



Special Eurobarometer 387

HARMONISED NUMBERS FOR SERVICES OF SOCIAL VALUE - 116

REPORT

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This survey has been requested by the European Commission, Directorate-General Information Society and Media and co-ordinated by Directorate-General for Communication.

http://ec.europa.eu/public_opinion/index_en.htm

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Special Eurobarometer 387 / Wave EB77.2 – TNS Opinion & Social

Special Eurobarometer 387

**Harmonised numbers for services
of social value - 116**

Conducted by TNS Opinion & Social at the request of
the European Commission,
Directorate-General Information Society and Media

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Research and Speechwriting" Unit)

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INTRODUCTION

The European Commission initiated the 116 numbering range in 2007¹ by requiring Member States **to reserve all six-digit telephone numbers starting with 116 for services of social value**. The purpose of the 116 numbers is **to give EU citizens a common set of free telephone numbers that they can use when in need or distress**, irrespective of where they happen to be within the EU².

The 116 numbers designated so far are: 116 000, the missing children hotline; 116 006, the helpline for victims of crime; 116 111, the children's helpline; 116 117, for nonemergency medical on-call services; and 116 123, the emotional support helpline. The selected services tie in with wider EU objectives aimed at improving the wellbeing of European citizens, such as the European strategy for children's rights in the case of 116 111.

The first three numbers were introduced in 2007, and two additional numbers in 2009, two of them functioning in the majority of the 27 EU Member States, while one is not yet operational in any Member States, and two in just a few. As of November 2011, 17 countries were operating the 116 111 number and the 116 000 number. However, 116 123 was functional in only ten Member States³, with 116 006 working in just three countries and 116 117 not yet implemented anywhere.

The amendments to the Universal Service Directive in the revised regulatory framework introduced a new Article 27a containing specific requirements relating inter alia to the implementation, awareness and promotion of 116 numbers. In April 2012, the Commission launched a new 116 website that aims to complement the awareness efforts of Member States, helpline providers and other stakeholders, and to provide a focal point for information on 116 to citizens.⁴

This report details the results of **the second wave** of a survey first conducted in April-May 2011. Thus, for the first time, trend analysis is possible, enabling the reader to assess how the uptake of the 116 numbers has moved forward over the past year.

¹ 2007/116/EC: Commission Decision of 15 February 2007 on reserving the national numbering range beginning with 116 for harmonised numbers for harmonised services of social value, OJ L 49, 17.2.2007, p. 30-33

² Further information on the introduction of single-European numbers and services can be found at: http://ec.europa.eu/information_society/policy/ecommm/current/pan_european/index_en.htm.

³ Partially functional in Greece

⁴ http://ec.europa.eu/information_society/activities/116/index_en.htm

The data gathered here should help the **European Commission's Directorate General for Information Society and Media (DG INFSO)** to form an impression of the effectiveness of the project to make these numbers widely known across the EU, as well as to identify those Member States which have been less successful so far in publicising the numbers.

This survey was carried out by TNS Opinion & Social network in the 27 Member States of the European Union between **10th and 25th March 2012**. **26,593 respondents** from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of Directorate General Information Society and Media. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Research and Speechwriting" Unit)⁵. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals⁶.

The study will provide detailed analysis of the way in which the usefulness of the various 116 services is perceived across the EU. It will assess whether people feel they have sufficient information about the helplines and hotlines available to them, and examine how well-informed EU citizens are about those services and the organisations that deliver them. It will also explore the extent to which people know which numbers to call in the event of a problem, and gauge how many Europeans have called hotlines and helplines in the past. The survey also provides demographic analysis to help understand how some sections of European society view hotlines and helplines differently from others. The statistical breakdowns include: male/female; age range; the impact of education levels; household composition; mobile phone users versus landline users; and a range of other socio-economic factors.

⁵ http://ec.europa.eu/public_opinion/index_en.htm

⁶ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
CZ	Czech Republic	LU	Luxembourg
BG	Bulgaria	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus***	FI	Finland
LT	Lithuania	SE	Sweden
		UK	The United Kingdom
EU27	European Union – 27 Member States		
EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI*		
NMS12	BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SL, SK**		
EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK		

* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007

** The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements

*** Cyprus as a whole is one of the 27 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU27 average.

* * * * *

We wish to thank the people throughout the European Union who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

MAIN FINDINGS

A large majority of Europeans believe that single free numbers for services of social value in the European Union are useful:

- A large majority of EU citizens think that all five services provided via 116 hotlines and helplines are useful, ranging from the 91% of respondents who think that a single number for hotlines for missing children is useful to the 80% who think that a single number for non-emergency medical on-call service helplines is useful.
- Even for the number with the relatively lowest support only a fifth of respondents (18%) think that a single number for non-emergency medical on-call service helplines is not very or not at all useful, with 15% saying the same thing about a single number for emotional support helplines.
- The number of respondents who regard a single number for hotlines for missing children as useful has remained the same. However, the number of people saying this has fallen in the other four categories since 2011.

There remain very few Europeans who are aware of the different harmonised numbers for services of social value:

- In all types of situation that the 116 services seek to address, far more respondents would call 112 or another national number than would call a 116 number.
- The proportion of respondents who say they don't know which number they would call has fallen significantly since 2011. However, large numbers of people still do not know which numbers to call in various situations.
- In the case of a missing child, 8% of respondents in the 15 countries that operate a missing children's hotline say they would call a 116 number.

Only a quarter of EU respondents think that enough is being done to help disabled users to contact 116 services:

- 26% say enough is being done to help disabled users, down from the 29% who thought enough was being done in 2011.
- An absolute majority of respondents in 20 Member States say that not enough is being done.

Most respondents question whether people are being adequately informed about the existence of 116 helpline and hotlines:

- Only 20% of EU respondents agree that people in their country are adequately informed, down slightly compared with 2011.

While awareness of the 116 initiative is still generally quite low, it has increased substantially since 2011:

- A sixth of respondents (17%) now say they have heard of the initiative, an increase compared with the 13% who said this in 2011.
- In 15 Member States at least 20% of respondents say that they have heard of the 116 initiative. Country-level awareness ranges from 33% in Belgium to 7% in Denmark and Sweden.
- No Member States experienced a negative evolution since 2011 in terms of the number of people aware of the initiative. Very positive evolutions, i.e. an evolution of six percentage points or higher, were witnessed in 11 countries.
- Most people who heard about the 116 initiative heard about it via television: 65% say this, compared with 24% who read about it in a newspaper, the next most common source of information about 116.

Awareness that 116 numbers are available in other Member States has fallen slightly since 2011:

- 43% of respondents aware of the initiative know that 116 numbers work in other Member States, a slight fall compared with the 45% who said they were aware of this in 2011.
- Awareness of the availability of these numbers in other EU Member States ranges from 63% in Bulgaria and Cyprus to 20% in the UK.

However, awareness of at least one organisation or service provider that offers a 116 service has risen in most countries since 2011:

- Country-level awareness of at least one provider ranges considerably, from 89% in Sweden to 3% in Spain.
- A positive evolution can be observed in 20 of the 25 Member States that currently offer 116 services.
- Slovenia (+65 points), the Netherlands (+44 points) and Hungary (+43 points) witnessed very positive evolutions in the awareness of respondents.

I. USEFULNESS OF HARMONISED NUMBERS FOR SERVICES OF SOCIAL VALUE

1. USEFULNESS OF HARMONISED NUMBERS FOR SERVICES OF SOCIAL VALUE

- A clear majority of respondents think that single numbers are very useful for missing children hotlines, child helplines and helplines for victims of crime, though single numbers for emotional helplines and non-emergency medical service helplines are generally viewed as being somewhat less useful –

All EU respondents were asked to evaluate the usefulness of the five 116 hotlines and helplines under discussion⁷. Compared with the results from the 2011 wave of the survey, the 2012 data show that the degree of usefulness as estimated by European citizens has remained constant in the case of a single number for hotlines for missing children, dropped slightly in the cases of a single number for child helplines, helplines for victims of crime and emotional support helplines, and fallen more markedly in the case of a single number for non-emergency medical service helplines.

Two-thirds (67%) of respondents consider a free Europe-wide single number for **hotlines for missing children** to be very useful, while just under a quarter (24%) say that they regard this type of service as fairly useful. Just 5% say a single number for hotlines for missing children is not very useful, with 2% saying it is not at all useful. These results are the same as those obtained in the 2011 survey.

Two-thirds (66%, -2 points compared with 2011) of respondents also think that a free Europe-wide single number for **child helplines** is very useful, with nearly a quarter (24%, +1 point) saying it is fairly useful. Just 6% (+1 point) consider a single number for child helplines to be not very useful, while 2% say that it is not at all useful.

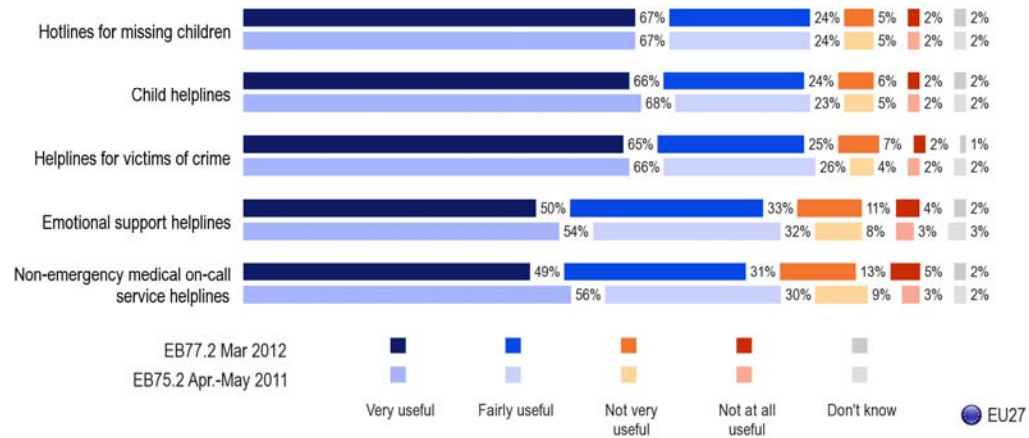
Nearly two-thirds (65%, -1 point) of respondents think that a free Europe-wide single number for **helplines for victims of crime** is very useful, with a quarter (25%, -1 point) saying it is fairly useful. A small minority (7%, +3 points) thinks a single number for helplines for victims of crime is not be very useful, while 2% argue it is not at all useful.

Half of all EU respondents (50%, -4 points) say that a free Europe-wide single number for **emotional support helplines** is very useful, with a third (33%, +1 point) arguing that such a number is fairly useful. A tenth of respondents (11%, +3 points) think that a single number for emotional support helplines is not very useful, with 4% (+1 point) considering it to be not at all useful.

⁷ QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...Possible answers: very useful; fairly useful; not very useful; not at all useful; don't know.

Just under half of all respondents (49%, -7 points) say that a free Europe-wide single number for **non-emergency medical on-call service helplines** is very useful, while three respondents in 10 (31%, +1 point) think it is fairly useful. One in eight respondents (13%, +4 points) think this kind of number is not very useful, while 5% (+2 points) say it is not at all useful.

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



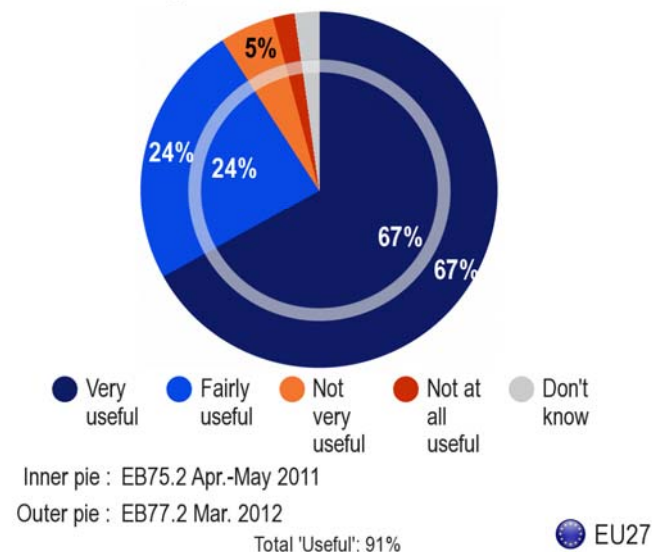
1.1 A free Europe-wide single number for hotlines for missing children

- The perceived usefulness of a single number for hotlines for missing children has generally remained stable, with just two countries experiencing very negative evolutions –

Overall, 91% of respondents think that a free Europe-wide single number for **hotlines for missing children** is useful, with 67% regarding this service as being very useful⁸. These opinions have remained very stable since 2011. There is a notable difference between the opinions of EU15 and NMS12 respondents on this point: while 95% of NMS12 respondents think that a free Europe-wide single number for hotlines for missing children is useful, only 89% of those on the EU15 say the same thing.

QB6.1. For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

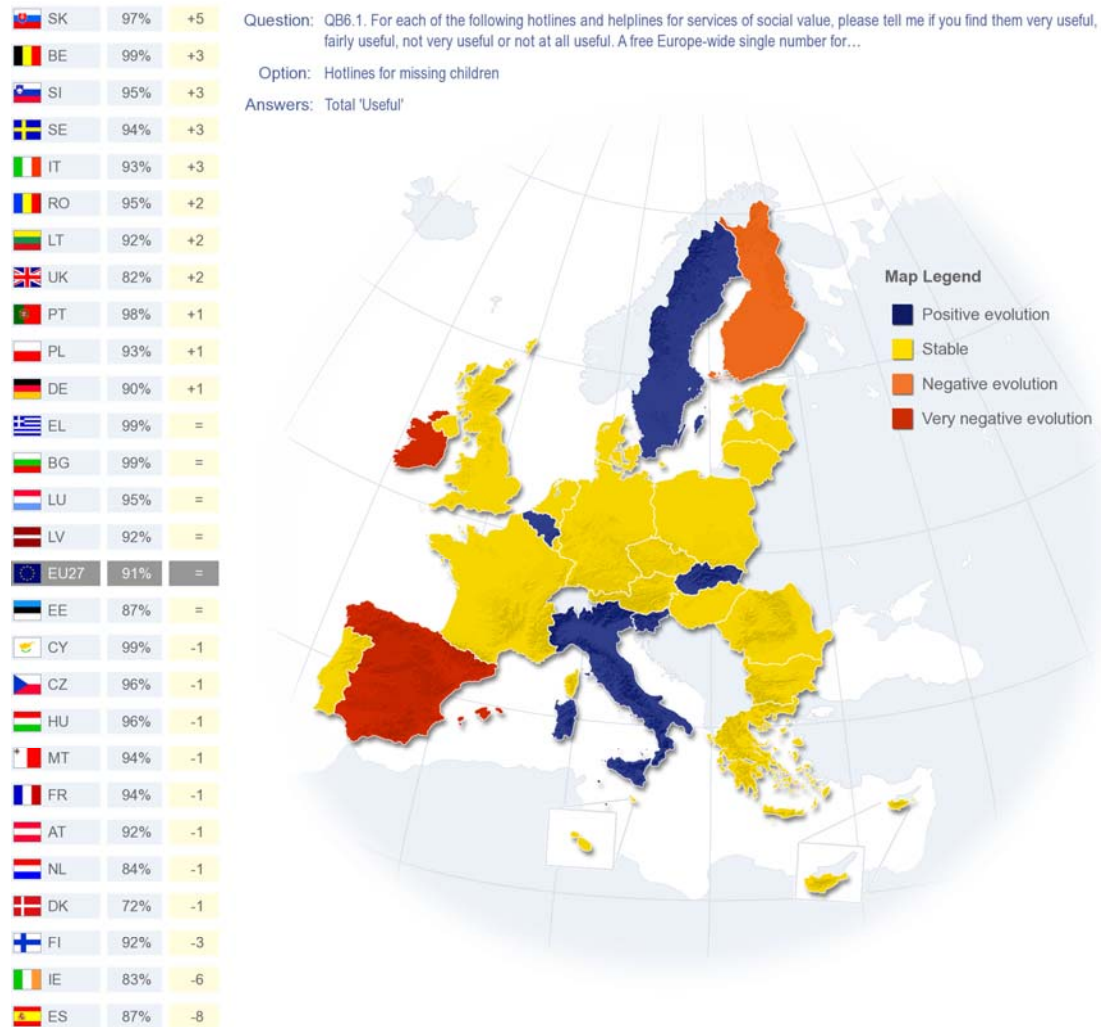
Hotlines for missing children



At individual country level, there are wide variations in the perceptions of the usefulness of a single number for hotlines for missing children. For example, almost all respondents regard this service as useful in Belgium, Bulgaria, Cyprus and Greece (all 99%). But in six Member States less than 90% of respondents say a single number for this type of service is useful: Denmark (72%), the UK (82%), Ireland (83%), the Netherlands (84%), Estonia (87%) and Spain (87%). The proportion of respondents who say that a single number for hotlines for missing children is not useful is highest in Denmark (26%), the Netherlands (15%) and the UK (14%).

⁸ QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...hotlines for missing children. Possible answers: very useful; fairly useful; not very useful; not at all useful; don't know.

Compared with the 2011 survey, positive evolutions⁹ in terms of the perceived usefulness of a single number for hotlines for missing children was observed in five countries: Slovakia (97%, +5 points), Belgium (99%, +3 points), Slovenia (95%, +3 points), Sweden (94%, +3 points), and Italy (93%, +3 points). The results were stable in 19 countries. A negative evolution was seen in one Member State, namely Finland (92%, -3 points). Very negative evolutions occurred in two countries: Spain (87%, -8 points) and Ireland (83%, -6 points).



Evolution EB77.2 (Mar.2012) - EB75.2 (Apr.- May 2011)

⁹ 'Stable' covers countries in which the results were within two percentage points of the 2011 results. A positive or negative evolution covers changes of between three and five percentage points. A very negative evolution refers to a drop of six percentage points or more.

The socio-demographic data show that:

- Women are somewhat more likely than men to regard a single number for hotlines for missing children as very useful, by a margin of 70% to 64%. Overall 92% of women view this service as useful, compared with 90% of men.
- Respondents who left school at a younger age are more inclined to say that a single number for hotlines for missing children is useful. While 92% of people who left education aged 19 or under say it is useful, only 87% of those who finished their education at 20 or over regard a single number as useful.
- The respondents' occupation scale shows that house persons, i.e. respondents not working and staying at home (93%) are the most likely to regard a single number for hotlines for missing children as useful, while managers (85%) are the least likely to take this view.
- Respondents who have heard of the 116 initiative are more likely to believe that a single number for hotlines for missing children is useful than those who have not heard of the initiative, by a margin of 96% to 90%. They are also more likely to say it is very useful (78% vs. 65%).
- Individuals who heard about the 116 initiative through certain media sources are more likely to think that a single number for hotlines for missing children is something useful. This includes those who heard about it through television (97%, vs. 90% for those who did not hear about 116 by this means), the internet (96% vs. 91%) and public displays (98% vs. 91%).

QB6.1 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Hotlines for missing children							
	Very useful	Fairly useful	Not very useful	Not at all useful	Don't Know	Total 'Useful'	Total 'Not useful'
EU27	67%	24%	5%	2%	2%	91%	7%
Sex							
Male	64%	26%	6%	2%	2%	90%	8%
Female	70%	22%	5%	2%	1%	92%	7%
Education (End of)							
15-	67%	25%	4%	2%	2%	92%	6%
16-19	70%	22%	4%	2%	2%	92%	6%
20+	63%	24%	8%	3%	2%	87%	11%
Still studying	64%	28%	6%	1%	1%	92%	7%
Respondent occupation scale							
Self-employed	66%	23%	6%	2%	3%	89%	8%
Managers	62%	23%	9%	4%	2%	85%	13%
Other white collars	68%	23%	5%	2%	2%	91%	7%
Manual workers	69%	22%	5%	2%	2%	91%	7%
House persons	69%	24%	4%	1%	2%	93%	5%
Unemployed	67%	25%	4%	2%	2%	92%	6%
Retired	68%	24%	4%	2%	2%	92%	6%
Students	64%	28%	6%	1%	1%	92%	7%
Heard of '116' initiative							
Yes	78%	18%	2%	1%	1%	96%	3%
Non	65%	25%	6%	2%	2%	90%	8%
Info. source: Television							
Yes	81%	16%	2%	1%	-	97%	3%
Non	65%	25%	6%	2%	2%	90%	8%
Info. source: Internet							
Yes	80%	16%	3%	1%	-	96%	4%
Non	67%	24%	5%	2%	2%	91%	7%
Info. source: Public displays							
Yes	85%	13%	1%	1%	-	98%	2%
Non	67%	24%	5%	2%	2%	91%	7%

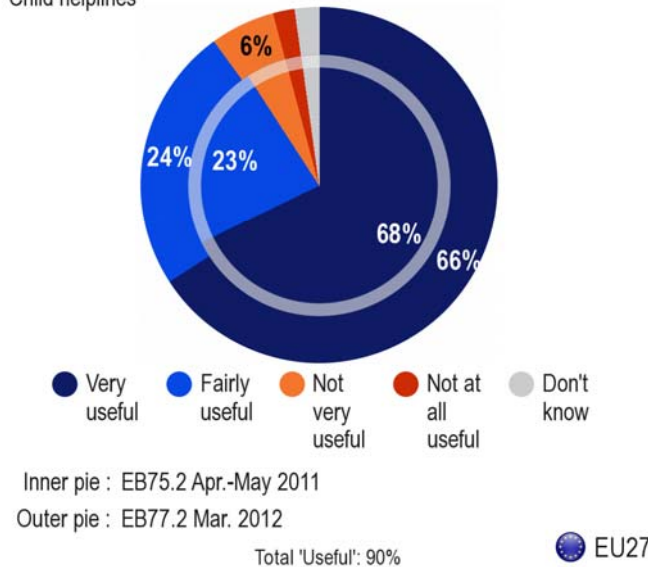
1.2 A free Europe-wide single number for child helplines

- The perceived usefulness of a single number for child helplines has generally remained stable, though three countries experienced very negative evolutions –

Altogether, 90% of European respondents think that a free Europe-wide single number for **child helplines** is useful, with 66% regarding this service as being very useful¹⁰. This is a slight drop compared with 2011, when 91% regarded a single number for child helplines as useful, and 68% regarded it as very useful.

QB6.3. For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

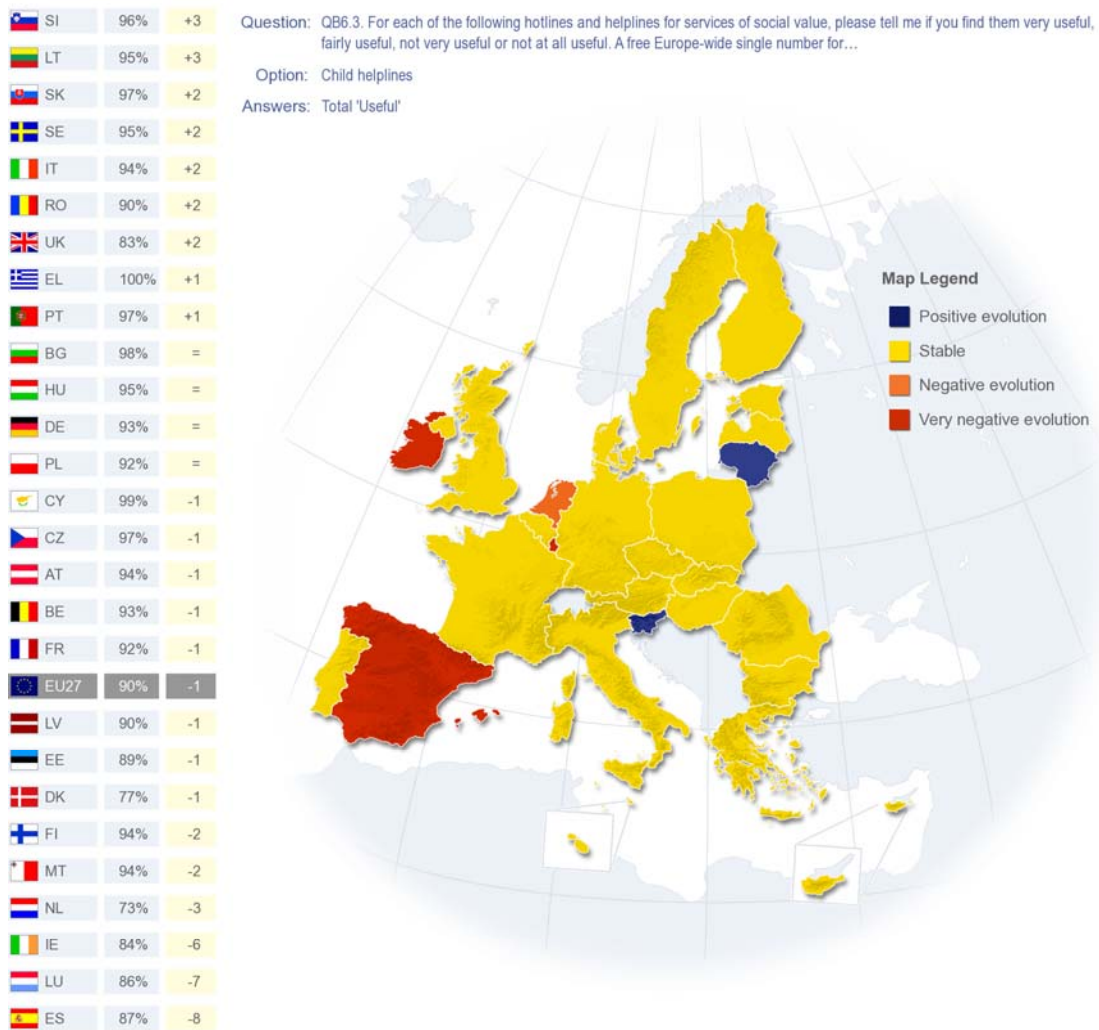
Child helplines



At individual country level, a single number for child helplines is again seen as useful by almost all respondents in Greece (100%), Cyprus (99%) and Bulgaria (98%). At the other end of the scale, less than 80% of respondents in the Netherlands (73%) and Denmark (77%) feel that a single number is useful for this type of service. The proportion of respondents who say that a single number for child helplines is not useful is highest in the Netherlands (26%), Denmark (21%), and the UK (14%).

¹⁰ QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for child helplines. Possible answers: very useful; fairly useful; not very useful; not at all useful; don't know.

Compared with the 2011 survey, a positive evolution in terms of the perceived usefulness of a single number for child helplines was recorded in two countries: Slovenia (96%, +3 points) and Lithuania (95%, +3 points). The level of perceived usefulness remained stable in 21 countries. A negative evolution was seen in one Member State, the Netherlands (73%, -3 points). Very negative evolutions were seen in three EU countries: Spain (87%, -8 points), Luxembourg (86%, -7 points) and Ireland (84%, -6 points).



Evolution EB77.2 (Mar.2012) - EB75.2 (Apr.-May 2011)

The socio-demographic data show that:

- Women are somewhat more likely than men to say that a single number for child helplines is very useful, by a margin of 69% to 63%. Overall, 92% of women find this kind of number to be useful, compared with 89% of men.
- Respondents who left school earlier are more inclined to say that a single number for child helplines is useful. While 92% of people who left education aged 19 or below say that this service is useful, only 87% of those who finished their education at 20 or over say the same thing.
- The respondents' occupation scale suggests that house persons (93%) are again the most likely to regard a single number for this type of service as useful, while managers (86%) are again the least likely to say this.
- Respondents who have heard of the 116 initiative are more likely to consider a single number for child helplines to be useful than those who have not heard of the initiative, by a margin of 97% to 89%. They are also more likely to say it is very useful (78% vs. 64%).
- Individuals who heard about the 116 initiative through certain media sources are more likely to regard a single number for child helplines as a useful service. This includes those who heard about it through television (97%, vs. 90% for those who did not hear about 116 in this way), the internet (96% vs. 90%) and public displays (97% vs. 90%).

QB6.3 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Child helplines

	Very useful	Fairly useful	Not very useful	Not at all useful	DK	Total 'Useful'	Total 'Not useful'
EU27	66%	24%	6%	2%	2%	90%	8%
Sex							
Male	63%	26%	7%	2%	2%	89%	9%
Female	69%	23%	5%	2%	1%	92%	7%
Education (End of)							
15-	68%	24%	4%	2%	2%	92%	6%
16-19	69%	23%	5%	2%	1%	92%	7%
20+	61%	26%	8%	3%	2%	87%	11%
Still studying	63%	27%	7%	2%	1%	90%	9%
Respondent occupation scale							
Self-employed	68%	22%	6%	2%	2%	90%	8%
Managers	61%	25%	9%	3%	2%	86%	12%
Other white collars	67%	25%	5%	2%	1%	92%	7%
Manual workers	68%	23%	6%	2%	1%	91%	8%
House persons	69%	24%	4%	2%	1%	93%	6%
Unemployed	64%	26%	6%	2%	2%	90%	8%
Retired	67%	24%	5%	2%	2%	91%	7%
Students	63%	27%	7%	2%	1%	90%	9%
Heard of '116' initiative							
Yes	78%	19%	2%	1%	-	97%	3%
Non	64%	25%	7%	2%	2%	89%	9%
Info. source: Television							
Yes	80%	17%	2%	1%	-	97%	3%
Non	65%	25%	6%	2%	2%	90%	8%
Info. source: Internet							
Yes	80%	16%	2%	2%	-	96%	4%
Non	66%	24%	6%	2%	2%	90%	8%
Info. source: Public displays							
Yes	80%	17%	2%	1%	-	97%	3%
Non	66%	24%	6%	2%	2%	90%	8%

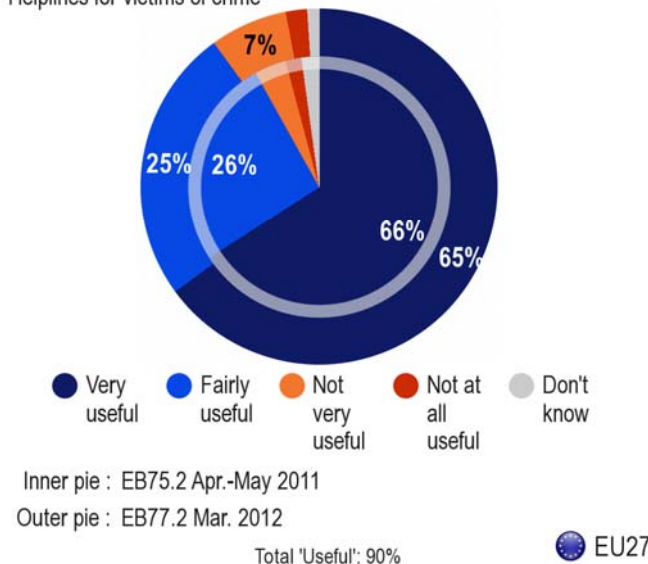
1.3 A free Europe-wide single number for helplines for victims of crime

- The perceived usefulness of a single number for helplines for victims of crime has remained stable overall, with four countries seeing negative or very negative evolutions –

A total of 90% of European citizens think that a free Europe-wide single number for **helplines for victims of crime** is useful, with 65% regarding this service as being very useful¹¹. This is a slight overall drop compared with 2011, when 92% regarded a single number for helplines for victims of crime as useful. The proportion who see this number as very helpful has remained relatively stable since last year (-1 point). There is some variation between EU15 and NMS12 responses on this issue. Whereas 94% of NMS12 respondents regard a single number for helplines for victims of crime as something useful, only 89% of their EU15 counterparts do so.

QB6.2. For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

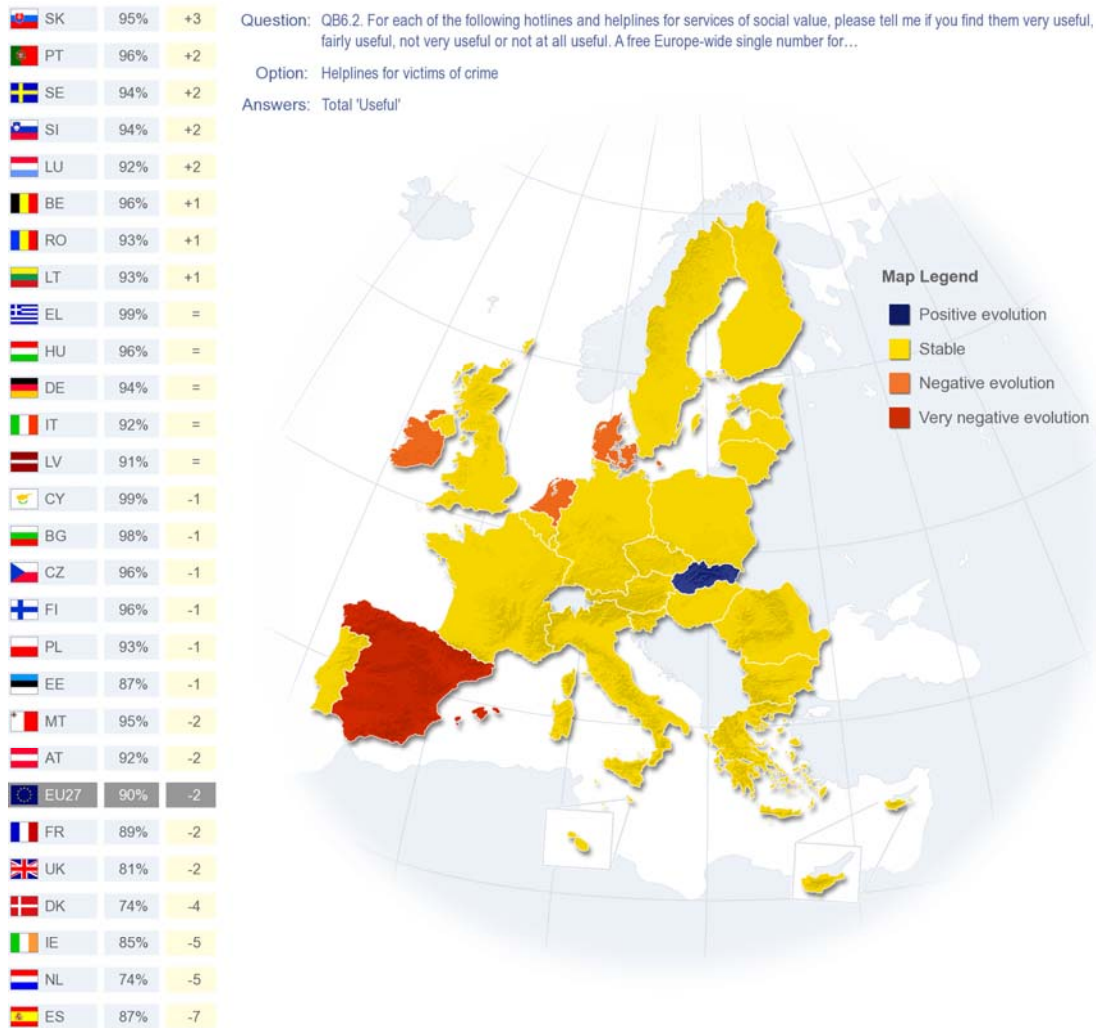
Helplines for victims of crime



At individual country level, a single number for helplines for victims of crime is seen as useful by almost all respondents in Greece (99%), Cyprus (99%) and Bulgaria (98%), as seen in the previous two cases. However, as seen already in the case of child helplines, less than 80% of respondents in Denmark (74%) and the Netherlands (74%) think that a single number is useful for helplines for victims of crime. The proportion of respondents who say that a single number for child helplines is not useful is highest in the Netherlands (25%), Denmark (24%), and the UK (16%).

¹¹ QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...helplines for victims of crime. Possible answers: very useful; fairly useful; not very useful; not at all useful; don't know.

Compared with the 2011 wave of the survey, a positive evolution in terms of the perceived usefulness of a single number for helplines for victims of crime was recorded in only one Member State: Slovakia (95%, +3 points). The level of perceived usefulness remained stable in 22 countries. Negative evolutions were seen in three Member States: the Netherlands (74%, -5 points), Ireland (85%, -5 points), and Denmark (74%, -4 points). Very negative evolutions were recorded in one country: Spain (87%, -7 points).



Evolution EB77.2 (Mar.2012) - EB75.2 (Apr.-May 2011)

Analysis of the socio-demographic data shows that:

- As seen in the previous two cases, female respondents are somewhat more likely than male respondents to argue that a single number for helplines for victims of crime is very useful, by a margin of 67% to 61%. Overall 91% of women regard this kind of number as useful, compared with 88% of men.
- Respondents who left school at a younger age are more inclined to say that a single number for helplines for victims of crime is something useful. While 91-92% of people who left education aged 19 or below say that this kind of number is useful, only 86% of those who finished their education at 20 or over say the same thing.
- As in the previous two cases, the respondents' occupation scale shows that house persons (93%) are the most likely to say that a single number for helplines for victims of crime is useful, while managers (85%) are again the least likely to say this.
- Respondents who have heard of the 116 initiative are more likely to say that a single number for helplines for victims of crime is useful than those who have not heard of the initiative, by a margin of 95% to 89%. They are also more likely to say it is very useful (75% vs. 62%).
- Individuals who heard about the 116 initiative through some specific media sources are more likely to regard a single number for helplines for victims of crime as a useful service. This includes those who heard about it through television (96%, vs. 89% for those who did not hear about the 116 initiative in this way), the internet (94% vs. 90%) and public displays (96% vs. 89%).

QB6.2 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Helplines for victims of crime

	Very useful	Fairly useful	Not very useful	Not at all useful	DK	Total 'Useful'	Total 'Not useful'
EU27	65%	25%	7%	2%	1%	90%	9%
Sex							
Male	61%	27%	7%	3%	2%	88%	10%
Female	67%	24%	6%	2%	1%	91%	8%
Education (End of)							
15-	66%	26%	5%	1%	2%	92%	6%
16-19	67%	24%	6%	2%	1%	91%	8%
20+	59%	27%	9%	3%	2%	86%	12%
Still studying	62%	27%	8%	2%	1%	89%	10%
Respondent occupation scale							
Self-employed	63%	26%	7%	2%	2%	89%	9%
Managers	58%	27%	10%	3%	2%	85%	13%
Other white collars	66%	25%	6%	2%	1%	91%	8%
Manual workers	66%	24%	6%	3%	1%	90%	9%
House persons	68%	25%	4%	2%	1%	93%	6%
Unemployed	63%	26%	8%	1%	2%	89%	9%
Retired	66%	25%	5%	2%	2%	91%	7%
Students	62%	27%	8%	2%	1%	89%	10%
Heard of '116' initiative							
Yes	75%	20%	3%	1%	1%	95%	4%
Non	62%	27%	7%	2%	2%	89%	9%
Info. source: Television							
Yes	78%	18%	2%	1%	1%	96%	3%
Non	63%	26%	7%	2%	2%	89%	9%
Info. source: Internet							
Yes	75%	19%	4%	1%	1%	94%	5%
Non	64%	26%	7%	2%	1%	90%	9%
Info. source: Public displays							
Yes	79%	17%	2%	2%	-	96%	4%
Non	64%	25%	7%	2%	2%	89%	9%

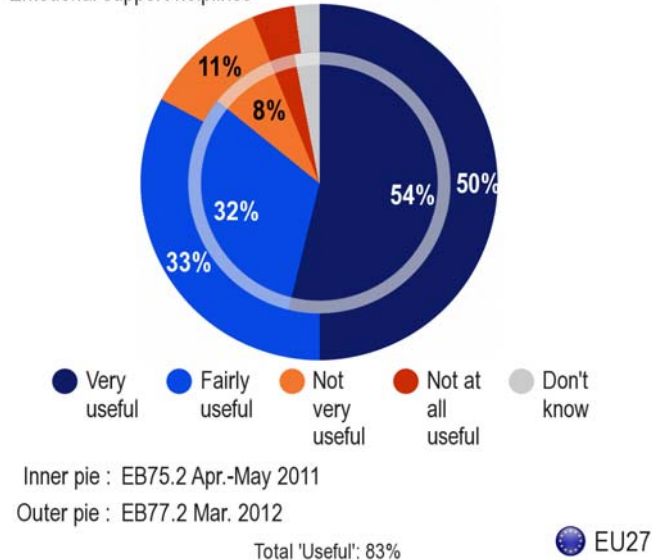
1.4 A free Europe-wide single number for emotional support helplines

- The perceived usefulness of a single number for emotional support helplines has fallen slightly at EU level and very negatively in three countries –

Over eight out of 10 (83%) European citizens say that a free Europe-wide single number for **emotional support helplines** is in their view a useful service, with 50% regarding it as being very useful¹². This is a slight fall compared with 2011, when 86% regarded a single number for emotional support helplines as useful, and 54% regarding it as being very useful.

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

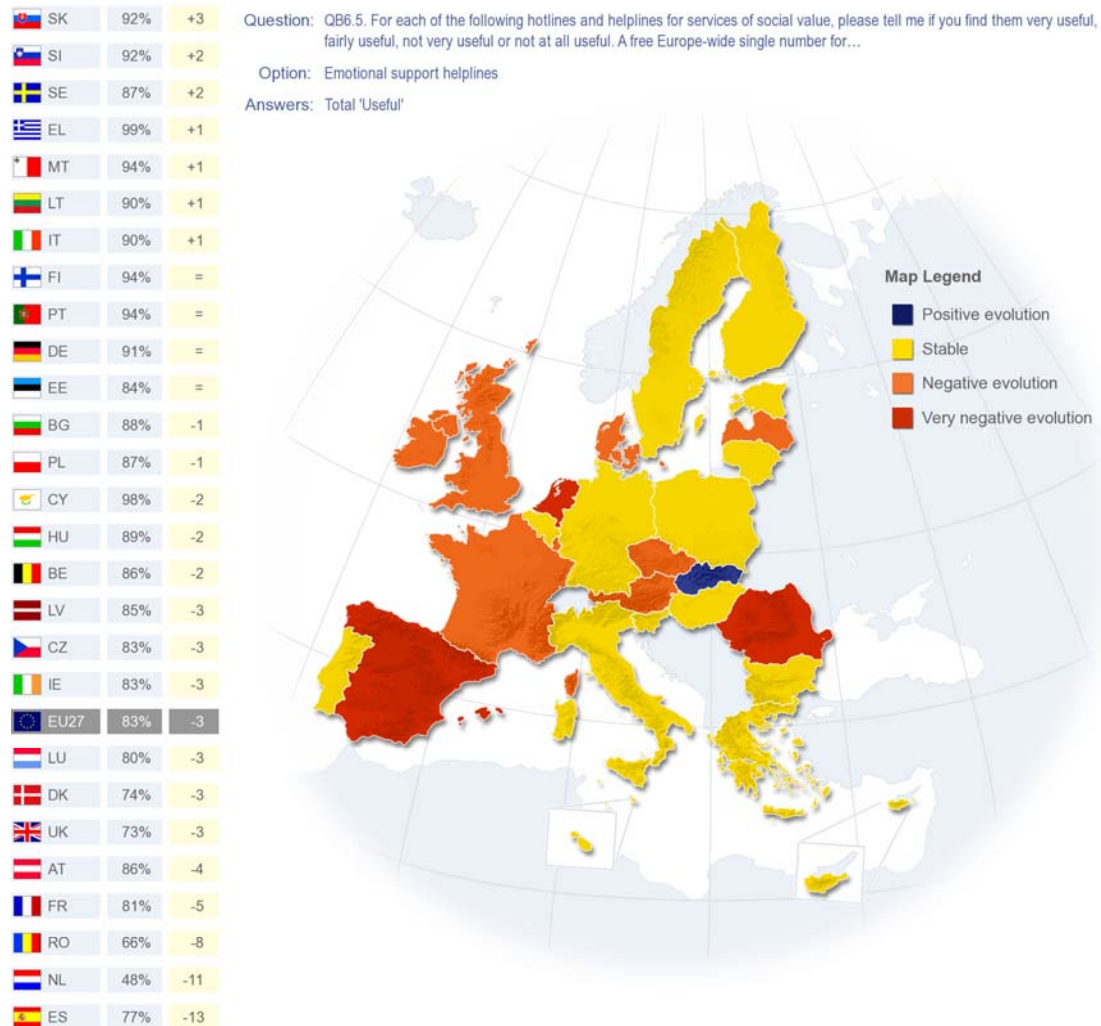
Emotional support helplines



At individual country level, a single number for emotional support helplines is again seen as useful by a very high proportion of respondents in Greece (99%) and Cyprus (98%), followed this time by those in Finland, Malta and Portugal (all 94%). In 10 countries at least 90% of respondents say that a single number for emotional support helplines is useful. However, in five Member States less than 80% of respondents say that such a service is useful: the Netherlands, where an exceptionally low 48% of respondents regard this type of service as useful, Romania (66%), the UK (73%), Denmark (74%), and Spain (77%). The proportion of respondents who say that a single number for emotional support helplines is not useful is highest in the Netherlands (51%), Romania (28%), Denmark (24%), and the UK (24%).

¹² QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...emotional support helplines. Possible answers: very useful; fairly useful; not very useful; not at all useful; don't know.

Compared with the 2011 wave of the survey, a positive evolution in terms the perceived usefulness of a single number for emotional support helplines was seen in one Member State: Slovakia (92%, +3 points). The level of perceived usefulness remained stable in 15 countries. Negative evolutions were seen in eight Member States, notably France (81%, -5 points) and Austria (86%, -4 points). Very negative evolutions were recorded in three EU countries: Spain (77%, -13 points), the Netherlands (48%, -11 points), and Romania (66%, -8 points).



Evolution EB77.2 (Mar.2012) - EB75.2 (Apr.-May 2011)

Analysis of the socio-demographic data shows that:

- In keeping with the established pattern, female respondents are somewhat more likely than male respondents to think that a single number for emotional support helplines is very useful, by a margin of 54% to 46%. Overall 85% of women say this kind of number is useful, compared with 80% of men.
- Respondents who left school at a younger age are more likely to say that a single number for emotional support helplines is something useful. While 84-86% of individuals who left school at age 19 or under say that this kind of number is useful, only 78% of those who finished their education aged 20 or over say the same thing.
- House persons (86%) are again the most likely to say that a single number is useful, with managers (78%) again the least likely to say this.
- Respondents who have heard of the 116 initiative are more likely to believe that a single number for emotional support helplines is useful than those who have not heard of the initiative, by a margin of 88% to 81%. People in this group are also more likely to say it is very useful (60% vs. 48%).
- Individuals who heard about the 116 initiative from certain sources are more likely to regard a single number for emotional support helplines as a useful service. This includes those who heard about it through television (87%, vs. 82% for respondents who did not hear about the 116 initiative in this way), the internet (87% vs. 83%) and public displays (92% vs. 83%).

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

Emotional support helplines

	Very useful	Fairly useful	Not very useful	Not at all useful	DK	Total 'Useful'	Total 'Not useful'
EU27	50%	33%	11%	4%	2%	83%	15%
Sex							
Male	46%	34%	13%	4%	3%	80%	17%
Female	54%	31%	9%	4%	2%	85%	13%
Education (End of)							
15-	53%	33%	8%	3%	3%	86%	11%
16-19	51%	33%	10%	4%	2%	84%	14%
20+	47%	31%	14%	6%	2%	78%	20%
Still studying	47%	35%	12%	5%	1%	82%	17%
Respondent occupation scale							
Self-employed	51%	30%	11%	5%	3%	81%	16%
Managers	45%	33%	14%	6%	2%	78%	20%
Other white collars	52%	32%	11%	3%	2%	84%	14%
Manual workers	50%	33%	11%	4%	2%	83%	15%
House persons	57%	29%	8%	4%	2%	86%	12%
Unemployed	49%	33%	11%	5%	2%	82%	16%
Retired	50%	33%	10%	4%	3%	83%	14%
Students	47%	35%	12%	5%	1%	82%	17%
Heard of '116' initiative							
Yes	60%	28%	8%	3%	1%	88%	11%
Non	48%	33%	12%	4%	3%	81%	16%
Info. source: Television							
Yes	61%	26%	9%	3%	1%	87%	12%
Non	49%	33%	11%	5%	2%	82%	16%
Info. source: Internet							
Yes	58%	29%	8%	4%	1%	87%	12%
Non	50%	33%	11%	4%	2%	83%	15%
Info. source: Public displays							
Yes	63%	29%	4%	3%	1%	92%	7%
Non	50%	33%	11%	4%	2%	83%	15%

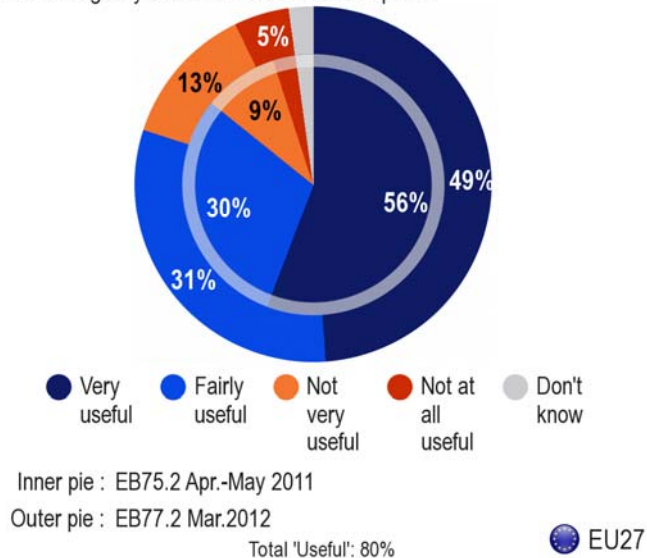
1.5 A free Europe-wide single number for non-emergency medical on-call service helplines

- The perceived usefulness of a single number for non-emergency medical on-call service helplines has fallen markedly at EU level since 2011, and dropped very negatively in six countries –

Eight out of 10 (80%) Europeans think that a free Europe-wide single number for **non-emergency medical on-call service helplines** is a useful service, with 49% regarding it as being very useful¹³. This is a sizeable drop compared with 2011, when 86% of respondents said a single number for non-emergency medical on-call service helplines was useful, and 56% regarded it as being very useful. There is a marked difference between EU15 and NMS12 respondents on this question. While 88% of people in the NMS12 think that a single number for non-emergency medical on-call service helplines is useful, only 79% of EU15 respondents say the same thing.

QB6.4. For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Non-emergency medical on-call service helplines



¹³ QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...non-emergency medical on-call service helplines. Possible answers: very useful; fairly useful; not very useful; not at all useful; don't know.

At individual country level, a single number for non-emergency medical on-call service helplines is considered useful by a very high proportion of respondents in Cyprus (99%), Greece (98%), and Slovakia (97%). In nine EU countries at least 90% of respondents say that a single number for non-emergency medical on-call service helplines is useful. However, in six Member States, less than 80% of respondents say that such a service is useful. The Netherlands, where only 35% of respondents regard this kind of service as useful, again posts an exceptionally low result, as it has done throughout this section of the survey and, indeed, as it did in the 2011 wave. Relatively low numbers of respondents also think that a single number for non-emergency medical on-call service helplines is useful in Denmark (62%), Belgium (74%) and Spain (74%). The proportion of respondents who say that a single number for emotional support helplines is not useful is highest in the Netherlands (65%), Denmark (36%), and Belgium (26%).

Compared with the 2011 survey, there were no positive evolutions in terms the perceived usefulness of a single number for non-emergency medical on-call service helplines. The level of perceived usefulness remained stable in 13 countries. Negative evolutions were seen in nine Member States, while very negative evolutions were recorded in five EU countries: the Netherlands (35%, -16 points), Spain (74%, -15 points), Denmark (62%, -9 points), Germany (75%, -8 points), and Luxembourg (82%, -6 points).

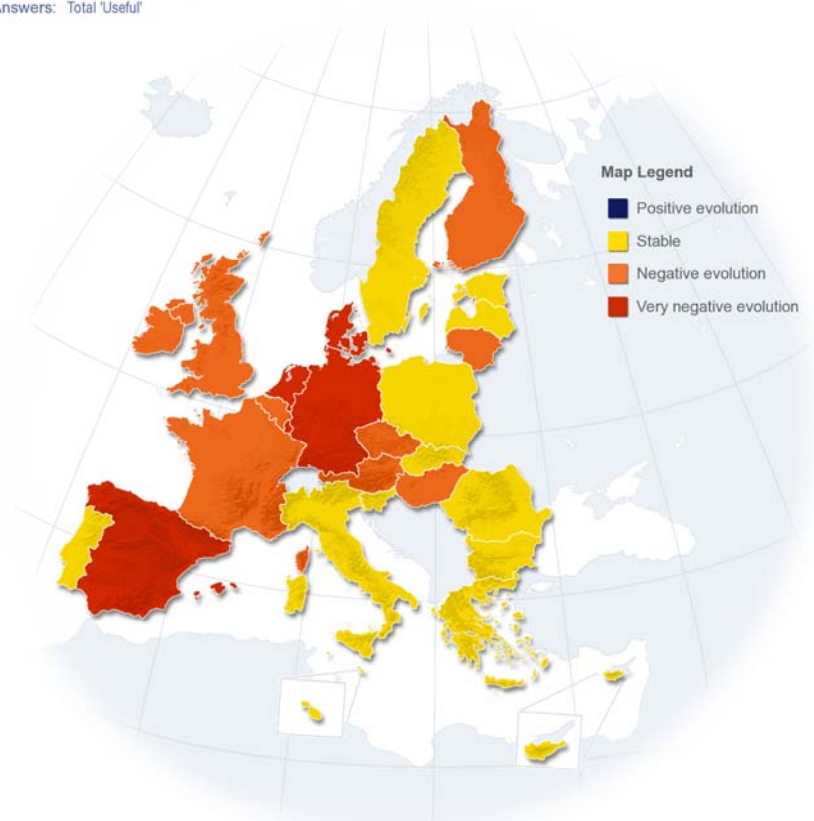
Despite these evolutions there is still a large absolute majority of respondents in all EU Member States, except the Netherlands, that considers a single number for non-emergency medical on-call service helplines to be useful.

	EL	98%	+2
	PT	95%	+2
	SE	84%	+2
	SK	97%	+1
	MT	93%	=
	PL	89%	=
	CY	99%	-1
	IT	89%	-1
	BG	93%	-2
	SI	92%	-2
	LV	91%	-2
	EE	87%	-2
	RO	81%	-2
	LT	90%	-3
	BE	74%	-3
	HU	87%	-4
	IE	81%	-4
	UK	76%	-4
	AT	89%	-5
	CZ	87%	-5
	FI	83%	-5
	FR	83%	-5
	LU	82%	-6
	EU27	80%	-6
	DE	75%	-8
	DK	62%	-9
	ES	74%	-15
	NL	35%	-16

Question: QB6.4. For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Option: Non-emergency medical on-call service helplines

Answers: Total 'Useful'



Evolution EB77.2 (Mar.2012) - EB75.2 (Apr.-May 2011)

According to the socio-demographic data:

- Women are again a little more likely than men to think that a single number is very useful, by a margin of 53% to 47%. Overall 82% of women say a single number for non-emergency medical on-call service helplines is useful, compared with 79% of men.
- Respondents who left school at a younger age are more likely to say that a single number for non-emergency medical on-call service helplines is something useful. While 84% of respondents who left school at age 15 or under say that this kind of number is useful, only 81% of those who finished their education aged 19-16 and 77% of those who finished aged 20 or over say the same thing.
- On the respondents' occupation scale, house persons (83%) are the most likely to say that a single number is useful, as they have been consistently, with managers (74%) again the least likely to share this view.

- Respondents who have difficulty paying their bills either most of the time or from time to time are more likely than those who almost never have trouble paying their bills to say that a single number for non-emergency medical on-call service helplines is useful, by a margin of 83-84% to 78%.
- People who say they have heard of the 116 initiative are more likely to believe that a single number for non-emergency medical on-call service helplines is useful than those who have not heard of the initiative, by a margin of 87% to 79%. People in this group are also more likely to say it is very useful (59% vs. 48%).
- Individuals who heard about the 116 initiative from particular sources are more likely to regard a single number for non-emergency medical on-call service helplines as a useful service. This includes those who heard about it through television (89% vs. 79% for respondents who did not hear about the 116 initiative in this way), the internet (86% vs. 80%) and public displays (89% vs. 80%).

QB6.4 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Non-emergency medical on-call service helplines							
	Very useful	Fairly useful	Not very useful	Not at all useful	DK	Total 'Useful'	Total 'Not useful'
EU27	49%	31%	13%	5%	2%	80%	18%
Sex							
Male	47%	32%	14%	5%	2%	79%	19%
Female	53%	29%	12%	4%	2%	82%	16%
Education (End of)							
15-	53%	31%	10%	4%	2%	84%	14%
16-19	51%	30%	13%	4%	2%	81%	17%
20+	46%	31%	15%	6%	2%	77%	21%
Still studying	46%	34%	14%	5%	1%	80%	19%
Respondent occupation scale							
Self-employed	52%	27%	14%	5%	2%	79%	19%
Managers	44%	30%	17%	7%	2%	74%	24%
Other white collars	52%	30%	12%	4%	2%	82%	16%
Manual workers	50%	30%	13%	5%	2%	80%	18%
House persons	54%	29%	11%	4%	2%	83%	15%
Unemployed	49%	32%	12%	5%	2%	81%	17%
Retired	49%	32%	11%	5%	3%	81%	16%
Students	46%	34%	14%	5%	1%	80%	19%
Difficulties paying bills							
Most of the time	58%	25%	10%	5%	2%	83%	15%
From time to time	54%	30%	11%	3%	2%	84%	14%
Almost never	46%	32%	14%	6%	2%	78%	20%
Heard of '116' initiative							
Yes	59%	28%	9%	3%	1%	87%	12%
Non	48%	31%	14%	5%	2%	79%	19%
Info. source: Television							
Yes	63%	26%	8%	2%	1%	89%	10%
Non	48%	31%	14%	5%	2%	79%	19%
Info. source: Internet							
Yes	55%	31%	8%	5%	1%	86%	13%
Non	49%	31%	13%	5%	2%	80%	18%
Info. source: Public displays							
Yes	61%	28%	10%	1%	-	89%	11%
Non	49%	31%	13%	5%	2%	80%	18%

2. ACCESS FOR PEOPLE WITH DISABILITIES TO 116 HOTLINES AND HELPLINES

- Only a quarter (26%) of EU respondents think enough is being done to help disabled users to contact 116 services, fewer than thought so in 2011 –

Respondents from all EU Member States were asked whether they agree or disagree with the statement that **enough is being done in their country to make it easier for users with disabilities to contact these hotlines and helplines**, such as by providing adapted phones or making available access to SMS services¹⁴. The data point to an evolution over the past year away from agreement towards disagreement with this statement.

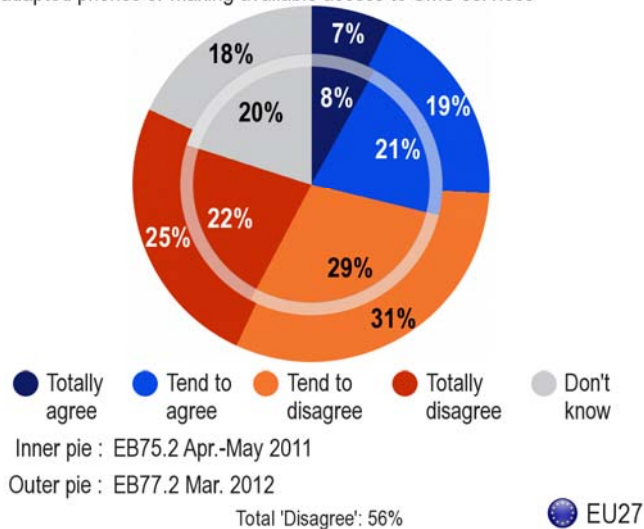
Only a quarter (26%) of all respondents agree that enough is being done in their country to make it easier for disabled users to contact these hotlines and helplines, down slightly from the 29% of people who agreed in 2011. Just 7% strongly agree that enough is being done (-1 point compared with 2011), with 19% tending to agree (-2 points).

A majority (56%) of respondents disagree with the statement that enough is being done in their country to make it easier for disabled users to contact these hotlines and helplines, an increase on the 51% who disagreed in the 2011 wave of the survey. Nearly a third (31%) tends to disagree (+2 points), while a quarter (25%) totally disagree (+3 points). Around a fifth (18%) of respondents say they don't know whether enough is being done in their county to make it easier for disabled users to contact these services (-2 points).

¹⁴ QB7.2 Please tell me to what extent you agree or disagree with each of the following statements...Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services. Possible answers: totally agree; tend to agree; tend to disagree; don't know.

QB7.2. Please tell me to what extent you agree or disagree with each of the following statements.

Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services

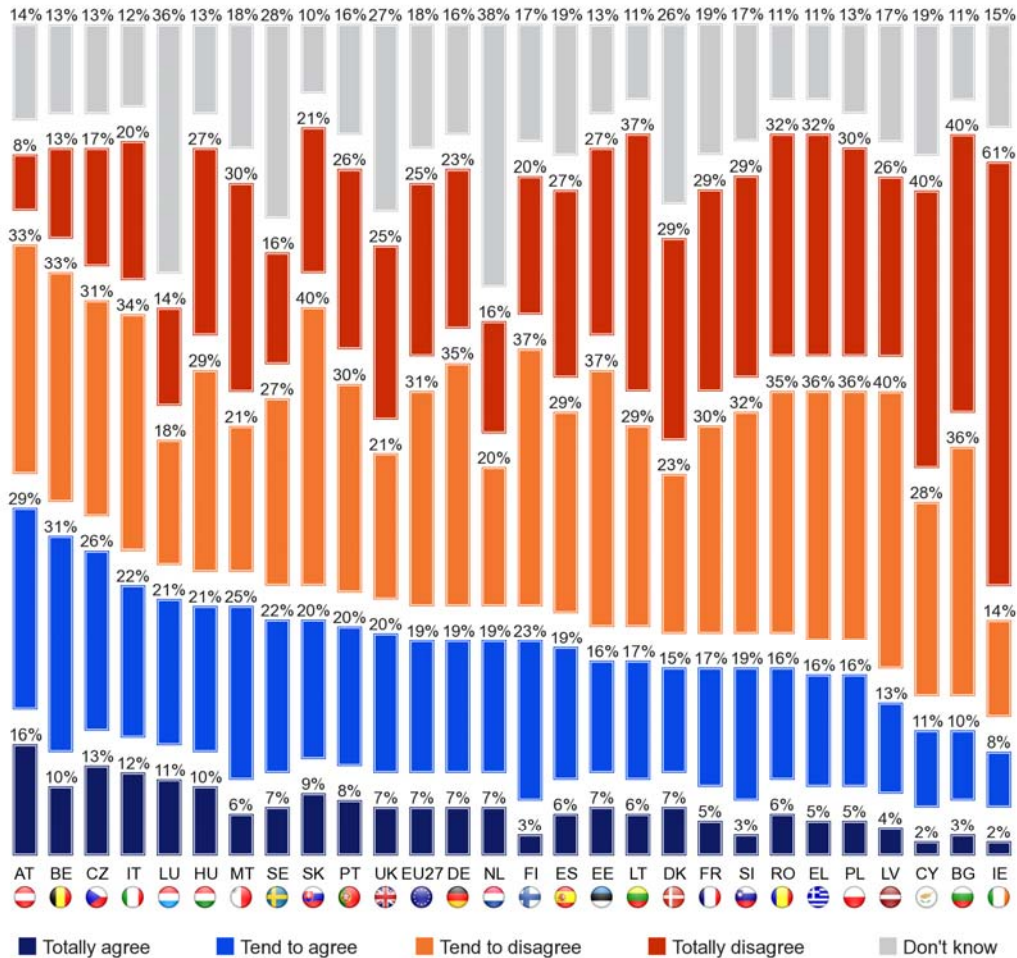


The level of agreement that enough is being done to make it easier for disabled users to contact 116 hotlines and helplines varies considerably from country to country. In seven countries over 30% of respondents agree, especially in Austria (45%), Belgium (41%) and the Czech Republic (39%). At the other end of the scale less than a fifth of respondents agree in four Member States: Ireland (10%), Cyprus (13%), Bulgaria (13%), and Latvia (17%).

In 20 Member States an absolute majority of respondents disagree that enough is being done in their country to make it easier for disabled users to contact 116 services. The level of disagreement is particularly high in Bulgaria (76%), Ireland (75%), Cyprus (68%) and Greece (68%). In Ireland an exceptionally high proportion of respondents (61%) totally disagree that enough is being done, with relatively high numbers of people also totally disagreeing in Bulgaria (40%) and Cyprus (40%).

QB7.2. Please tell me to what extent you agree or disagree with each of the following statements.

Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services



In some countries a relatively high proportion of respondents say that they don't know whether enough is being done to help disabled users, notably the Netherlands (38%) and Luxembourg (36%).

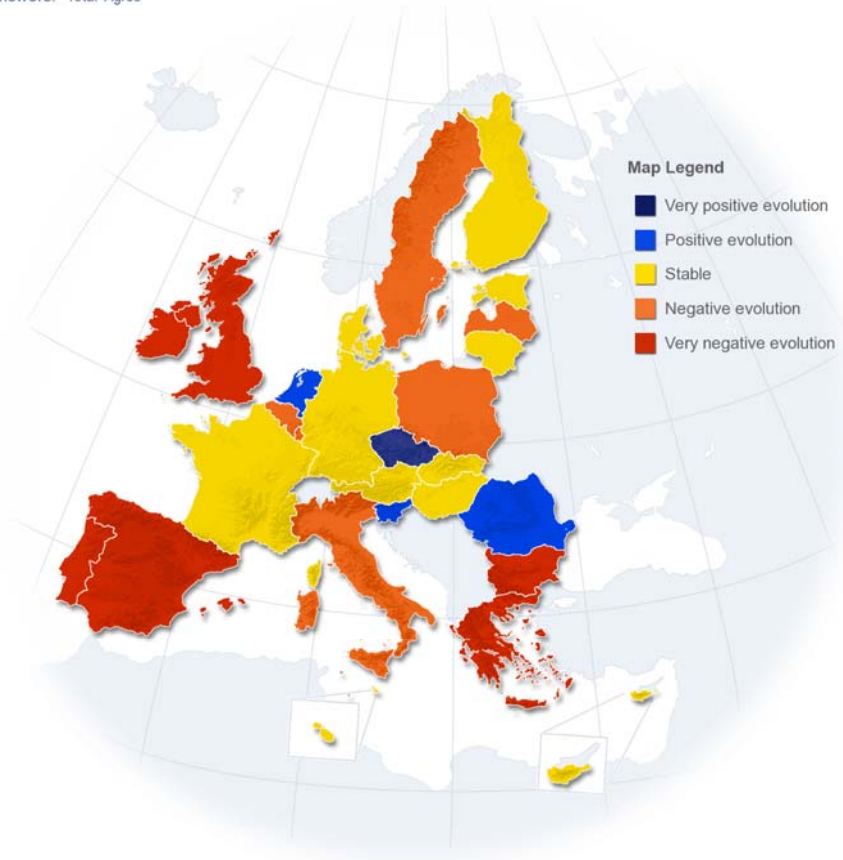
While the EU as a whole has experienced a negative evolution since 2011 in terms of the proportion of respondents who agree that enough is being done to help disabled people to use 116 services, the country-level evolutions show considerable changes. One country has experienced a very positive evolution: the Czech Republic (39%, +6 points). Positive evolutions occurred in three Member States: the Netherlands (26%, +4 points), Slovenia (22%, +3 points), and Romania (22%, +3 points). Opinion has remained stable over the past year in 11 EU countries. In six countries there was a negative evolution, including Italy (34%, -5 points), Luxembourg (32%, -5 points), Poland (21%, -5 points), and Latvia (17%, -5 points). And six countries experienced very negative evolutions: Ireland (10%, -7 points), Bulgaria (13%, -7 points), Portugal (28%, -7 points), Greece (21%, -6 points), Spain (25%, -6 points), and the UK (27%, -6 points).

	CZ	39%	+6
	NL	26%	+4
	SI	22%	+3
	RO	22%	+3
	HU	31%	+2
	FI	26%	+2
	DE	26%	+1
	CY	13%	+1
	AT	45%	=
	SK	29%	-1
	EE	23%	-1
	MT	31%	-2
	LT	23%	-2
	FR	22%	-2
	DK	22%	-2
	SE	29%	-3
	EU27	26%	-3
	BE	41%	-4
	IT	34%	-5
	LU	32%	-5
	PL	21%	-5
	LV	17%	-5
	UK	27%	-6
	ES	25%	-6
	EL	21%	-6
	PT	28%	-7
	BG	13%	-7
	IE	10%	-7

Question: QB7.2. Please tell me to what extent you agree or disagree with each of the following statements.

Option: Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services

Answers: Total 'Agree'



Evolution EB77.2 (Mar. 2012) - EB75.2 (Apr.-May 2011)

While there are generally only minor socio-demographic variations on this question, there are several important observations:

- Respondents who say they have heard of the 116 initiative are more likely to agree that enough is being done in their country to help disabled users than those who have not heard of the initiative, by a margin of 40% to 23%.
- People who heard about the 116 initiative through certain media sources are more likely to agree that enough is being done in their country to help disabled users. This includes those who heard about it through television (40% vs. 25% for respondents who did not hear about the 116 initiative in this way), the internet (42% vs. 26%) and public displays (50% vs. 26%).
- Respondents who think that people in their country are adequately informed about the 116 initiative are much more likely to agree that enough is being done in their country to help disabled users than those who do not think that people in their country are adequately informed, by a margin of 70% to 15%.

QB7.2 Please tell me to what extent you agree or disagree with each of the following statements.

Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services

	Total 'Agree'	Total 'Disagree'
EU27	26%	56%
Heard of '116' initiative		
Yes	40%	49%
Non	23%	58%
Info. source: Television		
Yes	40%	50%
Non	25%	57%
Info. source: Internet		
Yes	42%	49%
Non	26%	56%
Info. source: Public displays		
Yes	50%	42%
Non	26%	56%
Adequately informed in (COUNTRY)		
Agree	70%	21%
Disagree	15%	67%

II. INFORMATION ABOUT HOTLINES AND HELPLINES FOR SERVICES OF SOCIAL VALUE

1. ADEQUACY OF INFORMATION ABOUT 116 HOTLINES AND HELPLINES OF SOCIAL VALUE

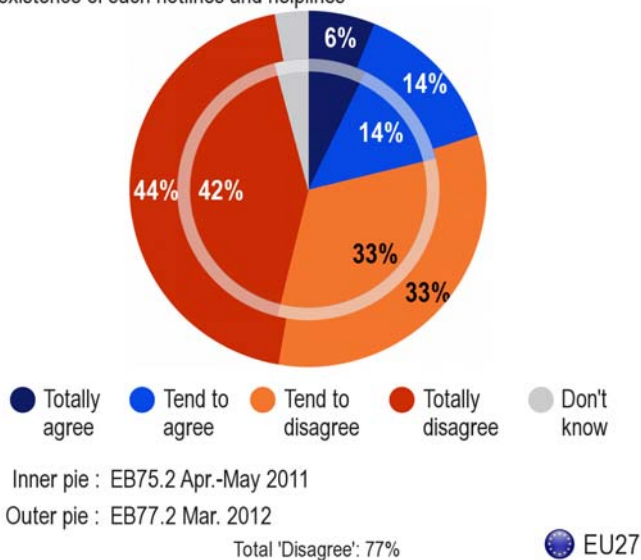
- Only one in five respondents agree that people in their country are adequately informed about the existence of 116 hotlines and helplines –

All EU citizens were asked whether they agree or disagree with the statement that **in their country people are adequately informed about the existence of such hotlines and helplines**¹⁵. The data point to a small evolution away from agreement and towards disagreement with this statement.

Only a fifth (20%) of respondents agree that people in their country are adequately informed. This is down slightly compared with the 21% of respondents who agreed in the 2011 wave of the survey. Of these, 6% totally agree (-1 point compared with 2011) and 14% tend to agree (no change).

QB7.1. Please tell me to what extent you agree or disagree with each of the following statements.

In (OUR COUNTRY), people are adequately informed about the existence of such hotlines and helplines



¹⁵ QB7.2 Please tell me to what extent you agree or disagree with each of the following statements... In (OUR COUNTRY), people are adequately informed about the existence of such hotlines and helplines. Possible answers: totally agree; tend to agree; tend to disagree; don't know.

Overall 77% of respondents disagree with the statement that in their country people are adequately informed about the existence of 116 hotlines and helplines. This marks a slight increase on the 75% who said this in 2011. Of these, 44% totally disagree (+2 points) and 33% tend to disagree (no change).

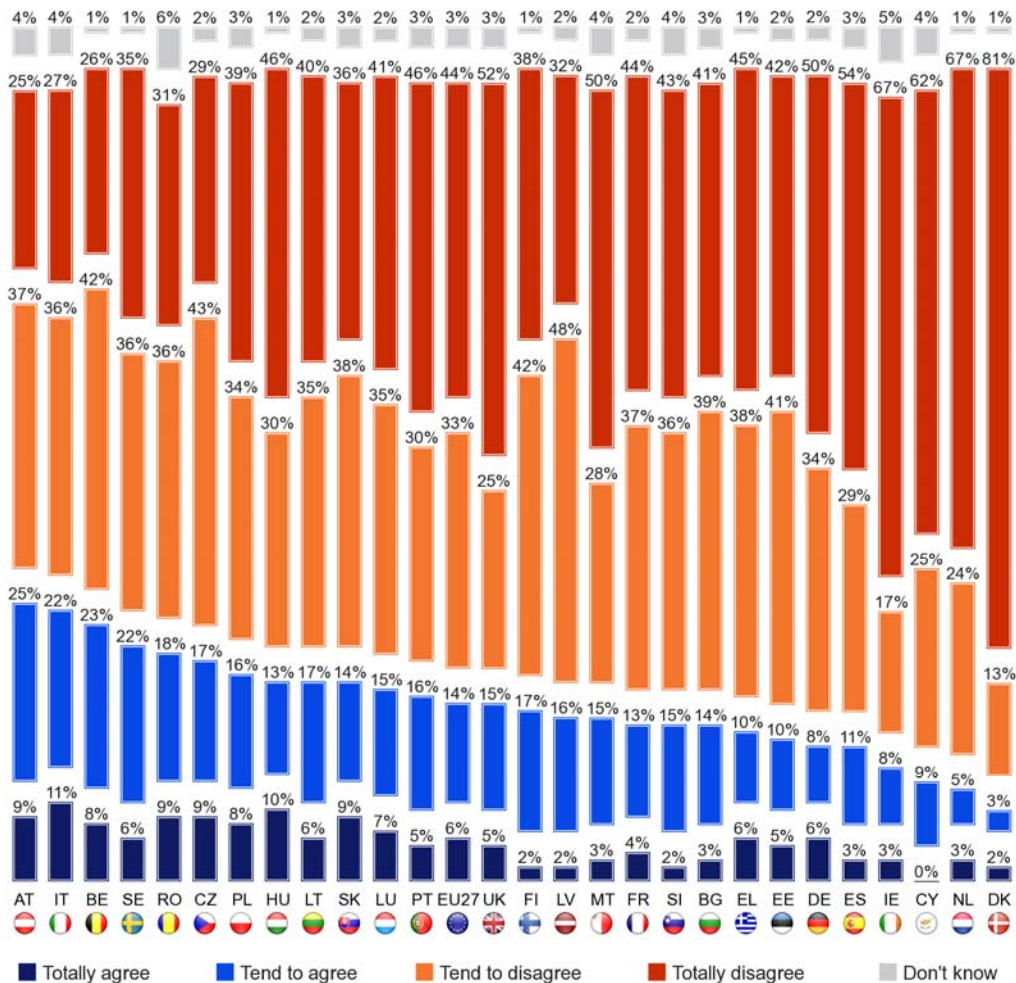
There is also some variation between EU15 and NMS12 responses on this question. While only 73% of NMS12 respondents disagree with the statement that in their country people are adequately informed about the existence of such hotlines and helplines, in the EU15 78% of respondents disagree.

At individual country level, the data show that in three countries over three out of 10 respondents agree that people in their country are being adequately informed: Austria (34%), Italy (33%) and Belgium (31%). But elsewhere agreement is very low, falling to under 10% in three Member States: Denmark (5%), the Netherlands (8%) and Cyprus (9%).

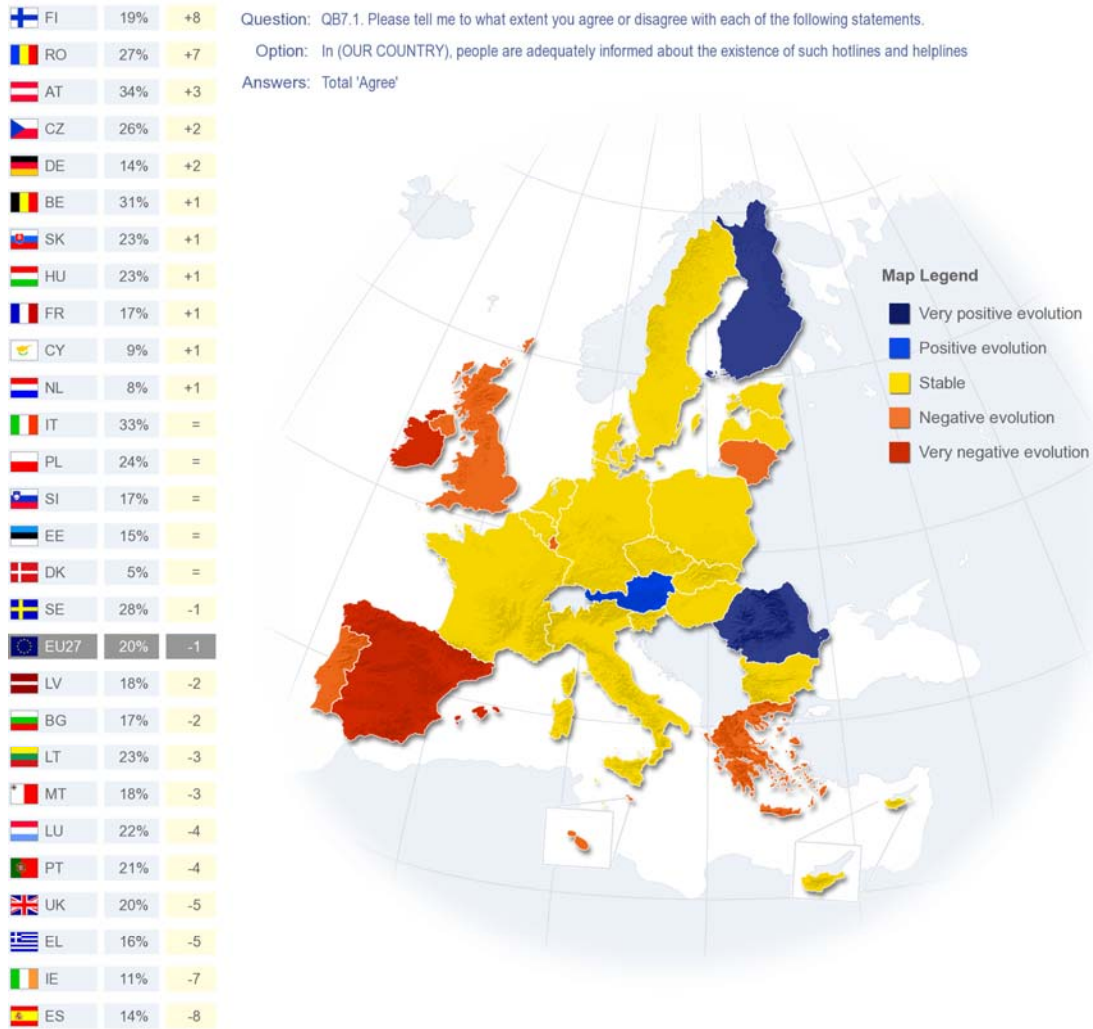
A majority of respondents disagree with the statement that people in their country are being adequately informed about 116 services in all 27 EU countries. Overall disagreement is highest in Denmark (94%), the Netherlands (91%) and Cyprus (87%). The proportion of people who totally disagree is also very high in Denmark (81%), Ireland (67%), the Netherlands (67%) and Cyprus (62%). At least 50% of respondents totally disagree in eight Member States.

QB7.1. Please tell me to what extent you agree or disagree with each of the following statements.

In (OUR COUNTRY), people are adequately informed about the existence of such hotlines and helplines



While the extent of agreement at EU level has remained stable since 2011, falling by just one percentage point, there have been some larger evolutions at individual country level. Two countries experienced very positive evolutions – Finland (19%, +8 points) and Romania (27%, +7 points) – while a positive evolution occurred in Austria (34%, +3 points). Opinion remained stable in 16 EU countries. In six countries there was a negative evolution, including Greece (16%, -5 points) and the UK (20%, -5 points). Two Member States experienced very negative evolutions: Spain (14%, -8 points) and Ireland (11%, -7 points).




Evolution EB77.2 (Mar. 2012) - EB75.2 (Apr.-May 2011)

The socio-demographic data reveals that:

- Individuals who left school at a younger age are more likely to agree that people in their country are being adequately informed about the existence of 116 hotlines and helplines. While 23% of people who left school at 15 or under agree, only 18% of those who finished their education aged 20 or over say the same thing.
- Respondents who say they have heard of the 116 initiative are more likely to agree that people in their country are being adequately informed about it than those who have not heard about it, by a margin of 36% to 17%.
- People who heard about the 116 initiative through certain media sources are more likely to agree that people in their country are being adequately informed about it. This includes those who heard about it through television (39% vs. 18% for respondents who did not hear about the 116 initiative in this way), the internet (40% vs. 20%) and public displays (44% vs. 20%).

QB7.1 Please tell me to what extent you agree or disagree with each of the following statements.

In (OUR COUNTRY), people are adequately informed about the existence of such hotlines and helplines

	Total 'Agree'	Total 'Disagree'
EU27	20%	77%
 Education (End of)		
15-	23%	73%
16-19	20%	77%
20+	18%	80%
Still studying	19%	80%
Heard of '116' initiative		
Yes	36%	62%
Non	17%	80%
Info. source: Television		
Yes	39%	59%
Non	18%	79%
Info. source: Internet		
Yes	40%	58%
Non	20%	77%
Info. source: Public displays		
Yes	44%	55%
Non	20%	77%

2. KNOWLEDGE OF THE EUROPEAN INITIATIVE TO ESTABLISH HOTLINES AND HELPLINES OF SOCIAL VALUE

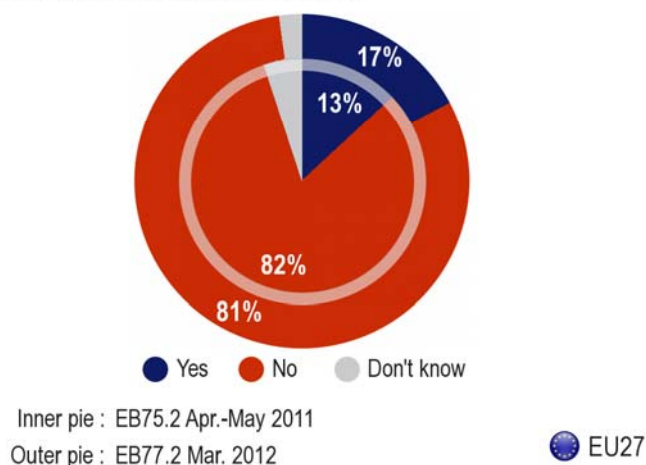
2.1 Awareness of the European initiative

- The level of awareness of the 116 initiative has increased substantially since 2011 –

All EU citizens were asked whether they have heard of the 116 initiative. Around a sixth of respondents (17%) say that they have heard of the initiative, an increase on the 13% who said this in the 2011 wave of the survey¹⁶. Four fifths (81%) of EU citizens say that have not heard of the 116 initiative, down slightly from the 82% who gave this answer in 2011.

In 2007, the European Commission has launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children \ 116 006 is a helpline for victims of crime \ 116 111 is a child helpline \ 116 123 is an emotional support helpline\ 116 117 is a helpline for medical on-call service in non-emergency situations.

QB2. Have you ever heard of this initiative?



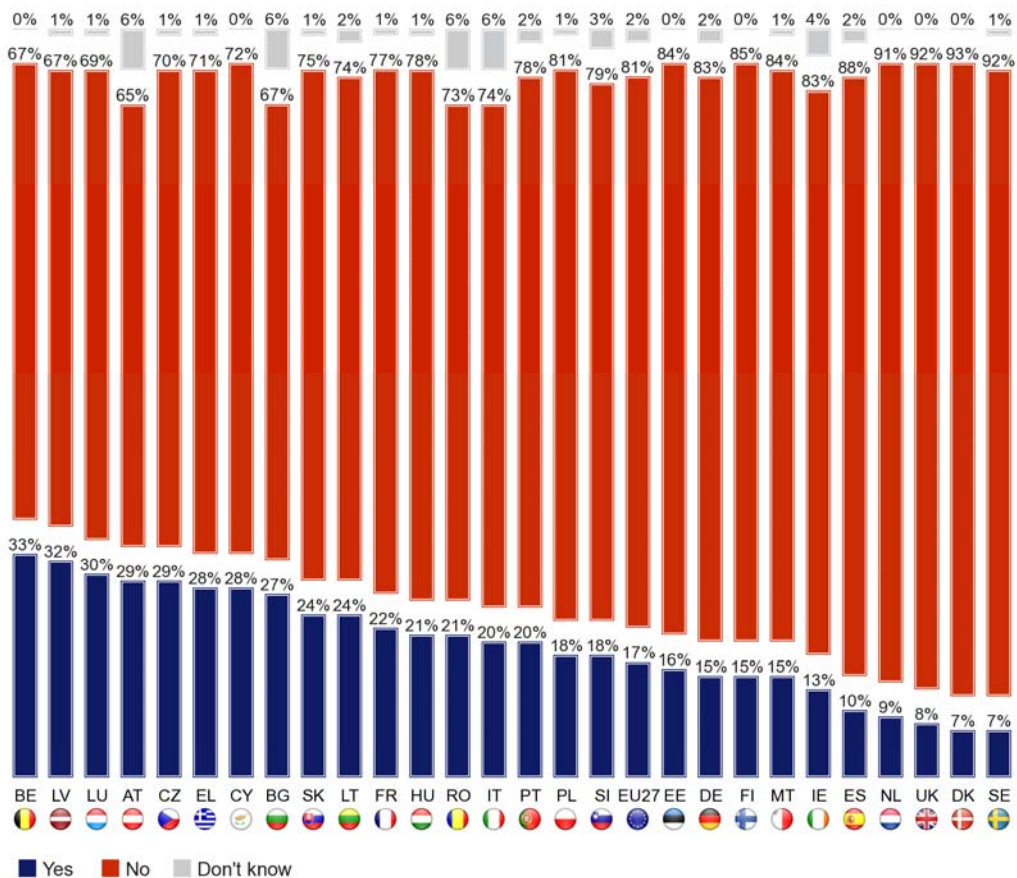
Awareness of the 116 initiative appears to be somewhat higher in the NMS12 countries, where 21% of respondents say they have heard of it, as opposed to just 16% of respondents in the EU15 countries.

¹⁶ QB2: In 2007, the European Commission has launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children \ 116 006 is a helpline for victims of crime \ 116 111 is a child helpline \ 116 123 is an emotional support helpline\ 116 117 is a helpline for medical on-call service in non-emergency situations. Have you ever heard of this initiative? Possible answers: yes; no; don't know.

In 15 Member States at least 20% of respondents say that they have heard of the 116 initiative, and in three countries over 30% know about it: Belgium (33%), Latvia (32%), and Luxembourg (30%). At the other end of the scale, in four Member States less than a tenth of respondents say they have heard about the initiative: Denmark (7%), Sweden (7%), the UK (8%), and the Netherlands (9%).

In 2007, the European Commission has launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children / 116 006 is a helpline for victims of crime / 116 111 is a child helpline / 116 123 is an emotional support helpline/ 116 117 is a helpline for medical on-call service in non-emergency situations.

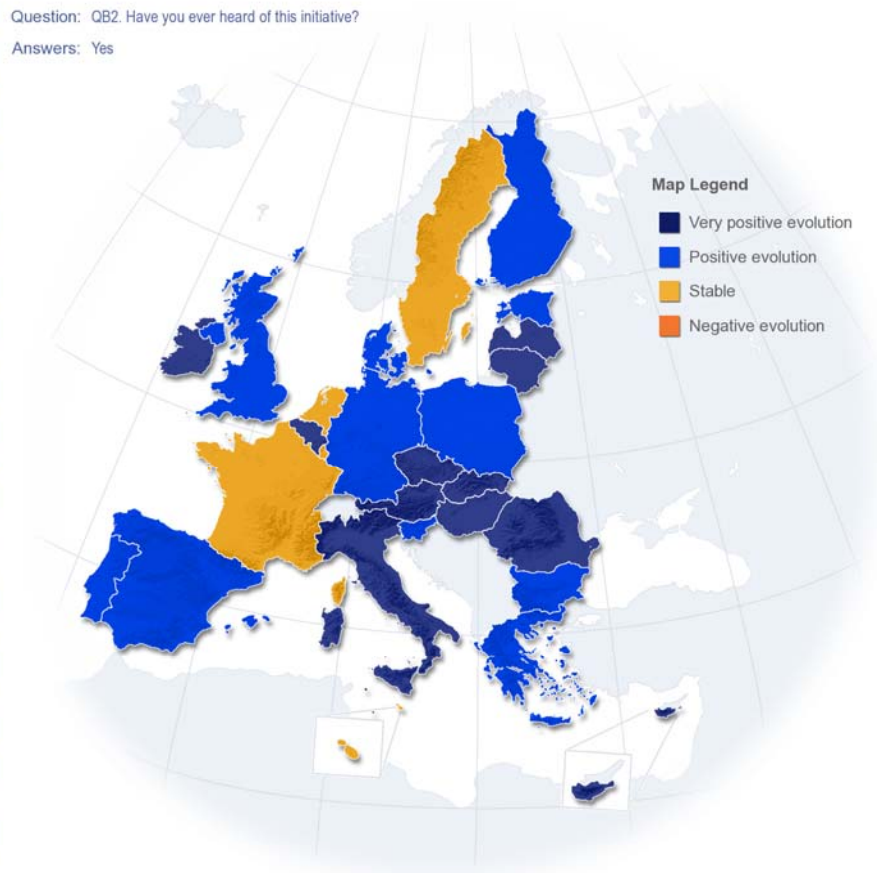
QB2. Have you ever heard of this initiative?



The fact that awareness of the 116 initiative increased by 4 percentage points at EU level is reflected in the positive evolutions that have occurred in many individual countries since 2011. A very positive evolution took place in 11 Member States, with double-digit increases being seen in the Czech Republic (29%, +14 points), Belgium (33%, +12 points), Latvia (32%, +11 points), and Austria (29%, +11 points). Positive evolutions occurred in 11 countries, while the level of awareness remained stable in the remaining five countries. No Member State experienced a negative evolution, although minor falls in awareness were recorded in Malta (15%, -1 point) and the Netherlands (9%, +1 point).

In 2007, the European Commission has launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children \ 116 006 is a helpline for victims of crime \ 116 111 is a child helpline \ 116 123 is an emotional support helpline\ 116 117 is a helpline for medical on-call service in non-emergency situations.

	CZ	29%	+14
	BE	33%	+12
	LV	32%	+11
	AT	29%	+11
	HU	21%	+9
	RO	21%	+8
	CY	28%	+7
	LT	24%	+7
	SK	24%	+7
	IT	20%	+6
	IE	13%	+6
	EL	28%	+5
	EE	16%	+5
	DE	15%	+5
	FI	15%	+5
	PL	18%	+4
	EU27	17%	+4
	BG	27%	+3
	PT	20%	+3
	SI	18%	+3
	ES	10%	+3
	UK	8%	+3
	DK	7%	+3
	LU	30%	+1
	FR	22%	=
	SE	7%	=
	MT	15%	-1
	NL	9%	-1



Evolution EB77.2 (Mar.2012) - EB75.2 (Apr.- May 2011)

Analysis of the socio-demographic data shows that:

- Other white collar workers (20%) are the most likely to have heard of the 116 initiative, followed by the self-employed (19%). Manual workers and unemployed people (both 15%) are the least likely to have heard about it.
- Only 6% of respondents who have no telephone have heard of the 116 initiative, compared with 14% of those who have a landline only, 17% of those who have both a landline and a mobile phone, and 20% of those who have a mobile phone only.
- Respondents who think that people in their country are adequately informed about the 116 initiative are twice as likely to have heard about it themselves: 30% of those who know about the initiative say people are adequately informed, compared with just 14% of those who do not think people are adequately informed.

QB2 Have you ever heard of this initiative?

	Yes	No	DK
EU27	17%	81%	2%
Respondent occupation scale			
Self-employed	19%	78%	3%
Managers	18%	80%	2%
Other white collars	20%	78%	2%
Manual workers	15%	82%	3%
House persons	17%	81%	2%
Unemployed	15%	83%	2%
Retired	17%	81%	2%
Students	18%	81%	1%
Landline/ mobile			
Mobile only	20%	77%	3%
Landline only	14%	84%	2%
Landline & mobile	17%	81%	2%
No tel.	6%	89%	5%
Adequately informed in (COUNTRY)			
Agree	30%	67%	3%
Disagree	14%	84%	2%

2.2 Sources of information for the European initiative

- Television is by far the most common means through which Europeans hear about the 116 initiative –

Respondents who said previously that they had heard of the 116 initiative were asked where they had seen or heard information regarding the free hotlines and helplines under discussion. Multiple answers were permitted for this question¹⁷.

Two-thirds (65%) of the people who know about the 116 initiative say they heard about it on **television**, which is an increase of 4 percentage points compared with the 61% of respondents who said this in 2011.

A quarter (24%) of respondents say they heard about the initiative by reading the **newspaper**, an increase of 3 percentage points compared with the 21% of respondents who said this in last year's wave.

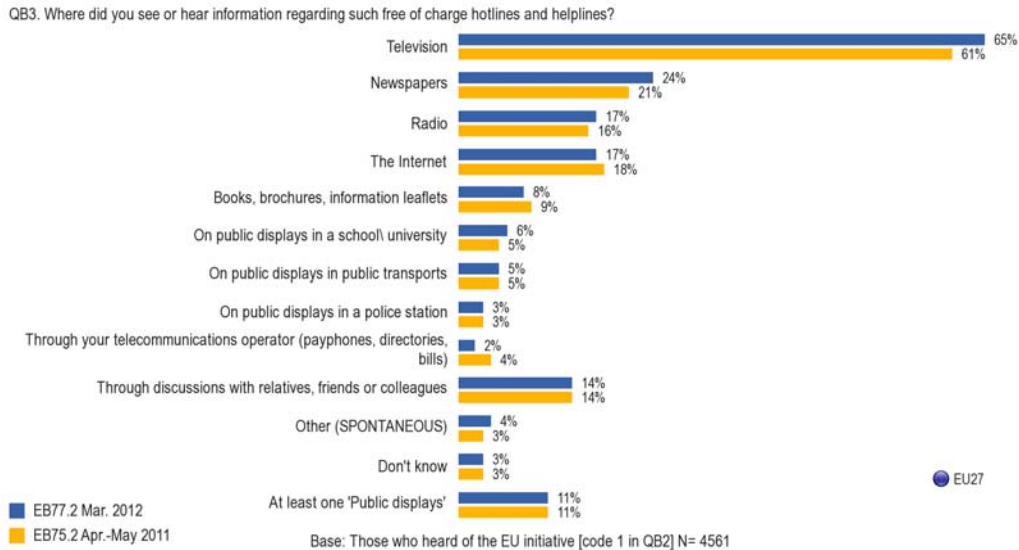
A sixth (17%) of respondents heard about the initiative on the **radio** (+1 percentage point compared with 2011), while a similar number (17%) heard about it via the **internet** (-1 point). Less than a tenth (8%) heard about it through **books, brochures or information leaflets** (-1 point).

Around a tenth of respondents (11%) heard about the 116 initiative via some form of **public display** (no change), including displays at school or university (6%, +1 point), on public transport (5%, no change), or in a police station (3%, no change).

Just 2% of respondents heard about 116 through their **telecommunications operator** (-2 points).

One respondent in seven (14%) heard about the initiative through **discussions with relatives, friends or colleagues** (no change).

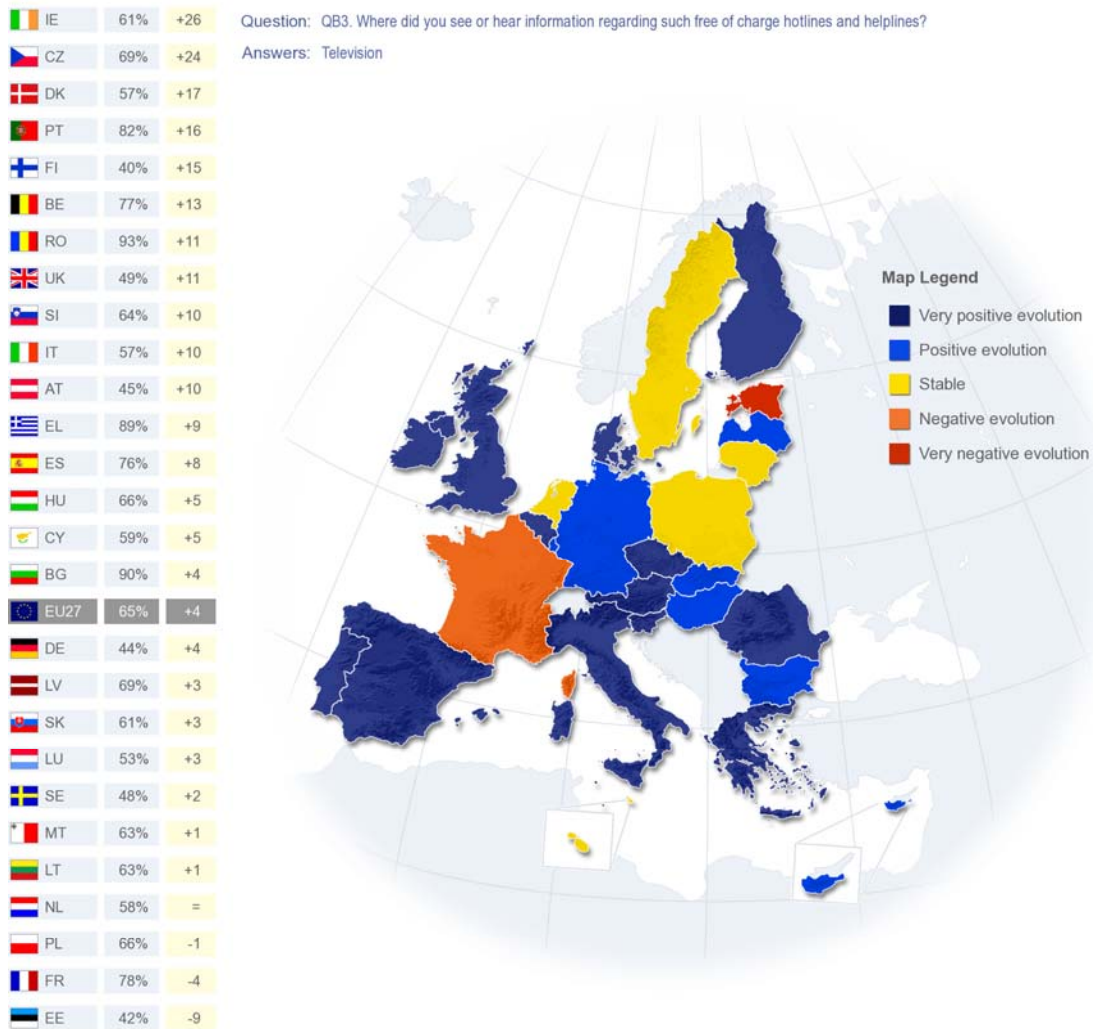
¹⁷ QB3 Where did you see or hear information regarding such free of charge hotlines and helplines? Possible answers: television; radio; newspapers; the Internet; books, brochures, information leaflets; on public displays in public transports; on public displays in a school/ university; on public displays in a police station; through your telecommunications operator (payphones, directories, bills); through discussions with relatives, friends or colleagues; other; don't know; public displays only; at least one 'public display'.



There are some notable variations between EU15 and NMS12 respondents on this question. NMS12 respondents are more likely than their EU15 counterparts to have heard about the 116 initiative on television, by a margin of 74% to 62%, and via the internet, by a margin of 23% to 15%. However, EU15 respondents are more likely to have read about the initiative in a newspaper (26% vs. 19% for the NMS12).

In 21 Member States, a majority of respondents who know about the 116 initiative say they heard about it on **television**. In some countries a very high proportion of people heard about it in this way, notably in Romania (93%), Bulgaria (90%) and Greece (89%). At the other end of the scale only 40% of people in Finland who know about the initiative found about it via television, as did 42% of those in Estonia and 44% in Germany.

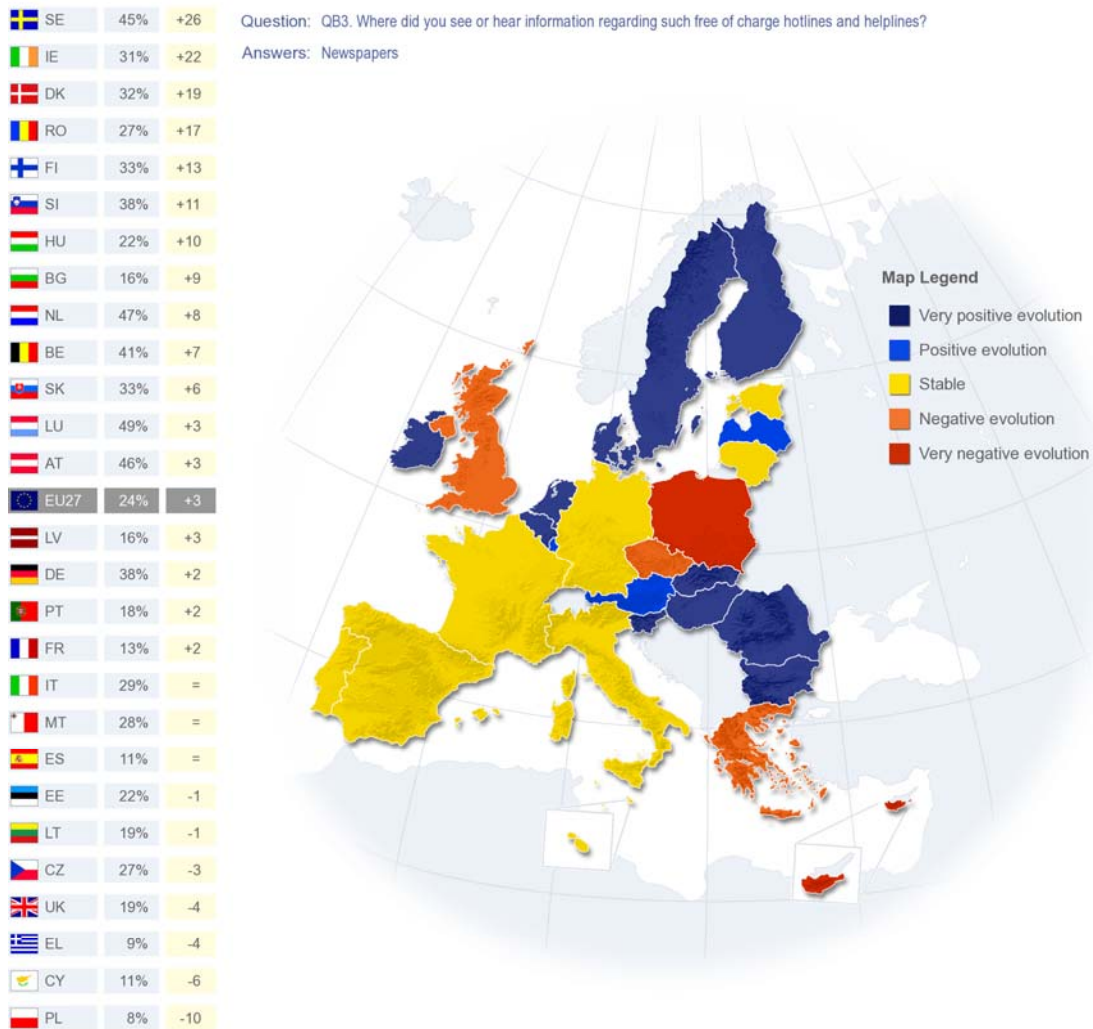
Twenty EU countries experienced either a very positive or positive evolution since 2011 in terms of the proportion of respondents who heard about the initiative on television. Of these, 13 saw a very positive change, with the biggest swings occurring in Ireland (61%, +26 points) and the Czech Republic (69%, +24 points). Five countries remained stable, and only two countries experienced negative or very negative evolutions: Estonia (42%, -9 points) and France (78%, -4 points).



Evolution EB77.2 (Mar. 2012) - EB75.2 (Apr.- May 2011)

In five Member States over 40% of respondents who know about the 116 initiative say they read about it in a **newspaper**: Luxembourg (49%), the Netherlands (47%), Austria (46%), Sweden (45%) and Belgium (41%). At the other end of the scale less than a tenth of those who say they know about 116 heard about it in this way in Poland (8%) and Greece (9%).

Very positive evolutions took place in 11 countries in terms of the proportion of respondents who heard about the initiative via newspapers, with the largest increases since 2011 occurring in Sweden (45%, +26 points), Ireland (31%, +22 points), and Denmark (32%, +19 points). Three countries experienced positive evolutions, while the results remained stable in eight Member States. Three countries witnessed negative evolutions, while two experienced very negative evolutions: Poland (8%, -10 points) and Cyprus (11%, -6 points).



Evolution EB77.2 (Mar. 2012) - EB75.2 (Apr.- May 2011)

In five Member States, at least 30% of respondents say they heard about the 116 initiative on the **radio**¹⁸: Austria (34%), Luxembourg (34%), Slovenia (33%), Sweden (32%) and Romania (31%). But in four countries less than a tenth of those who know about 116 say they heard about it through this medium: Greece (4%), the UK (5%), Bulgaria (6%) and Cyprus (8%).

In 12 countries there was either a positive or very positive evolution in terms of the proportion of respondents who heard about the 116 initiative over the radio, with the largest positive changes occurring in Sweden (32%, +18 points), Ireland (28%, +14 points), and Slovenia (33%, +13 points). The results were stable in 10 Member States, with negative or very negative evolutions occurring in the remaining five countries. The biggest negative shifts occurred in Malta (14%, 13 points) and Cyprus (8%, -9 points).

¹⁸ The sample sizes are often quite small at this stage of the survey. For example, the 34% of people in Austria who heard about 116 on the radio equates to just 97 individual respondents.

In seven Member States at least a quarter of respondents say that they heard about the 116 initiative via the **internet**, with the highest numbers of people saying this occurring in Slovakia (36%) and Denmark (30%). Under a tenth of respondents heard about the initiative online in three countries: Spain (6%), France (8%) and Portugal (9%).

At least a fifth of respondents say they heard about the initiative through **discussions with family, friends or colleagues** in five Member States: Austria (31%), the Czech Republic (22%), Ireland (21%), Romania (20%) and Sweden (20%).

At least a fifth of respondents heard about the 116 initiative through some form of **public display** in five Member States: the Czech Republic (27%), Denmark (26%), Austria (24%), Estonia (24%) and Belgium (20%). Books, brochures and leaflets were the most common source of information about the 116 initiative in Austria (21%) and Luxembourg (19%), with at least 10% of respondents hearing about it in this way in 11 Member States.

In just two EU countries did at least 10% of respondents hear about the initiative through their **telecommunications provider**: Cyprus (12%) and Austria (12%). Austria (10%) is the only country where a least a tenth of respondents say they heard about the initiative through a public display in a police station.

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines?

	Television	Newspapers	Radio	The Internet	Through discussions with relatives, friends or colleagues	Books, brochures, information leaflets	On public displays in a school/university	On public displays in public transports	On public displays in a police station	Through your telecommunications operator (payphones, directories, bills)	Other (SPONTANEOUS)	Don't know	Public displays only	At least one 'Public displays'
EU27	65%	24%	17%	17%	14%	8%	6%	5%	3%	2%	4%	3%	2%	11%
BE	77%	41%	29%	21%	9%	11%	8%	10%	7%	2%	3%	-	2%	20%
BG	90%	16%	6%	18%	12%	8%	4%	1%	1%	-	1%	1%	-	6%
CZ	69%	27%	18%	28%	22%	12%	18%	11%	5%	6%	1%	2%	2%	27%
DK	57%	32%	26%	30%	15%	9%	19%	14%	5%	1%	11%	3%	5%	26%
DE	44%	38%	16%	19%	18%	10%	6%	6%	3%	4%	3%	3%	2%	13%
EE	42%	22%	22%	21%	9%	7%	11%	14%	1%	0%	7%	1%	10%	24%
IE	61%	31%	28%	11%	21%	14%	3%	6%	4%	2%	2%	4%	4%	12%
EL	89%	9%	4%	19%	9%	7%	2%	7%	2%	0%	1%	1%	0%	10%
ES	76%	11%	18%	6%	6%	1%	2%	3%	1%	1%	0%	2%	2%	5%
FR	78%	13%	21%	8%	7%	6%	3%	2%	4%	1%	7%	2%	1%	6%
IT	57%	29%	12%	19%	19%	9%	5%	3%	1%	1%	3%	3%	1%	9%
CY	59%	11%	8%	18%	18%	11%	6%	3%	1%	12%	6%	0%	2%	10%
LV	69%	16%	18%	27%	9%	11%	11%	3%	1%	3%	8%	1%	3%	14%
LT	63%	19%	23%	24%	11%	8%	7%	3%	-	2%	6%	3%	1%	8%
LU	53%	49%	34%	17%	15%	19%	4%	9%	3%	6%	6%	2%	2%	12%
HU	66%	22%	19%	29%	18%	5%	7%	4%	6%	5%	3%	2%	3%	15%
MT	63%	28%	14%	18%	11%	4%	1%	1%	3%	0%	3%	1%	5%	5%
NL	58%	47%	21%	18%	13%	7%	7%	3%	0%	1%	1%	2%	3%	10%
AT	45%	46%	34%	25%	31%	21%	11%	11%	10%	12%	7%	3%	1%	24%
PL	66%	8%	11%	21%	6%	5%	5%	2%	2%	1%	1%	5%	5%	7%
PT	82%	18%	11%	9%	10%	6%	2%	5%	2%	3%	2%	3%	0%	7%
RO	93%	27%	31%	17%	20%	8%	2%	3%	2%	2%	1%	1%	0%	5%
SI	64%	38%	33%	27%	13%	7%	7%	3%	1%	1%	3%	2%	4%	10%
SK	61%	33%	25%	36%	19%	14%	9%	5%	4%	8%	1%	1%	1%	15%
FI	40%	33%	13%	22%	14%	9%	12%	3%	4%	4%	9%	3%	5%	18%
SE	48%	45%	32%	23%	20%	13%	10%	9%	5%	7%	3%	2%	4%	18%
UK	49%	19%	5%	11%	10%	10%	8%	7%	5%	0%	9%	10%	7%	16%

Highest percentage per country	<i>Lowest percentage per country</i>
Highest percentage per item	Lowest percentage per item

Base: respondents who heard of the EU initiative (N=4561)

Analysis of the socio-demographic data shows that:

- Women are somewhat more likely than men to hear about the initiative on television (67% vs. 63%) and through discussions with family, friends or colleagues (15% vs. 11%). Men are more likely to hear about it via newspapers (28% vs. 22%) and the internet (20% vs. 15%).
- Younger respondents are more likely to hear about the initiative via the internet: 27% of 15-24 year-olds heard about it online, as opposed to just 9% of people in the 55+ age bracket.
- Individuals who left education at a younger age are more likely to have heard about the 116 initiative on television: 70% of people who left school aged 15 or under did so, compared with 62% of those who finished their education aged 20 or over. By contrast, respondents who stayed in education for longer are more likely to have heard about the initiative in the newspapers and via the internet.
- Rural respondents are more likely than urban respondents to have heard about the 116 initiative on television, by a margin of 71% to 63%, and also on the radio, by a margin of 20% to 15%. However, urban respondents are more likely to have heard about it on the internet (21% vs. 16%).
- Manual workers and other white collars (both 72%) are the occupations most likely to have heard about the 116 initiative on television, while managers (53%) and students (55%) are the least likely. Managers (35%) are the most likely to have heard about the initiative in the newspapers, while students and unemployed respondents (both 17%) are the least likely to have heard about it in this way. Students (28%) and other white collar workers (26%) are the most likely to have heard about it on the internet, with retired people (8%) and house persons (9%) the least likely.
- Individuals who have trouble paying their bills most of the time are the most likely to have heard about the 116 initiative on television: 76% heard about it in this way, compared with 70% who have trouble sometimes and 62% who almost never have trouble. By contrast, those who almost never have trouble are more likely to have heard about it in a newspaper (27%, vs. 17% of those who have trouble paying their bills most of the time).
- Respondents who heard about the 116 initiative via one source often heard about it through another medium. For example, 53% of those who heard about it via the internet also heard about it on television. Similarly 46% of those who heard about the initiative through public displays also heard about it on television.

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

	Television	Newspapers	Radio	The Internet	Through discussions with relatives, friends or colleagues	Books, brochures, information leaflets	On public displays in a school/university	On public displays in public transports	On public displays in a police station	Through your telecommunications operator (payphones, directories, bills)	Other (SPONTANEOUS)	DK	Public displays only	At least one 'Public displays'	
EU27	65%	24%	17%	17%	14%	8%	6%	5%	3%	2%	4%	3%	2%	11%	
Sex															
Male	63%	28%	18%	20%	11%	8%	6%	5%	4%	2%	3%	3%	2%	11%	
Female	67%	22%	16%	15%	15%	8%	6%	4%	3%	2%	4%	3%	2%	11%	
Age															
15-24	60%	20%	16%	27%	16%	9%	18%	8%	4%	2%	5%	2%	6%	24%	
25-39	65%	22%	17%	24%	13%	10%	7%	6%	5%	3%	2%	4%	3%	15%	
40-54	66%	24%	17%	16%	16%	10%	3%	4%	3%	2%	4%	3%	1%	8%	
55 +	67%	28%	18%	9%	10%	6%	1%	3%	2%	2%	3%	3%	1%	5%	
Education (End of)															
15-	70%	21%	15%	8%	11%	6%	1%	2%	1%	2%	3%	3%	1%	3%	
16-19	68%	25%	17%	18%	15%	8%	4%	5%	3%	3%	4%	3%	1%	11%	
20+	62%	29%	19%	18%	11%	10%	5%	5%	4%	2%	4%	4%	2%	11%	
Still studying	55%	17%	16%	28%	16%	10%	22%	6%	3%	1%	3%	2%	9%	26%	
Subjective urbanisation															
Rural village	71%	24%	20%	16%	14%	8%	5%	3%	3%	3%	4%	2%	1%	9%	
Small/ Mid-size town	63%	24%	16%	16%	12%	9%	6%	5%	3%	2%	4%	2%	3%	12%	
Large town	63%	26%	15%	21%	16%	8%	5%	6%	3%	3%	2%	5%	1%	12%	
Respondent occupation scale															
Self-employed	60%	29%	14%	18%	12%	11%	6%	3%	3%	3%	5%	3%	2%	9%	
Managers	53%	35%	19%	24%	15%	11%	9%	5%	3%	2%	3%	4%	3%	15%	
Other white collars	72%	23%	20%	26%	17%	8%	3%	6%	2%	2%	3%	1%	0%	9%	
Manual workers	72%	23%	16%	17%	16%	8%	5%	4%	5%	2%	3%	3%	1%	11%	
House persons	65%	19%	14%	9%	20%	12%	4%	7%	3%	3%	2%	3%	0%	12%	
Unemployed	64%	17%	16%	18%	8%	8%	3%	8%	6%	3%	7%	3%	3%	12%	
Retired	69%	26%	18%	8%	9%	5%	1%	2%	2%	2%	3%	4%	1%	4%	
Students	55%	17%	16%	28%	16%	10%	22%	6%	3%	1%	3%	2%	9%	26%	
Difficulties paying bills															
Most of the time	76%	17%	15%	14%	13%	8%	3%	4%	4%	3%	4%	2%	1%	8%	
From time to time	70%	23%	16%	17%	13%	9%	5%	6%	4%	3%	4%	1%	2%	11%	
Almost never	62%	27%	17%	17%	14%	8%	6%	4%	3%	2%	3%	4%	3%	11%	
Heard of '116' initiative															
Yes	65%	24%	17%	17%	14%	8%	6%	5%	3%	2%	4%	3%	2%	11%	
Non	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Info. source: Television															
Yes	100%	23%	18%	14%	9%	6%	4%	4%	3%	1%	1%	-	-	8%	
Non	-	28%	16%	23%	23%	13%	9%	6%	4%	4%	8%	9%	6%	17%	
Info. source: Internet															
Yes	53%	29%	18%	100%	17%	12%	12%	8%	5%	3%	1%	-	-	20%	
Non	68%	23%	17%	-	13%	7%	4%	4%	3%	2%	4%	4%	3%	9%	
Info. source: Public displays															
Yes	46%	28%	21%	31%	24%	22%	51%	41%	28%	6%	3%	-	19%	100%	
Non	68%	24%	17%	15%	12%	7%	-	-	-	2%	4%	3%	-	-	

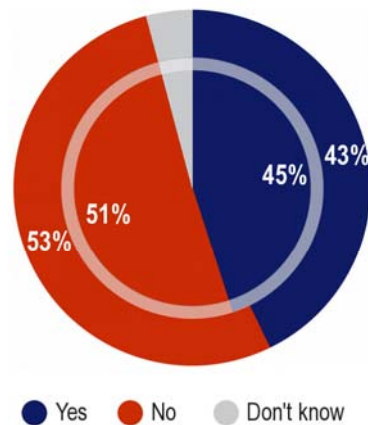
Base: respondents who heard of the EU initiative (N=4561)

2.3 Calling the services of social value in the European Union Member States

- Awareness that the 116 numbers are available in other EU Member States has fallen slightly among respondents who have heard of the initiative –

Respondents who said that they had heard of the 116 initiative were asked whether they knew that these numbers were available in other Member States of the EU¹⁹. Over four out of 10 (43%) respondents say they did know this, a slight fall compared with the 45% who said they were aware of this in 2011. A majority (53%) of those who had heard of the initiative say they did not realise the numbers were available in other Member States, up slightly from the 51% who gave this answer a year earlier.

QB4. Did you know that these numbers were available in other Member States of the EU?



Inner pie : EB75.2 Apr.-May 2011

Outer pie : EB77.2 Mar. 2012



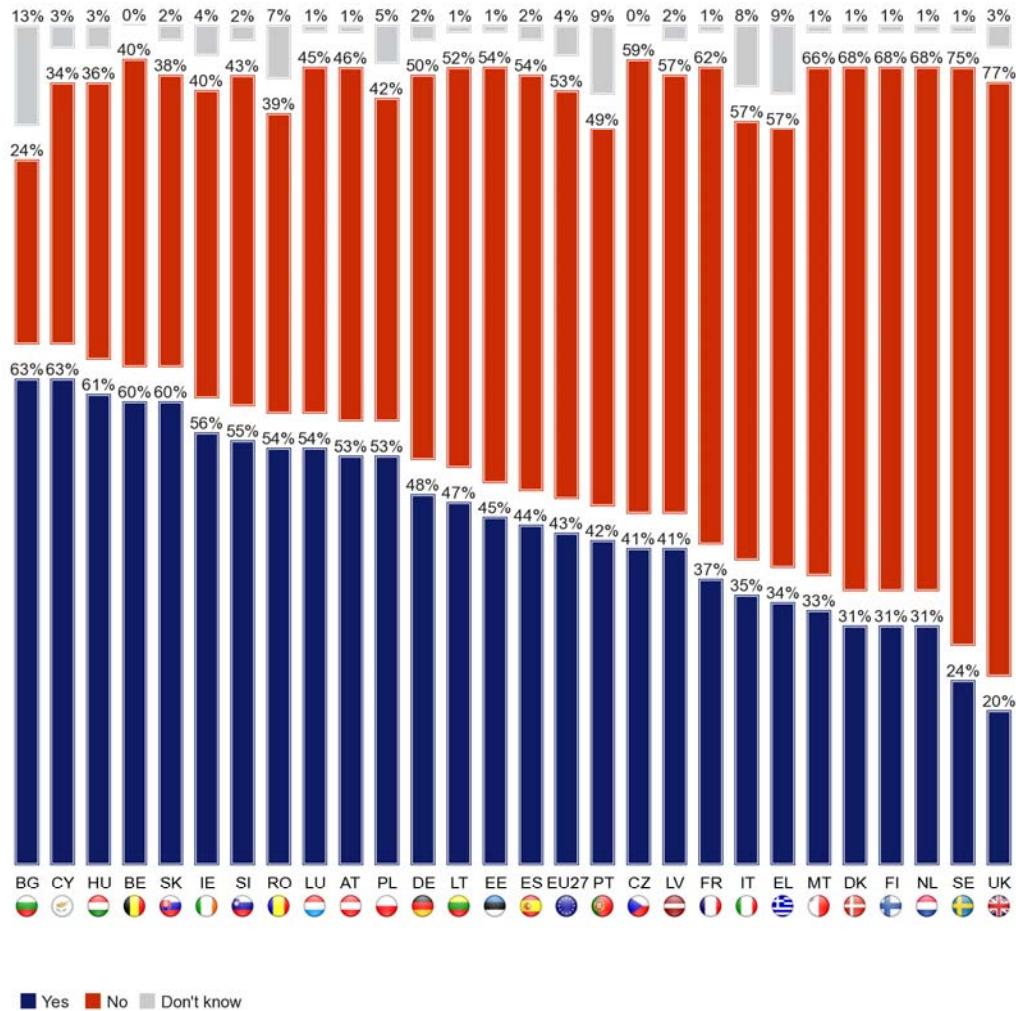
Base: Those who heard of the EU initiative [code 1 in QB2] N= 4561

There is an interesting disparity between EU15 and NMS12 respondents on this question. While a majority (53%) of NMS12 respondents who have heard of the 116 initiative say that they know the numbers are available in other EU countries, only 40% of those in the EU15 say they are aware of this.

At individual country level, the data show that in 11 Member States a majority of respondents who have heard of the 116 initiative are also aware that the numbers are available in other EU countries. Awareness of this fact is highest in Bulgaria (63%), Cyprus (63%) and Hungary (61%). At the other end of the scale, less than 30% of respondents who have heard of the 116 initiative realise that the numbers are available in other EU countries in the UK (20%) and Sweden (24%).

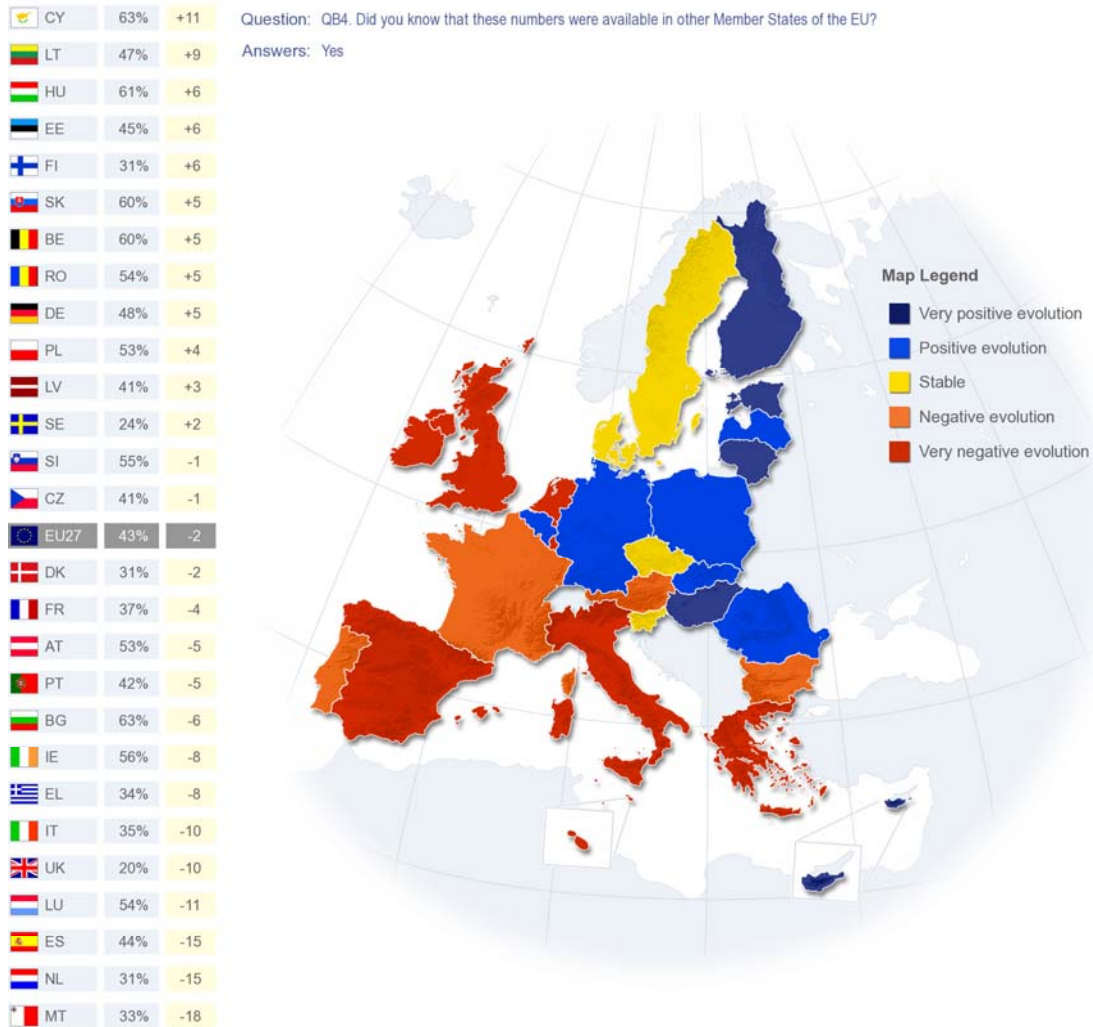
¹⁹ QB4 Did you know that these numbers were available in other Member States of the EU? Possible answers: yes; no; don't know.

QB4. Did you know that these numbers were available in other Member States of the EU?



Base: Those who heard about the EU initiative [code 1 in QB2] N= 4561

While awareness fell by 2 percentage points at EU level, 11 Member States experienced a positive or very positive evolution in terms of the proportion of respondents who have heard of the 116 initiative also being aware that the numbers are available in other EU countries. Five of these experienced very positive evolutions, with the largest positive changes being recorded in Cyprus (63%, +11 points) and Lithuania (47%, +9 points). The results remained stable in four Member States, while negative evolutions occurred in the remaining 12, of which nine saw very negative evolutions. The largest of these were in Malta (33%, -18 points), the Netherlands (31%, -15 points), and Spain (44%, -15 points).



Evolution EB77.2 (Mar. 2012) - EB75.2 (Apr.-May 2011) Base: Those who heard about the EU initiative [code 1 in QB2] N= 4561

According to the socio-demographic data:

- Men (47%) who have heard about the initiative are more likely to know that the numbers are available in other Member States than women (40%).
- While 48% of respondents who left education aged 20 or over know that the numbers are available in other Member States, only 35% of those who left school aged 15 or under say the same thing.
- Managers (53%) are the most likely of the occupational groups to be aware that the numbers are available in other Member States, while house persons (30%) are the least likely.
- Individuals who almost never have trouble paying their bills are more likely to be realise that the numbers are available in other Member States than those who have trouble with bills most of the time, by a margin of 47% to 35%.

- Respondents who heard about the 116 initiative via the internet (56%) are more likely to know that the numbers are available in other Member States than those who heard about it on television (43%) or via public displays (49%).
- While 49% of respondents who say people are adequately informed about the initiative in their country are aware that the numbers are available in other Member States, only 41% of those who do not think people are adequately informed are aware of this fact.

QB4 Did you know that these numbers were available in other Member States of the EU?

	Yes	No	DK
EU27	43%	53%	4%
Sex			
Male	47%	50%	3%
Female	40%	56%	4%
Age			
15-24	40%	56%	4%
25-39	45%	52%	3%
40-54	44%	52%	4%
55 +	43%	53%	4%
Respondent occupation scale			
Self-employed	45%	49%	6%
Managers	53%	44%	3%
Other white collars	45%	51%	4%
Manual workers	42%	55%	3%
House persons	30%	66%	4%
Unemployed	40%	55%	5%
Retired	44%	53%	3%
Students	43%	52%	5%
Info. source: Television			
Yes	43%	53%	4%
Non	45%	52%	3%
Info. source: Internet			
Yes	56%	41%	3%
Non	41%	55%	4%
Info. source: Public displays			
Yes	49%	48%	3%
Non	43%	53%	4%
Adequately informed in (COUNTRY)			
Agree	49%	48%	3%
Disagree	41%	55%	4%

Base: respondents who heard of the EU initiative (N=4561)

3. KNOWLEDGE OF ORGANISATIONS OR SERVICE PROVIDERS OPERATING 116 HOTLINES OR HELPLINES

- Knowledge of national services is almost always higher among respondents who are familiar with the 116 initiative -

Respondents in Member States where more than one 116 service is available were asked which of the service providers operating in their country, as far as they were aware, delivered 116 services. People in Member States with only one 116 helpline in operation were asked whether they knew that the relevant service provider operated a 116 service²⁰. Cyprus and Luxembourg, which do not operate any 116 services, are not included in the following analysis.

In **Austria**, respondents were asked whether they were aware that the organisation Österreichischer Rundfunk (ORF)²¹, which operates a 116123 emotional support helpline, operated a 116 helpline in their country. It is worth recalling that Austria demonstrated one of the EU's highest levels of awareness of the 116 initiative (29% vs. an EU average of 17%) and experienced a very positive evolution (+11 points) in the number of people giving this response since 2011. 86% of respondents in Austria also said earlier that they considered a free Europe-wide single number for emotional support helplines to be useful (just above the EU average of 83%), although the country experienced a negative evolution (-4 points) in the proportion of respondents who said this compared with 2011. 16% of citizens in Austria said they knew ORF provided this service, while 80% said they did not know. This is an increase on the 12% who said they knew about it in 2011. However, 48% of respondents who said they had heard of the 116 initiative said they know about the service.

Respondents in **Belgium** were asked whether they were aware that the organisation Child Focus²², which operates a 116000 hotline for missing children, operated a helpline in their country. Respondents in Belgium previously demonstrated the highest level of awareness of the 116 initiative anywhere in the EU (33%, compared with the 17% average), and showed a very positive evolution (+12 points) on this questions since 2011. People in Belgium were also nearly unanimous (99%) in regarding a single number for hotlines for missing children as useful, with a positive evolution (+3 points) being seen on this issue since 2011. 47% said they knew Child Focus provided this service, while 53% said they did not know. This is an increase on the 39% of respondents who said they knew that Child Focus operated this kind of service in 2011. However, 73% of respondents who said they had heard of the 116 initiative said they know about the service.

²⁰ QB5a was posed to citizens of Member States with two or three helplines in operation: 'Which of the following organisations or service providers do you think operate 116 hotlines or helplines in (OUR COUNTRY)? (MULTIPLE ANSWERS POSSIBLE)

QB5b was posed to citizens of Member States with only one 116 helpline in operation. 'Did you know that (NATIONAL ORGANISATION OPERATING 116 HOTLINES) is an organisation/service provider that operates 116 hotlines or helplines in (OUR COUNTRY)?' Possible answers: yes; no; don't know.

²¹ <http://www.rtr.at/de/tk/socialN>

²² <http://www.bipt.be>

In **Bulgaria**, respondents were asked whether they were aware that the State Agency for Child Protection²³, which operates a 116111 children's helpline, operated such a service in their country. Earlier, a fairly high 27% of respondents in Bulgaria said they had heard of the 116 initiative, a total which marked a positive evolution (+3 points) since 2011. A very high 98% of respondents in Bulgaria also said they regarded a single number for child helplines as useful (no change since 2011). 21% of citizens in Bulgaria said they knew that the State Agency for Child Protection provided this service, while 69% said they were unaware of this. This compares with 17% who said they knew about it in 2011. However, 60% of respondents who said they had heard of the 116 initiative said they know about the service.

Citizens in the **Czech Republic** were asked whether they knew that the Safety Line Association (Sdruzeni Linka Bezpeci)²⁴, which operates a 116111 children's helpline, ran such a service in their country. A relatively high proportion of respondents in the Czech Republic (29%) said previously that they had heard of the 116 initiative, with a very positive evolution (+14 points) having occurred since 2011. A very high proportion of respondents (97%) also said they regarded a single number for child helplines as useful (-1 point since 2011). 25% of people said they knew about this service, while 74% said they had not heard of it. This marks a big increase in awareness of the Safety Line Association's service since 2011, when only 8% of respondents said they knew about it. However, 60% of respondents who said they had heard of the 116 initiative said they know about the service.

Denmark has two 116 service providers: the Thora Centre²⁵, which operates a 116000 missing children hotline; and Børns Vilkår, which provides a 116111 children's helpline. Awareness of the 116 initiative in Denmark was earlier shown to be very low: just 7% of people had heard of it, though this was a positive evolution (+3 points) compared with 2011. People in Denmark also registered the lowest result in the EU in terms of the perceived usefulness of a single number for hotlines for missing children (72%, -1 point compared with 2011) and the second lowest in terms of the perceived usefulness of a single number for children's helplines (77%, -1 point). 16% of respondents said they thought that the Thora Centre delivered some kind of helpline (up from 12% in 2011), although strangely only 7% of respondents who had heard of the 116 initiative had knew about it. 63% said they were aware that Børns Vilkår delivered such a service (up from 55% in 2011), though 83% of those who were familiar with the 116 initiative knew about it. 76% of respondents had heard of at least one of these organisations (+11 points) – a total which rose to 91% among people who knew about the 116 initiative.

²³ <http://www.crc.bg/section.php?id=536&lang=bg>

²⁴ <http://www.ctu.eu/main.php?pageid=311&PHPSESSID=82c5f77a429dc003fd7ba2ba802c19c3>

²⁵ <http://www.itst.dk/nummerforhold-og-domaener/nummerforhold/nummerlister-1>

Germany has four 116 service providers²⁶: Initiative Vermisste Kinder, which delivers a hotline for missing children (116000 number); Weisser Ring, which runs a 116006 helpline for victims of crime; Nummer gegen Kummer, which operates a 116111 children's helpline; and Katholische Bundesarbeitsgemeinschaft für Ehe-, Familien- und Lebensberatung, TelefonSeelsorge und Offene Tür, which offers a 116123 emotional support helpline. Awareness of the 116 initiative in Germany was previously found to be just below average (15%, +5 points since 2011). 94% of respondents in Germany (no change since 2011) said they considered a single number for helplines for victims of crime to be a useful service; 93% (no change) said a single number for children's helplines was useful; and 91% (no change) said a single number for emotional support helplines was useful. 27% of respondents said they knew about the service provided by Initiative Vermisste Kinder (which is a new service, so no comparison with 2011 is possible), though 39% of those who were familiar with the 116 initiative knew about it. 51% of respondents said they were aware of the service provided by Weisser Ring (+14 points compared with 2011), with 64% of those who were familiar with the 116 initiative saying this. 19% said they knew about the service delivered by Nummer gegen Kummer (+7 points), with 22% of those who were familiar with the 116 initiative giving this answer. And 31% said they knew of the service provided by Katholische Bundesarbeitsgemeinschaft für Ehe-, Familien- und Lebensberatung, TelefonSeelsorge und Offene Tür (+11 points), with 44% of those aware of the 116 initiative giving this answer. Two-thirds (66%) of respondents have heard of at least one of these organisations (+20 points), though this figure climbed to 81% among those who knew about the 116 initiative.

People in **Estonia** were asked whether they knew that the Ministry of Social Affairs²⁷, which operates a 116000 missing children hotline and a 116111 child helpline, ran a 116 service in their country. Estonia was close to the EU average in having 16% of respondents who were aware of the 116 initiative (+5 points since 2011). 87% (no change) said they considered a single number for missing children's hotlines to be useful, while 89% (-1 point) said a single number for children's helplines was something useful. Only 6% of people said they had heard about this service, while 93% said they had never heard of it. This level of awareness is the same as that recorded in 2011. However, 29% of respondents who said they had heard of the 116 initiative said they know about the service.

²⁶ http://www.bundesnetzagentur.de/cn_1931/DE/Sachgebiete/Telekommunikation/RegulierungTelekommunikation/Nummernverwaltung/116xyz/HDSWZugeteilteNrn_Basepage.html

²⁷ <http://www.tja.ee/index.php?id=13109>

Greece has three 116 service providers²⁸: The Smile of the Child, which runs a 116000 missing children hotline; EPUPE, which operates a 116111 children's helpline; and Grammi Zois, which runs a 116123 emotional support helpline. Awareness of the 116 initiative was previously shown to be relatively high in Greece at 28% (+5 points compared with 2011). Almost all respondents in Greece (99%, no change) said they considered a single number for missing children's hotlines to be useful; 100% (+1 point) said that a single number for children's helplines was something useful; and 99% (+1 point) said that a single number for emotional support helplines was a useful service. 80% of respondents said they were aware of the service provided by the organisation The Smile of the Child (+5 points compared with 2011), though this rose to 90% among those who had heard of the 116 initiative. 22% said they knew about the service delivered by EPUPE (-2 points), with 36% of those who knew about the 116 initiative saying this. And 41% said they knew of the service provided by Grammi Zois (+11 points), a figure that increased to 58% among people who were familiar with the 116 initiative. 85% of respondents had heard of at least one of these organisations (+8 points), with 94% of those familiar with the 116 initiative having done so.

In **Finland**, respondents were asked whether they knew that the Mannerheim League for Child Welfare²⁹, which runs a 116111 children's helpline, operated this kind of service in their country. It was previously shown that 15% of people in Finland were aware of the 116 initiative (+5 points compared with 2011), and that 94% (-2 points) of respondents considered a single number for children's helplines to be something useful. 29% of people said they were aware of this service, while 70% said they had not heard of it. This is an increase on the 24% of respondents who said they knew about the service in 2011. However, 73% of respondents who said they had heard of the 116 initiative said they know about the service.

Respondents in **France** were asked whether they knew that INAVEM Federation Nationale d'Aide aux Victimes and Fondation pour l'enfance (FPE)³⁰, which operates a 116000 missing children hotline, ran this kind of service in their country. A relatively high 22% of respondents in France were previously shown to be aware of the 116 initiative (no change from 2011), while 94% of respondents said they considered a single number for missing children's hotlines to be something useful (-1 point). Just 7% of respondents said they had heard of the service, with 92% saying they had not heard of it. However, this was an increase on the 4% who gave this response in 2011. 21% of respondents who said they had heard of the 116 initiative said they know about the service.

²⁸ <http://www.eett.gr>

²⁹ <http://www.ficora.fi/index/palvelut/palvelutaiheittain/numerointi/numerotyypitjaalueet/palvelunumerot/116palvelunumerot.html>

³⁰ <http://www.arcep.fr/index.php?id=8146>

Hungary has two 116 service providers³¹: Kék Vonal, which runs a 116000 missing children hotline and a 116111 children's helpline; and Magyar Lelki Elsősegély Telefonszolgálatok Szövetsége, which operates a 116123 emotional support helpline. A relatively high 21% of respondents in Hungary were earlier shown to know about the 116 initiative. 96% of respondents said they considered a single number for missing children's hotlines to be something useful (-1 point), while 95% (no change) said a single number for children's helplines was useful. 27% of people in Hungary said they knew about the service provided by Kék Vonal (+15 points), though this rose to 48% among those familiar with the 116 initiative. 34% said they knew about the Magyar Lelki Elsősegély Telefonszolgálatok Szövetsége service (which is a new service not covered in the 2011 wave of the survey), with 44% of those familiar with the 116 initiative giving this answer. 55% of respondents had heard of at least one of the two organisations, with 81% of those familiar with the 116 initiative having done so.

Ireland offers two 116 services³²: the Crime Victims Helpline, which operates a 116006 helpline for victims of crime; and the Irish Society for the Prevention of Cruelty to Children, which provides a 116111 children's helpline. A relatively low 13% of respondents in Ireland said previously that they had heard of the 116 initiative (+6 points). 85% of respondents said they thought a single number for crime victims' helplines was useful (-5 points compared with 2011), while 84% said a single number for children's helplines was something useful (-6 points). 32% of respondents said they thought that the Crime Victims Helpline operated a 116 service (+6 points), although 63% of those familiar with the 116 initiative said this. 24% said they were aware of the service provided by the Irish Society for the Prevention of Cruelty to Children (no change), with 37% of respondents familiar with the 116 initiative saying this. 42% of people had heard of at least one of the two organisations, with this total rising to 78% among those familiar with the 116 initiative.

Respondents in **Italy** were asked whether they were aware that Telefono Azzurro³³, which operates a 116000 missing children hotline, ran this kind of service in their country. Previously, 20% of people in Italy (+6 points compared with 2011) were shown to be aware of the 116 initiative, while 93% of respondents said that a single number for missing children's hotlines was something useful (+3 points). 34% of people said they were familiar with this service, while 62% said they did not know about it. This marks an increase on the 28% who said they were aware of the Telefono Azzurro service in 2011. 70% of respondents who said they had heard of the 116 initiative said they know about the service.

³¹ <http://webold.nhh.hu/aga/rovid/rovidParamsAction.do>

³² http://www.comreg.ie/licensing_and_services/eu_harmonised_shortcodes.552.491.html

³³ <http://www.aqcom.it>

In **Latvia**, respondents were asked whether they were aware that The State Inspectorate for Protection of Children's Rights³⁴, which runs a 116111 children's helpline, operated this type of service in their country. Previously 32% of respondents in Latvia (-11 points compared with 2011) were shown to be aware of the 116 initiative, while 90% (-1 point) said a single number for children's helplines was something useful. 22% of respondents said they were familiar with this service, while 77% said they had not heard about it. This marks an increase on the 15% who said they were aware of the service in 2011. 48% of respondents who said they had heard of the 116 initiative said they know about the service.

Lithuania provides two 116 services³⁵: the Ministry of Social Security and Labour's State Child Rights Protection and Adoption Service, which operates a 116111 children's helpline called Child Line; and the Lithuanian Association of Telephone Emergency Services, which runs a 116123 emotional support helpline. Earlier, it was shown that 24% of respondents in Lithuania were familiar with the 116 initiative (+7 points compared with 2011). 95% said a single number for children's helplines was something useful (+3 points), while 90% said a single number for emotional support helplines was a useful service (+1 point). 31% of respondents said they knew about the Child Line service (+6 points compared with 2011), with 33% of those familiar with the 116 initiative saying this. 46% said they knew about the Lithuanian Association of Telephone Emergency Services' emotional support helpline (+5 points), with 56% of those familiar with the 116 initiative giving this answer. 66% of respondents had heard of at least one of the two organisations (+10 points), though this rose to 79% among those aware of the 116 initiative.

Malta currently has two 116 service providers³⁶: the Malta Police Force, which operates a 116000 missing children hotline; and Agenzija Appogg, which provides a 116123 emotional support helpline. It was previously shown that 15% of respondents in Malta were aware of the 116 initiative (-1 point compared with 2011). 94% of respondents said that a single number for missing children's hotlines was something useful (-1 point), while 94% also said that a single number for emotional support helplines was a useful service (+1 point). 34% of respondents said they were familiar with the service provided by the Malta Police Force (-2 points), with 41% of those familiar with the 116 initiative saying this. 47% said they were aware that Agenzija Appogg provided an emotional support helpline (+5 points), with 56% of those familiar with the 116 initiative offering this response. 66% of respondents had heard of at least one of the two organisations (+2 points), though this rose to 75% among those who knew about the 116 initiative.

³⁴ www.vestnesis.lv/index.php?menu=doc&id=208809

³⁵ <http://www.rtf.lt/index.php?-364064224>

³⁶ <http://www.mca.org.mt/infocentre/openarticle.asp?WsAppId=590&id=1258&pin=pdfk5465q4v6e5r4q6>

The Netherlands has two 116 service providers ³⁷ : Centrum Internationale Kinderontvoering, which operates a 116000 missing children hotline; and Stichting Slachtofferhulp Nederland, which runs an emotional support helpline. Previously, only 9% of respondents in the Netherlands were shown to know about the 116 initiative (-1 point) – a relatively low outcome. 84% of respondents said they regarded a single number for missing children’s hotlines as something useful (-1 point), which is also some way below the EU average, while only 48% (-11 points) said they considered a single number for emotional support helplines to be useful – by far the lowest result in the EU. 32% of respondents said they had heard of the Centrum Internationale Kinderontvoering service (+27 points compared with 2011), with 53% of those familiar with the 116 initiative saying this. 31% said they knew about the Stichting Slachtofferhulp Nederland service (which is new, and was not included in the 2011 wave), compared with 50% of those familiar with the 116 initiative. 49% of respondents knew about at least one of the two organisations, though this increased to 77% among those familiar with the 116 initiative.

Poland has three 116 service providers ³⁸ : ITAKA (Centrum Poszukiwa. Ludzi Zaginionych), which runs a 116000 missing children hotline; the Nobody’s Children Foundation (Fundacja Dzieci Niczyje), which operates a 116111 children’s helpline; and the Institute of Psychological Health (Instytut Psychologii Zdrowia Polskiego Towarzystwa Psychologicznego), which runs a 116123 emotional support helpline. The level of awareness of the 116 initiative in Poland was earlier shown to be close to the EU average at 18% (+4 points compared with 2011). Also 93% of respondents said they regarded a single number for missing children’s hotlines as something useful (+1 point), 92% that a single number for children’s helpline was useful (no change) and 87% said that it was useful for emotional helplines (-1 point). 39% of respondents in Poland said they were aware that ITAKA operated a 116 services (+12 points), with 55% of those familiar with the 116 initiative saying this. 15% said they knew about the service delivered by the Nobody’s Children Foundation (+3 points), compared with 28% of those who knew about the 116 initiative. 9% said they were aware of the service provided by the Institute of Psychological Health (+4 points), a total which went up to 15% among those familiar with the 116 initiative. 52% of respondents had heard of at least one of these services, a big increase on the 36% who had done so in 2011. 77% of people familiar with the 116 initiative knew at least one of the organisations.

³⁷ www.opta.nl

³⁸ http://www.uk.gov.pl/uke/index.jsp?place=Lead24&news_cat_id=277&news_id=3791&layout=9&page=text

Portugal offers two 116 services³⁹: Crianças Desaparecidas, which operates a 116000 missing children hotline; and SOS Criança - Linha de Apoio a Criança, which provides a 116111 children's helpline. A fifth (20%) of respondents in Portugal were earlier shown to know about the 116 initiative (+3 points compared with 2011). 97% said a single number for children's helplines was something useful (+1 point), while 94% said a single number for emotional support helplines was a useful service (no change). 10% said that they knew about the Crianças Desaparecidas service, a large fall compared with the 21% who said this in 2011. 19% of those familiar with the 116 initiative knew about the service. However, 41% said that they were familiar with the SOS Criança service (+7 points), with 50% of those familiar with the 116 initiative saying this. 48% of respondents had heard of at least one of the two organisations (-1 point), a figure which went up to 64% among those familiar with the 116 initiative.

Romania offers two 116 services⁴⁰: the Romanian Centre for Missing and Sexually Exploited Children, which operates a 116000 missing children hotline; and The Child Helpline (Asociația Telefonul Copilului), which provides a 116111 children's helpline. Romania earlier demonstrated an above-average awareness of the 116 initiative (21%, +8 points compared with 2011.) 95% said they considered a single number for missing children's hotlines to be useful (+2 points), while 90% (+2 points) said a single number for children's helplines was something useful. 17% said they knew about the service provided by the Romanian Centre for Missing and Sexually Exploited Children (+7 points), compared with 27% of those who knew about the 116 initiative. 19% said they were aware of The Child Helpline (no change), with 36% of those familiar with the 116 initiative saying this. 31% of respondents had heard of at least one of the two organisations (+6 points) -this goes up to 53% amongst those who knew about the 116 initiative.

In **Slovakia**, respondents were asked if they were aware that the Slovak Board of UNICEF⁴¹ operates a 116000 missing children hotline and a 116111 children's helpline. Respondents in Slovakia were previously shown to have a relatively high level of awareness of the 116 initiative (24%, +7 points compared with 2011), with 97% saying that they considered a single number for missing children's hotlines to be useful (+5 points) and 97% also regarding a children's helpline as useful (+2 points). 18% of respondents said they knew about the service, up from the 6% who said this in 2011. However, the level of awareness increased to 64% among those who knew about the 116 initiative.

³⁹ <http://www.anacom.pt/render.jsp?contentId=534695&languageId=1>

⁴⁰ www.anrcti.ro/DesktopDefault.aspx?tabid=1507

⁴¹ www.teleoff.gov.sk

Slovenia has two 116 service providers⁴²: the Association of Police Officers of Slovenia, which operates a 116000 missing children hotline; and Zveza slovenskih društev svetovalcev za telefonsko pomoč v stiski - STS, which provides a 116123 emotional support helpline. Respondents in Slovenia were previously shown to have an average level of awareness of the 116 initiative (18%, +3 points compared with 2011). 95% said that they considered a single number for missing children's hotlines to be useful (+3 points), while 92% said that they considered a single number for emotional support helplines to be useful (+2 points), just 7% said they knew about the service delivered by the Association of Police Officers (which is a new service that was not covered by the 2011 wave), with only 8% of those who knew about the 116 initiative familiar with it. 69% said they know about the STS service (up from just 8% of respondents who said this in 2011), with 77% of those who knew about the 116 initiative saying this. 73% of respondents knew at least one of the two organisations, with 82% of those who knew about the 116 initiative saying this.

In **Spain**, respondents were asked whether they knew that Fundacion ANAR⁴³, which runs a 116000 missing children hotline, operated such a service in their country. A relatively low 10% of respondents in Spain were previously shown to know about the 116 initiative (+3 points compared with 2011, while 87% said they considered a single number for missing children's hotlines to be a useful service (-8 points). Just 3% of respondents said they were familiar with the Fundacion ANAR service, with 95% saying they did not know about it. This compares with 4% who had heard of it in 2011. 20% of those familiar with the 116 initiative were familiar with the Fundacion ANAR service.

Sweden has two 116 service providers⁴⁴: BRIS, which runs a 116111 children's helpline; and Svenska Kyrkan, which operates a 116123 emotional support helpline. Respondents in Sweden were earlier shown to have the lowest level of awareness of the 116 initiative in the EU – just 7% (no change compared with 2011). 95% said they thought a single number for children's helplines was a useful service (+2 points), while 87% said they considered a single number for emotional support helplines to be useful (+2 points). 83% of respondents said they knew about the BRIS service (+7 points), with 84% of those familiar with the 116 initiative saying the same thing. 40% said they were familiar with the Svenska Kyrkan service (+2 points), though only 36% of people who knew about the 116 initiative said this. 89% of respondents had heard of at least one of the two organisations (+8 points) with 88% of those familiar with the 116 initiative having done so.

⁴² http://www.apek.si/sl/stevilski_prostor_register

⁴³ <http://www.mityc.es/telecomunicaciones/es-ES/Servicios/Numeracion/armonizados/Paginas/rango116.aspx>

⁴⁴ <http://e-tjanster.pts.se/>

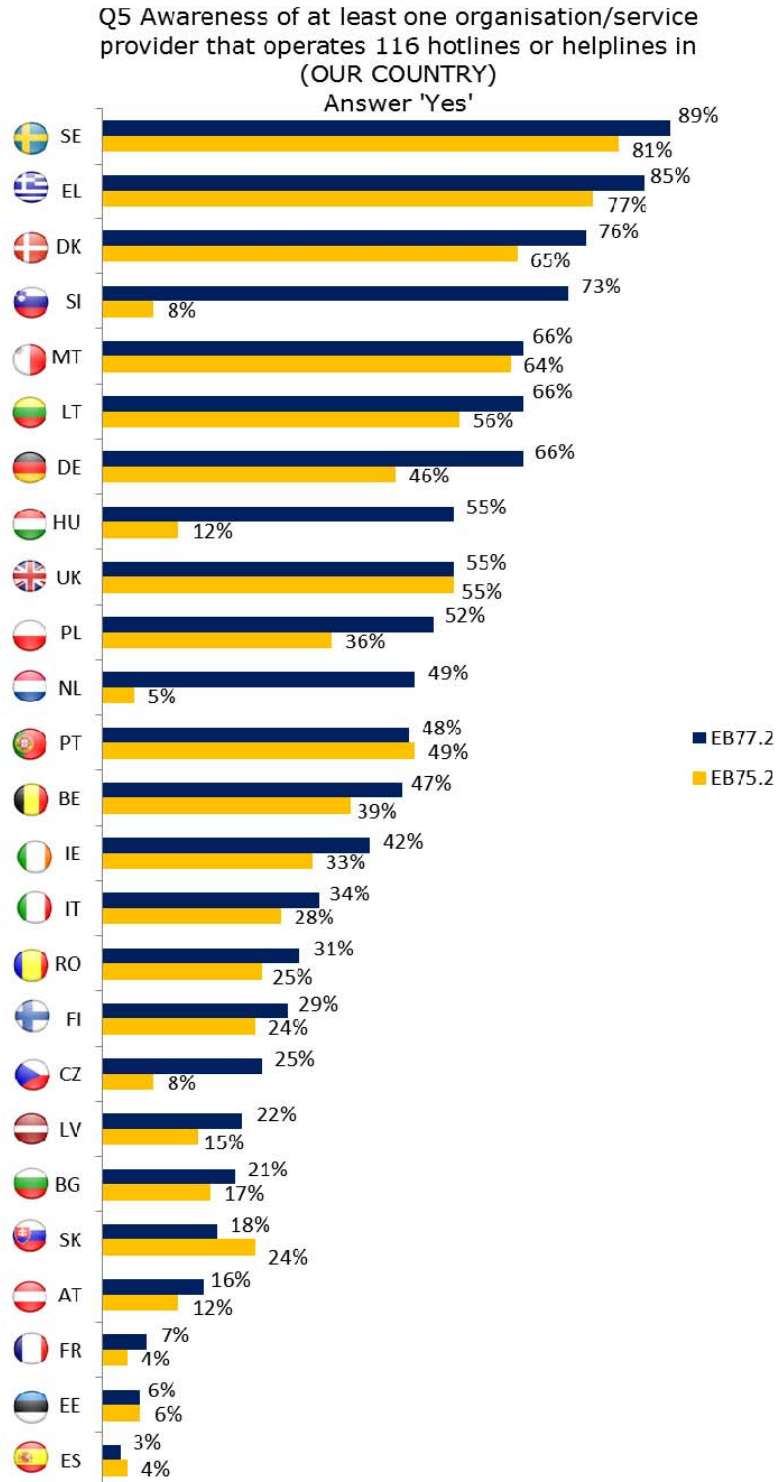
The UK has three 116 service providers⁴⁵: Missing People, which runs a 116000 missing children hotline; the NSPCC, which operates a 116111 children's helpline called Child Line; and the Samaritans, which runs a 116123 emotional support helpline. People in the UK were previously shown to have a very low level of awareness of the 116 initiative (8%, +3 points compared with 2011). 82% of respondents in the UK (+2 points) said they considered a single number for missing children hotlines to be a useful service; 83% (+2 points) said a single number for children's helplines was useful; and 76% (-3 points) said a single number for emotional support helplines was useful. 30% of respondents said they were aware of the Missing People service (+1 point), with 39% of those familiar with the 116 initiative saying this. 35% said they knew about the service delivered by the NSPCC (+2 points), a total which increased to 46% among those familiar with the 116 initiative. And 33% said they were aware of the service provided by the Samaritans (+2 points) with 39% of people who knew about the 116 initiative saying that they knew about it. 55% of respondents had heard of at least one of these organisations – the same number as in 2011 – with 68% of those familiar with the 116 initiative having heard of at least one of them.

The graphic on the next page summarises the level of awareness of at least one organisation/service provider that operates 116 hotlines or helplines in a given country. As there were several organisation/service providers in some countries, the chart uses the figures for the proportion of respondents who mentioned at least one of these.

The level of awareness of organisations/services varies considerably from one country to another. In 10 Member States, a majority of respondents have heard of at least one provider, with the level of awareness highest in Sweden (89%), Greece (85%), and Denmark (76%). But at the other end of the scale, a very low awareness of national organisations/services that operate 116 services was demonstrated in Spain (3%), Estonia (6%) and France (7%).

⁴⁵ <http://stakeholders.ofcom.org.uk/telecoms/numbering/guidance-tele-no/116-euro-numbers>

Compared with the results of the 2011 wave of the survey, a positive evolution can be observed in 20 Member States, with the largest increases in awareness occurring in Slovenia (+65 points), the Netherlands (+44 points) and Hungary (+43 points). In four countries the level of awareness remained stable, with only Slovakia (-6 points) witnessing a negative evolution.

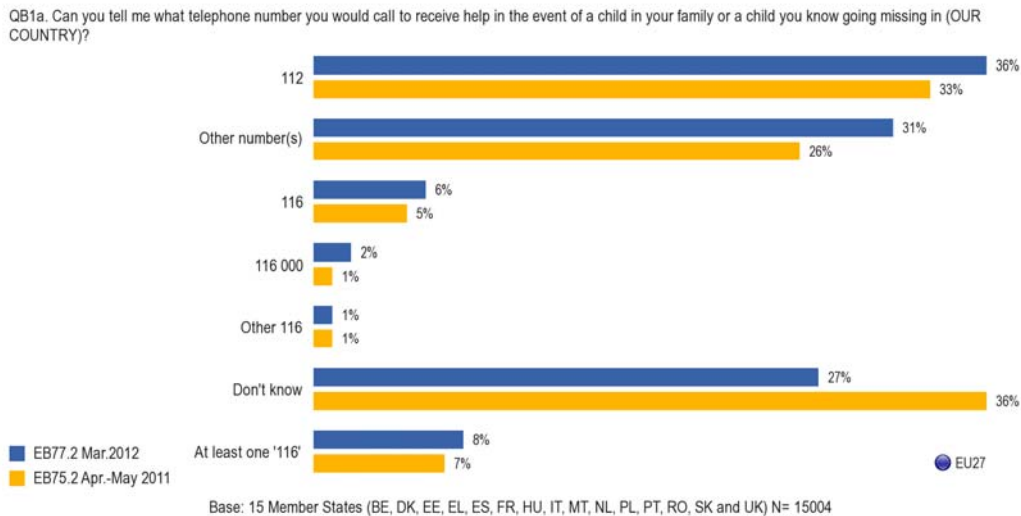


III. AWARENESS OF THE HOTLINES AND HELPLINES FOR SERVICES OF SOCIAL VALUE

1. HOTLINES FOR MISSING CHILDREN

- The proportions of people who would call 112, 116 and other numbers in response to a child going missing have all increased, with far fewer now saying they don't know who to call. Only 2% answer 116000 –

Among respondents in 15 EU Member States where a 116000 missing children hotline is currently functioning⁴⁶, over a third (36%) say they would call **112**, the single European emergency services number, if a child went missing, which is an increase on the 33% of respondents who said this in 2011⁴⁷. Just under a third (31%) say they would call **another number**, up five percentage points since 2011. Over a quarter (27%) say they **do not know** which number they would call if a child they knew went missing – a substantial drop compared with the 36% who said this in 2011. 6% of people say they would call **116** (+1 point), with just 2% (+1 point) saying they would call **116000**. A further 1% (no change) say they would try a different 116 number. Overall, 8% of respondents say they would call some combination of 116 numbers, up from the 7% who said so a year earlier.



⁴⁶ The 116000 number is also functioning in Germany and Slovenia

⁴⁷ QB1a Can you tell me what telephone number you would call to receive help in the event that a child in your family or a child you know had gone missing in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). Possible answers: 116; 116000; 112; other number; other 116; don't know.

Of the 15 EU countries, five have an absolute majority of respondents who say they would call **112** in the event of a child going missing. Romania (84%), the Netherlands (75%) and Estonia (71%) have the highest proportions of people who would call 112. In all but three countries over 30% of respondents say they would call 112, but in those three – Greece (2%), the UK (4%) and France (7%) – usage of 112 is extremely low. The proportion of people who say they would call 112 has increased in seven of the 15 countries, with the largest rises occurring in Spain (+10 points) and Poland (+9 points). The number of respondents who would call 112 remained the same in two countries, and fell in the remaining six, with the biggest falls coming in Denmark (-12 points) and Portugal (-10 points).

















In two countries a majority of respondents say they would call **other numbers** in the event of a child going missing: the UK (64%) and Denmark (59%). But relatively few people would call another number in Romania (2%) and Italy (13%). The proportion of respondents who say they would call other numbers has increased in 10 of the 15 countries, with the largest rises occurring in France (+17 points) and Denmark (+12 points). The number of respondents who would call 112 remained the same in three countries, and fell in the remaining two, Estonia (-2 points) and Romania (-1 point).

In seven of the 15 countries at least 30% of respondents say they **don't know** which number they would call if a child went missing. In Greece 49% of respondents say this, as do 43% of those in France. At the other end of the scale relatively few people in Denmark (5%) and Estonia (7%) say they don't know. The proportion of respondents who don't know rose slightly in three countries – notably in Belgium (+3 points), remained the same in one, and fell in the other 11. Some of these falls were quite large, especially those in Italy (-15 points), France (-14 points), Spain (-11 points) and Poland (-11 points).

At least 10% of respondents in three countries say they would call **116** if a child they knew went missing: Belgium (18%), Italy (15%) and Slovakia (11%). The proportion of respondents who would call 116 rose slightly in seven countries, with Italy (+3 points), Slovakia (+2 points) and Greece (+2 points) showing the largest increases. The level of people who would call 116 remained the same in two countries, and fell slightly in six countries, with Belgium (-4 points) showing the largest fall despite still being the country with the highest proportion of citizens who would call 116.

In four countries over a tenth of respondents would call **at least one 116 number**: Belgium (23%), Italy (21%), Slovakia (17%), and Hungary (11%). The proportion of respondents who would call one of the 116 numbers climbed slightly in 9 countries, with Italy (+4 points) and Slovakia (+4 points) registering the largest increases. The level of people who would call 116 remained the same in three countries, and fell slightly in four countries, with Belgium (-3 points) and Malta (-4 points) again showing the largest fall drop.

QB1a Can you tell me what telephone number you would call to receive help in the event of a child in your family or a child you know going missing in (OUR COUNTRY)?

	112	Diff EB77.2 - EB75.2	Other number(s)	Diff EB77.2 - EB75.2	116	Diff EB77.2 - EB75.2	116 000	Diff EB77.2 - EB75.2	Other 116	Diff EB77.2 - EB75.2	Don't know	Diff EB77.2 - EB75.2	At least one '116'	Diff EB77.2 - EB75.2
 EU27	36%	+3	31%	+5	6%	+1	2%	+1	1%	=	27%	-9	8%	+1
 BE	30%	-7	25%	+6	18%	-4	5%	+1	1%	-1	24%	+3	23%	-3
 DK	38%	-12	59%	+12	2%	+1	0%	=	1%	+1	5%	=	2%	+1
 EE	71%	+7	26%	-2	1%	=	1%	+1	1%	+1	7%	-6	3%	+2
 EL	2%	=	41%	+9	6%	+2	1%	-2	2%	+1	49%	-9	8%	=
 ES	59%	+10	21%	+2	4%	-1	1%	+1	0%	=	19%	-11	5%	=
 FR	7%	-3	45%	+17	4%	-1	0%	=	1%	=	43%	-14	5%	-1
 IT	37%	+8	13%	=	15%	+3	6%	=	1%	=	31%	-15	21%	+4
 HU	33%	+2	26%	+6	8%	+1	2%	+1	1%	=	33%	-9	11%	+3
 MT	42%	+6	20%	+6	1%	-3	0%	=	0%	=	38%	-8	1%	-3
 NL	75%	-1	15%	+2	2%	+1	0%	=	0%	=	10%	-1	3%	+1
 PL	59%	+9	24%	=	2%	-1	2%	+2	0%	=	15%	-11	4%	+1
 PT	47%	-10	17%	+8	3%	=	3%	+2	1%	=	31%	+1	6%	+2
 RO	84%	+1	2%	-1	3%	+1	2%	+1	0%	=	11%	-2	5%	+2
 SK	43%	-3	24%	=	11%	+2	5%	+1	1%	=	21%	+1	17%	+4
 UK	4%	=	64%	+5	1%	-1	0%	=	0%	=	30%	-6	2%	=

The socio-demographic data show that:

- Respondents aged 55 or more are the least likely to call either 112 or 116 numbers to deal with the problem of a missing child. Only 4% of people in the 55+ age group say they would call 116, compared with 6-7% for the three younger age groups; and only 32% of over-55s say they would ring 112, compared with 36% of 15-24 year-olds and 40-54 year-olds, and 41% of 25-39 year-olds.
- Respondents who finished their education at a young age are the most likely to say they don't know which number they would call if a child went missing. While 35% of those who left school at 15 or under say they don't know, only 26% of those who left aged 16-19 and 22% of those who left at 20 or over say the same thing. People in the latter group are the mostly likely to call 112: 39% would do so, compared with 32% of people in the 15- group.
- People in households of four or more people are more likely to think of calling 116: People in larger households are also more inclined to call 112: 36-39% of people in households of two people or more would do this, compared with 29% of respondents who live alone. 32% of people who live alone say they don't know which number they would call, as opposed to just 22% of people in households of four or more.
- The respondents' occupation scale suggests that self-employed people (10%) and other white collar workers (9%) are the most likely to call 116; unemployed and retired people (both 4%) are the least likely to call 116. By contrast, unemployed people (41%) and self-employed people (39%) are the most likely to call 112, with retired people (31%) and managers (32%) the least likely to do this.

- People who only use a mobile phone are much more likely to call both 112 and 116. 48% of people who only use a mobile say they would ring 112, and 7% say they would call 116. By comparison, 24% of people who only use a landline would call 112, and 2% would call 116. 31% who use both a landline and a mobile would call 112, while 6% would call 116.
- Among people who said they had heard of the 116 initiative, 19% say they would call 116 in the event of a child going missing (compared with just 3% of people who had not heard of it), while 7% said they would call 116000 (only 1% of people not familiar with the 116 initiative would do the same).
- Respondents who obtained information about the 116 initiative on the Internet (27%) or from public displays (28%) are more likely than people who heard about it via television (18%) to say they would call 116 in the event of a child going missing.

QB1a Can you tell me what telephone number you would call to receive help in the event of a child in your family or a child you know going missing in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

	112	Other number(s)	116	116 000	Other 116	DK
TOTAL	36%	31%	6%	2%	1%	27%
Age						
15-24	36%	34%	7%	2%	1%	23%
25-39	41%	30%	6%	2%	1%	23%
40-54	36%	32%	7%	2%	0%	25%
55 +	32%	31%	4%	1%	1%	34%
Education (End of)						
15-	32%	28%	4%	2%	1%	35%
16-19	36%	33%	6%	2%	0%	26%
20+	39%	32%	6%	3%	1%	22%
Still studying	35%	32%	7%	2%	1%	25%
Household composition						
1	29%	35%	4%	2%	0%	32%
2	36%	31%	4%	2%	1%	28%
3	39%	28%	7%	2%	1%	26%
4+	38%	32%	8%	2%	1%	22%
Respondent occupation scale						
Self-employed	39%	26%	10%	4%	0%	23%
Managers	32%	38%	5%	3%	1%	23%
Other white collars	38%	26%	9%	2%	1%	26%
Manual workers	37%	31%	5%	2%	0%	27%
House persons	37%	28%	6%	1%	1%	30%
Unemployed	41%	35%	4%	2%	0%	21%
Retired	31%	32%	4%	1%	1%	33%
Students	35%	32%	7%	2%	1%	25%
Landline/ mobile						
Mobile only	48%	23%	7%	3%	1%	21%
Landline only	24%	31%	2%	1%	0%	42%
Landline & mobile	31%	36%	6%	2%	1%	28%
No tel.	44%	19%	1%	2%	1%	33%
Heard of '116' initiative						
Yes	29%	24%	19%	7%	1%	25%
Non	37%	33%	3%	1%	0%	28%
Info. source: Television						
Yes	31%	23%	18%	6%	1%	26%
Non	36%	32%	4%	1%	0%	27%
Info. source: Internet						
Yes	30%	18%	27%	14%	1%	14%
Non	36%	32%	5%	2%	1%	27%
Info. source: Public displays						
Yes	27%	25%	28%	8%	3%	16%
Non	36%	31%	5%	2%	1%	27%

Base: 15 Member States (N=15004)

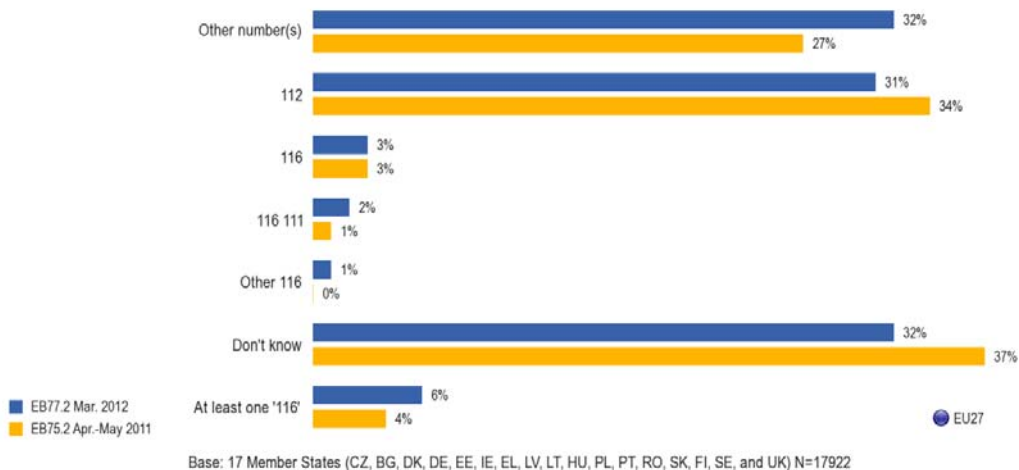
2. CHILD HELPLINES (116111)

- At least 10% of respondents in four Member States would advise a distressed child to call a 116 number, and the proportion of people who would recommend 116 has risen slightly in most countries. Only 2% say 116111 -

Among respondents in the 17 EU Member States where a 116111 children's helpline is currently in operation, around a third (32%) say they would advise a child to call **another** number if he or she encountered difficulties – in increase on the 27% that said this in 2011⁴⁸. Nearly a third (32%) of respondents also say they **don't know** which number they would advise a child to call, down five percentage points on the number that said this in the previous wave.

Over three out of 10 respondents (31%) say they would recommend calling **112** (-3 points), while just 3% of people (no change) say they would tell a child to call **116**. 2% (+1 point) say they would recommend calling **116111**, and 1% (+1 point) say they would call **another 116 number**. Altogether 6% of respondents (+2 points) would advise a child to call **one of the 116 numbers**.

QB1c. Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in (OUR COUNTRY)?



Of the 17 EU countries that operate missing children hotlines, only the UK has a majority (61%) of people who say they would advise a child to call **other numbers**, though Denmark (48%) also has a high proportion of respondents who say this. In 10 countries at least 20% of respondents say they would recommend calling another number, though in Romania (2%) and Bulgaria (3%) very few respondents say they would advise this. The proportion of respondents who say they would call other numbers has increased in 13 of the 17 countries, with the largest rises occurring in Denmark (+12 points) and Portugal (+9 points). The number of respondents who would call other numbers

⁴⁸ QB1c: Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)). Possible answers: 116; 116111; 112; other number; other 116; don't know.

remained the same in two countries, and fell slightly in the remaining two, Bulgaria (-1 points) and Ireland (-1 point).

A majority of respondents in five of the 17 countries that operate a 116111 service say they would advise a child call to **112** if he or she encountered difficulties. Romania (76%), Estonia (59%) and Lithuania (59%) have the highest proportions of people who would advise calling 112. In all but four countries over a quarter of respondents say they would tell a child in difficulty to call 112: Greece (2%), the UK (4%), Ireland (10%) and Sweden (18%). The proportion of people who say they would recommend calling 112 has increased in just four of the 17 countries, with the largest rise occurring in Estonia (+7 points). The level remained the same in two countries, and fell in the remaining 11, with the biggest falls coming in Portugal (-13 points), Latvia (-11 points), Finland (-11 points), and Lithuania (-10 points).



















At least 10% of respondents in three countries say they would advise calling **116** if a child were in difficulty: Slovakia (12%), the Czech Republic (11%) and Bulgaria (10%). The proportion of respondents who would recommend 116 rose slightly in eight countries, with Slovakia (+5 points) and Hungary (+4 points) showing the largest increases. The level of people who would advise calling 116 stayed the same in five countries, and fell by a single percentage point in four countries.

The Czech Republic (10%), Slovakia (7%) and Sweden (5%) register the highest proportions of respondents who say they would tell a child to call **116111**. The proportion of respondents saying they would recommend calling this number has increased in 14 of the 17 countries and stayed the same in three, with the Czech Republic (+5 points) and Sweden (+4 points) witnessing the largest increases.

In three of the 17 countries a majority of respondents say they **don't know** which number they would tell a child to call: Greece (65%), Ireland (54%) and Sweden (50%). At least a quarter of respondents in all but four of the 17 countries say they don't know what they would advise, with relatively few people giving this answer in Denmark (14%) and the Czech Republic (16%). The proportion of respondents who don't know rose in six countries – notably in Latvia (+7 points) and Lithuania (+7 points). But it fell in the other 11 countries, with substantial drops occurring in Estonia (-14 points) and Poland (-10 points).

In four Member States – the Czech Republic (21%), Slovakia (18%), Bulgaria (14%), and Hungary (12%) – at least 10% of respondents say they would tell a child to call some kind of 116 numbers. The number of respondents giving this answer increased in 13 of the 17 countries, notably in the Czech Republic (+8 points) and Slovakia (+5 points). It remained stable in three countries, and fell very slightly in the remaining one.

QB1c Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in (OUR COUNTRY)?

	Other number(s)	Diff EB77.2 - EB75.2	112	Diff EB77.2 - EB75.2	116	Diff EB77.2 - EB75.2	116 111	Diff EB77.2 - EB75.2	Other 116	Diff EB77.2 - EB75.2	Don't know	Diff EB77.2 - EB75.2	At least one '116'	Diff EB77.2 - EB75.2
 EU27	32%	+5	31%	-3	3%	=	2%	+1	1%	+1	32%	-5	6%	+2
 BG	3%	-1	54%	-7	10%	+1	4%	+2	1%	+1	32%	+2	14%	+3
 CZ	15%	+1	53%	-6	11%	+3	10%	+5	1%	+1	16%	-5	21%	+8
 DK	48%	+12	42%	-9	1%	-1	0%	=	0%	=	14%	-1	1%	-1
 DE	37%	+8	29%	-5	3%	+1	2%	+1	2%	+1	31%	-4	6%	+2
 EE	23%	+4	59%	+7	2%	=	2%	+2	1%	=	17%	-14	5%	+2
 IE	32%	-1	10%	-3	3%	+1	2%	+1	0%	-1	54%	+1	6%	+3
 EL	27%	+5	2%	=	4%	=	0%	-2	2%	+1	65%	-4	7%	=
 LV	13%	+1	42%	-11	3%	+2	1%	+1	0%	=	42%	+7	4%	+3
 LT	9%	+3	59%	-10	2%	-1	1%	+1	0%	=	30%	+7	4%	+1
 HU	12%	+1	29%	+2	8%	+4	3%	+1	1%	=	48%	-7	12%	+4
 PL	21%	+2	44%	+3	2%	=	1%	+1	1%	+1	31%	-10	4%	+2
 PT	17%	+9	48%	-13	2%	=	3%	+2	1%	+1	30%	+2	5%	+2
 RO	2%	=	76%	+1	3%	=	2%	=	1%	+1	19%	-1	5%	=
 SK	20%	=	38%	-6	12%	+5	7%	+1	1%	=	25%	-1	18%	+5
 FI	20%	+6	40%	-11	5%	+3	2%	+2	1%	=	36%	+2	7%	+4
 SE	28%	+2	18%	-4	1%	-1	5%	+4	1%	+1	50%	-1	6%	+3
 UK	61%	+7	4%	=	1%	-1	1%	+1	0%	=	33%	-8	2%	=

Analysis of the socio-demographic data shows that:

- Respondents aged 55 or more are the most likely to say they don't know which number they would advise a child to call: 36% say this compared with 29-31% of people in the three younger age brackets.
- Individuals who finished their education at a young age are the most likely to say they don't know which number they would recommend to a child in difficulty. While 38% of those who left school at 15 or under say they don't know, only 32% of those who left aged 16-19 and 30% of those who left at 20 or over say the same thing. People in the latter group are the mostly likely to call 112: 34% would do so, compared with 25% of people in the 15- group.
- Respondents who live alone are more likely than those who live in households of two people or more to say they don't know which number they would recommend: 37% of people who live alone say they don't know, as opposed to just 29% of people in households of four or more.
- The respondents' occupation scale suggests that other white collar workers (6%) and house persons (5%) are the most likely to recommend 116; unemployed and retired people (both 2%) are the least likely to do so. By contrast, manual workers (33%) and self-employed people (33%) are the most likely to recommend 112, with students (28%) and house persons (29%) the least likely to do this.

- People who only use a mobile phone are again more likely to tell a child to call both 112 and 116. 43% of people who only use a mobile say they would recommend 112 and 5% say they would advise a child in difficulty to call 116. By comparison, 22% of people who only use a landline would recommend 112, and 3% would recommend 116. 25% who use both a landline and a mobile would recommend 112, while 3% would call 116.
- Among people who said they had heard of the 116 initiative, 13% say they would recommend 116 in the event of a child encountering difficulties (compared with just 1% of people who had not heard of it), while 8% said they would call 116111 (only 1% of people not familiar with the 116 initiative would do the same).
- Respondents who obtained information about the 116 initiative from public displays (22%) or on the Internet (20%) are more likely than people who heard about it via television (12%) to say they would recommend calling 116 to a child in difficulty.

QB1c Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

	Other number(s)	112	116	116 111	Other 116	DK
TOTAL	32%	31%	3%	2%	1%	32%
Age						
15-24	34%	31%	4%	3%	1%	29%
25-39	31%	34%	4%	2%	1%	30%
40-54	35%	29%	4%	2%	1%	31%
55 +	32%	29%	2%	1%	1%	36%
Education (End of)						
15-	35%	25%	2%	1%	1%	38%
16-19	32%	32%	4%	2%	1%	32%
20+	32%	34%	4%	2%	1%	30%
Still studying	35%	28%	3%	3%	2%	32%
Household composition						
1	35%	25%	3%	2%	1%	37%
2	31%	33%	3%	2%	1%	32%
3	31%	33%	4%	2%	1%	33%
4+	34%	32%	4%	2%	1%	29%
Respondent occupation scale						
Self-employed	34%	33%	4%	2%	1%	27%
Managers	38%	30%	3%	2%	1%	30%
Other white collars	30%	32%	6%	3%	1%	30%
Manual workers	29%	33%	4%	2%	1%	34%
House persons	37%	29%	5%	2%	0%	28%
Unemployed	34%	31%	2%	2%	0%	31%
Retired	31%	30%	2%	1%	1%	36%
Students	35%	28%	3%	3%	2%	32%
Landline/ mobile						
Mobile only	24%	43%	5%	3%	1%	27%
Landline only	31%	22%	3%	1%	1%	43%
Landline & mobile	38%	25%	3%	2%	1%	33%
No tel.	14%	43%	2%	1%	1%	39%
Heard of '116' initiative						
Yes	24%	32%	13%	8%	2%	25%
Non	34%	31%	1%	1%	1%	34%
Info. source: Television						
Yes	20%	37%	12%	7%	1%	27%
Non	34%	30%	2%	1%	1%	33%
Info. source: Internet						
Yes	20%	35%	20%	13%	3%	17%
Non	33%	31%	3%	2%	1%	33%
Info. source: Public displays						
Yes	25%	21%	22%	18%	4%	20%
Non	33%	31%	3%	2%	1%	33%

Base: 17 Member States (N=17922)




3. HELPLINES FOR VICTIMS OF CRIME (116006)

- Very few people in two of the three countries operating a 116006 service would think to call that number should the need arise –

Only Germany, Ireland and the Netherlands⁴⁹ currently operate 116006 helplines for victims of crime⁵⁰. In Germany 39% of respondents (+5 points compared with 2011) say they would call **another number** if they became victim of a crime and needed to find out about their rights, with 33% (-5 points) saying they would call **112**. 25% of people say they **don't** know (-3 points), while 4% say they would call **116** (+1 points), 1% would call **116006** (+1 point), and 2% would call **another 116 number** (+1 point).

However, in Ireland a majority of respondents (52%, +3 points) say they **don't know** who they would call if they wanted to know about their rights if they were victims of crime. 33% (-1 point) say they would call **another number** and 10% (-6 points) say they would call **112**. 4% would call **116** (+2 points), and 2% would call **116006** (+1 point).

QB1b Can you tell me what telephone number you would call if you fell victim to a crime where you would require information about your rights in (OUR COUNTRY)?

	Other number(s)	Diff EB77.2 - EB75.2	112	Diff EB77.2 - EB75.2	116	Diff EB77.2 - EB75.2	Other 116	Diff EB77.2 - EB75.2	116 006	Diff EB77.2 - EB75.2	Don't know	Diff EB77.2 - EB75.2	At least one '116'	Diff EB77.2 - EB75.2
 EU27	39%	+5	32%	-5	4%	+1	2%	+1	1%	+1	26%	-4	6%	+2
 DE	39%	+5	33%	-5	4%	+1	2%	+1	1%	+1	25%	-3	6%	+2
 IE	33%	-1	10%	-6	4%	+2	0%	-1	2%	+1	52%	+3	7%	+4

⁴⁹ This question was not asked in the Netherlands

⁵⁰ QB1b Can you tell me what telephone number you would call in the event of falling a victim to a crime where you would require information about your rights in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). Possible answers: 116; 116006; 112; other number; other 116; don't know.

The socio-demographic data show that:

- Among people who said they had heard of the 116 initiative, 16% say they would call 116, compared with just 1% of people who had not previously heard about it.
- While 30% of respondents who heard about the 116 initiative via the internet would call 116 if they became victims of crime, this falls to 18% among those who heard about it via public displays and to 15% among those who heard about it on television.

QB1b Can you tell me what telephone number you would call if you fell victim to a crime where you would require information about your rights in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

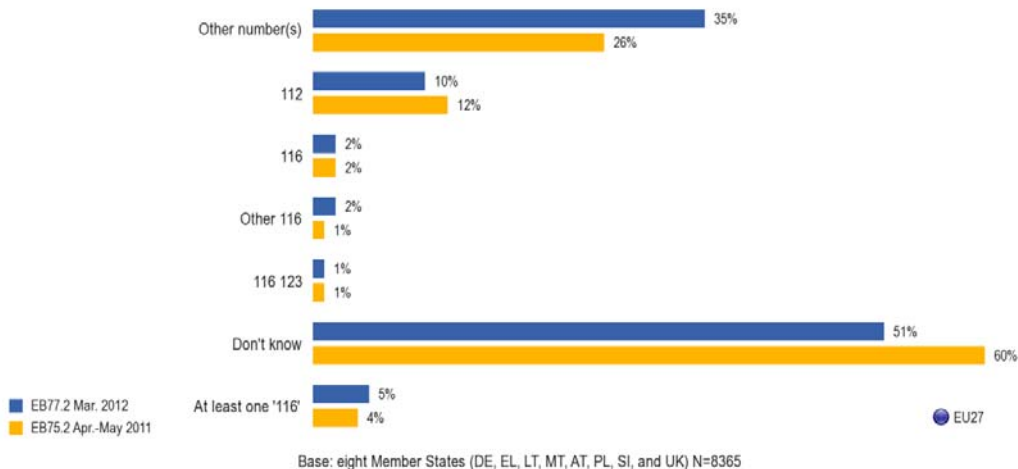
	Other number(s)	112	116	Other 116	116 006	DK
TOTAL	39%	32%	4%	2%	1%	26%
Heard of '116' initiative						
Yes	37%	31%	16%	3%	7%	16%
Non	39%	32%	1%	1%	0%	28%
Info. source: Television						
Yes	26%	44%	15%	0%	5%	17%
Non	40%	31%	3%	2%	1%	27%
Info. source: Internet						
Yes	33%	20%	30%	6%	15%	14%
Non	39%	32%	3%	1%	1%	27%
Info. source: Public displays						
Yes	38%	22%	18%	7%	20%	10%
Non	39%	32%	3%	1%	1%	27%

4. EMOTIONAL SUPPORT HELPLINES (116123)

- A majority (51%) of respondents do not know which number to call if they need emotional support, though this total has fallen considerably since 2011 –

Among respondents in the ten EU Member States where a 116123 emotional support helpline is currently available⁵¹, a majority (51%) say they **do not know** what number to call if they need emotional support – down from the 60% who said this in 2011⁵². Over a third (35%, +9 points) say they would ring **another number**, while 10% (-2 points) say they would call **112**. Just 2% say they would ring **116** (no change), with 2% saying they would call **another 116 number** (+1 points) and 1% saying they would call **116123** (no change). Overall 5% of respondents (+1 point) would call one of the 116 numbers.

QB1d. Can you tell me what telephone number you would call in case you required emotional support in (OUR COUNTRY)? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide.



Over 50% of people in all six of the eight countries say they **do not know** which number to ring in this situation, with exceptions being Austria and the UK (both 45%). Greece (80%) has the highest rate of respondents saying they don't know which number they would call.

In the UK, a majority (52%) of respondents say they would call **another number**, with 34% also giving this answer in Germany. The proportion of people who would call another number rose in six countries, notably in Germany (+12 points) and the UK (+11 points), remaining stable in one and falling only in Malta (-3 points).










⁵¹ The question was not asked in Hungary and Sweden

⁵² QB1d Can you tell me what telephone number you would call if you needed emotional support in (OUR COUNTRY)? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide. (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). Possible answers: 116; 116123; 112; other number; other 116; don't know.

Over a fifth of respondents say they would call **112** if they were in need of emotional support in two countries: Poland (26%) and Lithuania (24%). But a very low level of respondents would do this in the UK (1%) and Greece (2%). The proportion of people who would call 112 increased slightly in three countries, notably in Malta (+2 points), and decreased in the other five, with the largest falls occurring in Austria (-8 points) and Lithuania (-6 points).

In Austria, a relatively high proportion of respondents (27%, +10 points) say they would call **one of the 116 numbers**, and 8% (+1 point) specifically say they would call 116123. At least 5% of respondents say they would call one of the 116 numbers in Germany (7%, +3 points), Slovenia (7%, -1 points), Lithuania (6%, -1 point) and Greece (no change).

QB1d Can you tell me what telephone number you would call in case you required emotional support in (OUR COUNTRY)? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide.

	Other number(s)	Diff EB77.2 - EB75.2	112	Diff EB77.2 - EB75.2	116	Diff EB77.2 - EB75.2	Other 116	Diff EB77.2 - EB75.2	116 123	Diff EB77.2 - EB75.2	Don't know	Diff EB77.2 - EB75.2	At least one '116'	Diff EB77.2 - EB75.2
 EU27	35%	+9	10%	-2	2%	=	2%	+1	1%	=	51%	-9	5%	+1
 DE	34%	+12	10%	-3	3%	+1	2%	+1	2%	+1	50%	-12	7%	+3
 EL	13%	+4	2%	+1	2%	=	3%	+2	0%	-1	80%	-6	5%	=
 LT	11%	=	24%	-6	4%	-1	0%	-1	2%	+1	60%	+6	6%	-1
 MT	18%	-3	13%	+2	3%	=	0%	=	0%	=	66%	+1	3%	=
 AT	20%	+4	10%	-8	16%	+7	5%	+3	8%	+1	45%	-7	27%	+10
 PL	19%	+2	26%	+1	1%	=	1%	+1	1%	+1	52%	-6	3%	+1
 SI	27%	+8	13%	-2	4%	-1	2%	=	1%	-1	55%	-6	7%	-1
 UK	52%	+11	1%	-1	1%	=	0%	=	1%	+1	45%	-11	1%	-1

The socio-demographic data show that:

- Respondents who only use a mobile phone are more likely to call 112: 18% of respondents in this group say they would call 112 for emotional support, compared with 8% of people who only use a landline or who use both a mobile and a landline.
- Among people who said they had heard of the 116 initiative, 10% say they would call 116, compared with just 1% of people who had not previously heard about it.
- While 16% of respondents who heard about the 116 initiative via the internet would call 116 for emotional support, this falls to 12% among those who heard about it via public displays and to 10% among those who heard about it on television.

QB1d Can you tell me what telephone number you would call in case you required emotional support in (OUR COUNTRY)? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide. (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

	Other number(s)	112	116	Other 116	116 123	DK
TOTAL	35%	10%	2%	2%	1%	51%
Landline/ mobile						
Mobile only	29%	18%	3%	1%	2%	48%
Landline only	28%	8%	3%	1%	1%	60%
Landline & mobile	37%	8%	2%	2%	1%	50%
No tel.	23%	11%	-	1%	-	65%
Heard of '116' initiative						
Yes	27%	11%	10%	4%	6%	43%
Non	36%	10%	1%	1%	0%	52%
Info. source: Television						
Yes	22%	14%	10%	2%	4%	49%
Non	36%	10%	2%	1%	1%	51%
Info. source: Internet						
Yes	20%	8%	16%	4%	17%	37%
Non	35%	10%	2%	1%	1%	51%
Info. source: Public displays						
Yes	29%	3%	12%	10%	16%	35%
Non	35%	10%	2%	1%	1%	51%

Base: 8 Member States (N=8365)

CONCLUSION

In keeping with the 2011 wave of the survey, Europeans continue to show strong support for the provision of single, single European numbers for the five types of hotline and helpline for services of social value covered by the 116 initiative. These findings demonstrate that, despite the many priorities of both the EU and national governments, having these services available free of charge and under a single numbering range throughout the EU is something that European citizens consider valuable.

This year's survey suggests that good progress has been made in raising awareness of the 116 project over the previous year: 17% of Europeans now know about it, up from 13% in 2011. It will be important to maintain this trajectory of improvement over the coming years. Awareness of service providers is also high in many countries, and went up sharply in some – notably Slovenia, the Netherlands and Hungary – pointing to the substantial improvements that can be achieved in a relatively short time.

Nonetheless, only a fifth of Europeans think that people are being adequately informed about the 116 helplines and hotlines. More than half of the respondents who know about the initiative also remain unaware that the 116 numbers can be used across the EU, with knowledge on this important issue having actually fallen slightly since 2011. This is a concern, given that overall familiarity with the initiative has gone up.

The process of rolling out more 116 services continues, with Germany having become the first Member State since the 2011 survey to begin offering four of the five 116 services. Yet many Member States still only have one or two 116 numbers in operation, and it is arguably unsurprising if awareness of the initiative remains generally low in light of the fact that 116 services are not yet widely available in many EU countries.

Yet on the other hand, at least one 116 service is available in 25 Member States, while 16 countries offer two or more (with three new services having been added since the 2011 survey). More services are clearly needed, but a sound base from which to increase publicity efforts already exists. Some of the trends since 2011 are encouraging. But providing more and better information to citizens remains key to making the harmonised 116 numbers for services of social value widely known in the European Union.

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 387
Harmonised Numbers for Services of Social Value (116)
TECHNICAL SPECIFICATIONS

Between the 10th and 25th of March 2012, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out the wave 77.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER 387 is part of wave 77.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (Computer Assisted Personal Interview) was used in those countries where this technique was available.

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.075	10/03/2012	25/03/2012	8.939.546
BG	Bulgaria	TNS BBSS	1.000	10/03/2012	25/03/2012	6.537.510
CZ	Czech Rep.	TNS Aisa	1.002	10/03/2012	25/03/2012	9.012.443
DK	Denmark	TNS Gallup DK	1.008	10/03/2012	25/03/2012	4.561.264
DE	Germany	TNS Infratest	1.532	10/03/2012	25/03/2012	64.409.146
EE	Estonia	Emor	1.001	10/03/2012	25/03/2012	945.733
IE	Ireland	Ipsos MRBI	1.007	10/03/2012	25/03/2012	3.522.000
EL	Greece	TNS ICAP	1.000	10/03/2012	25/03/2012	8.693.566
ES	Spain	TNS Demoscopia	1.003	10/03/2012	25/03/2012	39.127.930
FR	France	TNS Sofres	1.024	10/03/2012	25/03/2012	47.756.439
IT	Italy	TNS Infratest	1.037	10/03/2012	25/03/2012	51.862.391
CY	Rep. of Cyprus	Synovate	503	10/03/2012	25/03/2012	660.400
LV	Latvia	TNS Latvia	1.003	10/03/2012	25/03/2012	1.447.866
LT	Lithuania	TNS Gallup Lithuania	1.016	10/03/2012	25/03/2012	2.829.740
LU	Luxembourg	TNS ILReS	506	12/03/2012	25/03/2012	404.907
HU	Hungary	TNS Hoffmann Kft	1.010	10/03/2012	25/03/2012	8.320.614
MT	Malta	MISCO	499	10/03/2012	25/03/2012	335.476
NL	Netherlands	TNS NIPO	1.011	10/03/2012	25/03/2012	13.371.980
AT	Austria	Österreichisches Gallup-Institut	1.001	10/03/2012	25/03/2012	7.009.827
PL	Poland	TNS OBOP	1.000	10/03/2012	25/03/2012	32.413.735
PT	Portugal	TNS EUROTESTE	1.000	13/03/2012	25/03/2012	8.080.915
RO	Romania	TNS CSOP	1.031	10/03/2012	25/03/2012	18.246.731
SI	Slovenia	RM PLUS	1.012	10/03/2012	25/03/2012	1.759.701
SK	Slovakia	TNS Slovakia	1.000	10/03/2012	25/03/2012	4.549.955
FI	Finland	TNS Gallup Oy	1.000	10/03/2012	25/03/2012	4.440.004
SE	Sweden	TNS GALLUP	1.007	10/03/2012	25/03/2012	7.791.240
UK	United Kingdom	TNS UK	1.305	10/03/2012	25/03/2012	51.848.010
TOTAL EU27			26.593	10/03/2012	25/03/2012	408.879.069

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

QUESTIONNAIRE

ASK QB1a ONLY IN BE, DK, EE, EL, ES, FR, HU, IT, MT, NL, PL, PT, RO, SK AND UK – DE AND IE GO TO QB1b – AT, BG, CZ, FI, LT, LV AND SE GO TO QB1c – SI GO TO QB1d – CY AND LU GO TO QB2

QB1a Can you tell me what telephone number you would call to receive help in the event of a child in your family or a child you know going missing in (OUR COUNTRY)? (M)

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

116	1,
116 000	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1a TREND MODIFIED

ASK QB1b ONLY IN DE AND IE – CZ, BG, DE, DK, EE, EL, FI, HU, IE, LT, LV, PL, PT, RO, SE, SK AND UK GO TO QB1c – AT, MT AND SI GO TO QB1d – OTHERS GO TO QB2

QB1b Can you tell me what telephone number you would call if you fell victim to a crime where you would require information about your rights in (OUR COUNTRY)? (M)

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

116	1,
116 006	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1b TREND MODIFIED

ASK QB1c ONLY IN CZ, BG, DE, DK, EE, EL, FI, HU, IE, LT, LV, PL, PT, RO, SE, SK AND UK – AT, MT AND SI GO TO QB1d – OTHERS GO TO QB2

QB1c Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in (OUR COUNTRY)? (M)

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

116	1,
116 111	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1c TREND MODIFIED

ASK QB1d ONLY IN AT, DE, EL, LT, MT, SI, PL AND UK – OTHERS GO TO QB2

QB1d Can you tell me what telephone number you would call in case you required emotional support in (OUR COUNTRY)? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide.

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

116	1,
116 123	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,
EB75.2 QD1d	

ASK ALL

In 2007, the European Commission has launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children / 116 006 is a helpline for victims of crime / 116 111 is a child helpline / 116 123 is an emotional support helpline/ 116 117 is a helpline for medical on-call service in non-emergency situations.

QB2 Have you ever heard of this initiative?

(ONE ANSWER ONLY)

Yes	1
No	2
DK	3
EB75.2 QD2	

ASK QB3 AND QB4 IF "HAS HEARD OF IT", CODE 1 IN QB2 – OTHERS GO TO QB5

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

Television	1,
Radio	2,
Newspapers	3,
The Internet	4,
Books, brochures, information leaflets	5,
On public displays in public transports	6,
On public displays in a school/ university	7,
On public displays in a police station	8,
Through your telecommunications operator (payphones, directories, bills)	9,
Through discussions with relatives, friends or colleagues	10,
Other (SPONTANEOUS)	11,
DK	12,
EB75.2 QD3	

QB4 Did you know that these numbers were available in other Member States of the EU?

(ONE ANSWER ONLY)

Yes	1
No	2
DK	3

EB75.2 QD4

ASK QB5a ONLY IN DE, DK, EL, HU, IE, LT, MT, NL, PL, PT, RO, SE, SI AND UK – LU AND CY GO TO QB6 – OTHERS GO TO QB5b

QB5a Which of the following organisations or service providers do you think operate 116 hotlines or helplines in (OUR COUNTRY)?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

[include all national organisations operating 116 hotlines]	1,
[include all national organisations operating 116 hotlines]	2,
[include all national organisations operating 116 hotlines]	3,
[include all national organisations operating 116 hotlines]	4,
None (SPONTANEOUS)	5,
DK	6,

EB75.2 QD5a

ASK QB5b ONLY IN EE, FI, AT, LV, IT, FR, ES, CZ, BG, SK AND BE – OTHERS GO TO QB6

QB5b Did you know that (NATIONAL ORGANISATION OPERATING 116 HOTLINES) is an organisation/service provider that operates 116 hotlines or helplines in (OUR COUNTRY)?

(ONE ANSWER ONLY)

Yes	1
No	2
DK	3

EB75.2 QD5b

ASK ALL

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

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very useful	Fairly useful	Not very useful	Not at all useful	DK
1	Hotlines for missing children	1	2	3	4	5
2	Helplines for victims of crime	1	2	3	4	5
3	Child helplines	1	2	3	4	5
4	Non-emergency medical on-call service helplines	1	2	3	4	5
5	Emotional support helplines	1	2	3	4	5

EB75.2 QD7

QB7 Please tell me to what extent you agree or disagree with each of the following statements.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	In (OUR COUNTRY), people are adequately informed about the existence of such hotlines and helplines	1	2	3	4	5
2	Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services (M)	1	2	3	4	5

EB75.2 QD8 TREND MODIFIED

TABLES

QB1a Pouvez-vous me dire quel numéro vous appelleriez pour obtenir de l'aide si un enfant de votre famille ou un enfant de votre connaissance disparaissait en (NOTRE PAYS).

















(NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB1a Can you tell me what telephone number you would call to receive help in the event of a child in your family or a child you know going missing in (OUR COUNTRY)?

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB1a Können Sie mir sagen, an welche Telefonnummer Sie sich bei der Suche um Hilfe wenden würden, wenn ein Kind in Ihrer Familie oder ein Kind das Sie kennen in (IHREM LAND) vermisst wird?

(LISTE WEDER ZEIGEN NOCH VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

	%	116		116 000		112		Autre(s) numéro(s)		Autre numéro 116		NSP		Au moins un '116'	
		116		116 000		112		Other number(s)		Other 116		DK		At least one '116'	
		116		116 000		112		Andere Nummer		Andere Nummer, die mit 116 beginnt		WN		Wenigstens eine '116'	
		EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB
		77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2
 TOTAL		6	1	2	1	36	3	31	5	1	0	27	-9	8	+1
 BE		18	-4	5	1	30	-7	25	6	1	-1	24	3	23	-3
 DK		2	1	0	0	38	-12	59	12	1	1	5	0	2	+1
 EE		1	0	1	1	71	7	26	-2	1	1	7	-6	3	+2
 EL		6	2	1	-2	2	0	41	9	2	1	49	-9	8	=
 ES		4	-1	1	1	59	10	21	2	0	0	19	-11	5	=
 FR		4	-1	0	0	7	-3	45	17	1	0	43	-14	5	-1
 IT		15	3	6	0	37	8	13	0	1	0	31	-15	21	+4
 HU		8	1	2	1	33	2	26	6	1	0	33	-9	11	+3
 MT		1	-3	0	0	42	6	20	6	0	0	38	-8	1	-3
 NL		2	1	0	0	75	-1	15	2	0	0	10	-1	3	+1
 PL		2	-1	2	2	59	9	24	0	0	0	15	-11	4	+1
 PT		3	0	3	2	47	-10	17	8	1	0	31	1	6	+2
 RO		3	1	2	1	84	1	2	-1	0	0	11	-2	5	+2
 SK		11	2	5	1	43	-3	24	0	1	0	21	1	17	+4
 UK		1	-1	0	0	4	0	64	5	0	0	30	-6	2	=

QB1b Pouvez-vous me dire quel numéro vous appelleriez si vous étiez victime d'un crime et souhaiteriez-vous informer sur vos droits en (NOTRE PAYS).




(NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB1b Can you tell me what telephone number you would call if you fell victim to a crime where you would require information about your rights in (OUR COUNTRY)?

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB1b Können Sie mir sagen, welche Rufnummer Sie in (UNSEREM LAND) wählen würden, wenn Sie Opfer eines Verbrechens werden würden und sich über Ihre Rechte informieren wollen?

(LISTE WEDER ZEIGEN NOCH VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)



















		116		116 006		112		Autre(s) numéro(s)		Autre numéro 116		NSP		Au moins un '116'	
		116		116 006		112		Other number(s)		Other 116		DK		At least one '116'	
		116		116 006		112		Andere Nummer		Andere Nummer, die mit 116 beginnt		WN		Wenigstens eine '116'	
%		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
	TOTAL	4	<i>1</i>	1	<i>1</i>	32	<i>-5</i>	39	<i>5</i>	2	<i>1</i>	26	<i>-4</i>	6	<i>2</i>
	DE	4	<i>1</i>	1	<i>1</i>	33	<i>-5</i>	39	<i>5</i>	2	<i>1</i>	25	<i>-3</i>	6	<i>2</i>
	IE	4	<i>2</i>	2	<i>1</i>	10	<i>-6</i>	33	<i>-1</i>	0	<i>-1</i>	52	<i>3</i>	7	<i>4</i>

QB1c Pouvez-vous me dire quel numéro de téléphone vous conseillerez à un enfant d'appeler s'il ou elle avait des problèmes et avait besoin d'aide ou de conseils en (NOTRE PAYS).

(NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB1c Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in (OUR COUNTRY)? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB1c Können Sie mir sagen, welche Rufnummer Sie in (UNSEREM LAND) einem Kind empfehlen würden zu wählen, wenn es in Schwierigkeiten wäre und Unterstützung oder Beratung benötigen würde? (LISTE WEDER ZEIGEN NOCH VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		116		116 111		112		Autre(s) numéro(s)		Autre numéro 116		NSP		Au moins un '116'	
		116		116 111		112		Other number(s)		Other 116		DK		At least one '116'	
		116		116 111		112		Andere Nummer		Andere Nummer, die mit 116 beginnt		WN		Wenigstens eine '116'	
%		EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB
		77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2
	TOTAL	3	0	2	1	31	-3	32	5	1	1	32	-5	6	2
	BG	10	1	4	2	54	-7	3	-1	1	1	32	2	14	3
	CZ	11	3	10	5	53	-6	15	1	1	1	16	-5	21	8
	DK	1	-1	0	0	42	-9	48	12	0	0	14	-1	1	-1
	DE	3	1	2	1	29	-5	37	8	2	1	31	-4	6	2
	EE	2	0	2	2	59	7	23	4	1	0	17	-14	5	2
	IE	3	1	2	1	10	-3	32	-1	0	-1	54	1	6	3
	EL	4	0	0	-2	2	0	27	5	2	1	65	-4	7	=
	LV	3	2	1	1	42	-11	13	1	0	0	42	7	4	3
	LT	2	-1	1	1	59	-10	9	3	0	0	30	7	4	1
	HU	8	4	3	1	29	2	12	1	1	0	48	-7	12	4
	PL	2	0	1	1	44	3	21	2	1	1	31	-10	4	2
	PT	2	0	3	2	48	-13	17	9	1	1	30	2	5	2
	RO	3	0	2	0	76	1	2	0	1	1	19	-1	5	=
	SK	12	5	7	1	38	-6	20	0	1	0	25	-1	18	5
	FI	5	3	2	2	40	-11	20	6	1	0	36	2	7	4
	SE	1	-1	5	4	18	-4	28	2	1	1	50	-1	6	3
	UK	1	-1	1	1	4	0	61	7	0	0	33	-8	2	=

QB1d Pouvez-vous me dire quel numéro de téléphone vous appelleriez si vous aviez besoin d'une aide psychologique en (NOTRE PAYS). Par aide psychologique, nous parlons d'un soutien aux personnes qui souffrent de solitude, qui sont en situation de crise psychologique ou qui envisagent le suicide.









(NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB1d Can you tell me what telephone number you would call in case you required emotional support in (OUR COUNTRY)? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide.

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB1d Können Sie mir sagen, welche Rufnummer Sie in (UNSEREM LAND) wählen würden, wenn Sie seelischen Beistand benötigen würden? Mit seelischem Beistand meinen wir moralische Unterstützung für Menschen, die unter Einsamkeit leiden, sich in einer psychischen Krise befinden oder Selbstmordgedanken haben.





























(LISTE WEDER ZEIGEN NOCH VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

	%	116		116 123		112		Autre(s) numéro(s)		Autre numéro 116		NSP		Au moins un '116'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
		2	0	1	0	10	-2	35	9	2	1	51	-9	5	1
 DE		3	1	2	1	10	-3	34	12	2	1	50	-12	7	3
 EL		2	0	0	-1	2	1	13	4	3	2	80	-6	5	=
 LT		4	-1	2	1	24	-6	11	0	0	-1	60	6	6	-1
 MT		3	0	0	0	13	2	18	-3	0	0	66	1	3	=
 AT		16	7	8	1	10	-8	20	4	5	3	45	-7	27	10
 PL		1	0	1	1	26	1	19	2	1	1	52	-6	3	1
 SI		4	-1	1	-1	13	-2	27	8	2	0	55	-6	7	-1
 UK		1	0	1	1	1	-1	52	11	0	0	45	-11	1	-1

QB2 En 2007, la Commission européenne a lancé une initiative invitant les Etats membres de l'UE à mettre en service des lignes d'urgence et d'assistance téléphonique gratuites pour des services à valeur sociale. Ces services téléphoniques gratuits dont les numéros à six chiffres commençant par 116 sont les suivants : 116 000 est une ligne d'urgence dédiée aux disparitions d'enfants \ 116 006 est un service d'aide téléphonique aux victimes de crimes\ 116 111 est un service téléphonique d'aide pour enfants\ 116 123 est un service téléphonique d'aide psychologique\ 116 117 est un service téléphonique médical de garde hors urgence. Aviez-vous déjà entendu parler de cette initiative ?

QB2 In 2007, the European Commission has launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children \ 116 006 is a helpline for victims of crime \ 116 111 is a child helpline \ 116 123 is an emotional support helpline\ 116 117 is a helpline for medical on-call service in non-emergency situations. Have you ever heard of this initiative?





























QB2 2007 wurde von der Europäischen Kommission eine Initiative ins Leben gerufen, die die Mitgliedstaaten der EU auffordert, kostenlose Telefon-Hotlines und Telefon-Beratungsstellen für Dienste von sozialem Wert einzurichten. Diese kostenlosen Telefondienste haben einen sechsstelligen Nummernbereich, der mit 116 beginnt. Das sind folgende Telefondienste: 116 000 ist eine Hotline für vermisste Kinder; 116 006 ist ein Beratungsdienst für Opfer von Verbrechen; 116 111 ist eine Hotline für Hilfe suchende Kinder; 116 123 ist eine Hotline zur Lebenshilfe; 116 117 ist eine Hotline für einen Bereitschaftsdienst für ärztliche Hilfe in nicht lebensbedrohlichen Situationen. Haben Sie jemals von dieser Initiative gehört?

		Oui		Non		NSP	
		Yes		No		DK	
		Ja		Nein		WN	
%		EB	Diff.	EB	Diff.	EB	Diff.
		77.2	EB	77.2	EB	77.2	EB
		75.2	75.2	75.2	75.2	75.2	75.2
	EU 27	17	4	81	-1	2	-3
	BE	33	12	67	-11	0	-1
	BG	27	3	67	-3	6	0
	CZ	29	14	70	-14	1	0
	DK	7	3	93	-2	0	-1
	DE	15	5	83	-2	2	-3
	EE	16	5	84	-4	0	-1
	IE	13	6	83	1	4	-7
	EL	28	5	71	5	1	-10
	ES	10	3	88	-1	2	-2
	FR	22	0	77	0	1	0
	IT	20	6	74	2	6	-8
	CY	28	7	72	-7	0	0
	LV	32	11	67	-11	1	0
	LT	24	7	74	-5	2	-2
	LU	30	1	69	1	1	-2
	HU	21	9	78	-4	1	-5
	MT	15	-1	84	13	1	-12
	NL	9	-1	91	1	0	0
	AT	29	11	65	-9	6	-2
	PL	18	4	81	-3	1	-1
	PT	20	3	78	-1	2	-2
	RO	21	8	73	2	6	-10
	SI	18	3	79	-1	3	-2
	SK	24	7	75	-6	1	-1
	FI	15	5	85	-3	0	-2
	SE	7	0	92	1	1	-1
	UK	8	3	92	-2	0	-1

QB3 Où avez-vous vu ou entendu des informations sur ce type de lignes téléphoniques d'urgence et d'assistance gratuites ?
(ROTATION - PLUSIEURS REPONSES POSSIBLES)

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines? (ROTATE - MULTIPLE ANSWERS POSSIBLE)





























QB3 Wo haben Sie Informationen über diese kostenlosen Hotlines und Beratungsdienste gesehen oder davon gehört?
(ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	%	A la télévision		A la radio		Dans les journaux		Sur Internet		Dans des livres, brochures, dépliants d'information	
		Television		Radio		Newspapers		The Internet		Books, brochures, information leaflets	
		Fernsehgerät		Radio		Zeitungen		Internet		Bücher, Broschüren, Informationsblätter	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		65	4	17	1	24	3	17	-1	8	-1
 BE		77	13	29	10	41	7	21	-3	11	-1
 BG		90	4	6	-2	16	9	18	5	8	1
 CZ		69	24	18	2	27	-3	28	6	12	-1
 DK		57	17	26	0	32	19	30	23	9	-3
 DE		44	4	16	-2	38	2	19	7	10	1
 EE		42	-9	22	1	22	-1	21	-3	7	4
 IE		61	26	28	14	31	22	11	-4	14	1
 EL		89	9	4	-2	9	-4	19	6	7	2
 ES		76	8	18	7	11	0	6	-4	1	-3
 FR		78	-4	21	4	13	2	8	-1	6	2
 IT		57	10	12	-7	29	0	19	-11	9	-5
 CY		59	5	8	-9	11	-6	18	-8	11	7
 LV		69	3	18	0	16	3	27	3	11	6
 LT		63	1	23	2	19	-1	24	-5	8	4
 LU		53	3	34	7	49	3	17	-1	19	7
 HU		66	5	19	7	22	10	29	3	5	-4
 MT		63	1	14	-13	28	0	18	5	4	-6
 NL		58	0	21	1	47	8	18	6	7	4
 AT		45	10	34	11	46	3	25	-1	21	-1
 PL		66	-1	11	-8	8	-10	21	-3	5	-2
 PT		82	16	11	3	18	2	9	3	6	2
 RO		93	11	31	10	27	17	17	-9	8	-1
 SI		64	10	33	13	38	11	27	-3	7	-4
 SK		61	3	25	6	33	6	36	3	14	1
 FI		40	15	13	2	33	13	22	1	9	3
 SE		48	2	32	18	45	26	23	2	13	-5
 UK		49	11	5	-3	19	-4	11	-7	10	-7

QB3 Où avez-vous vu ou entendu des informations sur ce type de lignes téléphoniques d'urgence et d'assistance gratuites ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines? (ROTATE – MULTIPLE ANSWERS POSSIBLE)




























QB3 Wo haben Sie Informationen über diese kostenlosen Hotlines und Beratungsdienste gesehen oder davon gehört? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Sur des panneaux d'affichage dans les transports publics		Sur des panneaux d'affichage dans une école\ une université		Sur des panneaux d'affichage dans un poste de police		Par le biais de votre opérateur de télécommunications (téléphones publics, annuaires, factures)		En discutant avec des proches, des amis ou des collègues	
		On public displays in public transports		On public displays in a school\ university		On public displays in a police station		Through your telecommunications operator (payphones, directories, bills)		Through discussions with relatives, friends or colleagues	
		Auf Anzeigentafeln in öffentlichen Verkehrsmitteln		Auf Anzeigentafeln in einer Schule/Universität		Auf Anzeigentafeln in einer Polizeistation		Über Ihren Telefonanbieter (Telefonzelle, Telefonbuch, Telefonrechnung)		Durch Unterhaltungen mit Verwandten, Freunden oder Kollegen	
%		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
	EU 27	5	0	6	1	3	0	2	-2	14	0
	BE	10	-3	8	0	7	1	2	-2	9	0
	BG	1	-2	4	1	1	0	0	-1	12	0
	CZ	11	-10	18	5	5	-1	6	-1	22	1
	DK	14	6	19	6	5	5	1	-7	15	-7
	DE	6	3	6	1	3	0	4	0	18	-3
	EE	14	10	11	4	1	-2	0	-2	9	2
	IE	6	2	3	-10	4	-1	2	-6	21	8
	EL	7	1	2	1	2	-2	0	0	9	-3
	ES	3	2	2	-5	1	1	1	1	6	-2
	FR	2	-3	3	2	4	2	1	0	7	-2
	IT	3	-7	5	-2	1	-7	1	-6	19	-5
	CY	3	-2	6	-2	1	-1	12	4	18	1
	LV	3	1	11	0	1	0	3	3	9	-4
	LT	3	0	7	2	0	-1	2	0	11	3
	LU	9	2	4	-4	3	-1	6	2	15	3
	HU	4	-2	7	0	6	1	5	2	18	7
	MT	1	1	1	-2	3	2	0	-3	11	-1
	NL	3	0	7	5	0	0	1	0	13	4
	AT	11	4	11	-3	10	-1	12	1	31	4
	PL	2	0	5	1	2	2	1	-1	6	-3
	PT	5	1	2	-3	2	0	3	0	10	2
	RO	3	-2	2	-1	2	0	2	-2	20	12
	SI	3	0	7	2	1	-2	1	-1	13	-5
	SK	5	0	9	1	4	-1	8	-11	19	-11
	FI	3	2	12	1	4	3	4	2	14	-14
	SE	9	7	10	8	5	5	7	6	20	9
	UK	7	5	8	6	5	5	0	-8	10	0

QB3 Où avez-vous vu ou entendu des informations sur ce type de lignes téléphoniques d'urgence et d'assistance gratuites ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines? (ROTATE – MULTIPLE ANSWERS POSSIBLE)





























QB3 Wo haben Sie Informationen über diese kostenlosen Hotlines und Beratungsdienste gesehen oder davon gehört? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

%		Autre (SPONTANE)		NSP		Panneaux d'affichage uniquement		Au moins un 'panneaux d'affichage'	
		Other (SPONTANEOUS)		DK		Public displays only		At least one 'Public displays'	
		Sonstige (SPONTAN)		WN		Nur auf oeffentlichen Aushaengen		Wenigstens ein 'oeffentlicher Aushang'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
	EU 27	4	1	3	0	2	-1	11	0
	BE	3	-4	0	0	2	-2	20	-2
	BG	1	1	1	-1	0	-1	6	0
	CZ	1	0	2	0	2	-1	27	-3
	DK	11	9	3	1	5	1	26	11
	DE	3	-1	3	0	2	0	13	4
	EE	7	2	1	0	10	5	24	11
	IE	2	-11	4	-3	4	-8	12	-8
	EL	1	-1	1	-1	0	-3	10	1
	ES	0	-3	2	-1	2	-4	5	-3
	FR	7	3	2	0	1	0	6	-1
	IT	3	2	3	0	1	-1	9	-12
	CY	6	-1	0	-1	2	-1	10	-3
	LV	8	7	1	-1	3	-3	14	2
	LT	6	1	3	1	1	-2	8	0
	LU	6	2	2	0	2	1	12	-5
	HU	3	2	2	0	3	-4	15	-2
	MT	3	3	1	-4	5	4	5	2
	NL	1	-5	2	1	3	2	10	5
	AT	7	5	3	-1	1	-1	24	-3
	PL	1	-1	5	3	5	1	7	2
	PT	2	1	3	2	0	-5	7	-3
	RO	1	0	1	1	0	-2	5	-4
	SI	3	-1	2	0	4	1	10	0
	SK	1	0	1	0	1	0	15	-2
	FI	9	0	3	3	5	-3	18	5
	SE	3	-3	2	-5	4	3	18	15
	UK	9	2	10	0	7	5	16	12

QB4 Saviez-vous que ces mêmes numéros étaient disponibles dans d'autres Etats membres de l'UE ?

QB4 Did you know that these numbers were available in other Member States of the EU?

QB4 Wussten Sie, dass es diese Rufnummern auch in anderen Mitgliedstaaten der EU gibt?

		Oui		Non		NSP	
		Yes		No		DK	
		Ja		Nein		WN	
%		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		43	-2	53	2	4	0
 BE		60	5	40	-4	0	-1
 BG		63	-6	24	5	13	1
 CZ		41	-1	59	3	0	-2
 DK		31	-2	68	1	1	1
 DE		48	5	50	-2	2	-3
 EE		45	6	54	-5	1	-1
 IE		56	-8	40	12	4	-4
 EL		34	-8	57	5	9	3
 ES		44	-15	54	14	2	1
 FR		37	-4	62	3	1	1
 IT		35	-10	57	11	8	-1
 CY		63	11	34	-11	3	0
 LV		41	3	57	-3	2	0
 LT		47	9	52	-7	1	-2
 LU		54	-11	45	15	1	-4
 HU		61	6	36	-6	3	0
 MT		33	-18	66	22	1	-4
 NL		31	-15	68	15	1	0
 AT		53	-5	46	8	1	-3
 PL		53	4	42	-6	5	2
 PT		42	-5	49	0	9	5
 RO		54	5	39	-6	7	1
 SI		55	-1	43	5	2	-4
 SK		60	5	38	-4	2	-1
 FI		31	6	68	-7	1	1
 SE		24	2	75	-3	1	1
 UK		20	-10	77	8	3	2

QB6.1 Pour chacune des lignes d'urgence et d'assistance téléphonique suivantes dédiées à des services à valeur sociale, pouvez-vous me dire si vous les trouvez très utiles, assez utiles, pas très utiles ou pas du tout utiles. Un numéro européen unique gratuit ...





























Pour les lignes téléphoniques d'urgence dédiées aux disparitions d'enfants

QB6.1 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Hotlines for missing children

QB6.1 Bitte sagen Sie mir für jede der folgenden Hotlines und Beratungsstellen für Dienste von sozialem Wert, ob Sie diesen sehr nützlich, ziemlich nützlich, nicht sehr nützlich oder überhaupt nicht nützlich finden. Eine kostenlose und europaweit einheitliche Rufnummer für...

Hotlines für vermisste Kinder

	%	Très utile		Assez utile		Pas très utile		Pas du tout utile		NSP		Total 'Utile'		Total 'Pas utile'	
		Very useful		Fairly useful		Not very useful		Not at all useful		DK		Total 'Useful'		Total 'Not useful'	
		Sehr nützlich		Ziemlich nützlich		Nicht sehr nützlich		Überhaupt nicht nützlich		WN		Gesamt 'Nuetzlich'		Gesamt 'Nicht nuetzlich'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		67	0	24	0	5	0	2	0	2	0	91	0	7	0
 BE		80	-3	19	6	1	-1	0	-2	0	0	99	3	1	-3
 BG		84	-2	15	2	0	0	0	0	1	0	99	0	0	0
 CZ		74	-3	22	2	3	1	1	1	0	-1	96	-1	4	2
 DK		47	2	25	-3	17	0	9	4	2	-3	72	-1	26	4
 DE		68	1	22	0	6	0	2	0	2	-1	90	1	8	0
 EE		56	-4	31	4	9	2	2	1	2	-3	87	0	11	3
 IE		62	-11	21	5	2	1	4	3	11	2	83	-6	6	4
 EL		87	1	12	-1	1	0	0	0	0	0	99	0	1	0
 ES		56	-12	31	4	9	6	3	2	1	0	87	-8	12	8
 FR		74	0	20	-1	4	1	1	0	1	0	94	-1	5	1
 IT		68	2	25	1	5	0	1	-2	1	-1	93	3	6	-2
 CY		90	0	9	-1	1	1	0	0	0	0	99	-1	1	1
 LV		64	0	28	0	5	0	2	0	1	0	92	0	7	0
 LT		64	-1	28	3	4	0	2	1	2	-3	92	2	6	1
 LU		84	2	11	-2	3	0	2	1	0	-1	95	0	5	1
 HU		78	1	18	-2	2	0	1	1	1	0	96	-1	3	1
 MT		73	3	21	-4	2	0	2	1	2	0	94	-1	4	1
 NL		63	3	21	-4	9	1	6	1	1	-1	84	-1	15	2
 AT		63	-3	29	2	6	3	1	0	1	-2	92	-1	7	3
 PL		60	0	33	1	4	2	0	-1	3	-2	93	1	4	1
 PT		62	1	36	0	1	-2	0	0	1	1	98	1	1	-2
 RO		73	4	22	-2	2	-1	1	0	2	-1	95	2	3	-1
 SI		76	8	19	-5	3	-2	1	0	1	-1	95	3	4	-2
 SK		70	10	27	-5	2	-2	0	-1	1	-2	97	5	2	-3
 FI		61	-8	31	5	5	2	1	1	2	0	92	-3	6	3
 SE		81	2	13	1	3	-1	2	-1	1	-1	94	3	5	-2
 UK		60	4	22	-2	8	-1	6	0	4	-1	82	2	14	-1

QB6.2 Pour chacune des lignes d'urgence et d'assistance téléphonique suivantes dédiées à des services à valeur sociale, pouvez-vous me dire si vous les trouvez très utiles, assez utiles, pas très utiles ou pas du tout utiles. Un numéro européen unique gratuit ...





























Dédié aux services téléphoniques d'aide aux victimes de crimes

QB6.2 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Helplines for victims of crime

QB6.2 Bitte sagen Sie mir für jede der folgenden Hotlines und Beratungsstellen für Dienste von sozialem Wert, ob Sie diesen sehr nützlich, ziemlich nützlich, nicht sehr nützlich oder überhaupt nicht nützlich finden. Eine kostenlose und europaweit einheitliche Rufnummer für...

Beratungsdienste für Opfer von Verbrechen

		Très utile		Assez utile		Pas très utile		Pas du tout utile		NSP		Total 'Utile'		Total 'Pas utile'	
		Very useful		Fairly useful		Not very useful		Not at all useful		DK		Total 'Useful'		Total 'Not useful'	
		Sehr nützlich		Ziemlich nützlich		Nicht sehr nützlich		Überhaupt nicht nützlich		WN		Gesamt 'Nuetzlich'		Gesamt 'Nicht nuetzlich'	
%		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		77.2	EB 75.2	77.2	EB 75.2	77.2	EB 75.2	77.2	EB 75.2	77.2	EB 75.2	77.2	EB 75.2	77.2	EB 75.2
	EU 27	65	-1	25	-1	7	3	2	0	1	-1	90	-2	9	3
	BE	72	-5	24	6	4	1	0	-2	0	0	96	1	4	-1
	BG	84	-1	14	0	1	1	0	0	1	0	98	-1	1	1
	CZ	73	-3	23	2	3	1	1	1	0	-1	96	-1	4	2
	DK	47	-2	27	-2	16	3	8	4	2	-3	74	-4	24	7
	DE	71	3	23	-3	4	1	1	-1	1	0	94	0	5	0
	EE	55	-5	32	4	8	2	2	1	3	-2	87	-1	10	3
	IE	65	-8	20	3	2	1	4	3	9	1	85	-5	6	4
	EL	86	0	13	0	1	0	0	0	0	0	99	0	1	0
	ES	55	-12	32	5	9	5	3	2	1	0	87	-7	12	7
	FR	62	-3	27	1	8	2	2	1	1	-1	89	-2	10	3
	IT	67	0	25	0	6	2	1	-1	1	-1	92	0	7	1
	CY	91	1	8	-2	0	0	1	1	0	0	99	-1	1	1
	LV	62	0	29	0	6	0	2	0	1	0	91	0	8	0
	LT	65	-1	28	2	4	1	1	0	2	-2	93	1	5	1
	LU	71	-3	21	5	5	0	2	0	1	-2	92	2	7	0
	HU	74	0	22	0	3	0	0	0	1	0	96	0	3	0
	MT	76	2	19	-4	2	2	1	0	2	0	95	-2	3	2
	NL	46	-4	28	-1	17	4	8	2	1	-1	74	-5	25	6
	AT	66	-4	26	2	6	3	1	0	1	-1	92	-2	7	3
	PL	63	0	30	-1	4	2	1	1	2	-2	93	-1	5	3
	PT	65	3	31	-1	3	-3	0	0	1	1	96	2	3	-3
	RO	67	5	26	-4	4	1	1	0	2	-2	93	1	5	1
	SI	73	9	21	-7	4	-1	1	0	1	-1	94	2	5	-1
	SK	68	6	27	-3	3	-1	0	-1	2	-1	95	3	3	-2
	FI	72	1	24	-2	3	2	0	0	1	-1	96	-1	3	2
	SE	78	5	16	-3	4	0	1	-1	1	-1	94	2	5	-1
	UK	56	-1	25	-1	11	3	5	0	3	-1	81	-2	16	3

QB6.3 Pour chacune des lignes d'urgence et d'assistance téléphonique suivantes dédiées à des services à valeur sociale, pouvez-vous me dire si vous les trouvez très utiles, assez utiles, pas très utiles ou pas du tout utiles. Un numéro européen unique gratuit ...





























Dédié aux services d'aide psychologique pour enfants

QB6.3 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Child helplines

QB6.3 Bitte sagen Sie mir für jede der folgenden Hotlines und Beratungsstellen für Dienste von sozialem Wert, ob Sie diesen sehr nützlich, ziemlich nützlich, nicht sehr nützlich oder überhaupt nicht nützlich finden. Eine kostenlose und europaweit einheitliche Rufnummer für...

Hotlines für Hilfe suchende Kinder

	%	Très utile		Assez utile		Pas très utile		Pas du tout utile		NSP		Total 'Utile'		Total 'Pas utile'	
		Very useful		Fairly useful		Not very useful		Not at all useful		DK		Total 'Useful'		Total 'Not useful'	
		Sehr nützlich		Ziemlich nützlich		Nicht sehr nützlich		Überhaupt nicht nützlich		WN		Gesamt 'Nuetzlich'		Gesamt 'Nicht nuetzlich'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		66	-2	24	1	6	1	2	0	2	0	90	-1	8	1
 BE		65	-11	28	10	6	2	1	-1	0	0	93	-1	7	1
 BG		83	-3	15	3	1	0	0	0	1	0	98	0	1	0
 CZ		77	-3	20	2	2	1	1	1	0	-1	97	-1	3	2
 DK		53	2	24	-3	14	2	7	2	2	-3	77	-1	21	4
 DE		74	1	19	-1	4	0	2	0	1	0	93	0	6	0
 EE		59	-4	30	3	7	3	2	1	2	-3	89	-1	9	4
 IE		65	-8	19	2	2	1	4	3	10	2	84	-6	6	4
 EL		89	1	11	0	0	-1	0	0	0	0	100	1	0	-1
 ES		56	-11	31	3	9	6	3	2	1	0	87	-8	12	8
 FR		65	-4	27	3	5	1	2	1	1	-1	92	-1	7	2
 IT		72	0	22	2	4	0	1	-1	1	-1	94	2	5	-1
 CY		91	-1	8	0	0	0	1	1	0	0	99	-1	1	1
 LV		62	-1	28	0	7	1	2	0	1	0	90	-1	9	1
 LT		68	1	27	2	2	-1	1	0	2	-2	95	3	3	-1
 LU		61	-16	25	9	10	6	3	2	1	-1	86	-7	13	8
 HU		75	0	20	0	3	0	1	0	1	0	95	0	4	0
 MT		77	3	17	-5	2	1	1	0	3	1	94	-2	3	1
 NL		43	-5	30	2	19	5	7	-1	1	-1	73	-3	26	4
 AT		69	-5	25	4	5	3	0	-1	1	-1	94	-1	5	2
 PL		58	-2	34	2	5	2	1	1	2	-3	92	0	6	3
 PT		67	3	30	-2	2	-2	0	0	1	1	97	1	2	-2
 RO		62	3	28	-1	5	0	2	0	3	-2	90	2	7	0
 SI		77	8	19	-5	2	-2	1	0	1	-1	96	3	3	-2
 SK		73	6	24	-4	2	-1	0	0	1	-1	97	2	2	-1
 FI		69	0	25	-2	4	2	1	1	1	-1	94	-2	5	3
 SE		85	3	10	-1	3	0	1	-1	1	-1	95	2	4	-1
 UK		60	2	23	0	9	0	5	-1	3	-1	83	2	14	-1

QB6.4 Pour chacune des lignes d'urgence et d'assistance téléphonique suivantes dédiées à des services à valeur sociale, pouvez-vous me dire si vous les trouvez très utiles, assez utiles, pas très utiles ou pas du tout utiles. Un numéro européen unique gratuit ...





























Dédié aux services médicaux de garde hors urgences

QB6.4 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

Non-emergency medical on-call service helplines

QB6.4 Bitte sagen Sie mir für jede der folgenden Hotlines und Beratungsstellen für Dienste von sozialem Wert, ob Sie diesen sehr nützlich, ziemlich nützlich, nicht sehr nützlich oder überhaupt nicht nützlich finden. Eine kostenlose und europaweit einheitliche Rufnummer für...

Hotlines für einen ärztlichen Bereitschaftsdienst in nicht lebensbedrohlichen Situationen

	%	Très utile		Assez utile		Pas très utile		Pas du tout utile		NSP		Total 'Utile'		Total 'Pas utile'	
		Very useful		Fairly useful		Not very useful		Not at all useful		DK		Total 'Useful'		Total 'Not useful'	
		Sehr nützlich		Ziemlich nützlich		Nicht sehr nützlich		Überhaupt nicht nützlich		WN		Gesamt 'Nuetzlich'		Gesamt 'Nicht nuetzlich'	
		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2	77.2	75.2
 EU 27		49	-7	31	1	13	4	5	2	2	0	80	-6	18	6
 BE		38	-8	36	5	22	3	4	0	0	0	74	-3	26	3
 BG		71	-5	22	3	5	2	1	1	1	-1	93	-2	6	3
 CZ		59	-7	28	2	10	4	2	1	1	0	87	-5	12	5
 DK		30	-9	32	0	24	7	12	5	2	-3	62	-9	36	12
 DE		43	-9	32	1	18	7	6	2	1	-1	75	-8	24	9
 EE		53	-8	34	6	8	2	3	2	2	-2	87	-2	11	4
 IE		57	-6	24	2	4	0	4	3	11	1	81	-4	8	3
 EL		81	0	17	2	2	0	0	0	0	-2	98	2	2	0
 ES		42	-16	32	1	17	11	7	4	2	0	74	-15	24	15
 FR		51	-7	32	2	12	5	4	2	1	-2	83	-5	16	7
 IT		61	0	28	-1	8	2	2	-1	1	0	89	-1	10	1
 CY		92	1	7	-2	1	1	0	0	0	0	99	-1	1	1
 LV		63	-4	28	2	6	2	2	0	1	0	91	-2	8	2
 LT		59	-8	31	5	6	3	2	1	2	-1	90	-3	8	4
 LU		54	-12	28	6	14	5	3	1	1	0	82	-6	17	6
 HU		52	-6	35	2	8	1	3	2	2	1	87	-4	11	3
 MT		71	3	22	-3	4	1	2	1	1	-2	93	0	6	2
 NL		11	-10	24	-6	40	10	25	8	0	-2	35	-16	65	18
 AT		57	-11	32	6	8	5	2	0	1	0	89	-5	10	5
 PL		53	-2	36	2	7	3	1	0	3	-3	89	0	8	3
 PT		58	-2	37	4	4	-3	0	0	1	1	95	2	4	-3
 RO		52	0	29	-2	12	2	3	1	4	-1	81	-2	15	3
 SI		67	1	25	-3	6	2	1	0	1	0	92	-2	7	2
 SK		72	1	25	0	3	1	0	0	0	-2	97	1	3	1
 FI		43	-6	40	1	14	4	1	0	2	1	83	-5	15	4
 SE		56	-1	28	3	10	0	5	-1	1	-1	84	2	15	-1
 UK		44	-5	32	1	13	3	8	2	3	-1	76	-4	21	5

QB6.5 Pour chacune des lignes d'urgence et d'assistance téléphonique suivantes dédiées à des services à valeur sociale, pouvez-vous me dire si vous les trouvez très utiles, assez utiles, pas très utiles ou pas du tout utiles. Un numéro européen unique gratuit ...





























Dédié aux services téléphoniques d'aide psychologique

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

Emotional support helplines

QB6.5 Bitte sagen Sie mir für jede der folgenden Hotlines und Beratungsstellen für Dienste von sozialem Wert, ob Sie diesen sehr nützlich, ziemlich nützlich, nicht sehr nützlich oder überhaupt nicht nützlich finden. Eine kostenlose und europaweit einheitliche Rufnummer für...

Hotlines für Menschen, die seelischen Beistand benötigen

	%	Très utile		Assez utile		Pas très utile		Pas du tout utile		NSP		Total 'Utile'		Total 'Pas utile'	
		Very useful		Fairly useful		Not very useful		Not at all useful		DK		Total 'Useful'		Total 'Not useful'	
		Sehr nützlich		Ziemlich nützlich		Nicht sehr nützlich		Überhaupt nicht nützlich		WN		Gesamt 'Nuetzlich'		Gesamt 'Nicht nuetzlich'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		50	-4	33	1	11	3	4	1	2	-1	83	-3	15	4
 BE		47	-6	39	4	13	4	1	-2	0	0	86	-2	14	2
 BG		62	-1	26	0	5	0	2	0	5	1	88	-1	7	0
 CZ		44	-5	39	2	12	2	3	2	2	-1	83	-3	15	4
 DK		50	-1	24	-2	15	2	9	4	2	-3	74	-3	24	6
 DE		56	-1	35	1	6	1	2	0	1	-1	91	0	8	1
 EE		49	-4	35	4	10	1	3	1	3	-2	84	0	13	2
 IE		60	-3	23	0	3	0	3	2	11	1	83	-3	6	2
 EL		84	-1	15	2	1	0	0	-1	0	0	99	1	1	-1
 ES		43	-17	34	4	14	9	7	5	2	-1	77	-13	21	14
 FR		47	-5	34	0	13	4	4	1	2	0	81	-5	17	5
 IT		59	-1	31	2	7	0	1	-1	2	0	90	1	8	-1
 CY		87	-3	11	1	1	1	1	1	0	0	98	-2	2	2
 LV		50	0	35	-3	10	1	3	1	2	1	85	-3	13	2
 LT		60	-2	30	3	5	0	2	1	3	-2	90	1	7	1
 LU		46	-10	34	7	15	4	4	0	1	-1	80	-3	19	4
 HU		57	2	32	-4	7	1	2	1	2	0	89	-2	9	2
 MT		72	6	22	-5	2	-1	2	0	2	0	94	1	4	-1
 NL		16	-6	32	-5	32	6	19	6	1	-1	48	-11	51	12
 AT		52	-8	34	4	9	5	2	0	3	-1	86	-4	11	5
 PL		50	-2	37	1	9	5	1	-1	3	-3	87	-1	10	4
 PT		56	-1	38	1	4	-1	1	1	1	0	94	0	5	0
 RO		38	-4	28	-4	18	5	10	4	6	-1	66	-8	28	9
 SI		68	7	24	-5	5	-1	2	0	1	-1	92	2	7	-1
 SK		59	6	33	-3	5	-1	1	0	2	-2	92	3	6	-1
 FI		62	-2	32	2	4	0	1	1	1	-1	94	0	5	1
 SE		58	0	29	2	8	0	4	-1	1	-1	87	2	12	-1
 UK		42	-4	31	1	16	5	8	0	3	-2	73	-3	24	5

QB7.1 Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes.





























En (NOTRE PAYS), la population est correctement informée sur l'existence de ce type de lignes téléphoniques d'urgence et d'assistance

QB7.1 Please tell me to what extent you agree or disagree with each of the following statements.

In (OUR COUNTRY), people are adequately informed about the existence of such hotlines and helplines

QB7.1 Bitte sagen Sie mir für jede der folgenden Aussagen, inwieweit Sie ihr zustimmen oder nicht zustimmen.

Die Menschen in (UNSEREM LAND) sind ausreichend über die Existenz solcher Hotlines und Beratungsdienste informiert

	%	Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		6	-1	14	0	33	0	44	2	3	-1	20	-1	77	2
 BE		8	-1	23	2	42	3	26	-4	1	0	31	1	68	-1
 BG		3	-3	14	1	39	2	41	3	3	-3	17	-2	80	5
 CZ		9	1	17	1	43	4	29	-4	2	-2	26	2	72	0
 DK		2	1	3	-1	13	2	81	2	1	-4	5	0	94	4
 DE		6	2	8	0	34	-1	50	1	2	-2	14	2	84	0
 EE		5	-1	10	1	41	6	42	-5	2	-1	15	0	83	1
 IE		3	-1	8	-6	17	-4	67	12	5	-1	11	-7	84	8
 EL		6	-1	10	-4	38	1	45	5	1	-1	16	-5	83	6
 ES		3	-5	11	-3	29	-1	54	11	3	-2	14	-8	83	10
 FR		4	0	13	1	37	1	44	-1	2	-1	17	1	81	0
 IT		11	0	22	0	36	3	27	-4	4	1	33	0	63	-1
 CY		0	-1	9	2	25	2	62	0	4	-3	9	1	87	2
 LV		2	-2	16	0	48	5	32	-2	2	-1	18	-2	80	3
 LT		6	-1	17	-2	35	2	40	4	2	-3	23	-3	75	6
 LU		7	1	15	-5	35	4	41	4	2	-4	22	-4	76	8
 HU		10	0	13	1	30	-1	46	1	1	-1	23	1	76	0
 MT		3	-1	15	-2	28	-6	50	15	4	-6	18	-3	78	9
 NL		3	2	5	-1	24	-3	67	3	1	-1	8	1	91	0
 AT		9	-6	25	9	37	-4	25	3	4	-2	34	3	62	-1
 PL		8	1	16	-1	34	-1	39	4	3	-3	24	0	73	3
 PT		5	1	16	-5	30	-6	46	15	3	-5	21	-4	76	9
 RO		9	4	18	3	36	-3	31	-2	6	-2	27	7	67	-5
 SI		2	-1	15	1	36	2	43	3	4	-5	17	0	79	5
 SK		9	3	14	-2	38	-4	36	4	3	-1	23	1	74	0
 FI		2	1	17	7	42	2	38	-9	1	-1	19	8	80	-7
 SE		6	-1	22	0	36	1	35	1	1	-1	28	-1	71	2
 UK		5	-4	15	-1	25	1	52	6	3	-2	20	-5	77	7

QB7.2 Pouvez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des propositions suivantes.





























Des efforts suffisants sont faits en (NOTRE PAYS) pour faciliter l'accès des personnes handicapées à ces lignes d'urgence et d'assistance téléphonique, comme proposer des téléphones adaptés ou des services par SMS

QB7.2 Please tell me to what extent you agree or disagree with each of the following statements.

Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services

QB7.2 Bitte sagen Sie mir für jede der folgenden Aussagen, inwieweit Sie ihr zustimmen oder nicht zustimmen.

In (UNSEREM LAND) wird genügend unternommen, um Menschen mit Behinderung die Inanspruchnahme dieser Hotlines und Beratungsdienste zu erleichtern, z.B. durch die Bereitstellung behindertengerechter Telefone oder indem Zugang zu SMS-Diensten bereitgestellt wird

	%	Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2	EB 77.2	Diff. EB 75.2
 EU 27		7	-1	19	-2	31	2	25	3	18	-2	26	-3	56	5
 BE		10	-3	31	-1	33	2	13	0	13	2	41	-4	46	2
 BG		3	-2	10	-5	36	1	40	8	11	-2	13	-7	76	9
 CZ		13	3	26	3	31	-8	17	2	13	0	39	6	48	-6
 DK		7	3	15	-5	23	3	29	5	26	-6	22	-2	52	8
 DE		7	2	19	-1	35	2	23	3	16	-6	26	1	58	5
 EE		7	0	16	-1	37	3	27	-2	13	0	23	-1	64	1
 IE		2	-2	8	-5	14	-3	61	17	15	-7	10	-7	75	14
 EL		5	-1	16	-5	36	-4	32	7	11	3	21	-6	68	3
 ES		6	-4	19	-2	29	2	27	3	19	1	25	-6	56	5
 FR		5	0	17	-2	30	4	29	-1	19	-1	22	-2	59	3
 IT		12	0	22	-5	34	4	20	0	12	1	34	-5	54	4
 CY		2	1	11	0	28	4	40	1	19	-6	13	1	68	5
 LV		4	-1	13	-4	40	0	26	-2	17	7	17	-5	66	-2
 LT		6	0	17	-2	29	0	37	7	11	-5	23	-2	66	7
 LU		11	0	21	-5	18	-5	14	1	36	9	32	-5	32	-4
 HU		10	-1	21	3	29	-3	27	5	13	-4	31	2	56	2
 MT		6	-1	25	-1	21	-5	30	7	18	0	31	-2	51	2
 NL		7	2	19	2	20	3	16	1	38	-8	26	4	36	4
 AT		16	4	29	-4	33	2	8	2	14	-4	45	0	41	4
 PL		5	-3	16	-2	36	3	30	6	13	-4	21	-5	66	9
 PT		8	-3	20	-4	30	2	26	9	16	-4	28	-7	56	11
 RO		6	1	16	2	35	0	32	1	11	-4	22	3	67	1
 SI		3	0	19	3	32	4	29	-3	17	-4	22	3	61	1
 SK		9	2	20	-3	40	-2	21	4	10	-1	29	-1	61	2
 FI		3	1	23	1	37	1	20	-1	17	-2	26	2	57	0
 SE		7	0	22	-3	27	2	16	2	28	-1	29	-3	43	4
 UK		7	-2	20	-4	21	3	25	5	27	-2	27	-6	46	8