

THEATRE HELPLINE FAQs



Who can contact Theatre Helpline?

The [helpline](#) can be used by anyone in the theatre industry. You can be employed, self-employed, a student or a volunteer, for example. You do not have to be a member of UK Theatre, SOLT or any other membership body or organisation to use Theatre Helpline.

When is the helpline open?

The helpline is open 24 hours a day, 7 days a week, all year round.

Is the helpline free to call?

Yes, the helpline is free to call from both a landline and a mobile.

Who is at the end of the phone?

UK Theatre and SOLT are working with Connect Assist to provide the helpline. Connect Assist is based in Wales and provides helpline support for a number of UK charities, including Film and Television Support and Help for Musicians.

The people at the end of the phone are professional, friendly, approachable and knowledgeable. If they can't help you, they will refer you on to a person or source who can.

How is Theatre Helpline funded?

The support line will be run as a pilot for one year (resourced by the Theatre Development Trust, [SOLT](#) and [UK Theatre](#)). During this year we'll assess usage and need, gaining the insight that will help us decide what further support might be necessary, and how the support line might be funded in the longer term.

What sort of thing can I ring the helpline about?

It is a support line that offers anyone working in the theatre and performing arts industry a resource to help them deal with any issues affecting their health and well-being. The person at the end of the phone can offer advice, guidance and signposting.

For instance, you might be calling about where to apply for funding, or because you are going through a bereavement and want to know where you could receive emotional support, or because you have an employment issue and don't know where best to turn to help you sort it.

Is my call confidential? Do I have to give my name or other personal details?

Your call is confidential. You can give as many details as you are comfortable providing.

The person on the helpline will ask you for some basic details such as the region you are in, or the sort of role you have in the theatre industry. They will feed back anonymous data, such as the types of issues people are calling with, to help UK Theatre and SOLT to continually improve the service and understand what may need to be developed after the helpline's pilot year.

All calls are recorded for quality and staff training. All recordings are deleted after 3 months.

I am deaf / can't hear very well on the phone / have a speech impairment – are there other ways I can contact Theatre Helpline?

Yes, you can email the helpline on this email address: advice@theatrehelpline.org

I have some feedback on my experience on the helpline, who can I give this to?

We welcome your feedback on your experience using the helpline. You can give us this feedback though emailing UK Theatre and SOLT on Enquiries@soltukt.co.uk or the Connect Assist team on Theatrehelpline@ourcrmservice.co.uk