

# Programme

<p><b>09:30-10:15</b> <b>Plaza</b></p>	<p>Coffee, pastries and networking and Annual Conference Registration</p>
<p><b>10:15 - 10:20</b> <b>Main Room</b></p>	<p>Welcome to the Annual Conference</p>
<p><b>10:20 - 11:05</b> <b>Main Room</b></p>	<p>Panel Discussion - Voice Over Internet Protocol (followed by Q&amp;A)</p> <p>Facilitated by Clodagh Crowe - HLP Vice Chair</p> <p>BT - Lucy Baker</p> <p>Call Handling - Adam Scott</p> <p>Your Co-op - Dan Sutherland</p>
<p><b>11:05 - 11:20</b> <b>Plaza</b></p>	<p>Refreshments and move to seminar rooms</p>
<p><b>11:20 - 12:20</b> <b>Main Room</b></p>	<p><b>Seminar One</b></p> <p>'Resilient Fundraising in a Changing World'</p> <p>Leah Selinger - Selinger Consultants</p>
<p><b>11:20 - 12:20</b> <b>Seminar Room</b></p>	<p><b>Seminar Two</b></p> <p>'Promoting wellbeing within healthy boundaries'</p> <p>Stella Pearson - HLP</p>
<p><b>12:20 - 12:30</b></p>	<p>Move to next seminar</p>
<p><b>12:30 - 13:30</b> <b>Seminar Room</b></p>	<p><b>Seminar Three</b></p> <p>'HLP - The Big Research Project'</p> <p>Sam Bromiley - HLP and Elizabeth Rimmer - HLP Trustee</p>

<p><b>12:30 - 13:30 Main Room</b></p>	<p><b>Seminar Four</b> 'Hybrid working and wellbeing for helpline staff' Emma Slaven - ACAS</p>
<p><b>13:30 - 14:30 Restaurant and Seminar room</b></p>	<p><b>Lunch and networking time</b> PLUS optional mindfulness session in seminar room</p> <p>Most of us have a busy work and home life so why not take this opportunity to take some time for yourself.</p> <p>In this short session we will practise some breathing techniques to calm the mind and body which can be used in everyday life.</p>
<p><b>14:30 - 15:00 Main Room</b></p>	<p>Member Spotlight Respect Helpline Manager - Tanisha Jnagel</p>
<p><b>15:00 - 15:20 Plaza</b></p>	<p>Refreshments</p>
<p><b>15:20 - 16:00 Main Room</b></p>	<p>Helpline Awards Ceremony</p>  <p>Presented by Paula Ojok - CEO, Helplines Partnership</p>
<p><b>16:00 - 16:45 Main Room</b></p>	<p>Keynote Speaker - Vikie Shanks</p>
<p><b>16:45 - 17:00 Main Room</b></p>	<p>Close Chair of Helplines Partnership</p>

## Speaker bios

### **Member Showcase Speaker - Tanisha Jnagel**

Tanisha joined Respect in May 2018, having begun her career in the domestic abuse sector 27 years earlier. Her experience includes working with perpetrators, women's refuges and managing community outreach projects.

### **Keynote Speaker - Vikie Shanks**

Vikie is an author, campaigner and prolific speaker who we are thrilled to have at this year's event. Join us in person to hear her story, where she will touch on topics such as overcoming adversity and the power of positive thinking.

### **HLP Chair - Ruth Ingman**

Ruth started her career at the Bar in the early 1990s before moving into the private sector running her own employment law and HR consultancy. In that operational capacity she supported over 350 organisations across a range of sectors including national retail organisations, SMEs and not for profit clients. In addition to her organisational expertise, she has over 20 years' experience, working strategically as a non-executive director, trustee and governor. Ruth is currently an Independent Chair for NHS England.

### **Seminar Speakers**

#### **Sam Bromiley**

Sam is Policy and External Affairs Manager at Helplines Partnership, Sam leads HLP's work on a wide range of policy issues relating to helplines and works closely with our members and other stakeholders to develop strategic policy activity.

#### **Emma Slaven**

Emma started working for Acas in 2013 and has worked in a diverse range of roles within the organisation. These include Conciliator, Mediator and Senior Adviser. Emma specialises in mental health and wellbeing and has worked closely with a large number of private and public sector organisations to help them introduce and implement wellbeing strategies.

#### **Stella Pearson**

Stella has worked in helplines for 15 years and is part of the Helplines Partnership training and consultancy team. She is inspired by the dedication and diversity of helpline services.

#### **Elizabeth Rimmer**

Elizabeth is CEO of LawCare, and a Trustee for Helplines Partnership. Elizabeth has been managing and developing charities in the mental health sector for over 20 years, having started her working life as a solicitor specialising in clinical negligence, practicing at Leigh Day.

#### **Leah Selinger**

Leah Selinger has two decades of experience as a fundraiser and senior manager in the voluntary sector where she has worked in, and with, organisations helping them become more effective through governance, strategy, income generation and implementation support.

## **Panel Speakers**

### **Lucy Baker (BT)**

Lucy is an experienced leader in the telecoms industry. In her role as Head of ESN Customer Advocacy, Lucy gained the confidence of senior leaders from UK's Emergency Services Network to aide their adoption of the network. Lucy also collaborated with healthcare providers in the NHS from CEOs to community nurses to use the latest 5G technology to support remote triage and diagnostics during the COVID-19 crisis. Lucy brings her experience of technology combined with her customer focus to ensure the switch to a digital network brings benefits to everyone in her role as All IP Director at BT.

### **Dan Sutherland (Your Co-op)**

Having over 19 years experience in telecommunications and computer programming, Dan has spent time at EDS working on projects for Rolls Royce aerospace and Comtec prior to Northway. Dan is an expert in LAMP architecture and Asterisk where he has written most of the code for Northway's core services. Northway are a key supplier of Your Co-op.

### **Adam Scott (Call Handling)**

With over twenty-one years' experience in the telecoms industry, eleven as Operations Director for Call Handling Services, Adam is a hands-on leader with a reputation for integrity and excellent communications. He is passionate about customer service and relationship building, believing partners deliver more than service providers.

## **Stand Holders - HLP's Trusted Suppliers**



### **Call Handling**

Call Handling Services has been in the communications business since 1991 and was one of the first companies in the UK to introduce a Virtual Call Centre system in 2003. They are specialists in third sector and charity communications, with a proud reputation for industry leading customer service and support.



### **LanguageLine**

LanguageLine provides on-demand and onsite language interpretation and document translation services (in over 240 languages & dialects) within various industries, including healthcare, legal, law enforcement and business enterprises. LanguageLine has provided world-class services for over 40 years and continues to innovate every year.



### **Word360**

Word360 is an award-winning provider of language services throughout the UK. Their turn-key digital language and inclusivity solutions ensure your services are equitable to all in the most cost-effective and time sensitive manner. Their interpreting and translation solutions are designed to support over 350 languages and dialects.



### **Your Co-op**

Your Co-op are an ethical network provider. Part of The Midcounties Co-operative, and the UK's only cooperative telecoms supplier, they offer honest and transparent prices with no hidden charges.