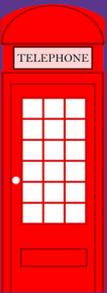


ANNUAL REVIEW 2018 -2019

£51,527



Saved by members from BT waiving the Payphone Access Charge

98



Days of training delivered
Open courses, Masterclass, bespoke and on-site

1,291

Participants took part in our training



21



Organisations achieved Helplines Standard accreditation



FOREWORD
Sophie Andrews
Chair of Trustees

Helplines Partnership's strong reputation, dedicated staff, expert training and Helplines Standard are all assets to be valued. However, our Trustees are acutely aware that we are not immune to the increasing challenges faced by our members and the charity sector.

Over the past year, we have talked with and listened to our members about the challenges they face in delivering their services. As a membership organisation, our strategy over the next three years will be shaped by the needs of our members so that we can better support you and the helpline sector to build sustainability

and deliver the best service possible for your service users.

We're proud of everything we've achieved this year from the number of helplines achieving accreditation to the number of people who have taken part in our specialist training.

As Chair, a highlight of my year is the Annual Conference and Awards, where we can pause and reflect on the amazing work that goes on in the sector, gain strength in coming together, sharing best practice and improving the service that helplines offer.

I would like to thank the whole Helplines Partnership team, our staff, Trustees, partners and our members for their commitment and hard work.

123,180

Visits to the website





"I feel that our policies are much more robust as a result of the Helplines Standard. We were able to see what we already had and what we needed to make stronger. Safeguarding was an area that we particularly focused on and that is much more robust now."

Karma Nirvana



"We are delighted to continue our membership and value the help and guidance we get from the partnership."

SSAFA, the Armed Forces Charity



"As an organisation we work with a lot of corporate partners and funders. Having the Helplines Standard means we can demonstrate to them that we are meeting industry good practice. The external benchmarking is something they understand from their own sectors."

Mind



"The member event was well organised, very informative and worthwhile. The networking opportunities alone between so many advocate groups is an excellent benefit and one that should also be highlighted in the good work you do."

MABS

111,617

Unique page views for Find a Helpline



1,203,447

The average total number of hours our member helplines are open over a year



12

Helpline sector job alerts shared with our subscribers and on our website



588



@HelplinesUK
Tweets posted to
2,022
followers



9

Helplines Standard workshops

Attended by **55**
different organisations

£17.40

The average cost of a contact to a helpline across all contact channels offered



11

Different benefits that help members to save money including: discounted training, discounted Helplines Standard accreditation, discounted Conference places, discounted job advertisements and free volunteer vacancy adverts



@HELPLINESUK



@HELPLINES-PARTNERSHIP



@HELPLINES.ORG

REGISTERED CHARITY NUMBER: 1125840