



THE COURAGE TO TALK

Childline annual review
2017/18

childline
A life-changing **NSPCC** service

The only way to begin to solve a problem is by recognising it exists.

That is why this review is looking in detail at contacts from young people talking about their mental health. As you will see from the quotations from the young people themselves, this is a problem which is putting precious young lives at risk.

Why do children and young people choose Childline when they need help? Why do they turn to a Childline counsellor, a stranger, and confide their suffering which is deeply personal, feelings and experiences which can be agonising for them to relive? It may be because they are terrified (alas too often rightly) that reaching out for help elsewhere may make things even worse for them so they need to find the confidential safe space which Childline provides. That is the reason thousands of young people talk to us about sexual abuse (nearly 11,000

counselling sessions this year), or physical abuse (almost 7,000), or bullying (nearly 20,000). Or it may be because they are imprisoned by stigma and taboo, so they are locked in a prison of silence. And that stigma is the reason more than 106,000 young people contacted Childline this year alone about mental health problems which can sometimes literally cost lives.

From our very beginning 32 years ago, Childline has taken the responsibility of breaking taboos to highlight issues nobody else was discussing. When we launched in 1986, that issue was sexual abuse. By talking about it publicly, we were able to alert the public to the need to listen to children experiencing abuse. Today the stigma is attached to mental health, and once again we are asking others also to listen to what these voices are telling us.

I'm having flashbacks and nightmares of times when my parents abused me. It's making me feel really down and my mental health is affecting my day-to-day life. I feel really isolated and I find it hard to relate to people.

Gender and age unknown

All names and potentially identifying details in this report have been changed to protect the identity of the child or young person. Quotes are created from real Childline counselling sessions but are not necessarily direct quotes from the young person.

This report was produced by the NSPCC Knowledge and Information Service. For more information about this report please contact us at help@nspcc.org.uk

Of course some mental health problems may have their origins in abuse, which makes it even more difficult for children to ask for help.

We have focused this review on young people's mental health problems because we now are overwhelmed with all sorts of serious contacts from the young people who reach out to us for help because they are uncertain, unconfident or unable to be heard elsewhere. I hope that those who work in this area will listen to these voices. Childline is listening. We now need everyone, the public and the professionals to hear them too, because to solve this huge problem, we urgently need to recognise it.

Dame Esther Rantzen DBE

Childline is an NSPCC service. It's a place just for children and young people; somewhere they can get the support they need to feel safe, whatever life has thrown at them.

They can get information and advice on different topics; share experiences with people their own age; or have a free, confidential and non-judgmental chat with a counsellor, 24/7, online or on the phone, by calling **0800 1111** or visiting [childline.org.uk](https://www.childline.org.uk) or downloading the **For Me** app.



CONTENTS

Foreword	2
Introduction	4
Key statistics for 2017/18	8
Reasons why children and young people contact Childline	9
Mental and emotional health and wellbeing	10
Family relationships	15
Bullying	16
Sex, relationships, puberty and sexual health	17
Sexual abuse and physical abuse	18
Referring children to external agencies	19
Children and young people's coping techniques	21
Childline resources	22
How Childline helped me	24
Appendices	30
1. How and when children and young people contact Childline	31
2. Who contacts Childline – breakdown by age and gender	32
3. Overview by nation	36
4. How we record young people's concerns and methodology	40
A huge thank you to our supporters	42

Childline is a safe, supportive and confidential space where children and young people can be listened to, seek information and advice, and ultimately feel valued and empowered so they can start to get the help they need to improve their wellbeing.

Our trained counsellors give young people the time to talk things over, suggest options to them, and help them access support and protection when necessary. This year, we provided more than 278,000 counselling sessions to children and young people wanting to talk about their worries. We couldn't do this without the dedication and commitment of over 1,400 volunteers across the UK who give up their time to listen and empower the children and young people who contact us day and night, every single day of the year.

Many more young people accessed our web-based resources, including peer support message boards, information and advice pages and YouTube videos discussing a range of topics. These resources equip young people with the tools they may need to work through their own issues and find a way forward.



Children and young people are experiencing a range of ongoing pressures and risks – in a world that's changing faster than ever before. And while challenges like lack of confidence, relationships, worries about school, and sexting might be seen as just another part of modern life, this doesn't make them straightforward to cope with.

When problems build up, it can be hard for young people to find solutions or know who to ask for help. Children and young people often contact Childline because they don't feel able to talk to anyone else: they may not want to worry or upset their parents; feel like they are a burden to others; or worry about getting in trouble if they share things that have been happening to them. They may have been threatened into silence, been told it's their fault or feel fearful or ashamed; or they may have already tried talking to someone else but weren't able to get the support they needed. They may sense something is wrong but be unsure and are in need of someone who will listen, not judge.

This year, we have seen the number and proportion of counselling sessions about mental and emotional health and wellbeing increase again to 106,037. Almost 2 in 5 counselling sessions (39 per cent) in 2017/18 were about a wide range of concerns and worries from anxiety, to feeling depressed, to suicidal thoughts and feelings and self-harm. Last year's report *Not Alone Anymore* focused on anxiety and suicidal thoughts and feelings, both of which have seen large increases again this year. 21,297 counselling sessions mentioned anxiety, up from 13,746 last year. We delivered 24,549 counselling sessions where suicidal thoughts and feelings were the main concern, up from 22,456 last year.

Our report this year also looks briefly at the other top issues that children and young people talk to us about: family relationships (31,549 counselling sessions), bullying (19,681 sessions) and sex and relationships (15,766 sessions).

Whilst mental and emotional health and wellbeing may be the main reason why children and young people contact us, we continue to provide large numbers of counselling sessions about other issues. We provided 22,133 counselling sessions to young people who contacted us to talk about sexual, physical or emotional abuse or neglect. The service remains a vital outlet for these children to reach out to.



278,440

counselling sessions delivered in 2017/18 (down from 295,202 last year)

21,297

counselling sessions mentioned anxiety, up from 13,746 last year.

24,549

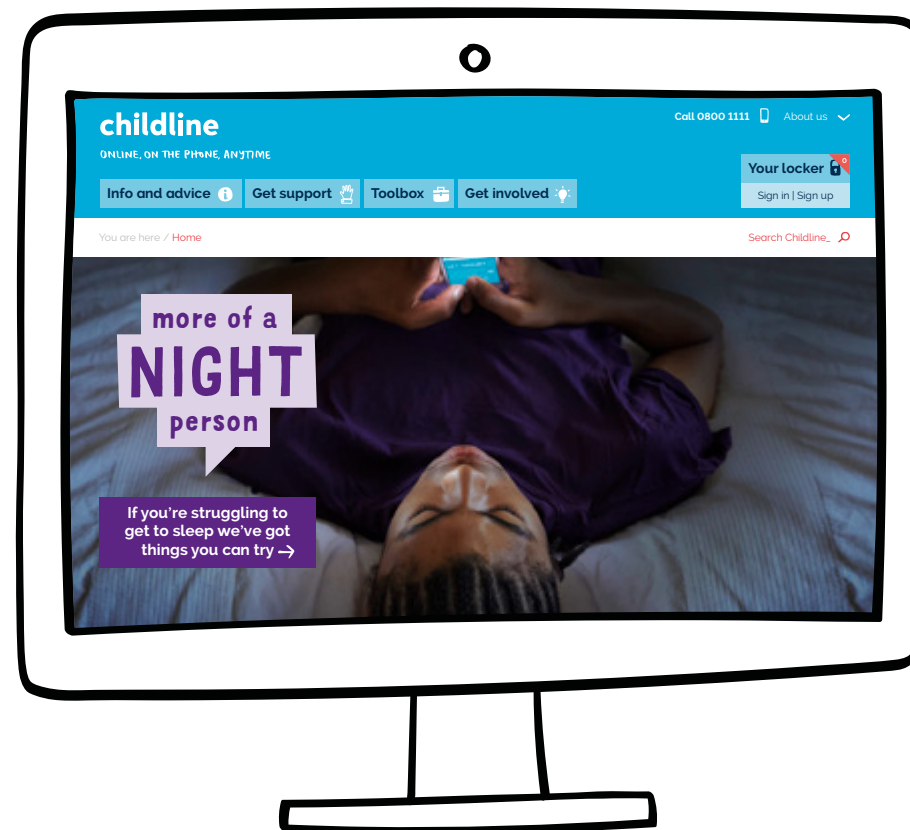
counselling sessions where suicidal thoughts and feelings were the main concern, up from 22,456 last year.

With so many young people looking for support with their emotional and mental health and wellbeing, we've made changes to the Childline website to provide more self-help information, advice and resources.

In summer 2018 we launched a new site aimed at younger children – childline.org.uk/kids – which provides information and support about the issues that we know children under 12 are worried about, because of what they tell us. This site has age-appropriate content, bright and colourful illustrations, a reassuring look and feel, and clear signposting to contacting a counsellor. We worked with children under 12 to develop the content and the new site is being promoted through the NSPCC's *Speak out. Stay safe.* programme which is delivered in primary schools all across the UK. We have significant numbers of children

and young people contacting us during the night, so we've been looking at how we can best support them. Using Childline at night is very different from during the day. There are fewer counsellors working, so the queues can be longer and the issues facing young people can feel more difficult to cope with. When our counsellors talk to children, they focus on the immediate issue that is stopping the young person from sleeping and encourage them to contact Childline again the next day if they need to talk to us some more.

As a result we've changed our website at night so that young people know what to expect. The night-time content focuses more on giving advice about how to cope with the worries that are keeping them awake. It also puts more emphasis on how Childline works, so that young people have a clearer idea of what to expect if they do need to wait for a counsellor to become available.



In this report, we're exploring what young people are saying about the feelings they are experiencing, how this affects their lives, and their experiences of seeking support. Many young people tell us how difficult they find it to talk openly, with family, friends or professionals, about their problems.

Children and young people tell us how helpful they find it to talk through their problems and get help and support from our counsellors, but they also want to learn how to deal with challenges on their own.

Childline empowers children and young people by offering thoughts and ideas that can help them to build their resilience and independence, as well as by exploring how they can access other forms of support. In this report, we highlight some of the coping strategies that children and young people say they find most effective.



None of the vital work that Childline does would be possible without the donations and funding of our generous supporters. But currently we can only respond to 3 out of 4 children who need our help. We can only continue to be there for the children who desperately need us with your help. To find out how you can support Childline, please go to nspcc.org.uk/support.

I have been having some panic attacks recently. My mum and dad are going through a separation at the moment and it's the most depressing thing I could ever imagine. I have my GCSE's next year too and everything is getting on top of me. I don't know how to cope so I just panic. I feel so down.

Girl, 14

278,440

Childline provided **278,440** counselling sessions to children and young people.

1. MENTAL AND EMOTIONAL HEALTH
2. FAMILY RELATIONSHIPS
3. SUICIDAL THOUGHTS AND FEELINGS

The **top three concerns** young people were counselled about were **mental and emotional health**; **family relationships**; and **suicidal thoughts and feelings**.

24,549

This year we saw the highest ever levels of counselling about suicidal thoughts and feelings, with **24,549** sessions (9 per cent of counselling sessions).

4,278

Childline referred **4,278** children and young people to external agencies, such as the police or children's services.



3.1m+

The Childline website received **3,183,058** web visits.

Almost two in five Childline counselling sessions related to mental and emotional health and wellbeing issues (including self-harm and suicidal thoughts and feelings).

22,133

There were **22,133** counselling sessions where the main concern was abuse (this includes neglect or sexual, physical, or emotional abuse), (8 per cent of counselling sessions).

52,658

Posts submitted and published on the Childline message boards by children and young people. The message boards received **1,896,279** page views.

32,006

In **32,006** counselling sessions, the young person said Childline was the first place they had talked about their problem.

REASONS WHY CHILDREN AND YOUNG PEOPLE CONTACT CHILDLINE

Top ten issues that children and young people talked to Childline about

	Main concern	Number of Counselling sessions	% of total counselling sessions*
1	Mental/emotional health Low self-esteem, lack of confidence, anxiety, feeling sad, low mood, lonely, mental health issues, loss and bereavement.	68,222	25%
2	Family relationships Conflict/arguments with family members, parents' divorce/separation.	31,549	12%
3	Suicidal thoughts or feelings Suicidal thoughts or feelings or actively suicidal.	24,549	9%
4	Bullying Peer-to-peer bullying, either face-to-face or online.	19,681	7%
5	Sex/relationships/puberty/sexual health Sexual development, relationship issues, body changes, sexually transmitted infections (STIs), contraception etc.	15,766	6%
6	Friendship issues Falling out with friends, difficulty making friends.	14,046	5%
7	Self-harm Self injury that is intentional.	13,266	5%
8	Problems in school/education Exam pressures, concerns about performance, not coping with workload, dislikes school, new school worries, problems with teacher, truancy.	12,995	5%

Our counsellors record the issue that children and young people talked about most in counselling sessions. However children and young people may decide to talk about a range of other issues. The top ten main concerns give us a good idea of what children and young people are contacting Childline about, but these figures are only a snapshot of the concerns they may have, and can't tell us the total numbers of children who are experiencing any particular problem.

	Main concern	Number of Counselling sessions	% of total counselling sessions*
9	Sexual abuse The child has been forced or persuaded to take part in sexual activities. This doesn't have to be physical contact and it can happen online.	10,878	4%
10	Physical abuse Young person is at risk of, or has experienced physical abuse. This includes female genital mutilation (FGM) and honour based violence.	6,901	3%
	All mental and emotional health and wellbeing Combines main concerns of: mental/emotional health; suicidal thoughts and feelings; and self-harm	106,037	39%
	All concerns* Where a young person talks about what's happening in their own life, rather than being worried for another young person*	269,130	100%

To help counsellors provide the most appropriate response to a child, counsellors record "mental/emotional health", "self-harm" and "suicide" as three separate issues. In this report, we sometimes combine these three categories to give an overall picture of the counselling we provide on mental and emotional health and wellbeing.

*Proportion of all counselling sessions where the young person talks about their own worries (269,130 sessions in total). In addition, Childline delivered 9,310 sessions to young people who had concerns about another child. These are not included in any of the breakdowns by concern.

MENTAL AND EMOTIONAL HEALTH AND WELLBEING

This year mental and emotional health and wellbeing was again the top issue that children and young people talked to us about. We delivered 106,037 counselling sessions about issues from anxiety to feeling depressed, self-harm and suicidal thoughts and feelings, up 5 per cent from 101,454 sessions in 2016/17.

Throughout this report we use the language that young people used during counselling sessions. So young people may talk about having diagnosable mental health conditions, such as depression, but this does not necessarily mean that they have been clinically diagnosed by a health professional.

Our counsellors record the issue that the young person talked about the most, as well as recording any other issues that they talked about during the counselling session.

Children and young people talk to us about a wide range of issues that fall under a broad heading of mental and emotional health. In this section we're highlighting some of the counselling sessions where young people talked about any support that they had received from other sources.



Almost two in five
Childline counselling sessions (39 per cent) related to mental and emotional health and wellbeing issues (including self-harm and suicidal thoughts and feelings).



I have experienced feelings of depression for some time and wanted to tell you that the support I have had from Childline has turned my feelings around and I just wanted to take the time to say how grateful I am.

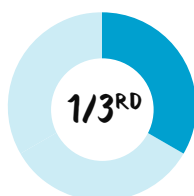
Boy, age unknown

MENTAL AND EMOTIONAL HEALTH AND WELLBEING

Some young people contact Childline because they are unable, or don't know how, to get the help and support they need from elsewhere. In cases where young people are, or have been, receiving support from other agencies, some tell us they didn't feel able to disclose the true extent of their problems to the professionals who were trying to help them.

#1

Mental and emotional health is the issue that children and young people talk to us about the most.



of counselling sessions about mental or emotional health or wellbeing took place between 8pm and midnight.

Whilst most areas of mental health have seen an increase in the number of counselling sessions, some issues have seen larger increases than others, in particular those relating to complex mental health problems. Four issues where we provided relatively few counselling sessions compared to other issues, but that have all seen substantial increases in the past year are: obsessive and compulsive thoughts and behaviour; post-traumatic stress and flashbacks; being actively suicidal; and being hospitalised for mental health problems. We will be publishing a thematic report in early 2019 that looks at what these young people are telling us about the feelings they are experiencing, how this affects their lives, and their experiences of seeking support.

Young people talked to us about why they found it difficult to tell other people about their problems. Some were worried that they would be judged, that people would think they were “crazy” or that they were exaggerating or seeking attention. Others were worried they would be blamed for their thoughts and feelings. Some thought that their problems were not serious enough to get any help. Others were worried that if they told a professional, then their parents would find out and be upset or angry. Some said they didn't feel ready to talk about their thoughts and feelings.

Some young people told us about how seeing mental health professionals can be difficult too as they struggled to open up about past experiences.

I hate being so depressed – it's like I'm empty inside. I find it hard telling people how I'm feeling so I've been pushing them away from me. I don't why I feel this way but it's horrible. I constantly feel sad and lonely. I don't know what to do?

Boy, 14

MENTAL AND EMOTIONAL HEALTH AND WELLBEING

One theme for young people contacting Childline with mental health issues was a sense of being alone. Some talked about not feeling listened to, understood or adequately supported. Relationships with family and friends had broken down and their self-esteem and confidence had been severely affected. They were struggling to cope with their mental health problems and felt the symptoms controlled their lives. They found it difficult to think positively about their current situation or the future, telling us they felt scared or desperate.

One third of counselling sessions about mental or emotional health or wellbeing took place between 8pm and midnight. For these young people, Childline is providing a safe space for them to talk, when other professionals are not available. In some cases young people did not know whether there were other out-of-hours services that they could talk to.

I can only contact my therapist during normal working hours so I don't know who else to talk to. I feel crap and hate having to deal with the problems other people have caused. I find it difficult to talk to anyone and I desperately want to be listened to. I was previously sexually abused by a family member who I no longer have any contact with. I have been an inpatient for months. I have been restrained, medicated and feel urges of wanting to hurt myself. I have made attempts at taking my own life to try and erase the memories.

Girl, age unknown



MENTAL AND EMOTIONAL HEALTH AND WELLBEING

Childline plays an important role in supporting young people and for some is the only place they can express what they are feeling without fear of repercussion. Being available in-between therapy sessions and at night, when mental health symptoms can seem to get worse, was invaluable for some of the young people who contacted us.

Knowing that they could talk to someone confidentially, without judgement and that they would be listened to was extremely important for young people. Young people talked to us about being afraid to tell professionals and their families the full extent of their mental health issues and symptoms. Holding back information sometimes meant the treatment or services offered by other agencies weren't appropriate or ended too early, which could cause young people to find it more difficult to cope afterwards. It's clear that young people need to be able to trust services and speak openly about what is going on in order to get the most appropriate support.

It is clear from what children and young people are telling us that they don't feel that they have access to the help and support that they need, at the time that they need it or in the way that they need it.

The NSPCC's work to improve access to mental health support for children and young people

The NSPCC's *Are You There?* campaign (pictured right) is calling on government to increase funding to Childline to ensure that it is able to support more of the young people seeking help with their mental health concerns outside school hours, recognising the increasing role that Childline is playing in the child mental health landscape.

We continue to raise the importance of schools in providing a safe and supportive environment for children and young people where mental health support is part of a whole-school, trauma-informed approach. While we welcome the government's proposals for school-based support, there are concerns about its pace and limited scope.

106,037

counselling sessions carried out with young people about mental health issues, including suicidal thoughts and feelings and self-harm, in 2017/18.

5%



This year there was a **5 per cent** increase in the number of counselling sessions carried out with young people about mental health issues, including suicidal thoughts and feelings and self-harm.



MENTAL AND EMOTIONAL HEALTH AND WELLBEING

We also work to improve access to mental health support for children and young people more widely, calling for adequate funding and staffing for services, reduced waiting times and greater accountability around planning.

Mental health does not discriminate, however we know that access to support is particularly important for children who have experienced abuse. Early and effective mental health support for these children can be crucial in making the difference between overcoming trauma and living a life shaped by abuse.

The young people who have sought help need responses from the school and mental health services that are flexible enough to work at the child's pace. Some of those turning to Childline have experienced abuse and trauma which can make it more difficult for them to develop a trusting relationship with the professionals they see. It takes time for the therapeutic support they receive to be reinforced at home and at school, so that it can be as effective as possible. Young people need to be kept informed about what is happening and given the opportunity to discuss how information is shared with parents and the school.

This year's report highlights the vital service that Childline provides to children and young people with mental health problems because we are there when they need us the most. But we want to be able to support more of the children who turn to us. And we will continue to call for improved access to mental health services, using what children and young people tell us and working to increase the confidence of children and young people to speak out and access help and support.



We delivered 31,549 counselling sessions where the young person's main concern was family relationships (12 per cent of all counselling sessions). In 16,933 of these the young person talked about family arguments and conflict.



Some told us that listening to their parents argue makes them feel scared, upset and tearful. They talked about retreating to their bedrooms in order to get away from the conflict and to feel safe. Others told us their parents were separating or divorcing and that they felt caught in the middle of arguments about living arrangements and custody.

Some were looking for advice on what to do to stop the conflict and how they could make the situation between their parents better. Others talked to us about not wanting to tell anyone else because they were worried that it would make things at home worse.

I am feeling miserable and alone and have done for a while now. Things keep getting worse and I feel like there is nothing I can do to change it. I have always been well looked after and a roof over my head so I feel I shouldn't complain but for as long as I can remember my parents have argued and they put their problems on me. I have to deal with things alone and I am struggling so much but nobody can see me. The things I have seen and been through are so bad I cannot tell anyone and have nobody I can trust.

Girl, 16

We delivered 19,681 counselling sessions where the young person's main concern was bullying this year (7 per cent of all counselling sessions). It remains the biggest worry that children aged 11 and under contact us about.

Young people tell us about friends spreading rumours about them, being blackmailed, being called names, receiving threats, and being bullied both physically and online. They talk about feeling hurt, isolated and some even say they feel suicidal.

Some of these young people talked to us about experiencing discrimination and race or faith-related bullying. So in March 2018 we launched a new campaign, #UnderstandMe, which aimed to challenge stereotypes and ensure minority ethnic young people know that Childline is here to support them. Our short film, Think You Understand Me, was promoted across our social channels, and we developed three Voice Box videos on racism, Islamophobia and celebrating culture and difference. After the campaign we saw an increase in the proportion of minority ethnic young people who said they'd contact Childline if they ever needed to (from 39% to 53%).

Other young people talked to us about homophobic bullying.

I am not in school today as I am pretending to be ill. I have been bullied every day since I started school and have been having thoughts about ending my own life. I am called fat and ugly and have been told that nobody would care if I died. I feel really sad and want them to stop. Sometimes I think the only way it would all be over is if I killed myself.

Gender unknown, 15

Can you help me? People at school have been calling me "gay" and "queer" and saying I'm "a girl". Since I've started high school it's been getting worse. They write things on a social network site about me – calling me more names. I feel sick and scared of going into school. How can they know I'm gay when I don't know myself yet? Please help.

Gender and age unknown

SEX, RELATIONSHIPS, PUBERTY AND SEXUAL HEALTH

We delivered 15,766 counselling sessions where the young person's main concern was sex, relationships, puberty and sexual health (6 per cent of all counselling sessions).

Some young people talked to us about their own relationships, telling us about arguments with their partners. Some asked for advice on how to stop arguing, others asked if we thought the relationship should continue. Some turned to us for emotional support as they were struggling to come to terms relationships that had ended.

Me and my girlfriend broke up a year ago and have been on and off since. Now she is telling me that it's time to move on and she doesn't want to see me anymore. I feel so depressed and I can't cope without her. It is so hard to know she is out there and I cannot see her.

Boy, age unknown



SEXUAL ABUSE AND PHYSICAL ABUSE

We delivered 10,878 counselling sessions where the young person's main concern was sexual abuse (4 per cent of all counselling sessions).

We delivered 6,901 counselling sessions where the young person's main concern was physical abuse (3 per cent of all counselling sessions).

Physical abuse was the main reason why we referred children aged 11 or under to external agencies (34 per cent of referrals with this age group).

Sexual abuse

Some of these young people talked to us about their online experiences and feeling pressured to send explicit or nude pictures of themselves. So in November 2017 we relaunched our Zipit app to enable young people to reply to unwanted online attention in a safe and humorous way.

I sent a picture to my boyfriend of myself naked. I didn't want to even send it but he threatened me if I didn't. Now he has sent it to his friends and everyone at school has seen it. I feel so ashamed. He is asking me for more picture and I don't know what to do as he is very forceful. I don't really like having sex with him but when I say no he just carries on.

Girl, 13

We've also been working with the Internet Watch Foundation to pilot the YOTI app which allows young people under 18 to request that nude or sexualised images of themselves be removed from the internet.

Physical abuse

Some young people talked to us about being pushed, slapped, punched, kicked or having objects thrown at them by parents when they are drunk. Others talked about getting hurt when they tried to intervene in domestic violence between parents.

Sometimes my dad gets in a bad mood and gets really aggressive. He says horrible things to me and my mum and it scares me. In the past he was threatening to hit my mum, when I tried to get him to calm down he slapped me instead. I feel like neither of them listen to me and they don't understand how upset it's all making me.

Girl, 16

REFERRING CHILDREN TO EXTERNAL AGENCIES

One of the key features of Childline is the fact that it's a confidential service. It means children and young people can see it as a safe space to talk about their worries. We help to increase confidence by reassuring children that things can change, empowering them to find out what works best for them, and working with them to find solutions to their problems – for example helping them to work out what trusted adult in their life they can confide in. For the vast majority of children and young people, this approach works.

But in exceptional circumstances, for example if a child is in a life-threatening situation, or if they are requesting direct help, we will share their details with another agency who can help them.

We may make a referral to the police, ambulance service or children's services, where appropriate. We always seek to do this with the young person's consent but, occasionally, as a last resort to keep them safe, we may need to make a referral without their agreement.

When we make referrals, our counsellors continue to talk to the young person about what they want to happen. We liaise with the other agencies, including emergency services, to ensure that help and support is provided, without drama, how and when the young person needs it.

Sometimes young people tell us that they're weren't happy with the way that other agencies became involved and ask us not to share their details with anyone else. In such cases, we will balance their wishes with our responsibility to keep them safe.

Other young people get in touch to thank us after we have referred them:

I want to say thank you to Childline for referring me to CAMHS. The Childline counsellor I spoke to really helped me to open up and was so lovely. I realise everyone was really concerned about me because of my suicide attempts. CAMHS have contacted me now and I feel things will start to get better. Thank you for all your support.

Girl, 16–18



REFERRING CHILDREN TO EXTERNAL AGENCIES

In 2017/18, we referred 4,278 children to other agencies. Of the young people whose details we passed on, 68 per cent were referred to the police*, 9 per cent to children's services, and 23 per cent to other agencies, such as the ambulance service. Sometimes we may refer a child to more than one agency.

- **Up 11%** – total number of counselling sessions resulting in referrals
- **Suicidal thoughts or feelings:** **68 per cent** of counselling sessions that resulted in referrals with girls were related to suicidal thoughts compared with 50 per cent for boys.
- **12–18 year-olds:** Suicidal thoughts and feelings was the most common reason for referrals for young people aged 12–18: **73 per cent** of counselling sessions that lead to referrals with 16–18 year-olds and 57 per cent with 12–15 year-olds
- **Physical abuse:** **14 per cent** of counselling sessions that resulted in referrals with boys related to physical abuse, compared with 7 per cent for girls.
- **Under 11s:** Physical abuse was the most common reason for referrals of children aged 11 and under (34 per cent of counselling sessions resulting in referrals for this age group).

Top 10 reasons children were referred to external agencies

	Primary concern	Number of counselling sessions resulting in a referral	%
1	Suicidal thoughts or feelings	2,735	64%
2	Physical abuse	368	9%
3	Sexual abuse	178	4%
4	Mental/emotional health	145	3%
5	Runaway/missing	137	3%
6	Self-harm	127	3%
7	Young person's own behaviour	87	2%
8	Family relationships	71	2%
9	Neglect	62	1%
10	Looked after children/children in care	53	1%

*We make referrals to the police if we need them to check that a child or young person is safe; for example, if a young person has run away from home and is in a vulnerable situation, or because a child or young person tells us that someone younger than them is in danger.

CHILDREN AND YOUNG PEOPLE'S COPING TECHNIQUES

Young people told us about some of the strategies they found useful. Mindfulness and relaxation were also helpful for some, as was rewarding themselves when they achieved personal goals.

The Childline website provides a wealth of resources, information, tools, games and videos to help young people find out more about the issues that are worrying them, and to talk to other young people going through the same experiences via the online message boards. The message boards enable young people to share their coping strategies and what they found helped them. The *Ask Sam* advice column lets young people see they are not alone and the *Art Box* helps them to express their feelings creatively, through drawing and writing.

For some young people, however, coping methods were not working or had stopped working since their problem had got worse. They turned to more harmful methods of coping such as self-harming, controlling their eating, taking drugs, drinking alcohol, smoking and excessive consumption of caffeine drinks when more positive techniques failed.

Some of the coping methods mentioned by young people during counselling sessions:

- Reading
- Using colouring books
- Drawing
- Listening to music – focusing on the melodies and lyrics helps to drown out voices in their head
- Singing
- Playing instruments
- Dancing
- Taking a bath
- Doing puzzles
- Writing in a diary
- Listening to audio tapes – to help with sleeping
- Running
- Exercise
- Sports
- Going for a walk
- TV/YouTube/Netflix
- Being with friends
- Speaking to Childline

The Childline website has a wealth of resources to help young people find out more about the issues that are worrying them, and to talk to other young people going through the same experiences via the online message boards.

This is a selection of the resources that can support young people with their mental health.

- **Art box** – a tool which helps young people to express their feelings creatively, through drawing and writing.
childline.org.uk/toolbox/art-box/
- **Ask Sam** – our online advice column for young people.
childline.org.uk/get-support/ask-sam/
- **Coping with suicidal feelings** – advice on how to cope with suicidal feelings and advice on talking about it. There are videos and steps for people to follow to cope without hurting themselves.
childline.org.uk/info-advice/your-feelings/mental-health/coping-suicidal-feelings
- **Depression and feeling sad** – information, advice and support for young people who have been depressed or are struggling with their feelings, includes videos and case studies.
childline.org.uk/info-advice/your-feelings/feelings-emotions/depression-feeling-sad
- **Getting through a tough time** – support and advice for young people who have experienced trauma or are struggling to cope.
childline.org.uk/info-advice/your-feelings/feelings-emotions/getting-through-tough-time
- **Message boards** – peer support boards on a wide range of topics, giving young people the valuable opportunity to support each other safely.
childline.org.uk/get-support/message-boards/
- **Mood journal** – a tool on the Childline website which helps young people track their emotions, identify triggers for certain feelings or behaviours and map their progress.
childline.org.uk/toolbox/
- **Mental health message board** – a place for young people to share their experiences with their mental health and get advice from others.
childline.org.uk/get-support/message-boards/boards/threads/?roomid=242

- **Problems sleeping** – clear and easy-to-follow advice for young people who are struggling to get to sleep because of things going on in their life.
childline.org.uk/info-advice/your-feelings/feelings-emotions/problems-sleeping
- **Taking care of yourself** – everyday tips and advice to change your routine and build better mental health both in the short and long term.
childline.org.uk/info-advice/your-feelings/mental-health/taking-care-of-yourself
- **Tough to Talk** – our campaign aiming to encourage young men experiencing suicidal thoughts or feelings to seek help.
childline.org.uk/toughtotalk
- **Tough To Talk ft. Olly Alexander** – part of Childline's Voice Box series on YouTube, this short film complements the Tough to Talk campaign. It highlights how difficult it can be to talk about problems, and suggests ways that young people can speak out.
youtube.com/watch?v=8VRAsn1tYTA
- **Types of mental health issues** – information and videos on different mental health issues, including advice on how to cope and where to get support.
childline.org.uk/info-advice/your-feelings/mental-health/types-mental-health-issues
- **Visiting your doctor** – information and advice for young people who are thinking about going to the doctor about their mental health, including information on confidentiality and opening up about mental health.
childline.org.uk/info-advice/you-your-body/getting-help/visiting-your-doctor
- **Wall of expression** – an online game which helps young people express the challenges they face and start to feel more in control (the aim is to write about something that makes you feel bad on a wall, and then knock it down).
childline.org.uk/toolbox/games/wall-of-expression/

A person wearing a maroon long-sleeved shirt is sitting on a grey couch. They are holding a black smartphone in their right hand. The background is a window with a view of a city street. There are several dark circular spots on the left side of the image, possibly from a window blind or a filter.

knowing someone's

**THERE
FOR ME**

HOW CHILDLINE
HELPED ME

HOW CHILDLINE HELPED ME



I am turning 19 soon so it is time for me to move on from Childline. What you've done for me over the past few years is absolutely incredible. All the counsellors I have spoken to have given me the strength to continue for another day. Many have made me laugh and cry because they were so nice to me, and I'll never forget the one's that stopped me from taking my life. Without this service I would probably be a lot more alone and worse off mentally. It's genuinely restored my faith that this world is good, people care and people understand me. It's been scary to think that at some point I'd have to stop using Childline but I'm ready to do it now. I genuinely believe Childline counsellors are angels, they might be normal everyday people, but their passion and determination to help and listen, and their words will stick with me for life. THANK YOU SO MUCH for everything.

Girl, 18, Belfast Childline base

HOW CHILDLINE HELPED ME

I just wanted to let you know that I feel really proud of myself. I actually properly spoke to a Childline counsellor and I feel positive emotions which I'm really not used to. I feel like celebrating! It was so hard and took so long to get the courage to call. I'm crying happy tears. Thank you for everything.

Girl, 18, Birmingham Childline base

I just wanted to thank the two Childline counsellors I have spoken to recently. You both have made a huge impact on my life and have helped me gain confidence. I hope you keep helping people who are being bullied like you did with me. Tomorrow I am going to tell my mum due to you so again I say thank you so much.

Girl, 12, Cardiff Childline base

I was wondering how you can become a Childline counsellor because when I'm older I want to be able to help young people like you helped me. Not only have you helped me, but I told my friend who was feeling suicidal to call you. She didn't want to but after I explained how it all works she gave it a go and you have really helped her too. Thank you from us both.

Boy, 12, London Childline base



HOW CHILDLINE HELPED ME

I want to say thank you to all the Childline counsellors I have spoken to for the help you have given me. I really appreciate it and I'm feeling much better now. You guys have lowered my worries down so quickly from 80% to 10% and I just want to say a MASSIVE THANK YOU. Thank you for the time, hard work and dedication you give to making everyone better.

Girl, 13, Glasgow Childline base

I just wanted to update Childline about my previous concerns about being pregnant. I have taken a test and the result is negative. I am so relieved and can't thank Childline enough for all the support they have given me to help me to this point in time. I will definitely contact Childline again if ever I needed help with a difficult situation.

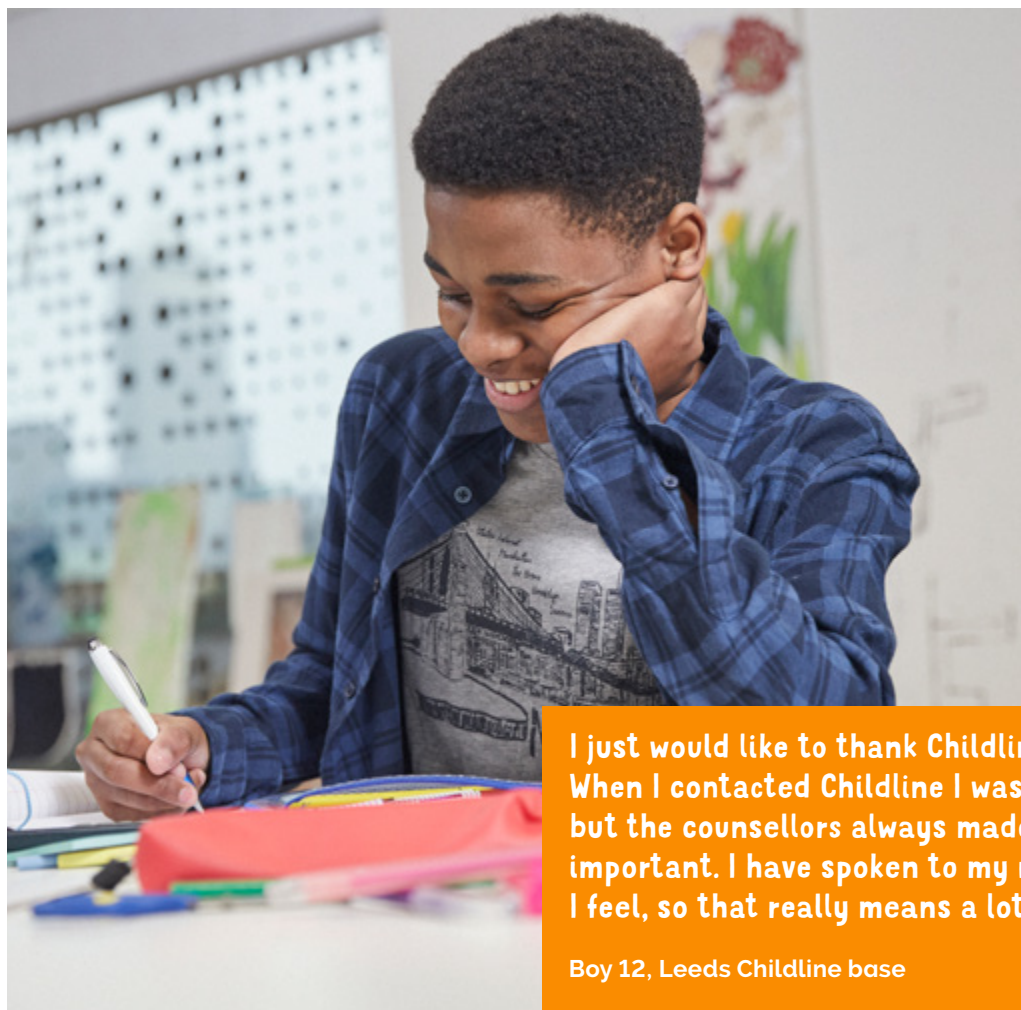
Girl, 14, Prestatyn Childline base



HOW CHILDLINE HELPED ME

I have experienced feelings of depression for some time and wanted to tell you that the support I have had from Childline has turned my feelings around and I just wanted to take the time to say how grateful I am.

**Boy, age unknown,
Manchester Childline base**



I just wanted to let Childline know that I started my new school on Monday and I love it. I am not afraid anymore. Thank you for helping me to deal with all my worries and fears.

Girl, 11, Foyle Childline base

I just would like to thank Childline for the help they have given me. When I contacted Childline I was worried I was being a nuisance but the counsellors always made me feel like what I had to say was important. I have spoken to my mum and she now understands how I feel, so that really means a lot. I'm feeling so much happier.

Boy 12, Leeds Childline base

HOW CHILDLINE HELPED ME

I called last week and spoke to a counsellor about my low confidence in school due to bullying. I found it really helpful to talk and it made me feel able to talk to my teacher who really helped. The past week at school has been really good and I am now feeling more confident. Thank you.

Anon, Liverpool Childline base



I have had problems for years but felt I couldn't tell anyone because they would not understand. Since I started to talk to Childline I have felt like all my worries have gone, I can express my feelings and get support. I have been feeling much happier and more myself which is a wonderful feeling!

Girl, age unknown, Nottingham Childline base

I just wanted to let you know how grateful I am after talking to you earlier. I am working on my behaviour and controlling myself and after speaking to Childline I had a long chat with my parents. We are working together as a family to help our situation and everything is ok. I would like to thank Childline for helping me. I will talk to Childline if anything is wrong again.

Boy, age unknown, Aberdeen Childline base



APPENDICES

HOW AND WHEN CHILDREN AND YOUNG PEOPLE CONTACT CHILDLINE

Children and young people can get in touch with our counsellors on the phone or online, via 1-2-1 chats or by email. In 2017/18, there were 278,440 counselling sessions (compared with 295,202 in 2016/17). 73 per cent of these took place online compared with 27 per cent on the phone.

Girls are more likely than boys to choose to contact us online. 75 per cent of counselling sessions with girls took place online (25 per cent were by phone) compared with 58 per cent of counselling sessions with boys (42 per cent were by phone).

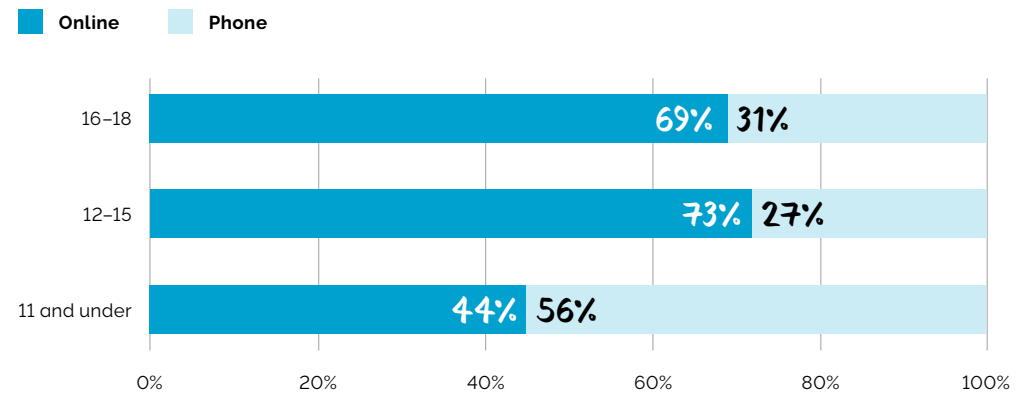
Breaking things down by age, we find that younger children (those aged 11 and under) are more likely to be counselled by phone (56 per cent of counselling) than online (44 per cent of counselling). Whereas 73 per cent of 12–15 year-olds and 69 per cent of 16–18 year-olds were counselled online this year.

When children and young people contact Childline

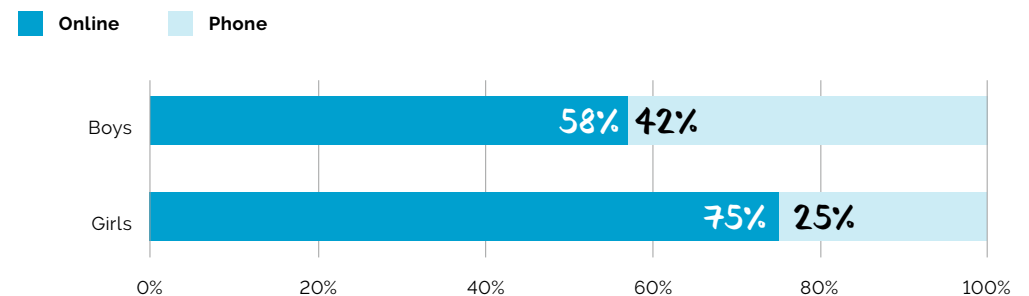
Childline is there for children 24 hours a day, 365 days a year, but children are more likely to contact us at certain times. We have seen a rise in the number of counselling sessions delivered late at night and in the early hours of the morning, probably because young people are increasingly likely to have access to their own computers, tablets and mobile phones and because other sources of support are not available at night.

- This year, almost half (49 per cent) of Childline counselling sessions took place between 6pm and midnight.
- The most popular time for counselling is between 8pm and 9pm.
- 1 in 3 counselling sessions with young people who have mental or emotional health problems or are experiencing suicidal thoughts or feelings took place between 8pm and midnight.
- The most popular day for counselling is Tuesday.
- The busiest months for counselling were January and May; the quietest months were February and March.

Breakdown of Childline counselling sessions online vs phone and age group 2017/18



Breakdown of Childline counselling sessions online vs phone and gender 2017/18



WHO CONTACTS CHILDLINE – BREAKDOWN BY AGE AND GENDER

Overview by age

This year children and young people told us their age in 77 per cent of counselling sessions. Throughout this report, the statistics about the age of children and young people having counselling sessions are based on those where the age was known.

Almost nine out of ten counselling sessions (89 per cent) took place with 12–18 year-olds. The most common age was 15.

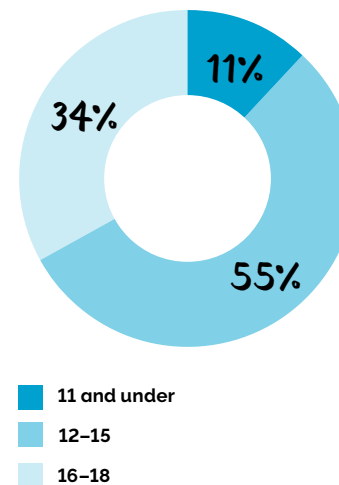
The most common age group was children aged 12–15 (55 per cent of counselling sessions), followed by 16–18 year-olds (34 per cent) and then children aged 11 and under (11 per cent).

Children aged 11 and under are most likely to talk to us about bullying, family relationships and mental and emotional health.

Young people aged 12–15 are most likely to talk to us about mental and emotional health, family relationships and suicidal thoughts or feelings.

Young people aged 16–18 are most likely to talk to us about mental and emotional health, suicidal thoughts or feelings and family relationships.

Breakdown of Childline counselling sessions by age



WHO CONTACTS CHILDLINE – BREAKDOWN BY AGE AND GENDER

Breakdown of main concerns by age group:

11 and under				12–15				16–18			
Total Sessions Main concerns		Sessions	%*	Total Sessions Main concerns		Sessions	%*	Total Sessions Main concerns		Sessions	%*
1	Bullying	4,862	21%	1	Mental/emotional health	27,502	24%	1	Mental/emotional health	20,257	29%
2	Family relationships	3,929	17%	2	Family relationships	14,065	12%	2	Suicidal thoughts and feelings	8,296	12%
3	Mental/emotional health	3,265	14%	3	Suicidal thoughts and feelings	9,698	9%	3	Family relationships	7,591	11%
4	Friendship issues	1,859	8%	4	Bullying	9,216	8%	4	Sex, relationships and puberty	5,721	8%
5	Problems in school /education	1,585	7%	5	Friendship issues	6,557	6%	5	Sexual abuse	3,791	5%
6	Physical abuse	1,098	5%	6	Sex, relationships and puberty	6,416	6%	6	Problems in school /education	3,114	4%
7	Sex, relationships and puberty	701	3%	7	Self-harm	6,241	5%	7	Self-harm	3,052	4%
8	Sexual abuse	635	3%	8	Problems in school /education	5,820	5%	8	Friendship issues	2,038	3%
9	Suicidal thoughts and feelings	595	2%	9	Sexual abuse	4,777	4%	9	Eating/body image disorders	1,604	2%
10	Physical health/disability	408	2%	10	Physical abuse	3,213	3%	10	Pregnancy	1,579	2%

*Percentage of counselling within this age group

WHO CONTACTS CHILDLINE – BREAKDOWN BY AGE AND GENDER

Overview by gender

In 2017/18, 93 per cent of young people told us their gender was either male or female.

From April 2018 we will also be able to report on the number of young people who identified as transgender.

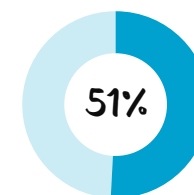
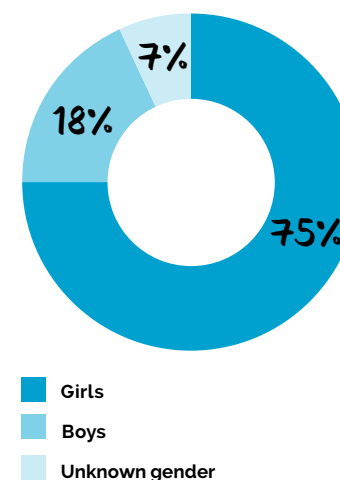
75 per cent of counselling sessions were provided to girls – four times as many as boys (18 per cent). In the remaining 7 per cent of counselling sessions, the child or young person's gender was unknown or other.

In just under half our counselling sessions, the child or young person has spoken to one of our counsellors before (an estimated 49 per cent* of all counselling). Girls are more likely to come back for further counselling sessions than boys (this year an estimated 51 per cent* of counselling sessions with girls were further sessions compared with an estimated 36 per cent* of counselling sessions with boys).

Boys and girls talk to Childline about different issues. Whilst mental and emotional health and family relationships are the most common concern across both genders, a higher proportion of girls have counselling about sexual abuse and self-harm.

Sex, relationships and puberty are the fourth most common concern in counselling sessions with boys (they are the seventh most common concern for girls). Sexuality and gender identity, physical abuse and concerns about a young person's own behaviour are all concerns that appear in the top ten main concerns for boys but not in the top ten for girls. Self-harm, sexual abuse and eating/body image disorders appear in the top ten main concerns for girls but not for boys.

Breakdown of counselling sessions by gender



This year an estimated* **51 per cent** of counselling sessions with girls were further sessions compared with an estimated* 36 per cent of counselling sessions with boys.

*This figure is estimated because we rely on the young person either choosing to tell us that they have received counselling from us before during phone counselling sessions, or continuing to use the same username online.

WHO CONTACTS CHILDLINE – BREAKDOWN BY AGE AND GENDER

Main reasons why boys and girls contact Childline:

Girls				Boys			
Total counselling sessions				Total counselling sessions			
Main concerns		Sessions	%*	Main concerns		Sessions	%*
1	Mental/emotional health	54,548	27%	1	Mental/emotional health	8,520	18%
2	Family relationships	23,925	12%	2	Family relationships	5,584	12%
3	Suicidal thoughts and feelings	19,061	9%	3	Bullying	5,329	11%
4	Bullying	12,902	6%	4	Sex, relationships and puberty	4,392	9%
5	Self-harm	10,968	5%	5	Suicidal thoughts and feelings	3,589	8%
6	Friendship Issues	10,967	5%	6	Problems in school/education	2,572	5%
7	Sex, relationships and puberty	10,711	5%	7	Friendship issues	2,108	5%
8	Problems in school/education	9,299	5%	8	Sexual & gender identity	2,074	4%
9	Sexual abuse	9,144	5%	9	Physical abuse	1,934	4%
10	Eating/body image disorders	5,254	3%	10	Young person's own behaviour	1,368	3%

*Percentage of counselling within this age group

OVERVIEW BY NATION

What children from each nation are telling us

In 2017/18, we recorded the nation in which the child or young person lived in 69 per cent of all counselling sessions.

The top ten concerns were mostly the same for children and young people in England, Northern Ireland, Scotland and Wales. However the order of the top ten concerns differs slightly between each nation. For instance, in England self-harm is the seventh most common concern, but in Scotland it is the sixth. Eating/body image disorders was in the top ten most common concerns for England, but not for Northern Ireland, Scotland or Wales. Sexual and gender identity was in the top ten most common concerns for Northern Ireland, Scotland and Wales, but not for England.

This data mostly relates to online counselling, so it does not reflect the full UK picture. Because more girls are counselled by Childline, girls much prefer online counselling, and older children prefer to be counselled online, the nation breakdown is skewed towards what older girls are talking to us about. Whilst physical abuse appears in the top ten concerns overall, it doesn't appear in any of the nation breakdowns – this is because it is a concern that boys and younger children are more likely to raise.

Breakdown of counselling sessions by nation:

Nation	Total counselling sessions	% of counselling sessions where nation known	% of UK population (aged 0–18) (mid-year estimates 2017)
England	164,860	85%	85%
Northern Ireland	5,174	3%	3%
Scotland	13,198	7%	7%
Wales	8,373	4%	5%
Republic of Ireland	609	0%	n/a
Other	834	0%	n/a
Total (where nation known)	193,048	100%	100%
Total	278,440	n/a	

OVERVIEW BY NATION

Breakdown of referrals by nation:

Nation of agency referred to	Total referrals*	% all referrals
England	4,132	90%
Northern Ireland	65	1%
Scotland	260	6%
Wales	144	3%
Channel Islands	3	0%
Total	4,604	100%

*Figures indicate number of referrals made to agencies in each nation. This is usually where the child lives. One child may be referred to more than one agency.

Breakdown of counselling sessions by age and nation:

Age group	England		Northern Ireland		Scotland		Wales	
	Number of counselling sessions	% of total counselling sessions where age is known	Number of counselling sessions	% of total counselling sessions where age is known	Number of counselling sessions	% of total counselling sessions where age is known	Number of counselling sessions	% of total counselling sessions where age is known
11 and Under	8,529	7%	354	9%	1,002	10%	485	8%
12–15	71,503	59%	2,068	53%	5,810	59%	3,384	54%
16–18	41,536	34%	1,477	38%	2,968	30%	2,384	38%
Unknown	43,292	n/a	1,275	n/a	3,418	n/a	2,120	n/a
Total	164,860		5,174		13,198		8,373	

OVERVIEW BY NATION

England

Main reasons why children and young people in England contact Childline:

	Primary concern	Counselling sessions	% of total counselling sessions
1	Mental/emotional health	44,955	28%
2	Family relationships	17,225	11%
3	Suicidal thoughts and feelings	16,313	10%
4	Sex, relationships and puberty	9,173	6%
5	Self-harm	8,797	5%
6	Bullying	8,115	5%
7	Friendship issues	8,060	5%
8	Problems in school/education	7,624	5%
9	Sexual abuse	5,990	4%
10	Eating/body image disorders	4,270	3%

Northern Ireland

Main reasons why children and young people in Northern Ireland contact Childline:

	Primary concern	Counselling sessions	% of total counselling sessions
1	Mental/emotional health	1,374	27%
2	Family relationships	561	11%
3	Suicidal thoughts and feelings	402	8%
4	Sex, relationships and puberty	380	7%
5	Friendship Issues	296	6%
6	Problems in school/education	289	6%
7	Bullying	262	4%
8	Sexual abuse	258	4%
9	Self-harm	200	4%
10	Sexual and gender identity	132	3%

OVERVIEW BY NATION

Scotland

Main reasons why children and young people in Scotland contact Childline:

	Primary concern	Counselling sessions	% of total counselling sessions
1	Mental/emotional health	3,428	27%
2	Family relationships	1,283	10%
3	Suicidal thoughts and feelings	1,273	10%
4	Bullying	829	6%
5	Sex, relationships and puberty	766	6%
6	Friendship issues	743	6%
7	Problems in school/education	673	5%
8	Self-harm	657	5%
9	Sexual abuse	480	3%
10	Sexual and gender identity	327	3%

Wales

Main reasons why children and young people in Wales contact Childline:

	Primary concern	Counselling sessions	% of total counselling sessions
1	Mental/emotional health	2,108	26%
2	Family relationships	846	10%
3	Suicidal	799	10%
4	Sex, relationships and puberty	686	8%
5	Self-harm	493	6%
6	Sexual abuse	468	5%
7	Bullying	392	4%
8	Friendship issues	380	5%
9	Problems in school/education	313	4%
10	Sexual and gender identity	228	3%

HOW WE RECORD YOUNG PEOPLE'S CONCERNS AND METHODOLOGY

This report has been written using data gathered from our Childline services in 2017/18. This service not only provides support to those who contact us, it also helps to give us a picture of the issues facing children and young people today.

Data from Childline counselling sessions provides a valuable insight, and can be analysed to help us identify patterns and trends. We run reports that tell us how many counselling sessions we have provided about certain issues. And we read the case notes and transcripts of the sessions to get an insight into what young people are talking about. However it's important to bear in mind the limitations of the data.

Because Childline is an anonymous service we can't always know if people are contacting us multiple times. Therefore we report on data about Childline counselling sessions rather than the number of individuals who contact us. Children and young people can decide what they want to talk to us about, and they may raise a number of concerns during a counselling session.

It's up to children and young people to decide how much, or little, information they want to share with us. Enough children and young people provide information to give us an idea of who is contacting Childline. Throughout this report the statistics we provide about the age of children and young people are based on the counselling sessions where this information was known. For more detailed information about who contacts Childline, please see Appendix 2.

Our recording system helps us capture information about what children and young people are telling us, and enables our supervisors to decide what action needs to be taken if there is a safety concern. We record the issue that the young person talks about the most as the "main concern". We also record other issues that come up during the counselling session.



HOW WE RECORD YOUNG PEOPLE'S CONCERNS AND METHODOLOGY

To help us provide the most appropriate response to a child, "mental/emotional health", "self-harm" and "suicide" are three separate main concerns (whereas anxiety is a subcode within mental/emotional health). In this report, we sometimes combine these three main concerns to give an overall picture of the counselling we provide on mental and emotional health and wellbeing.

When children and young people start to talk to us about new and emerging concerns, we review whether we need to introduce new categories or merge existing ones. Such changes in recording practices mean it's not always straightforward to make comparisons over time.

When compiling the 2017/18 annual review, we looked at the breakdown of all counselling sessions (1 April – 31 March) by main concern and sub-code to provide an overview of those issues children and young people were talking to us about. We then read a selection of counsellors' case notes and online counselling transcripts to pull out the key themes.

As our data comes from a recording system that's used by over 1,400 volunteers, it has limitations when compared with a more controlled collection and analysis of data designed around a specific research framework.

Information drawn from Childline counselling sessions isn't necessarily representative of the UK child population. Children contact Childline when there is something that they are worried about. They are self-selecting groups coming to us in times of need.

All names and potentially identifying details in this report have been changed to protect the identity of the child or young person. Quotes are created from Childline counselling sessions or online message board posts but are not necessarily direct quotes from the young person.



A HUGE THANK YOU TO OUR SUPPORTERS

The NSPCC is grateful to all those who have generously supported Childline in 2017/18.

In particular we would like to thank all the donors listed here as well as those who wish to remain anonymous.

- **Andy and Suzanne Briggs**
- **Corra Foundation – CYPFEIF and ALEC fund (Scottish government)**
- **Childline Ball committee**
- **Childline Board** – Tom Toumazis MBE (chair), Geoff Austin, Nick Bampton, Mark Endemano, Dan Gopal, Shaun Gregory, Irina Hemmers, Azon Howie, Nick Hugh, Lynne Millar, Stuart Orr, Kathleen Saxton, Tim Wilmot, Hugh Wood
- **Department for Education**
- **Department of Education, Northern Ireland**
- **Glamour of Manchester Childline Ball Committee**
- **Marks & Spencer**
- **Moondance Foundation**
- **Scotmid Co-operative**
- **Scottish Government Learning Directorate**
- **The Peterson family**
- **The Truants**
- **White Hat Ball Committee**



For over 30 years Childline, the NSPCC's service to give young people a voice, has been there for young people when they feel no one else will listen.

Online and on the phone, every day of the year, Childline is here to listen and, most importantly, help young people work through their issues. It means we can give every one who contacts us the confidence and belief that, whatever challenges they face, we can help them find a way forward.

ALWAYS HERE

If a child you know needs further support, you can direct them to Childline for free confidential help.



0800 1111
childline.org.uk or
download our app ***For Me***



How you can help us be there for generations to come:

All this support we provide is only possible with the generosity and support of people like you. We need everyone to play their part in making sure we can help every child who desperately needs us.

1. Donate

Every penny will help make sure we get closer to being there for every child.

2. Fundraise

Cycle, run or pick any way you like to raise money for our vital work.

3. Volunteer

Childline depends on the generosity and skills of so many volunteers. Just a few hours per week will mean you're helping turn children's lives around. And we'll be here to help and train you up.

4. Campaign

The NSPCC and Childline are there to take action to keep children safe. By sharing your voice you can help make sure we're heard.

5. Spread the word

Let others know about the crucial work we carry out and how they can get involved in making sure we're there to help every child find their voice.

For more information about supporting our work go to
nspcc.org.uk/what-you-can-do/
or email **help@nspcc.org.uk**

