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Dear Peter,

I am writing to thank you for Towergate's donation to ChildLine of £21,526.89. As ever we are extremely grateful to you and your staff for all of your fundraising. This money will go directly towards the recruitment, training and support of more than 13 volunteer counsellors and in turn help thousands of children when they need us most.

As you are aware, funds received from the Towergate Foundation are allocated by ChildLine according to the needs of each of our bases. Funds raised by Towergate staff however are allocated to the ChildLine base closest to their office. This means that your organisation funds the recruitment, training and support of counsellors all across the UK, counsellors who are there to help local children whenever and however they chose to contact us.

Since our partnership began in 2008 Towergate have funded the recruitment, training and support of more than 230 volunteer counsellors. This is an amazing achievement. These counsellors, like Liz in our Edinburgh base, speak to children every week who come to us for many different reasons:

"No shift at ChildLine is the same. On Wednesday I spoke to maybe 20 children, all of whom wanted to talk about things which were really important to them. The first call I took was from a 13 year old girl who was incredibly upset. She was really scared of her parents and had been so brave in calling us. Unfortunately she ended the call very abruptly so I won't know if she was okay.

Some of my calls that afternoon were less intense, for example I spoke to one girl who just wanted to tell me that she was delighted that she no longer had to sit her SATs, and I also spoke to a boy who was going to audition for the X Factor the following day and wanted me to tell him what I thought of his audition piece!



ChildLine is a service provided by the NSPCC
Patron: Her Majesty The Queen Chairman: Sir Christopher Kelly
Director and Chief Executive: Andrew Flanagan

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My final conversation of the day was more serious however. It was an online chat with a girl whose father had died a month ago. She was desperately sad, self-harming and wanted to commit suicide. We chatted for over an hour and in the end she asked if she could get back in touch later that evening. I assured her that we were here for her whenever she needed us and could talk about anything she wanted. I just hope she doesn't have to wait long to get through to a counsellor. The first time she had to wait over 30 minutes because there just aren't enough counsellors. Thank goodness she waited."

Without Towergate's support counsellors like Liz would not be there for children. We still have a way to go before we can answer every call and be there for every chat, but with Towergate's support we will continue to get another step closer.

My sincere thanks to all at Towergate.

With very best wishes.

Andrew

Andrew Flanagan
Chief Executive
NSPCC

C.C:

Paul Dyer, Andy Homer, Tony Proverbs and Julian Palmer, Rachel Case