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116 000: The European hotline that **HELPS** every missing child



1.

Telefono Azzurro

S.O.S. Il Telefono Azzurro Onlus was set up in 1987 with the aim to defend and promote children's rights. Drawing on the UN Convention on the Rights of the Child (20 November 1989), Telefono Azzurro has developed several initiatives to protect children from abuse and violence.

“**Telefono Azzurro's mission is to give a voice to children and young people, and defend their right to be listened**”

> How to ask for help to **TELEFONO AZZURRO**:

- **196.96 HELPLINE** offers free 24/7 support and advice to children and young people experiencing difficulties and distress.
- **196.96 CHAT** responds to requests from children and teenagers.
- **114 HOTLINE** “Childhood Emergency” - App 114.
- **116 000 HOTLINE 11** “The European phone number for missing children” - App 116 000.
- **WEBSITES** with specific online forms to allow children to ask for information, raise questions, and report problems. (www.116-000.it / www.azzurro.it / www.114.it).
- **REAL-TIME GEOLOCATION** linked to APPS and services.



2.

The cooperation between Telefono Azzurro - 116000 Hotline & Fondazione Poste Insieme Onlus



Since April 2016, **FONDAZIONE POSTE INSIEME ONLUS**, together with **TELEFONO AZZURRO**, has been implementing a project to support unaccompanied migrant children (**UMC**). The project's goals are:

- **TO SUPPORT** the activities of the 116 000 Hotline by enhancing its capacity of response, enabling it to address specific needs, risks and vulnerabilities of UMC.
- **TO ORGANISE**, with the active participation of Poste Italiane SpA, trainings, events and awareness-raising days to discuss the issues related to UMC such as the risks associated with migration, but also to explore new opportunities in the field of migrant protection and/or integration.
- **TO PROMOTE** the 116 000 Hotline in Italy by setting up multilingual helpdesks within Poste Italiane SpA's various offices throughout the country.
- **TO CREATE AND ENCOURAGE** the development of an efficient awareness and support network to facilitate actions to protect and integrate UMC throughout the territory. The involvement of Poste Italiane SpA's Italian and international customers will be instrumental to reach this goal.



3.

Partnership between Telefono Azzurro - the Hotline 116000 and the European Union



Since October 2016, **TELEFONO AZZURRO** has been implementing the project “Safeguarding Unaccompanied Migrant Children by reinforcing the integration of the 116 000 hotline for Missing Children within the Italian Child Protection System”, co-funded by the **EUROPEAN COMMISSION**.

The main goal of the project is to strengthen the protection of Unaccompanied Migrant Children (UMC).

To fulfil this goal, two key actions have been undertaken:

- **RASING** the standards of the specialized training given to 116 000 advisors on areas related to UMC, such as legal assistance, health protection and promotion, access to services, protection of children's rights, and pull factors of migration.
- **ENCOURAGING** the development of networks between the stakeholders that deal in various ways with UMC.

In its pilot phase, the project will involve five prefectures: Treviso, Milan, Naples, Reggio Calabria, and Ragusa. The aim is to share guidelines and best practices, in order to develop a common strategy to prevent and address cases of missing children in the most effective way possible for victims and their families. The starting point will be reinforcing cooperation between the 116 000 hotline and the actors active in the territory.



4.

What is the 116 000 Hotline?

EU Directive 2007/698/EC invites each Member State to assign the 116 000 number to a **SERVICE FOR MISSING CHILDREN**.

In Italy, Telefono Azzurro has been managing this hotline since 2009, after the signing of a memorandum of understanding with The Ministry of Interior.

Telefono Azzurro is member of the international network Missing Children Europe (MCE - the European Federation for Missing and Sexually Exploited Children). MCE supports the 116000 hotlines by following their activities and updating, encouraging their development, and coordinating their cooperation to provide cross-border expertise when an international search is required for a missing child.

> The **116 000** number is a **FREE SERVICE**, available 24h a day, 7 days a week. It is accessible by landline and mobile phones, or through the 116 App and website (www.116-000.it).



5. 116 000: when to call?

IN CASE OF :

- **DISAPPEARANCE**
- **RUNAWAYS (FROM HOME/CARE INSTITUTION)**
(either intentional or unintentional)
- **PARENTAL ABDUCTION :**
 - national
 - international
- **CHILD KIDNAPPING**
- **UNSPECIFIED CHILD DISAPPEARANCE**
- **UMC**
(Unaccompanied Migrant Children)





6.

116 000 Answers

WHAT DOES THE OPERATOR OF 116 000 HOTLINE DO ?

- » Receives the reports / requests for help / support (e.g. by phone, email, chat, etc.).
- » Listens actively
- » Makes an analysis of the request, focusing on the specific “life story” of the child.
- » Collects all the relevant information.
- » Identifies the most suitable type of intervention and reaches, when appropriate, the competent local authorities through a cooperative networking.
- » Facilitates a positive inclusion in the host social context.
- » Provides information and advice on possible regularisation paths and the opportunities that the Italian law and local services can offer to UMC.

**“A resource to support
unaccompanied migrant minors”**

EMOTIONAL SUPPORT

PSYCHO-SOCIAL SUPPORT

LEGAL ADVICE ON RIGHTS AND OBLIGATIONS

**CONTACT WITH OTHER ORGANIZATION,
INSTITUTIONS, SERVICES AND RELEVANT
AUTHORITIES**

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UNACCOMPANIED MIGRANT CHILDREN: the new frontier of intervention



7.

UMC**(Unaccompanied Migrant Children)**

FRAGILITIES AND RISKS:

Many children set out on the dangerous journey to reach Europe alone. Others lose their parents during the crossing.

According to data of The Ministry of Labour and Social Policies, more than 17.245

UNACCOMPANIED MIGRANT CHILDREN arrived in Italy in 2016.

“The figures of The Ministry of Labour and Social Policies show that, in 2016 alone, 6.508 unaccompanied migrant children were untraceable.”

From January to December 2016, 54,69% of the cases handled by **TELEFONO AZZURRO's 116000** Hotline were situations of flight or disappearance of UMC (140/256). In most of these cases, traces of the UMC were lost permanently.

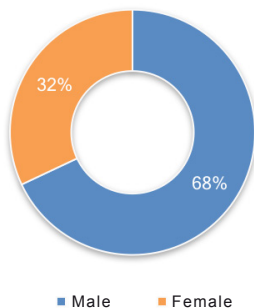
UMC involved in disappearance situations and reported to the 116 000 service (Graph 1) are more likely to be :

> **MALES** **68%**

Graph 1. Missing UMC by gender

1 JANUARY 2016 – 31 DECEMBER 2016

> Source SOS Il Telefono Azzurro ONLUS, december 2016



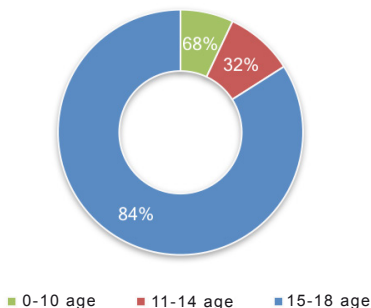
The most affected **AGE GROUP** (Chart 2) is within the

> **15-17 AGE RANK** **84%**

Graph 2. Missing UMC by age group

1 JANUARY 2016 – 31 DECEMBER 2016

> Source SOS Il Telefono Azzurro ONLUS, december 2016

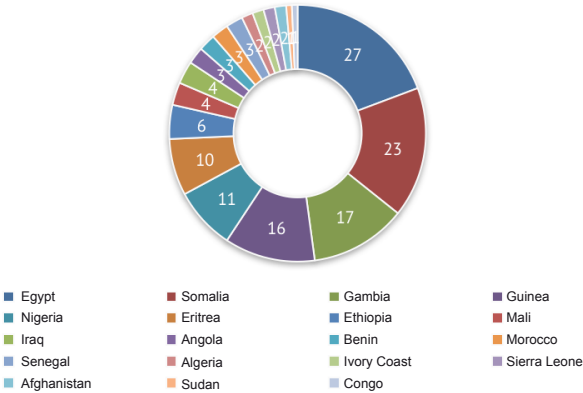


An analysis of the **COUNTRIES OF ORIGIN** of UMC involved in situations of flight or disappearance and reported to the 116 000 Hotline (Graph 3) reveals that **EGYPT** and **SOMALIA** (respectively with 27 and 23 minors reported) are the most affected countries, followed by **GAMBIA**, **GUINEA** and **NIGERIA**.

Graph 3. Missing UMC by country of origin

1 JANUARY 2016 – 31 DECEMBER 2016

> Source SOS Il Telefono Azzurro ONLUS, december 2016



> LINK <http://bit.ly/2nSXJXK>



8.

Why to report UMC to the 116 000 Hotline?

RISKS RELATED TO THE DISAPPEARANCE:

- trafficking of human beings
- abuse and violence
- undeclared work
- organised crime
- sexual exploitation
- clandestinity
- social marginalisation



COMMON VULNERABILITIES OF UMC:

- loneliness
- abandonment
- migration trauma:
 - pre-migration
 - post-migration
- disorientation
- sense of powerlessness and lack of self-determination
- higher risk of being involved in illicit activities
- physical (eg. somatisation) and / or psychological disorders (Post-Traumatic Stress; increase of deviant and disruptive behaviours)

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9.

UMC: partners

Together with **POSTE INSIEME ONLUS, SOS IL TELEFONO AZZURRO ONLUS** is committed to promoting the protection of Unaccompanied Migrant Children. To this end, a great support could come from the well-established partnerships that Telefono Azzurro has set up with several national and international partners. More specifically, the organisation has established a network of cooperation with institutions, industry and private social organisations.

Here is a non-exhaustive list of Telefono Azzurro's **PARTNERS:**

- > Extraordinary Government's Commissioner for Missing Persons;
- > Ministry of Interior;
- > National Authority for Children and Adolescents;
- > Ministry of Education, University and Research;
- > Presidency of the Council of Ministers
- > Ministry of Justice;
- > National Association of Italian Municipalities (ANCI);
- > University of Modena and Reggio Emilia;
- > "La Sapienza" University of Rome - Faculty of Medicine and Psychology;
- > Child Helpline International - CHI;
- > Missing Children Europe - MCE;
- > International Center for Missing and Exploited Children - ICMEC;
- > National Centre for Missing and Exploited Children - NCMEC;
- > International Association of Internet Hotlines - INHOPE, INSAFE;
- > European Anti-Bullying Network- EAN;
- > National Center for Posttraumatic Stress Disorder - PTSD;
- > The National Child Traumatic Stress Network - NCTSN;
- > American Academy of Pediatrics;
- > International Society for the Prevention of Child Abuse and Neglect - ISPCAN.



10. **116 000 Hotline offers:**



Free Helpline



24 hours a day service,
managed by a highly skilled
multidisciplinary team



E-mail address



to report missing children
directly from the website
(www.116-000.it)



APP for iPhone and Smartphone



allowing a real-time contact
with the 116 000 service from
your smartphone.



The App **116000-Missing
Children** can be downloaded for
free from the iTunes Store and
the Play Store



What YOU can do

11.

FOLLOW US ON SOCIAL MEDIA:



Facebook: www.facebook.com/TelefonoAzzurroOnlus



Twitter: twitter.com/telefonoazzurro



You Tube: www.youtube.com/user/sosTelefonoAzzurro

CONTACT US THROUGH THESE SERVICES:

- > Web site (www.116-000.it)
- > E-mail address to report (segnalazioni@116-000.it)
- > Free app for smartphones that allows a real-time contact of the 116 000 service
- > A web page dedicated to the publication of “cases of disappearance” to assist the searches of missing children (<http://116-000.it/category/bambini-scomparsi/>)

OFFER YOUR TIME:

Become a volunteer for Telefono Azzurro and share your professional and personal experience.

SUPPORT OUR PROJECT, ACTIVITIES

AND INITIATIVES:

- **Telefono Azzurro Counselling Centre, free and active 24/7:** one helpline (196.96), two hotlines (114 and 116 000), a chat service, the APP and geolocation services, are available to listen and address the problems of children and adolescents.

- **Study Centre:** research activities on child and adolescent issues. Many Thematic Publications (Rights, bullying and cyber bullying, online safety, distress, abuse, death, etc.) are available for download at the website www.azzurro.it.
- **Advocacy:** information and awareness-raising activities, continuous discussion with Public Institutions and Governmental Agencies on the protection and safeguarding of children's and young people's rights.
- **Network security:** services, activities and campaigns on the safe and responsible use of the internet.
Click and Signal <http://www.azzurro.it/it/clicca-e-segnala>: to report, even anonymously, child pornography and / or illegal / harmful content.
- **Bullying and cyberbullying:** National Line (196.96), and emergency teams against bullying and cyberbullying in schools.
- **Awareness campaigns:** “Fiori d’Azzurro” (Blue Flowers) campaign against bullying; “Accendi l’Azzurro” (Light up the Blue) fundraising campaign; “5x1000” fundraising campaign.
- **Training for paediatricians:** awareness-raising and training on how to manage difficult situations and contrast child abuse.
- **Children and Prison:** the “Ludoteca “ (Playroom) project allows children to see their incarcerated parent; the “Project Nest / ICAM” is aimed at children from 0 to 6 years of age whose mothers are in prison.
- **Education:** awareness workshop activities for schools of all types and levels, associations and companies.

**REPORT ANY SITUATION THAT YOU BELIEVE
MAY POSE A THREAT TO A CHILD**

**RAISE AND SPREAD AWARENESS AND
UNDERSTANDING ON CHILD WELLBEING**



12.

Missing Children Europe

The European number 116 000 is coordinated by **MISSING CHILDREN EUROPE (MCE)**, the European Federation for missing and sexually exploited children which represents a network of 33 NGOs in 26 EU countries. MCE operates in 27 out of 28 EU Member States, plus Albania and Serbia.

“ The goal of the network is to facilitate cooperation between the various partners, with the intention to build European best practices and promote the exchange of efficient measures to prevent children and teenagers from going missing. ”



The Federation was established in 2001 within the European Parliament and the European Commission. These two EU Institutions acknowledged from the beginning the added value of a **EUROPE-WIDE NETWORK** representing Non-Governmental Organizations working on a national or regional level to tackle child disappearance and sexual exploitation in all its forms.

The overall **MISSION** of MCE is to ensure that in every EU Member State, the basic requirements in dealing with missing and sexually exploited children are met, and to promote European and transnational cooperation to respond to the increasingly cross-border nature of problem.

In order to fulfil its mission, the General Secretariat of Missing Children Europe works to share **BEST PRACTICES** among its Members and develop **EUROPEAN TOOLS** to tackle the disappearance and sexual exploitation of children. MCE set up a close **COOPERATION** with the Washington-based International Centre for Missing and Exploited Children (ICMEC) and with any other relevant international organization.

“**Missing Children Europe promotes full respect for, and compliance with, the UN Convention on the Rights of the Child, taking Articles 62, 93 and 344 as the primary framework for its activities.**”

In a Europe without borders, developing policies and projects for **MISSING AND SEXUALLY EXPLOITED CHILDREN** at a strictly national level has a very limited impact. Children abducted in one country can easily end up in another. A parent in a mixed marriage may decide to take the child back to his/her home country, abruptly ending all contact between the child and its other parent. Images of abuse produced in one country, can instantly be sold online in any other country.