

# Annual Report

2020/2021



**“Thank you for everything  
you have done for me”**

25/07/21

## MESSAGE BY ANNIE GREEN, CHAIRPERSON



**A**t the beginning of another year of pandemic restrictions, we at Childline remain focused and steadfast in our mission to end all cruelty to the children in our community.

Throughout 2021, our staff and volunteers endeavoured to overcome the many additional challenges caused by the pandemic, which made it all the more challenging to provide our services 365 days of the year.

We continue to bear in mind the detrimental effects that lockdown has had on young peoples' formative years. Some of these are immediately obvious but there are other impacts, which may not come to light for a considerable time, and which we may be made aware of in the future.

Inevitably, our efforts are concentrated on the children and young people who reach out to us as we strive to keep up to speed with the many popular social media platforms that they use. Keeping pace with the way in which young people access the internet is a never-ending task! However, it is vital that we continue to engage and maintain the links that have been so firmly established in previous years. The increase in the number of engagements with Childline's existing social media platforms indicates that we must be doing something right.

During the pandemic, many difficult decisions have had to be made. Quite simply we at Childline will always "do the right thing". However, despite the challenges we faced in 2021, it was a year in which Childline had a very good reason to celebrate as we were honoured to receive the Governor's Award for Merit. This award was conferred and presented at a ceremony hosted by His Excellency at the Convent, and which now has pride of place in our office as a testament and reminder to us all that the hundreds of voluntary hours and dedicated service have been recognised, and so appreciated.

If it isn't too late, may I thank you for all your continued support and loyalty during 2021 and to wish you and your families a very happy – and healthy – 2022.

- **Registered in Gibraltar as a Charity**
- **Registration No:** 170
- **Trustees:**
  - Mrs A. Green
  - Mr P H Canessa ED LLB (Hons)
  - Mr B Pillans
  - Mrs I. Stagnetto MBE, JP
  - Ms L Louise
  - R. Fischel QC
  - Mr G Povedano

## OUR SERVICES



- A free Helpline Service open every day of the year between the hours of 5pm-9pm, where children and young people can contact us via:

Telephone **8008**

WhatsApp **58008288**

Live chat online via [www.childline.gi](http://www.childline.gi)

Email [8008@childline.gi](mailto:8008@childline.gi)

- A 24/7 Appropriate Adult Service, 365 days a year, available to young people who have been detained by the Royal Gibraltar Police or HM Customs.
- A Community Engagement Programme where our team work closely with schools and other youth and community groups. Promoting better understanding about wellbeing, emotional skills, mental health and social relationships.
- A Positive Parenting program offering courses to empower parents. Our parenting workshops can provide an ideal platform to pick up tips and new ideas and skills alongside expanding their support network.



**“Yeah I hope so. Thank you very much.**

**This talk really helped me and calmed me down I need to finish off my homework now. Thank you again”**

**06/09/2021**

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## Childline’s Vision

Childline’s Vision is of a society in which all children are loved, valued and able to fulfil their potential.

## Childline’s Mission

It is Childline Gibraltar’s mission to end all forms of cruelty to children in Gibraltar and for this we need to be able to reach out to all those children, parents and families that need us, when they need us.

## Our Values

Childline Gibraltar’s core values are based on the UN Convention on the Rights of the Child:

- Children must be protected from all forms of violence and exploitation.
- Everyone has a responsibility to support the care and protection of children.
- We listen to children and young people, respect their views and respond to them directly.
- Children should be encouraged and enabled to fulfil their potential.
- We challenge inequalities for children and young people.

## A Brief History

The ideologies which underpin the development of Childline Gibraltar are derived from two major national organisations in the United Kingdom – The National Society for the Prevention of Cruelty to Children (NSPCC) and ChildLine UK.

On 28th June 2006, at an event held at The Mount, Childline Gibraltar was jointly launched by Dame Esther Rantzen (ChildLine UK) and John Cameron (NSPCC).

Like the NSPCC and ChildLine UK, Childline Gibraltar was started by a group of individuals who believed that there was a need for this service in Gibraltar.

Building on the principles and experience gained by the NSPCC and ChildLine UK and maintaining close working links with both these organisations, Childline Gibraltar continues serving our local community.





# MESSAGE FROM CAROLINE CARTER, CHIEF EXECUTIVE



**W** We will look back and remember this year as the one where we had to respond to unprecedented challenges on many fronts.

Children and young people were among those most impacted by the COVID-19 Pandemic which is evident by the highest number of contacts to our helpline that we have ever experienced. Many found that their anxieties increased, family relationships were strained, and their mental health suffered. Our charity responded to the increasing demand to support children's mental health needs at a time when children had less support than ever before.

The overwhelming need, alongside the additional challenges operationally and financially that we faced during a pandemic, pushed our dedicated team to reach out to more children and young

people than ever before. Over the last 15 years, Childline has strived to improve and develop with the sole mission to end all forms of cruelty to children in Gibraltar. Our shared mission made us more determined than ever before, to pull together and respond creatively and positively.

It was therefore with great appreciation that we accepted the Governor's Award for 'Outstanding Contribution to the Community' on 16th July 2021. This Award was a wonderful way to recognise the efforts of a volunteer led charity, whilst highlighting the huge need for a service like Childline.

Here are some of our key achievements this year:

## Service Delivery



• As the largest children's charity in Gibraltar, we have continued to offer support to Children 24/7, 365 days a year through our daily Helpline (voice call, texting, live chat and email) and our Appropriate Adult Services, despite ongoing Covid restrictions.

• Our Helpline Service has received the greatest number of communications this year compared to our 15 year history. With 884 communications last year, we received over 70 calls a month.

• In our drive to ensure we offer a high-quality support to children and young people, we improved our standards of delivery with monthly practice development.

• To support these daily services, we have enhanced our early intervention programmes to improve the wellbeing and increase the resilience of children, young people, and their families by developing our schools' engagement and offering sessions to parents. We delivered sessions in two new school environments and delivered more sessions to parents than ever before. During a year of significant disruption, we persevered in our community engagement programmes to reach out to people in need and managed to directly engage with over 1345 people – our highest ever recorded.

## Partnerships

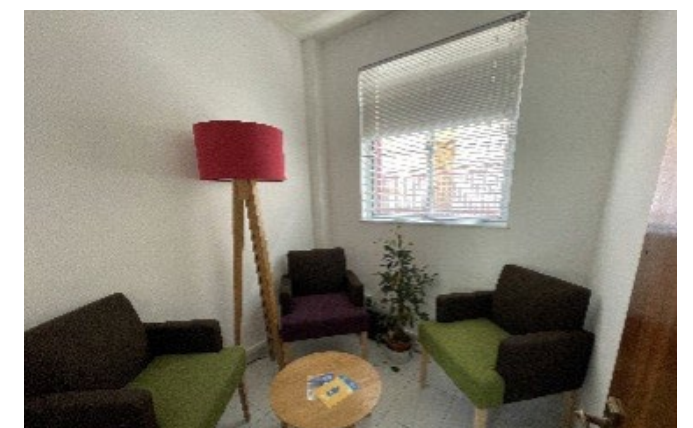


• As a charity we have developed our partnership with Childline UK where we have benefited from support in developing best practice, training, and liaison with senior management.

• Alongside this we have continued to foster great working relationships with Government departments like the Royal Gibraltar Police, HM Customs, the Care Agency, and the Department of Education to ensure that our services complement and are well integrated with current services for children.

• In our mission to end cruelty to children we have also sought to develop our relationships with local community organisations like Dyslexia Support Group, Autism Support Group, LGBTQ+ Committee, Clubhouse Gibraltar and the Citizens Advice Bureau.

## Operations



• Integral to the smooth operations of our services, we have invested in our IT infrastructure thanks to the ongoing support of ITMS.

• Having now used our database for a whole year, we are able to review and provide statistics for impact measurement and funding purposes.

• With the support of Ian Dawson and the team from Community Services, we have also modernised our office HQ with a new kitchen, a fundraising room and a small meeting room.



## Fundraising



- None of these achievements would have been possible without the exceptional generosity of the community in Gibraltar, who have donated to the charity in a year where we have not been able to hold some of our most significant fundraising events.

- The addition of a debit card, a contactless payment machine alongside an online donation portal has proved an invaluable investment.

## Communications



- Communication has been a high priority for us, particularly with the current social restrictions, and so we have succeeded in sending out a monthly Newsletter, frequent posts on social media and regular articles in the local press.
- Piranha Designs have helped us to develop a brand-new website, a modernised logo and attractive marketing materials to ensure that we communicate effectively externally.

- With regards to our online presence, we have the maximum number of followers across all our platforms than ever before, leading to our posts reaching out to thousands of local people each time.

- The addition of a debit card, a contactless payment machine alongside an online donation portal has proved an invaluable investment.

## #TeamBlue



- All these achievements under our belt this year, have only been possible due to the charities' dedicated volunteers and the staff team who have worked tirelessly day in and day out.

- Childline is made up of 96 current team members contributing their skills in governance, support to young people, IT, fundraising, and all the other essential skills that are required to run a large successful charity.

- We welcomed 4 new Childline Supervisors, invested in training new volunteers and providing regular continuing professional development. Our current staff team of 10 part timers, includes 7 people who were volunteers for the charity prior to their paid roles.

- It is only thanks to our committed team members, who work so hard and to the people who generously donate and support Childline all year round, that we have been able to provide lifesaving support to children and young people.

## THANK YOU!

**We extend our sincere gratitude and thanks to everyone who has supported Childline Gibraltar in 2020/21.**

We would not have got this far without their invaluable contributions. Together we have reached more children and young people, delivered more community sessions, and provided life-saving mental health support to children living in incredibly difficult and challenging circumstances, in a year when they have needed us more than ever!



**“Thank you for explaining that to me”**

**05/03/2021**



# CHILDLINE REACHES ITS 15TH BIRTHDAY!



# CHILDLINE RECEIVES THE GOVERNOR'S AWARD

It was with great appreciation that we accepted the Governor's Award for 'Outstanding Contribution to the Community' on 16th July 2021. This Award was a wonderful way to recognise the efforts of a volunteer led charity, whilst highlighting the huge need for a service like Childline.





# HELPLINE

Childline offer a free Helpline Service, where children and young people can contact us every day of the year.

You can contact Childline about anything. Whatever your worry, it's better out than in. We're here to support you.

There are lots of different ways to speak to a Childline Listener or get support from other young people.

Call, Text, Chat Online Or Email Us

- 8008 (freephone)
- childline.gi (live chat)
- 58008288 (WhatsApp)
- 8008@childline.gi (email)

For 15 years Childline have provided our Helpline service to all children and young people.



“Thank you for your handy tips”

05/07/2021

# HELPLINE STATISTICS

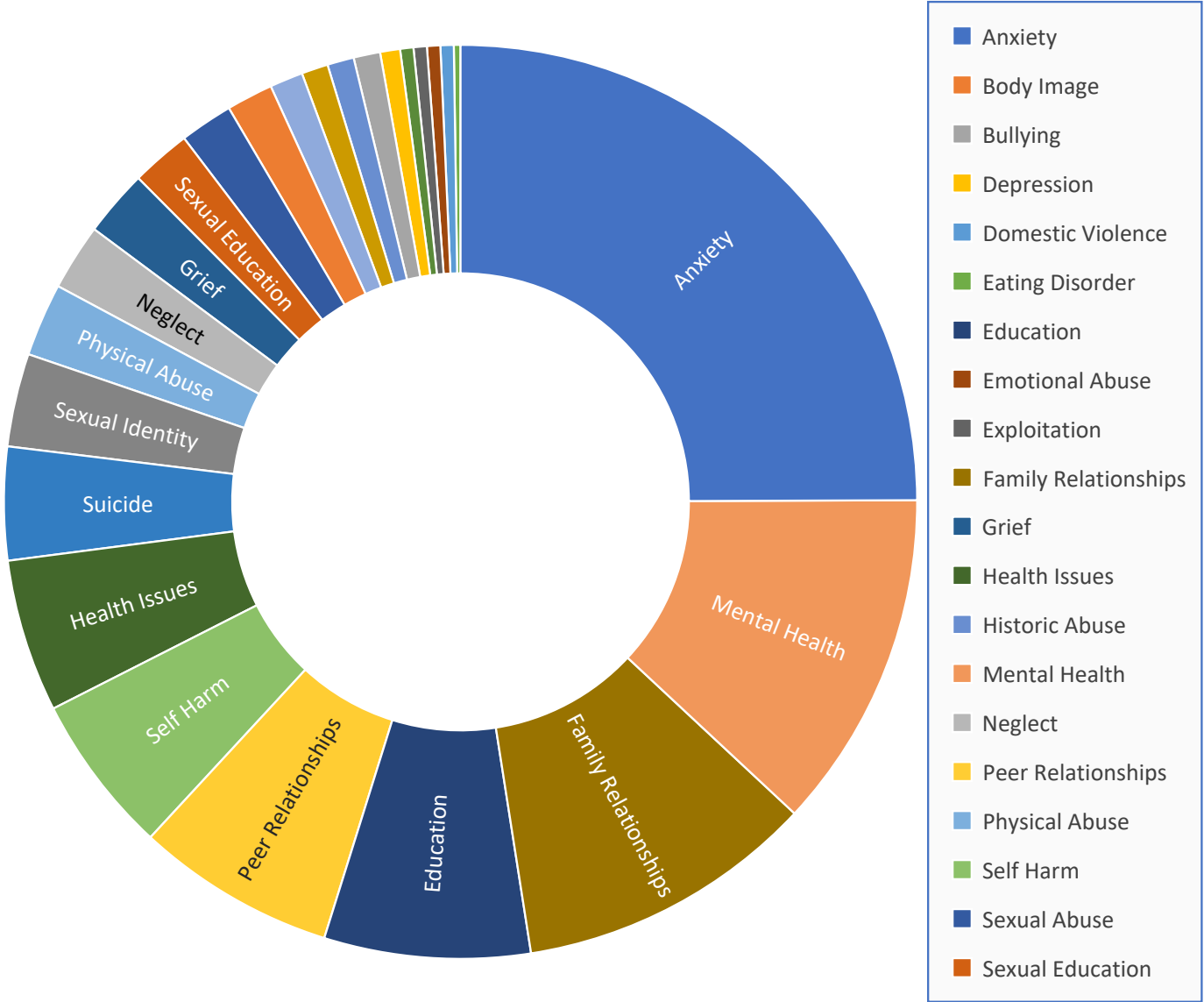
In the last 12 months between 1st July 2020 - 31st June 2021:

- 884 calls were answered by our Helpline
- 21 referrals were made to Social Services last year regarding children who were experiencing, or

at risk of, significant harm. We liaise very closely with the Care Agency, Royal Gibraltar Police and other professionals on a monthly basis to manage safeguarding concerns.

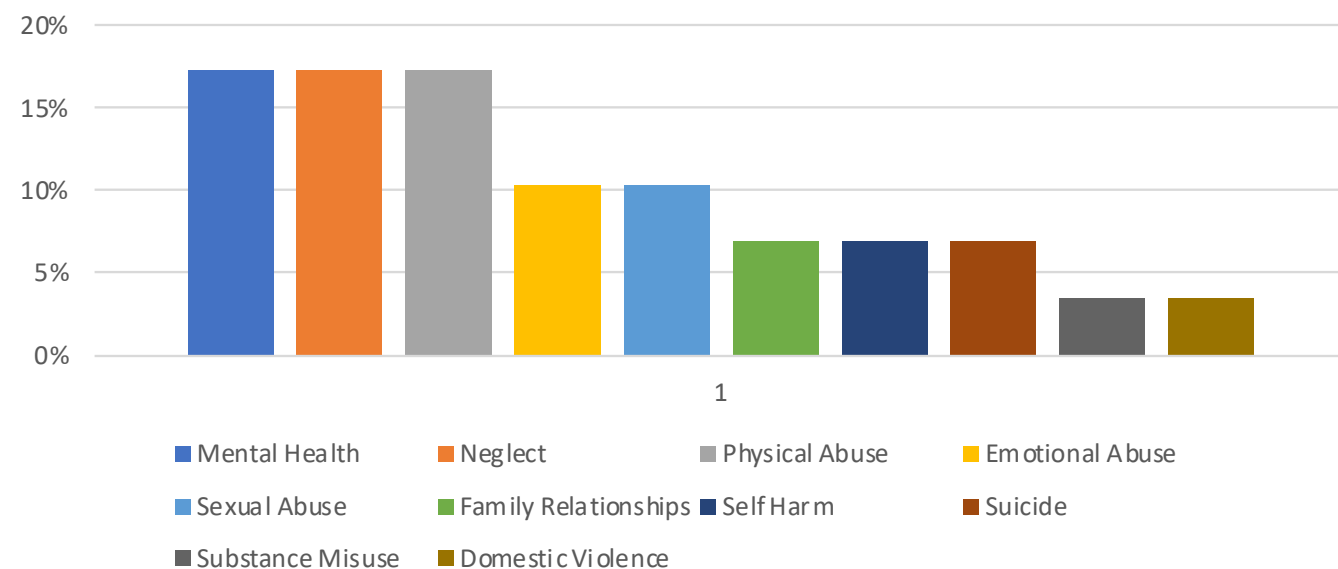
- 79% of all our contacts to the Helpline came through via WhatsApp.

## Top Reasons for Contacting Childline’s Helpline



Mental Health (including sub categories of Anxiety, Self-Harm, Suicide and Depression) account for 47% of all the contacts made to our Helpline.

## Reasons for Referrals



**Mental Health, Neglect and Physical Abuse** are the top three reasons for referrals made this year to external agencies where there was a child at risk of significant harm.

## Childline Listeners' Training

- **446 hours** were volunteered by 28 trained Childline Listeners on the Helpline
- **8 new listeners** were trained this year. Due to Covid restrictions this was delivered online for the first time and it was very successful.
- We provide **ongoing professional development training** opportunities, in addition to the initial onboarding training. This year all Childline Listeners were offered:
  - Mental Health First Aid Training
  - Motivational Interviewing
  - Solution Focused Therapy
  - Safeguarding Training
  - Regular Group Supervision Sessions. Many thanks to Natwest for hosting the group supervision sessions in their boardroom.

Our Helpline training is constantly being updated and we work closely with Childline UK to ensure that our training is always of a high standard.



## APPROPRIATE ADULT SERVICE

**C**hildline offer 24 hour, 7 days a week, 365 days a year cover to the Royal Gibraltar Police and HM Customs for an **Appropriate Adult** to be available for every child under 18 in Gibraltar. We have been providing this service for almost 15 years.

**The Criminal Procedure and Evidence Act 2011** places a duty on custody sergeants to have an appropriate adult present to safeguard the interests of children and young persons detained or questioned by police officers.



We are an associate member of the **UK National Appropriate Adult Network (NAAN)** and liaise with them to ensure that the standard of training and delivery is of the same high standards in Gibraltar.

## Appropriate Adult Statistics

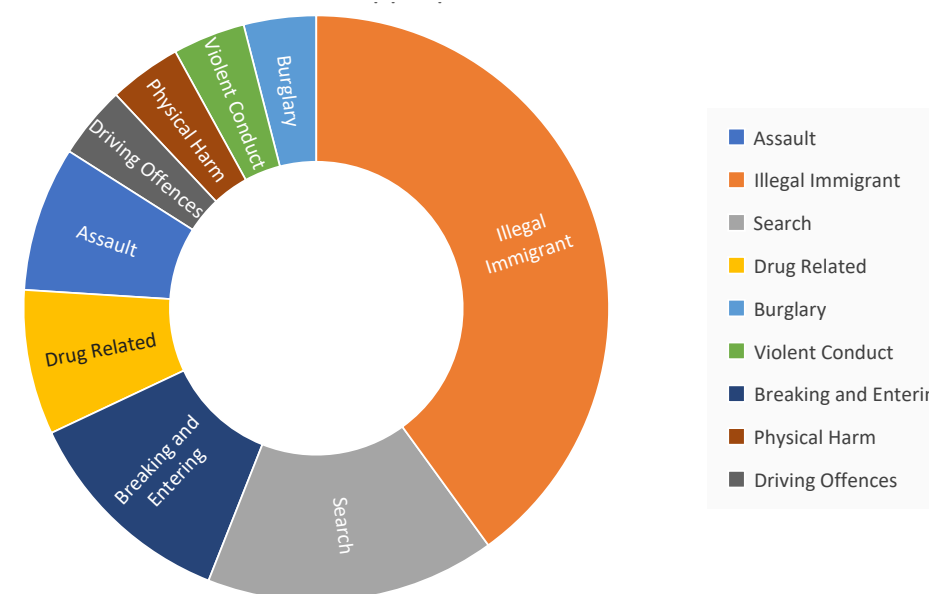
In the 12 months between 1st July 2020 - 30th June 2021:

- **25 callouts** were responded to support vulnerable children and young persons who were detained.

This is a 13% increase from last year.

- **92%** of the children and young people we supported were male.
- **36%** of children needing Appropriate Adult Support are 17 years old.
- **60%** of callouts are at weekends.
- Interestingly, we had no callouts on a Tuesday.

## Reasons for Appropriate Adult Callouts



Being an **Illegal Child Immigrant** makes up 40% of the reasons Appropriate Adults are called out for support.



## Appropriate Adult Training

• **11 new Appropriate Adults** were trained this year across 2 training courses.

• **55 active Appropriate Adult volunteers** cover our 24/7/365 Rota

• **49 hours** were spent on active duty as an Appropriate Adult supporting young people in custody. This is an increase of 145%

• We provide **ongoing professional development training** opportunities, in addition to the initial onboarding training. This year all Appropriate Adults were offered:

- Appropriate Adult role refresher training
- Mental Health First Aid Training
- Safeguarding Training
- Criminal Exploitation Training

Full comprehensive training is provided to all volunteers in-line with the UK National Appropriate Adult Network. The training covers:

- Who can be an Appropriate Adult?
- When is an Appropriate Adult required?
- What to do when you receive a call?
- What happens at the Police Station (rights read, processing, interview and so on)?
- Communicating with the Detained Juvenile.
- Recording/forwarding information regarding the call out.



A huge thank you to Advantage and PWC who support this service via their Corporate Social Responsibility.



**Thank you for being so nice to me"**

13/02/2021

## COMMUNITY ENGAGEMENT PROGRAMME

**Childline's preventative educational strategy has developed in direct response to locally identified areas of need, especially those highlighted via our Helpline Services.**

The aims of our programmes are:

- To raise awareness about local issues affecting children, young people, and their parents/care givers.
- To provide evidence-based information with the aim of enabling and empowering people to make better informed choices and deal with specific issues before they escalate.
- To work regularly with local schools and youth groups to deliver relevant, current workshops/

**Our current programmes are:**

### Childline Well Being Champions

- We trained 10 Champions, who in turn reached out to impact over 750 young people.
- This year we have delivered 3 training programmes in 3 schools

The programme trains young people in the five ways to well-being, using an evidence-based model to improve wellbeing and increase resilience, in order to reduce mental health issues. Once they are trained, they will be appointed as 'Childline Well-being Champions'. They will be supported to lead a project, which reaches out to their whole school, college or community on how to promote and make a lasting impact in reducing mental health issues into adulthood. The programme is adaptable for school, college, and SEN use.



The pilot for this programme was funded by Argus Insurance through their 70th Anniversary fund.



This is a copy of the certificate and the badges that students receive after completing the programme.





This group decided that for their project, they wanted to raise awareness of wellbeing in the Gibraltar College by creating a poster for all students to read as they entered the College. There are 250 students who will have read this poster. The 4 students are pictured here with the Mayor of Gibraltar who came to visit and was very impressed with the program.

This is a photo of the 6 Childline Wellbeing Champions, from Westside Secondary School and Bayside Secondary Schools. They met here to plan a joint awareness stall to all students in Year 7 across both schools. At their stall they held a Wellbeing Quiz competition to raise awareness of the 5 ways to wellbeing and gave prizes to every successful entry.



The awareness day which the Childline Wellbeing Champions delivered to raise awareness of Childline, was successful and reached out to 500 students.

## Impact Quotes

"I learnt about the 5 ways to wellbeing. Physical activity and Connecting with others has a positive impact on my life. I know I would be able to apply the other stages in a time of need. Based on the awareness of the day, it definitely raised awareness for Childline. The children wanted to win the prizes and so were definitely thinking about the questions, helping them to understanding wellbeing"

**Milly, Childline Wellbeing Champion**

"I very much enjoyed the programme and it allowed me to learn many things about coping with any issues related to my wellbeing. I think the awareness day succeeded in what it was intended to do as Charlie Bear really drew the kids in to see the stall. They usually stayed for the quiz and therefore learnt about the 5 ways to well-being"

**Anna, Childline Wellbeing Champion**

"I think learning about the 5 ways of well being is useful when feeling stressed or anxious and more people should learn about it as it can be really useful. The awareness day was successful and we got the message of Childline across to a lot of people and the addition of Charlie Bear helped reaching out to the younger ones"

**Carla, Childline Wellbeing Champion**

## Emotional Health Workshops



These are a toolkit of sessions which promote healthy mental health and emotional well-being. They are delivered in small groups to facilitate discussions. We explore mental health and emotional wellbeing issues to develop resilience. The aim is that young people become better equipped to tackle everyday situations, including supporting friends and managing anger.

## School Courses

The overarching principle of our school courses is to equip children to deal with life challenges, promote healthy mental health and emotional well-being.

### Year 3 - 'Express Your Emotions'

This is a fun and interactive workshop. Our aim is to equip children to name and express their feelings and emotions through art. It creates a safe environment for sharing and reflecting on emotions. Art is a great way of expressing these emotions as through creative art, children may be able to represent experiences they cannot verbalise. When we value children's creativity, we help them feel valued as people, raising their self-esteem. Children will also gain an understanding of how much a role emotion plays in art making as they create paintings based on feelings.







#### Stats:

We delivered the workshop in every school of Gibraltar, engaging with 400 year 3 students, in total we delivered 20 sessions.

“Thank you for your time, it has been a pleasure having you over at school delivering your workshop. The work you all do is very important and we appreciate it.”

**St Joseph upper primary school**



#### Stats:

Our Year 6 programme engaged 46 students and the feedback from children and teachers was very positive.

#### Year 6

Our sessions to this year group aim to build emotional resilience to enable students to make a positive change when transitioning from Upper Primary School to Secondary School, as sometimes this transition can be stressful. We exploring thoughts and feelings throughout, as well as providing a useful long-term resource to refer to in times of stress.



“Thanks for the help”

03/07/2021

#### Year 7

With year 7 students, we help them to learn how to cope when things are tough. A resourceful, practical programme which equips students with life-long resilience skills. This year we have been developing this programme and will be piloting this in the Autumn term of 2021.

## Community Events

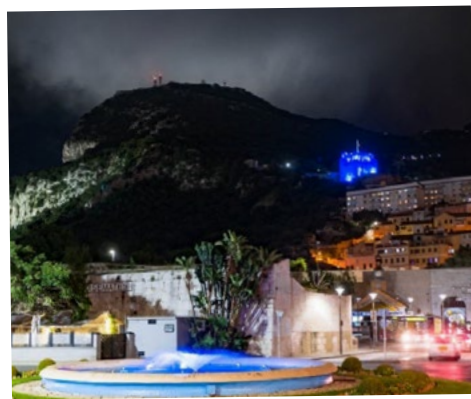


Childline offer a Community Engagement Programme where our team work closely with schools and other youth and community groups. Promoting better understanding about wellbeing, personal and social relationships.



We held a Wellbeing week across our social media pages, Facebook, Twitter and LinkedIn.





### Blue Week

Gibraltar showed its support for Childline during our annual blue week with corporates, schools and sites around Gibraltar all going blue.

Childline engaged with every school in Gibraltar, raising awareness for the importance of our wellbeing.

**"We held a very well-supported Blue day in school"** Bishop Fitzgerald School

**"I believe our students embraced Blue Day last Friday and, as always, we were glad to support the event"** Bayside

**"Our children very much enjoyed taking part in raising awareness for Childline last Friday"** St Pauls school

The lower primary schools presented our dear Charlie with some lovely drawings.



### Gibraltar

Gibraltar Netball Association has been supporting its territory's Childline charity, which runs a free telephone helpline and other services to support children in need. Netball Gibraltar has been raising awareness of the charity's work, by sharing Childline's '5 Ways to Wellbeing' on their social media channels. Pictured are AKS Smarties, wearing blue on court to support Childline.

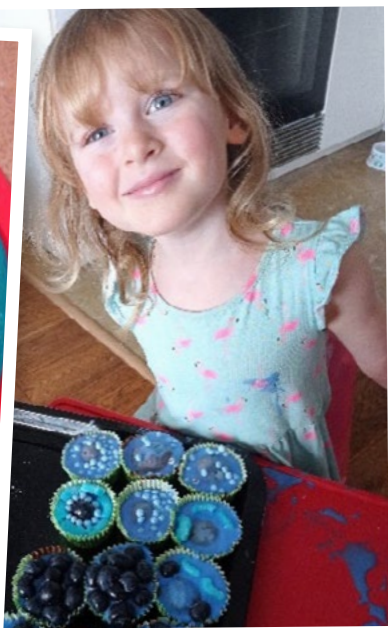


College 1975 FC Awareness event



We had a stall at the Ministry of Defence Fair to promote the charity.





We held a baking competition where young people had to bake any creation as long as it was blue.

We joined in the extremely popular Armed Forces Day.



HE The Governor came to visit us



Gibraltar Rugby Mini and Youth  
7 Dec 2020 · 📍  
Charlie the Childline Gibraltar bear joined us on Saturday! Turns out he's quite handy with a rugby ball (nice try Charlie!) and a great help with the little ones.

Like Charlie, keep physically and mentally well through keeping active and getting involved. If you or your child need help, Charlie and the team are at the end of the phone each day from 5pm - 9pm. If you're worried or anxious about anything, get in touch (phone 8008 or WhatsApp 58008288).

A huge thank you to Zoe Fidock, our Gibraltar Rugby Safeguarding Officer, for hosting Charlie, and to Rugby Super Mum @Ines Castro Caldas Verissimo for being a part of both #teams.



### Rugby Awareness event

We made a great connection with Gibraltar Rugby Mini & Youth. Charlie Bear, our mascot, went to training with about 160 children on a Saturday morning, twice this year.

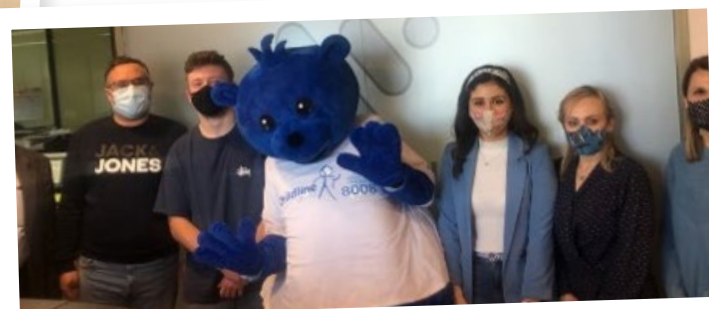


We took part in the Academic Careers Fair, which was held online



We were invited onto The Hub at GBC TV





Charlie the Bear also did a tour around Gibraltar, engaging with our lovely community.





# EMPOWERING PARENTS

**B**eing a parent can be both rewarding and challenging!

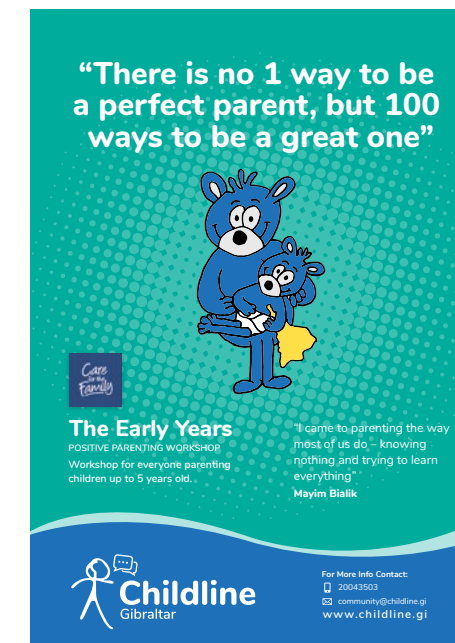
We would love to support you on your journey. Our parenting workshops can provide an ideal platform to pick up tips and new ideas and skills. Meeting in small, informal groups you work together with our facilitators to chat and discuss experiences and ways in which we can help each other. The courses aim to provide common sense, jargon free information & ideas to help engage with your children and boost your relationship. The benefits of sharing ideas and experiences with other parents can last a lifetime.



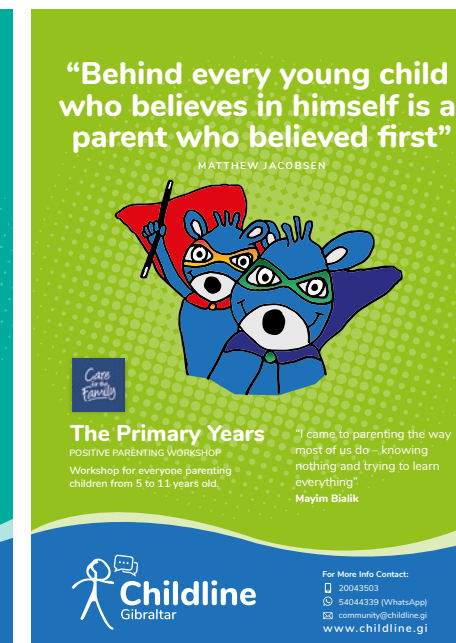
All our facilitators are trained and licensed by Care for the Family to deliver these courses.



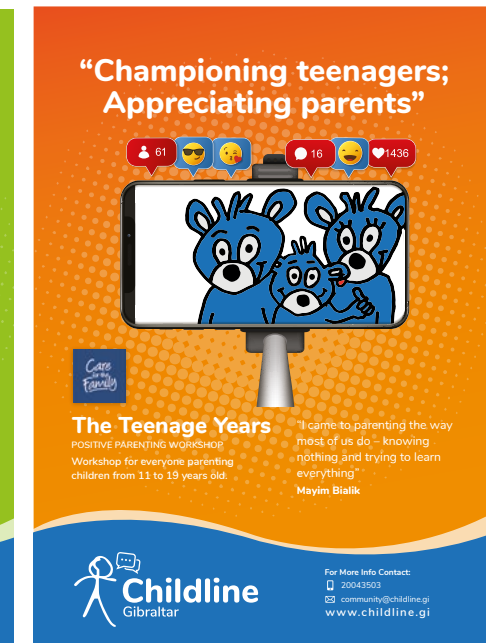
## Courses include:



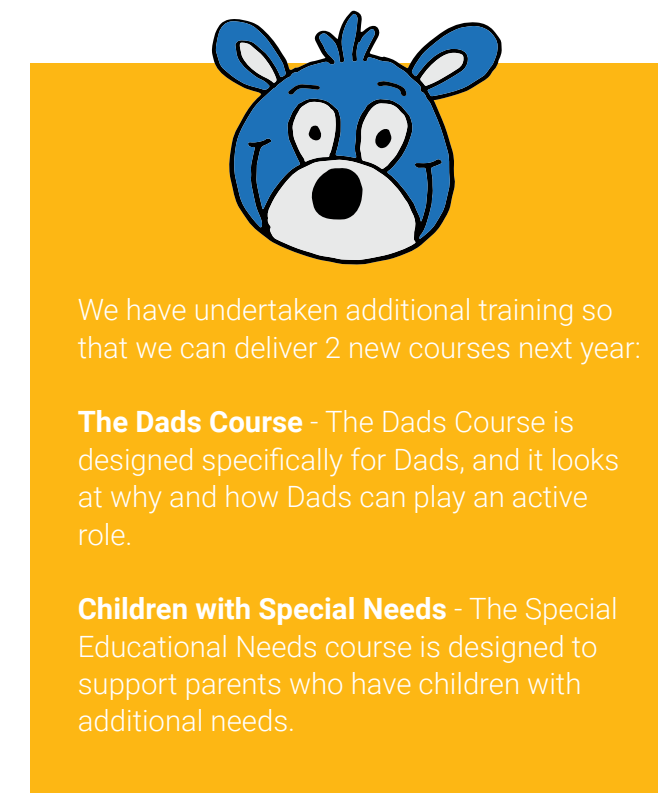
**The Early Years** - The Early Years course designed to support parents of children aged between birth & 4 years.



**The Primary Years** - The Primary Years course designed to support parents of children in primary and junior schools.



**The Teenage Years** - The Teenage Years course is designed to support parents of pre-teenagers or teenagers.



Our team delivered a course, to parents of children in the early years, with the community in the Ministry of Defence. Our lovely facilitators Mary Sene and Jill Yeoman did an outstanding job supporting a group of new parents.



# FUNDRAISING



## Summer Challenge 8008

Thank you to everyone who took part in our Summer Challenge 8008 aimed at promoting physical health to improve emotional wellbeing.



## Blue Week Quiz

Once again due to Covid we had to hold our Blue Week Quiz online. 13 teams took part with Advantage being joint winners on the night.

"We had a brilliant time and all for a great cause! "



## Easter Treasure Hunt

"We've completed the Easter Hunt and had a great time doing so! Lots of great questions, really got us exploring all over the gardens - thank you"  
"Thank you for doing such a fun day for the kids."

## Halloween Raffle

Due to Covid restrictions we were unable to have our popular Quiz Night, but our online raffle was a great success.







**Flag Day**  
Another great day with support from all areas of the community.



**External Fundraisers**  
Gibraltar Mini & Youth Rugby coaches accepted the Captain Tom 100 Challenge in aid of Childline Gibraltar.



**Charity Yacht Race**  
Hire-u-Shop Ltd & Boatshed Ltd held a match race in aid of local charities.



**Royal Gibraltar Regiment Quiz Night**  
The Warrant Officers and Sergeants Mess held a quiz night and other fundraising events supporting Childline.





# THANK YOU FOR YOUR SUPPORT

**With the challenges we have all experienced with lockdowns and Covid restrictions, we are truly grateful for the support we have received for our fundraising events. Along with our events, we have been fortunate to receive donations from other events in the community.**

Our supporters and sponsors have donated time as well as money to assist us in continuing to provide our services to the children and young people of Gibraltar. Their support is priceless and we are eternally grateful for this.

## Thank you to all our Corporate Sponsors & Supporters for your donations

- |                              |                                  |
|------------------------------|----------------------------------|
| Advantage                    | Ibex Insurance                   |
| Allied Exports Limited       | IDT Financial Services           |
| Apricot Investments          | International William Hill Group |
| Argus Insurance              | Koala Construction               |
| Armstrong Properties Limited | Kusuma Trust                     |
| Aquagib                      | Land Property Services           |
| Bassadone                    | Line Group Limited               |
| Beacon Press                 | Maccabi Gibraltar                |
| Bland Group                  | Mayfair on Main                  |
| Brooks PA Care Agency        | M H Bland                        |
| Calpe City                   | Newcote Services Limited         |
| Castiel Winser               | Newton Store                     |
| Charles Gomez & Co           | North Atlantic Trust Company     |
| Corre Libre                  | Piece of Cake                    |
| Deliotte                     | PwC Gibraltar                    |
| Eroski                       | Round Table                      |
| GBC                          | Royal Gibraltar Police           |
| Gedime                       | Select Consultancy Limited       |
| GFSC                         | SRG Europe                       |
| Gibraltar International Bank | Stage One                        |
| Gibraltar Financial Services | Start Up Grind                   |
| Gibraltar Rugby              | St Teresa's Social Club          |
| Gibraltar Trustees Limited   | The Hope Charity Trust           |
| Gibro                        | The Pharos Trust                 |
| Government of Gibraltar      | The Treasury                     |
| GRA                          | TSN Barristers                   |
| GVC                          | Turicom                          |
| Herald Travel Ltd            | WHSmith Gibraltar                |
| Hire-U-Shop                  |                                  |

## Thank you to all our Corporate Supporters who have given Pro Bono support or donated items

- |                                |                             |                                |
|--------------------------------|-----------------------------|--------------------------------|
| Advantage Insurance            | Knit Gibraltar              | Rock Learning                  |
| Anglo Hispano                  | Little Bay                  | Round Table                    |
| Burger King                    | Mascot                      | Saccone & Speed                |
| Calpe Hounds                   | Maleras                     | Sky Tech Photography           |
| Community service              | MH Bland / Calypso          | Theatre Café Restaurant        |
| Corporate Events               | Monique's Bistro            | The Charity Quizzers Gibraltar |
| Digital Corner                 | Music Corner                | The Lounge                     |
| Gala Coral                     | NatWest International Bank  | The Paint Shop                 |
| Gib Yellow                     | Newton Store                | The Sunborn Barbary Restaurant |
| Gibraltar Football Association | Paper Cloud                 | The Toy Box                    |
| Gibtelecom                     | Piece of cake               | The Waterfront Restaurant      |
| GVC                            | Piranha                     | Trico Poster Printing          |
| Image Graphics                 | PwC                         | Understanding Gibraltar        |
| Image Graphics Poster          | Queensway Marina Management | Vijay                          |
| ITMS                           | Rendevous                   | Visu.al                        |
| Kaycee                         | Restsso                     | WHSmith Gibraltar              |
| Khubchands                     | Rock Cool                   | William Hill                   |

## Thank you to all our local schools

- |                                |                               |
|--------------------------------|-------------------------------|
| Bayside Comprehensive School   | St Bernard's Middle School    |
| Gibraltar College              | St Joseph's First School      |
| Governor's Meadow First School | St Joseph's Middle School     |
| Hebrew Primary School          | St Martin's School            |
| Loreto Convent School          | St Mary's First School        |
| Prior Park School              | St Paul's First School        |
| St Anne's Middle School        | Westside Comprehensive School |
| St Bernard's First School      |                               |

## Thank you to all our individual supporters

- |           |          |         |
|-----------|----------|---------|
| Cabezutto | Pecino   | Santini |
| Jackson   | Peralta  | Smith   |
| McKee     | Pitaluga | Stern   |
| Montado   | Posso    | Walker  |
| Morgan    | Ryan     |         |



## Thank you to all the businesses who have held one of our collection tins on their public counters

Angry Friar  
BFA Management  
Bruno's  
Burger King  
Calpe Pharmacy  
Edinburgh Arms  
Elliot Hotel Hairdressers  
Gaggero Cemats  
Gibraltar Arms  
Gibtelecom  
Hair Spray  
Holland & Barrett

Lord Nelson  
Morrisons Pharmacy  
Mothercare  
Munchies  
N&M Convenience Store  
The Horseshoe  
The Three Owls  
The Toy Box  
The Waves Café  
Trafalgar Pharmacies  
Trafalgar Sports Bar

## Finally thank you to all the participants in our fundraising events throughout the year

8008 Summer Challenge  
Halloween Raffle  
Blue Week Online Quiz  
Easter Hunt

## Thank you to all our dedicated team

Our charity would not be able to run as effectively as it does without the commitment and expertise of our staff team along with the support and dedication of our volunteers. Their contribution, time, expertise and passion are pivotal to making Childline the successful organisation that it is and enable us to be the largest children's charity in Gibraltar.

Thank you to:

- Our volunteer Board of Trustees
- Our Management and Staff Team
- Our volunteer Helpline Listeners
- Our volunteer Appropriate Adults
- Our volunteer Positive Parenting Facilitators
- Our volunteer Fundraising Committee
- And the individuals volunteering their professional expertise to Childline in areas like IT, office maintenance, fundraising, HR, legal and so on.

## GET INVOLVED

**A**nyone can volunteer. Aside from the obvious feel-good factor from giving your time to a worthy cause, volunteering has several key benefits for your career, which make it well worth considering. Not only is it a great way to gain experience, but volunteering can also help you stand out from the crowd and learn practical skills which will make you more desirable to prospective employers.

Whether for our Helpline or Appropriate Adult team, adults are welcome to volunteer and in turn contribute significantly to improving the lives of children and adolescents. Specialist training is provided to enable all volunteers to develop the tools and skills needed for either role.

It can be very rewarding and is a great way to:

- meet new people
- gain new or use existing skills
- get experience
- make a big difference to your community

If you want to make a difference, join our team. Sign up now or send us an email to request more information.

## How can you help?

### Helpline Listener Volunteers

Do you want to make a difference to children and young people? Can you be there when they feel they have no one else to turn to? Do you have time to spare to help us in supporting them?

### Appropriate Adult Volunteers

Being detained by Police or Customs can be a frightening experience for young people, especially if their parents are unavailable or unwilling to be present.

### Fundraising Volunteer

Do you have what it takes to help Childline continue to provide our support service to children and young people in Gibraltar?

### Social Media

Follow Us on Facebook, LinkedIn, Instagram, Twitter, YouTube and TikTok to keep updated about our news.

Find out more on our website [www.childline.gi](http://www.childline.gi)





## Donate

**We** receive funding for our services and office running costs from generous supporters. Amazing people like you, who believe in our work – believe that every childhood is worth fighting for.

Your gifts and donations, big or small, make a difference to the children and young people of Gibraltar we help through our services.

No child should have to struggle alone.

Donate today so we can be there for them.

Donate Online [www.childline.gi](http://www.childline.gi)

## Fundraising

### Why fundraise for us?

As a self-funding charity, we rely on the support and generosity of the people of Gibraltar to help us run our services.

### Organise a Fundraising Event

Fundraise at school, work or at your sports clubs.

Have you thought of doing a challenge and donating the proceeds to Childline?

You could cycle round the Rock, do a sponsored swim, a 10k run or even a skydive.

### The sky is literally the limit!

Maybe you prefer something more sedate – have a coffee morning with friends to raise some money to support our services.

Join in our Blue Week in March by having a Blue Day; wear blue, sell cakes, do the 8008 challenge by creating our Helpline number in an imaginative way.

Fundraising at work is a great way to add fun and team building to the work environment.

### Fundraising Pack




Posters, banners, balloons, tablecloths, collection tins and many more things are available to help your event be as successful as possible. For all the support you need, please contact the fundraising committee via the office on: [info@childline.gi](mailto:info@childline.gi)





## Administration

If you would like to contact Childline for administration purposes, volunteering or to make a donation you can contact us on:

 <b>Phone</b>	20043503
 <b>Email</b>	info@childline.gi
 <b>Address</b>	Childline Gibraltar, PO Box 561/522, 21 Bell Lane, Gibraltar, GX11 1AA

## Online

Follow us on social media and stay in touch throughout the month on what we are up to:

 <b>Website</b>	<a href="http://www.childline.gi">www.childline.gi</a>
 <b>Twitter</b>	@childlinegib
 <b>Facebook</b>	@childlinegib
 <b>Instagram</b>	@childlinegibraltar
 <b>LinkedIn</b>	@childline-gibraltar
 <b>YouTube</b>	@Childline Gibraltar
 <b>TikTok</b>	@childlinegib

