



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

Head of Operations, Mental Health Service  
St Loman's Hospital,  
Palmerstown, Dublin 20.  
Email: [PQReps.NatMHOPS@hse.ie](mailto:PQReps.NatMHOPS@hse.ie)

Deputy Mark Ward  
Dail Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

27<sup>th</sup> February 2023

**PQ Number: 7647/23**

**PQ Question: To ask the Minister for Health the supports that will be given to Jigsaw to have a uniform service across the State, given that there are waiting times of 30 weeks in Cork and 4 weeks in Wicklow; the engagement his Department is having with Jigsaw to address this; and if he will make a statement on the matter. -Mark Ward**

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Dear Deputy Ward,

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.

Jigsaw is funded by the HSE through a Service Level Arrangement (SLA) to provide youth mental health services for those with mild to moderate mental health difficulties. They provide face-to-face, online and phone based services to young people aged between 12 to 25 years old while working with communities to resource and support parents and other adults who work with young people. Face-to-face services are delivered in the form of brief intervention sessions with healthcare professionals, usually taking place across 6 to 8 appointments. Other services include live 1 to 1 online chat, phone based support provided by a counsellor, text support and in reach to schools.

As per the SLA, the HSE meet with Jigsaw on a Quarterly basis to review the progress on delivering the targets set. These meetings are also an opportunity to discuss issues arising including Waiting Times in individual areas. Waiting times across areas are affected by the levels of referrals, availability of other similar type Services both Statutory and NGO locally, Team size and Case mix. In general terms, Jigsaw is meeting the target number of Counselling Sessions and young people seen as provided for in the SLA. However, there are a number of areas with longer than acceptable Waiting lists and we are working with Jigsaw to reduce the lists through use of On-Line Counselling, and, where feasible, balancing the Wait times across Services and also reviewing current staffing levels to meet increasing demands.

The HSE are not in a position to comment on any engagement that the Department may be having with Jigsaw directly.



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I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink that reads "Jim Ryan".

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**Jim Ryan**  
**Assistant National Director - Head of Operations**  
**National Mental Health Services**