



Annual Review

2022 - 2023

**Foreword by Ruth Ingman
Chair of Trustees**





We are looking to the future at this year's conference.

Our focus is on innovation within the sector in the form of new and improved working practices, technological updates (including AI), and other future proofing initiatives because we know that for our members change is constant, resources are limited and demand is at a record high. In helping you navigate safely through these challenging times we remain dedicated to providing you with the best possible service and support.

Our 2022/2023 Highlights demonstrate the commitment and enthusiasm of Paula and her team. As a Board, we know that their well-being is a key element in Helplines Partnership remaining a forward-thinking, effective and efficient organisation, supporting our members on a daily basis. So, on behalf of the Board, I would like to thank each and every one of them.

Finally, I'd like to thank you, our members, for the contribution you continue to make in steering the sector forward with us and for the difference you make in the lives of so many every day.

Highlights from 2022/23




139 virtual training sessions were held with 1,521 participants attending.

In addition, 19 F2F in-house sessions were delivered to 208 participants.

22 Helplines Standard certifications were awarded during the year, a 38% increase on 2021/22.

15 more Helplines were working towards certification.



Our Health of the Sector survey was designed and circulated to all contacts



Membership retention remained at 93% for the year, and we welcomed 24 new members.

An engagement exercise with members established two key areas of research.



'Member Space' virtual events have proved successful, with an average of 80 bookings and 60% attendance rate

Highlights from 2022/23





The inaugural Helplines Awareness Day successfully launched on 23 February 2023, trended at no.11 in the UK on Twitter, and received over 800 posts across all social media.

We registered as Guideline Stakeholders with the National Institute for Clinical Excellence (NICE), giving us opportunities to speak about the value of helplines in the health sector.





We were pleased to welcome both our new Chair, Ruth Ingman, and a new Trustee to our Board in January 2023.

The 13th AGM was held virtually in November 2022, due to the train strikes. However, they didn't stop the return to an in-person Annual Conference, which successfully followed in January 2023.




BT's waiving of the Payphone Access Charge for HLP members resulted in a £106,063 saving.

Looking ahead to 2023/24




We will be working to identify and deliver policy and external affairs priorities to develop wider understanding about the importance of the sector and the issues affecting helplines.

Following the membership refresh, we will be delivering new benefits, drawing on feedback and insights from events and member meetings to ensure a high value membership offer.



Acting on member requests, we will be introducing a range of networking opportunities for members.



We aim to increase the diversity and number of organisations we welcome as members.



We intend to strengthen and increase our strategic partnerships, offering a greater range of Trusted Suppliers to our members.





Helplines Awareness Day

23 February 2024



Helplines
Awareness Day
#HelplinesAwarenessDay

We're excited to tell you about our plans for
2024's Helplines Awareness Day.

Contact
media@helplines.org
to get involved.

We can't wait to hear from you.



Thank you for your continued support.

For any information about Helplines Partnership and our services, please email info@helplines.org or visit our website.



helplines.org



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