

**116 000**

**Accreditation  
assessment sheet**

**Country of  
hotline**

**Greece**

**Name of  
hotline**

**The Smile  
of the  
Child**

No	Criteria	Score of compliance proposed by consultant (0 = insufficient compliance, 1= partial compliance, 2= satisfactory compliance )	Reason for score	Action needed?	Notes
1	1.1. Have a mission statement for the hotline and share it with key stakeholders	2			
2	1.2. Link your mission statement to operational guidance	2			
3	2.1. Have the hotline (or the organisation which the hotline is part of) officially registered, including a registered address	2			
4	2.2. Have the hotline officially assigned to the organisation	2			
5	2.3. Have a visible organizational structure for the hotline	2			
6	2.4. Have a system of supervision in place to ensure that the skills of the people involved continuously match the tasks carried out at the hotline.	2			
7	2.5. Have access to persons who can speak other languages, such as English and additional national languages, in case of an incoming call from a non-native speaker	2			
8	2.6. Be able to provide information to callers about counselling services if the hotline does not have counselling in-house	2			

9	2.7. Train hotline staff in: Basic customer service skills	2			
10	2.8. Train hotline staff in: Computer skills	2			
11	2.9. Train hotline staff in: Cooperation with other agencies	2			
12	2.10. Train hotline staff in: Knowledge of legal aspects related to going missing	2			
13	2.11. Train hotline staff in: How to provide psychological/emotional support	2			
14	2.12. Train hotline staff in: Knowledge of child rights in general	2			
15	2.13. Train hotline staff in: How to provide callers with practical advice	2			
16	2.14. Have a vetting process for new staff and volunteers of the hotline	2			
17	2.15. Have a clear job description for those working for the hotline	2			
18	2.16. Have a financial plan for the hotline	2			
19	2.17. Have adequate technological systems to operate the hotline	2			Screenshots of CRM and more detailed list of technologic al systems provided
20	2.18. Have a policy on personal data management	2			Is the legislation from 1992 still valid? Yes
21	3.1. The hotline is available 24 hours a day, nation- wide, from landlines and mobile phones, free for the caller	2			
22	3.2. Inform the caller of service status if lines are engaged or closed and calls are diverted	2			

23	3.3. Have a description of what callers can expect from the hotline publicly available	2			
24	3.4. Have operation guidelines available to hotline staff and volunteers	2			
25	3.5. Have operation guidelines in case confidentiality was breached	2	Very well explained procedures		
26	3.6. When taking calls, acknowledge the different communication needs/styles for different age groups	2			
27	3.7. Have guidance on how to communicate with families	2			
28	3.8. In long term cases, keeping contact with families	2			
29	3.9. Have systematic data collection procedures in place that follow national legislative requirements (if applicable)	2			
30	3.10. If the hotline offers additional services such as chat, sms or email services, they meet the same quality standards as the telephone service	2			
31	3.11. Have a Practical Guide for hotline operators shared by all hotlines	2			

32	3.12. Measure hotline's capacity to deal with service demands	2			Call log: Difference between calls handled and calls received - why? Wrong numbers, the caller hangs up (abandoned calls, test calls to see what they will hear). Or a child who hesitates and hangs up.
33	3.13. The hotline has a procedure/contingency plan for handling calls in case of a crisis situation in the organisation	2			
34	3.14. Have a debrief process for staff	2			
35	3.15. Share external knowledge between staff	2			
36	3.16. Review procedures internally	2			
37	3.17. Share information about cases internally	2			
38	3.18. Approach all information given through the same framework of confidentiality, following legal requirements from national authorities (if applicable)	2			
39	3.19. Have guidelines for time management of calls according to the organisational context	2			
40	3.20. Have procedures about disseminating images of children and removing them once the children are found	2			

41	3.21. Have a policy to follow up on a case once the child is found	2			
42	3.22. Consider an amended approach to longer term cases	2			
43	3.23. Have a policy of how to communicate with the public once a case is solved	2			
44	3.24. Have hotline IT protected	2			
45	4.1. Work with relevant agencies within the country of the hotline	2			
46	4.2. Manage cooperation with other agencies	2			
47	4.3. Strive to have cooperation with law enforcement	2			
48	4.4. Have policy (if applicable, following legal requirements at national level) for cooperation with: Social services	2		Write down their policy and share it with colleagues	Usually there is no reason for the hotline to contact social services when dealing with missing children, no MOU needed. Ask for more info. Explained at visit.
49	4.5. Have policy (if applicable, following legal requirements at national level) for cooperation with: Social services	2			
50	4.6. Have policy (if applicable, following legal requirements at national level) for cooperation with: Child alert coordinating agency	2			

51	5.1. Have a branding/marketing/publicity strategy for the 116000 hotline	2			
52	5.2. Evaluate the branding/marketing/publicity strategy	2			
53	5.3. Communicate about the type of service the hotline provides to: Children	2			
54	5.4. Communicate about the type of service the hotline provides to: Families	2			
55	5.5. Communicate about the type of service the hotline provides to: Partners	2			
56	5.6. Communicate about the type of service the hotline provides to: Public	2			
57	5.7. Communicate about the type of service the hotline provides to: Funders	2			
58	5.8. Have a person who is responsible for press contact and who is adequately trained to do this	2			
59	5.9. Follow the technological development and offer the services preferred by different age groups	2			
60	6.1. Have a funding strategy	2			
61	6.2. Discuss and evaluate the hotline's funding strategy on a strategic level	2			
62	6.3. Discuss funding on operational level	2			
63	6.4. Demonstrate funding opportunities from a variety of sources	2			
64	6.5. Make sure funding sources are available in the public domain	2			
65	6.6. Be aware of and critically consider the values of funders	2			
66	6.7. Have a set budget	2			
67	6.8. Use audits to improve quality of service	2			
68	6.9. Communicate relevant results to partners and target groups	2			
69	7.1 Cooperate with hotlines in other countries through the Missing Children Europe 116 000 network	2			

Total score

138

100 %

