



## 116000 – European Telephone Number for Missing Children in Italy

**116000** 

### 116000 in Italy

To deal with the problem of missing children and the heterogeneity of situations that this macro category includes, the European Commission, with the Decisions n. 116 and n. 698 of February 15 and October 29, 2007, that allocated the numbering range beginning with 116 for services of social value, decided that '116 000' had to be reserved for national hotlines for missing children in every Member State of the European Union.

In Italy, in 2008 the Authority for the Guarantees in Communications has made available and considered as reserved for use by the Ministry of Home Affairs, also by using an external service, the phone number 116000 – Hotline for missing children.

Since 25th May 2009 – International Missing Children's Day – 116000 is active in our country and managed by Telefono Azzurro, following the signing of a Memorandum of Understanding with the Ministry of Home Affairs that determined the direct assignment to the Association that is committed to fielding its own resources for project management.

116000, managed by Telefono Azzurro, is a toll-free hotline, accessible by land line and mobile telephony in Italy.

Its task is to answer 24 hours per day to reports, from national territory, concerning situations of missing children and to support investigations of competent Authorities through agreements and operating procedures that Telefono Azzurro has defined and shared with the Police. After gathering the necessary information, the reports are promptly forwarded to Law Enforcement Authorities (Police or Carabinieri), using a dedicated Database.

The procedure require that the reports have to be forwarded through phone contact and email, containing data stores in an electronic data collection form, or by fax.

116000 Service is also born with the aim of creating a network of synergistic action between various Services in the Member States in order to facilitate the possibility of intervention and the finding of missing children: for this reason the reports involving countries where the 116000 is already active, are forwarded immediately to their hotline.

Immediate action is essential: as research shows, in fact, the more the reports of disappearances are timely, the more it is possible to have a positive outcome, because the first hours after the disappearance are of vital importance.

## Cases of 116000 Service

From the activation of the Service, from 25<sup>th</sup> May 2009 to February 28<sup>th</sup> 2013, call operators managed **837 new cases of missing children, sightings, findings and updates**.

This macro category includes different types of missing: *National and International Parental Abduction; Runaways from home/institute; Lost, injured or otherwise missing children; Missing unaccompanied migrant minors; Abduction by a third person.*

The largest number of cases managed by call operators is about **parental abduction (59 %)** with a difference between international parental abduction (**44,7 %**) and national parental abduction (**14.3 %**).

**Table 1. Cases managed by 116000 (N= 378)**

May 25<sup>th</sup>, 2009 – February 28<sup>th</sup>, 2013

(Absolute values and percentages)

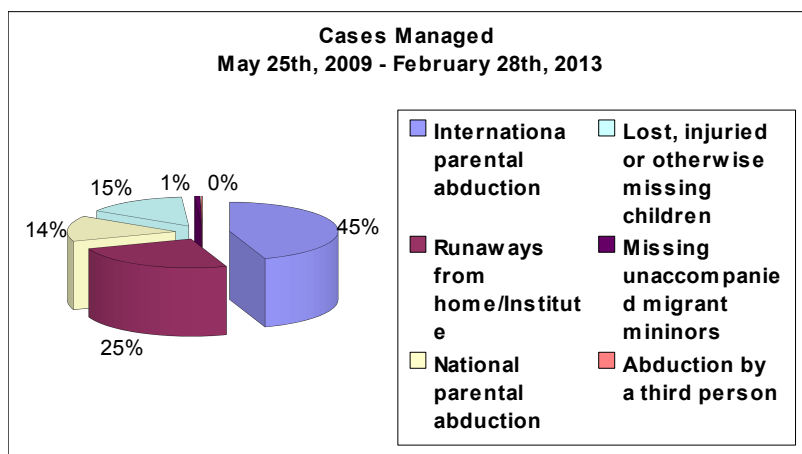
Type of cases	a. v.	%
International parental abduction	169	44,7
Runaways from home/Institute	94	24,9
National parental abduction	54	14,3
Lost, injured or otherwise missing children	57	15,1
Missing unaccompanied migrant minors	3	0,8
Abduction by a third person	1	0,3
Total	378	100,00

Source: SOS Il Telefono Azzurro ONLUS 2013

**Graph 1. Cases managed by 116000 (N= 378)**

May 25<sup>th</sup>, 2009 – February 28<sup>th</sup> 2013

(Percentages)



Source: SOS Il Telefono Azzurro ONLUS 2013

116000 service also manages cases of **sightings (n. 148)** and **findings (n. 107)** and all **updates (n. 224)** relating to these cases reported by the caller or/and by the Police Forces or/and by other European hotlines.

### **Cooperation with Police Forces**

116000 Hotline closely collaborates with **Police Forces**. The call operators promptly forward the received reports to the local competent Law Enforcement Authorities (Police or Carabinieri), by phone and by fax, on the basis of the territorial jurisdiction, the call's origin, the place of the disappearance or the sighting of the child. The territorial jurisdiction is defined by a database provided by the Ministry of Home Affairs.

The data, reported in Table 2, illustrate the two types of activation.

**Table 2. Police Forces activated (N. 622)**

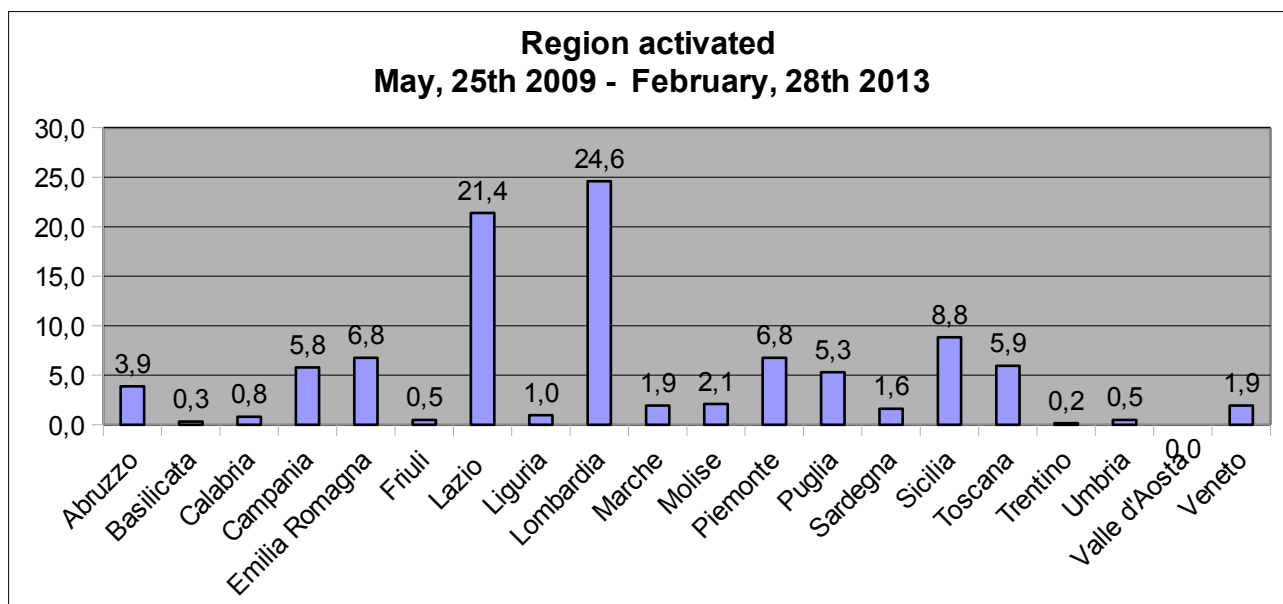
May 25<sup>th</sup>, 2009 – February 28<sup>th</sup>, 2013  
(Absolute values and percentages)

Police forces activated	a. v.	%
Arma dei Carabinieri	273	44
Polizia di Stato	349	56
Total	622	100

Source: SOS Il Telefono Azzurro ONLUS 2013

**Graph 2. Regions where the report of missing children originated (tot. 622)**

May 25<sup>th</sup>, 2009 – February 28<sup>th</sup>, 2013  
(Percentages)



Source: SOS Il Telefono Azzurro ONLUS 2013

Regarding the geographical range, the analysis shows that 24.6% of the missing children cases that the Hotline received comes from the Region of **Lombardia**.

### Cooperation with other 116000 Hotline in Europe

The aim of 116000 Service is to promote and extend the search for missing children even beyond national borders, for sharing information on cases of disappearance with other 116000 Services, operative in their respective countries. The country with which we have had mostly increased cooperation is **Romania (23.5%)**

**Table 3: European 116000 hotlines activated by our Hotline**

May 25<sup>th</sup>, 2009 – February 28<sup>th</sup>, 2013  
(Absolute values and percentages)

<b>116.000 Estero</b>	<b>a.v.</b>	<b>%</b>
<b>Romania (Focus)</b>	20	<b>23,5</b>
<b>Polonia (Itaka)</b>	16	18,8
<b>Francia (Foundation pour l'Enfance)</b>	8	9,4
<b>Slovacchia (Linka Detskej Istoty)</b>	6	7,1
<b>Ungheria (Kèk Vonal)</b>	5	5,9
<b>Portogallo (Instituto de Apoio à Criança)</b>	5	5,9
<b>Belgio (Child Focus)</b>	4	4,7
<b>Spagna (Fundaciòn Anar)</b>	4	4,7
<b>Grecia (Hamogelo)</b>	4	4,7
<b>Paesi Bassi (Centrum Kinderont Voering)</b>	4	4,7
<b>Danimarca (Thora Center)</b>	3	3,5
<b>Gran Bretagna (Missing People)</b>	3	3,5
<b>Germania (Vermisste Kinder)</b>	3	3,5
<b>Totale</b>	85	100

Source: SOS Il Telefono Azzurro ONLUS 2013

### Age and gender of missing children

The majority of children involved in cases of missing reported to our Service is **female (53,44%)**, between **0 an 10 years old (58,20%)**.

**Table 4. Age of missing children (N. 378)**

May 25<sup>th</sup>, 2009 – Februar 28<sup>th</sup>, 2013  
Absolute values and percentages

<b>Age</b>	<b>a.v.</b>	<b>%</b>
<b>0-10</b>	<b>220</b>	<b>58,2</b>
<b>11-14</b>	55	14,55
<b>15-18</b>	103	27,25
<b>Total</b>	<b>378</b>	100

Source: SOS Il Telefono Azzurro ONLUS 2013

### Type of caller

When a child goes missing there is often a direct connection with the family's situation. Most of people who call 116000 service are close relatives of the missing children. In particular missing child's **father** is the reporting caller in **30,7%** of cases.

**Table 5. Type of caller (N. 721)**

May 25<sup>th</sup>, 2009 – February 28<sup>th</sup>, 2013

Absolute values and percentages

Caller	a.v.	%
<b>Father</b>	<b>221</b>	<b>30,7</b>
<b>Mother</b>	61	8,5
<b>Grandfather/ grandmother</b>	17	2,4
<b>Brother/sister/cousin</b>	6	0,8
<b>Other member's family</b>	1	0,1
<b>Other (116000 foreign/police forces)</b>	217	30,1
<b>Lawyer</b>	14	1,9
<b>Straneg</b>	114	15,8
<b>Acquaintance</b>	26	3,6
<b>Anonymous</b>	38	5,3
<b>Minor</b>	6	0,8
<b>Total</b>	<b>721</b>	<b>100</b>

Source: SOS Il Telefono Azzurro ONLUS 2013