

SNATED's yearly newsletter

The French National Child Helpline



N°3 - Year 2014

2013 DATA

Editorial



I am delighted to present you this third edition of SNATED's annual newsletter, which aims to be a synthetic communication instrument, which gives you an easy access to a few essential data that exemplify our action at 119- Allô enfance en danger. As you will see, SNATED is a key component of the Child protection scheme in France and contributes up to 10% of all pieces of information giving

rise to concern sent to the units tasked with their monitoring and assessment (CRIP). Its expertise is confirmed by the transmission of 13 000 accounts of calls detailing situations of danger to the CRIP. These accounts concern a total of 25,000 children, 60% of whom were not previously known for situations of danger. Indeed, SNATED, through the emergency helpline it operates, successfully accomplishes its mission to monitor, raise the alert about, prevent and identify situations of danger or risk for children. This has been made possible

through the know-how and competences developed by SNATED's team of professional listeners in the service's 25-year-long experience. As the UN Convention of the Rights of the Child nears its 25th anniversary, I would like to thank all the professionals working for SNATED for their commitment to protect the most vulnerable children.

Hermeline Malherbe
President of GIP

**Enfance en Danger, President
of the Pyrénées Orientales Council**

I am delighted to present you the third edition of SNATED's annual newsletter, which summarizes SNATED's activity for the year 2013, a year which once again saw many marking events.

The "SNATED/CRIP" seminar on 28 March 2013 at the Palais-Bourbon, France's national assembly, has been of these marking moments. This symbolic location lent a particular atmosphere to our bi-annual work seminar with the persons in charge of the units collecting information giving rise to concern for the 75 départements (local authorities) that were represented. This seminar has once again allowed us all to improve our collaborative practices in the interest of children in danger or at risk for danger everywhere in France.

The discussions focused on three important themes in particular: "Children in danger and information technologies:

how can we improve inter-service cooperation?"; "Paperless communication between SNATED and CRIP" and "Dealing with emergency situations: how can we respond?"

Side-to-side with SNATED listeners talking about their practices, various outside speakers have shared their enriching expertise, contributing to very high-quality debates.

You can find out more about this seminar (in French) on our website: www.Allo119.gouv.fr/activites.

In 2013, strengthening our communication actions has been an important focus for our visibility. In this framework, SNATED has initiated several conventions reminding partners of the legal obligation to display 119 posters. In conformity with the law described on page 4, SNATED has initiated a series of agreements with ministries to have a perennial communication on help number 119, and to reinforce its notoriety among children and families. More constructive articulations have also been developed between our institutions and ministries involved in this sector.

With the Ministry for public education, we have chosen to send each school, middle- and high schools a poster for helpline 119, along with a letter signed

jointly by DGESCO (the administrative authority in charge of schools) and GIPED. Our aim, as always, was to raise the awareness of children, families and educators.



Agreements have been signed with the Ministry of the Interior and the Ministry of Youth Affairs and Sports. Others are being studied, with the Ministry of Justice and the Ministry of Health. Beyond the communication concerns, these agreements include elements for the training of professionals, in order to improve their knowledge of SNATED. These agreements are all, as of today, already signed or in the process of being signed. You can discover their content in our activity report for the year 2013, which has been available on all 3 websites of GIP Enfance en Danger since September 2014.

Please explore further our activities in the pages of this newsletter. We will have another occasion to share our work next year in 2015, for our 25th Anniversary.

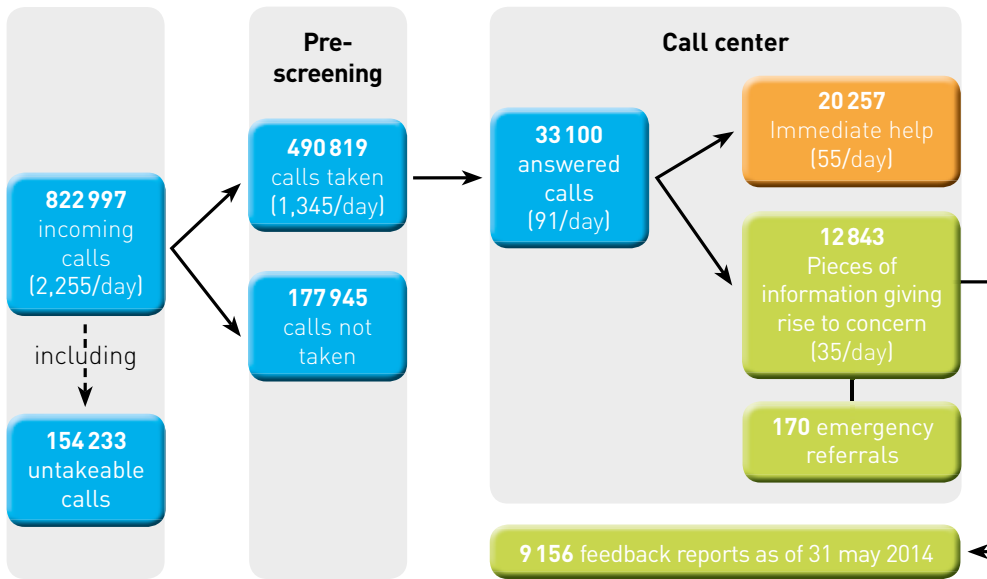
Frédérique Botella
Director of SNATED

SNATED is a member of:

- Child Helpline International, www.childhelplineinternational.org
- The TeSS network (helplines for social and health services).



How many phone calls does SNATED receive?



Incoming call: Call made to 119 that enters the SNATED phone system, taken by the pre-screening service or the call centre.

Answered call: call that leads to a piece of information giving rise to concern being sent to a CRIP, or to an immediate help being given by the listener.

Immediate help: advice, orientation, information directly given by the listener to the caller; or a phone call reporting a situation of danger or risk without giving identifying elements. A report is filed inside the service.

Information giving rise to concern: a discussion that reveals the situation of danger or risk faced by an identifiable child; about which a report is sent to the relevant CRIP.

Who are the callers?

34,462 callers have placed the calls answered by SNATED

The proportion of young people among all callers has remained stable compared to 2012: 10.9% minors (0-18) and 0.9% young adults (18-21).

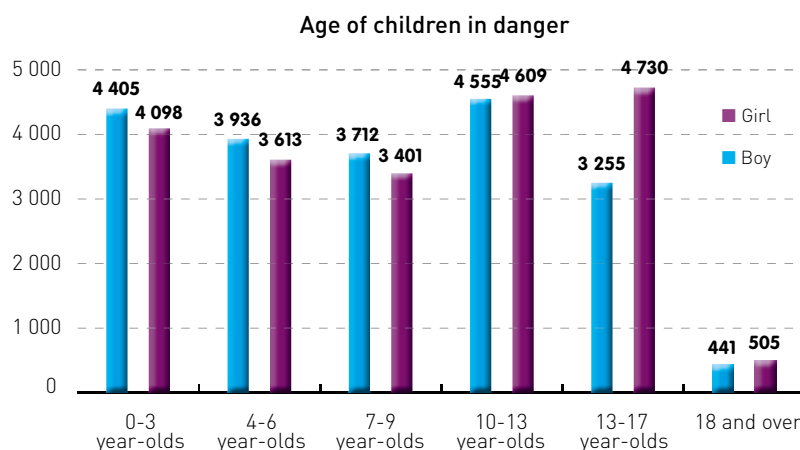
Women represent a majority (52%) of callers.

Caller	Total	
	Number	%
Mother	5 414	15.7%
Father	4 533	13.1%
The child him/herself	3 764	10.9%
Neighbour	2 376	6.9%
Friend, entourage	2 363	6.9%
Grand-parent	2 096	6.1%
Family (other)	1 749	5.1%
Professional	1 601	4.6%
Concerned adult	575	1.7%
Sibling	571	1.7%
Membre de la fratrie	355	1%
Concerned child	328	0.9%
Law enforcement	73	0.2%
Other	1 558	4.5%
Not provided	7 106	20.7%
Total	34 462	100%

Field: Number of callers (n = 34,462)

Source: LISA data, SNATED database

Who are the children in danger or at risk to become so?



Calls treated by SNATED in 2012 concerned 59 039 children in all.

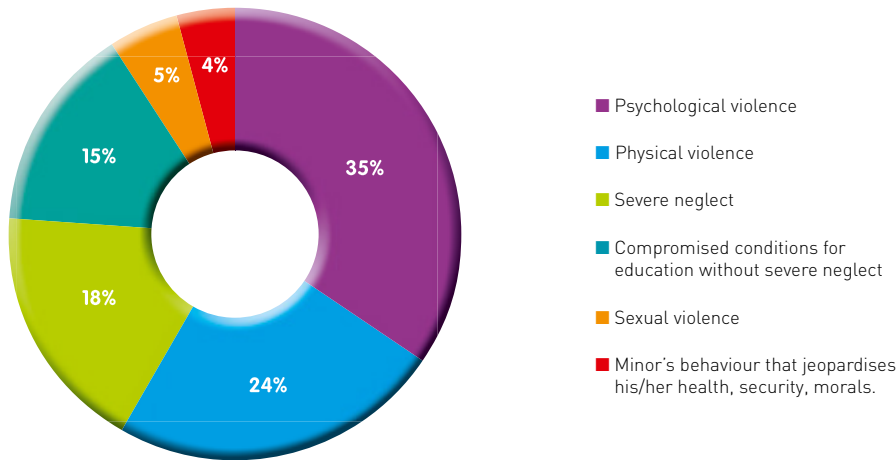
For 43 569 of them (73.8%), a situation of danger has been reported.

Of these children:

- 47.8% are girls and 46.6% are boys (in 5.6% of cases, gender is not reported).
- Until the age of 12, boys are more at risk than girls. From puberty on, this trend is reversed.

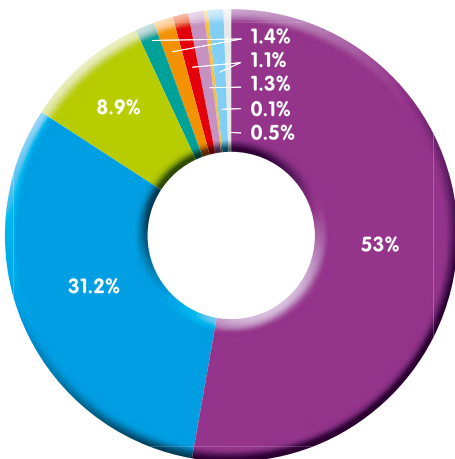
For 24 670 of them, the call leads to the transmission of information giving rise to concern, when the child is in danger.

What types of danger are reported?

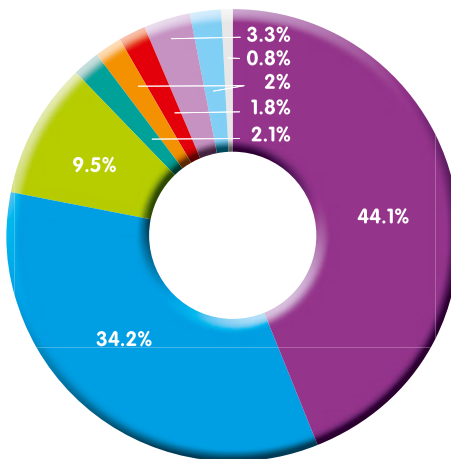


Who is presumed to be responsible for the situations of danger?

Information giving rise to concern



Immediate help



■ Mother
 ■ Father
 ■ Step-parent
 ■ Grands-parent
 ■ Sibling
■ Other family member
 ■ Friends, entourage
 ■ Neighbour
 ■ Professional
 ■ Unspecified

Out of 55,605 presumed perpetrators :

In 95.8% of situations, the presumed perpetrators are members of the child's close family (parents, step- and grand- parents, siblings). In 8 times out of 10, they are the child's father or mother.

Women represent 53.7% of all presumed perpetrators. This is largely due to the high proportion of mothers in the category of parents being the presumed perpetrator(s) (60%).

More than 9 presumed perpetrators out of 10 are adults; only 1.4% are 18-21 years old, and 2.1% are under 18 (mostly teenagers).

Please note: Over one half of children live with one parent: a third live with both parents. Parents represent the bulk of presumed perpetrators.

What happens to the information reported?

In accordance with Article 40 of the Constitutive agreement that forms GIP Enfance en Danger; CRIP units must send SNATED feedback on the assessment of situations reported by the latter 3 months at most after the initial transmission. This enables SNATED to know what actions were taken as a result of the information sent, and to evaluate the adequacy of SNATED's response.

This year, the feedback received by 31 May 2014 represents 71.3% of all situations notified by SNATED in 2013, which represents a slight decrease (5%) when compared to 2012.

12,843 pieces of information giving rise to concern / 24,670 children involved

For 80% of the information sent to child protection services, an assessment has been carried out (predominantly by social services). For 8.3% of cases, the information is sent to services that are already aware of the situation. For 8.7%, the CRIP refers the situation to the judiciary (prosecution).

In close to 60% of situations for which this information is available, the family wasn't previously known for the child/ren's situation of danger

After assessment :

- 58% of transmissions have led to the family receiving social or educative help
- 19% have triggered an administrative (consensual) intervention
- 23% have led to a judicially-mandated intervention

For any situation of danger or risk faced by a child in France, call 119

For any administrative query please use the following contact details for SNATED:

- BP 30302 - 75823 Paris cedex 17 FRANCE
- Phone: +(33) 1 53 06 68 68
- Email: snated@allo119.gouv.fr

You wish to receive information material on 119?

On our website allo119.gouv.fr, you can find an electronic form to complete and send. The documents (flyers, posters, stickers) are sent free of charge in France. These elements can also be downloaded.

In application of article L 226-8 (CASF), posting the number of the service is mandatory in all services and institutions that receive minors on a regular basis.

What should you remember about 119?

Call number 119:

- is a helpline to prevent situations of danger and protect children in danger or at risk to become so
- can be reached 24/7
- can be called free of charge from any type of telephone (landlines, cell, phonebooths)
- doesn't appear on detailed phone statements
- can be reached from all areas of France, including overseas départements (Guadeloupe, Guyane, Martinique, Mayotte, Réunion)
- respects the confidentiality of phone calls according to the guidelines set by CADA and CNIL (www.cnil.fr/www.cada.fr)
- is an emergency phoneline (any unjustified call delays a serious call)
- You are outside of France and you want to report a situation of danger for a child living in France or for a french child living abroad? You can call our special number: + 33 1 53 06 38 94 (24/7; standard international phone rates apply)

The SNATED Team

Under the responsibility of the **Director, 3 coordinators manage**, from a technical and hierarchical point of view, **50 listeners** (psychologists, law specialists, social workers).

The coordinators, who have different types of training, liaise between 119 and *département*-level CRIP. They supervise all transfer of information giving rise to concern, validate the written assessments made by the listeners, and look after all follow-up procedures with the help of an assistant.

They are in constant relationship with their *département*-level correspondents. They provide day-to-day technical backing and annual evaluation to the listeners. They also organise coordination meetings that allow them to work on professional practices with the team. Their understanding of the different aspects of what it means to be a listener allows them to assist the professionals in their missions.

More information

- about the institution: www.giped.gouv.fr
- about the statistical study: www.allo119.gouv.fr

You can also download our yearly report from these websites.

The management team is also in charge of the **pre-screening agents**, whose role is to take calls, check if they correspond to the help line's scope and to transfer explicit phone calls to the call centre.

The listeners' main mission is to receive calls and to assess the situations described. **A communications officer and an administrative assistant** complete the team.

SNATED's 2 missions

The July 10th, 1989 Law, reinforced by the March 5th, 2007 Law, gives **two missions**:

- **A prevention mission:** answering phone calls made by children in danger or at risk for danger, and by any person confronted to this type of situations, so as to identify them and facilitate the protection of children in danger
- **A transmission mission:** transmitting the information giving rise to concern thus collected regarding children to the relevant *département*-based social service units (*Cellules de recueil des informations préoccupantes*, CRIP).



... What about ONED?

The French observatory for children in danger (Observatoire national de l'enfance en danger, ONED) is the second entity of GIPED, the superstructure that comprises SNATED. Created by law in 2004, ONED's main mission is to better understand the realities of children in danger so as to help child services to better protect and prevent.

Its missions, defined by the law, are multiple: to get a complete and accurate overview of maltreatment in France. The ONED has various missions: collecting and analysing statistical data, listing and assessing prevention, outreach and care initiatives, producing studies and international comparisons. ONED constitutes a resource center, particularly via its website www.oned.gouv.fr. The pluri-disciplinary team, under the supervision of ONED's director, comprises project and research officers who are professionals of child protection, law, statistics, sociology... A secretarial service, a documentalist, and a redactor ensure the support services.