

FOREWORD

On behalf of the Board of Trustees and the senior management team we are delighted to present Helplines Partnership's Annual Review 2018, celebrating 29 years of supporting and promoting quality, choice, capacity, access and governance for the helpline sector.

During the year the organisation has developed further its key services to members; these include the respected Helplines Standard, the expansion of our Open Training Courses and Masterclasses, plus member conferences across the UK. This has given our members the chance to access valuable support and to network within our sector.

We would particularly like to acknowledge the contribution of the Trustees and our dedicated staff team, which has enabled us to continue providing an organisation that is of value to its members and stakeholders.

Sophie Andrews



Sophie Andrews
Chair of Trustees

The average number of hours our member helplines are open each week



6



Helpline Awards: Helpline of the Year, Helpline Impact, Best Helpline Sector Contributor, Best Innovative use of Technology, Helpline Employee of the Year, Helpline Volunteer of the Year

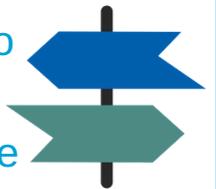
969

Participants took part in our open, bespoke and onsite training courses

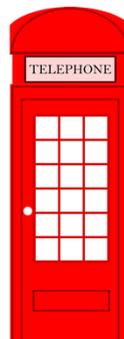


32,488

Visits to Find a Helpline



£243,094



Saving for members from BT waiving the Payphone Access Charge

Organisations achieved the Helplines Standard

14



85

Days of training delivered



18.5

The average length in minutes of a helpline call



110,078

Visits to the Helplines Partnership website



Helpline sector job alerts shared with our subscribers



19

"Helplines Partnership is such a helpful organisation, it provides the help and support we need. It's such a specialist area so being able to tap into the organisation's experience and knowledge from working with many other helplines and being able to access that knowledge is invaluable."

LawCare
Supporting the Legal Community

"We learned so much at the member event and it was really helpful to get some insights into how things are run elsewhere and engage in some networking."

MyelomaUK

"The process to gain the Helplines Standard accreditation has been illuminating and we have learnt enormously from it about ourselves, which includes where we are excelling and also where we could improve."

Sands
Stillbirth & neonatal death charity

4 1978
2018
years of support

What our members say membership means to them

Training

"Support and advice"

"Focus on training issues solely for helplines"



Networking

"Chance to meet other helplines"

"Learning from others - a community of helplines"



Quality

"A badge of reassurance to the public"

"Level of professionalism, kudos to the service"



@HelplinesUK



@helplines.org



www.linkedin.com//helplines-partnership