



Connecting for Life

# NGO strategy implementation monitoring report – Q2 2021

By: HSE NOSP (2021)

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# 1: Introduction

**This is second implementation monitoring report for *Connecting for Life (CfL)* for the activities of our NGO partners.**

**Comprehensive work is being carried out by our NGO partners and this report does not capture everything. It provides a broad overview of reach and developments in Q2 2021.**

Our NGO partners offered a diverse range of interventions to services users / clients this quarter, including psychotherapeutic counselling, bereavement supports, addiction and wraparound supports, helplines, email and text support. The majority of counselling services are still being offered over the phone and online. There is limited face to face provision, albeit some face to face is being offered to clients with urgent needs, in Covid compliant spaces. It is hoped to increase footfall in services as restrictions ease in the coming months.

A variety of online training and workshops have been delivered to practitioners and members of the public such as webinars /

workshops on wellness and relaxation skills, suicide prevention, active listening, LGBTI+ awareness and employee wellbeing.

Some organisations are reporting an increased demand for services, training and for Shine, increased media surveillance of suicide reporting has been required. It has been highlighted that some premises are not adequate settings in which to deliver trauma informed practice. Many of our NGO partners are currently recruiting staff to meet the increased demand for services. It has also been reported that there is a steady increase in referrals for counselling from external services.

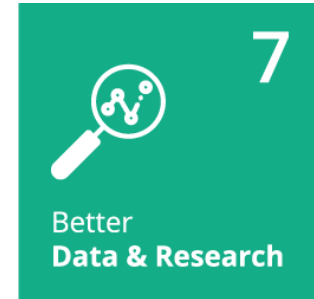
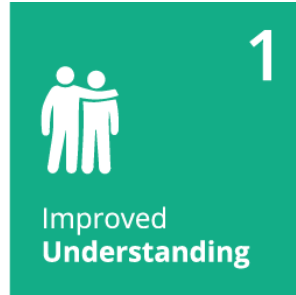
As highlighted in the Q1 report, there is an ongoing issue with some service users / clients not having access to the requisite IT or privacy to engage in online therapies. One service in particular has reported increased demand among the under 18s.

This quarter **updates were received from** 14 CfL NGO implementation partners:

- Aware
- BeLonG To
- Dublin Simon Community
- Exchange House Ireland
  - First Fortnight
- Family Resource Centre (FRC)
  - ISPCC Childline
- LGBT+ Ireland (LGBT+I)
  - Pieta House
  - The Samaritans
    - Shine
- Suicide Or Survive (SOS)
  - SpunOut
  - MyMind



## 2: Overview of progress on CfL strategic goals



# Goal 1: Improved understanding

1.1 Understanding suicidal behaviour	1.2 Awareness of services	1.3 Reducing stigma	1.4 Media and reporting
	<ul style="list-style-type: none"> <li>• <b>SpunOut</b> launched their <i>Building Resilience and Strengthening Well-being Campaign (entitled 'Our Next Chapter')</i> on 10th May 2021. This campaign involved 16 new pieces of content, including one quiz, six professionally-proofed factsheets and 10.</li> <li>• In Q2 <b>The Samaritans</b> responded to 167,584 calls and emails.</li> <li>• <b>ISPC</b> continues to promote and signpost to online content on the Childline.ie site referencing '<i>how to tell someone I am having thoughts of suicide</i>' and '<i>6 things you need to know to maintain good mental health</i>'.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from the <b>First Fortnight</b> Festival 2021 was processed and an online Public Consultation Forum was finalised that looked at diversity, inclusivity and accessibility for the festival.</li> <li>• The <b>See Change</b> Workplace programme was delivered to participants in counties Kildare, Dublin, Cork, Kerry, Limerick. Planning is underway for the Green Ribbon campaign in Sept (<b>Shine</b>).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Headline</b> carried out a series of media surveillance work in Q2:</li> <li>• 3,196 online articles required review and analysis (56% increase on 2020)</li> <li>• No. of critical breaches requiring engagement with editors: 17</li> <li>• No. of publications: 5</li> <li>• No. of engagements actually made: 11</li> <li>• No. of revisions made by publications following Headline contact: 8 (73%)</li> <li>• No. of revisions not made by publications 3 (23%)</li> </ul>



# Goal 2: Empowered Communities

2.1 Multiagency community responses	2.2 Accurate information and guidance	2.3 Education and training
<ul style="list-style-type: none"> <li>• <b>ISPCC</b> continues to engage with all Childline staff and existing volunteers in publicising the START suicide intervention training programme. This will be advertised as an option for all future volunteer intakes going forward to register and complete on shift.</li> <li>• The <b>ISPCC</b> Childline Listening service will be available, should the need arise, to work with the HSE / Children and Young People's Services Committees to provide the crisis line.</li> </ul>	<p><b>FRC</b> delivered a wide variety of training, information sessions and workshops including:</p> <ul style="list-style-type: none"> <li>• 2 Suicide Prevention Code of Practice Online Information Sessions and 1 Train the Trainer</li> <li>• 1 full day self-care workshop</li> <li>• 3 30 Minutes for Me! Sessions</li> <li>• 5 Lift Roundtable groups</li> <li>• 1 5 minute self-care session</li> <li>• Collaborating with Mental Health Ireland to upskill Managers of FRCs in relation to mental health and wellbeing of staff.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The Samaritans</b> also presented 7 awareness and information sharing talks to 4 traveller organisations and 3 Rape Crisis meetings.</li> <li>• <b>SOS</b> delivered:             <ul style="list-style-type: none"> <li>• 28 Wellness Webinars to 578 viewers.</li> <li>• 4 Community WRAP programmes to 74 participants.</li> <li>• 2 Supporters Programmes to 22 participants.</li> <li>• 702 viewers accessed their Wellness Workshops.</li> </ul> </li> <li>• <b>Aware</b> delivered 100 LifeSkills programmes.</li> <li>• <b>MyMind</b> provided 11,437 appointments, of which 3,245 are at low fees. The pilot referral programme began with free sessions being offered to 78 at risk individuals. 3,261 appointments were provided to those whose mental health had been impacted by Covid-19.</li> </ul>

# Goal 3: Focus on Priority Groups



for Life

## 3.1 Reducing suicide among priority groups

- **SpunOut** connected readers to the 50808 crisis support service through the keyword 'SPUNOUT': 199 service users were connected in this way in Q2.
- **BeLonG To** are piloting a service in partnership with MyMind.org for young people experiencing financial barriers to accessing therapy.
- In Q2 2021 the **Exchange House** duty service has dealt with 151 clients. The two main presenting issues to this service are accommodation (42%) and mental health (46%).
- The **First Fortnight** Child and Adolescent Creative Therapy service opened for referrals in Q2.
- **LGBTI+ Ireland** trained 209 health and social care professionals in LGBTI+ awareness training in Q2 and ran a number of peer support meetings.
- **SOS** ran the intensive therapeutic Eden programme with 9 participants.

## 3.2 Early intervention & prevention of substance misuse with Primary Care

## 3.3 Supports for young people

- The rollout of Safe and Supportive Schools (SASS) which is funded by private philanthropy continued in 22 phase two pilot schools by **BeLonG To**.
- In Q2 ISPCC had a total of 39,989 contacts:
  - 316 profiled under suicide,
  - 264 under self harm
  - 1,251 under mental/emotional health,
  - 18 referrals were made.
- **ISPCC** delivered supervision to 435 volunteers in Q2.





# Goal 4: Better access to support

4.1 Assessments and Care Pathways	4.2 Therapeutic Interventions	4.3 Support Services
	<ul style="list-style-type: none"> <li>• <b>Pieta</b> has worked with 2,586 unique intervention clients requiring support for suicidal ideation and/or self harm.</li> <li>• <b>Pieta</b> - number of weekly referrals rose from 98 a week on average in March to 197 a week on average in April. Almost 37% of those provided with counselling in the period were under 18.</li> <li>• 10,668 calls were made to <b>Pietas</b> helpline during Q2 (average 117 calls per day). They also received and responded to 14, 672 text messages in the period.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Pieta's</b> bereavement counselling service worked with 289 unique clients.</li> <li>• The SBLO service operated by <b>Pieta</b> worked with 279 households in this quarter, delivering 1,802 client facing hours in the reporting period.</li> </ul>

# Goal 6: Reduced access to means

## 6.2 Lethal methods

- **The Samaritans** are working with HSE NOSP, Crisis text line and the Samaritans Central Charity to produce crisis signage supported by the Local Government Management Agency. They are working with Samaritans Central Charity on high frequency locations survey for all branches.

# Goal 7: Better data and research

## 7.4 Research and Evaluation Plan

- UCD in collaboration with **Pieta** secured funding as part of the HSE NOSP research grant scheme to conduct research into the psychoeducation needs of parents of young people who self harm and/or experience suicidal ideation. Work has commenced on refining the project plan for this research and setting up a steering group, and also an advisory group which will consist of parents and professionals in the field.
- **See Change** has developed 5yr plan for research on attitudes to mental health and stigma, and engaged with HSE NOSP for further guidance before commencing the research for 2021.



# HSE National Office for Suicide Prevention - July 2021