

BRITISH STAMMERING ASSOCIATION EXPANDS HELPLINE AHEAD OF NEW OUTDOOR CAMPAIGN

London, Monday, 20th May 2019 — In advance of the launch of a major new awareness campaign, **Stamma**, the British Stammering Association (BSA) is launching a transformed helpline service from **3rd June, 2019**. With a new number, new and additional opening hours and increased capacity, the helpline is moving across to a new platform, allowing for the addition of a webchat service later in the year.

The upgraded service is part of the BSA's five-year strategic plan to transform the public's understanding of stammering and challenge the stereotypes of people who stammer. Up to 8% of people will stammer at some point in their lives with negative responses to stammering leaving a lifelong impact upon the mental health of those who stammer.

British Stammering Association Helpline

New number:	0808 802 0002 free to all callers in the UK
New service hours:	10am -12 noon and 6pm - 8pm every weekday
Support provided:	Anonymous and confidential service offering information and support for anyone who stammers or anyone caring for, employing or working with someone who stammers
Staffing:	The helpline is staffed by staff and trained volunteers with direct experience of or knowledge of stammering.
Platform:	The BSA will be using the platform provided by Call Handling.

"The helpline is essential in our work to create a better world for people who stammer," said **Rachel Everard, British Stammering Association Service Director.**

"Stammering is heavily stigmatised which can leave people feeling isolated and vulnerable. We're here to help, to talk callers through different therapies, problems they're having at work and about how and when to take action when their child stammers. It is fantastic to be able to offer more hours of helpline support."

The decision to change and increase the operational hours of the helpline was taken following a nationwide survey of the British Stammering Association's members. The survey assessed what type of service would be of greatest value to the charity membership and people who stammer in general. Through the platform, provided by Call Handling, volunteers on the helpline can take calls from anywhere within the UK and are given full training and ongoing support. Those interested in finding out more about volunteering for the British Stammering association should email volunteer@stamma.org. The helpline is a member of Helplines Partnership.

The British Stammering Association has been assisting people by phone since its formation in 1978. Individuals can use the helpline to find out information on stammering as well as discuss therapy options, employment rights, find local meetup or support groups and share how they are feeling. People may also use the helpline to practise speaking on the phone, a challenging speaking situation for many people who stammer.

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For more information, images or interviews, please contact:

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FURTHER INFORMATION

About Stammering

Stammering is primarily a neurological, not psychological, condition which usually arises during the development of the brain in childhood. Stammering is frequently hereditary and if it continues into adulthood, will mainly affect men. A stammer is an intense struggle to physically get words out; this is profoundly different from the usual hesitations and repetitions most people experience. Research suggests that 8% of people will stammer at some point in their lives with up 1.5 million (3%) UK adults reporting that they have a stammer.

About the British Stammering Association

Founded in 1978, the British Stammering Association is a national registered charity dedicated to creating a better world for people who stammer. Through its website stamma.org, helpline and backing of local meetup and self-help groups, the British Stammering Association provides information and support for people who stammer and those living, supporting or working with them. The BSA is a membership organisation and members take an active role in the election of trustees and in the strategic direction of the charity. Registered Charity Numbers 1089967 / SC038866.

About Helplines Partnership

The BSA is a member of Helplines Partnership (<https://helplines.org>) the membership body for organisations that provide information support or advice via phone, e-mail, text or online to improve general wellbeing