This year’s Annual Conference is about us truly reconnecting with each other, recognising and celebrating the resilience of all who contribute to the sector and acknowledging the collective efforts that all your helplines have made.

Following the height of the pandemic, we are left with significant complexities to navigate and helplines have continued to diversify and grow to deliver services and support, to those most in need.

Helplines have shown their character, spirit, and compassion in a time where hope has been diminished by the cost-of-living pressures, energy crisis, increased uncertainty and a rise in people experiencing mental health challenges and suicide rates increasing to pre-pandemic levels.

Helplines Partnership (HLP) has worked closely with members across the sector, seeking to improve practice through consultancy initiatives, improved and more bespoke training in an online and face to face format and striving to create more collaborative and partnership led activities.

Helplines Standard Certification has continued to advance following our investment in dedicated resources and the newly revised version, to meet the current needs of helplines.

We wish to further promote and raise the awareness and recognition of helplines through campaigning, the media, broadening policy, research, and stakeholder activities.

As a Board we have encouraged and supported wellness and wellbeing throughout the HLP team as they have worked hard to safeguard standards and values during an ever-changing climate.

I would like to thank the Trustees, staff team, members and partners for their commitment and dedication in their encouragement for helplines to strive for the highest level of service that they can offer.
Highlights from 2021/22

- 150 training sessions were held (45% increase on 2020/21) with 1,687 participants attending (34% increase on 2020/21)
- 16 Helplines Standard certifications were awarded (45% increase on 2020/21)
- A further 20 helplines were working towards their Standard at the end of 2021/22 year (53% increase on 2020/21)
- Member retention was increased to 93%, and 18 new members joined
- Member Space virtual events were introduced and have proved extremely popular
- 10 consultancy projects pursued
Highlights from 2021/22

A three-year strategy was created by members, staff and trustees, and a rebrand, new website and new CRM were all implemented.

We worked with BT, Samaritans and other members to respond to the review of the telephony universal service obligation.

BT’s waiving of the Payphone Access Charge for HLP members resulted in £139,473 saving (15% increase on 2020/21).

The Helpline Freephone Range saw calls capped at 2.1ppm for service providers.

The twelfth AGM was held with the Keynote Speaker focusing on hate crime which had seen a rise in incidents during the pandemic.

New roles were introduced within our team: Policy and External Affairs Manager & Marketing and Communications Officer.
Looking ahead to 2023

Helplines Awareness Day will launch in February 2023

The Helplines Standard team will work towards independent accreditation

Visits to multiple Party Conferences and other events are in planning

New training courses will be launched

The team plan to produce a Helplines Partnership podcast

The Partnership and Engagement Manager role will be introduced to team
Helplines Awareness Day
23 February 2023

We are launching a Helplines Awareness Day to help raise the profile of helplines throughout the UK and around the world.

Please join in the campaign on this date by sharing our video campaign on your social media channels, using the hashtags below:

#HelplinesAwarenessDay
Thank you for your continued support

For any information about Helplines Partnership and our services, please email info@helplines.org or visit our website.

helplines.org
@HelplinesUK
@helplinespartnership
@Helplines Partnership