

## What makes Childline different

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1

## Confidentiality Policy

- The 5 circumstances we will breach a young person's confidentiality (explored more later) are:
  1. Where the young person is assessed to be in a life threatening situation.
  2. Where the young person discloses abuse by someone in a position of authority who has access to other young people.
  3. Where the abuser contacts Childline, including situations where the abuser is themselves a child.
  4. Where the age or the capacity of the child indicates that they do not have the ability to make appropriate decisions to promote their immediate safety
  5. Where the contact is an adult.

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**Phone**  
**Online live chat**  
**Email**  
**Community – message boards, social media**

## Childline's ethos

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Childline's primary aim is to listen as well as safeguard children and young people. Through the Childline Counselling Model, we aim to put young people at the centre of the conversation, and explore their world through:

- Being respectful, valuing and accepting
- Trying to understand a YP's thoughts, feelings and actions
- Helping the child to understand their situation and available choices
- Giving appropriate information and advice
- Ensuring safety and wellbeing

During 2016/17 Childline dealt with 1,395 counselling sessions where the young person mentioned that their parent(s) were misusing alcohol or drugs.



"My parents don't deserve to be parents. Dad smokes drugs and mum drinks a lot. They make me feel worthless and I don't feel safe at home. It's starting to affect my sleep and school work and sometimes it makes me feel like I don't want to live anymore - I'm invisible. I've thought about telling people but I don't want the family to split up. It's nice to have someone from Childline listen to me though".



"Mum and dad's drinking makes me really uncomfortable. They get seriously drunk most nights of the week and have bad arguments. I want to make them stop but they don't think it's a problem. It's so bad that I want to leave home but I don't know where I'd go. I don't want to talk to anybody else because it's hard sharing my feelings - I'm also worried they'd get into trouble. (16 year old, Unknown Gender)"



"I have to look after mum who drinks all the time. I have to put her to bed and sometimes I worry she won't wake up alive. I've tried to get help for her but she doesn't want it. My stepdad has left because of it and when I've told friends they don't stick by me. I feel like I'm losing everyone and I can't deal with it anymore". (Girl aged 13)

