

THE CHILDREN'S & YOUNG PEOPLE'S HELPLINE

Children
& young
persons

Helpline

If you're a young person who needs support, chat to our team.

itsneverokwirral.org/chat

Call free on 0808 196 4147

Available Mon-Fri 9am-5pm

Wednesday evenings 7pm-10pm

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DIFFERENCE

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● Our Aim

The helpline is available for any child or young person that is stressed, worried, upset or just needs to have a chat



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or call free on **0808 196 4147**
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The helpline is staffed by experienced call advisers from a variety of services within WBC. Who work directly with children and young people

● History of the Helpline

- Due to the COVID 19 pandemic a childrens and young peoples helpline was set up
- 04 The Helpline went live April 2020
- A service specifacly for children and young people.
- The service has now developed to include one evening session a week

● **Worries children and young people are facing**

School work

Gender Identity

Anxiety

06

Mental Health

Family Relationships

Bullying

COVID 19

Friendships

Homophobia

- **Feed back from children and young people**

"Very approachable and 'nice'".

05 **"Quick response "**

"Put in touch with other service"

"Very professional "

"Easy to access "

"Gave good advice and listened and offered practical support"

● **Keeping Children and young people safe**

- No personal information required
- Induction for all call adviser and team leaders/managers
 - Safeguarding procedures in place
- All call advisors are trained in safeguarding procedures
- Managers are available for support at all times

- **The Helpline Is Available From**

Monday to Friday 9am - 5pm

and

Wednesday evening 7pm - 10pm

Children and young people can access the Helpline
by a Free Phone line **08081964147** or Live chat
service **itsneverokwirral.org/chat**

Any questions ?