

TFN Impact Report

Name of your Organisation:	The Listening Place
Date of TFN event which you pitched at?	02/05/18
Name of the project TFN funded:	Filling the gap in the support of suicidal people
Were you able to undertake your project as you outlined in the application?	Yes
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>The Listening Place has been growing at a very fast rate. This growth put greater emphasis on our need to establish an effective administrative function able to co-ordinate the many facets involved in supporting a large number of vulnerable visitors.</p> <p>The funding by TFN enabled us to employ an office manager responsible for helping to achieve key objectives:</p> <p>Efficient referral and appointment system: We needed to be able to provide an easy and helpful system able to manage 100 new referrals a month, and possibly manage 40-50 visitors a day, setting up their appointments and sending out reminders. We have managed to set up a system that regularly manages the appointments of 60 people a day, 400 a week. The Listening Place has now received its 3000th referral since we opened for appointments in July 2016.</p> <p>Volunteer management: We needed to train and co-ordinate the activities of an increasing number of volunteers. We aimed to train 50 new volunteers, but we were actually able to train over 100, and now successfully manage the activities of 400 well-trained volunteers.</p> <p>Partner Liaison: We needed to have a good working relationship with many partners and potential referrers. We needed to identify and develop working practices with new organisations to ensure our access to as many suicidal people as possible. We have managed to expand our referral network from 34 active partners to over 60 potential referrers.</p> <p>Research tools: Data taken from our specially developed research tools has been regularly managed and compiled into essential feedback which helps us develop the effectiveness of our service, and also keeps our partners informed about what we are achieving.</p> <p>We have more than achieved each of our objectives and this would have been more difficult without a full time Office Manager to co-ordinate our increasingly complex activities.</p>
What portion of the project did TFN fund?	75%
How many direct beneficiaries did the TFN funded project reach?	A further 1000 referrals have been received over the past 12 months.

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How many indirect beneficiaries did the TFN funded project reach?	It is probable that in excess of 5,000 additional beneficiaries include family, friends, mental health professionals, colleagues, 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 and from whom?	<p>The donation from SFG contributed 75% of the employment of an Office Manager to focus on effective co-ordination and administrative work. The remainder of the cost was covered by unrestricted funding provided by additional donors who included Weldon UK, Henry Smith, Drapers, Childwick, and Syncona.</p> <p>Our relationship with TFN has helped us develop an effective approach to applications, and helped build our confidence in this area. A donation from TFN was the first successful application made by The Listening Place. Since we first came into contact with TFN we have undertaken a significant and successful programme of applications to trusts, foundations, and major donors.</p>
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	No
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 other significant changes?	Since presenting to TFN and the SFG, The Listening Place has continued to grow rapidly, exceeding every objective and expectation. We have now received over 3000 referrals. We regularly see 60 people a day, around 400 a week, and take 150 new referrals every month. We have trained over 400 volunteers and created a referral network of over 60 active partners. We are open 7 days a week from 9am until 9pm. We will continue to expand until we can provide an effective support service for every suicidal person in London, which will require us to be able to manage 500 new referrals every month. We are confident that we will achieve this objective.
Do you have any other comments or feedback on the experience of the TFN process?	We have great affection and respect for TFN. It was the first funder to provide a donation at a time when we were a fledgling organisation. TFN offered us encouragement and guidance and made sure that we had every opportunity to raise the funds we desperately needed for our project. We will always be grateful to TFN for their early support and confidence in us. We are fast becoming a significant part of the well being landscape in London, and TFN helped enable us to start that process.
Can you tell us any personal stories to highlight the value of the project?	<p>The value of the project and what The Listening Place achieves is best summed up by our visitors:</p> <p>“The Listening Place is an amazing charity. For me, the most important</p>

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part has been volunteers who are both compassionate and strong enough to respect my wish to die. When I first came here I was determined to do so and would never have bothered with anyone who tried to change my mind. I had to go to the very edge in order to turn around again. TLP have been there every step of the journey. And when I finally did chose to live, I knew the choice was mine alone, and powerful for being so.”

“I am very grateful for the opportunity to explore my thoughts and feelings around suicidal intent. It's the first time in my life that I felt I could speak openly without being judged, without someone else telling me how or what I should be thinking or feeling. The experience of the listener, Clifford, shone through in the sessions. He listened and gave space for my own wisdom to arise rather than jump in with his solutions. Once I got used to his still quiet way of being, it put me in touch with a deeper part of myself, a part that knows suicide is not the solution. I can't say for sure that I won't get pulled back into a delusional place again as much of these thoughts are connected with my mental health but I feel I have other tools to help me cope.”

“My counsellor (David) helps me to help myself. He keeps me on the right track. He listens to me and guides me without telling me what to do. His encouragement is very much appreciated. He is what I would call 'medicine'. Coming to The listening Place is better than tablets. I am always happy in looking forward to coming here. Thank you to all the staff.”

“The kindness, continuity, care and genuine concern is like something I have never experienced before, therefore I don't quite know how to put it into words. Heather and Nadia are incredibly kind and do everything they can to encourage me and help me to feel less of a failure when I don't feel able to attend an appointment or pick up the phone. I feel so supported and able to be honest and vulnerable which is something unique and valuable. This is honestly my lifeline and I think quite frankly I would not be alive today without this support.”

“When I first came here I was in a very dark place. I truly believed my life was over and there was no longer a place for me. This happened just before the Christmas break and finding help was difficult. However, I was given the contact details for The Listening Place and was seen during Christmas and did not have to wait. I have felt supported and understood and, importantly, I was not judged as being weak for wanting to end my life. All the volunteers have been kind and caring, the service is very needed. I can honestly say that The Listening Place has saved my life. Thank you so much.”

"I feel extremely honored and blessed to have the opportunity to come to TLP. The staff are all extremely amicable, warm and considerate. Catherine has been exceptionally supportive and always makes me feel welcomed and valued. My counsellor, Gill, is one in a billion and is, without exaggeration one of the warmest, nicest and

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most considerate people I have ever met in my life. Her buoyancy, vivacity, energy, thoughtfulness and unwavering support has fuelled me with the energy to power through some very dark and challenging days.”

“I want to express my deep and heartfelt gratitude for all of the volunteers at The Listening Place. From being someone who found it almost impossible to acknowledge I had fallen so far that I would need the support of your service, I feel the listening and compassion I receive are helping me toward finding hope again. The patience, kindness and selflessness of everyone I have met are reminders of the depth of the human spirit and the value of life.”

“It has been an absolute pleasure to be seen by the volunteers at the Listening Place. I have seen a few volunteers in this stretch of counselling and I feel that each volunteer has taken the time to understand my thoughts and offer empathy and kindness. I see the Listening Place as a safe haven and a place that I can trust. I owe a lot to the help I have received from the Listening Place. Thank you.”

“I would like to thank TLP and all volunteers and staff for their support thus far, in providing a calm and welcoming environment to share what is on my mind in an empathetic way. Appointment times have been flexible and where possible continuity with staff has been helpful. Coming regularly to TLP has helped to get through a very difficult time in my life. Thank you again.”