

**“Unaccompanied children  
going missing”**

**‘The Smile of the Child’s’  
Actions and Services**

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**CPs WG Meeting, hosted by UNHCR  
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## The Smile of the Child – Direct Intervention

TSOC operates 12 Centers of Direct Social Intervention nationwide.

The Centers of Direct Social Intervention are Coordination and Operational Centers with the following main objectives:

- The direct and inter-departmental mobilization of all social supportive actions provided by TSOC to children in need or at risk 24/7.
- The mobilization of public and non-public actors active in the field of child protection.

TSOC's National Center for Missing & Exploited Children comprises  
i)3 Hot/helplines and ii) Dpt of Prevention and Awareness among children, teachers and parents/guardians



## Hot/helpines for children

- 1) **National Helpline for Children SOS 1056**
- 2) **European Hotline for Missing Children 116000**
- 3) **European Helpline for Children and Adolescents 116111**

- **The goal is to provide assistance to children in need or at risk**
- **Operates 24/7, 365 days/year, nationwide**
- **6 call centers interconnected as 1**
- **Free, anonymous and confidential**
- **Operated by Social Workers, Psychologists and interpreters**
- **Available to children, parents, adults, educators and services, other agencies and organizations**
- **Lines are interconnected with the Direct Social Intervention Centers and are centrally coordinated**
- **Lines are characterized as Emergency Lines**
- **Lines are linterconnected to the 112 European Emergency Number of the Civil Protection Secretariat**
- **Disaster Recovery Area the EI. Venizelos International Airport of Athens**
- **Lines are connected with SAWA's helpline for automatic tripartite connection and interpretation**





## NEXT TO EVERY MISSING CHILD - *Prevention*

### ❖ European Helpline for Children and Adolescents 116111

**TSOC is the national operator of the European Helpline for Children and Adolescents 116111 providing counseling support for free to children and adolescents.**

**A team of specialized psychologists and social workers are available to provide support to every child and adolescent on issues that concern them.**

**The Helpline 116111 plays a crucial role in preventing cases of missing children.**

**The Helpline 116111 is available nationwide, 24 hours a day, 365 days a year.**

### ❖ Prevention and Awareness Raising among Children, Teachers, Parents and Guardians

**TSOC organizes on a daily basis visits to schools nationwide where a specialized team of psychologists carry out interactive experiential workshops targeted to students, parents, teachers and guardians. Based on the participants' age, the appropriate tools are selected by our psychologists, namely: social stories, fairy tales and a cross media interactive educational tool, shadow-puppet theatre and documentary.**



## NEXT TO EVERY MISSING CHILD - *Intervention*

**European Hotline for Missing Children 116000:** provides free of charge support to missing children and their families. The line receives anonymous and named reports on cases of child disappearances (teen runaways, abduction, parental abduction, worrying disappearances, missing children in migration) and forwards them to the competent authorities. It uses the following tools:

- Amber Alert Hellas (61 members)
- ECAAS (European Child Alert Automated System)
- IP call center of Cisco that cooperates with the Siebel CRM application of Oracle
- Team for Search & Rescue with the participation of internationally certified Volunteer dog team
- Logistical and Technical means (jeeps, ATV, motorbikes, ambulances, mobile command center)
- “ODYSSEAS”, a Crisis Management Unit

In 2016 the line was thoroughly evaluated and accredited with the maximum score (100%) among other nearly twenty 116000 hotlines in other European countries within a project implemented by Missing Children Europe (MCE).



## NEXT TO EVERY MISSING CHILD - *Intervention*

The Hotline deals with all categories of missing children:

- **Runaways (National / International)**
- **Parental abductions**
- **Criminal abductions**
- **Missing unaccompanied migrant minors**
- **Lost, injured or otherwise missing children**



## Child Disappearance

National Center of Direct Social Intervention  
(Athens, Thessaloniki, Patras, Crete, Thessaly, Lesvos)



**116000**  
EUROPEAN HOTLINE  
FOR MISSING CHILDREN



- Communication with Hellenic Police.  
Collection & Evaluation of Data

Mobilization of Search &  
Rescue Team Thanasis  
Makris



Disclosure of child's identity



AMBER  
ALERT  
HELLAS

Missing Poster

Location of the child  
Psychological Support & Counseling





## NEXT TO EVERY MISSING CHILD - *Intervention*

PROCEDURE IN GREECE -> THE SAME FOR ALL THE CHILDREN

- Report of the missing child to the Police Authorities immediately
- Have a recent photo of the missing child
- Description of child's appearance (cloths, colour of eye/hair, scars etc)
- The staff must be updated sufficiently about guardianship issues, family background, friends/relatives of the child in order to do all the necessary actions immediately (ex inform the prosecutor)





## How we intervene:

- Assistance and consultation with law enforcement
- Activation of AMBER Alert Hellas
- Facebook Activation of AMBER Alert Hellas
- Activation of the Search and Rescue Team “Thanassis Makris”
- Psychological Support to family
- Communication with mass media through radio, television and print
- Publication of photograph and information on our site ([www.hamogelo.gr](http://www.hamogelo.gr)), on our social media and on the GMCN - gine site ([www.missingkids.com](http://www.missingkids.com))
- Creation and distribution of posters in all publicly accessible areas
- Creation of photographic leaflets distributed through the Ministry of Citizen’s Protection to all patrol cars in Greece
- Coordination of public and private agencies and businesses
- Psychological support and counselling of children once they have been found.
- Assistance and consultation in cross border cases



## Reporting of Missing Children in Migration

January 2018 (National Center for Social Solidarity – E.K.K.A.)

- No of unaccompanied minors in Greece: 3.792
- Boys: 93.6%
- Girls: 6.4 %

•No official statistics of missing children in migration from Greek Police Authorities

In 2018

- The “Smile of the Child” received 191 requests for support to searches for missing children.
- Out of the total 191 requests 60 cases of migrant and refugee missing children, were reported to the 116000 European Hotline.



1<sup>st</sup> Semester 2019: received 59 requests for support to searches for missing children (only 12 cases of migrant and refugee missing children)

**ΕΞΑΦΑΝΙΣΗ - MISSING**

<b>ΡΟΝΤΙ ΤΖΑΜΙΑ (11 ετών)</b> Ημ. Γένν.: 5/7/2005 Μάτια: Μαύρα Μολλιά: Μαύρα Ύψος: 1,25 μ. Βάρος: 35 κιλά	<b>ΣΟΛΙΝ ΤΖΑΜΙΑ (9 ετών)</b> Ημ. Γένν.: 1/11/2007 Μάτια: Καστανά Μολλιά: Καστανά Ύψος: 1,00 μ. Βάρος: 25 κιλά	<b>ΡΟΝΙ ΤΖΑΜΙΑ (7 ετών)</b> Ημ. Γένν.: 15/1/2009 Μάτια: Μαύρα Μολλιά: Μαύρα Ύψος: 0,95 μ. Βάρος: 20 κιλά
<b>RODI JAMIL (11 years old)</b> Born: 5/7/2005 Eyes: Black Hair: Black Height: 125 cm Weight: 35 kg	<b>SOLIN JAMIL (9 years old)</b> Born: 1/11/2007 Eyes: Brown Hair: Brown Height: 100 cm Weight: 25 kg	<b>RONI JAMIL (7 years old)</b> Born: 15/1/2009 Eyes: Black Hair: Black Height: 95 cm Weight: 20 kg

**Μπορείτε να βοηθήσετε; Can you help?**  
Όποιος γνωρίζει οτιδήποτε, παρακαλείται να καλέσει στην Ευρωπαϊκή Γραμμή Για Το Έξαφανισμένο Παιδί.  
Anyone who has any information, should contact "The Smile of the Child" on a 24 hours basis, and the "European Hotline for Missing Children 116 000".

**116 000** ή **+302107609550**  
Fax: +302107609554  
116000@hamogelo.gr

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## What works wrong:

- Delay in the reporting of the disappearances which hinders the immediate activation of the necessary mobilization for the missing children
- Lack of clear responsibility and action from the stakeholders and actors involved in the care and protection of children in migration.
- Lack of immediate mobilization from the authorities due to wrong assessment of the circumstances and motivations of the disappearance mainly for children in migration.



•Certified mechanisms and networks with expertise for the search of missing children are not utilized resulting in inactivity, lack of information or duplication of efforts.

•Lack of certified and well-trained professionals in the field to deal with the cases of missing refugee children.

•The lack of proper shelter areas and child protection facilities of good quality and care for these children increase the risk of repeated runaways.

•Low and almost inexistent reporting on the cases of missing refugee children due to a lack of awareness, knowledge and responsibility on who does what.

