

**RESTRICTED CALL FOR PROPOSALS FOR ACTION GRANT  
for running 116 000 hotlines for missing children**

**JUST/2015/RDAP/AG/0116**

**RIGHTS, EQUALITY AND CITIZENSHIP PROGRAMME  
(2014-2020)**

**Summaries**

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008825

**NAME** Fundacion Anar

**COUNTRY:** Spain

**TITLE** ANAR 116000 HOTLINE FOR MISSING CHILDREN

**REQUESTED AMOUNT** EUR 100.000,00

**Contact details** [telefono@anar.org](mailto:telefono@anar.org) or [rbarahona@anar.org](mailto:rbarahona@anar.org)

or phone 0034917262700

**Project description:**

• **Objectives**

- Operate, manage & coordinate the 116000 hotline for missing children in Spain
- Improve the service through new access channels: chat.
- Improve the coordination & collaboration with national authorities responsible for the issue of missing children in order to integrate the 116000 service into the national child protection system.  
Build capacity of the organization, particularly for counsellors, attorneys, and social workers through training.
- Augment the public's and policy makers' awareness of the service and of the issue of missing children in Spain.

• **Activities**

Answer contacts to the 116000 hotline for missing children  
Manage cases of missing children, in national & European environments  
Supervise & manage the service  
Renovate & migrate the CRM data base used for collecting & analysing data  
Hold coordination meetings with the Ministries of Interior, Communications, Social Welfare et. al., & with other stakeholders (NGO's, professional associations, regional authorities)

Train staff & volunteers who respond to contacts from parents and families of missing children, & children using the service.

Participate as speakers/trainers in events on the subject of missing children sponsored by others.

Update the ANAR Child Protection Resources Guide

Update content on the 116000 website & maintain the website.

Collect, analyse data & write a report on the contacts received about missing children

Disseminate information on the issue of missing children & on the 116000 service in through ANAR schools programmes.

Manage & coordinate cross border European cases with the 116000 European network

- **Type and number of persons benefiting from the project**

The service is available 247, 365 days a year to any person in Spain who needs it, & for anyone in who believes that their child or family member may be missing & in Spain.

From 2010/14, ANAR's 116000 service has attended to 10.528 contacts. We hope to increase this number through the dissemination of the service, through its integration into the national child protection system, & through new channels (chat).

To reach the audiences who access our web site (175.000 in 2015) & social network (13.000)

The schools programme will reach 9.460 students & teachers.

- **Expected results**

Improved service quality through training & through quality control

Improved service access for those who may suffer from disabilities through the chat channel

Improved integration of the service into the national child protection system, with commitment from national authorities to support the 116000 service financially once the European Commission funding finalizes.

Increase in number of contacts of 10% over previous year, and an increase of 10% in referrals to child protection system (law enforcement, mediation services, legal services, social services, etc.)

Improved services to families of missing children through collaboration with other NGO's

More awareness of the service and of the issue of missing children through the dissemination of information using both electronic means (website, social networks) and physical (leaflets).

More fluid information flows with the European network, especially in specific cross border cases.

- **Type and number of outputs to be produced**

A report on cases of missing children reported to 116000 service in Spain.

Reports of meetings with national authorities (Ministries of Interior, Communications, Social Welfare, inter alia).

Reports of meetings with 4 regional child protection authorities  
2 agreements with national authorities, regional authorities &/or NGO's/professional associations such as mediators  
12 training courses for staff & volunteers  
6 refresher trainings for staff & volunteers  
Updated data base and CRM  
Updated 116000 website& content on the site  
Updated Child Protection Resources Guide  
3.000 brochures

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** : 4000008826

**NAME** : The Smile Of The Child

**COUNTRY** : Greece

**TITLE** : Sustainable Alliance For Missing Children in Greece  
SAFE

**REQUESTED AMOUNT** EUR 99.899,48

**Contact details:** [projects@hamogelo.gr](mailto:projects@hamogelo.gr) or via website [www.hamogelo.gr](http://www.hamogelo.gr)

**Project description:**

- **Objectives**

Sustain & expand the high quality level of services provided by 116000; enhancement of a structured, integrated & holistic approach towards the response to cases of missing children via the collaboration of all relevant governmental agencies

Further improvement of management of missing children cases, coordinated by 116000 operators, by further development & utilization of the Missing Children Response Team

Raise awareness about the European Hotline for Missing Children 116000 in Greece targeted to the general public, refugees & schools (teachers, students, parents)

Further expand the cooperation between 116000 with governmental agencies; further elaboration, extension & enhancement of the already established cooperation of 116000 in Greece with governmental & nongovernmental agencies (e.g. law enforcement, fire service, coast guard, schools, district attorneys) and other relevant organizations

Provide training & capacity building to staff of governmental agencies (e.g. police officers, fire fighters, coast guard etc.) in search & rescue techniques as well as investigation and other thematics that will be identified via needs assessment; provide a high quality and interactive training experience to professionals who will also be able to act as multipliers after the end of the projects' funding

Identify gaps & needs of professionals of both governmental and nongovernmental organizations and propose recommendations for measures & policies aiming to further improvement of responding to cases of missing children.

- **Activities**

Assessment of training needs of professionals

Development of the Training Module (in collaboration with experts from abroad)

Conduct training seminars for 150 police officers, fire fighters, coast guards & district

attorneys

Evaluation of the project's training activities

Working group meetings with professionals from governmental & nongovernmental organizations for identification of gaps with the aim to propose recommendations for improvements

Awareness raising sessions at schools

Awareness raising campaign & info days

Wide dissemination of project's activities & results

Final Conference

### **Type and number of persons benefiting from the project**

5 Training Seminars; 150 trained professionals (police officers, fire fighters, coast guards, district attorneys) in 3 areas of Greece e.g. Athens, Thessaloniki, Patra

500 parents, 5000 students, 1000 teachers

200 professionals, policy makers & stakeholders

refugees & general public

### **Expected results**

this will be the 1st time that assessment of training needs of professionals will be conducted by professionals will be offered appropriate tools, knowledge, skills & "know how" to improve their response to cases of missing children. The expected result is: a) improvement of knowledge & understanding of the phenomenon, b) enhancement of their skills towards the use of tools & successful responding and handling of cases & c) more improved collaboration with related agencies and effective and efficient reaction to cases of missing children

teachers', parents' & students awareness raising and sensitization of refugees & the general public is expected to result to higher & more efficient use of the services provided by 116000

increased knowledge of policy makers regarding the challenges encountered in cases of child disappearances

improved collaboration between all related key actors & recommendations for improvements drawn from the collaboration of all key actors.

### **Type and number of outputs to be produced**

5 training seminars; 150 trained professionals

5 working group meetings

recommendations for adopting measures & policies

awareness raising sessions in over 100 schools targeting ~5000 students, 500 parents, 1000 teachers all over the country & info boards at main entry points of migrants

distribution of 10000 brochures, 5000 bracelets, 1000 posters & TV spot

implementation of campaign via social media

2 info days  
Final Conference

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008827

**NAME** Foundation for Missing And Sexually Exploited Children

**COUNTRY** Belgium

**TITLE** Establishing Processes for Integrated Child protection in Belgium - EPIC\_Belgium

**REQUESTED AMOUNT** EUR 99.980,80

**Contact details:** not released

**Project description:**

- **1.Objectives**

Integrating the 116000 approach of cases of runaways into the Belgian system of child protection.

Integrating the 116000 approach of cases of international child abduction into the Belgian system of child protection

- **2. Activities**

WS1

Preliminary evaluation of the needs of young runaways

Mapping the social landscape

Setting up the collaboration structure in 2 provinces (1 Dutch/ 1 French speaking)

Pilot

Evaluation

2 Round Tables for stakeholders in Belgium (1 Dutch / 1 French speaking) to disseminate conclusions, good practices and recommendations

WS2

Training of case managers to refer parents to mediation and set up a mediation setting & structure, taking into account the specific legal requirements of an international child abduction;

Setup of a PreMediation Service within Child Focus PreMediation Service;

Training of the Belgian Central Authority and judiciary (judges from Ghent & Brussels) on the use of mediation in (Hague) child abduction cases;

Pilot of a mediation referral system in collaboration with the Belgian Central Authority and the judiciary to refer parents to mediation in 2 Belgian courts dealing with Hague Child Abduction cases (Ghent for the Flemish part, Brussels for the Frenchspeaking part of Belgium)

Evaluation

2 Round Tables for Belgian stakeholders (one Dutch/one French speaking) to disseminate conclusions/good practices & recommendations

- **3. Type and number of persons benefiting from the project**

*WS1*

Child Focus deals with approximately 1000 runaway cases annually. In first instance, this project proposal will benefit runaways in 2 provinces, minimum 1/5 of runaways will be addressed, but since some provinces have a higher rate of runaways than others, this proportion will probably be considerably higher.

Child Focus hopes to expand the scope of this pilot to all other Belgian provinces after the finalization of this project.

*WS2*

Approximately 250 parental child abduction cases are dealt with annually at Child Focus. Another 150 prevention cases are treated every year. The creation of this PreMediation Service can be beneficial to most child abduction cases.

Additionally, mediation can have a positive impact on all family conflicts, often at the basis of a parental child abduction but also runaway situations. Research –national, European as well as international has proven that runaways & child exploitation are also often linked to family problems.

- **4. Expected results**

set up of an integrated approach with all services and authorities involved, on a local level, to assure an appropriate support with a long-term vision to reported cases and further support for missing children & runaways.

an integrated Belgian hotline with all other authorities & services in Belgium dealing with child abduction cases thus ensuring an appropriate follow up and further support for abducted children and their families.

- **5. Type and number of outputs to be produced**

One collaboration protocol per Workstream

A communication strategy + tools for WS1

An evaluation document + recommendations per Workstream

Two Round Tables for stakeholders per Workstream

Communication on Belgian level via our website + social media and on European level e.g. via Missing Children Europe (Newsletter, webinar, conferences)



**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008828  
**NAME** : Missing People  
**COUNTRY** : United Kingdom  
**TITLE** : 116000 UK Hotline for missing children  
**REQUESTED AMOUNT** EUR 98.417,94  
**Contact details:** [info@missingpeople.org.uk](mailto:info@missingpeople.org.uk)

**Project description:**

The project is to operate the 116000 helpline (hotline) for missing children in the UK. Launched in May 2012, by the end of September 15 the helpline had received over 45,000 calls, plus texts and emails. We have developed strong partnerships with the National Crime Agency and with individual police forces around the UK. In 2015 we relaunched the Runaway Helpline name to market 116000 more effectively to children and young people. We now plan to build on these achievements by raising awareness and developing our services for young people, cooperating and sharing learning with other 116000 operators in Europe; and to make the helpline sustainable.

- **Objectives**

1. To support children who are missing or at risk of going missing
2. To increase awareness of Runaway Helpline and 116000 to children, families, police and child protection professionals
3. To further integrate 116000 into national child protection systems
4. To strengthen links and knowledge sharing with European organisations supporting missing children

- **Activities**

Deliver support to missing children via the 24 hour free confidential 116000/Runaway Helpline;  
Deliver publicity appeals for missing children featuring the 116000 number;  
Develop the Runaway Helpline website as an online information resource for children at risk of going missing;  
Promote our services to a variety of audiences as above through marketing and professional networks;  
Develop operational partnerships with agencies concerned with child protection (including police, local authorities);  
Develop strategic relationships with national law enforcement and child protection

agencies;

Deliver appeals for missing children to [www.missingkids.co.uk](http://www.missingkids.co.uk);

Review [www.missingkids.co.uk](http://www.missingkids.co.uk) website with the National Crime Agency;

Support 116000 organisations working towards accreditation with Missing Children Europe;

Consult with the UK's National Crime Agency on 116000 and its sustainability;

Participate in projects coordinated by Missing Children Europe.

### **Type and number of persons benefiting from the project**

6000 children and young people who are missing or at risk of going missing  
(=number offered support);

600 missing children (= number publicity created for);

6000 education, social care and child protection professionals;

30 call takers trained (staff and volunteers);

70 child protection professionals concerned with missing/returned children;

76 police (missing person) departments;

plus general awareness to children, young people, families and the general public.

### **Expected results**

Increased public and professional awareness of Runaway Helpline/116000;

116000 integrated into the local response when a child is missing or returns (eg police and other agencies using Textsafe®, police requesting publicity, agencies signposting children and families to the website and helpline);

More professionals aware of good practice around supporting children who are missing and when they return (European partners and children protection professionals in the UK)

More children safeguarded and supported when they are missing;

Better support for children when they return.

Funding and partnerships in place to secure continued operation of 116000 in the UK

### **Type and number of outputs to be produced**

24 hour helpline delivered; calls/texts/emails to 116000 responded to;

Runaway Helpline website/main website (combined 36000 visits);

Missing Kids website (reviewed);

4800 Textsafe® messages sent to under 18s;

Twitter profile, Facebook profile, 'Big Tweet' social media campaign;

Marketing materials, leaflets (5000), poster (1000), cards (10000), email campaign (5700 addresses);

Training presentations to call takers and professionals (4 – 6) ;

12 police bulletins;

4 'Missing News' newsletters.



**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008830

**NAME** Center For Missing And Exploited Children

**COUNTRY** Croatia

**TITLE** 116 000 Hotline for Missing Children Croatia

**REQUESTED AMOUNT** EUR 88194

**Contact details:** [tomislav@cnzd.org](mailto:tomislav@cnzd.org)

**Project description:**

The main objective is strengthening the role of 116 000 Hotline for Missing Children in promotion, protection and improvement of children's rights and in prevention and combating all forms of violence against children and young people.

**The specific objectives:**

1. Capacity building of 116 000 Hotline for Missing Children thru development of new functionalities, tools and mechanisms and by professional development of human resources in order to make necessary adjustments for implementation of Amber Alert system in Republic of Croatia.
2. Prevention of all forms of violence against children and young people thru professional analysis of missing children phenomenon and educational activities aimed at empowerment of professionals from educational, social welfare and health system.
3. Empowerment and widening of cooperation between key stakeholders on national and international level with the aim of multidisciplinary approach to missing children phenomenon.
4. Awareness raising and sensitization of public on the missing children problem and available services thru 116 000 Hotline for Missing Children.

**Activities:**

Management and Coordination of the Project;

1. Strengthening of the capacity of 116 000 Hotline for missing children;
2. Educative activities based on scientific and research work;
3. Strengthening the cooperation with relevant copartners on national and international level;
4. Activities aimed at informing and sensitizing the public.

- Type and number of persons benefiting from the project:

1. Children and young people – min 500;
2. Professionals from educational, social welfare and health system; min 200 and 3. General public; min 20 000.

**Expected results:**

Result 0:

project successfully implemented and strengthened the operational and human capacity of the Center ;

Result 1: strengthened capacity of 116 000 Hotline;

Result 2: prevention of all forms of violence against children and young people;

Result 3: empowered and widened cooperation between key stakeholders on national and international level ;

Result 4: raised awareness and sensitization of public on the missing children problem and available services thru 116 000 Hotline.

**Type and number of outputs to be produced**

1 Work plan+ 1 partnership agreement

21 Monthly meetings –2 annual reports, 21 records

4 Quarter evaluations, 2 annual and 1 external

Training manual – 1 elect and 20 print, 2 comprehensive three days trainings

Manual and protocol – 1 elect and 1 print version

12 Supervisions – 12 reports

1 Data base and tools – 10 operators trained per year, 6 reports

1 Proposal for implementation of Amber Alert – 3 meetings, 13 participants

New functionalities for Hotline – 1 web page, 1 written guidelines, 1 mobile app, online counselling on social networks

Participation on professional development programs – 5 staff members participated on 10 programs

1 Volunteer program –1 elect and 1 print, 20 volunteers

1 Research report – 2 versions (English and Croatian)

Report on European practice – 100 copies

Report on current official collection and database – 1 elect and 35 print, 1 round table

Protocol on the procedures – 300 copies, 30 transcripts, 1 print report

1 Preventive program – 1 manual, 1 elect and 10 print, 5 trained educators

1 Educational program – 1 elect and 20 print, 6 manuals

Draft for specialist postgraduate study – 1 curriculum, 2 years study, 2 modules

Agreement draft – 4 meetings, 15 participants per meeting

Legal framework – 4 law experts, 1 manual (1 digital, 20 print, 1 elect)

Report on national and international events – 3 national and 3 international, 2 representatives

Informational and promotional materials – 3600 leaflets, 1000 posters, 1 video spot (max 5 min)

Informational and contact points – 7 info and contact points, 20 volunteers, 5 digital info banners,

Media campaign – 2 conferences, 1 marking of International Day, 20 media publications, video broadcasting 7 days

1 International conference – one day, 100 participants

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008831

**NAME** Kék Vonal Child Crisis Foundation

**COUNTRY** Hungary

**TITLE** : Strengthening of the Hungarian child protection services by sustainable operation of missing children hotline

**REQUESTED AMOUNT** EUR 76.769,2

**Contact details:** [info@kek-vonal.hu](mailto:info@kek-vonal.hu)

**Project description:**

The overall goal of the project is to strengthen the Hungarian child protection services by sustainable operation of Missing Children Hotline. The operation of the hotline is based upon the Guide for Hotline Operators identified by Missing Children Europe (MCE). In order to be in accordance with the quality standards, Kék Vonal's aim is to follow up monitoring and accreditation project for 116000 hotlines lead by MCE.

Our aim is to reinforce the cross sectorial, interdisciplinary cooperation procedures with the child protection services, to improve the knowledge transfer and to support the exchange of best practices. This will enable us to strengthen the integrated child protection system and to form a protective and empowering environment for all children in Hungary.

Kék Vonal's goal is to increase the visibility of the service and to draw attention to the danger of child disappearances.

Our aim is to create the long term plan of the organization which ensure the sustainability of the hotline after the end of the EC funding. Kék Vonal will evaluate the 116 000 Missing Children Hotline service to find the strengths and weaknesses of the operation, and to define the areas for development. Kék Vonal will also create a strategic plan to enhance the integration in the child protection system, and to ensure the sufficient resources for the service.

1. Continuous operation of the Missing Children Hotline on: call taking, case management, arrange cross border cases, training and supervision for Hotline team, updating Handbook for Hotline Operators. Launch a new service to provide individual and family consultation in specified cases.
2. Cooperation with experts on national and European level: cooperation with Child Protection System by organising case conferences, trainings organised with professionals, psychologists, social workers and policemen, networking with organisations, professional consultation with governmental bodies, organisation of Missing Children Expert Conferences, cooperation with members of MCE, and eNACSO, advocacy and lobby at national level.
3. Dissemination and communication: carry out an awareness – raising campaign and a

prevention programme at school with non formal method, publication of a study for experts, working for a sustainability of project results, disseminating information on missing children to media.

4. Service evaluation, mainstreaming sustainability and integration: evaluate the service with the help of Advisory Board, creating an evaluation report and a strategic sustainability plan, implementing fundraising activities, business plan for social enterprise activity, advocacy and lobby at national level.

The beneficiaries of the project are the callers of the Hotline: children who are missing; parents whose child is missing; children potentially at risk of running away, or who have already been running away. The second target group is the experts working in the field of child protection, who deal with cases of runaway children or children in danger (social workers, policemen, NGOs working with migrant minors, or with children in danger). As a result of the project 116 000 hotline becomes an integrated actor in the Hungarian child protection system. Thanks to the diverse knowledge transfer, case conferences organized by Kék Vonal, cooperation skills and practise of child protection professionals are enhanced. Due to the institutionalized cooperation between Kék Vonal and different stakeholders, the procedures of cooperation improves, the child protection services become stronger.

116 000 hotline operates continuously. Vulnerable children can have access to the help of the child protection system, as Kék Vonal offers a free of charge, anonymous, low threshold online and telephone service, as an entry point for children. Through the implementation of the sustainability plan the operation of the 116 000 hotline will become more cost-effective and stable.



**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008832

**NAME** : Asociatia Telefonul Copilului

**COUNTRY** : Romania

**TITLE** : High quality and sustainable services offered to children and families through the European hotline for missing children 116 000

**REQUESTED AMOUNT** EUR 99836,35

**Contact details:** [telefonulcopilului@telefonulcopilului.ro](mailto:telefonulcopilului@telefonulcopilului.ro)

**Project description:**

**Objectives**

The overall objective of the project is to create the basis for the sustainability of the European hotline for missing children 116 000, providing children with the possibility to realise their fundamental rights for care and protection, linking them to quality services offered by the dedicated hotline.

The specific objectives of the project are:

- a) To build the capacity of the professionals working at the hotline for missing children 116 000 to ensure that their services better correspond with the needs of the callers, experiencing in practice the articles from the EU Charter of Fundamental Rights and the UNCRC and their application in the hotline's activity, learning how to cope with diverse, difficult, unsettling cases, crisis counselling in emergency situations and prevent burnout
- b) To encourage children and families to report cases of missing children at the hotline and request psychological counselling at any stage of their particular situations
- c) To voice in EU society the issue of missing children as raised at the hotline operated in Romania
- d) To improve the involvement of the national authorities and other stakeholders in the process of integrating the hotline for missing children in the child protection system and ensure its sustainability as an essential resource and instrument available for children and families in need

**Activities**

0. Project management

1. Field visit, training manual, training activities and group supervision for the hotline's staff, adaptation and update of the CRM database of the hotline, operation of the hotline 116000
2. Analytical report, Feasibility Study and Draft Operation Strategy, lobbying for the

sustainability of the hotline

3. Awareness raising campaign

### **Type and number of persons benefiting from the project**

The project targets 10 hotline professionals who will receive training and group supervision. It also targets 144 representatives of local and national authorities in the field of child protection, law enforcement and education. It targets all the children and families in need who can ask for help at the hotline for missing children 116111.

### **Expected results**

increased capacity of the professionals working at the hotline for missing children to offer higher quality services according to the specific needs of the children and families in need  
better opportunities for children to realize their fundamental right for care and protection, linking them to quality assistance and counselling services, the possibility for immediate reporting of the cases of missing children (just one phone call distance, free of charge and professional services)

increased involvement of the national relevant authorities for the integration of the hotline for missing children in the child protection system

### **Type and number of outputs to be produced**

1 kickoff meeting in Brussels, 1 project kickoff meeting in Bucharest, 6 project quarterly coordination meetings, 1 project wrap-up meeting in Bucharest, 1 Study visit, 116000 database adapted and regularly updated, 1 Initial local training and 1 followup, 10 followup training and group supervision, 10 statistical reports, 1 analytical report, 1 feasibility study to identify viable solutions for the sustainability of the hotline, 8 working group meetings with representatives of relevant national authorities and other stakeholders, 1 draft operation strategy in cooperation with relevant national authorities and other stakeholders, 2 press conferences, awareness raising campaign, social media campaign

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008833

**NAME** Missing Persons' Families Support Centre

**COUNTRY** Lithuania

**TITLE** Integration of hotline 116 000 in the child protection system of Lithuania

**REQUESTED AMOUNT** EUR 78044,50

**Contact details:** [natalja@missing.lt](mailto:natalja@missing.lt)

**Project description:**

**Objectives:**

to build capacity of hotline professionals and MFSC;  
to build cooperation with child protection system institutions at municipal level;  
to strengthen existing cooperation with national institutions in child protection system in Lithuania;  
to ensure sustainability of viable and well integrated hotline services;  
to integrate 116 000 line to child protection system;  
to raise public awareness on 116 000 hotline.

**Activities:**

Creation of National Steering Committee group, and 4 meetings;  
External evaluation of the project;  
Attraction of volunteers for the hotline;  
Trainings on case management for attracted volunteers of the hotline and frontline operators;  
Supervision sessions for hotline professionals;  
Elaboration of the hotline sustainability plan;  
Elaboration of Model on Integration of the hotline to child protection system in Lithuania;  
International study visit to Fundacion Anar, Madrid, Spain;  
Trainings for key actors of child protection system in municipalities;  
Peer to peer training for members of Commissions of Child Welfare in municipalities;  
Evaluation of the impact of trainings;  
Elaboration of dissemination strategy;  
Elaboration of dissemination packages for child protection institutions in municipalities;  
Creation of 116 000 educational animation video;  
Development of 116 000 web page;  
Awareness raising campaign on social media;

Social campaign for national missing children's day;  
Final conference.

### **Type and number of persons benefiting from the project:**

10 representatives from major child protection institutions in Steering Committee (Police department, associated partners and etc);  
20 case managers of the hot line;  
15 representatives from NGO, governmental institutions working in child protection area;  
120 members of Commission of Child Welfare in 60 municipalities in Lithuania;  
50 representatives from municipalities and local communities trained in peer to peer trainings;  
25 000 people visiting web page;  
500 000 general society members reached by social media campaign;  
200 000 general society members reached by advertisements of educational video;  
10 000 general society members reached by video views;  
10 000 general society members reached by social campaign on national missing children day;  
10 000 general society members reached by dissemination material in 60 municipalities in Lithuania;  
40 representatives of institutions (governmental and NGO's) working in child protection area on national and municipal level reached in final conference.

### **Expected results**

Improved hot line professionals knowledge on case management, advocacy and fundraising for the hot line;  
Increased awareness about 116 000 line on municipal level, Commissions of child welfare involved as line ambassadors in their community  
Improved knowledge of institutions working with child protection and strengthened cooperation with the hot line;  
Improved awareness of 116 000 hot line among society members in Lithuania.  
Full integration of the hot line to Lithuanian child protection system.

### **Type and number of outputs to be produced**

4 minutes of meetings of Steering Committee;  
1 external evaluation report, 10 pages electronic;  
1 Model on Integration of the hot line to the child protection system in Lithuania, 30 pages, electronic;  
1 presentation on international study visit to Fundacion Anar, Madrid, Spain;  
20 evaluation questionnaires of case managers on impact of the trainings on case

management;

120 evaluation questionnaires of participants of the trainings for key actors of child protection system in municipalities;

1 evaluation model, 5 pages electronic;

3 evaluation questionnaires, 2 pages;

Interim evaluation report, 5 pages, electronic;

Final evaluation report, 10 pages, electronic;

1 dissemination report, 10 pages, electronic;

1 presentation on dissemination package for municipalities, electronic.

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008834

**NAME** Irish Society For The Prevention Of Cruelty To  
Children

**COUNTRY** : Ireland

**TITLE** The enhancement of inter agency working  
between the Missing Hotline and Child Protection services in Ireland focusing on repeat  
runaways from state residential care services

**REQUESTED AMOUNT** EUR 75915,88

**Contact details:** [Cosullivan@ispcc.ie](mailto:Cosullivan@ispcc.ie)

**Project description:**

**Objectives:**

developed in line with recommendations outlined in the “ISPCC Missing Children Hotline  
evaluation final report completed in December 2015 under the DAPHNE 111 programme

- 1) Increased cooperation and inter agency working between the ISPCC Missing Children’s  
Hotline and the statutory bodies working together to reduce the volume of children “running  
away” on a regular basis from care.
- 2) To increase awareness and use of the Hotline 116 000 number to members of the public.
- 3) To further develop the enhanced service option as developed initially under Daphne 111  
funding call JUST/2013/DAP/116/SAG/4151. This enhanced service option (face toface  
therapeutic work with children who runaway) will be targeted to residential care centres.

**Activities 1**

- Regular meetings withthe Gardaí and Child Protection services. Outreaches will be  
delivered to residential centres in Dublin and surrounding areas. Development of protocols  
around referrals made from statutory providers to the Missing hotline enhanced service  
option.

**Activities 2**

Further development and awarenessraising of the Missing Children’s hotline number through;

- Social media outlets, web pages, newspapers.
- relaunching the ISPCC’s runaway video, [https://www.youtube.com/watch?v=\\_\\_YuAvttPis](https://www.youtube.com/watch?v=__YuAvttPis)
- Development and delivery of information leaflets and posters and cards for all residential  
care units. Continuation of the provision of a high quality 24 hour hotline intandem with the  
enhanced service option which will involve: Recruitment, selection, training and managing

additional volunteers to provide support within the enhanced service option

### Activities 3

One to one, outcomes focused, therapeutic support will be provided to individual children who are running away from residential care. Weekly face to face sessions over a six month period with ongoing support from the 116000 support number.

This will involve the use of assessment tools including Standardised Evaluation Tools, the “What Works Outcomes Evaluation tool” which is a unique and innovative computer assisted self interviewing tool. Strengths based individual programme planning and delivery. The supportive work is developed jointly with the client, to encourage a feeling of involvement in the process, rather than feeling of “being told what to do” which can often be the prevailing sense in any type of care setting.

### **Type and number of persons benefiting from the project**

All children in residential care units will know about the missing hotline and the contact number.

It is envisaged that a minimum of 15 individual children and young people will receive the enhanced service option which will involve 20 therapeutic sessions with the child / young person over a six month period.

Recent figures from Tusla stated that in 2013 there were 117 admissions to residential care units in Dublin. The statutory agencies will benefit from this project due to increased cooperation and a reduction in the runaways incidents and reports. The Hotline will be linked in with child protection services.

### **Expected results**

Increased awareness and usage of the Hotline 116000, the hotline website and enhanced service option.

TUSLA residential care staff supported in assessing who can benefit from more directed support work by the ISPCC Missing hotline where there is a concern for a child repeatedly running away.

Increased Garda involvement with our services, referring young people / parents whom they feel will benefit from our services.

Increased cooperation between the Missing Children’s Hotline, residential care units and the Gardaí.

A reduction in the levels of recidivism for children who have repeatedly run away from residential centres

### **Type and number of outputs to be produced**

This projects central aim is to increase the currentflow of contact to the Missing Children's hotline by 100%, through outreaches in residential centres, as well as offering our enhanced service option directly to children



**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008835

**NAME** Estonian Advice Centre

**COUNTRY** : Estonia

**TITLE** : Integrating the Missing Children Europe Hotline  
into the Estonian Child Protection System

**REQUESTED AMOUNT** EUR 86715

**Contact details:** [info@abikeskused.ee](mailto:info@abikeskused.ee) or  
[barbara@abikeskused.ee](mailto:barbara@abikeskused.ee)

**Project description:**

**Objectives**

The overall objective of the project is to further integrate the Estonian 116 000 hotline service into the nationwide child protection system through expanding 116 000 scope and establishing new relevant competencies.

The specific objectives of the project are

- a) to develop and pilot a new service for handling cases involving “recurrent runaway children” in the frames of nationwide child protection system. Altogether 1200 children / their close ones will be counselled.
- b) to raise the capacity of the 116 000 staff in Estonia;
- c) to develop the 116 000 sustainability plan for Estonia

**Activities**

The activities are divided into complementary workstreams (WS0WS4) covering all relevant aspects of the project. The main activities include:

**WS0**

Administrative and financial management of the project, including the organisation of steering committee meetings

Participation in activities foreseen by the financing agency in the call for proposals

Project audit activities

**WS1**

Information material development for relevant stakeholders for handling and managing cases involving runaway children

Training activities for stakeholders to enact the information materials effectively

**WS2**

Establishing the etransferral system to share information about and plan activities for post missing counselling

Piloting the work of 4 contact counselling teams, providing advice and counselling for the runaways and their close ones

WS3

Conducting capacity raising trainings for the 116 000 staff and network members (handling runaway cases, handling incoming contacts, changes in legislation, handling the etransferral system etc.)

WS4

Developing the Estonian 116 000 sustainability plan

Introducing the Estonian 116 000 sustainability plan to the stakeholders and wider public

### **Type and number of persons benefiting from the project**

The direct beneficiaries of the project are Estonian 116 000 counsellors and relevant stakeholders who tackle the problems of runaway children. The established mechanisms established to handle such cases improve their work effectiveness and are already in the midterm perspective economically efficient. The number of direct beneficiaries included is 80. As an multiplicative effect, the knowledge incorporated through training of future trainers increases that to 200. The sustainability plan will widen the range of direct beneficiaries to all relevant stakeholders (including local governments, substitute homes etc) adding up to 500. On an impact level, the beneficiaries are all runaway children / children pondering upon running away and their close ones. The number of such persons counselled and helped during the project is approximately 1200.

### **Expected results**

- Developed cooperation mechanisms and criteria for handling cases involving a runaway child (involving 116 000 and 116 111 services, police, child protection specialists, parents / substitute home specialists etc).
- Developed information materials and conducted relevant trainings for implementing the cooperation mechanisms and handle the case.
- Additional counselling mechanisms for runaways and their close ones to prevent further runaway reoccurrences piloted and implemented.
- Capacity of the 116 000 hotline professionals raised
- Awareness of stakeholders and wider public concerning the causes of running away has been increased and knowledge how to manage a “runaway” case improved

### **Type and number of outputs to be produced**

administrative and financial reports according to the subsidy contract  
steering committee minutes (5)

final event with 50 participants

8 press releases

1 audit report

Information materials – ematerials for 4 different stakeholder groups

Trainings (80 participants)

1 etransferral system set up

4 contact counselling teams set up

1 sustainability plan developed (25 to 30 pages)

3 sustainability development plan meetings held

1 sustainability "public" seminar for 50 participants organised

**JUST/2015/RDAP/AG/0116**

<b><u>APPLICATION NUMBER</u></b>	4000008836
<b><u>NAME</u></b>	CFPE – Enfants Disparus (French Center For Child Protection - Missing Children)
<b><u>COUNTRY</u></b>	France
<b><u>TITLE</u></b>	Impliquer l'opinion publique pour assurer la stabilité du 116 000 France
<b><u>REQUESTED AMOUNT</u></b>	EUR
<b><u>Contact details:</u></b>	<a href="mailto:contact@116000.fr">contact@116000.fr</a>

**Project description:**

**1 Objectives**

pérenniser la cellule de suivi des appels au 116000 par le recrutement d'un chargé de marketing permettant la collecte de fonds propres.

développer la notoriété du 116000 Enfants Disparus pour que le numéro d'urgence puisse bénéficier à un maximum de familles.

développer les actions pour la recherche des enfants disparus et la reconstitution des liens familiaux par la mise en place d'une campagne marketing permettant la collecte de fonds propres

Renforcer l'intégration du 116 000 au système de protection de l'enfance français en développant les partenariats et en diffusant l'expertise acquise par le CFPE Enfants Disparus.

**2 Activities**

- Mise en place d'une campagne de collecte de fonds permettant à l'association de développer des actions pour :
  - o La recherche des enfants disparus et la reconstitution des liens familiaux
  - o La mise à l'abri des jeunes fugueurs
  - o La prévention des disparitions d'enfants
- Mise en place d'une campagne de communication permettant de développer la notoriété du n°116000 et d'orienter le grand public vers des dons à l'association.
- Travail de relations avec les médias afin de déployer un message qualitatif sur le traitement des disparitions inquiétantes au niveau Français et Européen.
- Organisation d'un Colloque sur les disparitions inquiétantes, à destination des professionnels de la protection de l'enfance et du secteur juridique.

### **3. Type and number of persons benefiting from the project**

- 1500 familles, soit environ 1800 enfants, accompagnés chaque année par le CFPE Enfants Disparus
- Les 50 000 mineurs inscrits chaque année au fichiers des personnes recherchées
- 250 professionnels de la protection de l'enfance ou du secteur juridiques, formés par le CFPE Enfants Disparus lors du Colloque

### **4. Expected results**

- Développer la notoriété du 116000 permettra d'accroître le nombre de dossiers ouverts par l'association et donc la proportion de familles dont l'enfant a disparu qui bénéficient de notre accompagnement.
- Développer la collecte de fonds propres permettra de répondre aux sollicitations de ces familles et de mettre en place des actions nouvelles pour la recherche des enfants, la reconstitution des liens familiaux et la prévention des disparitions.
- Transmettre les connaissances aux professionnels permettra de renforcer l'intégration du dispositif 116 000 Enfants Disparus au système de protection de l'enfance français, et de renforcer la coopération avec les forces de polices et autorités judiciaires.

### **5. Type and number of outputs to be produced**

- 500 affiches 2m/4
- Site dédié à la collecte de fonds
- 1 Dossier de presse
- 1 conférence de presse

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008837

**NAME** Foundation Itaka Centre For Missing People

**COUNTRY** Poland

**TITLE** Improvement to 116 000 Hotline in Poland, in order to ensure its sustainability and vital role in the national child protection policy.

**REQUESTED AMOUNT** EUR 100.000,00

**Contact details:** [kontakt@zaginieni.pl](mailto:kontakt@zaginieni.pl)

**Project description:**

**Objectives**

The main objective of the project is improvements to 116000 hotline effectiveness in searching procedures and better structures and measures of comprehensive support offered by Itaka Foundation to missing children families in all cases of disappearance of children or teenagers.

Another objective is to raise awareness of the 116 000 hotline activity and its financial situation.

Our goal is also to include the 116 000 hotline into the national system of child protection policy.

Finally, we aim to obtain permanent funding for the 116 000 hotline from the government.

**Activities**

Within the project we will carry out PR and fundraising activities and strive to improve the operation of the 116 000 hotline as well as to improve the cooperation of the ITAKA Foundation, the operator of the hotline, with national partners and international organizations.

Type and number of persons benefiting from the project

The main recipients of the project are missing children and teenagers. The project is also intended for families of missing children and teenagers whom we will provide with our support in their search activities, as well as psychological, legal and social support. As part of our activities we will also train police officers in the field of providing support to families shortly after the disappearance of their child or teenager. Thanks to the promotional activities for the benefit of the 116 000 hotline and preventive and educational activities we will also reach parents and carers of children and teenagers. Our actions will also be intended for the youth in education and care centers, as well as in community centers which is a group greatly

threatened by the problem of running away from home. The last group are the employees and volunteers of the ITAKA Foundation who during the project will gain new knowledge and skills useful for their support work. In total 5000 persons will benefit from project.

### **Expected results**

An important expected result of the project will be to enhance the professionalism of the 116 000 hotline team and to increase the level of social, legal, search and psychological support for families of missing children and teenagers, which will contribute to a more efficient searching process. Another result will be an increase in public awareness of the activities of the ITAKA Foundation and access to funds for the maintenance of the 116 000 hotline.

### **Type and number of outputs to be produced**

Within the project we will prepare 6 manuals on the working procedures of the hotline, 36 supervisions and 18 internal training sessions for staff and volunteers of the Search and Identification Teams will be held. As part of the educational activities we will prepare lesson plans for children, and educational materials (500 colouring books and 6 lesson plans). Within the project, all interested parties will receive a newsletter, we will also prepare 5 kinds of brochures for the relatives of the missing persons and the staff of centers for minors / policemen dealing with minors. We will organize three conferences of the ITAKA Foundation, a city game and a competition for teenagers. The project will produce 3 videos relating to missing children and three campaigns: fundraising, marketing, and social, the latter dealing with the depression among adolescents. Specialists of the ITAKA Foundation will train 500 police officers on the operation of the hotline and how to talk to families, the project will also include training for all associated support hotline in Poland. ITAKA representatives will take part in the kick off meeting and the General Assembly of MCE Federation. There will also be 4 information and fundraising events in two Polish cities.

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008838

**NAME** Cesta z krize (“Way out of Crisis”).

**COUNTRY** Czech Republic

**TITLE** Hotline 116 000 as the integral part of the Czech child protection networks

**REQUESTED AMOUNT** EUR 43.964,10

**Contact details:** [podzim@hotmail.com](mailto:podzim@hotmail.com) or phone +420 607582739

**Project description:**

**Objectives**

Initiation of the project, experience sharing and identification of cooperation opportunities within European 116000 hotline network.

Integration of the 116 000 hotline service into the existing child protection system in cooperation with the child protection units (OSPODs) and pedagogical psychological experts.

General public and organizations and individuals working with children learn about the existence of the 116000 hotline and are sensitized to its usage.

**Activities**

participation in international study and experience sharing events: Brussels, Slovakia, a European country

personal meetings and support of child protection units (OSPODs) and pedagogical psychological experts in all 14 administrative regions of the Czech Republic to use the 116000 hotline

training of project staff by a Slovakian expert and a Czech child protection expert

organization of a conference in Prague for child protection professionals

production of information materials

production of communication materials / events

**Type and number of persons benefiting from the project**

social workers, especially child protection units practitioners (OSPODs) in 14 regions and its 263 sub regional centres

pedagogical psychological method its in 14 regions and their subordinated pedagogical



psychological counsellors in each school (over 6400) and teaching staff in the covered schools  
leaders and representatives of the children's leisure centers, school sport clubs (2658  
nationally), scouting organization (2093), foster care carers' associations (at least 4) and other  
NGOs working with children  
general public, especially women and families (100000 to 1000000)  
project staff (4)

### **Expected results**

psychosocial professionals working in the child protection field are well acquainted with the  
116000 hotline, are ready to use it and pass their knowledge further to the clients, the schools,  
and relevant stakeholders

leaders and representatives of children's leisure, sports, scouting and similar afterschool  
clubs and of NGOs supporting children at risk and their (foster) families are well acquainted  
with the 116000 hotline and are ready to use it; the leaders pass the information further down  
their networks

general public has been sensitized to the situation when 116000 hotline can provide help and  
are ready to use and pass the information further

info materials have been effectively applied to raise the awareness of the 116000 hotline (e.g.  
posters pinned to school info boards or attached to office doors etc.)

project staff has accumulated new knowledge and experience, both from the international  
exchanges with European colleagues and from the trainings undertaken nationally, and use  
this knowledge for the benefit of the children

the public authorities in the field of social care, education and security perceive the 116000  
hotline as a necessary element of the child protection system, and are therefore convinced of  
the necessity to support the Hotline further.

### **Type and number of outputs to be produced**

3 study and learning exchange trips abroad: the kickoff meeting in Brussels, the exchange  
visit in Slovakia and another European country

78 meetings taking place in 14 administrative regions of the Czech Republic, at times of high  
concentration of social workers (26 meetings), pedagogical psychological professionals (26  
meetings) and representatives of NGOs working with or for children (26 meetings) during  
their annual or similar reunions

2 courses taking place in Prague, building capacities of the project staff

1 conference in Prague, enabling around 50 child protection practitioners to meet, share and  
discuss the function of the 116000 hotline.

distribution of 10000 wallet size cards/leaflets, 12000 practical posters and 25000 stickers  
with 116000 number

communication campaign: publishing articles (23), appearances in TV (at least 2),  
advertisement in magazines and public events during International Day o

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008839  
**NAME** Child Safety Line  
**COUNTRY** Slovakia  
**TITLE** 116 000 a stable tool for the protection of children  
**REQUESTED AMOUNT** EUR 86.107,54  
**Contact details:** not released

**Project description:**

**1. Objectives**

Objective 1.1. Capacity building

Objective 1.2. Strengthening the possibilities of children`s participation in addressing problems in crisis situation of the child/family through making the employees more sensitive to such issue

Objective 2.1. Proposal of the mechanism of cooperation of the 116 000 hotline with state and nonstate organizations.

Objective 2.2..Lobbying for the sustainability of the hotline

Objective 3.1. Prevention and Public Awareness Raising

Objective 3.2. Fundraising

**2.Activities:**

01.Key expert project management

02. Kickoff meeting in Brussels

03. Kickoff meeting in Bratislava

04.Coordination meetings

05.Steering Committee Meeting

06. Final project meeting

07. Final report

08. Participation at GA

09.Operation of hotline renting

1.1.1. Running the 116000

1.1.2.The extended service

1.1.3.Services of the Crisis Centre

- 1.1.4. Basic training
- 1.1.5. Advanced training
- 1.1.6. Supervisions for the 116 000 operators
- 1.1.7. List of transl./interpreters
- 1.1.8. Team of volunteers
- 1.1.9. Case analysis meetings
- 1.2.1. Model of face-to-face work with children
- 1.2.2. Workshops for the operators and case managers
- 1.2.3. External supervision
- 1.2.4. Internal discussion groups
- 2.1.1. Minimal standards
- 2.1.2. Study visit
- 2.1.3. Meetings with social workers
- 2.1.4. Meetings with Police Force
- 2.1.5. Round table
- 2.2.1. Meetings with CR Leaders
- 2.2.2. Meeting of Association
- 3.1.1. 'Let`s read` event
- 3.1.2. „21 km of running marathon for children“

### **3. Type and number of persons benefiting from the project:**

Events 4  
 Manual/guideline/standards 2  
 workshops 4  
 study visit 1  
 meetings 22  
 round table 1  
 services 3  
 trainings 24  
 supervisions 12

### **4. Expected result**

Full integration of the 116 000 hotline into the system of social protection of the child and securing the sustainability of the hotline. We expect strengthening of the position of a child as a subject and not only as an object of law in practice. The Convention on the Rights of the Child clearly makes a child a subject of law. We expect to strengthen the position of the child in this effect

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008840

**NAME** S.O.S. Il Telefono Azzurro Onlus

**COUNTRY** Italy

**TITLE** Safeguarding Unaccompanied Migrant Children by reinforcing the integration of the 116 000 hotline for Missing Children within the Italian Child Protection System (Pilot action with 5 Prefectures)

**REQUESTED AMOUNT** EUR 54.929,52

**Contact details:** not released

**Project description:**

**1. Objectives**

- 1) A network of relevant stakeholders for preventing and responding to the disappearance of UAMs has been created and strengthened within 5 Prefectures – territorial offices of the Government, strengthening the integration of the Italian hotline among them;
- 2) Hotline professionals have been trained on specific issues and can now support the capacity building process of relevant stakeholders identified as key actors for preventing and responding to UAMs disappearances within 5 Prefectures in Italy.

**2. Activities**

WS1

Mapping relevant stakeholders and services (e.g. social services, health services, law enforcement etc.) that can play a role in preventing and responding to the disappearance of UAMs within the 5 Prefectures (territorial offices of the Government) where round table meetings/capacity building activities will be implemented.

To establish Memorandums of Understanding (MoUs) with relevant stakeholders/Services invited to the round tables organized within the 5 Prefectures, in order to both strengthening collaboration with them and ensuring new channels of visibility/communication about the 116 000 emergency number for missing children within Italy.

Printing of leaflets, brochures and posters about the 116.000 emergency number for missing children to be distributed among stakeholders that have been identified during activity 1 of this WS.

To establish new partnerships with X Provinces in Italy; this activity aims at supporting provinces in the development of searching strategies specifically meant for missing children to be included within the already existing Provincial Plans for Searching of Missing People.

WS2

Training of hotline professionals within 5 key domains for preventing and responding to UAMs disappearance (see 1.6 Methodology).

Printing of the SUMMIT handbook presenting demonstrated good practices on how to improve interagency cooperation in prevention and response to the disappearances of unaccompanied children (Italian version).

Organization of 5 round table/capacity building meetings in each of the 5 Prefectures interested by this pilot project (2 in the south of Italy, 2 in central Italy and 1 in the north of Italy).

Capacity building lectures for stakeholders/Services (activity implemented by “ad hoc” Senior Experts during round tables meetings).

Types and number of people benefiting from the project:

116 000 Hotline Professional (4 people)

X professionals of relevant Services operating within the Child Protection System+ other relevant Services

### **Expected results:**

Main expected results for the present project proposal will be:

improved knowledge, skills, problem solving capacities of 116 000 Hotline Professionals in managing missing cases regarding UAMs;

improved capacities of a relevant network of Services which can contribute to preventing UAMs disappearances;

Types and number of outputs of the project

WS1

For the 5 Prefectures, where relevant Services will be mapped, a list of stakeholders in charge for preventing and responding to UAMs disappearance by Prefecture (involved in round tables/capacity building meetings) will be produced.

Depending on the number factual Services represented in the round tables/capacity building meetings within the 5 Prefectures, we will propose to establish “ad hoc” MoU with each one of them.

2500 leaflets (Italian and English), 2500 brochures (Italian and English), 1000 posters (Italian and English).

X Provincial Plans for Searching of Missing People updated with procedures for the handling missing children cases.

WS2

5 training sessions for 116000 hotline professionals of 1 day each.

500 handbooks printed: presenting demonstrated good practices on how to improve interagency cooperation in prevention and response to the disappearances of unaccompanied children (SUMMIT deliverables).

5 round table meetings \* 5 Prefectures (25 round tables/capacity building meetings).

X feedback questionnaires \* 5 capacity building sessions)\*5 Prefectures

**JUST/2015/RDAP/AG/0116**

**APPLICATION NUMBER** 4000008841

**NAME** Association For The Prevention And Handling Of  
Violence In The Family

**COUNTRY** Cyprus

**TITLE** 116000 Cyprus Mediation service

**REQUESTED AMOUNT** EUR 90.719,47

**Contact details:** not released

**Project description:**

**Objectives**

The overall objective of the proposed project is the establishment and effective operation of a mediation center specialized on parental abduction cases and missing children in general in order to safeguard the children's rights and psychological wellbeing. Building on the work already done the past 3 years by the 116000 Service in Cyprus, the objective is to strengthen the service provision and in turn the prevention of the phenomenon through mediation services that will be provided by the trained and qualified operators of the Service. Another objective is the availability of the mediation services to be widely promoted and communicated to the target group and the public in general.

**Activities**

WS0: Management & Coordination, Financial/ Budget Management, Monitoring & Reporting, Quality Assurance, External evaluation;

WS1: Mediation training, Cross border family mediation training;

WS2: Informative visits, Public awareness events, Creation of promotional material;

WS3: Design and formulation of the communication material, Organisation of the press conference;

**Type and number of persons benefiting from the project:**

Number of hotline operators trained and certified >4

Number of relevant governmental and non-governmental organisations >10

Number of stakeholders reached >6000: (General public, families in conflict and representatives from relevant organisations)

Staff of the 116000 Service being trained (46)

### **Expected results**

Expansion of the services provided by the 116000 hotline in Cyprus through the establishment of the Cyprus Mediation Center for cross boarder families

Improved procedures in which parents settle their in-between conflicts, reduced harm to the children affected

Enriched capacity building / certified hotline operators on family mediation techniques

Referral of cases by relevant stakeholders who are aware of the existence of the Center – strengthened cooperation between stakeholders and 116000 service

Increased public awareness on the issues of parental abduction and cross border family mediation

### **Type and number of outputs to be produced**

O.01: Consortium agreement, O.02: Partnership Meetings, O.03: Three (3) Activity and Financial Reports, O.04: Progress and Final Technical Reports, O.05: Quality Assurance Plan, O.06:

External evaluation report, O.07: Financial statement report

O. 1.1: One (1) training by CCCI, O.1.2: Two (2) trainings by the European Cross Border Family Mediation network,

O. 2.1: Ten (10) Informational visits, O.2.2: Three (3) Awareness events, O.2.3: Promotional material

O.3.1: Communication material, O.3.2: One (1) Press Conference