



Missing Children Europe's **116 000 EUROPEAN MISSING CHILD HOTLINES NETWORK**

Missing Children Europe represents 32 Non-Governmental Organisations active in 27 countries across Europe for the prevention, protection and support of missing and sexually exploited children and their families. 23 members manage the 116000 hotline services for missing children in their country, cooperating with law enforcement, and providing 24/7 free and immediate emotional, psychological, social, legal and administrative support to children (at risk of) going missing and their families. Missing Children Europe manages the network of 116000 hotlines, and a network of 200 cross border family mediators.



116000 Hotlines

116 000 is the European missing children hotline number that provides free and immediate support when children go missing. Calls are answered locally by trained and professional staff from organisations specialising in dealing with cases of missing children, in cooperation with law enforcement.

Anyone involved in a case of child disappearance can call 116 000 and receive immediate emotional, psychological, social, legal and administrative support. Our trained professionals and volunteers help families of missing children navigate the complexity of the system, support family reunification and provide or refer to aftercare but they also deal with prevention calls.

The 116 000 services can be reached through the number and in most Member States through a variety of different text-based communication platforms such as a chat service.



1

One European 116000 number since 2007



32

organisations in Europe run the 116000 hotline for Missing Children

More than

2,1



million calls answered

More than

80000



cases supported by hotline operators we trained

18



hotlines accredited

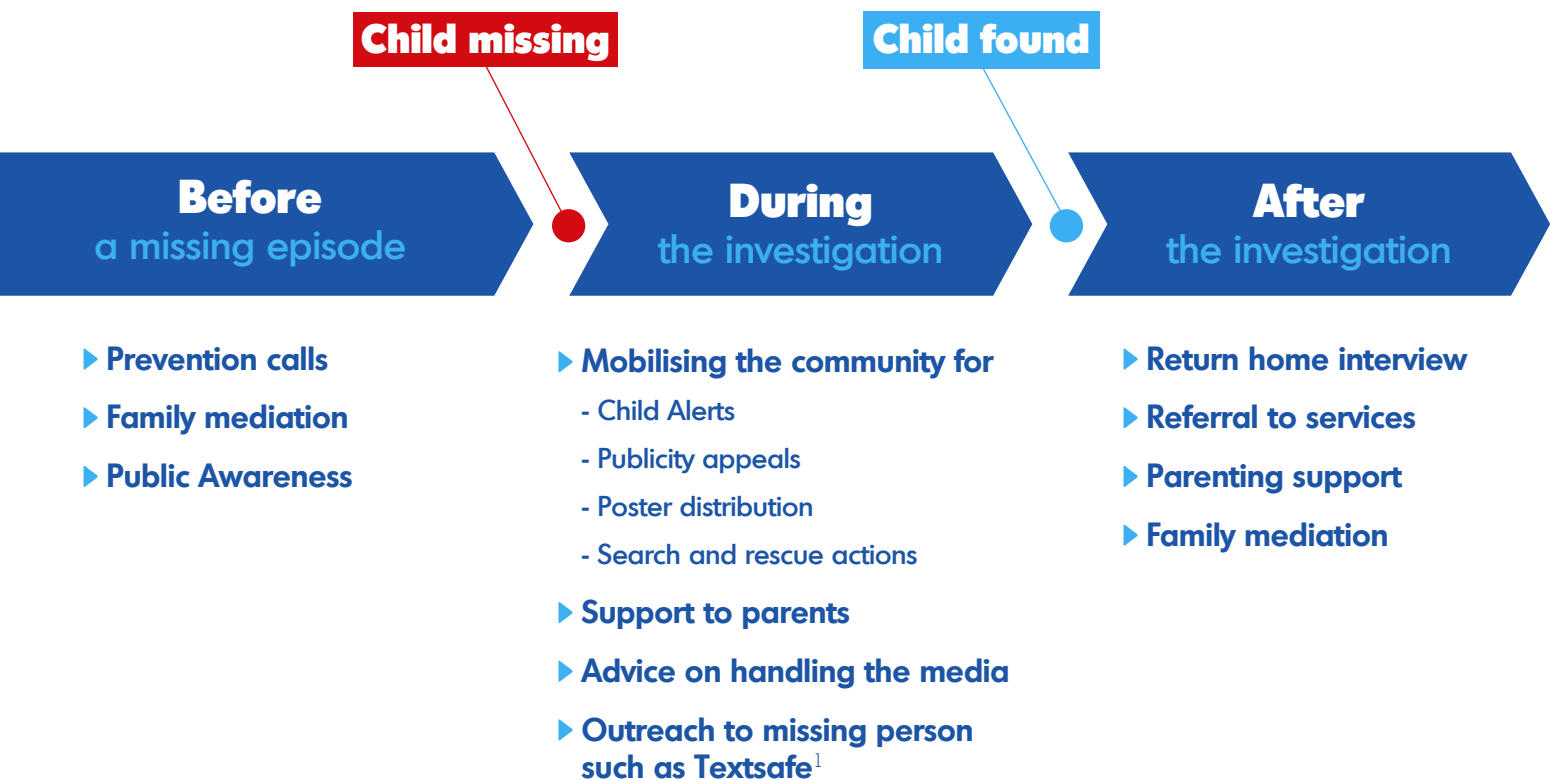


Children going missing are too often going under the radar. The work that Missing Children Europe has been doing in this field since more than a decade is of great importance – to help its members build a quality 116 000 service to prevent and respond to cases of missing children.

Dubravka Suica
Vice President of the European Commission

Cooperation with law enforcement

In most countries, the missing child hotlines cooperate closely with law enforcement services. This cooperation can include the dissemination of alerts and appeals, and coordination of volunteer support in search and rescue operations, but the complementary role of the hotlines stretches before and beyond the window of law enforcement's investigation into prevention and aftercare.



¹ <https://www.missingpeople.org.uk/make-a-referral/request-a-textsafe>

Throughout my government sector career of 28 years (...) I have had the privilege to work with many committed individuals and excellent organisations in the field of child protection. Missing Children Europe ranks among the finest I know. Through my work at Europol I have been impressed by its work in this field.

Sir Rob Wainwright
Former Executive Director of Europol


Missing Children Europe's contribution:

Our team of 15 thematic experts and professionals supports the membership with:

- ▶ **Accreditation and mutual learning** opportunities including sharing best practices for missing children hotlines
- ▶ **Common branding and awareness raising** to improve recognition of the 116 000 number across borders
- ▶ Research into the most **accurate categorisation** of missing children groups, promoting **consistent definitions** and better data collection, sharing and analysis across the EU
- ▶ **Collaboration** with law enforcement agencies, academics and national agencies
- ▶ Annual publication of the only **comprehensive, European data report** on trends and concerns regarding missing children
- ▶ Ensuring the quick **reaction to cross-border cases** via the operations within our network of 116 000 hotlines
- ▶ Advocating for **adequate funding** from national governments to guarantee quality of the operations and visibility of the 116 000 hotlines
- ▶ Advocating for and supporting European coordination of **cross-border and multi-agency cooperation**, including with non-EU countries, at operational and policy level

Impact

 **22** years of experience in supporting missing children and their families

 **8** years of annual reporting and analysis of European data on missing children

 **167** young people with experience of missing engaged in past 2 years

 "Missing" in child rights strategy of the EU and the Council of Europe

 **2195** professionals trained in the past 4 years

 **6.5** million people reached by our campaigns in the past 4 years

 **55** cross border cases of children from Ukraine missing in the EU supported in 2022

 **526** press mentions in the past 4 years

Support Missing Children Europe

Donations via **PayPal** or **credit card**

Donate with just a few clicks: <https://missingchildreneurope.eu/donate>

Download 404 NotFound

Notfound replaces useless 404 error pages with posters of missing children: <https://notfound.org/en>

Website: www.116000.eu - Contact: info@missingchildreneurope.eu

