

These are the results from the second Helplines Partnership quarterly member snapshot survey. The survey focused on contacts, the cost of a contact and the ways in which people can contact members. Members told us they wanted to know more about the average cost of a contact across the sector.

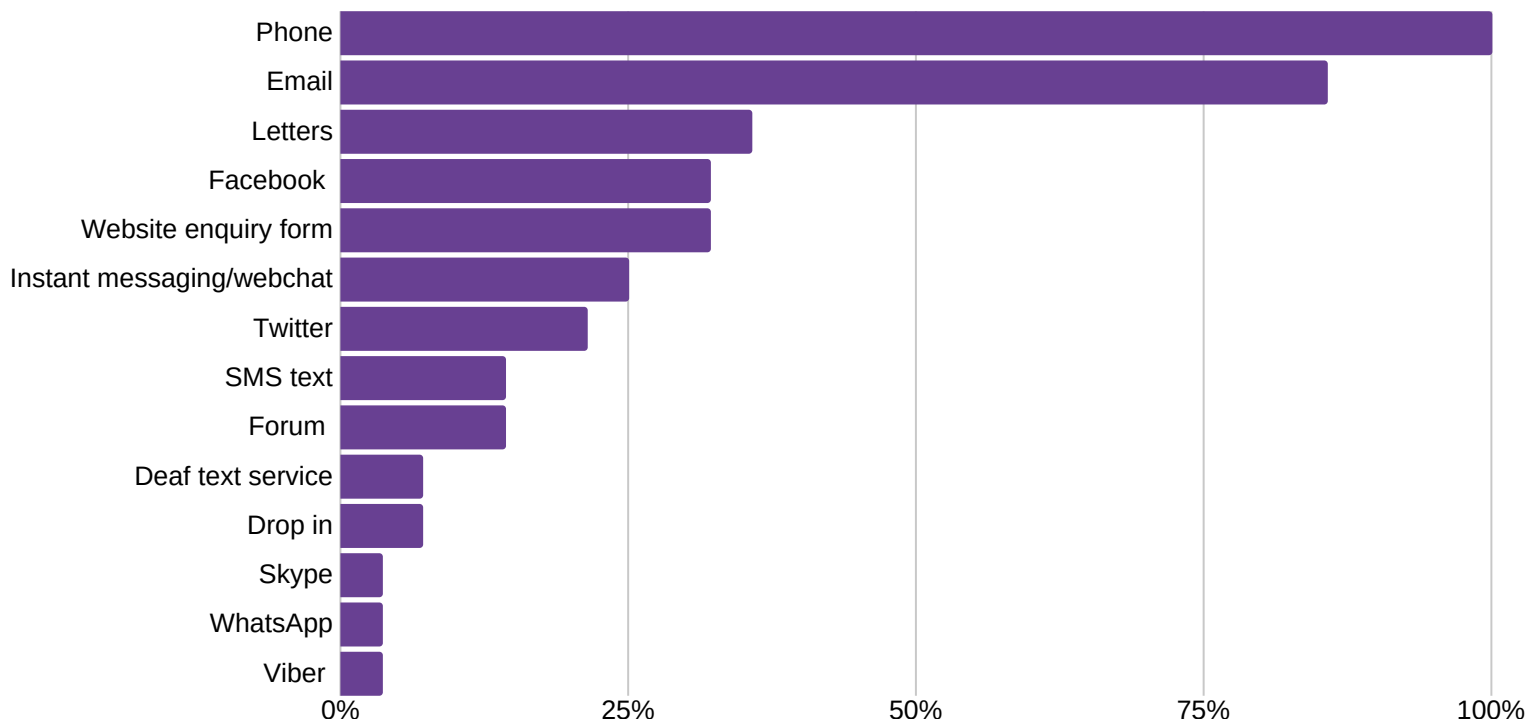
Average cost of a contact to your helpline:

We asked, taking in to account all the channels people use to contact your helpline what is the cost of a contact to your helpline. Using this formula:

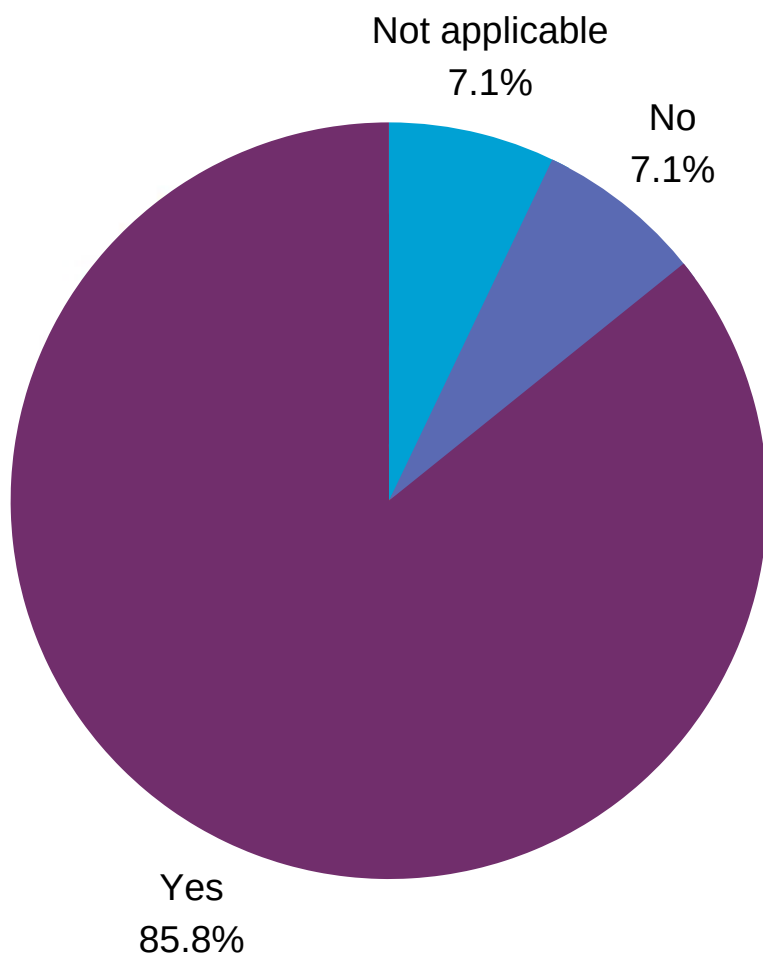
Overall annual helpline budget divided by the number of contacts in a year.

Responses ranged from **23p** to **£53.15**. The average cost of a contact based on the figures supplied by those members who took part is **£17.40**.

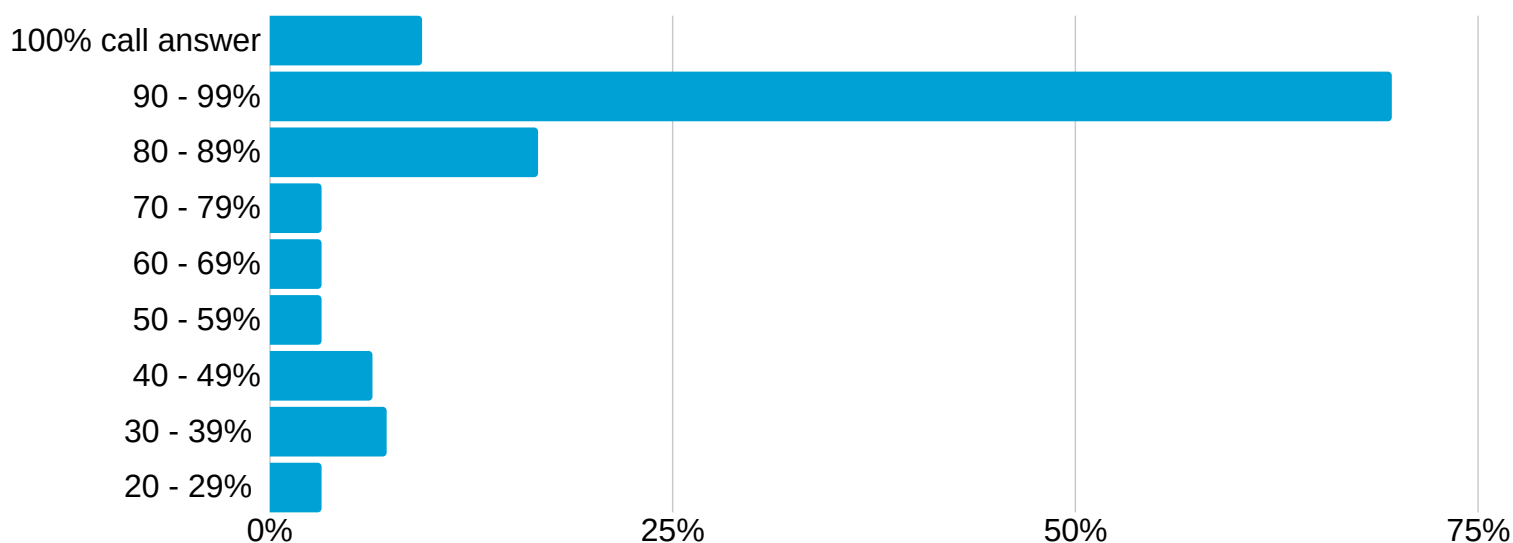
Which of the following non-face to face channels does your helpline operate?



Do you have separate teams for voice (phone) and text (other channel) enquiries?



What is your phone call answer rate as a percentage?



What is the average length, in minutes, of a phone call to your service?

