

**Introducing**



**Effective, timely support for  
anyone affected by suicide  
in your area.**



**AMPARO**  
support following suicide

## What makes Amparo so effective?

Amparo offers an easy-to-access service backed up by a non-geographic telephone number and/or simple [online referral form](#).

Locally-based Suicide Liaison Workers manage a caseload of beneficiaries, helping them with practical issues arising from suicide and ensuring they are linked into local support networks.

A comprehensive assessment of support needs is undertaken, a support plan is prepared and Amparo measures the impact of this using Short WEMWEBS.



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### Referral to Amparo Suicide Liaison Service

Our Amparo service is currently available to people living or working in Cheshire & Merseyside, South Yorkshire, Suffolk and Lancashire.

Due to social distancing requirements, Amparo is currently being offered via telephone or video link.

Your referral is strictly confidential and will not be disclosed to anyone. The only exception to this is if there is an immediate risk of harm to you, the client or any other members of the community.

If you have any queries about our referral process or if you need help completing any of the forms below, please email [amparo.service@listening-ear.co.uk](mailto:amparo.service@listening-ear.co.uk) or call 0330 088 9255 for assistance.

You can download a copy of Listening Ear's Privacy Notice [here](#). This contains information on why we collect your information, what we use it for and your rights in relation to your data. To request access to your personal data, a correction or deletion, please complete [this form](#) and return it to us using the details provided.

### Referral

#### Third Party Referrals

Are you making a referral on behalf of someone else? \*

- Yes  
 No

#### Details of person being referred



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## **A simple referral process leading to practical help**

Referrals can be made by anyone, using our non-geographic phone number or online form. We work with, and encourage referrals from, emergency support services, coroners, the NHS or other local support agencies, as well as self-referrals.

Referrals are triaged with the aim of making contact within 24 hours of receipt.

Support is offered for as long as it's required, up to and beyond an inquest.

This can include helping with a range of practical matters such as: dealing with the police and coroners; helping with media enquiries; preparing for and attending an inquest and helping to access other, appropriate, local support services.

## **A record of success all across the country**

Amparo is now available in Cheshire & Merseyside, South Yorkshire, Lancashire and Suffolk, and more local authorities are looking to contract the service.

We use recognised outcome measures including Shorter WEMWEBs to ensure that the support we offer makes a difference.

The performance of the service is measured on:

- Alleviating the distress of those exposed to or bereaved by suicide
- Reducing the risk of imitative suicidal behaviour
- Reducing the risk of suicide clusters
- Reducing the economic costs of suicide

Case Studies are prepared to demonstrate the effectiveness of the service, the complexity of the caseload and the variety of support offered.

## Clear and precise reporting of performance

Performance Outputs include:

- Number of referrals
- Origin of referrals
- No. of suspected suicides that the referrals relate to
- % of non-coroner referrals (to inform the marketing plan)
- Age/ Gender/ Area of Residence of those referred
- Relationship to the deceased
- Were those referred 'first on scene'?
- Was the deceased known or unknown to those 'first on scene'?
- Was initial contact made within 24 hours? Number declining service/ out of area
- Beneficiary demographics (who did not engage?)
- Signposting IBA beneficiaries
- Clusters/ Contagion/ CRP
- Beneficiary with a risk assessment and safety plan
- Number and type of onward signpost/referral
- Community response plans



# Quarterly and Annual Reporting

## Referrals

Age								
<18	18-25	26-35	36-45	46-55	56-65	66+	No info	Total
4	11	23	21	26	19	9	46	160

Gender				
Female	Male	Transgender	No info	Total
110	50	0	0	160

First on Scene (FOS)		
Known	Not Known	Total
40	4	44

Relationship to the deceased	
Parent	37
Sibling	20
Child <18	2
Child >18	20
Child age unknown	16
Spouse	17
Partner	17
Extended Family	2
Colleague	2
Friend	11
Other	13
Not known	3
<b>Total</b>	<b>160</b>

## Activity



## Case Study

**C, aged 34, was one of three beneficiaries linked to the deceased, who died at home.**

C, who lived with their partner and two children, was the deceased's finder, cousin and best friend. C was referred by their partner V, who had self-referred to us but the deceased was more in need of the service. On the initial home visit, C reported they were shocked of being the finder, and was having flashbacks, night after night. C had been out of work for 6 months in the past, when they had turned to AMPARO for support. A safety plan was carried out and a safety plan was implemented. C's needs and sleeping arrangements were discussed and a need to make changes to the home was identified.

### What people say about AMPARO

- “Somebody visiting me for ME, not just for more 'official' reasons or questions to answer.”
- “I didn't expect any help or know of any help which I should perhaps be entitled to. You were an unexpected blessing.”
- “One night I sat with all the paperwork you left for me - months after the event - it was very helpful and soothing. Thank you.”
- “I was just amazed that somebody cared about the people on the periphery of a suicide and did something specifically for them. Much appreciated.”
- “It was comforting to know there was someone I could call if necessary.”
- “Somebody arriving at my home who really DID know what was happening to me was wonderful and allowed me to say what I wanted/needed and not just what my visitors felt I ought to be saying.”
- “We strongly felt that AMPARO was the best support agency we dealt with during this difficult time and that A was a credit to your company.”

# Marketing materials

Amparo produces marketing materials that can be modified for localities.

These include A6 cards and A5 flyers promoting Amparo, and we are a distribution hub for Help is at Hand materials produced by Public Health England. Since Amparo began, we've distributed over 33,000 separate pieces of marketing.



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 **0330 088 9255**

 [amparo.service@listening-ear.co.uk](mailto:amparo.service@listening-ear.co.uk)

 [@AMPARO\\_LEM](https://twitter.com/AMPARO_LEM)



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Amparo can offer you support following a suicide in a range of ways, including:

-  One to one individual support
-  Help with any media enquiries
-  Practical support when dealing with the Police or Coroner
-  Help overcoming feelings of isolation
-  Putting you in touch with local services that can help

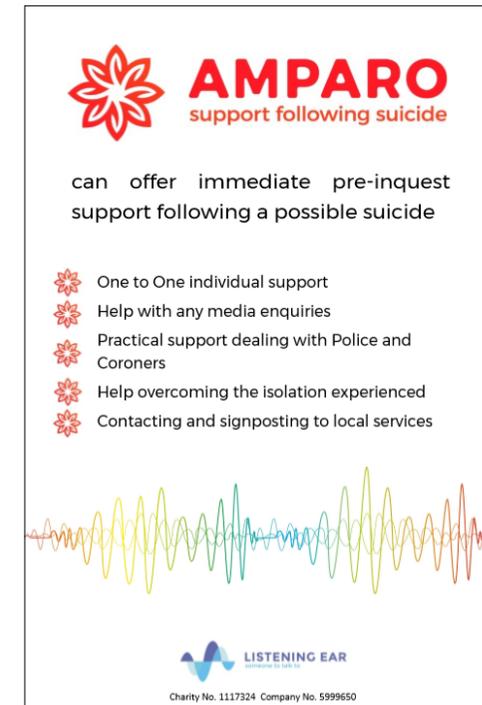
**Useful Contacts**

**PAPYRUS**  
Prevention of Young Suicide  
 **0800 068 41 41**

**SOBS**  
Survivors of Bereavement by Suicide  
 **0300 111 5065**

**CALM**  
Campaign Against Living Miserably  
 **0800 58 58 58**  
[www.thecalmzone.net](http://www.thecalmzone.net)

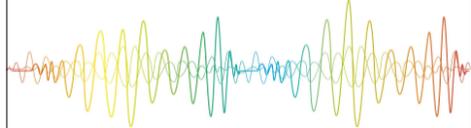
**SAMARITANS**  
A safe place for you to talk any time you like  
 **116 123**



 **AMPARO**  
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can offer immediate pre-inquest support following a possible suicide

-  One to One individual support
-  Help with any media enquiries
-  Practical support dealing with Police and Coroners
-  Help overcoming the isolation experienced
-  Contacting and signposting to local services

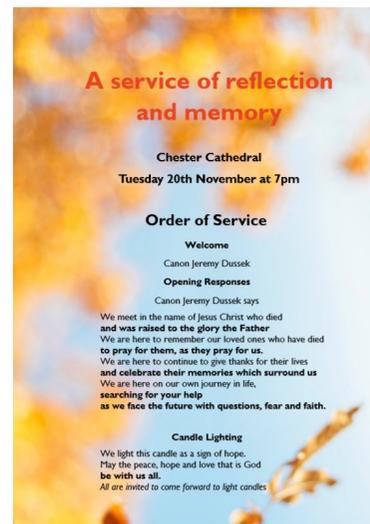
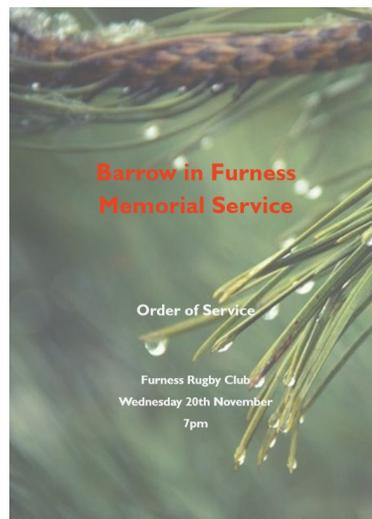


  
Charity No. 1117324 Company No. 5999650

## Memorial events

Amparo works with local public health departments to arrange memorial events to remember those who have been lost to suicide. These are positive, powerful gatherings where local support organisations can share their information with beneficiaries.

We liaise on producing the programmes for the events, goody bags and flyers, as well as co-ordinating online bookings.

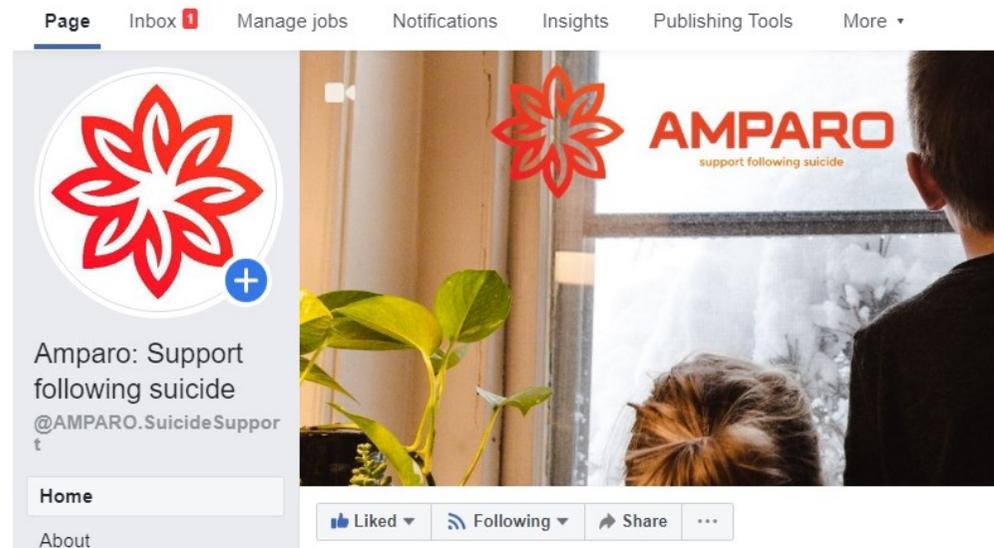


# Social Media

Amparo is actively promoted via Twitter and Facebook.



The screenshot shows the Twitter profile for AMPARO (@AMPARO\_LEM). The profile picture is a red flower logo. The header image shows a person from behind wearing a black t-shirt with the AMPARO logo and text: "Barnley, Blackburn with Darwen, Burnley, Cheshire, Fylde Coast, Halton, Hyndburn, Knowsley, Norfolk, Rotherham, St Helens, Suffolk, Warrington & Wirral." Below the profile picture is a blue "Edit profile" button. The bio reads "Support following suicide" and "UK listening-ear.co.uk/amparo/ Joined September 2017". It shows 896 Following and 492 Followers. The "Tweets" tab is selected, showing a pinned tweet from December 28, 2018, titled "Introducing AMPARO." with a link to "listening-ear.co.uk/Pages/FAQs/Cat...". Below the tweet is a video player for "Introducing AMPARO" with a duration of 0:59 and 581 views. The video thumbnail features the AMPARO logo and text.



The screenshot shows the Facebook page for AMPARO: Support following suicide (@AMPARO.SuicideSupport). The page header includes navigation options: Page, Inbox (1), Manage jobs, Notifications, Insights, Publishing Tools, and More. The profile picture is the red flower logo. The cover photo is the same as the Twitter profile. The page name is "Amparo: Support following suicide" and the page ID is "@AMPARO.SuicideSupport". Below the cover photo are buttons for "Home" and "About". At the bottom of the cover photo area are interaction buttons: "Liked", "Following", "Share", and a menu icon.

## Recognition

Amparo has featured in [The Parliamentary Review](#) as an example of a Best Practice service.

