What makes Childline different

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Confidentiality Policy

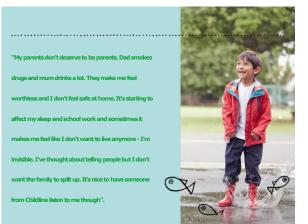
- The 5 circumstances we will breach a young person's confidentiality (explored more later) are:
 - 1. Where the young person is assessed to be in a life threatening situation.
 - 2. Where the young person discloses abuse by someone in a position of authority who has access to other young people.
 - 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.

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

Childline's ethos

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

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1,395

counselling sessions where the young

person

mentioned that their parent(s) were

misusing

alcohol or drugs.





"I have to look after mum who drinks all the time. I have to put her to bed and ke up sometimes I worry she won't wa 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)