

love with someone could tell them. I'll hide

lonely here. I can whole without seeing or speaking

speaking

"I am so lonely here. I can go whole days without seeing or speaking to a single person."

"I don't think I can cope with the stress of change."

my sadness away and that someone will save me

"Will listen to anything you want to say."

"They are awake at 3am when there is no-one else to talk to."

sadness

"It was nice to unpack my feelings and actually make sense of them and to know someone was listening".

"Didn't feel so alone by being able to talk to someone."

save

"I am forever followed by the shadow of a mental illness I thought I'd beaten."

"It is anonymous so you never feel like you are getting judged."

"I am trapped within my mental illness. No-one knows that I need help."

trapped my mental illness. No-one knows I need help.

love

forever by shadow of a mental illness I'd beaten



IMPACT REPORT 2014

Charity registration number: 1112793
Company registration number: 05436297

Charity Development Manager's welcome



As my two-year contract funded by Comic Relief ends, I reflect with great pride on the achievements of both Nightline and Nightline Association volunteers during my tenure.

Whilst there have been changes in how we monitor and evaluate our performance and to the ways services are delivered by Nightlines locally through the use of email, IM and text support, we have remained true to our core values, purpose and ethos - delivering a confidential and anonymous through-the-night listening service for students, run by students.

In the last 12 months, Nightline Association continued to support Nightlines ensuring they had access to the tools and training needed to deliver a quality Nightline service.

As you will read in this report, our Association volunteers have worked tirelessly to respond to the individual needs of Nightlines. We have also asked students about what they found helpful or not so helpful about contacting Nightline so that we can continue to learn, improve and adapt services to meet the changing needs of the student population.

As always we remain indebted to our volunteers - without whom there would be no Nightlines and no Nightline Association. Once again the achievements and impact detailed in this report are testament to their unstinting dedication and commitment to student welfare and their collective desire for every student to have access to confidential emotional peer support at night, when other university welfare services are usually closed.

We thank all those who have supported us in the last year and I very much hope to see Nightlines and Nightline Association continue to grow in the years to come.

A handwritten signature in blue ink that reads "Mags".

Mags Godderidge
Charity Development Manager

Chair of trustees' introduction



My Nightline volunteering started back in 2008 during my first year at Nottingham. Since then I have volunteered at Cambridge, become a trustee, and for the last 18 months, assumed the role of Chair of Trustees. In all of these roles I have been amazed by the level of dedication and commitment shown by Nightline volunteers all over the UK and Republic of Ireland. The confidential and anonymous out-of-hours service they provide is invaluable to both students and their institutions.

2014 has been a stellar year for Nightline Association, with our charity growing even more to better meet the needs of Nightlines and the students they serve. I'm genuinely amazed by how much we've achieved once again - which is all the more remarkable considering we have only one staff member supported by around 60 volunteers.

In reading this Impact Report I hope that those learning about the Nightline community for the first time will get a real feel for the incredible work of our volunteers. I also hope that Nightline and Nightline Association volunteers will be reminded just how wonderful they are!

The number of students able to access Nightline has grown to over one and a half million, up over a quarter of a million on last year. I'm hopeful that we'll continue to grow so we can bring the unique support that Nightlines offer to even more students. We will continue to work towards our ultimate goal of every student having access to the support offered by volunteer-led Nightlines so that every student is able to talk about their feelings in a safe, non-judgmental environment, fewer students having their education compromised by emotional difficulties and, crucially, so that fewer students die by suicide.

A handwritten signature in black ink, appearing to read 'B. Mahon'.

Brendan Mahon
Chair of trustees

Our mission and vision

Throughout the UK and Republic of Ireland, Nightlines offer a through-the-night confidential and anonymous support and information service run by students for students. Whatever the problem or query our specially trained Nightline volunteers will listen, not lecture.

Nightline Association's mission is to raise the quality, profile, availability, and accessibility of Nightline services so that every student is aware of, and has access to, confidential emotional peer support, as well as the opportunity to volunteer for a Nightline.

A student caller said the service they received was, “Non-judgmental. Relatable (student to student). Friendly and empathetic. Will listen to anything you want to say”.

Our vision is for every student in higher and further education to have access to the support offered by volunteer led Nightline services so that:

- Every student is able to talk about their feelings in a safe, non-judgmental environment;
- Fewer students have their education compromised by emotional difficulties;
- Fewer students die by suicide.

Nightline Association thanks all those students,volunteers and supporters who have consented to their words being used in this report many of which have been anonymised at their request.

Look what we've achieved

Ensuring quality

OVER 500 volunteers attended six regional conferences, one 2-day spring conference and specialist evidence-based training in emotional resilience and suicide awareness

11 trustees donating 100 working days

17 Nightlines

now Good Practice Guidelines accredited

Raising our profile

46% increase in Facebook likes
7,901,572 reached via **ONE** Social Media Campaign

21% increase in Twitter followers

Sustainability

£2500 raised via Just Giving for **7** Nightlines & Nightline Association including over...
£12,486.56 raised via London Nightrider, half marathons, CLASP Walk, Iron Man & Spartan events

Volunteer contribution

OVER 60 student or recently graduated volunteers running Nightline Association

OVER 2100 student volunteers managing & delivering Nightline services at night

OVER 181,440

hours donated by student volunteers at night when other university welfare services are usually closed which equates to

OVER £930,787 worth of free labour

Improving access

36 **OVER 18,000**

Nightlines

a Nightline piloted at the University of Northampton and London Nightline expanded to support Open University students.

Contacts per year from students at night via telephone, email, text, IM and drop-in

1,507,512 students now have access to a Nightline – up 281,138 in the last year

*conservative yearly average 500 contacts per Nightline. Most Nightlines receive many more contacts.

**2 volunteers doing 12 hours per shift, 7 days a week, 30 weeks a year

***minimum wage of £5.13 per hour

A student-led charity

Affiliated Nightlines are members of the charity and each Nightline nominates a volunteer to represent their views and to vote on motions at the AGM and Assembly.

Our AGM and Assembly were held on 29th March at Durham University and were attended by 100 people (62 Nightline volunteers and 38 Nightline Association volunteers and trustees) representing the views of 32 member Nightlines.

At the AGM members viewed the accounts for the financial year ended 31 December 2013 and re-appointed the trustees as directors of the charity. At Assembly volunteers discussed the amount Nightlines pay to affiliate to Nightline Association and accepted the byelaws – specifically the need for all Nightlines to be Good Practice Guidelines accredited in order to retain affiliation to Nightline Association after March 2015.


Nightline Association has only one staff member funded by a two-year grant from Comic Relief. The Charity Development Manager is responsible for the overall management and co-ordination of the charity and as of December 2014, is supported by eleven trustees and six volunteers Heads of Department.

“It is comforting to know that we have a dedicated and hard-working group of people whom we can turn to!” - Nightline volunteer, Sheffield

The Heads of Departments are students or recent graduates with extensive Nightline experience. They implement the strategy and day-to-day operations of the charity and manage appointed Charity Officers to achieve results in the following key areas: Representation; Development; Events; External Communications; IT; and Research, Policy & Accreditation. The last two departments were created in 2014 to better serve the needs of Nightlines, student callers and the charity.

Council ensures that member Nightlines have the chance to formally input into Nightline Association. This includes seven elected regional representatives, six Heads of Departments and two trustees. Council met three times in 2014 to debate issues, approve policies and contribute to the future direction of the charity.

“(It was helpful) being able to put the problem into words and just being able to tell someone about it without any judgment”. - Student caller



*“We'll listen
Not lecture”*

“The fact that they are impartial and the service is anonymous so I didn't need to feel ashamed about the issue. Nightline also helped me to see that there were solutions to the problem and it was not unsolvable as I first thought it was”. Student caller

Nightline Association supporting Nightlines

Nightline Association supports, promotes and develops Nightlines in the UK and Republic of Ireland. Nightline Association volunteers help to:

- Set-up new Nightlines
- Expand existing Nightlines to cover new institutions or develop new services (e.g. email, IM or text);
- Give Nightlines advice, help and support regarding training, publicity and fundraising; and
- Help Nightlines achieve high quality through Good Practice Guidelines accreditation.

Everything Nightline Association does helps Nightlines deliver the best possible service to student callers. Our expenditure enables us to hold regular training and offer support to Nightlines via a series of events and conferences.

In the last 12 months, Nightline Association also:

- Conducted research to measure the impact Nightline has on student mental wellbeing.
- Invited each Nightline to set three tasks for Nightline Association which would positively impact on their service.
- Launched statistics software to enable Nightlines to monitor and evaluate services locally.
- Continued to fund a Just Giving account to enable Nightlines to raise funds locally.
- Funded a Survey Monkey account to enable Nightlines to conduct research locally.

“Nightline Association has provided us with reliable and secure call logging facilities, which allow us to better collate and manage our call statistics to maintain support from our stakeholders”.

- Julia Florentine, Coordinator, London Nightline

All Nightlines offer a telephone service, however during the last year many explored or introduced support via email, IM or text. Nightline Association supports Nightlines to develop all these services and make their helpline more accessible.

Nightline Association supporting student volunteers

Nightline Association equips Nightline volunteers with the tools, knowledge and skills to manage, promote and deliver the best possible service to student callers.

In March 2014 we held our annual 2-day spring conference at Durham University which was attended by 100 Nightline and Nightline Association volunteers representing 32 Nightlines (the most ever!). The three themes of conference were: Good Practice, Evidencing Benefit, and Sustainability and 27 sessions were delivered on many and various topics including: quality; exploring better practices; new services; volunteer training and management; publicity and PR; monitoring and evaluation; call taking; sustainability and other elements of Nightline operations. The conference also included guest speakers from Three Rings and a freshers' fair style exhibition of companies and charities interested in meeting our volunteers.

In autumn 2014 we ran regional conferences at Cardiff, London, Keele, Birmingham, Dundee and Northumbria attended by 162 Nightline volunteers from 32 operational Nightlines and 4 potential set-ups. Sessions included: email listening; IM; social media; publicity & fundraising; and suicide awareness training. The conferences also included open sessions for Nightlines to share solutions to common challenges.

Nightline Association paid for a Charity Officer to attend a Helplines Partnership master class on Working with Volunteers to develop our recruitment and appointment policy. A number of volunteers also attended fundraising and project management workshops to help them in their roles.

During the last year subscriptions to our monthly e-bulletin for Nightline volunteers increased by 50% from 717 to 1561 - meaning we are directly in touch with 74% of Nightline volunteers. We also launched a fortnightly eBulletin for Nightline coordinators.

“One thing that we have found particular useful from the association has been the regional and national conferences. It has allowed us to develop and reformat our training, speak to other Nightlines and has given us the resources to reach more students”

- Northumbria Nightline

Nightlines supporting students

For most students their time at university is a positive experience, however for some it can be characterised by periods of stress, anxiety, loneliness and depression. Young people can be particularly vulnerable to mental ill-health. Rising fees, academic pressures and concerns about future employability can also impact on student mental well-being.

Nightline services operate at night during term time when other welfare services are usually closed. Nightlines offer university students a safe space to talk about their feelings or whatever's troubling them without fear of being judged or ridiculed.

All Nightline services are underpinned by five core principles:

- confidentiality;
- anonymity;
- non-judgmental;
- non-directive;
- non-advisory.

“It’s such a valuable service and peer-to-peer talking can be so much less intimidating and indeed more helpful for it”.- Student caller

Unlike other forms of support, Nightline gives students the opportunity to speak to other students. The Royal College of Psychiatrists¹ believe good peer contacts could have a protective influence against mental health symptoms. Peer support is also considered beneficial for young people² – especially where peers have had similar life experiences to those they support.

Nightlines core values of confidentiality and anonymity also mean they can be an approachable and effective first step to getting professional help :

- by providing information to student callers on relevant mental, sexual and physical health, advice and support services;
- by allowing students space to deliberate options;
- by providing peer reassurance about using these services.

1 Royal College of Psychiatrists. (2011). *Mental health of students in higher education*. Royal College of Psychiatrists: London.

2 Papyrus. (2007). *Responses and prevention in student suicide study*. University of Central Lancashire: Department of Social Work.

OPEN EVERY NIGHT OF TERM

"(It was helpful) knowing that there was someone who will always be there and reply to my messages, no matter what time of night it is"- Student caller

Nightlines and student suicide

Young people (16-24 years) are more likely to attempt suicide than those in older age groups³. Furthermore deliberate self-harm – both an expression of distress and a high risk factor relating to suicide attempts - is more prevalent amongst young people, especially women⁴ and is a key mental health problem affecting students⁵. In 2013 YouthSight research found that 1 in 12 students had experienced suicidal thoughts whilst at university.

“We talk to hundreds of students every year about a multitude of issues, ranging from struggles with daily university life to suicidal feelings”. - Warwick Nightline

During 2014 Nightline Association became a core member of the National Suicide Prevention Alliance, developed a draft suicide prevention action plan and set up a working group to explore an evidence-based suicide policy for Nightlines.

In 2014 Nightline Association volunteers delivered evidence-based Connecting with People suicide awareness and emotional resilience training to 242 Nightline volunteers at spring and regional conferences and locally at Nightlines. This training was facilitated by a generous grant in 2013 from the Matthew Elvidge Trust, Charlie Waller Memorial Trust and James Wentworth Stanley Memorial Fund. More Nightlines have requested this training that we can accommodate and thus more funds will be required in 2015 to meet the growing demands of Nightlines.

“By training the Nightline volunteers we know that they will be able to offer their support more confidently and safely. This will help prevent unnecessary loss of promising lives”.

Dr. Alys Coles-King, Consultant Liaison Psychiatrist

Developed *Connecting with People* training

In 2014 Nightline Association received over £3,000 in donations through the generosity of the family and friends of Nottingham student Fabio Ali. We are extremely grateful they chose to support our charity in his memory.

3 Meltzer, H. (2002). *Non-fatal suicidal behaviour amongst adults aged 16-74 in Great Britain 2000*. London: ONS.

4 Hawton, K., Simkin, S., Rue, J., Haw, C., Barbour, A., Clements, A. et al. (2002). Suicide in female nurses in England and Wales, *Psychological Medicine*, 32, 239-250.

5 Mahadevan, S., Hawton, K. & Casey, D. (2010). Deliberate self-harm in Oxford University students, 1993–2005: a descriptive and case-control study. *Social Psychiatry and Psychiatric Epidemiology*, 45(2), 211-219.

6 YouthSight: (2013). *Psychological Distress in the UK Student Population: Prevalence, Timings and Accessing Support*. Nightline Association: London.



“An excellent organisation providing a very vital and different type of welfare support to those normally provided by universities. A life saving service” - Student

Research

Comic Relief generously funded research which was conducted by YouthSight on our behalf with students at six universities which had access to a Nightline. Of 1,301 students surveyed, 11% had accessed Nightline and 70% of them wanted to talk about a problem or to get support.

Of these after contacting Nightline:

- 87% stated that they felt their mental well being had improved;
- 79% felt their overall student experience had improved;
- 79% felt better able to deal with the problem;
- 75% felt calmer, less agitated or less anxious; and
- 68% felt more positive about the future.

Of those who contacted Nightline, slightly more callers used IM (52%) than telephone (45%). Although the sample size is small (n=130) it does reflect research findings elsewhere that new methods of contacting helplines are increasingly popular - especially with young people.

Student callers told us what is helpful about Nightlines is that services are run by students for students; non-judgmental; anonymous; available at night; helps them make sense of problems; and provides useful information.

Students who knew someone who had called Nightline told us that the service had helped and made a difference to that person.

Students who had not called Nightline told us that the service is valuable, necessary and a useful student support service; that it is reassuring and comforting to know it's there; and that they would use it in the future if the need arose.

This research evidences the need for confidential and anonymous support for students delivered by students at night when other welfare services are usually closed via multiple media. Full results are available at nightline.ac.uk/research

We thank Durham, Keele and Nottingham Trent universities and the universities of Exeter, Nottingham and York for supporting this research.

Planning and policy

Following consultation with Nightlines, their volunteers and Nightline Association volunteers a revised strategy document for Nightline Association (including organisational objectives for 2014-19) was endorsed by Council.

Furthermore, Council approved the following policies: Disciplinary policy; Equal Opportunities; Social media; Finance; Expenses; Appointment of volunteers; Voting in elections; and Data protection.

The new Research, Policy and Accreditation team established a working group to review best practice for responding to callers expressing suicidal thoughts and other challenging calls. It plans to report back in 2015.

Good Practice

Nightline Association wants to ensure that no matter what Nightline a student calls, they will receive a high quality service adhering to a set of guidelines.

In 2014 7 Nightlines achieved Good Practice Guidelines (GPG) accreditation and 3 Nightlines went through the re-accreditation process bringing the total number of GPG accredited Nightlines to 17 with the rest in the process of being accredited. At Assembly volunteers unanimously accepted a new byelaw stipulating all Nightlines be GPG accredited by March 2015 in order to retain affiliation to Nightline Association.

Under the stewardship of Dr. Jo Wykes in 2014 the GPGs were updated to incorporate new legal advice and new chapters. The consultation involved the collation of 500+ amends from Nightlines, trustees and university counselling services, the Samaritans and Helplines Partnership. The revised GPGs v2 were unanimously accepted by Council. An annual checklist was also developed to help Nightlines stay on track and to prepare them for the transition to the revised GPGs v2.

“At a time when most university counselling services see an increase in demand for their services, it is reassuring to know that one the student led organisation to which they turn is raising the standard and quality of its training and delivery”.

Geraldine Dufour, Chair of Heads of University Counselling Service

Partnerships, memberships and alliances

Nightline Association benefits from membership of Helplines Partnership, National Council of Voluntary Organisations and the Foundation for Social Improvement. Each provides helpful advice and access to specialist training opportunities for Nightline Association volunteers. Nightline Association is also a member of the Mental Well Being in Higher Education working group; Alliance of Student Led Well-Being forum; and the National Suicide Prevention Alliance.

Nightline Association continues to share information, research and resources with other charities and groups tackling similar issues including: Samaritans; NUS; Heads of University Counselling; Matthew Elvidge Trust; James Wentworth-Stanley Memorial Trust Fund; Charlie Waller Memorial Trust; The Student Room; and Student Minds.

Nightline Association is in the final stages of signing a Memorandum of Understanding with Samaritans to enable our charities to work more closely on joint training and volunteer welfare initiatives and also with Three Rings CIC to ensure Nightlines continue to receive their professional rota software for free.

During 2014 Nightline Association benefited from a free two month 'Measuring the Good' consultation with CSV to help us improve our monitoring and evaluation and better promote our impact to potential funders and sponsors.

"During working hours the majority of universities offer excellent support but Nightline has been able to offer struggling students an invaluable support that cannot be replicated in the institutions themselves. It is clear that students prefer to talk to other students about their difficulties and Nightline's well-trained, caring volunteers are a safe place to take problems that without their help may escalate into serious self-harming or suicidal behaviour".

Dr. Ruth Caleb, Chair of the Mental Wellbeing in HE Working Group (MWBHE)

"Nightlines have excellent access to student volunteers and the direct opportunity to keep student mental health visible and on the agenda of higher education institutions. Samaritans is very supportive of this work and believes that together, we can ensure more young people have access to the support they need".

Joe Ferns, Executive Director, Policy, Research and Development, Samaritans

Nightline in the media

Nightline Association continues to raise the profile of Nightline services in the media and help individual Nightlines publicise their services locally. In the last year we have issued press releases, run social media campaigns and attended conferences. We also relaunched our website with improved search facilities for students, a new research section and information tailored for university stakeholders, the media and fundraisers.



In October Nightline Association reached 7,901,572 people through one social media campaign which coincided with World Mental Health Day and a song released via itunes in memory of Nottingham student Fabio Ali. To date Nightline Association has received over £100 in royalties.



In November various activities and events were held throughout the UK to promote the work of Nightline - from baking extravaganzas to flashmobs, from volunteers sharing their Nightline experience to Nightline mascots sharing hugs. The week was a resounding success and even raised over £450 for the charity through the #PJsForNightline campaign.



The hard work of Nightline Association was recognised by the Helplines Partnership: our Chair of Trustees, Brendan Mahon was declared Helpline Volunteer of 2014; the IT team were runners up for the Best Innovative Use of Technology 2014; and staff member Mags Godderidge was joint runner up for Helpline Employee of the Year 2014.

Nightline continued to be mentioned in the media as a source of support to students in distress; our number of Facebook likes increased by 46% (up from 869 to 1268) and our number of twitter followers increased by 21% (up from 1642 to 1984). In 2015 we will monitor visitors to our website and mentions of Nightline in both print and social media.

Our volunteers

Nightlines and Nightline Association rely almost entirely on the time, dedication and contributions of our volunteers. Specifically:

- Over 2100 student volunteers who deliver, run and manage 36 Nightline services and willingly give their time to support other students at night.
- Over 60 student or recently graduated volunteers who fulfil Charity Officer roles at Nightline Association to help Nightlines in the work they do and to help Nightline Association achieve its charitable objectives.
- Six Heads of Departments who manage and lead teams of Charity Officers.
- Eleven trustees directing the affairs of the charity, ensuring Nightline Association's charitable objectives are achieved, that it is legal, solvent and well-run, and supporting staff and heads.

We would like to thank all our volunteers for their dedication, commitment and contribution to their Nightline and Nightline Association and most importantly thank them for being available to students at night when other welfare services are usually closed.

Investing in our volunteers

In 2014 Nightline Association facilitated access to training sessions and specialist workshops for over 500 volunteers to enable them to carry out their respective roles at Nightlines and Nightline Association.

If we can secure funding in 2015, we aspire to run a training conference specifically for Nightline coordinators.

"Volunteering for the Nightline Association has given me a wide range of transferable skills that are becoming incredibly useful to me as I apply for jobs after university".

Nightline Association volunteer

Recognising their contribution

Nightline coordinators can now apply to Nightline Association for certificates for volunteers who have carried out 200, 500, 1000 or 2000 hours on shift. Volunteers can claim for hours accrued since September 2013. Certificates are also available for those in Nightline committee roles, Nightline Association Charity Officer roles and those delivering *Connecting with People* training.

Celebrating achievements

Our annual awards dinner was held on 29 March at Durham University and was attended by Nightline and Nightline Association volunteers, trustees and staff and senior personnel from Durham University including the Pro-Vice-Chancellor and Deputy Warden, Prof Graham Towl who made the welcome address. The evening celebrated the outstanding achievements of Nightlines, Nightline volunteers and Nightline Association volunteers.

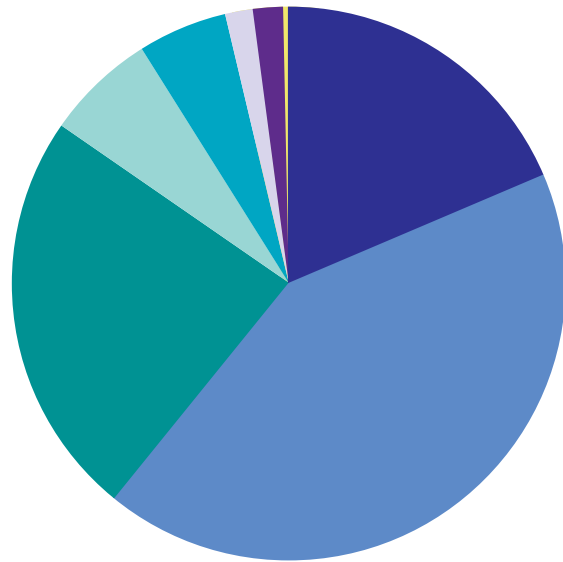
The winners were as follows:

- Best Publicity - Bangor Nightline
- Best New Initiative - Nottingham Nightline
- Best Volunteer Support - St Andrews Nightline
- Most Supportive University/Union - Ian Munton (Keele University)
- Most Improved Nightline - Bristol Nightline
- Volunteer of the Year (Association) - Joanna Wykes
- Leader of the Year - Anastasia Reynolds & Beth Jones
- Volunteer of the Year (Nightlines) - Rebecca Brook
- Nightline of the Year - Warwick Nightline
- Lifetime Achievement Award - Jessica Connett

“I think this service is really great. Thank you to everyone who offers their time to volunteer - it's really nice to know that there are people who want to help others”. - Student caller

Income for the year ended 31 December 2014: £26,821.31

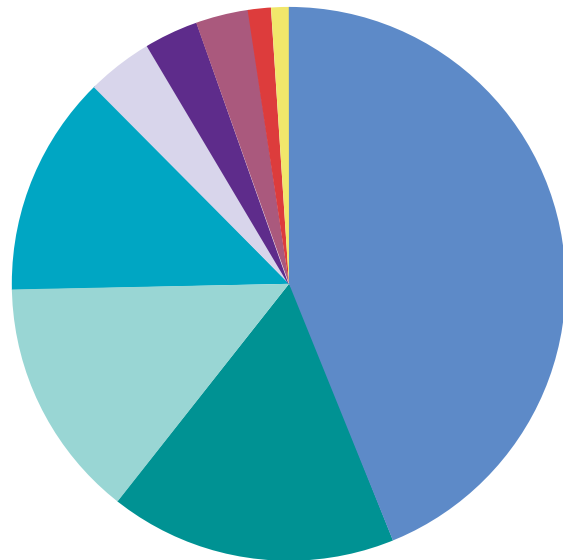
(excl restricted Comic Relief grant for one staff member)



- Comic Relief (restricted for research)
- Just Giving
- Donations (personal, corporate, trust funds)
- Birmingham Carnival RAG
- Affiliation fees from Nightlines
- Spring conference
- My Donate, CAF
- Interest

Expenditure for the year ended 31 December 2014: £24,145.77

(excl restricted Comic Relief expenditure for one staff member)



- Spring conference (incl £2396.22 travel expenses)
- Research activities
- Volunteer expenses
- Fundraising tools
- Trustee expenses
- Professional fees (accountancy, insurance)
- Travel expenses trainers (restricted)
- Venues (reg conference, away day)
- Courses for Nightline Association volunteers

Our supporters

Many individuals and organisations help and support us in our work and we are indebted to them all. The following have made a major contribution resulting in a particularly positive impact on our charity over the last year.

- 36 universities, student unions/associations who supported Nightlines services locally through the provision of telephones, rooms, internet connections and IT as well as financial support to run training events locally.
- Comic Relief - for funding our staff member, contributing to minor office expenses and research with students.
- Three Rings who continued to offer Nightlines free access to professional rota software.
- The family and friends of Nottingham student Fabio Ali – who donated over £3,000 in his memory.
- Birmingham Carnival RAG – for a £1750 donation.
- Tribal Foundation who donated £1500 for the cost of 2 regional conferences.
- The Student Room for nominating us as their Charity of the Year - raising over £850.
- Matthew Elvidge Trust, James Wenworth-Stanley Memorial Fund, Charlie Waller Memorial Trust and Connecting with People who supported and encouraged our delivery of suicide awareness training.

Finally a huge thank you to everyone who fundraised on our behalf - especially Claire Adams at the Association of Graduate Recruiters who raised a staggering £1000 doing the Iron Man Challenge and our staff member and Chair of trustees who ran the Fleet half marathon raising £500!



"I chose to raise money for Nightline because without this service a significant number of talented students may not be able to reach their full potential and the employers my organisation represents would suffer as a result."

Claire Adams,
Relationship Manager, Association of Graduate Recruiters.

Future plans

Nightlines and their volunteers were consulted on a revised strategy for Nightline Association including a review of our organisational objectives for the period 2014-19. The revised aims and objectives accepted and endorsed by Council include:

Supporting Nightlines to provide a consistent, high quality service

- Developing our Good Practice Guidelines, helping Nightlines adopt them and gain accreditation;
- Helping Nightlines develop effective recruitment, training and support of volunteers;
- Helping Nightlines recruit and develop a diverse volunteer base which reflects the student population;
- Organising conferences and providing development opportunities for Nightline volunteers
- Providing software and IT support to Nightlines (e.g. for email, text, IM listening or statistics collection)
- Undertaking research to underpin evidence-based policies, procedures and practice
- Seeking expert advice to keep abreast of changes in the mental health sector and the law
- Communicating with Nightlines about how best we can support them, ensuring services are shaped by their priorities

Increasing the number of students with access to a Nightline

- Helping new Nightlines open - working with stakeholders and volunteers
- Helping existing Nightlines expand to cover additional institutions
- Helping Nightlines reach more students by supporting them develop new services (e.g. email, text, IM)
- Helping Nightlines become sustainable by supporting improved stakeholder relationships

Raising the profile of the services provided by Nightlines

- Actively engaging with university and other stakeholders
- Publicising Nightline services to students, prospective students and parents
- Building the Nightline brand and raising awareness of the work of the Nightline community

How you can help

Nightline Association relies on the generosity and support of those who donate to us. If you would like to support us you can:

- Set-up a one-off, regular donation at justgiving.com/nightline or contact us at fundraising@nightline.ac.uk
- Take part in a fundraising event or challenge and collect donations via our Just Giving page
- Authorise your payroll department to deduct regular donations from your pay. Note because it is tax free - a donation of £5 per month only costs basic rate tax payers £4 with the taxman paying the rest!
See www.payrollgiving.co.uk
- Nominate us as your workplace 'Charity of the Year'
- Leave us a legacy in your will
- Sponsor our 1-day regional conferences
- Sponsor our 2-day annual spring conference
- Sponsor a training event for Nightline coordinators
- Fund specialist training for our student volunteers

This list is not exhaustive and Nightline Association welcomes any donations from individuals or corporations who feel that they can contribute to the success of Nightlines.

Contact us at fundraising@nightline.ac.uk

THANK YOU

Nightline Association is grateful to the following organisations for their support during 2014.



Heads of University
Counselling



✉ : enquiries@nightline.ac.uk

📘 : www.facebook.com/NightlineAssociation

🐦 : @NightlineAssoc

Nightline is an operating name of Nightline Association, a charitable company limited by guarantee registered in England and Wales under company no. 05436297 and charity no. 1112793. Its registered office address is c/o London Nightline, University of London Union, Malet Street, London, WC1E 7HY.