

TFN Impact Report

Name of your Organisation:	The Listening Place
Name of the project TFN funded:	Supporting the Profoundly Suicidal
Date Funded by TFN:	1 st December 2016
Were you able to undertake your project as planned?	Yes
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>Impact 1</p> <p>The Listening Place (TLP) aimed to be able to give on-going, face-to-face support to an additional 54 suicidal people a month, by opening on a third day of the week. When TLP presented to TFN (1st December 2016) we had received 57 referrals and were open two days a week. TLP has now received an additional 600 referrals during 2017, and is open 5 days a week. We now run shifts from 9am-9pm with a capacity of 200 appointments a week. On average visitors receive 6 months support. We know from our research tools that we have seen a dramatic reduction of suicidal feelings amongst our visitors during the first 3 months of support. We aim to be open 7 days a week, with the capacity to support 1000 suicidal people by the end of 2018.</p> <p>Impact 2</p> <p>We aimed to recruit, select, and train a further 30 volunteers to provide the additional face-to-face support. In reality we have trained a further 100 listening volunteers, bringing the total number to 210. TLP runs regular selection and typically trains a new set of volunteers every month. We aim to have 250 listening volunteers to enable 7 day a week opening.</p> <p>Impact 3</p> <p>We aimed to establish an extensive network of partners and potential referrers across London, allowing it reach out to as many people with suicidal feelings as possible. At December 2016, we had formed partnerships with 12 organisations, and had referrals from 19 London boroughs. To date we have now received referrals from 31 of the 33 London boroughs, and have established working relationships with 34 partners and referrers. 60% of all referrals currently come from NHS units (psychiatric liaison in hospitals, psychiatric triage service, GP practices, and other mental health professionals). Other major referrers are Maytree, British Red Cross, and Hestia.</p> <p>Impact 4</p> <p>We aimed to provide the best possible support in a warm, caring, compassionate, and empathetic environment. In April 2017, we moved into new purposely designed premises that offer a haven of peace and calm, that allow visitors to feel safe, and able to talk freely about their darkest moments and their suicidal feelings. Our monitors and measures deigned by Professor Stephen Platt (Edinburgh University) and Dr Sarah Davidson (Tavistock and British Red Cross)</p>

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	indicate that our visitors strongly feel that TLP is a warm and welcoming place. That they feel safe, listened to, supported, and that they can talk openly about their feelings and problems. That the volunteers are well trained and skilled, compassionate and caring.
What portion of the project did TFN fund?	12%
How many direct beneficiaries did the TFN funded project reach?	600 more referrals have been received from people with suicidal feelings.
How many indirect beneficiaries did the TFN funded project reach?	It is probable that in excess of 3,000 additional beneficiaries are family, friends, mental health professionals, and other charities.
Were you able to leverage further funding as a result of TFN support?	Yes
If yes, how much were you able to raise?	<p>We raised a further £1,400 from Addidi, following an introduction by TFN.</p> <p>As TFN was our first significant donation, it enabled us to establish a framework for further applications. The Maudsley Charity and Hestia subsequently donated £10,000 and £18,000 respectively. These donations, combined with the generosity of TFN and some private donations made it possible for TLP to build on the learnings from our pilot phase and expand steadily. We believe we have now established a significant track record enabled by the TFN project and latter developments. We are undertaking a programme of applications to trusts and foundations to help give us some financial stability as we try and achieve long term sustainability and an easily replicable model for the future. We have also begun an active volunteer orientated fund raising effort.</p>
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	Yes
If yes, please can you provide details of the support you received?	We have received offers of non-financial support from two members of TFN. The nature of the support is advisory and on-going. It is a further resource we can access for specific expertise when needed. TLP has a range of pro bono support which is invaluable in the development and running of the charity.
How important was TFN funding in helping you achieve your objectives?	We would have found it difficult to achieve our objectives without TFN funding
Since presenting at TFN, has your organisation undergone any	One of the most significant changes has been our move to Meade Mews. Its significance in terms of impact on our visitors is immense. It provides a warm and safe environment, with sufficient visitor

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<p>other significant changes?</p>	<p>consultation rooms, a good office for shifts and support volunteers, and versatile space for training and meetings. It is also significant in terms of its cost to TLP, as it equates to about 60% of our annual running costs at £95,000. However, there is no doubt about its value in terms of its contribution to our ability to offer appropriate support to chronically suicidal people.</p> <p>Another significant change is the scale of the charity. From a fledgling organisation undertaking a two day pilot phase, to a substantial support service, offering over 200 appointments over five days a week. Potentially by the end of 2018 with a capacity to support 1,000 suicidal people a year, with 250 well trained volunteers, supported by mental health professionals. It is our ambition to establish a sustainable and replicable model for the future which can make a dramatic difference to people's decision to end their own life. We now have the scale and expertise to effectively collaborate with many organisations, and feel that we are now becoming an important part of helping the well-being of Londoners.</p>
<p>Do you have any other comments or feedback on the experience of the TFN process?</p>	<p>The TFN process has always been helpful, encouraging, and supportive. Our presentation last December was the first competitive pitch that we had done to raise funds for the charity. It could have been a daunting event, but in reality, it was enjoyable, and an important first step in our learning about fundraising.</p> <p>The coaching from TFN helped us to formulate a succinct argument, and be able to communicate clear objectives. It also helped to bring our volunteers together in a shared drive to succeed and live up to our promise. The fact that TFN supported us at a time when we were still in a pilot phase, had no substantial track record, and had not even completed our first financial year, gave us real confidence. We have always felt that we could create something amazing, but it really helps when others believe too, and believe enough that they will finance the project.</p>
<p>Can you tell us any personal stories to highlight the value of the project?</p>	<p>Visitor A</p> <p>Visitor A (VA) grew up in Africa, and had a forced marriage at the age of 18 to an 80 year old man. When he died, she was shared amongst the males in the family for a while, before being tricked into moving to London and sold into sexual slavery. She escaped and ended up at the charity Hestia.</p> <p>Hestia called us as they were very worried that she might kill herself. We made an appointment for her immediately and she was brought to us by her Hestia caseworker. VA sat and cried for 30 minutes. Uncontrollable sobbing, her head in her hands. The volunteer handed her tissues and sat patiently, gently asking a few questions. VA made some attempts to answer, but then dissolved into more tears. We were extremely worried about her, and considered her high risk of suicide.</p>

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Every person she had ever trusted in her life had abused her, and we knew it might be some time before she felt safe with us, and be able to talk about her experiences. The same volunteer has sat with VA for six months. In that time, we have seen an amazing change. She still cries at times, but she also feels that she can speak about her experience, and that someone really cares about her. She actually laughed in our courtyard during her last visit. That was a wonderful sound but she still might be at high risk of ending her life. She needs on-going support for now.

Visitor B

Visitor B (VB) was referred to us by his GP. He has been on anti-depressants and has spoken about suicide.

VB was struggling at work. So much so, that eventually his employer let him go. He never admitted to his wife or family that he had lost his job. He would pretend to drive to work every morning, and then return every evening to be asked how his working day had been. In reality he drove around the countryside, thinking about killing himself. Mostly visiting railway stations, standing on the end of platforms, rehearsing his death.

We arranged appointments which he didn't attend at first. With gentle reminders, he decided to come in and see us, and has visited ever since. He has now told his family that he lost his job, and has been offered another. We hope he succeeds, but we will be there supporting him if he doesn't. He says he wouldn't be alive if it wasn't for the volunteer at TLP that has sat patiently and empathetically with him. He knows we care, and that might, just might help.

We feel that after 650 referrals but 1 sad loss, that maybe we are helping and making a difference. Everyone we see has to be suicidal, so we are always going to experience high risk. One loss is desperately sad, particularly for us as volunteers. However we know that we are making an incredible difference in reducing suicidal feelings amongst our visitors. The funding from TFN helped us get better at that.

Dr Sarah Davison of The British Red Cross says that the benefit of TLP to visitors is summed up as follows: "By providing people who are suicidal with a relationship with someone who can hear their pain, listen to their experiences and support them, TLP provides a life line. TLP offers something unique - the ongoing opportunity to engage and be there for someone who feels like they have no one else."