



AS/Soc/Child/Inf (2020) 02rev
8 December / 8 décembre 2020
Asocdocchildinf02rev_2020

Helplines in Europe

where children who are experiencing problems related to their self-generated sexual images and/or videos can seek advice and assistance

This list has been prepared by the Sub-Committee on Children of the Parliamentary Assembly as part of its contribution to the 2020 edition of the 18 November - European Day for the Protection of Children against Sexual Exploitation and Sexual Abuse, in co-operation with the members of the Committee of the Parties to the Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (T-ES) and INHOPE - International Association of Internet Hotlines, which is the leading global network of 46 hotlines in 42 countries combating online Child Sexual Abuse Material.

Assistance téléphonique en Europe

Conseil et assistance aux enfants qui ont rencontré des problèmes après avoir publié des images et / ou vidéos sexuelles

Cette liste a été préparée par la Sous commission sur les enfants de l'Assemblée parlementaire dans le cadre de sa contribution à l'édition 2020 de la Journée européenne du 18 novembre pour la protection des enfants contre l'exploitation et les abus sexuels, en coopération avec les membres du Comité des Parties à la Convention sur la protection des enfants contre l'exploitation et les abus sexuels (Comité de Lanzarote) et INHOPE - International Association of Internet Hotlines, qui est le principal réseau mondial de 46 Helplines dans 42 pays pour lutter contre le matériel d'abus sexuel d'enfants en ligne.

Hotline / helpline numbers common to most European countries:

116 000 Hotline for Missing Children
116 111 Helpline for children
116 006 Helpline for victims



Albania – Albanie



Andorra – Andorre



Armenia – Arménie



Austria – Autriche

Stopleveline* – Meldestelle gegen Kinderpornografie und Nationalsozialismus im Internet

Contact point for people who come across illegal material on the internet. Its fields of activity are child pornography and national socialist content. <http://www.stopleveline.at/home/office@stopleveline.at>

147 Rat auf Draht is a helpline for children and young people and is available around the clock 365 days. "Rat auf Draht" is low-threshold, anonymous, free of charge and has the function of a first point of contact, the staff members listen, give advice and, if requested, establish contact with relevant institutions <https://www.rataufdraht.at>

die möwe - Kinderschutzzentren möwe-Telefonberatung: **01 532 15 15**

Onlineberatung: <https://die-moewe.beranet.info>



Azerbaijan – Azerbaïdjan

"Hot Line" which is directly activated under the Main Department on Combating Trafficking in Human Beings at the Ministry of Internal Affairs of the Republic of Azerbaijan ("Tel: 152 and +99412-562-21-12") has been operational since

October 2007.

"152" Hot Line provides information and advice to victims of human trafficking and potential victims, especially women and children.

Hot Line provides free of charge services throughout the country within 24 hours, receiving calls from all over the world.

Hot Line provides the confidentiality of the calling subscribers. Illegal collection or dissemination of confidential information about a victim of human trafficking shall entail responsibility established by the legislation of the Republic of Azerbaijan



Belgium – Belgique

Child Focus* <http://childfocus.be/en/child-pornography>

En Communauté flamande, les jeunes (12 à 18 ans) qui sont victimes ou qui ont des questions à propos d'abus sexuels peuvent dialoguer via la chatbox <http://www.nupraatikerover.be>

L'objectif de cette chatbox est d'informer, de soutenir, de conseiller et, si nécessaire, d'apporter une aide.

L'intégration dans le fonctionnement du Vertrouwenscentrum Kindermishandeling (centre de confidentialité maltraitance) permet d'emblée d'apporter une aide avec la clarté nécessaire et la centralisation de la protection du mineur concerné.

La ligne d'aide 1712 pour toutes, les formes de violence. Voir <https://www.1712.be/> avec des informations à destination respective des enfants, des jeunes et des adultes.

En Communauté française, il existe la ligne Ecoute-Enfant 103

Tél. : 103 www.103ecoute.be

Il s'agit d'une ligne d'écoute pour les enfants et les adolescents qui éprouvent des difficultés et se posent des questions (relations avec les parents, amitiés, amour, santé, sexualité, racisme, violences, drogues, ou maltraitance, etc.) Les adultes qui vivent auprès de jeunes en difficultés peuvent également s'adresser au 103, tout comme les adultes en difficultés dans leur rôle éducatif.



Bosnia and Herzegovina – Bosnie-Herzégovine

Emmaus - International Forum of Solidarity* <http://www.sigurnodijete.ba>



Bulgaria – Bulgarie

24-hour free national telephone line for children - State Agency for Child Protection **116 111** (provides information, counselling and assistance to children) The website <https://sacp.government.bg/> can receive queries from young people needing help or information.

Information can also be obtained from the Cybercrime Department of the Directorate General for the Fight against Organised Crime (<http://www.cybercrime.bg/bg>), as well as from the Centre for Safe Internet at: www.safenet.bg,* or on their phone **124 123**, or through the chat module of www.safenet.bg



Croatia – Croatie

Centar za nestalu i zlostavljanu djecu – CNZD* www.cnzd.org



Cyprus – Chypre

The European helpline **116 111** is exclusively for children and teenagers until 18 years of age. The helpline 116 111 is free of charge and provides the opportunity to talk anonymously about any subject that concerns the child. The service 116 111 operates under the consortium of Non-Governmental Organizations, Association for the Prevention and Handling of Violence in the Family (SPAVO) and "Hope for Children" CRC Policy Centre (HFC).

Child Support Line – **1466** operates under the "Hope for Children" CRC Policy Centre to provide psychological, social and legal support to child victims of violence and neglect and their families. The line operates 24/7 and is free of charge. Calls for help will be forwarded to

the organisation's specialized staff, including psychologists, social workers and lawyers, depending on the needs of the people calling.

Helpline – Cybersafety* – **1480** <https://www.cybersafety.cy/>

Webpage of the Council "FONI" - <http://www.foni.org.cy/>

Cyprus Police Helpline – **1460**



Czech Republic – République Tchèque

CZ.NIC* <https://www.nic.cz/>



Denmark – Danmark

Red Barnet - Save The Children* www.redbarnet.dk

Børnetelefonen **+45 116111**



Estonia – Estonie

Estonian Union for Child Welfare* www.vihjeliin.ee



Finland – Finlande

Save the Children Finland* www.nettivilhje.fi



France

Numéro d'appel national unique et gratuit **119** enfance en danger

Ligne « NetEcoule » - numéro d'appel **0800 200 000** : numéro vert national proposant une plateforme nationale d'écoute, de soutien et d'accompagnement spécialisée en matière de cyberharcèlement et pour les problèmes rencontrés par les enfants dans leurs usages numériques

ligne NetEcoule est reliée au programme européen « Safer Internet » tout comme l'est l'action « Internet sans crainte » qui développe au plan national des actions de prévention et sensibilisation à l'égard des enfants et adolescents

Numéro vert « Non au harcèlement – **3020** » spécialement dédié aux situations de harcèlement scolaire

08VICTIME (géré par France Victimes) - numéro d'appel **116 006** ou hors métropole : **+ 33 1 80 52 33 76** : dispositif téléphonique national de prise en charge des victimes d'infractions pénales quelle que soit la forme de l'agression ou le préjudice subi

Point de Contact* www.pointdecontact.net



Georgia – Géorgie



Germany – Allemagne

Freiwillige Selbstkontrolle Multimedia - Diensteanbieter e.V. (FSM)*
www.fsm.de

jugendschutz.net* www.jugendschutz.net

eco - Verband der Internetwirtschaft e.V.* www.eco.de



Greece – Grèce

SafeLine* www.safeline.gr



Hungary – Hongrie

Biztonságosinternet - International Children's Safety Service*

www.biztonsagosinternet.hu

Internet Hotline - Hungary NMHH* nmhh.hu/internethotline



Iceland – Islande

In case of emergency: **112**. This helpline is operated by the State and receives reports that are forwarded to the Local Child Protection for the appropriate response

For counselling: **1717**. This helpline is operated by the Red Cross; which collaborates with the Safer Internet Centre and Save the Children

Barnaheill* <https://www.barnaheill.is>



Ireland – Irlande

hotline.ie* exists to combat the distribution and proliferation of illegal content, like child sexual abuse content: **1890 610 710**; info@hotline.ie

Childline.ie is a support service for young people up to the age of 18. There is a 24hr telephone, online and mobile phone texting service: **1800 66 66 66**; **50101**

The National Parents Council Primary enables and empowers parents to be effective partners in their children's education: **+353 1 887 4477**; helpline@npc.ie

Webwise.ie provides free primary and secondary school teaching resources addressing a range of topics including cyberbullying, image-sharing, social media and more, see also <https://www.webwise.ie/other-resources/>



Italy – Italie

114 - Emergenza Infanzia | more information: <http://114.it/>

Save The Children Italy* <http://www.stop-it.it/>

Telefono Azzurro* www.azzurro.it



Latvia – Lettonie

There are two free of charge helplines that any child can call: **116 006** "Helpline for Victims of Crime" <http://www.cietusajiem.lv/lv/> and Hotline for Children and Adolescents **116 111**

http://www.bti.gov.lv/lat/uzticibas_talrunis/

http://www.bti.gov.lv/lat/uzticibas_talrunis/e-konsultacijas_bernjiem_un_pusaudziem/

The assistance, psychological help, information and support for crime victims or crime witnesses is offered by the helpline 166006 every day from 12:00-22:00. Also webpage <http://www.cietusajiem.lv/lv/> provides useful information in all cases when someone has become a victim of crime or has been a witness of a crime. There is also information about institutions and organisations that can provide victim with necessary help and support irrespective of the type of offense, time when it occurred and whether the crime has been reported or not. The webpage also offers a chat box, where consultation is possible if a person does not want to call the helpline.

The assistance with the aim to give information and psychological help to children and teenagers who are in difficult situations offered by the hotline 116 111 can be obtained in 3 ways: by a free of charge phone call 116 111 at any time of the day (24/7); by an electronic consultation - sending an e-mail to: uzticibaspastis116111@bti.gov.lv; by writing in the chat box (the chat box operates on working days from 12:00 to 20:00). The chat box is located in the lower-right corner of website of the [State Inspectorate For Protection Of Children's Rights](#). In addition, there is also a [mobile app for the hotline 116 111](#), where children can get assistance or advice.

Latvian Internet Association - Net Safe* www.drossinternets.lv



Liechtenstein



Lithuania – Lituanie

116 111

Communications Regulatory Authority of the Republic of Lithuania*

www.svarusinternetas.lt



Luxembourg

BEE Secure Stoline* www.stoline.bee-secure.lu



Malta – Malte

helpline **179** | hotline* www.childwebalert.gov.mt



Republic of Moldova – République de Moldova

“Child helpline” **116-111** and alternative online assistance: <https://telefonulcopilului.md/> - operates via Skype and online chat | “Safe online” website <https://siguronline.md/> online chat and online help request form

| These resources are free, confidential and provide anonymity on request not to disclose the child's identity.



Monaco

24h/24 | 7 j/7 les Services de Police monégasques au **17** ou **112**, l'opérateur orientant l'appelant vers la Brigade des mineurs ou, hors les jours et heures ouvrés, vers la permanence judiciaire (cette Direction est dotée de deux

assistantes sociales de police)



Montenegro – Monténégro



Netherlands – Pays-Bas

Meldpunt Kinderporno (Expertisebureau Online KinderMisbruik, aka EOKM)*
www.meldpunt-kinderporno.nl



North Macedonia – Macédoine du Nord



Norway – Norvège



Poland – Pologne

Dyżurnet.pl – NASK* www.dyżurnet.pl



Portugal

Portuguese Association for Victim Support (APAV) – Linhaalerta*
linhaalerta.internetsegura.pt/



Romania – Roumanie

Telefonul copilului (Child Helpline) **116 111** / www.116111.ro
<http://www.telefonulcopilului.ro> as part of Child Helpline International network

Ora de Net / Esc_Abuse* www.safernet.ro



Russian Federation – Fédération de Russie

Friendly Runet Foundation* www.friendlyrunet.ru



San Marino – Saint-Marin



Serbia – Serbie



Slovak Republic – République slovaque



Slovenia – Slovénie

Police Emergency Number: **113**

Tom telefon: **116 111** <https://www.e-tom.si/>

Spletno oko* <https://www.spletno-oko.si/>



Spain – Espagne

Incibe* www.incibe.es



Sweden – Suède

ECPAT Sweden* www.ecpathotline.se



Switzerland – Suisse

« 147 Conseils et aide » de la Fondation Pro Juventute, numéro de la permanence téléphonique nationale, aide les enfants et les jeunes qui ont des questions ou des problèmes ou qui se trouvent en situation d'urgence. Les enfants et les adolescents peuvent parler de leurs soucis de manière confidentielle et anonyme 24h/24, par téléphone, SMS, chat, e-mail ou service web.

Des personnes dûment qualifiées sont à leur écoute 24 h/24, prêtes à leur fournir des conseils professionnels.

Sur la plateforme Internet 147.ch (<https://www.147.ch/fr/>), les enfants et les jeunes trouveront des réponses supplémentaires à leurs questions ainsi que de nombreux liens utiles et adresses de services spécialisés.



Turkey – Turquie

<http://www.asayis.pol.tr/cinsel-suclar> The general police hotline in Turkey is **155**, which is accessible 7/24 from any phone. Moreover, victims of child sexual abuse or their families have the possibility to address complaints to the police or public prosecutor. Beside this general police reporting mechanism, there are also other possibilities for reporting.

<http://www.alo183.gov.tr/> Line 183: The phone help line is both a possibility for reporting and getting support. Sexual abuse cases or a possibility of a sexual abuse offence are also reported via this number and certain preventive measures can be put in place in order to stop a possible crime. This hotline serves also on mobile phone apps for people with hearing problems.

<https://www.ihbarweb.org.tr/eng/index.html>: Website of the Information and Communication Technologies Authority*. Child sexual abuse is one of the crimes that can be reported on this website. In order to report a web page, one should copy the URL of the webpage and place it in a box on webpage. Instant messaging pages and chatting website are also indicated on the page. The reporting mechanism is simple enough for a child.



United Kingdom – Royaume-Uni

<https://www.parentsprotect.co.uk/useful-links.htm>
www.nspcc.org.uk | NSPCC Child Protection Helpline - **0808 800 5000** | The NSPCC is a UK charity dedicated to stopping child abuse. You can call their child protection helpline or contact them via email at help@nspcc.org.uk

The Internet Watch Foundation* You can report child sexual abuse images hosted anywhere in the world, criminally obscene adult content hosted in the UK and non-photographic child sexual abuse images hosted in the UK, to the Internet Watch Foundation at www.iwf.org.uk

Child Exploitation and Online Protection (CEOP) Centre | www.ceop.police.uk | The UK's national police agency set up to tackle child sexual abuse and exploitation. If you are worried about someone's behaviour towards a child, either online or offline, you can report this at www.ceop.police.uk

www.stopitnow.org.uk | **0808 1000 900** | help@stopitnow.org.uk | Stop it Now! UK and Ireland is a useful website for anyone with concerns about child sexual abuse. The Stop it Now! campaign operates a confidential Freephone helpline for any adult with concerns including those worried about the sexual behaviour of another adult towards children, those worried about their own thoughts or behaviour towards children and those concerned about the worrying sexual behaviour of a child or young person **0808 100 900** or help@stopitnow.org.uk

www.childline.org.uk | **0800 1111** | Get help and advice about a wide range of issues, talk to a counsellor online. You can also send ChildLine an email or post on the message boards.

www.lucyfaithfull.org.uk | The Lucy Faithfull Foundation (LFF) is the only UK-wide child protection charity committed solely to reducing the risk of children being sexually abused. LFF's staff work with all those affected by abuse including adult male and female sexual abusers; young people with inappropriate sexual behaviours; victims of abuse and other family members.

www.mosac.org.uk | MOSAC (Mothers of Sexually Abused Children) is a voluntary organisation supporting all non-abusing parents and carers whose children have been sexually abused. They provide advocacy, advice and information, befriending, counselling, play therapy and support groups following alleged child sexual abuse. Visit their website or call their national helpline on **0800 980 1958**

www.napac.org.uk/ | NAPAC is the National Association for People Abused in Childhood. It is a registered charity providing support and information for people abused in childhood.

www.survivorsuk.org/ | **0845 1221201** | Survivors UK provides information, support and counselling for men who have been raped or sexually abused. Thousands of men contact them each year.



Ukraine



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