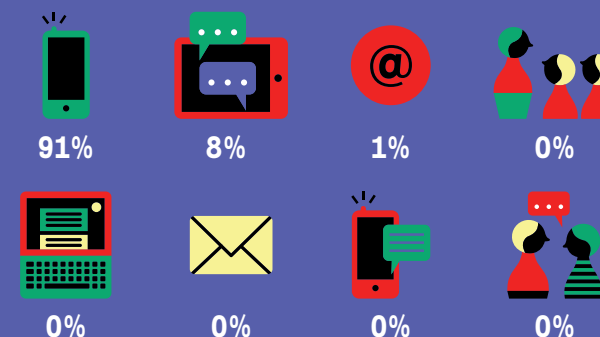
- Peer relationships
- Family relationships
- Psychosocial, mental health
- Sexuality and sexual awareness
- School related and education

26,920

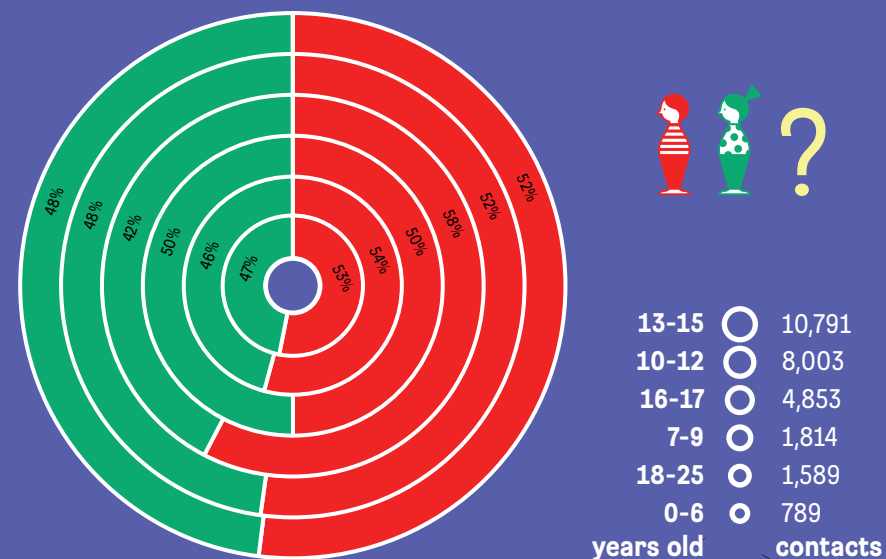
Attempted contacts

26,920

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



Slovenia

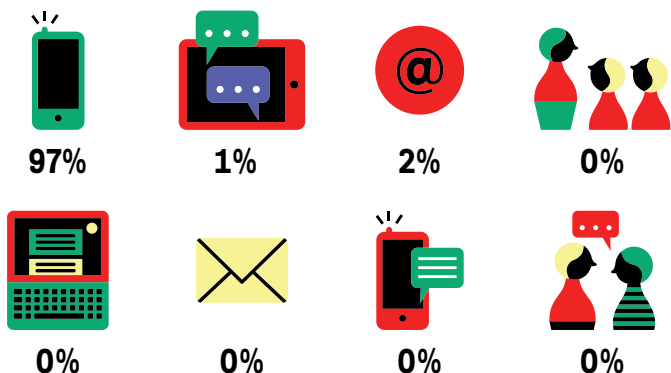
Child helpline name: TOM - Telefon za Otroke in Mladostnike
 Child helpline organisation: ZPMS - Zveza Prijateljev Mladine Slovenije
 Website address: www.e-tom.si
 Child helpline number: 116 111
 Operating hours: Tue - Sun from 12:00 until 20:00
 Year of establishment: 1990

29,265

Attempted contacts

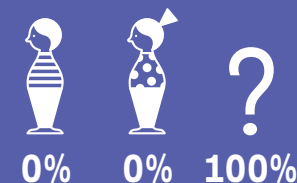
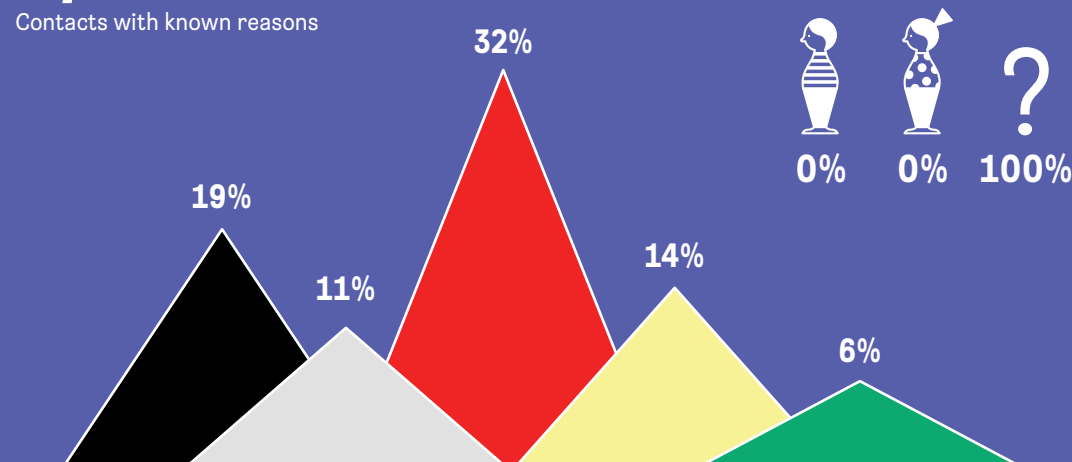
29,265

Answered contacts



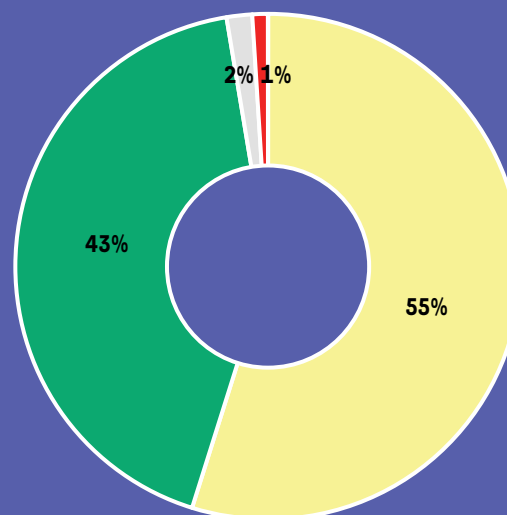
8,473

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Sexuality and sexual awareness
- Family relationships
- Peer relationships
- Psychosocial, mental health
- School related and education



2,702 contacts

- Partner relationships
- Problems with friends
- Peer exclusion
- Missing friends

SPOTLIGHT ON PEER RELATIONSHIPS



Spain

Child helpline name: Teléfono Anar

Child helpline organisation: Fundación Anar

Website address: www.anar.org

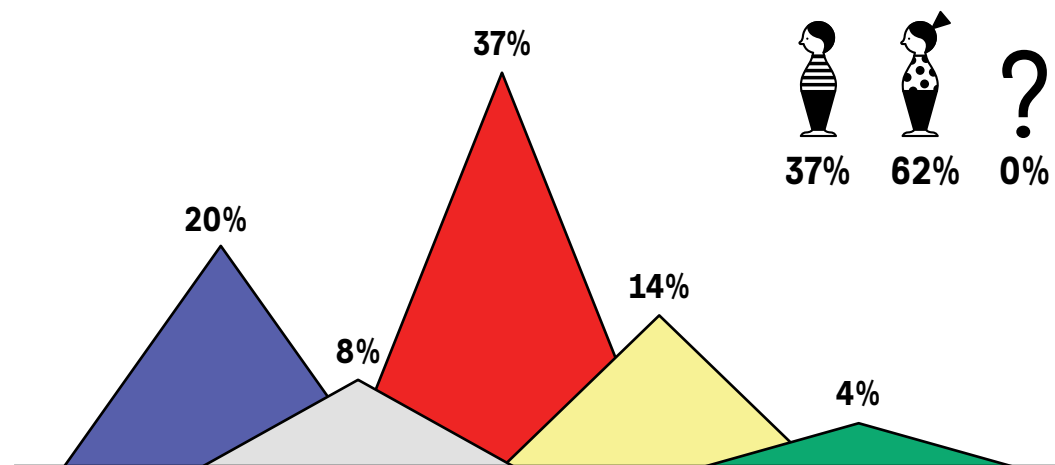
Child helpline number: 900 20 20 10 and 116 111

Operating hours: 24/7

Year of establishment: 1994

50,667

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

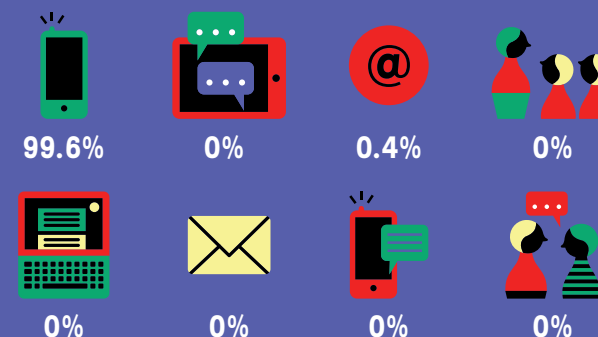
- Abuse and violence
- School related and education
- Psychosocial, mental health
- Family relationships
- Parenting and child rearing

371,413

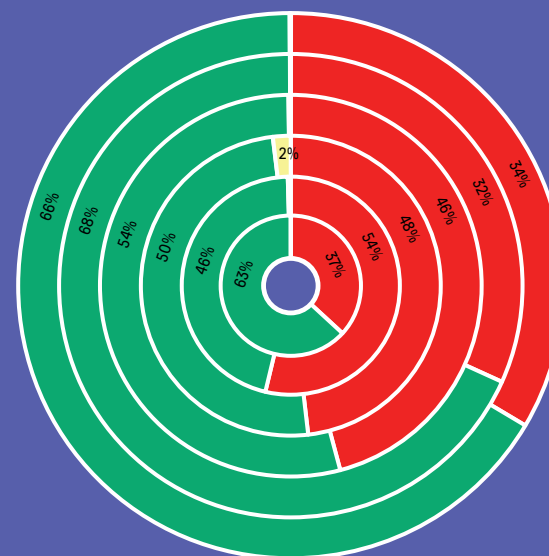

Attempted contacts

371,413

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX

13-15	○	2,724
16-17	○	1,887
10-12	○	1,484
0-6	○	1,408
7-9	○	904
18-25	○	19
years old		contacts

BRIS



Sweden

Child helpline name: BRIS - Barnens Rätt i Samhället

Child helpline organisation: BRIS

Website address: www.bris.se

Child helpline number: 116 111

Operating hours: Variable hours

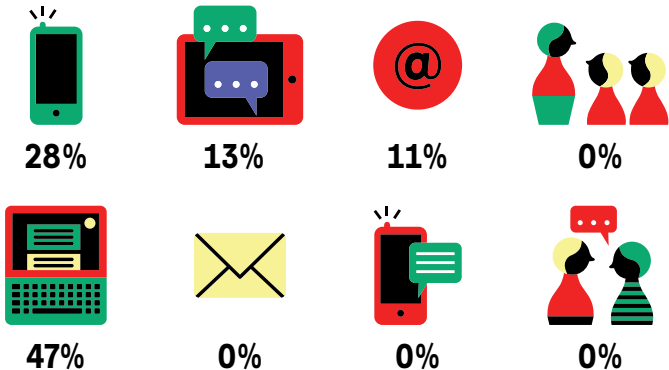
Year of establishment: 1971

72,523

Attempted contacts

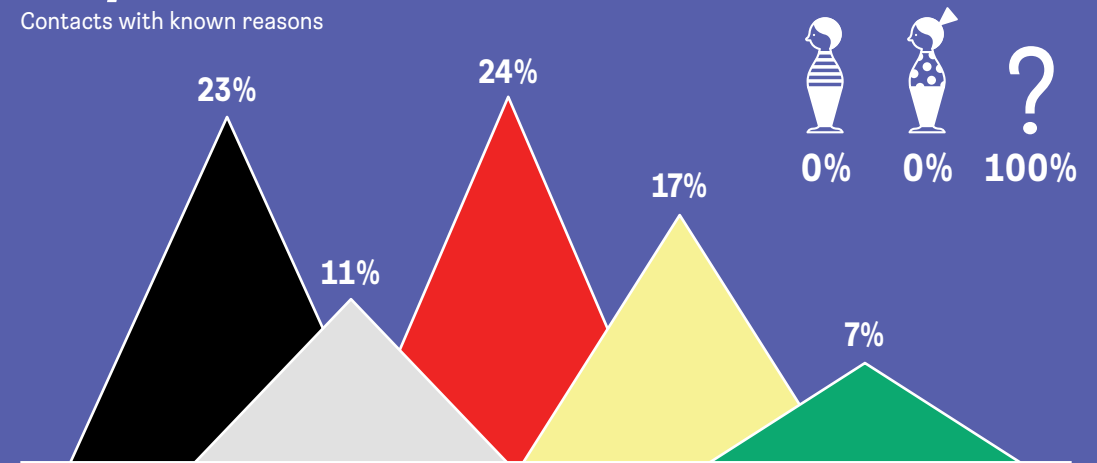
72,523

Answered contacts



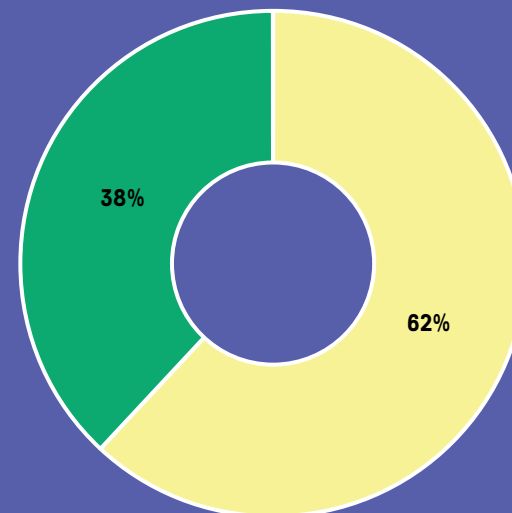
31,055

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Family relationships
- School related and education
- Peer relationships
- Psychosocial, mental health
- Parenting and child rearing



7,601 contacts

- Other forms of peer relationships
- Partner relationships

SPOTLIGHT ON PEER RELATIONSHIPS



United Kingdom

Child helpline name: Childline 0800 1111

Child helpline organisation: NSPCC

Website address: www.childline.org.uk

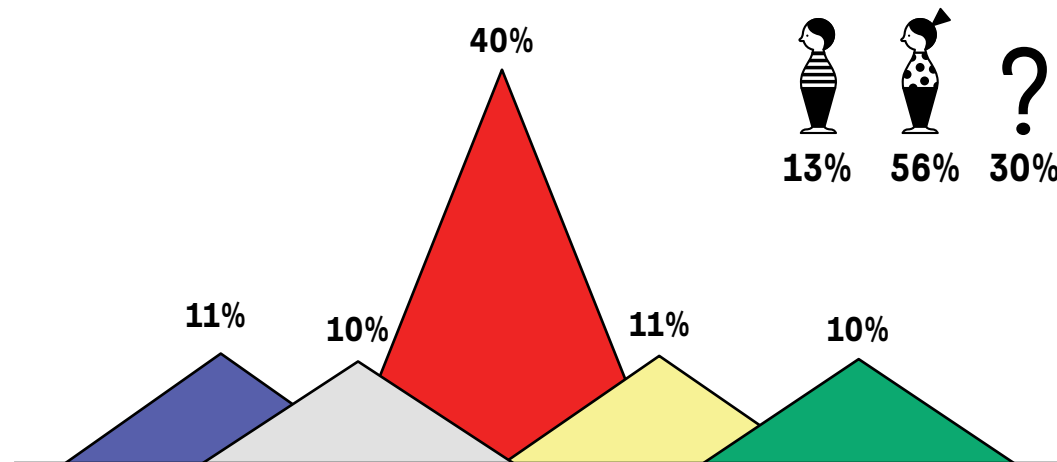
Child helpline number: 0800 1111

Operating hours: 24/7

Year of establishment: 1986

354,896

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

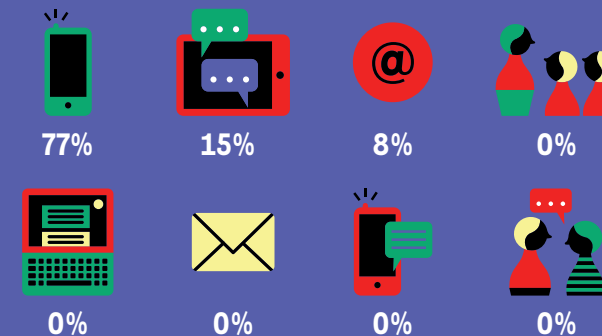
- Abuse and violence
- Peer relationships
- Psychosocial, mental health
- Family relationships
- Sexuality and sexual awareness

1,045,155

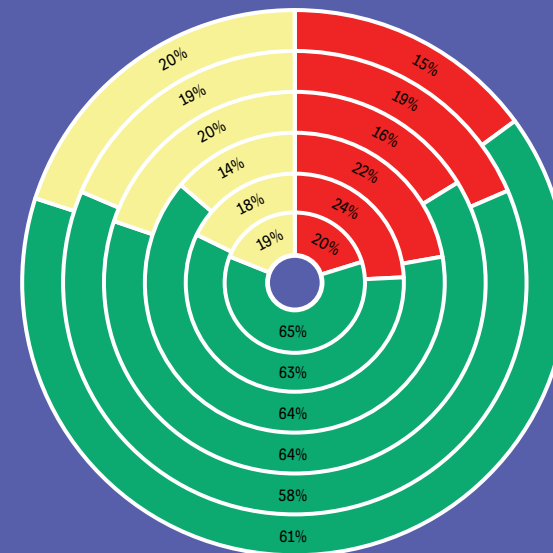
Attempted contacts

910,865

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



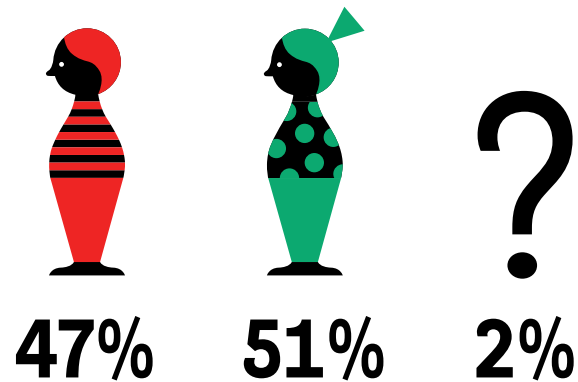
13-15	○	80,117
16-17	○	48,795
10-12	○	34,805
18-25	○	11,874
7-9	○	4,129
0-6	○	391
years old		contacts

United Kingdom

Child helpline name: Missing People
 Child helpline organisation: Missing People
 Website address: www.missingpeople.org.uk
 Child helpline number: 116 000
 Operating hours: 24/7
 Year of establishment: 1993

1,828

Counselled contacts



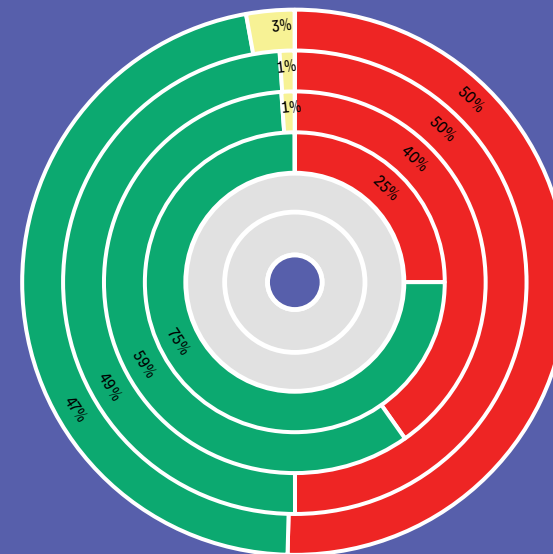
33,748

Attempted contacts

28,918

Answered contacts

DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	700
18-25	○	572
16-17	○	532
7-9	○	24
0-6	○	0
10-12	○	0
years old		contacts



United Kingdom

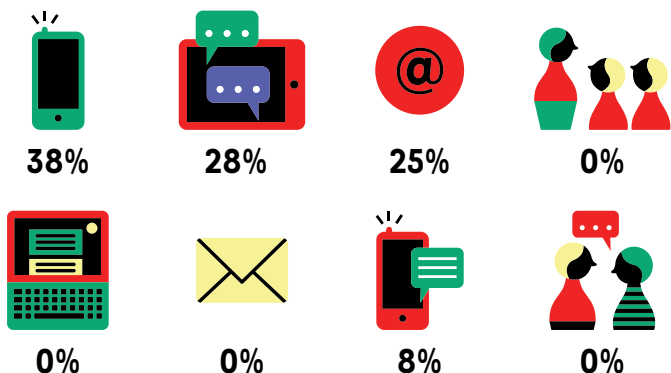
Child helpline name: The Mix
Child helpline organisation: The Mix
Website address: www.themix.org.uk
Child helpline number: 0808 808 4994
Operating hours: Every day from 13:00 until 23:00
Year of establishment: 1999

27,487

Attempted contacts

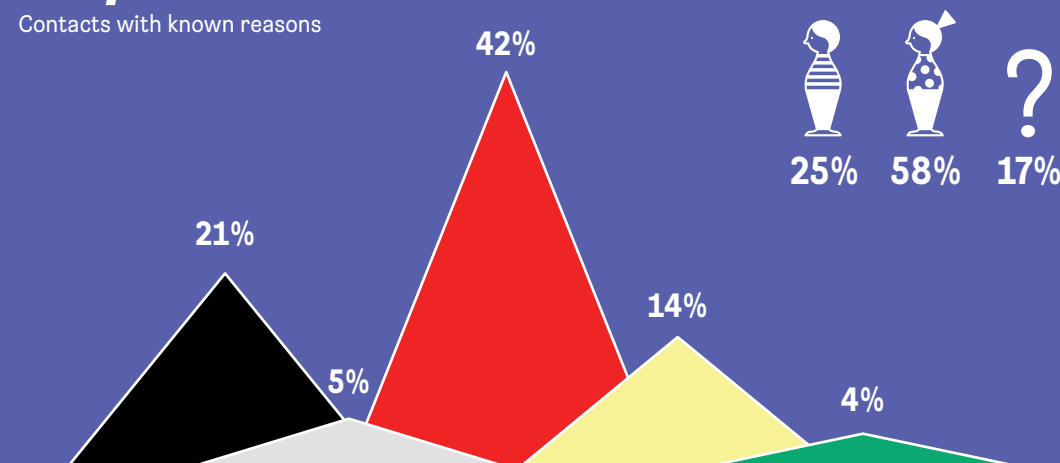
15,998

Answered contacts



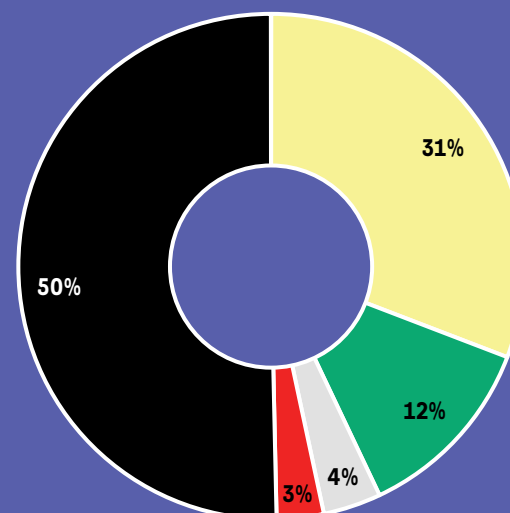
14,151

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Homelessness
- Peer relationships
- Psychosocial, mental health
- Sexuality and sexual awareness
- Family relationships



6,010 contacts

- Suicide
- Self-harm
- Eating disorders
- Depression
- Other forms of psychosocial, mental health

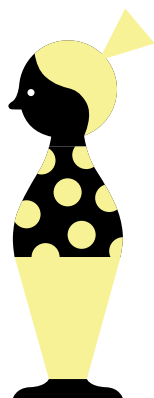
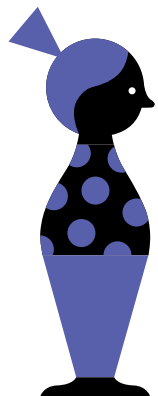
SPOTLIGHT ON PSYCHOSOCIAL, MENTAL HEALTH

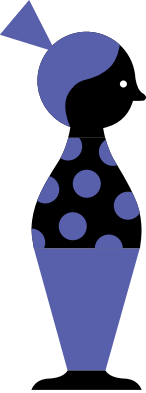
Child Helpline received a call from a 14-year-old girl seeking help for her situation involving her extremely controlling father. She said that he limited her phone calls and use of Facebook and read all her communication with the outside world. He didn't let her go out except to school. Her parents were constantly fighting and arguing and the father drank a lot and beat her up. She said her parents put her in charge of her younger brother for entire days. The counsellor listened to the girl's problems and reassured her and explained that she had the right to live a life without violence. After talking with the counsellor, the girl decided to disclose her identity and school address and asked the counsellor to call a social worker for her. The girl and the counsellor also decided to talk to a psychologist in her school about problems she was dealing with. The girl was encouraged to call the helpline anytime. The counsellor and their supervisor sent an official report to a Social Worker of Child Protective Services.



In an online chat, a girl contacted Child Helpline and told the counsellor that she was contemplating suicide. She said her mother had had a drinking problem for several years and her father had a new wife and children who got more attention than she did. Two years before, her family got help from Social Services but it didn't work out. She said she had a few friends in school but no one really knew her. She felt utterly alone and said she didn't want to die, but she didn't want to live like this either. The counsellor said it was completely understandable to feel sad and alone when life was hard but that the situation could change for the better and advised the girl to talk to a counsellor at Bris. The girl was advised to share her grief and told that she did not have to endure this alone. The girl was informed of alternative ways to get help; one was to talk to a teacher or school counsellor about it. Another way was to get more help from Bris, which could make contact with social services.

A girl called and told Child Helpline that she was staying with a friend because her mother had been harming her physically and psychologically for years. The 13-year-old said her parents had hit her with a belt, given her cold baths, and punched her hard. She lived with her mother and her 5-year-old brother and she did not want to stay at home. She explained that her parents were separated and she didn't see her father much. For years she had been suffering this type of physical assaults by both parents, although since the separation her father hadn't hit her anymore. This abuse had already been reported by the school because the girl once went there with a swollen lip. A trial was opened and the girl was called to testify, but she could not testify against her parents for fear of being separated from her brother. She also hoped her parents would change their behaviour. As a result of the trial, social services worked with her parents and the situation improved slightly; however, after the separation the girl's mother started to abuse her again. She hit her, pulled her hair and dragged her, verbally assaulted her, and left her and her brother home alone all night. She did not want to live with either of her parents but did not know where she could live so she was worried. She told the helpline she had an aunt and a godfather but that they could not take care of her. The girl provided her personal data and consent for the helpline to contact the police and transfer to Social Services. During the call, the counsellor psychologist encouraged the minor to express her emotions, assured her everything was confidential and praised her courage for seeking help. The counsellor explained that no one has a right to treat her that way, much less her parents who are in charge of ensuring her welfare and protection. While keeping the call in progress, the counsellor contacted the police specializing in minors and waited on the phone with the girl. Once the agents arrived, the counsellor said goodbye and invited the girl to call again when possible.

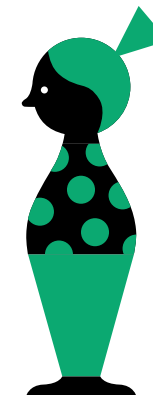




The child helpline counsellor answered the phone and a little girl's voice said, "I need to tell you about something that just happened". The young girl, only 11 years old, was home alone. She said she had finished school for the day and cycled to her tutor's house, just like every Wednesday when her dad worked late. As usual, she was shown into his dining room and sat at the desk, whilst her tutor went to get a drink. When he came back, she said he sat "a bit too close" and then started to touch her. He touched her sexually - "inside my knickers", she quoted. The girl said afterwards she cycled straight home and called Child Helpline right away. The counsellor reassured her that she had done the right thing, and that they should talk about what she wanted to do. She told the counsellor: "I need my dad to know, but I have to go to Brownies soon." But she said she would stay on the phone with the counsellor until her dad returned home. The counsellor and the girl talked through how she was going to tell her dad about it. The counsellor said to call back if she needed to talk again afterwards. The girl rang back later to say thank you and that her dad had called the police.

Abi called the Child Helpline after receiving a TextSafe message from the charity. She knew she had been reported missing by her parents but was reluctant to let the advisor know her location. Abi said she was unhappy at home as a result of family arguments that had escalated to threats of violence being made against her. She had felt compelled to run away because when she sought support from school, she was told that because she was only 16, she was unable to move out without her parents' permission. The counsellor advised Abi that if she felt comfortable to tell someone it might help her to access specific support. Abi said she could tell her support worker at school. The counsellor explained that until they could be sure Abi was safe, the police would continue looking for her as they had a duty to do so. The counsellor asked Abi if she could speak to the police herself, and told her that the charity could help with this in a secure three-way call that wouldn't disclose her location. Abi agreed and was connected to the referring officer, who was very supportive of Abi and reiterated his concern for her safety. The officer asked if she could tell him where she was and Abi gave the address of her friend's house where she had been staying. The officer said they would attend the address to confirm she was okay. The counsellor continued to support Abi who explained everything to the officers. Abi was told to contact the charity anytime she needed further help or support.

A young lady of 21 years contacted Child Helpline via a web chat channel and wanted help with the voices she heard in her head every day. She had been hearing these voices since she was 8 years old and she suffered with depression and suicidal thoughts because of these voices. She also experienced mental health problems as her friends and family would not go out in public with her. They were 'embarrassed' of her and her parents who would not take her mental health problems seriously. She said she felt like the only way out would be to kill herself. The child helpline volunteer who was talking to the young lady asked lots of open questions which allowed the young lady to talk freely. She did not want to go to her GP as she was worried about being judged and her parents finding out. After talking further, the child helpline volunteer was able to offer her various signposts to different organisations that could help her with her mental health issues and family problems. By the end the young lady thanked the child helpline volunteer and said she was going to look into those organisations and also to see her GP.



Child Helplines International's members in the European Region

- **Albania** – ALO 116
- **Azerbaijan** – AZERBAIJAN CHILD HELPLINE
SERVICE
- **Belarus** – PONIMANIE
- **Iceland** – HJÁLPARSÍMINN 1717
- **Israel** – ERAN
- **Israel** – NATAL
- **Macedonia** – SOS Helpline for Children and Youth
- **Montenegro** – Djeca Prije Svega
- **Norway** –116 111 ALARMTELEFONEN
- **Norway** – KORS PÅ HALSEN
- **Russia** – NFPCC
- **Serbia** – NADEL
- **Switzerland** – PRO JUVENTUTE
- **Ukraine** – LA STRADA



ICELAND

NORWAY

RUSSIA

BELARUS

UKRAINE

SWITZERLAND

SERBIA

MONTENEGRO

ALBANIA

MACEDONIA

ISRAEL

AZERBAIJAN

692,697

CONTACTS FROM CHILDREN
AND YOUNG PEOPLE



43%



49%



9%

13-15

16-17

18-25

year-olds

Family relationships

HIV/AIDS
Bullying

Psychosocial
mental health

Peer relationships

School related
and education

Abuse and
violence

Child migration

Children in conflict zones

Homelessness

Addiction

Commercial exploitation
Harmful traditional practices
Basic needs

Sexuality and
sexual awareness

Information
requested

Physical health and healthcare

Discrimination

Legal matters

Cyberbullying
Parenting and child rearing



94%



3%



1%



1%



1%



Albania

Child helpline name: ALO 116 - Albanian National Child Helpline

Child helpline organisation: ALO 116 - Albanian National Child Helpline

Website address: www.alo116.al

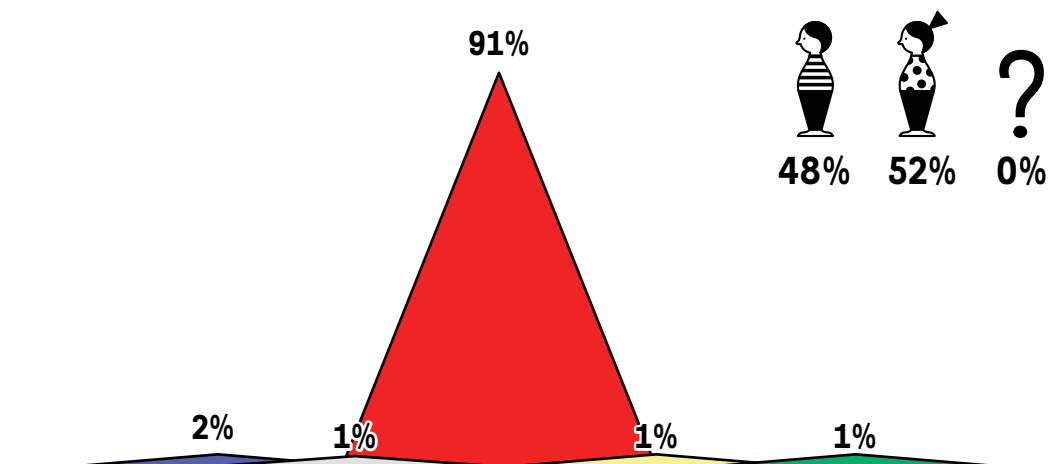
Child helpline number: 116 111

Operating hours: 24/7

Year of establishment: 2009

5,028

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

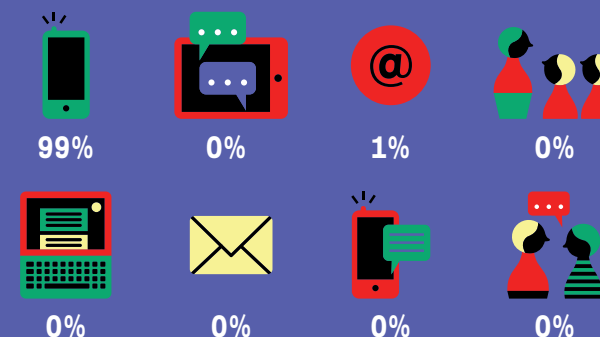
- Abuse and violence
- School related and education
- Information requested
- Psychosocial, mental health
- Family relationships

15,339

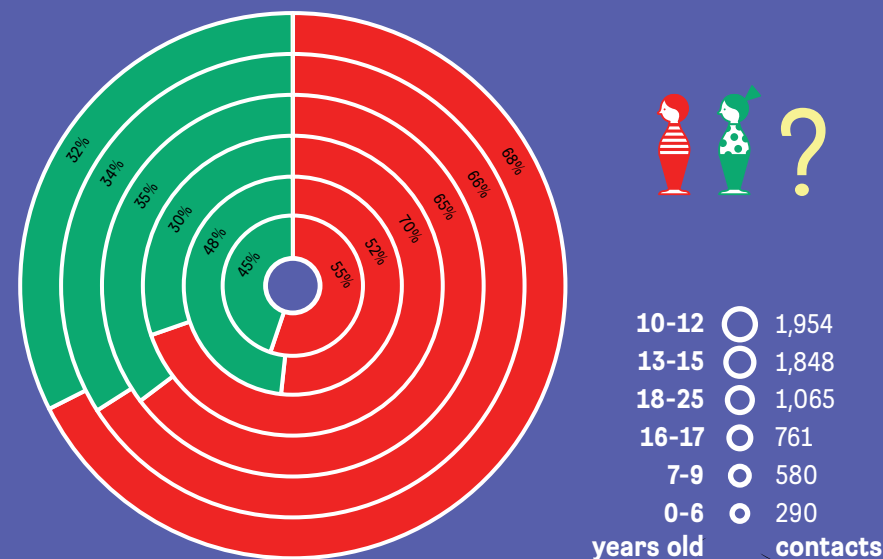
Attempted contacts

15,339

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



Azerbaijan

Child helpline name: Azerbaijan Child Helpline Service

Child helpline organisation: Reliable Future Youth Organization

Website address: www.childhelpline.az

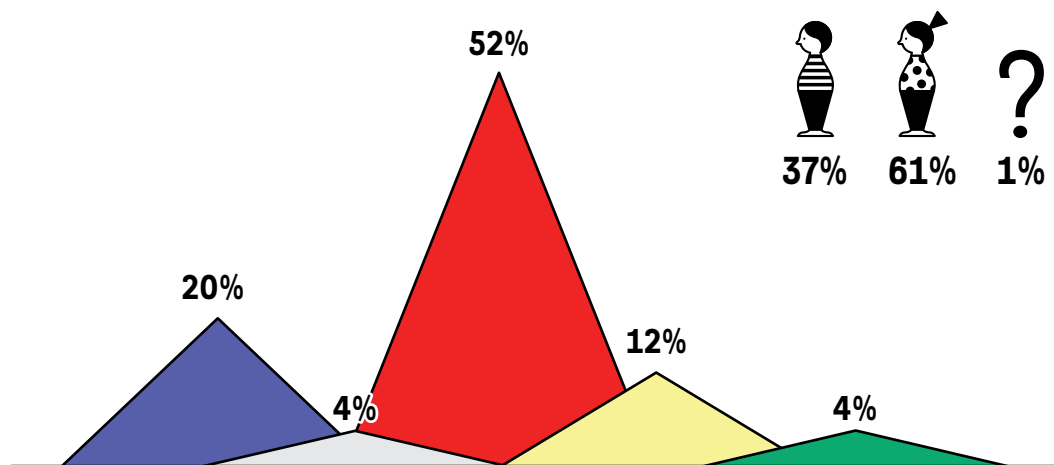
Child helpline number: 480 22 80

Operating hours: 24/7

Year of establishment: 2010

3,209

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

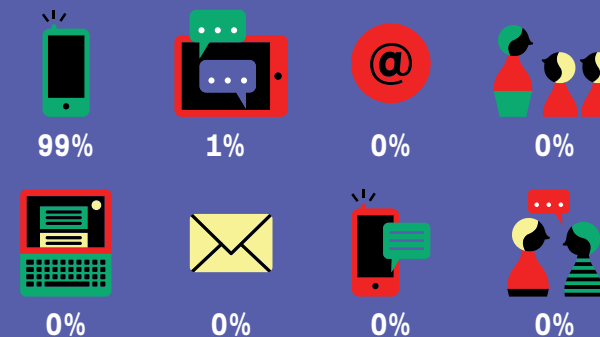
- Basic needs
- School related and education
- Psychosocial, mental health
- Bullying
- Abuse and violence

7,235

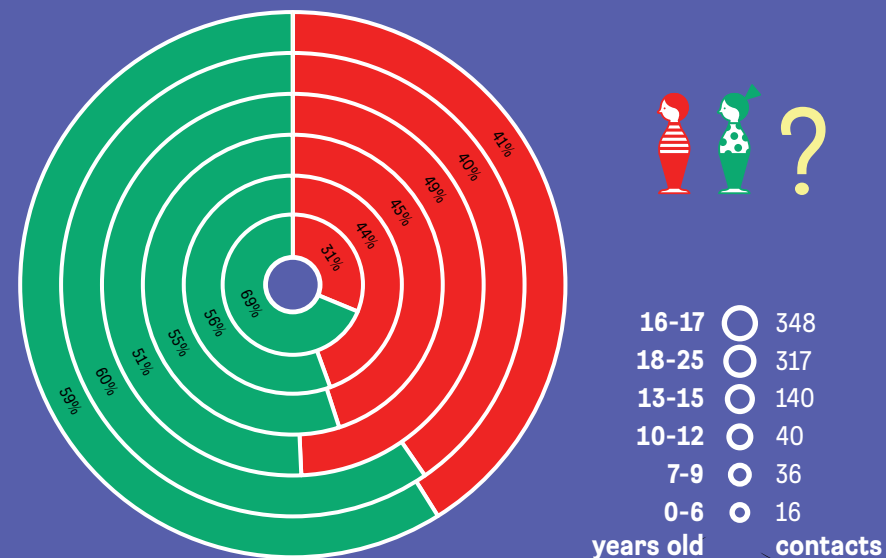
Attempted contacts

7,235

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX

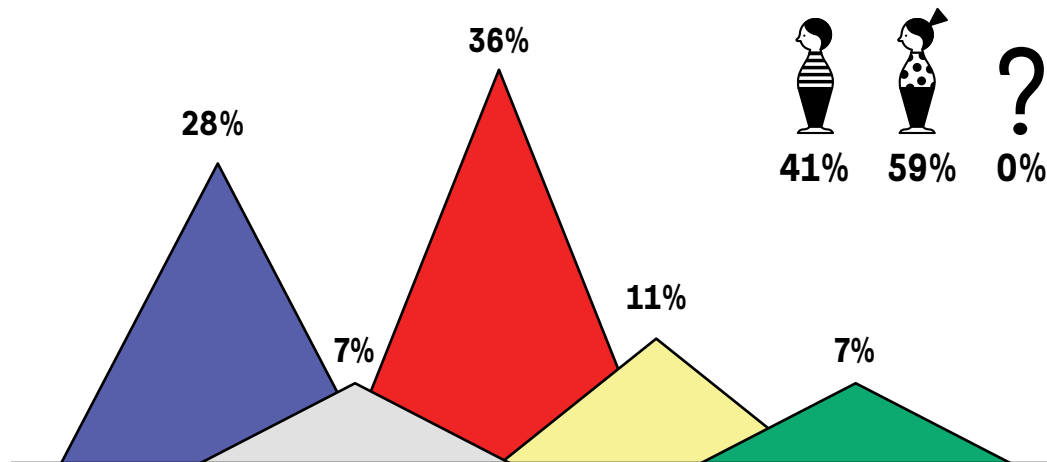


Belarus

Child helpline name: Ponimanie
Child helpline organisation: Ponimanie
Website address: www.1611.by
Child helpline number: 8 801 100 1611
Operating hours: 24/7
Year of establishment: 2011

1,452

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

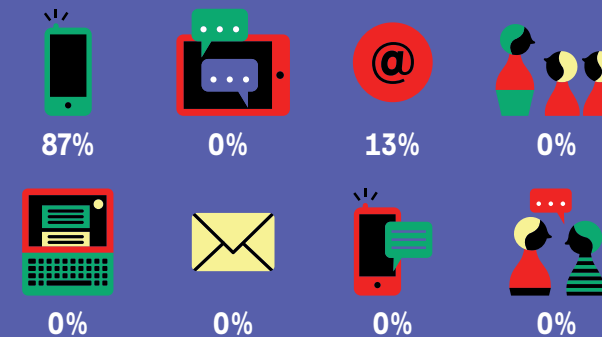
- Family relationships
- Peer relationships
- Abuse and violence
- School related and education
- Psychosocial, mental health

622

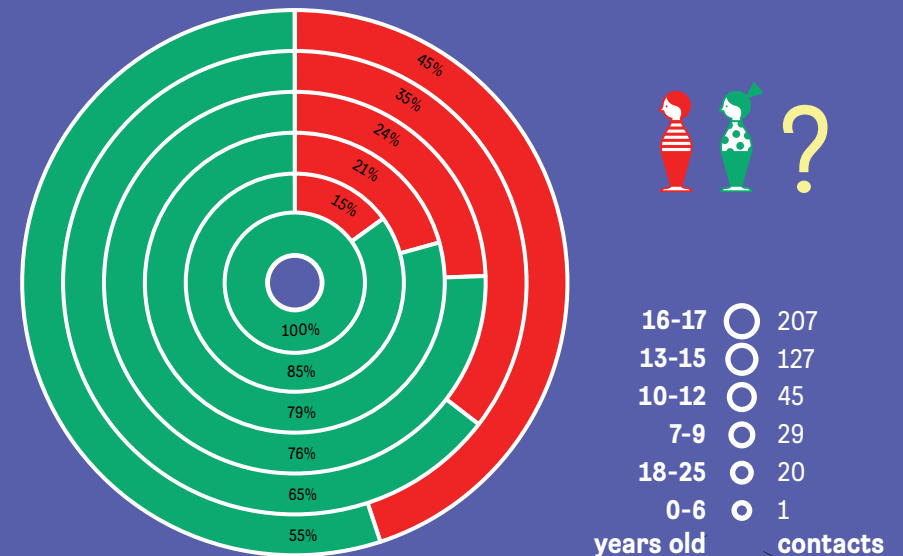
Attempted contacts

323

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



Iceland

Child helpline name: Hjálparsíminn 1717 - Icelandic Red Cross

Child helpline organisation: Red Cross Iceland

Website address: www.1717.is

Child helpline number: 1717

Operating hours: 24/7

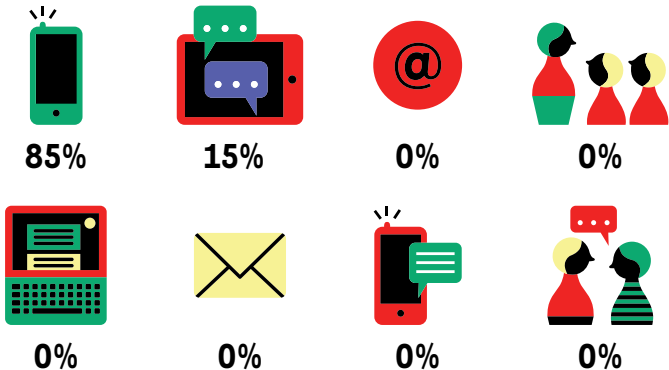
Year of establishment: 2004

1,282

Attempted contacts

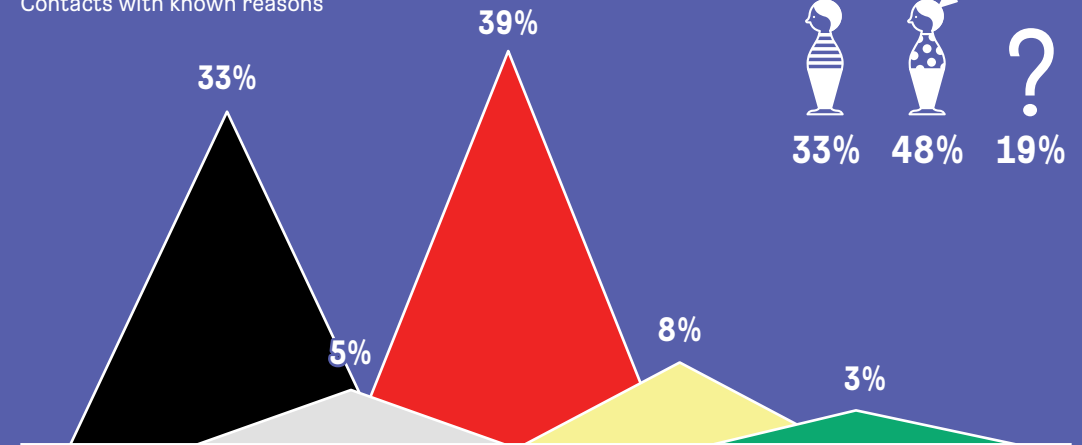
1,282

Answered contacts



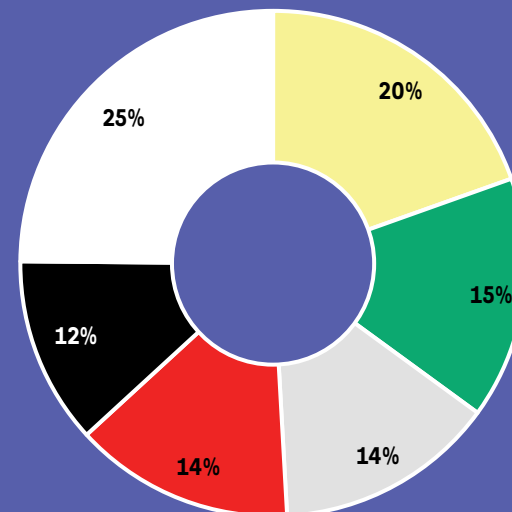
2,588

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Addiction
- Abuse and violence
- Psychosocial, mental health
- Peer relationships
- Sexuality and sexual awareness



1,002 contacts

- Depression
- Fear and anxiety
- Loneliness
- Boredom
- Suicide
- Other forms of psychosocial, mental health

SPOTLIGHT ON PSYCHOSOCIAL, MENTAL HEALTH



Israel

Child helpline name: ERAN for Children and Adolescents

Child helpline organisation: ERAN

Website address: www.eran.org.il

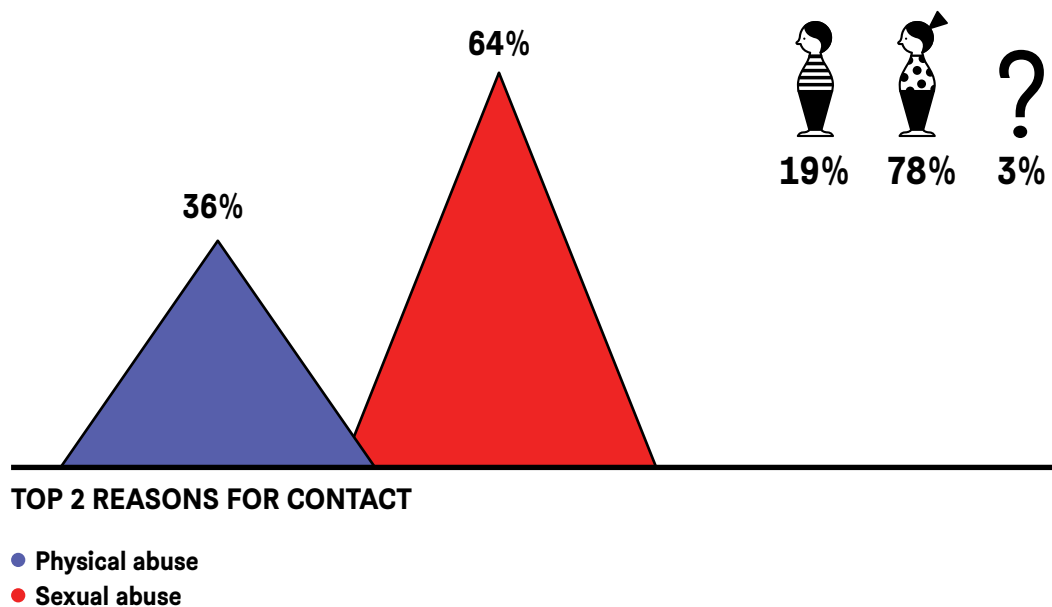
Child helpline number: 1201

Operating hours: 24/7

Year of establishment: 1971

860

Contacts with known reasons

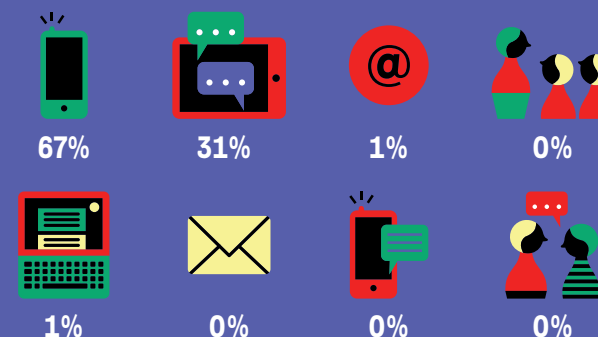


64,150

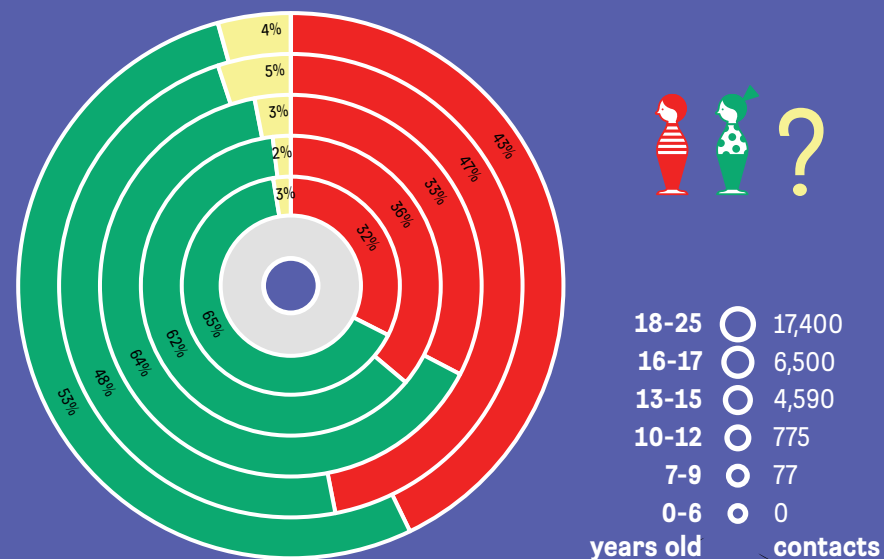
Attempted contacts

47,150

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



Israel

Child helpline name: NATAL

Child helpline organisation: Israel Trauma Center for Victims of Terror and War

Website address: www.natal.org.il

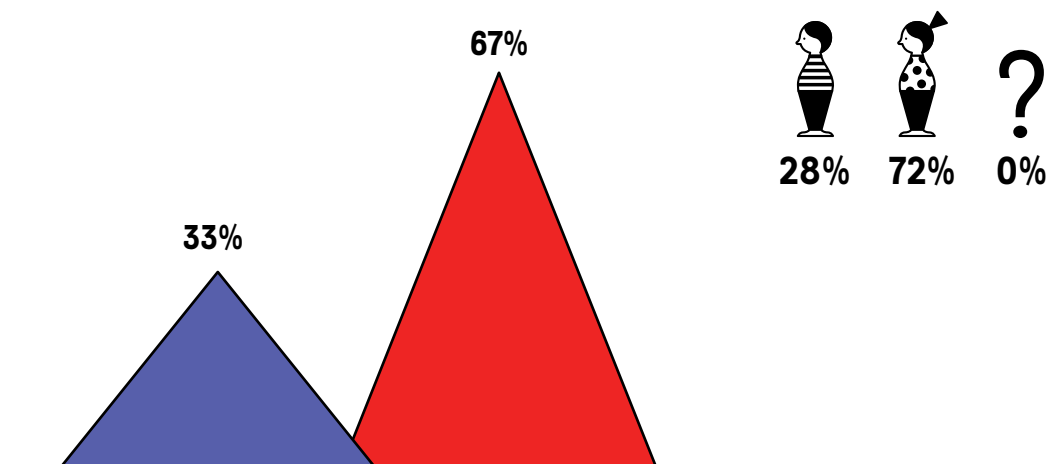
Child helpline number: 1-800-363-363

Operating hours: Variable hours

Year of establishment: 1998

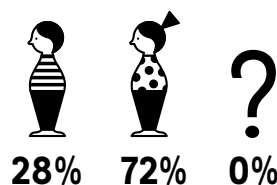
432

Contacts with known reasons



TOP 2 REASONS FOR CONTACT

- Abuse and violence
- Children in conflict zones

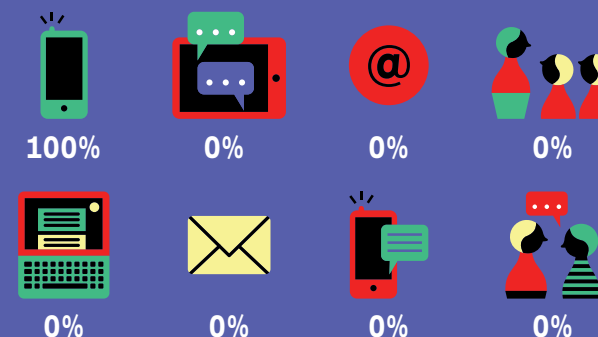


288

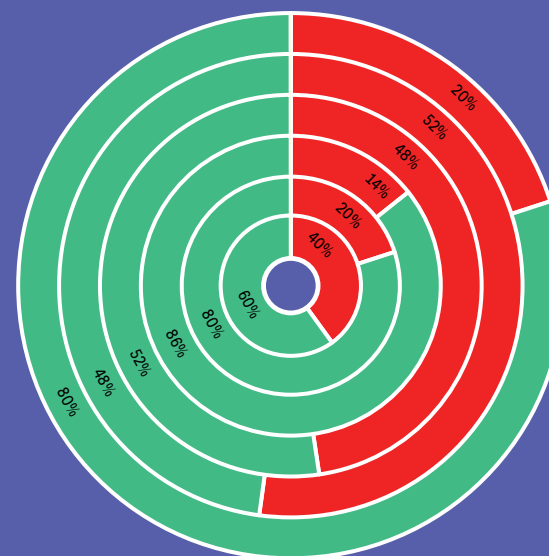
Attempted contacts

288

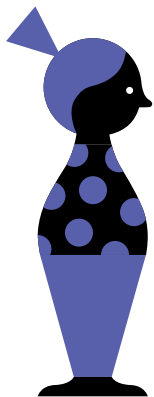
Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	25
10-12	○	23
0-6	○	21
16-17	○	21
18-25	○	20
7-9	○	15
years old		contacts



Besijana , a 16-year-old girl, called Child Helpline because her father had developed a violent attitude towards her mother; he would often come home drunk and beat her mother in the presence of her and her siblings. They were all were very afraid. Besijana explained that she could not trust anyone in her family. The child helpline counsellor allowed her to talk freely about her feelings, explained to her that domestic violence is not acceptable and advised the girl to talk to someone she could trust, a teacher for example. Besijana was also given a number for a domestic abuse hotline for her mum to seek help. (Albanian)

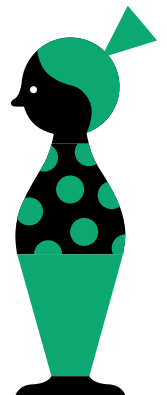
Kristen, a 15-year-old girl, called to ask if she was old enough to get an abortion without her parents' knowledge. Because the counsellor allowed the girl to express her concerns, they were later able to discuss with her the possibility of talking about the matter with her parents. The counsellor also provided the girl with the phone number for the health clinic where she would be able to speak with a nurse and a social worker in order to figure out her next steps. At the end of the phone call the girl decided that talking to her parents first would be the best course of action because she knew she would get the support and understanding she needed from them.



Yosef, a 15-year-old Israeli boy had watched a TV program on divorce and began to feel anxious, irritated and depressed because it reminded him of the traumatic experience of his parents' divorce a few years earlier. The boy was very upset and decided to call Child Helpline to talk about his feelings. The volunteer listened attentively and legitimised the boy's emotional state. The volunteer explained that his parents would always remain his parents and suggested that he talk with the school counsellor to receive further support.

Since terror attacks had begun the previous October, Bokamoso, a young girl, had been very disturbed. She was anxious and frightened and felt she had to talk to her parents all the time on the phone to make sure they were okay. She had anxiety attacks, cried a lot and felt afraid to go out. She called Child Helpline to let her feelings out. The counsellor at the child helpline assured the girl that her reaction was normal and common during abnormal times like that. She also made an effort to calm her down and remind her of her internal and external strengths. In addition, she provided brief guidance to the girl's father who was nearby.

A grandfather called Child Helpline seeking help for his three grandchildren. His son had been arrested on charges of killing his wife. As a result, his three grandchildren had been at once deprived of both their mother and father's presence and therefore were in psychological trauma. The counsellor talked several times with the children on the phone and referred the grandfather to a Children's Rights Legal Clinic and Social Rehabilitation Centre for Juveniles.





Macedonia

Child helpline name: SOS Helpline for Children and Youth

Child helpline organisation:

First Children's Embassy in the World Megjashi

Website address: www.childrensembassy.org.mk

Child helpline number: 0800 1 22 22

Operating hours: Mon - Fri, 24 hours

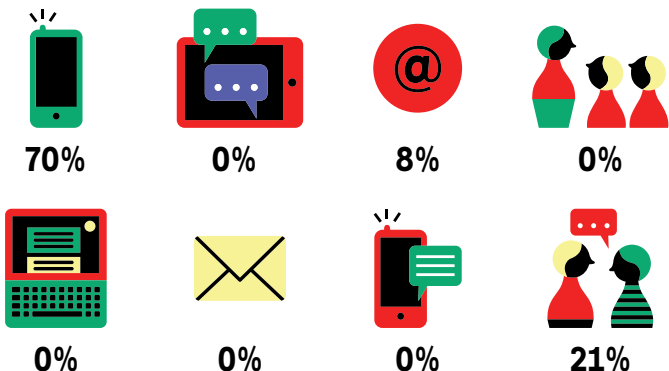
Year of establishment: 1993

225

Attempted contacts

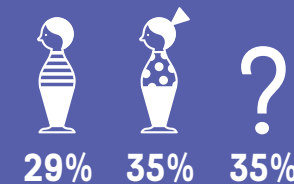
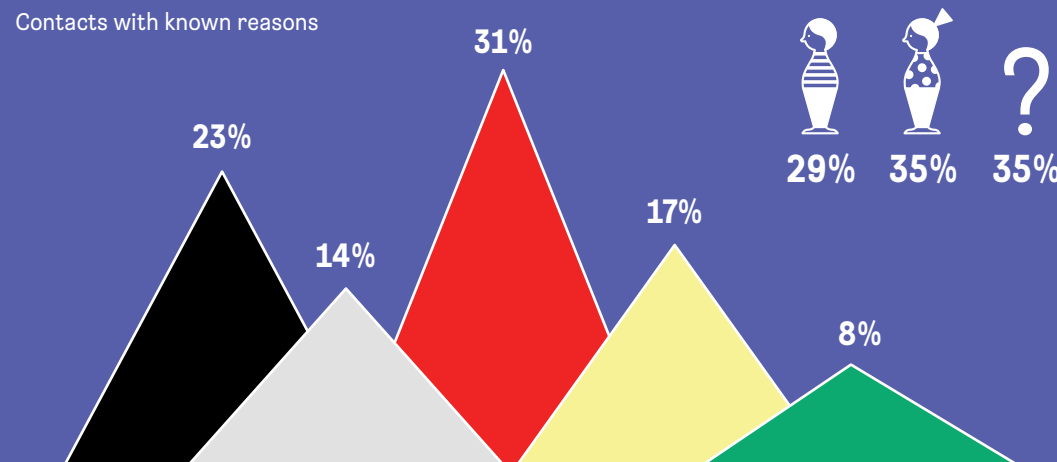
225

Answered contacts



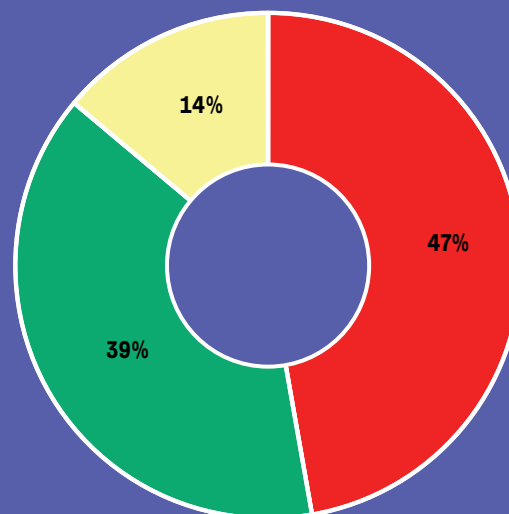
116

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Abuse and violence
- Family relationships
- Basic needs
- Information requested
- Children in conflict zones



36 contacts

Resources and financial aid

SPOTLIGHT ON BASIC NEEDS



Montenegro

Child helpline name: Djeca Prije Svega

Child helpline organisation: Djeca Prije Svega - Children First

Website address: www.djecaps.me

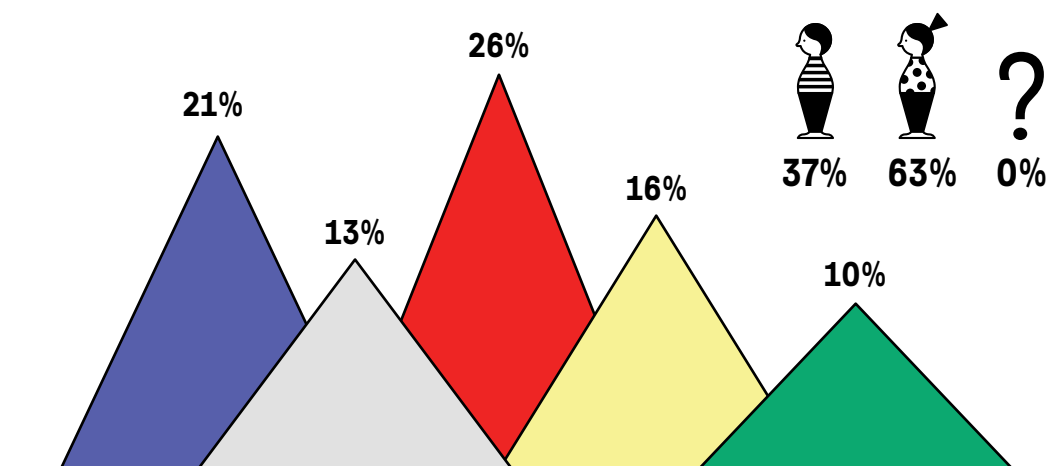
Child helpline number: +382 (0) 800 81 550

Operating hours: Mon - Fri from 16:00 - 19:00

Year of establishment: 2011

164

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

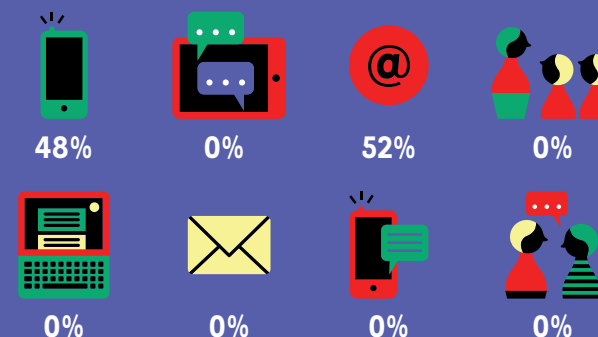
- Information requested
- Peer relationships
- Abuse and violence
- Family relationships
- Psychosocial, mental health

50

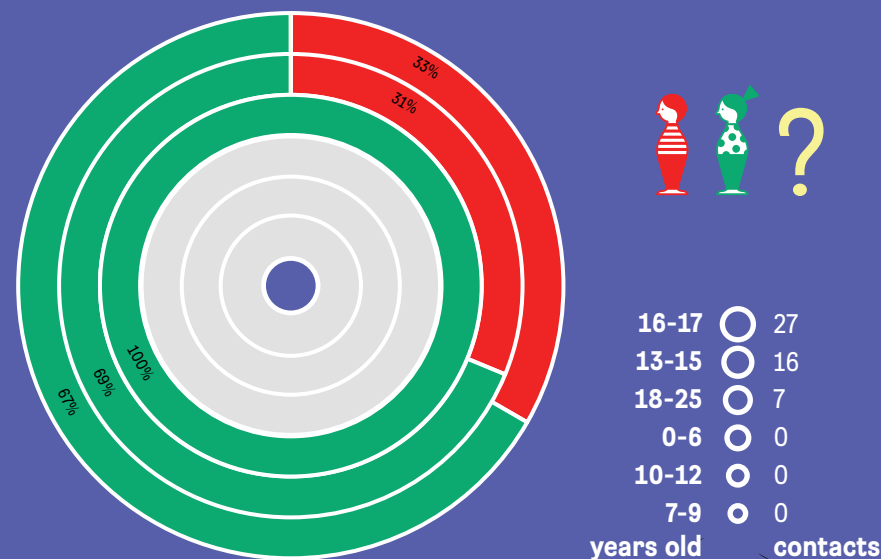
Attempted contacts

50

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX





Norway

Child helpline name: 116 111 Alarmtelefonen for barn og unge

Child helpline organisation: Alarmtelefonen for barn og unge

Website address: www.116111.no

Child helpline number: 116 111

Operating hours: Variable hours

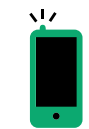
Year of establishment: 2009

10,599

Attempted contacts

10,578

Answered contacts



57%



0%



24%



0%



0%



0%



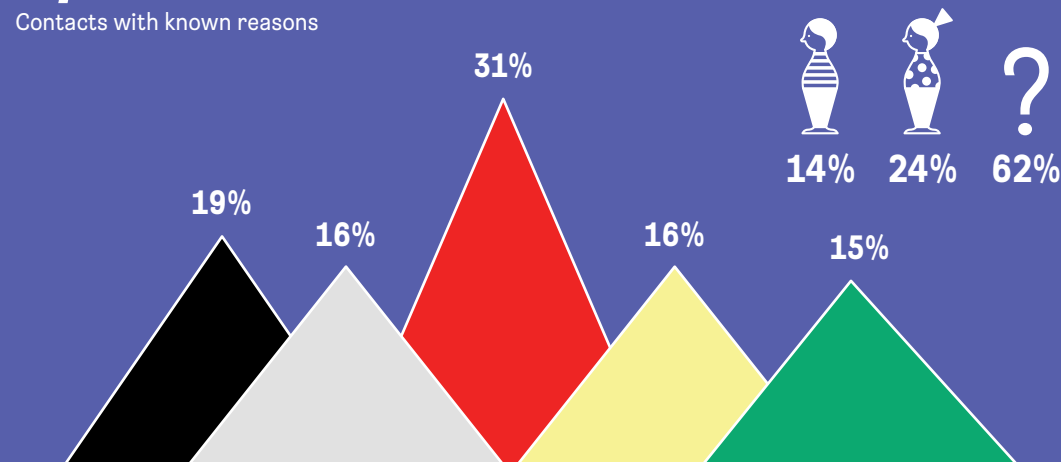
19%



0%

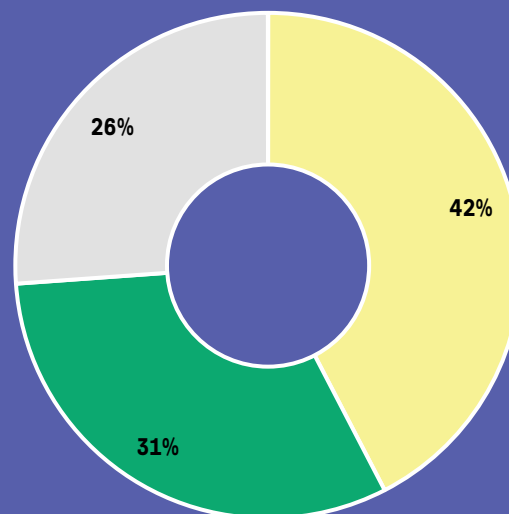
3,175

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

- Parenting and child rearing
- Psychosocial, mental health
- Family relationships
- Abuse and violence
- Bullying



972 contacts

- Parents with addiction and/or mental health issues
- Divorced, separated or parents in conflict
- Parent/child relationship

SPOTLIGHT ON FAMILY RELATIONSHIPS

Norway

Child helpline name: Kors på Halsen - Norwegian Red Cross

Child helpline organisation: Red Cross Norway

Website address: www.korspahalsen.no

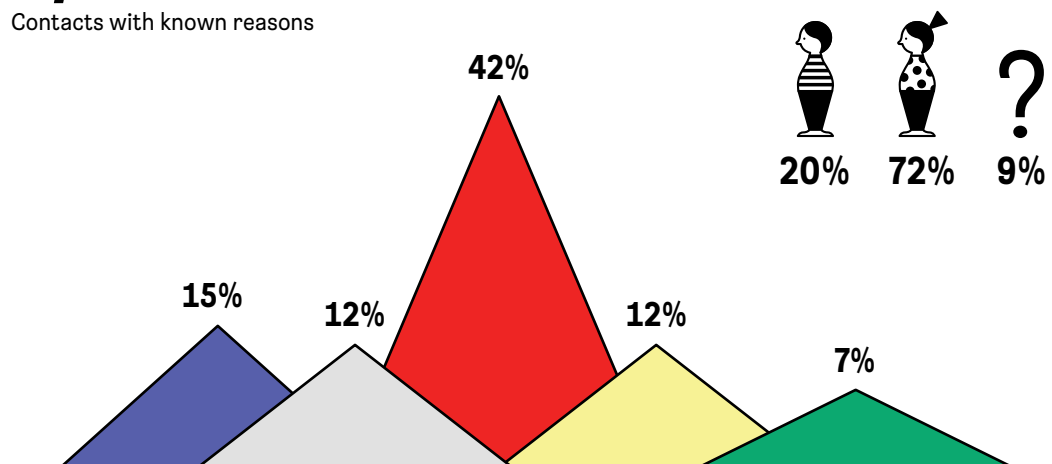
Child helpline number: 800 33 321

Operating hours: Mon - Fri from 14:00 until 20:00

Year of establishment: 1984

9,222

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

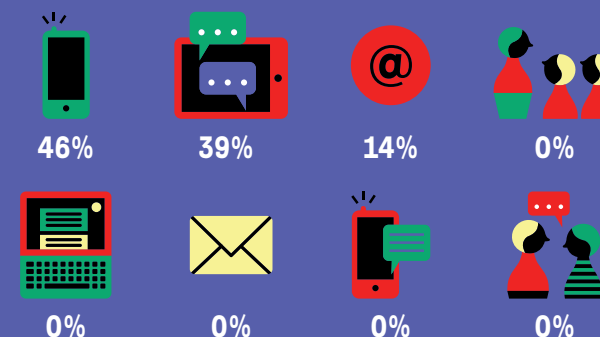
- Sexuality and sexual awareness
- Family relationships
- Psychosocial, mental health
- Peer relationships
- School related and education

12,329

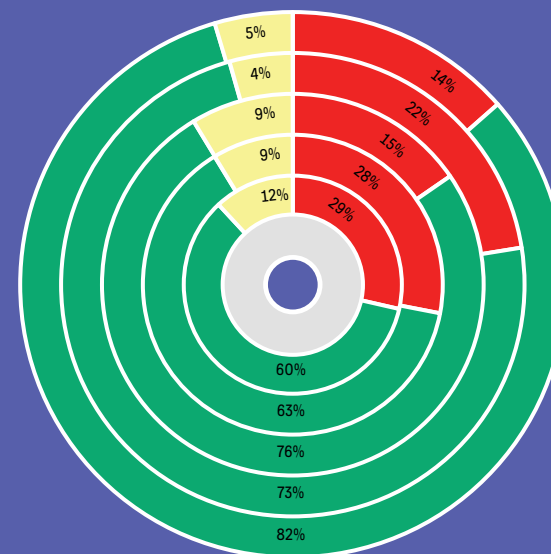
Attempted contacts

10,893

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



13-15	○	2,968
16-17	○	2,815
10-12	○	818
18-25	○	677
7-9	○	42
0-6	○	0
years old		contacts

Russia

Child helpline name: NFPCC

Child helpline organisation: NFPCC - The National Foundation for the Prevention of Cruelty to Children

Website address: www.sirotstvo.ru

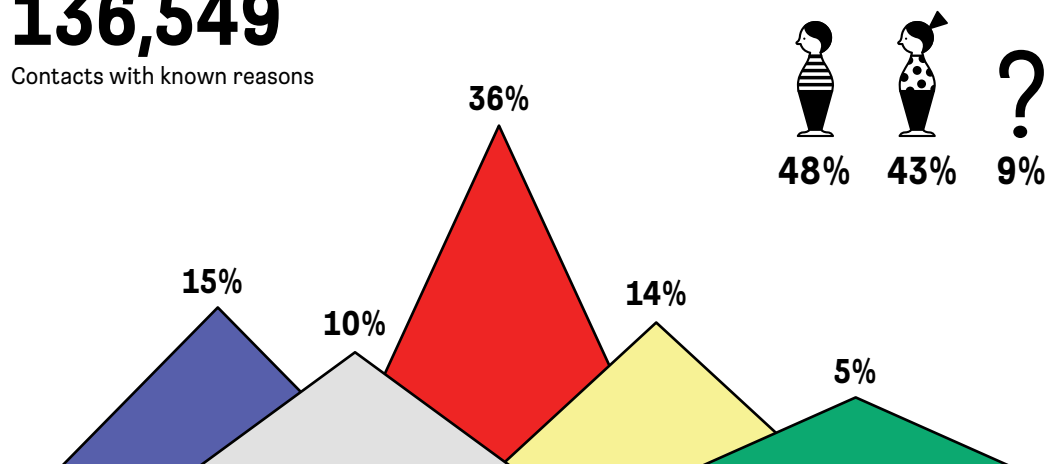
Child helpline number: 8-800-2000-122

Operating hours: 24/7

Year of establishment: 2004

136,549

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

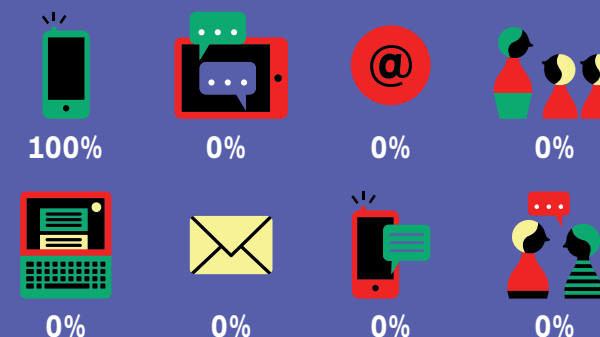
- Information requested
- Psychosocial, mental health
- Peer relationships
- Family relationships
- School related and education

410,821

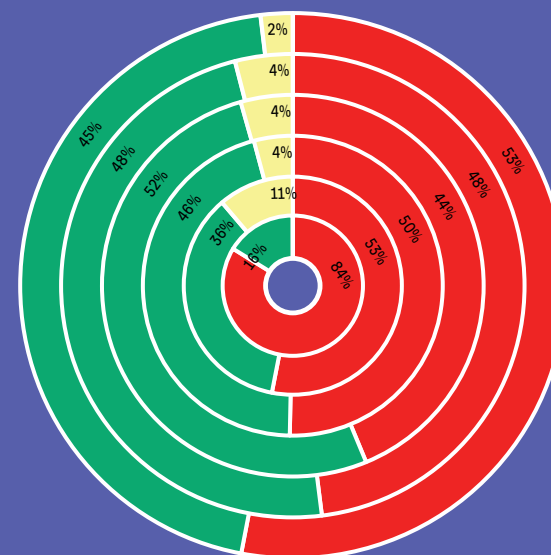
Attempted contacts

410,821

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



10-12	○	40,885
16-17	○	36,780
13-15	○	35,575
18-25	○	28,415
7-9	○	9,396
0-6	○	210
years old		contacts



Serbia

Child helpline name: NADEL - Nacionalna Dečija Linija Srbije

Child helpline organisation: NADEL - Nacionalna Dečija Linija Srbije

Website address: www.nadel-decijalinija.org

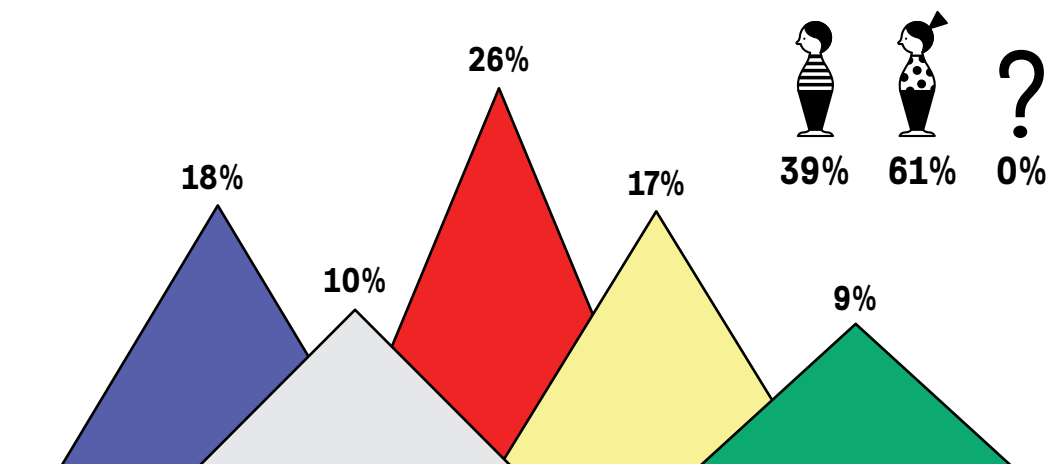
Child helpline number: 116 111

Operating hours: 24/7

Year of establishment: 2005

1,244

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

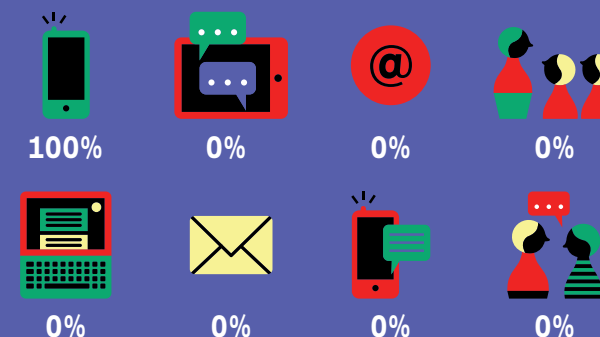
- Information requested
- Family relationships
- Psychosocial, mental health
- Peer relationships
- Abuse and violence

172,545

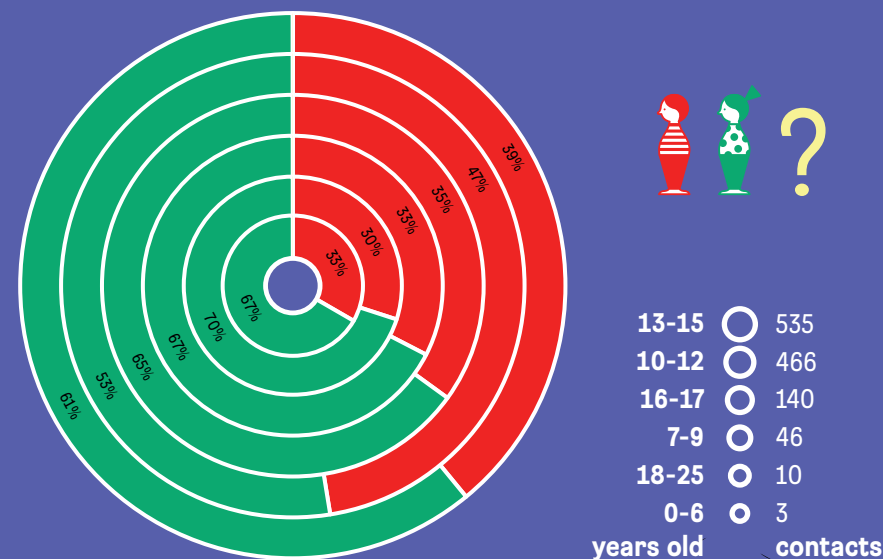
Attempted contacts

64,450

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX





Switzerland

Child helpline name: Pro Juventute - Beratung + Hilfe 147

Child helpline organisation: Pro Juventute - Beratung + Hilfe 147

Website address: www.147.ch

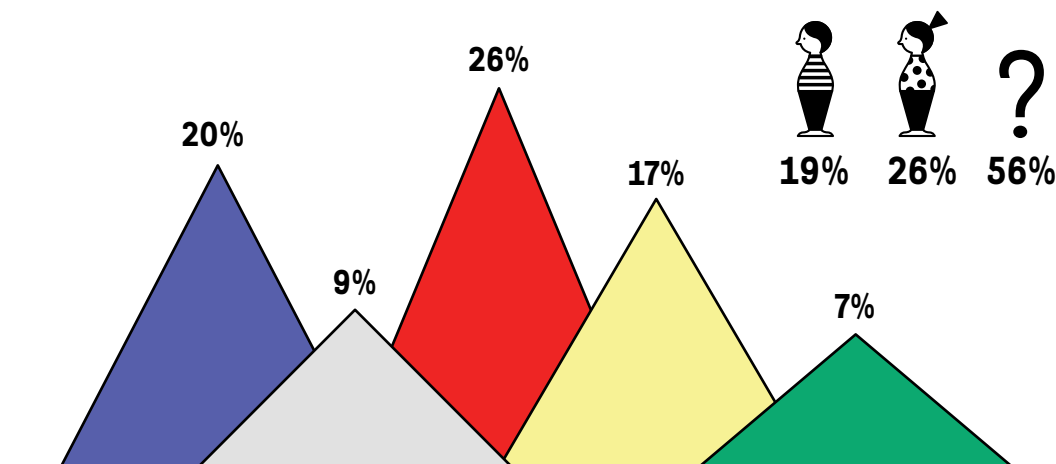
Child helpline number: 147

Operating hours: 24/7

Year of establishment: 1999

22,551

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

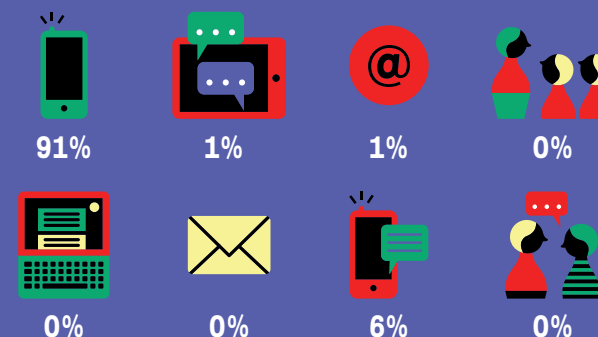
- Sexuality and sexual awareness
- Peer relationships
- Psychosocial, mental health
- Family relationships
- School related and education

92,362

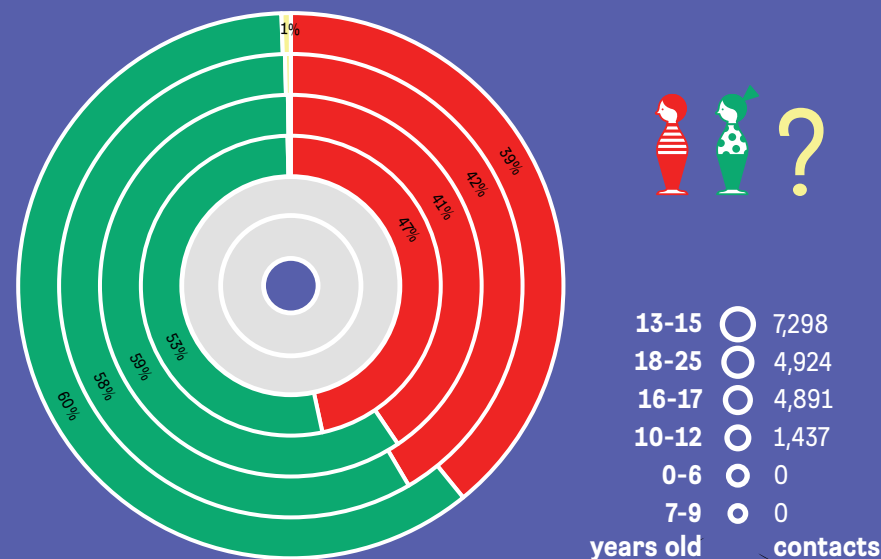
Attempted contacts

80,891

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



years old contacts



Ukraine

Child helpline name: La Strada - National Child Toll-Free Hot Line

Child helpline organisation: La Strada Ukraine

Website address: www.la-strada.org.ua

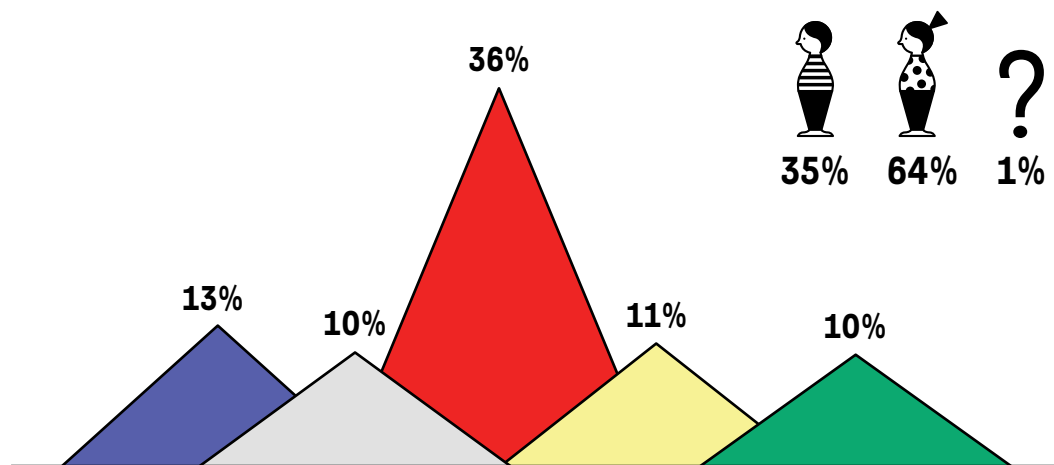
Child helpline number: 0 800 500 225 or 772

Operating hours: Mon - Fri from 10:00 until 20:00 and Sat from 10:00 until 16:00

Year of establishment: 2013

40,090

Contacts with known reasons



TOP 5 REASONS FOR CONTACT

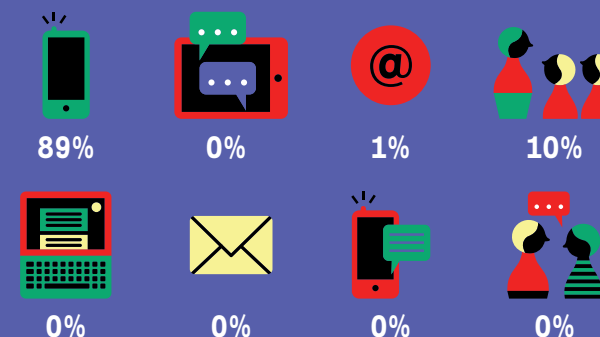
- Parenting and child rearing
- Sexuality and sexual awareness
- Psychosocial, mental health
- Peer relationships
- Information requested

74,643

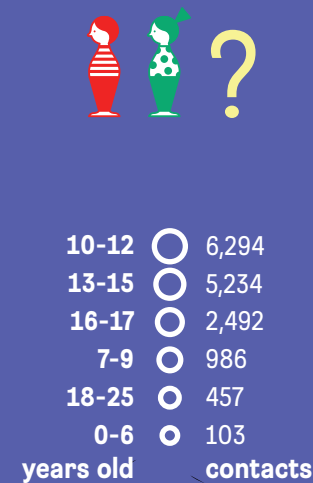
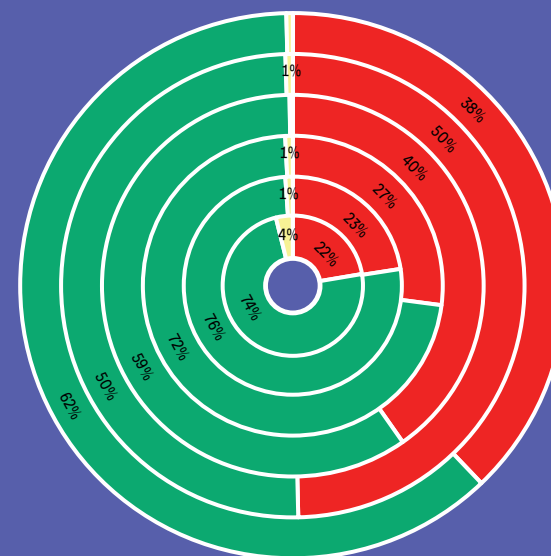
Attempted contacts

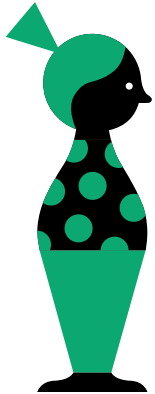
43,172

Answered contacts



DISTRIBUTION OF CONTACTS PER AGE AND SEX



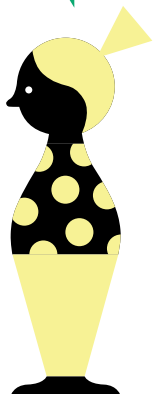


The helpline for children and young people received a call from a girl, age 16, asking for help with domestic violence inflicted upon her by her parents. The girl explained that she lived with her aunt because her father and mother mistreated her physically and emotionally every day. She was not allowed to go to school. But she had escaped with her aunt and for six months lived with her and received all necessary care and attention. She had enrolled in school, made new friends, and established a good relationship with her cousins. For those six months her parents were not interested in her, but after that the father began to threaten her aunt; he threatened to sue her and kidnap his daughter. The girl did not want to be with her parents. She turned to her local child helpline for information and help. Social Work Centre is an institution that can act to protect children, but according to the girl they protected her parents instead. The child helpline staff discussed and reported the case to the Ministry of Social Affairs and the Ombudsman. The court barred the girl's father from harassing her and banning her from school. She still lives with her aunt and has had advisory meetings with the coordinator of the child helpline to overcome the trauma and for support.

A young girl contacted Child Helpline and said how she struggled with her daily schedule. She had high expectations for herself and so did her friends, teachers and parents. She worked hard at school, exercised every day and was active on social media. But she wasn't sleeping much because she felt so anxious about her life and didn't know how to deal with this. The counsellor understood the girl's problem and they talked about what she liked and wanted to do, and how she would like her present life to be. Together they came up with some goals for the girl.



Struggling with anxiety, insomnia, and self-harming, 15-year-old Grethe called 116 111 and said she was home alone, wanted to hurt herself and didn't want to live anymore. She was attending therapy which was not helping. But she didn't tell her parents because she feared they would get upset. The counsellor advised her to tell her therapist how she felt and suggested they could write a letter to the local child welfare office describing her problems. The girl agreed but added that the child welfare office did have an investigation into this one year ago but had dropped the case as she was going to get help from a psychologist. The counsellor advised her to talk to her parents and not to isolate herself when she had such thoughts. The counsellor made sure that the girl was feeling better and that she wouldn't hurt herself. The girl thanked the welfare counsellor and said she was feeling more positive for her future.

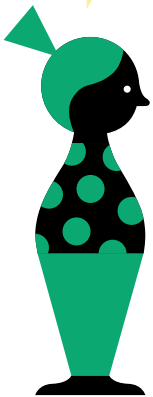


To talk about her family problems, 14-year-old Aleksandra decided to call Child Helpline. She had three siblings and her parents had been in prison for three years for neglect and forcing them to beg. All children were placed in foster care during that period. When the parents arrived home, their father was very abusive. The girl said she had a better relationship with her mother but not so in the authority of her father, and her mother was unable to support them. The counsellor understood the girl's problems and said that he could report the case to the Centre for social work. The girl agreed and after talking together, the counsellor sent an official letter to the Centre for social work.

In a telephone conversation an 11-year-old boy said his father had died. His father had been a soldier in the antiterrorist operation (ATO). The boy said: "My father defended our country from evil enemies who want to seize our land". The boy had not seen his father for six months when he was killed during the shelling. The boy and his mother were having a very hard time with this. He said he didn't know how they were going to live. The consultant supported the boy and calmed him down. Psychological assistance was provided regarding possible support for the mother and new responsibilities of the boy. The boy called back several times after that and support was given to him. The last time the boy called was at the end of December 2015; he said then that his mother almost never cried and they had solved family issues together.

A chat message from a young boy said he was having problems with his parents and many other issues. He had tried to cut his veins and was having suicidal thoughts, and friends had advised him to call Child Helpline to find out what to do. The return message from the helpline told this young caller he had done well to contact them and that the line was available 24 hours a day and totally free and confidential. The counsellor said that the fact the caller had tried to cut his veins was worrisome and asked if the caller would agree to talk in person by calling the child helpline number. The counsellor empathised and said helpline staff could imagine the caller's pain but they needed more information to give the proper advice. Problems with parents could be difficult to bear but solutions were always available; and it would be important for the caller to keep on talking to a trusted adult! The chat ended when the counsellor told the caller Child Helpline would look forward to hearing from him by text or phone!

A 15-year-old girl named Dimitra contacted Child Helpline and said her grandfather had died that day in the hospice. The girl was very worried because her mother had had a cerebral stroke, her grandmother was in hospital at the time, and she was at home with a broken leg. The counsellor and the girl found people who could support and help her family. The counsellor referred the girl to a doctor who could supervise her mother and grandmother.



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 overviews in this publication are based on the analysis of information received from 40 child helplines in Europe on the contacts they received in 2015. This data was gathered through Child Helpline International's annual data questionnaire. 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.

Country overviews:

- The total contacts with known reasons is based on the cases which reported a specific reason for contact. This sum does not include contacts for which the reason was documented as 'general/other'.
- The total answered contacts refers to answered telephone calls as well as contacts via other communication methods. Answered telephone calls include those which lead to the child helpline providing direct assistance or active listening, as well as silent, test, abusive and other non-counselling calls.

- The total attempted contacts include the total answered contacts – as explained above – and the number of missed calls. These refer to the number of times a child helpline's phone number was dialled but nobody was able to answer the calls. Instead, these calls were registered by an answering machine or another technical solution.
- The distribution of contacts per communication methods can make use of percentages with decimal notation. This is done to picture the full use of all communication methods;
- Where the distribution of contacts per age and sex of the child concerned was not available, we have substituted this data with a spotlight on the reason with most contacts.

The icons used in the regional and country overviews represent the following categories:





Scan the QR code to hear stories from some of the children and young people who contacted child helplines in Europe.

CHILD HELPLINES
NEED TO BE THERE
FOR ALL CHILDREN,
ALL THE TIME.
HELP US
TO MAKE THIS
A REALITY ➤

childhelplineinternational.org

We are Child Helpline International, one of the world's largest collective impact organisations.

Our network consists of 183 child helplines and other organisations operating in 142 countries around the world. Since our founding in 2003, we have supported the creation of new child helplines and strengthened our network by sharing what we have learned from the best of them, with all of them. We have also collected and interpreted data from our members, which received over 20 million contacts, in 2015 only, from children and youth in need of help and guidance. These millions of individual stories and reports form a mosaic of how and where in the world children and young people are suffering injustice, abuse and dangers. We then present those stories to policy influencers, and effect the changes that improve conditions for children in meaningful ways, both globally and locally.

Every child has a voice.

No child should be left unheard 

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