



REPORT OF THE SOS PHONE FOR CHILDREN AND YOUTH 0800 1 22 22 (Toll Free) FOR 2011 AND FOR THE FREE LEGAL SERVICE FOR THE FIRST CHILDREN'S EMBASSY IN THE WORLD - MEGJASHI

The SOS helpline for children and youth has registered 235 calls during 2011. Of the total number of calls only 15 children called to report. The remaining 220 are adults who called and reported a total of 462 cases of problems that the children have. That means that on average one call refers to two children.

The children are the least protected where they should be the most protected (home, school, other institutions that are responsible to ensure a smooth realization of the children's rights

- 84 children of the total number of recorded cases were unprotected and exposed to violence in their families, which is 17.61% of all cases
- 86 children were unprotected and exposed to violence in their school, which is 18.03% of all cases
- 86 children were exposed to institutional abuse (problem in determining the jurisdiction and responsibility between state institutions, late response, violation of children's thinking in procedures that are important for the children, additional victimization and stigmatization of children who have already been victims ...)

Of the total 477 cases, 191 children were exposed to physical, psychological and sexual violence, unconcerned and neglect.

Children are silent and endure violence on a daily basis. They rarely report violence because they are afraid. They are disappointed and discouraged by their parents, their guardians, their teachers and the institutions that need help them and care for them.

1. Short description of the work of SOS helpline

The SOS helpline for children and youth has been operating for 19 years (since October 1993) and has registered a total of 18,250 calls. The Children's SOS helpline is a service for direct assistance and support to children, youth and their families.

Through the phone call the children can get help and information, expert advice, psycho-social support or simply talk about the problems they face, for which they do not have anybody to talk about. That's why the professional team of the SOS helpline consists of educators, psychologists, social workers, physiotherapists and volunteers of these profiles who do not provide ready solutions to problems in the conversations but discuss about possible alternatives to solve the problem for which they have called.

Depending on the type of problem to which the callers address to us and depending on the violation of the children rights, along with the SOS helpline, a free legal service operates as well. It deals with the written correspondence to the competent institutions, but its work does not stop here, it then follows the procedures undertaken by these institutions on the case and responds if they are not acting in the best interest of children.

2. Information about the callers

2.1 Call from children

During 2011 the trend of reporting of cases by adults continues. From the total of 235 calls, only 15 were made by children and the rest are by adults, even though the SOS helpline is intended for children and youth. From this we can consider that children still remain silent and are afraid to report violence in any form that is performed on them.

Perhaps it is due to the dependence of the children on their parents, abuse of the position of teachers, and of course the fear of the children to report violence relates to mistrust in the institutions that should protect them. Most of the calls from the children on the SOS helpline are in connection with domestic violence

2.2. Examples from the SOS helpline

On the SOS helpline called a visibly disturbed and crying child who informed us that in his home there is always chaos, cries and arguments. He explained how his mother was yelling and beating him and his sisters every day and without any particular reason. The worried boy told that even when he was away from home he had no peace, because he was thinking about his younger sisters and the picture of what happens to them while at home.

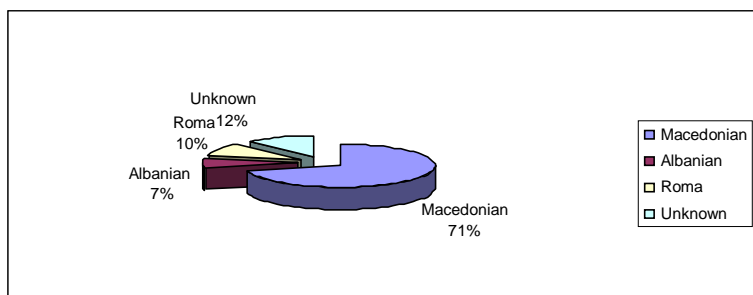
A grandmother called saying that she was a mute witness to the daily abuse of her grandchildren. She looked, but didn't want to see, she heard, but she didn't want to listen. Even now that her life is nearing the end, she didn't want to bore the sin with herself. Therefore, she got courage and called the SOS line in order to put an end to everything she concealed inside. Stating that her grandchildren deserve a childhood like any other.

2.3. Ways of calling

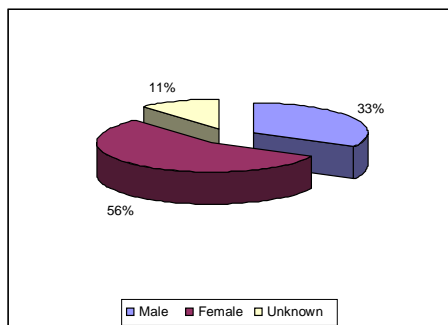
Caller	Gender	Way of call				Total
		SOS Helpline	e-mail	Mail	Visit in Magmata	
Children	Male	4				4
	Female	6	2	1	2	11
	Anonymous					0
Adults	Male	38	4	8	19	69
	Female	85	8	3	16	112
	Anonymous	19	3		3	25
Unknown	5	2	2	1		5
Legal person	6	3	1	1	1	6
Media	3		3			3
Total	9	157	23	14	41	235
	4%	67%	10%	6%	17%	100%

According to these data we conclude that still most of the calls we receive are through the SOS helpline for children and youth. This year we can state that there is an increase in the reports by email, due to the massive usage of the Internet especially the social networks. But also some citizens prefer to practice the way of direct visit in the First Children Embassy in the World Megjashi, where they have a direct contact with experts.

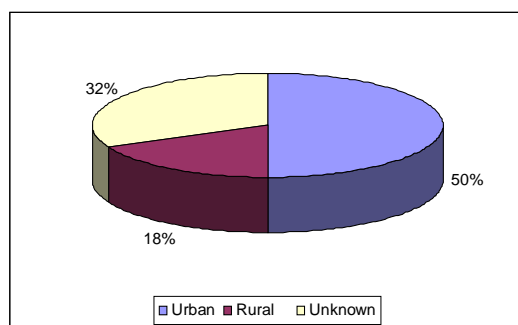
2.4 Calls regarding the ethnicity of the caller



2.5 Gender of the callers

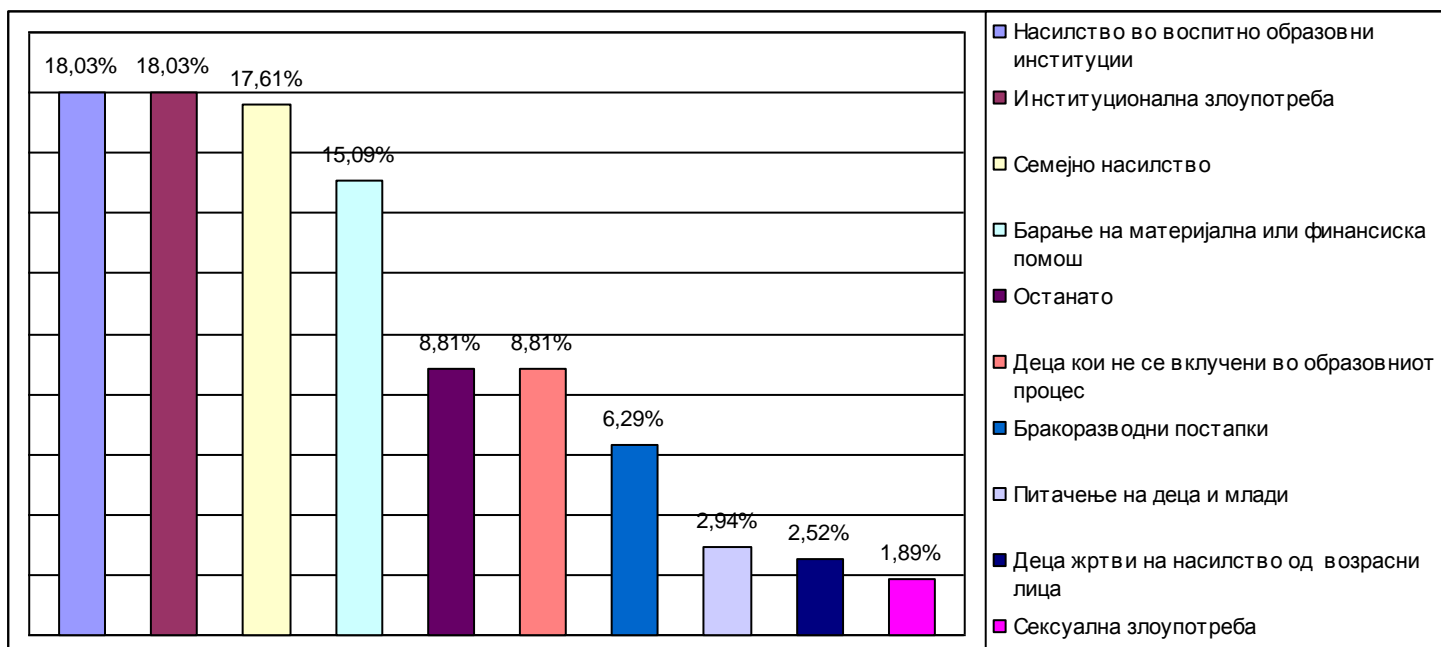


2.6 Calls according to area of living



According to the area of living of the callers only 18% are from rural areas. From this we can conclude that children and adults who live in rural areas present a lower percentage of informed people about their rights and where they could turn to if some of their rights are violated.

3. Categories of problems



3.1 Violence in educational institutions and institutional abuse

According to the recorded cases of violation of children's rights in the first place is the violence in educational institutions with 18.3%, or expressed in number is 84 children.

The largest percentage, 15% of violence in the educational institutions are complaints about negligence to students by the teachers, and the rest are for physical and psychological violence, teacher - student, as well as physical and psychological violence, student-student. We can notice that this year unlike the previous there is a higher number of reports of psychological violence, teacher - student than reports of physical violence. This is probably due to the fact that children and parents recognize and don't approve of psychological violence, and thus act preventive not to grow into physical violence.

The educational institutions need to model the environment for peaceful behavior, and teachers need to nurture empathy and skills to peacefully resolve disputes.

The violence in educational institutions is growing and this is sufficient indication that there should be taken certain measures and to conduct constant control and monitoring to the operation of the educational institutions by the competent institutions. .

The percentage of 18.3% of the calls pertaining to the institutional abuse is also high. Particular problems in determining the jurisdiction and responsibility between the state institutions, late response, violation of children's opinion in procedures that are important for children, additional victimization and stigmatization of children who have already been victims.

3.2. Domestic Violence

The daily growing number of people who are victims of domestic violence is a serious problem that doesn't bypass our country. As a taboo subject that quietly runs through many families and many children's lives that bear the burden as adults. That is not a problem that will pass and fade over time, but leaves lasting consequences if the victim does not receive adequate psychosocial support and help.

Of the total number of calls, 17.61% are related to domestic violence, where the victims are children or expressed in numbers, there are 84 children. Of which 39 are of insufficient care from parents, 37 were exposed to physical and psychological violence against them, and 8 children of the reported are exposed to psychological violence

According the age, the most children exposed to domestic violence are children from 6 to 14 years of age. Regarding the type of violence that children suffer in the family we can conclude that the largest number of calls are for insufficient care and physical violence, but much smaller percentage of calls are for psychological violence. This shows us that within the families there are still children that suffer and are silent when it comes to psychological violence.

3.3. Request for material and financial assistance and begging.

Fourth ranked or 15.09% are the problems related to the provision of basic material and financial resources. The fight against poverty is one of the bitterest problems; parents do not pay enough attention to the needs of their children. Children wanting to help their families or forced by their parents try to contribute resources for their lives by collecting plastics, paper and scrap metal and beg. We have information about 14 children beggars, in 2011. To reduce this difficult situation the state should offer social packages for these families, and allow at least one employment of parents

3.4. Children not involved in the educational system

The fact that although the laws state that every child should be included in the educational process, in 2011 we have reported that 42 children are not included in the educational system or 8.81% of the total number of calls.

3.5 Violation of children's rights in divorce proceedings

In regards with the violation of the children's rights in the divorce proceedings there is a substantial number of calls, 6.29% from the total number of registered calls, or 30 children.

3.6 Sexual abuse of children and pedophilia

1.89% of the total number of reported calls are related to possible sexual abuse of children and pedophilia.

4. Legal service's role

Depending on the type of problem to which the callers address to us and depending on the violation of the children rights, along with the SOS helpline, a free legal service operates as well. It deals with the written correspondence to the competent institutions, but its work does not stop here, it then follows the procedures undertaken by these institutions on the case and responds if they are not acting in the best interest of child.

In 2011, the free legal service dealt with 85 written correspondences. Most of them, or 34, were sent to the Centers for Social Work. The Ombudsman has been contacted with 21 complaints, the secretariat at the Ministry of Internal Affairs we have reacted with 15 complaints, to the competent ministries seven correspondences, 3 to local government, 1 to the Department for Data Protection and 4 to other institutions. Out of the 85 correspondences sent to the competent institutions, we have received 60 responses so far.

We are always asking the competent institutions to inform us about the measures and actions that will be taken by them, in order to be able to actively monitor the case and respond again if necessary. In this way The First Children's Embassy in the World - Megjashi monitors the institutions for their greater commitment and fast response in resolving the problem, in order to provide best protection of the children.

In part of the addressing to the competent institutions, the legal service calls to certain international documents and national laws that set the children's rights, the manner of their implementation and the mechanisms for their protection. Primarily we refer and follow the implementation of the Convention on the children's rights at the United Nations and two optional protocols to this Convention, then the Convention of the European Council for children's protection from sexual exploitation and sexual abuse, the Convention on International Labor Organization's for the worst forms of child labor and many other international and national standards for children's rights.

Our practice shows that the competent institutions in their work pay very little attention or none to use the Convention on the children's rights and explain that they can not directly apply it, even though in case of collision the international conventions are in a superior position in terms of national laws.

5. General conclusions and recommendations

All children have an equal right to grow and develop in pleasant conditions, have family that cares for them, have the education they deserve to have, have love and understanding from those who are part of their lives and who are responsible for them. Unfortunately all children do not enjoy equality in these benefits.

According to this report it can be noted that there are still large numbers of children exposed to violence and abuse by those who should be there for them and protect them (family, school, institutions). They are not protected even by their native cell their family, which should represent the basis for proper growth and development of each child.

Surrounded by improper care in the family, the children are faced with inadequate care in the educational institutions as well, in which they should be surrounded by people who are selected and trained to encourage and develop the abilities of children.

The problem deepens even more when the institutions whose primary function is to protect the children, when someone violates their rights, they participate with stiffness in the administrative process and transfer

the responsibility. Since this, it is not surprising that children are afraid to report violence, taking into account that the ones who should be beside them and defend their rights, are the exact ones that offend them.

In order to improve this situation for children, the First Children Embassy in the World Megjashi recommends:

- The parents should spent quality time with their children, where they will talk to them about all the problems they are facing.
- Strict selection when choosing staff who need to work with children and their continuous advancement and control through various trainings and workshops.
- The centers for social work are requires to pay greater attention to field work, which will carry out strict supervision on families that have disrupted family relationships and thus have a direct insight into these and will soon intervene
- To be able to act preventively, it is necessary to employ social workers in schools, who in coordination with other professional team will identify specific changes in the student behavior and will intervene in the families
- Only by raising trust in the institutions by the children, they will be encouraged and will be encouraged to report the violence
- To reduce the violence in schools, the deviant behavior of children and the domestic violence, there should be a correlation between centers for social work, police stations, schools, parents, and civil sector, which is a support and assistance.

The First Children's Embassy in the World Megjashi invites and encourages all those who have been exposed to any kind of violence or witnessed it, to call and report it. Concealing violence also means giving permission and encouragement to the abuser to continue with the violent behavior.

Untimely prevention of violence allows the birth of a new generation of abusers and we will constantly go around in a circle of violence and hatred.