VOICES OF CHILDREN AND YOUNG PEOPLE
2016 Data from Child Helplines in Europe
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Our members in the European Region*

Albania - ALO 116
Azerbaijan - Azerbaijan Child Helpline Service
Belarus - Child Helpline Belarus
Bosnia and Herzegovina - Plavi Telefon
Iceland - Hjalparsiminn 1717 Icelandic Red Cross
Israel - ERAN for children and adolescents
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Norway - Alarmtelefonen 116 111
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Russia - The National Foundation for the
  Prevention of Cruelty to Children (NFPCC)
Serbia - Nacionalna decija linija (NADEL)
Switzerland - Beratung + Hilfe 147
Ukraine - La Strada

*These lists only include the child helpline members that have submitted data for this report.
OUR MEMBERS
IN THE EUROPEAN UNION
We are the international network of child helplines.

A global collective impact organisation of 181 members from 147 countries (as of May 2017).

Every year, child helplines around the world field millions of individual cries for help. Until our founding in 2003, these organisations did their great work in isolation, and with no access to one another. Now, we are working together every day to bring children's voices to policy makers and influencers: we make sure the world listens to these voices.

And we listen to the listeners, our members, and help them to support one another.

Every child has a voice.
No child should be left unheard.

Austria

Child helpline name: 
147 Rat auf Draht

Website address: 
www.rataufdraht.at

Child helpline number: 
147

Year of establishment: 
1987

Operating hours: 
24/7
We listened to 37,522 voices in 2016.

We also supported children and youth by chat and picked up 40,290 silent calls, we counted 562,437 website visits.

We received 7,050 contacts about peer relationships:

- 55% were from girls
- 45% were from boys

The top reason of contact was peer relationships (85% happened over the telephone).

Children and youth told us more about:

- Sexuality and sexual awareness (17%)
- Psychosocial, mental health (14%)
- Family relationships (10%)
- Information Requested (10%)

More girls than boys needed support:

- 38% girls
- 48% boys
- 14% unspecified
Every child has a voice. 
No child should be left unheard.
We listened to **29,245** voices in 2016

We received **18,077** contacts about peer relationships

Children and youth told us more about:

- **21%** Psychosocial, mental health
- **20%** Family relationships
- **9%** School related and education
- **8%** Sexuality and sexual awareness

The top reason of contact was peer relationships

More girls than boys needed support

- **16%**
- **58%**
- **25%**
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Child helpline name: Hrabri telefon
Website address: www.hrabritelefon.hr
Child helpline number: 116 111
Year of establishment: 1997
Operating hours: Mon - Fri from 09:00 until 20:00
We listened to 1,874 voices in 2016

We also supported children and youth by chat, e-mail, SMS and message board and picked up silent calls we counted

We received 1,749 contacts about family relationships

69% happened over the telephone

The top reason of contact was family relationships

Children and youth told us more about:

- Parenting and child rearing: 20%
- Abuse and violence: 17%
- Psychosocial, mental health: 11%
- School related and education: 7%

More girls than boys needed support

38% 55% 7%
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We listened to 41,627 voices in 2016. We also supported children and youth by chat, SMS and message board, and picked up 18,459 silent calls. We counted 591,406 website visits.

We received 18,077 contacts about peer relationships.

More girls than boys needed support.

The top reason of contact was peer relationships, happening over the telephone.
Every child has a voice.
No child should be left unheard.
We listened to 3,760 voices in 2016

We also supported children and youth by

- chat
- e-mail

and picked up

620

silent calls

we counted

201,540

website visits

We received 559 contacts about parenting and child rearing

- 67%
- 33%

Children and youth told us more about:

- Family relationships: 17%
- Psychosocial, mental health: 13%
- Bullying: 10%
- Physical health and healthcare: 7%
- More girls than boys needed support: 23% vs. 77%
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No child should be left unheard.
We listened to 14,654 voices in 2016

We also supported children and youth by:
- e-mail
- chat
- silent calls
- website visits

and picked up 10,913 silent calls
we counted 412,296 website visits

We received 8,882 contacts about psychosocial, mental health

Children and youth told us more about:
- Sexuality and sexual awareness: 20%
- Peer relationships: 9%
- Family relationships: 6%
- Information Requested: 5%

78% happened over the telephone

The top reason of contact was psychosocial, mental health

More boys than girls needed support

50% 47% 3%
France

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Child helpline name: 119 - Allô Enfance en Danger
Website address: www.allo119.gouv.fr
Child helpline number: 119
Year of establishment: 1990
Operating hours: 24/7
We listened to 33,157 voices in 2016

We also supported children and youth by

@ e-mail

and picked up

177,340 silent calls

We registered 44,206 incidents of abuse and violence

35% Family relationships
6% Psychosocial, mental health
4% School related and education
1% Addiction

The top reason of contact was abuse and violence

99% happened over the telephone

104,322 website visits
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**Every child has a voice.**
**No child should be left unheard.**
We listened to 130,385 voices in 2016

We also supported children and youth by

- E-mail: 51%
- Silent calls: 47%
- Other: 2%

and picked up 324,155 silent calls

We received 55,528 contacts about psychosocial, mental health

The top reason of contact was psychosocial, mental health (52%), followed by family relationships (45%) and abuse and violence (3%).

More boys than girls needed support (52% for boys, 45% for girls).
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Every child has a voice.
No child should be left unheard.
We listened to 4,468 voices in 2016

We also supported children and youth by e-mail and in person, and picked up 3,332 silent calls.

We received 8,495 requests for information.

Children and youth told us more about:

- Basic needs: 18%
- Abuse and violence: 10%
- Parenting and child rearing: 10%
- Family relationships: 7%

The top reason of contact was information requested.

4,468 is the number of times children and youth contacted us.

95% happened over the telephone.

8,690 website visits.
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Every child has a voice.
No child should be left unheard.
We listened to 30,763 voices in 2016

We also supported children and youth by
- e-mail
- chat
- silent calls
- website visits

and picked up 35,585, we counted 58,765

We received 10,705 contacts about peer relationships

57% 43%

Children and youth told us more about:

- Information Requested: 18%
- Family relationships: 11%
- Psychosocial, mental health: 10%
- Sexuality and sexual awareness: 7%

30,763 is the number of times children and youth contacted us

94% happened over the telephone

The top reason of contact was peer relationships

64% 36%

More boys than girls needed support
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Ireland

Child helpline name: Childline
Website address: www.childline.ie
Child helpline number: 166 111 and 1800 66 66 66
Year of establishment: 1988
Operating hours: 24/7
We listened to 221,614 voices in 2016

We also supported children and youth by chat and SMS, and picked up 183,502 silent calls.

We counted 68,574 website visits.

We received 31,813 requests for information, of which 99% were for information requested, 1% for questions about the child helpline, and we didn't collect information by sex.

Children and youth told us more about:

- Abuse and violence: 15%
- Sexuality and sexual awareness: 15%
- Family relationships: 10%
- Peer relationships: 9%

The top reason of contact was information requested, with 91% happening over the telephone.

Thank you for your assistance 99%
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No child should be left unheard.
We listened to 4,210 voices in 2016

We also supported children and youth by chat and e-mail and picked up 26,362 silent calls. We counted 671,390 website visits.

We received 1,729 contacts about family relationships.

We listened to 4,210 voices in 2016

We also supported children and youth by chat and e-mail and picked up 26,362 silent calls. We counted 671,390 website visits.

We received 1,729 contacts about family relationships.

The top reason of contact was family relationships. More girls than boys needed support.

- 26% Abuse and violence
- 15% Psychosocial, mental health
- 6% Peer relationships
- 6% Bullying

38% 53% 9%
Every child has a voice.
No child should be left unheard.
We listened to **16,553** voices in 2016

We also supported children and youth by:
- e-mail
- in person
- silent calls

We also supported children and youth by
- e-mail
- in person
- silent calls

**16,553** is the number of times children and youth contacted us

**99%** happened over the telephone

The top reason of contact was psychosocial, mental health

We didn’t collect information by sex

**17,054** contacts on psychosocial, mental health

- **21%**: Boredom
- **44%**: Fear and anxiety
- **35%**: Other forms

Children and youth told us more about:
- **12%**: Abuse and violence
- **7%**: Information Requested
- **6%**: Sexuality and sexual awareness
- **5%**: Family relationships
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No child should be left unheard.
We listened to 23,577 voices in 2016

We also supported children and youth by
- e-mail
- silent calls
- website visits

We received 5,714 contacts about psychosocial, mental health

The top reason of contact was psychosocial, mental health

23,577 is the number of times children and youth contacted us

More girls than boys needed support

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family relationships</td>
<td>17%</td>
</tr>
<tr>
<td>Peer relationships</td>
<td>18%</td>
</tr>
<tr>
<td>Bullying</td>
<td>11%</td>
</tr>
<tr>
<td>Abuse and violence</td>
<td>10%</td>
</tr>
</tbody>
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No child should be left unheard.
We listened to 1,378 voices in 2016

We also supported children and youth by e-mail and picked up 191 silent calls. We counted 10,119 website visits.

We received 382 contacts on psychosocial, mental health

Here’s one of the stories behind the numbers:

I e-mailed the child helpline because I was so sad I didn’t want to live anymore. A woman wrote me back saying that she had read my message and could tell I was upset. She said she is there for me, which made me feel better, and I know I can always trust her.

Children and youth told us more about:

- Family relationships: 19%
- Peer relationships: 11%
- Information Requested: 8%
- Bullying: 7%

More girls than boys needed support:

- 38%
- 49%
- 13%
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Malta

Child helpline name: Kellimni.com
Website address: www.kellimni.com
Child helpline number: Only chat, email and smart messaging services
Year of establishment: 2011
Operating hours: Mon - Sun from 19:00 until 23:00
We listened to 6,052 voices in 2016

We also supported children and youth by SMS and e-mail.

We received 819 contacts about peer relationships.

Children and youth told us more about:

- Psychosocial, mental health: 27%
- Family relationships: 11%
- Sexuality and sexual awareness: 6%
- Information Requested: 6%

6,052 is the number of times children and youth contacted us.

74% happened over chat.

The top reason of contact was peer relationships.

21,071 website visits.
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**Netherlands**

Child helpline name: **De Kindertelefoon**

Website address: **www.kindertelefoon.nl**

Child helpline number: **116 111 and 0800 0432**

Year of establishment: **1979**

Operating hours: **Mon - Fri from 11:00 until 20:00**
**Sat - Sun from 14:00 until 20:00**
We listened to 249,178 voices in 2016

We also supported children and youth by chat and picked up 347,358 silent calls.

We counted 1,187,518 website visits.

We received 22,055 contacts about bullying.

The top reason of contact was bullying.

More boys than girls needed support:

- 46% Peer relationships
- 44% Psychosocial, mental health
- 10% Sexuality and sexual awareness
- 13% Family relationships
- 13% Peer relationships
- 14% Psychosocial, mental health
- 16% Sexuality and sexual awareness

249,178 is the number of times children and youth contacted us.
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Every child has a voice.
No child should be left unheard.
We listened to 123,791 voices in 2016

We also supported children and youth by

email
chat

We received 36,258 contacts on psychosocial, mental health

123,791 is the number of times children and youth contacted us

94% happened over the telephone

The top reason of contact was psychosocial, mental health

More boys than girls needed support

Children and youth told us more about:

16% Peer relationships
13% Abuse and violence
10% Sexuality and sexual awareness
10% Family relationships

49% 28% 23%
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Child helpline name: **SOS Criança**
Website address: [www.iacrianca.pt](http://www.iacrianca.pt)
Child helpline number: **116 111**
Year of establishment: **1988**
Operating hours: **Mon - Fri from 09:00 until 19:00**
We listened to 1,587 voices in 2016

We also supported children and youth by e-mail, chat, post and in person we picked up 696 silent calls

We received 435 contacts about abuse and violence

The top reason of contact was abuse and violence

Children and youth told us more about:

- Family relationships: 14%
- Information Requested: 9%
- Legal matters: 8%
- Psychosocial, mental health: 8%

More boys than girls needed support

46% 44% 9%
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No child should be left unheard.

Child helpline name: Telefonul Copilului 116 111
Website address: www.telefonulcopilului.ro
Child helpline number: 116 111
Year of establishment: 2001
Operating hours: Mon - Sun from 08:00 until 24:00
We listened to 10,356 voices in 2016

- We also supported children and youth by
  - 10,356 contacts
  - 78,630 silent calls
  - 2,755 contacts about abuse and violence

The top reason of contact was abuse and violence:

- 50% abuse and violence
- 33% bullying
- 17% parenting and child rearing
- 6% family relationships

Children and youth told us more about:

- 22% psychosocial, mental health
- 15% bullying
- 7% parenting and child rearing
- 6% family relationships

More boys than girls needed support:

- 40% boys
- 34% girls
- 26% girls
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Every child has a voice.
No child should be left unheard.
We listened to 22,255 voices in 2016

We also supported children and youth by chat and picked up e-mail silent calls.

We received 5,019 contacts about peer relationships

57% 43%

Children and youth told us more about:

- Family relationships: 18%
- Sexuality and sexual awareness: 14%
- School related and education: 10%
- Psychosocial, mental health: 7%

22,255 is the number of times children and youth contacted us

88% happened over the telephone

The top reason of contact was peer relationships

50% 50%

As many boys as girls needed support
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Every child has a voice.
No child should be left unheard.
We listened to 9,672 voices in 2016

We also supported children and youth by chat and e-mail, and picked up 36,936 silent calls. We counted 92,083 website visits.

We received 4,564 contacts about peer relationships:

- Problems with friends: 52%
- Partner relationships: 78%
- Other forms: 7%

The top reason of contact was peer relationships:

- Psychosocial, mental health: 41%
- Family relationships: 11%
- School related and education: 9%

Children and youth told us more about:

- Sexuality and sexual awareness: 15%
- Psychosocial, mental health: 13%
- Family relationships: 11%
- School related and education: 9%

We didn’t collect information by sex.
Every child has a voice.
No child should be left unheard.
We listened to 17,816 voices in 2016

We also supported children and youth by

- e-mail
- chat
- silent calls
- website visits

and picked up 468,754

we counted 175,195

We received 38,266 contacts about psychosocial, mental health

60% Family relationships

40% Other

Children and youth told us more about:

- Abuse and violence: 18%
- Family relationships: 11%
- School related and education: 6%
- Peer relationships: 3%

The top reason of contact was psychosocial, mental health: 39%

More girls than boys needed support: 60%
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Every child has a voice.
No child should be left unheard.
We listened to 26,996 voices in 2016

We also supported children and youth by phone and e-mail, and picked up 7,633 silent calls.

We counted 633,565 website visits.

We received 20,568 contacts about psychosocial, mental health

Children and youth told us more about:

- Family relationships: 18%
- Peer relationships: 10%
- School related and education: 9%
- Abuse and violence: 8%
- More girls than boys needed support: 16% 77% 7%

The top reason of contact was psychosocial, mental health: 37% happened over chat.
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Every child has a voice. No child should be left unheard.
We listened to 361,059 voices in 2016

We also supported children and youth by
- phone
- e-mail
- message board

and picked up
- 235,654 silent calls
- 3,262,245 website visits

We received 183,888 contacts about psychosocial, mental health

- Family relationships: 33%
- Peer relationships: 9%
- Bullying: 7%
- Abuse and violence: 10%

The top reason of contact was psychosocial, mental health

41% happened over chat

Children and youth told us more about:

- More girls than boys needed support
- 14% 55% 31%

We also supported children and youth by
- phone
- e-mail
- message board
- silent calls
- website visits

235,654
3,262,245
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And we listen to the listeners, our members, and help them to support one another.

Every child has a voice.
No child should be left unheard.
We listened to 1,587 voices in 2016.

We also supported children and youth by:
- e-mail
- telephone
- silent calls
- website visits

We counted 19,190 silent calls and picked up 23,117 website visits.

We received 144 contacts on abuse and violence.

Children and youth told us more about:
- Family relationships: 33%
- Homelessness: 23%
- Addiction: 10%

The top reason of contact was abuse and violence.

We didn't collect info by sex in 90% of cases.

16,283 is the number of times children and youth contacted us.

61% happened by SMS.

We didn't collect info by sex in 90% of cases.
OUR MEMBERS
IN THE EUROPEAN REGION
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Every child has a voice.
No child should be left unheard.
We listened to 6,694 voices in 2016

We also supported children and youth by

- e-mail
- silent calls
- website visits

We received 3,570 requests for information

- 41% Peer relationships
- 59%

Children and youth told us more about:

- Peer relationships: 5%
- Commercial exploitation: 3%
- Addiction: 2%
- Cyberbullying: 2%

The top reason of contact was information requested

- 99% happened over the telephone

More boys than girls needed support

- 55%
- 45%
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Every child has a voice. No child should be left unheard.
We listened to 3,620 voices in 2016.

We also supported children and youth by chat and SMS.

We received 1,904 contacts about psychosocial, mental health.

The top reason of contact was psychosocial, mental health, happening over the telephone (97%).

More girls than boys needed support (48% girls, 51% boys, 1% others).

Children and youth told us more about:

- Basic needs: 18%
- Bullying: 11%
- Abuse and violence: 4%
- School related and education: 3%

3,620 is the number of times children and youth contacted us.
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No child should be left unheard.
We listened to 62 voices in 2016

We supported children and youth by e-mail and counted 391 website visits.

We received 24 contacts on sexual abuse

The perpetrators were always male:

- Foster brother
- Brother
- Sports Teacher
- Non-related Adult
- Peer
- Cousin
- Foster Father
- Other Family Member
- Father

62 is the number of times children and youth contacted us

39% 60% 2% More girls than boys needed support

The top reason of contact was abuse and violence
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Every child has a voice.
No child should be left unheard.
We listened to 520 voices in 2016

We also supported children and youth by e-mail and picked up silent calls.

We received 136 contacts about family relationships:
- 85%
- 15%

Children and youth told us more about:
- Peer relationships: 21%
- School related and education: 16%
- Abuse and violence: 15%
- Bullying: 5%

520 is the number of times children and youth contacted us.

56% happened over the telephone.

The top reason of contact was family relationships.

More girls than boys needed support:
- 18%
- 60%
- 22%
Every child has a voice.
No child should be left unheard.
We listened to 1,199 voices in 2016

We also supported children and youth by

- We listened to 1,199 voices in 2016
- We counted 13,355 website visits
- We picked up 302 silent calls

We received 1,269 contacts about psychosocial, mental health

- 66% are girls
- 34% are boys

The top reason of contact was psychosocial, mental health (79% happened over the telephone)

Children and youth told us more about:

- Addiction (24%)
- Peer relationships (9%)
- Abuse and violence (7%)
- Sexuality and sexual awareness (4%)

More girls than boys needed support (34% for girls, 61% for boys, 6% for other)
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Every child has a voice.
No child should be left unheard.
We listened to 35,091 voices in 2016

We also supported children and youth by

- **46%** chat
- **6%** outreach
- **1%** message board
- **1%** e-mail

and picked up **16,000** silent calls

we counted **760** website visits

Here’s what a child told us:

I saw a programme about divorce on TV and I suddenly became anxious and depressed; so I called the child helpline. The counsellor listened and helped me realise that maybe I was upset because of my feelings about my parents’ divorce a few years before. I felt better realising that parents will remain parents no matter what and that I could always talk to my school counsellor.

35,091 is the number of times children and youth contacted us

46% happened over the telephone

18-25 year-olds sought our advice the most

More girls than boys needed support

- **41%**
- **54%**
- **5%**
Every child has a voice.
No child should be left unheard.
We listened to 332 voices in 2016

We also supported children and youth by chat.

We received 272 contacts about children in conflict zones

- 65% of contacts happened over the telephone
- 34% of contacts were made by phone
- 1% of contacts were made by email

Children and youth told us more about:

- Parenting and child rearing: 21%
- More boys than girls needed support: 59%
- 97% of contacts happened over the telephone
- The top reason of contact was children in conflict zones: 97%
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No child should be left unheard.

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Macedonia

Child helpline name: SOS line for children and youth
Website address: www.childrensembassy.org.mk
Child helpline number: 0800 1 22 22
Year of establishment: 1993
Operating hours: Mon - Fri from 08:00 until 17:00
We listened to 138 voices in 2016

We also supported children and youth by

e-mail     in person

We received 58 contacts about abuse and violence

- Abuse and violence: 24%
- Family relationships: 24%
- Commercial exploitation: 52%

Children and youth told us more about:

- Family relationships: 30%
- Commercial exploitation: 11%
- Basic needs: 5%
- School related and education: 1%

We didn't collect info by sex in 53% of times
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Every child has a voice. No child should be left unheard.
We listened to 4,932 voices in 2016

We also supported children and youth by

- telephone
- e-mail
- silent calls

and picked up 6,121

we counted 15,006

Here is a story behind the 365 contacts on family relationships

My mother was beating me, and I told the doctor this had been happening for several years. I am 17 years old, and if I had to go back home to my mother, I was going to kill myself. The doctor called the child helpline and they called the police. I stayed at a friend’s house that night, and the next morning child and family services came to help me. I am glad the child helpline was there to help.

4,932 is the number of times children and youth contacted us

48% happened by SMS

The top reason of contact was family relationships

We didn't collect info by sex in 74% of cases

Children and youth told us more about:

- Abuse and violence: 35%
- Psychosocial, mental health: 19%
- Commercial exploitation: 3%
- Addiction: 1%

8% 18% 74%
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Every child has a voice.
No child should be left unheard.
We listened to 11,333 voices in 2016

We also supported children and youth by telephone, e-mail, and picked up silent calls.

We received 5,645 contacts about psychosocial, mental health, which is 63% happened over chat.

The top reason of contact was psychosocial, mental health.

Children and youth told us more about:

- Peer relationships: 14%
- Family relationships: 13%
- Sexuality and sexual awareness: 10%
- School related and education: 6%

More girls than boys needed support:

- Girls: 75%
- Boys: 18%
- Other: 8%
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Every child has a voice. No child should be left unheard.
We listened to 188,285 voices in 2016

We picked up 53,359 silent calls.

We received 57,141 contacts about peer relationships.

The top reason of contact was peer relationships (49%), followed by family relationships (45%), and school-related and education (10%).

Children and youth told us more about:

- Information Requested: 15%
- Family relationships: 12%
- School related and education: 10%
- Psychosocial, mental health: 9%

188,285 is the number of times children and youth contacted us.

100% happened over the telephone.

The top reason of contact was peer relationships.

More boys than girls needed support.

48% 47% 5%
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**Every child has a voice.**
**No child should be left unheard.**
We listened to 3,107 voices in 2016

We picked up 132,418 silent calls

We received 1,138 contacts about psychosocial, mental health

The top reason of contact was psychosocial, mental health

Children and youth told us more about:

- Peer relationships: 18%
- Information: 13%
- Family relationships: 12%
- School related and education: 7%
- More girls than boys needed support:
  - Girls: 40%
  - Boys: 60%
Every child has a voice.
No child should be left unheard.
We listened to 19,143 voices in 2016

We also supported children and youth by SMS, e-mail, chat and picked up silent calls. We counted 27,633 and we counted 418,821 website visits.

We received 5,704 contacts about psychosocial, mental health

The top reason of contact was psychosocial, mental health. 75% happened over the telephone.

Children and youth told us more about:

- Peer relationships: 17%
- Family relationships: 13%
- Sexuality and sexual awareness: 12%
- School related and education: 6%

More girls than boys needed support: 40%, 54%, 6%
Every child has a voice.
No child should be left unheard.
We listened to 47,858 voices in 2016

We also supported children and youth by outreach, e-mail, post, and picked up silent calls. We counted 32,871 website visits.

We received 6,393 requests for information.

The top reason of contact was information requested.

We didn't collect info by sex in 37% of cases.
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 overview in this publication, the foldable map and the country-specific data are based on the analysis of information received from 40 child helplines in the European region. These pieces of information are collected through Child Helpline International’s annual data questionnaire and point to the number and reason of contacts that child helplines registered in 2016. 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.

Some specification on the data of this publication:

• Unless otherwise specified, the total number of answered/received/listened to contacts always include where the child helpline provided direct assistance or active listening, as well as silent, test, abusive and other non-counselling calls.

• Percentages have been rounded off to whole numbers and therefore do not always add up to hundred percent.

• Where the distribution of contacts per reason, sex of the child or communication method was not available, we substituted this information with data specific to the child helpline.

• Child helplines do not always report on the distribution of contacts per sex of the child. Among other reasons, this can be due to the fact that the child helpline does not collect this information or cannot share this confidential data. In both cases, we have highlighted where the information is missing.
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For more information about the child helplines in Europe, visit 116111.eu