

## Digital Single Market

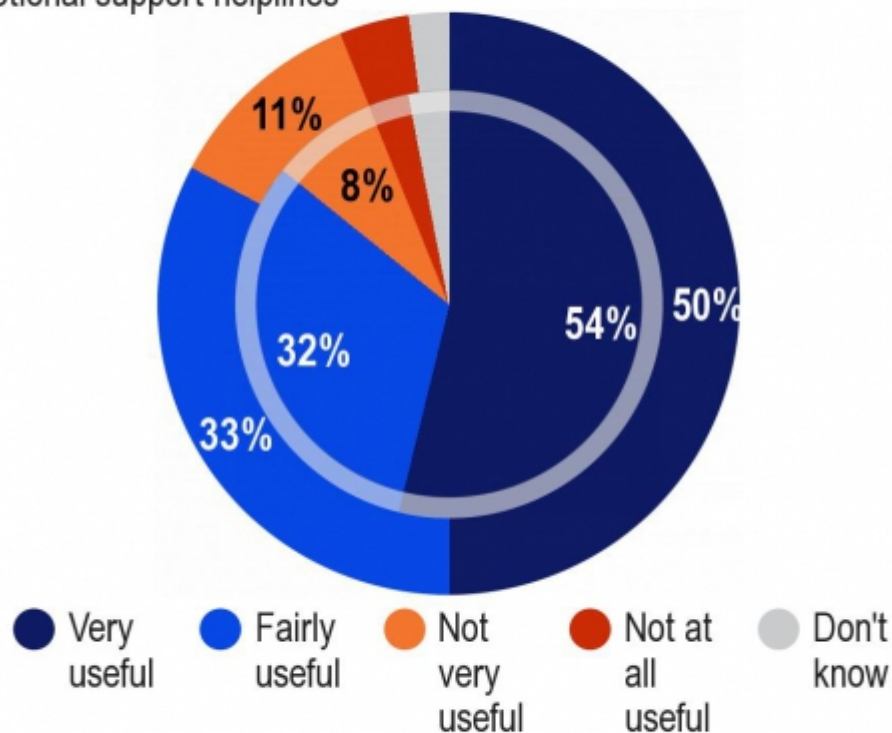
Projects news and results 31 May 2012

# 116123 - Emotional support helpline

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.

QB6.5. For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

### Emotional support helplines



Inner pie : EB75.2 Apr.-May 2011

Outer pie : EB77.2 Mar. 2012

Total 'Useful': 83%



[1]

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