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 into 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?

- Yes: 85.8%
- Not applicable: 7.1%
- No: 7.1%

What is your phone call answer rate as a percentage?

- 100% call answer: 0%
- 90 - 99%: 25%
- 80 - 89%: 25%
- 70 - 79%: 50%
- 60 - 69%: 75%
- 50 - 59%: 100%
- 40 - 49%: 90 - 99%
- 30 - 39%: 80 - 89%
- 20 - 29%: 70 - 79%
What is the average length, in minutes, of a phone call to your service?

- 5 mins and under
- 6 - 10 mins
- 11 - 15 mins
- 16 - 20 mins
- 21 - 25 mins
- 26 - 30 mins
- Do not collect data