



Connecting for Life

# NGO strategy implementation monitoring report – Q4 2021

By: HSE NOSP (2022)



# Table of Contents

1

Introduction and overview this quarter

2

Overview of progress on strategic goals



# 1: Introduction

This is fourth 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 Q4 2021.**

It was **World Mental Health Day on 10<sup>th</sup> October** and **World Mental Health Month throughout the month of October**. It was also **World Children's Day on 20<sup>th</sup> November** and **Transgender Awareness Week from 13-19<sup>th</sup> November**. Many NGOs worked in partnership delivering a variety of online initiatives, highlighting societal stigma and self-stigma around mental health issues and in particular for children and members of the transgender community.

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.

All NGO partners submitted new applications for funding to HSE NOSP and new SLAs were agreed, with all SLAs aligned to strategic commitments in CfL.

Due to the increased prevalence of Covid-19 in the community this quarter, and particularly before Christmas, many NGO partners were forced to cancel or postpone face-to-face training and workshops. Some services reported a reluctance from service users to move back online due to 'zoom fatigue' and others are reported staff 'compassion fatigue' and burnout.

In addition, Covid outbreaks in services resulted in reduced staff capacity for some. This compounded staffing issues many services and organisations are facing, with some still facing recruitment challenges.

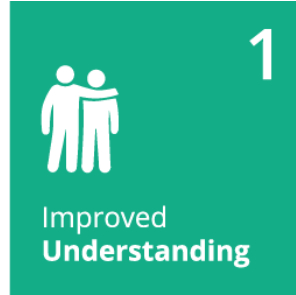
As reported in previous reports this year, the trend for increased demand for general counselling services continues and some organisations are expanding their services to meet this demand.

This quarter **updates were received from** 17 CfL NGO implementation partners:

- Aware
- BeLonGTo
- Dublin Simon Community
  - Exchange House Ireland
    - First Fortnight
- Family Resource Centre (FRC)
  - ISPCC Childline
  - LGBT+ Ireland (LGBT+I)
- Mental Health Foundation Ireland (MHFI)
  - MyMind
- Pieta House
- The Samaritans
  - Shine
  - Spunout
- Suicide or Survive (SoS)
  - TENI
  - Turn2Me



## 2: Overview of progress on CfL strategic goals



Improved  
Understanding



Empowered  
Communities



Focus on  
Priority Groups



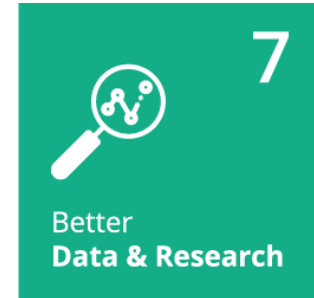
Better Access  
to Support



High Quality  
Services



Reduced  
Access to Means



Better  
Data & Research



# 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>During this quarter BeLongTo supported 956 individuals who presented to the service for help. They also ran the 'Stand Up Awareness Week' in November.</li> </ul>	<ul style="list-style-type: none"> <li>Childline added new information articles to it's website covering a variety of topics such as gender identity, suicidality &amp; eating disorders.</li> <li>Spunout continues provision of specific information to at-risk groups who require more targeted information services (e.g. Disability, Traveller, LGBTI+, Migrants, BIPOC).</li> </ul>	<ul style="list-style-type: none"> <li>Shine have begun the evaluation of the 2021 Green Ribbon campaign in September. This will include a survey &amp; engagement with campaign ambassadors.</li> <li>Turn2Me produced 6 episodes of the 'Mind Your Loaf' podcast with comedian Jason Byrne. The new series will be disseminated in Q1 2022.</li> </ul>	<ul style="list-style-type: none"> <li>Headline reviewed 3,288 news articles for inappropriate reporting (up 20% on Q4 2020). 228 broadcast segments also required review. Reviews highlight some educational interventions may be required for regional radio.</li> <li>Headline hosted the Mental Health Media Awards online in Q4.</li> <li>Headline ran 3 'Mental Health in the Newsroom' workshops which were attended by editors &amp; journalists from a variety of news sources. Educational workshops for student reporters were ran also.</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>• BeLonGTo held 2 National network meetings in Q4 to provide a forum for knowledge exchange, peer support, &amp; collective planning. To support youth worker wellbeing, BelonGTo also facilitated access to therapeutic supports for those on the front line.</li> <li>• Childline continues to offer START suicide prevention training to all new volunteers.</li> <li>• LGBTI+ Ireland launched a series of training videos for An Gardaí Síochána on issues affecting LGBTI+ individuals interacting with the Gardaí.</li> </ul>	<ul style="list-style-type: none"> <li>• FRC are currently conducting a literature review on compassion fatigue &amp; burnout and a survey on training needs for staff. This is to inform the development of self care training for staff. Training scheduled for Q4 was postponed / cancelled due to public health restrictions.</li> </ul>	<ul style="list-style-type: none"> <li>• MHFI delivered a number of their 'Men in the Middle' workshops * delivered refresher training to the workshop facilitators.</li> <li>• The Samaritans delivered 12 training sessions to professionals &amp; volunteers on the organisation, active listening skills &amp; on support for the self. They also delivered a presentation to GAA chairpersons on health &amp; wellbeing committees.</li> <li>• TENI delivered 5 mental health workshops in Q4 in addition to relaunching the updated 'Heads Up' guide trans mental health &amp; wellbeing. TENI was contacted by 199 individuals in Q4 seeking guidance &amp; signposting.</li> </ul>

# Goal 3: Focus on Priority Groups



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## 3.1 Reducing suicide among priority groups

- Dublin Simon Community is rolling out training in the crisis intervention Suicide Specific Treatment Track (SSTT) to all staff, with 148 trained so far. This is also being evaluated via a research grant from HSE NOSP.
- The Exchange House duty service dealt with 121 clients in Q4. The two main presenting issues for clients are Accommodation (56%) & Mental Health (33%).
- LGBTI+ Ireland trained 267 professionals across 21 external services in LGBTI+ awareness & also held their annual volunteer conference.
- My Mind delivered 209 free sessions for priority groups via referral from NGO partners in Q4.
- Spunout connected 219 readers to the 50808 crisis support service in Q4. They also launched the mental health literacy 'Open Minds' campaign in October.

## 3.3 Supports for young people

- BeLonGTo is preparing to launch a 'Safe Spaces' anti-bullying / harrasment digital campaign in Q1 2022.
- First Fortnight delivered 104 sessions of creative therapy in Q4. An evaluation of the pilot therapy programme is underway to ensure it is sufficiently trauma-informed.
- Childline had 15,546 contacts in Q4, with 305 contacts relating to suicidality & 200 relating to self-harm.



# Goal 4: Better access to support

## 4.2 Therapeutic Interventions

- Dublin Simon had 85 new referrals for counselling services in Q4 2021 & delivered 700 hours of 1:1 support in total. They also had 175 visits to their drop-in service.
- MyMind provided 10,935 appointments in Q4, of which 3,489 were at low fees.
- In Q4 Pieta has worked with 2,710 unique intervention clients requiring support for suicidal ideation &/or self harm (1,139 Under 18; and 1,571 Adults). 12,238 calls were made to Pietas helpline during this reporting quarter (Average 114 calls per day). They also received and responded to 18,517 text messages in the period.
- Turn2Me delivered 375 Adult counselling sessions and 134 support groups.

## 4.3 Support Services

- Aware delivered 2 'Living Well with Bipolar Disorder disorder' pilot programmes in Q4, delivered both virtually and in-person.
- The Samaritans answered 3,380 calls and 1,561 emails this quarter.
- The Pieta House Suicide Bereavement Liasion Service (SBLO) service worked with 291 households in this quarter, delivering 1,467 client facing hours in total.
- SOSO delivered the 26 week Eden programme in addition to support groups & wellness webinars.

# Goal 5: High quality services



## 5.4 Best practice among Practitioners

- Following an open recruitment process, several new members were appointed to the board of BeLonGTo.
- MHFI continues to progress its CAIRDE project, which aims to reduce male suicide in the construction sector. In Q4, developments included:
  - (a) Expanding the diversity of membership within the CAIRDE Stakeholder Group.
  - (b) Securing ethical approval for the research elements of CAIRDE.
  - (c) Meeting with key personnel from the Lighthouse Club / Samaritans initiative in England - spearheading a project focusing upon the health of men in the construction sector - to share ideas, resources, contacts & research.
  - (d) Meeting with staff in the Intel construction site in Co. Kildare (probably the largest site in Ireland) to agree the scope & practicalities of involving their employees in the on-site research elements of CAIRDE.

# Goal 6: Reduced access to means

## 6.2 Lethal methods

- The Samaritans are continuing their collaboration with Text 50808 on the crisis signage project. They have also engaged with Central Charity regarding signposting around frequently used locations.

# Goal 7: Better data and research



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## 7.4 Research and Evaluation Plan

- The BeLonGTo 'LGBT Ireland Report #2' is now fully funded. BeLonGTo are engaging with HSE NOSP for funding contracts & TCD on research contracts.
- A external evaluation of the SOS Eden Programme has been completed & submitted to HSE NOSP for consideration.
- Shine is currently carrying out a review of its current research projects & its capacity for future research projects. An evaluation of the See Change programme has been carried out. A research report on attitudes towards workplace stigma was launched this quarter. A Request for Tender process was also published & a contract was also awarded to conduct research on language and mental health.
- Pieta House continues its collaboration on a research project with UCD on the topic of supports for parents / carers of adolescents who self-harm. This grant was awarded by the HSE NOSP as part of their research grant scheme. The literature review for this study is complete & a survey with over 200 parents & carers has been completed.



# HSE National Office for Suicide Prevention – February 2022

