

# Mental Health Strategy Action 17: Community and Voluntary Sector Review

Department of Health Northern Ireland

EY

Final Appendix May 2025



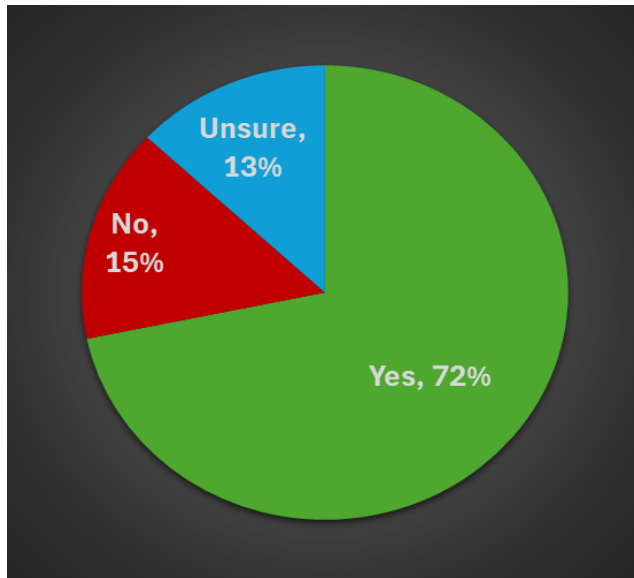
**Note:** In carrying out our work and preparing our report, we have worked solely on the instructions of the Department of Health and for the Department of Health's purposes. Our report is based on the information available at the time of our review and may not have considered issues relevant to any third parties. Any use such third parties may choose to make of our report is entirely at their own risk and we shall have no responsibility whatsoever in relation to any such use.

## Appendix 1 - Survey results

This appendix presents the comprehensive survey results, providing an in-depth analysis of the responses received from the 92 CVS organisations that participated. The survey encompasses a range of questions designed to assess the scope, scale, and capacity of these organisations.

### Q1. Does your organisation have a constitutional mandate to operate in the area of mental health?

Fig 1: Percentage of CVS organisations that have a constitutional mandate to operate in mental health

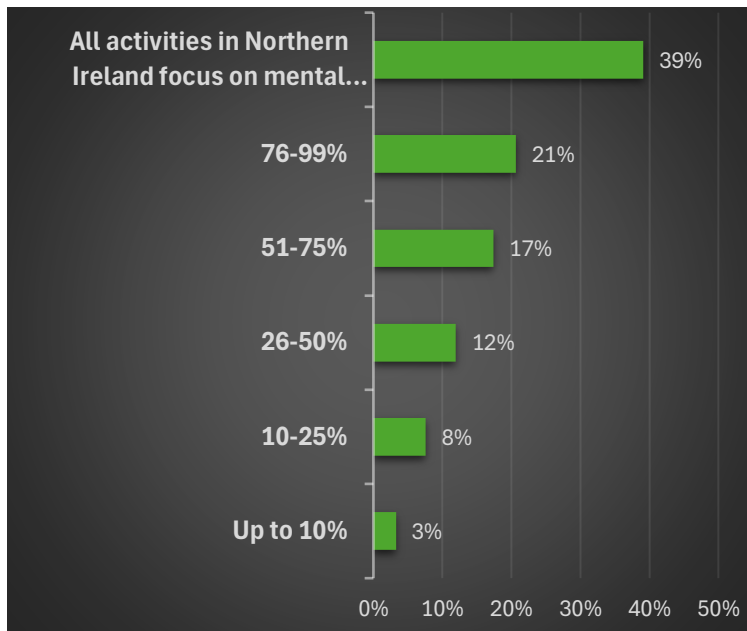


Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q2. What proportion of your organisational activities in Northern Ireland focus on mental health?**

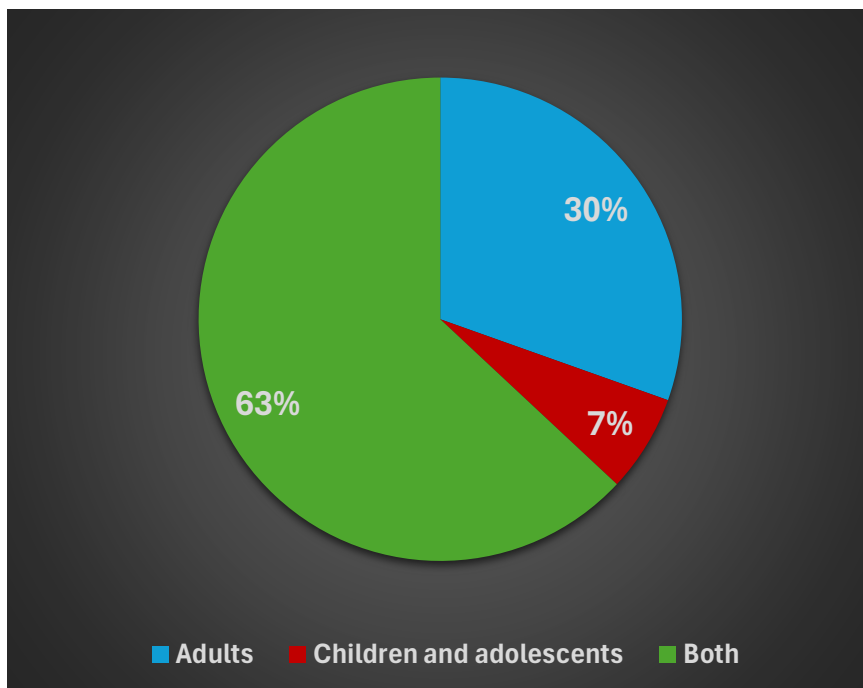
*Fig 2: Proportion of organisational activities in Northern Ireland focused on mental health*



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

**Q3. Who does your organisation provide mental health services to?**

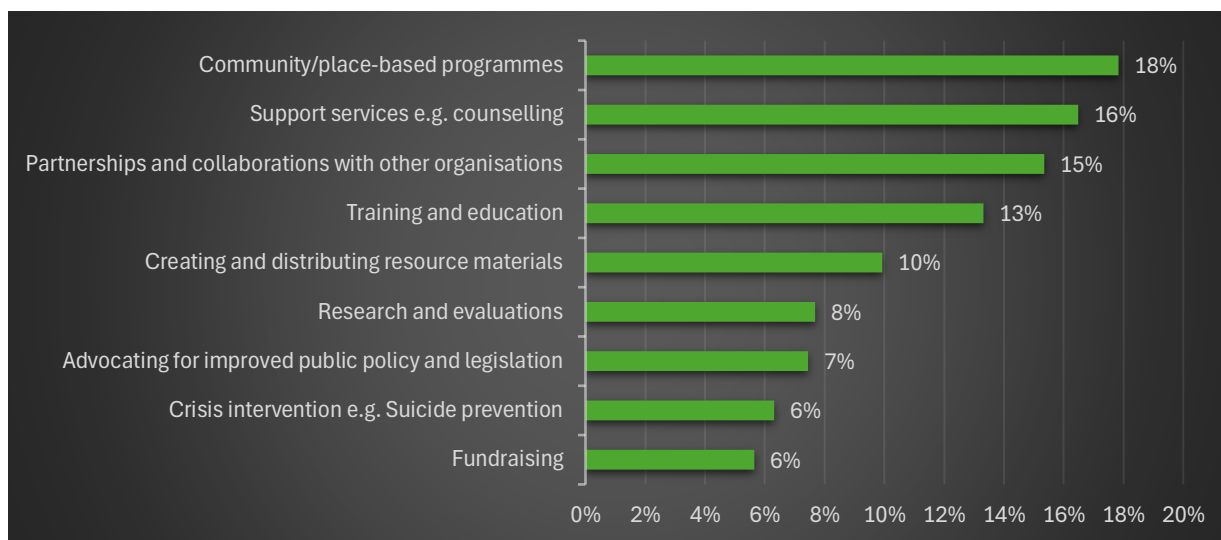
*Fig 3: Target Population of mental health services from the various organisations*



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

**Q4. What are the main activities your organisation undertakes?**

*Fig 4: Main activities undertaken by organisations*

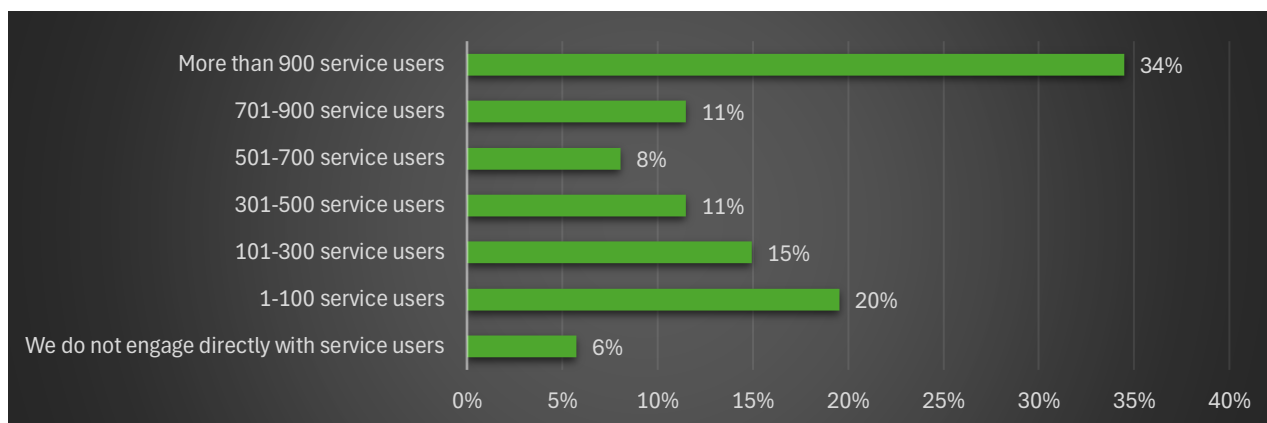


Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q5. Thinking specifically about the mental health services your organisation provides, how many service users do you support annually?**

*Fig 5: Number of service users supported by CVS organisations annually*

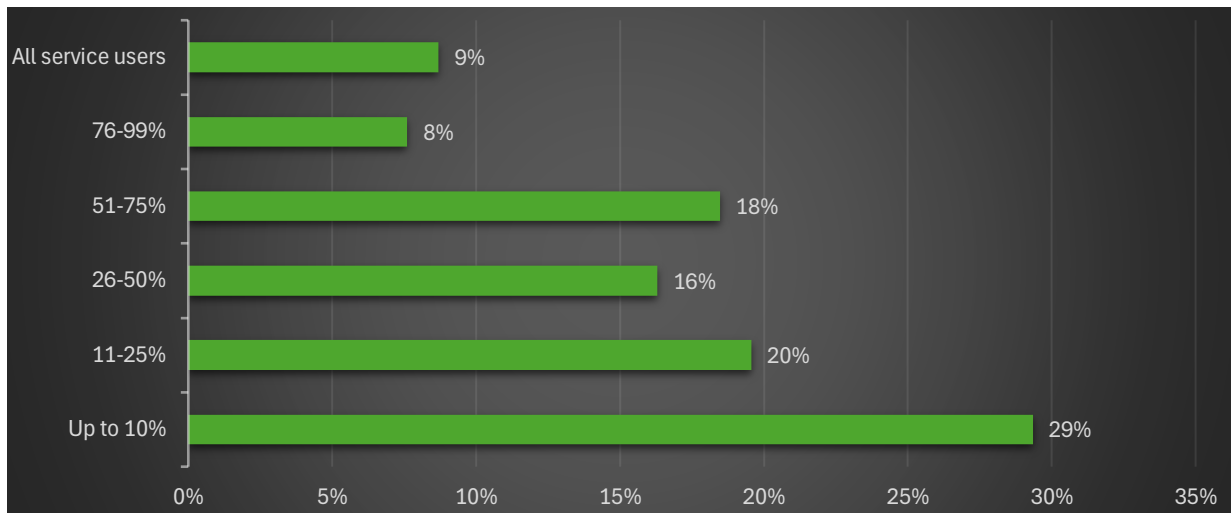


Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q6. What percentage of service users are referred to your organisation by a public body e.g. Health (HSC) Trust?**

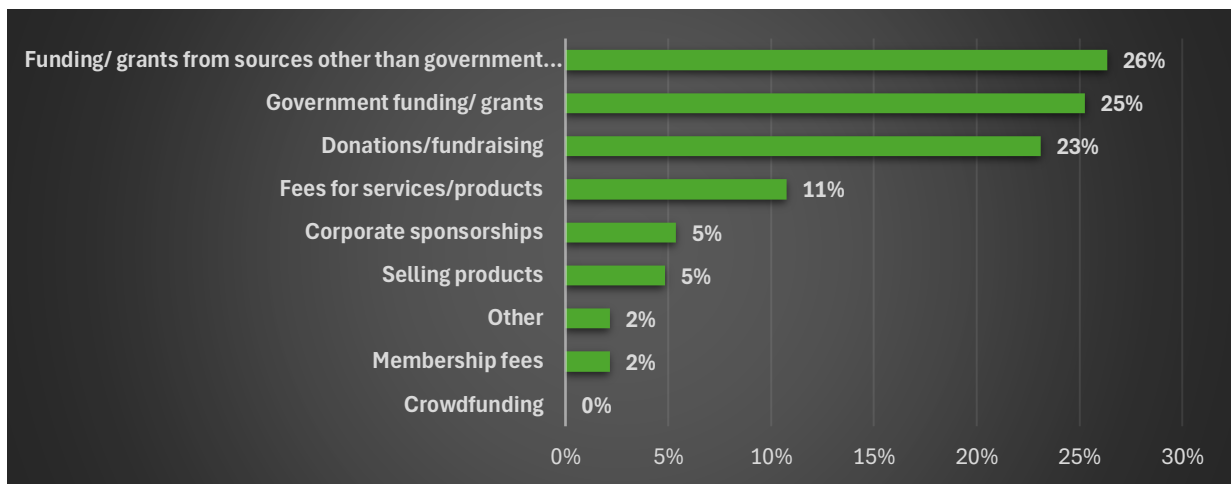
*Fig 6: Percentage of service users referred by a public body*



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

**Q7. How is your organisation funded?**

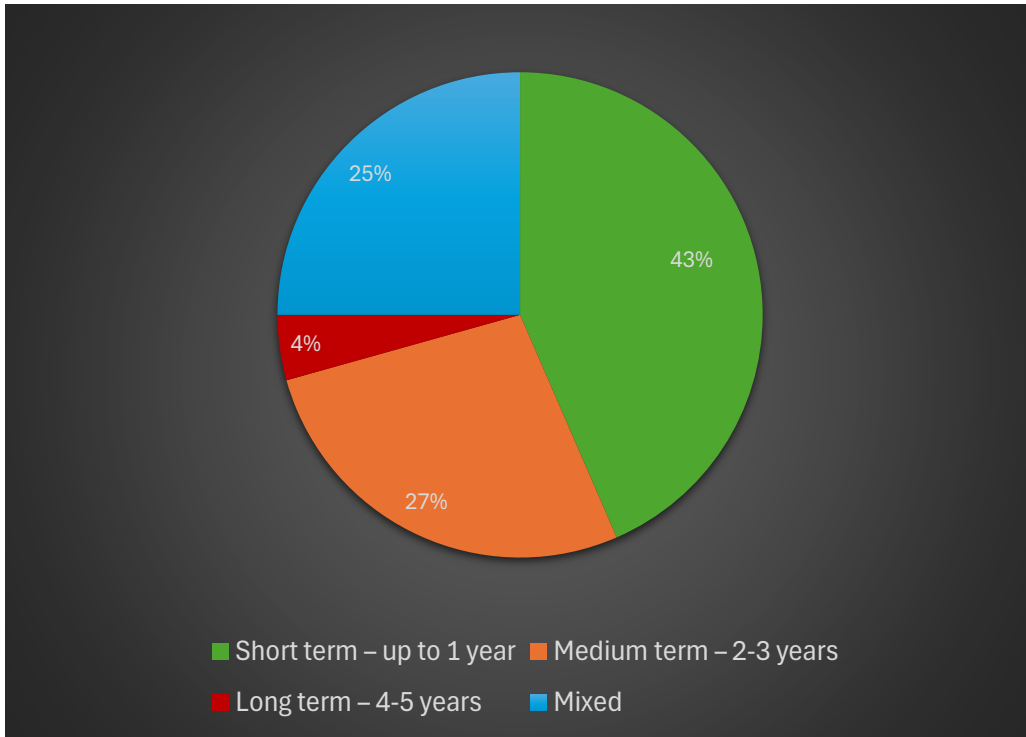
Fig 7: Funding sources



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

**Q8. Typically, what timescale is your current organisational funding allocated over?**

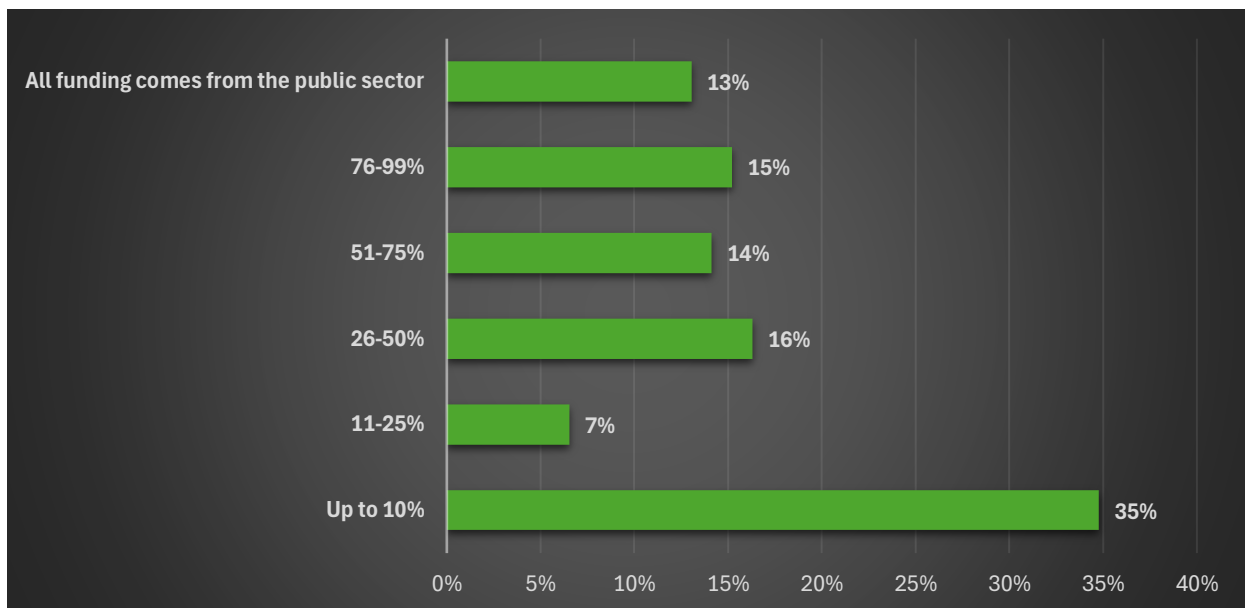
Fig 8: Funding timescales



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q9. How much of your organisational funding for mental health activity currently comes from public sector funding?**

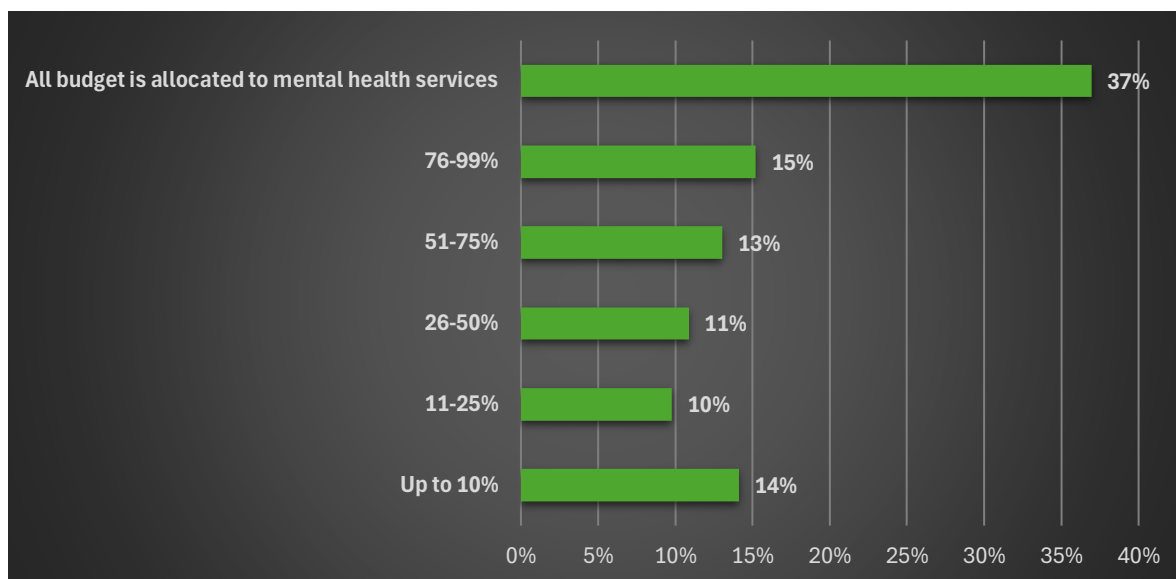
Fig 9: Percentage of public sector funding for mental health services/activities



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q10. What percentage of your organisational budget is allocated specifically to mental health services?**

*Fig 10: Percentage of organisational budget allocated to mental health services/activities*



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

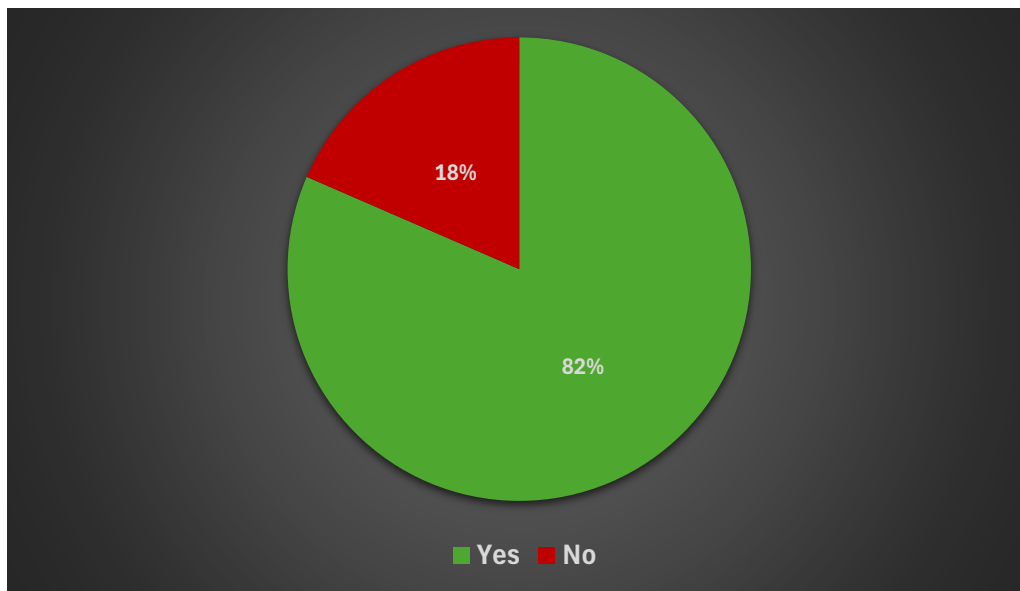
*Fig 10.1: Budget mapped against core focus*

Mental Health focus	Mental Health budget	No. of organisations
Up to 10% 3 organisations	Up to 10%	2
	11-25%	1
10-25% 7 organisations	Up to 10%	3
	11-25%	3
	26-50%	1
26-50% 11 organisations	Up to 10%	4
	11-25%	2
	26-50%	2
	51-75%	3
51-75%	Up to 10%	3

16 organisations	26-50%	4
	51-75%	5
	76-99%	3
	All budget	1
76-99% 19 organisations	Up to 10%	1
	11-25%	2
	26-50%	2
	51-75%	1
	76-99%	10
	All budget	3
100% focus 36 organisations	Up to 10%	1
	26-50%	1
	51-75%	3
	76-99%	1
	All budget	30

**Q11. Does your organisation currently collaborate with other CVS organisations for mental health service delivery?**

*Fig 11: Organisations currently collaborating with other CVS organisations for mental health service delivery*

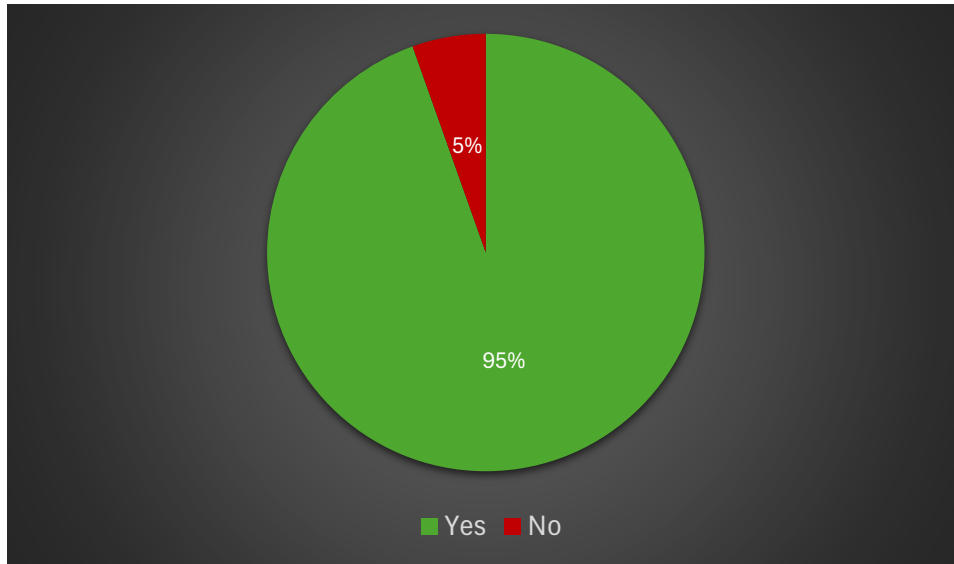


Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q12) Does your organisation have mechanisms in place to monitor and evaluate the effectiveness of your mental health services?**

*Fig 12: Percentage of organisations with monitoring and evaluating frameworks to measure effectiveness of mental health services*



Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q13. How do you monitor?**

*Fig 13: Details on how organisations monitor*

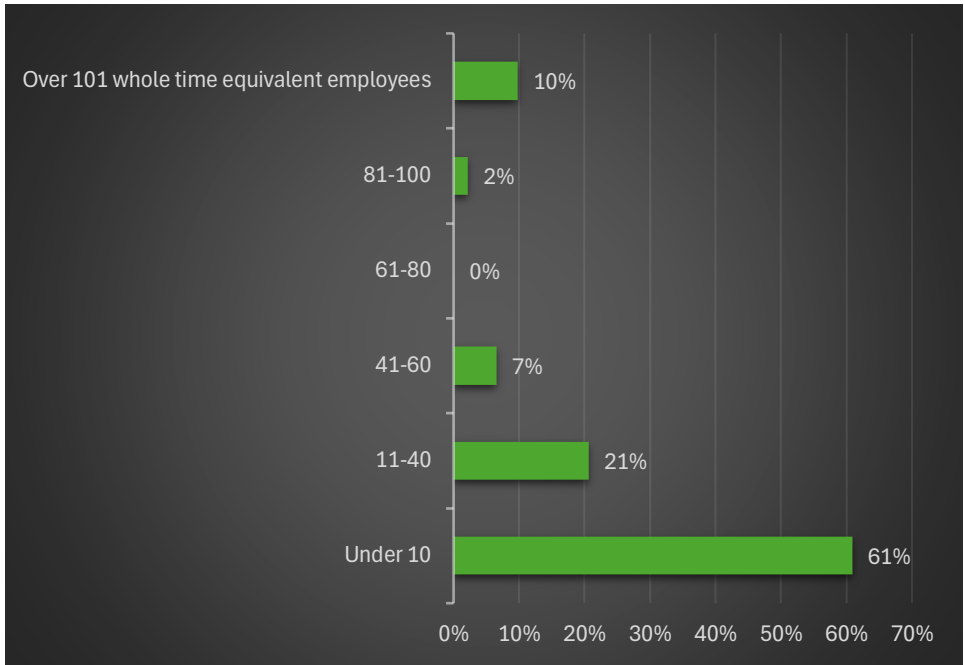
1. Core database is used to evaluate clinical outcomes regarding client risk
2. Pre counselling survey and post counselling surveys
3. Assessment sheets, surveys, questionnaires after each session
4. Several scoring systems depending on the intervention. (Play therapy- Goodmans Strengths and Difficulties, Young Person Core and Sensory)

Source: DoH / EY survey of CVS organisations, January 2025

N: 81

**Q14. Please state the number of whole-time equivalent employees in your organisation in Northern Ireland?**

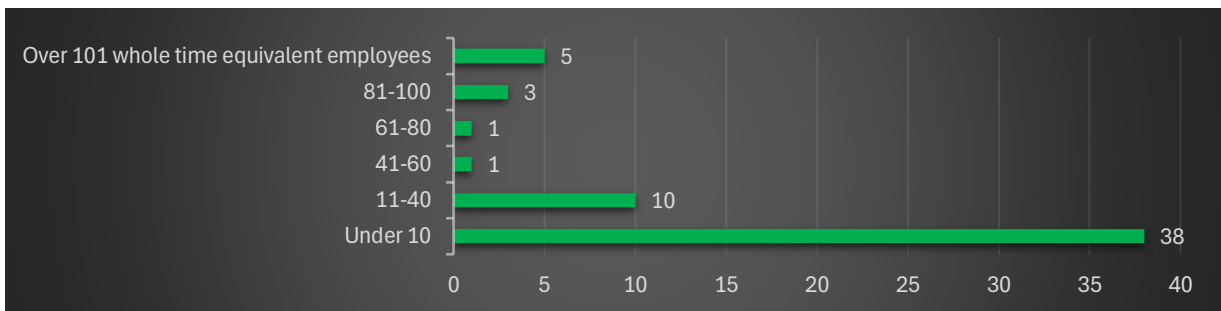
*Fig 14: Number of whole-time equivalent employees in CVS organisations in Northern Ireland*



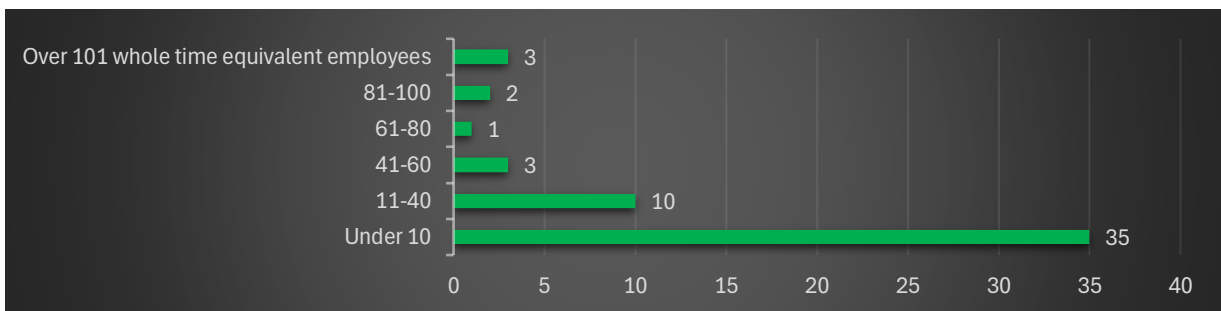
Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q15. Please state the number of employees in Northern Ireland under each contract type**

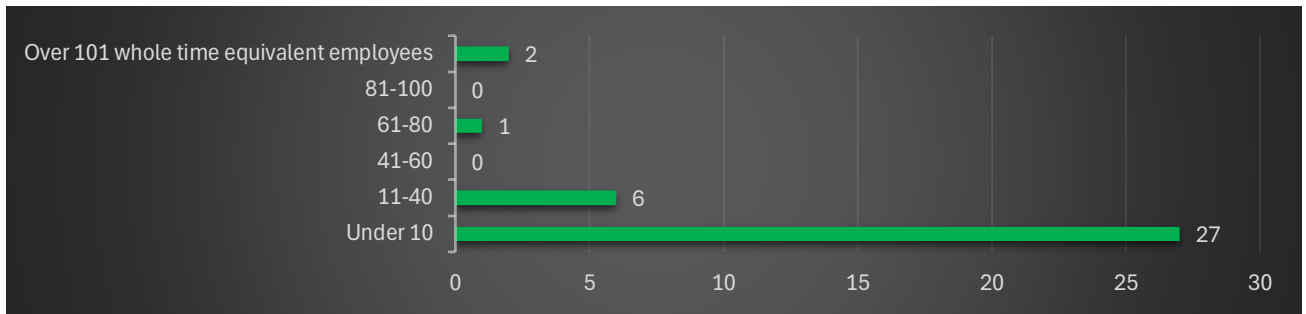
Fig 15: Number of employees in Northern Ireland under each contract type



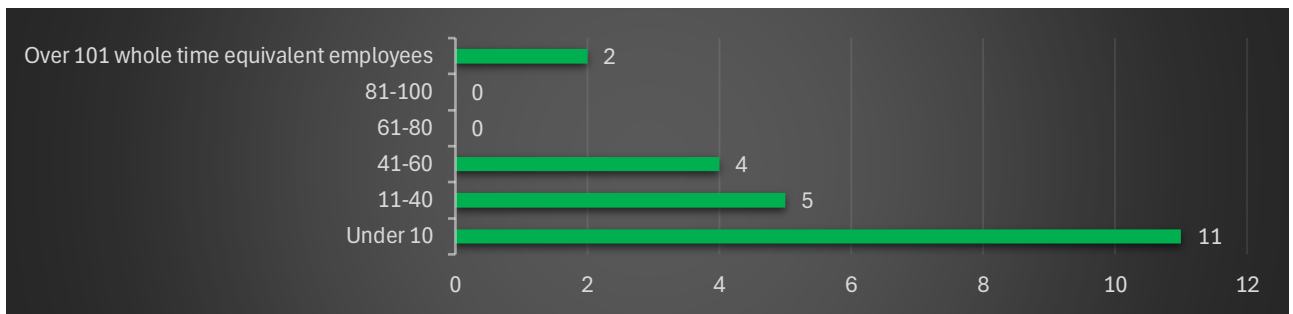
Permanent Full-time



*Permanent Part-time*



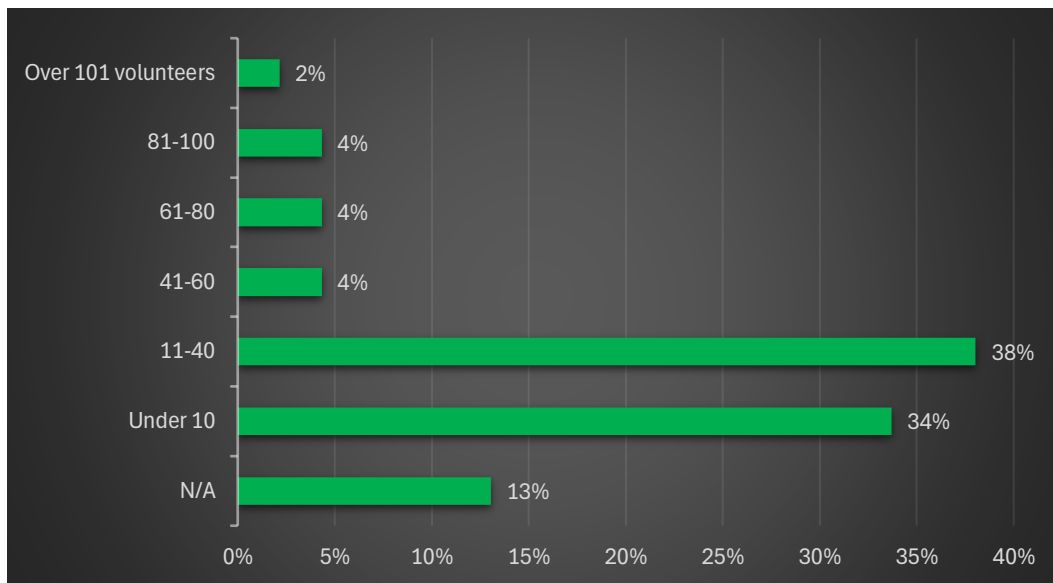
*Fixed term/temporary*



*Other Contract Type*

**Q16. Please state the number of volunteers (headcount) who support service delivery in your organisation in Northern Ireland?**

*Fig 16: Percentage of volunteers who support service delivery in CVS organisations in Northern Ireland*



Source: DoH / EY survey of CVS organisations, January 2025

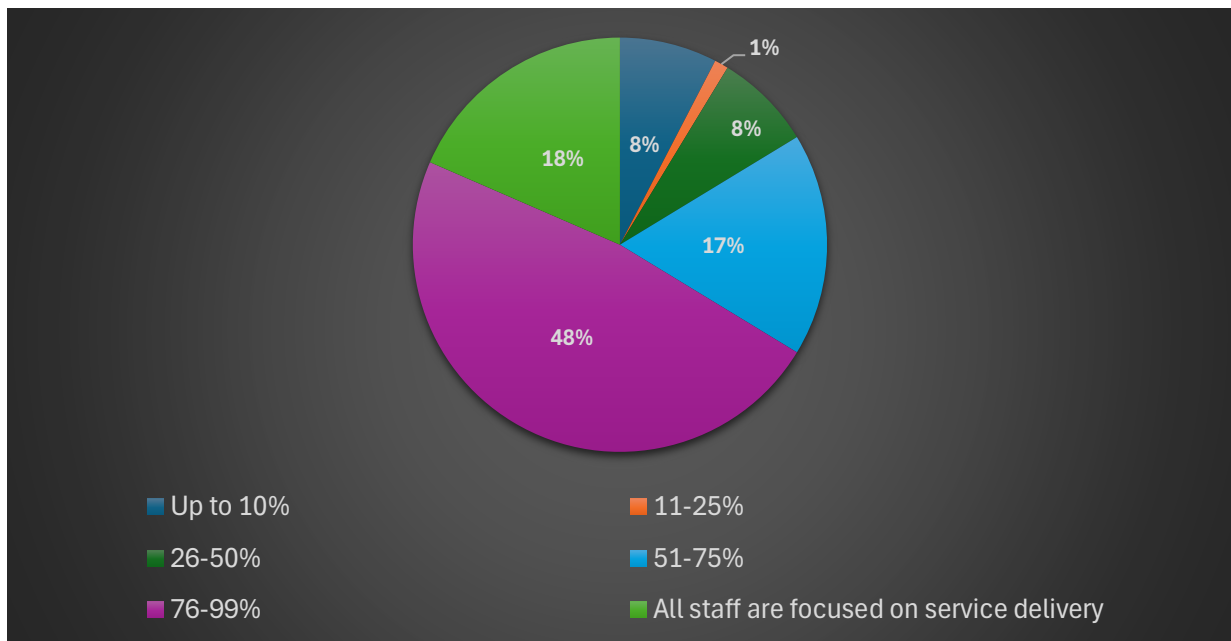
N: 92

Fig 16.1: WTE employees cross referenced against volunteers per organisation.

		Volunteers					
		Under 10	11-40	41-60	61-80	81-100	Over 101 volunteers
WTE Employees	Under 10	23	23	3	0	0	2
	11-40	6	6	0	2	2	0
	41-60	2	0	1	1	1	0
	81-100	0	0	0	0	0	0
	Over 101 whole time equivalent employees	0	6	0	1	1	0

Q17. Acknowledging that CVS organisations have a mix of both service delivery staff and support staff e.g. HR how many percent are focused on service delivery?

Fig 17: Percentage of staff focused on service delivery



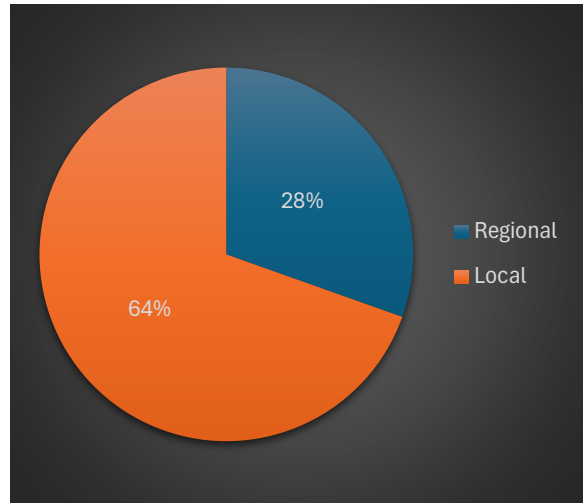
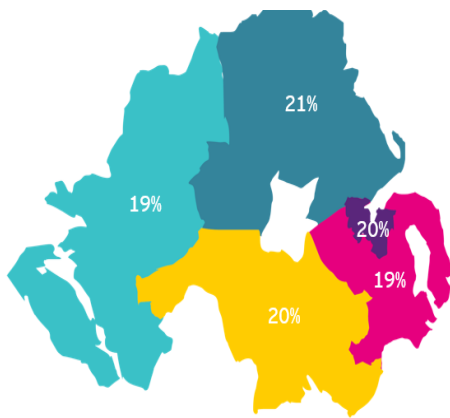
Source: DoH / EY survey of CVS organisations, January 2025

N: 92

Q18. Which areas in Northern Ireland does your organisation operate in?

Fig 18: Areas in Northern Ireland CVS organisations operate in

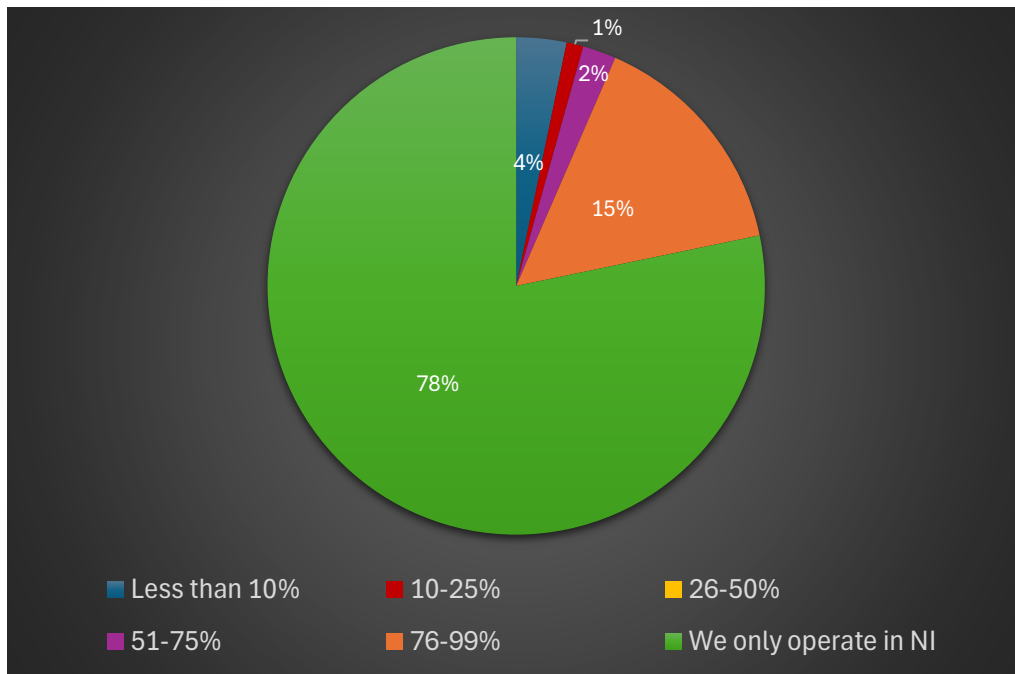
- Northern
- Western
- Southern
- S.Eastern
- Belfast



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q19. What proportion of your operations are based in NI?**

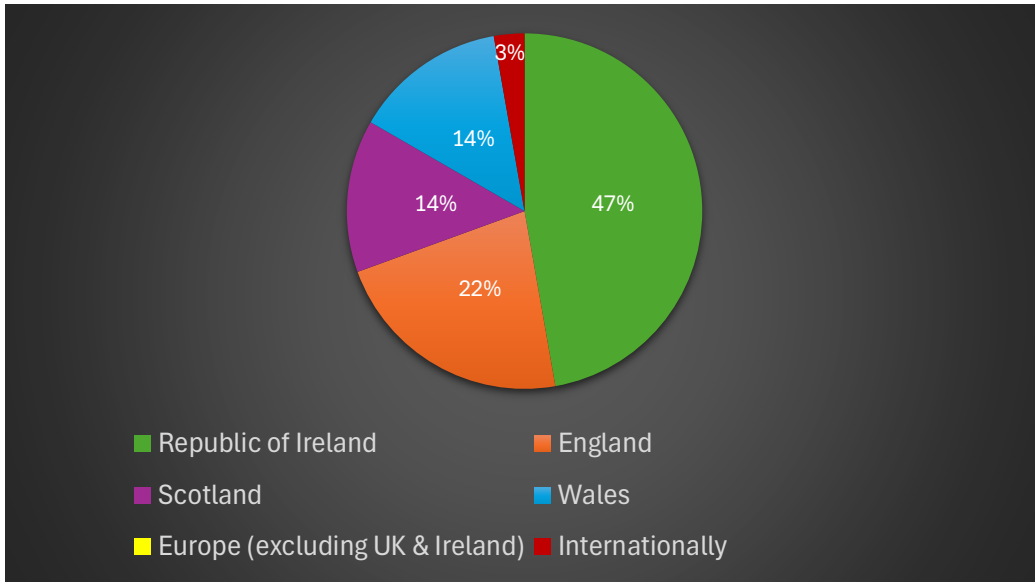
Fig 19: Proportion of operations based in NI



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q20. What other jurisdictions does your organisation operate in outside of NI?**

Fig 20: Other Jurisdictions organisations operate in outside of NI



Source: DoH / EY survey of CVS organisations, January 2025

N: 20

**Q21. How many staff in your workforce hold formal professional qualifications or certifications (or equivalent) within Mental Health?**

Fig 21: Number of staff that hold formal professional qualifications or certifications (or equivalent) within Mental Health



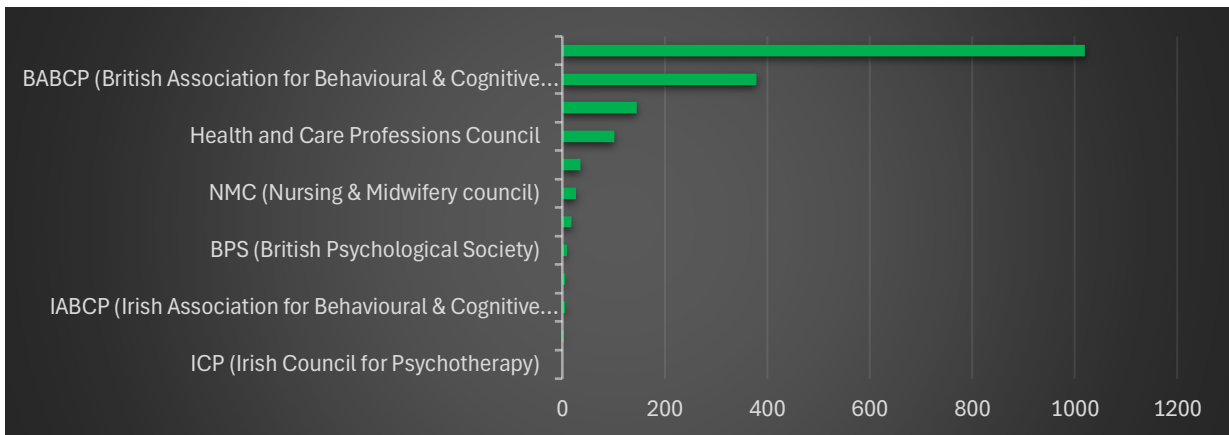
Other qualifications mentioned: PGCE Education, BSC Psychology, MA Childhood Development, PG. Dip. Autism Spectrum Disorders, PhD Researching Autism and Bereavement, Degree in Community Development, Professional Diploma in Cross-Professional Supervision, CPCAB L5 Diploma in CBT, CPCAB Level 6 Diploma in Supervision, NCFE Level 5 Diploma in Therapeutic Counselling, Diploma in Online and Telephone Counselling, Practitioner Level EMDR, Level 5 Foundation Degree in Integrative Counselling

Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q22. How many of your staff are registered with the bodies listed below?**

Fig 22: Number of staff registered with the bodies listed in the graph



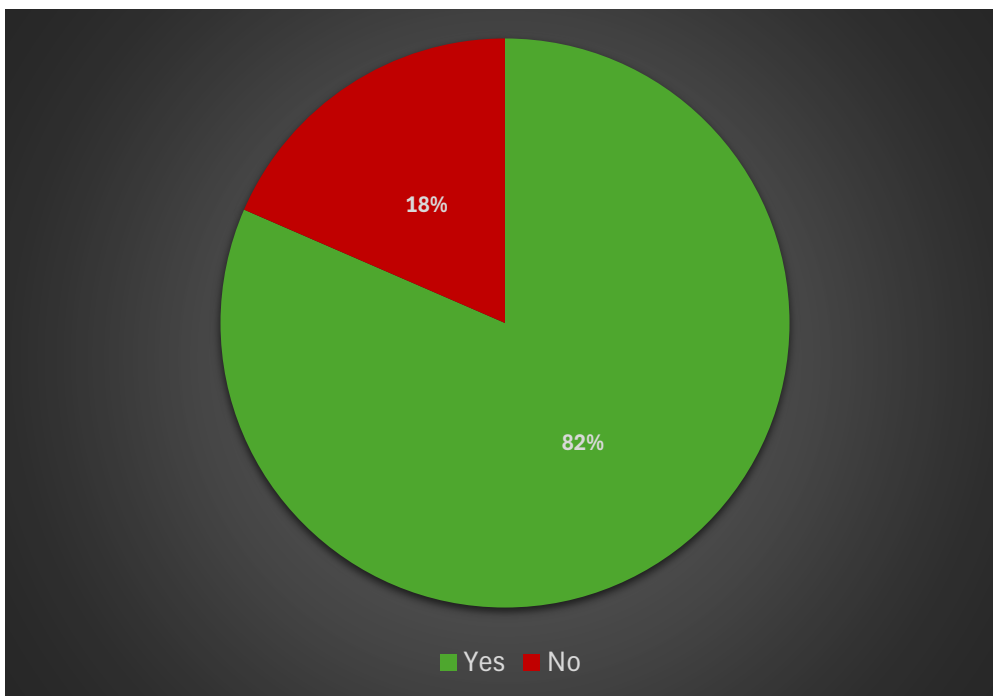
Other registered bodies mentioned: British Association of Music Therapists, British Association of Art Therapists.

Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q23. Do your volunteers receive training in mental health awareness or related knowledge/skills?**

Fig 23: Percentage of volunteers that receive training in mental health awareness or related knowledge/skills



Source: DoH / EY survey of CVS organisations, January 2025

N: 92

Fig 23.1: Specific training details

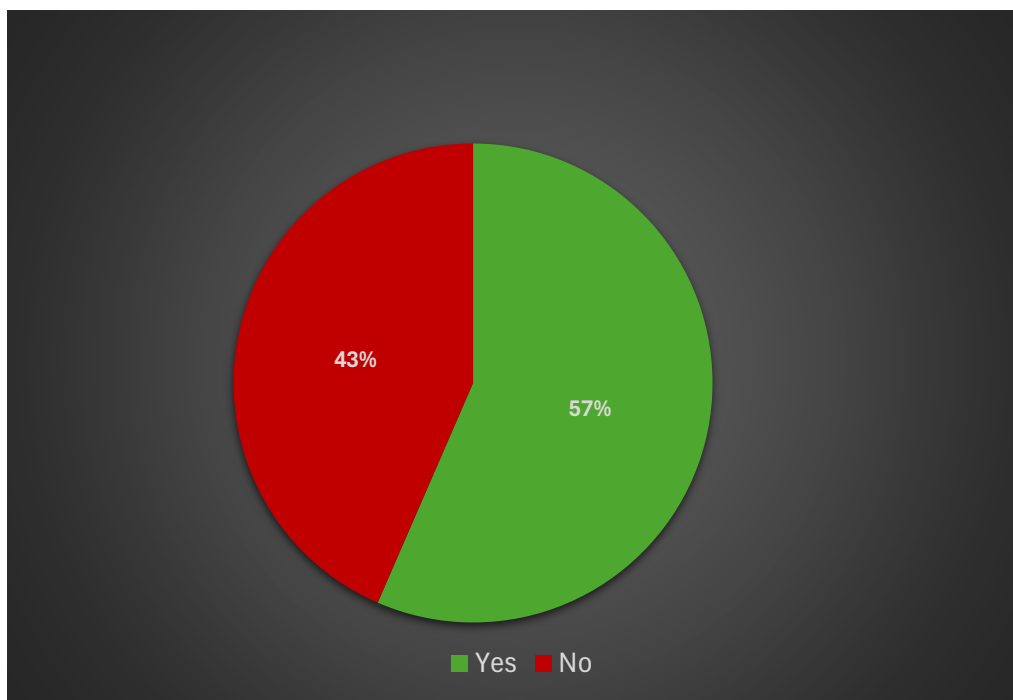
Specific Training Details:

1. Safe TALK
2. Mental health first aid
3. Suicide first aid
4. Connections link life
5. Asist
6. Child protection
7. Safeguarding vulnerable adults
8. Take 5
9. Mood matters

Source: DoH / EY survey of CVS organisations, January 2025  
N: 72

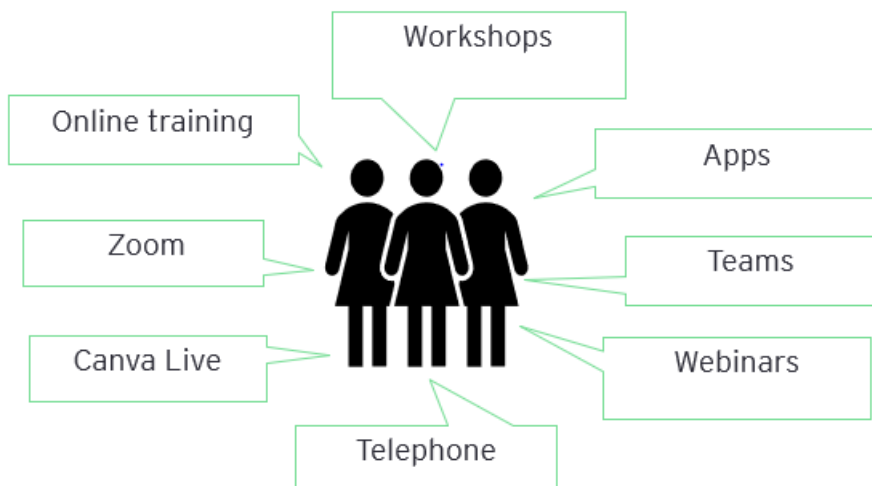
**Q24. Does your organisation have the digital capabilities required to deliver mental health services remotely (e.g. telehealth, online counselling)**

*Fig 24: Percentages of organisations that have the digital capabilities required to deliver mental health services remotely*



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

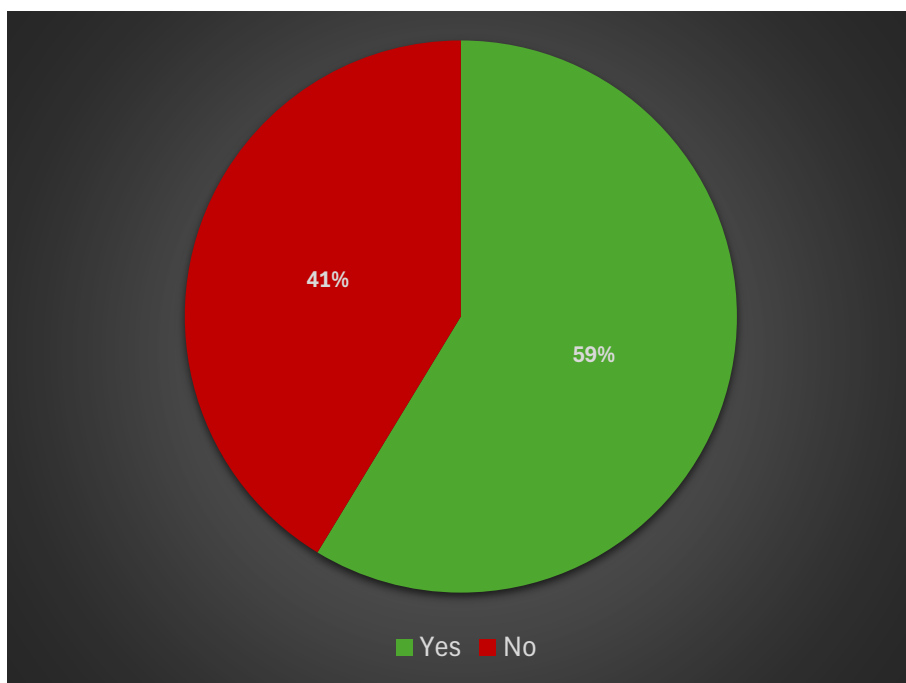
Fig 24.1: Details of some of the existing capabilities of the CVS to deliver mental health services



Source: DoH / EY survey of CVS organisations, January 2025  
N: 50

**Q25. Do you currently have waiting lists for your service?**

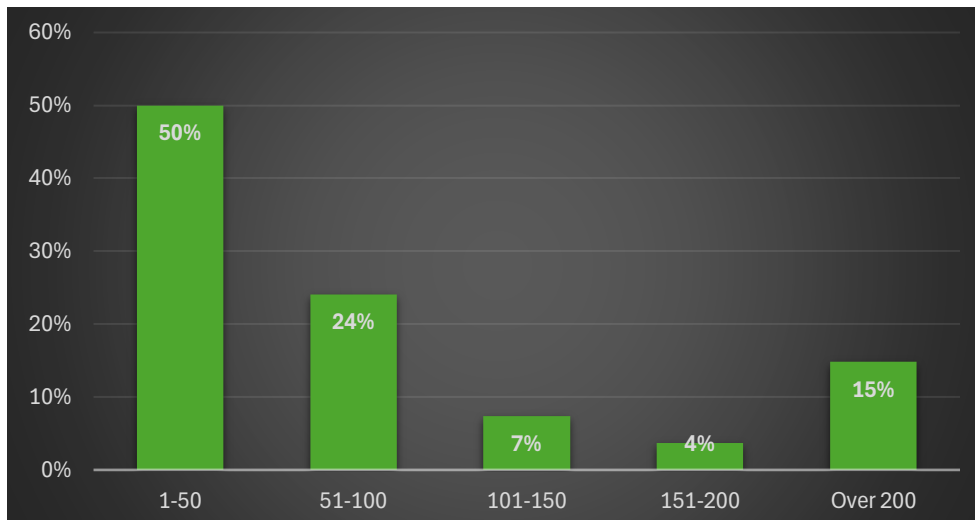
Fig 25: Percentage of organisations that currently have a waiting list



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

**Q26. How many service users are currently on your waiting lists?**

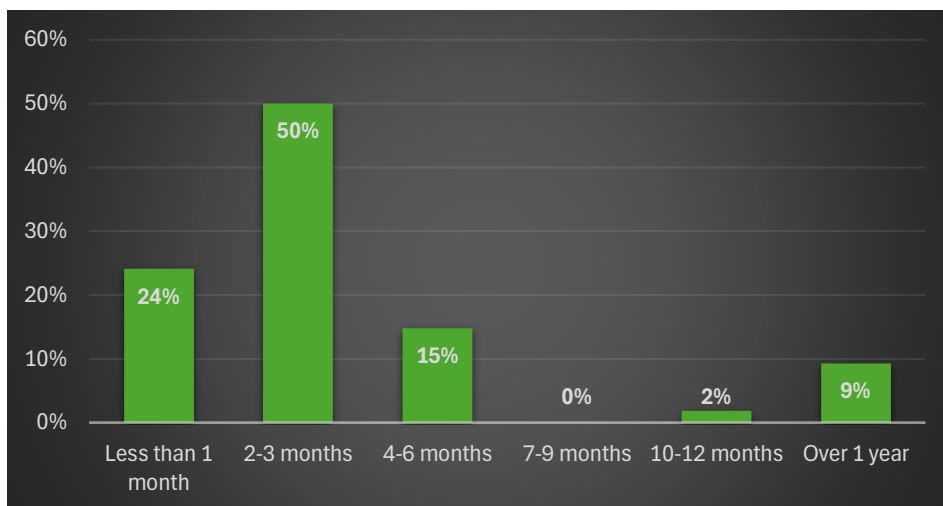
Fig 26: Percentage of current waiting lists of the CVS organisations' services



Source: DoH / EY survey of CVS organisations, January 2025  
N: 54

**Q27. In terms of waiting times, on average, how long would a service user wait to access your services?**

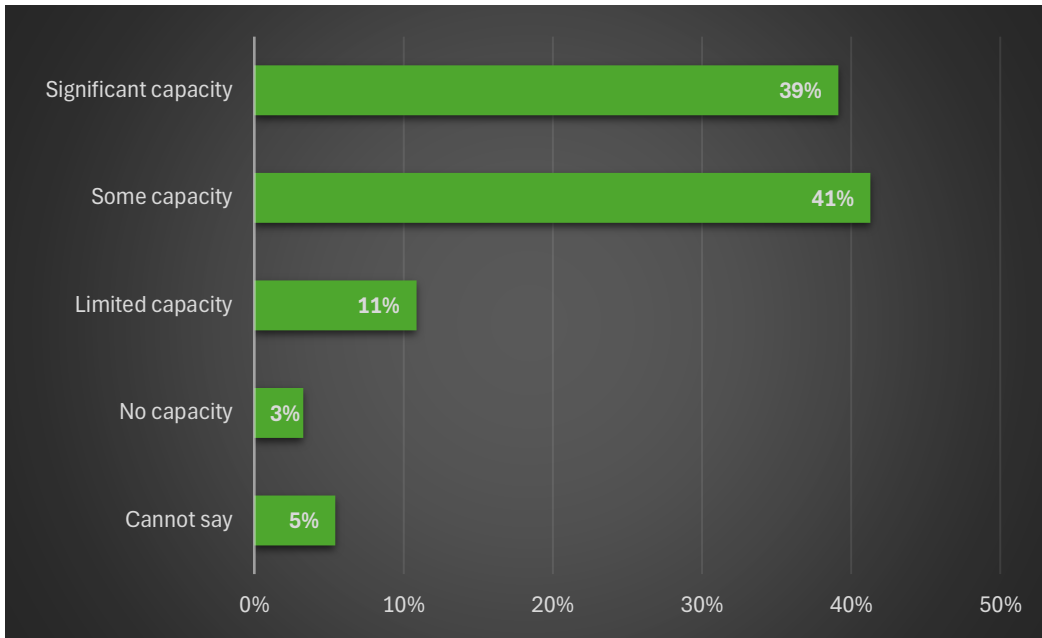
Fig 27: Waiting period for users to access services



Source: DoH / EY survey of CVS organisations, January 2025  
N: 54

**Q28. In your view how much capacity does your organisation have to support the Department of Health/ HSC Trusts in the delivery of mental health services over the lifetime of the Mental Health Strategy (i.e. until 2031)? (assuming funding is provided)**

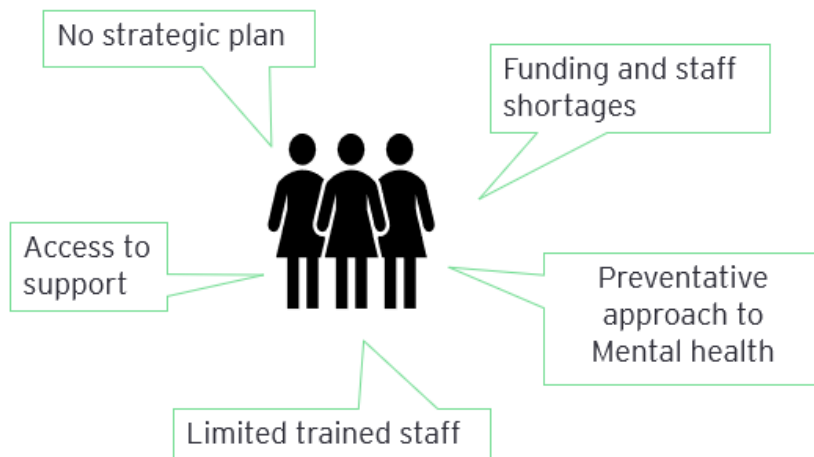
Fig 28: Capacity of CVS organisation to support the Department of Health/ HSC Trusts in the delivery of mental health services over the lifetime of the Mental Health Strategy



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

Fig 28.1: Factors impacting capacity to support.

**Factors impacting capacity to support :**



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q29. Considering your knowledge of mental health services in Northern Ireland please rank the key areas that need to be addressed in terms of priority for Mental Health.**

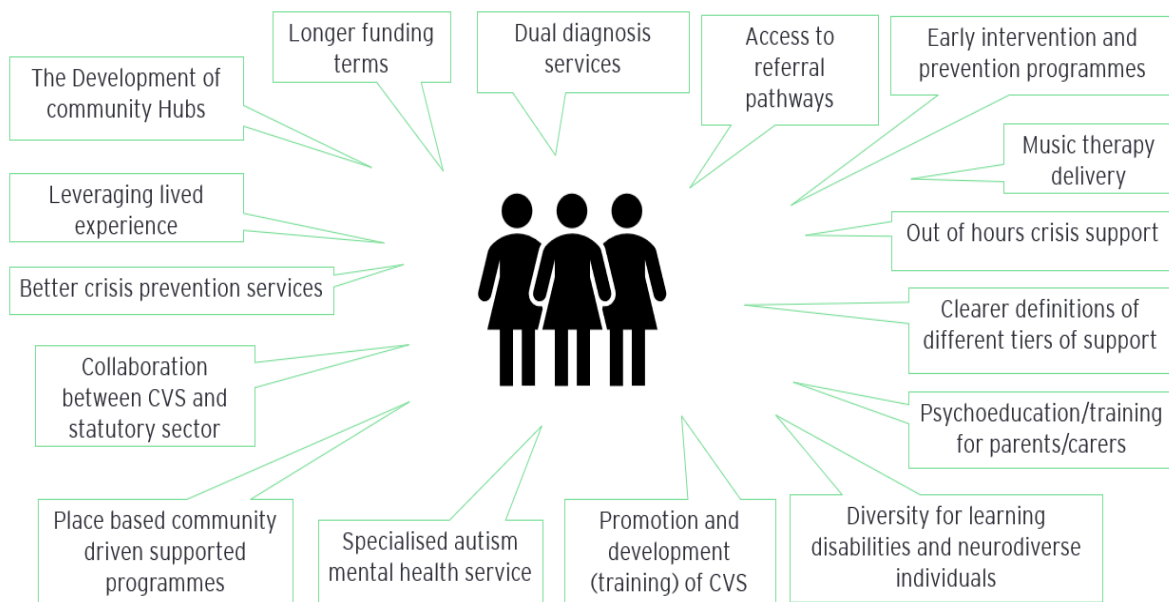
Fig 29: Key priority areas requiring attention.

- 1 Early intervention & prevention
- 2 Lack of funding and resources
- 3 Access to services/Waiting list pressures
- 4 Referral pathways
- 5 Service integration
- 6 Socio-economic factors
- 7 Support for service users and carers
- 8 Workforce shortages
- 9 Dual diagnosis e.g. autism & mental health
- 10 Political and policy challenges

Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q30. What services need to be developed to help in the delivery of the Mental Health Strategy and the support of mental health in NI?**

Fig 30: Services needed to be developed in the delivery of the Mental Health Strategy

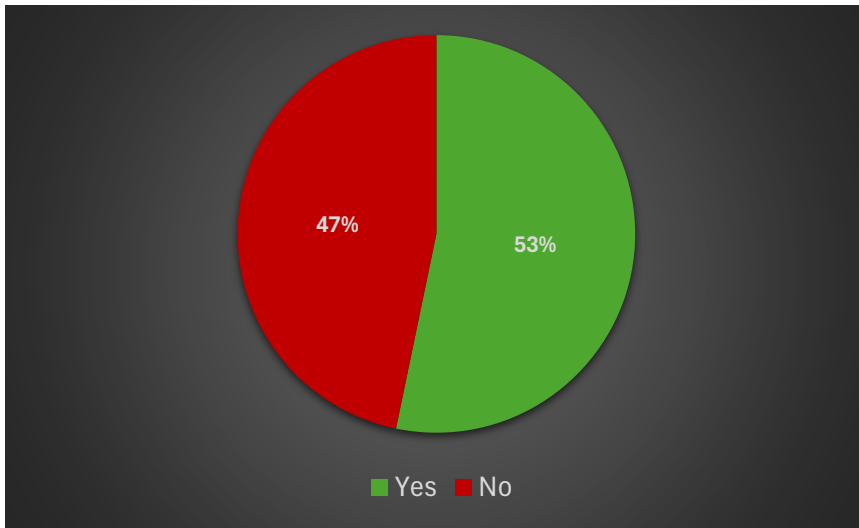


Source: DoH / EY survey of CVS organisations, January 2025  
 N: 82

**Q31) Does your organisation have resources to support users from diverse cultural and linguistic backgrounds?**

Fig 31: Percentage of organisation with the resources to support users from diverse cultural and

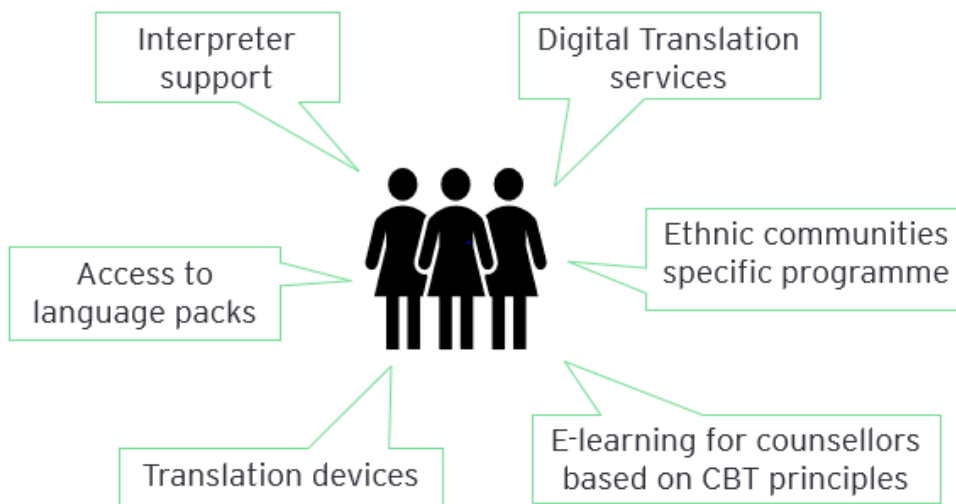
linguistic backgrounds



Source: DoH / EY survey of CVS organisations, January 2025

N: 92

Fig 31.1: Details of support resources

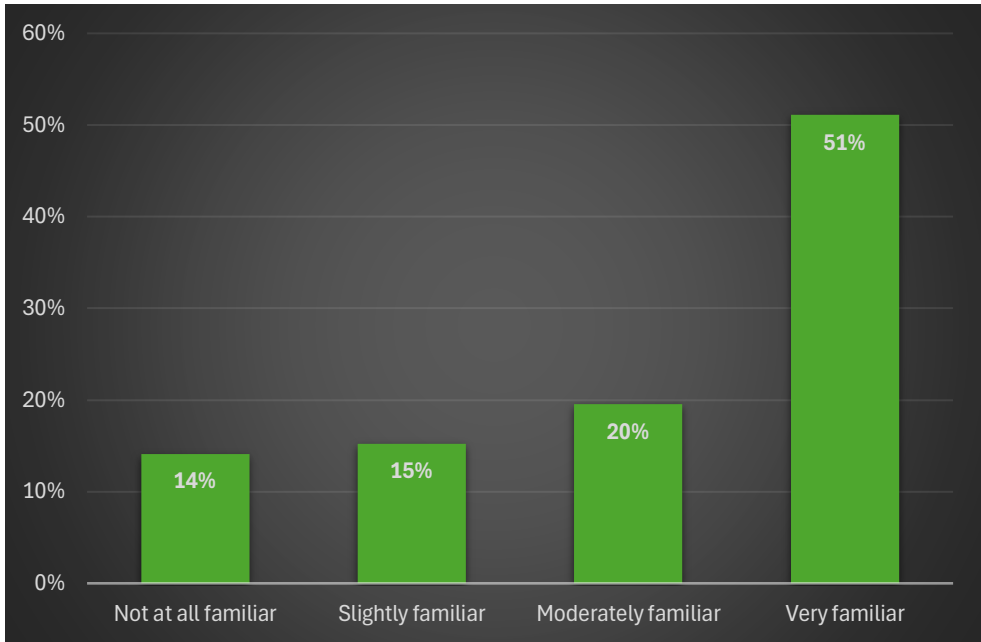


Source: DoH / EY survey of CVS organisations, January 2025

N: 42

**Q32. How familiar is your organisation with the Stepped Care Model?**

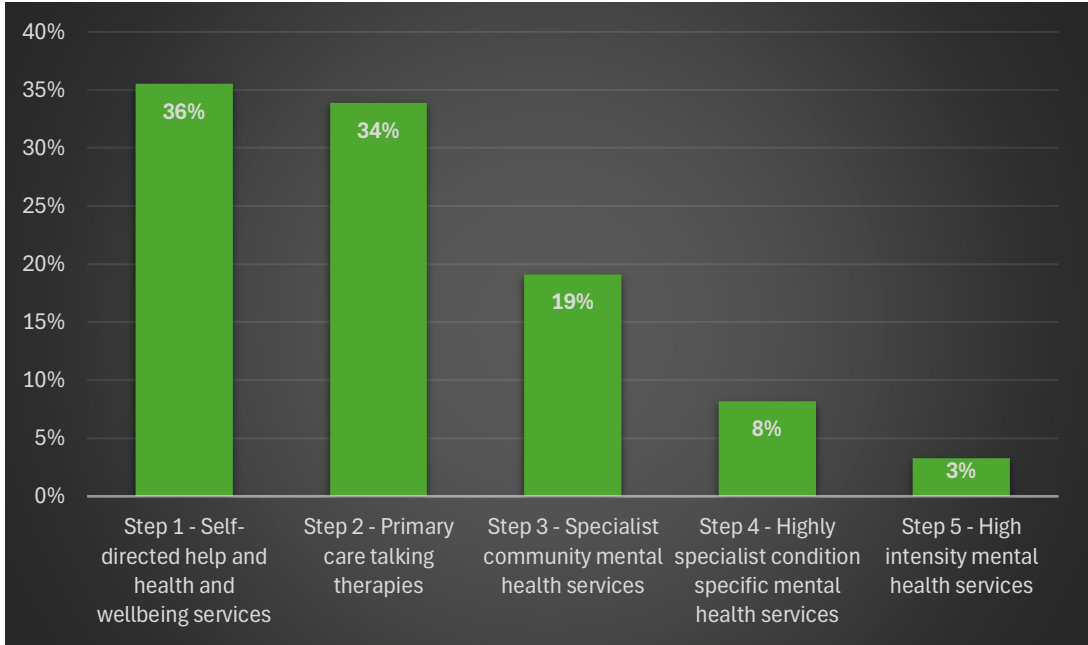
Fig 32: Percentage of organisations familiar with the stepped care model



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 92

**Q33. Which steps in the Stepped Care Model would your organisation be involved in?**

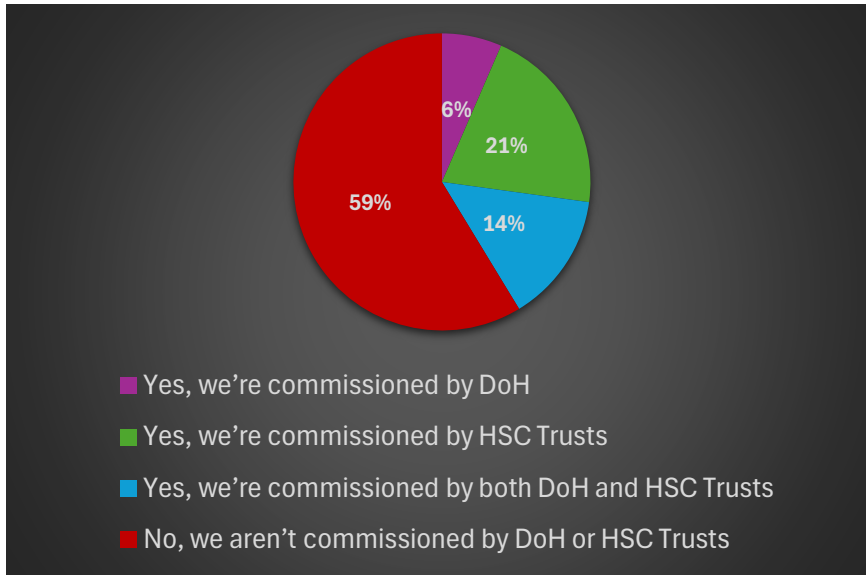
Fig 33: Percentage of steps different organisations are involved in the Stepped Care Model



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 79

**Q34. Is your organisation currently commissioned by the DoH and/or HSC Trusts to provide mental health services or support?**

Fig 34: your organisation currently commissioned by the DoH and/or HSC Trusts to provide mental health services or support

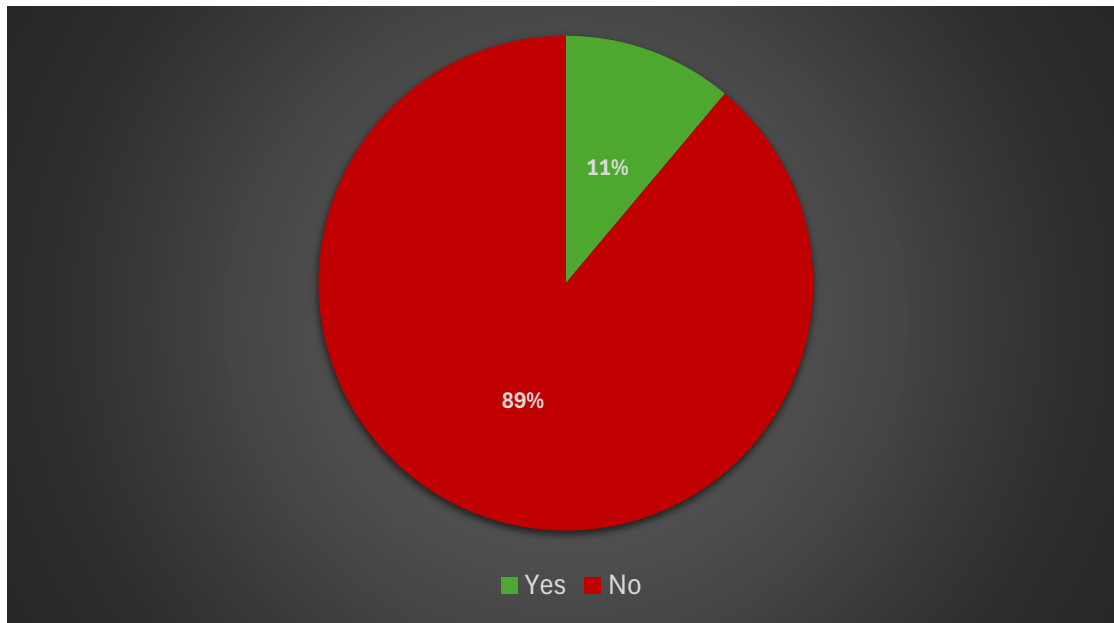


Source: DoH / EY survey of CVS organisations, January 2025

N: 92

Q35. Has your organisation ever been commissioned by the DoH/HSC Trusts to provide mental health services?

Fig 35: Percentages of organisation ever been commissioned by the DoH/HSC Trusts to provide mental health services

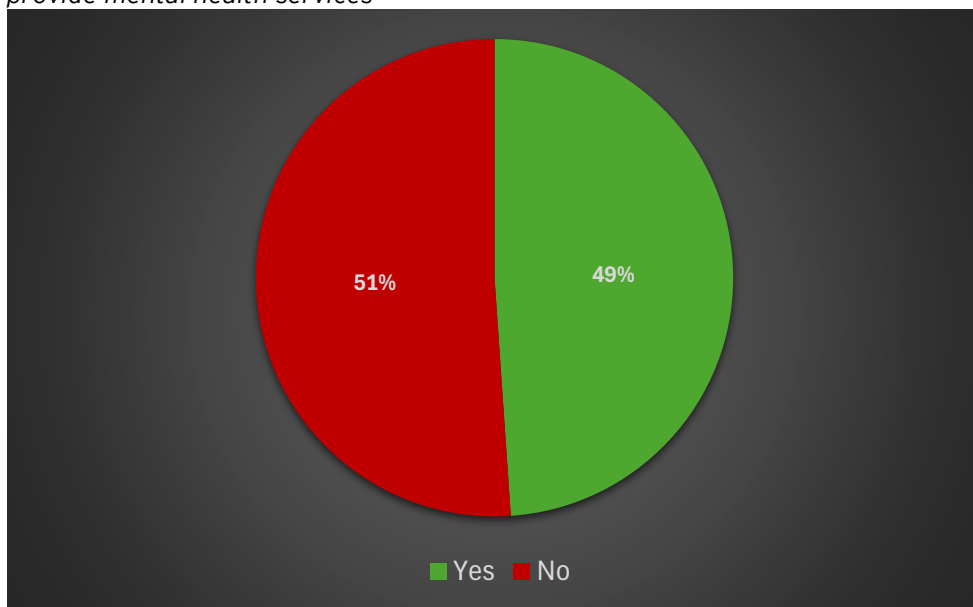


Source: DoH / EY survey of CVS organisations, January 2025

N: 54

Q36. Is your organisation currently commissioned by any other statutory organisation to provide mental health services?

Fig 36: Percentage of organisations currently commissioned by any other statutory organisation to provide mental health services



Source: DoH / EY survey of CVS organisations, January 2025  
N: 92

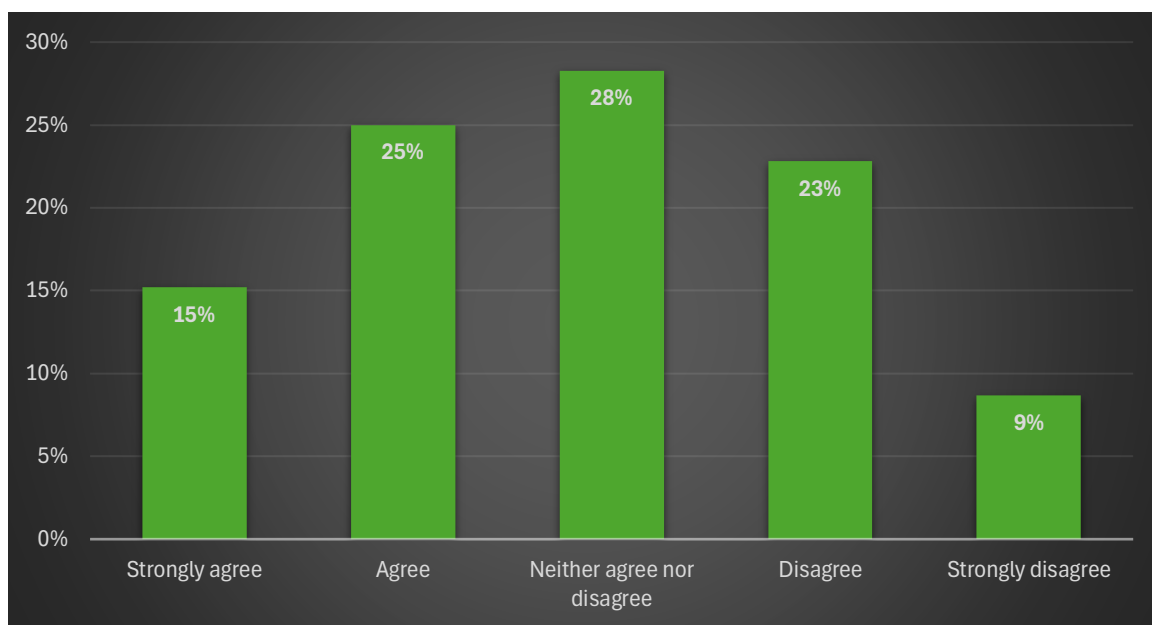
Fig 36.1: Details of statutory organisations currently commissioning CVS organisations

1. Public Health Agency
2. Department of Justice- Northern Ireland Prison Service
3. Education Authority
4. Department of Education
5. Department for Communities
6. NI Housing Executive
7. Health and Safety Executive
8. Victims and Survivors Service
9. Probation Board for NI
10. UK Shared Prosperity Fund

Source: DoH / EY survey of CVS organisations, January 2025  
N: 45

**Q37. To what extent would you agree or disagree that your organisation understands the tender process for commissioning mental health services in Northern Ireland?**

Fig 37: Percentage of organisational understanding of the tender process for commissioning mental

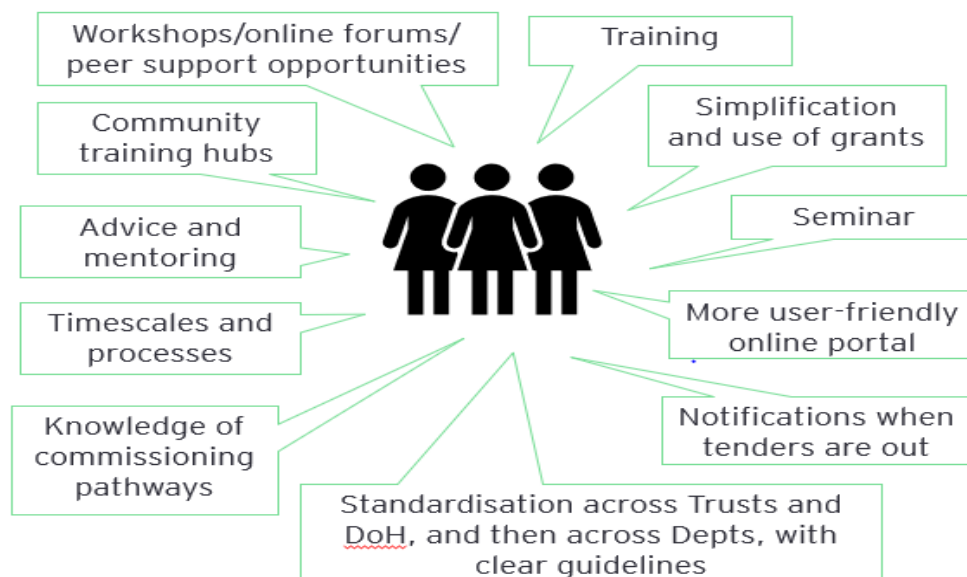


Source: DoH / EY survey of CVS organisations, January 2025

N: 92

**Q38. What would help to further your understanding?**

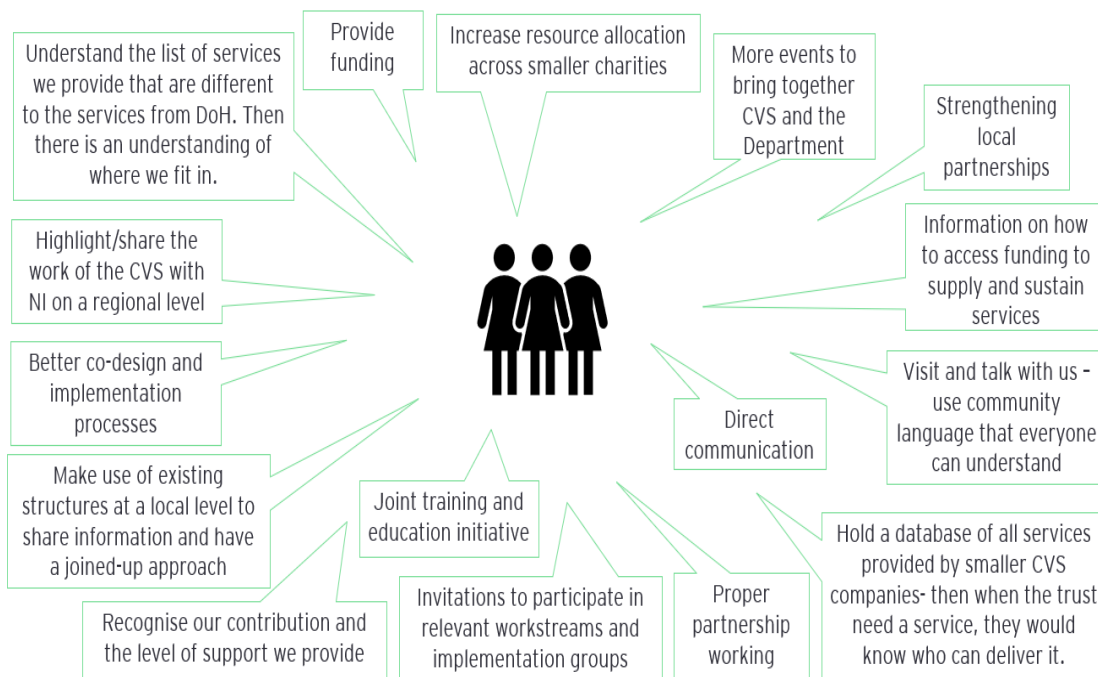
Fig 38: Details on what will help further the understanding of the CVS organisations



Source: DoH / EY survey of CVS organisations, January 2025

N: 69

Fig 39: Suggestions on better collaborations with the Department of Health



Source: DoH / EY survey of CVS organisations, January 2025  
 N: 73

## Appendix 2 - Examples of collaboration between the Statutory Sector and the CVS

### **Case Study: Community Mental Health Navigators in the Royal Victoria Hospital's H Department**

The Community Mental Health Navigator service in the Royal Victoria Hospital's Emergency Department (ED) is an initiative designed to provide timely mental health support to individuals who present in crisis. The Community Mental Health Navigator service operates through a collaborative partnership between CVS organisations and Belfast Health and Social Care Trust (BHSCT). The CVS organisations involved are Ashton Community Trust and Start 360 and they bring essential community-based expertise to the service. They play a pivotal role in delivering direct support to individuals in mental health crisis by providing community outreach, follow-up care, and navigation to local mental health services. Navigators are often seen wearing distinctive pink shirts, which not only help them stand out in the busy hospital environment but also serve as a visual cue that these individuals are specifically trained to assist those in mental health crisis. The 'pink shirts' also serve to promote the idea of mental health normalisation.

The statutory bodies ensure the integration of the Navigator service within the hospital setting, allowing the mental health professionals to work alongside emergency department staff to manage individuals in crisis efficiently and effectively. One of the most notable impacts on service users is the timely intervention offered by the Community Mental Health Navigators. Many individuals who present in the ED with mental health crises may otherwise be admitted to the hospital for treatment, which can lead to extended stays and strain on resources. This programme enables individuals to have someone to talk to, someone to listen and ask questions on their behalf. Their work can be lifesaving, on 17 occasions over the last three years, Community Navigators have participated in ligature removal from people attempting suicide within the ED. This has major implications for the care and support of people in ED, and those who provide their care (Community Navigators Report, 2025)<sup>67</sup>.

## **Case Study: Healthy Living Centre (HLCs) Alliance**

The Healthy Living Centre Alliance is an award-winning network of 31 community-led health improvement organisations based in areas of high health inequalities throughout Northern Ireland, both rural and urban. Healthy Living Centres are rooted in localities from Castlederg to Kilkeel and from Coleraine to South Armagh and are a key driver in connecting people up to services and linking the health sector and wider public sector up to working-class communities. The HLC Alliance across the region have been supported by the Department for Communities to deliver a host of online workshops and programmes to help communities get connected, take care of themselves and learn new skills (Healthy Living Centre Alliance, 2023)<sup>74</sup>. As part of the HLC Alliance, one of the key initiatives is The Wee Group Peer Support Project which aims to help people with long-term health conditions by providing peer support to improve their mental health and well-being. The project aims to create lasting peer support networks for over 300 people with long-term health conditions, supported by experienced facilitators and led by the community.

## **Case Study: The Elevate Programme**

Elevate is a programme of support for the community, voluntary, and public sectors designed and delivered by the Community Development and Health Network, with community partners and funded by the Public Health Agency (PHA) since 2019 (CDHN, 2024)<sup>75</sup>. The programme builds skills, knowledge, and expertise in community development to help reduce health inequalities by addressing their root social causes.

This is achieved through delivering training on health inequalities using a community development approach, alongside the Community Mentoring and Grants Programme. 21 community groups secured funding in September 2024 to address health inequalities at the local level. Projects ranged from support groups for parents or carers of children with additional needs to addressing health inequalities in ethnic minorities. This programme has contributed to increased access to support services, enhanced social inclusion and increased confidence in tackling health inequalities.

## Case Study: WELL-Bean Café

The WELL-Bean Café, established by PIPS Hope and Support in Newry, provides immediate assistance to individuals experiencing mental or emotional distress during evenings and weekends. Operated by PIPS Hope and Support, a suicide prevention charity, the café offers a non-clinical, crisis intervention space with one-to-one counselling and peer support. It serves as an alternative to hospital emergency departments for those in distress. PIPS Hope and Support, a CVS organisation, is responsible for managing daily operations, providing trained staff and volunteers and delivers immediate support services, including counselling and peer support (PIPS Hope and Support, 2023)<sup>68</sup>.

The café also benefits from the involvement of key statutory organisations including Southern Health and Social Care Trust (SHSCT), Northern Ireland Ambulance Service (NIAS) and Police Service of Northern Ireland (PSNI). SHSCT provides funding and strategic support to align the service with regional mental health strategies (SHSCT, 2023)<sup>69</sup>. In addition, Northern Ireland Ambulance Service (NIAS) and Police Service of Northern Ireland (PSNI) have established referral pathways, allowing direct crisis referrals to the café (NIAS, 2023)<sup>70</sup> (PSNI, 2023)<sup>71</sup>. The WELL-Bean Café is funded through a combination of sources, with SHSCT providing essential financial support to ensure the service's continued operation. SHSCT allocated funding in 2023 to ensure the café's continued operations. This funding covers the costs associated with staffing, training, and maintaining the café's infrastructure.

## **Case Study: Perinatal Mental Health Services in Northern Ireland**

Perinatal mental health services in Northern Ireland provide essential support for women experiencing mental health challenges during pregnancy and the postnatal period. Conditions such as depression, anxiety, and postpartum psychosis can have profound effects on both mothers and their infants if left untreated (Bauer et al., 2014)<sup>78</sup>. To address this, a collaborative model has been established, bringing together statutory health services and Community and Voluntary Sector (CVS) organisations to ensure timely, comprehensive care.

As part of its Mental Health Strategy 2021-2031, the Department of Health (DoH) Northern Ireland has committed to strengthening perinatal mental health services (DoH, 2021)<sup>79</sup>. Funding is channelled through Health and Social Care (HSC) Trusts, which are responsible for delivering specialist perinatal mental health care. Multidisciplinary teams including psychiatrists, mental health nurses, and social workers provide early intervention, crisis support, and referrals to inpatient mother-and-baby units when necessary. In addition, the Public Health Agency (PHA) funds community-based initiatives that complement clinical services, promoting maternal mental well-being through education and peer support. Some CVS organisations play a crucial role in delivering tailored support services. Parenting NI provides counselling and group therapy (Parenting NI, 2023)<sup>80</sup>, while NSPCC Northern Ireland's Baby Steps programme offers guidance to parents throughout pregnancy and early parenthood. AWARE NI supports mothers experiencing perinatal depression through specialised services such as mindfulness sessions and peer-led support groups (AWARE NI, 2023)<sup>81</sup>.

Since the expansion of perinatal mental health services in 2022, over 1,500 women in Northern Ireland have received specialist support (NSPCC Northern Ireland, 2023)<sup>82</sup>. This investment in both clinical and community-led care has significantly enhanced the availability of perinatal mental health services, ensuring that more mothers receive the help they need at a critical time.

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