

CHILDLINE GIBRALTAR

FREEPHONE 8008

(Reg. Charity No. 170)

OUR MISSION

- To end all forms of cruelty to children in Gibraltar.
- To promote Child Protection.

OUR VISION

- A society in which all children are loved, valued and able to fulfil their potential.

OUR VALUES

- Children must be protected from all forms of abuse.
- They must not be put at risk of harm.
- They must not be subject to any form of discrimination or intimidation.
- We challenge inequalities against children and young people.
- We listen to children and young people, respect their views and respond directly to their needs.
- We believe every child has the right to have someone to whom they can turn to for help and support.

OUR SERVICES

▪ *Free phone Helpline*

Children and young people can phone our specially trained Helpline Volunteers to talk about any issues or problems that concerns them. **Adults** are also encouraged to telephone if they have concerns about a child's welfare, or are experiencing problems caring for a child or teenager.

Our Helpline (8008) is available every day between 6pm – 10pm

• *Work with Schools and Youth Groups*

Our work entails working directly with local schools and youth groups – we give talks, distribute information to support children and young people and generally raise awareness about child abuse and child protection issues.

• *Appropriate Adult Scheme*

Childline provides specially trained Appropriate Adult volunteers. It is a requirement that an appropriate adult is present when a juvenile is being questioned by the police. In most cases this will be someone known to the detained person, but there are times when there is nobody available to attend for the detained person and in such cases a Childline volunteer can fulfil the requirements of this role.

We are often asked the question what do you do with the money you raise?

The money is spent as follows:

- The day to day costs of running an office.
- Staff costs - because child abuse/child protection is a specialised area of work we employ three part-time managers to provide professional support for our volunteers.

- Volunteer Training Courses; every year we run 2-3 training courses for Helpline Volunteers and we are about to substantially increase our investment in this area because of our commitment to improving the **Appropriate Adult Volunteer** training courses.
- On-going training of staff and volunteers aimed at delivering a quality service to our client group.
- Cost of promotional and educational material and personnel resources.
- Insurance costs; public liability and professional indemnity.