

104 training sessions to 1,258 participants virtually - 60% increase in number of sessions and 92% increase in participants compared to the previous year



11 helplines achieved the Helplines Standard during the year



BT's agreement to waive the Payphone Access Charge for members resulted in a saving of £121,283

13 helplines were working towards accreditation as at the close of the 2020/21 year



Find A Helpline was the most visited page, with over 17,000 views and was the way most people first accessed the website

There were 179,521 visits to the website by 70,225 users



FOREWORD

Karen Ditchfield
Chair of Trustees

Although the impact of Covid-19 has continued to affect our lives during this past year, helplines have continued to find ways to go above and beyond. Helplines have not only maintained but improved their services and found new opportunities, learning and levels of resilience to provide invaluable support to those most in need.

Helplines Partnership (HLP) has worked with members across the sector to strengthen their service offering through our online training

platform. The demand for virtual training has gone from strength to strength resulting in new courses being produced.

The team has undertaken a comprehensive review of the Helplines Standard accreditation framework, consulting with the frontline members to develop the standard in line with the current needs of the helpline sector.

As a Board we have encouraged and supported wellness and wellbeing throughout the HLP team as they have navigated their way through the pandemic.

I would like to thank the Trustees, staff team, members and partners for their commitment and dedication during these exceptional times.

Helplines Standard and Training

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The application process provided the opportunity to do a simultaneous service review of Fosterline. It was very helpful to take time to reflect on what we do, how we do it and also how this is clearly evidenced. It was timely for the organisation as the reaccreditation occurred during the pandemic when advisors had moved to homeworking. There was a good balance in the independent assessment in respect of a focus on how the helpline engages with customers and ensuring appropriate policy procedures and systems are in place to support these interactions. The process also addresses staff induction, training and support. Staff were actively engaged in speaking with the assessor during the virtual visit and Commissioners were contacted too as part of the process.

When reaccreditation of Fosterline was confirmed, it was a morale boost for the staff and a reflection of a team effort. It helped to independently confirm that changes put in place during the pandemic had not impacted negatively on the quality of the service. We have promoted it within our marketing materials and will also use it to support us in all our retender process.

Fosterline
0800 040 7675
your fostering advice service

Foster Talk - Fosterline

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A very thorough course, interactive and was delivered by a confident and skilful tutor. I have taken away lots of good practice, which can be shared in our own organisation. First training on Zoom, but felt like we were in a 'real' room, which can be an atmosphere rather difficult to create. Credit to the tutor

Healthwatch Liverpool

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The trainer was very experienced. The training had a good balance of presentation, discussion and small group exercises

Scotland's Domestic Abuse and Forced Marriage Helpline

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Helplines Standard Accreditation reassures our service users that we are a helpline which operates according to the recognised best practice standard.

We found the process of applying for the accreditation a very useful exercise. It helped us to take an objective look at how we operate, including analysing areas of our service we might not otherwise have considered, such as communication across the organisation and input from volunteers.

Our assessor was approachable and helpful, and although there is a large amount of work involved in preparing for the submission it was worth the effort, not only for the ability to display our accredited status but also because it helped clarify how we can comprehensively offer the best possible support service to legal professionals across the UK.

LawCare
Supporting the Legal Community

LawCare

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I would like to say that the whole process obtaining re-accreditation felt very supportive.

I wasn't made to feel as if it was a chore or that we had to jump through hoops at every turn. This was my first time going for the accreditation and I can categorically say it was a pleasant experience. On the actual day of the assessment I was put at ease very quickly, how the day was going to look was explained to me thoroughly so we knew what to expect. All in all a good experience, so Thank you Helplines Partnership!

Brighter Futures - Staffordshire Mental Health Helpline



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