



# An inventory of P/CVE hotlines/helplines in the EU

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**RAN**   
Practitioners

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## Introduction

The aim of this paper is to provide an overview of the currently existing P/CVE hotlines/helplines in the EU Member States as well as the United Kingdom (UK) and provide practitioners working in P/CVE and adjacent fields with a helpful feature to search for relevant hotlines/helplines in their country and receive information about the support services available in their country.

The paper looks into whether these services are provided by state or civil society actors, where the helpline/hotline services are geographically located and which areas they cover. It further offers brief descriptions of the help/services offered by the hotline/helpline along with all available contact information, including phone numbers, email addresses and online forms to fill in, in order to receive advice and support. Website addresses of the hotlines/helplines as well as working hours are also provided where available. The hotlines/helplines are listed in alphabetical order of countries. The list aims at covering the most important hotlines/helplines but should not be considered exhaustive.

Some of the main insights and recommendations from taking into consideration all hotlines/helplines identified in this paper are:

- Hotlines/helplines on P/CVE issues are established in 18 out of the 27 EU Member States, as well as in the UK. Where this is not the case, it would be advisable to have a designated police number to call if in need of advice, information and support.
- Helpline/hotline websites should be easily accessible and easy to navigate. Writing simple key words such as 'hotline/helpline on violent extremism and radicalisation' into a web browser should be sufficient to take a person looking for help to the right website through an internet research. Currently, this is not always the case.
- Helplines/hotlines could, where possible, also provide counselling or support services using minority community languages. There could be a reference made that an interpreter will be called-in if need be. This could, in addition, increase access to and usage of services.
- Helplines/hotlines on P/CVE throughout Europe, including countries that are not EU Member States, have a lot to share with and learn from each other. This could be facilitated through an umbrella association of all hotlines/helplines on P/CVE issues in Europe.

## Hotlines and helplines in the EU and the UK

Hotlines/helplines on P/CVE issues are established in **Austria, Belgium, Bulgaria, Croatia, Denmark, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden**. This means that there are no specific hotlines/helplines on P/CVE in the remaining EU Member States including **Cyprus, Czech Republic, Estonia, Finland, Hungary, Latvia, Lithuania, Malta and Poland**. If needed, practitioners and citizens from these countries will have to call their respective police authorities to report on violent extremism and radicalisation issues, talk to educational authorities and/or professionals working on social services issues.

A number of countries opted to **establish hotlines/helplines on P/CVE issues at the state level** including **Belgium, Bulgaria, Croatia, Denmark, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Romania, Slovakia, Slovenia, Spain and Sweden**. In these countries, apart from state run hotlines/helplines, there are also such ones run by regional and local authorities as well as by non-governmental organisations (NGOs). There are only two countries (**Austria and Portugal**) where the hotlines/helplines on P/CVE issues are run exclusively by NGOs.

Some EU Member States have hotlines/helplines on P/CVE issues operated by the police authorities. In **Slovenia**, police authorities take on citizens reports on violent extremism and radicalisation. In **Bulgaria**, a special body is established under the umbrella of the State Agency for National Security and under the

Council of Ministers to work on national security. This body, the National Counter Terrorism Center, was established with an aim to work on all relevant matters along with the State Agency for National Security and is focusing on, among other issues, international terrorism and extremism, as well as related financing, and actions of groups and persons in support of foreign services, terrorists or extremist organisations.

In **Croatia**, the work on P/CVE issues falls under the authority of the Security Intelligence Agency. Citizens can call in to share information or report about violent extremism or radicalisation related issues. The Security Intelligence Agency is part of a broader national security system in Croatia. Among other issues, the Agency collects and analyses data on: the dangers of terrorism and other forms of organised violence in the Republic of Croatia and the world, the proliferation of weapons of mass destruction, extremist activities and organisations that threaten the constitutional democratic order and endanger human rights and freedoms. Caller anonymity is guaranteed.

Similarly to Croatia, in **Romania** the national intelligence service is in charge of the hotline and is as such part of the National System for Preventing and Countering Terrorism.

In **Greece**, a Special Violent Crime Squad within the Ministry of Citizen Protection is tasked with accepting reports on possible terrorist threats. Caller privacy and anonymity is ensured (Caller ID is not transmitted). In addition to the Squad, there is also a Special Anti-Terrorism Unit with the mission to effectively respond to serious and exceptionally dangerous situations (such as terrorist actions).

In **Bulgaria, Croatia, Greece, Romania** and **Slovenia**, police authorities are working on violent extremism, radicalisation and terrorism issues. Even though **Poland** does not have P/CVE hotlines/helplines dedicated to radicalisation as such, there is the Internal Security Agency of Poland and the Counter-Terrorism Centre (CAT) of the Internal Security Agency of Poland, which is on duty 24/7.

In other EU Member States where hotlines/helplines on P/CVE issues are established, police authorities are the ones that work complementary with special state bodies established under the Ministries of Internal Affairs or other line ministries.

Good examples of a well developed network of hotlines/helplines on P/CVE issues on all levels including national, federal and local can be observed in **Denmark** and **Germany**. In these MSs, well developed civil society organisations provide hotline and helpline services supporting people in need and provide opportunities to talk about violent extremism and radicalisation issues, offering answers, information, support and advice to individuals and their family members

In **Denmark**, work on prevention and countering of violent extremism and radicalisation is organised at the local, regional and national level including provision of hotlines/helplines on all these levels. The work is overseen by the National Center for the Prevention of Extremism <sup>(1)</sup> in close cooperation with the Police Intelligence Service <sup>(2)</sup>. Each of the country's 12 police districts has an info house network where the police, municipalities and other relevant actors, including national actors, educators and civil society representatives can exchange knowledge and discuss worrying issues and trends. The Info House is a crime prevention co-operation forum, where key actors, such as police, municipal authorities, Danish Prison and Probation Service representatives, psychiatrists and other relevant authorities are invited to collaborate. Infohus municipality gathers when there is a concern about whether a citizen is at risk of committing criminal acts with extremist motives. The overall purpose is to assess the concern across the municipality. The respective authorities subsequently implement measures and initiatives under their own auspices. Therefore, no authority decisions are made in infohus municipality. A citizen can be referred to info house municipality via a hotline against radicalisation, the municipality or the police. All 98 municipalities of Denmark are addresses a person can go to or call if in need to be listened to or get advice. For the purpose of this paper, it is important to highlight this Hotline against radicalisation, <sup>(3)</sup> which is a national contact point where anyone can turn to if he/she has concerns about the involvement of specific individuals in extremism issues. The inquiry can be made anonymously. The hotline is staffed with experienced staff and assists with qualified advice. If relevant,

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<sup>1</sup> Danish Centre for the Prevention of Extremism: [https://stopekstremisme.dk/en?set\\_language=en&cl=en](https://stopekstremisme.dk/en?set_language=en&cl=en)

<sup>2</sup> Danish Intelligence Service (PET): <https://www.pet.dk/Forebyggende%20Afdeling/Partnerskabet%20Alliancen.aspx>

<sup>3</sup> Hotline Against Radicalisation: <https://antiradikalisering.kk.dk/>

the hotline refers to local authorities where the contact or citizen concerned is domiciled. This national hotline on P/CVE issues is operated in collaboration between Infohus Aarhus (Aarhus Municipality and East Jutland Police) and the City of Copenhagen's unit for the prevention of extremism and radicalisation (VINK).

Another very good example of a comprehensively developed network of hotlines/helplines on P/CVE on all levels, including state, federal, regional, local and grass-root level comes from Germany.

### Hotlines/helplines in Germany

Hotlines/helplines on P/CVE and corresponding networks are the most developed in Germany out of all 27 EU Member States. Germany is the EU country with the highest number of hotlines/helplines on P/CVE issues.

The helplines are established by national and federal governments as well as by city authorities and a number of civil society organisations and networks.

German hotlines/helplines on P/CVE issues can be accessed on the websites of the below listed institutions. These websites have listed free of charge hotline/helpline numbers to call, as well as online forms, online registries, chat rooms and email addresses to write to in order to get support, information, guidance, counseling and advice.

In a nutshell, a network of hotlines/helplines on P/CVE issues in Germany could be captured by the list of key stakeholders listed below:

1. Federal Office for the Protection of Constitution <sup>(4)</sup>
2. Radicalisation Advice Center (Federal Office for Migration and Refugees BAMF) <sup>(5)</sup>
3. Violence Prevention Network <sup>(6)</sup>
4. Federal Working Group "Exit to Entry"
5. Bavarian Network for Prevention and Deradicalisation <sup>(7)</sup>
6. A large number of specialised CSOs working on P/CVE or exit issues

A good example of hotline/helpline web presentation in terms of easy access to information in various languages and good visual layout can be seen on the Advice Center on Radicalisation's website:

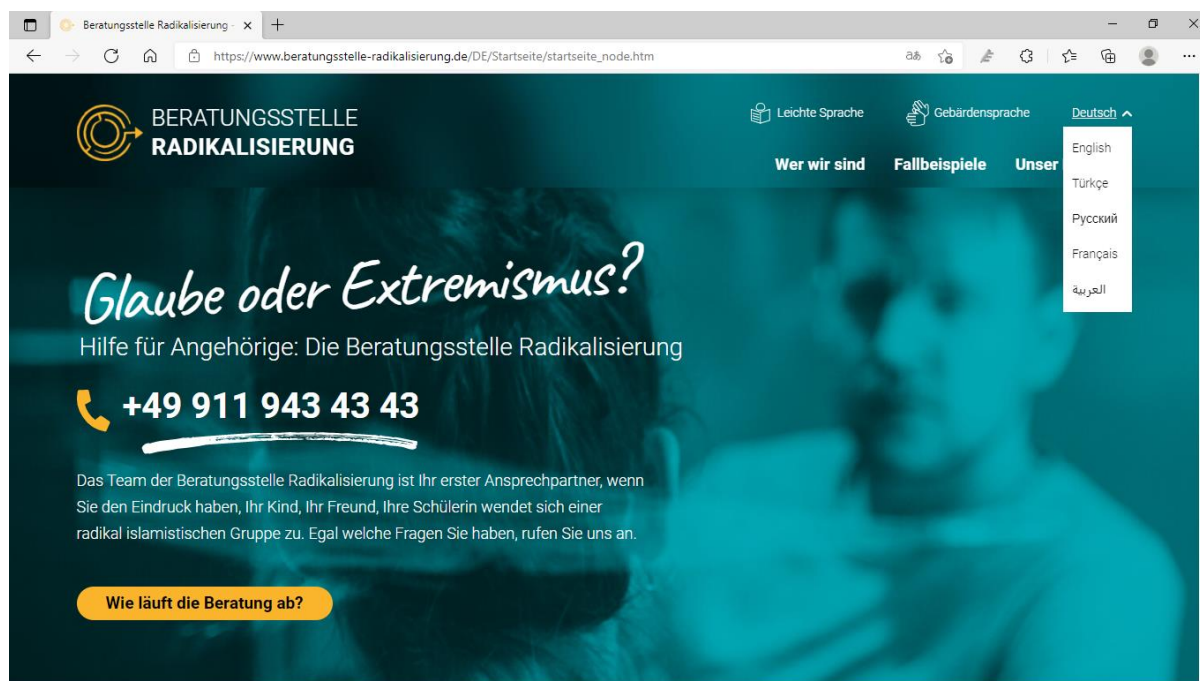
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<sup>4</sup> Federal Office for the Protection of the Constitution: [https://www.verfassungsschutz.de/DE/service/buerger-und-betroffene/Hinweistelefon/hinweis-geben\\_node.html](https://www.verfassungsschutz.de/DE/service/buerger-und-betroffene/Hinweistelefon/hinweis-geben_node.html)

<sup>5</sup> Advice Centre on Radicalisation: [https://www.beratungsstelle-radikalisierung.de/DE/Startseite/startseite\\_node.html](https://www.beratungsstelle-radikalisierung.de/DE/Startseite/startseite_node.html)

<sup>6</sup> Violence Prevention Network: <https://violence-prevention-network.de/perspektiven/hotlines/?lang=en>

<sup>7</sup> Bavarian Network for Prevention and Deradicalisation: <https://www.therealiihad.org/bayerisches-netzwerk-fur-praevention-und-deradikalisierung-gegen-salafismus/>



**Figure 1:** Printscreen of the German Advice Center on Radicalisation website. Hotline calls are possible in German, English, Turkish, Russian, French and Arabic language.

There are several hotlines/helplines dealing with P/CVE issues operating in **Belgium**. Two of them, namely Le CAPREV<sup>(8)</sup> and CREA<sup>(9)</sup> are established as federal and regional counseling centers. SAVE Belgium<sup>(10)</sup> is a civil society run helpline. In addition, there are two hotlines run by the Belgian cities of Anderlecht<sup>(11)</sup> and Verviers<sup>(12)</sup>.

There are two hotlines/helplines on P/CVE established in **France**, which are both working on the state level and are focused on reporting. These two hotlines are run by the Ministry of Interior – Assistance to families and prevention of violent extremism section<sup>(13)</sup> and by the National Center for Assistance and Prevention of Radicalisation (CNAPR),<sup>(14)</sup> set up by the French government and managed by the Coordination Unit for the Fight against Terrorism (UCLAT). There are two hotlines/helplines on P/CVE in **Luxemburg** run by the state: Police, Victim Assistance Unit which is providing service for people confronted with radicalisation, including family members and the Center Against Radicalisation under the Ministry of Family, Integration and Greater Region which is also providing listening and support services as well.

There are several hotlines/helplines on P/CVE in the **Netherlands**. The majority is run by the government at the national or municipal/city levels. The state-managed hotlines/helplines are providing counseling and support but also an opportunity for anonymous information sharing with authorities, with the purpose of preventing possible extremist attacks. The state is also very much engaged in supporting educators and educational systems at large through the work of education inspectors and the School and Safety Foundation. There is also an NGO called Dutch Association of Moroccans (SMN),<sup>(15)</sup> which has set up a helpline to help prevent radicalisation.

**Italy** has two hotlines/helplines on P/CVE issues. These hotlines/helplines are run by the state and focused on reporting. There are two main bodies at the national level of governance in charge of prevention and

<sup>8</sup> Le CAPREV: <http://www.maisonsdejustice.be/index.php?id=7170>

<sup>9</sup> CREA: <https://extremismes-violents.cfwb.be/ressources/>

<sup>10</sup> SAVE Belgium: <https://savebelgium.org>

<sup>11</sup> Hotline on P/CVE issues run by the City of Anderlecht, Belgium: <https://www.anderlecht.be/fr/prevention-radicalisation>

<sup>12</sup> Hotline on P/CVE issues run by the City of Verviers, Belgium: <https://verviers.be/annuaire/administration-communale/radicalisme-safer>

<sup>13</sup> Assistance to Families and Prevention of Violent Extremism: <https://www.interieur.gouv.fr/Dispositif-de-lutte-contre-les-filieres-djihadistes/Assistance-aux-familles-et-prevention-de-la-radicalisation-violente/Votre-signalement>

<sup>14</sup> CNAPR: [www.stop-djihadisme.gouv.fr/](http://www.stop-djihadisme.gouv.fr/)

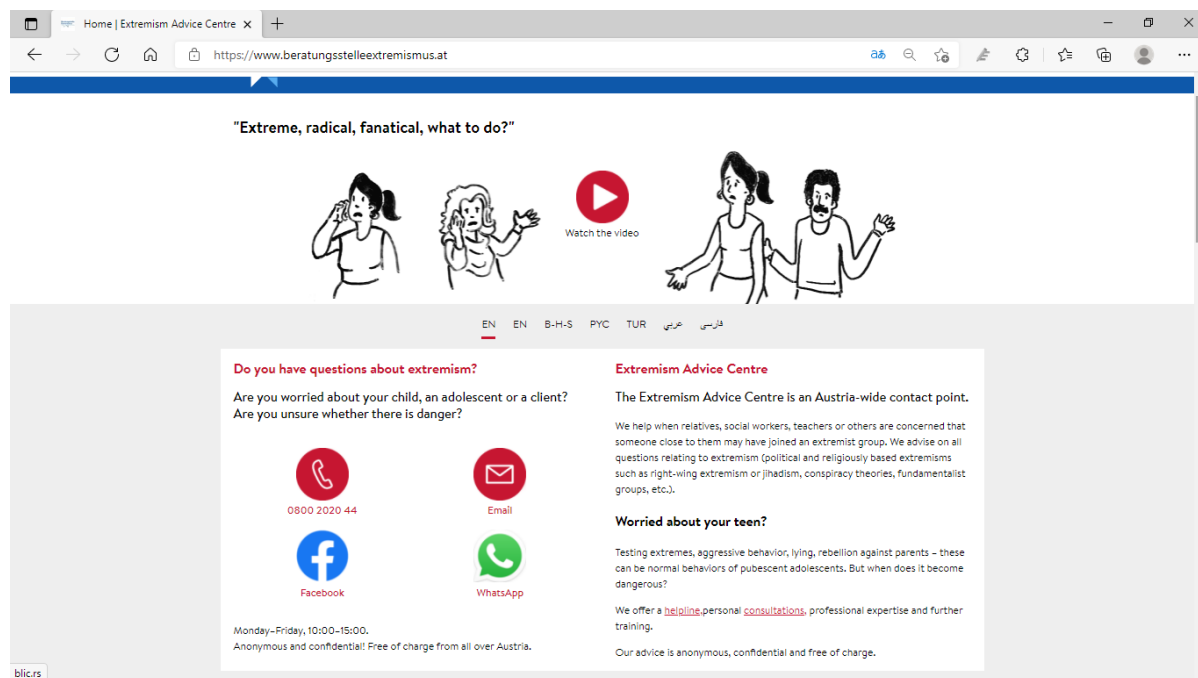
<sup>15</sup> SMN: <http://www.hulpilijnradicalisering.nl/nl/Home>



countering of violent extremism: the Observatory for the Security against Discriminatory Acts (OSCAD) at the Ministry of the Interior, <sup>(16)</sup> and the National Office against Racial Discrimination (UNAR) <sup>(17)</sup> under the Presidency of the Council of Ministers.

In **Ireland**, there are two hotlines/helplines on P/CVE as well: one at the state level run by Ireland's National Police and Security Service and focused on information sharing and reporting <sup>(18)</sup> and one run by the civil society organisation ISPCC Support Line <sup>(19)</sup> offering counseling, information sharing and support.

In **Austria**, there is only one, nation-wide hotline/helpline on P/CVE called Extremism Advice Center (Beratungsstelle Extremismus), <sup>(20)</sup> run by a CSO. This hotline provides counseling in a number of languages, including **Arabic, Bosnian-Croatian-Serbian, English, Farsi, German, Turkish and Russian.**



**Figure 2:** Print screen of the Austrian Extremism Information Center website. Hotline calls are possible in Arabic, Bosnian-Croatian-Serbian, English, Farsi, German Turkish and Russian. There is a free of charge hotline number but also a possibility to talk via WhatsApp and via Facebook chat or to send an e-mail.

While there is no official hotline/helpline on P/CVE issues established in **Finland**, there are two hotlines/helplines on P/CVE established in **Sweden**. One is part of the Swedish National Council for Crime Prevention, while the other one is focused on young people at risk and established by the Swedish Save the Children office, which saw a need to address violent extremism and radicalisation at the early childhood level and among young people. Both helplines provide counseling and advice.

In **Portugal**, the Portuguese Victim Support Organisation (APAV) <sup>(21)</sup> runs a hotline for victims in general, including victims of violent extremism and radicalisation and attacks, as well as their families and friends, while in **Spain** there is STOP Radicalismos, <sup>(22)</sup> a hotline supported by the Ministry of Interior.

<sup>16</sup> OSCAD: <https://www.interno.gov.it/ministero/osservatori-commissioni-e-centri-coordinamento/osservatorio-sicurezza-contro-atti-discriminatori-oscad>

<sup>17</sup> UNAR: <http://www.unar.it/?lang=en>

<sup>18</sup> An Garda Síochána: [www.garda.ie](http://www.garda.ie)

<sup>19</sup> ISPCC Support Line: <https://www.ispcc.ie/a-parents-guide-to-online-radicalisation/>

<sup>20</sup> Extremism Information Center: <https://www.beratungsstelleextremismus.at/>

<sup>21</sup> APAV: [https://apav.pt/apav\\_v3/index.php/en/](https://apav.pt/apav_v3/index.php/en/)

<sup>22</sup> STOP Radicalismos: <https://stop-radicalismos.ses.mir.es>



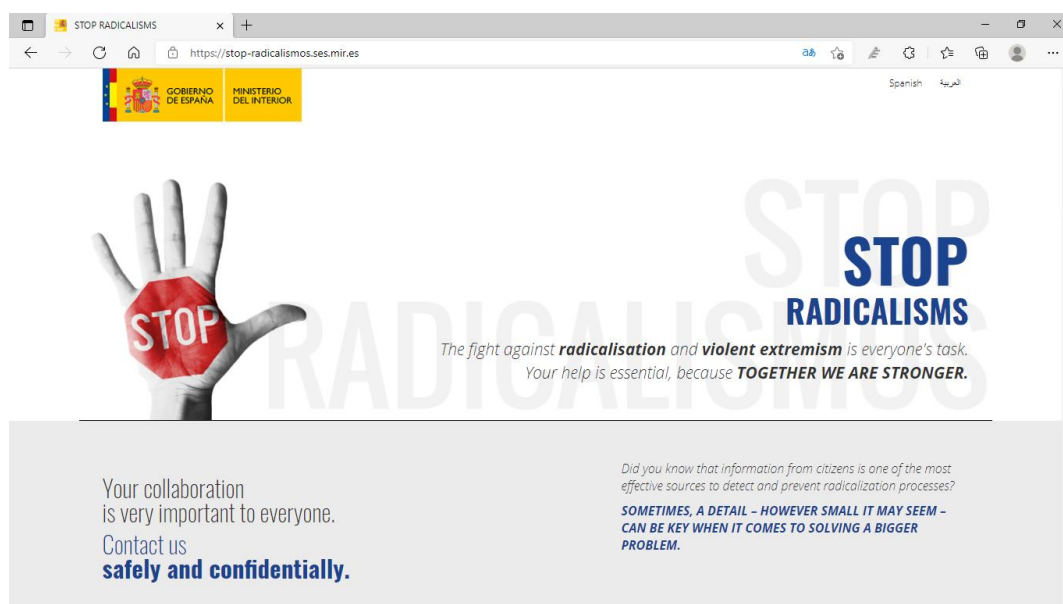


Figure 3: Print screen of the Spanish STOP Radicalismos website available in Arabic and Spanish language.

Even though the **UK** is no longer part of the EU as of 31 January 2020, very general reference to a number of hotlines/helplines is made in this paper that do exist in this country. The most important of all being the PREVENT program run by the British police. There is a national hotline number that is part of the PREVENT program. As part of PREVENT, there are also the Anti-Terrorism Hotline and Crime Stoppers hotlines but also a Family Matters hotline that provide counseling and support on P/CVE issues among other issues.

In principle, hotlines/helplines on P/CVE provide counseling, information sharing, advice and support in addressing extremism and radicalisation issues while closely working with other relevant stakeholders including family members, educators, social services, housing authorities and police authorities.

The majority of hotlines/helplines on P/CVE in the EU is offering counseling over the phone for people in need, their parents and relatives or educators and social workers. Calls made to these hotlines are mostly free of charge (no toll/no charges) or only local charges applying. In most cases there is no caller ID or if there is number identification, the hotline professional answering the call will make a point at the beginning of saying that the conversation will be absolutely anonymous and confidential if a caller prefers it that way and that no information will be shared with police authorities without the caller's consent.

There are also good examples of the use of online forms and chat rooms such as the case with the anonymous online advice provided by the Radicalisation Advice Centre in **Germany**.

In some cases, hotlines/helplines are only working with professionals ie. educators or local authorities such as is the case in Denmark with the National Center for the Prevention of Extremism or in the UK with the hotline designated for violent extremism and radicalisation talks with schools and educators.

Some organisations running hotline/helpline services are also skillfully making use of social media, such as the case with German CSO ReachOut (for more information, their social media channels are: reachoutberlin on Facebook, @berlin\_out on Twitter and @reachoutberlin on Instagram).

The discreet nature of the hotline/helpline services and the internal policies many of them follow does not provide a possibility to external audiences to get an overview of for instance number of calls/assurances provided on a yearly basis. This information would be useful in assessing the need these hotlines/helplines are there to meet. Also, this overview does not give a more in-depth view of how skilled and knowledgeable the personnel working on these hotlines/helplines is. However, what this paper does offer is a general overview of the services these hotlines/helplines provide. A detailed overview is given in the following pages.

## Inventory of P/CVE hotlines/helplines in the EU and the United Kingdom

In this inventory of hotlines/helplines on P/CVE issues European Union Countries are listed in an alphabetical order. Please note that this inventory is not exhaustive and all-inclusive as more thorough research, that exceeds the nature of ad-hock reporting would be required. However, this mapping brings an overview of the currently existing hotlines/helplines, their governing nature and the scope of the services they provide.

### Austria

There is only one national hotline/helpline on P/CVE in Austria, called Extremism Information Center (Beratungsstelle Extremismus). It is run by a civil society organisation.

**Name of the hotline/helpline:** Beratungsstelle Extremismus (BOJA)

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO/ counselling

**Country and city:** Austria/ national

**Short summary/description with information on the help/services offered by the helpline:** The Extremism Advice Centre (Beratungsstelle Extremismus) is an Austria-wide contact point for questions about extremism. The extremism information centre is a nationwide point of contact. The centre offers help, if relatives, social workers, teachers or any other person are worried, that someone might have joined an extremist group. They offer information and advice concerning questions on extremism (politically or religiously motivated extremism such as right wing extremism or jihadism.), face-to-face counselling, expertise as well as workshops and lectures. The advisory service is free of charge, anonymous and confidential. The advisory team consists of a clinical psychologist, a psychotherapist in training, two social workers and a cultural and social anthropologist. The counsellors speak Arabic, Bosnian / Croatian / Serbian, German, English, Russian and if necessary, there are interpreters that can be engaged too. In addition, information is available in German, English, Bosnian-Croatian-Serbian, Russian, Turkish, Arabic and Farsi.

**Contact information:**

**E-mail:** [office@beratungsstelleextremismus.at](mailto:office@beratungsstelleextremismus.at)

**Website:** <https://www.beratungsstelleextremismus.at>

**Helpline number:** 0800 2020 44

**Working hours:** Monday to Friday from 10am to 3pm

### Belgium

There are several helplines/hotlines dealing with P/CVE issues in Belgium. Two of them, namely Le CAPREV and CREA are established as federal ie. regional counseling centers. There are also two hotlines run by the Belgian cities of Anderlecht and Verviers. In addition, there is SAVE Belgium, which is civil society run.

**Name of the hotline/helpline:** CREA  
(Centre de ressources et d'appui)

**Type of contact** (state, CSOs, for information/reporting or counselling services): regional, counselling

**Name of the hotline/helpline:** Le CAPREV  
(Centre d'aide et de prise en charge de toute personne concernée par les radicalismes et les extrémismes violents)

**Type of contact** (state, CSOs, for information/reporting or counselling services): federal, counselling

<p><b>Country and city:</b> Belgium, Wallonia-Brussels region</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The Resource and Support Center (CREA) is responsible for supporting the institutions and operators of the Wallonia-Brussels Federation in their actions to prevent violent extremism and radicalism. CAREA provides support intended for anyone directly or indirectly affected by the problem in order to let them know about the help they can get.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:extremismes-violent@cfwb.be">extremismes-violent@cfwb.be</a></p> <p><b>Mailing address:</b> Boulevard Léopold II, 44, 1080 Bruxelles</p> <p><b>Website:</b> <a href="https://extremismes-violents.cfwb.be/ressources/">https://extremismes-violents.cfwb.be/ressources/</a></p> <p><b>Hotline number:</b> 0800 111 72</p> <p><b>Working hours:</b> Monday to Friday from 9am to 5pm</p>	<p><b>Country and city:</b> Belgium, Boulevard Léopold II, 44, 1080 Brussels</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The missions of CAPREV falls within the framework of the Network for the support of extremists and violent radicalisms of the Wallonia-Brussels Federation.</p> <p>CAPREV offers active listening , a personalised support in a confidential manner and professional support. Based on a systemic approach, CAPREV offers a global intervention where the beneficiary, at the centre of the system, is supported by a multidisciplinary team (social workers, specialised educators, psychologists, criminologists, jurist, political scientist, educator, anthropologists). CAPREV is also at the service of professionals who find themselves in direct contact with people for whom they encounter concerns and risks of violent radicalisation. By telephone, CARPEV multidisciplinary team can inform a person, guide, listen and analyse a situation and search together with the caller for the best means of action.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:extremismes-violents@cfwb.be">extremismes-violents@cfwb.be</a></p> <p><b>Office address:</b> Boulevard Léopold II, 44, 1080 Brussels</p> <p><b>Website:</b> <a href="http://www.maisonsdejustice.be/index.php?id=7170">http://www.maisonsdejustice.be/index.php?id=7170</a></p> <p><b>Helpline number:</b> 0800 111 72</p> <p><b>Working hours:</b> Monday to Friday from 9am to 5pm</p>
<p><b>Name of the hotline/helpline:</b> The SAFER (Service for the Support of Families and Entourage in Radicalism)</p>	<p><b>Name of the hotline/helpline:</b> Radicalisation Prevention of the City of Anderlecht</p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): municipal, counselling</p> <p><b>Country and city:</b> Belgium, City of Verviers</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The SAFER (Service for the Support of Families and Entourage in Radicalism) is a prevention unit within the framework of the fight against radicalism. The general objective is to respond to all requests from citizens of Verviers in order to allay fears, support individuals, families and professionals. The mission is to support, listen, to accompany; to do the fieldwork; to participate in various platforms.</p> <p><b>Contact information:</b></p> <p><b>Address:</b> Market Square 31, 4800 Verviers, Belgium</p> <p><b>E-mail:</b> <a href="mailto:Sophie.ALBERT@verviers.be">Sophie.ALBERT@verviers.be</a></p> <p><b>Website:</b> <a href="https://www.verviers.be/annuaire/administration-communale/radicalisme-safer">https://www.verviers.be/annuaire/administration-communale/radicalisme-safer</a></p> <p><b>Phone numbers:</b> +32 (0) 87 32 52 70 and +32 (0) 484 71 40 04</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): municipal, counselling</p> <p><b>Country and city:</b> Belgium, Anderlecht</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The support is offered to people worried about a member of their entourage, as well as to vulnerable people (at the first signs of possible radicalization) and to the front-line professional actors (youth centre staff, social workers, teachers and school directors, etc.)</p> <p>A listening, analysis, advice, psychosocial help and follow-up system is offered to: 1 / Help families and loved ones :to confirm or deny concerns about radicalization; to strengthen ties with their child; to understand the various paths of the radicalization process or to identify worrying signs; 2 / Support individuals and families at the first signs of possible radicalization (rapid support and monitoring services); and 3 / Facilitate meetings with concerned parents and offer support for parenting in collective action. Interviews are free and take place in complete transparency and confidentiality. Support to professionals includes listening, information sharing, advice and guidance, co-intervention, and documentation.</p> <p><b>Contact information:</b></p> <p><b>Mailing address:</b> Rue du Chapelain 2, Anderlecht</p> <p><b>E-mail:</b> <a href="mailto:preventionrad@anderlecht.brussels">preventionrad@anderlecht.brussels</a></p> <p><b>Website:</b> <a href="https://www.anderlecht.be/fr/prevention-radicalisation">https://www.anderlecht.be/fr/prevention-radicalisation</a></p> <p><b>Helpline number:</b> +32 (0) 2 526 11 70</p>

**Name of the hotline/helpline: S.A.V.E. Belgium  
Society Against Violent Extremism Belgium**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Belgium/ Brussels

**Short summary/description with information on the help/services offered by the helpline:** Founded by Saliha Ben Ali, SAVE Belgium is a non-profit association with the purpose to fight against all forms of violent radicalisation. S.A.V.E. Belgium aims to a) Create an awareness and prevention network in order to fight against all forms of radical thinking and drifts, b) Advise, listen and support parents and young people confronted with the theme of radicalisation, c) Propose a programme of good practices for first-line actors, d) Promote in schools common courses of reflection and discovery of others, e) Raise awareness of the fight against all forms of social exclusion, and hate speech and violence, f) Sensitise young people to the development of a strong civic, social and inclusive identity, g) Become a valid interlocutor with the public authorities, to support and defend those affected by the scourge of radicalisation, h) Offer specific psychological and legal support to people under the influence of groups promoting psychological manipulation, i) Participate in the implementation of prevention plans at all levels, whether local or other, and j) Organize events with other associations sharing the same objectives and promoting intercultural dialogue. The focus is on education, prevention and support.

**Contact information:**

**E-mail:** [info@savebelgium.org](mailto:info@savebelgium.org)

**Website:** <https://savebelgium.org>

**Helpline number:** +32 471 51 27 45

**Working hours:** Monday to Thursday 8:30 am to 5:30 pm



## Bulgaria

In Bulgaria, the government has established a State Agency for National Security which is, inter alia, dealing with radicalisation issues. There is no civil society run hotline/helpline on P/CVE.

**Name of the hotline/helpline: State Agency for National Security**

**Type of contact** (state, CSOs, for information/reporting or counselling services): State/for information sharing and reporting

**Country and city:** Bulgaria, Sofia/countrywide

**Short summary/description with information on the help/services offered by the helpline:** Under the umbrella of the State Agency for National Security which is a specialized body under the Council of Ministers of the Republic of Bulgaria, tasked with the implementation of the policy for the protection of national security, the National Counter Terrorism Centre is established with the aim to work on all relevant matters. The State Agency for National Security, including the National Counter Terrorism Centre too are, inter alia, focused on issues that include: International terrorism and extremism, as well as their financing, and actions of groups and persons in support of foreign services, terrorists or extremist organizations. The National Counter Terrorism Centre provides coordination and interaction between public authorities for the implementation of measures against terrorism, violent

extremism and radicalisation, and provides public authorities with the necessary information for the identification, prevention and intervention in cases of terrorist threats. Anyone can report about a terrorist threat to the National Counter Terrorism Centre by phone or e-mail.

**Contact information:**

**E-mail:** [signals.nctc@dans.bg](mailto:signals.nctc@dans.bg)

**Website:** <https://www.dans.bg/en/contacts-menu-en>

**National Counter Terrorism Centre phone number:** +359 (02) 814 70 70

**Working hours:** office working hours



## Croatia

In Croatia, the National Security Intelligence Agency is dealing with collection and analysis of information on violent extremism and radicalization. There is no civil society run hotline/helpline on P/CVE.

**Name of the hotline/helpline:** SOA

**Type of contact** (state, CSOs, for information/reporting or counselling services): state/ for information and reporting

**Country and city:** Croatia, Zagreb / countrywide

**Short summary/description with information on the help/services offered by the helpline:** There is no special hotline/helpline on P/CVE issues in Croatia. However, citizens can call national Security Intelligence Agency if they want to share information or report on violent extremism or radicalisation related issues. Security Intelligence Agency is part of a broader national security system in Croatia. Among other issues the Agency collects and analyzes data on: the dangers of terrorism and other forms of organized violence in the Republic of Croatia and the world and the proliferation of weapons of mass destruction and extremist activities and organizations that threaten the constitutional democratic order and human rights and freedoms. Caller anonymity is guaranteed.

**Contact information:**

**E-mail:** [informiranje@soa.hr](mailto:informiranje@soa.hr)

**Website:** <https://www.soa.hr/hr/kontakt>

**Helpline number:** +385 (01) 3772222

**Working hours:** 24/7



## Cyprus

There are no hotlines/helplines on P/CVE established in Cyprus.



## Czech Republic

There are no hotlines/helplines on P/CVE established in the Czech Republic.



## Denmark

In Denmark, work on prevention and countering of violent extremism and radicalisation is organised at the local, regional and national level including provision of the hotlines/helplines on all these levels. The work is overseen by the National Centre for the Prevention of Extremism.

<p><b>Name of the hotline/helpline: National Centre for the Prevention of Extremism</b></p>	<p><b>Name of the hotline/helpline: Hotline against radicalisation</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, counselling municipalities</p> <p><b>Country and city:</b> Denmark, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> National Centre for the Prevention of Extremism is a knowledge and counselling centre that works to strengthen the Danish efforts to prevent extremism both nationally, locally and online. The centre supports the preventive work among municipalities, regions, crime prevention collaborations, educational institutions, housing organisations and associations by advising on challenges with extremism and preventive action plans, by working on prevention of recruitment to extremism in vulnerable housing areas with local actors, by strengthening the role of civil society, by supporting info houses at the local levels, by supporting establishment of nationwide corps of mentors and relatives i.e. parent coaches to work on addressing violent extremism and radicalisation issues, by establishing a National Coordination Group for PVE and working on education, capacity building and information sharing. National Centre for the Prevention of Extremism offers specialized advice to municipalities, regions, crime prevention collaborations, educational institutions, housing organizations, associations and others but it does not provide counselling on individual cases.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> extremism@siri.dk</p> <p><b>Website:</b> <a href="https://stopekstremisme.dk/tilbud-og-vaerktojer/radgivning">https://stopekstremisme.dk/tilbud-og-vaerktojer/radgivning</a></p> <p><b>Helpline number:</b> 72 14 22 14</p> <p><b>Working hours:</b> office working hours</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, counselling</p> <p><b>Country and city:</b> Denmark, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Hotline against radicalization functions as a unified national contact point, where a person – be it professional and any other citizen - can turn to if a person has specific concerns about extremism. The hotline is staffed with experienced staff in the field of extremism prevention and assists with qualified advice. A person can contact hotline anonymously. Here it is a good idea to say from the beginning that a person wants this call to remain anonymous. If relevant, the hotline will refer a person to local authorities where the contact or citizen concerned is domiciled.</p> <p><b>Contact information:</b></p> <p><b>Website:</b> <a href="https://stopekstremisme.dk/er-du-bekymret/hvor-kan-du-henvende-dig">https://stopekstremisme.dk/er-du-bekymret/hvor-kan-du-henvende-dig</a> and <a href="https://antiradikalisering.kk.dk/indhold/om">https://antiradikalisering.kk.dk/indhold/om</a></p> <p><b>Phone number:</b> 41 74 90 90</p> <p><b>Working hours:</b> from 8 am to 10 pm</p>
<p><b>Name of the hotline/helpline: Police 114</b></p>	<p><b>Name of the hotline/helpline: Social Administration at the Municipal Level</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): police authorities, information sharing</p> <p><b>Country and city:</b> Denmark, local police authorities</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> If a person suspects that there have been or will be illegal acts based on extremism a person should report it to the police in the area where a</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): municipal, reporting and counselling</p> <p><b>Country and city:</b> Denmark, local authorities</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Pursuant to section 154 of the Social Services Act of Denmark, anyone who becomes aware that a child or young person is moving in extremist environments or planning to travel to a conflict area</p>



person lives or suspects the act of violent extremism will take place.

**Contact information:**

**Website:** <https://politi.dk/>

**Helpline number:** 114

**Working hours:** 24/7

abroad is supposed to report it. In a case, where a person not only has a concern or suspicion, but becomes aware that a young person's well-being and development are in danger, a person must inform the social administration in his/her municipality. For public employees, a stricter duty to notify applies, according to the Social Services Act § 153, if in connection with their work they become aware of or have reason to assume that a child or young person's well-being and development is in danger. Both children and adults can contact their municipality and get advice and guidance if they want help to get out of extremism, as the municipalities must provide free, targeted counselling.

**Contact information:**

**Website:** <https://www.kl.dk/politik/kommunalbestyrelserne>

### Name of the hotline/helpline: City of Copenhagen Prevention of Extremism

**Type of contact** (state, CSOs, for information/reporting or counselling services): municipal, counselling and advice

**Country and city:** Denmark, Copenhagen

**Short summary/description with information on the help/services offered by the helpline:** The City of Copenhagen works actively to prevent extremism in Copenhagen. The City of Copenhagen focuses on initiatives on three levels in the prevention of extremism: a) Strengthening citizenship, building resilience and strong positive communities as protection against extremism through dialogue with children, young people and their families, b) Dissemination of knowledge and advice to professionals so that they know how to act if they encounter worrying behaviour in a citizen and c) Efforts for citizens who are either at risk of extremism or exhibiting extremist behaviour. Team Prevention of Extremism in the City of Copenhagen offers general information and advice on extremism and prevention and detailed information about the City of Copenhagen's offers in relation to the prevention of extremism.

**Contact information:**

**Website:** <https://www.kk.dk/artikel/forebyggelse-af-ekstremisme>

**Helpline number:** 40 20 71 98

**Working hours:** 9am to 3pm Monday to Friday



Estonia

There are no hotlines/helplines on P/CVE established in Estonia.



Finland

There are no hotlines/helplines on P/CVE established in Finland.





There are two hotlines/helplines on P/CVE established in France and both are working on a state level and are focusing on reporting. These two hotlines are run by the Ministry of Interior – Assistance to families and prevention of violent extremism section and by the National Center for Assistance and Prevention of Radicalisation (CNAPR) set up by the government and managed by the Coordination Unit for the Fight against Terrorism (UCLAT).

Name of the hotline/helpline: Ministry of Interior - Assistance to families and prevention of violent extremism	Name of the hotline/helpline: National Centre for Assistance and Prevention of Radicalisation
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): State/ reporting</p> <p><b>Country and city:</b> France, Paris / countrywide</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Under the Ministry of Interior a service with the purpose of assistance to families and prevention of violent extremism is available. The website offers a possibility of a detailed report submission if a person wishes to report a worrying situation that seems to threaten a member of your family or a loved one, to obtain information on the action to be taken or wishes to be listened to and advised. Following the submission of report a person will be shortly contacted.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> online reporting form (please see the link below)</p> <p><b>Website:</b> <a href="https://www.interieur.gouv.fr/Dispositif-de-lutte-contre-les-filieres-djihadistes/Assistance-aux-familles-et-prevention-de-la-radicalisation-violente/Votre-signalement">https://www.interieur.gouv.fr/Dispositif-de-lutte-contre-les-filieres-djihadistes/Assistance-aux-familles-et-prevention-de-la-radicalisation-violente/Votre-signalement</a></p> <p><b>Helpline number:</b> In all emergencies, immediately call 17 or 112 by telephone</p> <p><b>Working hours:</b> 24/7</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): State, reporting</p> <p><b>Country and city:</b> France, Paris / countrywide</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The National Center for Assistance and Prevention of Radicalisation(CNAPR) was set up by the Government in 2014. The Center is managed by the Coordination Unit for the Fight against Terrorism (UCLAT). The team is at the disposal to receive reports, to listen to a person and provide support particularly in a moment of distress, advise person on the behaviors to watch and what to do, provide person with information related to possible assistance coming from social services, for example, support a person in his/her efforts if there are procedures to be initiated. Calls are free of charge and strictly confidential. The report is not intended for sanction but to provide help and support. Specialists are there to analyze the signs of possible radicalisation more precisely and determine whether or not there is a process of radicalization. Even if a person has already left the country a call can provide a help and assistance to the family. UCLAT collects the reports received at the CNAPR via the toll-free number and the internet forms of the site <a href="http://www.stop-djihadisme.gouv.fr">www.stop-djihadisme.gouv.fr</a> . It also centralises the reports from the security staffs (EMS) of the prefectures. It administers, thanks to all these reports, the File of alerts for the prevention and radicalization of a terrorist nature (FSPRT).</p> <p><b>Contact information:</b></p> <p><b>Website:</b> <a href="http://www.stop-djihadisme.gouv.fr">www.stop-djihadisme.gouv.fr</a></p> <p><b>Twitter:</b> @stopdjihadisme</p> <p><b>Facebook:</b> Stopdjihadisme</p> <p><b>Phone number:</b> 0 800 005 696</p> <p><b>Working hours:</b> Monday to Friday from 9:00 to 18:00</p>



## Germany

Germany is the European Union country with the highest number of hotlines/helplines on P/CVE as well as a number of networks established at the state, federal and city levels and services run by civil society organizations focused on counseling and support. The hotlines/helplines listed below are not inclusive but give a good overview of the state run ones focused on information sharing and reporting, civil society run ones focused on providing counseling, guidance and support and the ones which provide safe line of conversation and a helpline in exiting radicalisation and violence extremism scenes.

### A) German hotlines/helplines run by the state and federal authorities:

#### Name of the hotline/helpline: Federal Office for the Protection of Constitution

**Type of contact** (state, CSOs, for information/reporting or counselling services): state / information sharing and reporting

**Country and city:** Germany, national

**Short summary/description with information on the help/services offered by the helpline:** The Federal Office for the Protection of the Constitution is tasked with fighting extremism and terrorism and making a contribution to the security and peaceful coexistence of all people in Germany.

**Contact information:**

**E-mail:** [hinweise@bfv.bund.de](mailto:hinweise@bfv.bund.de)

**Websites:** [https://www.verfassungsschutz.de/DE/service/buerger-und-betroffene/Hinweistelefon/hinweis-geben\\_node.html](https://www.verfassungsschutz.de/DE/service/buerger-und-betroffene/Hinweistelefon/hinweis-geben_node.html)  
[https://www.verfassungsschutz.de/DE/Themen/Islamismus-und-islamistischer-Terrorismus/islamismus-und-islamistischer-terrorismus\\_node.html](https://www.verfassungsschutz.de/DE/Themen/Islamismus-und-islamistischer-Terrorismus/islamismus-und-islamistischer-terrorismus_node.html)

**Hotline numbers:** +49 (0) 228-99 / 792-6000  
 +49 (0) 30-18 / 792-6000

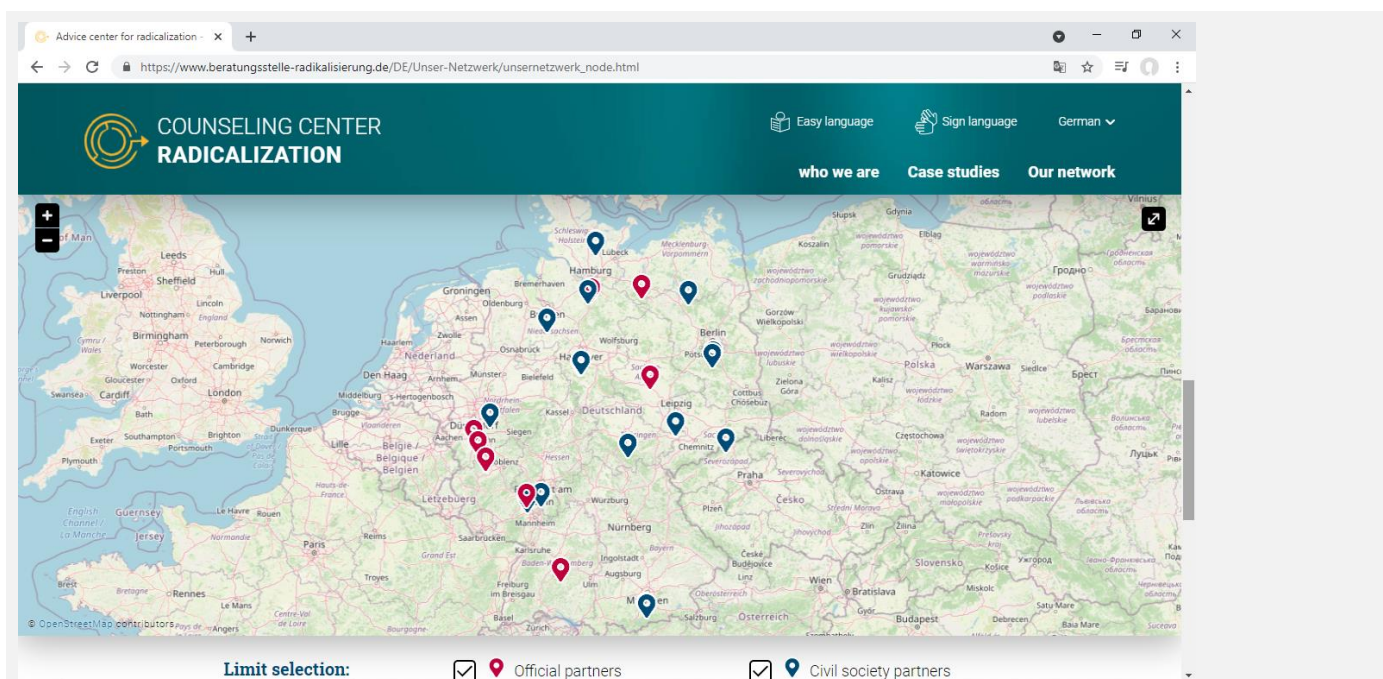
**Working hours:** Monday to Friday from 9:00 a.m. to 3:00 p.m., conversations in Turkish or Arabic are also possible too.

#### Name of the hotline/helpline: Radicalisation Advice Centre (Federal Office for Migration and Refugees BAMF)

**Type of contact** (state, CSOs, for information/reporting or counselling services): State/counselling services

**Country and city:** Germany, national

**Short summary/description with information on the help/services offered by the helpline:** Radicalisation Advice Center works under the umbrella of the Federal Office for Migration and Refugees. Since 2012, the BAMF's "Radicalization" counseling center has been offering an initial telephone point of contact for those seeking advice who fear that someone in their environment will become Islamistically radicalized. The counseling center supports those affected from all over Germany. In an initial meeting, experienced and specially trained employees clarify the concerns of those seeking advice, offer initial assistance and, if necessary, forward them to a local advice center in the respective federal state. In addition, the employees of the "Radicalization" advice center answer frequent questions on the topics of radicalization and Islamism and provide assistance, e.g. local self-help groups. The Center is the first point of contact if there is a concern that someone is radicalised or an environment a person found himself/herself in may turn into radical Islamic group. Radicalisation Advice Center goal is to help assess the situation correctly. If there is a risk of radicalization, the Radicalisation Advice Center will provide support in getting a friend, child, student or employee back into the circle of friends, family, class, team by providing advice which is free and confidential and may be provided in German, English, Turkish and Russian language and if necessary in other languages as well. Among the employees there are social pedagogues, social workers, psychologists, political and Islamic scholars. They all have experience with Islamist radicalization and know how to help. Radicalisation Advice Center cooperates with a number of CSOs and official partners throughout Germany. Website information is available in Arabic, English, French, German, Russian and Turkish languages and in easy-to-read and sign language.



**Contact information:**

**E-mail:** online form at [https://www.beratungsstelle-radikalisierung.de/DE/Service/Kontakt/kontakt\\_node.html?cms\\_contactData=426226](https://www.beratungsstelle-radikalisierung.de/DE/Service/Kontakt/kontakt_node.html?cms_contactData=426226) or [beratung@bamf.bund.de](mailto:beratung@bamf.bund.de)

**Website:** [https://www.beratungsstelle-radikalisierung.de/DE/Startseite/startseite\\_node.html](https://www.beratungsstelle-radikalisierung.de/DE/Startseite/startseite_node.html)

**Hotline number:** +49 911 943 43 43

**Working hours:** Monday to Friday 9 am to 3 pm

Note: The Radicalisation Advice Center cooperates with a number of CSOs and official partners throughout Germany (please see below):

Please see more at: [https://www.beratungsstelle-radikalisierung.de/DE/Unser-Netzwerk/unsernetzwerk\\_node.html](https://www.beratungsstelle-radikalisierung.de/DE/Unser-Netzwerk/unsernetzwerk_node.html)

**Violence Prevention Network e.V**

**Advice center Bavaria**

Mailing Address: Schillerstraße 27, 80336 Munich , Bavaria

**Website:** <https://www.beratungsstelle-bayern.de/>

**E-mail:** [bayern@violence-prevention-network.de](mailto:bayern@violence-prevention-network.de)

**Phone:** +49 89 416 11 77 10 (office), + 49 89 416 11 77 11 (hotline)

**Bavarian Information Center against Extremism (BIGE)**

**Mailing address:** Knorrstraße 139, 80937 Munich

**Website:** [https://www.bige.bayern.de/ueber\\_uns/index.php](https://www.bige.bayern.de/ueber_uns/index.php)

**Email:** [gegen-extremismus@stmi.bayern.de](mailto:gegen-extremismus@stmi.bayern.de)

**Phone :** 089 2192-2192

**Bavarian Dropout Program**

**Email:** [aussteigerprogramm@stmi.bayern.de](mailto:aussteigerprogramm@stmi.bayern.de)

**Hotline:** 089 2192-2767

**Specialised agency for the prevention of religiously based radicalization in Bavaria ufuq.de**

**Mailing address:** Schaetzlerstr. 32, 86152 Augsburg

**Website:** <https://www.ufuq.de>

**E-mail:** [bayern@ufuq.de](mailto:bayern@ufuq.de)

**Phone:** 0821 65078560

**Working Hours:** Monday - Friday 9:00 am to 1:30 pm

**Advice centre Hesse**

**Mailing address:** Leipziger Strasse 67, 60487 Frankfurt am Main, Hesse

**Website:** <https://www.beratungsstelle-hessen.de/>

**E-mail:** [hessen@violence-prevention-network.de](mailto:hessen@violence-prevention-network.de)

**Phone:** +49 69 138 22 686, +49 69 272 999 97 (advice hotline)

**Advice centre Salam against Islamist radicalization**

Mailing address: Rheinallee 97-101, 55118 Mainz, Rhineland-Palatinate

**Phone:** +49 800 7252610 (Hotline)

**Advice centre Thuringia**

**Mailing address:** Anger 35, 99084 Erfurt, Thuringia

**Website:** <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-thueringen/>

**E-mail:** [thueringen@violence-prevention-network.de](mailto:thueringen@violence-prevention-network.de)

**Phone:** +49 361 30 26 20 31

**Advice centre Saxony**

**Mailing address:** Koenigstrasse 18, 01097 Dresden, Saxony

Consulting office Saxony

Stieglitzstr. 84

04229 Leipzig

**Website:** <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-sachsen/>

**E-mail:** [sachsen@violence-prevention-network.de](mailto:sachsen@violence-prevention-network.de)

**Phone:** + 49 351 26 440 499, +49 351 56 45 49 49 (KORA hotline), + 49 341 97 85 47 80

**Saxony Dropout Program** (Saxony dropout program is a joint project between the State Prevention Council of Saxony and non-governmental organizations)

P.O. Box: 30 11 25 04251 Leipzig, Saxony

**E-mail:** [KONTAKT@STEIG-AUS.DE](mailto:KONTAKT@STEIG-AUS.DE)

**Phone:** +49 173 9 61 76 43

**Advisory Network for Cross-Borders Commuters**

Kortumstr. 106-108, 44787 Bochum

**Website:** <https://www.grenzgaenger.nrw/>

**E-mail:** [beratungsnetzwerk@ifak-bochum.de](mailto:beratungsnetzwerk@ifak-bochum.de)

**Phone:** 0234 687 266 64

**Association for youth and family educational advise Lower Saxony – beRATen eV**

Mailing address: Herschelstrasse 32, 30159 Hanover, Lower Saxony

**Website:** <https://www.beraten-niedersachsen.de/>

**E-mail:** [info@beraten-niedersachsen.de](mailto:info@beraten-niedersachsen.de)

**Hotline:** +49 511 700 520 40 (advice hotline: weekdays from 9:00 a.m. to 3:00 p.m.), +49 511 920 921 21 (team leader)

**Specialist and advice centre kitab**

**Mailing address:** Hinter der Mauer 9, 28195 Bremen

**Website:** <https://vaja-bremen.de/teams/kitab/>

**Email:** [kitab@vaja-bremen.de](mailto:kitab@vaja-bremen.de)

**Contacts:** Ahmed Al-Rashed (0177 / 69 12 905) and Mehlike Dannemann (0157 / 38 16 52 02)

**Advice centre Berlin**

**Mailing address:** House 2, 3rd floor, Bergmannstrasse 5, 10961 Berlin

**Website:** <https://beratungsstelle-berlin.de/>

**E-mail:** [berlin@violence-prevention-network.de](mailto:berlin@violence-prevention-network.de)

**Phone:** +49 30 544 677 79 (Hotline: +49 30 23 911 300)

**Grüner Vogel eV- Advice centre for life**

**Mailing address:** Swinemünder Str. 2, 10435 Berlin

**Website:** <http://gruenervogel.de/>

**E-mail address:** [info@gruenervogel.de](mailto:info@gruenervogel.de)

**Hotline for advice inquiries :** +49 176 45259019

**Working hours:** Mondays - Fridays 11 am - 3 pm

**Legato - Systemic Advice - Specialist and advice centre for religiously based radicalisation****Mailing address:** Palmaille 35a, 22767 Hamburg**Website:** <https://legato-hamburg.de/>**E-mail:** [beratung@legato-hamburg.de](mailto:beratung@legato-hamburg.de)**Phone:** +49 40 38902952 (free, anonymous and multilingual: in Arabic, Dari, German, English, Farsi, Kurdish, and Turkish language)**Specialised agency Bidaya - Prevention of religious extremism****Mailing address:** CJD North / Bidaya Department

Siegfried-Marcus-Straße 45

17192 Waren (Müritzt)

**Website:** <https://www.bidaya-mv.de/>**E-mail:** [bidaya.mv@cjd.de](mailto:bidaya.mv@cjd.de)**Phone:** 03991/6738587**Working hours:** Mon-Fri 8 am - 4 pm; call back within 24 hours**PROvention - Prevention and advice centre against religious extremism****Mailing address:** Elisabethstrasse 59

24143 Kiel , Schleswig-Holstein

**Website:** <https://provention.tgsh.de/>**Phone:** 0431-7394926**Working hours:** Monday to Friday 10 am to 5 pm**Name of the hotline/helpline: Specialist Centre for Prevention of Religiously based Radicalisation in Bavaria****(Bavarian Network for Prevention and Deradicalisation)****Type of contact** (state, CSOs, for information/reporting or counselling services): federal, support and education**Country and city:** Germany, Schaezlerstr. 32, 86152 Augsburg**Short summary/description with information on the help/services offered by the helpline:** The Specialist Centre for the Prevention of Religiously based Radicalisation in Bavaria was set up in September 2015 and is part of the Bavarian network for prevention and deradicalisation. It is funded by the Bavarian State Ministry for Family, Labour and Social Affairs and the Federal Ministry for Family, Seniors, Women and Youth. ufuq.de is a nationwide contact for innovative educational approaches in the field of Islam, Islamophobia and Islamism which uses the expertise and experience gained in political education and prevention since 2007, and draws on the findings of cooperation partners and specialist research. ufuq.de participates in research projects that deal with different aspects of the living environment of Muslims in Germany, radicalisation and prevention approaches.**Contact information:****E-mail:** [bayern@ufuq.de](mailto:bayern@ufuq.de)**Website:** <https://www.ufuq.de>**Helpline number:** 0821/65 07 85 60**Working hours:** Monday-Friday 9:30 am to 1:30 pm

Under the umbrella of the Bavarian Network for Prevention and Deradicalisation there are:

1. **Specialized agency for the prevention of religiously based radicalisation in Bavaria** ufuq.de, Schaezlerstr. 32, 86152 Augsburg , Tel .: 0821/65 07 85 60, bayern@ufuq.de which, inter alia, provides telephone consultancies in supporting people who have found themselves faced with challenging situations in connection with Islam, anti-Muslim racism and radicalization in school and extracurricular education and youth work.
2. **Specialised centre for pedagogy between Islam, anti-Muslim racism and Islamism in Berlin** ufuq.de Dudenstr. 6, 10965 Berlin Tel.: 030/98 34 10 51, fachstelle-in-berlin@ufuq.de which, inter alia, provides advice in cases and situations-related to polarizing attitudes and behaviour as well as religion-related conflicts. The free offer is aimed at specialists in school and extracurricular educational and youth work as well as employees of administrations and public institutions. The advice is supplemented by the free offer of target group-specific training courses for specialists and practice formats for young people. Contact persons are Deniz Atas reachable at deniz.atas@ufuq.de and Alioune Niang reachable at alioune.niang@ufuq.de or via phone at 030 98 34 10 51
3. **Competence network for islamist extremism – KN:IX** (please see more at: <https://kn-ix.de/>)



## B) German hotlines/helplines run by CSOs / CSO networks:

One of the most prominent networks working on P/CVE issues is Violence Prevention Network with a number of regional advice centres throughout Germany. Please see a short summary of the advice centres' work and their contact information below. For more detail information please go to:

<https://violence-prevention-network.de/perspektiven/hotlines/?lang=en>

<p><b>Name of the hotline/helpline: Violence Prevention Network Advice Centre Baden-Wuerttemberg</b></p>	<p><b>Name of the hotline/helpline: Violence Prevention Network Advice Centre Bavaria</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, counselling</p> <p><b>Country and city:</b> Germany, Reinsburgstrasse 4 70178 Stuttgart</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Advice center Baden-Wuerttemberg works prevention and deradicalisation. The main focus is on prevention work. Specially trained advisors are working towards this goal.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:bw@violence-prevention-network.de">bw@violence-prevention-network.de</a></p> <p><b>Website:</b> <a href="http://www.beratungsstelle-baden-wuerttemberg.de">www.beratungsstelle-baden-wuerttemberg.de</a></p> <p><b>Hotline:</b> 0711 21 95 62 63</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, counselling</p> <p><b>Country and city:</b> Germany, Schillerstr. 27 80336 Munich</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Advice centre Bavaria provides advice for parents in dealing with religious extremism provides exit support, works on prevention and deradicalisation. Bavarian counselling centre is a partner of the competence centre for deradicalisation at the Bavarian State Criminal Police Office. It is financed by the Bavarian State Ministry of the Interior. Counselling is provided free of charge.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:bayern@violence-prevention-network.de">bayern@violence-prevention-network.de</a></p> <p><b>Website:</b> <a href="https://www.beratungsstelle-bayern.de">https://www.beratungsstelle-bayern.de</a></p> <p><b>Hotline:</b> 089 416 11 77 11</p>
<p><b>Name of the hotline/helpline: Violence Prevention Network Advice Centre Berlin - PREVENT</b></p>	<p><b>Name of the hotline/helpline: Violence Prevention Network Advice Centre CROSSROADS Berlin</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, counselling</p> <p><b>Country and city:</b> Germany, Bergmannstrasse 5, House 2, 3rd floor, 10961 Berlin</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Advice center Berlin – PREVENT is providing advice for parents in dealing with religious extremism, educational workshops and training on religiously based extremism, work on radicalization Prevention and deradicalization in prison and during probation and exit support. Berlin Counseling Center offers comprehensive measures for specific prevention, intervention and deradicalization in the area of religious extremism. With their mobile counseling and intervention team the Center is committed to prevention and deradicalisation.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:berlin@violence-prevention-network.de">berlin@violence-prevention-network.de</a></p> <p><b>Website:</b> <a href="http://www.beratungsstelle-berlin.de">www.beratungsstelle-berlin.de</a></p> <p><b>Hotline:</b> 030 23 911 300</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, counselling</p> <p><b>Country and city:</b> Germany, Langhansstrasse 146 13086 Berlin</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Crossroads office in Berlin offers exit and distancing support from right-wing extremism as well as advice for relatives in the event of suspicion of radicalization. The aim is to address young people on site who are at risk of becoming radicalized or who have already gone through a radicalization process and to initiate exit processes.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:crossroads@violence-prevention-network.de">crossroads@violence-prevention-network.de</a></p> <p><b>Website:</b> <a href="https://beratungsstelle.crossroads-berlin.net">https://beratungsstelle.crossroads-berlin.net</a></p> <p><b>Phone number:</b> 030 288 52 750</p>
<p><b>Name of the hotline/helpline: Violence Prevention Network Advice Centre Hesse</b></p>	<p><b>Name of the hotline/helpline: Violence Prevention Network Advice Centre Saxony</b></p>

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Germany, Leipziger Strasse 67  
60487 Frankfurt am Main

**Short summary/description with information on the help/services offered by the helpline:** The Hesse advice centre addresses young people, parents and specialist staff with questions on the subject of extremism. The Hesse counselling centre is part of the Hessian prevention network against Salafism. It offers prevention, qualification and deradicalization measures as an answer to the general helplessness in dealing with religiously based extremism. The counselling centre promotes the strengthening of the tolerance of different worldviews as well as the early detection, avoidance and reversal of radicalization processes.

**Contact information:**

**E-mail:** [hessen@violence-prevention-network.de](mailto:hessen@violence-prevention-network.de)

**Website:** [www.beratungsstelle-hessen.de](http://www.beratungsstelle-hessen.de)

**Counselling hotline:** +49 (0) 69 272 999 97

**Name of the hotline/helpline: Violence Prevention Network Advice Centre Thuringia**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Germany, Anger 35, 99084 Erfurt

**Short summary/description with information on the help/services offered by the helpline:** Advice Centre Thuringia offers advice for parents in dealing with religiously motivated extremism and disengagement assistance.

**Contact information:**

**E-mail:** [thueringen@violence-prevention-network.de](mailto:thueringen@violence-prevention-network.de)

**Website:** <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-thueringen/?lang=en>

**Helpline number:** + 49 (0) 361 - 30 26 20 31

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Germany, Stieglitzstrasse 84  
04229 Leipzig

**Short summary/description with information on the help/services offered by the helpline:** Advice Centre Saxony focuses on religiously motivated extremism by providing advice for parents in dealing with religiously motivated extremism, disengagement assistance, and advice in the field of refugees and work on radicalisation prevention and deradicalisation through work with correctional facilities and the probationary system.

**Contact information:**

**E-mail:** [sachsen@violence-prevention-network.de](mailto:sachsen@violence-prevention-network.de)

**Website:** <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-sachsen/?lang=en>

**Phone number:** +49 351 564-54949 (KORA)

**Name of the hotline/helpline: Online advice**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, advising

**Country and city:** Schleswig – Holstein / countrywide

**Short summary/description with information on the help/services offered by the helpline:** Behind the online advice centre stands the Turkish Community in Schleswig-Holstein eV. The Turkish Congregation in Schleswig-Holstein eV (TGS-H) is a voluntarily run, nationwide, non-profit association. Since 2015 the TGS-H has been implementing various projects in the field of religious extremism and related

**Name of the hotline/helpline: Hayat Germany - Counselling for parents and relatives/exit counselling**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Germany/ national

**Short summary/description with information on the help/services offered by the helpline:** In 2020, the HAYAT advice center was linked to the Radicalization Advice Center of the Federal Office for Migration and Refugees. From 2021 there is a HAYAT Germany / counseling for parents and relatives / exit counseling with the aim of distancing and getting out of Islam-based violent extremism The advice is



phenomena such as Turkish ultra-nationalism. The area of radicalization prevention includes several projects of the Turkish community in Schleswig-Holstein (TGS-H). The employees have been working in an advisory and preventive capacity on Salafism, Islamism and Turkish ultra-nationalism as well as related topics since 2015. The team advises relatives, friends and acquaintances of people who have been affected by radicalization or extremism. Those who wish to leave can also use their advice. This is done free of charge, confidentially and on a case-by-case basis and solution-oriented.

There are two advisory centres: 1) The Sabil counselling centre which advises and accompanies all people who have joined a group about whose religious interpretation they now have doubts and who want to distance themselves from the religious extremist scene, and 2) The Emel Counselling Centre is aimed at all people who have questions, worries, fears and concerns about religiously based extremism. In particular, the offer addresses parents, family members, teachers, social pedagogues and social workers, other social space actors, but also those interested in the topic. Online advice centre is supported by the Federal Office for Migration and Refugees.

**Contact information:**

**E-mail:** [onlineberatung@tgsh.de](mailto:onlineberatung@tgsh.de)

**Websites:** <https://provention.tgsh.de/project/onlineberatung/> , <https://sabil-online.org/startseite.html> and <https://emel-onlineberatung.org>

**Helpline number:** 0431 73 94 926

**Working hours:** Monday to Friday between 10 am and 5 pm

**Name of the hotline/helpline: ReachOut**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling services

**Country and city:** Germany, Beusselstr. 35 (rear building 4th floor) 10553 Berlin

**Short summary/description with information on the help/services offered by the helpline:** ReachOut is a counselling centre for victims of right-wing, racist and anti-Semitic violence and threats in Berlin. ReachOut also advises victims of racial profiling and racist police violence, support and advise relatives, friends of the victims and witnesses to an attack, their focus is on the situation and the perspective of the victims of racist, right-wing and anti-Semitic violence. Reachout also offers anti-racist, intersectional educational programs and researches right-wing extremist, racist and anti-Semitic attacks in Berlin and publishes a chronicle. They offer online advice in English, Turkish and German . If necessary, they can call in language mediators.

**Contact information:**

**E-mail:** [info@reachoutberlin.de](mailto:info@reachoutberlin.de) and [beratung@reachout.de](mailto:beratung@reachout.de)

**Website:** <https://www.reachoutberlin.de/de/Unsere%20Arbeit/Beratung/>

**Helpline number:** 030/69 56 83 39

**ReachOut on social media:**  
reachoutberlin (facebook)

provided independently of government funding. The hotline is only for those seeking advice , not for media inquiries.

**Contact information:**

**E-mail:** [info@hayat-deutschland.de](mailto:info@hayat-deutschland.de)

**Website:** <https://hayat-deutschland.de/start/>

**Helpline number:** +49 177 240 4592 or 030-23489328

**Fax & Voice:** +49 (0) 3212-1745890

**Working hours:** Monday-Friday from 11am to 3pm

**Hayat Advice Center:** The counseling center is aimed nationwide at relatives of people who have radicalized / radicalized in Salafism or who want to join or have joined militant jihadism, with the aim of supporting relatives in order to open up possibilities of supporting deradicalization measures. The Diagnostic-Therapeutic Network Extremism ( DNE ) advises the experts from the HAYAT counseling center.

There are two advice centers: one in Berlin and one in Bonn:

**Advice centre for the new federal states and Berlin / central office**

**Phone:** +49 (0) 177 240 4592

**PC fax and voice:** +49 (0) 3212 1745890

**Working hours:** Monday to Friday from 11 am to 3 pm

**HAYAT advice centre - Bonn region**

**Phone:**+49 (0) 177 240 4592

**PC fax and voice:**+49 (0) 3212 1745890

**Working hours:** Monday to Friday from 11 am to 3 pm

**Name of the hotline/helpline: EXIT Deutschland**

**Type of contact** (state, CSOs, for information/reporting or counselling services): State/ support and counselling

**Country and city:** Germany, P.O. Box: 76 01 12, 10382 Berlin  
**Short summary/description with information on the help/services offered by the helpline:** EXIT -Deutschland is an initiative of the ZDK Gesellschaft Demokratische Kultur gGmbH. EXIT-Germany is an initiative assisting individuals, who want to leave the extreme right-wing movement and start a new life. Being the first to start such an endeavour in Germany, EXIT-Germany constitutes one of the most experienced and successful programs in de-radicalisation and exit-assistance in the world. As a federally central agency Exit Germany works with other initiatives, agencies and institutions on a number of issues, including: Case-related cooperation in exit cases (exiting, relatives and environment); Casuistic exchange of experiences in the area of exit work in matters of security, legal issues, social and professional integration, psychological management of crises of people leaving; Situation and situation analytical help and advisory advice and other issues. Exit Germany staff responds to calls for help from families that are concerned that their sons, daughters, brothers or grandchildren slide into the Nazi and violence scene, get entangled there or even become criminals. Exit Germany critically analyses situations and works on scenarios in order to open up possibilities for action, to overcome powerlessness and fear. The advice is given individually and discreetly - on a case-by-case basis, in cooperation with other competent partners. The Diagnostic-Therapeutic Network Extremism (DNE) advises the experts from EXIT Germany.

**Contact information:**

<p>@berlin_out (twitter) @reachoutberlin (instagram)</p>	<p><b>E-mail:</b> <a href="mailto:info@exit-deutschland.de">info@exit-deutschland.de</a> <b>Website:</b> <a href="https://www.exit-deutschland.de/beratung">https://www.exit-deutschland.de/beratung</a> <b>Phone number:</b> + 49 (0) 30 23489328 <b>Mobile:</b> +49 (0) 176 41646019 <b>Fax / Voice:</b> +49 (0) 3212 1745890</p>
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There are also a number of CSOs which are working independently and not as a part of a larger networks, such as the ones listed below.

There are also a number of civil society organisations in Germany engaged in exit work which directly work on and contribute to countering of violent extremism and radicalisation. Their role is to inform, advise and act. Some of these organisations have helplines with psychological and legal support and with counseling services. More information can be found at: <https://www.bag-ausstieg.de/mitglieder>

German Federal Working Group Exit to Entry e.V. is a nationwide umbrella organisation of civil society actors involved in exiting right-wing extremism. The network members provide distancing counseling. More information can be found at:

<p><b>Federal Working Group Exit to Entry</b></p> <p>Carl-Zeiß-Platz 3 07743 Jena Phone.: 0176 35658512 Email: <a href="mailto:info@bag-ausstieg.de">info@bag-ausstieg.de</a></p>
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Name of the hotline/helpline: Kurswechsel	Name of the hotline/helpline: Anonymous online advice
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO/ counselling services</p> <p><b>Country and city:</b> Germany, Hamburg</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Kurswechsel (or in literal translation Change of Course) offers advice and support which is voluntary, free of charge and confidential. People that have doubts or questions about their (extremely) right attitude or thoughts or (extremely) right-wing belief in conspiracies can turn to Kurswechsel. The organisation is part of the federal program "Live Democracy! Active against right-wing extremism, violence and misanthropy «funded by the Federal Ministry for Family, Seniors, Women and Youth and part of the state program for the promotion of democratic culture, prevention and fight against right-wing extremism" Hamburg - City with Courage "by the Hamburg social authority and in parts of the Hamburg judicial authority. Organisational staff which includes psychologists, lawyers, social workers etc. can be reached via email, messenger and via a free-of-charge helpline.</p> <p><b>Contact information:</b> <b>E-mail:</b> <a href="mailto:ausstieg@kurswechsel-hamburg.de">ausstieg@kurswechsel-hamburg.de</a> <a href="mailto:info@kurswechsel-hamburg.de">info@kurswechsel-hamburg.de</a></p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSOs/counselling services</p> <p><b>Country and city:</b> Germany, online</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> If an individual has doubts or questions about extreme right-wing attitudes or thoughts he/she can reach to Anonymous online services via specially secured server. After registering with a name and password of choice, s/he can log in and write or book a chat appointment or simply join open chats without registering.</p> <p><b>Contact information:</b> <b>Website:</b> <a href="https://www.nordverbund-ausstieg.de/online-beratung.html">https://www.nordverbund-ausstieg.de/online-beratung.html</a> (general website) <b>Online advising websites:</b> <b>Kurswechsel:</b> <a href="https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/41346">https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/41346</a> <b>Lower Saxony-South:</b> <a href="https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/ff01b">https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/ff01b</a></p>

**Website:** <https://kurswechsel-hamburg.de>  
**FB:** <https://www.facebook.com/kurswechselangen>  
**Phone number:** 0800 565 780 056  
**Messenger:** 0175/55 14 843 by signal

**Mecklenburg-Western Pomerania:**  
[https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/877bf](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/877bf)  
**Lower Saxony – West:**  
[https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/0bd36](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/0bd36)  
**Schleswing – Holstein:**  
[https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/07cc4](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/07cc4)

**Name of the hotline/helpline: Empower – Advice centre for those affected by right-wing, racist and anti-Semitic violence**

**Type of contact** (state, CSOs, for information/reporting or counselling services): city/counselling

**Country and city:** Germany, Hamburg

**Short summary/description with information on the help/services offered by the helpline:** Empower is part of the federal program "Live Democracy!" and funded by the Federal Ministry for Family, Senior Citizens, Women and Youth and by the social authority of the Free and Hanseatic City of Hamburg. Empower offers advice to the Victims of right-wing, racist and anti-Semitic violence, their relatives and friends, and Witnesses. Empower offers Advice and emotional support, Decision-making aids on how to proceed, Notes on legal options, Accompaniment to authorities, police and court, Mediation of therapeutic and medical offers, Advice on financial support (e.g. legal aid, compensation payments). The focus is placed on perspective of those affected. Advice is confidential, partial and free of charge. Empower staff works independently of the authorities and anonymously if demanded. . If necessary, the Empower staff works in different languages and can call in translators.

**Contact information:**

**E-mail:** [empower@hamburg.arbeitundleben.de](mailto:empower@hamburg.arbeitundleben.de)  
**Mailing address:** Besenbinderhof 60, 20097 Hamburg  
**Website:** <https://hamburg.arbeitundleben.de/empower>  
**Helpline number:** (040) 284016-67

**Name of the hotline/helpline: Mobile advisory team against right-wing extremism**

**Type of contact** (state, CSOs, for information/reporting or counselling services): city/ counselling

**Country and city:** Germany, Hamburg

**Short summary/description with information on the help/services offered by the helpline:** Like Empower the Mobile Advisor Team Against Right-Wing Extremism is part of the federal program "Live Democracy!" and funded by the Federal Ministry for Family, Senior Citizens, Women and Youth and by the Social Authority of the Free and Hanseatic City of Hamburg. The Hamburg Mobile Advisory Team offers short-term, no bureaucratic and free support, provides information and advice on organizational forms of the extreme right, racism and anti-Semitism. Individuals, groups and organizations can turn to the Mobile Advisory Team Hamburg if they are confronted with incidents that have a racist, right-wing extremist or anti-Semitic background. The team offers advice and support the establishment and networking of alliances against right-wing extremism, anti-Semitism and racism.

**Contact information:**

**E-mail:** [mbt@hamburg.arbeitundleben.de](mailto:mbt@hamburg.arbeitundleben.de)  
**Website:** <https://hamburg.arbeitundleben.de/pb/mbt>  
**Phone number:** (040) 284016 -202

**Name of the hotline/helpline: Start – Hamburg Advisory Network Against Right-Wing Extremism (BNW)**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSOs and state institutions/counselling

**Country and city:** Germany, Hamburg

**Short summary/description with information on the help/services offered by the helpline:** Hamburg Advisory Network against Right-Wing Extremism (BNW) is an amalgamation of more than 50 civil society and state institutions that exchange views on topics and strategies for the prevention of right-wing extremism, anti-Semitism and

**Name of the hotline/helpline: Red line (Rote Linie) – Pedagogical Centre for Right-Wing Extremism**

**Type of contact** (state, CSOs, for information/reporting or counselling services):

**Country and city:** Germany, Hesse

**Short summary/description with information on the help/services offered by the helpline:** "Rote Linie - Pedagogical Centre for Right-Wing Extremism" is a program of the State of Hesse and is implemented by the St. Elisabeth-Verein eV Marburg. Red line is the point of contact for people

group-related misanthropy. Start advisory network offers advise, information and education aimed at individuals as well as groups and organizations. The advisory network is funded by the program "Live Democracy!" of the Federal Ministry for Family, Seniors, Women and Youth and the Authority for Labor, Health, Social Affairs, Family and Integration (Social Authority) and is part of the state program "Hamburg - City with Courage". A person can contact the BNW to seek advice, report cases, request information, etc.

**Contact information:**

**E-mail:** [bnw-hamburg@lawaetz.de](mailto:bnw-hamburg@lawaetz.de)

**Address:** Johann Daniel Lawaetz Foundation  
Neumühlen 16-20, 22763 Hamburg

**Website:** <http://beratungsnetzwerk.hamburg>

**Helpline number:** 040 428 63 - 36 25

across Hesse who are looking for support in dealing with right-wing extremist young people. Red line team composed of a wide range of professionals can offer advice, support, coaching, and advanced training for relatives, teachers and people in social work as well as socio-educational support to right-wing extremists at risk. In the field of right-wing extremism the Rote Linie is the point of contact throughout Hesse for youth and child specialists, school and company officers, parents and relatives, worried or at risk young people, employees of municipal administrations, associations churches and volunteers, authorities and local politicians.

**Contact information:**

**Address:** Hermann-Jacobsohn-Weg 2, 35039 Marburg (Lahn)

**E-mail:** [contact@rote-linie.net](mailto:contact@rote-linie.net)

**Website:** <https://www.rote-linie.net>

**Hotline:** 06421 8 89 09 98

**Name of the hotline/helpline: JUMP**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, advise

**Country and city:** Germany, Mecklenburg-West Pomerania

**Short summary/description with information on the help/services offered by the helpline:** JUMP is social space-oriented exit support in Mecklenburg-Western Pomerania. Since 2010, JUMP has been supporting people who want to break away from right-wing extremist contexts and who want to distance themselves from right-wing extremist orientations in the long term. In addition to the outreach support, JUMP offers specialists and committed people who come into contact with right-wing extremist / right-wing extremist people, advice as well as training and further education on skills in dealing with these people. JUMP offers advise if there is a need for specific information on right-wing extremist context, how to deal with right-wing extremist people in professional or private context, addresses questions about intersections of conspiracy ideologies on right-wing extremism and provides practice-oriented support of needs for a person or a team. JUMP provides education, training and advice.

**Contact information:**

**E-mail:** [beratung@jump-mv.de](mailto:beratung@jump-mv.de)

**Website:** <http://www.jump-mv.de>

**Helpline number:** 0151-40639217

**Mobile:** 0175 85 247 76  
(Mon-Thu 8 am - 4 pm, Fri 9 am - 1 pm; call back within 24 hours)

**Name of the hotline/helpline: OUT Time (RAUSzeit)**

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, advise

**Country and city:** Germany, Lower Saxony

**Short summary/description with information on the help/services offered by the helpline:** RAUSzeit is a civil society advice centre in Lower Saxony providing advice and support to people who want to get out of the right context. OUT Time also supports multipliers in dealing with people who want to get out. The services are free, strictly confidential and on an equal footing.

**Contact information:**

**Address:** Heinrich-Nordhoff-Strasse 73-77, 38440 Wolfsburg

**E-mail:** [ausstieg@arug-zdb.de](mailto:ausstieg@arug-zdb.de)

**Website:** <https://www.arug-zdb.de/rauszeitausstieg>

**Phone number:** 0177 5045302

Name of the hotline/helpline: Distance	Name of the hotline/helpline: NinA NRW – New ways in exit counselling for right wing extremist young people and adults
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, support and counselling</p> <p><b>Country and city:</b> Germany, North-West Lower Saxony</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Distance - Ausstieg Rechts is a non-profit and civil society exit program for North-West Lower Saxony, which is intended to support people who have turned to anti-democratic, right-wing extremist and inhumane groups on their way back to civil society. The Distance-Ausstieg Rechts team comes from different areas of education, social sciences and humanities and is available to anyone. All services are confidential, free, client oriented, voluntarily, anonymous if requested, mobile in outreach and long term and sustainable.</p> <p><b>Contact information:</b></p> <p><b>Mailing address:</b> P.O, Box 40 05, 26030 Oldenburg</p> <p><b>E-mail:</b> <a href="mailto:info@distance-ausstieg.rechts.de">info@distance-ausstieg.rechts.de</a></p> <p><b>Website:</b> <a href="http://www.distance-ausstieg-rechts.de">www.distance-ausstieg-rechts.de</a></p> <p><b>Phone number:</b> 0157 3721 9524</p> <p><b>Anonymous online advise:</b> <a href="https://distance-ausstieg-rechts.de/beratung/">https://distance-ausstieg-rechts.de/beratung/</a></p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, counselling</p> <p><b>Country and city:</b> Germany, Recklinghausen</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> NinA NRW supports young people in leaving the right-wing scene with an individual, anonymous and multi-layered outpatient advisory service, which takes into account the respective problem areas as well as the necessary safety aspects. In addition, there is work with relatives, cooperation partners and reference systems, which are an important part of the project work</p> <p><b>Contact information:</b></p> <p><b>Mailing address:</b> Am Steintor 3, 45657 Recklinghausen</p> <p><b>E-mail:</b> <a href="mailto:nina.nrw@reinit.de">nina.nrw@reinit.de</a></p> <p><b>Website:</b> <a href="https://nina-nrw.de">https://nina-nrw.de</a></p> <p><b>Helpline:</b> 0176 93119765</p>



## Greece

In Greece, the Special Violent Crime Squad is engaged in addressing P/CVE calls as there is no specialised hotline/hotline as such.

Name of the hotline/helpline: Special Violent Crime Squad (Ministry of Citizen Protection)
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state/ for information sharing and reporting</p> <p><b>Country and city:</b> Greece, Athens / countrywide</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> There is no hotline or a helpline as such but citizens can call Special Violent Crime Squad within the Ministry of Citizen Protection to report on and share relevant information with authorities. These lines operate round the clock offering help on terrorist issues. Caller privacy and anonymity is ensured (Caller ID not possible). In addition to this Squad there is also a Special Anti-Terrorism Unit with the mission to effectively respond to serious and exceptionally dangerous situations (such as terrorist actions).</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:ctu@hellenicpolice.gr">ctu@hellenicpolice.gr</a></p> <p><b>Website:</b> <a href="http://www.astynomia.gr/index.php?option=ozo_content&amp;perform=view&amp;id=47&amp;Itemid=38&amp;lang=EN">http://www.astynomia.gr/index.php?option=ozo_content&amp;perform=view&amp;id=47&amp;Itemid=38&amp;lang=EN</a></p> <p><b>Special Victim Crime Squad numbers:</b> 1014 and 10414</p> <p><b>Working hours:</b> 24/7</p>





## Hungary

There are no hotlines/helplines on P/CVE established in Hungary.



## Ireland

There are two hotlines/helplines on P/CVE in Ireland: one at the state level run by the government and focused on information sharing and reporting and one run by a civil society organisation offering counseling, information sharing and support.

**Name of the hotline/helpline:** An Garda Síochána, Intercultural and Diversity Office

**Garda Community Relations Bureau**

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, information sharing and reporting

**Country and city:** Ireland, national

**Short summary/description with information on the help/services offered by the helpline:** An Garda Síochána (Garda) is Ireland's domestic and national police service responsible for counterterrorism and intelligence. An Garda Síochána encourages the public to report suspected illegal content (including racist or extremist content) encountered on the Internet to [www.hotline.ie](http://www.hotline.ie) so that Industry and Law Enforcement may know about it and act swiftly against it. The aim of the Garda Racial, Intercultural and Diversity Office (GRIDO), and its team of Garda Ethnic Liaison Officers, is to liaise with ethnic minority communities. The central function of GRIDO and Garda Ethnic Liaison Officers is to build trust and confidence with individuals within the Muslim community, and to be attuned to the heightened vulnerabilities pertaining to this community especially at times of terrorist threats and attack worldwide. Police liaison officers may eventually become privy to information that assists in preventing individuals from becoming radicalised. Garda Ethnic Liaison Officers are available to any member of the community who wishes to report in confidence any matter that could endanger the Muslim community in general.

**Contact information:**

**E-mail:** [david.mcinerney@garda.ie](mailto:david.mcinerney@garda.ie) (Sergeant Dave McInerney)

**Website:** [www.garda.ie](http://www.garda.ie); <http://www.crimestoppers.ie>, [www.hotline.ie](http://www.hotline.ie)

<http://www.congress-intercultural.eu/en/initiative/131-ethnic-liaison-officers.html>

**Helpline number:** (+353) 868282574 (GRIDO)

1800 250025 (GARDA, Crime stoppers)

**Name of the hotline/helpline:** ISPCC Support Line

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Ireland, national

**Short summary/description with information on the help/services offered by the helpline:** The ISPCC Support Line is available to provide support and information to parents and carers in relation to children's welfare, including counseling on radicalisation issues. The ISPCC provides a range of services directly to children and families and advocates for change to enhance the lives of children in Ireland. The ISPCC's work is made possible through public and corporate support, as well as funding provided by government agencies for the delivery of specified services.

**Contact information:**

**E-mail:** [parentingsupport@ispcc.ie](mailto:parentingsupport@ispcc.ie)

**Website:** <https://www.ispcc.ie/a-parents-guide-to-online-radicalisation/>

**Phone number:** 01 522 4300

**Working hours:** Monday – Friday 9am – 1pm



In Italy, hotlines/helplines are run by the state and focused on reporting. There are two main bodies at the national level of governance in charge of prevention and countering of violent extremism: the Observatory for the Security against Discriminatory Acts (OSCAD) at the Ministry of the Interior, and the National Office against Racial Discrimination (UNAR) under the Presidency of the Council of Ministers.

<p><b>Name of the hotline/helpline: Observatory for the Security Against Discriminatory Acts at the Ministry of the Interior</b></p>	<p><b>Name of the hotline/helpline: National Office against Racial Discrimination at the Presidency of the Council of Ministers</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): State, reporting</p> <p><b>Country and city:</b> Italy, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Liaises with the associations defending the interests violated by different types of discrimination and with other public and private institutions dealing with the fight against discriminatory practices; receives reports from institutions, relevant associations and private citizens on discriminations/hate crimes to effectively monitor discriminatory practices; Initiates National Police and Carabinieri targeted interventions on the territory on the basis of the reports received; Monitors the progress of complaints on acts of discrimination/hate crimes filed directly with Police forces; Suggests adequate prevention and countering measures; Organises relevant training modules intended for police officers. In any case, reporting an act of discrimination to OSCAD does not replace either filing a police report or calling the 112 (Carabinieri) or 113 (National Police) emergency numbers to request law enforcement intervention.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> <a href="mailto:oscad@dcpc.interno.it">oscad@dcpc.interno.it</a></p> <p><b>Website:</b> <a href="https://www.interno.gov.it/it/ministero/osservatori-commissioni-e-centri-coordinamento/osservatorio-sicurezza-contro-atti-discriminatori-oscad">https://www.interno.gov.it/it/ministero/osservatori-commissioni-e-centri-coordinamento/osservatorio-sicurezza-contro-atti-discriminatori-oscad</a></p> <p><b>Helpline number:</b> 112 and 113</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): State, reporting</p> <p><b>Country and city:</b> Italy, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Since 2013, it is responsible for the protection against all forms of discrimination. UNAR works on, and fights against, hate speech and hate crimes whereas cases of discrimination on the grounds of racial and ethnic origin. In particular, UNAR manages cases and events related to any kind of discrimination, studies possible solutions, promotes the culture of respecting human rights and equal opportunities and provides practical assistance to the victims.</p> <p><b>Contact information:</b></p> <p><b>Reporting online form:</b> <a href="http://www.unar.it/cosa-facciamo/contact-center/fai-una-segnalazione/?lang=en">http://www.unar.it/cosa-facciamo/contact-center/fai-una-segnalazione/?lang=en</a></p> <p><b>Website:</b> <a href="http://www.unar.it/?lang=en">http://www.unar.it/?lang=en</a></p> <p><b>Phone number:</b> 0800 90 10 10</p> <p><b>Working hours:</b> Monday to Friday, from 8 am to 8 pm</p>





## Latvia

There are no hotlines/helplines on P/CVE established in Latvia.



## Lithuania

There are no hotlines/helplines on P/CVE established in Lithuania.



## Luxembourg

There are two hotlines/helplines on P/CVE in Luxembourg run by the state. The police's Victim Assistance Unit is providing service for the people confronted with radicalisation, including family members. The Center Against Radicalisation under the Ministry of Family, Integration and Greater Region is also providing listening and support services.

Name of the hotline/helpline: Centre Against Radicalisation - Respect.lu	Name of the hotline/helpline: Police, Victim Assistance Unit
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, counselling</p> <p>Country and city: Luxembourg, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The non-profit association SOS Radicalization was founded in May 2017. The Centre against radicalization - respect.lu associated with it has been operating since July 3, 2017. Respect.lu is the point of contact for all people who are confronted with the phenomenon of radicalization, be it in their private or professional environment. For people who would like to get in touch with Respect.lu, a low-threshold service is offered anonymously. Respect.lu staff is looking at each case individually and decides together with the person in question how support will be structured and whether it would make sense to call in other bodies for support. Respect.lu does not make any differences in terms of origin, skin colour, gender, sexual orientation, language, religious affiliation, political or other opinion, as well as social and / or financial situation. The principle of respect for the human person is of central importance.</p> <p><b>Contact information:</b>  <b>E-mail:</b> <a href="mailto:respect@respect.lu">respect@respect.lu</a>  <b>Online contact form:</b> <a href="https://respect.lu/de/kontakt/">https://respect.lu/de/kontakt/</a>  <b>Website:</b> <a href="https://respect.lu/de/">https://respect.lu/de/</a>  <b>Helpline number:</b> 20 60 62  <b>EMERGENCY No</b> 113</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state police, information and reporting</p> <p><b>Country and city:</b> Luxembourg, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> Since October 2016, the Police have been responsible for informing and guiding people in relation to radicalization, as well as their families and relatives. Since mid-2017, the Ministry of Family, Integration and the Greater Region has set up a listening and support service for people who are in any way confronted with extremism and violent radicalisation (please see: <a href="https://mfamigr.gouvernement.lu/fr/support/recherche.gouvernement%2Bfr%2Bactualites%2Btoutes_actualites%2Bcommuniqués%2B2017%2B07-juillet%2B05--respect-lu.html">https://mfamigr.gouvernement.lu/fr/support/recherche.gouvernement%2Bfr%2Bactualites%2Btoutes_actualites%2Bcommuniqués%2B2017%2B07-juillet%2B05--respect-lu.html</a>)</p> <p><b>Contact information:</b>  <b>Website:</b> <a href="https://police.public.lu/fr/aide-aux-victimes/radicalisation.html">https://police.public.lu/fr/aide-aux-victimes/radicalisation.html</a>  <b>Phone number:</b> (+352) 2477-2477  <b>Working hours:</b> Monday to Friday 8:00 a.m. to 12:00 p.m. and 2:00 p.m. to 5:00 p.m.</p>



## Malta

There are no hotlines/helplines on P/CVE established on Malta.



## The Netherlands

There are several hotlines/helplines on P/CVE in the Netherlands. A large majority of them are run by the government at the national level or municipal/city levels. The state managed hotlines/helplines are providing counseling and support but also an opportunity for anonymous information sharing with authorities with the purpose to prevent possible radically motivated attacks. The state is also very much engaged in supporting educators and educational system at large through the work of education inspectors and School and Safety Foundation. There is also an NGO called Dutch Association of Moroccans (SMN) which has set up a Helpline to help prevent radicalisation.

### A) Dutch P/CVE hotlines/helplines run by central or local authorities:

Name of the hotline/helpline: National Support Centre for Extremism	Name of the hotline/helpline: Social Stability Expertise Unit, Ministry of Social Welfare and Employment
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, counselling</p> <p><b>Country and city:</b> Netherlands, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The National Support Centre for Extremism (LSE) specializes in dealing with radicalized individuals and their environment. The LSE provides family support, individual counsel and group contact with people who are or have been dealing with similar issues. The multidisciplinary team consists of 25 competent and inspired professionals with a lot of experience in the field of radicalization. The support centre is located in the region of Utrecht and offers help throughout the country. The LSE has expertise in dealing with the various forms of radicalization and (violent) extremism and focuses on countering activities and expressions that are not legal under the Dutch rule of law. Support is available in Dutch and Arabic. Services are free of charge.</p> <p><b>Contact Information:</b></p> <p><b>E-mail:</b> info@hetlse.nl</p> <p><b>Mailing address:</b> PO Box 706, 3700 AS Zeist</p> <p><b>Website:</b> <a href="https://www.landelijksteunpuntextremisme.nl/">https://www.landelijksteunpuntextremisme.nl/</a> , <a href="https://www.landelijksteunpuntextremisme.nl/internationaal/english">https://www.landelijksteunpuntextremisme.nl/internationaal/english</a> and <a href="https://www.landelijksteunpuntextremisme.nl/internationaal/arabic">https://www.landelijksteunpuntextremisme.nl/internationaal/arabic</a></p> <p><b>Helpline number:</b> 088 - 20 80 080</p> <p><b>Working hours:</b> Monday to Friday from 9am to 5pm</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services):state, counselling</p> <p><b>Country and city:</b> Netherlands, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The Expertise Unit Social Stability (ESS) provides professionals with practical knowledge about social tensions, including radicalisation. The ESS advises how you can use this knowledge and who you can work with. A person can contact the ESS as a municipal official, youth worker, police officer, social worker or if a person works in educational sector or for a cultural or religious organization. The ESS moves between state and street and focuses on two thematic areas: Social tensions &amp; polarization and Radicalisation: extremist and problematic behaviour</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> ESS@minszw.nl</p> <p><b>Website:</b> <a href="https://www.socialestabiliteit.nl">https://www.socialestabiliteit.nl</a></p> <p><b>Phone number:</b> (070) 333 4555</p> <p><b>Working hours:</b> Office hours</p>

<p><b>Name of the hotline/helpline: National Coordination for Security and Counterterrorism (NCTV)</b> <b>Ministry of Justice and Security</b></p>	<p><b>Name of the hotline/helpline: School and Safety Foundation</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, advising</p> <p><b>Country and city:</b> Netherlands, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The National Coordinator for Security and Counterterrorism (NCTV) supports government officials with knowledge and advises municipalities on radicalization cases. The National Coordinator for Security and Counterterrorism (NCTV) coordinates the fight against terrorism in the Netherlands. The approach to counterterrorism is defined in the national counterterrorism strategy. The objective is to reduce the risk of terrorist attacks and to limit any damage following a possible attack. The NCTV coordinates the efforts of all parties in the Netherlands that have a role in counterterrorism. In combatting the current threat of jihadist terrorism (violent extremism), the NCTV coordinates the implementation of the Netherlands comprehensive action programme to combat jihadism. The NCTV also cooperates with other governments and in international partnerships, such as the European Union and the United Nations.</p> <p><b>Contact information:</b></p> <p><b>Mailing address:</b> PO Box 16950, 2500 BZ The Hague</p> <p><b>Website:</b> <a href="https://www.nctv.nl">https://www.nctv.nl</a></p> <p><b>Telephone:</b> + 31 70 751 50 50</p> <p><b>Working hours:</b> Monday to Friday from 8am to 5pm</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, counselling</p> <p><b>Country and city:</b> Netherlands, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The School &amp; Safety Foundation supports schools in promoting a socially safe climate by providing up-to-date information and expert advice via the website, training courses, conferences and the helpdesk. School &amp; Safety is a national platform for schools to obtain information and support and a national knowledge partner with a unique position for policy-making. The School and Safety Foundation supports schools in the field of radicalization with a helpdesk, website, guidelines and training. If a person works in education and has questions about social safety s/he can contact the helpdesk for information and advice. The School and Safety Foundation is there for teachers, confidential advisers, school leaders, administrators, janitors and safety coordinators.</p> <p><b>Contact information:</b></p> <p><b>Mailing address:</b> School &amp; Safety Foundation Black Forest 2, 3524 SJ Utrecht</p> <p><b>E-mail:</b> <a href="mailto:helpdesk@schoolenveiligheid.nl">helpdesk@schoolenveiligheid.nl</a></p> <p><b>Website:</b> <a href="https://www.schoolenveiligheid.nl/helpdesk">https://www.schoolenveiligheid.nl/helpdesk</a></p> <p><b>Phone number:</b> 030 285 66 16</p> <p><b>Working hours:</b> On school days from 9am to 4pm</p> <p><b>Emergency team available 24/7:</b> 030 285 66 16</p>

<p><b>Name of the hotline/helpline: Education Inspectorate</b></p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, counselling</p> <p><b>Country and city:</b> Netherlands, national</p> <p><b>Short summary/description with information on the help/services offered by the helpline:</b> The confidential inspector listens and informs. If necessary, the confidential inspector also advises, for example about a procedure for submitting a formal complaint or filing a report. The inspector is not mandated to find out what happened (truth-finding). He cannot provide a solution himself, but he can help to achieve a solution. Moreover, the confidential inspector does not make a declaration himself, but will indicate when a declaration is possible or even mandatory.</p> <p><b>Contact information:</b></p> <p><b>E-mail:</b> NA</p> <p><b>Website:</b> <a href="https://www.onderwijsinspectie.nl/onderwerpen/vertrouwensinspecteurs">https://www.onderwijsinspectie.nl/onderwerpen/vertrouwensinspecteurs</a></p> <p><b>Phone number:</b> 0900 111 3 111 (local rate)</p> <p>There are other options for contacting the confidential inspector for the Caribbean Netherlands (Bonaire, Sint Eustatius and Saba).</p> <p><b>Working hours:</b> Monday to Friday from 8am to 5 pm</p>

**Name of the hotline/helpline: Report Crime Anonymous (Meld Misdaad Anoniem)**

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, anonymous information sharing and reporting

**Country and city:** Netherlands, national

**Short summary/description with information on the help/services offered by the helpline:** People with information about a suspected trip to Syria with jihadist intentions or possible criminal acts in the Netherlands can report this to Meld Misdaad Anoniem or Report Crime Anonymous (M.). The M. is an independent reporting point where a person can provide anonymous information about a crime or suspected violent extremism events or a case of radicalisation leading to terrorism. M. is an independent organization and is not a police. Only if your anonymity can be guaranteed will M. forward the anonymous report to various partners, such as the police and other investigative services. They can't just invade or arrest someone with this. An anonymous report must first be tested. Are the details in the report correct and is there more information about a suspect or address? Further investigation may yield new facts. Only if those facts substantiate the anonymous report can the investigative partners take action and the M. tip can: be added to an investigation, give rise to starting a new investigation or give rise to the reopening of an old case. An M. report is therefore a puzzle piece in a larger whole and becomes part of the usual investigations by, for example, the police. The investigative authorities themselves are responsible for what is done with the information. In doing so, they must comply with existing laws and regulations for conducting investigations.

**Contact information:**

**E-mail:**

**Website:** <https://www.meldmisdaadanoniem.nl>

**Helpline number:** 0800-7000

**Working hours:** Monday to Friday from 8am to 10pm and on weekends and public holidays from 10am to 6pm

**Name of the hotline/helpline: Radicalisation Reporting and Advice Centre**

**Type of contact** (state, CSOs, for information/reporting or counseling services): municipal, information sharing and reporting

**Country and city:** Netherlands, Rotterdam

**Short summary/description with information on the help/services offered by the helpline:** If a person has questions about radicalisation or suspects that there are people, groups or organizations that are getting radicalised or a person is concerned about this a friend or family member s/he can call the Radicalization Reporting and Advice Center (MAR) of the municipality of Rotterdam. Both citizens and professionals can contact MAR and also ask for anonymous advice.

**Contact information:**

**E-mail:** [mar@rotterdam.nl](mailto:mar@rotterdam.nl)

**Website:** <https://www.rotterdam.nl/wonen-leven/radicalisering>

**Helpline number:** 06 - 236 603 86

**Name of the hotline/helpline: Radicalisation Reporting and Advice Centre of Maastricht**

**Type of contact** (state, CSOs, for information/reporting or counselling services): municipal, reporting

**Country and city:** Netherlands, Maastricht

**Short summary/description with information on the help/services offered by the helpline:** Welfare workers, teachers, social workers and other professionals can share signals of radicalization with the Radicalization Reporting and Advice Centre of the City of Maastricht. The purpose of this reporting is to identify problem situations related to radicalisation at an early stage and to make the subject open to discussion. Reports are then discussed in consultation with various partners. There is also feedback to the reporter about the progress.

**Contact information:**

**E-mail:** [radicalisering@maastricht.nl](mailto:radicalisering@maastricht.nl)

**Website:** <https://www.gemeentemaastricht.nl/iets-melden/meldpunt-radicalisering>

**Helpline number:** Not specified

## B) A Dutch hotline/helpline on P/CVE run by a CSO:

<p><b>Name of the hotline/helpline:</b> Radicalisation Helpline</p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): CSO, counselling</p>
<p><b>Country and city:</b> Netherlands, Radicalisation Helpline, PO Box 14172, 3508 SG Utrecht</p>
<p><b>Short summary/description with information on the help/services offered by the helpline:</b> The Helpline is an initiative and an elaboration of the vision of the Dutch Association of Moroccans (SMN). SMN has set up this Helpline to help prevent radicalisation. The SMN considers it of great importance that the Moroccan community organizes its own resilience against radicalization and speaks openly about this. The Helpline was made possible in part by the support of the Oranje Fonds, Palet Fonds and VSB Fonds. Radicalisation Helpline was established as an independent telephone line for concerned parents who need guidance and help with radicalising children. Radicalisation Helpline staff works on addressing the situation in a professional and confidential manner step by step.</p>
<p><b>Contact information:</b></p>
<p><b>E-mail:</b> <a href="mailto:info@hulplijnradicalisering.nl">info@hulplijnradicalisering.nl</a></p>
<p><b>Online contact form:</b> <a href="http://www.hulplijnradicalisering.nl/nl/contact">http://www.hulplijnradicalisering.nl/nl/contact</a> <a href="https://www.zoetermeerwijzer.nl/is/organisatie/188200/invis2/hulplijn-radicalisering">https://www.zoetermeerwijzer.nl/is/organisatie/188200/invis2/hulplijn-radicalisering</a></p>
<p><b>Website:</b> <a href="http://www.hulplijnradicalisering.nl/nl/Home">http://www.hulplijnradicalisering.nl/nl/Home</a> <a href="https://www.wegwijzer024.nl/activiteit/hulplijn-radicalisering">https://www.wegwijzer024.nl/activiteit/hulplijn-radicalisering</a> <a href="https://www.ugids.nl/organisaties/hulplijn-radicalisering/">https://www.ugids.nl/organisaties/hulplijn-radicalisering/</a></p>
<p>Additional reading: <a href="https://www.kis.nl/artikel/hulplijn-radicalisering-verlaagt-drempel-naar-hulpverlening">https://www.kis.nl/artikel/hulplijn-radicalisering-verlaagt-drempel-naar-hulpverlening</a></p>
<p><b>Helpline number:</b> 06 818 935 29</p>



## Poland

There are no hotlines/helplines on P/CVE established in Poland. However, the Ministry of Internal Affairs is taking up the role of addressing possible issues related to extremism and radicalisation.

<p><b>Name of the hotline/helpline:</b> Internal Security Agency</p>	<p><b>Name of the hotline/helpline:</b> Counter-Terrorism Centre (CAT) under the Internal Security Agency</p>
<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, reporting</p>	<p><b>Type of contact</b> (state, CSOs, for information/reporting or counselling services): state, reporting</p>
<p><b>Country and city:</b> Poland, national</p>	<p><b>Country and city:</b> Poland, national</p>
<p><b>Short summary/description with information on the help/services offered by the helpline:</b> The Internal Security Agency of Poland is a special service established to protect the constitutional order of the Republic of Poland. The agency is, among other issues, tasked to collect, process and analyse possible terrorist threats. The Agency promotes the emergency number 112, which belongs to the Ministry of Internal Affairs. This hotline i.e. can be used during the last phase of radicalisation – mobilisation or in the time of a terrorist attack. All kinds of institutions subordinated to the Ministry of Internal Affairs are obliged to respond to these threats.</p>	<p><b>Short summary/description with information on the help/services offered by the helpline:</b> The Counter-Terrorism Centre (CAT) of the Internal Security Agency of Poland, which is on the duty 24 / 7 can be reached at the telephone number 996. This service should be called among others in the event of a terrorist threat or a suspicion of the attack. By virtue of its location in the Special Service, this hotline is geared towards the physical prevention of crime, but reports of lesser gravity may be also referred to the proper authorities.</p>
<p><b>Contact information:</b></p>	<p><b>Contact information:</b></p>
	<p><b>E-mail:</b> <a href="mailto:kontakt.cpt@abw.gov.pl">kontakt.cpt@abw.gov.pl</a></p>

**E-mail:** Pocztowy@abw.gov.pl

**Website:** <https://www.abw.gov.pl>

**Helpline number:** 225858221 (Internal Security Agency number) and 112 (Police number)

**Working hours:** 24/7

**Website:** <https://tpcoe.gov.pl>

**Phone number:** 996

**Working hours:** 24/7



## Portugal

In Portugal, the Portuguese Victim Support Organisation provides counseling and support to a wide range of victims including victims of radicalisation. The organisation is running a “Support Network for Family and Friends of Victims of Homicide and Terrorism”.

### Name of the hotline/helpline: Portuguese Victim Support Organisation (APAV)

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Portugal, national

**Short summary/description with information on the help/services offered by the helpline:** A hotline on P/CVE is managed by the Portuguese Victim Support Organisation (APAV). APAV is running a network titled “Support Network for Family and Friends of Victims of Homicide and Terrorism”, which aim is to support citizens of Portugal who have been affected by or have experienced an attack, as well as their families and friends. For that purpose, APAV has opened a Support Line (116 006). The network can also be contacted directly by email rafavht@apav.pt or in the APAV victim support schemes throughout the country.

**Contact information:**

**E-mail:** rafavht@apav.pt

**Website:** [https://apav.pt/apav\\_v3/index.php/en/](https://apav.pt/apav_v3/index.php/en/)

**Helpline number:** 116 006



## Romania

The Romanian Intelligence Service is running an anti-terrorist hotline.

### Name of the hotline/helpline: Romanian Intelligence Service

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, information gathering

**Country and city:** Romania, national

**Short summary/description with information on the help/services offered by the helpline:** The Romanian Intelligence Service is the lead national authority in preventing and countering of terrorism. Romanian Intelligence Service is working on a number of complex measures and actions including: intelligence gathering, multi-source analysis, monitoring, counterterrorist intervention, cooperation with public institutions and authorities which are part of the National System for Preventing and Countering Terrorism (SNPCT), and with international partners. The mission is to protect Romania from terrorist threats and to identify and eliminate vulnerabilities and risk factors, to thwart the plans and intentions of terrorist entities and, last but not least, to prevent the import of terrorist issues from conflict zones.

**Contact information:**

**Website:** <https://www.sri.ro/preventing-and-counteracting-terrorism>

**Anti-terrorist hotline:** 0800 800 100



## Slovakia

In Slovakia, under the Ministry of Interior, a National Anti-Terrorist Unit is working on antiterrorism issues and is running a free-of-charge hotline.

**Name of the hotline/helpline:** National Anti-Terrorist Unit , Ministry of Interior

**Type of contact** (state, CSOs, for information/reporting or counselling services): National, information sharing and reporting

**Country and city:** Slovakia, national

**Short summary/description with information on the help/services offered by the helpline:** The Ministry of the Interior of the Slovak Republic is the main guarantor of the fight against terrorism and organized crime in Slovakia. A part of its structure is the National Criminal Agency of Presidium of Police Force. In the structure of the National Criminal Agency, there is also the National Anti-Terrorist Unit.

**Contact information:**

**Website:** <https://www.minv.sk>

**Helpline number:** 0800 222 222

**Working hours:** Monday to Friday from 8am to 6pm



## Slovenia

In Slovenia, police authorities operate a helpline for anonymous information sharing.

**Name of the hotline/helpline:** Police, Anonymous Helpline 080-1200

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, reporting

**Country and city:** Slovenia, national

**Short summary/description with information on the help/services offered by the helpline:** Operation and Communication Centre within Police Specialities Directorate receives anonymous phone calls from citizens. Experience in police work has shown that victims and persons suffering damage do not report all criminal and violent incidents and witnesses are often not prepared to give an account of the incident to the Police, either at the scene of the incident, before a court or a misdemeanours judge. The most frequent reason for this so-called "dark field of crime" is fear of revenge by the perpetrator or his/her relatives and fear of lawyers or long court proceedings. To increase police cooperation with citizens, and thus also the effectiveness of such cooperation, the Operation and Communication Centre introduced a toll-free anonymous telephone number 080-1200 with the slogan "Joining forces against crime, we do not require your personal data and you will remain anonymous". The number is available to all those who believe they can provide the police with useful information but wish to remain anonymous. The Assistant Shift Manager receives anonymous calls and makes an assessment as to whether they are sufficiently important for police intervention, records them and notifies the competent criminal service of the contents.

**Contact information:**

**Website:** <https://www.policija.si/eng/contacts/anonymous-phone-number-080-1200>

**Helpline number:** 080-1200

**Working hours:** 24/7





## Spain

The Ministry of Interior has established a helpline STOP Radicalismos opening a channel for reporting.

### Name of the hotline/helpline: STOP Radicalismos, Ministry of Interior

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, reporting

**Country and city:** Spain, national

**Short summary/description with information on the help/services offered by the helpline:** Individuals can communicate any incidence or issue that possibly supposes the initiation or development of a process of radicalization or gestation of extremist, intransigent or hateful behaviour for racist, xenophobic, belief or ideological reasons. On the website STOP radicalisation a person can access any channel of communication to communicate any indication that may lead to radicalisation or extremist, intransigent or hateful behaviour for racist, xenophobic, belief or ideological reasons. A person can also report a case of radicalisation of an individual or a group that have disappeared into conflict zones.

**Contact information:**

**E-mail:** stop-radicalismos@interior.es

**Website:** <https://stop-radicalismos.ses.mir.es> (information available in Spanish and Arabic)

**Helpline number:** 900 822 066



## Sweden

There are two hotlines/helplines on P/CVE in Sweden. One is part of the Swedish National Council for Crime Prevention while the other one was focused on young people at risk and established by Save the Children in this country. Both helplines provide counseling and advising.

### Name of the hotline/helpline: Center for Preventing Violent Extremism (part of the Swedish National Council for Crime Prevention)

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling and advising

**Country and city:** Sweden, national

**Short summary/description with information on the help/services offered by the helpline:** The Center for Preventing Violent Extremism provides tailored support. It is for professionals, mainly in municipalities and authorities at the local level, who need support in the preventive work against violent extremism. The centre collaborates with relevant national, regional, and local actors on PVE issues. The employees at the centre have a very broad experience and competence. With a background from different geographical parts of Sweden and experience of work in the police, security police, prison services, municipal activities, social services, schools, armed forces, academia, religious communities and civil society organizations they are there to provide advice or designed local approach tailored to specific need. The services are anonymous.

**Contact information:**

### Name of the hotline/helpline: Orostelefonen

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** Sweden, national

**Short summary/description with information on the help/services offered by the helpline:** Orostelefonen is a national and anonymous helpline dedicated to radicalisation. Save the Children established Orostelefonen in 2017. The helpline was established because of the young people at risk of being recruited to and being harmed by violent extremism. A person being a friend or family member can call the number if worried about someone close, regardless of age. Orostelefonen staff will provide professional support and advice.

**Contact information:**

**E-mail:** [orosteledon@rb.se](mailto:orosteledon@rb.se)

**Website:** <https://www.raddabarnen.se/rad-och-kunskap/foralder/orosteledon>

**Phone number:** 020 100 200 (free of charge)

**E-mail:** [info@cve.se](mailto:info@cve.se)  
**Website:** <https://www.cve.se/stod/stodtelefon.html>  
**Helpline number:** 08 527 44 290  
**Working hours:** Monday to Friday from 9am to 3pm

Working hours: Monday to Friday 9am to 12am



## United Kingdom

There are a number of hotlines/helplines on P/CVE in the UK. However, for the purpose of this ad-hock report here are only mentioned few ones in order to give a short glimps on the work done in providing hotline/helpline channels of communication.

### Name of the hotline/helpline: PREVENT

Reporting and preventing radicalisation, terrorist and extremist behaviour

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, reporting

**Country and city:** UK, national

**Short summary/description with information on the help/services offered by the helpline:** Prevent is part of the Government's counter-terrorism strategy that aims to stop people becoming terrorists. It is a multi-agency approach to safeguard people at risk of radicalisation. Police forces across the country have specially trained Prevent officers who work locally with professionals in health, education, local authorities and charities, as well as faith and community groups to support vulnerable people move away from extremism. Working with other organisations, the police protect vulnerable people from being exploited by extremists through a Home Office programme called Prevent. A person can call the national police Prevent advice line 0800 011 3764, in confidence, to share his/her concerns with specially trained officers. The advice line is designed for members of the public to use, especially friends and family, or those who work with vulnerable or young people in volunteering roles.

**Contact information:**

**Website:** <https://www.dorset.police.uk/help-advice-crime-prevention/personal-safety/major-terror-incidents/prevent/> and <https://actearly.uk/>

**Helpline number:** 0800 011 3764

**Working hours:** 9am – 5pm every day

### Name of the hotline/helpline: ACT

Action Counter Terrorism

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, reporting

**Country and city:** UK, national

**Short summary/description with information on the help/services offered by the helpline:** In March 2018 the UK Government introduced ACT Campaign - Action Counters Terrorism - which encourages communities to share any information that may suggest a terrorist threat or help prevent a terrorist attack. An individual can call in if there is a suspicion that someone is acting unusual, as violent extremist and is being radicalised. In an emergency, a person should always dial 999. A person can also report suspicious activity by contacting the police in confidence on 0800 789 321. If a person is concerned that someone is being radicalised, a person find advice and support on the ACT Early website or contact the national Prevent advice line in confidence on 0800 011 3764. Also, a person can report suspicious activity or behaviour in strictest confidence by calling the Anti-Terror Hotline on 0800 789 321 or Crime Stoppers on 0800 555 111.

**Contact information:**

**Website:** <https://act.campaign.gov.uk>

**Helpline number:** 0800 011 3764

### Name of the hotline/helpline: Runaway Helpline UK

**Type of contact** (state, CSOs, for information/reporting or counselling services): CSO, counselling

**Country and city:** UK, national

**Short summary/description with information on the help/services offered by the helpline:** The Runaway Helpline can only provide services to children and young people within

### Name of the hotline/helpline: HSPCC Helpline

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, counselling

**Country and city:**

**Short summary/description with information on the help/services offered by the helpline:** The NSPCC helpline provides 24/7 support to adults who have concerns about children and young people being radicalised or who need

the United Kingdom, and information and advice on this site relates to the UK only.

**Contact information:**

**E-mail:** [116000@www.runawayhelpline.org.uk](mailto:116000@www.runawayhelpline.org.uk)

**Website:**

<https://www.runawayhelpline.org.uk/advice/radicalisation>

**Helpline number:** Call or Text 116 000

**Working hours:** Mon-Fri 10am - 3pm

advice on how to talk to their children about issues related to terrorism. NSPCC helpline practitioners have been trained to spot the warning signs of radicalisation so they can advise adults who are worried about a child being groomed.

**Contact information:**

**E-mail:** [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Website:** <https://www.nspcc.org.uk/what-we-do/news-opinion/protecting-children-from-radicalisation1>

**Phone number:** 0808 800 5000

**Working hours:** 24/7

**Name of the hotline/helpline:** UK Government's programme on Preventing Extremism in schools and children's services

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, reporting

**Country and city:** UK, national

**Short summary/description with information on the help/services offered by the helpline:** A person can report concerns about extremism in schools and organisations that work with children, or where you think a child is at risk of extremism.

**Contact information:**

**E-mail:** [counter.extremism@education.gov.uk](mailto:counter.extremism@education.gov.uk)

**Online reporting form:** <https://report-extremism.education.gov.uk/>

**Website:**

<https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>

**Helpline number:** 020 7340 7264

**Working hours:** Monday to Friday from 11am to 3pm

**Name of the hotline/helpline:** Home Office Helpline

**Type of contact** (state, CSOs, for information/reporting or counselling services): state, reporting

**Country and city:** UK, national

**Short summary/description with information on the help/services offered by the helpline:** If a person is concerned about extremism in a school or organisation that works with children, or if a person thinks that a child might be at risk of extremism, he/she can contact the Home Office helpline. The Home Office works with local authorities, a wide range of government departments and community organisations to deliver the Prevent strategy. The Police also play a significant role in Prevent, in much the same way as they do when taking a preventative approach to other crimes. Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

**Contact information:**

**E-mail:** [counter.extremism@education.gsi.gov.uk](mailto:counter.extremism@education.gsi.gov.uk)

**Website:** <https://www.gscb.org.uk/safeguarding-resource-library/radicalisation-and-extremism>

**Helpline number:** 020 7340 7264

**Working hours:** Monday to Friday from 9am to 6pm (excluding bank holidays).

**Name of the hotline/helpline:** Family Lives

**Type of contact** (state, CSOs, for information/reporting or counselling services):

**Country and city:** UK, national

**Short summary/description with information on the help/services offered by the helpline:** Family Lives offers a confidential and free\* helpline service for families in England and Wales (previously known as Parent line). A person can call 0808 800 2222 for emotional support, information, advice and guidance on any aspect of parenting and family life. All calls, emails and chats are confidential.

**Contact information:**

**E-mail:** [askus@familylives.org.uk](mailto:askus@familylives.org.uk)

**Website:** <https://www.familylives.org.uk/advice/teenagers/behaviour/worried-about-extremism-and-radicalisation/>

**Phone number:** 0808 800 2222

**Working hours:** Monday to Friday 9am to 9pm and weekends 10am to 3pm

## Key findings

The key findings of this report on P/CVE hotlines/helplines throughout the EU can be summarised as follows:

- Hotlines/helplines on P/CVE issues are established in 18 out of 27 EU Member States. Where this is not the case, it would be advisable to have a designated police number a concerned person could call if in need of advice, information or support.
- Helpline/hotline websites should be easily accessible. Writing a simple phrase such as “hotline/helpline on violent extremism and radicalisation in X country” in a web browser should be sufficient to take a person to the right website during an internet research. This is currently not always the case.
- Where available, hotlines/helplines are well developed and positioned to provide immediate assistance, share information, offer advice and help.
- Helplines/hotlines could, where possible, also provide counselling and support in minority languages. This could be addressed by providing needs based interpretation.
- Website design of hotlines/helplines varies in terms of the information they provide. However, what is a main denominator for all websites is that the language used is generally very friendly and inviting to individuals, family members or professionals working on P/CVE issues to reach out, make a call or appointment or send an anonymous inquiry.
- A majority of the hotlines/helplines offer education, counseling services and tailored approaches, however some of these hotline/helpline services can further improve their features in order to make talks and discussions between professionals and people in need anonymous and create a more confident environment for discussions about delicate issues.

## Recommendations

1. P/CVE helplines/hotlines should be established in the countries where they are not yet available, at least as special hotlines run by the police authorities.
2. Helpline/hotline websites, phone numbers, chat rooms and online forms should be easily accessible.
3. Helplines/hotlines should, where possible, provide counseling or support in minority languages, indicating that interpretation is available if needed.
4. Helplines/hotlines have a lot to share with and learn from each other. This could be made possible through the establishment of an umbrella association of all hotlines/helplines on P/CVE issues in the EU and neighbouring countries.
5. While some non-EU countries (such as Switzerland, Norway, or the Western Balkan countries) could not be considered in this report, they could be part of further research on P/CVE hotlines/helplines.
6. Where established, P/CVE hotlines/helplines could provide some statistical data and good examples of the work done in counseling and provision of support.
7. The use of social media platforms in communication and outreach of hotlines/helplines should be imperative (including YouTube, Instagram, Twitter, Facebook).

## Further reading

1. RAN Conclusion Paper (2020): Helplines and hotlines in preventing and countering violent extremism: [https://ec.europa.eu/home-affairs/sites/default/files/what-we-do/networks/radicalisation\\_awareness\\_network/ran-papers/docs/ran\\_conclusion\\_paper\\_fcs\\_event\\_15-16092020\\_en.pdf](https://ec.europa.eu/home-affairs/sites/default/files/what-we-do/networks/radicalisation_awareness_network/ran-papers/docs/ran_conclusion_paper_fcs_event_15-16092020_en.pdf)
2. RAN Collection of Approaches and Practices (2019). Preventing radicalisation to terrorism and violent extremism: [https://ec.europa.eu/home-affairs/sites/default/files/what-we-do/networks/radicalisation\\_awareness\\_network/ran-best-practices/docs/family\\_support\\_en.pdf](https://ec.europa.eu/home-affairs/sites/default/files/what-we-do/networks/radicalisation_awareness_network/ran-best-practices/docs/family_support_en.pdf)

### About the author:

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\* This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

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### AUSTRIA:

Beratungsstelle Extremismus (BOJA): <https://www.beratungsstelleextremismus.at>

### BELGIUM:

CREA (Centre de ressources et d'appui): <https://extremismes-violents.cfwb.be/ressources/>

Le CAPREV (Centre d'Aide et de Prise en charge de toute personne concernée par les Extrémismes et Radicalismes Violents): <http://www.maisonsdejustice.be/index.php?id=7170>

Radicalisation Prevention of the City of Anderlecht: <https://www.anderlecht.be/fr/prevention-radicalisation>

S.A.V.E Belgium: <https://savebelgium.org>

The SAFER (Service for the Support of Families and Entourage in Radicalism): <https://www.verviers.be/annuaire/administration-communale/radicalisme-safer>

### BULGARIA:

State Agency for National Security: <https://www.dans.bg/en/contacts-menu-en>

### CROATIA:

SOA: <https://www.soa.hr/hr/kontakt>

### DENMARK:

Denmark Police: <https://politi.dk/>

Hotline Against Radicalisation: <https://stopekstremisme.dk/er-du-bekymret/hvor-kan-du-henvende-dig> and <https://antiradikalisering.kk.dk/indhold/om>

National Center for the Prevention of Extremism Efforts: <https://stopekstremisme.dk/tilbud-og-vaerktojer/radgivning>

Social Administration on Municipal Level: <https://www.kl.dk/politik/kommunalbestyrelserne/>

### FRANCE:

Ministry of Interior -Assistance to families and prevention of violent extremism: <https://www.interieur.gouv.fr/Dispositif-de-lutte-contre-les-filieres-djihadistes/Assistance-aux-familles-et-prevention-de-la-radicalisation-violente/Votre-signalement>

National Center for Assistance and Prevention of Radicalisation: [www.stop-djihadisme.gouv.fr](http://www.stop-djihadisme.gouv.fr)

### GERMANY:

Advice center Bavaria / Violence Prevention Network e.V.: <https://www.beratungsstelle-bayern.de/>

Advice center Berlin: <https://beratungsstelle-berlin.de/>

Advice center Hessen: <https://www.beratungsstelle-hessen.de>

Advisory Network for Cross-Borders Commuters: <https://www.grenzgaenger.nrw/>

Advice centre Saxony: <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-sachsen/>

Advice centre Thuringia: <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-thuringen/>

Anonomous online advice: <https://www.nordverbund-ausstieg.de/online-beratung.html> (general website)

Association for youth and family educational advise Lower Saxony – beRATen eV: <https://www.beraten-niedersachsen.de/>



Bavarian Information Center against Extremism (BIGE): [https://www.bige.bayern.de/ueber\\_uns/index.php](https://www.bige.bayern.de/ueber_uns/index.php)

Civil Society Exit Work in Germany: <https://www.bag-ausstieg.de/mitglieder>

Distance: [www.distance-ausstieg-rechts.de](http://www.distance-ausstieg-rechts.de)

Empower – Advice center for those affected by right-wing, racist and anti-Semitic violence: <https://hamburg.arbeitundleben.de/empower>

Federal Office for the Protection of Constitution: [https://www.verfassungsschutz.de/DE/service/buerger-und-betroffene/Hinweistelefon/hinweis-geben\\_node.html](https://www.verfassungsschutz.de/DE/service/buerger-und-betroffene/Hinweistelefon/hinweis-geben_node.html) and [https://www.verfassungsschutz.de/DE/Themen/Islamismus-und-islamistischer-Terrorismus/islamismus-und-islamistischer-terrorismus\\_node.html](https://www.verfassungsschutz.de/DE/Themen/Islamismus-und-islamistischer-Terrorismus/islamismus-und-islamistischer-terrorismus_node.html)

Grüner Vogel eV- Advice center for life: <http://gruenervogel.de/>

Hayat Germany: <https://hayat-deutschland.de/start/>

JUMP: <http://www.jump-mv.de/>

Kurswechsel: <https://kurswechsel-hamburg.de>

Kurswechsel: [https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/41346](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/41346)

Legato - Systemic Advice - Specialist and advice center for religiously based radicalization: <https://legato-hamburg.de/>

NinA NRW – New ways in exit counseling for right wing extremist young people and adults: <https://nina-nrw.de>

Lower Saxony-South: [https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/ff01b](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/ff01b)

Lower Saxony – West: [https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/0bd36](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/0bd36)

Mecklenburg-Western Pomerania: [https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/877bf](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/877bf)

Mobile advisory team against right-wing extremism: <https://hamburg.arbeitundleben.de/pb/mbt>

Online advice: <https://provention.tgsh.de/project/onlineberatung/>,

OUT Time (Rauszeit): <https://www.arug-zdb.de/rauszeitausstieg>

PROvention - Prevention and advice center against religious extremism: <https://provention.tgsh.de/>

ReachOut: <https://www.reachoutberlin.de/de/Unsere%20Arbeit/Beratung/>

Red line (Rote Linie) – Pedagogical Center for Right-Wing Extremism: <https://www.rote-linie.net>

Radicalization Advice Center: [https://www.beratungsstelle-radikalisierung.de/DE/Startseite/startseite\\_node.htm](https://www.beratungsstelle-radikalisierung.de/DE/Startseite/startseite_node.htm)

Schleswing – Holstein: [https://onlineberatung.aygonet.de/index.php?fw\\_goto=anmeldung/agent/07cc4](https://onlineberatung.aygonet.de/index.php?fw_goto=anmeldung/agent/07cc4)

Specialist and advice center kitab: <https://vaja-bremen.de/teams/kitab/>

Specialised agency Bidaya - Prevention of religious extremism: <https://www.bidaya-mv.de/>

Specialised agency for the prevention of religiously based radicalization in Bavaria ufuq.de : <https://www.ufuq.de>

Specialist Center for Prevention of Religiously based Radicalisation in Bavaria: <https://www.ufuq.de>

Start – Hamburg Advisory Network Against Right-Wing Extremism (BNW): <http://beratungsnetzwerk.hamburg>

Violence Prevention Network: <https://violence-prevention-network.de/perspektiven/hotlines/?lang=en>

Violence Prevention Network/ Advice center Bavaria: <https://www.beratungsstelle-bayern.de>

Violence Prevention Network/ Advice Center Baden-Wuerttemberg: [www.beratungsstelle-baden-wuerttemberg.de](http://www.beratungsstelle-baden-wuerttemberg.de)

Violence Prevention Network/ Crissroads Berlin: <https://beratungsstelle.crossroads-berlin.net>

Violence Prevention Network/ Advice center Berlin – PREVENT: [www.beratungsstelle-berlin.de](http://www.beratungsstelle-berlin.de)

Violence Prevention Network/ Advice Center Hesse: [www.beratungsstelle-hessen.de](http://www.beratungsstelle-hessen.de)

Violence Prevention Network/ Advice Center Saxony: <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-sachsen/?lang=en>

Violence Prevention Network/ Advice Center Thuringia: <https://violence-prevention-network.de/angebote/projektuebersicht/beratungsstelle-thuringen/?lang=en>

#### **GREECE:**

Special Violent Crime Squad (Ministry of Citizen Protection):

[http://www.astynomia.gr/index.php?option=ozo\\_content&perform=view&id=47&Itemid=38&lang=EN](http://www.astynomia.gr/index.php?option=ozo_content&perform=view&id=47&Itemid=38&lang=EN)

#### **IRELAND:**

Garda Community Relations Bureau: [www.garda.ie](http://www.garda.ie)

ISPCC Support Line: <https://www.ispcc.ie/a-parents-guide-to-online-radicalisation/>

#### **ITALY:**

Observatory for the Security Against Discriminatory Acts at the Ministry of the Interior: <https://www.interno.gov.it/it/ministero/osservatori-commissioni-e-centri-coordinamento/osservatorio-sicurezza-contro-atti-discriminatori-oscad>

National Office against Racial Discrimination at the Presidency of the Council of Ministers: <http://www.unar.it/?lang=en>

#### **LUXEMBOURG:**

Center Against Radicalisation - Respect.lu: <https://respect.lu/de/>

Victim Assistance Unit, Luxembourg Police: <https://police.public.lu/fr/aide-aux-victimes/radicalisation.html>

#### **NETHERLANDS:**

Education Inspectorate: <https://www.onderwijsinspectie.nl/onderwerpen/vertrouwensinspecteurs>

National Support Center for Extremism: <https://www.landelijksteunpuntextremisme.nl/> ,  
<https://www.landelijksteunpuntextremisme.nl/internationaal/english> and  
<https://www.landelijksteunpuntextremisme.nl/internationaal/arabic>

National Coordination for Security and Counterterrorism (NCTV) Ministry of Justice and Security: <https://www.nctv.nl/>

School and Safety Foundation: <https://www.schoolveiligheid.nl/helpdesk/>

Social Stability Expertise Unit, Ministry of Social Welfare and Employment: <https://www.socialestabiliteit.nl/>

Radicalisation Helpline: <http://www.hulplijnradicalisering.nl/nl/Home>

<https://www.wegwijzer024.nl/activiteit/hulplijn-radicalisering>

<https://www.ugids.nl/organisaties/hulplijn-radicalisering/>

Radicalisation Reporting and Advice Center of Maastricht: <https://www.gemeentemaastricht.nl/iets-melden/meldpunt-radicalisering>

Radicalisation Reporting and Advice Center, Rotterdam: <https://www.rotterdam.nl/wonen-leven/radicalisering>

Report Crime Anonymous (eld Misdaad Anoniem): <https://www.meldmisdaadanoniem.nl/>

**POLAND:**

Internal Security Agency: <https://www.abw.gov.pl>

Terrorist Prevention Center: [www.tpcoe.gov.pl](http://www.tpcoe.gov.pl)

**PORTUGAL:**

Portuguese Victim Support Organisation (APAV): [https://apav.pt/apav\\_v3/index.php/en/](https://apav.pt/apav_v3/index.php/en/)

**ROMANIA:**

Romanian Intelligence Service: <https://www.sri.ro/preventing-and-countermeasures-against-terrorism>

**SLOVAKIA:**

National Anti-Terrorist Unit , Ministry of Interior: <https://www.minv.sk>

**SLOVENIA:**

Police, Anonymous Phone Number: <https://www.policija.si/eng/contacts/anonymous-phone-number-080-1200>

**SPAIN:**

STOP Radicalismos: <https://stop-radicalismos.ses.mir.es>

**SWEDEN:**

Center for Preventing Violent Extremism: <https://www.cve.se/stod/stodtelefon.html>

Orostelefonen: <https://www.raddabarnen.se/rad-och-kunskap/foralder/orostelefonen>

**UNITED KINGDOM:**

NSPCC hotline: <https://www.nspcc.org.uk/what-we-do/news-opinion/protecting-children-from-radicalisation1/>

Runaway Helpline UK: <https://www.runawayhelpline.org.uk/advice/radicalisation/>

PREVENT UK: <https://actearly.uk/>

Protecting children from radicalisation: <https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>

## FINDING INFORMATION ABOUT THE EU

### Online

Information about the European Union in all the official languages of the EU is available on the Europa website at: [https://europa.eu/european-union/index\\_en](https://europa.eu/european-union/index_en)

### EU publications

You can download or order free and priced EU publications from: <https://op.europa.eu/en/publications>. Multiple copies of free publications may be obtained by contacting Europe Direct or your local information centre (see [https://europa.eu/european-union/contact\\_en](https://europa.eu/european-union/contact_en)).

### EU law and related documents

For access to legal information from the EU, including all EU law since 1952 in all the official language versions, go to EUR-Lex at: <http://eur-lex.europa.eu>

### Open data from the EU

The EU Open Data Portal (<http://data.europa.eu/euodp/en>) provides access to datasets from the EU. Data can be downloaded and reused for free, for both commercial and non-commercial purposes.

Radicalisation Awareness Network

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