



Annual Conference 2019 | Birmingham | Wednesday 6 November

Strength in Numbers

Join us at this year's Annual Conference for the opportunity to learn from, and with, other helpline professionals. Attend seminar sessions delivered by experts, tailored to the helpline sector and hear from high profile, inspirational speakers.

Keynote Speaker



Ryan Hart - Challenging male violence against women and children. White Ribbon Ambassador and Refuge Champion.

Headline Speaker



Nick Thompson - CEO of The Phone Co-Op. Nick will discuss getting digital ready, ensuring helplines can support as many people as possible.

Building awareness of your organisation

Delegates at this year's Conference will hear from a **panel of expert speakers** sharing their experiences and providing insights about raising the profile of your helpline service. You'll hear from **BBC Action Line**, **The Mix** and **Lloyds Bank Foundation**.

In this year's **Member Showcase**, you'll hear from **Blue Cross Pet Bereavement Services**, and learn how they diversified their income, strengthening their organisation, by developing online training.

Learn from the experts

Whether you are a large, national helpline or a small, focused service; with a **choice of six seminars** at this year's Annual Conference, there is something for everyone.

- **The King's Fund** - Making the numbers count: A simple guide to NHS commissioning and the long-term plan
- **Charities Aid Foundation** - A strategic approach to fundraising – making the numbers add up
- **The Developer Society** - Improving your helpline tech
- **Grassroots** - Reducing the numbers - Real Talk - Suicide prevention awareness
- **The Association of Volunteer Managers** - Volunteer vacancies: risky recruitment or successful succession?
- **Helplines Partnership** - Measuring outcomes in the helpline sector



The Helpline Awards, now in their sixth year, are an opportunity to acknowledge, recognise and celebrate the amazing work that helplines, their staff and volunteers do providing information, support and advice to improve people's lives.

Find out more and book your place: bit.ly/HLP-AC-2019

