

# 'You said, we listened'

November 2023

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Welcome to our latest quarterly newsletter!

Firstly, a huge thank you for being part of Samaritans Lived Experience Panel. Your contributions are really appreciated, and we hope that you find it an interesting and rewarding experience.

The aim of the panel is to create the space for people with personal experience of suicide, self-harm, or Samaritans' service-use to influence the work that we do.

In this newsletter, we share some key findings from recent panel surveys, so you can see how your contribution has shaped Samaritans' work.

## Key facts about the panel

- There are **877** panel members.
- In the last quarter, we have **shared 7 surveys with panel**.

## The Online Safety Bill

You may have seen in the news that the Online Safety Bill has now completed its passage through Parliament and will soon become law.

At Samaritans we have been working hard to ensure that any changes protect the vital sources of support online, whilst also reducing the chances of encountering very harmful suicide and self-harm content.

In 2021, we sent a survey to Samaritans Lived Experience Panel to ask for your views about the Online Safety Bill to help us shape and inform our response to Government. We also created opportunities for people with lived experience to be involved in our campaigning work and they were able to share their experiences and give their views directly to politicians.

Although it will still be a couple of years before the changes come into effect, we want to thank you for your support and involvement in working alongside us to make this change happen. This is a really significant milestone towards creating a suicide-safer internet.

## The All-Parliamentary Party Group (APPG) on Suicide and Self-harm Prevention

We recently sent a survey asking you to help us to develop a call for evidence for the All-Party Parliamentary Group on Suicide and Self-harm Prevention.

The APPG is made up of Members of Parliament (MPs) and Members of the House of Lords, and is currently undertaking an inquiry focusing on suicide prevention and young people (aged 18 to 25).

Your feedback and input helped us to develop the final questions for the survey which formed part of the call for evidence, ensuring that we asked questions which were relevant and appropriate.

You helped us to understand what questions could be deemed inappropriate for people with similar lived experience. You highlighted that some of the questions could also 'trigger feelings of guilt', and

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how the language needed to be clearer in places or to use plainer English.

Some panel members suggested that the word 'support' wasn't relatable, but suggested that 'help' felt more fitting.

In the previous version of the survey, we asked 'what one thing' at the start of a few questions. There was lots of feedback that suggested being able to provide only 'one thing' was too restrictive and there needed to be space for people to open up as there were multiple things that needed to change.

We are thrilled to say that the changes were made and the survey went live to young people around the UK in September!

Hannah, from **Samaritans Policy Team** would like to thank you for your contributions and support with this piece of work.

*'Having input from Samaritans Lived Experience Panel was invaluable for our work supporting the APPG and ensuring politicians can hear directly from people with lived experience when it comes to suicide and young people. It helped us to adapt and refine the survey to be as meaningful and engaging as possible. We really appreciate all the time and thoughts that were shared with us.'* **Hannah, Public Affairs Manager.**



**on Suicide and  
Self-Harm Prevention**

## Suicide Prevention Consortium: Alcohol and Suicide:

In late 2021, we invited you to participate in a survey asking about your experience with alcohol. This helped us to publish a report which included your experiences and reflections in February 2022 [Insights from Experience: Alcohol and suicide.](#)

This report was shared and highlighted the recommendations with key decision makers in government and healthcare.

### They listened to you...

The [Suicide prevention in England: 5-year cross-sector strategy](#) recognises that alcohol is a priority risk factor and the need for a 'no-wrong-door' policy to make sure that people are offered support for both alcohol use as well as mental health and / or self-harm concerns. The strategy also highlights the importance of continuing to involve people with lived experience in this work.

## Lived Experience Opportunities

We currently don't have any opportunities advertised, but please do keep an eye on our [Lived Experience at Samaritans](#) web page.

If you know anyone who might be interested in joining Samaritans Lived Experience Panel, please do share our [website link](#) with them.

[www.samaritanspanels.com](http://www.samaritanspanels.com) contains all of the relevant information to register and join the panel, or if you have any particular questions, please emails us at

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[research@samaritans.org](mailto:research@samaritans.org)

We would love to increase our panel membership from those living in Northern Ireland, Republic of Ireland, Scotland and Wales! If you have any suggestions about promoting the panel in these areas, please drop us an email at [research@samaritans.org](mailto:research@samaritans.org)

Huge thank you once again, please do contact us if you have any feedback or questions. We would love to hear from you!

Email us at [research@samaritans.org](mailto:research@samaritans.org)

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