

Helplines Partnership
welcomes you to the

Annual
Conference
& Helpline
Awards

2024

Shaping ■ Sustaining ■ Showcasing

7 November 2024

Programme of Events

www.helplines.org



Shaping, Sustaining, Showcasing

Delivering Services in a Changing Society

Thursday 7 November 2024

Time and location	Agenda
09:00 - 10:00 Vista Suite Foyer	Coffee, pastries, networking and registration
10:00 - 10:10 Main Room	Welcome to the Annual Conference Co - Chairs of Trustees
10:10 - 11:10 Main Room	Panel Discussion — ‘Delivering Services in a Changing Society’ Host: Linda McAuley MBE Andy Bell — Chief Executive Officer — HelpFirst AI Sam Bromiley — Policy and External Affairs Manager — Helplines Partnership Claire Colvine — Director — Colvine Communications Diane James — Head of People Services — Blue Cross Wendy Robinson — Director of Services — The Campaign Against Living Miserably
11:15 - 11:45 Main Room	Member Spotlight David Thornton — Epilepsy Action
11:45 - 12:00	Refreshment Break
SEMINARS	
12:00 - 13:00 Main Room	‘Communication Skills for Supporting Change and Growth’ Christian Murphy — Helplines Partnership
12:00 - 13:00 Seminar Room	‘Enhancing Access – Making Helplines Inclusive for All’ Rowena Pailing — Head of Bereavement Support Services SANDS [Stillbirth and Neonatal Death Charity]
13:00 - 14:20 Restaurant / Vista Suite	Lunch and Formal Networking Event
14:20 - 15:15 Main Room	Helpline Awards Ceremony Presented by Paula Ojok — CEO Helplines Partnership and Debbie Enever — Host of the Bereaved Parents Club Podcast
15:15 - 15:25	Comfort Break
15:25 - 16:20 Main Room	Keynote Speaker Matt Phelan — Co-Founder of The Happiness Index
16:20 - 16:30 Main Room	Close Co - Chairs of Trustees