The Helplines Standard demonstrates that our organisation offers best in class support

Thursday 25 October, 2018

The National Gambling HelpLine, operated by national problem gambling support charity GamCare, has again been awarded the Helplines Standard after assessment from the Helplines Partnership, the membership body for organisations that provide helpline services.

The Helplines Standard identifies the practices that enable an organisation to deliver a helpline service which is consistent, relevant to the needs of its stakeholders and effective in what it is trying to achieve.

Upon successful completion, accreditation to the Helplines Standard is awarded for three years. After 18 months, each organisation is required to undergo a certification process committing its continued adherence to the standards, processes and procedures observed during the original assessment.

The Helplines Partnership said: *"The National Gambling Helpline is a long running, well-established and good quality service, however there is also a clear commitment to continuous development to meet emerging needs. The safety of those with whom it comes into contact is treated as an intrinsic part of the helpline's work, and there is evidence of a strong commitment to effective partnerships to ensure callers get the best care. The Helplines Partnership congratulates those involved with the submission process for producing a comprehensive evidence portfolio."*

GamCare operates the National Gambling HelpLine on Freephone 0808 8020 133 or via web chat at www.gamcare.org.uk, providing information, advice and support for anyone affected by problem gambling. Advisers are available 8am – Midnight, seven days a week. Free treatment for anyone affected by problem gambling is also provided across England, Scotland and Wales, funded by GambleAware.

Anna Hemmings, CEO at GamCare, says: "*We are delighted to renew this accreditation. The Helplines Standard demonstrates that our organisation offers best in class support for callers across all our channels, and evidences that we are committed to continuous improvement for our beneficiaries."*

For more information visit www.gamcare.org.uk

Media:





Related Sectors:

Charities & non-profits ::

Related Keywords:

National Gambling Helpline :: National Gambling HelpLine :: Helplines Partnership :: Helplines Standard :: Problem Gambling :: Gambling Support :: Accreditation ::

Scan Me:

Company Contact:

GamCare

T. 02078017000
E. press@gamcare.org.uk
W. https://www.gamcare.org.uk

View Online

Additional Assets:

Newsroom: Visit our Newsroom for all the latest stories:
https://www.gamcare.pressat.co.uk