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LANZAROTE COMMITTEE

Committee of the Parties to the Council of Europe
Convention on the protection of children against sexual
exploitation and sexual abuse

**Follow-up given by Parties to the Special Report on “Protecting children
affected by the refugee crisis from sexual exploitation and sexual
abuse”**

Compliance report concerning Recommendation 32

Adopted by the Lanzarote Committee on 6 October 2021

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Executive Summary

In March 2016, the Council of Europe's Secretary General called for a series of [priority actions to protect children affected by the refugee crisis](#). In this context, the Lanzarote Committee mandated its Bureau to decide on the need to make urgent requests for information on the basis of [Rule 28 \(Special reports and urgent situations\)](#) of its Rules of Procedure.

On the 3rd of March 2017, the Lanzarote Committee adopted the [Special report Protecting children affected by the refugee crisis from sexual exploitation and sexual abuse](#), as an outcome of the [urgent monitoring round](#) that had been launched for that purpose. The Special report focused on how Parties to the Lanzarote Convention were protecting children affected by the refugee crisis from sexual exploitation and sexual abuse.

To follow-up on the Special report and its recommendations, in 2018, the Committee requested Parties involved in the urgent monitoring round to provide information on the follow-up given to the 5 urge recommendations. The [evaluation of the follow-up given to the 5 urge recommendations](#) was adopted by the Lanzarote Committee on the 6th of June 2019.

Subsequently, the Committee asked the Parties involved in the urgent monitoring round to provide information on the follow-up to the 10 recommendations considering that Parties should act. This compiled information (hereafter Compilation information 2020) allowed for a first preliminary assessment of the Parties' practices and legislation with respect to the 10 "consider" recommendations, taking into account specific requirements. This first preliminary assessment was presented to the Parties at the 27th plenary meeting of the Lanzarote Committee in June 2020. The Parties were then given a second opportunity to provide information on the follow-up to the same 10 recommendations (hereafter additional information).

In view of the examination and possible adoption of the 10 Compliance Reports at the Lanzarote Committee's 34th meeting (4-7th of October 2021), international organisations having participatory status with the Lanzarote Committee submitted information of relevance to some of the recommendations in question.

The present draft compliance report was prepared on the basis of the Compilation of information 2020, as well as the compiled additional information sent by the Parties.¹ It is important to note that the conclusions of compliance/partial compliance/non-compliance have been drawn without the possibility to verify the extent to which legislation and measures are being applied in practice, nor whether children affected by the refugee crisis are actually benefitting from existing services. It has also not been

¹ The 41 Parties that are concerned by this report are: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Republic of Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey and Ukraine.

possible to assess the overall impact of the telephone and internet helplines in helping children affected by the refugee crisis who are victims of sexual exploitation and sexual abuse.

The report covers the situation in the 41 states, which were Parties to the Convention at the time the urgent monitoring round was launched. Parties, which have ratified the Lanzarote Convention at a later stage may take into consideration the recommendations, promising practices and other findings presented in this report for information and subsequent relevant action.

The great majority of the Parties to the Convention have implemented one or more measures to address the requirements of Recommendation 32. Specifically, 26 Parties are in partial compliance and 13 Parties are in full compliance with the requirements. The majority of these Parties have in place promising practices that could inform further developments and advances in other Parties.

The main measures implemented include setting up helplines to address the needs of children and those wishing to help them, including specific groups designed to support child victims of sexual exploitation and sexual abuse, children affected by the refugee crisis, those at risk of or who have been a victim of trafficking in human beings. Parties have also put in place several measures to ensure the widest availability and accessibility of services, including helplines via telephone, digital forms, services adapted to the needs of children and adults with disabilities and other.

Some promising practices include the provision of services and support in relevant languages and free of cost services. The latter is available in most Parties.

The main gap to report is the limited support available in languages relevant to children and adults affected by the refugee crisis.

Only 2 Parties have been considered non-compliant with Recommendation 32, due to insufficient evidence.

Table 1. Comparative information on fulfilment of Recommendation 32

Country	Information service exists	Understandable language(s) available	For children and persons wishing to help	Confidential advice and anonymity	Service widely available
★ Albania	Yes	No	Yes	Yes	Yes
★ Andorra	Yes	Yes	No	Yes	Yes
★ Austria	Yes	Yes*	Yes	Yes	Yes
★ Belgium	Yes	Yes*	Yes*	Yes	Yes
★ Bosnia and Herzegovina	Yes	No	Yes	Yes	Yes
★ Bulgaria	Yes	Yes	Yes	Yes	Yes
★ Croatia	Yes	Yes*	Yes	Yes	Yes
★ Cyprus	Yes	Yes*	Yes	Yes	Yes
★ Czech Republic	Yes	Yes*	Yes	Yes*	Yes
★ Denmark	Yes	Yes	Yes	Yes	Yes
★ Finland	Yes	Yes	Yes	Yes	Yes
★ France	Yes	Yes	Yes	Yes	Yes
★ Georgia	Yes	Yes	Yes	Yes	Yes
★ Germany	Yes	Yes	Yes	Yes	Yes
★ Greece	Yes	Yes	Yes	Yes	Yes
★ Hungary	Yes	Yes*	Yes	Yes	Yes
★ Iceland	Yes	Yes*	Yes	Yes	Yes
★ Italy	Yes	Yes	Yes	Yes	Yes
★ Latvia	Yes	Yes*	Yes	Yes	Yes
★ Liechtenstein	Yes	No	Yes	Yes	No
★ Lithuania	Yes	No	Yes*	Yes	No
★ Luxembourg	Yes	Yes*	Yes	Yes	Yes
★ Malta	Yes	No	Yes	Yes	Yes
★ Republic of Moldova	Yes	No	Yes	Yes	Yes
★ Monaco	Yes	No	Yes	No	Yes
★ Montenegro	Yes	No	No	Yes	Yes
★ Netherlands	Yes	Yes*	Yes	Yes	Yes
★ North Macedonia	No	No	No	No	No
★ Poland	Yes	No	Yes	Yes	Yes
★ Portugal	Yes	Yes	Yes	Yes	Yes
★ Romania	Yes	No	Yes	Yes	Yes
★ Russian Federation	Yes	Yes	Yes	Yes	Yes
★ San Marino	No	No	No	No	No
★ Serbia	Yes	Yes*	Yes	Yes	No

★	Slovak Republic	Yes	No	Yes	No	Yes
★	Slovenia	Yes	Yes*	Yes	Yes	Yes
★	Spain	Yes	No	Yes	Yes	Yes
★	Sweden	Yes	Yes	Yes	Yes	Yes
★	Switzerland	Yes	Yes	Yes	Yes	Yes
★	Turkey	Yes	Yes	Yes	Yes	Yes
★	Ukraine	Yes	Yes*	Yes	Yes	Yes*

*Yes, to a limited extent.

Recommendation R32

The Lanzarote Committee:

considers that Parties that have not yet done so should encourage and support the setting up of specific information services such as telephone or Internet helplines to child victims of sexual exploitation and sexual abuse affected by the refugee crisis as well as persons wishing to help them to provide advice in a language which is understandable to them (R32).

Following the adoption of the Special Report and after the assessment of the 5 urgent recommendations, the Committee asked Parties involved in the urgent monitoring round to provide follow-up information on the 10 recommendations considering that Parties should act. On a first phase, Parties provided relevant information to assess their compliance with recommendations, which was compiled in the Compilation information 2020. An individual assessment was carried out of the replies of each Party, taking into account specific requirements.

The requirements identified to assess Parties' compliance with Recommendation 32 are as follows:

- 1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.*
- 2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.*
- 3. The service(s) is available for both children and persons wishing to help them.*
- 4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.*
- 5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).*

Full compliance with Recommendation 32 was determined if the information service available complied with all five requirements abovementioned. Where Parties have taken measures to adopt more than one of the requirements or had applied other relevant measures, these were considered as promising practices.

Below are some examples of aspects that were considered as promising practices:

- √ The service runs through both telephone and digital media; *or* the service(s) has stable funding mechanisms; *or* the service is free of cost (*in relation to requirement 1*);
- √ The service is available in 3 or more languages other than the official language(s) of the host country (*in relation to requirement 2*).
- √ The service operates with clear child safeguarding guidelines in place (*in relation to requirement 3*).
- √ Services through digital media do not collect and store data; *or* Services through digital media have a firewall in place to shield migrants and undocumented persons from possible transfer of their personal data from services to immigration authorities (*in relation to requirement 4*).
- √ The service is available 7 days a week and 24 hours a day (*in relation to requirement 5*).

Other measures may also be included as promising practices, namely:

- a) The service has been widely advertised through various channels;
- b) The service is disability-friendly;
- c) The service has a monitoring and evaluation mechanism in place;
- d) The team running the service has good capacity and undergoes specific trainings.

Based on this assessment, an analytical document was prepared and sent to the Parties. Subsequently, Parties were given the opportunity to submit additional information concerning other measures in place, which showed compliance with the requirements identified for the assessment of Recommendation 32.

The present report takes into account both the Compilation information 2020 and related analytical document, as well as the additional information submitted by Parties. The aim is to assess compliance, whilst providing a comprehensive picture of what national practices and legislation are in place.

For ease of reference, a comparative table summarising the findings of this report has also been prepared.² The table colours have been determined as follows:

- Full compliance (green) – the Party is in conformity with all the requirements of the Recommendation, corresponding to fulfilment of obligations under the Convention;
- Partial compliance (yellow) - the Party is in partial conformity with the requirements of the Recommendation, corresponding to fulfilment of obligations under the Convention;

² This table can be found at the end of the Executive Summary.

- Non-compliance (red) – the Party does not address any of the requirements of the Recommendation, corresponding to fulfilment of obligations under the Convention.
- Promising practice country (star) – the Party fulfils one or more requirements of the Recommendation *or* has applied other additional measures, in a manner that is considered a promising practice.

Country results

ALBANIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Albania provided information from the Ministry of Internal affairs concerning a national hotline for children and adult victims of trafficking that has been set up at the Command Office of the General Directorate of the State Police (pan-European number 116 006). The service is free and it runs also through the application "Report! Save!".

The Albanian National [Child Helpline ALO 116](#) is also up and running, which provides nation-wide free of charge, psychological support, referral services and information on children's rights.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The service provided by ALO 116111 is available in Albanian and English.

3. The service(s) is available for both children and persons wishing to help them.

The hotline is available for both persons wishing to report a trafficking case and for self-identifying victims.

The Albanian National Child Helpline ALO 116 aims to support children, parents and caregivers in Albania, as well as the general public.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

ALO 116111 has a work protocol and procedure regarding anonymity in accordance with Article 13 of the Convention.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

ALO 116 is a service dedicated to the children, which offers support 24 hours a day, 7 days a week.

Based on the information received, Albania is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention

and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the helplines are available may not be sufficient to address the language needs of children and people affected by the refugee crisis.

ANDORRA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In the Compilation information 2020, Andorra had stated that the Department of Social Affairs has in place an emergency helpline for the notification of situations of risk or abuse committed against children and adolescents. The helpline is free of charge.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The official language of the helpline is Catalan, but professionals may provide assistance in Spanish, French and English; or, where necessary, an interpreter is available for Arabic.

3. The service(s) is available for both children and persons wishing to help them.

No information has been submitted concerning this requirement.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

In the additional information, Andorra provided information that advice is given in confidentiality and in due regard for anonymity, however for the follow-up intervention, identification is requested.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline is available 24 hours a day, 7 days a week.

Based on the information received, Andorra is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: it is not clear whether the service is available for both children and persons wishing to help them.

AUSTRIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Austria stated that the general helpline for victims 0800 112 112 is managed by the NGO "Weisser Ring Österreich". Furthermore, the Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice spends more than 300,000 EUR each year for the operation of the helpline that is cost-free. The helpline 147 [Rat auf Draht](#) is also available for free via telephone and digital media.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

In the additional information submitted, Austria stated that the victim emergency helpline 0800 112 112 currently only offers its services in German and only online inquiries can be answered in English. Foreign-language victims are, however, given the opportunity to bring along an interpreter to consultation appointments.

The helpline "Rat auf Draht" can offer advices around the clock also in English. There is also the possibility to use the service in the languages Bosnian, Serbian and Croatian.

3. The service(s) is available for both children and persons wishing to help them.

In Compilation information 2020, Austria stated that all victims and persons who want to support victims are provided with the necessary support, assistance and psychological help by the general helpline for victims 0800 112 112.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

In the additional information provided, Austria stated that "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.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

Concerning both rounds of information submitted, Austria stated that both helplines are available 24 hours a day, 7 days a week.

Based on the information received, Austria is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been

determined, for the following reason: the languages in which the helpline is available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

BELGIUM

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Belgium provided information that helplines "103 Ecoute-Enfant" and "1712", are operational, in the French and in the Flemish Community, respectively. Both helplines are accessible free of charge.

The "Miniila" telephone application was launched by Child Focus and Missing Children in April 2018 to put migrant children in contact with specialised organisations. Child Focus manages the Belgian helpline for reporting disappearances and sexual exploitation of children and helps all children, whatever their origin or situation. The telephone helpline benefits from stable mechanisms.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

Helplines "103 Ecoute-Enfant" and "1712" are available in French and in Flemish, respectively. Belgium stated that the "Miniila" application is adapted to the needs of migrant children. The Child Focus helpline is also available in English and suitable for people with disabilities.

3. The service(s) is available for both children and persons wishing to help them.

The Child Focus helpline is only available to children. It has put in place child protection mechanisms.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The Child Focus helpline preserves the confidentiality and anonymity of its users.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

From the Compilation information 2020, helplines "103 Ecoute-Enfant" and "1712" seem to be available 24 hours a day, 7 days a week.

Based on the information received, Belgium is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing

to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) the languages in which the helplines are available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis; b) it is not clear whether the “Miniila” application addresses issues of sexual exploitation and abuse; and c) the helpline is only available to children.

BOSNIA AND HERZEGOVINA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Bosnia and Herzegovina provided information that telephone or Internet hotlines for children victims of sexual exploitation and sexual abuse affected by the refugee crisis have not yet been established. The State Party further informed that the United Nations Population Fund (UNFPA) and the International Organisation for Migration (IOM), in collaboration with other UN agencies and partners, are working to introduce mechanisms for reporting such cases. No additional information has been provided on this mechanism.

The organisation [Plavi Telefon](#) runs a helpline for children.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information has been submitted concerning this requirement.

3. The service(s) is available for both children and persons wishing to help them.

The service is available for both children and persons wishing to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The helpline takes into account both the principles of confidentiality and anonymity.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline is available by phone for free every working day from 09:00 to 17:00. Contacts via email are answered in 72 hours.

Based on the information received, Bosnia and Herzegovina is in partial compliance with the requirements of Recommendation 32, and has in place promising practices

contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined for the following reason: there is no information on the languages available through the existing helpline.

BULGARIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Bulgaria provided information concerning the National Telephone Hotline 116 111 for victims of violence, including sexual violence, which has been set up in 2009. It is managed by the State Agency for Child Protection. There are Specific procedures and rules for the operation of the National Assignment Hotline 116 111 in cases of calls related to migrant children.

Other helplines are also available at national level, including: Emergency number 112, National Hotline for Combating Trafficking in Human Beings - 080020100, and Hotline for victims of violence - 080018676 and 02 9817686.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The team on the helpline has consultants who are fluent in foreign languages (mainly English), and each shift is provided with a specialist who can conduct a conversation in a language other than Bulgarian. The State Party further informed that if the caller speaks a language other than Bulgarian and the consultant does not speak the language, he or she is offered to be transferred to another team member who has such language skills (if any). If the caller does not speak a language that the consultants use (such as English, German, French, Russian), then it is examined if there is someone else who can speak in some of these languages. Since the creation of the helpline, calls have only been received in English (other than Bulgarian), so the children were consulted accordingly, as there is always someone proficient in English available.

3. The service(s) is available for both children and persons wishing to help them.

The line is intended for children, as well as parents, loved ones or concerned citizens seeking to help with children's problems. When making calls related to migrant children, childcare consultants adhere to specific procedures and principles of work. The risk assessment is performed according to the definitions for risk for a child according to the Child Protection Act. Children are informed of their rights.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

In conducting calls, regardless of the specific request and the problem of the client, the consultant follows the general procedures and principles of the National Telephone Helpline for Children 116 111, and implement the necessary and appropriate consultative skills, the principles of confidentiality and anonymity, as well as the ethical principles for working with children and adheres to the requirements of the relevant Bulgarian legislation and regulations.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The National Telephone Hotline 116 111 is available 24 hours a day, 7 days a week. Material with information on different helplines is distributed locally.

Based on the information received, Bulgaria is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

CROATIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Croatia provided information that in order to combat trafficking in human beings, including child victims of sexual abuse, the telephone helpline 08007799 has been active for about ten years.

The online Red Button application enables on-line reporting of Internet content portraying child sexual abuse and exploitation, as well as reporting any form of sexual and other types of abuse or exploitation of children. The helpline is a free-toll number; both the helpline and the online Red Button are financed through State budget.

The [helpline 116111 Brave Phone](#) is also available.

In additional information, Croatia provided information that the National Call Centre for Victims of Crime and Misdemeanours – 116 006 (as a standardized European number) – was established in July 2013 as a project of the Victims and Witnesses Support Association, in collaboration with the Ministry of Justice and the United Nations Development Program (UNDP). The helpline is free of charge.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

In the additional information provided, Croatia stated that the service is also available in English.

3. The service(s) is available for both children and persons wishing to help them.

In the additional information provided, Croatia stated that the service is available for both victims and witnesses of crime and misdemeanours, as well as members of their families.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

Both helplines Brave Phone and National Call Centre for Victims of Crime and Misdemeanours provide advice to callers confidentially and with due regard for their anonymity.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The National Call Centre for Victims of Crime and Misdemeanours line is open on weekdays from 8:00 to 20:00, while Brave Phone line is open on weekdays from 9:00 to 20:00, while online chat operates on weekdays from 17:00 to 20:00.

Based on the information received, Croatia is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the additional language in which the helplines are available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

CYPRUS

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Cyprus provided information that according to the National Strategy to Combat Sexual Abuse and Sexual Exploitation of Children and Child Pornography Law of 2017 (L. 112(I)/2017), the Council “FONI” was established, which is responsible for coordinating all the actions, included in the National Strategy, for the prevention and combating of sexual abuse and sexual exploitation against children and child pornography. The Council has established a [website](#), where information is provided concerning child sexual abuse and exploitation and is addressed to children, parents and teachers. The website gives access to a help support platform and also information on how to report a case.

The support line, provided by the NGO “Hope for Children”, is linked with the support platform.

In the additional information submitted, Cyprus provided information that in addition, during the lockdown due to the pandemic in Cyprus, Hope for Children launched a free of charge 24/7 helpline 1466 which is addressed to children and families and can provide support and guidance on issues related to child protection, including sexual abuse and exploitation. The same organisation also runs an online chat, available at: www.uncrcpc.org.cy for the same purpose.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The “FONI” webpage is only available in Greek. The support line, provided by the NGO “Hope for Children” is available in Greek and English.

3. The service(s) is available for both children and persons wishing to help them.

The European helpline for children’s and teenager’s support [116 111](http://116111.eu) is exclusively for children up to 18 years of age, even if [statistics](#) underline that people who wish to help children also use the line.

The [European helpline 116 000](http://116000.eu) addresses exclusively cases of disappeared children, providing support to parents of missing children and receiving important information from citizens about a missing child.

The [Helpline 1440](http://1440.eu) can provide the user with counselling support for domestic violence issues concerning him/herself or other people.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The European helpline for children’s and teenager’s [support 116 111](http://support116111.eu) provides the user the opportunity to talk anonymously and runs under the principles of privacy and confidentiality.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The European line for Missing Children (provided by the Association for the Prevention and Handling of Family Violence and “Hope for Children”) available 24 hours a day, 7 days a week. The European Help Line for Children and Adolescents provides services on a daily basis (Monday to Friday 12:00-20:00 and Saturdays 09:30-14:00).

Based on the information received, Cyprus is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the additional language in which the helplines are

available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

CZECH REPUBLIC

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, the Czech Republic provided information that there is no helpline or website specifically targeted to child victims of sexual exploitation and sexual abuse affected by the refugee crisis as they are too narrow group, however there are several helplines and websites, which provide specialised social and legal counselling for children.

The Police operates a general anonymous helpline providing help in crisis. Non-governmental organisations are also entrusted with social and legal protection of children and with providing of social services. Over 400 NGOs provide social services such as specialised social counselling, counselling for crime victims, emergency telephone assistance, field programmes, among other. Non-governmental organisations also operate European hotlines and helplines, such helpline for missing and endangered children, child helpline, and a helpline for victims of crime. These activities are supported with funds from the state budget.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

In Compilation information 2020, the Czech Republic provided information that some of the helplines provide information in several different languages, namely English and other languages. However, in the additional information provided, it has not been specified what these languages are other than English, and if they are relevant to the children affected by the refugee crisis.

3. The service(s) is available for both children and persons wishing to help them.

The helpline is intended for children, as well as parents or concerned citizens seeking help with children's problems. When making calls related to migrant children, childcare consultants adhere to specific procedures and principles of work. The risk assessment is performed according to the definitions for risk for a child according to the Child Protection Act. Children and /or parents are informed of their rights.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The police operates a general anonymous helpline providing help in crisis. The service guarantees anonymity and confidentiality for its users. No further information has been submitted concerning this requirement, in relation to the other helplines available.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The services reported above are available 24 hours a day, 7 days a week.

Based on the information received, the Czech Republic is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) there is insufficient information concerning the languages available and whether these address the language needs of children and people affected by the refugee crisis; and b) no additional information has been submitted concerning whether other available helplines also guarantee the principles of confidentiality and anonymity.

DENMARK

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In the additional information provided, the Danish Ministry of Social Affairs and the Interior provided information that the NGO Boerns Vilkaar offers the counselling service "Children's Phone" where children can receive help either by phone, text or chat function. The service can provide assistance to children who are victims of sexual exploitation and sexual abuse, among other questions. It is free to use the service.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

Additional information was submitted on the work of the NGO 'Danish Refugee Council', which offers interpretation in more than 80 languages and dialects.

3. The service(s) is available for both children and persons wishing to help them.

The NGO Boerns Vilkaar offers counselling on matters relating to children, parents and relatives, as well as professionals.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The counselling is offered taking into account the principle of anonymity.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The Children's Phone is available 7 days a week and is open from the morning until 2:00a.m.

Based on the information received, Denmark is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

FINLAND

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, complemented by the additional information, Finland provided information on different existing helplines of relevance.

The [National Assistance System for Victims of Human Trafficking](#) aims at helping potential victims of human trafficking, and their underage children who are in Finland. The system maintains a webpage which brings together information about human trafficking and anti-trafficking activities in Finland as well a telephone helpline.

The organisation Child and Youth Phone runs a [helpline](#).

The police have a nationwide Police Customer Service Helpline giving support on non-urgent police matters as well as a web-based Net-tip. However, these are not crime specific nor are they targeted for certain population groups. Instead, the police is cooperating with various actors upholding such helplines through which the police receive information on for instance sexual exploitation. Save the Children's (member of INHOPE) anonymous reporting system on child sexual abuse material and Victim Support Finland's Helpline as well as a chat are two examples of this cooperation.

Sexual exploitation and abuse related issues may be discussed, *inter alia*, in the following phone and chat services:

- The Mannerheim League for Child Welfare provides for a free phone counselling line, chat and letter-service for children and youth. The phone line is open every day of the week in Finnish and Mon-Thu in Swedish. Children and youth may talk about any issues they wish to a trained adult. Children may also reach out via a letter service to talk about their issues and will receive a reply within two weeks. Chat service is also available Sun-Wed.

- Save the Children Finland provides a one-to-one online crisis chat-service for children, which is available Sun-Thu in Finnish and Swedish. Their digital youth house Netari online service further provides thematic chats where children may discuss different topics such as violence with trained professionals either one-on-one or in a group chat.
- Nollalinja is a nationwide free-of-charge helpline for anyone who has experienced violence or a threat of violence in a close relationship. Although aimed for adults, Nollalinja responses also to questions by children. Nollalinja is also available for family members of victims of violence and for professionals and officials who require advice in their work with customers. Nollalinja is staffed by trained and experienced health and social services professionals, who are there to listen, support and advise around the clock, on every day of the year. In May 2020, Nollalinja introduced also telephone interpretation in the six foreign languages most widely spoken in Finland, or Arabic, Dari, Farsi, Somali, Sorani and Russian. Before the service had been offered in Finnish, Swedish and English. Telephone interpretation is available 24 hours a day. There is no charge to the client for calling Nollalinja and using a telephone interpreter.
- Poikien Puhelin (Boys' Phone) is a helpline service for boys and young men under 20. The calls are answered by a male professional of the Family Federation of Finland, familiar with matters that might come across during puberty and adolescence among boys and young men. The low-threshold and anonymous helpline is available toll-free and via chat on the website on all weekday afternoons. The service can be approached with all kinds of matters."

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The webpage of the National Assistance System for Victims of Human Trafficking provides information in 17 languages and the telephone helpline is available in Finnish, Swedish and English but interpretation may also be arranged into other languages.

The website and the helpline of the Child and Youth Phone are available in Finnish and Swedish.

As described above, the remaining helplines are also available in multiple and relevant languages and translation services are available, as well.

3. The service(s) is available for both children and persons wishing to help them.

The helpline of the National Assistance System for Victims of Human Trafficking is available for victims, authorities, third parties, the media and individual citizens.

The helpline of the Child and Youth Phone is geared towards children and young people, with no mention of other persons wishing to help children.

Additionally, the remaining helplines provide support for different target groups, including children and adults.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

With regards to the helpline of the National Assistance System for Victims of Human Trafficking, in urgent cases victims of human trafficking can be transferred to aid-giving services on the basis of the call. However, the calls can also be made anonymously, and all calls are handled confidentially.

The helpline of the Child and Youth Phone is entirely confidential and the calls are done anonymously. Any private information that may be divulged by the child calling the helpline is removed as soon as possible after it is no longer needed.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline of the National Assistance System for Victims of Human Trafficking is open 24 hours a day, 7 days a week.

The Child and Youth Phone helpline is available between 14:00-20:00 on weekdays and 17:00-20:00 on weekends.

The remaining helplines are also widely available, including the interpretation services.

Based on the information received, Finland is in full compliance to the requirements under Recommendation 32 and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

FRANCE

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In the additional information submitted, France provided information on an online [participatory platform](#), which was developed in 2019 by the interministerial delegation for the reception and integration of refugees (diAir). The website provides thematic sheets on daily life, rights, health, social and professional support.

Abused children can access the [Allô enfance en danger helpline](#). This free number (119) is aimed for child victims of psychological, physical and sexual violence or for witnesses of violence against children. In the event of illiteracy, children have the possibility of understanding the content of this device thanks to an audio reading module.

France provided further information that all of the Ministry of Interior's mechanisms aimed at promoting the collection of information on sexual violence can also be used in

the specific context of children affected by the refugee crisis. For example, the sexual and gender-based violence reporting portal is available 24 hours a day, 7 days a week.

In Compilation information 2020, France stated that the 116000 helpline, the European helpline for missing children, can also be used in the context of the refugee crisis.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The internet platform refugié.info is available in seven relevant languages.

The National Service for Children in Danger (SNATED) currently receives very few requests in a foreign language. However, these rare situations (via telephone, chat and form) have been managed in several languages without difficulty to date. Listeners of the helpline 119 are therefore able to respond in several languages. The multilingualism of the telephone reception is an item included in the 2022 activity project, which includes a proposal for interpretation measures.

3. The service(s) is available for both children and persons wishing to help them.

The mission of the helpline 119 is to listen, help, inform and advise by telephone any person confronted with a situation in which a child is in danger or is likely to be.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The Helpline 119 works under the principle of confidentiality.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The Helpline 119 is available 7 days a week, 24 hours a day.

Based on the information received, France is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

GEORGIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

A 24-hour hotline for the victims of violence is functioning at the State Fund. Anyone can call on the hotline: 116 006 (European-wide number) and get professional

consultations from qualified operators and information about the services of the State Fund.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

Since 2017, the consultations of the State Fund's hotline on the issues of domestic violence, violence against women, Human Trafficking and sexual violence have been available in 8 languages: in Georgian as well as in English, Russian, Azerbaijani, Turkish, Armenian, Arabic and Persian languages.

3. The service(s) is available for both children and persons wishing to help them.

Anyone can call the helpline.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The service offered by the helpline is free and anonymous.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

As reported above, the helpline is available 24 hours a day, 7 days a week.

Based on the information received, Georgia is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

GERMANY

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Germany provided information about the [Sexual Abuse Helpline](#) run by the Independent Commissioner for Child Sex Abuse Issues, a nationwide, free and anonymous helpline for victims of sexual abuse and those who are close to them, as well as for people involved in the social environment of children, for professionals and for those interested in the topic. The helpline can be reached on 0800 22 55 530.

Apart from offering advice over the phone and in writing, the team also has an [online service](#) for young people. The helpline is open to all age groups. The entire team has been specially trained in the special techniques of providing counselling to children and

juveniles. Furthermore, many of the counsellors come from a specialist background in dealing with children and juveniles (e.g. child and juvenile psychotherapists) and are familiar with the issues of child pornography, child prostitution and child trafficking (e.g. child and juvenile psychotherapists with experience in dealing with victims of organised and ritual sexual violence). In addition, many of the counsellors have years of experience (since 2005) in counselling the victims of such crimes – most of whom have now reached adulthood.

The helpline is currently undergoing development to ensure that the needs of people with disabilities are also optimally covered by the counselling service. There are also plans to expand the online service for young people.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

If required, a translation service can be integrated by telephone into the counselling session. The caller will be connected to an intercultural team of advisors cooperating with a 24/7 translation service available in 17 languages.

3. The service(s) is available for both children and persons wishing to help them.

The helpline is a contact point for people seeking relief, counselling and support, for people who are concerned about a child's welfare and have a suspicion or "gut feeling" that something is wrong, and for people who are unsure about the topic and have questions to ask.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The counsellors who staff the helpline are experts with training in psychology and education. They are qualified to provide counselling and have years of professional experience in dealing with sexual violence against girls and boys. They listen, offer advice, provide information and – if required – can point towards local options for obtaining help and support. Every call is confidential. Personal data are protected at all times.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline is available on Monday, Wednesday and Friday from 9:00 am to 2 pm and on Tuesday and Thursday from 3 pm to 8 pm. It is not available during holidays (i.e. 24/12 and 31/12).

Based on the information received, Germany is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

GREECE

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

[“The Smile of the Child”](#), whose services cater to child victims of any form of violence, as well as missing children, children with health problems and children living in/on the brink of poverty, operates three helplines:

- I. National Helpline for Children SOS 1056;
- II. European Hotline for Missing Children 116000 and
- III. European Helpline for Children and Adolescents 116111.

All three helplines, which are characterised as emergency lines and are interconnected with the European Emergency Number 112, are available for any child in need, at risk and/or in danger, including refugee/migrant children. The service operates through 6 calling centres interconnected as one. While the hot/helplines and all their services and tools have always been at the disposal of refugee/migrant children, they have been further upgraded and strengthened over the past few years, in the context of the recent refugee crisis affecting Greece, with funding from international partners and organizations (a.o. DG ECHO and AMIF), in order to be able to respond to the particular needs of the refugee/migrant population.

There is no stable funding for the helplines, including no governmental funding, therefore the Organisation responsible looks for private funding and sponsorships in order to be able to support the services of the lines, as well as institutional funding from international organizations as mentioned above (EU). The three lines are free of cost from any type of phone (landline, mobile, etc.) and they run both via telephone and digital media (social media, e-mail, website, and newly developed chat service).

Social workers and psychologists, who are full-time paid staff of the Organisation, answer the incoming calls and handle all requests, which include reports on sexual exploitation and sexual abuse, and cooperate directly and continuously with the prosecutorial and police authorities. Moreover, the staff of the lines also carry out direct interventions in cases of children victims of abuse, an action that involves going (in a vehicle of the Organisation, with a driver) to the police station and meeting the child that has been removed from their family environment on the basis of abuse/neglect, in order to comfort the child, inform them of the overall situation and accompany them to their temporary accommodation structure which, in Greece’s case, is the children’s hospital. This is always done following the respective prosecutor’s order. The helplines’ services are promoted through social media, newsletter, mass media (TV radio, awareness campaigns), as well as the actions of the Prevention and Awareness Raising among Children, Teachers, Parents and Guardians in schools’ department. The helplines’ services are disability-friendly for some categories, for example deaf children could communicate in writing via chat, blind children could communicate via telephone, etc. Monitoring and evaluation is provided by peer-to-peer meetings with the staff, monthly

meetings among the staff, supervision of the entire team by a child/adolescent psychiatrist, as well as daily supervision by the lines' coordinator and the lines' shift supervisors.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

Apart from Greek, the services of the helplines are also available in English, French, Arabic and Farsi, as the Organisation has available staff, as well as volunteers, who can assist in communication in these languages. Moreover, "The Smile of the Child" has developed a bilateral cooperation with the Palestinian organisation SAWA, a co-member in Child Helpline International (CHI), by which a direct tripartite connection is available in order for an Arabic-speaking person calling TSOC to be directly connected to SAWA's helpline and be assisted by an Arabic-speaking operator.

3. The service(s) is available for both children and persons wishing to help them.

The helplines are available to both children and adults who wish to help them. The Organisation also acknowledges its responsibility to take all necessary measures in order to promote the implementation of safe practices and measures for children's protection from any harm caused by abuse or exploitation. Apart from its own Code of Conduct and Child Protection policies, by which all staff and volunteers are bound, "The Smile of the Child" has also Memoranda of Understanding and Cooperation with Greek police authorities, public services as well as the Public Prosecutor's Office in order to ensure that every child will receive the necessary and appropriate care it needs in real time.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The service guarantees anonymity and confidentiality to its users. The Smile of the Child collects data for statistical reasons, but it maintains anonymity of the users. It signed a MoU in order to protect migrant and undocumented children from the possible transfer of their personal data from services to immigration authorities when it is needed.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

All three helplines are available 24 hours a day, 7 days a week.

Based on the information received, Greece is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

HUNGARY

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Hungary provided information on the National Crisis Management and Information Telephone Service, which refugee children can access for information and help in case of domestic abuse, child abuse, prostitution or human trafficking.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The service is available in Hungarian and English.

Hungary further provided that the contact details of several relevant governmental agencies' (Victim Support Centre operated under the Ministry of Justice) and NGOs' (Chance for Families 2005 Foundation, The Kék Vonal Child Crisis Foundation, Terre des Hommes) are posted on the wall at the transit zones and refugee centres in multiple languages.

3. The service(s) is available for both children and persons wishing to help them.

Anyone can call the Social and Child Protection Directorate's hotline in case of child abuse or endangerment. The National Crisis Management and Information Telephone Service is available for asylum applicants and beneficiaries of international protection. The Victims Support Line is available for victims of crimes, including children.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The service provided is anonymous.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline is available 24 hours a day, 7 days a week.

Based on the information received, the Hungary is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the helpline is available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

ICELAND

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Iceland provided succinct information about its extensive mandatory reporting obligations, including easy access to reporting child protection concerns through the national helpline.

The Red Cross offers specific support to asylum seekers, immigrants and refugees and has a specific helpline available for those in need of assistance. The [Red Cross helpline](#) is a dedicated, toll-free phone and chat, which may be reached from any number. The helpline is also available via online chat.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The website of the Red Cross Helpline 1717 is available in Icelandic, English and [Polish](#). The Helpline and the internet chat are always open in Icelandic and English and currently also open in Polish on Thursdays from 20:00-23:00.

3. The service(s) is available for both children and persons wishing to help them.

The Red Cross Helpline's main role is to provide active listening and advice on community resources for people of all ages in need. The helpline also provides psychological support and counselling for those who feel betrayed online. Their role is therefore very broad in the sense of being available for those who seek confidential and neutral assistance. There is thus no contact irrelevant to the Helpline.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The Red Cross helpline ensures confidentiality, anonymity and neutrality. When connecting to the chat, the Red Cross asks for a name and an e-mail address, highlighting that the user does not have to provide his/her right name or e-mail.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The Red Cross helpline is available 24 hours a day, 7 days a week.

Based on the information received, Iceland is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the helpline is available

may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

ITALY

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Italy provided information on two helplines available. The Anti-trafficking toll-free number (800-290-290) is a free public service of first aid and it is a preparatory tool in favour of victims of trafficking and exploitation, which works in close contact with public entities in the territory and with the projects which carry out the National Anti-trafficking Programme.

The 114 Childhood Emergency is an emergency service promoted by the Department for Equal Opportunities of the Presidency of the Council of Ministers.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The Anti-trafficking number is available in the following languages: English, Spanish, Albanian, Romanian, Russian, Moldovan, Ukrainian, Nigerian, Chinese, Polish, Portuguese, Greek, and Arabic.

The 114 Childhood Emergency Helpline (Telefono Azzurro) has a simultaneous interpretation service in 20 languages, which was introduced in 2015, and in 2017 it was matched to all the languages available in the other emergency services (e.g. 112, 118), to get closer to foreign users and facilitate accessibility to the service in emergency or troubling situations.

3. The service(s) is available for both children and persons wishing to help them.

The 114 Childhood Emergency helpline is available to children up to 18 years, as well as to adults and service operators.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

In Compilation information 2020, Italy provided information that the protection of the victim's identity is guaranteed in the framework of the Anti-trafficking helpline. The 114 Childhood Emergency Helpline provides advice in respect of children's privacy and confidentiality.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

Both helplines are available 24 hours a day, 7 days a week.

Based on the information received, Italy is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

LATVIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In the additional information submitted, Latvia provided information about two helplines that any child can call: the helpline 116 006 “Helpline for Victims of Crime” and the Hotline for Children and Adolescents (116 111). Both helplines are free of charge. The assistance offered by the hotline 116111 can be obtained in 3 ways: by a free of charge phone call 116 111 at any time of the day (24 hours a day, 7 days a week); by an electronic consultations - sending an e-mail to the e-mail address: uzticibaspastis116111@bti.gov.lv; and by writing in the chat box (the chat box is operating 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](#)).

Information on the procedures of obtaining and receiving conditions for State-ensured legal aid and State victims’ compensation is available by calling the Legal Aid Administration’s free of charge phone 80001801.

Support is provided also via social networks and websites, including the internet through the website www.cietusajiem.lv.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

Both helplines provide assistance in three languages: Latvian, Russian and English.

3. The service(s) is available for both children and persons wishing to help them.

The helpline 116 006 is available for victims, their relatives and witnesses of crimes. The helpline 116 111 is available for children, parents, carers, teachers and other professionals working with children.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The association “Skalbes” to whom the Legal Aid Administration has delegated operation of the helpline 116006 “Helpline for Victims of Crime” observes confidentiality and does not disclose information to third parties that has become known through the service. The helpline 116 111 provides psychological assistance to callers in confidentially. The callers do not have to identify themselves. In order to monitor the quality of the service the calls (consultations provided to the callers) are being recorded. The handing of personal data is done in compliance to the data protection regulations as well as requirement on cyber security. If a child or another person wants to contact the helpline via chat box or communicate via electronic consultation form, personal data are requested.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline 116 006 is available every day from 7am to 10pm. The helpline 116 111 is available 24 hours a day, 7 days a week. The chat box of the helpline 116 111 is available from 12:00 to 20:00 on working days.

Based on the information received, Latvia is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the helpline is available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

LIECHTENSTEIN

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information, Liechtenstein submitted information about the services available through the Ombudsperson for Children and Young People, which is a neutral, universally accessible contact and complaints office for children, young people, and also adults. The services of the Ombudsperson are free of charge. The Expert Group against the Sexual Abuse of Children and Young People operates a website and a telephone line.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The website is only available in German. No additional information has been submitted.

3. The service(s) is available for both children and persons wishing to help them.

As reported above, children and adults can file a complaint to the Ombudsperson. The helpline of the Expert Group is also available for both children and adults who wish to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The helpline of the Expert Group guarantees anonymity to its users.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

No information has been submitted concerning this requirement.

Based on the information received, Liechtenstein is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) it is unclear in which languages the helpline is available; and b) it is unclear the extent to which the service is available.

LITHUANIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Lithuania provided information that there are no known cases of children affected by the refugee crisis, which became victims of sexual exploitation, which is why there are no related specific services.

The [Vaiku Linija](#) (Child helpline) is available. The helpline is available for free by telephone and online.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information is available concerning this requirement.

3. The service(s) is available for both children and persons wishing to help them.

The Child Line provides support to children and adolescents.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The Child Line provides the users with anonymous support.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

No information is available concerning this requirement.

Based on the information received, Lithuania is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) it is unclear in which languages the helpline is available; and b) it is unclear the extent to which the service is available.

LUXEMBOURG

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In the additional information, Luxembourg provided information on freephone helpline ([Kanner Jugendtelefon](#)) available on 116 111. Its main work involves listening to children and young people and offering them assistance in an easily accessible manner without constraints. Support is also available online/by chat.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The telephone helpline and online assistance are available in French, English, German and Luxembourgish.

3. The service(s) is available for both children and persons wishing to help them.

The Kanner Jugendtelefon helpline is available for both children and parents.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The helpline is anonymous and confidential.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The 116111 helpline is available on Mondays, Wednesdays and Fridays: 5.00 to 10.00pm; Tuesdays and Thursdays: 2.00 to 10.00pm; and Saturdays: 2.00 to 8.00pm.

Based on the information received, Luxembourg is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the helpline is available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

MALTA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Malta provided information on different services available, including an online reporting system run by Agenzija Appogg to report websites which host online child abuse. The Internet helpline is an extension of Support line 179 and aims to offer support to individuals that reach them via telephone on 179 or email (179.appogg@gov.mt). The helpline offers support to minors on any online safety issues such as cyberbullying, sexting and online grooming.

In addition to the national support line 179, Kellimni.com is another support service that is run as a result of a partnership between the SOS Malta, Salesians of Don Bosco, Agenzija Appogg, and Agenzija Żgħażaġh. The Kellimni.com team can be contacted through email, chat and smart messaging. In addition, there are also the Migrant Health Liaison Office and the Crisis Intervention Service. The 179 line is free and services are available via phone and digital media.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information has been submitted concerning this requirement.

3. The service(s) is available for both children and persons wishing to help them.

Kellimni.com is a service which is open for Maltese people or other people who are currently living in Malta who feel the need to open up about what they have been going through.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The telephone service 179 is secure and confidential.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

Kellimni chat helplines are available 24 hours a day, 7 days a week.

Based on the information received, Malta is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: it is unclear in which languages the helpline is available.

REPUBLIC OF MOLDOVA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, the Republic of Moldova provided information that the Bureau for Migration and Asylum (BMA) has a Call Centre that provides information for foreigners. Migrant children can benefit from the services of the Child Helpline and support services via Internet dedicated for all children. The Child Helpline is free and the service is available via both telephone and digital media.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information has been submitted concerning this requirement.

3. The service(s) is available for both children and persons wishing to help them.

The Republic of Moldova stated that the BMA Call Centre provides services for foreigners regardless of the age of the person. The Child helpline telephone and online support is dedicated to all children.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The child helpline 116111 Telefon Copilului provides anonymous and confidential services.

5. *The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).*

The child helpline 116111 Telefon Copilului is available 24 hours a day, 7 days a week.

Based on the information received, the Republic of Moldova is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: it is unclear in which languages the helpline is available.

MONACO

1. *At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.*

In Compilation information 2020, Monaco provided information that the Principality's Childhood Home (Princess Charlene) operates a hotline and it is placed under the authority of the State Social Action and Aid Department. The State Party also informed that taking into account the extreme smallness of the territory (2 km²), the close and permanent coordination of State services (*please refer to Recommendation 13*) and the networking of institutions and places where children live, allows adults and children to be in constant contact with social workers and any act of abuse is thus almost immediately known to educational staff, the police or the judiciary. In the case of a refugee minor, the Directorate of Public Security will be immediately informed of the arrival of this minor on Monegasque soil and can thus proceed with his care (*please refer to Recommendation 35*).

2. *The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.*

No information has been submitted concerning this requirement.

3. *The service(s) is available for both children and persons wishing to help them.*

The Party provided information that children affected by the refugee crisis who are victims of sexual exploitation and abuse, as well as those willing to help them, can contact the relevant service at any time.

4. *The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.*

No information has been submitted concerning this requirement.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The telephone service is available 24 hours a day, 7 days a week.

Based on the information received, Monaco is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) it is unclear in which languages the helpline is available; and b) it is unclear whether the helpline follows the principles of anonymity and confidentiality.

MONTENEGRO

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Montenegro provided information that at the Reception Centre of foreigners seeking international protection the Centre's professional staff ensures to provide, through their direct presence and the gained confidence of children, as the best way to provide assistance in the case of a victim or potential victim of sexual exploitation or abuse, given that a personal presence can significantly contribute to supporting and assisting children affected by the refugee crisis.

In addition, SOS Helpline for Victims or Potential Victims of Trafficking is now available to all foreigners seeking international protection, and the professional staff of the Reception Centre for foreigners seeking international protection is available in case that support, understanding or advice is needed.

The [national helpline for women and children victims of violence](#) is also available at 080111111.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

In the additional information submitted, Montenegro provided information that the "Trafficking in persons" brochure is available in Arabic and English in the Directorate for Asylum. This brochure, which is available at the Centre, results from the implementation of the measure from the Action Plan for the implementation of the Strategy for Combating Trafficking in Human Beings. No information has been provided concerning language availability in the context of the helpline and other services.

3. The service(s) is available for both children and persons wishing to help them.

No information has been submitted concerning this requirement.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The national helpline for women and children victims of violence provides support anonymously.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The national helpline for women and child victims of violence is available 24 hours a day, 7 days a week.

Based on the information received, Montenegro is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) it is unclear in which languages the helpline is available; and b) it is unclear whether the services are accessible by children and persons wishing to help.

NETHERLANDS

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, the Netherlands provided information about the different helplines available for victims of human trafficking. Some helplines are specifically designed for one of the forms of trafficking in human beings, such as sexual exploitation and labour exploitation. Different partners, such as CoMensha, Fier and FairWork, provide these helplines and redirect victims to the best possible care with respect to their needs. Additionally, many of these helplines have not only set up a telephone helpline, but often also cater through online contact, chats and Whatsapp to make/keep the threshold for the quest for help as low as possible.

De Kindertelefoon Netherlands provides a service for refugees but no specific support for victims of sexual exploitation or abuse. Watch Nederland and FIER run helplines for victims of sexual abuse and exploitation. De Kindertelefoon and Watch Netherlands helplines run services via telephone and digital media, have stable funding mechanisms and are provided free of cost.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

When necessary, interpreters can be used to assist in providing advice in a language that is understandable to the victims. For this purpose, CoMensha administers a state-financed fund for translation services to victims of human trafficking, on top of general provisions with regards to translation services in the care system.

The helplines are available exclusively in Dutch, while the websites of the organisations are also translated into English.

3. The service(s) is available for both children and persons wishing to help them.

FIER and Watch Nederland helplines are available to both children and adults who wish to help them, while De Kindertelefoon is available only to children. All the helplines operate with child safeguarding mechanisms in place.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

All the helplines guarantee confidentiality and anonymity to their users. The services collect and store data of the users. De Kindertelefoon has a firewall in place to shield migrant and undocumented children from possible transfer of their personal data from services to immigration authorities.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

Watch Nederland helplines are available at least 5 days a week, 8 hours a day. De Kindertelefoon is available 24 hours a day, 7 days a week.

Based on the information received, the Netherlands is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the child support helplines provide services only in Dutch.

NORTH MACEDONIA

In Compilation information 2020, North Macedonia provided information on how it addresses the issue of criminalisation of acts of sexual abuse committed against children. Whilst this is a very important matter, it is outside the scope of the Recommendation.

No additional information has been submitted.

As there is insufficient information to determine compliance, North Macedonia is considered non-compliant with the requirements of Recommendation 32.

POLAND

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Poland provided information that there are several relevant helplines, including the [Telephone Helpline for Children and Youth 116 111](#) and web contact, both of which are managed by the Dajemy Dzieciom Się Foundation. The Foundation also operates another helpline, namely the Helpline for Parents and Teachers for the Safety of Children 800 100 100 and web contact through www.800100100.pl.

Furthermore, there is the Children Helpline and chat of the Ombudsman for Children, 800 121 212. All these services are for free and available via both telephone and digital media. When the crime of sexual abuse of a minor or a suspicion of such a crime occurs or other circumstances that require clarification emerge, there is a possibility to report the matter to the 997 and 112 Police emergency phone numbers. The Child Helpline is operated by thirteen expert psychologists and pedagogues. The telephone service is free of charge also from countries other than Poland. The chat, too, is free, and users are not required to log in or install an application. Communication takes place on the [Ombudsman's website](#).

In addition to the Chat and Helpline, the Ombudsman for Children is available on social media: Twitter, Instagram, and Facebook. The child or adult can get in touch by phone via chat or Twitter, Instagram, or Facebook, and notify the Ombudsman for Children of the violation of the rights of children. Then, the Ombudsman for Children will immediately intervene in the case reported. The Child Helpline team also provides education to promote the rights of the child through meetings and workshops. The Child Helpline experts are guided by a supervisor, and they are also trained on how to deal with cases of sexual exploitation of children and any specialist materials on on-line sexual exploitation of children. On-line sexual exploitation of children is a category tracked by Child Helpline workers.

NGOs focusing on issues of protection against exploitation and human trafficking also operate helplines.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The experts operating the Child Helpline of the Ombudsman for Children can speak English and French, in addition to Polish. They can provide support in another language in the chat, as there is a translator available.

The 116 111 helpline is available in Polish. The operator would like to have a possibility of consultation in English and Russian due to a large amount of a national minority in our country, however it is not yet available.

Other relevant information submitted includes the regular distribution of prevention materials by the bodies of the Border Guard addressed to foreigners, including information brochures in various languages, addressing the options of assistance and support from NGOs.

3. The service(s) is available for both children and persons wishing to help them.

Services are available for both children and people who wish to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

Telephone Helpline for Children and Youth 116 111 and related on-line support are provided anonymously.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

Helplines operated by NGOs working on issues of protection against exploitation are available 24 hours a day, 7 days a week. The helpline and chat of the Ombudsman for Children are also available 24 hours a day, 7 days a week.

Based on the information received, Poland is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the helpline is available may not be sufficient or relevant to address the language needs of children and people affected by the refugee crisis.

PORTUGAL

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Portugal stated that the National Health Service (NHS) provides a helpline “Line 24”, where it is possible to receive health referrals to any Portuguese or foreign citizen. The ACM (High Commissioner for Migration) runs the Migrant Helpline which is available to provide quick answers to frequently asked questions of migrants. It provides information available online or by phone.

The Children's Line (Ombudsman's Line of Responsibility: 800 20 66 56) is a telephone line especially for children and young people who are in situations of difficulty, risk or danger. The SOS Child line is provided by the Child Support Institute (IAC) (number 116111 and 116000). Both the lines for children are free of charge.

The Portuguese Association for Victim Support (APAV) runs a helpline for supporting victims of crime ([Victim Support Helpline](#) – 116006). Beyond this helpline, APAV runs two other specialized networks which are relevant on this subject: [CARE](#), which is a specialized network on providing support to children and youngsters victims of crime; and a [Unit for the support of migrants victims of crime and discrimination](#) (UAVMD), which is a specialized network on providing support to migrant victims or victims of any form of discrimination. APAV is also responsible for the work of Safer Internet Helpline, designed specifically to provide information to all citizens regarding a better and safer use of the internet, and also to report illegal contents online. The Safer Internet Helpline can provide support by phone and also by social media (Facebook Messenger) and Skype. All the support provided by APAV (helplines, support networks) is free of cost and it has stable funding mechanisms.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

ACM provides the Telephone Translation Service (STT), which is available in 60 languages and has available a cultural mediator in Arabic. The STT addresses all Portuguese / foreign interlocutors who need to communicate with foreigners and Portuguese citizens / entities. This service places simultaneously in conference call, the service provider technician, a translator and the immigrant.

Beyond Portuguese, APAV support can be provided in several other languages, namely English or French. IAC helpline is available also in English (just some of the staff). These two services are connected to the STT service.

3. The service(s) is available for both children and persons wishing to help them.

APAV and IAC support is available for both children and people who wish to help them. All the support provided has in mind child safeguarding mechanisms.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

APAV and IAC both ensure anonymity and confidentiality to the users.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The child helplines are available 24 hours a day, 7 days a week. The translation service of the Migrant Helpline is available every working days from 09:00 to 19:00.

APAV helpline is available workdays, from 9am to 9pm. Other services are available at workdays, with different schedules that can be seen at the [contacts section](#).

Based on the information received, Portugal is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

ROMANIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Romania provided information that at national level, the European Single European Children's Number Line - 116.111 is operated in Romania by The Child [Telephone Association](#). The child's phone is also dedicated to [refugee children](#). At regional level, Law no. 272/2004 stipulates the mandatory establishment of a telephone for reporting violence against children – child telephone, at the level of every General Directorate for Social Assistance and Child Protection (GDSACP) (art. 96 line (2)). Currently, 45 telephone numbers are available out of 47 GDSACP and 36 of them are free of charge.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information has been submitted concerning this requirement. The website is available in Romanian and English.

3. The service(s) is available for both children and persons wishing to help them.

The helplines at regional level are available for all children, including children affected by refugee crisis and for all professionals and the general public.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The Child Helpline 116111 does not record any phone call and all the phone calls are anonymous.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline 116111 is available from Monday to Sunday, from 08:00 to 20:00.

Based on the information received, Romania is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: it is unclear in which languages the helpline is available.

RUSSIAN FEDERATION

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, the Russian Federation provided information on different relevant services. All-Russian children's helpline: [8 \(800\) 2000-122](tel:8002000122) is available and it is toll-free. 229 organizations in 85 constituent entities of the Russian Federation are connected to the all-Russian telephone; accordingly, taking into account the region from which the call comes, the answer to the child is provided by a specialist from the region where the child is located. There is also the children's and teenage helpline "Gavrosh" - Number: 8 (499) 134-81-81.

The Helpline "[Kids Online](#)" is managed by the Internet Development Fund and is a project based on the psychological faculty of Moscow State University. It is a free-of-cost helpline. The Russian commercial telecom operator MTS has allocated a single federal number 8-800-25-000-15 for the Kids Online Help Line with the ability to make free long-distance calls throughout Russia (the Free Call service). The Moscow City Telephone Service (MGTS) has provided jobs for Line operators in call-center of the country's largest information telephone service 009. Specialists can answer in English, French, Arabic. There is an opportunity to attract specialists with other languages (professional volunteers). It is possible to contact by e-mail and chat.

A helpline is available for children and adolescents at the State Inspectorate for the Protection of Children's Rights (where children can get psychological and practical help in difficult and crisis situations). 8 (800) 60-08.

The centres of assistance to citizens who find themselves in a crisis provide social, legal and psychological assistance, including through a children's helpline. The Multifunctional help centre for migrants "[TutZhdut](#)" has an online and telephone service available.

In the additional information, the Russian Federation confirmed that there are several all-Russian, regional social, and particular agency-based helplines that operate both through telephone and digital networks; have stable public funding mechanisms and are free of charge.

All line specialists undergo special training on tools and measures to provide psychological counseling for children in difficult life situations. The services operate in accordance with the Federal Law of 24 July, 1998 N 124-FZ (as amended of 31 July, 2020) On the [Basic Guarantees of the Rights of the Child in the Russian Federation](#), the law ensures legal, socio-economic conditions for the realization of the rights and legitimate interests of the child.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

In Compilation information 2020, the Russian Federation stated that since several organisations are connected to the national children's helpline, there is the possibility of bringing in specialists who speak different languages. The Multifunctional help centre for migrants "[TutZhdut](#)" has an online service in Russian, Tajik, Uzbek, Kirghiz, English.

In the additional information, the Russian Federation confirmed that the staff on the whole and each shift staff have a specialist who speaks a foreign language (English) and there is an opportunity to quickly connect specialists who speak other key foreign languages for the region (through volunteers / representatives of the respective national diaspora).

The Moscow City Telephone Service, which is linked to the Helpline Kids Online, has specialists in Arabic.

3. The service(s) is available for both children and persons wishing to help them.

All helplines are designed for children, as well as parents, relatives or those interested citizens who seek for help in solving children's problems.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The abovementioned services in the constituent entities provide the opportunity to contact and get advice confidentially.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The Unified all-Russian helpline for children and their parents and the Helpline "Kids Online" are available 24 hours a day, 7 days per week.

Based on the information received, the Russian Federation is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

SAN MARINO

San Marino has provided no information concerning the requirements identified for the fulfilment of Recommendation 32.

As there is insufficient information to determine compliance, San Marino is considered non-compliant with the requirements of Recommendation 32.

SERBIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Serbia provided information that the National Contact Centre for child safety on the Internet, which began operating in February 2017, is active, where illicit, illegal and harmful online content can be reported by telephone or through the [website](#).

UNHCR, UNFPA and UNICEF run helplines to report sexual abuse and exploitation committed by the staff of the UN, partners or humanitarian workers.

The child helpline 116111 run by [Nacionalna Decija Linija - NADEL](#) is also available.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The State Party provided that in case of language barriers, victims calling the UN helplines are directed to reception staff.

3. The service(s) is available for both children and persons wishing to help them.

UNFPA, UNHCR, and UNICEF helplines are meant for both people who experienced sexual abuse and for those wishing to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

Complaints via UNHCR, UNICEF and UNFPA services are confidential.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

No information has been submitted concerning this requirement.

Based on the information received, Serbia is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: a) it is unclear whether the system set up for fulfilling language needs is sufficient; and b) it is unclear the extent of availability of the services provided.

SLOVAK REPUBLIC

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, the Slovak Republic provided information that the telephone line for reporting abuse of social system and neglect of care is available on no. 0800 191 222. The helpline is toll-free and managed by Central Office of Labour, Social Affairs and Family.

The provision of information, assistance and advice is also provided by other telephone helplines operated by other entities. Child victims can reach out to Child Safety Line, CHSL- UNICEF – 0800 116 111, which is part of the associated helpline Pomoc.sk within the project Zodpovedne.sk, supported by the European Commission under the Connecting Europe Facility programme.

For the victims of trafficking in human beings, a free National Helpline for Victims of Trafficking in Human Beings operated by the Slovak Catholic Charity with tel. no. 0800 800 818 was established. It can also be contacted by children who have been victims of e.g. sexual exploitation.

The [helpline 116000](https://www.116000.sk) is available as well.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information has been submitted concerning this requirement.

3. The service(s) is available for both children and persons wishing to help them.

The telephone helplines are available for both children and people who wish to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

No information has been submitted concerning this requirement.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

For the needs of crisis intervention, the 24-hour availability of the employees of the authorities - departments of social and legal protection of children and social guardianship - is ensured. The child Safety telephone line 116111 is available 24 hours a day, 7 days a week, while the online chat with an operator is provided daily from 18:00 to 22:00.

Based on the information received, the Slovak Republic is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) it is unclear in which languages the different services are provided; and b) it is unclear whether services provided follow the principles of anonymity and confidentiality.

SLOVENIA

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Slovenia provided information that the agreement on the Standard Operational Procedures for Prevention and Response to Sexual Violence and Violence by Gender against Persons under the Provisions of the International Protection Act is in the process of renewal and it will include an article on an establishment of a hotline for victims of the abuse.

Regular helplines for child victims include [Združenje ZA MOČ](#) and helpline [116111](#).

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

In the additional information submitted, Slovenia provided information that the use of foreign languages is not advertised on the websites of the organizations. However, most people in Slovenia speak English as well as Croatian and Serbian language and normally the volunteer would be familiar with at least those three languages.

3. The service(s) is available for both children and persons wishing to help them.

The service is available for both children and persons wishing to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

Telephone consultations are confidential, and the caller may remain anonymous if s/he chooses to.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

Services are provided via telephone, website chat and e-mail contacts. Some are available 24 hours a day, 7 days a week including the helpline [Združenje ZA MOČ](#).

Based on the information received, Slovenia is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: the languages in which the service is available may not be sufficient or relevant to cover the language needs of children affected by the refugee crisis.

SPAIN

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Spain provided information that the [ANAR Telephone for Assistance to Children and Adolescents at Risk](#) is operational.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

No information has been submitted concerning this requirement.

3. The service(s) is available for both children and persons wishing to help them.

The ANAR Telephone for Assistance to Children and Adolescents at Risk also operates a [helpline for adults](#). Additionally, ANAR lines aim to help minors, their families and the educational community.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The different Helplines of the ANAR telephone are anonymous and confidential.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The different Helplines of the ANAR telephone are available 24 hours a day, 7 days a week.

Based on the information received, Spain is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reason: it is unclear if the services provided are available in languages understandable by children and people affected by the refugee crisis.

SWEDEN

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

In Compilation information 2020, Sweden provided information that Save the Children had a project *Listen to me!* from November 2016 to November 2019. The project

consisted of several parts among them a helpline in several languages that offered children, young people and parents conversation support and information in Arabic, Dari, Pashto, Swedish and English. In November 2019 Children's Rights in Society (BRIS) took over the responsibility of the [helpline](#) (hereafter BRIS helpline). BRIS is a non-profit organisation that supports young people in distress. You can contact BRIS with questions or problems of any kind.

The Health and Social Care Inspectorate (IVO) is a government agency responsible for supervising health care, social services and activities under the Act concerning Support and Service for Persons with Certain Functional Impairments. IVO is also responsible for issuing certain permits in these areas. IVO has a special telephone line for children and young persons who are in contact with social services or the healthcare system, including those placed in residential care homes, supported housing or family homes. The telephone line provides information about legal rights and the child/young person can put forward a complaint, for instance in cases of abuse.

A couple of years ago, the government also decided that the National Board of Health and Welfare and the Ombudsman for Children in Sweden would produce information about the social services for children and young people. The reason was that many children and young people do not know about the social services, what they do and how they can help and support. To be able to generate information about things that a young person wonders about, the Ombudsman for Children in Sweden has met just over 165 boys and girls between 4 and 18 years. All information on this site kollpasoc.se has been prepared with children and young people. The material has been fact-checked by the National Board of Health, which also runs the site.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

As reported under the information above, languages available through the helpline managed by BRIS include Arabic, Dari, Pashto, Swedish and English.

3. The service(s) is available for both children and persons wishing to help them.

The BRIS helpline is available for children, young people and parents.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The call is free of charge and the caller can be anonymous. Everyone working at BRIS is bound by an ethical principle of confidentiality, which means that your conversation will not be passed on or spread to anyone else. If the child wants to, BRIS can help the child with a report to the police or the Social Services.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The Police Authority can be contacted any time (24 hours, 7 days a week) if there is a need to report a crime or get immediate help from the police. The BRIS helpline is open 9:00-12:00 and 14:00-21:00 from Monday to Friday. Saturday and Sunday, the opening hours are 14:00-21:00.

Based on the information received, Sweden is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

SWITZERLAND

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

The NGO ACT212 has set up a hotline to report cases of trafficking in human beings or sexual exploitation. The hotline is free.

The [helpline 147](#) helps young people with concerns, problems or questions, including sexual exploitation and abuse. It is reachable by phone, social network, chat, SMS, e-mail and website.

Anyone who has been the victim in Switzerland of an offense affecting their physical, mental or sexual integrity has the right to benefit from assistance and support from victim assistance ([Victim Support Switzerland](#)). Victim assistance is free, anonymous, offers information in 15 languages and provides contact details for the competent cantonal services.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The helpline 147 provides assistance in German, French, Italian and English. The Victim Support Switzerland provides information in 15 languages including Albanian, Arabic and Tamil.

3. The service(s) is available for both children and persons wishing to help them.

All victims, whether adults or minors, can turn to the NGO ACT212 helpline for advice, assistance and, if necessary or on request, contact the authorities responsible for criminal prosecution or a service specializing in the matter. assistance to victims of trafficking. This hotline is also available to other organizations or concerned individuals who wish to receive advice or report suspicious situations.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The helpline 147 provides confidential services. Victim Support Switzerland is anonymous.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The helpline 147 is available 24 hours a day, 7 days a week.

Based on the information received, Switzerland is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

TURKEY

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

Alo 183 Social Support Line is available and it is free of charge. The Youth Support Line run by [Gençlik Destek Hattı](#) is also available. Trainings on child services were carried out in order to improve the capacity of the personnel working in the support line.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The staff of the Alo183 Social Support Line, who speaks Kurdish and Arabic, answer calls in these languages.

3. The service(s) is available for both children and persons wishing to help them.

Alo 183 helpline is available to all survivors of violence, including children and adults. The helpline has integrated support for those with disabilities.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

The Youth Support Line operates with confidentiality.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

The support line operates 24 hours a day, 7 days a week.

Based on the information received, Turkey is in full compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report.

UKRAINE

1. At least one information service (telephone or Internet helpline) for child victims of sexual exploitation and sexual abuse affected by the refugee crisis has been set up and running.

The National Hotline for Migration and Human Trafficking is in place under the support of the International Organization for Migration. The National hotline for prevention of domestic violence, all forms of violence against children, human trafficking and gender discrimination has been created and is operated by the public organization La Strada-Ukraine.

In the additional information provided by Ukraine, the State Party highlighted the following services:

1. National consulting line 24/7 about child online safety for children, parents, and specialist (tel 1545*3) – telephone;
2. Telegram Chatbot about child sexual online abuse and exploitation 24/7 (@StopSextingBot) for children, parents and specialists;
3. National domestic violence consulting line 24/7 (mostly for adults, but if a child call for a help the information will be accepted and send for further reaction to the state service for as children) – telephone;
4. LaStrada Ukraine National hotline for children (working time: 12-20.00 Mon-Fr) (116 111 – telephone);
5. Teenergizer - online psychological support for teens - on the website of the organization.

2. The service in place is available in a language understandable by children and people affected by the refugee crisis other than the official language(s) of the host country.

The services are available in an official language, as well as in Russian or possibly in English.

3. The service(s) is available for both children and persons wishing to help them.

In the addition information provided, Ukraine provided information that all services are free of charge and friendly for any person who call there. The hotlines managed by La Strada-Ukraine are available for both children and adults who wish to help them.

4. The service(s) in place provides advice to callers confidentially or with due regard for their anonymity, in accordance with Art. 13 of the Convention.

In Compilation information 2020, Ukraine provided information that the hotlines meet all the standards for the operation of hotlines.

5. The service in place is as widely available as possible, in accordance with para. 92 (Explanatory Report).

In the additional information provided, Ukraine provided information that La Strada Ukraine is administrating a [Facebook site](#) to help children in a case of abuse; [Instagram](#); and Telegram - CHL116111. No addition information has been provided concerning working hours, or time of response from the messages received through the websites.

Based on the information received, Ukraine is in partial compliance with the requirements of Recommendation 32, and has in place promising practices contributing to setting up of specific information services, as per the obligations of the Convention and the issues highlighted in the Special Report. Partial compliance has been determined, for the following reasons: a) the available languages may not be sufficient or relevant to address the needs of children affected by the refugee crisis; and b) it is unclear the extent of availability of services.

Concluding remarks

This report covered the situation of 41 Parties, which were concerned by the Special Report Protection children affected by the refugee crisis from sexual exploitation and sexual abuse. Out of the 41 Parties, 26 are in partial compliance and 13 are in full compliance with the requirements of Recommendation 32 on setting up of specific information services such as telephone or Internet helplines to child victims of sexual exploitation and sexual abuse affected by the refugee crisis as well as persons wishing to help them to provide advice in a language which is understandable to them. 2 Parties have been considered non-compliant with the requirements of Recommendation 32 due to insufficient evidence to determine otherwise.

The information included in this report shows different types of services that Parties have put in place to address the needs of different groups of children, including those affected by the refugee crisis.

Specialised helplines available include those addressing trafficking in human beings, which are operational in at least 10 Parties, namely Albania, Bulgaria, Croatia, Italy, Montenegro, the Netherlands, Poland, the Slovak Republic, Switzerland and Ukraine.

Some Parties have set up specific services for children affected by the refugee crisis. For example, in Sweden the NGO Save the Children had set up a project entitled *Listen to me!*, which is now run by another entity. This service consists, among other, of a helpline in several languages that offers children, young people and parents conversation support and information in Arabic, Dari, Pashto, Swedish and English. France designed a specific online platform for the reception and integration of refugees, which is available in seven languages. In Iceland, there is also a specific helpline for asylum seekers. In Denmark, the NGO 'Danish Refugee Council' offers interpretation in more than 80 languages and dialects. The 114 Childhood Emergency Helpline (Telefono Azzurro) has a simultaneous interpretation service in 20 languages.

In some Parties, special steps have been taken to consider the needs of children and adults with disabilities, which is very promising. This is the case of Belgium, Germany, Greece and Turkey.

Other promising practices include helplines that receive stable funds and helplines that are free-of-cost to those calling in. At least 30 Parties provide free services to those calling in, including Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Croatia, Cyprus, Denmark, France, Georgia, Germany, Greece, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, the Republic of Moldova, Romania, the Russian Federation, the Slovak Republic, Sweden, Switzerland, Turkey and Ukraine.

In Germany, the professionals offering advice through the helpline have specific knowledge on child-friendly communication and on issues related to sexual exploitation and sexual abuse.

The major gap to highlight concerning the specific services set up in the Parties is the limited availability of support in languages understandable to children and adults affected by the refugee crisis. Parties may be inspired by available language services, which have been reported here and improve their services, to ensure the widest number of children and adults affected by the refugee crisis are able to access relevant services, when necessary. Where the national helplines are not being accessed or used by the children affected by the refugee crisis, Parties may attempt to understand whether this happens due to existing barriers or for other reasons.