

Dialogues.....

Hello, is that Get Connected?

I don't know where to start... I haven't told anyone about this and if my Mum comes in I'll have to go. She knows I'm pregnant. But she doesn't know how it happened...

I was raped. It was my brother's friend that did it. I wouldn't be telling anyone but he's done it again, to a girl I know. He's always coming round to visit my brother and he even baby-sits for my little sister sometimes. My Mum and Dad won't believe me if I tell them...

I don't know what to do but I'm really scared of him, and what am I going to do about the baby?

My Mum's just got home... I've got to go.

Maggie, 14, calling from Scotland



As promised at the close of the last financial year, Get Connected has built on the developments of 2003/04 to provide young people in distress with an even higher quality helpline service that is more accessible than ever.

External and internal dialogues have empowered Get Connected to make essential progress in meeting the needs of young people.

We have charted an improvement in the quality of the helpline service through internal and external monitoring. Through conversations with colleagues in the welfare sector, we have reported on the services available to young people who have run away, promoted fundraising initiatives and developed strategic plans for the organisation. We have established dialogues with young people themselves in order to ensure that we continue to meet their needs in a relevant and up-to-date manner.

Finally, the most important dialogue of all: the one we aim to make available to every young person in the UK. With the increased capacity of our new premises, we are closer to achieving our vision that every young person in the UK can find the help they need to support their emotional and physical well being.

Get Connected is now well placed for its work towards achieving this.

Charles Dunstone, Chairman

Chairman's statement

Hi there,

My Dad says you might be able to help me. I'm so depressed I can't remember ever being happy.

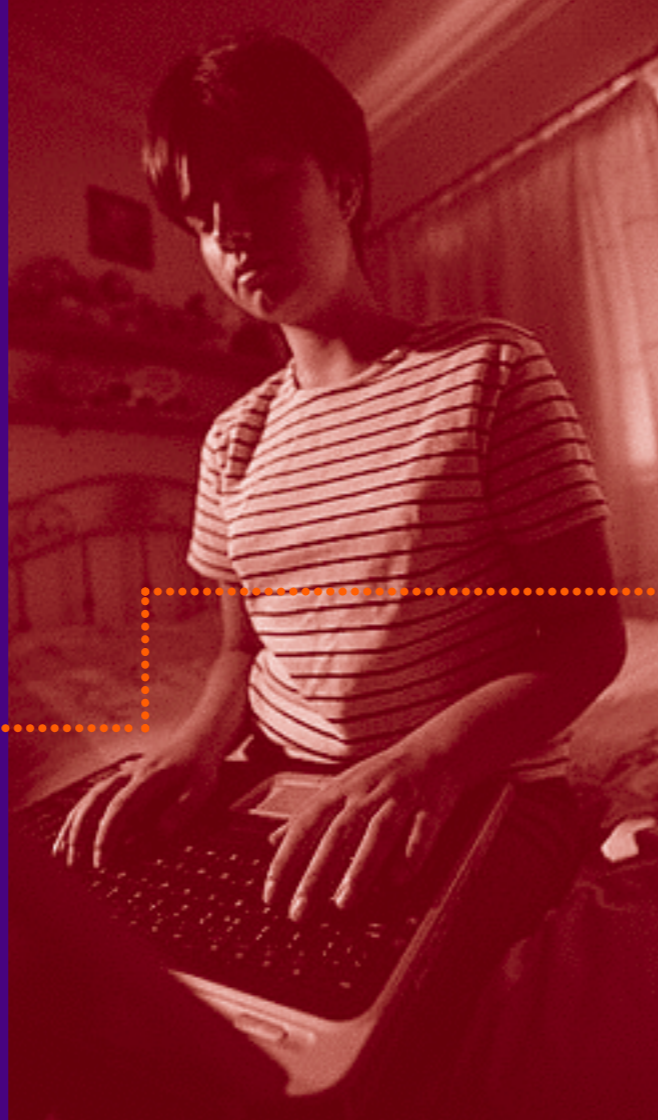
I used to go to school near my house but I really hated it. It wasn't just the work, I was getting bullied, really badly. There were these two girls who picked on me and they started waiting for me on my way home from school and stealing my stuff. One day I came home with a black eye because they'd hit me so hard and my Dad went ballistic.

Basically, I didn't go to school for 6 months after that. Dad taught me at home, only now I'm lonely and I don't have any friends. I want to go back to school but not the same one as before. How can I find another school? And what happens if it's just like the old one and I have to leave again?

Also, can you tell me if I can get a counsellor where I live, in Worthing? I used to have one at school but I stopped seeing her when my Dad made me leave. I'm totally miserable here, it feels like no one even knows I exist.

Please help

Sofia



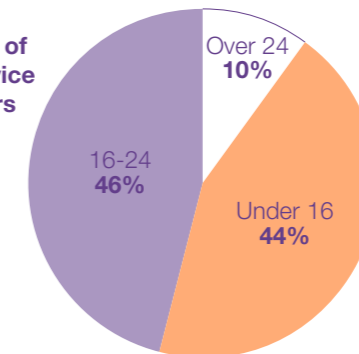
Imagine it is 10pm. You're penniless, in a strange city and have nowhere to turn. How would you feel? Frightened? Lonely? Now imagine you are a 14 year old who has run away and the thought of returning home is more frightening than sleeping rough for the night. What would you do?

There are thousands of organisations available to help young people in distress but knowing where to turn can be difficult, especially in a crisis situation. **Get Connected finds young people the best help whatever the problem.** We provide a free, confidential telephone and email helpline to young people anywhere in the UK.

Enquiries by location

London	18%
South East England	14%
Scotland	13%
North West England	13%
North East England	11%
West Midlands	8%
Wales	6%
South West England	6%
East Midlands	6%
East Anglia	2%
Northern Ireland	1%

Age of service users



About Get Connected

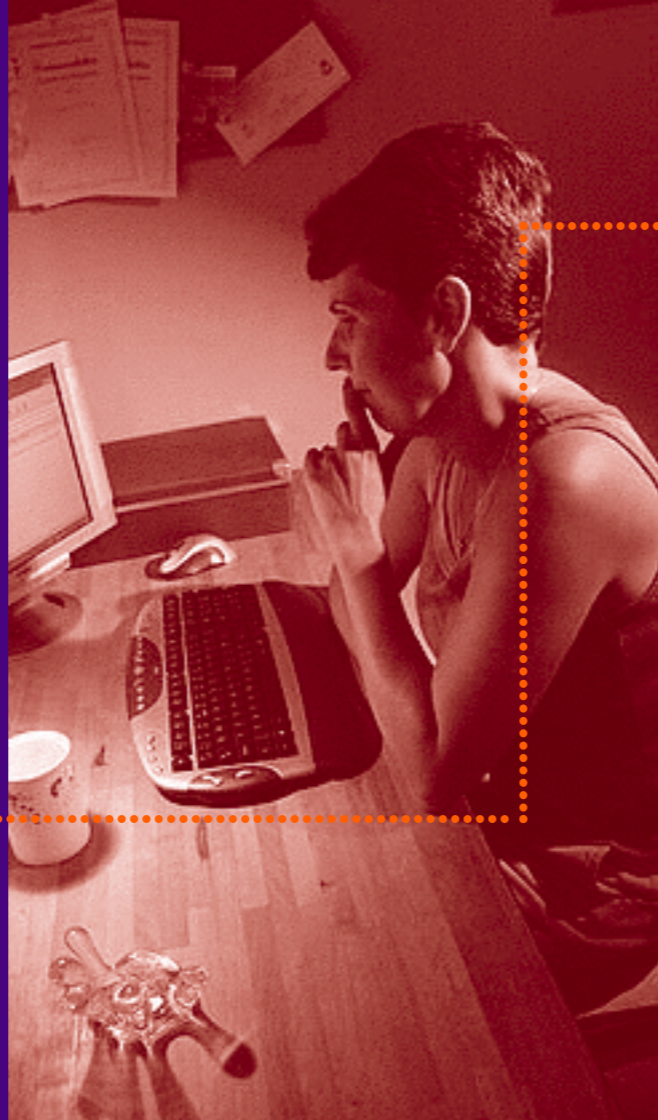
Enquiries by issues

	by Phone	by Email
Relationship – Family	10%	13%
Other	9%	4%
Emotional problems	8%	23%
Housing	6%	8%
Bullying	6%	13%
Relationship – Other	5%	13%
Sexuality	4%	4%
Sexual issues	3%	0%
Sexual abuse	3%	2%
Self harm	3%	8%
Mental health	3%	2%
Drugs / smoking / alcohol	3%	0%
Physical abuse	3%	4%
Physical health	3%	4%
Running away / thrown out	3%	0%
Rape	3%	0%
Pregnancy	3%	0%
Suicidal	3%	2%
Bereavement	2%	0%
Eating disorders	1%	2%
Admin	1%	0%

Dear Get Connected,

I have a 13 year old son who is very aggressive. Since he was about 10 he's had a bad temper and gets angry with me and his father over the smallest thing but it seems to be getting worse because he's been breaking things and yesterday he threatened to run away. Apparently he's not like this at school, only at home. I'm at my wits end. I've tried asking him about it but he says he's fine. I think talking to someone else might help him. Do you know of anyone he can speak to?

Thanks,
Ruth Bolton



Get Connected's mission is to meet the needs of young people by

- providing a free confidential helpline putting them in touch with the available help
- encouraging others to provide appropriate services
- considering ways that our service can be developed or enhanced
- asking young people what their needs are and how they think they can best be met

Capacity

In June 2004, Get Connected relocated from its offices in The Carphone Warehouse's North Acton Support Centre to new premises near Baker Street, Central London. Provided by The Carphone Warehouse, our new space has increased the capacity of the helpline to 14 phone lines, including two with disabled access. The significance of this expansion for the helpline is considerable:

Volunteer recruitment

Get Connected can now accommodate more than twice as many volunteer Helpline Workers and is therefore running more frequent Helpline Worker training courses in order to increase the number of volunteers available to work on the helpline. At the end of the financial year this was 48. Over the next three years we intend to recruit and retain a pool of 150 Helpline Workers. Our new, more central location will make the helpline accessible to a wider area of potential volunteers.

The accessibility of our two ground floor terminals means we can also ensure that our recruitment of volunteers complies with our Equal Opportunities policy, giving the chance to volunteer to as many people as possible.

Staff recruitment

A rise in the number of volunteer Helpline Workers on shift at any one time means that the helpline requires a greater degree of supervision. A new Helpline Officer has therefore been recruited and joined the team in March 2005. This appointment increases the number of training courses Get Connected can run and extends the time during which the helpline is supervised by a paid member of staff.

Service users

Ultimately, this growth in the capacity of the helpline means we are able to answer more calls and emails from young people looking for help. During 2004 the number of emails received by the helpline trebled in comparison to the previous year and, whilst we met our objective of ensuring that at least 45% of callers got through to the helpline on their first attempt during 2004/05, these figures show that demand for the helpline is high and Get Connected must develop practically, technically and strategically to meet this demand.

Review 04/05

Er – Hi,

I've never called a helpline before. You won't tell anyone I've called, will you?

Right. What it is, my Dad died last weekend. It was a heart attack, totally out of the blue.

I'm just in shock, I don't know what to feel. Can't talk to my Mum, she hasn't stopped crying. I can't do anything to make her feel better. I haven't cried, I haven't done anything.

Am I a bad person?

Luke, 17, calling from Sheffield



Young People in Management

In line with our aim to consult potential service users on the development of the organisation, the Young People in Management scheme has been a great success this year. During the course of nine meetings, the Youth Committee has discussed issues important to Get Connected. **These include the significance of our confidentiality policy, the content and function of the out-of-hours recorded message on the helpline, the design of publicity material and ways in which the service can be developed and enhanced.** This group of approximately 14 young people aged 13 to 17 has provided us with a wealth of ideas on how to reach young people and how best to meet their needs.

The Youth Committee also helped to organise the Youth AGM, held in London in September. Young people attended from as far afield as Fife in Scotland and feedback on the event was extremely positive.

The day comprised a range of workshops designed to encourage debate about three topics: the qualities of an ideal young people's helpline, the ways in which the service might expand and the ways in which Get Connected could involve even more young people in the management of the organisation. Ideas such as an online chat facility and regional young people's conferences are being considered by Get Connected.

Dialogue

Get Connected continued to establish and strengthen relationships with other services for young people in order to fulfil its mission of encouraging others to provide appropriate services which meet the needs of young people.

Following on from the collaboration between Get Connected, ChildLine and the Runaway Helpline in 2004, the Runaways Project produced a report on the quality and consistency of services for young people who have run away or been forced to leave home in the UK.

Published in September, the report found that services for this especially vulnerable group of children and young people were lacking in consistency and under-funded, meaning that at certain times and in certain areas young people at risk were unable to access support.

Get Connected engaged in further dialogue with stakeholders through a questionnaire to members, gathering information from organisations such as Save the Children UK and Youth2Youth in order to work more closely and efficiently with them in the future. 100% of respondents answered positively to the suggestion of networking events hosted by Get Connected and feedback on previous events was positive. 10 out of the 15 organisations to which Get Connected most frequently refers young people are currently members. Get Connected intends to increase this until all 15 are members.

Review 04/05

continued

Partnership

In September 2004, Get Connected joined The Carphone Warehouse Charity Partnership with The Carphone Warehouse UK Foundation and national children's charity Barnardo's. This is a two-year fundraising partnership that aims to engage employees at The Carphone Warehouse in a range of fundraising activities. So far money has been raised through in-store collections and dress-down days and approximately 60 staff were involved in raising £2,000 each as part of Trek Namibia. This project challenged them to renovate a dilapidated school in the Namib Desert and trek through the local area. The Partnership has also launched a mobile phone recycling scheme, through which a generous £10 per handset donated will benefit the three partners.

Over the year, employees at The Carphone Warehouse have shown their ongoing support for Get Connected. We continue to benefit from their resources and expertise in areas

including IT, design and production and are extremely grateful to them for funding and facilitating a successful move into our new premises.

Their support this year culminated in one of Get Connected's largest ever fundraisers, The Carphone Warehouse Valentine's Auction, which raised almost £70,000. Hosted by comedian Paul Ross and attended by over 150 guests including associates and suppliers to The Carphone Warehouse, the auction was held at the offices of BAFTA on Piccadilly on February 9th 2005. Items such as a pair of ballet shoes signed by Darcy Bussell and a champagne lunch for two at The Ivy were up for auction, thanks to the generous contributions of The Carphone Warehouse and their suppliers.

Service quality

Service quality is always a priority for Get Connected. During 2004/05, Get Connected began its annual Mystery Shopping programme to monitor the extent to which young people felt supported and informed when contacting the helpline. Each mystery caller rated the success of the Helpline Worker in listening, asking appropriate questions, exploring options and identifying suitable

services. This year the Youth Committee participated in the programme.

The results prove that 2004 was another year of improvement for service quality. The average score awarded on all issues was 21.6 out of a possible 25 – an increase of 1.4 since the previous year. Overall, 98% of callers felt better informed of their options after speaking to Get Connected. This excellent result is an improvement from 88% on 2003.

Calls concerning eating disorders, which were rated below average in 2003's monitoring of the service, scored 22.2 out of 25 thanks to specific training on this subject for Helpline Workers in 2004. The only issue to be rated below 20 out of 25 was mental health. This is now being addressed in ongoing Helpline Worker training.

Volunteer Helpline Workers were also surveyed in our annual volunteer questionnaire. Our objective was that 92% of volunteers would feel quite or very well supported whilst working on the helpline. We met and exceeded this target with a result of 94%.

As stated in our objectives for the year, the helpline was open for 99% of its advertised hours.

Our response to Maggie (page 1)

Maggie, 14, from Scotland, called back as soon as she could. Maggie had told her Mum it was her boyfriend who had got her pregnant. She wasn't ready to face her family yet but she wanted to talk to someone who could make sure that the boy who raped her wouldn't do it again. The Helpline Worker suggested she tell the police but Maggie wasn't sure she was brave enough.

So that she could discuss her situation with someone trained to support her, Maggie took the number of a helpline for girls and women who have been raped or sexually abused.

Deciding that her main concern was to report what had happened to someone who could advise her on what to do next, Maggie was connected to a national child protection helpline. She was also given the number for a helpline offering advice to young people under 19 on pregnancy and sexual health.

Maggie's final call to Get Connected was to say thanks. When she didn't know where to turn, Get Connected was the only number she'd needed.

Review 04/05

continued

Statement of Financial Activities year ended 31 March 2005

The Statement of Financial Activities shows an increase in funds of £27,471.

Funds brought forward of £43,828 include £16,275 restricted income which is funding from Comic Relief for the Young People in Management Project.

Total funds carried forward of £71,299 consists of £20,602 restricted funding, which includes unspent funding from Comic Relief for the Young People in Management Project, and from BBC Children in Need for the Administrator's salary.

The remaining £50,697 in unrestricted funding is available for the Trustees to use for the general running of the charity.

	Unrestricted funds £	Restricted funds £	Total funds 2005 £	Total funds 2004 £
INCOMING RESOURCES				
Donations	60,960	97,604	158,564	90,569
Activities to generate funds	103,730	-	103,730	66,485
Gifts in kind	-	147,528	147,528	84,600
Bank interest receivable	791	-	791	2,202
	165,481	245,132	410,613	243,856
RESOURCES EXPENDED				
Costs of generating income:				
Other expenditure for charitable purposes	61,059	219,774	280,833	170,370
Fundraising and publicity	61,112	12,006	73,118	56,000
Charitable expenditure:				
Management and administration	20,166	9,025	29,191	57,978
TOTAL RESOURCES EXPENDED	142,337	240,805	383,142	284,348
NET INCOMING RESOURCES FROM OPERATIONS BEFORE TRANSFERS (Net (Deficit)/Income for the year)				
	23,144	4,327	27,471	(40,492)
NET MOVEMENT IN FUNDS				
	23,144	4,327	27,471	(40,492)
Funds brought forward at 1 April 2004				
	27,553	16,275	43,828	84,320
TOTAL FUNDS carried forward at 31 March 2005				
	50,697	20,602	71,299	43,828

Our response to Cathy (page 3)

Get Connected emailed Cathy back, reassuring her that she'd done the right thing to look for help and asking her for a bit more information, such as how old she was and whether she'd like to speak to someone face to face or over the phone about finding a new school.

Cathy told us she was 13 and would like to go and see someone about school.

Get Connected emailed Cathy the details of a young people's drop-in centre that offers counselling and gave her the address and phone number of her closest statutory service where she could arrange a meeting to discuss returning to school.

Cathy emailed a few days later to let us know she'd attended that meeting and it had gone really well.

The Balance Sheet shows assets of £115,315 of which £1,741 is tangible fixed assets, and £99,494 is cash at bank and in hand.

These accounts are a summary of information extracted from the audited annual accounts and as such may not contain sufficient information for a full understanding of the financial affairs of the charity. For further information, copies of the full financial statement and accounts are available from the Company Secretary, Get Connected Helpline, PO BOX 51719, London NW1 5UH.

These financial statements were approved by the Trustees in September 2005 and signed on their behalf.

Balance Sheet as at 31 March 2005

	2005 £	2004 £
FIXED ASSETS		
Tangible assets for use by the charity	1,741	437
CURRENT ASSETS		
Debtors	14,080	-
Cash at bank and in hand	99,494	70,088
	113,574	70,088
CREDITORS: amounts falling due within one year	(44,016)	(26,697)
NET CURRENT ASSETS	69,558	43,392
TOTAL ASSETS LESS CURRENT LIABILITIES	71,299	43,829
FUNDS		
Restricted funds	20,602	16,275
Unrestricted funds	50,697	27,553
	71,299	43,828

**Accounts
summary
(continued)**

Our response to Ruth (page 5)

Dear Ruth

Thanks for emailing Get Connected. It sounds as though you're having a difficult time with your son and you're very worried about him. It's great that you're trying to find someone who can help him.

I hope it's okay to ask you a few questions, so that we can find the most appropriate sort of help for you.

You mentioned that recently he seems angrier and has threatened to run away. Was there anything in particular that happened to make him say this or that he was upset about at the time? Has he run away from home before?

Do you know if he has felt able to talk to anyone at school, where he seems happier? We can find details for different sorts of people he can talk to, just let us know what you think would be best – someone local or over the phone – and whether you'd like to find someone who can give him advice, counselling or practical help such as anger management. Please let us know where you are in the UK so that we can find relevant services. Your son can of course call or email us if he wants to talk things through beforehand.

Finally, if you'd like support for yourself and the rest of the family, tell us what type of support would be most useful and we can have a look at what's available.

We look forward to hearing from you when you're ready to get in touch. Best wishes, Get Connected

Get Connected helped over 12,000 young people this year to find the help they need, many of whom were in crisis situations like the young people featured in this review. Yet without the ongoing support of our volunteer Helpline Workers, who contribute so much, these young people would have had nowhere to turn. Get Connected is able to keep costs to a minimum and to provide a service of such high quality thanks to the dedication of our volunteers.

Particular thanks should go to The Carphone Warehouse for their ongoing support and providing us with excellent new premises in central London. We must also thank Charles Dunstone, The Carphone Warehouse's CEO and Get Connected's Chairman, for funding an additional Helpline Officer, enabling us to increase training and support for our volunteer Helpline Workers, and ultimately to help more young people.

Thanks not only to The Carphone Warehouse but also to their suppliers and friends, the fundraising Auction in February was a huge success and helped Get Connected achieve a stronger financial footing. We are also very grateful for the financial support of some of our other major funders this year, including The Railway Children, BBC Children in Need, Vodafone, Merrill Lynch and Comic Relief, as well as all the organisations and individuals listed over.

Building on the successes of this year and looking to the future, we have developed a three-year strategy, which involved dialogues with members, volunteers and employees. Over the next three years we plan to increase the number of young people accessing the service by 50%; treble the number of volunteer Helpline Workers; and develop additional ways for young people to access the service. Get Connected is at a historical stage in our growth as a service that finds young people help.

Emma Insley, Director

Our response to Luke (page 7)

Luke, 17, from Sheffield, found it difficult to explain what sort of help he was looking for.

The Get Connected Helpline Worker explained that there were organisations specially trained to help him cope with his Dad's death and if he wasn't ready to meet someone in person, he could take the number of a national helpline that provides counselling and support for bereavement. Luke wrote down the number and thought he might pass it on to his Mum as well.

The Helpline Worker asked Luke if he'd considered going to see his local doctor. He said he hadn't spoken to anyone he knew yet but he'd think about visiting his doctor.

Luke was encouraged to take things at his own pace; he could speak to a more general service if he wanted, and simply talk things through. He chose to be connected to a confidential listening service where he could talk things through without being judged or given advice.

Luke called Get Connected the next day to let us know that he had made an appointment to meet his family GP tomorrow, thanks to Get Connected's impartial support.

The Trustees would like to thank Get Connected's volunteer Helpline Workers for their skill and commitment in providing an essential service of such high quality.

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Paul Foot
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Tracey Herald
UK Procure
Undercurrent Management
Vicky Jones
Virgin Mobile
Vodafone
Vodafone UK Foundation
WDMP
Wesley Dowling
West Ham United FC
World Snooker

Contact details

Helpline

Telephone: 0808 808 4994
Email: help@getconnected.org.uk
Opening hours: 1pm – 11pm every day

Admin

Telephone: 020 7009 2500
Fax: 020 7009 2501
Email: admin@getconnected.org.uk
Web: www.getconnected.org.uk

PO Box 51719
London
NW1 5UH

Emma Insley, Director

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