Annual Conference & Helpline Awards 2026

The conference for the helpline community

09:00 - 09:40 **Foyer**	Registration opens — coffee, pastries and networking
09:45 - 09:50 **Rothwell Suite**	**Welcome to the Annual Conference** Chair — Elizabeth Rimmer
09:50 - 10:05 **Rothwell Suite**	**Member Spotlight** Nacoa - The National Association for Children of Alcoholics
10:05 - 10:50 **Rothwell Suite**	**Breaking Barriers: Let's Reach Every Community** Nicola Henderson — Rethink Mental Illness
10:50 - 11:10	**Refreshment and Comfort Break**
11:10 - 11:35 **Rothwell Suite**	**Creating Campaigns that Connect** Karen Landles — JCDecaux
11:35 - 12:30 **Rothwell Suite**	**Talking with Callers Who Stammer** Kirsten Howells — STAMMA
12:30 - 13:15	**Lunch in Restaurant**
13:15 - 14:30 **Rothwell Suite**	**AI and Technology in the Helpline Sector - One Year Later** Matt Haworth — Reason Digital
14:30 - 15:20 **Burgess Room**	**Developing in the Dark Exhibition** with Coffee & Networking
15:25 - 16:25 **Rothwell Suite**	**Helpline Awards Ceremony** Presented by Paula Ojok — Chief Executive, Helplines Partnership
16:25 - 16:30 **Rothwell Suite**	**Close** Chair — Elizabeth Rimmer

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