



# Helplines Partnership

## ANNUAL REVIEW 2019-20

**£195,500**

Saved by members thanks to BT waiving the Payphone Access Charge.



**65**

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



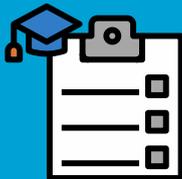
**653**

Participants took part in our training.



**15**

Organisations achieved Helplines Standard accreditation.



### FOREWORD



Karen Ditchfield -  
Chair of Trustees

This year has been unlike any other. The impact of the Covid-19 pandemic has affected everyone, and helplines have been there providing support as face-to-face services were suspended and people's worlds changed.

As an organisation, (like many others), we have had to respond and adapt to the extremely challenging times created by the pandemic.

From establishing an online forum to enable members to support one another, to developing and launching our online training platform, the work done by the HLP team, is something that I, and the Board,

believe to be truly valuable for members, and the helpline sector.

We have seen a huge demand for online training, and it's been great to hear the well-deserved feedback it is getting. It is so important that we all take the time to look after one another and ourselves and have the skills and time to do so.

I would like to thank the whole Helplines Partnership team, staff, Trustees, partners and members for their commitment and hard work to support some of society's most vulnerable through these unprecedented times.

**93,010**

Visits to the website.

By

**73,629**

users.



“For us, the single biggest benefit of our Helplines Standard accreditation was being able to access funding. It meant that we were able to fit the funders eligibility criteria. It signals the professionalism of our service and gives our callers confidence.”

### **Maternity Action**

"This is a good news story! We can use it in our publicity materials and communications to our members, in tender bids and when asking for funding. Additionally, it is a big confidence boost as it confirms that we offer an outstanding service - we always felt that we did but to get affirmation from an organisation such as yours makes it official."

### **Thirtyone:eight**

“The Helplines Standard is a bit like an MOT for the organisation. It helps us to check that we are doing everything that we should be and that all our policies and procedures are in place.”

### **MS Society**



# 25,200

Visits to  
Find a  
Helpline.



Over **90**  
nominations  
for the three  
categories  
in the  
Helpline  
Awards.



# 27

Blog  
posts by  
Helplines  
Partnership and  
guest blog posts  
by our members.

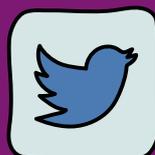


# 834

@HelplinesUK  
tweets posted to

# 2,490

followers.



**6** Helplines Standard  
workshops.

Attended  
by **45**  
organisations.



# 5

Organisations  
recognised  
as Star  
Members  
at our 2019  
Conference.



**£1,840** worth of health and safety  
training accessed by members who took part in a  
complimentary IOSH course, through partnership  
working with Towergate Insurance.  
The course covered the moral, legal  
and business case for proactive health,  
safety and risk management.

