More than five million children and young people contacted child helplines in Europe in 2014.
More than five million children and young people contacted child helplines in Europe in 2014.
43 Full Members in 37 Countries

Albania • ALO 116 - Linja Kombëtare e Telefonit për Fëmijë
Austria • 147 Rat auf Draht
Azerbaijan • Azerbaijan Child Helpline Service
Belarus • Ponimanie
Belgium • Awel
Croatia • Hrabi telefon
Czech Republic • Linka bezpečí
Denmark • Børns Vilkår
Estonia • Lapsemure
Finland • Lasten ja nuorten puhelin
France • 119 Allô Enfance En Danger
Germany • Kinder- und Jugendtelefon
Greece • SOS 1056
Hungary • Kék Vonal
Iceland • Icelandic Red Cross Helpline 1717
Ireland • ISPCC Childline
Israel • NATAL Hot Line
Italy • Telefono Azzurro
Latvia • Uzticības tālrunis
Lithuania • Vaiķu linija
Luxembourg • Kanner-Jugendtelefon
Macedonia • SOS Phone for Children and Youth
Montenegro • Children First
Norway • Alarmtelefonen for Barn og Unge
Poland • Kors på halsen
Portugal • Telefon zaufania dla dzieci i młodzieży
Romania • SOS Criança
Russia • The National Foundation for the Prevention of Cruelty to Children - NFPC
Serbia • Nacionalna Dečija Linija - NADEL
Slovakia • Linka detskej istoty - LDI
Slovenia • Telefon za otroke in mladostnike - TOM
Spain • Telefono ANAR
Sweden • Barnens Rätt i Samhället - BRIS
Switzerland • Pro Juventute Beratung + Hilfe 147
The Netherlands • De Kindertelefoon
United Kingdom • NSPCC - ChildLine 0800 1111
Ukraine • La Strada Ukraine

8 Associate Members in 7 Countries

Armenia • Children’s Reception and Orientation Center
Belarus • Smorgon Information Centre on Children and Human Rights Education
Bulgaria • The Bulgarian National Helpline for Children
Georgia • Public Health and Medicine Development Fund - PHMDF
Liechtenstein • Sorgentelefon für Kinder und Jugendliche
Malta • Supportline 179
Turkey • Öz-Ge Der

* Child helplines which did not submit data for this report.
Welcome Messages

I commend Child Helpline International for publishing this report on the contacts received at its European member child helplines. More than five million reported contacts in 2014 alone clearly show that children and young people need the counselling and other support they receive from child helplines and their counsellors.

As the UN’s Special Rapporteur on the sale of children, child prostitution and child pornography, I was especially struck by the fact that 3,770 children in Europe contacted child helplines as victims of commercial exploitation, including child prostitution. In addition, child helplines assisted more than two thousand victims of sexual exploitation online. These numbers are alarming, yet they represent only a small fraction of children whose rights are brutally violated. We have to make sure that these children can reach out for and receive the help they need, and that violations of children’s rights become a matter of the past.

As I did throughout my former mandates at the Council of Europe, I continue to advocate for a holistic and integrated approach to ensure the respect of children’s rights and the elimination of all forms of violence against children.

This type of approach includes easily accessible and dedicated child helplines, since they are an integral part of child protection systems. I therefore encourage policymakers around Europe to demonstrate this recognition by creating enabling environments for child helplines – so that they can respond to any and every child’s cry for help and support that they desperately need.

Maud de Boer Buquicchio
UN’s Special Rapporteur on the sale of children, child prostitution and child pornography

Ever since the beginning of my involvement with child helplines in 2007 – when I joined Fundación ANAR of Spain to lead its international relationships – I have witnessed the critical role that child helplines play in child protection systems and the difference they can make in a child’s life.

Through my experience with the Spanish helpline I also gained first-hand knowledge on how important the issue of sustainability is for child helplines. Their invaluable activities are, of course, free to the user in every respect, yet they do come with costs that have to be met. Without secure, long-term funding and the waiving of telecommunication costs child helplines are in constant danger of having to curb or even discontinue their services, thus involuntarily letting down the children and young people who need their help and support.

Child helplines have to be able to focus on their service and advocate on the basis of what they hear from children and young people who reach out to them. Some of the evidence they show to support their advocacy efforts is summarized in this document. But they need sustainable funding, and they must be able to speak up and point to deficiencies in child protection systems and policies without fear of retribution.

The engagement of European policymakers has brought about significant positive change and can serve as a good model for the rest of the world, but a lot remains to be done. Let us continue working together to further strengthen child protection systems and the role of child helplines within them, while also insuring child helplines’ independence – because that is how children and young people’s voices can be heard and more importantly, listened to.

Sheila M. Donovan
Executive Director Child Helpline International
Regional Overview: Europe

Contacts made in 2014\(^1\)  
5,129,877

Contacts with known reasons (presented below)\(^2\)  
1,806,048

Child helplines in Europe which submitted data for this report answered more than five million telephone calls, short text messages, e-mails and other contacts made by children and young people in 2014. A vast majority of these contacts were calls over the telephone, but other methods of communication – contributing more than 500,000 contacts – also proved popular among children and young people.

<table>
<thead>
<tr>
<th>Contacts with Known Reasons (in %)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psycho-Social, Mental Health</td>
</tr>
<tr>
<td>Peer Relationships</td>
</tr>
<tr>
<td>Sexuality and Sexual Awareness</td>
</tr>
<tr>
<td>Family Relationships</td>
</tr>
<tr>
<td>Abuse and Violence</td>
</tr>
<tr>
<td>Information Requested</td>
</tr>
<tr>
<td>Bullying</td>
</tr>
<tr>
<td>School Related and Education</td>
</tr>
<tr>
<td>Physical Health</td>
</tr>
<tr>
<td>Addiction</td>
</tr>
<tr>
<td>Parenting and Child Rearing</td>
</tr>
<tr>
<td>Legal Matters and Juvenile Justice</td>
</tr>
<tr>
<td>Homelessness</td>
</tr>
<tr>
<td>Cyberbullying</td>
</tr>
<tr>
<td>Basic Needs</td>
</tr>
<tr>
<td>Discrimination</td>
</tr>
<tr>
<td>Commercial Exploitation</td>
</tr>
<tr>
<td>Harmful Traditional Practices</td>
</tr>
<tr>
<td>HIV/AIDS Infected/Affected Children</td>
</tr>
<tr>
<td>Child Migration</td>
</tr>
<tr>
<td>Children in Conflict and Disaster Zones</td>
</tr>
</tbody>
</table>

Grand Total  
31%  42%  27%  1,806,048
Girls and boys aged 13-15 represent the largest age group among those whose age was documented. Child helpline data also shows that girls requested support more frequently than boys. Apart from general requests for information, boys were more likely than girls to reach out only regarding sexuality and sexual awareness, addiction and HIV/AIDS, as can be seen in the figure on the previous page.

As in previous years, the main reason for children and young people to request assistance in 2014 was psycho-social and mental health. Child helpline counsellors supported and advised children and young people on problems such as fear and anxiety, depression, eating disorders and loneliness in more than one-fifth (22%) of cases with a known reason for contact. The second most typical issue children and young people needed help and support with was peer relationships. They triggered almost 280,000 (15%) contacts, which are examined in more detail below. Next, issues such as contraception, sexual identity and sexually transmitted diseases – among others documented in the ‘sexuality and sexual awareness’ category – were the main reason for more than 240,000 contacts (14%). In the fourth and fifth place, respectively, and altogether representing nearly one-quarter of all contacts with known reasons, were difficulties that children and young people had with family relationships and the traumatic experience of abuse and violence (for detailed information please see our Violence Against Children report, published in November 2015).

Other reasons for large shares of contacts are clearly visible in the figure and data on the previous page. These categories, however, should not take all the attention away from the many thousands of children and young people who suffered from problems that feature less prominently in the overall data but can nevertheless be truly devastating. For instance, in the last place in terms of frequency of contacts are children in conflict and disaster zones, but the child helpline counsellors in Ukraine – where the helpline received the lion’s share of these contacts due to the spread of violence in that country in 2014 – could tell chilling stories about what children and young people were subjected to. There is also a real child in desperate need of help and support behind every one of the 3,770 contacts that were made because of child labour, trafficking, sexual exploitation and other forms of commercial exploitation. Last but not least, although they make for less than 1% of all contacts with known reasons, every one of the nearly 7,700 children and young people who contacted child helplines because they experienced discrimination should be a cause for alarm.

1 The total of contacts made in 2014 refers to answered telephone calls and 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 and test calls.
2 Contacts with known reasons are those answered calls and other contacts which are documented by child helplines under a specific reason for contact (peer relationships, abuse and violence, bullying, etc.).

**Spotlight on Peer Relationships**

A girl who was devastated because her best friend passed away. A 16-year-old who did not want to go back to school because she felt like her old friends were ignoring her. A 13-year-old who was concerned about only having friends online. These are just a few examples of children and young people who faced difficulties in their peer relationships – and who received sympathetic and non-judgmental support when they reached out to child helplines and their trained counsellors. Four in ten of those girls, boys and young people needed someone to talk to about their partner relationships, and almost one-quarter of contacts were about problems with friends.

Concrete cases reported by child helplines, along with a detailed look at some other reasons for contact, confirm that children and young people are leading ever greater shares of their social lives online. This can reflect, as well as lead to, difficulties with offline relationships and the development of social skills. Child Helpline International has been working with its members to train child helpline counsellors to help children and young people address the consequences of the rapid technological developments and the challenges they pose, especially to ensure children’s protection online.
Country Overviews: European Union

Contacts with Known Reasons (Total: xxxxx)

This figure represents those calls and other contacts which are documented by the child helpline under one of the specific reasons for contact (listed below). Due to the rounding up of percentages, reasons with less than 0.5% share of contacts are not displayed.

Boy / Girl - Known Reasons for Contact

A more detailed look at the distribution of known reasons for contact amongst boys and girls. The sum of all contacts presented here is lower than the total of all known reasons for contact because the 'unknown' category is not analysed.

Contacts per Communication Method (Total: xxxxxx)

As many helplines can be reached in different ways, we present the distribution of contacts across a variety of communication methods. The total number of contacts indicated here differs from the total number of contacts in 2014 displayed at the top of the page because only those telephone calls which resulted in the child helpline providing direct assistance or active listening are analysed, whereas silent and test calls are not included.

For more information on the terms used, please refer to our child helpline glossary: http://www.childhelplineinternational.org/resources/chi-glossary/
A 14-year-old boy called the Austrian child helpline because he was being blackmailed by a girl who had contacted him via Facebook, even though they never met in person. The boy explained that the girl initiated a Skype video chat and, after she had heavily flirted with him, begun to undress and urged him to do the same. The boy obliged – only to receive a threatening message shortly thereafter. The girl requested 400 Euros not to upload a recording of their video chat on YouTube and send the link to all his friends and family. The boy felt deeply ashamed and said that he would rather run away than tell his parents about what happened. He asked for advice on how to raise the requested sum as quickly as possible. The counsellor explained that this was a case of widely spread fraud. She advised the boy – who expressed great relief – to respond with a warning that he would inform the police. The counsellor also suggested concrete steps to prevent further contacts with the girl in question and to use internet more safely in the future.

Contact: 139,529
Contacts in 2014
Name of the child helpline: Awel
Child helpline organisation: Awel vzw
Website address: www.awel.be
Child helpline number: 102
Operating hours: Daily from 16:00 until 22:00
Year of establishment: 1981

Contacts with Known Reasons (Total: 46,606)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 24,761)

Boy / Girl - Age Groups
Croatia

Name of the child helpline: 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

Contacts with Known Reasons (Total: 1,461)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 1,805)

Boy / Girl - Age Groups
Czech Republic

Name of the child helpline: 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

Contacts with Known Reasons (Total: 28,595)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 37,644)

Boy / Girl - Age Groups
Czech Republic

Name of the child helpline: 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

Contacts with Known Reasons (Total: 28,595)

Boy / Girl - Known Reasons for Contact

- Abuse and Violence
- Addiction
- Basic Needs
- Bullying
- Cyberbullying
- Child Migration
- Commercial Exploitation
- Children in Conflict and Disaster Zones
- Discrimination
- Family Relationships
- Harmful Traditional Practices
- HIV/AIDS Infected/Affected Children
- Homelessness
- Information Requested
- Legal Matters and Juvenile Justice
- Parenting and Child Rearing
- Peer Relationships
- Physical Health
- Psycho-Social, Mental Health
- School Related and Education
- Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 37,644)

Boy / Girl - Age Groups

Denmark

Name of the child helpline: 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

Contacts with Known Reasons (Total: 32,097)

Boy / Girl - Known Reasons for Contact

- Abuse and Violence
- Addiction
- Basic Needs
- Bullying
- Cyberbullying
- Child Migration
- Commercial Exploitation
- Children in Conflict and Disaster Zones
- Discrimination
- Family Relationships
- Harmful Traditional Practices
- HIV/AIDS Infected/Affected Children
- Homelessness
- Information Requested
- Legal Matters and Juvenile Justice
- Parenting and Child Rearing
- Peer Relationships
- Physical Health
- Psycho-Social, Mental Health
- School Related and Education
- Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 29,478)

Boy / Girl - Age Groups

51,022 Contacts in 2014
Estonia

Contacts in 2014: 4,540

Name of the child helpline: Lapsemure
Child helpline organisation: Estonia Mental Health Society NGO
Website address: www.lapsemure.ee
Child helpline number: 646 0770
Operating hours: 24/7
Year of establishment: 2002

Contacts with Known Reasons (Total: 4,540)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 4,540)

Boy / Girl - Age Groups
**Finland**

Name of the child helpline: Lasten ja nuorten puhelin  
Child helpline organisation: Mannerheimin Lastensuojeluliitto - MLL  
Website address: www.mll.fi/nuortennetti  
Child helpline number: 116 111  
Operating hours: Variable hours  
Year of establishment: 1980

Contacts with Known Reasons (Total: 17,474)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 20,556)

Boy / Girl - Age Groups
Name of the child helpline: 119 Allô Enfance en Danger
Child helpline organisation: Service National d’Accueil Téléphonique pour l’Enfance en Danger - SNATED
Website address: www.allo119.gouv.fr
Child helpline number: 119
Operating hours: 24/7
Year of establishment: 1989

Contacts with Known Reasons (Total: 92,949)

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psycho-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 372,022)

Boy / Girl - Known Reasons for Contact

Boy / Girl - Age Groups
Germany

Contacts with Known Reasons (Total: 280,055)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 171,935)

Boy / Girl - Age Groups
Contacts with Known Reasons (Total: 25,202)

- Abuse and Violence: 53%
- Boy / Girl - Known Reasons for Contact
- Abortion
- Addict: 2%
- Basic Needs: 71%
- Bullying: 26%
- Cyberbullying: 2%
- Child Migration: 1%
- Commercial Exploitation: 1%
- Children in Conflict and Disaster Zones: 1%
- Discrimination: 8%
- Family Relationships: 1%
- Harmful Traditional Practices: 3%
- HIV/AIDS Infected/Affected Children: 1%
- Homelessness: 9%
- Information Requested: 2%
- Legal Matters and Juvenile Justice: 1%
- Parenting and Child Rearing: 1%
- Peer Relationships: 1%
- Physical Health: 1%
- Psycho-Social, Mental Health: 1%
- School Related and Education: 1%
- Sexuality and Sexual Awareness: 1%

Contacts per Communication Method (Total: 35,610)

- Telephone: 98%
- Walk in / In Person: 1%
- Post and Bulletin Board: 1%
- Fax: 0%
- SMS: 1%
- E-mail: 1%
- Chat: 1%

Case:
A 14-year-old girl and her friend were receiving abusive comments from someone they only met through an online social network. The girl believed that the online “friend” lied about being 17 and was actually an adult. When she asked for honesty, she received messages containing strong and abusive language. She was very upset and felt exposed and unprotected. The counsellor helped her reflect on the emotions of betrayal and helplessness she was experiencing and advised her on how to emotionally and physically protect herself. The counsellor suggested that the girl should terminate her contacts with the online “friend”, document the abusive messages and think about informing the police. The girl was also encouraged to talk to her parents and to ask for their help and support. Shortly thereafter, the girl’s friend with similar experience reached out to the child helpline as well.
Contacts with Known Reasons (Total: 20,274)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 66,531)

Boy / Girl - Age Groups
Ireland

Name of the child helpline: ISPCC Childline
Website address: www.childline.ie
Child helpline number: 1800 66 66 66
Operating hours: 24/7
Year of establishment: 1988

Contacts with Known Reasons (Total: 127,173)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 244,826)

Boy / Girl - Age Groups
Name of the child helpline: Telefon Azzurro
Child helpline organisation: SOS II Telefono Azzurro Onlus
Website address: www.azzurro.it
Child helpline number: 196 96
Operating hours: 24/7
Year of establishment: 1987

Contacts with Known Reasons (Total: 2,574)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 3,569)

Boy / Girl - Age Groups
Latvia

Name of the child helpline: Uzticības tālrunis
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

Contacts with Known Reasons (Total: 30,478)

Case:
A girl was scared of her father’s aggressive behaviour and feared that he might rape her if she stayed at home. She was confused and did not know what to do. She was afraid of the consequences of running away from home, but she was also afraid to tell anyone about the relationship with her father. She did, however, want to change the difficult situation she was in. The counsellor used crisis intervention skills and helped the girl reflect on emotions of despair, shame and fear that she was experiencing. The counsellor also discussed possible solutions with the girl, including contacting the police, social services or other institutions.
Lithuania

Contacts with Known Reasons (Total: 19,701)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 124,360)

Boy / Girl - Age Groups
Luxembourg

Name of the child helpline: Kanner-Jugendtelefon
Child helpline organisation: KaJugTel
Website address: www.kjt.lu
Child helpline number: 116 111
Operating hours: Variable hours
Year of establishment: 1992

Contacts with Known Reasons (Total: 810)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 845)

Boy / Girl - Age Groups

- Abuse and Violence
- Addiction
- Basic Needs
- Bullying
- Cyberbullying
- Child Migration
- Commercial Exploitation
- Children in Conflict and Disaster Zones
- Discrimination
- Family Relationships
- Harmful Traditional Practices
- HIV/AIDS Infected/Affected Children
- Homelessness
- Information Requested
- Legal Matters and Juvenile Justice
- Parenting and Child Rearing
- Peer Relationships
- Physical Health
- Psycho-Social, Mental Health
- School Related and Education
- Sexuality and Sexual Awareness

Contacts in 2014: 972

0-6: 18%
7-9: 23%
10-12: 22%
13-15: 23%
16-17: 22%
18-25: 23%
25+: 23%
Portugal

Name of the child helpline: 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

Contacts with Known Reasons (Total: 2,898)

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psycho-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 2,934)

Boy / Girl - Known Reasons for Contact

Boy / Girl - Age Groups

Unknown

Unknown
Romania

Name of the child helpline: Telefonul Copilului
Child helpline organisation: Asociatia Telefonul Copilului
Website address: www.telefonulcopilului.ro
Child helpline number: 116 111
Operating hours: Daily from 8:00 until 24:00
Year of establishment: 2001

Contacts with Known Reasons (Total: 5,993)

Boy / Girl - Known Reasons for Contact

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psyco-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 6,699)

Boy / Girl - Age Groups

Contacts in 2014: 114,241
**Slovakia**

Name of the child helpline: Linka detskej istoty - LDI
Child helpline organisation: Linka detskej istoty pri SV UNICEF
Website address: www.ldi.sk
Child helpline number: 116 111 and 116 000
Operating hours: 24/7
Year of establishment: 1996

**Contacts with Known Reasons (Total: 41,419)**

- Abuse and Violence: 15%
- Addiction: 5%
- Basic Needs: 3%
- Bullying: 2%
- Cyberbullying: 2%
- Child Migration: 1%
- Commercial Exploitation: 1%
- Children in Conflict and Disaster Zones: 1%
- Discrimination: 1%
- Family Relationships: 1%
- Harmful Traditional Practices: 1%
- HIV/AIDS Infected/Affected Children: 1%
- Homelessness: 1%
- Information Requested: 1%
- Legal Matters and Juvenile Justice: 1%
- Parenting and Child Rearing: 1%
- Peer Relationships: 1%
- Physical Health: 1%
- Psycho-Social, Mental Health: 1%
- School Related and Education: 1%
- Sexuality and Sexual Awareness: 1%

**Contacts per Communication Method (Total: 17,942)**

- Telephone: 12%
- Fax: 6%
- Chat: 6%
- SMS: 3%
- E-mail: 3%
- Outreach: 3%
- Postal: 1%
- Walk in / In Person: 2%
- Post and Bulletin Board: 2%

**Boy / Girl - Known Reasons for Contact**

- Boy: 6%
- Girl: 4%
- Known Reasons: 12%

**Boy / Girl - Age Groups**

- 0-6: 1%
- 7-9: 6%
- 10-12: 24%
- 13-15: 33%
- 16-17: 22%
- 18-25: 15%
- 25+: 15%
Slovenia

Name of the child helpline: Telefon za otroke in mladostnike - TOM
Child helpline organisation: Zveza prijateljev mladine Slovenije - ZPMS
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

Contacts with Known Reasons (Total: 7,010)

Boy / Girl - Known Reasons for Contact

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psycho-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 6,708)

Boy / Girl - Age Groups

0-6
7-9
10-12
13-15
16-17
18-25
25+

Unknown
Unknown
Spain

Name of the child helpline: 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

376,097
Contacts in 2014

Contacts with Known Reasons (Total: 42,709)

Boy / Girl - Known Reasons for Contact

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psycho-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 13,011)

Boy / Girl - Age Groups

0-6
7-9
10-12
13-15
16-17
18-25
25+

0%
17%
83%
100%
Sweden

Contacts with Known Reasons (Total: 37,235)

Boy / Girl - Known Reasons for Contact

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psycho-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Contacts per Communication Method (Total: 60,279)

Case:

Hanna sent an e-mail to ask what to do and who to talk to about the fact that she lost her best friend. She wrote: "Her mother sent me a text yesterday, telling me she had died. I have known her for three years and we were really close. I can't go to school, I can't focus. I just break down in tears. She was the only one who gave me hope to keep on living. Now she is gone. I don't know what to do or who to talk to, that's why I'm writing to you." The counsellor responded by addressing the emotions of grief and tried to encourage Hanna to focus on the fact that she will always have memories of her friend. The counsellor also addressed Hanna’s need of support from other adults and encouraged her to call the child helpline whenever she wants.
The Netherlands

Name of the child helpline: De Kindertelefoon
Child helpline organisation: De Kindertelefoon
Website address: www.kindertelefoon.nl
Child helpline number: 0800 0432
Operating hours: Daily from 14:00 to 20:00
Year of establishment: 1979

Contacts with Known Reasons (Total: 150,049)

Abuse and Violence
Addiction
Basic Needs
Bullying
Cyberbullying
Child Migration
Commercial Exploitation
Children in Conflict and Disaster Zones
Discrimination
Family Relationships
Harmful Traditional Practices
HIV/AIDS Infected/Affected Children
Homelessness
Information Requested
Legal Matters and Juvenile Justice
Parenting and Child Rearing
Peer Relationships
Physical Health
Psycho-Social, Mental Health
School Related and Education
Sexuality and Sexual Awareness

Case:
Anneke, a 16-year-old girl, felt lonely at her school and was crying a lot when she went there. She told the counsellor she had skipped her classes for two weeks because her old friends were ignoring her and she had no friends in her class anymore. She had suicidal thoughts and was cutting herself. She said: “I want to tell my story to someone. I need someone listening to me. Someone to understand me.” The counsellor used active listening skills, offered sympathetic responses and helped Anneke think about who she could reach out to for further support.

Contacts per Communication Method (Total: 241,610)

Boy / Girl - Age Groups

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-6</td>
<td>10%</td>
</tr>
<tr>
<td>7-9</td>
<td>18%</td>
</tr>
<tr>
<td>10-12</td>
<td>11%</td>
</tr>
<tr>
<td>13-15</td>
<td>15%</td>
</tr>
<tr>
<td>16-17</td>
<td>17%</td>
</tr>
<tr>
<td>18-25</td>
<td>52%</td>
</tr>
<tr>
<td>25+</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>28%</td>
</tr>
<tr>
<td>Fax</td>
<td>2%</td>
</tr>
<tr>
<td>Chat</td>
<td>4%</td>
</tr>
<tr>
<td>SMS</td>
<td>7%</td>
</tr>
<tr>
<td>E-mail</td>
<td>18%</td>
</tr>
<tr>
<td>Outreach</td>
<td>1%</td>
</tr>
<tr>
<td>Postal</td>
<td>0%</td>
</tr>
<tr>
<td>Walk in / In Person</td>
<td>0%</td>
</tr>
<tr>
<td>Post and Bulletin Board</td>
<td>0%</td>
</tr>
</tbody>
</table>
United Kingdom

Name of the child helpline: 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

Contacts with Known Reasons (Total: 368,245)

Boy / Girl - Known Reasons for Contact

Contacts per Communication Method (Total: 288,817)

Boy / Girl - Age Groups
United Kingdom

Name of the child helpline: Get Connected
Child helpline organisation: Get Connected
Website address: www.getconnected.org.uk
Child helpline number: 0808 808 4994
Operating hours: Daily from 13:00 until 23:00
Year of establishment: 1999

Contacts with Known Reasons (Total: 9,415)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abuse and Violence</td>
<td>30%</td>
</tr>
<tr>
<td>Addiction</td>
<td>3%</td>
</tr>
<tr>
<td>Basic Needs</td>
<td>3%</td>
</tr>
<tr>
<td>Bullying</td>
<td>3%</td>
</tr>
<tr>
<td>Cyberbullying</td>
<td>3%</td>
</tr>
<tr>
<td>Child Migration</td>
<td>3%</td>
</tr>
<tr>
<td>Commercial Exploitation</td>
<td>3%</td>
</tr>
<tr>
<td>Children in Conflict and Disaster Zones</td>
<td>31%</td>
</tr>
<tr>
<td>Discrimination</td>
<td>2%</td>
</tr>
<tr>
<td>Family Relationships</td>
<td>14%</td>
</tr>
<tr>
<td>Harmful Traditional Practices</td>
<td>2%</td>
</tr>
<tr>
<td>HIV/AIDS Infected/Affected Children</td>
<td>1%</td>
</tr>
<tr>
<td>Homelessness</td>
<td>1%</td>
</tr>
<tr>
<td>Information Requested</td>
<td>5%</td>
</tr>
<tr>
<td>Legal Matters and Juvenile Justice</td>
<td>4%</td>
</tr>
<tr>
<td>Parenting and Child Rearing</td>
<td>2%</td>
</tr>
<tr>
<td>Peer Relationships</td>
<td>2%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>2%</td>
</tr>
<tr>
<td>Psycho-Social, Mental Health</td>
<td>6%</td>
</tr>
<tr>
<td>School Related and Education</td>
<td>0%</td>
</tr>
<tr>
<td>Sexuality and Sexual Awareness</td>
<td>0%</td>
</tr>
</tbody>
</table>

Case:
Sami has contacted Get Connected multiple times. The first time she got in touch it was because she discovered she was pregnant, but her boyfriend did not want to keep the baby. She terminated her pregnancy and regretted it. “It’s not something you can forget,” she said, “I just wish it never happened. Sometimes I feel like I can talk to my mum or my boyfriend but sometimes I just can’t. I try and get on with everything and I try to cope but it doesn’t always work.” Counsellors have been providing emotional support and empathetic and non-judgemental responses. They have also directed Sami to other services so that she could receive continuous support.
United Kingdom

Case:

Macey, a 16-year-old girl, was in distress because she had left her home the day before the call to get away from the difficult situation there. Her parents had divorced and she was living with her mother, an alcoholic, and her mother’s boyfriend who was also drinking a lot and was sometimes violent. Her father was away, serving in the armed forces. Macey had spent one night staying with a friend in a nearby town but the friend’s mother had made it clear she could only stay one night and then should return home. By the time Macey called Missing People, it was 5 p.m. and she had been walking the streets all day. She was cold, tired and had nowhere to sleep. She wanted to speak to a social worker but did not have the telephone number. The counsellor offered support in the conversation with social services to ensure that she could find the safe accommodation she needed. Over the next four hours Macey faced significant administrative challenges because the authorities could not decide who was responsible for her case. She was passed between different statutory agencies, but most of the services had already closed for the night. Missing People reassured Macey that someone would stay on the line with her however long it took, until she felt safe and had somewhere to stay. In total, it took eleven telephone calls over a period of four hours for the situation to be resolved. Each time Missing People would make the call on Macey’s behalf whilst she waited on the line in a dark and cold telephone kiosk. She had to repeat her story over and over again, getting increasingly distressed. Eventually, around 9 p.m., the police came to the telephone kiosk and took Macey to specialist young people’s bed and breakfast accommodation. Three days later Macey called to thank Missing People. She explained that she was staying in the bed and breakfast accommodation at night and attending school during the day.
Colophon

Child Helpline International (CHI)
Herengracht 418
1017 BZ Amsterdam
The Netherlands

Phone: +31 (0)20 528 9625
Fax: +31 (0)20 638 7655
E-mail: info@childhelplineinternational.org
Web: www.childhelplineinternational.org

Authors: Child Helpline International, Neva Nahtigal, Velia Licitra
Reviewers: Marieke Noz, Thomas Müller

Design: Devi Adamo (Child Helpline International)
Printing: Joh. Enschedé Amsterdam

Copyright © Child Helpline International, October 2015
ISBN 9789462287242

Disclaimer

CHI’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, the names cited in case summaries have been altered.

The regional overview in this publication is based on the analysis of information received from 41 child helplines in Europe on the contacts they received in 2014. This data was gathered through CHI’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.

Country overviews are focused on the European Union. Where parts of detailed data were not available, but the child helpline in question described a concrete case in the 2014 data questionnaire, we have substituted the unavailable data with a case summary.

The percentages of reasons for contact are based on the sum of contacts with a known specific reason. This sum does not include contacts for which the reason was documented as ‘general/other’. Lastly, the percentages have been rounded up and do not make use of decimal notation. As a result, the percentages of the individual (sub-)categories do not always add up to one hundred per cent. The exact data can be requested from Child Helpline International.

This publication has been produced with the financial support of the Rights, Equality and Citizens Programme of the European Union. The contents of this publication are the sole responsibility of Child Helpline International and can in no way be taken to reflect the views of the European Commission.
Worldwide, since 2003, over 300 million children have contacted child helplines. That is more than one contact per second. Millions of these children are victims of violence, millions suffer from neglect and millions call to be saved from sexual abuse and suicide.

Unfortunately, half of these calls for help are never answered – not because we do not care, but because we do not have the funding and support we need.

Join our campaign to ensure that we can answer every call from every child!

THE MORE VOICES WE HAVE, THE LOUDER WE WILL BE!

Every child has the right to be heard.

#FreeOurVoices
We are Child Helpline International. We voice children’s needs to drive policy change.

Child Helpline International (CHI) is one of the world’s largest collective impact organisations, a network of 191 child helplines in 145 countries (as of October 2015), which receive over 14 million contacts a year from children and young people in need of care and protection. Since its founding in 2003, CHI has supported the creation and strengthening of child helplines, and has enhanced their recognition as an essential part of child protection systems globally. CHI uses child helpline data and knowledge to highlight gaps in child protection, to advocate for the rights of children and young people around the world, and to fight for the eradication of violence against children.