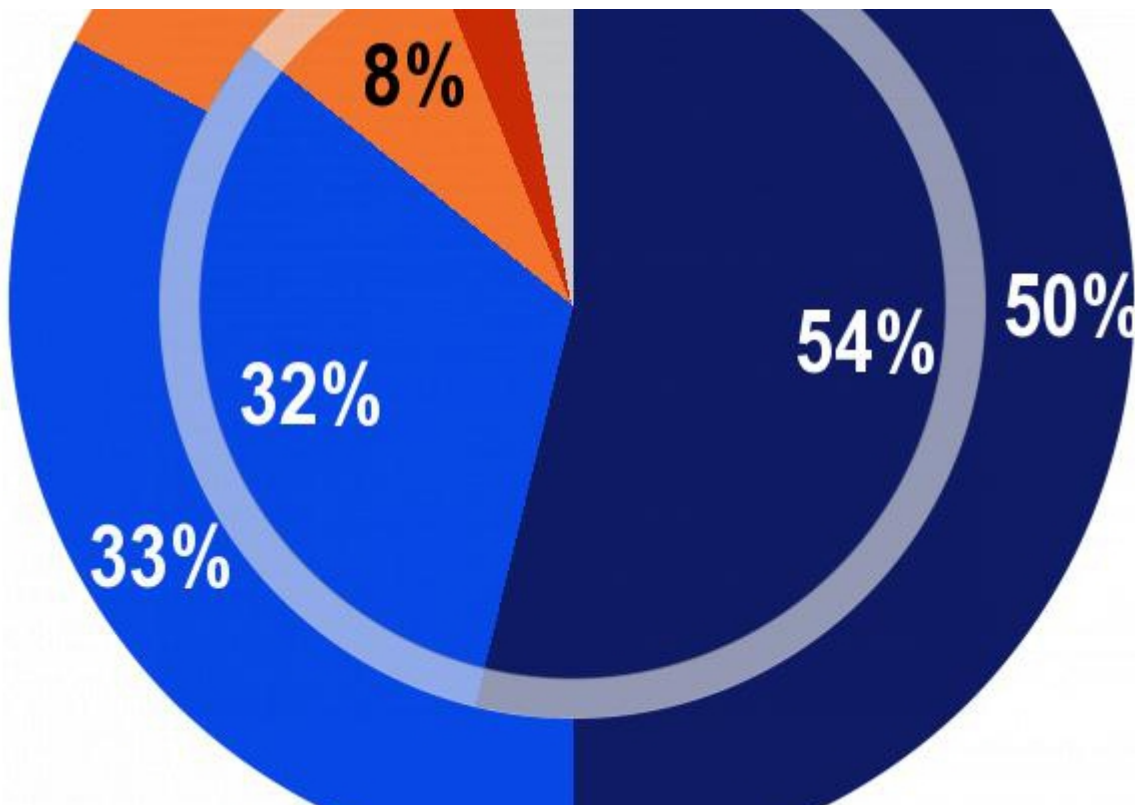


Digital Single Market

116123 - Emotional support helpline

Projects news and results 31/05/2012

116 123, has been reserved for emotional support helplines. The line gives moral support to adults who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide. Overall, 83% of people in the European Union think that a free Europe-wide single number for emotional support helplines is a useful service, with 15% saying that it is not useful (i.e. either not at all useful or not very useful). While the support for a free Europe-wide number for emotional support helplines somewhat below other 116 services, it is still considerable, as 50% of respondents say that a free Europe-wide number for emotional support helplines is very useful and 33% describe it as fairly useful. Only 11% see it as not very useful, while 4% say it is not at all useful.



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