



Communication and information

■ Communication

“Community-based” communication campaigns on phone number 119 are the best way to make the helpline known to children and the general public. The service has an interactive website which presents a number of communication tools for professionals and concerned adults.

This material is available upon request; the easiest way to do this is to use the special interface on our website www.allo119.gouv.fr. The documents are sent and shipped free of charge.

Available documents:

- Animated banner for websites
- Annual activity report
- Information film
- Information leaflet on the service
- Posters
- SNATED's yearly newsletter
- Stickers

The service also relies on the organization of and participation in events, press releases and public relations to get the message across.

■ Information

SNATED aims to improve its communication and make its goals and procedures known to the widest possible audience. This is why it proposes a website, and organises interventions with professionals and anyone who wishes to know more.



Child Helpline International

SNATED is a member of Child Helpline International, the international network of child help lines, promoting the rights of the child. SNATED has been a member since 2008

For more information: www.childhelplineinternational.org



Collectif TeSS

The TeSS network (helplines for social and health services). Like 12 other actors, SNATED has signed the TESS charter. SNATED has been a member since 2011.

The objective of this group is to collectively reflect on the interrogations expressed by its members, on their needs and challenges in order to improve the services offered.

Public Interest Group Enfance en Danger

LEGAL STRUCTURE: Public interest group

BOARD OF DIRECTORS:

MINISTRIES

- Directorate-General for Social Cohesion
- Directorate-General for Public Education
- Directorate General for the Judicial Protection of Youth
- Directorate of Research, Studies, Evaluation and Statistics
- Directorate-General for Health
- Directorate-General for Youth, Popular Education and NGOs
- Directorate of Criminal Affairs and Pardons
- Directorate-General of the National Gendarmerie
- Central Directorate for Public Safety
- Directorate-General of Local authorities

DEPARTEMENTS

- 10 - Aube
- 22 - Côtes d'Armor
- 24 - Dordogne
- 37 - Indre-et-Loire
- 44 - Loire-Atlantique
- 49 - Maine-et-Loire
- 59 - Nord
- 66 - Pyrénées-Orientales
- 67 - Bas-Rhin
- 69 - Rhône
- 71 - Saône-et-Loire
- 76 - Seine-Maritime
- 84 - Vaucluse
- 93 - Seine Saint-Denis
- 95 - Val d'Oise

ORGANISATIONS (NGOs)

- French Association for Information and Research on Child Abuse - AFIREM (*Association française d'information et de recherche sur l'enfance maltraitée*)
- National Convention of Child Protection Associations - CNAPE (*Convention nationale des associations de protection de l'enfant*)
- National Federation of schools for parents and educators - FNEPE (*Fédération nationale des écoles des parents et des éducateurs*)
- National Union of Family Associations - UNAF (*Union nationale des associations familiales*)
- La Voix de l'Enfant

President:

Hermeline MALHERBE, *President of "Conseil général des Pyrénées-Orientales"*

Vice-presidents:

Sabine FOURCADE, *General Directorate of Social Cohesion*
Martine BROUSSE, *La Voix de l'Enfant*

Managing director, GIP:

Marie-Paule MARTIN-BLACHAIS

Director, SNATED:

Frédérique BOTELLA

Children in danger? Parents experiencing difficulties?

Talking about it helps !



119/ALLÔ ENFANCE EN DANGER

Septembre 2014 Goodbye / 0605 09 33 33

GIP Enfance en Danger - SNATED

BP 30302 - 75823 Paris Cedex 17 - Phone: 01 53 06 68 68 - Fax: 01 53 06 68 60
Email: snated@allo119.gouv.fr - Website: www.allo119.gouv.fr





The national helpline for children in danger

On July 10th, 1989, the members of the French Parliament unanimously voted a bill on the prevention of the child abuse and on child protection. This law in turn gave rise to the **Service National d'Accueil Téléphonique de l'Enfance Maltraitée** (SNATEM: National Hotline Service for Maltreated Children). Since March, 1997, the service has a simplified, 3-digit number: **119**. All premises receiving children are required by law to have this number prominently displayed. Calls made to 119 do not appear on the owner's detailed phone bill. Its status as an emergency phone number (July 2003 decree) makes it available, toll-free, to everyone even from cell phones and overseas territories. The March 5, 2007 Law reforming child protection broadens the missions of the helpline. It becomes the **Service National d'Accueil Téléphonique de l'Enfance en Danger** (SNATED: National Hotline Service for Children in Danger), more commonly known as "**119- Allô Enfance en Danger**".

■ A public service

The legal framework of the service is a **public interest grouping** (*GIP Enfance en danger*; *GIPED*) that comprises three institutions directly concerned by prevention and child protection: the state, the *départements*, and child protection organisations. "**119- Allô Enfance en Danger**" is, in the field of French social helplines, the only service whose existence stems from a legislative decision, which confers it a number of legal obligations. Half of its funding comes from the state, and half comes from the *départements*. A technical committee of specialists assists the service.

■ The missions of "119- Allô Enfance en Danger"

The March 5, 2007 Law lists **three main missions**:

- **Answering the phone calls** made by children in danger or at risk to become so, as well as by any person confronted to this type of situation, so as to better identify and protect children in danger.
- **Transmitting all information regarding these children** to the relevant child protection services supervised by the general councils of the *départements*.
- **Taking action to prevent situations where children are in danger** or at risk to become so.

The GIPED also runs the **Observatoire national de l'enfance en danger** (ONED, National observatory of children in danger). The ONED was created on January 2, 2004 through a law that aimed to meet a practical need long since identified by actors of the field: 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. Its annual report, its activities (among which the evaluation of practices) contribute to the reflection on making child protection services in France more efficient. These documents can be accessed through the website www.oned.gouv.fr

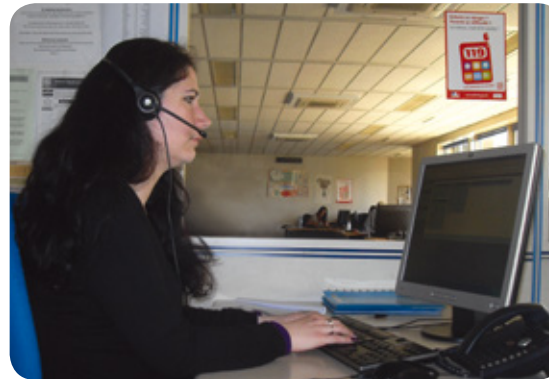


Answering 119 calls

Each day, on average, 1 345 calls to 119 are picked up and nearly 100 are answered by the listeners. Their task involves listening, orienting, providing information and in some cases transmitting information to the relevant *département*-based services. Each phone call combines **three levels of intervention**.

■ Pre-screening

A team of telephone services professionals is in charge of pre-screening calls. Their mission is to take the calls, to inform the callers about the service and to dispatch explicit calls to the call centre.



■ The call centre

It comprises 50 professionals with complementary types of training: psychologists, lawyers, social workers. There are four main requirements for these professionals: being trained regarding care-giving relationships, being familiar with the pathologies linked to child abuse, understanding the institutional, administrative and judicial processes and knowing the *département*-based social network.

Much of their activity consists in giving direct help to callers by listening to their immediate concerns, referring them to the relevant local structures, or by answering a request for specific information.

■ Coordination

A team of coordinators coaches the professionals at the pre-screening and call-centre levels. This team liaises between 119 and *département*-based social services.

The coordinators supervise all information-sharing processes with the *départements*, validate the contents and organize follow-up procedures. They are in constant contact with their correspondents and the *département*-based social intervention structures.

Intervention and care by the General councils of the départements

The President of the General council is responsible for the measures taken at *département*-level upon reception of the information sent by 119.

■ Reception of information

In each *département*, the President of the General council names one professional to liaise with SNATED. As soon as information is received, the liaison officer gets the social services involved so as to assess situations following the guidelines established by the President of the General council.

■ Assessment of situations

The assessment involves professionals from multiple fields: social workers, physicians from mother and child health centres (*Protection maternelle et infantile*, PMI), child care workers and psychologists reach a common diagnosis and agree on the most relevant response.

■ Care measures

Assessing the situations enables the professionals to define the help needed by the family. Different types of measures can be decided once they are validated by the *département*-based authorities: educational assistance, financial help, social and family economics consultations... The *département* may also refer to the judicial authorities. This happens for instance when the services cannot assess the situation, or when the family refuses to cooperate.

■ Follow-up information to 119

Département-based social services have an obligation to inform 119 of the steps they've taken as a consequence of all information received through 119 calls. These data are analysed, which allows the service to improve its interventions.

