



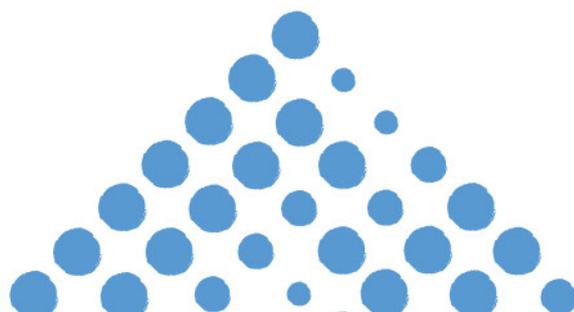
**SAMARITANS**  
Cymru

# The power of human connection

 Samaritans Cymru  
Impact Report 2021/22

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# We are Samaritans

## ➤ Our vision is that fewer people die by suicide

To achieve this, we believe Samaritans has a crucial role to play in:

- Reducing the risk factors that make some people more likely to take their own lives.
- Ensuring that people who are at increased risk of suicide are supported.
- Making it less likely that people who do experience suicidal thoughts act on them.
- Reducing the likelihood that people will develop suicidal thoughts.

## Our Mission

We're here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we're here for them and we campaign to make suicide prevention a priority.



Chris O'Donovan Photography/Samaritans

## Our Values

Our support services adapt to the changing environment, but the values at the core of our listening service remain constant:

### Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.



### Confidentiality

If people feel safe, they are more likely to be open about their feelings.



### Non-judgemental

We want people to be able to talk to us without fear of prejudice or rejection.

Non-judgemental



### People making their own decisions

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.



### Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Human contact



# Welcome from the Chair and Executive Director for Wales

 We're needed now, more than ever

## Welcome to the Samaritans Cymru Impact Report for 2021/22

- In 2021, **347** people died by suicide in Wales.
- Since 2010, men aged **45 to 64** years have had the highest age-specific suicide rates.
- Suicide rates are **two to three times higher** in the most deprived areas compared with the most affluent.
- People who have experienced adverse childhood experiences (ACEs) are at much greater risk of mental illness throughout life. Adults who had suffered four or more types of ACEs are **almost ten times more likely** to have self-harmed or felt suicidal than those who had experienced none.

Suicide is a major public health issue. It is also a major inequality issue. Whilst the causes of suicide are complex, suicide disproportionately affects those from vulnerable or disadvantaged backgrounds, and there are clear links with poor mental health, poverty, loneliness and social isolation and adverse childhood experiences (ACEs). Areas of higher socioeconomic disadvantage tend to have higher rates of suicide – the greater the level of deprivation experienced by an individual, the higher their risk of suicidal behaviour.

Following an unprecedented period of disruption and uncertainty, we know that many people have experienced trauma and poor mental health. The pandemic widened inequalities for many people in Wales. Those who were vulnerable at the beginning now face more distress than ever before.

Socioeconomic factors that can increase suicide risk include unemployment, low income, unmanageable debt, poor housing conditions, job insecurity or having non-traditional employment (such as part-time, irregular, and short-term contracts).

Additionally, the risk of suicidal behaviour increases when an individual faces negative life events such as adversity, relationship breakdown or social isolation; or when experiencing stigma, emotional distress or poor mental health.

People living in poverty and vulnerable circumstances across Wales are more likely



to have experienced ongoing stress and negative life events during the pandemic and the cost-of-living crisis, increasing their risk of suicidal behaviour. This is a devastating consequence that we must not turn away from. Now more than ever, we need to be there for those experiencing adversity. People across Wales are struggling with their mental health because they are struggling to make ends meet. This is not about a lack of resilience or positivity; this is because they are being faced with very difficult circumstances. Addressing this requires a cross-governmental and cross-sectoral commitment; suicide does not belong to any specific department or sector – it's everybody's business.

During such challenging times, we are hugely proud of our progress in Wales. Our staff and volunteers in Wales have worked incredibly hard to be there for anyone who needs us (which last year meant adapting to a new way of working

throughout the pandemic). We're proud of our resilience and strength, and we're excited for the next two years, where we'll see the arrival of two new staff members. A bigger Wales team will enable us to strengthen our reach across Wales and help us support our amazing branches.

In Wales, we are proud of our incredible volunteers, who humbly support people in distress day and night. They are the backbone of our organisation. In 2022, they answered a call for help every four minutes. Even through pandemic restrictions, they selflessly continued to be there for their communities and for anyone struggling to cope. Each of the teams at our ten locations in Wales demonstrated a brilliant and unique connection with their local area. Their dedication is crucial in Samaritans achieving its vision – that fewer people die by suicide.

Another major area of progress has been the launch of our new strategy, *Tackling suicide together: providing a safe space in uncertain times*, informed by people with lived experience, our volunteers, staff and supporters. We also launched our strategic delivery plan 2022-2024 for Wales, alongside the other nations.

We worked closely with our volunteers, staff, supporters, and partner organisations in Wales, as well as people who've had suicidal thoughts or have been affected by suicide, to shape a strategy that builds on everything we've learned over the



Philip Hatcher-Moore Photography/Samaritans

years. In Wales, we're building on the strong foundations of a developed national presence, a track record of recognition of our service, our branches and local activity, and of policy influence and research.

Finally, we are hugely proud of our organisational commitment to equity, diversity and inclusion. Our EDI project in Wales was an integral part of the key principles that now guide our whole organisation. We will keep striving to develop a culture and environment that supports all our people to feel welcome.

The nature of our organisation allows us to sit on either side of the sliding scale of prevention and crisis care, and we'd like to thank every single individual, organisation, stakeholder and politician who has supported us on this journey in Wales.

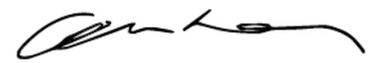
We understand deeply, both personally and professionally, how important compassion and human connection is when addressing emotional distress and suicide risk. We are a

unique, non-judgemental organisation who show people in extreme distress that there is always someone who cares. For many people, that is a powerful signal of hope.

We are excited to start working together as a new, bigger team with the diverse skills and expertise needed to deliver our vision in Wales.



**Neil Ingham**  
Executive Director  
for Wales



**Ana Laing**  
Chair of Samaritans  
Cymru Board and  
Trustee for Wales



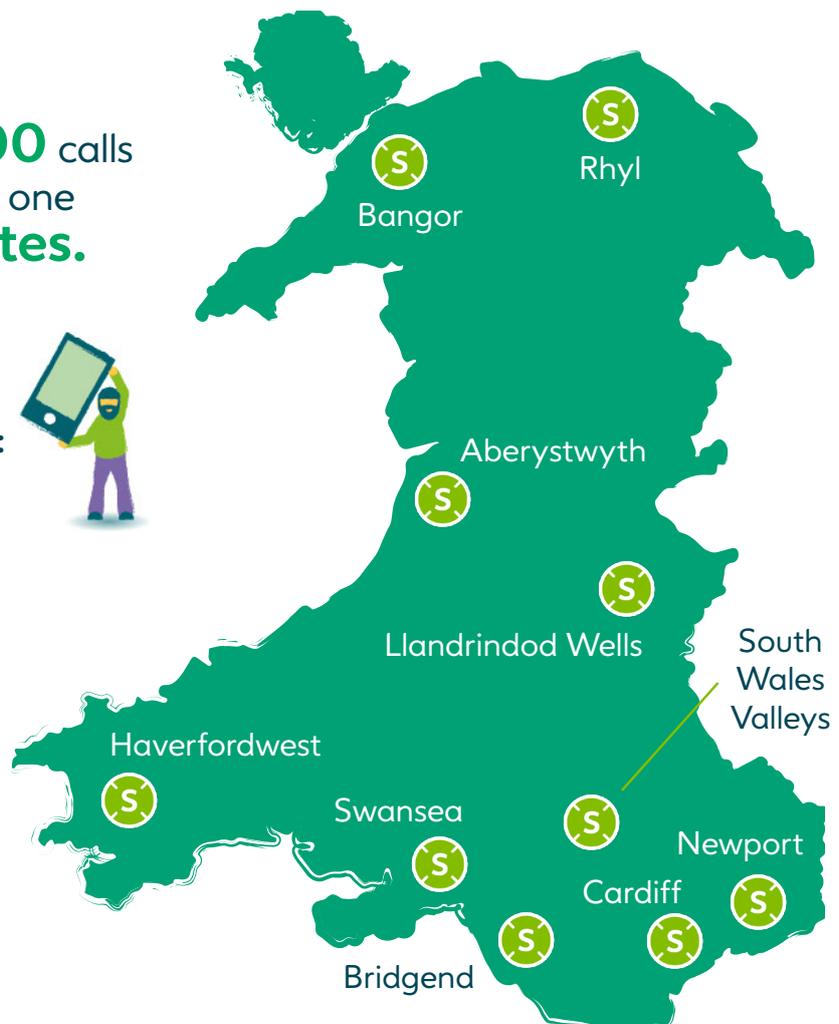
# Our impact in Wales



We answered **130,000** calls for help. This equates to one call every **four minutes**.

The top **5** reasons for calling Samaritans were:

- Mental health/illness
- Family
- Isolation/loneliness
- Relationship problems
- Physical health/illness



We have a total of **837** volunteers in Wales.



This includes:

- **705** listening volunteers
- **132** support volunteers – who work in areas such as fundraising, publicity and community outreach

# Our work in Wales

## In the community

### Our work in prisons

In Wales, we work with His Majesty's Prison and Probation Service (HMPPS) on suicide prevention through our Listener scheme.

The Listener scheme started in HMP Swansea in 1991 and now operates in nearly every prison in the UK, including every prison in Wales. The Listener scheme is a peer support service that aims to reduce suicide and self-harm in prisons. Samaritans' volunteers train and support prisoners to become Listeners, who in turn provide confidential emotional support to their fellow inmates who are struggling to cope.

**In 2021/22, Listeners in Wales responded to more than 6,400 requests for emotional support from fellow inmates.**

### Our work with the rail industry

Our national partnership with Network Rail and the wider rail industry, including British Transport Police and the train operating companies, aims to reduce suicide on the railways and to support everyone affected.

Our Regional Development Lead for Wales and the Western Route, has continued to support the Network Rail partnership in Wales to reduce suicide on the railway and maintain a supportive culture for those in crisis and postvention support. A Joint

Suicide Prevention Plan for 2021/22 has been developed for the rail network in Wales, in conjunction with Network Rail, and has been signed by key stakeholders including British Transport Police (BTP), Transport for Wales (TfW) and Amey Infrastructure (AIW) – who are responsible for the South Wales Metro Core Valley Lines Transformation.

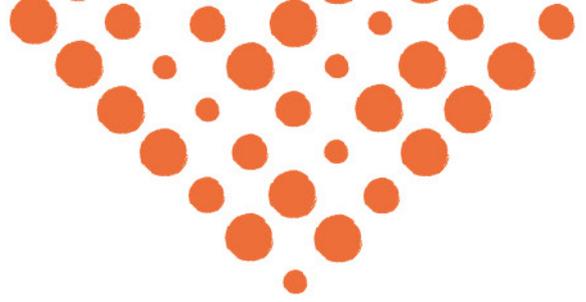
**The rail partnership in Wales and the UK met a milestone of delivering the Managing Suicidal Contacts training to 25,000 rail staff nationally since its inception in 2010.**

**In 2021/22, 70 life-saving interventions were recorded on the rail network in Wales.**

### The Welsh Language

Samaritans' Welsh Language Scheme was first approved by the Welsh Language Commissioner in 2014. Our dedicated Welsh language line has been helping Welsh speakers who need emotional support since 2010. We also extended our correspondence service so that anyone who needs emotional support in Welsh can send a freepost letter. Some find this to be a more personal way of getting their feelings across.





## Awareness and outreach sessions

Throughout 2021/22, we've continued to deliver our awareness and outreach sessions to organisations and services across Wales who engage with anyone facing inequality through socioeconomic disadvantage, rurality or vulnerability.

These sessions have been delivered to a wide range of frontline and public services, such as the Department for Work and Pensions (DWP), the Open University in Wales and Citizens Advice Cymru.

## Workplace Training

Samaritans Training and Engagement Programmes supports organisations to train their people and teams to spot and support anyone struggling to cope.

This year, Samaritans' Workplace Training team has delivered our various training courses to external organisations and workplaces, including:

- Conversations with Vulnerable People (Welsh Government and the DPI Foundation)
- Managing Suicidal Conversations (Citizens Advice Cymru, Age Cymru and Dyfed Powys Police)
- Listening Skills (Sports Wales)

More information on our workplace training can be found at [samaritans.org/workplace](https://www.samaritans.org/workplace).

## Our work in schools

We work with schools to support young people through our resources, and we offer special support if there's a suicide in a school community with our Step by Step service.

Samaritans supports schools, college communities and other youth settings across the UK and Republic of Ireland through our postvention services, lesson plans and school talks.

Step by Step is a Samaritans service that provides practical support to help schools prepare for and recover from a suspected or attempted suicide. Our Wales team have continued to support both schools and universities throughout 2021/22.



# Our work in Wales

## ➤ Campaigns and events

### Brew Monday

Every January, 'Blue Monday' is said to be the most difficult day of the year, but we know that people can feel low on any day of the year. That's why we created Brew Monday. This campaign reminds everyone that reaching out when you're struggling is a strength, not a weakness. Last January we encouraged people across Wales to reach out for a cuppa and a catch-up to get people talking about mental health and remove the stigma. This included a live cuppa and catch-up on *ITV Wales News* between our Executive Director for Wales and reporter Charanpreet Khaira.

### Real People Real stories

In January 2022 we launched the latest phase of our Real People, Real Stories campaign, which aims to reach men in rural communities in Wales who are struggling to cope – to prevent them reaching crisis point.

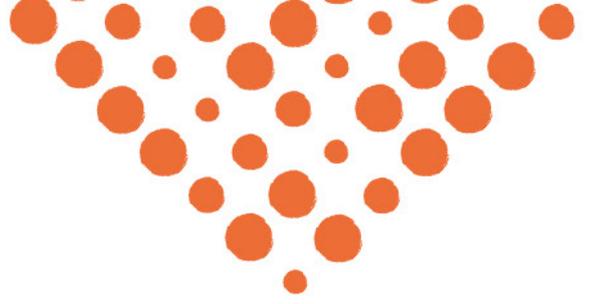
For the latest phase of the campaign, we conducted UK research of men living in rural areas, which found that there are many factors that would stop them reaching out for support – even if they were really struggling. The top three barriers were stigma around mental health, not knowing who to turn to and lack of awareness of available support.

Evidence suggests that suicide rates are higher in rural areas compared to urban areas.<sup>1</sup> Rural-based occupations, such as those in agriculture, have also been shown to have an increased risk of suicide.<sup>2</sup> We raised awareness in these areas to let men know they don't need to face things alone. We did this through a television advert, which ran on S4C, radio adverts, and adverts for our helpline on petrol pumps in every rural local authority. We were also thrilled to have our supporter Nigel Owens MBE involved with the campaign.



Philip Hatcher-Moore Photography/Samaritans

- 1 Office for National Statistics (2017)
- 2 Niederkrotenthaler et al (2010). Role of media reports in completed and prevented suicide: Werther v. Papageno effects. *British Journal of Psychiatry*, 197, 234–243.



## Campaign for a suicide-safer internet

At Samaritans we believe it's important to create a suicide-safer internet for everyone, while still making sure the support the internet provides remains available.

The Online Safety Bill, legislation being proposed by the UK Government, is an unprecedented opportunity to make a suicide-safer internet, reducing and restricting access to harmful content while enabling online support to flourish. But the UK Government must get it right. Across the UK, governments are committed to reducing deaths by suicide – an ambition we all share. The Online Safety Bill is an important part of the picture in achieving this ambition.

In 2019, Samaritans established The Online Excellence Programme, which aims to promote consistently high standards across the sector to make the internet a safer place, in turn reducing deaths by suicide.

This programme has allowed our nations' policy teams to lobby for support through public campaigning, and through meetings with respective governments, throughout the timeline of the Online Safety Bill.

## Wales Flagship Events

Following uncertainty and postponed events during the pandemic, we were proud to have our Wales volunteers attend three major Wales flagship events: the Royal Welsh Show, the National Eisteddfod of Wales and Pride Cymru.

We also secured a sponsorship package with both the Royal Welsh Show and Pride Cymru 2022, which provided us with high-level coverage of our helpline and outreach service within farming, rural and LGBTQ+ communities.



## Volunteers from Cardiff and other supporting branches welcoming Mark Drakeford MS, First Minister of Wales.

# Our work in Wales

## Policy and partnerships

### Samaritans' strategy: Tackling suicide together

In June 2022, Samaritans were proud to launch our 2022-27 strategy. To develop our strategy, Samaritans worked with people who have contacted Samaritans, people who've been affected by suicide or suicidal thoughts, and those who volunteer and work with us or support us. With their help, Samaritans identified our main priorities for the next five years.

Alongside this strategy, we developed our strategic delivery plan 2022-24 for Wales, alongside the other nations.

### Prioritising self-harm

In 2021, we published *The Right Support At The Right Time? – Improving the availability and quality of support after self-harm in Wales*. The report brings together insights from people with lived experience of self-harm, stakeholders, service providers and the general public to understand the support needs of people who have self-harmed, and identifies opportunities to improve the quality of available support.

The report highlighted the barriers people in Wales face in accessing timely and appropriate support, and it calls for more urgent action to ensure people get the right help at the right time.

We've worked to raise awareness of our recommendations and we've increased

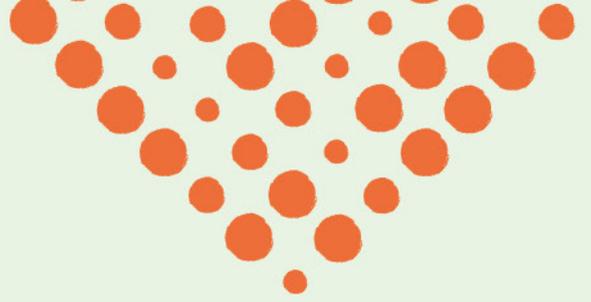
engagement with the Welsh Government and Welsh Parliament while promoting it. We've delivered presentations on the report to suicide and self-harm prevention forums across Wales.

### The new curriculum in Wales

Since the launch of Successful Futures, the Independent Review of Curriculum and Assessment Arrangements in Wales in 2015, we've worked extensively to call for the statutory inclusion of mental health education.

In 2021, we worked with Mind Cymru to call for an amendment to the Curriculum and Assessment (Wales) Act to include a duty of regard to mental health. We were proud to achieve this and we continue to work with Mind Cymru to make sure the inclusion of mental health education is implemented effectively.

We continue to promote *Exclusion from school: the hidden cost*, our report on the links between exclusion and suicide risk. In 2022, we were delighted to become part of the Wales Advisory Group for the Excluded Lives Project, a multi-disciplinary project across the UK based at the University of Oxford. The overarching aim of this project is to provide a comprehensive and multi-disciplinary view of the different policies, practices and costs of formal, informal and illegal school exclusions across the UK.



## Samaritans Cymru priorities 2022–24

1

Increase access to our emotional support services through scaling up new service delivery models, innovating and using digital technology to develop new service approaches, and consolidating the quality and capacity of existing service models.



2

Ensure our services are reaching the people and communities who are most in need of support, including through partnerships and collaboration with different organisations, industries and sectors.



3

Campaign, influence, and advocate at a national, regional and local level, providing a centre of excellence around suicide prevention that is informed by lived experience and robust evidence.



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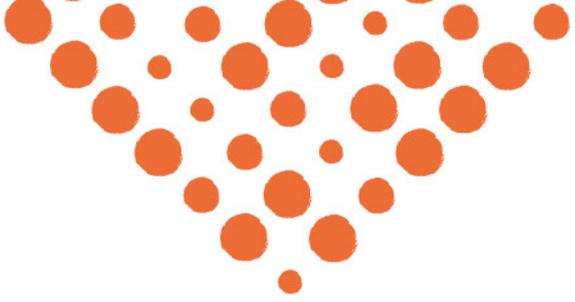
Increase our capacity to become one team of valued, diverse people, optimising the skills and talents of volunteers and paid staff.



5

Harness the energy and passion of supporters to campaign, make their voices heard and raise funds to offer better support to those who need it.





## Socioeconomic disadvantage and suicidal behaviour

Since the launch of our report on poverty and suicide in 2018, we've continued influencing change and have worked collaboratively with networks and alliances in Wales. We used *Socioeconomic disadvantage and suicidal behaviour: Finding a way forward* to successfully make the case for inequality to be included in various strategies, such as Connected Communities, the Welsh Government strategy for tackling loneliness and isolation.



Matthew Horwood

## Suicide and self-harm prevention forums

With the support of our branches, we've secured a strong presence on local suicide and self-harm prevention forums across Wales. This continued in 2021/22, and we now have close working relationships with the Regional Suicide and Self-harm Prevention Coordinators (NHS Wales Collaborative) and a strong link to local implementation. We're excited to recruit for a new Community Influencing Manager at the end of 2022, which will strengthen this collaboration and extend our reach. This role will support the Community Development project, funded by the Waterloo Foundation, which aims to increase local suicide prevention in communities across Wales.

## Working collaboratively

We provide the secretariat for the Cross-Party Group on Suicide Prevention and we attend advisory groups to Welsh Government on Suicide and Self-harm Prevention and Loneliness and Social Isolation. We're also part of alliances and groups including the Wales Alliance for Mental Health, the Welsh NHS Confederation Health and Wellbeing Alliance, the Suicide Bereavement Task and Finish Group, the Anti-Poverty Coalition and the Fair Treatment for the Women in Wales coalition.

# Equity, diversity and inclusion at Samaritans

In January 2018 we began an important piece of work on equality, diversity and inclusion in Wales. The aim of the project was to deepen our understanding of the motivations for and barriers to volunteering, particularly for those from minority groups, and to increase the diversity of our volunteers.

This project led to dedicated UK-wide staff, a two-year EDI Plan and a commitment to equity, diversity and inclusion. It's one of the key principles of our new strategy. It will be at the heart of everything we do at Samaritans, guiding the way we work and behave.

As part of our strategy, we've identified five key goals for equity, diversity and inclusion at Samaritans:

- 1.** Our culture and environment will support all our people to feel welcome, that they belong, and that their experiences are valued.
- 2.** Our staff and volunteers will be more representative of the communities we live and work in.
- 3.** We will support a wider range of people by taking action to become more accessible and relevant to different communities.
- 4.** We will appeal to a wide range of supporters who are representative of the communities we live and work in.
- 5.** We will collaborate with and advocate for the needs of a diverse range of communities who need our support the most.



Chris O'Donovan Photography/Samaritans



# Our people

## ▶ Celebrating our volunteers



I would like to say a huge thank you to all the volunteers in every branch across Wales. The past two years have presented us with unprecedented challenges and obstacles, but their time and dedication means they continued to be there for people in distress 24 hours a day, 7 days a week. They've also been hard at work fundraising and providing vital outreach services in their local communities, which helps raise awareness of the remarkable service Samaritans offers.

I was particularly impressed to see such a brilliant team of volunteers in place at our three major events in Wales: the Royal

Welsh Show, the Eisteddfod and Pride Cymru. We raised awareness of our helpline and outreach services, but we also stood loud and proud at Pride Cymru – and walked the parade – so we could let the LGBTQ+ community know we are always here for them. We want people to be able to talk to us without fear of prejudice or rejection, and that's why our presence is so important.



**Meryl Jones**  
**Regional Director for Wales**



Chris O'Donovan Photography/Samaritans

## The Samaritans of Rhyl and North East Wales

During a placement with the Rhyl branch, student social workers delivered a presentation to over 30 first-year social work students and lecturers at Wrexham University, alongside the Branch Director. The presentation talked about different aspects of Samaritans' work locally and across the wider organisation. They also supplied the university with publicity materials for, and answered questions from, their students.

The branch also did outreach activities with churches, the Department for Work and Pensions (DWP) and local food banks across the area.

## Swansea Samaritans

The Swansea branch did a fantastic job promoting Brew Monday in January 2021, and they supplied awareness materials to local organisations including food banks in Port Talbot, Job Centres in Neath Port Talbot and Swansea, Crisis Swansea and Tinopolis Group.

Tinopolis sent a TV crew to the branch to film a piece for TV show *Prynhawn Da* on S4C, and volunteers were filmed explaining the ethos behind Brew Monday. The programme aired on S4C on Brew Monday in January.

Volunteers from the Swansea branch also delivered online talks on emotional health awareness to job centres in Swansea, Morriston and Neath.

## Powys Samaritans in Llandrindod Wells

Powys branch have been busy with outreach work in schools in Llandrindod Wells and Crickhowell. They attended a conference on postvention support following a suicide, which is a core part of our outreach services. Volunteers also attended the Hay Festival and had a stand where they raised awareness of Samaritans.



## South Wales Valleys Samaritans

South Wales Valleys Samaritans have been providing emotional support in the area since 2015 and are a 'branch without walls', meaning a huge proportion of their work is crucial outreach work.

Their 'Feet on the Street' shifts have taken place in Pontypridd, Aberdare, Merthyr Tydfil and Ebbw Vale. They have worked in partnership with local gyms and a boxing organisation to support young men, and have supported Coleg Gwent, Coleg Y Cymoedd and University of South Wales (USW) through various outreach and awareness sessions.

They continued to provide emotional support at Ystrad Mynach Custody Suite, and also worked with British Transport Police (BTP) to target any rail stations where a vulnerable individual has been identified.

Alongside other charities, volunteers delivered a self-harm awareness project for people who self-harm, professionals, or concerned friends and family. They also delivered several presentations on *Working with Compassion* and *Finding your way* (see page 22) across the area.

The team also took part in ITV's *Tenable* quiz show as 'The Listening Ears' to raise awareness and funds for the service.

## Cardiff and District Samaritans

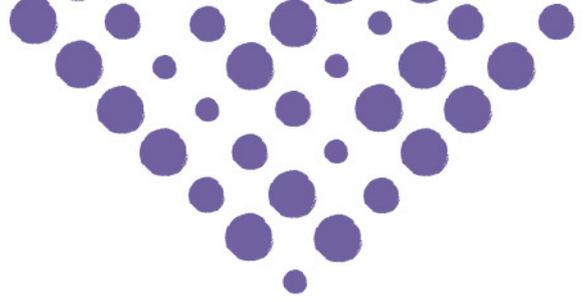
Cardiff were the lead branch for Pride Cymru and did an amazing job representing Samaritans at the parade and the main event. Volunteers were thrilled to be back at Pride after three postponed years due to Covid-19.

They delivered many presentations on *Working with Compassion* and *Finding your way*, including at The Mental Health and Wellbeing Wales Show. They also undertook monthly shifts at Cardiff Central Railway station to provide emotional support to the public.

The Cardiff branch also supported a Sarah Millican show, collecting a brilliant £1,400.



**Volunteers from Cardiff and other supporting branches ready for the Pride Cymru parade.**



## Newport and Gwent Samaritans

Following disruption caused by the pandemic, Newport branch continued their custody suite work in Newport police station along with their prison work in Prescoed and Usk prisons.

Newport branch had a brilliant two years of fundraising, raising over £30,000 last year through quiz and music nights, raffles, and a fashion show.

Their outreach work included freshers' fayres, a bereavement support group, a community hub, and at Newport railway station. They also worked with a local football club to provide emotional support to the players.

Newport branch recently moved to a new property that will allow them to increase their training and outreach capacity. The new branch is also accessible, so they can welcome volunteers who need disabled access.

## North West Wales Samaritans

In conjunction with the Welsh Government and the Trunk Roads Agency, the emergency telephones on high-frequency locations in Bangor and Anglesey were upgraded and extended to be more visible to anybody in distress – with a direct line to Bangor branch. Mitigating suicides at high-frequency locations is crucial in suicide prevention, and Bangor branch have really excelled in making these links.

The branch placed several large-scale helpline adverts at sporting venues throughout the region, targeting the high suicide rates amongst men in Wales.

Their famous 'community vehicle' has again been out and about, visiting the Beaumaris Christmas Tree Festival, Bangor Cathedral Rotary Event, the National Eisteddfod of Wales and the Anglesey Show.



**Volunteers from Newport branch promoting our service at a community event.**

## The Samaritans of Aberystwyth and Mid Wales

The Aberystwyth branch embarked on a 3-year plan in preparation for their 50<sup>th</sup> anniversary celebrations in 2026. Starting with the discovery phase, the aim this year is to clarify their role in the communities they serve, as well as their ambitions and capabilities as a branch in line with our newly published 2022-27 strategy.

As part of this, the branch started preparatory work on a new partnership with Dyfed Powys Police, which will see volunteers attending the custody suite to support people who are struggling while in detention.

The branch lead Samaritans' presence at the National Eisteddfod in Tregaron, which brought a great buzz to the county after a two-year hiatus. Dedicated volunteers from Aberystwyth, Bangor and Swansea branches talked to visitors at their stand through the whole week. The Minister for Social Justice, Jane Hutt MS, also visited their stand to hear about the demands on our service and the difficulties branches faced in recovering from the pandemic.



**The branch welcoming Jane Hutt MS, Minister for Social Justice, at the National Eisteddfod of Wales.**

## The Samaritans of Haverfordwest and Pembrokeshire

Pembrokeshire branch took on some fantastic outreach work within educational settings in the area. They held events at Milford Haven Comprehensive School and attended health and wellbeing events at Pembrokeshire College.

The branch is a member of and contributor to the West Wales Action for Mental Health Forum and have recently embarked on a new partnership with the Haverfordwest Custody Suite Partnership. This will enable them to support anyone in detention who is struggling to cope.

They also supported the rural community by attending various wellbeing events in the area.

## Bridgend Samaritans

Bridgend Samaritans celebrated the 30<sup>th</sup> anniversary of the Listener scheme by reminding prisoners and staff at HM Prison Parc about the importance of the scheme and how it can help. This celebration included a quiz and a sponsored 10km bike ride.

The branch delivered some fantastic *Working with Compassion* training to Mental Health First Aiders across Wales, and they attended the Bridgend Mental Health Pathway Young Persons' Fair to raise awareness of the service.

They also supported young people by attending the Bridgend College Wellbeing Festival at both the Bridgend and Pencoed campuses.

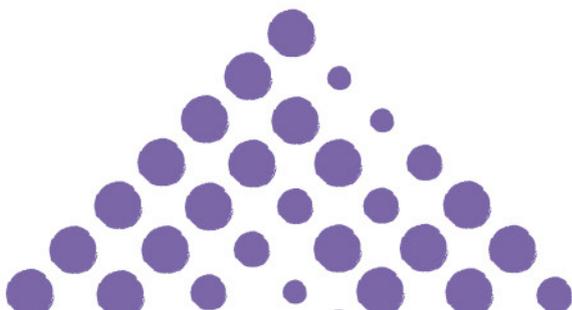
## Festival branch of Samaritans

Festival Samaritans attend a range of festivals and events throughout the UK, offering emotional support to anyone who needed it.

In 2022, they attended the new *In It Together* festival in Neath Port Talbot and talked to 637 people about our service. They also gave emotional support to 72 people.



**Festival branch volunteers at the *In It Together* festival.**



# Supporting Wales

➤ We're proud to have a set of resources specifically for people in Wales

## Working with Compassion

*Working with Compassion* is a toolkit designed to help people in Wales develop compassionate approaches at work, improving the interactions between staff, customers, clients or service users.

This toolkit was designed to provide staff with facts and information, alongside real tips and actions that can be used in daily working life. This toolkit can assist staff when talking to or helping someone who is experiencing poor mental health, emotional distress or suicidal thoughts.

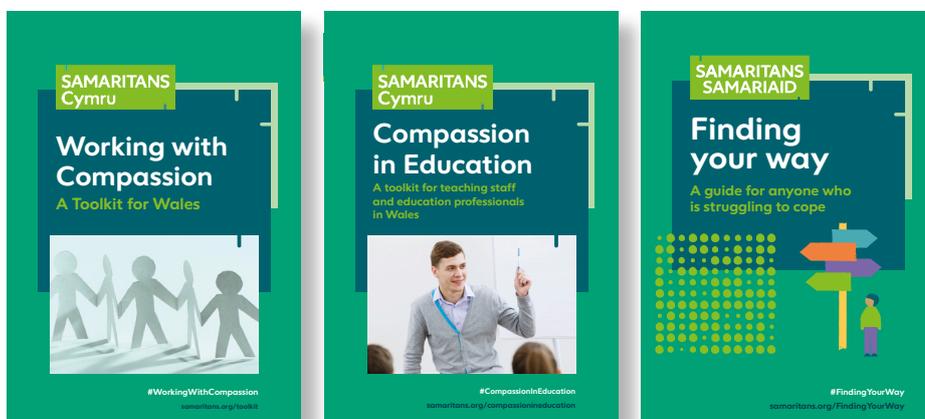
## Compassion in Education

*Compassion in Education* was designed as an easy-to-use guide for education staff in Wales to help schools, colleges and universities look after their community by adopting a compassionate approach to the emotional and mental health needs of students and staff.

## Finding your way

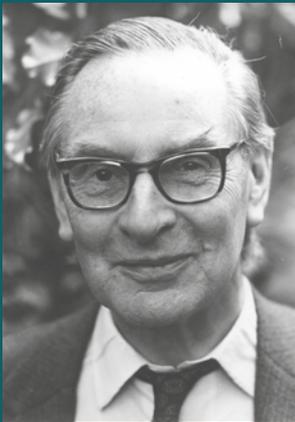
In 2022, we were proud to launch *Finding your way*, a new resource for anyone struggling to cope across Wales. It's for anyone who has noticed a dip in their wellbeing or feelings of loneliness, through to people who are self-harming or feeling suicidal. We are thrilled to see the resource already being used far and wide across Wales, including in A&Es, foodbanks, job centres and schools.

The booklet contains crucial information on self-harm, and we're grateful to have some brilliant sections from *Heads above the Waves (HATW)*, all of which have a strong focus on lived experience. The resource also includes self-harm and suicide safety plans, which can be lifesaving tools for those struggling to cope. It's focused on prevention and aims to help people identify when they're struggling to cope early on, helping to stop them from reaching crisis point.





# SAMARITANS Cymru



“

There are in this world, in every country, people who seem to be 'ordinary', but who turn out to be extraordinary. They give their total attention. They listen and listen and listen, without interrupting. They do not preach. They have nothing to sell. We call them Samaritans.

”

**Chad Varah**  
Founder of Samaritans

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[samaritans.org/wales](https://www.samaritans.org/wales)

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