



NGO strategy implementation monitoring report – Q2 2023

HSE National Office for Suicide Prevention



Connecting for Life



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Connecting for Life



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 2023.

NOSP works to ensure that funded initiatives align to the strategic objectives of CfL. A Service Level Agreement (SLA) is in place with all funded NGOs, The NOSP aims to work collaboratively with our NGO partners and to facilitate opportunities for networking, sharing knowledge and learning, resources and expertise. The NOSP continues to facilitate and support monthly networking calls with representatives from all funded NGO partners and to have NGO representation on the National CfL Cross Sectoral Steering and Implementation Group.

Many of our NGO partners work with specific priority groups that have been identified in *CfL*, for example, people with mental health problems, those bereaved by suicide, the LGBTI+ and Traveller communities and younger people.

Our NGO partners offered a diverse range of interventions to services users / clients this quarter, including psychotherapeutic counseling, bereavement supports, addiction and wraparound supports, helplines, email and text supports.

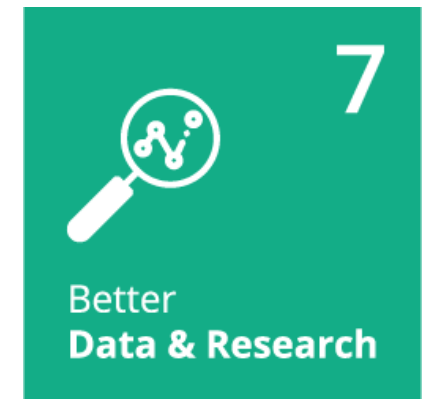
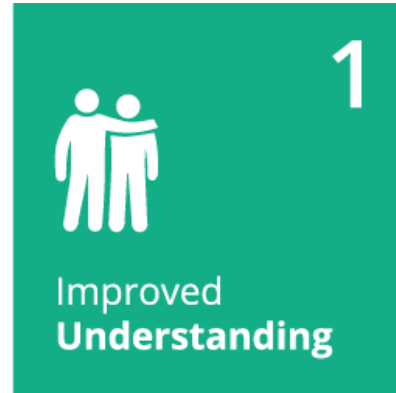


This quarter **updates were received from 19** CfL NGO implementation partners:

- Aware
- BeLonG To
- Dublin Simon Community
- Exchange House Ireland
- First Fortnight
- Family Resource Centre (FRC)
- ISPCC Childline
- LGBT Ireland
- Men's Health Forum in Ireland (MHFI)
- MyMind
- Pieta House
- The Samaritans
- Shine
- spunout
- Suicide or Survive (SOS)
- USI
- Turn2Me
- HUGG
- National Suicide Research Foundation



2: Overview of progress on CfL strategic goals





Goal 1: Improved understanding

1.2 Awareness of services

Childline.ie: engaged in 7,266 web chats in Q2. The Childline website Ask Alex service received 331 questions this quarter.

Spunout Continued provision of on-site mental health promotion information, specific information to at-risk groups who require more targeted information services (e.g. Disability, Traveller, LGBTI+, Migrants, BIPOC) and to signpost toward critical mental health services

BeLonG To:

- continued to run awareness raising and help seeking encouragement campaigns through social media in Q2. Website Visitors: 13,733 – due to launch new website in August 2023.
- Planning has commenced for the annual 'Better Out Than In' digital campaign for September which promotes help-seeking behaviour among LGBTQ+ young people and utilises organic and paid social to do so.

1.3 Reducing stigma

Shine' See Change project:

- continues to deliver the workplace programme, 10 workshops and 169 participants in Dublin, Limerick, Louth, Laois, Kilkenny, Meath, Sligo, Wicklow and Westmeath.
- Planning for the Green Ribbon Campaign in Q3 is progressing
- Delivered 12 **Ambassador Programme** events, 10 in-person lived experience talks and 2 stigma presentations. A video project was initiated to provide content for the Green Ribbon campaign. Ambassadors completed training including personal development planning, headline media training, stigma presentation facilitation.

USI – Planning podcasts and campaigns for Semester 1 (sept –dec) including mental health campaign 'Open Up' & reflect event

1.4 Media and reporting

Shine's Headline Project:

- A further 3,390 **online articles** were received (11 % increase on Q2 2022)
- Reviewed 324 **broadcast segments** from media monitoring provider.
- Delivered 1 student workshop x 28 students; seminar to RTE Intern programme x 22 participants; 2 Newsroom Mental Health Workshops x 14 participants; 2 workshops on Safe Storytelling for People with Lived Experience x 9 participants; and monthly drop-in sessions for media professionals continue
- Preparations for Mental Health Media Awards underway
- Complaint procedure against national publication underway with Press Council.
- New workshop on best practice for media engaging with people with mental health challenges in final stages with delivery expected early Q3.
- Submission to new Media Commission on codes also underway.





Goal 2: Empowered Communities

| 2.1 Multiagency community responses | 2.2 Accurate information and guidance | 2.3 Education and training |
|---|---|---|
| <p>BeLong To</p> <ul style="list-style-type: none">• The National Network met 3 times in Q2 – continued provision of guidance, information and training to national network members on the emerging issues/ needs within their youth service and LGBTI+ youth.• Trainer from MyMind provided training around youth mental health to network members• Annual Youth Pride celebrations in collaboration with Youth Work Ireland saw 600 young people from across Ireland come to Dublin to participate, a Pride breakfast was hosted and information leaflets and resources were distributed.• Provision of care and support to front line youth workers through peer support and facilitating access to monthly Insight Matters group therapy continued, along with the provision of external supervision to youth workers under undue stress and pressures. This group met on 1st June, and pauses throughout the remainder of the summer months. | <p>FRC's Mental Health Promotion Project:</p> <ul style="list-style-type: none">• delivered 3 x Suicide Prevention Code of Practice workshops to 28 participants in Hospital, Boyle and Quarryvale FRC's. (Co-facilitated by the HSE Resource officers for Suicide Prevention• an e-version of the code of practice training is being designed and will target FRC boards and volunteers.• 2 x Self Care sessions delivered in Hillstreet and Caha FRC's with 19 participants. | <p>Suicide or Survive (SOS) training and education offering continued in Q2 as follows:</p> <ul style="list-style-type: none">• 8 x Online Wellness Webinars with a focus on stigma reduction and mental health maintenance were delivered to 34 participants.• 7 x Wellness Workshops were delivered in person to 169 participants.• 271 people accessed the online version of the Wellness Workshop (www.wellnessworkshop.ie)• 4 x WRAP Level 1 programmes were delivered in person to 41 participants. (2 to the Eden programmes in Dublin and Galway and the remainder being delivered to frontline workers in the healthcare and homeless sectors.)• 3 x Supporters Programmes were delivered to 29 participants. This programme is offered to people who are supporting family members, friends, work colleagues or members of their community who are struggling with their mental health. <p>ISPCD Childline - recruitment and training of volunteers continues</p> |





Goal 2: Empowered Communities - Continued

2.3 Education and training

LGBTIreland:

- 12 workshops were carried out (8 x General and 4 x Champions) with 229 trainees and 17 Pride Talks with a total of 701 attendees.
- A general LGBTQI+ Awareness workshop was delivered in person to 25 members of Rathnew Women's Group in Co. Wicklow.
- An LGBTQI+ Traveller Awareness workshop was delivered in person to Travellers of North Cork including 10 staff members from Chareveill and Doneraile offices.
- LGBTQ+ Champions workshops were delivered to healthcare settings for older people. Staff in attendance included gerontologists, social works, mental health nurses and palliative care nurses.
- 4 Pride Talks took place in hospitals, with 3 in person and one online with 140 attendees in total.
- 1 Pride Talk was delivered to 38 local councillors of Dun Laoghaire Rathdown LC.
- 11 Pride Talks were delivered to companies in the Tech, Pharma, and Communications sectors.

Samaritans:

- delivered 8 training sessions to members of the INOU and 2 sessions to staff at Irish Heart Foundation on Samaritans, who we are and what we do - barriers to listening, active listening model and support for self;
- delivered Samaritans training to approximately 50 volunteers from 'Senior Line' and presentation to staff at PWC on Samaritan service and Listening tips;
- hosted a stand at Irish National Organisation for Unemployed annual conference;
- completion of national signposting review for branches and organisations in the mental health space reflecting caller needs;
- ongoing review of Samaritans outreach which provides Samaritans people and branches with principles enabling them access needs of specific communities and enabling them develop appropriate outreach approaches and interventions;
- attendance at HIQA National end of life survey;
- engagement with Aware on volunteering challenges offering support and experience.





Goal 3: Focus on Priority Groups

3.1 Reducing suicide among priority groups

The **Exchange House** duty service (Phone & drop ins) supported 117 presentations in Q2. Main areas of focus - Accommodation, mental health, suicidal ideation and addiction. Other topics covered include racism, domestic violence, child protection and relevant training. Mental Health services were provided through Peer Support, Prison In reach and Family Support and Psychotherapy functions.

Aware continued to deliver its CBT based **Adult Life Skills** programme: 20 programmes delivered to 313 participants. **Life Skills Online**: delivered to 410 participants.

Suicide or Survive (SOS) - Eden Programme (a 26 week educational programme with a therapeutic element for people who have attempted or contemplated suicide) commenced in February with 8 participants.



3.3 Supports for young people

Spunout:

- Both of Spunout current projects, Suicide Prevention and Self Harm campaigns will launch across Q3 and Q4.
- Q2 Mental Health content readership total: 98,802 includes Lived Experience Content; Mental Health Literacy; Mental Health Crisis Factsheets. Continuing to promote and signpost towards critical mental health services, and monitoring of frequency that services are signposted.

Childline received 21,483 calls (answered 18,110) & also engaged in 7,266 web chats in Q2. Top Profile areas in relation to Mental Health - 1046 total of which - 257 Anxiety / 142 Bereavement / 158 Low Mood / 129 Depression. Total number of contacts in relation to suicide. 384

BeLong To - Dublin service youth groups:

- supported 126 unique individuals in Q2. There was a 24% increase in young people attending groups in the Belong To Dublin Youth Service in Q1 & Q2 this year compared to the same period last year.
- 50% were for group information; 113 people required information for Trans Specific Issues; 32 people for relationships with Family/Friends/Peers. An increase in those presenting with Mental Health issues including depression, anxiety and self harm – 53 up 8% on Q1. 13 people requested assistance in coming out.

Suicide or Survive (SOS) - In Q2, 103 people accessed the online version of the You Matter Wellness Workshop (www.wellnessworkshop.ie) aimed specifically at younger people.



Goal 4: Better access to support

4.2 Therapeutic Interventions

Dublin Simon had 52 new referrals for counselling services & delivered 226 hours of 1:1 to referred clients (face to face 178 / remote 48). Total Drop-in Visits: 211, 58 of which were to the Out of hours service and 153 were to the day drop-in (all drop-in clinics are now operating on site again)

First Fortnight Delivered 154 creative therapy sessions to 26 clients and attended to a minimum of 102 calls over Q2. Committed to ensuring its creative therapy service is trauma informed in line with best practice and are in the process of evaluating the impact and suitability of an evaluation tool due for sign off in Q3.

MyMind provided 10,616 appointments in Q2 of which 2,943 were at low cost appointments.

Pieta House has worked with 2500 unique intervention clients requiring support for suicidal ideation and/or self harm (1,121 Under 18; and 1,379 Adults). A total of 10,486 client appointments were attended (1,264 of these were initial assessments). 10,292 calls were made to Pietas helpline during this reporting quarter (Average 113 calls per day). They also received and responded to 17,241 text messages in the period. Pieta's bereavement counselling service worked with 426 unique clients (71 Under 18; 355 Adults). 2,286 appointments were attended (115 of these were initial assessments)

Turn2Me delivered 2,161 Adult counselling sessions and 68 support groups in Q2. The top presenting Issues for the counselling service for the first half of the year have been Anxiety (40%), Relationship Issues, Depression, Family Conflict, Stress, Work Issues, Trauma and Bereavement.

4.3 Support Services

Samaritans received 105,553 calls and 1,017 emails this quarter and has provided 15,387 active listening hours to date in 2023

Pieta House Suicide Bereavement Liaison Service (SBLO) worked with 216 households in this quarter, delivering 1,200 client facing hours in the reporting period

HUGG:

- Across Q2 482 HUGG meetings were held, representing an increase in number of HUGG groups of 14%
- Dispersal of leaflets and promotion of service resulted in a 129% increase in visitors to the HUGG website
- The number of unique visitors to HUGG was 6,886 in Q3 an increase of 25% on Q2.
- A qualitative research paper on the experience of attendees at HUGG peer support groups was published by the NRSF in May 2023, with work to identify a provider for an external service evaluation by Q4.





Goal 5: High quality services

5.4 Best practice among Practitioners

MHFI continues to progress its **CAIRDE project**, which aims to reduce male suicide in the construction sector. In Q2 developments included:

- Finalising the statistical analysis of the results from the on-site mental health survey with construction workers.
- Completing the data gathering phase of the survey with apprentices. There were 654 participants, who came from 10 different educational institutes - six Education and Training Boards and four Technological Universities.
- Finalising the systematic review focusing upon the active ingredients of mental health promotion and suicide prevention programmes in male-dominated industries, and submitting it for publication.
- Nearing completion of the report on the systematic review of interventions for mental health stigma reduction in men.
- Organising two Co-Design Workshops which explore training modes and how best to integrate and develop General Awareness Training (GAT) into the Irish construction industry context. One was with a diverse group (ranging from managers to apprentices) and the other was with operatives on sites.
- Creating and distributing a survey for managers and senior staff in the construction sector to help to inform CAIRDE training development. To date, there have been 83 responses from managers.
- Running five focus groups (30 contributors) with managers. These have been transcribed and initial first stage coding has taken place.
- Completing three one-one meetings with managers to explore their training and intervention preferences in more detail.
- Beginning to formulate the content for the training programmes.

BeLonG To:

- Minister of state Butler launched the Rainbow Awards in May with six youth services receiving awards from the pilot project (Cabra for youth, Finglas Youth Resource Centre, Crosscare Arklow Youth Service, St. AndrewsTalk about Youth Project, Ferns Diocesan Youth Service and Waterford and South Tipperary Community Youth Service ChillOUT)
- This programme similar to the Q Mark in Schools is a whole org approach to providing safe spaces for LGBTQ+ young people, which will in turn help promote better mental health and wellbeing. Partnerships with CDYSB, ETBI, NYCI and the National Network are ongoing. Planning is underway for rolling out the project and scheme in full. Twenty youth services have signed-up, and will start their journey in Q3.





Goal 7: Better data and research

7. Better data and Research

BeLong To: Research study - Being LGBTQI+ in Ireland. In Q2 Trinity College Dublin has been engaged in ongoing qualitative and quantitative data analysis. In addition planning and preparation has progressed for Module 2 of the research on public attitudes towards LGBTQI+ people. Data collection from module 2 will be completed in May 2023. Preliminary findings will be shared with the research advisory committee in Q3 2023.

LGBTIreland - A Spoken Word Tour, as Phase 2 of the peer research launched in 2022, is in the planning process where the Action Group will partner with 3-4 Traveller organisations across the country to co-organise and deliver LGBTI+ Traveller & Roma Spoken Word events bringing the voices from the peer research into the community; as well as awareness and visibility

Shines See Change Project – Workplace research project on making mental health mandatory in Irish workplaces is underway. Green Ribbon omnibus Survey scheduled for Q4 following Green Ribbon campaign.

National Suicide Research Foundation:

- Self-Harm Registry Awareness campaign launched
- Deaths in Mental Health Services: Research Project with Mental Health Commission and HSE - Brief Summary of Findings shared with key stakeholders
- Monitoring of self harm in prisons - Analysis and write up completed for two year report
- University module in suicide prevention - Content design and development will continue into Q3.
- A poster was presented at the UCC College of Medicine and Health Learning and teaching showcase in June 2023.





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