

# Harmonised numbers

## Harmonised numbers for harmonised services of social value

A harmonised service of social value is a type of freephone telephone service available in the European Union, Gibraltar and the UK which answers a specific social need, and which contributes to the well-being and safety of citizens, or particular groups of citizens, or helps citizens with difficulties.

Harmonised services of social value use the prefix **116**, which is then followed by three digits indicating the type of service.

The harmonised numbers currently active and available in Gibraltar are as follows:

- **116 000** - Hotline for missing children (Runs parallel to 112).
- **116 006** – Helpline for victims of crime.
- **116 111** – Child Helpline (Runs parallel to 8008 – Childline).
- **116 117** – non-emergency medical on-call service.
- **116 123** – Gibraltar Samaritans (*GibSams*)



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The number **116 112** is not used in order to avoid confusion with the single European emergency number **112**.

**For further information regarding each individual number, please refer to the table below:**

<b>Number</b>	<b>Service for which the number is reserved</b>	<b>Description</b>
<b>116 000</b>	Hotline for missing children	The service (a) takes calls reporting missing children and passes them on to the Police; (b) offers guidance to and supports the persons responsible for the missing child; (c) supports the investigation. Service continuously available (i.e. 24 hours a day, 7 days a week).
<b>116 006</b>	Helpline for victims of crime	The service enables victims of crime to get emotional support in such circumstances, to be informed about their rights and to be referred to the relevant organisations. In particular, it provides information about (a) local police and criminal justice proceedings; (b) possibilities of compensation and insurance matters. It also provides support in finding other sources of help relevant to the victims of crime.
<b>116 111</b>	Child Helpline	The service helps children in need of care and protection and links them to services and resources; it provides children with an opportunity to express their concerns, talk about issues directly affecting them and contact someone in an emergency situation.
<b>116 117</b>	non-emergency medical on-call service	The service directs callers to the medical assistance appropriate to their needs, which are urgent but non-life-threatening, especially, but not exclusively, outside normal office hours, over the weekend and on public holidays. It connects the caller to a skilled and supportive call-handler or possibly connects the caller directly to a qualified medical practitioner or clinician.
<b>116 123</b>	Gibraltar Samaritans (GibSams)	The service enables the caller to benefit from a genuine human relationship based on non-judgemental listening. It offers emotional support to callers suffering from loneliness, in a state of psychological crisis, or contemplating suicide.