TALKING ABOUT SAMARITANS
Samaritans’ Vision is that fewer people die by suicide.

We work to achieve this vision by making it our mission to be

- Always available
- Reaching out to high risk groups and communities
- Working in partnerships
- Influencing public policy
OUR VALUES

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental
- Human contact
SAMARITANS EXPLAINED

WE ARE NOT ONLY THERE FOR PEOPLE WHO ARE SUICIDAL

WE ARE AVAILABLE 24 HOURS A DAY
WHY CONTACT SAMARITANS?

TALK TO US
If things are getting to you.

WE’RE ALWAYS HERE
Round the clock, every single day of the year.

A SAFE PLACE
We keep what you say between us.

BE YOURSELF
Whoever you are, however you feel, whatever life’s done to you.

SAMARITANS
REFERRING TO SAMARITANS:
How it works

Ask the person if it’s OK for you to refer them to Samaritans

If ‘NO’, give them Samaritans contact details

08457 90 90 90

You contact Samaritans and pass on relevant info

If ‘YES’ get their contact details and availability
2015-2021 STRATEGY

Service
• Improve the quality and consistency of our services

Access
• Improve access to Samaritans services

Influence
• Have stronger and more effective external influence and connections with partners

Evidence
• Improve collection and application of evidence
LEWISHAM, GREENWICH & SOUTHWARK SAMARITANS

- Supporting local communities since 1969.
- Approximately 140 volunteers.
- Anyone can call us, email us or text us.
- Anyone can visit us in branch when it is open to visitors.
- We are committed to outreach and developing partnerships.
- Employs part time Community Outreach Manager.
PARTNERSHIPS ARE KEY!

ACCESS: Support is provided outside the branch in targeted settings or to high risk groups. (Emotional Support Outside the Branch or ESOB)

- St Mungos Broadway since October 2011.
- 999 Club since April 2014.
- Goldsmiths’ Drop in trialled in the counselling service and currently within the library.
- Secondary schools.
- Community events.
- Oxleas LGS Samaritans referral service.
- Local prison Listener Scheme
- National Rail awareness raising programme
INFLUENCE: Have stronger more effective influence and connections with partners

- Introduction to Samaritans sessions provided to CMHTs
- Introduction to Samaritans sessions provided to approved premises staff
- Introduction to Samaritans sessions provided to Goldsmiths library staff, carers organisations, social housing provider, other charities
- 3rd party referral.
- Complimentary working.
We develop briefing notes for all ESOB programmes.

Train volunteers for new types of ESOB environment.

Maintain the same support structure for Samaritans in ESOB situation as in the branch.

Gather evidence from outreach.

Challenges: confidentiality and self-disclosure, gathering evidence.
Background

- Joint concern about people leaving emergency mental health assessment with no immediate available follow up.

- People in distress who may or may not have a mental health diagnosis

- Targeting people on discharge from services by Oxleas Mental Health Liaison Team
Process

• Individual assessed in A&E by Oxleas Mental Health Liaison Team.
• People in distress who may or may not have a mental health diagnosis
• Individual asked if they would like a call from Samaritans upon discharge.
• LGS call them within 48 hours of receiving faxed referral.
• Mental Health Liaison Team fax first name and phone number to LGS Samaritans branch
Data Collection

• We collect name of referring staff
• No. of attempts at contact
• No. of follow up calls
• The type of call by category
• Once we have completed calls to an individual their name detached from this information.
• Data is shredded at the end of quarter.
• What remains is an anonymous spread sheet of data
Evaluation

- Project began in May 2013
- Received 230 referrals between May 2013 and May 2015
- Received 138 referrals between 2014 and 2015 and made 532 calls in that time
- Gave emotional support to 36 people during initial contact (26% of those referred).
- In total made 61 emotional support calls in 2014-15
- 25 people from the MHLT have referred since 2013.
- Fewer referrals from Drs than other practitioners
- Volunteers and MHLT staff feel the service is worthwhile
THANKS FOR YOUR TIME

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*Please see our website for latest call charges.
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