



UCB's Vision Statement: Changing Lives for Good by the Power of God's Word

Prayerline's Vision

UCB Prayerline offers a positive experience of remote prayer ministry which involves praying with and praying for callers (with signposting when necessary to appropriate specialist ministry/service providers). UCB Prayerline also offers a praying for service via requests submitted by the website, digital messaging and postal prayers.

History

The service was established in 1995. The listening line developed into what we now call *UCB Prayerline* in 2003, with prayer and the Word of God as the basis. Forces Prayerline started in 2008; this is a number exclusively for members of the armed forces, their families and veterans.

Some statistics

- During 2025 – 77,173 calls, 65,534 calls answered
- Voicemail (Outside of operating hours) 5,327
- Current phone operators (volunteers) – 124
- Web email 12,106 prayer requests
- SC Prayer requests (Call back service) 6080 prayers
- Postal 3,522 prayers

Post Covid lockdown

Pre lockdown, there were 27 satellite groups based in church buildings supported by 252 phone operators. They used analogue landlines. With church buildings closing in March 2020, we moved to home-based working. Volunteers now use either their own mobiles/phone or SIP Phones provided by UCB, using Internet technology. An externally lead strategic review undertaken during autumn 2022 confirmed the strategy of continuing this style of remote working.

Prayerline recruitment Initiative

Due to other national Christian phone services reducing their operating hours, we are experiencing greater demand in terms of the number of calls. Since lockdown, the calls have become more complex and the need for the service is far greater.

UCB Prayerline is looking to partner with church leaders, to form a team from their congregations and for each person to cover a two-hour shift once a week on a regular basis. For churches where there no possibility of such a team, church leaders to support individuals, who in turn would join a "remote hub" i.e. covering a shift with people from around the country.

UCB will provide:

- Comprehensive training to equip
- Operational guidelines
- Ongoing oversight and support

Opening hours

- Monday to Friday 09:00 – 22:00
- Saturday 10:00 – 14:00

Enquiries to:

Prayerlinerecruitment@ucb.co.uk

Prayerline Web page www.ucb.co.uk/pray

MEET THE VOLUNTEERS

Each time someone calls UCB Prayerline, they speak to one of our dedicated volunteers. We asked two of these volunteers, Pauline and David, a few questions about what it's like to answer these calls.

Can you tell us a little about yourself?

P: My name is Pauline and I have been married for over 50 years. We have been blessed with four children and six grandchildren. My husband is retired now, so together we help with looking after our newest grandson. We walk our little dog every day, rain or shine.

D: My name is David, I am retired and my wife Sandy and I have just celebrated our Golden Wedding Anniversary. We have four children, and grandchildren and great-grandchildren. I tend to dabble a bit in various things, but my wife would say gardening was my main interest. How did you get involved with Prayerline and how long have you been volunteering?

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P: I have been healed and changed by prayer so, it was natural to want to pray for people, and one day I felt led to fill in the form to become a Prayerline volunteer. I have been on the team since September 2020.

D: I became a Prayerline volunteer in July 2013 because of a flyer from Saltbox Christian Centre, where I worked part-time. Prayer has always been a focus for me, and I felt led to serve Prayerline by the Lord. What training and support do you get from UCB?

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P: I had an interview and some training from the Prayerline team online. They are all lovely, caring and very supportive. They prayed for me before and after my shift until I was happy to continue in confidence. I was given a manual to read, and there is always someone to support and pray for me. We have monthly Zoom calls to meet as a team and worship together

What do you get asked to pray about most often?

P: I think now the thing I most often get asked to pray about is for peace because many people are living in fear, and a lot ask for prayer for direction in these unprecedented times we find ourselves in. What does an average day look like as you prepare to start volunteering?

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D: I volunteer for two hours every Wednesday and Friday afternoon. After breakfast I sit and talk with my Heavenly Father for a while and then help out around the house or tinker in the garden. My wife and I try to take a walk if the weather is kind, returning about 1pm for some lunch. Then about 1:45pm I settle down in my office and prepare to start the session. What encourages you to stay on the phone even when what you're hearing is challenging or upsetting?

What encourages you to stay on the phone even when what you're hearing is challenging?

D: Every call is a cry to the Lord for help. He never says, 'Go away' or 'Time's up' or 'Don't bother me'. When the call is upsetting, it just causes me to cry out to the Lord in agreement with the caller. What's the best thing about volunteering with Prayerline?

What's the best thing about volunteering with Prayerline?

P: It is a great privilege to be available to show the love of God and to help those hurting to be encouraged. It is laying our lives down for others and hopefully blessing God and bringing glory to His name. What would you say to someone who has been thinking about calling but isn't sure?

What would you say to someone who has been thinking about calling but isn't sure?

P: Be brave and try it. We are here to help; we believe that nothing is too difficult for God. D: Call, God is waiting to meet your need because He loves you.