



Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte
Ospidéal Naomh Lómáin,
Baile Phámar Baile Átha Cliath 20.
R: PQReps.NatMHOPS@hse.ie

Head of Operations, Mental Health Service
St Loman's Hospital,
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Deputy Neale Richmond,
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

8th August 2022

PQ Number: 40431/22

PQ Question: To ask the Minister for Health the number of texts received from the 50808 helpline broken down over the past five years; and if he will make a statement on the matter. – Neale Richmond

Dear Deputy Richmond,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

The HSE fund the Text 50808 service to provide emotional support to anyone experiencing a crisis through engagement in a text message 'conversation'. The service is a free, anonymous, 24/7 messaging service providing everything from a calming chat to immediate support and provides a safe space where people are listened to by trained volunteers.

The table below provides detail on the 50808 service since its inception in 2019 to June 2022. This data includes

- the number of conversations initiated by texters
- the number of calls made to the emergency services for texters where there was an imminent risk to their safety and/or the safety of others
- the number of messages exchanged between volunteers and texters

Please be advised that this data was provided the Text 50808 service directly.



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50808 Conversations, Active Rescues & Messages Exchanged

Period	No. of conversations	No. of active rescues	No. of messages exchanged
Total (01/09/19 - 31/12/19) - Service soft launch 01/09/2019	2,360	34	71,142
Total (2020) Service public launch 16/06/2020	33,056	410	1,081,071
Total (2021)	53,745	654	1,816,475
Total (01/01/22 - 30/06/22)	24,698	314	784,734
Overall Total (01/09/19 - 30/06/22)	113,859	1,412	3,753,422

I trust this information is of assistance to you.

Yours sincerely,

Tony Mc Cusker
General Manager
National Mental Health Services