

CHILDREN/ CHILD HOTLINE

CHILDLINE

Question: How does Childline work in the U.K.? Can we use the Domestic Violence Hotline as a model for establishing a child hotline in the U.S.?

Answer:

Childline

Childline is the free, confidential, 24-hour telephone helpline in the U.K. for children and young people in trouble or danger. Ninety percent of its budget comes from voluntary donations. The goals of Childline are to protect children who are at risk of harm, to help children resolve or alleviate their problems to raise public awareness, and influence policies and practice which affect children's lives and development.

In the spring of 1986, a BBC program appealed to viewers for their help in conducting a survey on child abuse. The BBC also ran a helpline for 24 hours after the program for adults and children who wished to call. On the night of the launch, 50,000 children tried to call the helpline, many telling stories of cruelty and sexual abuse. A special Childwatch team was set up that eventually met with child care professionals to discuss how to establish a permanent free telephone helpline that would be open 24 hours a day. Since the first night it opened, Childline has counseled more than 750,000 children. While, the demand continues to grow with approximately 10,000 children attempting to call every day, Childline can only answer about 3,300 calls a day (one-third of the calls made).

Childline phone counselors are volunteers who undergo extensive training and are supported by a professional staff team. Many of the children who call Childline report that they have never spoken to any grown up before about their problems and that it has taken them months to work up the courage to call. All calls to Childline are confidential. Childline counselors do not make referrals against the child's wishes, unless the child's life is in danger. In 1997-98, almost 1,000 children and young people were referred, however intervention is not always possible. Childline also publishes reports on issues ranging from children's health to bullying to racism.

Domestic Violence Hotline

In the 1994 Crime Bill, President Clinton established a nationwide 24-Hour Domestic Violence Hotline. The hotline (1-800-797-SAFE) provides immediate crisis intervention, counseling and referrals for those in need. The Hotline links individuals to help in their area using a nationwide database that includes detailed information on domestic violence shelters, other emergency shelters, legal advocacy and assistance programs, and social service programs. One call summons immediate help, in English or Spanish, 24 hours a day, seven days each week. The Hotline also has interpreters available to translate an additional 139 languages. The Hotline may be reached toll-free by phone from all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. Since the President unveiled the Hotline phone number in February 1996, there have been more than 300,000 calls -- averaging 8,000 calls a month -- from all 50 States, the District of Columbia, Puerto Rico and the U.S. Virgin Islands. The Hotline costs \$1.2 million a year. In

1995, its first year, it cost \$1 million, much of which was for start-up costs. In 1996, it cost \$400,000 and in each year since it has cost \$1.2 million.

March 26, 1999

SECTION: Pg.7

LENGTH: 1174 words

HEADLINE: Parents under pressure

Pressures on family life are mounting. That's why charity Children 1st has launched its version of ChildLine, but for parents. SUSAN MANSFIELD found out more

BODY:

TODAY, the first calls will be answered at ParentLine Scotland, a Freefone telephone helpline which is being called a "ChildLine for parents".

Run by the charity Children 1st, formerly the RSSPCC, the line is a bold step towards addressing the problems faced increasingly by families in Scotland, and to provide a lifeline for parents under pressure who feel they have nowhere to turn.

The charity believes that a sympathetic ear on the end of a phone could make the difference between coping and not coping. It could even help avert situations in which children are at risk of suffering violence within the home.

Margaret McKay, chief executive of Children 1st, helped launch ChildLine Scotland in 1990. She said: "ChildLine in Scotland takes about 1,000 calls a year from parents at the end of their tether, saying: if only there was a service like this for us. They have more calls from children than they can answer, so this is the last thing they need.

"Our own experience of working directly with parents suggests that a lot of people would really benefit from and would use a free, confidential helpline."

ParentLine is the first of its kind in the country, although one will be launched in England later this year. Staffed by trained volunteers, the majority of whom are parents themselves, the Edinburgh-based helpline will offer a mixture of information, advice and a listening ear. No information will be passed on elsewhere unless the caller agrees, or a child is in danger or at risk of serious harm.

Mother of three Jay MacPhee, from Banff, welcomed the service, and said there were any number of situations in which a parent could benefit from some confidential advice.

"At the moment, my eight-year-old son is being assessed for Attention Deficit Disorder. He is very borderline, and doctors are talking about giving him drugs to control his behaviour. Personally, I don't want him to be given drugs, but I don't know my rights.

"Children are told their rights, but parents aren't. When people in authority are telling you what to do, we're all brought up to believe that we should do what we're told.

"As a single parent, I'm under the microscope, anyway. But I feel that if I had more information under my belt, I'd be in a better position."

Parenting is a tough job, and comes with no built-in training course before the real thing. Jay said: "I remember going to pre-natal classes, before I had my first baby. I knew what was going to happen before the birth, but not after. I was totally unprepared.

"At one stage, when I had three pre-schoolers, I was really uptight, and all I needed was somebody to phone. I knew my parents were not available. I was almost toppling over, and having somebody to talk to would have helped so much."

Although it is likely to be useful in all sorts of circumstances, she said, ParentLine might particularly help those who are finding it hard to cope. "If it was widely known that there was a buffer there, it might stop some children from being hurt."

Susan, from Aberdeen, also a mother of three and a single parent, welcomed the idea. She said: "My daughter had a bit of trouble with bullying. Some of it was outwith school, so I couldn't just sort it out at school. It would have been good to get some advice in that respect. It's difficult to know who to approach, and sometimes you can make it worse for the child."

"Even something like a crying baby that won't sleep well can make you tear your hair out. It would help, especially for younger parents who are on their own, to have somebody to phone up and help them through it."

Margaret McKay stressed that ParentLine was for all parents, anywhere in Scotland, however large or small their problem.

She said: "Being a parent is one of the most important jobs you could ever do, and there is no brief for it, other than what you learned from being a child. For much of the time, it is a rewarding and joyful experience, but every parent gets close to the end of their tether at some point."

"Any of us can have a crisis in life, and everything that was going ahead smoothly suddenly changes: the loss of a job, or a relationship breaking down. Parents are very concerned that it shouldn't result in the children suffering."

"Perhaps, when there is bullying, a parent may not know what to do. They want to go to the school and sort it out, but maybe the child is begging them not to because they think it will make the situation worse."

"Or, if a marriage is breaking down, parents may be worried about the effects it is having on the children and are trying to hide it from them. We would talk it over with them and suggest that maybe the worst thing for the children was not to know what was happening."

Few would deny that pressures on teenagers are greater than ever these days, and many of those pressures rebound to create anxious parents. Young people are better informed than ever, but they need every bit of that and more to make the right choices.

"Some years ago, you could come straight out of school and get a job," said Margaret. "Now, that's not the case. That's a worry for both children and parents. Parents are facing situations, such as problems with drugs, which just weren't around when they were teenagers."

"Or maybe there is a worry about the influence of friends on a young person. The parent doesn't know if they should come down hard and stop the child seeing them. We're offering parents the opportunity to talk these things through. We are not going to tell them what is right or wrong; we are just going to help them find the solution that is right for them and their child."

To some extent, the breakdown of traditional networks of support such as extended families means that there is less support on hand. But not everyone feels they can approach family or friends for support.

"Particularly if people live in a small community, there might be a problem they don't want everybody to know about and they could use a bit of independent advice," said Margaret.

She said she hoped that the helpline could have a positive, proactive role, as well as providing support when there were difficulties. This could mean anticipating problems at an early stage, or making sure parents know how to keep their children informed about the problems life can bring.

Early intervention is particularly important in situations which could result in a child being harmed. "We want parents to ask for help before they get to the end of their tether, before the flashpoints come," said Margaret.

"We believe that the best way of supporting, caring for and protecting children is by supporting their parents. In the vast majority of situations, even when there are difficulties, it is best for a child to remain with their parents and the best way to help is to support the parents.

"At the end of the day, if parents are relaxed, happy and confident, and clear about what they want, the children will be getting clear messages from mum and dad, and the lives of children will be enhanced."

March 2, 1999, Tuesday Edition 1

SECTION: FEATURES,

Pg. 21

LENGTH: 1546 words

HEADLINE: Providing a listening ear for troubled youngsters - For children who are scared or in pain, ChildLine is often the only listening point. Nearly 800,000 have called the helpline since it was launched in 1986 and that number is rising. Chief Features Writer EMMA ANDREWS spent an afternoon with the counsellors who man the phones for the North East

BYLINE: Chief Features Writer EMMA ANDREWS

BODY:

Hello, you're through to ChildLine." Silence. "Are you finding it difficult to talk?" Silence.

"Can you say hello so that I know you are there?"

Silence.

"Would you like to talk to someone who may be able to help you?"

Silence, followed by a quiet, muffled sob.

"It can be very hard to talk sometimes but I would really like to help you. If you can't talk now, ChildLine is open 24 hours a day, seven days a week and you can ring back at any time."

Silence.

"You have been very brave ringing today, that is the first step, and I really hope you call again. I am going to say goodbye now. Would you like to try to tap the receiver so that I know that's all right with you?"

A small tap is heard faintly before the line goes dead.

The so-called silence calls at the ChildLine centre for the North East and Yorkshire region can be the most difficult to deal with for the handful of volunteers who give up their time to man the phones. "Just a little tap can be a giant step forward," said Linda, 49, who has worked at the Leeds centre since it opened in November, 1996.

Linda does not want to tell me her full name. ChildLine is very much a first names only place where the welcome is warm, the service friendly and confidentiality guaranteed.

"We just have to hope and pray that they will pluck up the courage to call us again. The important thing is not to gush and not to pressurise them. There's no point saying: 'There, there, everything will be fine,' because we cannot promise anyone that.

"We are not here to be a substitute parent or teacher. We are here to listen, give them respect and help them to help themselves. Together we can work out a solution.

"We are very privileged to be given a snapshot on these children's lives and we take that responsibility very seriously. Each and every call is vitally important and each and every child deserves to be listened to."

For some children suffering abuse, intimidation, bullying or loneliness, ringing ChildLine may be the only control they have in their difficult lives.

Sometimes the help needed is urgent, said Jayne Moules, the charity's Leeds-based North East regional director, a young runaway for example.

"Our first concern is always to make sure the child is safe," said Jayne.

"Then we can gently talk them through the options they have. We may be able to ring a grandparent or aunt to ask for help. In some cases we have rung social services, but only with the child's permission. We would never go over their head.

"The ideal is to help the child find their own solution. Their self esteem is often so low and the last thing they need is someone taking over."

When ChildLine was first launched by Esther Rantzen in 1986 in a blaze of publicity, it was seen by many as a referral agency for young people but that hasn't turned out to be the case.

While some counsellors will help children find help from agencies like the social services, ChildLine may be the only boost other young people need to help them get their lives back on track.

The nature of the calls can vary tremendously. They range from abuse to potential suicide, from boyfriend troubles to spots and periods. When Take That split up lines were flooded by tearful fans. Geri's departure from the Spice Girls also provoked a dramatic reaction.

Whatever the reason, each call is taken seriously at the centre in Leeds where just one shift can receive more than 1,000 calls.

Walking into the office on a busy road in Leeds is like entering an oasis of calm. Cool, pastel colours, vases full of sunflowers and children's paintings help to enhance the warm, sunny, welcoming feel.

As a visiting journalist I am not allowed to actually sit in on a phone call, confidentiality is vital. But I am given a guided tour and encouraged to read the posters highlighting quotes from children stuck up on the office wall.

"If it wasn't for ChildLine I wouldn't be here - you listened," reads one.

Another reminds counsellors that from June '97 to Jan '99 150,432 callers rang for help.

Another quote, from a suicide threat, has a special poignancy: "It is so good that there are people like you to help children like me who are crying in a heap on the floor.

"Thanks for listening - at last I have found someone I can confide in."

The Leeds centre opened in November '96 to meet increasing demand from the Northern region. An appeal raised the £455,000 needed to open the centre with help from local businesses, in particular Barclays Bank.

Linda, 49, was among the first group of 23 trained counsellors to take over the phones at the new centre.

"I will never forget that first day,"

she said. "It was scary but exciting. No matter how much training you have had nothing really prepares you for that first on-line experience.

"You have to be able to listen and I mean actively listen. And you have to let them tell their own stories in their own time.

"The silences can even be significant. Sometimes you will hear a sob, or a sharp intake of breath, when they hear your voice for the first time.

"So many children fight to get their voice heard. Their mum's too busy, or dad is rushing out to the pub, or their teacher has 20 other voices to listen to before theirs. Just having one person focused on them, 100 per cent, even if it's on the end of a phone, can be overwhelming at first."

The lines are open from 3.30pm every day at the Leeds centre. Other times the calls switch back to London ensuring that a child can get help 24 hours a day, seven days a week.

There are 90 volunteers working alongside paid counselling, fund-raising and administration staff at the Leeds office, where the number is predominantly female, although the ideal is to have at least one man working on a shift every day.

Briefing sessions are always carried out before and after shifts to let the counsellors discuss any problems and off-load any tension before they go home.

This is very important as the work can be understandably emotionally demanding.

"I have never cried on the phone," said Linda. "But I have burst into tears as soon as I have put the phone down. When that happens it's important to have someone to talk to."

The training is intensive with 10 three-and-a-half hour long sessions followed up by a programme of continuous assessment. "You have to be committed 100 per cent," said Linda. "It can be hard, but also vastly rewarding.

"There are moments of great sadness and frustration but also great joy. Sometimes a child will ring up to say thank you and that always brings a lump to your throat. We have even had some ringing up to sing us Christmas carols."

Many of the volunteers lead busy lives as doctors, nurses or teachers but they always make time to work their shift at ChildLine.

"They are our greatest resource," said Jayne. "And we are eternally grateful to them for their dedication and hard work."

ChildLine believes in telling it how it is and will always be honest with a child.

"We don't let the child suffer any illusions," said Jayne. "We will talk them through what help is available but if that means social services, and the prospect of either being taken away from home or being sent back, we will tell them that."

Building up trust with a child in pain can take time. "They may have lived with their secret abuse for years, and have never told a soul," said Jayne.

"It can take incredible courage to tell a stranger on the end of the phone."

Notes are taken on each call and some have proved invaluable in follow up court cases.

But ChildLine's policy is that the child is always in control. They can pick up the phone, or put it down, when they choose.

And their notes can be used if it will help but only with their permission.

It is inevitable that demand is growing as more and more children become aware of the service. And sometimes children have to try time and time again before they get through.

But as soon as they do, they can be assured that they have all the time they need.

"It is a constant struggle to meet the demand," said Jayne. "We are desperately in need of more cash, more resources and more manpower to help expand the service and help all the children who need us."

Some children will always feel the need to test the service, added Linda.

"Sometimes you just hear a torrent of abuse. It is as if they are just shouting all the swear words they can think of to test our reaction.

"The worse thing we could do is react with anger or disgust, like any other adult in their lives. Instead, we have to stay calm and accepting. You often find that when they have calmed down they will tell you what is really wrong."

It seems that nothing can be ever taken at face value.

"What sounds like a hoax call, a group of kids giggling in a phone box, may be more significant than at first appears.

"There may a silent one in the corner who really does need help and wants to hear what you have got to say," said Linda.

"You can never underestimate children's strength, or their courage. Working at ChildLine has certainly made me look at life in a different way.

"We all have to learn to listen to our children and be more aware of their needs. After all, they are our future."

October 29, 1998

SECTION: Crimes & Dossiers: Child Abuse - Physical & mental, Pg.6/7

LENGTH: 992 words

HEADLINE: A voice to trust

TEN YEARS ON, CHIDLINe HAS HANDLED AROUND ONE MILLION CALLS AND HELPED 127,000 CHILDREN

BYLINE: Nottingham Became Home To The First Childline Regional Office In 1988. Today Its Founder Esther Rantzen Is In Nottingham To Celebrate Ten Years Of Helping Young People In Distress Through Its Telephone Counselling Service. Liz Cartwright And Tom Whitehead Report

BODY:

I'm calling about my dad, said a young girl at the end of the phone.

She was in a telephone box.

This 14-year-old had probably never told a soul that she was being sexually abused, but today she chose to speak to a stranger - at ChildLine.

Children who keep terrible secrets like this to themselves may be terrified to tell those nearest to them - but they can talk to a counsellor, someone they don't know but someone they know they can trust.

Since it was set up on the outskirts of the city in 1988, ChildLine Midlands has handled well over one million calls and helped 127,000 youngsters.

ChildLine was launched nationally in 1986 by Esther Rantzen, who highlighted sexual abuse on her TV programme That's Life.

The programme's phonenumber was bombarded with 3,000 calls from people who had been sexually abused when they were younger.

Of those, 90% had never told anyone before and 90% were female.

Esther then set up her first Childwatch programme about sexual abuse involving children with a 24-hour phonenumber after the programme.

The BBC line was contacted by so many people who had experience of abuse in their lives, that it completely blocked the BT network.

And that was perhaps the proof which Esther needed to set up ChildLine - a 24-hour listening and counselling service for young people.

"From the beginning, there were always too many calls for ChildLine to answer," said Chris Hollis, director of ChildLine Midlands.

"A group of people in Nottingham were concerned that children from this area couldn't get through and approached ChildLine about starting up in this area.

"We're pleased it was an initiative taken by Nottingham people."

So Nottingham was set up as a pilot, the first ChildLine service outside of London, to see how it would work. ChildLine Midlands was to cover the strip of England from the Welsh Borders to the East Coast, 13 counties in all.

Chris was one of the original three staff who were taken on to run the group. They found a room to operate from and opened their phone lines.

From day one, they were busy, taking calls from children who were in need, lonely and frightened.

As ChildLine grew, it moved to a three storey detached house in Haydn Road, Sherwood, where the counselling room was two bedrooms knocked into one and the garage became another meeting room.

At that time, there were around 40 or 50 counselling volunteers who would pitch in for shifts throughout the week.

"Things weren't very sophisticated in those days," said Chris. "We all had to muck in. I have done everything from taking the bins out to helpline training in Russia."

ChildLine Midlands moved again to Brook Street, Nottingham - to a disused Post Office parcel sorting office. It was opened in January last year by ChildLine chairman Esther, after more than a year of fund-raising.

It now counsels more than 15,000 children every year and operates from a fully-equipped centre. Up to 140 counselling volunteers man the phones, supported by 21 administration volunteers and 70 fund-raisers.

ChildLine is concerned that counsellors don't "burn out" so each team of listeners has a supervisor who supports them after their three-hour shift.

Counsellors are volunteers who give up their spare time to work shifts at ChildLine. The youngest counsellor at the Midlands office was 19 years old.

Chris said: "Today marks a decade of dedication to helping children. The scheme has come a long way in its ten years and it is magnificent that we are now able to answer calls from 500 children every day."

It's a sad fact but most callers to ChildLine want to talk about physical and sexual abuse.

Second on the list is bullying, teenage pregnancy and family relationship problems.

Although many calls are harrowing, with ChildLine counsellors talking to very distressed children with serious problems, other calls are very light-hearted, said Chris.

"Like the boy who rang in a panic wanting to know how to get the hamster back in its cage before mum came home," he said. "We also get seasonal problems - like exams."

At peak periods, for every phone call answered, two more go unanswered - each one with a young person hanging on at the other end with their own crisis.

"It's a fact that we can't get to every call," said Chris.

"We can only afford so many phone lines, so many volunteers. It's all down to money."

The service needs GBP 500,000 a year to run, with money coming from a central fund-raising pot as well as volunteers who shake their collecting tins locally. Chris has run three London Marathons to raise cash.

Esther herself was due in the city today to help mark ChildLine Midlands anniversary.

She said: "ChildLine Midlands was a brave venture started in an ordinary house in Nottingham with little more than the enthusiasm of a few people.

"However, they were committed to giving desperate, lonely and frightened children a source of comfort, advice and protection.

"I am extremely proud that a base which started from such humble beginnings has made a real difference to thousands of local children."

AT THE END OF THE LINE

More than 500 people have been trained in child protection and counselling through the service.

Over 550 children have been offered a real lifeline after calling the service feeling suicidal.

Around 12% of callers are children who are ringing because they are worried about their friends.

The service now deals with 500 calls a every day.

All calls to the service are free and the service has to raise around GBP 500,000 every year.

The Friends of ChildLine have helped to raise GBP 400,000 over the last ten years.

A poll recently showed that 80% of primary school children and 90% of secondary school children knew the ChildLine number.

For details on events going on as part of the ChildLine 10th Birthday Appeal, phone 0115 924 2544. Anyone youngsters worried about themselves or a friend can call the phoneline on 0800 1111.

GRAPHIC: LISTENING EAR: The Childline Midlands office is always busy. Inset, chairman of the organisation Esther Rantzen

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8 pages
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catalogue

ChildLine Publications Catalogue



Why Me?

Children talking to ChildLine about bullying

Beyond the limit:
children who live
with parental
alcohol misuse

"I know you're not
a doctor but..."
Children calling ChildLine about health

Children
helping their friends

Information and advice for parents and teachers

London

ChildLine

0800 1111

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**ChildLine is the free national helpline for
children in trouble or danger**

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Please complete and return this form to: PRI Dept., ChildLine, Freepost 1111, London N1 0BR.

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☐ I enclose a cheque/postal order, crossed and made payable to ChildLine

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A/C No. _____ Expiry date ____/____/____

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Postcode _____ Daytime tel. no. _____

If you would like to make a donation to ChildLine, please call our

credit card donation line on 0800 10 1996

ChildLine is a registered charity, no. 1003758

“My court case is tomorrow. I just don't think I can go through with it. I can't talk to anyone. I don't want to see him again.”



In its report **Going to court: child witnesses in their own words**, ChildLine describes how children talk about their experiences of going to court.

The report shows that the way the legal system operates left some callers so unhappy and distressed that they wished they had remained silent about their abuse. Children talked of being afraid, they said they were not told or did not understand what was happening, and they complained of long delays and of cases being dropped without explanation.

The report calls for the implementation of long overdue reforms which could help children giving evidence in court. These include implementation of the Pigot Report, better preparation of child witnesses and allowing children to receive therapy.

The report also opens up a broader debate on whether children pay too high a price for getting a prosecution and explores alternatives to criminal prosecution.

Copies of the report are available, price
£3 plus 50p postage and packing.

To order a copy of this or other
ChildLine publications, please
Use the form on the back of
this leaflet.

CALL FREE

0800 1111



ChildLine is the free national helpline for children and young people in trouble or danger. It is open 24 hours a day, every day of the year.

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ChildLine

ChildLine



0800 1111

Phone 0800 1111 anytime if you need help with a problem.
You can write to ChildLine,
Freepost 1111, London N1 0BR.
You don't need a stamp.

Do I have to give my name?

No, not if you don't want to.

How do I make a call to ChildLine?

You can call free from any telephone, including phone boxes. Simply pick up the phone and dial **0800 1111**. If you can't get through at first, do keep trying.

Will my call be on the phone bill?

No. Because ChildLine is an 0800 number all calls are free and do not show up on any phone bill.

Can I write to ChildLine?

Yes. You can write to ChildLine, Freepost 1111, London N1 0BR. You don't need a stamp.



Phone **0800 1111** anytime if you need help with a problem

0800 1111

PHOTOCOPY
PRESERVATION

CALL FREE
0800 1111 
ChildLine

ChildLine is the free national helpline for children and young people in trouble or danger. It is open 24 hours a day, every day of the year.

What can I phone about?

Children and young people phone and write to ChildLine about many different things — no problem is too big or too small. Some of the things children phone about are feeling lonely or unloved, worries about their future, school problems, bullying, drugs, pregnancy, HIV and AIDS, physical and sexual abuse, running away and concerns about parents, brothers, sisters and friends.

How can ChildLine help me?

When you phone ChildLine you will be able to talk to a counsellor. Someone who will listen to you and help you find ways of sorting out your problems and worries. If you want, the counsellor can put you in touch with other people who can also help you.

Can I trust ChildLine?

ChildLine is confidential — that means that whatever you say is just between you and ChildLine, unless you want us to talk to somebody for you or you are in great danger.

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6 Pages
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Now you can
make a
difference...

*“It hurts me and I don’t
know what to do”*



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5 Pages
childline Brochure

Why children turn to ChildLine



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ChildLine

How to leave a legacy of hope for a child



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This is what
one would
like to set up in
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HEARING CHILDREN'S VOICES - CHILDLINE OPEN EVENINGS

Thank you for attending this conference. I trust you will have found it interesting and that you will want to know more about ChildLine. From ChildLine's head office in Islington, North London we run the telephone counselling service for children, whatever their problem, 24hrs a day every day of the year. If you are interested in learning more and/or would like to help us, please indicate below.

We are running open evenings on 14 June and 8 July from 6pm to 7.30pm. Please indicate your preference.

If it is not convenient to visit our London office, we can arrange for you to visit one of our counselling bases around the country Glasgow, Rhyl, Swansea, Manchester, Leeds, Nottingham (and soon to be opened, Belfast). Please let us know.

CONFERENCE PROCEEDINGS

Please let us know if you would like to receive a copy of the conference proceedings below. Please do not include a cheque with this slip, we will invoice you at a later date.

✂-----

Name: _____

Address: _____

_____ Postcode: _____

Tel: _____ Fax: _____

I would like a copy of the conference proceedings ☐
(Price £9.90 inc p&p)

I am interested in an open evening on 14 June ☐

I am interested in an open evening on 8 July ☐

Please return this form to: ChildLine
Royal Mail Building
Studd Street
London
N1 0QW

Tel: 0171-239 1000
Fax: 0171-239 1001

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A History of ChildLine

Children need ChildLine

"I used to believe I had a normal family. I thought it was normal not to be spoken to, just shouted at. I thought it was normal to be scared to go home, to be bashed around, and worst of all, to be hated. I was afraid to tell you, but now I have, I'm glad I did. I needed to share it. Tell others to speak out as soon as they can." (Tiana, aged 14)

ChildLine is the free confidential 24 hour telephone helpline for children and young people in danger or distress. It provides a confidential phone counselling service for any child with any problem, 24 hours a day, every day. Since it was launched ten years ago, ChildLine has helped more than 650,000 children.

In 1996/97, ChildLine counselled over 102,000 children – about all kinds of problems and concerns.

- 18% of children counselled (over 18,000) rang about physical or sexual abuse – sometimes both.
- 13% (more than 13,000) rang about family problems.
- Over 14,000 spoke about bullying.
- Children also rang about substance abuse, running away, bereavement, their unhappiness when their parents divorced, pregnancy, worries about sex and problems with friends or at school.

How it all began

In the spring of 1986, the BBC consumer programme *That's Life!*, presented by Esther Rantzen, appealed to viewers for their help in conducting a survey on child abuse. The BBC also ran a helpline for 24 hours after the programme for adults and children who wished to call. The lines were jammed with children who insisted on remaining anonymous, but confided details of terrible cruelty and sexual abuse.

Three thousand adults (of whom 90% were women) completed a BBC questionnaire, in which 90% of them recounted, usually for the first time, the experience of sexual abuse in their childhood. A special *Childwatch* team was set up to read the questionnaires and make a programme on child abuse. They found that children today are still suffering as children had in the past. The suffering described by adult survivors of sexual abuse in childhood was echoed by today's children. Adults and children told the same story – cruelty happens at home, most abusers are members of their own family, they have no-one to turn to, they think no-one will ever believe them if they ask for help. Yet they felt able to confide in an unseen, unknown telephone counsellor.

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ChildLine

1998 annual review



ChildLine

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Tel : 0141-552 1123
Fax : 0141-552 3089

ChildLine Midlands

3rd Floor, 1a Brook Street,
Nottingham NG1 1AA
Tel : 0115-924 2544
Fax : 0115-924 1866

ChildLine Cymru / Wales

1A York Street, Swansea SA1 3LZ
Tel : 01792 480111
Fax : 01792 480333

Royal Alexandra Hospital, Marine Drive,
Rhyl, Clwyd LL18 3AS
Tel : 01745 345111
Fax : 01745 345333

ChildLine North West

1 Sickle Street, Manchester, M60 2AA
Tel : 0161-834 9945
Fax : 0161-834 7184

ChildLine Yorkshire & North East

4 High Court, Leeds, LS2 7ST
Tel : 0113 244 4004
Fax : 0113 234 1954

PHOTOCOPY
PRESERVATION



Established Nationwide 24-Hour Domestic Violence Hotline. The hotline (1-800-797-SAFE) provides immediate crisis intervention, counseling and referrals for those in need. Since the hotline opened, there have been more than 230,000 calls -- averaging 8,000 calls a month -- from all 50 States, the District of Columbia, Puerto Rico and the U.S. Virgin Islands.