

## Childline today



### ➤ How are children contacting Childline?

Children and young people contact Childline in lots of ways – on the phone, via email, or by using Childline’s 1-2-1 online chat service. Today, almost three-quarters of our counselling sessions take place online.

### ➤ How many sessions are taking place?

In 2022/23, we delivered **19 5,542 counselling sessions**, with an average of **16,300 a month**

### ➤ What are children talking about?

Children and young people who contact Childline mainly talk about their mental health and emotional health. The other top priorities for children and young people include suicidal thoughts and feelings, family relationships, self-harm, friendship issues, bullying, school problems and abuse or neglect.

### ➤ What Childline resources can children access?

Children and young people have access to a variety of resources on the Childline website, including lots of **information on any topics they might be worrying about**. They can also access **wellbeing resources** like the Calm zone, the Art box, the Mood journal, games and the Mental health first aid kit. They can also access peer support and advice on Childline’s **message boards**.

### ➤ What impact is Childline having?

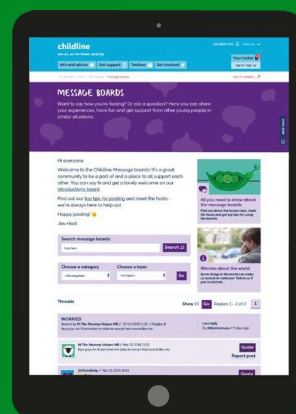
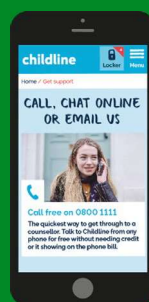
The feedback from those who use our service is so important to us, and we want to centre children’s voices in everything we do.

**“I’m so grateful to Childline for listening to me. I feel like I can talk about all the things I’ve been going through and can say exactly how I feel knowing that I won’t be judged. Childline have helped me loads! Thank you for all your support!”**

Girl, aged 14

**“I used to think Childline was a place for people with abusive parents, but what I have learnt is that it is a community of understanding strangers who can help you with anything. I can’t express how truly grateful I am for the effort they have put into helping me.”**

Girl, aged 11





### › Is Childline confidential?

Our confidentiality policy is an essential feature of the service and it's what makes us unique. It allows a safe space for children to speak to Childline about anything, without the worry that this information will be shared with others.

We work with children and young people to build up trust and empower them to access the right support, based on their individual needs.

### › When does the confidentiality promise not apply?

These are the circumstances where we would need to share information:

- they ask Childline to do so
- their or someone else's life is in danger
- they tell us they're being abused by someone who is known to them by virtue of their professional role or social standing
- they are seriously hurting someone else
- where the age or capacity of the child, or third party, shows that they do not have the ability to make an appropriate decision to promote their safety
- if Childline are required to do so by law, for example, for a court case.

### › Does Childline make referrals to other services?

Yes, we do. In 2022/23, on average, **we made over 393 referrals a month** to external agencies to make sure the children and young people who contact us receive the support and care they need.

**If you ever have a concern about a child, don't hesitate to contact the NSPCC Helpline.**

› Call **0808 800 5000**

› Email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**If you think a child or young person needs some support, you can always let them know that Childline is there.**

Online. On the phone. Anytime.

› Call **0800 1111**

› Visit [childline.org.uk](https://childline.org.uk)

**childline**  
NSPCC  
A life-changing service