



**Child Helpline 116 111**  
**Activity report**  
**2017**



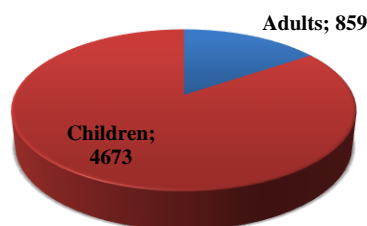
## SUMMARY:

- I. Profile of calls that were registered, counselled and referred for assistance to specialised institutions in the domain of child rights protection.
- II. Profile of callers based on the criterion of age, gender, environment. Source of knowledge about Child Helpline.
- III. The web page of the Child Helpline. Data information.
- IV. Conclusions and recommendations.

### I. Profile of calls that were registered, counselled and referred for assistance to specialised institutions in the domain of child rights protection

In the period January – December 2017, the Child Helpline registered **6 968** calls, **5532** unique calls and **1436** repeated calls. Considering that the repeated calls describe some additional information to the unique calls, the analysis of the profile of cases reflect just information about the unique calls.

*Diagram 1. Report on registered calls in the period January – December 2017(adults – children)*



In 2017 there were registered **4673** calls from children; adults called **859** times. Comparing to the previous year, there was determined a decrease of 2527. ( to see the Diagram 1 *Report on registered calls in the period January – December 2017(adults – children)*)

### Specific of calls from adult callers

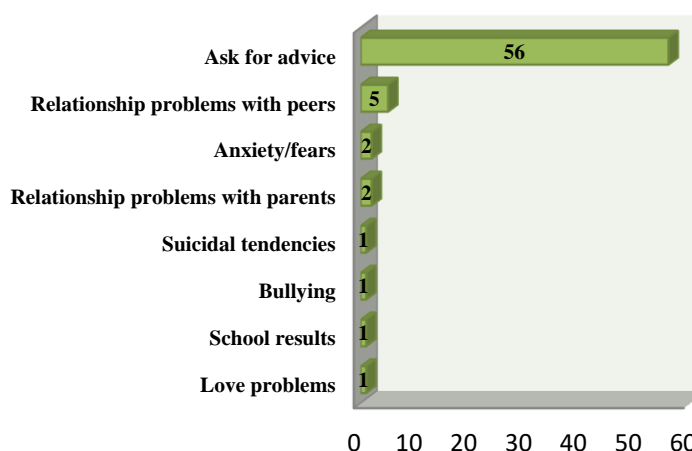
The calls registered from adults that ask for psychological support, 69 calls, are included in a specific category, because these calls present information referring to relationships between parent and children, and specifically some aspects of the process of their communication. There is noticed in the discussions with callers, that parents, as well as children, need emotional support while calling the Child Helpline. Two from 69 calls describe situations when the callers ask for help in

problems of communication with their parents, grandparents of their children. (*Relationship problems with parents – 2 calls*). Callers also speak about their family problems with partners. They speak about their fatigue and increased sensibility in the process of education and interaction with their children.

Parents of younger children recognize the need to work out on their behaviour. Adults tell also about the problems related to some fears coming from the interaction of the child with such institutions as: kindergarden and school, for example – *The child has a conflict with another child, and the parent does not know how to solve such a problem; the parent does not know how to behave when the child is crying in the morning when going to kindergarden; The parents/careers have a conflict and try to „tore’’ the child.*

It is observed that parents of teenagers speak about the lack of energy and condemn the child behaviour, and not his/hers in report to the child’s one.

**Diagram 2.** *Topics discussed with callers adults in calls of psychological counselling*

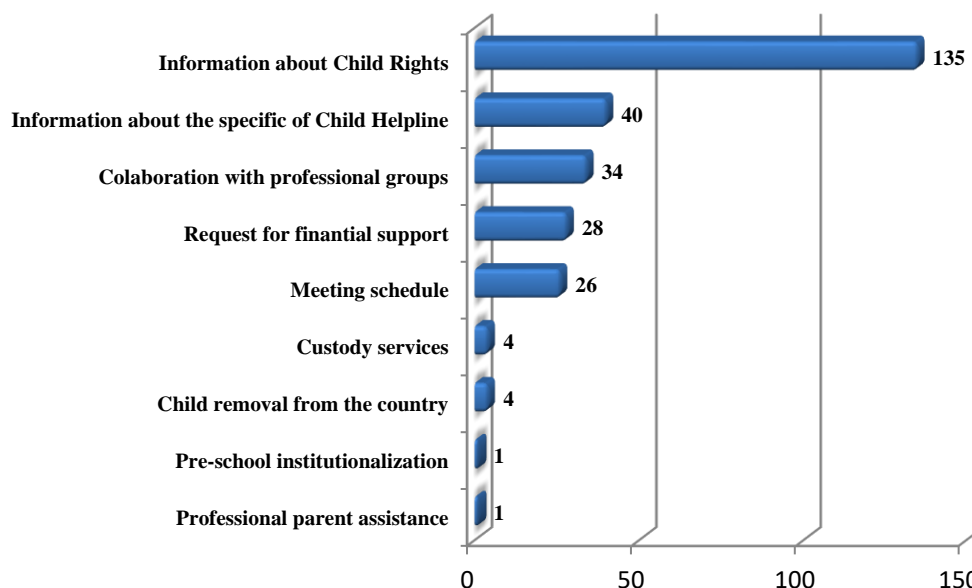


**Calls of information** describe the interest of adults to such topics as: child rights (135 calls), services of Child Helpline (40 calls), collaboration with professional groups in the domain of prevention of violation of child rights (34 call), ask for financial support for families and children coming from socially vulnerable environments (28 calls). In the majority of calls where financial support is asked, people complain about the fact that the responsible authorities do not explain the official procedure to receive the financial support and, even if explained, the answer is not reasoned.

Another topic that asks for a multidisciplinary approach is referred to calls where adults are in a divorce process or living separately and need a **meeting schedule with children**. Frequently, adults try to use the child/children to revenge on ex-spouse. Children are emotionally affected and react painfully to the conflict between adults.

Some adults continue going abroad and leave children in the care of relatives. Usually, there is a small number of adults that call to find out information about how to become tutors of children, for example in the period January – December 2017, there were 4 calls. In one of these calls, the caller spoke about the fact that he had refused to make grandparents tutors of children because vast amount of documents that had been needed to be presented to local public authorities. The callers show interest to tutorship when they realize that they can benefit by financial support from authorities.

**Diagram 3.** *Types of information asked by callers adults*



Even if the *procedure to pass the border* was simplified, many of parents that want to pass the border with the child, are interested about the fact if they really can do it without an official autentification of a document from the other parent. There were registered **4** calls.

There is an actual problem of *children registration to the kindregarden*. In a call the caller speaks about the existence of a tax to register the child in the kindergarden.

There is one call where the caller speaks about the intention to become a *professional parent assistant* (to see Diagram 3. *Types of information asked by callers adults*).

The category of calls „*Others*” include 145 calls. This category of calls represent the requests that do not refer to the Child Helpline mandate. In these cases, the callers are informed about the specific of work of the Child Helpline and referred to the institutions that are competent in their problem.

There were registered 372 *serious cases of violation of child rights* informed by adult callers ( to see Diagram 3. *Topics discussed with adult callers*).



During the 2017 year there was reported a single presumed *case of trafficking in children*. The caller speaks in this case about several children from a rural area that were taken to the capital city in order to take pictures of them for a modelling agency from abroad. The received information specifies that children have a social vulnerable background. The process of transportation and implication was organized by an unknown person for children.

In one case we were informed about a case of *missing child*. The caller states the fact that the child is in the care of old grandparents and leaves often the home. The day the caller decided to call us the child had been missing 9 days from home. There were not any request submission to the police office from the relatives of the child.

In *two calls* we were informed about *2 presumed cases of labour exploitation of children*. One case refers to a 16 year old girl that is obliged to work in a rural settlement while escaping from the violence of her mother's concubine. The other case is about an 11 year old child that is in the care of relatives. He is imposed to do hard work by home because of the death of both parents. Due to this, he was often missing the school.

We were informed in *2 calls* about cases of *vagrancy*. In one of the cases, the police identified 2 children from a farther location from Chisinau that were wandering in the city without the supervision of adults. Children needed special care because they had spent more time staying in the street. The second call refer to 17 year old minor that was staying on the border of a street. From the information received on the phone, there was supposed that the child had no house.

In *5 calls* we were informed about cases of *cyberbullying* of children. In these 5 calls we were informed that the children had been receiving threats against them or their families.

In *9 calls* we were informed about *deviant behaviour* characterized by running from home, theft, damaging public space, interrupting classes. In some cases in the discussions with professional groups, we understand that children live in violent environments and they suffer from the lack of communication and time spent with their parents or caregivers.

In some calls, the relatives ask for information about the existence of closed type of schools, because they do not work on the improvement of relationships with the child that has deviant behaviour. It is observed the emotional neglect that leads to o difficul behaviour of the teenager. The lack of affection makes the child manifest anti-social behaviour.

There were received *16 calls* about cases of *child involvement in begging*. The callers, in some cases professionals, speak about children that use to beg and their situation doesn't change. At the end of the year, around winter holidays, there had increased the number of cases when adults use children to ask for money from passersby.

In *53 cases* we had been informed about presumed cases of child *neglect*. Alcohol abuse, lack of a job of parents/caregivers can be considered as causes of child neglect.

<b>Box 1</b>
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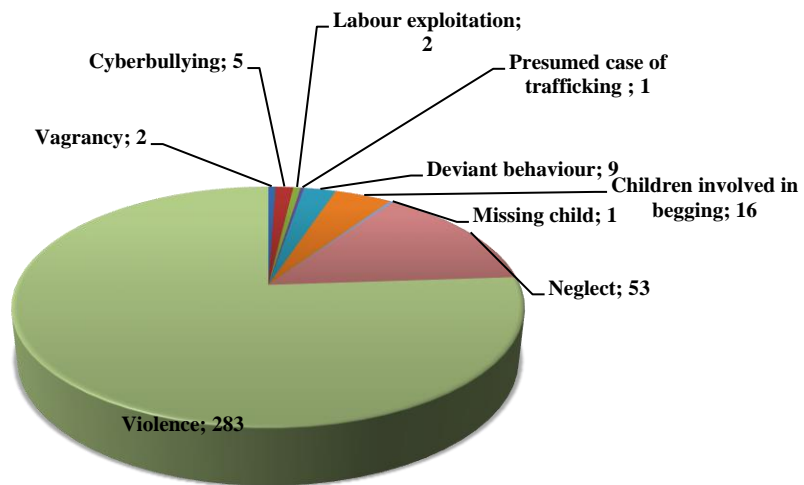
#### Case study

*Good afternoon. My name is Ala and I live in the neighborhood of an alcohol addicted family. They have a 13 year old girl named Veronica and send her to buy alcohol every evening. The girl refuses to buy wine, and then they beat her. The mother's concubine beats the girl more often, but also the mother that drags her daughter by hair and calls her bad words. Yesterday, Veronica slept at my home. When her parents are drunk, whoever can come in their house and makes dirty things in front of the girl.*

Call registered on 18.07.2017

*The case study presented in this report was edited with the respect of confidentiality; personal data were protected.*

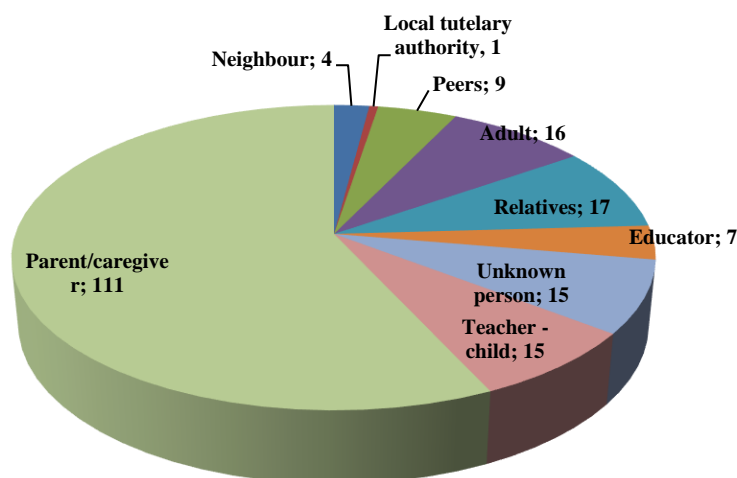
**Diagram 4. Topics discussed with adult callers**



In **283 calls** we were informed about presumed cases of **violence against children**. Children are further beaten and humiliated by close people, more often by parents (to see Box 1), relatives, professionals (to see Box 2), neighbours (to see Box 3), etc. (to see Diagram 4 *Relation abuser-child in presumed cases of violence*).

**Diagram 4.** *Relation abuser - child in presumed cases of violence*

**Diagram 4.1** *Relation abuser – child in presumed cases of physical and psychological violence against children*



**Box 2**

**Case study**

*Good afternoon. My name is Maria. I want you to tell me what to do... The teacher of history slapped my 10 year old child. This is the 3rd time she does that. I had called the police and they told me they could not listen to me. The mayor said it was not necessary to involve the police, they would solve the problem without police. My child does not go to school. After being slapped, frightened and ashamed he went home from school in the neighbour village.*

*Call registered on 28.01.2017*

*The case study presented in this report was edited with the respect of confidentiality; personal data were protected.*

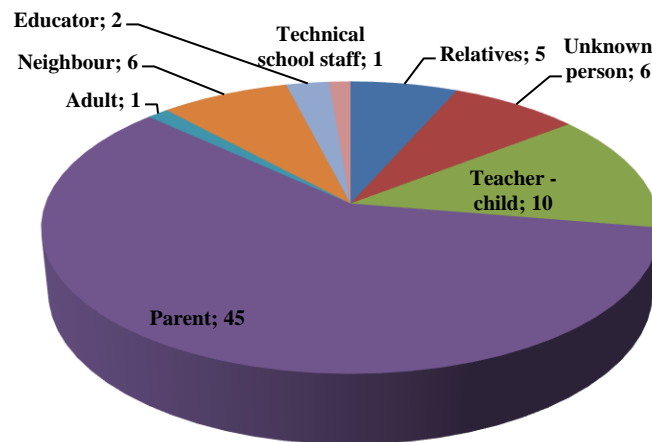
There is a high use of physical violence against children. Physical and psychological violence begins in the family with parents abusers (111 cases), continues in the kindergarden (7 cases), then in the



school (15 cases), and in the society among the community members, neighbours, less known persons for children that are also violent with children, etc.

Violence among peers was reported in 9 calls. Children hit one another causing bruises and scratches etc. From the parents' words there is a lack of prevention activities in schools. Parents talk to each other, but the conflicts stay unresolved and even grow in intensity.

**Diagram 4.2** Relation abuser – child in cases of psychological violence



### Box 3

#### Case study

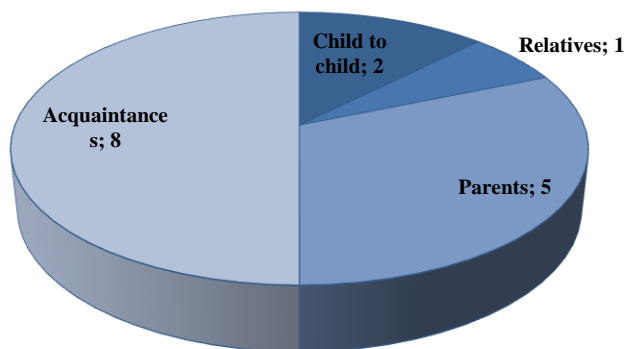
*My name is Ana. I am a mother of 2 children of 7 and 9 years old. I have a conflict with my neighbour. Yesterday she hit with an iron object one of my children and shoved both of them. The children are frightened because she swears every time she sees them.*

*Call registered on 02.02.2017*

*The case study presented in this report was edited with the respect of confidentiality; personal data were protected*

**Diagram 4.3** Relationship abuser - child in cases of sexual violence

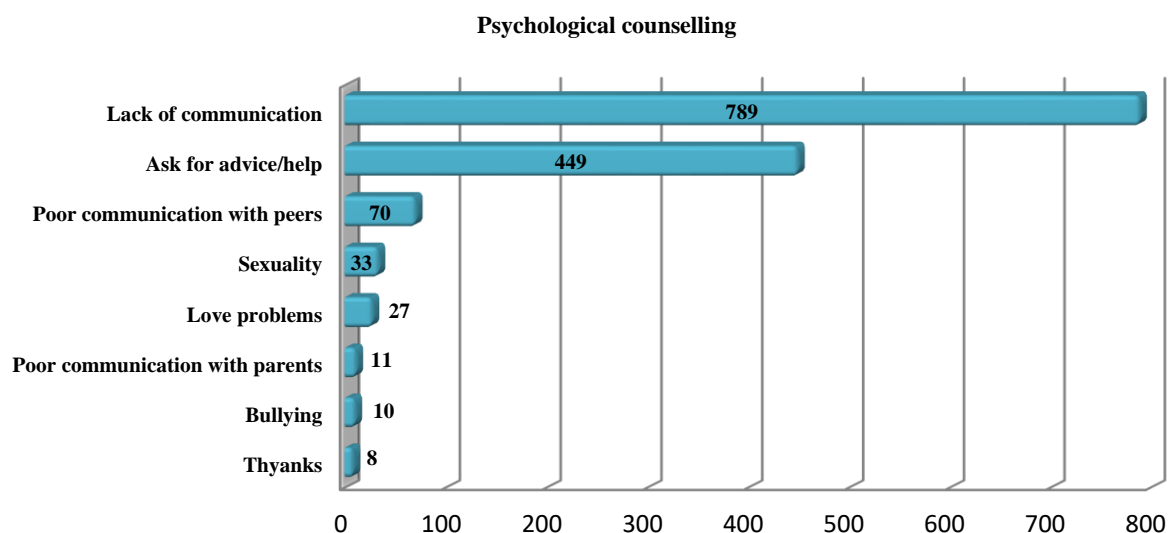




### *Description of calls received from children*

During 3 years of activity children call more often the Child Helpline. The discussions in most cases start with a joke to check the reaction of counselors and their availability to listen and understand the way to approach the problem the children are talking about. The problems the children speak in the calls where they received **psychological support** (1397 calls) describe situations they face and need emotional support. Children spoke about their problems of communication with peers, love problems and relationships. There is noticed a high interest of children to speak on the topic of sexuality. The column *Ask for advice/help* includes the calls where children ask for help to do homework, advice to make presents for a friend, easiest ways to make up friends, how to set up some soundtracks in the phone, etc.

**Diagram 5.** Topics discussed with callers children in calls of psychological counseling



#### Box 4

##### Case study

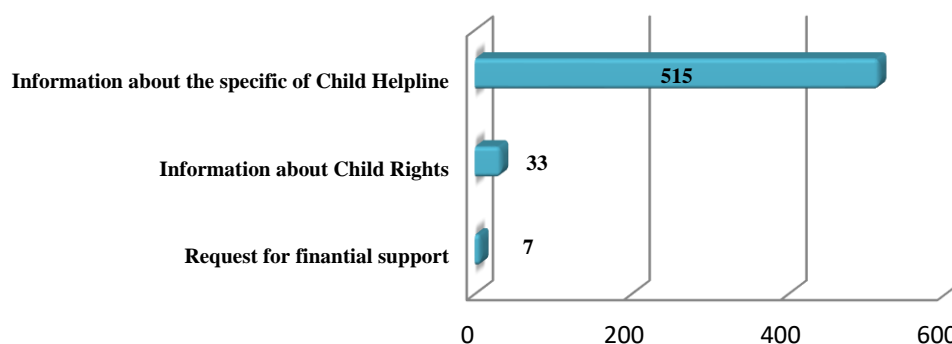
*Hello. My name is Mihai. I am 11 and I feel worried. I am from an orphanage. Being 7 I was told that my parents had adopted me. There are 4 months that my parents have divorced and now father has no time for me. Thus, if my father has no time for me and doesn't call me, may you help me to find my real parents?*

*Call registered on 31.01.2017*

*The case study presented in this report was edited with the respect of confidentiality; personal data were protected*

After the calls that refer to psychological counseling, the ***calls of information*** come on the second place with a number of 555 calls where children ask about who we are, what are our names, why we work in the night, how many hours we work, if we know foreign languages and if we manage to speak with all children who call and help them (***515 calls***). Children asked for information about child rights and what it means to have rights (***33 calls***). There was asked financial support in ***7 calls***, in the most of them children spoke about the financial difficulties in their family.

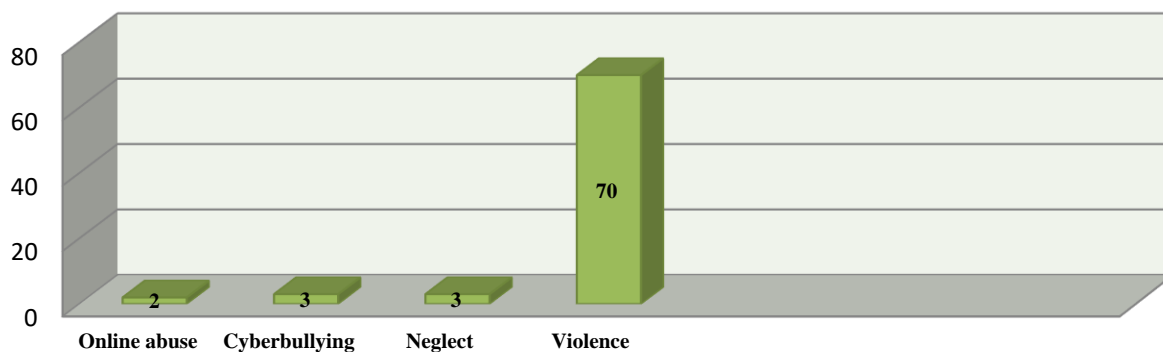
***Diagram 6. Types of information asked by callers children***



There were registered 2 643 test calls from children. Serious cases of child rights violations were reported in ***78 calls***. In 70 calls children reported cases of violence, neglect (***3***) and cyberbullying (***3***), online abuse as sextortion in ***2 calls*** ( one of the calls describes online abuse as sextortion referring to children, the second call refers to an abuser from Moldova that used intimate videos and photos to blackmail and manipulate the child). (to see Diagram 7 *Topics discussed with callers*

children). Children use to speak in their calls about physical and psychological violence from the side of parents and caregivers. In the most cases violence against children comes from parents/caregivers, then people from the circle of trust of the child (to see Diagram 8. *Relationship abuser – child in cases of violence*).

**Diagram 7.** Topics discussed with children callers



**Box nr.5**

Case study

*Whispering...Please, take me to a boarding school... I am coming right now where you tell me to come... I can't anymore. My father beat me today because I broke the religious rules.*

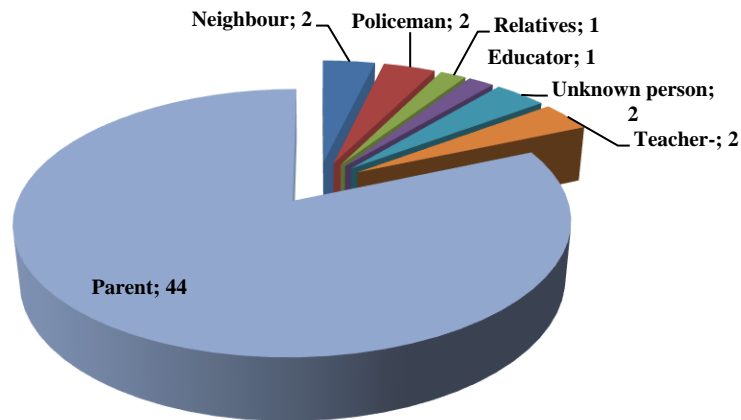
*Mihai, 16 years old.*

*Call registered on 21.12.2017*

*The case study presented in this report was edited with the respect of confidentiality; personal data were protected*

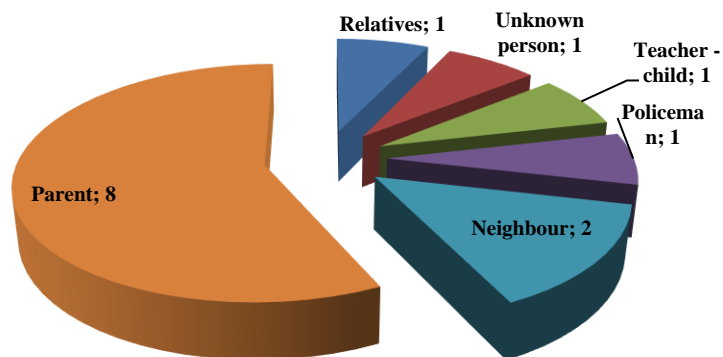
**Diagram 8.** Relationship abuser – child in cases of violence

**Diagram 8.1.** Relationship abuser – child in cases of physical and psychological violence



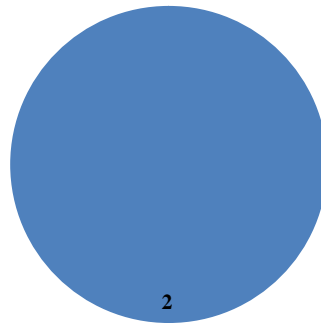
Psychological violence manifested through humiliation, swearing, obscene gestures addressed to children, comes firstly from parents/caregivers, then neighbours having a conflict with children's parents, and in a decreasing order from relatives, unknown people and specialists (psychological violence against the child from the side of the policeman that swore at the child) (to see Diagram 8.2).

**Diagram 8.2** *Relationship abuser – child in cases of psychological violence*



**Diagram 8.3** *Relationship abuser – child in cases of sexual violence*

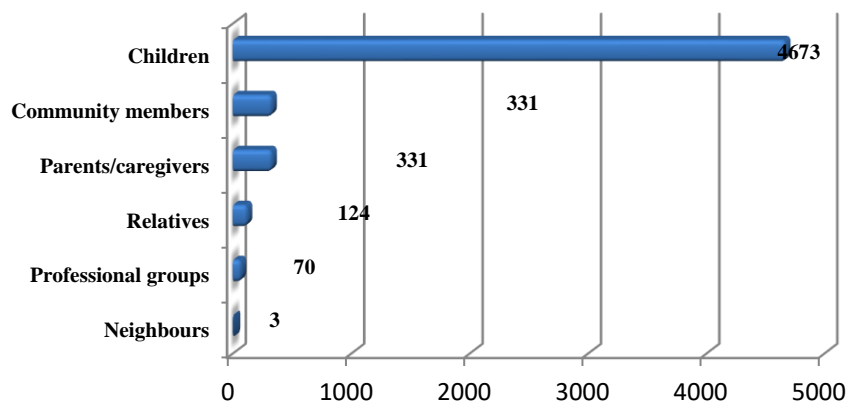
Unknown



## II. Profile of callers based on the criterion of age, gender, language, habitat environment. Source of knowledge about the Child Helpline

The profile of the callers of the Child Helpline includes the calls from children with a number of **4673** calls, followed by calls from adults from the community of the child, **331** (to see Diagram 9. *Profile of Child Helpline callers*). More frequently, the community members describe situations of children at risk. The parents and caregivers called **331** times. Relatives and professional groups called **124** times, and there were registered **70** calls from specialists. Specialists from the category professional groups speak about collaboration on referred cases or ask for collaboration in order to promote the Child Helpline services.

**Diagram 9. Profile of Child Helpline callers**



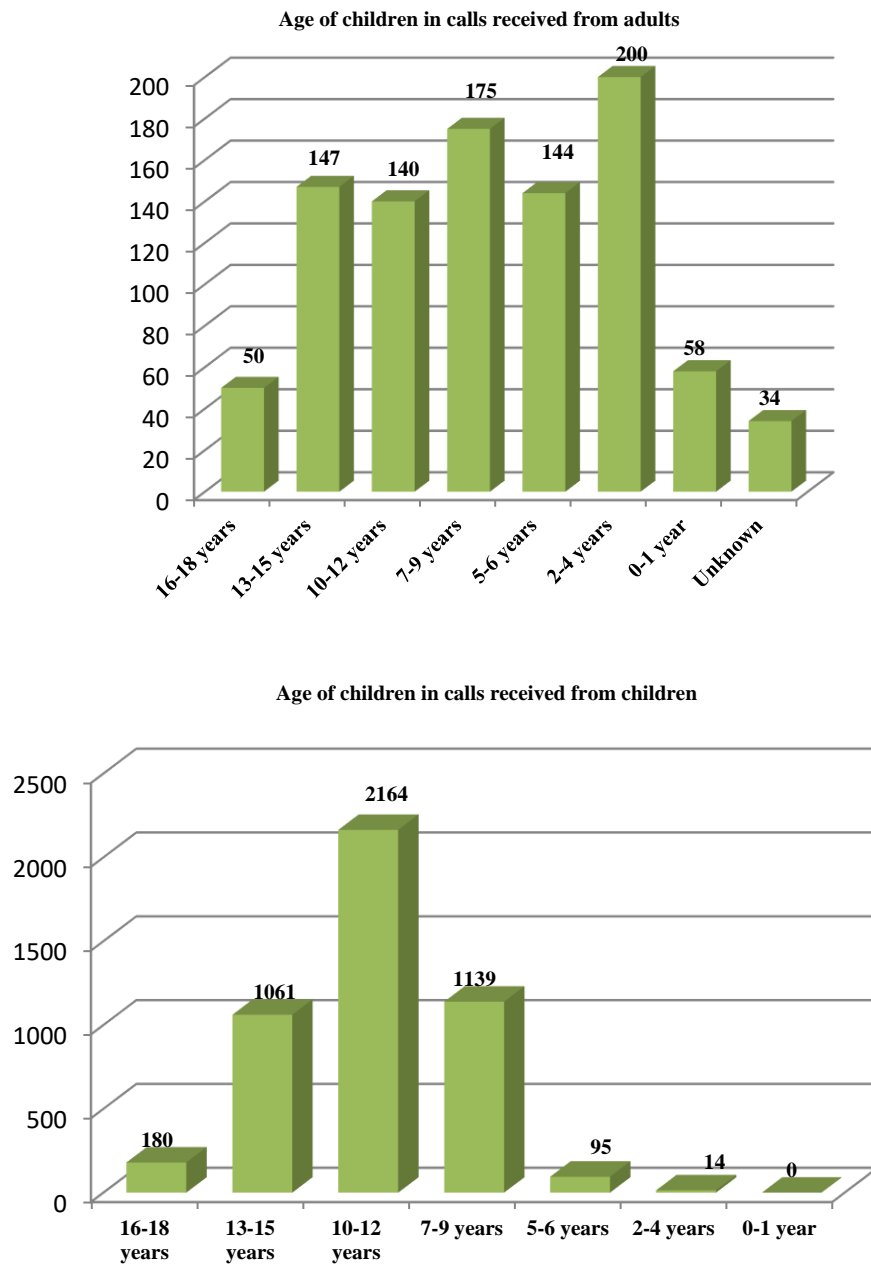
### *Paradigm of calls by the age of children targeted in calls*

During the year 2017, the paradigm of calls by the age of children targeted in calls received from adults and children remains the same. The most adult callers speak about the situation of children aged 10 - 12, **2 304** children, **1 314** children aged 7 – 9 came into the attention of the service. Also, **1**



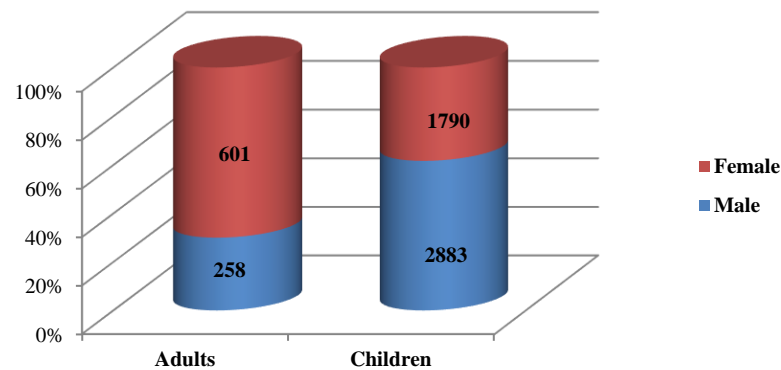
**208** children from the category of age 13 – 15, and **511** children aged around 6 (to see Diagram 10. *Profile of caller according the age*).

**Diagram 10.** *Profile of callers according the age*



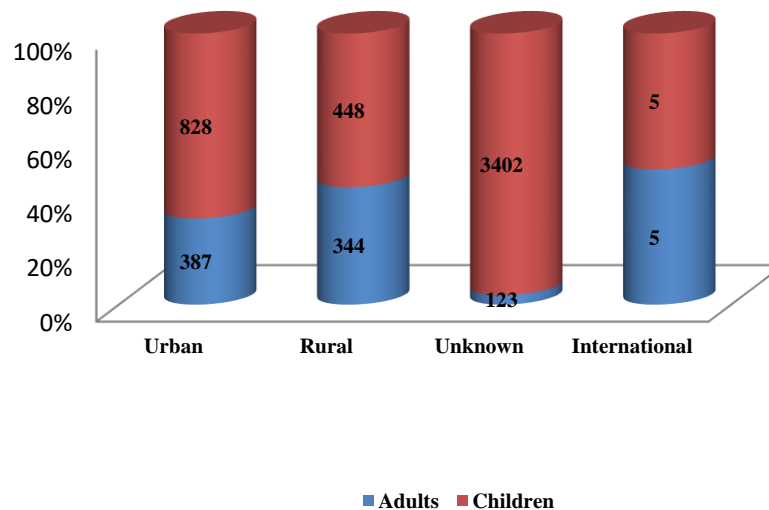


**Diagram 11.** *Profile of callers according the category of gender*



Adult callers are most often of feminine gender, **601** calls, among children, as well as the previous years, the most callers are of masculine gender **2883** (to see Diagram 11. *Profile of callers by category of gender*).

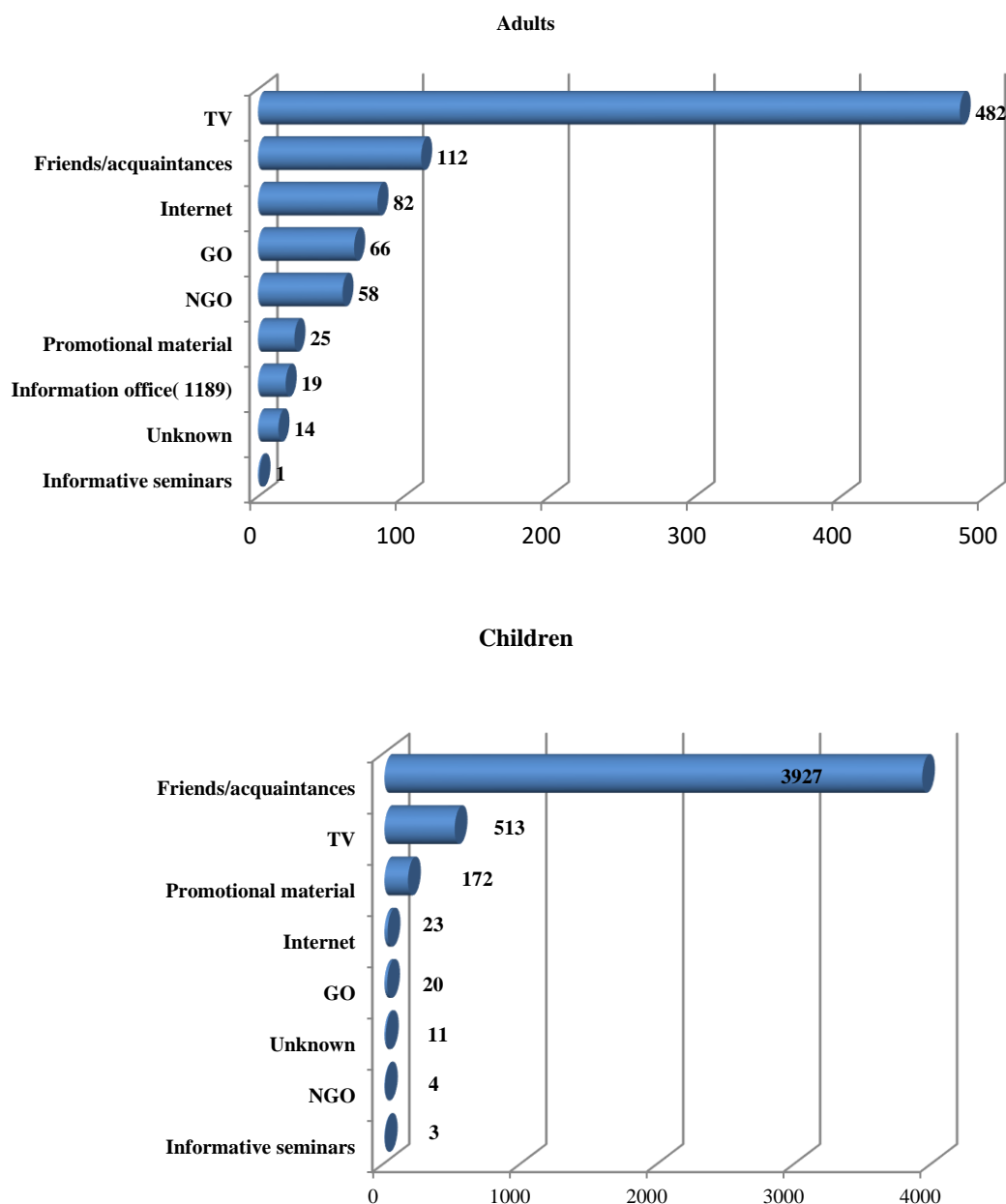
**Diagram 12.** *Profile of callers according the habitation environment*



As it was mentioned, from the whole number of calls at the Child Helpline, both from adults and children, there is a highest number of calls from the urban area. As the service has a skype address available from Monday to Friday (8:00 – 20:00), in 2017 there had been registered 10 calls from adults as well as children that received counseling being abroad in Romania, Italy, Russia (to see Diagram 12. *Profile of callers according the habitat environment*). From 10 calls received by skype, in 8 cases the callers are Moldavians being abroad. They found out about Child Helpline and its skype address, using the searching engine on Internet or communicating with relatives from Moldova. The requests of Moldavians from abroad referred to cases of neglect or violence against children.

Two skype requests came from Romanian citizens that mentioned that they had not managed to call Romanian Child Helpline, consequently they called the Child Helpline from Moldova to speak about problems bothering them. In the calls of Romanian citizens, in one case a girl teenager spoke about bad relationships with parents, school and friends. The second call referred to a love relationship between a boy from Romania and a girl from Moldova.

**Diagram 13.** *Source of knowledge about phone service 116 111*

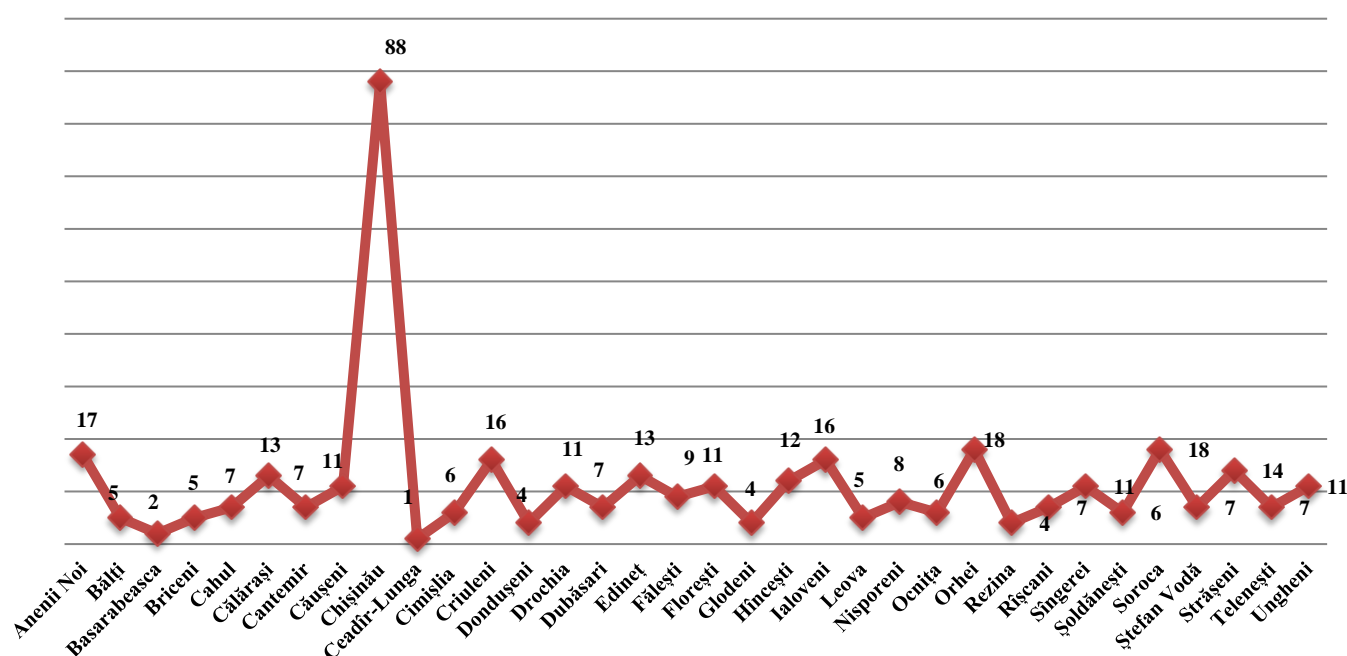




We see through the prism of calls received at the Child Helpline that adults got informed about the service most often by TV (482). However children got informed by their peers (3 927).

### Institutions where cases identified by the Child Helpline were referred to

During the reported period there were written and sent to authorities and institutions enabled in the child rights protection 589 referral sheets of presumed cases of violence, neglect, exploitation and trafficking in children, related to 2, 3 and more children in a case ( to see Diagram 14. *Geography of referral sheets sent in the territory*). Besides the sending of referral sheets based on the information from calls, the team of the service had made 805 phone interventions that had aimed to streamline the direct interventions of the institutions enabled in the child rights protection.



During the reported period there was observed an improvement of primary interventions from the side of authorities enabled in the child rights protection. When specialists receive a referral sheet of a presumed case of child rights violation, the initial evaluation of the situation is made in reasonable terms, although there are yet gaps in the in the work process.

Thus, there are known situations when after the initial evaluation, the mayor call up the members of the family to ask for written explanations of the incident (*for example, presumed case of violence against children and their mother from the side of the father*). Children deny problems in the presence of adults, thus they ask repeatedly for help from Child Helpline.

When there are more localities referred as habitation environment of parents, the authorities don't have a dialogue in order to establish where the parents are and work in common on the case, they transfer the responsibilities. In one of such situations the mayor requested for our intervention in

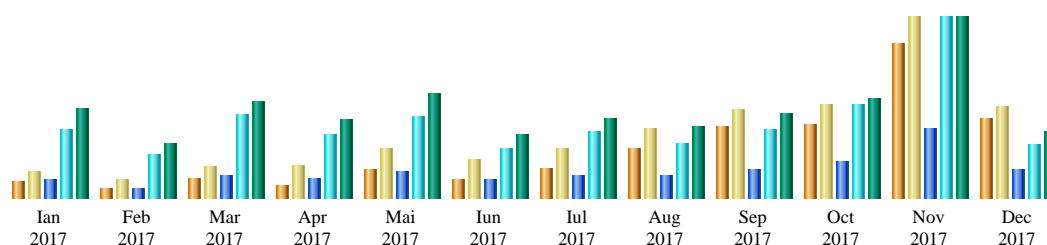
order to make a call in the locality where the mother with the child was and „make them work’’, it was meant to oblige the local tutelary authority and the team of specialists to collaborate on the case.

Another example, at the Child Helpline there was received a case of child neglect. After the interventions on the case, we were informed that the specialists knew about the situation of the child understanding its severity, but there were no actions because the mother of the child, the unique parent, could not be found. Thus, the problem of the child has remained unsolved. There were found out that the mother was staying in Chisinau, but there were not made any actions to find her or contact the tutelary local authority from Chisinau.

### III. Web page of the service Child Helpline. Data and figures.

The web page of the service Child Helpline 116 111 was launched in 2016. The articles have been inspired from the questions, problems that the callers had been addressing at the service 116 111. During the period January – December 2017, there were written and published 19 informative articles for adults (parents/caregivers) and children. The number of monthly accesses and other indicators for the informational portal can be seen in the table below.

Tabel1. Access dynamics of the web page [www.telefonulcopilului.md](http://www.telefonulcopilului.md) (January – December 2017)



Luna	Vizitatori unici	Numărul de vizite	Pagini	Accesări	Oceteți
Ian 2017	248	412	1,631	6,452	111.67 MB
Feb 2017	164	291	840	4,095	68.84 MB
Mar 2017	308	513	2,181	8,013	119.02 MB
Apr 2017	224	552	1,853	6,101	96.49 MB
Mai 2017	435	819	2,308	7,676	133.76 MB
Iun 2017	272	625	1,648	4,650	79.00 MB
Iul 2017	471	794	2,266	6,131	100.19 MB
Aug 2017	794	1,146	2,174	5,325	89.07 MB
Sep 2017	1,152	1,436	2,532	6,354	107.69 MB
Oct 2017	1,214	1,514	3,385	8,913	125.02 MB
Nov 2017	2,547	2,962	6,642	17,208	227.59 MB
Dec 2017	1,307	1,486	2,548	5,130	82.73 MB
Total	9,136	12,550	30,008	86,048	1.31 GB

Users accessed the web page [www.telefonulcopilului.md](http://www.telefonulcopilului.md) from the following countries: Moldova, Ukraine. Romania, also U.S.A., Spain, Czech Republic, etc.

#### **IV. Conclusions and recommendations**

- Professional groups continue asking for support in assisting children with deviant behaviour. The lack of qualified psychologists and specialized services for these children, make parents, community members and even specialists opt for the isolation of children in closed type centres. Thus, according their opinion these children will be protected from external risks, because most of them are smoking, using alcohol, living in unprotected environments, being involved in theft, etc.
- Sexual violence against of 12 – 14 year old children is approached through the prism of gender stereotypes. Girls are considered to be the ones who induce the abuse, therefore it is their own fault.
- Physical and psychological violence against children in pre-school and school institutions underline the deficiency of teachers in applying constructive friendly – positive methods of education. Specialists that have the responsibility to work on cases where the abuser is a school teacher, mention that applying disciplinary methods would lead to the dismissal of all teachers, and to another problem, already existing, lack of school staff.
- Parents in a divorce process are using children to solve their problems, and involving lawyers, psychologists from private institutions to prove that the other parent is bad, careless and violent with the child. These actions affect emotionally the child and make them pass more difficult through the situation of separation with one parent.
- Parents of teenagers speak about the need to be informed and supported, even educated to speak with teenagers.
- The number of web page accesses highlights the fact that few people know about the informational portal. Technical problems that had appeared at the end of year 2017, decreased the number of the portal access.

##### ***Recommendations***

- ✓ Elaboration of long-term programmes/services for children involved in begging and children with deviant behaviour. Working with family and building competences necessary for the specialists to work with these children and their families.



- ✓ Elaboration of programmes of detoxification, long-term therapy for parents using alcohol, abusing and neglecting their children on the grounds of substance consuming.
- ✓ Running meetings and instructive sessions for specialists to teach them approach sexually abused children.
- ✓ Elaboration of programmes with positive educational methods both in schools and kindergartens.
- ✓ Involvement of the mediation institution in conflicts between divorcing or separating parents. The mediator can contribute to solve the conflict between parents.
- ✓ Need to expedite the solving of technical problems and the ones of Internet connection, thus the web page remains functional.
- ✓ Organization of informational and sensitization campaigns for children and large public in order to promote the Child Helpline service.