



Young people in crisis

And how we support them

Causes of Crisis

Exam stress

Mental Health Issues

Emotional Well-being

Bullying

Loss of Friendships

Feeling ignored

Loneliness

Worthlessness

Friendship issues

Trauma

Family relationships

Difficulty coping

Family break-up

Bereavement

Abuse

Neglect

Sexual abuse

Fear of consequences of actions



How might a young person present to Childline when in crisis?

- Crying or distraught
- Angry
- Overexcited
- Silent, unable to speak
- Panicking – struggling to breathe
- Scared
- Hyper-vigilant (fight or flight response)
- Hypo-arousal (freeze response)
- Unable to focus
- Depressed/ongoing suicide ideation
- Acute mental health issues (hearing voices, seeing things/people who aren't there, disorganised thinking, believing in an alternate reality)



What does Childline do?

We listen calmly and without judgement

Offer to help with various techniques including distraction, self-soothing, self-encouragement and relaxation

Provide a space to express the emotions in a safe way

Counsellors respond with empathy

Once emotional crisis has been de-escalated, we can explore what got them to that point



childline
A life-changing **NSPCC** service

What happens if the crisis continues?

- Despite using our techniques, sometimes what is needed is immediate support to protect young people
- Sometimes emotional crisis can lead to self-harming, suicidal feelings and intent.
- Young people do not always share this right away, our counsellors are trained to listen out for this
- If we need to involve emergency services, we will always aim to get consent for this first



Childline Confidentiality Promise

Childline is a safe place to talk. Whenever a young person speaks to us it's confidential and we won't tell other people what they've said. We only might need to say or do something if:

- They ask us to
- We believe their life or someone else's life is in danger
- They're being hurt by someone in a position of trust who is able to hurt other children like a teacher, religious leader, sports coach, police officer or doctor
- They tell us that they're seriously hurting another person
- They tell us about another child who's being hurt and is not able to tell someone or understand what is happening to them
- We're told we have to by law, for example for a court case.

What impact does this have?

"I am so thankful towards the lovely women that helped me tonight when I was at such a low point and breaking inside! She was so patient with me and made me laugh when we had a conversation about television programmes! She made me feel wanted and I felt I was worthy and important to them! I came on the phone in a mess and feeling suicidal and had just self harmed and when I came off I was (and still am) in a very happy mood! I wish I could talk to this lady again to thank her for the impact she's made! I didn't think Childline could help but I made a big difference to me and I recommended everyone to give them a call if you are feeling down!"