

# *Information Resource Pack*

## **2009**



***SAMARITANS***

[www.samaritans.org](http://www.samaritans.org)

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## Glossary, Notes, Feedback and Further Information

### Snap and dialogue contacts

**Contact** describes each time a caller makes contact with Samaritans. This can be by telephone, email, SMS, minicom, letter or face to face.

**Snap** contacts are those telephone contacts where the caller ends the call very quickly.

**Dialogue** contacts are all contacts where the caller feels able to speak or to communicate with Samaritans by email, SMS, minicom or letter.

### Volunteers

Samaritans is a volunteer-led organisation, which remains one of its continuing strengths and also employs paid staff at its Central Office. There are many volunteering opportunities within Samaritans.

- **Listening Volunteers** provide the emotional support service to callers by telephone, email, SMS, minicom, letter and face to face. **Inactive Listening Volunteers** are those who are temporarily not providing the emotional support service and may be on a leave of absence.
- **Support Volunteers** carry out essential tasks to ensure efficient management of the local branches, such as administration, finance and publicity.
- **Shop Volunteers** run Samaritans shops to fundraise and raise awareness of Samaritans within local communities.

### Data Collection

The information in Sections 1, 2 and 3 is collected in each branch and sent to Samaritans Central Office for collation and analysis. Information from 2008 was received from 196 branches and so information from 2007 has been substituted for the remaining 6 branches.

### Data Auditing

Information is audited on receipt and queried and amended as appropriate. Additional data auditing was carried out in 2008 and this has resulted in some changes to data published in previous Information Resource Packs.

### Feedback on this pack and further information:

Please direct any feedback on the contents of this report and requests for further information to the Research Officer, Elizabeth Thompson at Samaritans Central Office. Direct Line: 020 8394 8330 or email [e.thompson@samaritans.org](mailto:e.thompson@samaritans.org)

### Media contacts:

If you're working in the media and would like to speak to someone about Samaritans, please contact the press office by calling the main switchboard number at Samaritans Central Office, 020 8394 8300, or email [r.clark@samaritans.org](mailto:r.clark@samaritans.org)

### For all other enquiries:

Samaritans Central Office, The Upper Mill, Kingston Road, Ewell, KT17 2AF.  
Switchboard: Tel: 020 8394 8300 or by email [admin@samaritans.org](mailto:admin@samaritans.org)

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## Facts about Samaritans

### History and Development

- Samaritans took its first call on 2nd November 1953.
- The original phone number for Samaritans was MAN 9000.
- Samaritans telephone helpline was started by the late Prebendary Dr Chad Varah with one man, one phone, one room.
- Samaritans was the first 24 hour telephone helpline to be set up in the UK and has helped many of the other helplines that exist today through its experience.
- The data we hold centrally shows that since 1984 Samaritans has received over 63 million contacts in which people felt able to speak, type or write.
- Samaritans was the first organisation in the world to develop a 24/7 SMS text-messaging emotional support service.

### Samaritans Today

- The biggest branch is Central London Samaritans, which currently has 405 active listening volunteers. It is also the oldest branch.
- The smallest branch is on the Isle of Lewis in Scotland and currently has 12 active volunteers.
- The ratio of listening volunteers to paid staff across the organisation is 212:1. The average among the top 500 fundraising charities is estimated at 44:1. If our listening volunteers were paid at an average wage of £11.87, the cost to Samaritans would be approximately £27.6m per year (based on 3 hours listening per week per volunteer).
- Our email emotional support service started in 1994 and currently there are 193 Samaritans branches providing the service via email (at the end of 2008).
- Our SMS emotional support service started in 2002 and currently there are 32 Samaritans branches providing the service via SMS (at the end of 2008).
- Samaritans branches are spread across the UK and Republic of Ireland, from Truro in the south west of England to Caithness in the north of Scotland, and from Lowestoft in the east of England to Tralee in the west of Ireland. In addition, there are branches on the Isle of Lewis, the Isle of Man, Orkney, Shetland, Isle of Wight, Guernsey and Jersey.
- Festival branch in England and Irish Festival Group ensure that even if you are in a muddy field in the middle of nowhere and your mobile is not working, Samaritans unique listening and emotional support service is available.
- In 2008, Samaritans branches in the UK and ROI provided support to 168 prison establishments. Listener statistics collated for the Home Office in 2008 reveal that almost 1,500 Listeners were trained in 143 establishments in England and Wales. The Listeners responded to approximately 100,000 contacts.
- In 2008, over 150,000 people were informed about Samaritans service through outreach and public awareness work by Samaritans branches.
- Since 2003 Samaritans External Training Services has trained over 5,000 people in handling difficult contacts, enhanced communication skills and managing stress in the workplace.
- In addition to its activities in the UK and Republic of Ireland, Samaritans supports information sharing between over 400 affiliated centres in 39 countries and shares these combined experiences in the international arena, to promote best practice. For more information visit [www.befrienders.org](http://www.befrienders.org)

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## Samaritans Headline Statistics 2008

### Numbers of Contacts

- In 2008 Samaritans received 5,159,698 contacts, by phone, email, text, letter, minicom, face-to-face at a branch, and at local and national festivals and other events and settings outside branches.
- 47.4% of these contacts were snap contacts by phone; these totalled 2,444,472 contacts.
- In 2008 Samaritans volunteers provided support in 2,715,226 dialogue contacts.

### Means of Contact

- 88.5% (2,402,315) of dialogue contacts were made by phone – this was the most common method of contact.
- 160,351 responses were made to contacts by email.
- 104,763 responses were made to contacts by SMS.
- 30,131 face-to-face contacts in branches.
- 16,138 face to face contacts outside branches at local and national festivals and other events and settings outside branches.
- 1,506 responses were made to contacts by letter
- 22 minicom contacts.

### Who Contacts

- Samaritans receives slightly more contacts from men (1,286,827: 47.4%) than from women (1,275,040: 47%). 5.6% (153,359) of contacts were unidentified.

### Suicidal Contacts

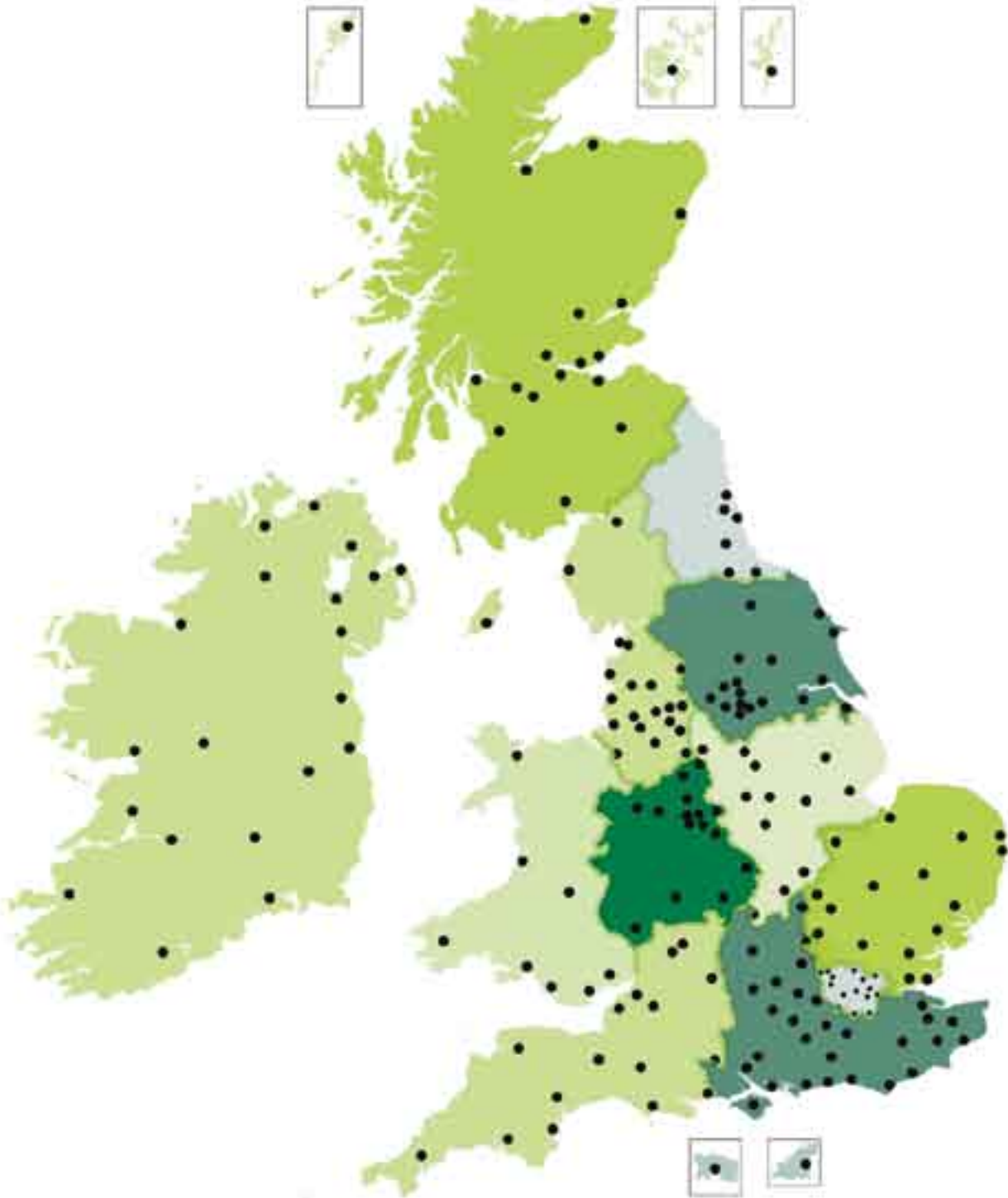
- In 19.1% (517,335) of dialogue contacts to Samaritans, the caller expressed suicidal feelings at the time of the contact.
- In 35.6% (57,138) of email contacts to Samaritans, the caller expressed suicidal feelings at the time of the contact.

### Samaritans Volunteers

- In 2008 there were a total of 18,179 volunteers including 14,905 active listening volunteers, 1,863 temporarily inactive listening volunteers and 1,409 support and shop volunteers (including 603 shop volunteers). The majority of listening volunteers were women (67.7%).
- Average of 83 (74 active and 9 inactive) listening volunteers in each of the 201 branches in the UK and Ireland and Irish Festival Group.
- Average of 7 support and shop volunteers in each of the 201 branches in the UK and Ireland and Irish Festival Group.
- 1,862 volunteers were involved in outreach and public awareness work in 2008.
- There were 33,582 enquiries from potential volunteers in 2008.
- There were 9,050 applications to join Samaritans in 2008, from which 5,063 people were selected to undergo Samaritans training.
- 3,664 new volunteers completed their training in 2008.
- 2,905 volunteers resigned last year, of which 2,227 were full members and 678 were in their probationary period.

**Samaritans Branches**

There are 201 Samaritans branches across the UK and Republic of Ireland, Channel Islands and Isle of Man including Festival Branch in Britain and Correspondence Branch. Irish Festival Group also provides support at festivals and other events in Ireland.



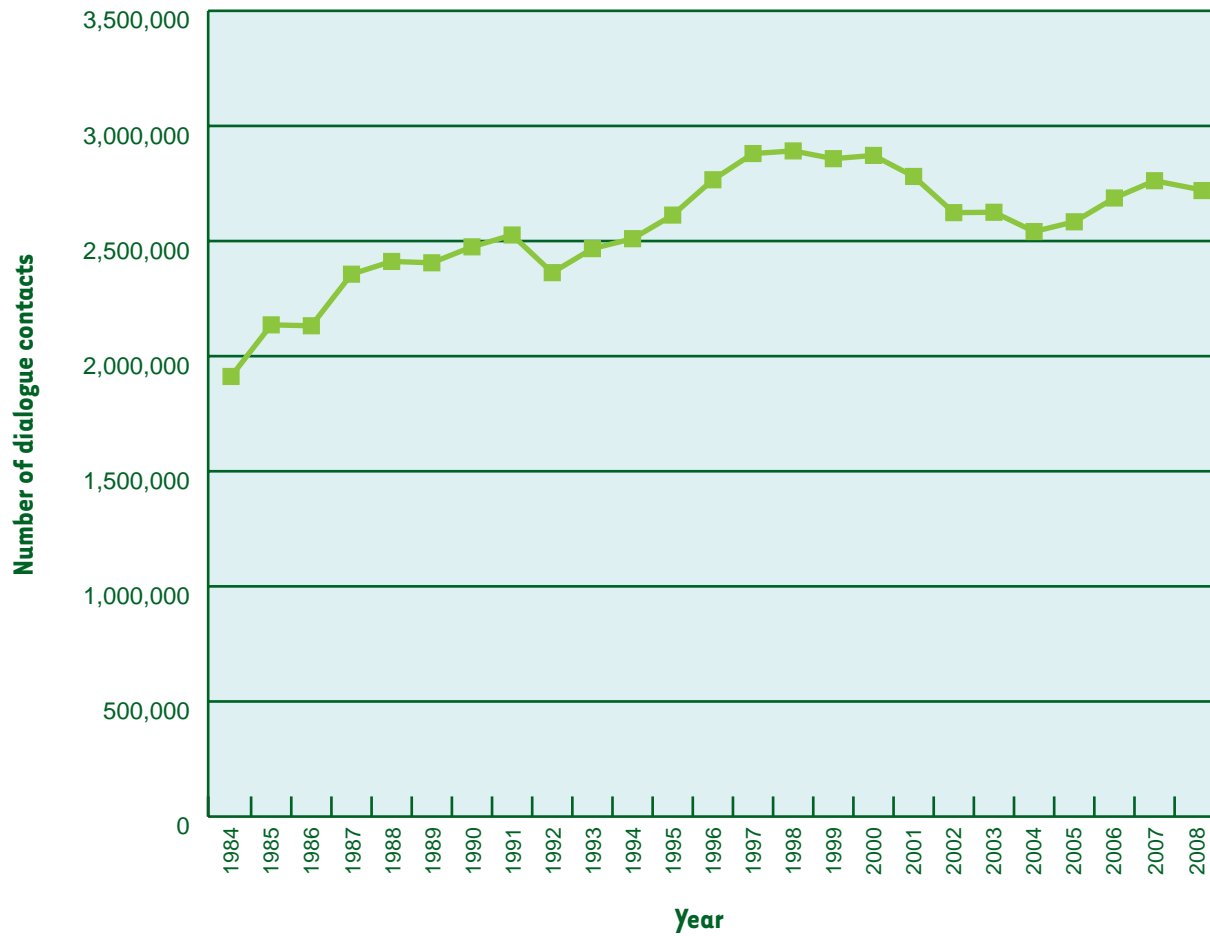
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# Section 1: Samaritans Contacts

## Contacts - An Overview

- On average 25,543 contacts per branch (including snap calls), were handled by Samaritans in 2008.
- Samaritans' email service began in 1994, and 193 branches are equipped and trained to provide this service (at the end of 2008).
- In response to callers, Samaritans sent 160,351 emails in 2008. This amounts to 6.7% of dialogue contacts.
- Samaritans SMS service began in 2006 and 32 branches are equipped and trained to provide this service (at the end of 2008).
- In response to callers, Samaritans sent 104,763 SMS messages in 2008. This amounts to 3.9% of total contacts.
- 1,506 contacts by letter were responded to last year.
- 46,269 face to face contacts took place in 2008, including 30,131 in Samaritans branches and 16,138 by volunteers providing our service at festivals and events and other settings outside branches.

**Graph 1: Number of Dialogue Contacts 1984 - 2008**

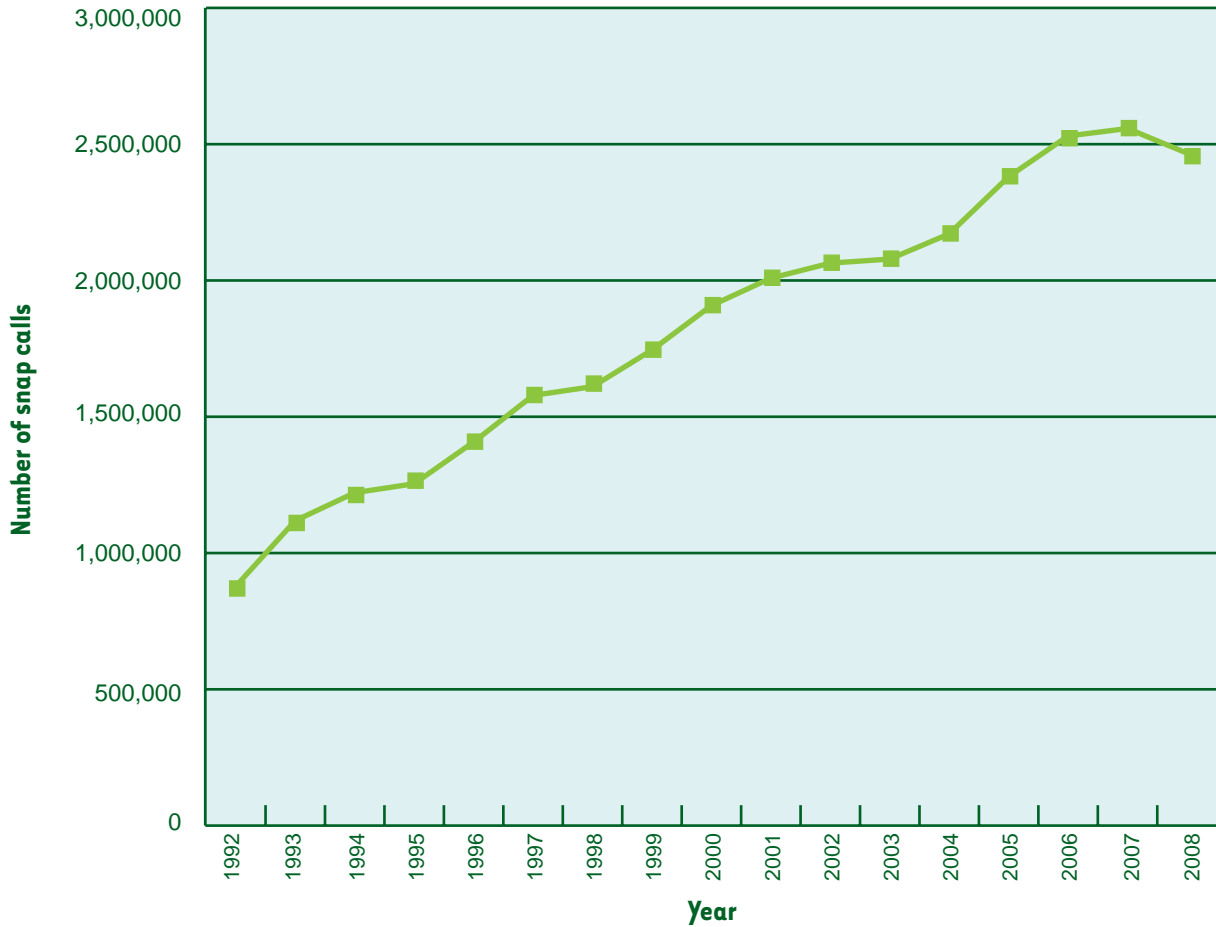


In 2008, Samaritans provided support by telephone, face to face, email, SMS, letter and minicom in 2,715,226 dialogue contacts. This is a decrease of 45,122 dialogue contacts compared with 2007.

**Table 1: Number of Dialogue Contacts 1984-2008**

| Year | Number    | Year | Number    |
|------|-----------|------|-----------|
| 1984 | 1,911,774 | 1997 | 2,870,058 |
| 1985 | 2,135,227 | 1998 | 2,891,516 |
| 1986 | 2,153,247 | 1999 | 2,857,224 |
| 1987 | 2,356,067 | 2000 | 2,871,885 |
| 1988 | 2,439,464 | 2001 | 2,771,148 |
| 1989 | 2,408,082 | 2002 | 2,623,457 |
| 1990 | 2,535,569 | 2003 | 2,615,561 |
| 1991 | 2,542,324 | 2004 | 2,545,608 |
| 1992 | 2,347,930 | 2005 | 2,584,029 |
| 1993 | 2,365,871 | 2006 | 2,691,767 |
| 1994 | 2,498,844 | 2007 | 2,760,348 |
| 1995 | 2,608,831 | 2008 | 2,715,226 |
| 1996 | 2,798,689 |      |           |

**Graph 2: Number of Snap Calls 1992 - 2008**



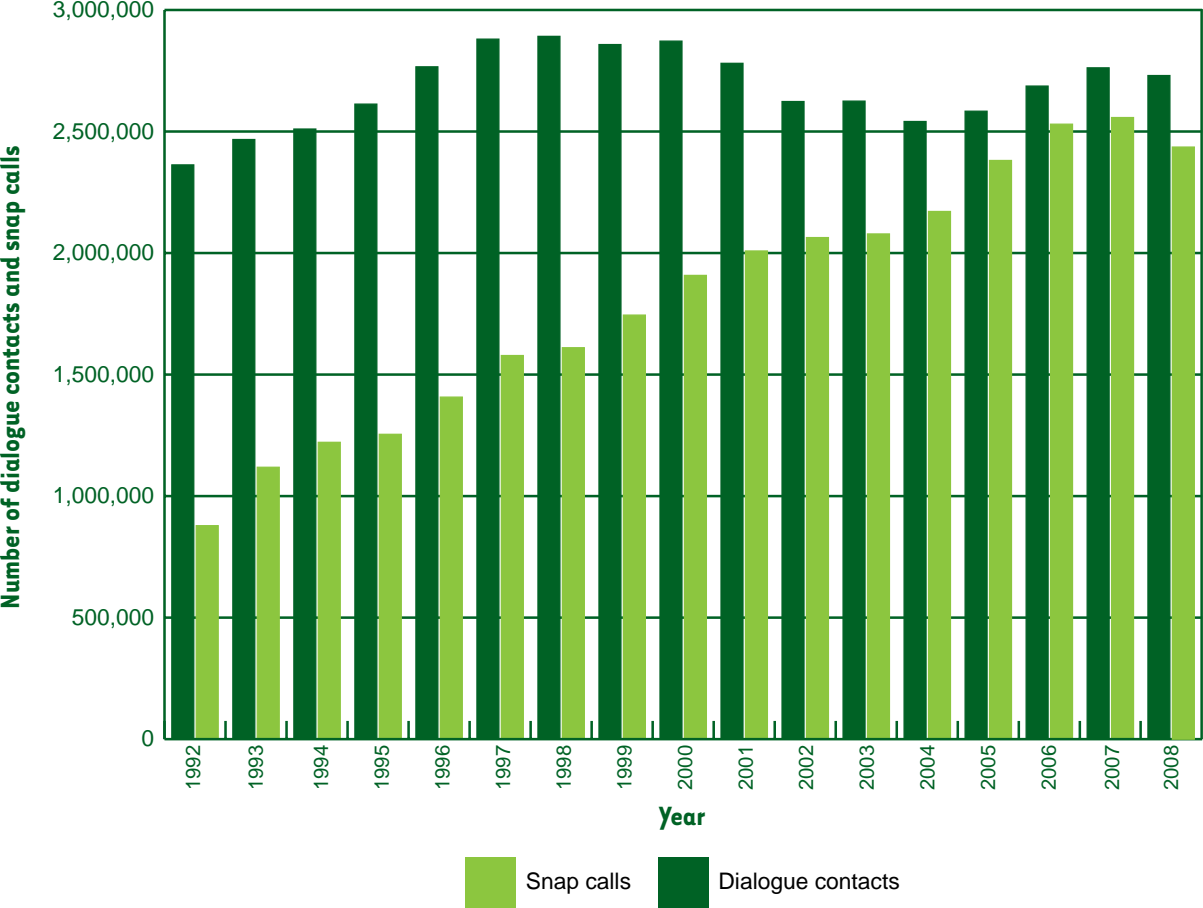
Since 1992, the number of snap calls has steadily increased from 878,276 in 1992 to 2,444,472 in 2008 (Graph 2). However, 2008 saw a reduction of over 100,000 snap calls compared with 2007. Snap calls accounted for 47.4% of our total contacts (5,159,698) in 2008.

**Table 2: Number of Snap Calls 1992-2008**

| Year | Number    | Year | Number    |
|------|-----------|------|-----------|
| 1992 | 878,276   | 2001 | 2,008,485 |
| 1993 | 1,104,786 | 2002 | 2,063,628 |
| 1994 | 1,225,770 | 2003 | 2,078,552 |
| 1995 | 1,264,434 | 2004 | 2,172,325 |
| 1996 | 1,416,401 | 2005 | 2,380,806 |
| 1997 | 1,578,319 | 2006 | 2,544,657 |
| 1998 | 1,610,432 | 2007 | 2,560,702 |
| 1999 | 1,744,689 | 2008 | 2,444,472 |
| 2000 | 1,907,983 |      |           |

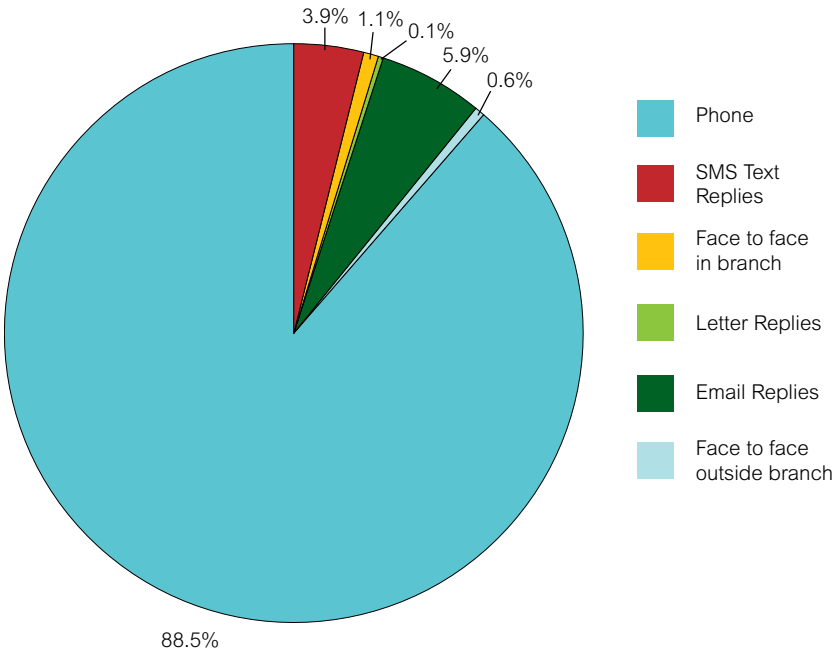
Graph 3 shows that the number of dialogue contacts has remained relatively constant since 1992, with moderate increases and declines in numbers. However, in comparison, the number of snap calls has increased each year until 2008 which saw a decline for the first time since records on snap calls began in 1992.

**Graph 3: Number of Dialogue Contacts and Snap Calls 1992 - 2008**



The majority of contacts in 2008 were by telephone (88.5%), followed by email (5.9%) and SMS (3.9%). For a breakdown of contact type, see Graph 4.

**Graph 4: Dialogue Contacts by Method 2008**

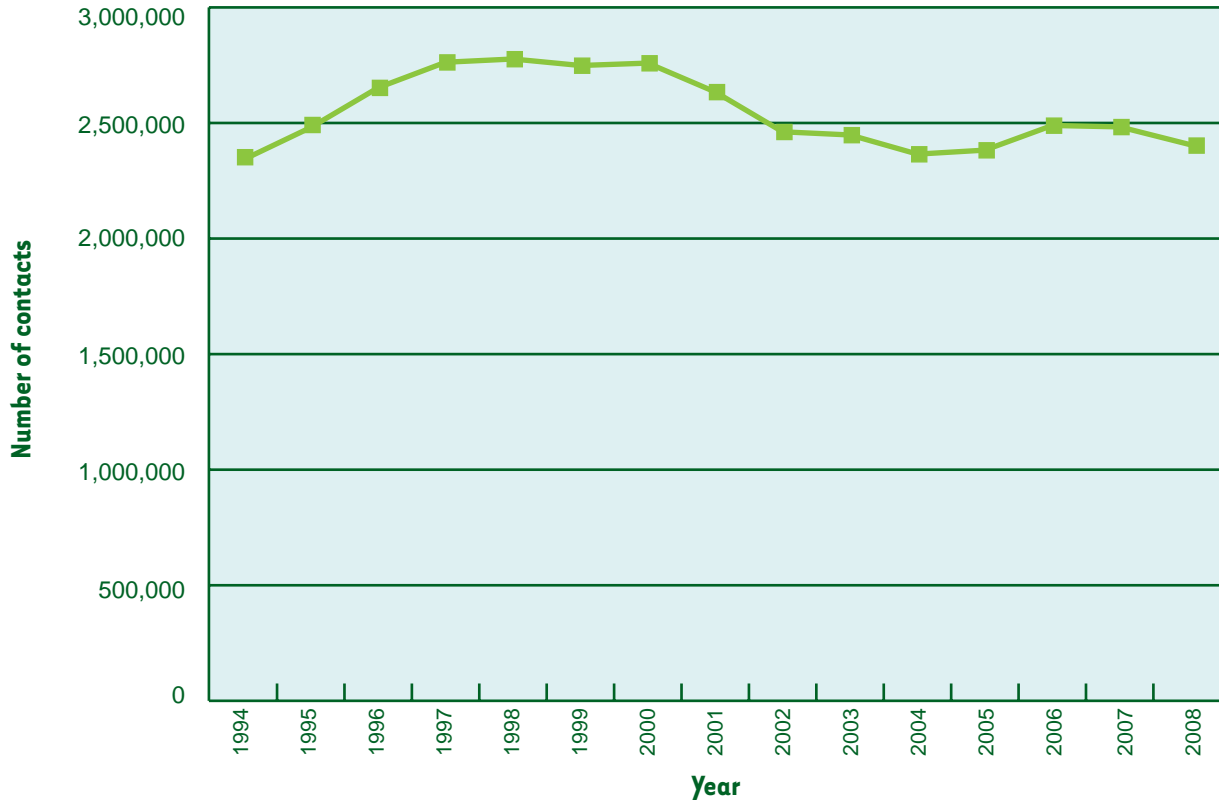


Since 1994, the way callers contact Samaritans has changed. There has been a slight increase in telephone contacts, compared to a dramatic increase in email contacts. Also, face-to-face and letters have experienced significant declines. In addition to the contacts shown above, 22 contacts were received via minicom in 2008. These figures are in Table 3.

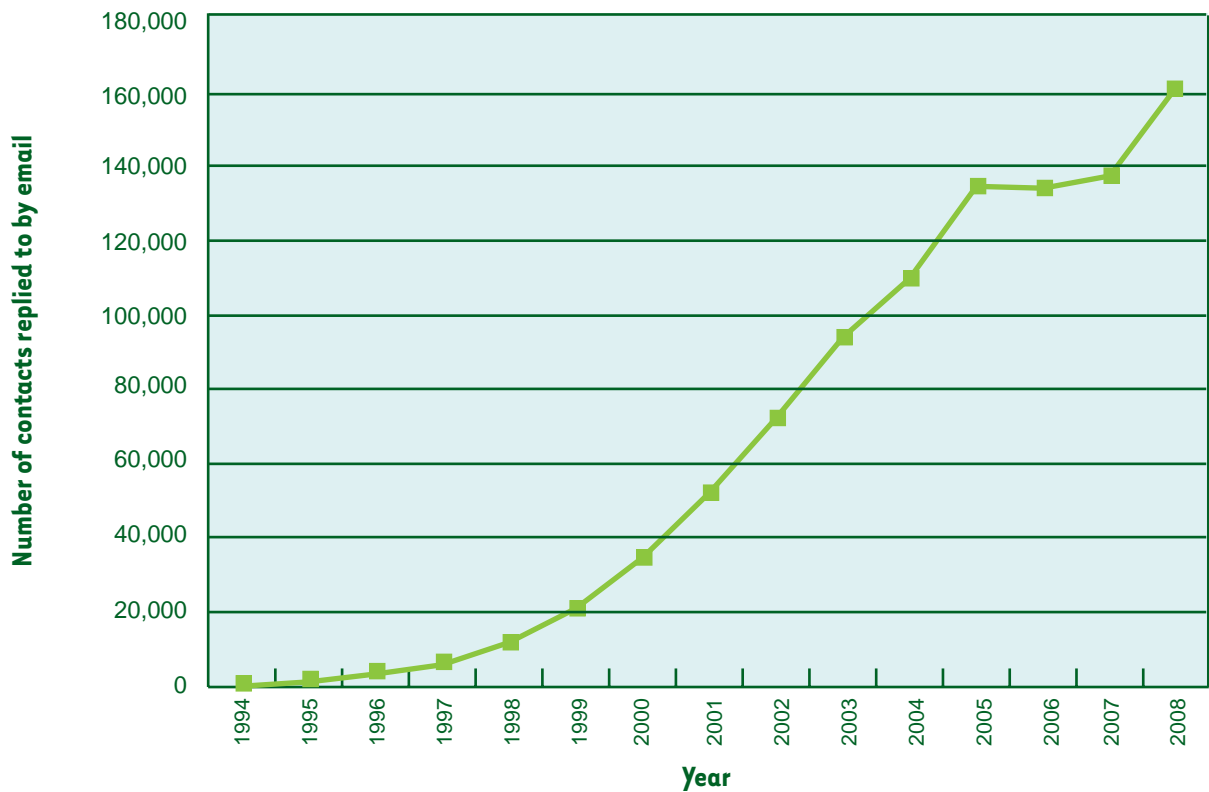
| Table 3: Dialogue Contacts by Method 1994-2008 |           |         |                        |        |                             |         |          |
|--|-----------|---------|------------------------|--------|-----------------------------|---------|----------|
| Year   | Telephone | Email   | Face to Face in branch | Letter | Face to Face Outside branch | Minicom | SMS Text |
| 1994   | 2,339,196 | 214     | 151,078                | 3,149  | 5,207                       | -       | -        |
| 1995   | 2,460,486 | 1,391   | 138,566                | 3,181  | 5,207                       | -       | -        |
| 1996   | 2,661,768 | 3,505   | 125,213                | 2,996  | 5,207                       | -       | -        |
| 1997   | 2,752,836 | 6,003   | 107,585                | 3,168  | 466                         | -       | -        |
| 1998   | 2,776,814 | 11,997  | 97,432                 | 2,723  | 2,550                       | -       | -        |
| 1999   | 2,748,701 | 21,141  | 82,558                 | 2,274  | 2,550                       | -       | -        |
| 2000   | 2,759,058 | 34,828  | 72,001                 | 2,297  | 3,701                       | -       | -        |
| 2001   | 2,634,795 | 52,275  | 62,829                 | 1,991  | 19,258                      | -       | -        |
| 2002   | 2,461,872 | 72,388  | 54,604                 | 1,621  | 32,972                      | -       | -        |
| 2003   | 2,439,254 | 94,133  | 48,304                 | 1,089  | 32,781                      | -       | -        |
| 2004   | 2,367,776 | 110,035 | 44,241                 | 1,058  | 21,853                      | 645     | -        |
| 2005   | 2,384,012 | 134,815 | 41,631                 | 1,084  | 22,402                      | 85      | -        |
| 2006   | 2,491,586 | 134,315 | 38,063                 | 1,356  | 21,046                      | 18      | -        |
| 2007   | 2,483,465 | 137,193 | 34,748                 | 1,554  | 15,967                      | 12      | 87,409   |
| 2008   | 2,402,315 | 160,351 | 30,131                 | 1,506  | 16,138                      | 22      | 104,763  |

Graphs 5-8 show how the number of telephone, email, letter and face to face contacts have increased or decreased between 1994 and 2008.

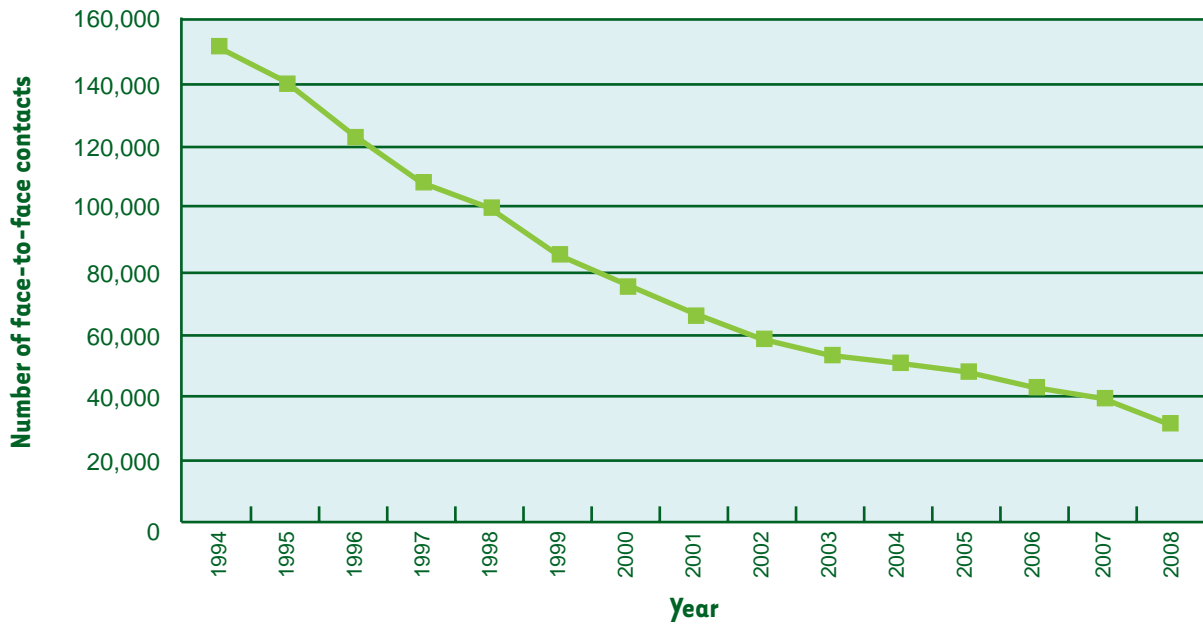
**Graph 5: Number of Telephone Dialogue Contacts 1994 - 2008**



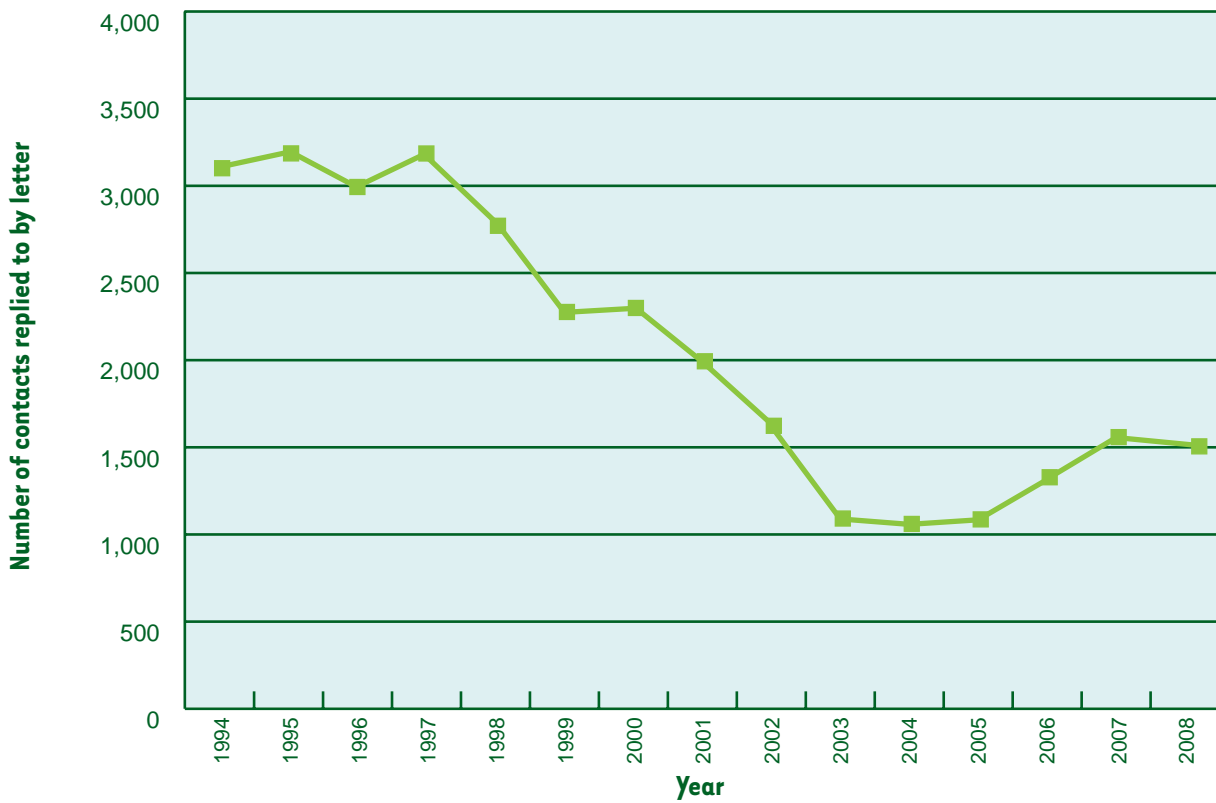
**Graph 6: Number of Email Contact Replies 1994-2008**



**Graph 7: Number of Face to Face Contacts in Branches 1994-2008**



**Graph 8: Number of Letter Contact Replies 1994 - 2008**

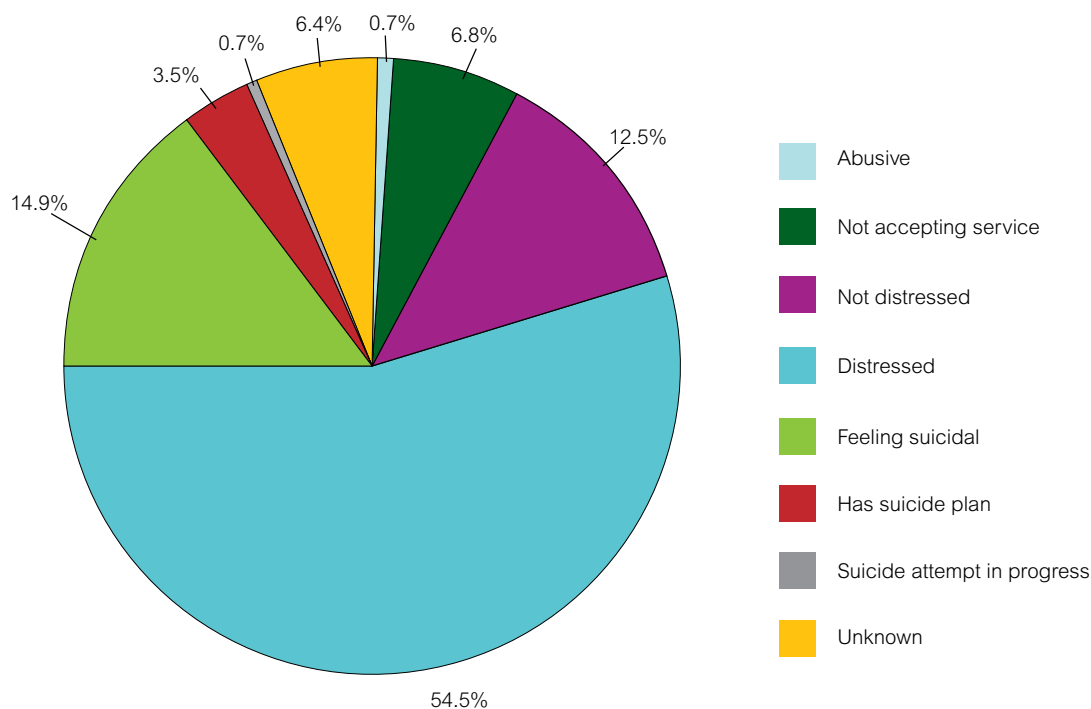


## Nature of Contact: Feelings Expressed by Callers

Samaritans Nature of Contact scale shows the proportion of dialogue contacts where callers are suicidal, distressed and making inappropriate use of the service. Table 4 summarises the definitions of the categories and percentages for each year between 2005-2008.

| Table 4: Nature of Contact 2005-2008 |   |                                   |      |      |      |
|--------------------------------------|---|-----------------------------------|------|------|------|
| Category                             | Brief definition  | Percentage of calls from category |      |      |      |
|                                      |   | 2005                              | 2006 | 2007 | 2008 |
| 3                                    | Suicide in progress.<br>Caller has taken action which has endangered their life.  | 0.8                               | 0.7  | 0.7  | 0.7  |
| 2                                    | Caller is suicidal and has made plans.<br>Unable to tolerate feelings. May feel they are not in control of their life, feelings or action.  | 3.4                               | 3.2  | 3.5  | 3.5  |
| 1                                    | Caller is suicidal, but has made no plans. May feel hopeless, depressed or angry, finding it difficult to talk, or may be crying.<br>Caller states they are not suicidal but expresses indirect suicidal feelings through comments. | 14.3                              | 14.0 | 14.6 | 14.9 |
| 0                                    | Caller is distressed but able to tolerate feelings. Upset, sad, irritated, hurt but in control of actions. Caller is not expressing suicidal feelings.  | 50.3                              | 54.1 | 54.3 | 54.5 |
| Minus 1                              | Chatting.<br>Silent calls with no indication of feelings<br>Wants information.<br>Not prepared to talk about feelings.<br>Dependent on the service. Has difficulty letting go of contact with Samaritans.                           | 13.5                              | 13.4 | 13.1 | 12.5 |
| Minus 2                              | Caller may be on a time-restricting care plan that they are unwilling to meet<br>Sex calls are included in this category<br>Caller is unwilling to end contact.<br>May be using offensive language and may be becoming abusive      | 7.6                               | 7.9  | 7.4  | 6.8  |
| Minus 3                              | Caller is abusing the service, and may be violent or threatening.   | 0.8                               | 0.8  | 0.7  | 0.7  |
| Unknown                              | Nature of contact not recorded  | 9.4                               | 5.8  | 5.7  | 6.4  |

**Graph 9: Nature of All Dialogue Contacts 2008**

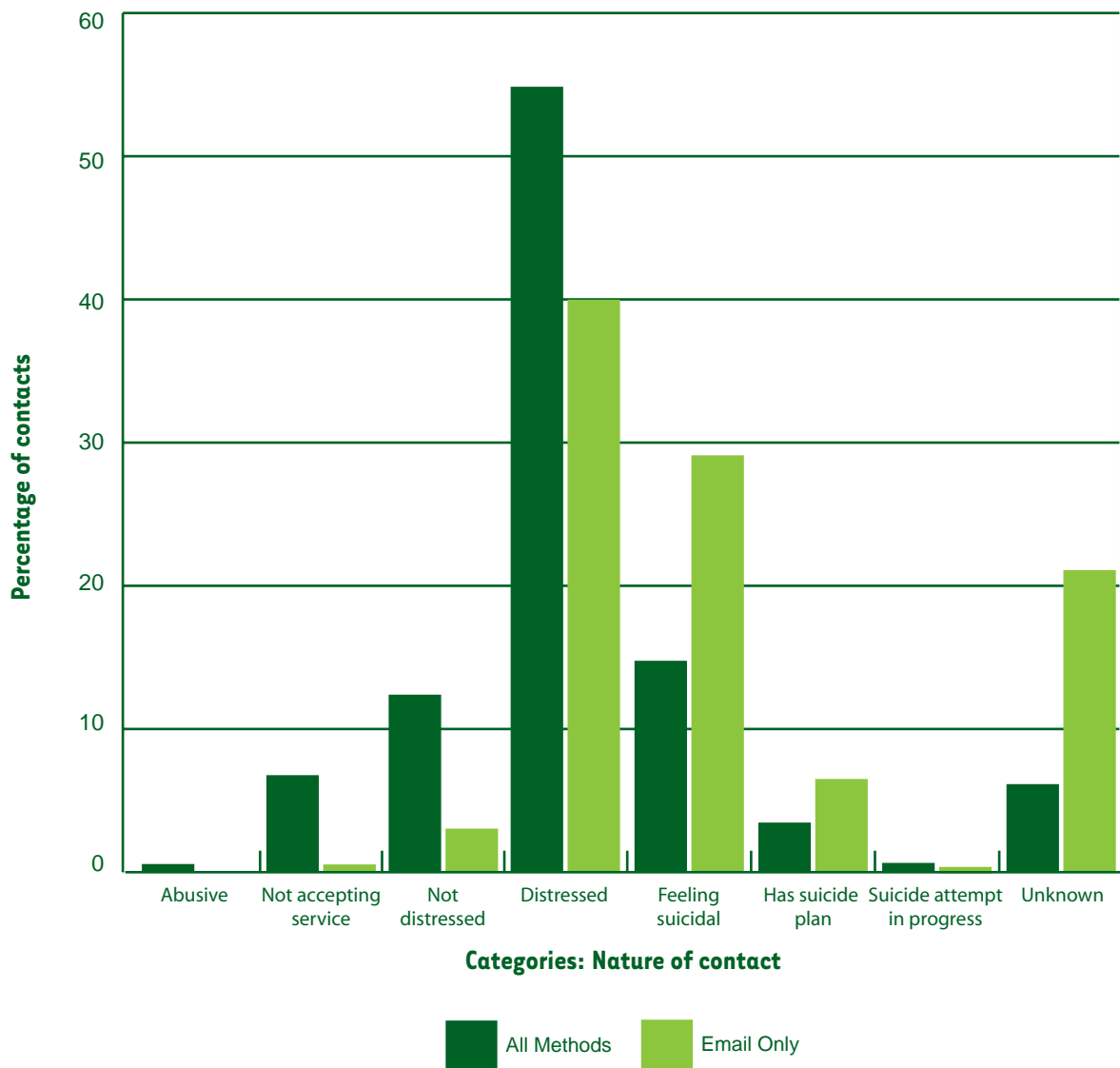


The nature of contact for the majority of callers is 'distressed', including 54.5% of all dialogue contacts and 40.0% of email contacts (Table 5, Graphs 9 and 10). Significantly, for callers using the email service, the nature of contact categories 1-3 (i.e. feeling suicidal, had a suicide plan, or suicide attempt in progress) are applied to a significantly higher proportion of contacts (35.6%) than across all dialogue contacts (19.1%).

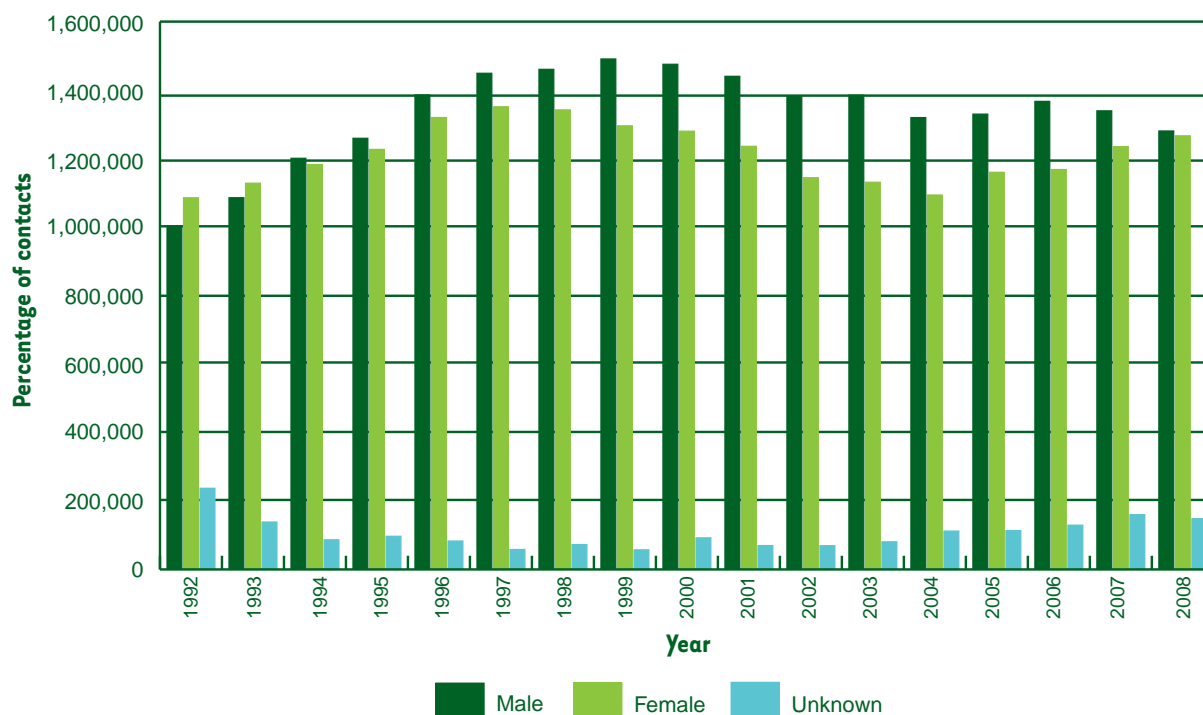
**Table 5: Nature of All Dialogue and Email Contacts 2008**

| Nature of Contact Scale         | All Methods of Contact |      | Email Only |      |
|---------------------------------|------------------------|------|------------|------|
|                                 | Number                 | %    | Number     | %    |
| Suicide attempt in progress (3) | 17,909                 | 0.7  | 470        | 0.3  |
| Has suicide plan (2)            | 94,358                 | 3.5  | 10,267     | 6.4  |
| Feeling suicidal (1)            | 405,068                | 14.9 | 46,121     | 28.9 |
| Distressed (0)                  | 1,480,814              | 54.5 | 64,214     | 40.0 |
| Not distressed (-1)             | 338,850                | 12.5 | 4,907      | 3.1  |
| Not accepting service (-2)      | 185,665                | 6.8  | 393        | 0.2  |
| Abusive (-3)                    | 19,766                 | 0.7  | 47         | 0.1  |
| Unknown Nature of Contact       | 172,796                | 6.4  | 33,632     | 21.0 |

**Graph 10: Nature of All Dialogue and Email Contacts 2008**



**Graph 11: Percentage of Dialogue Contacts by Contact Gender 1992-2008**

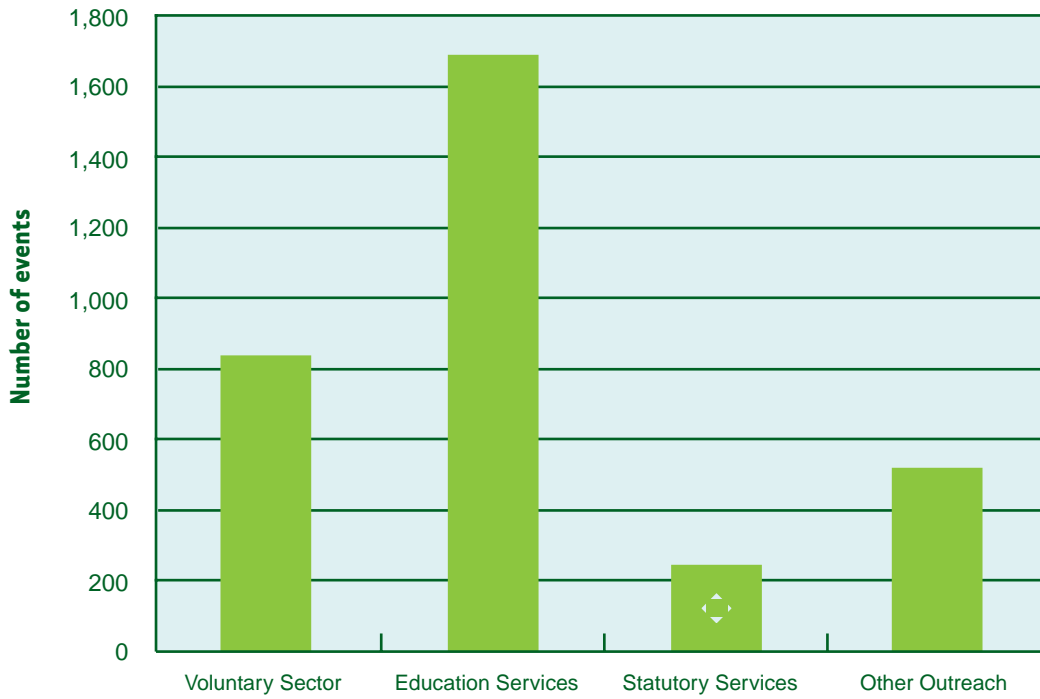


In 1992 the number of dialogue contacts from female callers was slightly higher than for male callers, being approximately 47% compared to 43% respectively. In 2008, proportions of contact received from female and male callers were similar with approximately 47.4% received from male callers, 47.0% received from female callers and 5.6% of contacts from callers of unknown gender. However, between 1992 and 1994, the pattern changed with a slightly higher proportion of contacts being received from male than from female callers. This pattern continued until 2007. These figures can be seen in Graph 11 and Table 6.

**Table 6: Dialogue Contacts by Contact Gender 1992-2008**

| Year | Male (Number) | Male (%) | Female (Number) | Female (%) | Unknown (Number) | Unknown (%) | Total Dialogue Contacts |
|------|---------------|----------|-----------------|------------|------------------|-------------|-------------------------|
| 1992 | 1,015,703     | 43.3     | 1,092,259       | 46.5       | 239,968          | 10.2        | 2,347,930               |
| 1993 | 1,091,130     | 46.1     | 1,136,783       | 48.0       | 137,958          | 5.8         | 2,365,871               |
| 1994 | 1,213,142     | 48.5     | 1,192,501       | 47.7       | 93,201           | 3.7         | 2,498,844               |
| 1995 | 1,270,567     | 48.7     | 1,237,998       | 47.5       | 100,266          | 3.8         | 2,608,831               |
| 1996 | 1,393,340     | 49.8     | 1,324,566       | 47.3       | 80,783           | 2.9         | 2,798,689               |
| 1997 | 1,455,035     | 50.7     | 1,356,631       | 47.3       | 58,392           | 2.0         | 2,870,058               |
| 1998 | 1,470,834     | 50.9     | 1,347,369       | 46.6       | 73,313           | 2.5         | 2,891,516               |
| 1999 | 1,498,393     | 52.4     | 1,301,088       | 45.5       | 57,743           | 2.0         | 2,857,224               |
| 2000 | 1,484,324     | 51.7     | 1,288,202       | 44.9       | 99,359           | 3.5         | 2,871,885               |
| 2001 | 1,447,443     | 52.2     | 1,248,576       | 45.1       | 75,129           | 2.7         | 2,771,148               |
| 2002 | 1,394,039     | 53.1     | 1,152,204       | 43.9       | 77,214           | 2.9         | 2,623,457               |
| 2003 | 1,392,500     | 53.2     | 1,137,624       | 43.5       | 85,437           | 3.3         | 2,615,561               |
| 2004 | 1,324,534     | 52.0     | 1,100,361       | 43.2       | 120,713          | 4.7         | 2,545,608               |
| 2005 | 1,341,189     | 51.9     | 1,122,873       | 43.5       | 119,967          | 4.6         | 2,584,029               |
| 2006 | 1,379,694     | 51.3     | 1,175,513       | 43.7       | 136,560          | 5.1         | 2,691,767               |
| 2007 | 1,345,843     | 48.8     | 1,248,838       | 45.2       | 165,667          | 6.0         | 2,760,348               |
| 2008 | 1,286,827     | 47.4     | 1,275,040       | 47.0       | 153,359          | 5.6         | 2,715,226               |

**Graph 12: Number of Outreach Events 2008**



**Graph 13: Number of People Reached Through Outreach Events 2008**



2008 is the first year in which data has been collected about outreach and public awareness activities carried out by branches. Some branches were not able to provide data this year and therefore it is likely that the actual level of outreach and public awareness activity was higher than reported.

In 2008, 1,862 volunteers were involved in outreach and public awareness work. At least 151,662 people were reached through at least 3,316 events: this is almost 750 people and over 16 events per branch.

Outreach and public awareness with Voluntary Sector Agencies includes charities, support and community groups and organisations. Work with Statutory agencies includes healthcare, social services, police and prisons (excluding Listener scheme). Other outreach and public awareness events include public events and also work with the corporate sector.

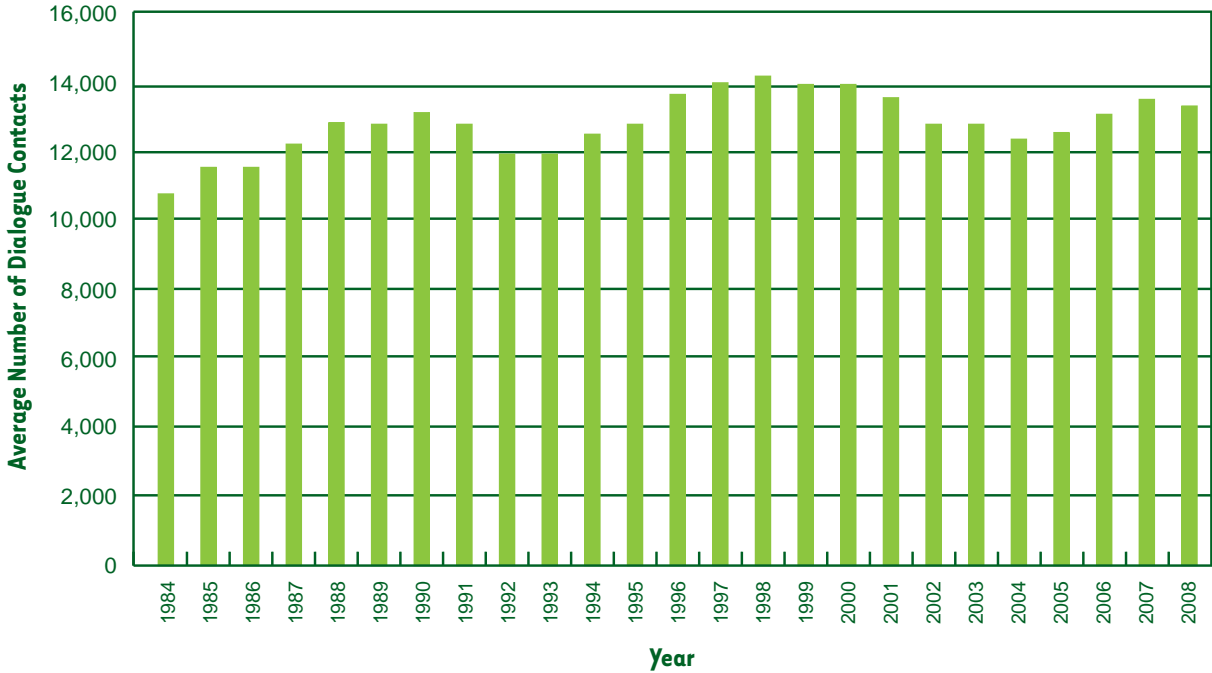
Education services are the setting for a large proportion of outreach work, with at least 92,855 people reached, including over 60,000 secondary school pupils.

| <b>Table 7: Outreach and Public Awareness 2008</b> |                         |                                 |
|--|-------------------------|---------------------------------|
|  | <b>Number of Events</b> | <b>Number of People Reached</b> |
| Voluntary Sector                                   | 848                     | 30,027                          |
| Education Services                                 | 1,698                   | 92,855                          |
| Statutory Services                                 | 244                     | 6,305                           |
| Other Outreach                                     | 526                     | 22,475                          |
| <b>Total</b>                                       | <b>3,316</b>            | <b>151,662</b>                  |

# Section 2: Samaritans Branches and Volunteers

In 2008, each branch on average responded to 13,442 dialogue contacts, a decrease of 163 per branch compared to 2007 figures, and an increase of 2,580 compared to 1984 figures (Graph 14 and Table 8).

**Graph 14: Average Dialogue Contacts per Branch 1984-2008**

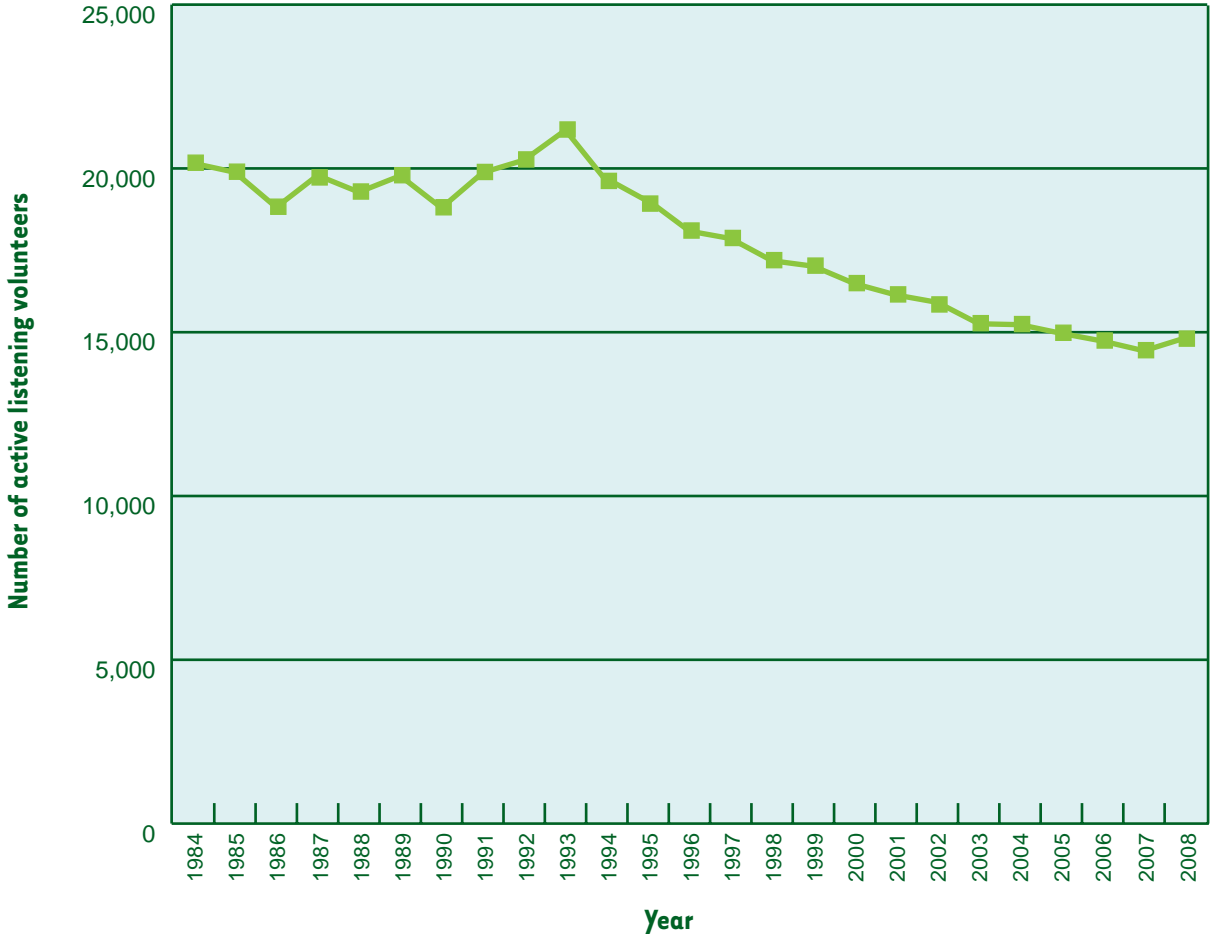


**Table 8: Average Number of Dialogue Contacts per Branch 1984-2008**

| Year | Number | Year | Number |
|------|--------|------|--------|
| 1984 | 10,862 | 1997 | 14,138 |
| 1985 | 11,668 | 1998 | 14,244 |
| 1986 | 11,639 | 1999 | 14,075 |
| 1987 | 12,335 | 2000 | 14,147 |
| 1988 | 12,976 | 2001 | 13,698 |
| 1989 | 12,809 | 2002 | 12,923 |
| 1990 | 13,206 | 2003 | 12,933 |
| 1991 | 12,971 | 2004 | 12,478 |
| 1992 | 12,065 | 2005 | 12,667 |
| 1993 | 12,131 | 2006 | 13,193 |
| 1994 | 12,620 | 2007 | 13,597 |
| 1995 | 12,917 | 2008 | 13,442 |
| 1996 | 13,787 |      |        |

In 2008 there were 14,905 active listening volunteers, an increase of 500 since 2007. The number of active volunteers peaked in 1993 at 20,902, with 2007 having the lowest figure of 14,405.

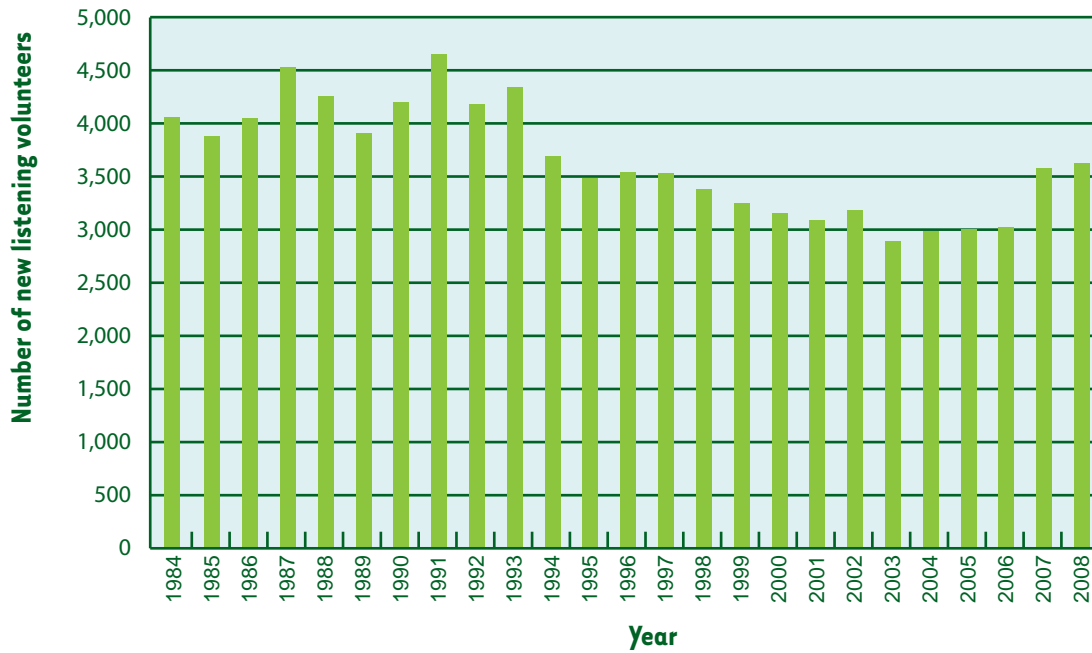
**Graph 15: Active Listening Volunteers 1984-2008**



**Table 9: Number of Active Listening Volunteers 1984-2008**

| Year | Number | Year | Number |
|------|--------|------|--------|
| 1984 | 20,156 | 1997 | 17,859 |
| 1985 | 19,853 | 1998 | 17,182 |
| 1986 | 19,036 | 1999 | 17,015 |
| 1987 | 19,789 | 2000 | 16,481 |
| 1988 | 19,462 | 2001 | 16,136 |
| 1989 | 19,828 | 2002 | 15,911 |
| 1990 | 19,340 | 2003 | 15,258 |
| 1991 | 20,098 | 2004 | 15,230 |
| 1992 | 20,364 | 2005 | 14,965 |
| 1993 | 20,902 | 2006 | 14,729 |
| 1994 | 19,597 | 2007 | 14,405 |
| 1995 | 19,050 | 2008 | 14,905 |
| 1996 | 18,369 |      |        |

**Graph 16: New Listening Volunteers 1994-2008**

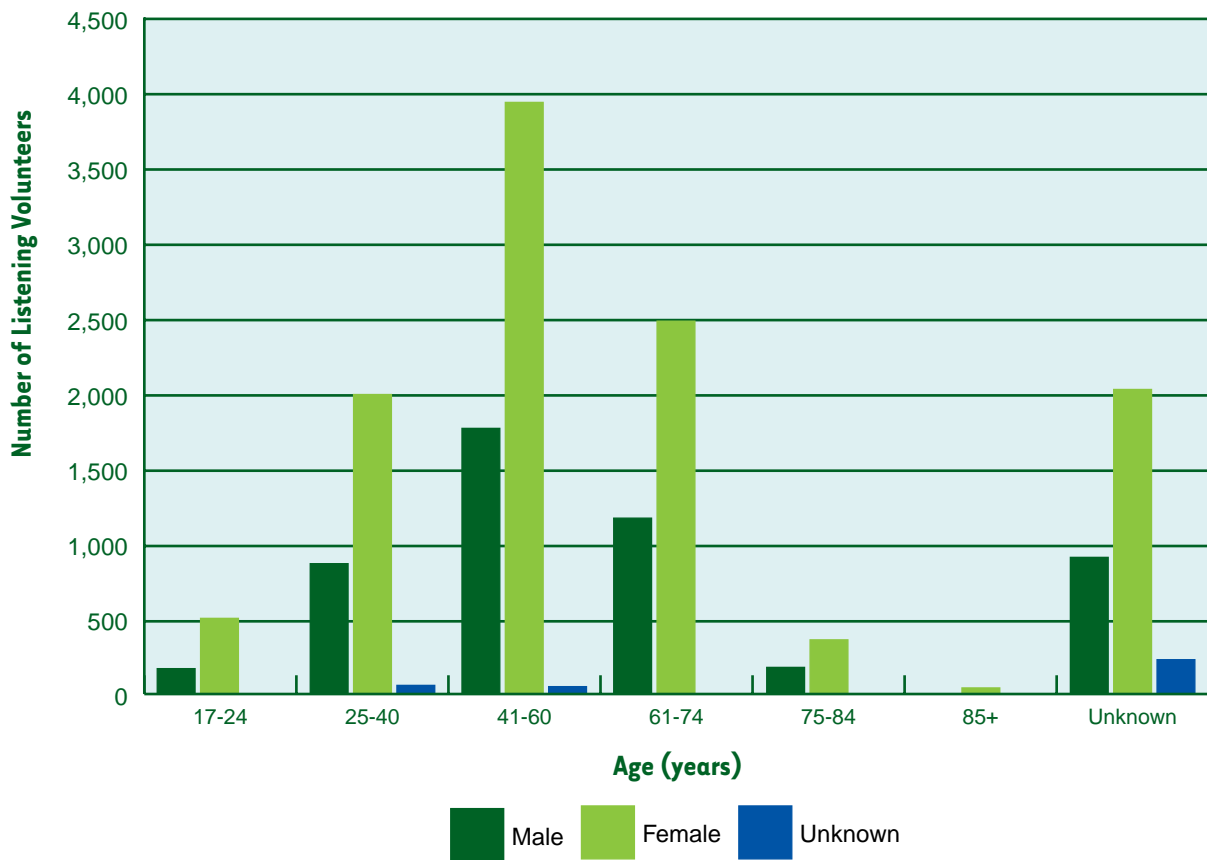


The number of new listening volunteers completing their training in 2008 was 3,644. These figures show a steady and significant increase of 739 new volunteers since 2003 when the total number of new volunteers was 2,905 (Table 9). Graph 16 shows the number of new listening volunteers between 1984-2008.

**Table 10: Number of New Listening Volunteers 1984-2008**

| Year | Number | Year | Number |
|------|--------|------|--------|
| 1984 | 4,081  | 1997 | 3,551  |
| 1985 | 3,926  | 1998 | 3,400  |
| 1986 | 4,051  | 1999 | 3,270  |
| 1987 | 4,573  | 2000 | 3,178  |
| 1988 | 4,243  | 2001 | 3,124  |
| 1989 | 3,930  | 2002 | 3,184  |
| 1990 | 4,115  | 2003 | 2,905  |
| 1991 | 4,620  | 2004 | 2,995  |
| 1992 | 4,171  | 2005 | 3,027  |
| 1993 | 4,395  | 2006 | 3,045  |
| 1994 | 3,737  | 2007 | 3,595  |
| 1995 | 3,486  | 2008 | 3,644  |
| 1996 | 3,571  |      |        |

**Graph 17: Age and Gender of Listening Volunteers 2008**

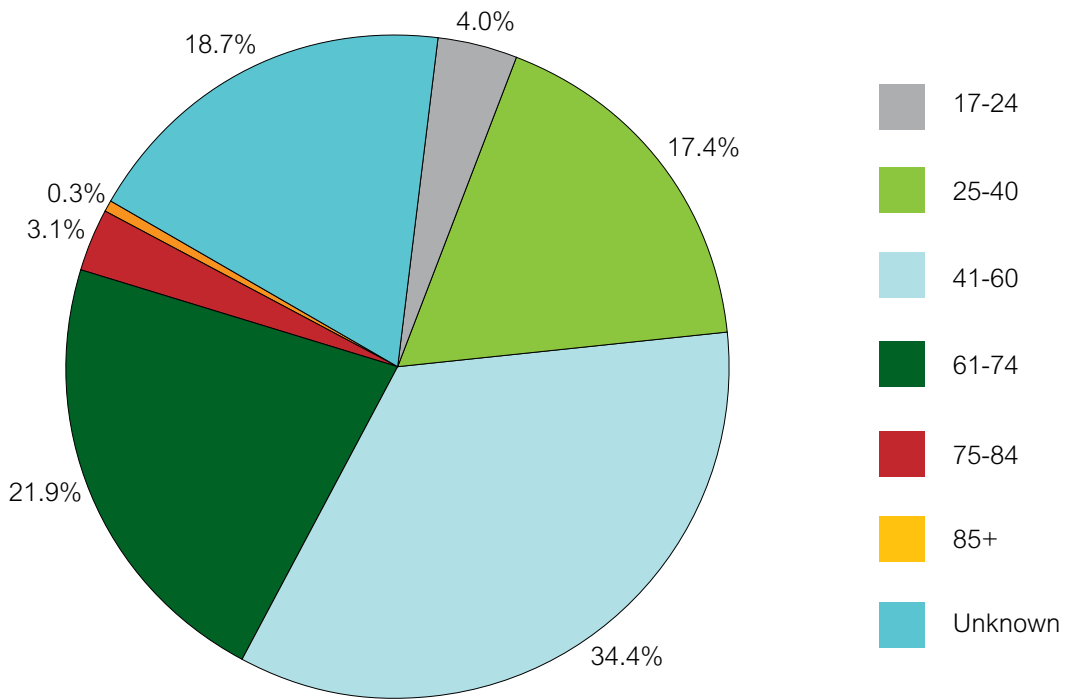


The majority of Samaritans volunteers in 2008 were aged 41-60 years (34.4%), followed by 21.9% aged 61-74 years, and 17.4% aged 25-40 years. Over half of Samaritans volunteers (51.9%) were therefore aged between 25-60 years. Only 4% of Samaritans volunteers were aged 17-24 years, with only 0.3% being 85 years or above. The majority of volunteers in 2008 were female (67.7%) compared to 30.5% males.

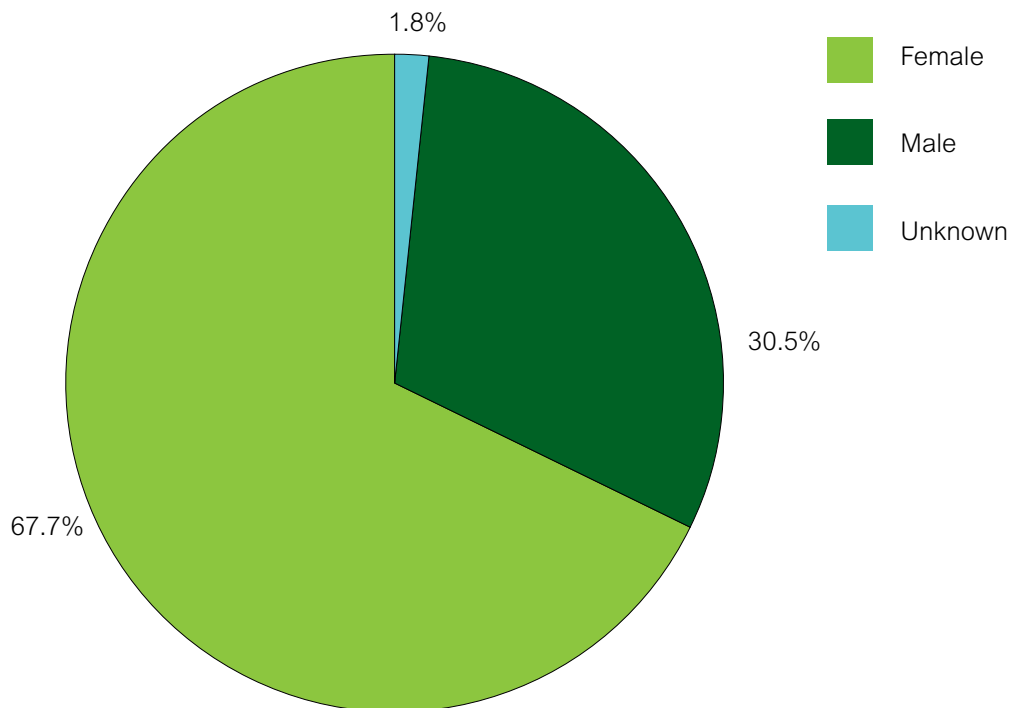
**Table 11: Number of Listening Volunteers by Age and Gender 2008**

| Age (yrs) | Male  | Female | Unknown | Total  |
|-----------|-------|--------|---------|--------|
| 17-24     | 180   | 494    | 5       | 679    |
| 25-40     | 886   | 1,995  | 43      | 2,924  |
| 41-60     | 1,786 | 3,957  | 29      | 5,772  |
| 61-74     | 1,172 | 2,501  | 0       | 3,673  |
| 75-84     | 178   | 347    | 0       | 525    |
| 85+       | 18    | 35     | 0       | 53     |
| Unknown   | 898   | 2,026  | 220     | 3,144  |
| Total     | 5,118 | 11,355 | 297     | 16,770 |

**Graph 18: Age of Listening Volunteers 2008**

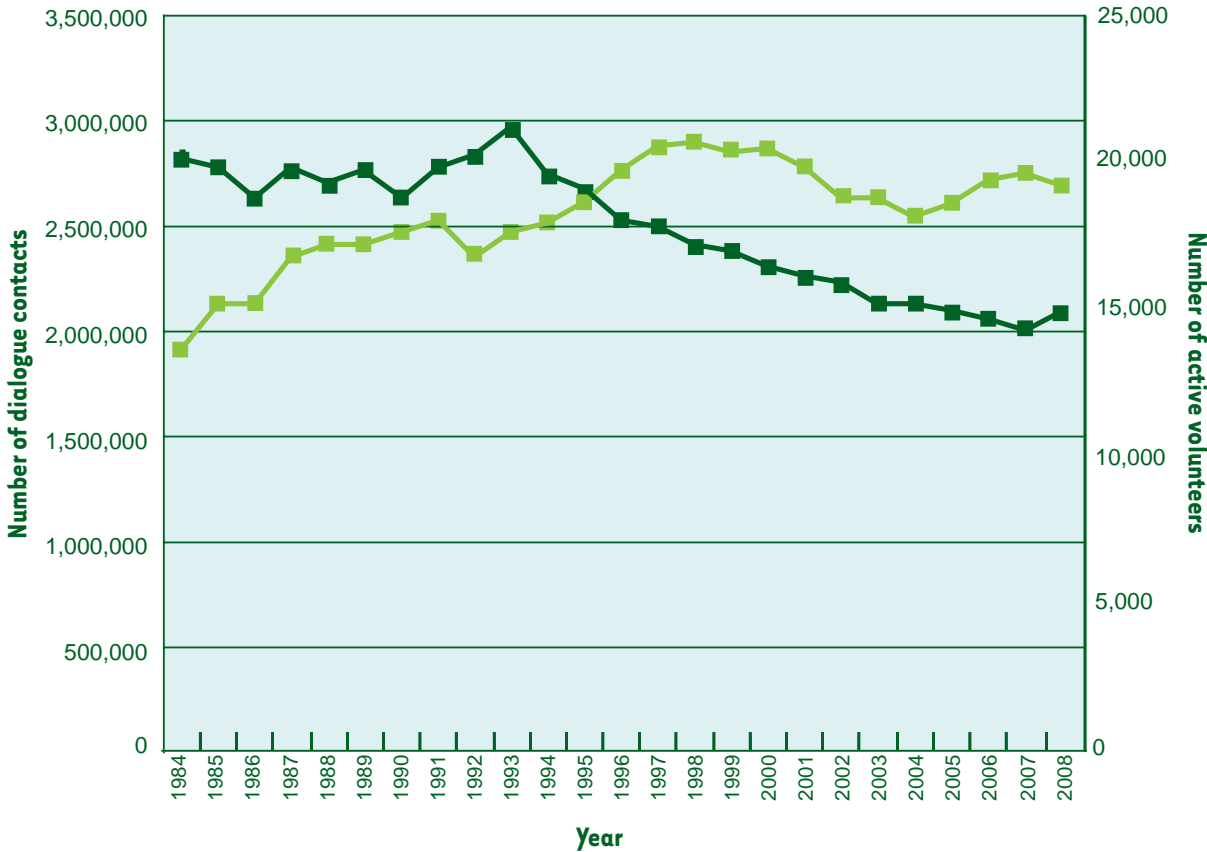


**Graph 19: Gender of Listening Volunteers 2008**

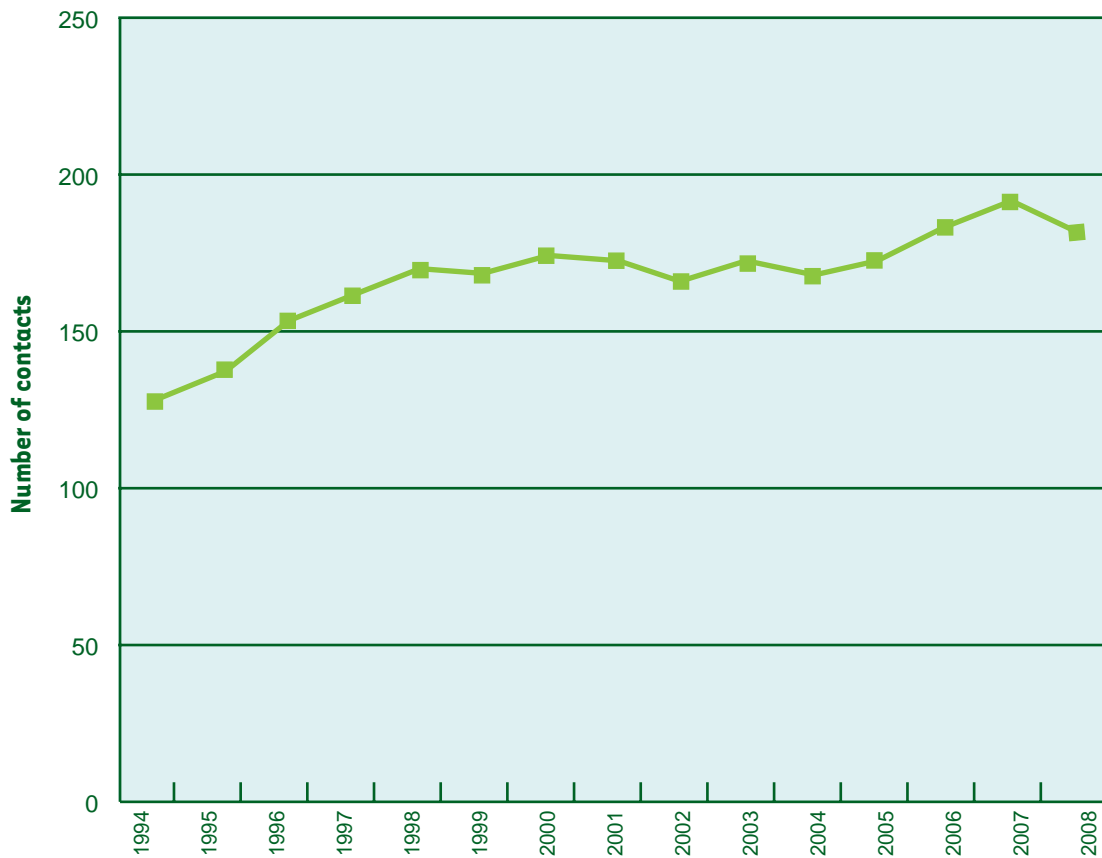


The number of dialogue contacts has steadily increased since 1984 from 1,911,774 to 2,761,984 in 2008 (Graph 20). In comparison however, the number of active listening volunteers has declined from 20,156 in 1984 to 14,905 in 2008. For more detailed data on dialogue contacts see Table 1, and for data on active listening volunteers see Table 9.

**Graph 20: Number of Dialogue Contacts and Active Listening Volunteers  
1984-2008**



**Graph 21: Average Dialogue Contacts per Active Listening Volunteer 1984-2008**

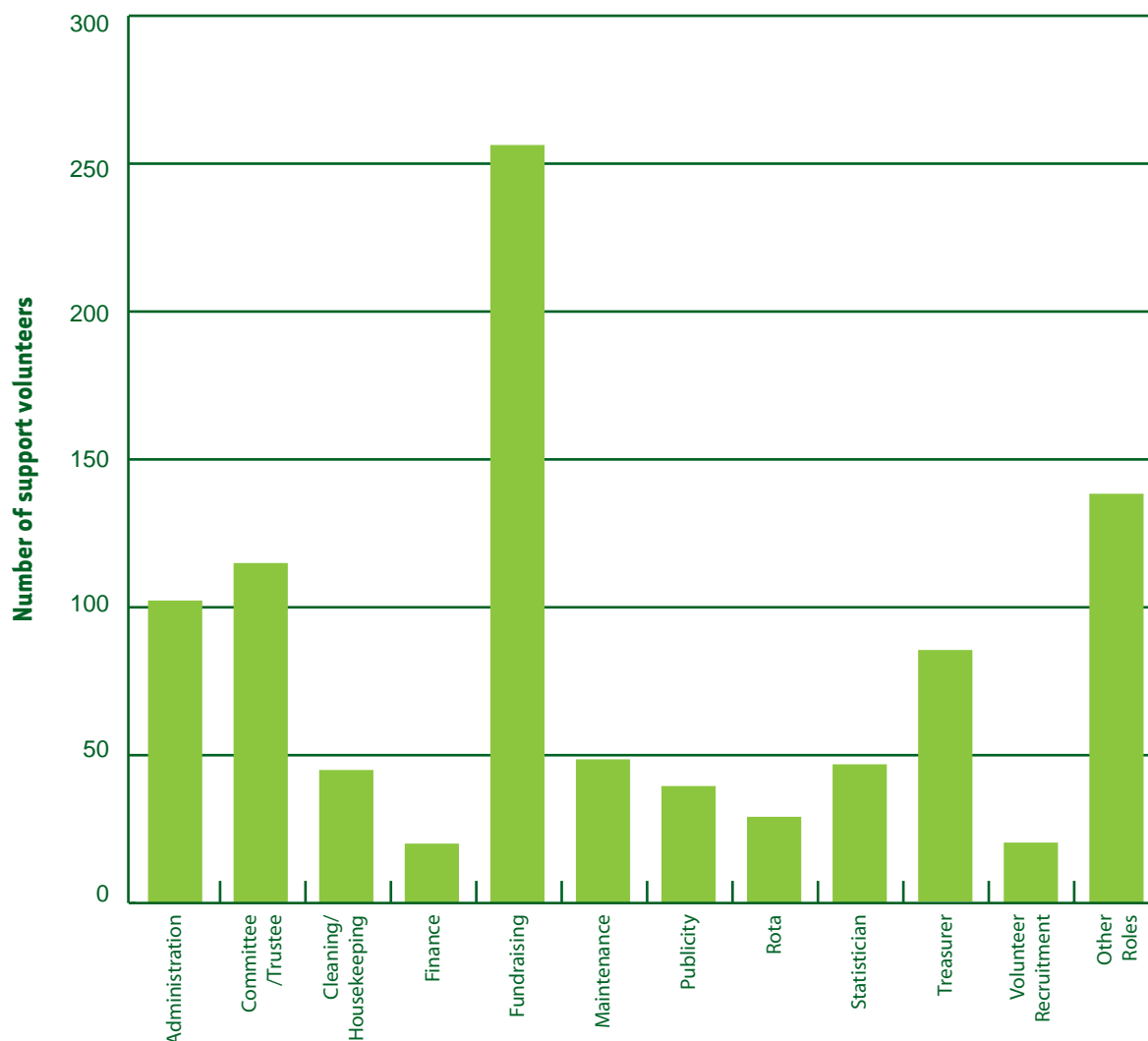


The average number of dialogue contacts per active listening volunteer has increased from 128 in 1994 to 182 in 2008 (Table 12). Between 1994 and 2007, each volunteer was providing more support to callers each year as volunteer numbers decreased and numbers of dialogue contacts increased. In 2008, there was a slight reduction in dialogue contacts and a slight increase in listening volunteers, and therefore each volunteer was providing support in fewer contacts than in 2007 (Graph 21).

**Table 12: Average Dialogue Contacts per Active Listening Volunteer 1994-2008**

| Year | Number | Year | Number |
|------|--------|------|--------|
| 1994 | 128    | 2002 | 165    |
| 1995 | 137    | 2003 | 171    |
| 1996 | 152    | 2004 | 167    |
| 1997 | 161    | 2005 | 173    |
| 1998 | 168    | 2006 | 183    |
| 1999 | 168    | 2007 | 192    |
| 2000 | 174    | 2008 | 182    |
| 2001 | 172    |      |        |

**Graph 22: Support Volunteers 2008**



2008 is the first year in which information has been collected about the number and roles of support and shop volunteers. There were a total of 1,409 support and shop volunteers at the end of 2008. The totals for each role exceed the total volunteer numbers because each support volunteer may carry out more than one role. Many listening volunteers also carry out support roles and are not included in these figures. See p.6 for definitions of the different volunteering roles with Samaritans.

**Table 13: Support and Shop Volunteers 2008**

| Role                             | Number | Role                              | Number |
|----------------------------------|--------|-----------------------------------|--------|
| Administration (other than rota) | 104    | Rota                              | 29     |
| Branch Committee/Trustee         | 117    | Statistician                      | 47     |
| Cleaning/housekeeping            | 46     | Treasurer                         | 86     |
| Finance (other than Treasurer)   | 21     | Volunteer Recruitment             | 21     |
| Fundraising                      | 258    | Other Roles                       | 139    |
| Maintenance of branch            | 50     | Shop Volunteers                   | 603    |
| Publicity                        | 40     | Total Support and Shop Volunteers | 1,409  |

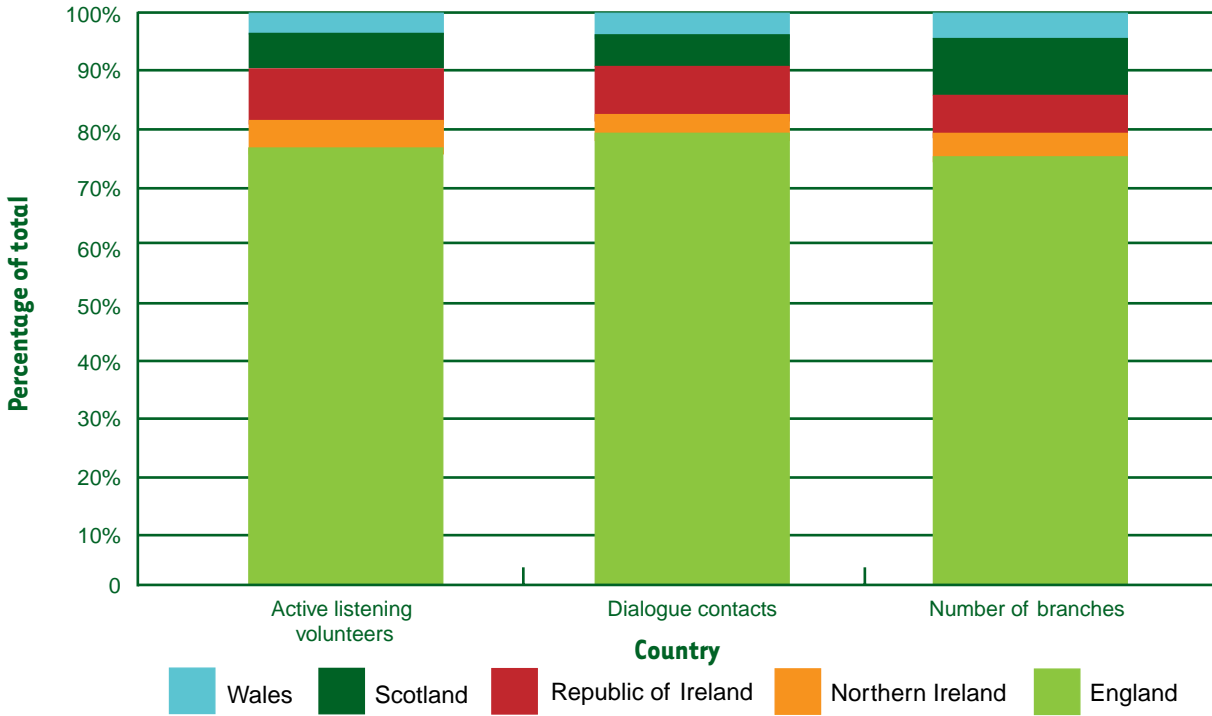
# Section 3: Samaritans in The UK and Republic of Ireland

## An overview

- 201 branches including 199 'brick' branches, 1 Correspondence Branch and 1 Festival Branch. Irish Festival Group also provides support at festivals and other events in Ireland.
- 14,905 active listening volunteers, 1,865 inactive listening volunteers (16,770 total)
- 1,409 support and shop volunteers
- 2,715,226 dialogue contacts in 2008

See Graph 23 and Table 14 for more data on number of branches, active and inactive listening volunteers and dialogue contacts in the UK and Republic of Ireland.

**Graph 23: Active Listening Volunteers, Dialogue Contacts and Number of Branches UK & ROI 2008**

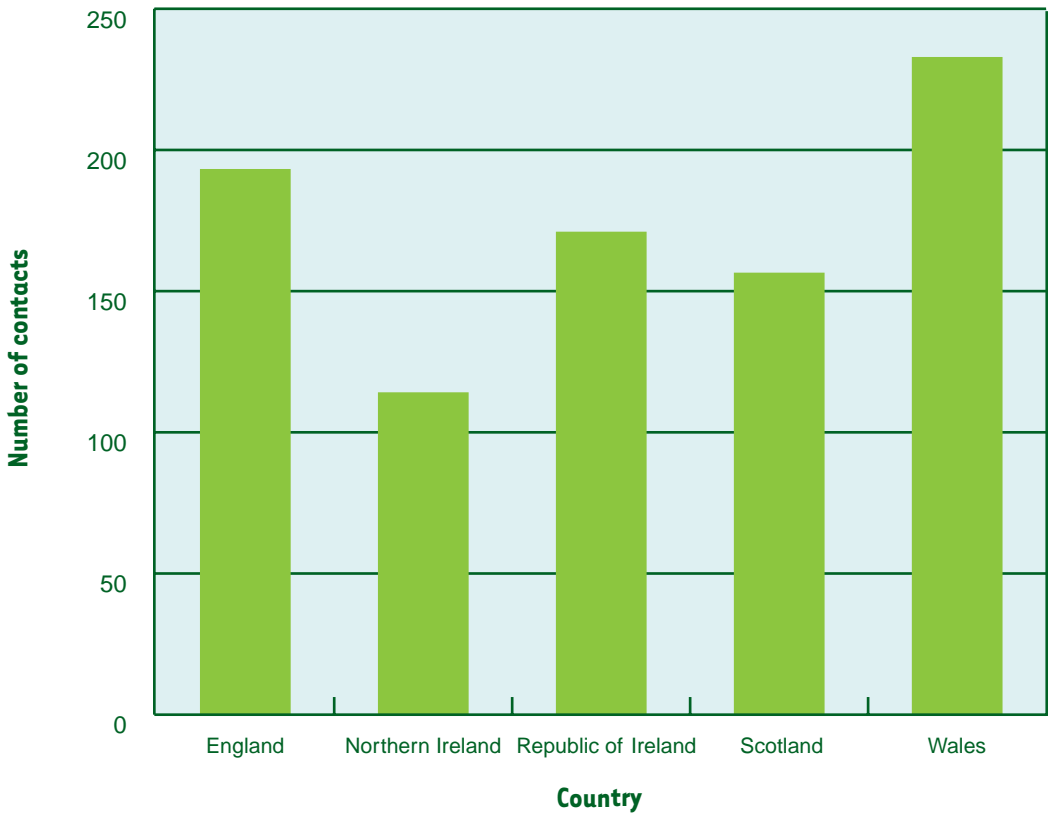


| Table 14: Number of Branches, Active Listening Volunteers and Dialogue Contacts - UK & Republic of Ireland 2008 |                     |                             |                   |
|---|---------------------|-----------------------------|-------------------|
| Country   | Samaritans Branches | Active Listening Volunteers | Dialogue Contacts |
| England   | 152                 | 11,454                      | 2,157,390         |
| Northern Ireland  | 8                   | 705                         | 82,487            |
| Republic of Ireland   | 12                  | 1,344                       | 228,884           |
| Scotland  | 20                  | 940                         | 147,851           |
| Wales   | 9                   | 464                         | 98,614            |
| <b>Total</b>  | <b>201</b>          | <b>14,905</b>               | <b>2,715,226</b>  |

In 2008, each active listening volunteer on average provided support for between 118 contacts (Northern Ireland) to 233 contacts (Wales). Active listening volunteers in Wales provided more support to callers on average than any other country in the UK or Republic of Ireland. This data is shown in Graph 24 and Table 15.

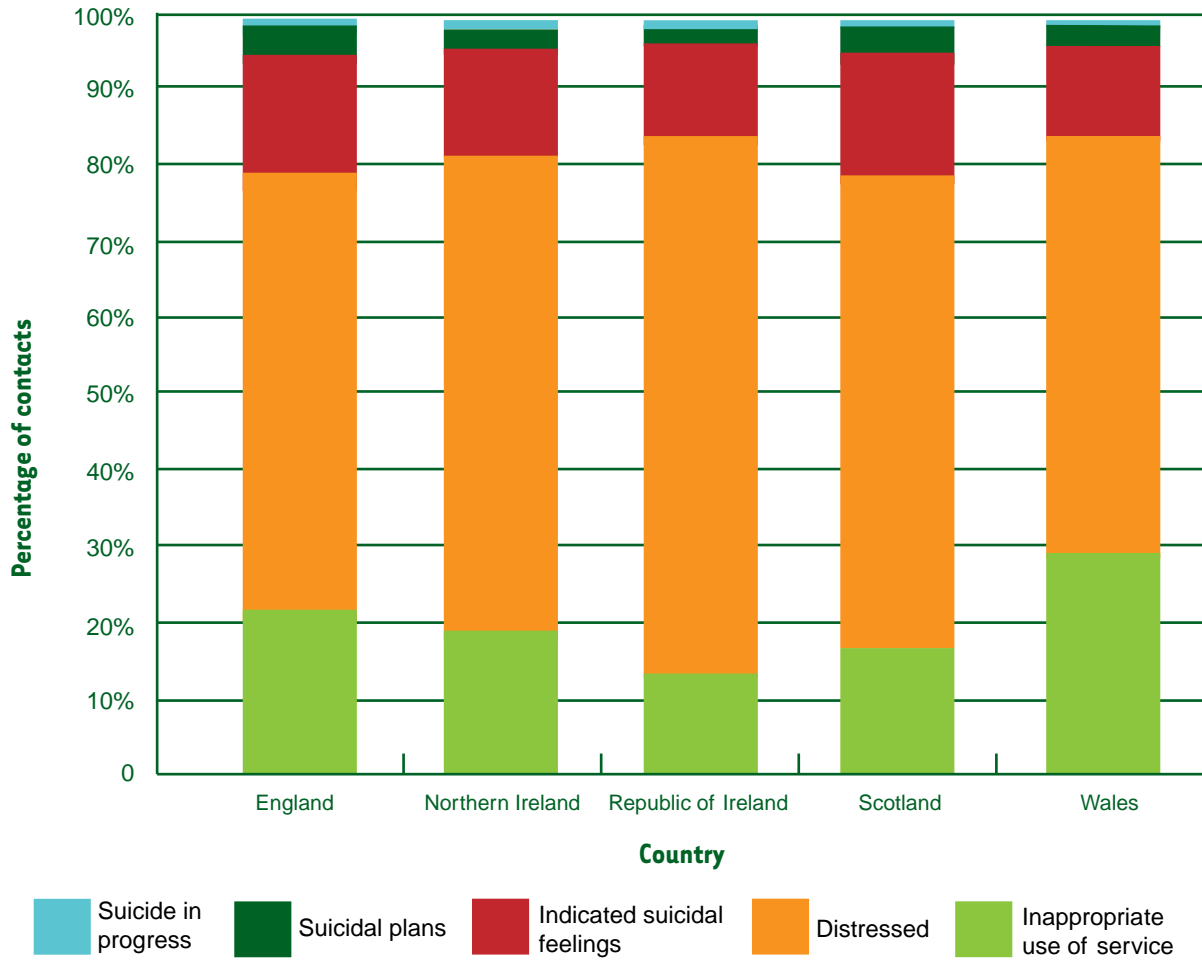
However, it is important to recognise that the average number of contacts per active listening volunteer is affected by a number of variables, including contact distribution via the telephone system, the number of branches and volunteer providing support by email and SMS and the overall volume of contacts originating from each nation.

**Graph 24: Average Number of Dialogue Contacts per Active Listening Volunteer UK & ROI 2008**



| <b>Table 15: Average Dialogue Contacts per Active Listening Volunteer UK &amp; Republic of Ireland 2008</b> |  |
|---|--|
| <b>Country</b>  | <b>Average Number of Dialogue Contacts</b> |
| England   | 191  |
| Northern Ireland  | 118  |
| Republic of Ireland   | 173  |
| Scotland  | 158  |
| Wales   | 233  |

**Graph 25: Nature of Contacts UK& ROI 2008**

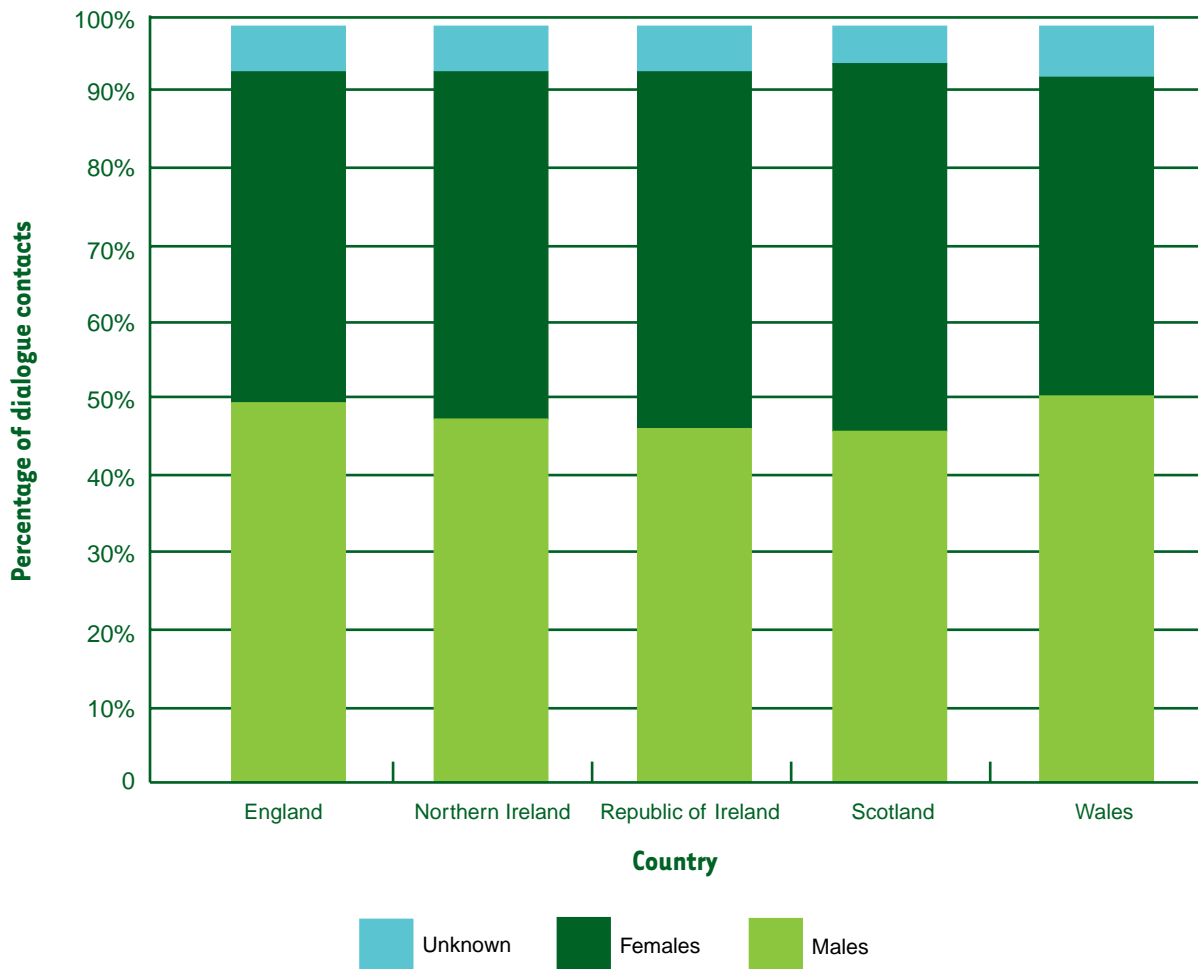


For the UK and Republic of Ireland, the majority (54.5%) of contacts were distressed (category 0). Callers that had suicidal feelings (category 1-3) were most likely to indicate suicidal feelings but have no suicide plans (category 1). Approximately 20% of contacts involved services being used inappropriately (category -1 to -3) (Graph 25). For more information on the nature of contact categories, please see Tables 4 and 16.

**Table 16: Nature of Contact UK & Republic of Ireland 2008**

| Country             | Inappropriate use of service | Distressed | Indicated suicidal feelings | Suicidal plans | Suicide in progress | Unknown nature of contact |
|---------------------|------------------------------|------------|-----------------------------|----------------|---------------------|---------------------------|
| England             | 442,243                      | 1,152,316  | 329,544                     | 78,528         | 14,703              | 140,056                   |
| Northern Ireland    | 15,243                       | 45,591     | 11,441                      | 2,614          | 520                 | 7,078                     |
| Republic of Ireland | 30,089                       | 146,935    | 27,830                      | 5,355          | 1,033               | 17,642                    |
| Scotland            | 24,570                       | 85,231     | 23,976                      | 5,262          | 1,078               | 7,734                     |
| Wales               | 29,136                       | 50,741     | 12,277                      | 2,599          | 605                 | 3,256                     |
| Total               | 544,281                      | 1,480,814  | 405,068                     | 94,358         | 17,909              | 171,796                   |

**Graph 26: Contact Gender UK & ROI 2008**

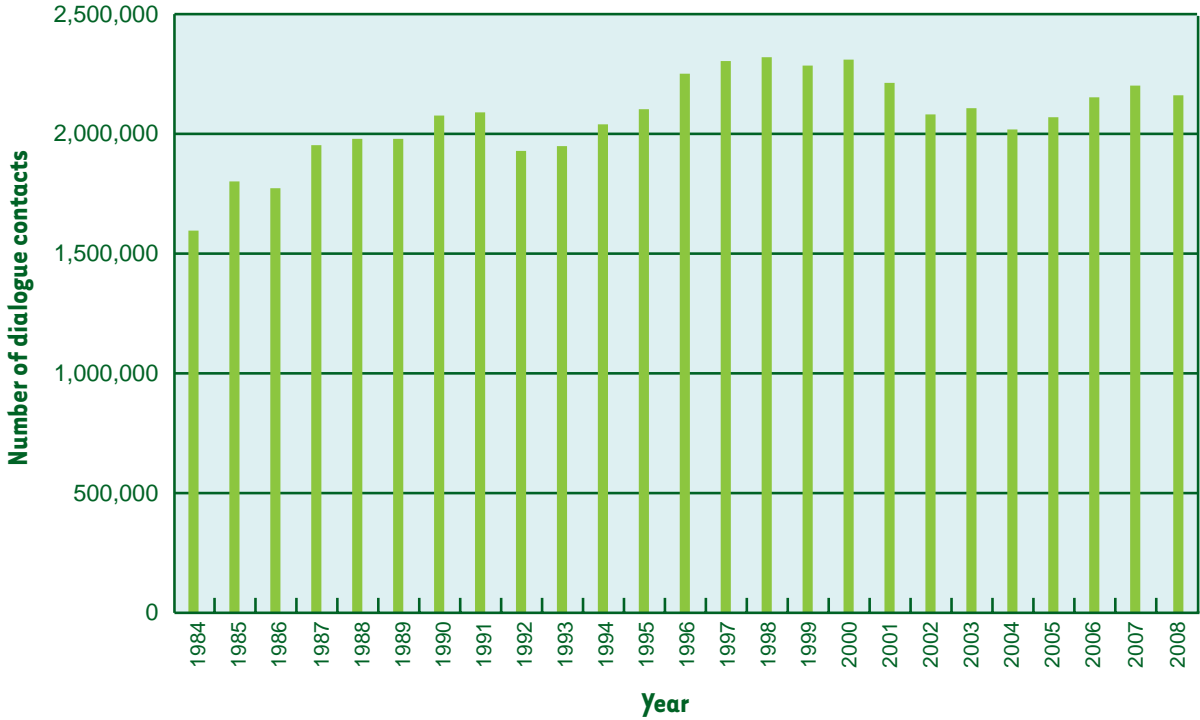


In 2008, there were slightly more contacts from males than females in England and Wales. In Northern Ireland, the Republic of Ireland and Scotland, there were more contacts from females than from males (Graph 26). However, these figures need to be treated with caution as the gender of callers in 153,359 contacts was not recorded (Table 17).

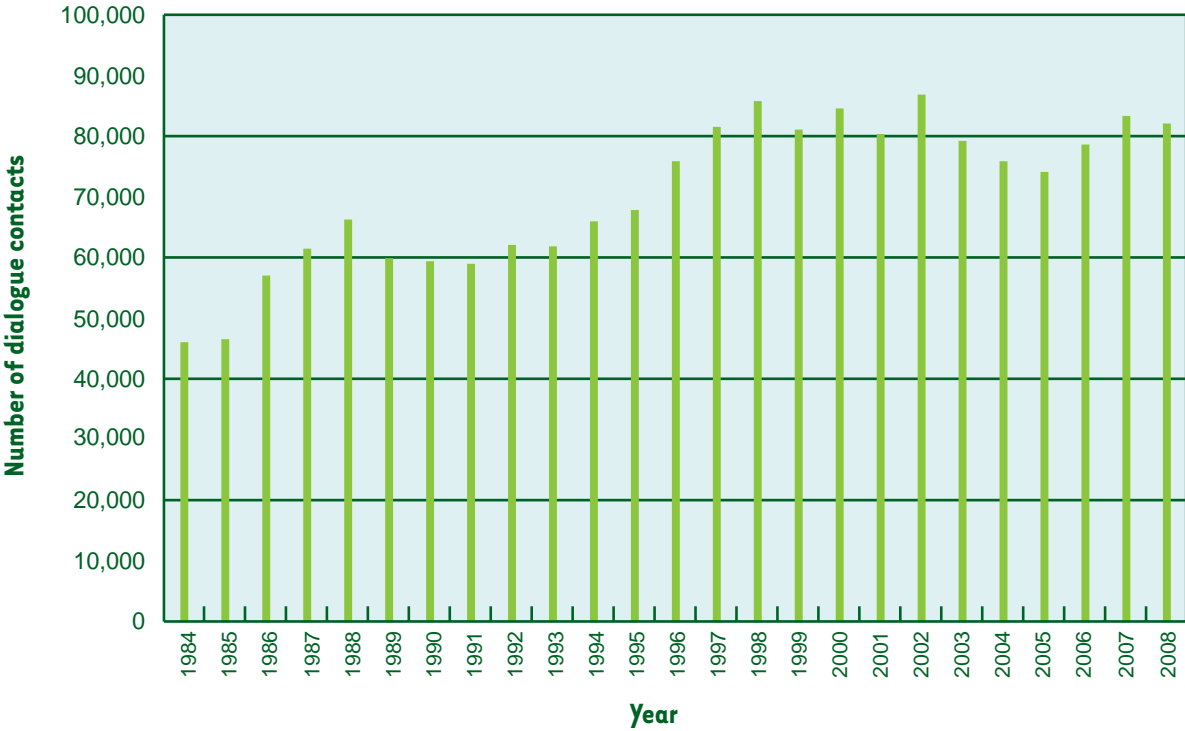
| Table 17: Contact Gender UK & Republic of Ireland 2008 |           |           |         |           |
|--|-----------|-----------|---------|-----------|
| Country  | Male      | Female    | Unknown | Total     |
| England  | 1,031,536 | 1,003,492 | 122,362 | 2,157,390 |
| Northern Ireland                                       | 38,294    | 39,695    | 4,498   | 82,487    |
| Republic of Ireland                                    | 107,688   | 110,483   | 10,713  | 228,884   |
| Scotland   | 62,181    | 76,023    | 9,647   | 147,851   |
| Wales  | 47,128    | 45,347    | 6,139   | 98,614    |
| Total  | 1,286,827 | 1,275,040 | 153,359 | 2,715,226 |

Graphs 27-31 show the number of dialogue contacts for each country in the UK and the Republic of Ireland between 1984 and 2008.

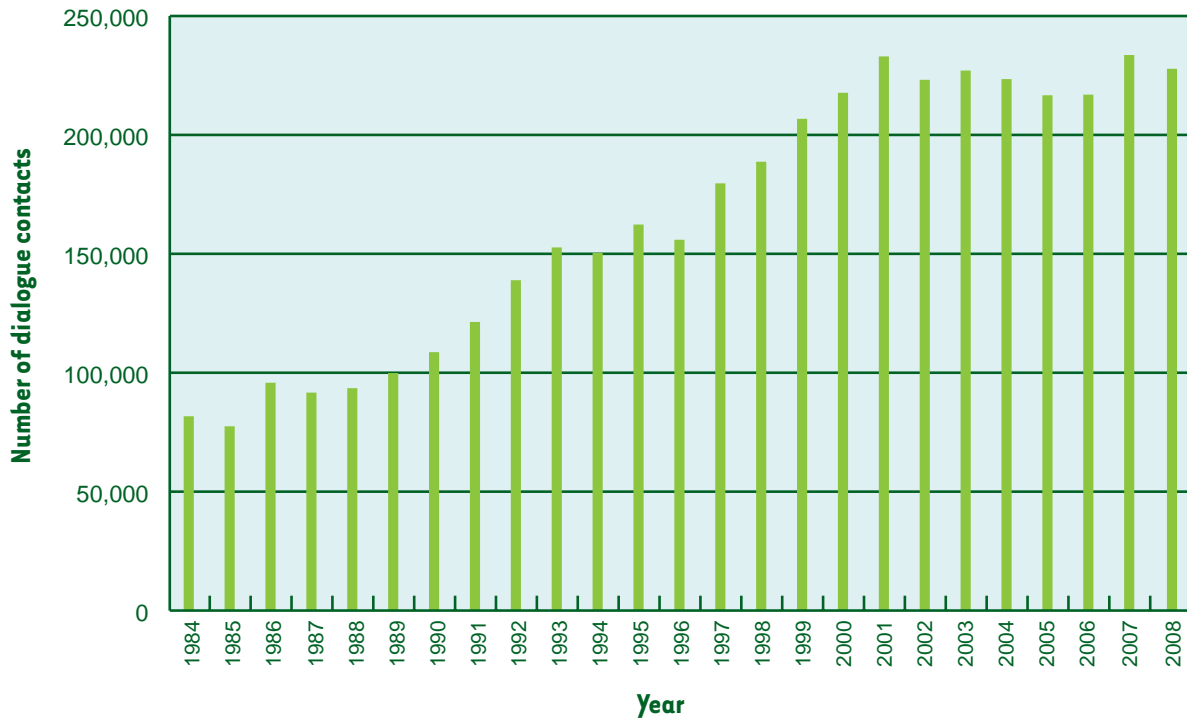
**Graph 27: Number of Dialogue Contacts England 1984-2008**



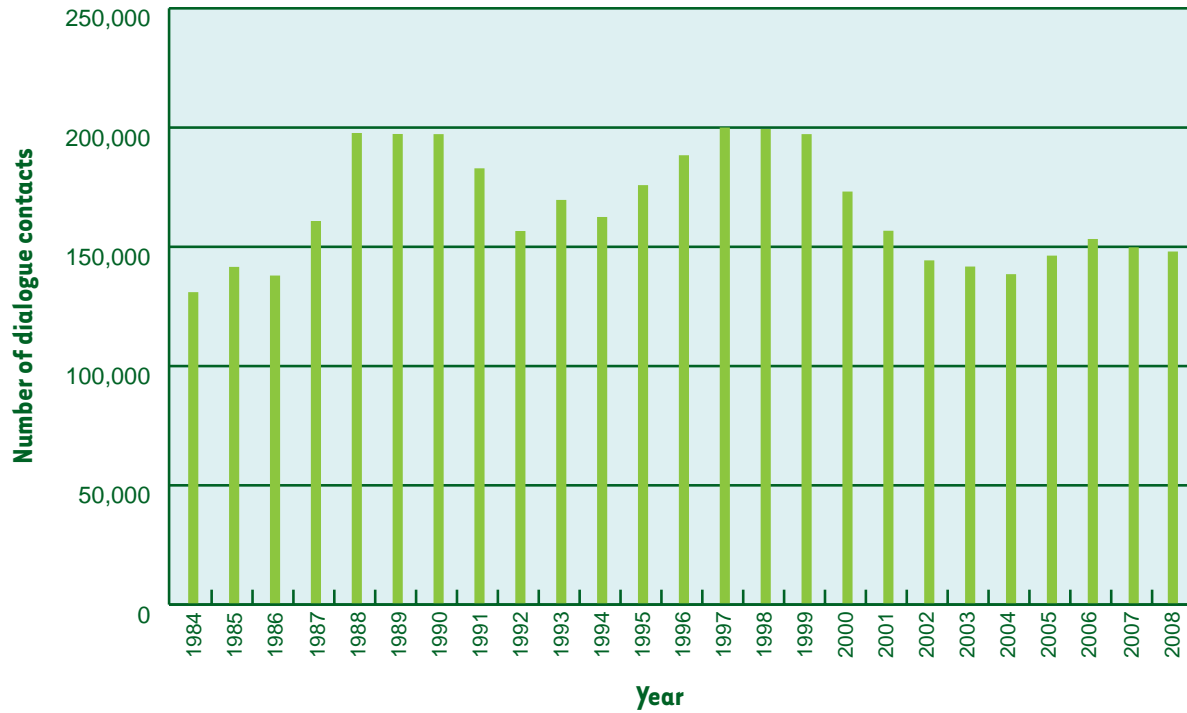
**Graph 28: Number of Dialogue Contacts Northern Ireland 1984-2008**



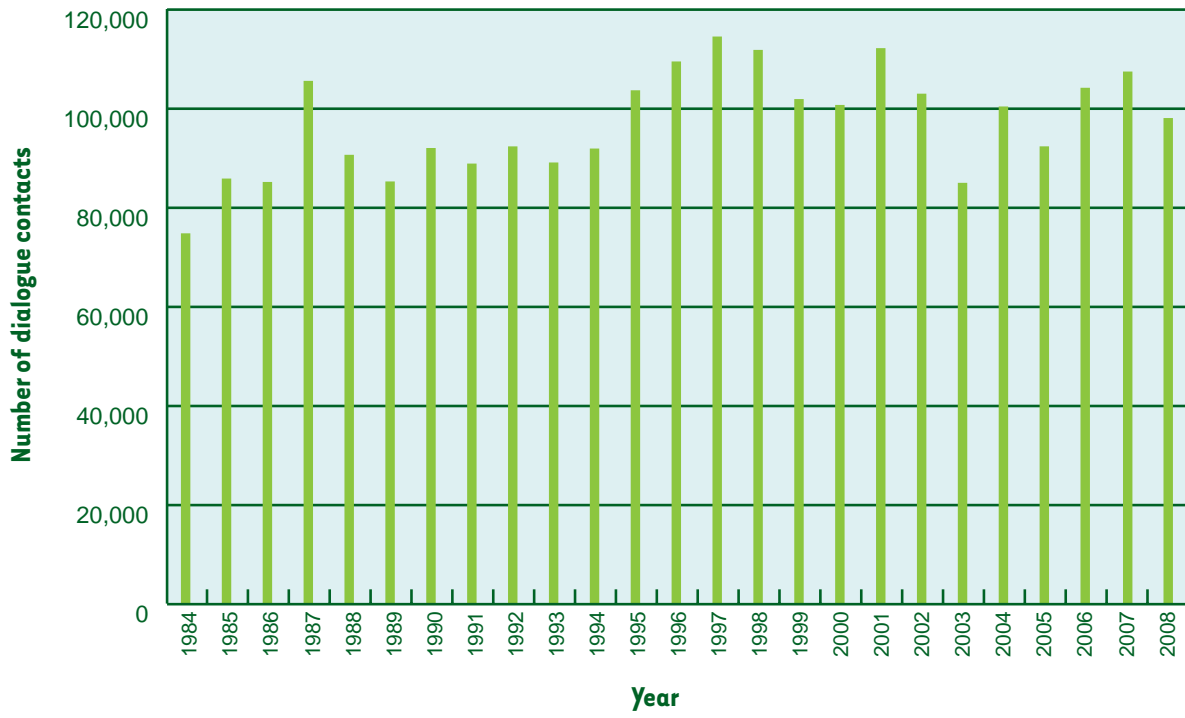
**Graph 29: Number of Dialogue Contacts Republic of Ireland 1984-2008**



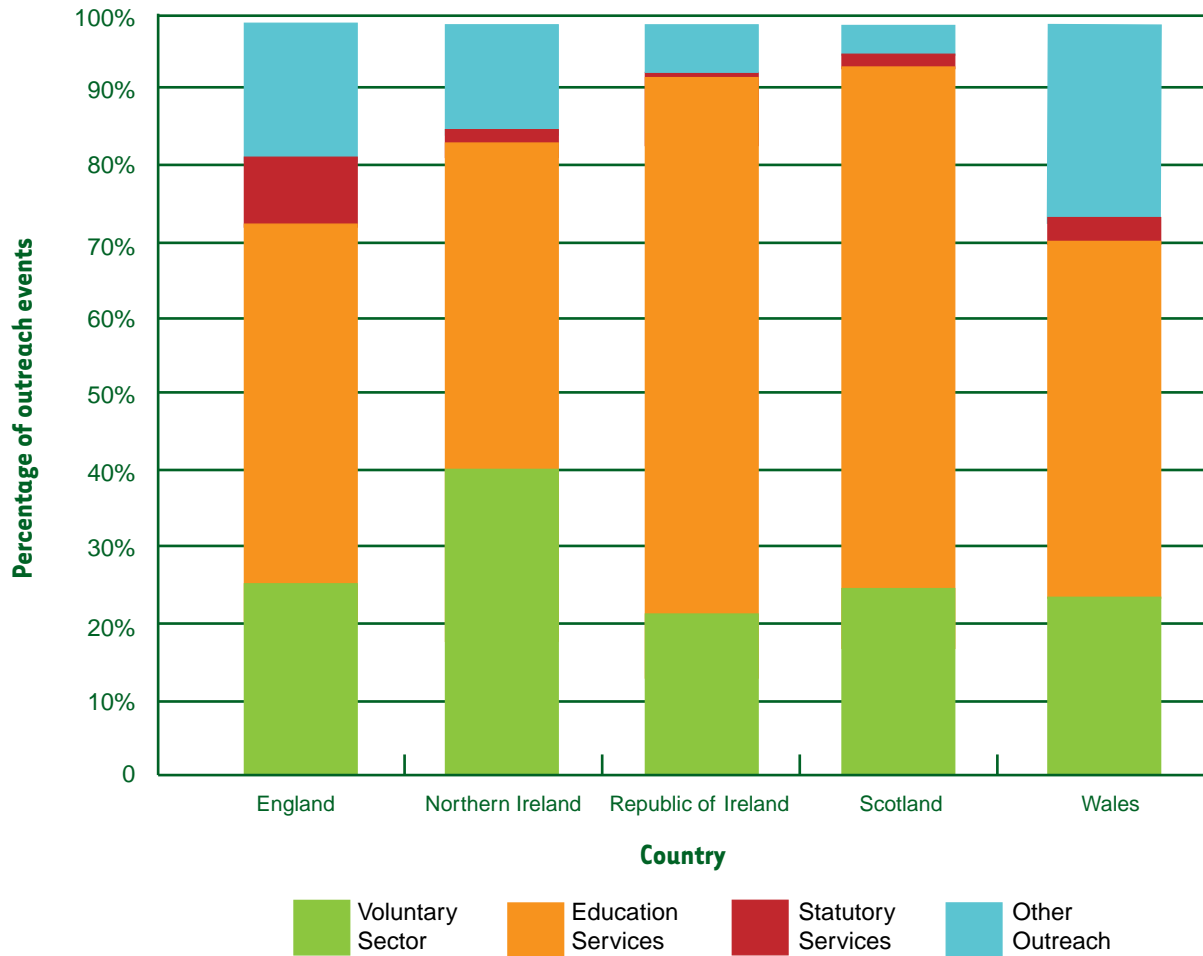
**Graph 30: Number of Dialogue Contacts Scotland 1984-2008**



**Graph 31: Number of Dialogue Contacts Wales 1984-2008**



**Graph 32: Outreach Events UK & ROI 2008**

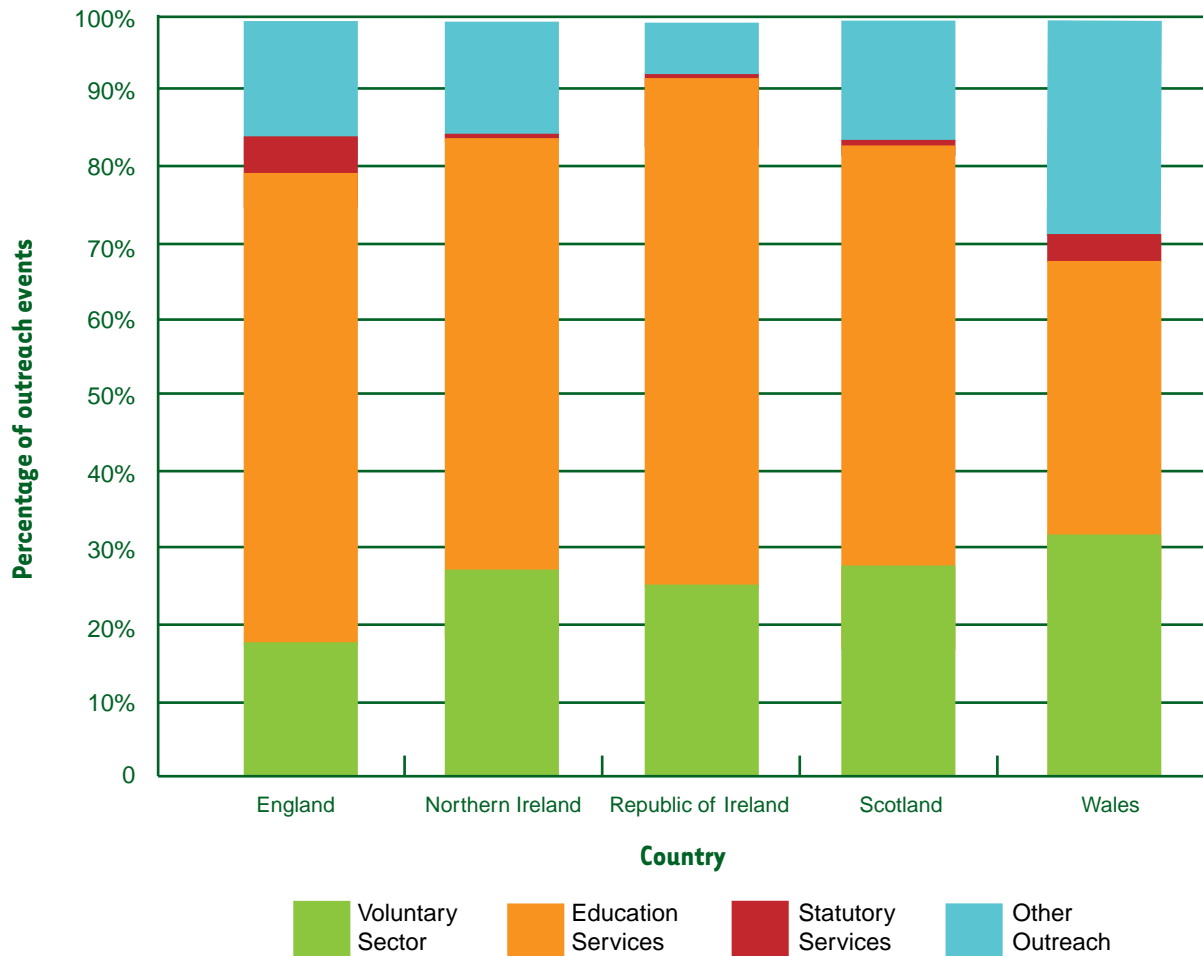


There were at least 3,316 outreach events in the UK and Republic of Ireland in 2008. Across all nations, the greatest proportion of events was for education services and the smallest proportion of events was for statutory services.

**Table 18: Number of Outreach Events UK & Republic of Ireland 2008**

| Country             | Voluntary Sector | Education Services | Statutory Services | Other Outreach | Total |
|---------------------|------------------|--------------------|--------------------|----------------|-------|
| England             | 642              | 1,210              | 230                | 444            | 2,526 |
| Northern Ireland    | 53               | 56                 | 2                  | 18             | 129   |
| Republic of Ireland | 54               | 181                | 1                  | 16             | 252   |
| Scotland            | 63               | 179                | 6                  | 9              | 257   |
| Wales               | 36               | 72                 | 5                  | 39             | 152   |
| Total               | 848              | 1,698              | 244                | 526            | 3,316 |

**Graph 33: People Reached through Outreach UK & ROI 2008**



There were at least 151,662 people reached through the outreach programme in 2008. Across all nations, the greatest proportion of people reached was through education services and the smallest proportion of people reached was through statutory services.

**Table 19: Number of People Reached Through Outreach UK & Republic of Ireland 2008**

| Country             | Voluntary Sector | Education Services | Statutory Services | Other Out-reach | Total   |
|---------------------|------------------|--------------------|--------------------|-----------------|---------|
| England             | 20,979           | 73,818             | 6,049              | 17,774          | 118,620 |
| Northern Ireland    | 3,067            | 6,316              | 60                 | 1,677           | 11,120  |
| Republic of Ireland | 2,224            | 5,916              | 30                 | 626             | 8,796   |
| Scotland            | 2,892            | 5,831              | 65                 | 1,635           | 10,423  |
| Wales               | 865              | 974                | 101                | 763             | 2,703   |
| Total               | 30,027           | 92,855             | 6,305              | 22,475          | 151,662 |

# Section 4: Suicide in the UK and Republic of Ireland

## Sources

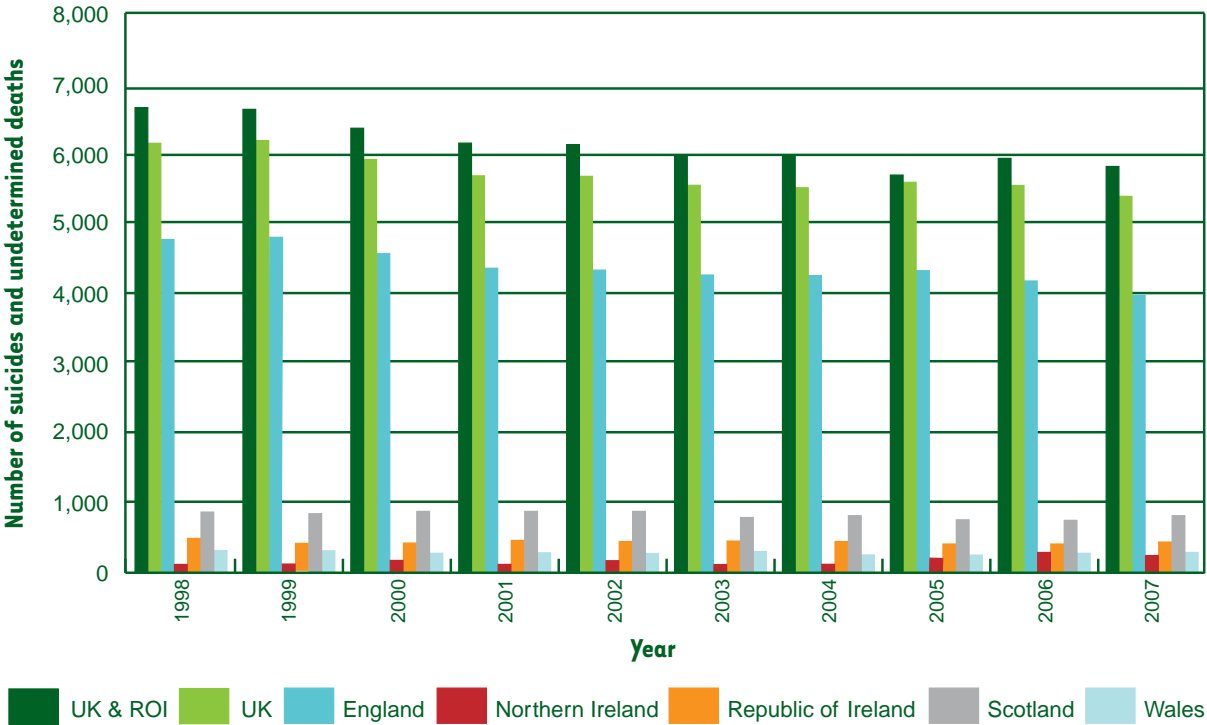
England and Wales, Office for National Statistics; Scotland, General Register Office for Scotland, Northern Ireland, NI Statistics Agency; Ireland, Central Statistics Office.

Data includes deaths registered in the appropriate calendar year as deaths from intentional self-harm and deaths from undetermined intent for England, Wales, Northern Ireland and Scotland. Data for the Republic of Ireland refer to intentional self harm only.

## Introduction

As the methods for collecting information on suicide vary widely within the United Kingdom and also between the UK and the Republic of Ireland, international comparisons of suicide rates should be made with caution. Including deaths of undetermined intent, which include coroners' open verdicts, is common research practice and goes some way towards reducing the margins of error created by the varying definitions and rules applied by different countries to arrive at suicide verdicts. However, the procedure is so different in the Republic of Ireland that it is more accurate not to include deaths of undetermined intent.

**Graph 34: Suicides and Undetermined Deaths UK & ROI 1998-2007**



**Table 20: Suicides and Undetermined Deaths in UK & ROI 1998-2007**

|                     | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 |
|---------------------|------|------|------|------|------|------|------|------|------|------|
| UK & ROI            | 6696 | 6671 | 6374 | 6177 | 6163 | 6008 | 6011 | 5703 | 5985 | 5865 |
| UK                  | 6182 | 6216 | 5961 | 5729 | 5712 | 5564 | 5554 | 5614 | 5576 | 5405 |
| England             | 4815 | 4828 | 4598 | 4388 | 4359 | 4298 | 4303 | 4382 | 4191 | 4011 |
| Northern Ireland    | 150  | 154  | 185  | 158  | 183  | 144  | 146  | 213  | 291  | 242  |
| Republic of Ireland | 504  | 439  | 413  | 448  | 451  | 444  | 457  | 431  | 409  | 460  |
| Scotland            | 878  | 874  | 880  | 887  | 886  | 791  | 835  | 763  | 765  | 838  |
| Wales               | 316  | 330  | 298  | 296  | 284  | 331  | 270  | 258  | 300  | 290  |

### Trends 1998-2007:

- 12% decrease in the United Kingdom and Republic of Ireland
- 13% decrease in the United Kingdom
- 17% decrease in England
- 5% decrease in Scotland
- 9% decrease in the Republic of Ireland
- 8% decrease in Wales
- 61% increase in Northern Ireland

### Further Information

Full tables on trends in age and sex for those who die by suicide and undetermined deaths for each of the nations are available on our website:

[http://www.samaritans.org/about\\_samaritans/facts\\_and\\_figures.aspx](http://www.samaritans.org/about_samaritans/facts_and_figures.aspx)

The individual countries within the United Kingdom and Republic of Ireland release their statistics at different times. The data presented here are the latest available at the time of compiling the Information Resource Pack. As new statistics are released, we add them to our website:

[http://www.samaritans.org/about\\_samaritans/facts\\_and\\_figures.aspx](http://www.samaritans.org/about_samaritans/facts_and_figures.aspx)

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## Section 5: Samaritans Publications

Available for download via our website : <http://www.samaritans.org>

### Annual report and accounts 2008/2009:

[http://www.samaritans.org/media\\_centre/annual\\_report.aspx](http://www.samaritans.org/media_centre/annual_report.aspx)

### Information Sheets, 2004:

These are a series intended to increase awareness of topics which relevant to the work of Samaritans. They are supplemented by detailed references leading to source material and additional information.

[http://www.samaritans.org/your\\_emotional\\_health/about\\_suicide/mental\\_health\\_and\\_suicide.aspx](http://www.samaritans.org/your_emotional_health/about_suicide/mental_health_and_suicide.aspx)

[http://www.samaritans.org/your\\_emotional\\_health/publications/depression\\_and\\_suicide.aspx](http://www.samaritans.org/your_emotional_health/publications/depression_and_suicide.aspx)

### Press Releases:

A range of up to date information for media can be found on Samaritans web site, including press releases about Samaritans campaigns and activity, locally and nationally, and information about suicide, self harm and emotional health.

[http://www.samaritans.org/media\\_centre/latest\\_press\\_releases.aspx](http://www.samaritans.org/media_centre/latest_press_releases.aspx)

### Samaritans Strategy 2009-2015: Taking the lead to reduce suicide

Samaritans plan until 2015, focusing our efforts on reducing the risk of suicide.

[http://www.samaritans.org/about\\_samaritans/governance\\_and\\_history/samaritans\\_strategy\\_2009\\_-\\_201.aspx](http://www.samaritans.org/about_samaritans/governance_and_history/samaritans_strategy_2009_-_201.aspx)

### Samaritans Media Guidelines, 2008

A valuable resource for those in the media who have any involvement with the reporting or portrayal of suicide and represent an important source of information to help ensure that the quality of reporting and portrayal on this important and sensitive topic is of a high standard.

[http://www.samaritans.org/media\\_centre/media\\_guidelines.aspx](http://www.samaritans.org/media_centre/media_guidelines.aspx)

### Emotional health promotion and young people: Samaritans branch survey, 2008

Samaritans identifies young people as one of the key target groups for emotional health promotion, and the strategy has a particular emphasis on working within a schools setting. Samaritans branches already have a strong tradition of working with young people in schools, youth groups and colleges. They raise awareness of suicide, self-harm and mental health, but also promote emotional health, listening and communication skills.

This report has been written to bring together the work Samaritans branches are doing with young people, so that successes can be shared and built upon, and to identify gaps or room for improvement. The report will help inform the development of the emotional health promotion programme for schools, and may serve as the basis for a directory of branches 'work with young people, thus enabling branches to better communicate and share their work.

[http://www.samaritans.org/about\\_samaritans/facts\\_and\\_figures/samaritans\\_in\\_schools\\_2008.aspx](http://www.samaritans.org/about_samaritans/facts_and_figures/samaritans_in_schools_2008.aspx)

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### **Website User Survey, 2007**

The report is a summary of feedback from users of Samaritans services, obtained through a Samaritans website survey between September 2006 to August 2007.

[http://www.samaritans.org/about\\_samaritans/facts\\_and\\_figures/website\\_user\\_survey.aspx](http://www.samaritans.org/about_samaritans/facts_and_figures/website_user_survey.aspx)

### **Youth and self-harm: perspectives - a report. Samaritans, 2003**

Summary of research into self-harm in teenagers exploring reasons for self-harming, methods, risk factors and coping strategies.

[http://www.samaritans.org/your\\_emotional\\_health/publications/youth\\_and\\_self-harm.aspx](http://www.samaritans.org/your_emotional_health/publications/youth_and_self-harm.aspx)

### **Reducing suicides at railway stations**

A booklet produced in conjunction with the Rail Safety and Standards Board, designed for Train Operating Companies who want to reduce suicides at stations. The measures suggested are also applicable to any suicide 'hotspot'.

[http://www.samaritans.org/about\\_samaritans/facts\\_and\\_figures/reducing\\_suicide\\_railways.aspx](http://www.samaritans.org/about_samaritans/facts_and_figures/reducing_suicide_railways.aspx)

### **Giving Trends, 2005**

Summary of results of surveys carried out into giving trends

In May 2005 Samaritans, supported by IPSOS, commissioned an independent survey into 'giving' trends throughout England.

[http://www.samaritans.org/about\\_samaritans/facts\\_and\\_figures/giving\\_trends.aspx](http://www.samaritans.org/about_samaritans/facts_and_figures/giving_trends.aspx)

### **Coping with Stress, With Professor Cary Cooper, 2005**

A booklet produced to provide ideas for reducing stress levels and giving individuals the means to look forward.

[http://www.samaritans.org/your\\_emotional\\_health/publications/coping\\_with\\_stress-1.aspx](http://www.samaritans.org/your_emotional_health/publications/coping_with_stress-1.aspx)

### **Youth matters - a cry for help, 2000**

A Viz style booklet about being a bit down targeted at young men. This humorous booklet contains swearing, serious stuff and helpful cartoon graphics.

[http://www.samaritans.org/your\\_emotional\\_health/publications/blokes\\_own.aspx](http://www.samaritans.org/your_emotional_health/publications/blokes_own.aspx)

### **Young men speak out, 1999**

A look at young men's views about depression, suicidal thoughts and attempted suicide. This report includes findings from a survey into suicidal feelings and young men as individuals and how they relate to their families, schools, communities and the wider world. It also looks at working towards a more sensitive response and reports what young men want as part of a solution.

[http://www.samaritans.org/your\\_emotional\\_health/publications/young\\_men\\_speak\\_out.aspx](http://www.samaritans.org/your_emotional_health/publications/young_men_speak_out.aspx)

### **Befrienders Worldwide**

The international website, [www.befrienders.org](http://www.befrienders.org) managed by Samaritans UK/Ireland, contains general self-help information for people in distress, or those wanting to help others in distress, in twenty-one languages. It includes a directory of helplines around the world that provide telephone, email or face-to-face support, information on sources of statistics and the media, and practical advice for people thinking of setting up a Samaritans type centre. It attracts up to 80,000 users a month, and is recognised as the principal global online resource.

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## Section 6: Further Help and Information

### United Kingdom

#### **CHILDLINE**

Weston House  
42 Curtain Road  
EC2A 3NH  
Tel: 020 7825 2775  
Helpline: 0800 1111  
Textphone: 0800 400 222  
Website: <http://www.childline.org.uk>

The free, 24-hour helpline for children and young people in the UK. Children and young people can call the helpline about any problem, at any time - day or night. Children who are deaf or find using a regular phone difficult can try the textphone service.

#### **CRUSE BEREAVEMENT CARE**

PO Box 800  
Richmond  
Surrey  
Helpline: 0844 477 9400  
Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) or [info@cruse.org.uk](mailto:info@cruse.org.uk)  
Website: <http://www.crusebereavementcare.org.uk/>

A registered charity which offers free bereavement care and support to people who have experienced the loss of someone close.

#### **DEPRESSION ALLIANCE**

212 Spitfire Studios  
63-71 Collier Street  
London  
N1 9BE  
Tel: 0845 123 23 20  
Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)  
Website: <http://www.depressionalliance.org>

Provision of help, advice, information and support to people with depression and their carers. Research into the causes of and the treatments for depression; the dissemination of such research.

#### **CENTRE FOR SUICIDE RESEARCH**

Department of Psychiatry  
Warneford Hospital  
Oxford OX3 7JX  
Tel: 01865 226258  
Website <http://cebmh.warne.ox.ac.uk/csr/>

Based in the Department of Psychiatry at the University of Oxford. This research group is investigating the causes, treatment and prevention of suicidal behaviour.

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### **DOCTOR PATIENT PARTNERSHIP**

Tavistock House  
Tavistock Square  
London  
WC1H 9JP  
Tel: 020 7383 6780  
Email: [dpp@bma.org.uk](mailto:dpp@bma.org.uk)

Produces innovative and far-reaching health information campaigns for both the public and health professionals.

### **LESBIAN AND GAY SWITCHBOARD**

P.O. Box 7324  
London N1 9QS  
Tel: 020 7837 6768  
Helpline: 020 7837 7324 10-11pm 7 days a week  
Website: <http://www.ligs.org.uk>

Aim to provide a 24-hour information, support and referral service for lesbians and gay men. The web site listed helps you to find your most local branch.

### **MENTAL HEALTH FOUNDATION**

3rd Floor, Sea Containers House  
20 Upper Ground  
London  
SE1 9QB  
Tel: 020 7803 1101  
Fax: 020 7803 1111  
Email: [mhf@mhf.org.uk](mailto:mhf@mhf.org.uk)  
Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

To pioneer new approaches to prevention, treatment and care, to contribute to public debate, to strive to reduce the stigma attached to mental illness and learning difficulties.

### **MIND**

Granta House  
15 - 19 Broadway  
London  
E15 4BQ  
Tel: 020 8519 2122  
Fax: 020 8522 1725  
Mind Info-Line: 0845 766 0163  
Website: <http://www.mind.org.uk>

To raise awareness of mental health, and to campaign for the rights of everyone experiencing mental distress.

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## **OFFICE FOR NATIONAL STATISTICS (ENGLAND AND WALES)**

Customer Contact Centre  
Office for National Statistics  
Cardiff Road  
Newport  
NP10 8XG  
Tel: 0845 601 3034  
Tel (Welsh): 01633 813381  
Minicom: 01633 812399  
Fax: 01633 652747  
Email: [info@statistics.gov.uk](mailto:info@statistics.gov.uk)  
Website: [www.statistics.gov.uk](http://www.statistics.gov.uk)

The UK's home of official statistics, reflecting Britain's economy, population and society at national and local level. Summary stories and detailed data releases are published free of charge.

## **NORTHERN IRELAND RESEARCH AND STATISTICS AGENCY (NISRA)**

McAuley House  
2-14 Castle Street  
Belfast, BT1 1SA  
Telephone: (028) 9034 8100  
Fax: (028) 9034 8106  
Email: [info@dfpni.gov.uk](mailto:info@dfpni.gov.uk)  
Website: <http://www.nisra.gov.uk>

NISRA's main aims are to provide statistics and social research to inform the Government and the wider public, to undertake the census of population in Northern Ireland and to administer the civil registration of births, deaths and marriages.

## **RELATE**

Herbert Gray College  
Little Church Street  
Rugby, Warwickshire  
CV21 3AP  
Tel: 0300 100 1234  
Email: [enquiries@relate.org.uk](mailto:enquiries@relate.org.uk)  
Website: <http://www.relate.org.uk>

Provides counselling, sex therapy, relationship education and training to support couple and family relationships throughout life.

## **RETHINK**

5th Floor, Royal London House  
22-25 Finsbury Square  
London  
EC2A 1DX  
Tel: 0845 456 0455  
Helpline: 0207 840 3188 (10am-3pm Monday, Wednesday & Friday; 10am-1pm Tuesday & Thursday)  
Email: [info@rethink.org](mailto:info@rethink.org) and [advice@rethink.org](mailto:advice@rethink.org)  
Web: [www.rethink.org](http://www.rethink.org)

Is the largest severe mental illness charity in the UK and is dedicated to improving the lives of everyone affected by severe mental illness.

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## **TELEPHONE HELPLINES ASSOCIATION**

4th Floor  
9 Marshalsea Road  
London SE1 1EP  
Tel: 020 7089 6321/0845 120 3767  
Fax: 020 7089 6320  
Website: [www.helplines.org.uk](http://www.helplines.org.uk)

Is a registered charity, which works with helplines to ensure that callers receive the highest quality response to all those seeking information, advice and help via the telephone.

## **TERENCE HIGGINS TRUST (THT)**

314-320 Gray's Inn Road  
London  
WC1X 8DP  
Tel: 020 7812 1600  
Fax: 020 7812 1601  
Help Line: 0845 122 1200 (10am-10pm Monday-Friday, 10am-6pm Saturday-Sunday)  
Website: <http://www.tht.org.uk>

Delivers health promotion campaigns and direct support to people who are at risk or living with HIV across the UK, especially people from the African community, gay men and the people close to them.

## **Scotland**

### **SCOTTISH EXECUTIVE CHOOSE LIFE TEAM**

NHS Health Scotland  
Elphinston House  
65 West Regent Street  
Glasgow  
G2 2AF  
Website: <http://www.chooselife.net>

Targeted to reduce the rate of people committing suicide in Scotland by 20 % by 2013.

### **SCOTTISH NEIGHBOURHOOD STATISTICS**

Tel: 0131 244 0442  
Fax: 0131 244 2223  
Email: [neighbourhood.statistics@scotland.gsi.gov.uk](mailto:neighbourhood.statistics@scotland.gsi.gov.uk)  
Website: <http://www.sns.gov.uk>

### **HEALTH PROMOTING SCHOOLS UNIT**

Gardyne Road  
Dundee DD5 1NY  
Tel: 01382 443684  
Website: <http://www.healthpromotingschools.co.uk>

The National Health Promoting Schools Website has information and resources to help schools take positive steps towards better health and well-being

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### **CHILD LINE SCOTLAND**

18 Albion Street  
Glasgow G1 11LH  
Helpline: 0800 1111  
Tel: 0870 336 2910  
Website: <http://www.childline.org.uk/scotland>

A helpline for children and young people in the UK. Children and young people can call on 0800 1111 to talk about any problem, at any time of the night or day.

### **PENUMBRA**

57 Albion Road  
Edinburgh EH7 5QY  
Tel: 0131 475 2380  
Email: [enquiries@penumbra.org.uk](mailto:enquiries@penumbra.org.uk)  
Website: <http://www.penumbra.org.uk>

One of Scotland's leading mental health organisations, providing a wide range of support services for adults and young people.

### **BREATHING SPACE**

Clyde Contact Centre  
Beardmore Street  
Clydebank  
Glasgow G81 4HX  
Tel: 0141 435 3901  
Helpline: 0800 83 85 87 6pm-2am Monday-Thursday; 6pm Friday-6am Monday  
Email: [info@breathingspacescotland.co.uk](mailto:info@breathingspacescotland.co.uk)  
Website: <http://www.breathingspacescotland.co.uk>

Set up due to serious concerns about the well-being of young people in Scotland today. It provides a confidential point of access to space to talk about feelings.

### **SEE ME CAMPAIGN**

1/3 Great Michael House  
14 Links Place  
Edinburgh EH6 7EZ  
Tel: 0131 554 0218  
Website: <http://www.seemescotland.org.uk>

To challenge stigma and discrimination around mental ill-health in Scotland. The campaign is run by an alliance of five Scottish mental health

### **YOUNG SCOT**

Rosebery House  
9 Haymarket Terrace  
Edinburgh EH12 5EZ  
Tel: 0808 801 0338  
Email: [info@youngscot.org](mailto:info@youngscot.org)  
Website: <http://www.youngscot.org>

Scottish youth information for 12 – 26 year olds

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## **CRUSE BEREAVEMENT CARE**

Riverview House  
Friarton Road  
Perth PH2 8DF  
Tel: 01738 444178  
Website: <http://www.crusescotland.org.uk>

A registered charity which offers free bereavement care and support to people who have experienced the loss of someone close

## **Republic Of Ireland**

### **AWARE**

72 Lower Leeson Street  
Dublin 2  
Tel: 01 661 7211  
Helpline: 1890 303 302 (10am-10pm, open until 1am at weekends)  
Email: [Info@aware.ie](mailto:Info@aware.ie)  
Website: [www.aware.ie](http://www.aware.ie)

AWARE is a voluntary organisation that aims to provide support group meetings for people with depression and manic depression and their families.

### **CENTRAL STATISTICS OFFICE (CSO)**

Central Statistics Office,  
Ardee Road,  
Rathmines,  
Dublin 6,  
Ireland.  
Phone (Dublin): 01-35321 453 4000

### **CENTRAL STATISTICS OFFICE**

Skehard Road,  
Cork,  
Ireland.  
Phone (Cork): 01 35321 4535000  
Fax: 021-4535555  
LoCall (Both Offices) :1890 313414  
Email: [information@cso.ie](mailto:information@cso.ie)  
Website: <http://www.cso.ie>

The Central Statistics Office (CSO) collects, compiles, analyses and disseminates statistical information relating to the economic and social life of Ireland.

It is also responsible for co-ordinating official statistics of other public authorities and for developing the statistical potential of administrative records.

(The Dublin and Cork offices deal with different sets of statistics. For further information contact the CSO).

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### **MENTAL HEALTH IRELAND (MHI)**

Mensana House,  
6 Adelaide Street  
Dun Laoghaire,  
Co. Dublin  
Tel: 01-2841166  
Fax: 01-2841736  
Email: [information@mentalhealthireland.ie](mailto:information@mentalhealthireland.ie)  
Website: <http://www.mentalhealthireland.ie>

A national voluntary organisation with 95 local associations and branches. It aims to help those who are mentally ill and to promote positive mental health.

### **CITIZENS INFORMATION (FORMERLY OASIS ONLINE)**

Comhairle, 7th Floor, Hume House, Ballsbridge, Dublin 4.  
Tel: (01) 6059000  
Fax: (01) 6059099  
Website: <http://www.citizensinformation.ie>

A government website which was developed and is maintained by the Citizens Information Board. The Citizens Information Board is the national agency responsible for supporting the provision of information, advice and advocacy to the public on the broad range of social and civil services.

### **SHINE – SUPPORTING PEOPLE AFFECTED BY MENTAL ILL HEALTH (FORMERLY SCHIZOPHRENIA IRELAND)**

Dublin Office:  
38 Blessington Street,  
Dublin 7  
Tel: (01) 860-1620  
Fax: (01) 860-1602  
Information Helpline: 1890 621631  
(Mon-Fri 09.00-16.00)  
Email: [info@sirl.ie](mailto:info@sirl.ie)  
Website: <http://www.shineonline.ie/>