

Prepared For: **INVESTING FOR HEALTH, MENTAL HEALTH AND EMOTIONAL WELLBEING COMMUNITY OF INTEREST**

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REPORT

EXTENT AND SCOPE OF MENTAL HEALTH AND EMOTIONAL WELL-BEING PROVISION IN NORTH AND WEST BELFAST

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Appendices:

- Details of organizations that responded to the mapping exercise
- Copy of questionnaires

Context

Mental Health problems are both a cause and consequence of deprivation and inequalities (Pilgrim & Rodgers, 2003). Socio-economic disadvantage and deprivation increases the risk of mental health problems across the spectrum of disorders and fragmented impoverished environments are risk factors for depression and suicide. As such, mental ill health does not occur randomly or in isolation but is strongly associated with unemployment, less education, socio-economic status, poor physical health and adverse life events such as racial discrimination, bereavement, violence, bullying and abuse (Fryers et al., 2003; Meltzer et al., 2004). Other significant risk factors include a family history of psychiatric disorder, childhood neglect, family breakdown, financial strain, long-term caring across the life span but especially in later life (Milne et al., 2001; Godfrey and Denby, 2004).

Over 19% of the total burden of disease in Western European Countries is attributable to mental illness compared to 17% for cardiovascular disease and 16% for cancer (The World Health Organisation, 2004). At any one time one adult in six has a common mental health problem of which half are limited by and one fifth are disabled by their condition (Melzer, 2004). 10% of children aged 5 - 15 experience a clinically defined mental health problem (Collishaw et al., 2004) and over the last 25 years rates of depression and anxiety amongst teenagers has seen a dramatic 70% increase.

In Northern Ireland 21% of the adult population (over-16) consider themselves to be depressed with a similar proportion reporting a potential psychiatric disorder, rates, which exceed those reported in England and Scotland by some 20% (Health and Wellbeing Survey, 2001). Likewise the prevalence of general mental health problems exceed those of England by some 25% (Effectiveness Evaluation: Health and Social Care, DHSSPS, 2003) and in Northern Ireland approaching one quarter of the population (23% of men and 26% of women) report experiencing emotional-psychological distress of a level of which would benefit from some form of treatment (Health Promotion Agency, 2002). Finally in Northern Ireland suicide trends over the last ten years have seen an alarming 27% increase compared to an overall 9% decrease in the rest of the United Kingdom (NISRA).

This comparatively high prevalence of mental ill health in Northern Ireland is most likely compounded by particular risk factors including social and economic deprivation, unemployment and recovery from the trauma of the Troubles (Bamford Review of Mental Health and Learning Disability for Northern Ireland, 2006).

Emerging evidence indicates that effective treatments for mental health disorders are necessary but not sufficient for promoting and sustaining positive mental health (WHO, 2004). For example, providing the most effective evidence-based treatment for one half of all people with depression would only reduce the current burden of depression by less than one quarter. In contrast, mental health promotion and prevention activity can contribute to health, social and economic gain, increase social inclusion and economic productivity, reduce the risk of mental and behavioural disorders and decrease social welfare and health costs (Llopis & Anderson 2005: WHO, 2005).

For those experiencing or recovering from mental ill-health stigma, discrimination and negative stereotypes often based on fear and a desire underpinned by insecurity to dismiss difference and retain a sense of "them" and "us" (Williams, 2004) have been consistently identified as the greatest barrier to social inclusion and quality of life (Social Exclusion Unit, 2004). Stigma can also inhibit people from accessing help and support accentuating their sense of isolation and alienation along with that of their families and carers.

It is in this context that the current project set out to map the current provision of mental health promotion and wellbeing activity in North and West Belfast.

North and West Belfast has a population of around 150,000 living in some of the most socially and economically disadvantaged wards in NI. The area has a well-developed community sector and a large youth population. Previous research has shown that the prevalence of mental illness in the Trust area is higher than elsewhere in NI. In 2002 the suicide rate for the area was 19 per 100,000 compared to 10 per 100,000 for the rest of NI. In other words the suicide rate in North and West Belfast is almost double the regional average.

There is a wide range of definitions of mental health and no single definition is likely to be appropriate for all sectors and settings. For the purpose of this project, however, with a strong emphasis on mental health promotion, mental health was defined as:

"Emotional and spiritual resilience which enables us to enjoy life and survive pain, disappointment and sadness. It is a positive sense of wellbeing and an underlying belief in our own and others dignity and worth. Related to this is the understanding that mental health promotion includes any activity which actively fosters good mental health and enables individuals to develop skills which can assist them in reaching their full potential"

1. Introduction

The report sets out the findings from a mapping exercise to determine the extent and scope of mental health and emotional well being provision within North and West Belfast.

The objectives of the programme of research encompassed the following:

1. To identify, list and describe current mental health promotion and emotional wellbeing activity, inclusive of suicide prevention work, carried out within the North and West Belfast locality
2. To specify how these activities promote mental health and wellbeing and to illustrate the evidence base or source of identified need informing the activities
3. To gather details of those providers/organisations/agencies/groups/individuals carrying out this activity, including type of service/support/initiative/project, time period and duration, client target groups and settings, finance available and funding sources
4. To collect information on the types and/or audit or review that organizations have carried out or planning to complete in relation to their services
5. To determine possible needs, deficits and/or gaps in current activity and service provision
6. To develop an accessible database of information obtained from this mapping exercise
7. To provide a detailed document that complements and explains the findings and information to be included in the database

In addition to this report, the mapping exercise has led to the production of a more detailed database of existing providers and services in the area which is to be loaded onto the Wellnet website. It will also be available in hard copy. A copy of the database is included as an Appendix to this report.

The mapping exercise was carried out using a composite research methodology. This encompassed the following elements:

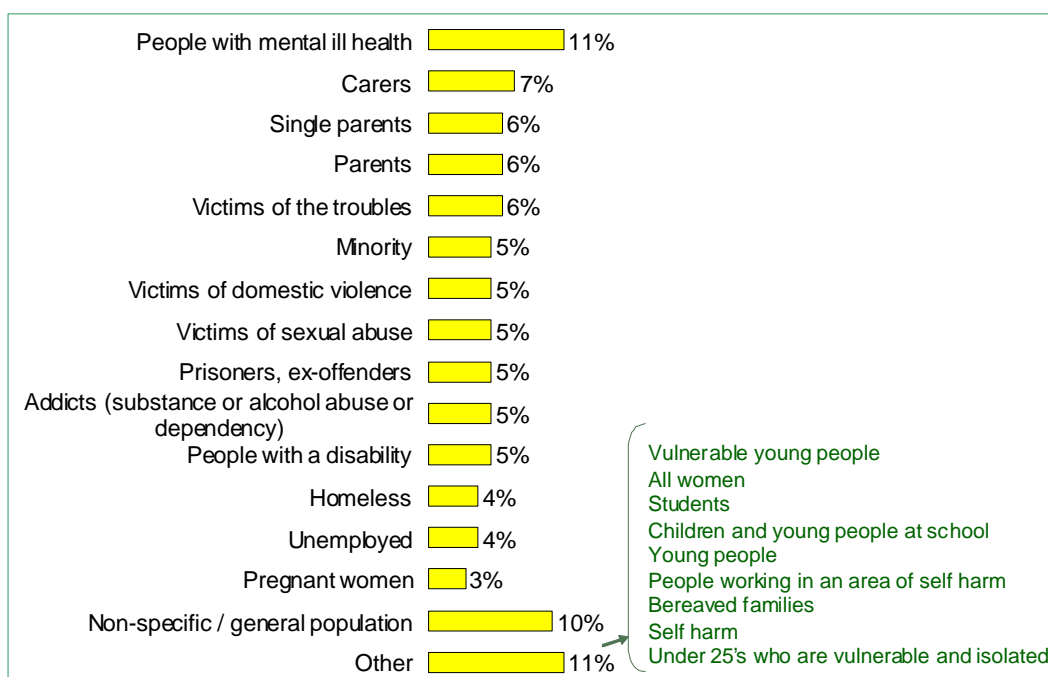
- A self completion survey of support groups and service providers within North and West Belfast operating in the sphere of mental health promotion and emotional wellbeing. Providers were identified via the Wellnet website as well as via contacts of the Investing for Health, Mental Health and Emotional Wellbeing Community of Interest. Questionnaire respondents were also asked to identify other relevant organisations operating in North and West Belfast. In order to encourage response rates potential respondents were followed up by telephone and e-mail on several occasions and Millward Brown Ulster also had a presence at the Suicide Prevention Implementation Group meeting in April 2007. In total, 123 groups and providers were contacted to take part in the mapping exercise, of which 55 completed and returned a questionnaire, a response rate of 45%. A copy of the questionnaire is included as an Appendix.
- Depth interviews with 12 support groups and service providers. Depth interview participants were chosen to include key organisations who had not previously completed the self completion questionnaire in order to encourage response rates and well as key groups who had previously completed the questionnaire. The aim of these depth interviews was to encourage response rates to the self-completion survey and to explore in more detail issues arising from the analysis of the self-completion questionnaires.
- A telephone survey of a sample of 100 North and West Belfast residents on the subject of mental health and emotional wellbeing in their area. A copy of the questionnaire is included as an Appendix.

2. Mapping Exercise

2.1 Specific Populations Targeted In North and West Belfast

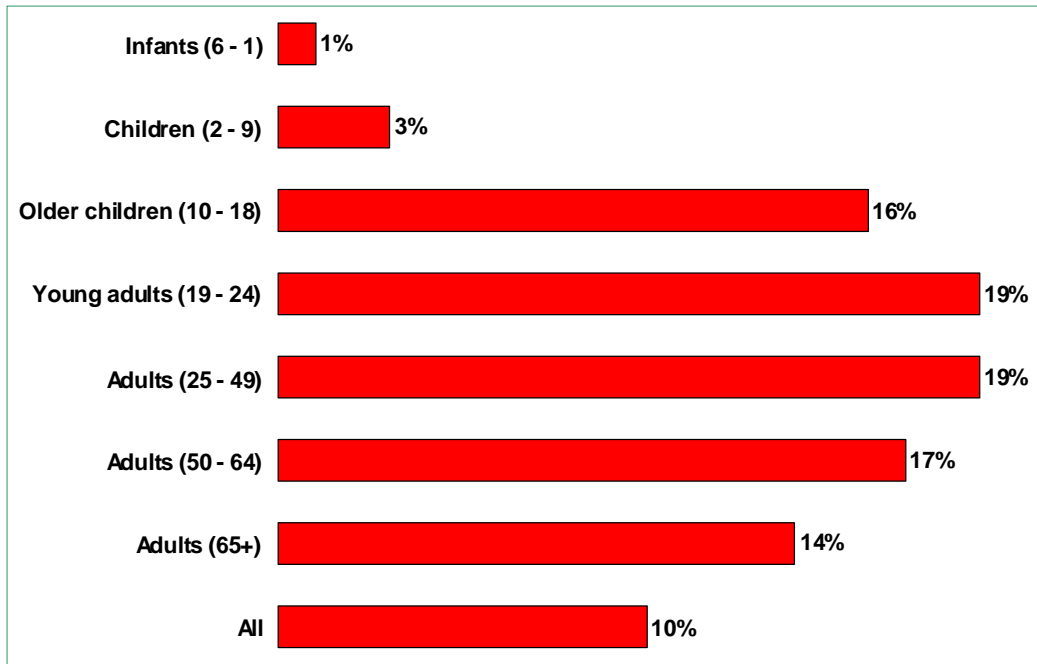
The existing providers and services operating in the sphere of mental health and emotional wellbeing in North and West Belfast are targeting a wide range of defined groups encompassing the population at large as well as specific at risk, vulnerable groups, those diagnosed with mental ill health, disabilities and their carers. Fig. 1

Fig 1 : POPULATIONS SPECIFICALLY TARGETTED



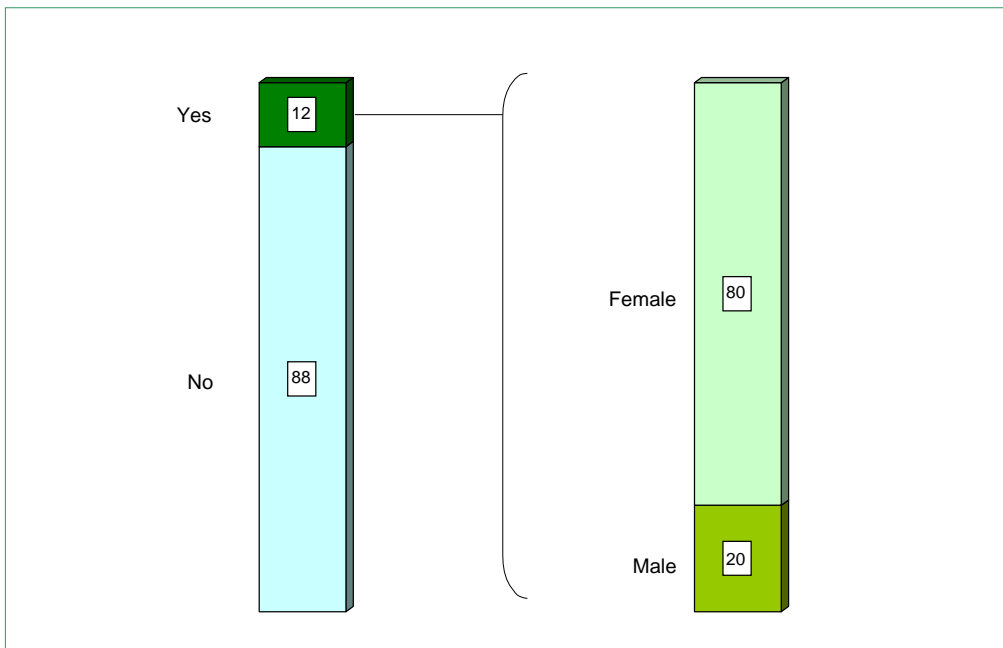
Mental health promotion is equally relevant throughout all stages of life. As outlined in Figure 2, services are targeting groups across the lifespan from infancy to adults aged over 65. Services targeting young adults (19 - 24 years) and adults (25 - 49 years), however, are over represented accounting for 38% of provision. In contrast, services targeting infants (6 months - 1 year) and children (2 - 9 years) are under - represented accounting respectively for 1% and 3% of service activity. This uneven distribution of service provision is noteworthy given the well-established relationship between emotional problems in childhood and social-psychological functioning in later life (Kim-Cohen et al., 2003; Meltzer et al., 2000; Meltzer et al., 2001). Mental health problems experienced by children and young people ripple out and affect many aspects of the child's life, family and community life, educational performance and physical health (Mental Health Foundation, 2005). For example, Scott et al. (2001) found that the cumulative costs of public services used through to adulthood by children with "troubled behaviour" were 10 times higher than children without early difficulties. Together this highlights the importance of early intervention including parenting support and effective mental health promotion, which can reduce the incidence of serious emotional and relational problems in later life ((Mental Health Foundation, 2005) while also recognising that all children have mental health needs which will benefit from a greater focus on emotional well being in families, schools and the wider community (Bamford Review of Mental Health and Learning Disability, 2006).

Fig 2 : AGE GROUP PRIMARILY TARGETTED



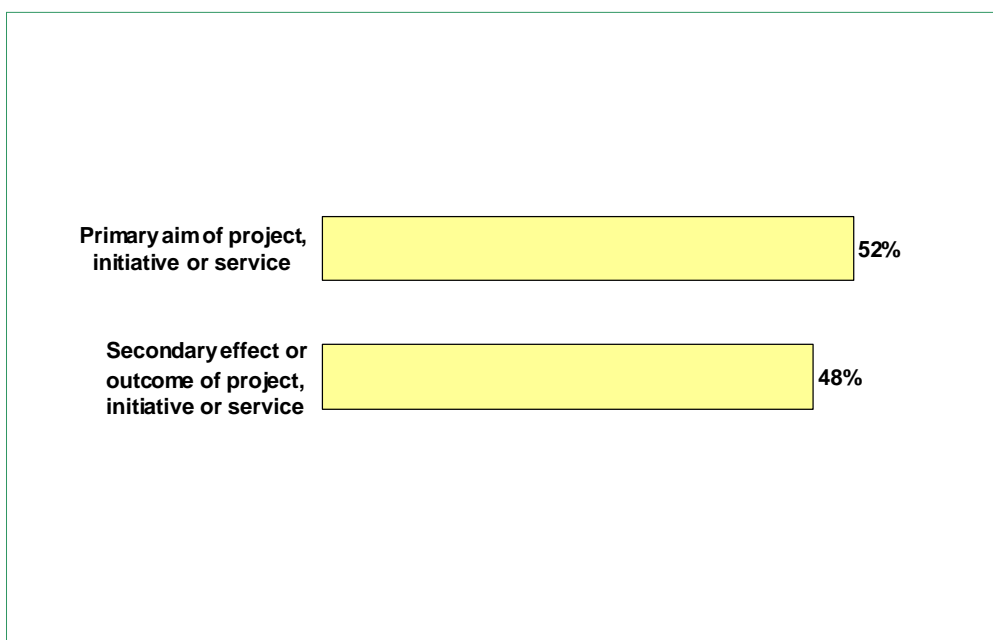
Most existing provision is not gender specific, but where it is, it favours females. Fig. 3

Fig 3 : GENDER SPECIFIC PROJECT



The existing provision is almost equally divided in the extent to which the promotion of mental health and emotional well being is a primary or secondary aim. Fig. 4

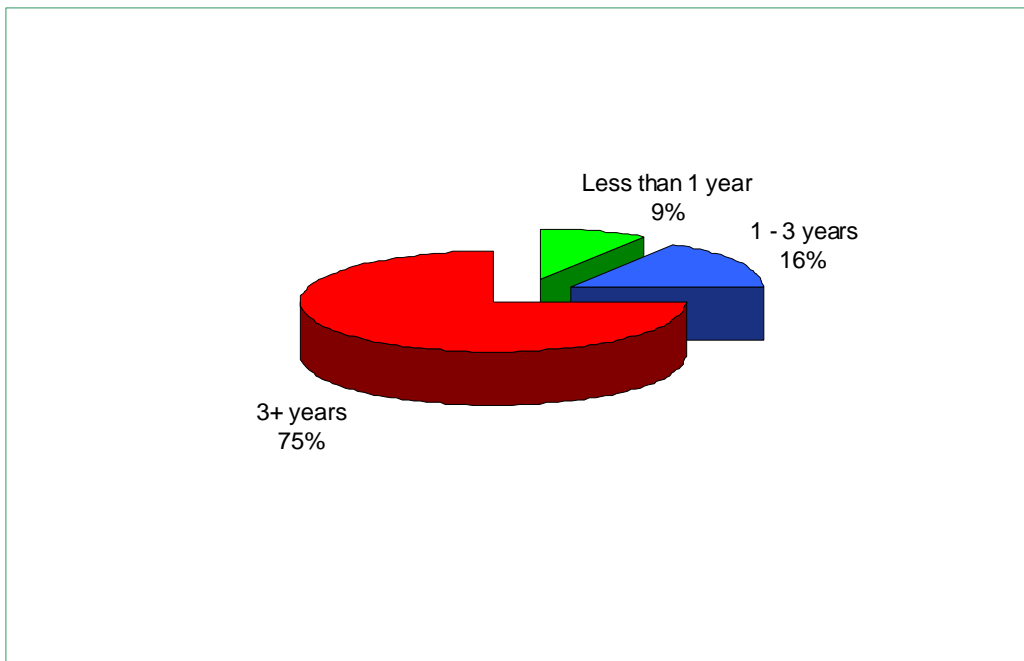
Fig 4 : PRIMACY OF PROMOTING MENTAL HEALTH AND EMOTIONAL WELL BEING



2.2 Sustainability of Provision

Three quarters of the providers and services surveyed were well established, having been in existence for more than three years. This indicates that service activity is responding to existing as well as adapting to changing need at a local or grass roots level. Fig. 5

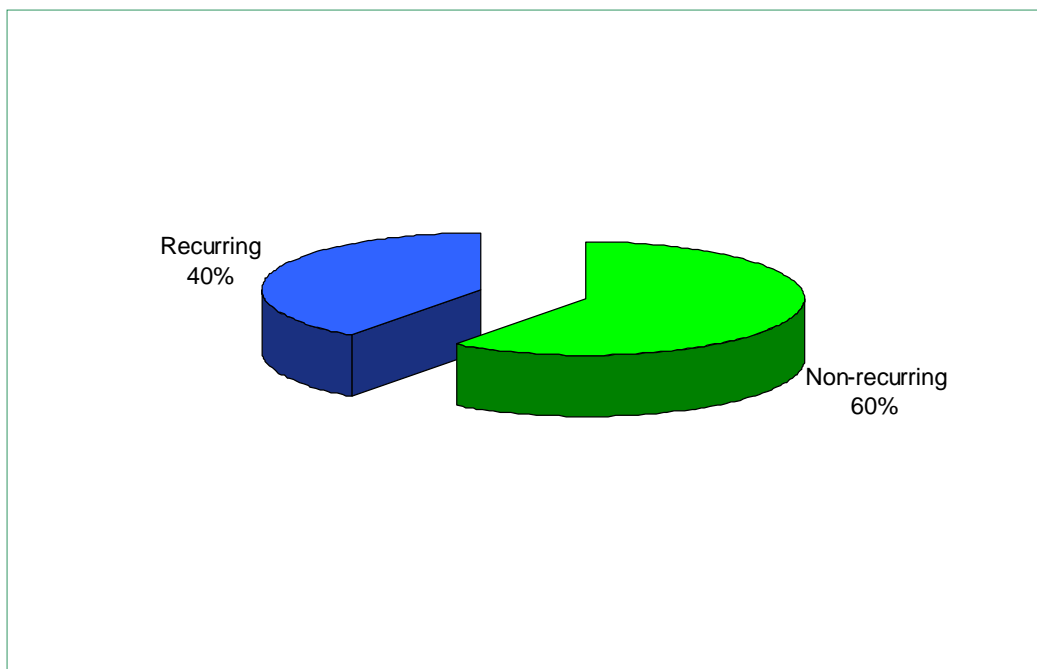
Fig 5 : SUSTAINABILITY OF PROJECT, INITIATIVE OR SERVICE



2.3 The Funding Pattern

Most of the services and providers surveyed have a non-recurring funding source. Notwithstanding the universal problem of competing demands on finite human and material resources, non-recurrent funding most likely limits the capacity to implement long-term strategic initiatives to create favourable environments that promote sustainable mental well being and improvement of individuals, families, organisations and communities. Fig. 6

Fig 6 : PROJECT, INITIATIVE OR SERVICE FUNDING

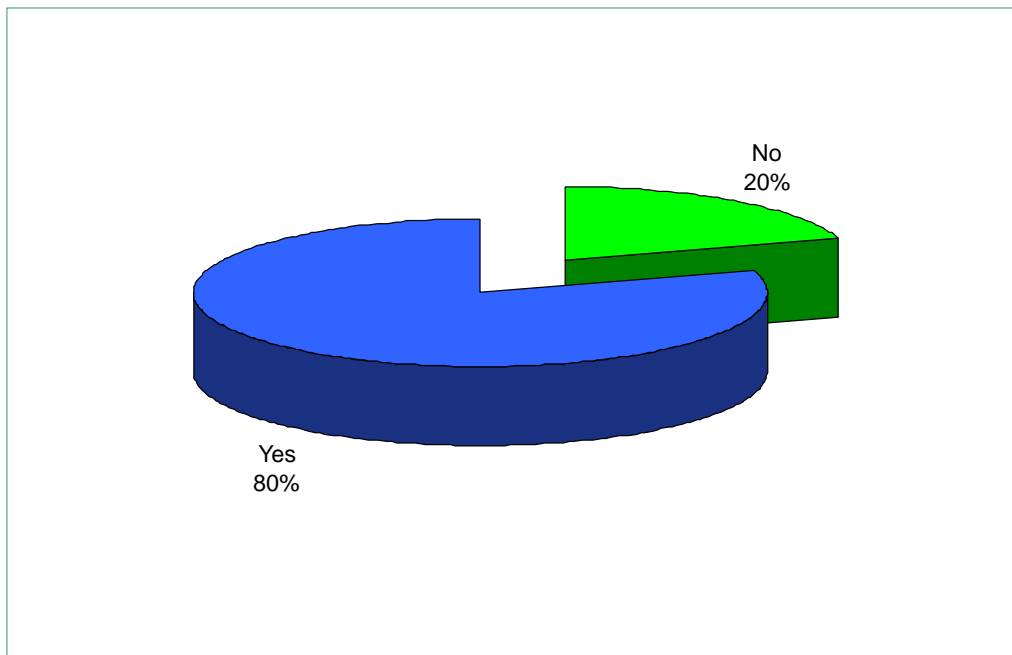


2.4 Partnership Approaches

Partnership approaches appear to be the norm with virtually all the providers and services having at least one other partner, and in many instances multiple partners.

Fig. 7

Fig 7 : EXISTENCE OF PROJECT PARTNERS



2.5 Project Aims and Objectives

The services and providers surveyed encompass a wide diversity of aims and objectives. These were unable to be collated as they were so wide ranging in nature. There were in excess of 40 distinctive aims cited and over 85 objectives. The aims and objectives were rather reactive in nature; responding to mental ill health issues rather than pro-actively promoting good mental health and emotional wellbeing. Fig. 8 and Fig. 9

Fig 8 : INDICATIVE AIMS

- To help young people affected by drugs and alcohol abuse either directly or indirectly
- To support young people while in school to address emotional issues through therapeutic counselling
- To encourage women within the Greater Shankill to participate in physical activity
- To develop personal skills of Traveller women to give the community information about agencies who can help them
- To provide quality information on health and wellbeing to people from socially disadvantaged areas
- The overall aim of the project is to reduce the number of suicides in the Greater Shankill area
- Promoting every individual's right to normalisation
- To address the complex social and economic problems facing Unionist community in North & West Belfast
- To provide quality information to women who live and work in socially disadvantaged areas

Fig 9 : INDICATIVE OBJECTIVES

- To remove barriers to participation
- To provide community based programmes
- To identify need, supply on demand

- Helping people to be socially included
- Help gain confidence & qualifications

- Provide support and care for people with enduring mental health needs in all the areas of daily living skills in which they require support/care
- Promote good mental health, reduce feelings of isolation/stigma and reduce hospital admissions

- To engage bereaved families, the local community, voluntary groups and statutory organisations in responding to the issue of suicide
- To offer practical support to the recently opened crisis centre RAYS (Reaching Across to reduce Your risk of Suicide & self-harm) and raise awareness of the centre
- To feed into developments at a regional level

- Improve social and emotional development
- Improve health and wellbeing
- Improve ability to learn, strengthening families and communities

The services and providers also identified over 45 aspects of their work that promoted mental health and emotional well being. Fig. 10

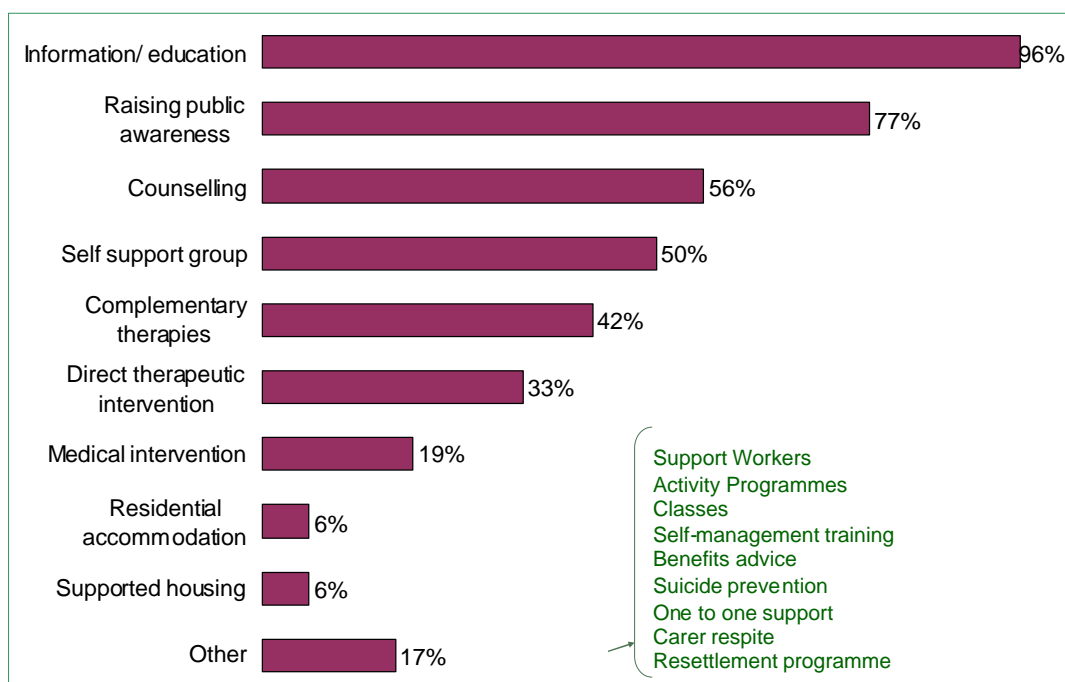
Fig 10 : INDICATIVE ASPECTS OF PROJECTS THAT PROMOTED MENTAL HEALTH AND EMOTIONAL WELLBEING

- Counselling & mentoring supports healthy choices
- Evaluation and literature promotes mental health
- Helpline promotes positive mental health
- Literature promotes usefulness of talking about problems
- Group work promotes lifestyle choices & support
- One to one therapeutic support
- Signposting
- Onward referral to other agencies
- Accessible listening support for a range of issues
- Increases confidence & self esteem
- Wide range of peer mentoring projects
- Partnerships with counselling organisations
- Work closely with psychologists, doctors & mental health teams
- Development of young people
- Opportunity for young people to express themselves, obtain information and develop their opinions
- Tools to make more informed choices
- Post-natal depression support group
- Ante-natal emotional wellbeing
- General family support work
- Workshop on Anxiety

2.6 Mental Health Promotion and Emotional Wellbeing Activities

The services and providers were involved in a range of mental health promotion and emotional wellbeing activities. Almost all of the providers reported that they were involved in education and information provision activities (96%). Almost 8 in 10 (77%) reported that they were involved in raising public awareness. Over half (56%) stated that they provided a counselling service and half (50%) stated that they provided self-support groups. Fig. 11

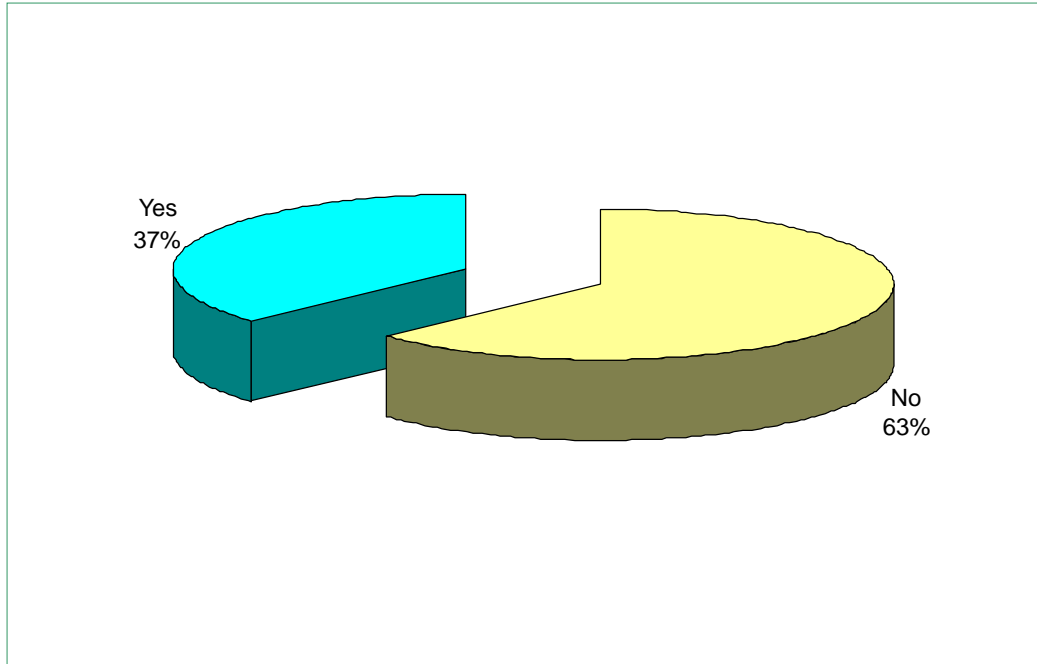
Fig 11 : MENTAL HEALTH PROMOTION AND EMOTIONAL WELLBEING ACTIVITIES



2.7 Where Current Provision is Set

For the majority of services and providers (63%), their work did not focus on a particular setting. The current provision is based around specific need areas, within schools or more generally within the wider community. Fig. 12

Fig 12 : WORK FOCUSES ON PARTICULAR SETTING



2.8 How Success Is Measured

Outcomes and outputs are measured in a wide range of different ways, from very formal evaluation processes to more ad hoc, qualitative approaches. Fig. 13

Fig 13 : INDICATIVE SUCCESS MEASURES

- Identify measures and changes in feelings, attitudes & behaviours
- Self reports from clients
- Feedback from referral agencies

- Use Likert scale to measure changes in feelings, attitudes and beliefs

- Participation numbers
- Feedback from women involved (verbally & written)

- Using questionnaires and evaluation forms
- Through one to one interviews

- The development of our clients: gaining confidence, gaining qualifications and improving their social inclusion

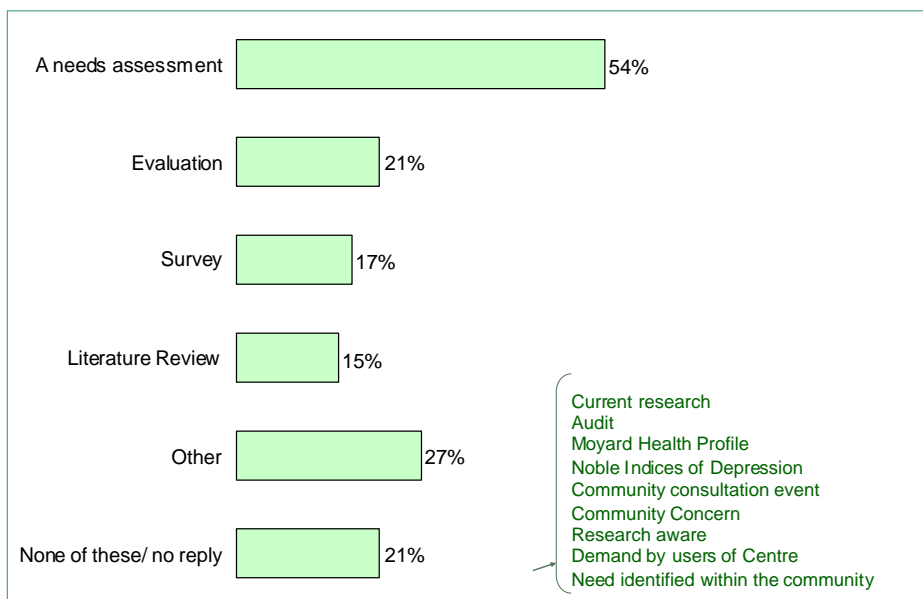
- Baseline questionnaires to measure distance travelled by young people.
- 3 month follow-up after they have left the project.

- The project has specific yearly objectives and the majority of these were met in the yearly evaluation. This is reflected in each yearly evaluation.

2.9 How Project was Informed

Services and providers were asked by which means, if at all, the project was informed, prior to it being set up. 1 in 5 did not reply to this question, implying that there was no formal means by which the project was informed prior to its set up. Over half (54%) were informed by a needs assessment. Over 1 in 5 (21%) were informed by an evaluation, 17% by a survey and 15% by a literature review. Fig. 14

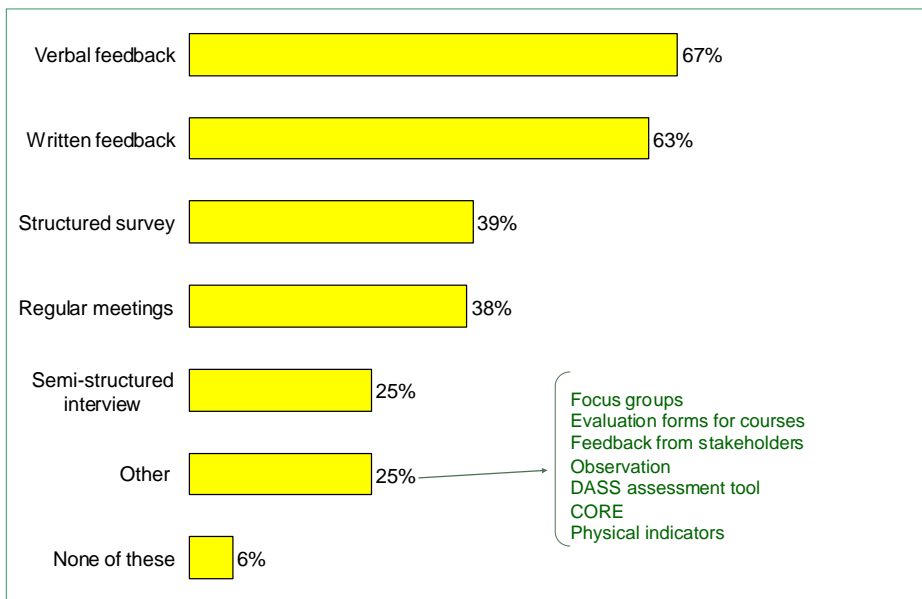
Fig 14 : HOW PROJECT WAS INFORMED PRIOR TO SET UP



2.10 Methods for Obtaining Feedback From Users

The majority of the services and providers stated that they did obtain feedback from the users or target groups of their service (94%). The most common methods were by obtaining verbal feedback (67%) and written feedback (63%). Fig. 15

Fig 15 : METHODS FOR OBTAINING FEEDBACK FROM USERS

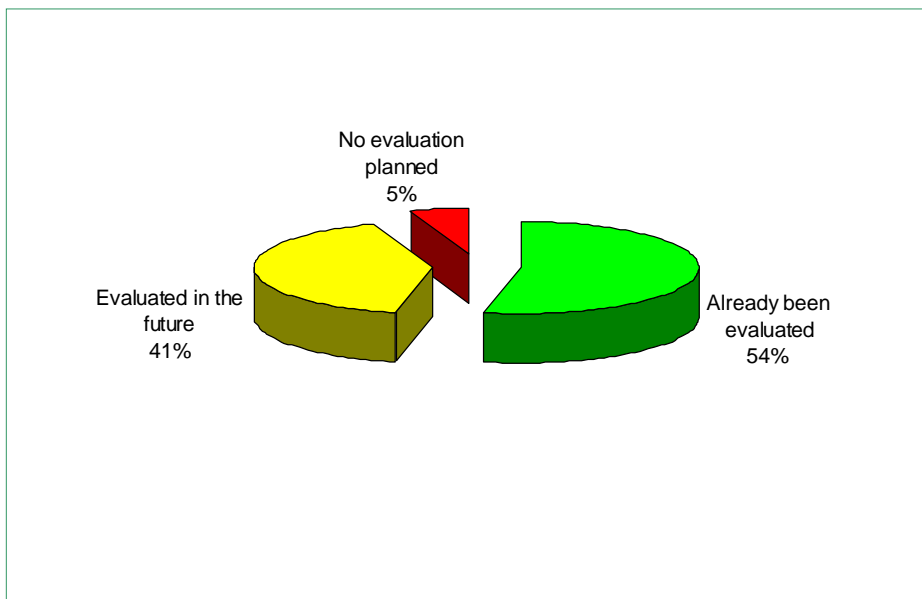


2.11 Evaluation of Project, Initiative, Service

Over half of the projects had already been evaluated (54%) and over 4 in 10 (41%) will be evaluated in the future. For a small minority (5%) no evaluation was planned.

Fig. 16

Fig 16 : EVALUATION OF PROJECT, INITIATIVE, SERVICE

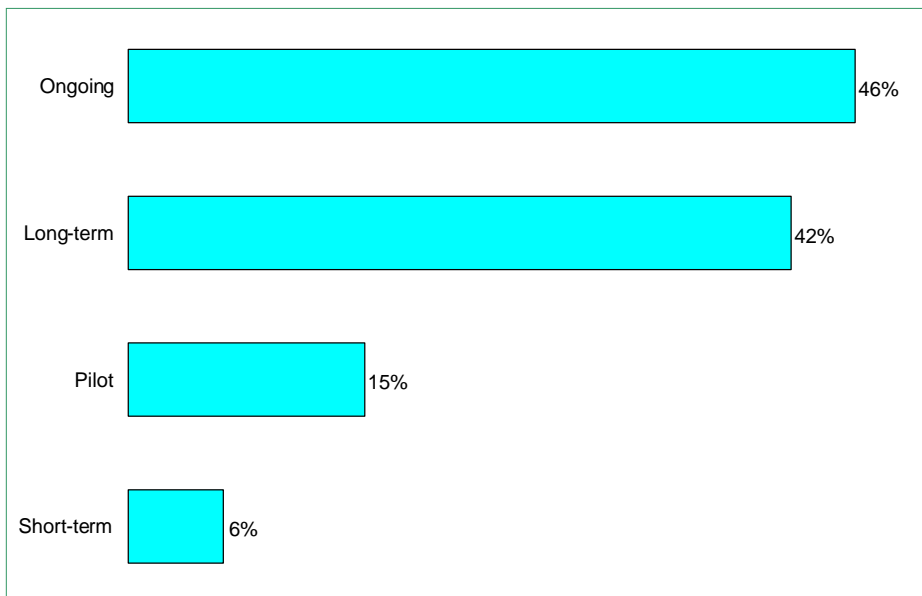


2.12 Description of Project

Almost half of organisations (46%) described their project as ongoing. A similar proportion (42%) described their project as long-term. For 3 in 20 (15%) their project was a pilot and for a small minority (6%) their project was described as short-term.

Fig. 17

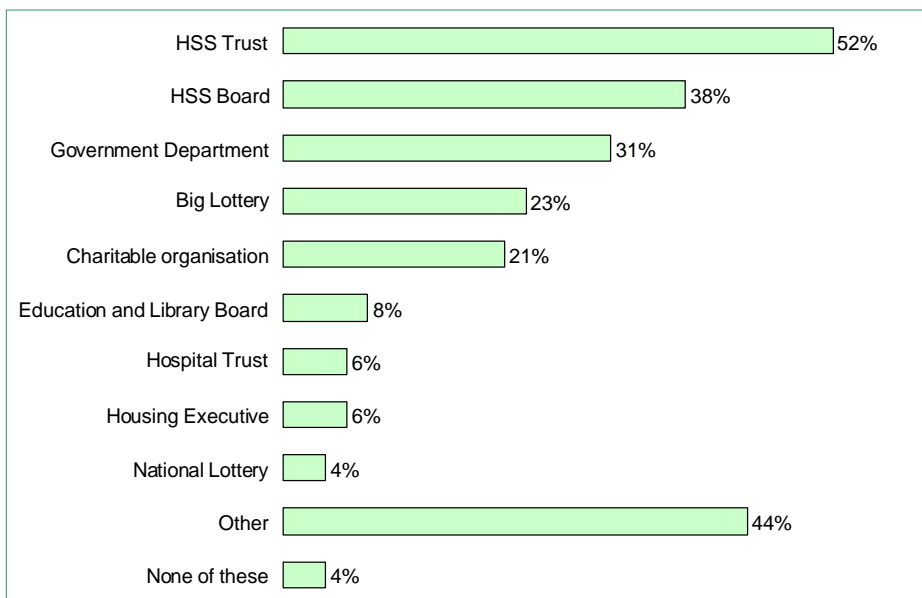
Fig 17 : DESCRIPTION OF PROJECT



2.13 Funding

The most common sources of funding were HSS Trusts (52%), HSS Boards (38%) and Government Departments (31%).

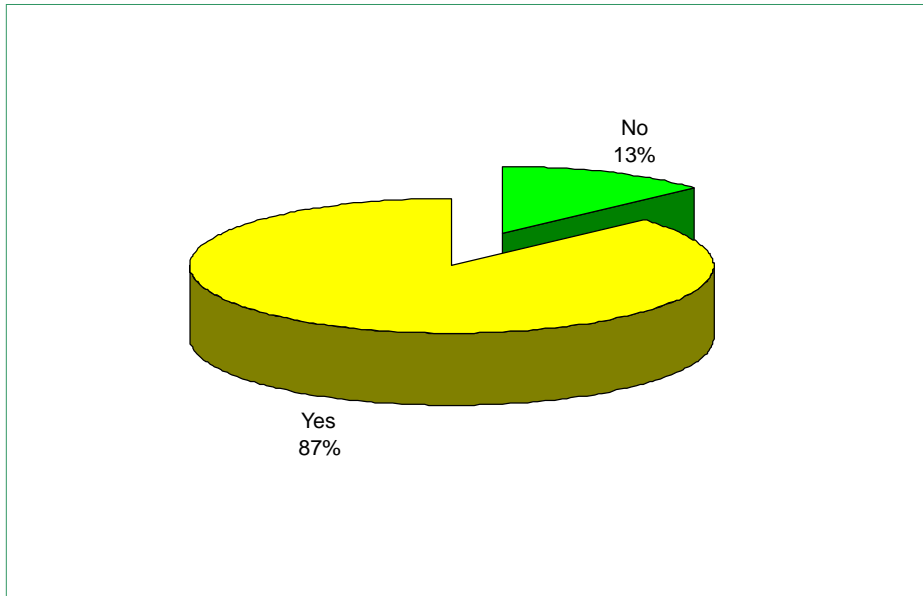
Fig 18 : PROJECT FUNDING



2.14 Use of Wellnet

All the organisations except one who returned a questionnaire had heard of the Wellnet website. The majority (87%) had accessed the Wellnet website. Fig. 19

Fig 19 : ACCESSED WELLNET WEBSITE



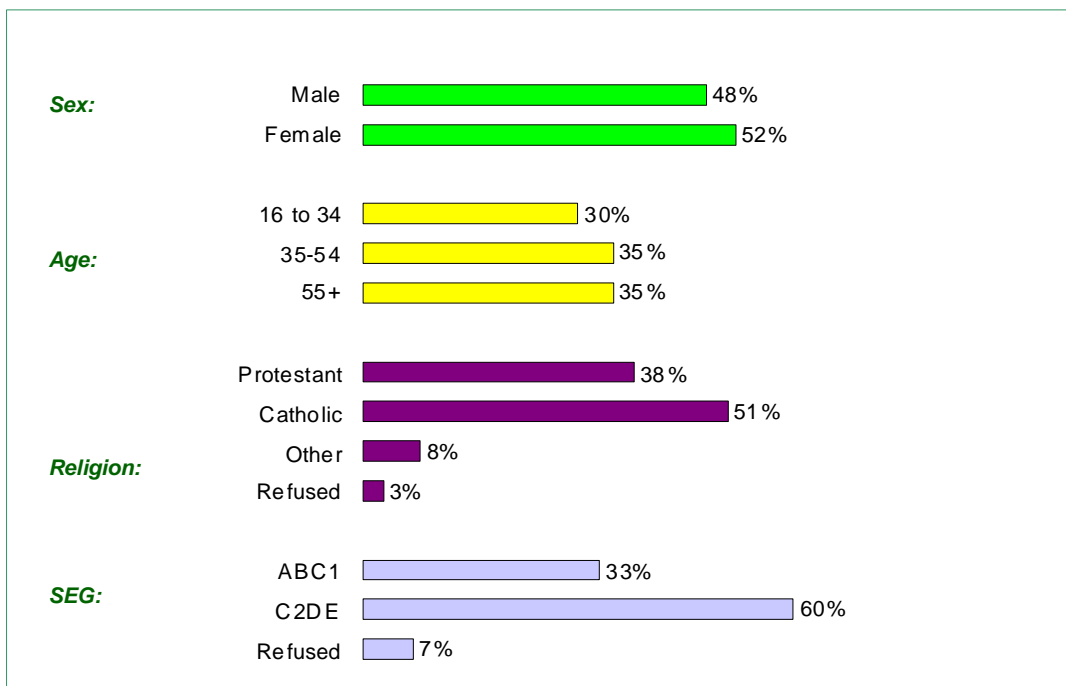
3. Local Population Survey

A small scale telephone survey of 100 North and West Belfast residents was carried out in order to test, in an indicative way, knowledge of and attitudes towards, mental health and emotional well being.

3.1 Sample Profile

The respondents to the telephone survey were fairly representative of North and West Belfast in terms of demographic profile. Fig. 20

Fig 20 : ANALYSIS OF SAMPLE

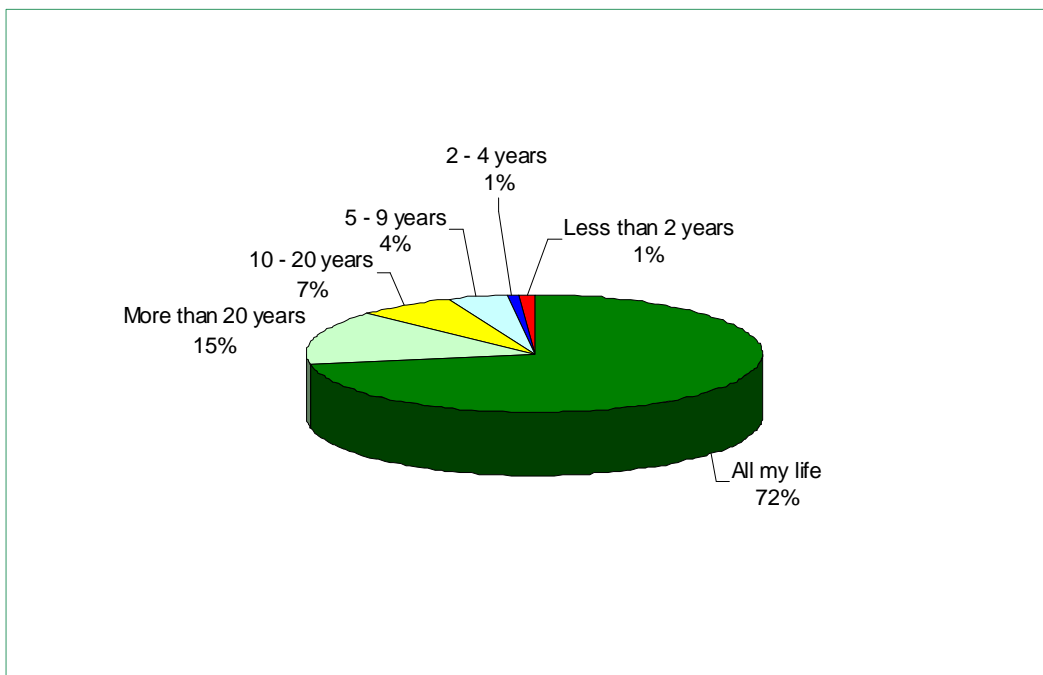


The majority (72%) of the residents had lived in North and West Belfast all their lives. Only a small minority (2%) had moved to the area with the last 4 years. This suggests as with many communities which have seen a prolonged lack of inward investment contributing to environmental decay and social degeneration that many more people move out than move in (Murtagh, 1994; Shirlow, 1999; Belfast Interface Project, 1998a). Communities, therefore, become marginalised, creating a culture of malignant and belligerent alienation (Morgan & Priest, 1999) characterised by poor mental well being and often co-existing with and compounded by substance and alcohol abuse, and suicidality, notably amongst the young population (Action Mental Health and Youth Council for Northern Ireland, 2001).

Fig. 21

Fig 21 : LENGTH OF TIME LIVED IN NORTH AND WEST BELFAST

[Base: All Respondents n=100]

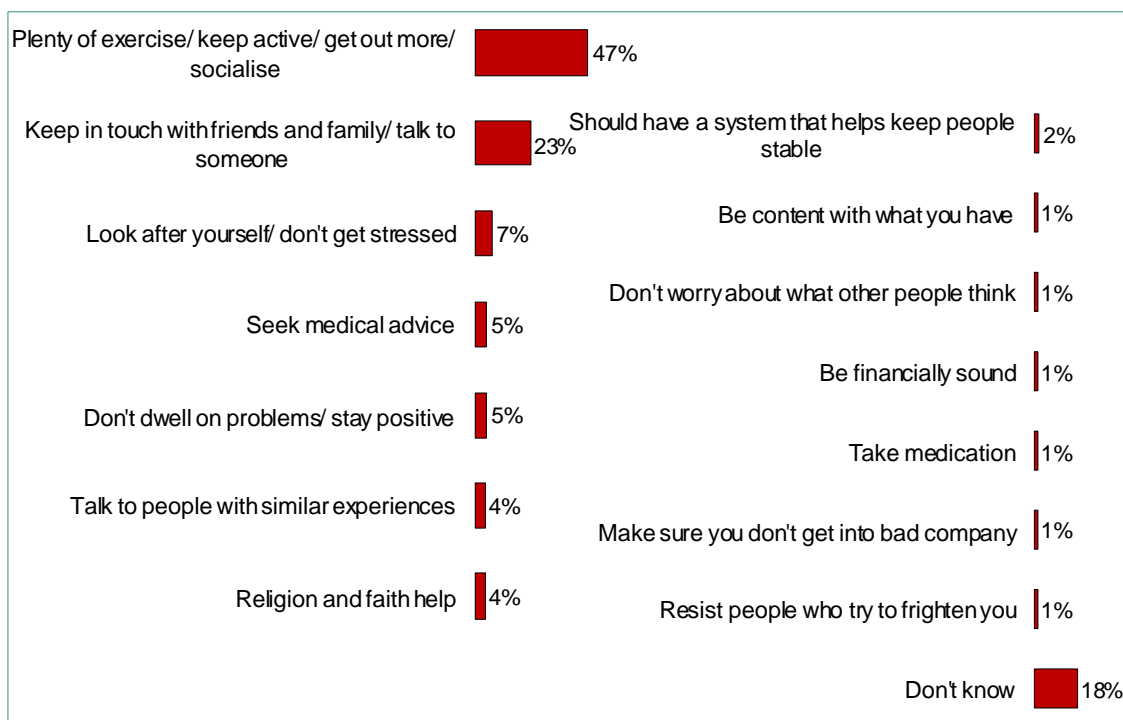


3.2 Maintaining Mental Health And Emotional Well-being

There was a good understanding among the respondents of effective ways of maintaining mental health and emotional well being. It is notable that in most cases the methods cited relate to informal networks of support and self help. Getting plenty of exercise, keeping active and socialising were the most common methods employed to look after their mental health and emotional wellbeing. These were mentioned by almost half (47%) of respondents. Almost a quarter (23%) indicated that keeping in touch with family and friends and talking to people was helpful in maintaining good mental health. In contrast only a small minority of the respondents felt medical intervention was a useful strategy to maintain good mental health where only 5% of the sample reported that they would "seek medical advice" and only 1% reported that they would "take [psychoactive] medication". Fig. 22

Fig 22 : WHAT CAN PEOPLE DO TO LOOK AFTER THEIR MENTAL HEALTH AND EMOTIONAL WELLBEING?

[Base: All Respondents – n=100]

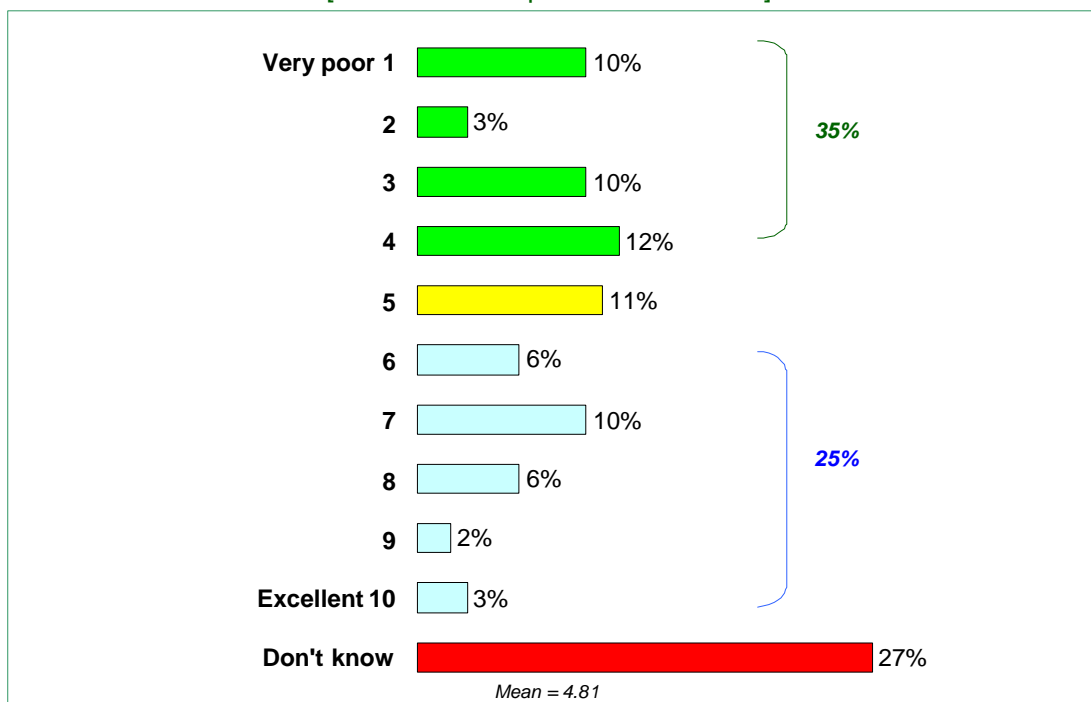


3.3 Support Services in North and West Belfast

Over a quarter (27%) of the respondents were unable to rate the quality of support services for mental health promotion and emotional well being in the area. Among those who expressed a view there was a greater tendency to rate the services as below average (less than 5 points on the scale). Over a third (35%) rated the support services available as below average while a quarter (25%) rated the services available as above average. The mean score out of a possible 10 was 4.81. This indicates that those surveyed are largely dissatisfied with existing service provision, highlighting the need for innovative "grass roots" initiatives which can respond effectively to the perceived needs of the local community. Fig. 23

Fig 23 : RATING OF SUPPORT AND SERVICES AVAILABLE FOR MENTAL HEALTH PROMOTION AND EMOTIONAL WELLBEING IN YOUR AREA

[Base: All Respondents – n=100]



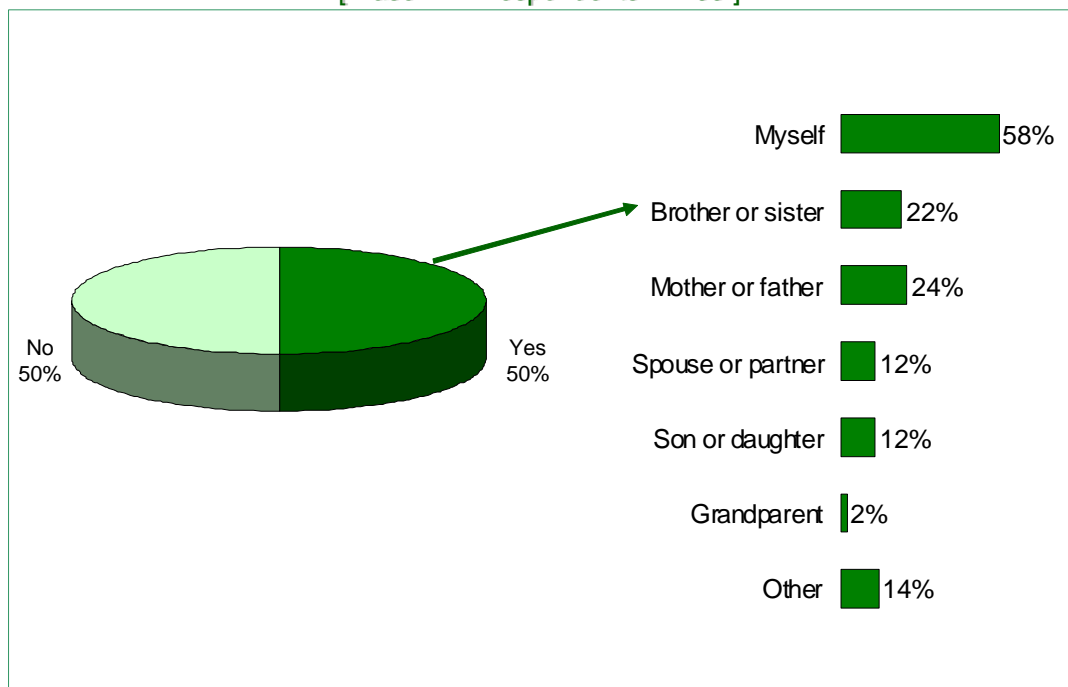
3.4 Incidence of Mental Ill Health

Half (50%) of the respondents had either personally, or some member of their family had, experienced mental ill health. Of those who had experienced mental ill health, almost 6 in 10 (58%) reported that it was themselves who had experienced mental ill health. The prevalence of mental health problems reported in the sample population (58%) is over 3.5 times higher than the UK where it is estimated that at any one time one adult in six (17%) has a common mental health problem (Melzer, 2004). The prevalence rate of the sample population is also well over twice as high as the general Northern Ireland population where less than one quarter (23% of men and 26% of women) report experiencing emotional-psychological distress.

Notwithstanding the generalisability of the findings this suggests that individuals in North and West Belfast are at significantly higher risk of developing mental ill health and or that service provision in the area is either insufficient or inadequately resourced to best meet the current and unusually high level of need. Fig. 24

Fig 24 : RESPONDENT OR MEMBER OF IMMEDIATE FAMILY EVER EXPERIENCED MENTAL ILL HEALTH

[Base: All Respondents $n=100$]

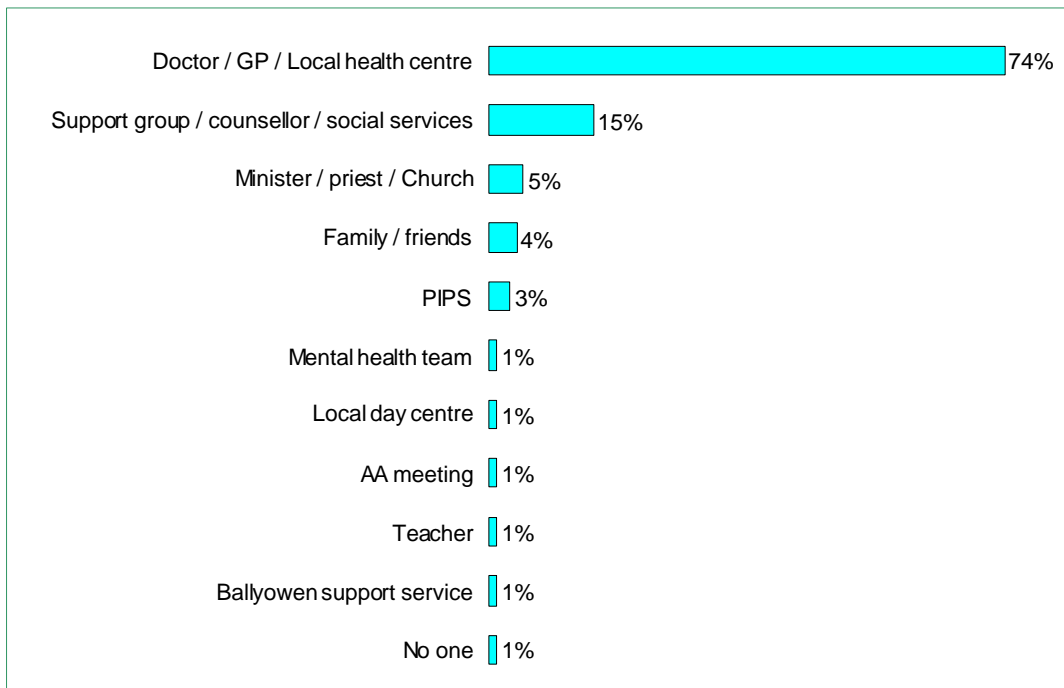


3.5 Knowledge Of Mental Health Provision

Three quarters (74%) of the respondents would direct someone experiencing mental ill health to a GP, other doctor or the local health centre. 3 in 20 (15%) would recommend contacting a support group, counsellor or social services. 1 in 20 (5%) would suggest contacting a Church representative. 1 in 20 (5%) would suggest contacting a Church representative. Fig. 25

Fig 25 : IF KNEW SOMEONE WHO EXPERIENCED MENTAL ILL HEALTH WHO WOULD THEY ADVISE THEM TO SEEK SUPPORT FROM?

[Base: All Respondents – n=100]

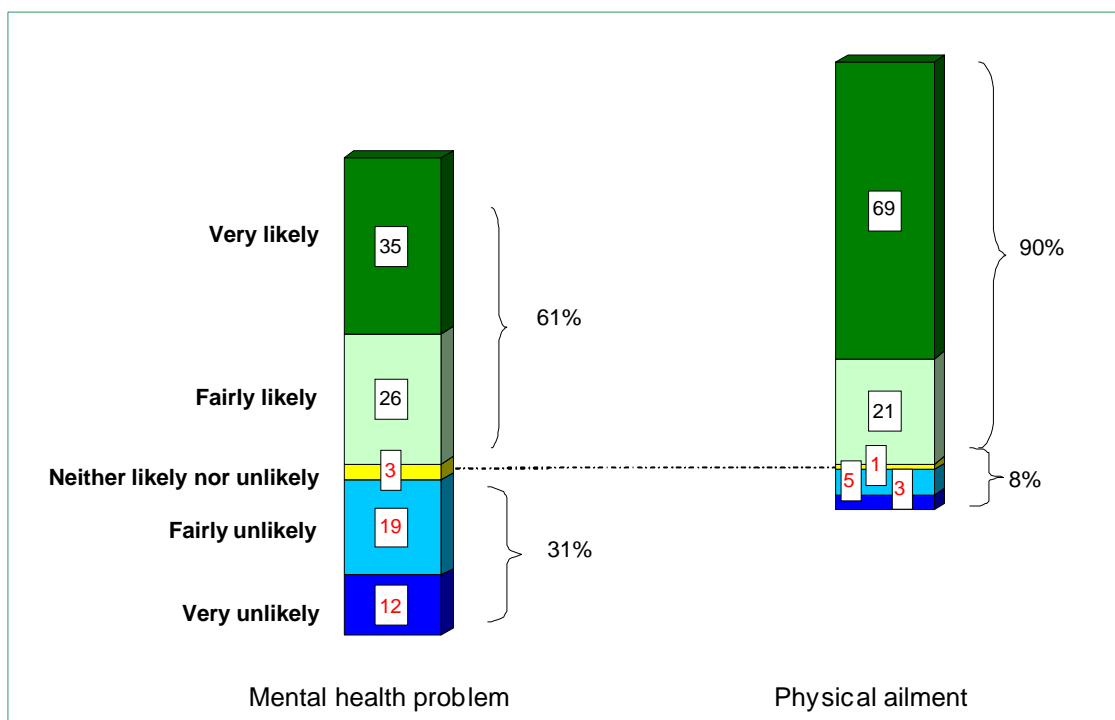


3.6 Attitudes To Mental And Physical Ill Health

Most (90%) respondents would be likely to tell others about any physical ill health problems they were experiencing but a much lesser proportion (61%) would do so if they experienced mental ill health. One possible reason is the stigma and negative stereotypes associated with mental ill health (Williams, 2004) which consistently are identified as the greatest barrier to social inclusion and quality of life for those experiencing or recovering from mental health difficulties (Social Exclusion Unit, 2004). This highlights the need for a concerted and well co-ordinated anti-stigma campaign to address the many and enduring misconceptions and myths surrounding mental ill health. For example, in Scotland a major anti-stigma campaign "See Me" has seen a positive shift in attitudes towards those with mental health problems over a two year period (Scottish Executive, 2004). Fig. 26

Fig 26 : LIKELIHOOD OF TELLING FAMILY AND FRIENDS ABOUT MENTAL HEALTH PROBLEM / PHYSICAL AILMENT

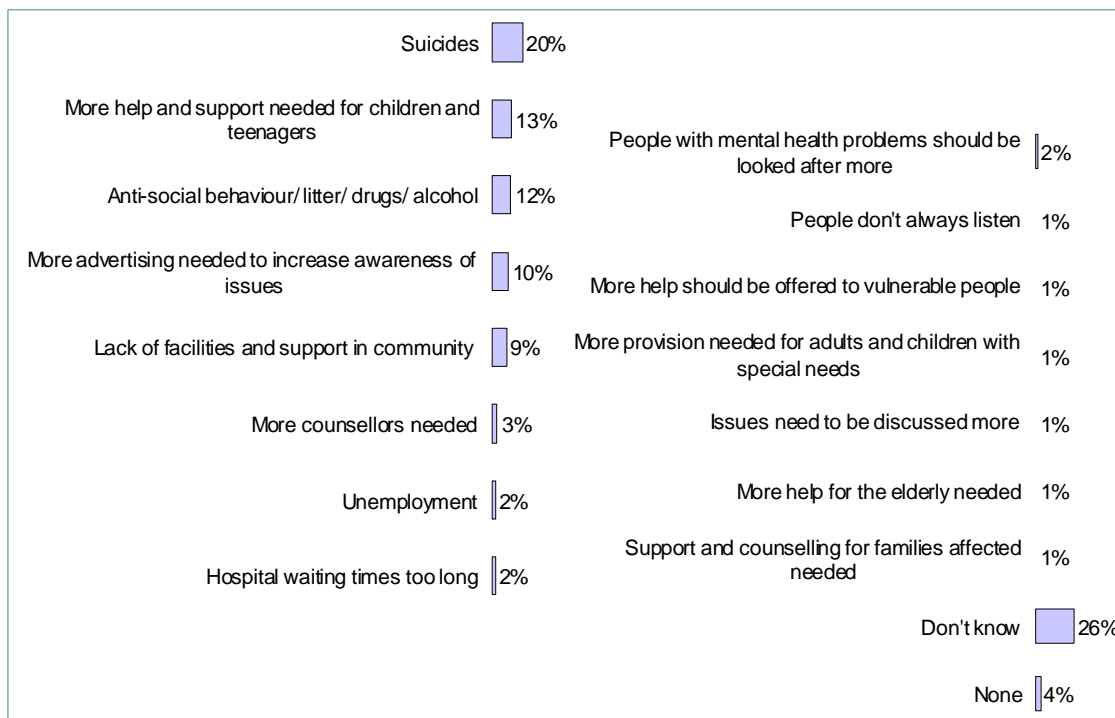
[Base: All Respondents – n=100]



3.7 Mental Health And Emotional Well Being Issues In North And West Belfast

Not unexpectedly given the notoriously high suicide rate in North and West Belfast, suicides within the area was the most frequently cited mental health and emotional wellbeing issue in North and West Belfast. 1 in 5 (20%) respondents mentioned suicides when questioned about issues that needed to be addressed in the area. The second most frequently cited issue (13%) that needed to be addressed was that more help and support was needed for children and teenagers in North and West Belfast. Over 1 in 10 (12%) mentioned anti-social behaviour such as litter, drugs or alcohol in the area. 1 in 10 (10%) mentioned that more advertising was needed to increase awareness of issues. 9% identified a lack of facilities and support available in the community. Fig. 27

Fig 27 : MENTAL HEALTH AND EMOTIONAL WELLBEING ISSUES THAT NEED TO BE ADDRESSED IN YOUR AREA
 [Base: All Respondents – n=100]



Suicide is a complex and multidimensional issue requiring a well planned, adequately resourced, co-ordinated and cross sectoral (local as well as regional) strategy to suicide prevention ("Protect Life" The Northern Ireland Suicide Prevention Strategy and Action Plan, 2006 – 2011). It is important, therefore, to recognise the complexity

of as well as address the interaction between risk factors including socio-economic disadvantage and deprivation, fragmented and impoverished social environments, hopelessness, low-self-esteem, general mental health problems, depression stigma and negative stereotypes (McGale & McGreeey. 2005; Bamford Review of Mental Health and Learning Disability for Northern Ireland, 2007). The primary issue of suicide may to a greater or lesser degree be related to the perceived need for more support services for children and young people in the area which is consistent with the apparent on the ground scarcity of services targeting infants, children and adolescents as noted in Section 2.1.

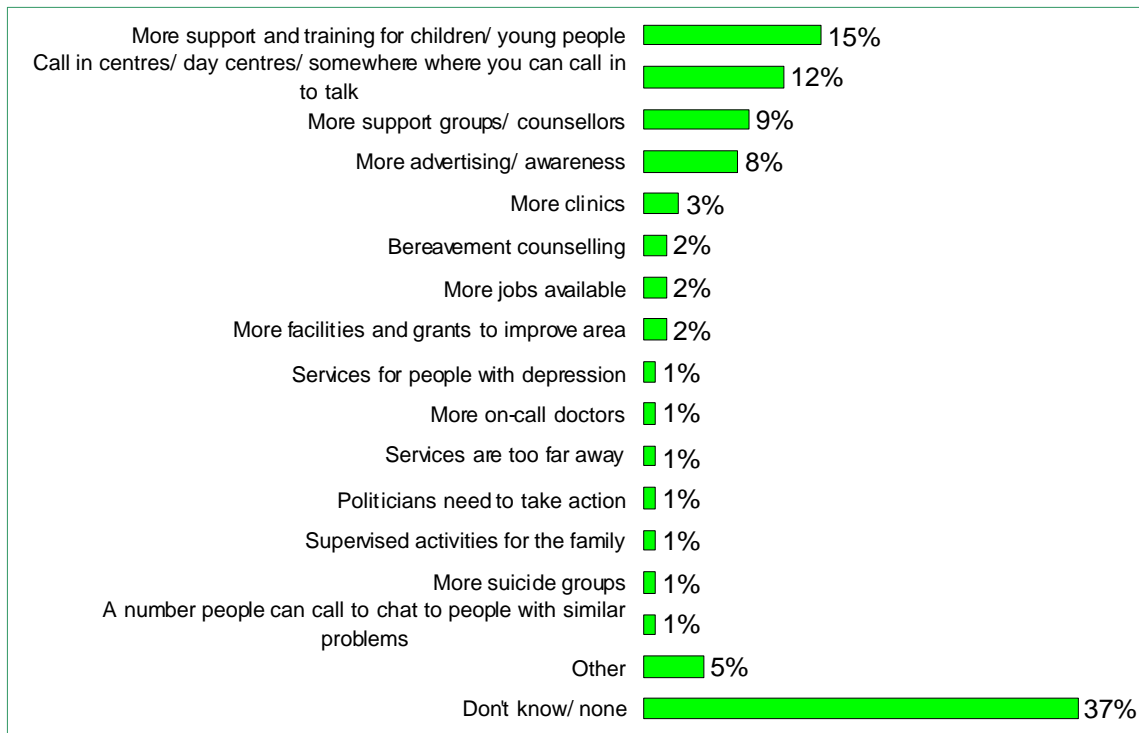
3.8 Required Support And Services For Mental Health And Emotional Well Being

Respondents were asked to identify other support and services for mental health promotion and emotional wellbeing that they would like to have available in North and West Belfast. More services for children and young people was the most frequently identified service improvement identified. This was identified by 3 in 20 (15%) of respondents. This finding links with the above question regarding issues that need to be addressed in the area. Evidently, providing more support for children and young people is a key issue to be addressed.

The importance of social networks, talking and keeping in touch with family and friends was earlier identified as being a key factor identified by respondents as helping to maintain good mental health. Over 1 in 10 (12%) stated that more drop in centres and day centres were needed to meet this need. Almost 1 in 10 (9%) identified the need for more support groups and counsellors. Fig. 28

Fig 28 : OTHER SUPPORT AND SERVICES AVAILABLE FOR MENTAL HEALTH PROMOTION AND EMOTIONAL WELLBEING WOULD LIKE TO BE PROVIDED IN YOUR AREA

[Base: All Respondents – n=100]



4. Depth Interviews

A series of depth interviews were undertaken following the completion of the quantitative phase of the research. These were mainly used to encourage response rates to the self-completion survey. They were also used to explore salient issues arising from the quantitative research.

4.1 Mental health and emotional wellbeing themes which emerged from the depth interviews

- Long term dependency on prescription drugs (e.g. anxiolytics, antidepressants), particularly among women. This can lead to women staying indoors and the challenge is to encourage them to get out of the house and take part in activities as community based cookery, art, exercise classes and so on.
- Lack of provision for carers – there is not enough support offered to carers. Carers tend to be predominantly women and they can feel isolated and house bound. There is not enough respite care offered.
- Stigma surrounding mental health problems still remains – recent advertising (Rethink, Health Promotion Agency) was positively viewed as addressing this issue. The message should be that mental illness, even serious mental illness, can be treated with medication and people can go on with their lives. Current attitude is “Come on, get on with it, we’ve been through worse.”
- Issue regarding parents communicating effectively with their children. Knock on effect on children’s communication skills. Less interaction between parents and children because of increased reliance on videos, TV etc.
- Absent fathers due to family breakdown.
- Difficulty of encouraging men to seek help for mental health and emotional wellbeing issues. Reluctance to visit GP and reluctance to admit to mental health problems.
- Traveller community – literacy, unemployment, poor housing, forced settlement
- Suicide especially among young people
- Interface violence
- Changing structures of communities in North and West Belfast with the advent of peace

4.2 Common themes which Emerged for Organisations Working In The Mental Health And Emotional Wellbeing Area In North And West Belfast

- Length of time spent completing funding applications e.g. two weeks solid spent on an application form, 4 months in total spent on funding application.
- Reporting requirements for funders:
"You have to account for every single penny."
"It takes away the focus from the work."
- Pressure to provide courses which are certified but these are more expensive
- Peace money is running out so there is difficulty in obtaining funding. Examples provided of organisations having to scale back the number of staff employed and the areas that they work in. It is hoped that with the reinstatement of the Assembly that further funding will be forthcoming

4.3 Examples of Good Practice – Measures Taken To Address These Issues That Could Inform the Development of Similar Initiatives In North And West Belfast

Some examples of good practice in terms of measures taken to address issues that could potentially be further extended in North and West Belfast include the following:

- Shankill Surestart are planning to start to offer "listening visits" to mothers unwilling or unable to come into the centre for classes
- Aspen provide a holistic approach – focus on both mental and physical health. They operate a "clubhouse" model in which everyone works together – staff and users. Focus on users rather than patients. They employ innovative techniques and focus more on cognitive work. They don't offer transport to the facility or meals – focus on encouraging self-sufficiency.
- Men to Men offer a physical health check service for men (blood pressure, weight measurement etc.) on an outreach basis. At the same time a casual chat takes place and if any emotional problems are disclosed Men to Men offer a counselling service. They offer a counselling service catered to the needs of men in particular; focus on what they can do to empower themselves rather than a focus on the men as victims.

4.4 Gaps In Provision

- Increased opportunities for communication between representatives of communities and statutory bodies. Need for statutory bodies to listen more to community's needs.
- Lack of provision for those who are in the denial stage of having a mental health issue. Lack of support for family members who suspect that relative has a mental health problem. "When someone comes in and says that a member of their family is behaving strangely, I can't do anything about that."
- More information about mental health and emotional wellbeing provided in other languages
- More networking opportunities provided for those who work in this field
- Not enough resources for traveller community in Belfast – only one agency exists
- No adolescent psychologist located in North and West Belfast – the nearest is located on the Lisburn Road
- Apparent lack of knowledge on the part of GP's as to the organisations in North and West Belfast to which young people at risk of suicide should be referred on to. Referrals take months and there are long waiting lists.
- Tendency to focus on women rather than men in terms of mental health promotion and emotional wellbeing
- Lack of speech and language therapists available available in Belfast. Even if funding was available for this resource there is currently a lack of trained therapists available.

4.5 Key Messages That Should Be Promoted

- Destigmatize mental health problems – it is okay to ask for help
- Create awareness of what mental health problems are e.g. What does schizophrenia mean? Create better level of understanding
- Promote the importance of good mental health and measures that can be taken to enable good mental health.

5. Conclusions and Recommendations

The mapping exercise demonstrates an array of activity targeting a diverse population, with many groups appearing to live precariously funded lives. There is much evident commitment and energy being expended by many people, in paid or voluntary capacities, on the promoting of mental health and emotional well being in the area.

However, less positively, the findings suggest a fragmented pattern of provision in North and West Belfast with little evident coherence or relation to empirically demonstrated need. Much of the provision that does exist appears to be reactive in nature rather than proactive.

The fragmentation is evidenced, not just in the, almost random-seemed targeted groups (without empirical evidence to the contrary it is difficult to conclude otherwise), but also in the variability in project aims and objectives. There is no clear rationale for the aims and objectives to be as they are and they do not appear to relate to anything much beyond an anecdotal understanding of need.

The planning failure continues into the performance management of the projects and services. A plethora of uncoordinated performance indicators and measures appears to be in use, from sophisticated psychometric scales to happy sheets. In the absence of some form of harmonised performance management across the funded projects it becomes almost impossible to assess overall impact of the interventions.

The telephone survey, while small in scale, reveals some interesting insights into mental health and emotional wellbeing in North and West Belfast. 1 in 2 people in living in North and West Belfast stated that they had experience, either themselves or through a member of their immediate family, of mental ill health.

Respondents identified keeping active, busy, talking to people and maintaining social networks as key methods of maintaining good mental health.

Suicides and a lack of support for children and young people were identified as key issues to be addressed in North and West Belfast. A need for more drop in/ day centres was also identified, tying into the need to maintain good social network to maintain good mental health.

Despite the pattern of long habitation in the area and relatively high exposure to mental ill health problems there does not appear to be a very well developed understanding of the very diverse

range of mental health and emotional well being services described in section 2. Respondents generally would recommend that if someone they knew were suffering from mental ill health to visit their GP.

Overall, the evidence from the mapping exercise points to significant planning weaknesses in the area. A large part of the responsibility for the current situation must rest with the funders. The planning cycle does not appear to be particularly well developed and the failings highlighted above derive from this. There is a need for a more integrated monitoring and evaluation framework for this area that should comprise the following elements:

- A local area needs analysis sufficiently comprehensive to capture need as it currently exists and as it changes in future
- An agreed set of themes, aims and objectives for the area with clear priorities and action channels using partnership approaches where possible
- A programme development strategy and costed action plan for the area that includes both reactive and proactively defined interventions, based on the needs analysis
- A performance measurement template that is sufficiently harmonised, without being unduly restrictive, to allow for regular assessments to be made against evolving need

Mental Health and Emotional Wellbeing Provision – North and West Belfast

This document details those organisations who have participated in a mapping exercise of mental health and emotional wellbeing provision in North and West Belfast. Contact details, the sphere of activity and populations targeted are detailed in this document.

Action Mental Health, New Horizons Belfast

Action Mental Health
5 Duncrue Place
Belfast
BT3 9BU
Tel: 028 9074 5015
Fax: 028 9074 5024
E-mail: esweeney@amh.org.uk
Website: www.amh.org.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Direct therapeutic intervention
Medical intervention

Specific populations targeted:

Unemployed, general population, Mental Health Service users

Alzheimer's Outreach service/ Befriending service/ Helpline

Alzheimer's Society
86 Eglantine Avenue
Tel:028 9066 4100
Emails: Smontgomery@alzheimers.org.uk, Tsteele@alzheimers.org.uk,
Aconde@alzheimers.org.uk
Website: www.alzheimers.org.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Self-support groups
One to one support for people with dementia
Respite for carer through befriending scheme

Specific populations targeted:

Carers

An Munia Tober (The Good Road)

Unit 12.2 The Blackstaff Complex

77 Springfield Road

Belfast

BT12 7AE

Tel:028 9043 8265

Fax:028 9043 6465

Email: MAIL@ANMUNIATOBER.ORG

Website: www.ANMUNIATOBER.ORG

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Complementary therapies

Self-support groups

Residential accommodation

Supported housing

Specific populations targeted:

Minority ethnic groups

Ardoyne / Shankill Health Partnership (Healthy Living Project)

Ardoyne/Shankill Health Partnership

Ardoyne Community Healthcare Centre

Ardoyne Avenue

Belfast

BT14 7DA

Tel:028 9075 6638

Email: una@ashlc.com

Website: www.ashlc.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Complementary therapies

Direct therapeutic intervention

Self-support groups

Specific populations targeted:

Single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, prisoners/ ex-offenders, addicts, people with mental ill health, pregnant women, carers, people with a disability, unemployed

ASPEN (Actively Supporting, Promoting and Enhancing Normality)

16 Finaghy Road South

Belfast

BT10 0DR

Tel:028 9061 1513

Email: aspen@niamh.co.uk

Website: www.niamh.co.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Complementary therapies

Self-support groups

Specific populations targeted:

People with mental ill health -schizophrenia, bipolar depression, anxiety, emotional distress)

Cancer Lifeline

44 Alliance Avenue

Belfast BT14 7PJ

Tel: 028 9035 1999

Fax: 028 9035 1999

Email: info@cancerlifeline.info

Website: www.cancerlifeline.info

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Complementary therapies

Counselling, self-support groups

Benefits advice

Specific populations targeted:

People diagnosed with cancer in North Belfast and their families/ carers

Cause for Mental Health

1st Floor, Glendinning House
6 Murray Street
Belfast
BT1 6DN
Tel:028 9023 8284
Fax:028 9024 3838
Email: info@cause.org.uk
Website: www.cause.org.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Medical intervention
Self-support groups

Specific populations targeted:

Carers

Change of Mind

Curran House
Twin Spires
155 Northumberland Street
Belfast
BT13
Tel: 028 90417455
E-mail: Margaret.woods@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Self-support groups

Specific populations targeted:

Homeless, minority ethnic groups, single parents, parents, victims of domestic violence, victims of sexual abuse, people with mental ill health, carers

Chinese Welfare Association

133-135 University Street

Belfast

BT7 1HP

Tel:028 9028 8277

Fax:028 9028 8278

Email: TIN@CWA-NI.ORG

Website: www.cwa-ni.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Self-support groups

Preliminary support and then refer on

Specific populations targeted:

Minority ethnic groups and people with mental ill health

Community Health Program

An Munia Tober

Unit 12-2, Blackstaff Complex,

Belfast BT12 7AE

Tel:028 9043 8265

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information and education

Raising public awareness

Complementary therapies

Specific populations targeted:

Minority ethnic groups

Community Initiative: RAYS Crisis Centre (Reaching Across to reduce Your risk of Suicide and self-harm)

WH4Y (We're Here 4 You)

RAYS/FASA

16 Woodvale Road

Belfast

BT13 3BS

Tel:028 9031 9333

Emails: admin@rays.org.uk

Website: www.rays.org.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Complementary therapies

Direct therapeutic intervention,

Counselling

Self-support groups

Specific populations targeted:

People with mental ill health (Especially those who are affected directly or indirectly by suicide), carers, those who self-harm

Contact Youth Counselling Services – CHILL

Contact Youth

139 Ravenhill Rd

Belfast

BT6 8DR

Tel:028 9045 7848

Email: info@contactyouth.org

Website: www.contactyouth.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Direct therapeutic intervention

Counselling

Specific populations targeted:

Addicts

Contact Youth Counselling Services – Face to Face counselling

Contact Youth
139 Ravenhill Rd
Belfast BT6 8DR
Tel:028 9045 7848
Email: info@contactyouth.org
Website: www.contactyouth.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Direct therapeutic intervention
Counselling

Specific populations targeted:

Single parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, addicts, people with mental ill health

Contact Youth Counselling Services – School Counselling Service

Contact Youth
139 Ravenhill Rd
Belfast
BT6 8DR
Tel:028 9045 7848
Email: eastern@contactyouth.org
Website: www.contactyouth.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Direct therapeutic intervention
Counselling

Specific populations targeted:

General population

Contact Youth Counselling Services – Suicide Prevention Project

Contact Youth
139 Ravenhill Rd
Belfast BT6 8DR
Tel:028 9045 7848
Email: SPP@contactyouth.org
Website:www.contactyouth.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Direct therapeutic intervention
Counselling
Self-support groups

Specific populations targeted:

People with mental ill health (Depression, suicide, self-harm)

Contact Youth Counselling Services – Suicide Prevention Project

Contact Youth
139 Ravenhill Rd
Belfast
BT6 8DR
Tel: 028 9045 7848
Email: SPP@contactyouth.org
Website:www.contactyouth.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Direct therapeutic intervention
Counselling
Self-support groups

Specific populations targeted:

People with mental ill health (Depression, suicide, self-harm)

Droichead an dochais

Ashton Community Trust
5 Churchill St
Belfast
BT15 2BP
Tel: 028 9074 2255

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information and education
Raising public awareness
Complementary therapies
Medical intervention
Self-support groups
Residential accommodation

Specific populations targeted:

Victims of the troubles

FASA (Forum for Action on Substance Abuse)

FASA, Bingham House
16 Woodvale Road
Belfast
BT13 3BS
Tel:028 9080 3040
Fax:028 9080 3041
Email: info@fasaonline.org
Website: www.fasaonline.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Counselling

Specific populations targeted:

Addicts, people with mental ill health - suicide and self-harm

Fit For Play

Playboard
59-65 York St
Belfast
BT15 1AA
Tel:028 9080 3380
Fax:028 9080 3381
Email: lorraine.murphy@playboard.co.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness

Specific populations targeted:

General population

Green Gym Project

Conservation Volunteers N.I
Beech House
159 Ravenhill Road
Belfast
BT6 0BP
Tel:028 9064 5169
Fax:028 9064 4409
Email: dkeys@btcv.org.uk
Website: www.cvni.org.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness

Specific populations targeted:

General population

HAZ N & W Belfast

5th Floor
16 College Street
Belfast
BT1 6BT
Tel: 028 9023 7026
Fax: 028 9023 7452
Email: hazadmin@nwb.n-i.nhs.uk
Website: www.haz-nwbelfast.org.uk

Health Awareness Programme

Shankill Womens' Centre
151-157 Shankill Rd
Belfast
BT13 1FD
Tel: 028 9024 0642
Fax: 028 9031 0632
Email: trish_boyd@yahoo.co.uk
Website: www.shankillwomenscentre.org.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Direct therapeutic intervention
Counselling
Self-support groups

Specific populations targeted:

General population, any women

Health for Youth Through Peer Education (HYPE)

HYPE TEAM

Lawther Buildings

16 Cupar Street

Belfast

BT12 2LJ

Tel: 028 9024 3143

Fax: 028 9033 3355

Email: cathy.curry@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information and education

Raising public awareness

Specific populations targeted:

Under 25 year olds who are vulnerable and isolated

Health Promotion Dept Belfast Health & Social Services Trust

BHSST - Health Promotion Dept

Twin Spires

Curran House

155 Northumberland St

Belfast

BT13 2JF

Tel: 028 9041 7457

Fax: 028 9041 7452

Email: bryan.nelson@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Specific populations targeted:

Single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, prisoners/ ex-offenders, addicts, people with mental ill health - Depression, anxiety, self harm risk, suicide, carers, people with a disability, unemployed, general population

Hope in a Crisis - Why Me?

Mothers' Hope
Hope House
11-13 Hopewell Avenue
Belfast
BT13 1DR
Tel: 028 9024 3895
Email: Mothershope@ntlworld.com
Website: www.HopeHouse.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information and education
Raising public awareness
Counselling
Self-support groups
Medical intervention
Resettlement programme

Specific populations targeted:

Minority ethnic groups, single parents, parents, addicts, people with mental ill health, pregnant women, suicidal people

MACS Housing Project (Mulholland Aftercare Services Housing Project)

MACS Housing Project
1-5 Botanic Avenue
Belfast
BT7 1JG
Tel: 028 9031 3163
Email: sinead@mulhollandaftercare.co.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Supported housing

Specific populations targeted:

Vulnerable young people aged 16-25

Men to Men

1st Floor
58 Howard St
Belfast
BT1 6PJ
Tel: 028 9024 7027
Fax: 028 9024 7027
Email: mentomen@ireland.com
Website: www.mentomen.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Medical intervention
Counselling
Self-support groups

Specific populations targeted:

Homeless, minority ethnic groups, single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, prisoners/ ex-offenders, addicts, people with mental ill health, pregnant women, carers, people with a disability, unemployed, general population, men

Mood Matters

Aware Defeat Depression
66 Donegal St
Belfast
BT1 2GT
Tel: 028 9032 1734
Fax: 028 9032 1735
Email: info@aware-ni.org
Website: www.moodmatters.biz/ www.aware-ni.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Self-support groups

Specific populations targeted:

General population, young people

Mood Matters Depression Awareness Programme for Young People in Schools & in other Youth Settings

Aware Defeat Depression

66 Donegall Street

Belfast

BT1 2GT

Tel: 028 9032 1734

Fax: 028 9032 1735

Email: michelle@aware-ni.org

Website: www.moodmatters.biz / www.aware-ni.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education, raising public awareness, self-support groups

Specific populations targeted:

General population

New Life Counselling Service

25 Ardoyne Rd

Belfast

BT14 7HX

Tel: 028 9039 1630

Fax: 028 9072 9131

Email: newlifeservice@btconnect.com,

Website: www.youthcounsellingbelfast.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Direct therapeutic intervention

Counselling

Self-support groups

Specific populations targeted:

Homeless, Minority ethnic groups, single parents, parents, victims of domestic violence, victims of the troubles, prisoners/ ex-offenders, addicts, carers, people with a disability, unemployed, general population, people with mental ill health (depression, anxiety)

NEXUS Institute (Projects in Belfast, Londonderry, Portadown and Enniskillen)

The NEXUS Institute
119 University Street
Belfast
BT7 1HP
Tel: 028 90 326803
Fax: 02890237392
Email: Chris.smallwoods@nexusinstitute.org,
Website: www.nexusinstitute.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Direct therapeutic intervention
Counselling
Self-support groups

Specific populations targeted:
Victims of sexual abuse

NSPCC Schools Counselling & Support Service

Children's Services Manager
NSPCC
Jennymount Business Park
North Derby St
Belfast
BT15 3HN
Tel: 028 91 826351

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Counselling
Social work support

Specific populations targeted:
Children & young people at school

One Stop Shop – Communities in Schools

One Stop Shop
St Gemma's High School
51-59 Ardilea St
Belfast
BT14 7DG
Tel: 028 90 749286
Email: eamonquinn@btconnect.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:
Information or education

Specific populations targeted:
Students

Opportunity Youth

30-34 Hill Street
Belfast
BT1 2LB
Tel: 028 90 435810
Fax: 028 90 435811
Email: info@opportunity-youth.org
Website: www.opportunity-youth.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Direct therapeutic intervention,
Medical intervention
Counselling
Self-support groups
Residential accommodation

Specific populations targeted:

Homeless, minority ethnic groups, single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, prisoners/ ex-offenders, addicts, people with mental ill health, pregnant women, carers, people with a disability, unemployed

**PIPS Project
(Public Initiative for the Prevention of Suicide)**

187 Duncairn Gardens
Belfast
BT15 2GF
Tel: 028 90 755070
Email: pipsproject@btconnect.com
Website: www.pipsproject.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Direct therapeutic intervention
Counselling
Self-support groups

Specific populations targeted:

Homeless, minority ethnic groups, single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, prisoners/ ex-offenders, addicts, people with mental ill health, carers, all high risk groups

Self Harm Team for North & West Belfast

Mater Hospital Trust with N&W Belfast HSST
AGDH 603 Antrim Rd
Belfast
BT15 4DX
Tel: 028 90 802155/50 or 028 90 741211
Email: gail.leeman@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Direct therapeutic intervention
Medical intervention
Counselling
Self-support groups
Support workers

Shankill Sure Start

Alessie Centre
60 Shankill Road
Belfast
BT13 2BB
Tel: 028 90 8740000
Fax: 028 90 874009
Email: irene@earlyyears.org.uk
Website: www.surestart4dads.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Counselling
Self-support groups

Specific populations targeted:

Single parents, parents, pregnant women, carers, people with a disability

Streetbeat

193 West Circular Road
Belfast
BT13 3QF
Tel: 028 90 721700
Fax: 028 90 718245
Email: streetbeatyp@hotmail.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Complementary therapies
Direct therapeutic intervention
Medical intervention
Counselling
Self-support groups

Specific populations targeted:

General population

Suicide Forum

Greater Shankill Partnership
Spectrum Centre
331-333 Shankill Road
Belfast
BT13 3AA
Tel: 028 90 311455
Fax: 028 90311413

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Self-support groups

Specific populations targeted:

General population
People working in the area of suicide
Self-harm and mental health promotion

Supported Housing for People with severe/enduring Mental Health needs

NIAMH
Altigarron Court
6 Westrock Gardens
Belfast
BT12
Tel :028 90 237977
Email: altigarron@niamh.co.uk
Website: www.niamh.co.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Direct therapeutic intervention
Medical intervention
Supported housing

Specific populations targeted:

People with mental ill health - people with depression,
Schizophrenia
Bipolar affective disorder and dual diagnosis

The Expert Patient Programme

Curran House
Twin Spires
155 Northumberland St
Belfast
BT13 2JF
Tel: 028 90 417481,
Email: geraldine.murphy@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information and education
Self-management training

Specific populations targeted:

People with mental ill health - long-term anxiety

The Prince's Trust

Block 5 Jennymount Court
North Derby Street
Belfast
BT15 3HN
Tel: 028 90 745454
Fax: 028 90 748416
Email: info@princes-trust.org.uk
Website: www.princes-trust.org.uk

Top of the Rock HLC

Unit 2
Top of the Rock Complex
Belfast
BT12 7GB
Tel: 028 90 240363
Fax: 028 90 240621
Email: jim.morgan@usdt.co.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Counselling

Specific populations targeted:

General population

Towards Better Mental Health and Emotional Well-being

Community Direct c/o Women's Resource & Development Agency
6 Mount Charles
Belfast
BT7 1NZ
Tel: 028 90 230212
Fax: 028 90 244363
Email: ailish.cullen@wrda.net
Website: www.communitydirectni.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness

Specific populations targeted:

General population

Trauma Resource Centre

Everton Complex
585-589 Crumlin Road
Belfast
BT14 7GB
Tel: 028 90 510511
Email: mary.corry@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Direct therapeutic intervention
Counselling

Specific populations targeted:

Victims of the troubles
Prisoners/ ex-offenders

Vine Centre

193 Crumlin Road
Belfast
BT14 7DX
Tel: 028 90 351020
Fax:028 90 355658
Email: vinecentre@btconnect.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Raising public awareness
Complementary therapies
Counselling

Specific populations targeted:
General population

Volunteer Development Agency

129 Ormeau Road
Belfast
BT7 1GH
Tel: 028 90 818324,
Fax:028 90 237570
Email: fidelma@volunteering-ni.org
Website: www.volunteering-ni.org

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Raising public awareness

Specific populations targeted:
General population

West Belfast Partnership Board (WBPB)

226 Falls Road
Belfast
BT12 6AH
Tel: 028 90 809202
Fax: 028 90 809200
Email: info@wbpb.org

Specific populations targeted:
General population

West Belfast Suicide Awareness & Support Group

141-143 Falls Road

Mulholland Terrace

Belfast

Tel: 028 90 239967

Email: info@suicideawarenessandsupportgroup.com

Website: www.suicideawarenessandsupportgroup.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Complementary therapies

Direct therapeutic intervention

Medical intervention

Counselling

Self-support groups

Suicidal intervention

Specific populations targeted:

Parents, people with mental ill health - depression, suicidal crisis, Families bereaved

Wispa Healthy Living Centre

WISPA

331-333 Shankill St

Belfast

BT13 3AA

Tel: 028 90 504540

Fax: 028 90 504558

Email: wispa@ntlbusiness.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Activity programmes

Specific populations targeted:

Women

Women's Information Group

6 Mount Charles

Belfast

BT7 1NZ

Tel: 028 90 244119

Fax: 028 90 244119

Email: women@infogroup.club24.co.uk

Website: www.womensinformationgroup.com

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness

Complementary therapies

Specific populations targeted:

Homeless, minority ethnic groups, single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, prisoners/ ex-offenders, addicts, people with mental ill health, pregnant women, carers, people with a disability, unemployed, general population

Women's Information Group Community Health Information Worker Projects

Women's Information Group

6 Mount Charles

Belfast

BT7 1NZ

Tel: 028 90 244119

Fax: 028 90 244119

Email: women@infogroup.club24.co.uk

Website: www.infogroup.club24.co.uk

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education

Raising public awareness,

Complementary therapies

Counselling

Self-support groups

Specific populations targeted:

Minority ethnic groups, single parents, single parents, parents, victims of domestic violence, victims of sexual abuse, victims of the troubles, people with mental ill health - depression, people with a disability, general population

Young Carers Project

Community Mental Health Team
Twin Spires Complex
155 Northumberland St
Belfast
BT13 2JF
Tel: 028 90 417410
Email: sue.cushnan@belfasttrust.hscni.net

Types of mental health promotion and emotional wellbeing activities the group or organisation is involved in:

Information or education
Self-support groups

Specific populations targeted:

People with a disability, young carers

Return Freepost Address:

**Millward Brown Ulster
115 University Street
BELFAST BT7 1HP**

North and West Belfast

Mental Health Promotion Projects, Initiatives and Services

Mapping Exercise

2007

STRICTLY CONFIDENTIAL

**(Please Feel Free To Send A Blank Copy
Of This Questionnaire To Colleagues Or Contacts)**



Millward Brown Ulster

North and West Belfast

Mental Health Promotion Projects, Initiatives and Services

Millward Brown Ulster, an independent research agency, has been appointed by the Investing for Health, Mental Health and Emotional Wellbeing Community of Interest to map the current provision of mental health promotion and emotional wellbeing activity in North and West Belfast.

The definition of Mental Health which is being used for this exercise is:

‘Mental Health is emotional and spiritual resilience which enables us to enjoy life and survive pain, disappointment and sadness. It is a positive sense of well-being and an underlying belief in our own and others dignity and worth. Related to this is the understanding that mental health promotion includes any activity which actively fosters good mental health and enables individuals to develop skills which can assist them in reaching their full potential’

The proposed outcomes from the Mental Health Promotion exercise are as follows:

- A report of activity on Mental Health Promotion in North and West locality.
- Development of a database (in various forms) detailing individuals, groups and organisations involved in mental health promotion, suicide prevention, living and life skills activities.
- A range of recommendations on keeping this information up-to-date, live and accessible.

Please note that the purpose of this exercise is to map the provision of mental health promotion and emotional wellbeing activity in North and West Belfast, not to make any assessment of this activity. There will be no cost for being included in the database. The database will be general purpose in nature and will not contain any information regarding funding streams. The database will be available in a number of different media including the Wellnet website.

Please return your completed questionnaire in the pre-paid, addressed envelope to Millward Brown by 5 February 2007.

If you have any queries about completing the questionnaire you can contact either:

Stephen Young or Kathryn Boyd, Millward Brown Ulster: Tel: 028 90 231060

Or email: Stephen.Young@uk.millwardbrown.com or Kathryn.Boyd@uk.millwardbrown.com

SECTION A: NAME OF PROJECT AND CONTACT DETAILS

1. Please state the **name or title** of your project, initiative or service. *Please fill in details in box below.*

--

2. Who is the **lead agency** for the project, initiative or service? *Please fill in details in box below.*

--

3. Who is the **key worker** or **project leader**? This should be the name of the person most involved in the day-to-day running of the project, and not necessarily the person whose name appears as the project leader on official documentation. *Please fill in details in box below.*

Forename:	
Surname:	
Organisation Name:	
Address:	
Postcode:	
Telephone Number:	
Fax Number:	
Email Address:	
Website Address:	

4. Are there any **partners** (i.e. agencies, groups, organisations) involved in the project? *Tick one box only*

Yes	<input type="checkbox"/>	1 → please go to Q.5
No	<input type="checkbox"/>	2 → please go to Section B

5. Please list the **other partners** below.

SECTION B: MORE DETAILS ABOUT YOUR PROJECT, INITIATIVE OR SERVICE

In this section please provide more details about your project, initiative or service. Please feel free to write as much or as little as you like. If you have any doubts about what to include, please tell us anyway. Use an additional sheet if necessary.

1. What is the overall aim of the project? *(An aim is a broad strategic purpose of a project or activity.)*

--

2. What are the objectives of the project? *(An objective is a specific goal whose achievement will contribute to the overall aim)*

1	
2	
3	

3. How will you determine if your project, initiative or service has been a success? If possible, please **list the indicators or other measures** that will be used to determine if the project is a success. Please be as specific as possible. For example, if your initiative is designed to raise awareness then try to specify precisely how 'raised awareness' will be measured. *Please fill in details in box below.*

4. Which sector(s) does your project, initiative or service operate in?

Voluntary..... 1

Cross Sectoral Partnership 2

Community..... 3

Statutory..... 4

Business 5

Other *Specify:*

..... 6

5. How long has your project, initiative or service been actively involved in promoting mental health and emotional wellbeing?

Less than one year 1

1 – 3 years 2

Over 3 years 3

6. Which of these statements best describes the funding your project, initiative or service receives?

Non-recurrent funding 1

Recurrent funding 2

7. What do you consider are the aspects of this project that **promote mental health**? *Please fill in details in box below.*

8. What type(s) of mental health promotion and emotional wellbeing activity(ies) is/are your group or organisation involved in?
TICK ALL THAT APPLY →

Information or education	<input type="checkbox"/> 1
Raising public awareness.....	<input type="checkbox"/> 2
Complementary therapies.....	<input type="checkbox"/> 3
Direct Therapeutic intervention.....	<input type="checkbox"/> 4
Medical Intervention.....	<input type="checkbox"/> 5
Counselling.....	<input type="checkbox"/> 6
Self-support groups	<input type="checkbox"/> 7
Residential accommodation.....	<input type="checkbox"/> 8
Supported housing	<input type="checkbox"/> 9
Other <i>Specify</i> :.....	<input type="checkbox"/> 0

9. Do you consider the promotion of mental health to be ... *Tick one box only*

The primary aim of the project, initiative or service?	<input type="checkbox"/> 1
A secondary effect or outcome of the project, initiative or service?	<input type="checkbox"/> 2

10. Who is the **main target group** for the project? *Tick one box only*

The whole community	<input type="checkbox"/> 1
An organisation.....	<input type="checkbox"/> 2
Local community.....	<input type="checkbox"/> 3
Family.....	<input type="checkbox"/> 4
Individual	<input type="checkbox"/> 5
Other Specify :.....	<input type="checkbox"/> 6

11. Which age group does the work **primarily** target? *Tick all that apply*

Infants (0-1)	<input type="checkbox"/> 1
Children (2-9).....	<input type="checkbox"/> 2
Older children/ teenagers (10-18)	<input type="checkbox"/> 3
Young adults (19-24).....	<input type="checkbox"/> 4
Adults (25-49).....	<input type="checkbox"/> 5
Adults (50-64).....	<input type="checkbox"/> 6
Adults (aged 65+)	<input type="checkbox"/> 7
All age groups.....	<input type="checkbox"/> 8

12. Is the project **gender** specific? *Tick one box only*

Yes	<input type="checkbox"/> 1 → please go to Q.13
No.....	<input type="checkbox"/> 2 → please go to Q.14

13. Is the project **targeted** at men or women? *Tick one box only*

Men	<input type="checkbox"/> 1
Women	<input type="checkbox"/> 2

14. Does your work focus on a particular setting? (e.g., school, workplace, primary care, community etc.). *Tick one box only*

Yes	<input type="checkbox"/> 1 → please go to Q.15
No	<input type="checkbox"/> 2 → please go to Q.16

15. Please give details of the particular setting: *Please fill in details in box below.*

16. The purpose of this question is to help guide people within North and West Belfast to find the services they need. In promoting mental health and wellbeing what **specific** populations, if any, do you specifically target?

Tick all that apply

- | | | |
|---|--------------------------|---|
| Homeless | <input type="checkbox"/> | 1 |
| Minority ethnic groups | <input type="checkbox"/> | 2 |
| Single parents | <input type="checkbox"/> | 3 |
| Parents | <input type="checkbox"/> | 4 |
| Victims of domestic violence..... | <input type="checkbox"/> | 5 |
| Victims of sexual abuse | <input type="checkbox"/> | 6 |
| Victims of the troubles | <input type="checkbox"/> | 7 |
| Prisoners, ex-offenders | <input type="checkbox"/> | 8 |
| Addicts (Substance or alcohol abuse or dependency) | <input type="checkbox"/> | 9 |
| People with mental ill health (for example, depression, schizophrenia) <i>Specify:</i> | | |
| | <input type="checkbox"/> | 1 |
| Pregnant women | <input type="checkbox"/> | 2 |
| Carers | <input type="checkbox"/> | 3 |
| People with a disability | <input type="checkbox"/> | 4 |
| Unemployed | <input type="checkbox"/> | 5 |
| Non-specific/ general population..... | <input type="checkbox"/> | 6 |
| Other <i>Specify:</i> | <input type="checkbox"/> | 7 |

SECTION C: EVALUATING YOUR PROJECT, INITIATIVE OR SERVICE

We are interested to know if your project, initiative or service has been based on any evaluation, research or needs assessment.

1. Before your project was developed, was it informed by any of the following?
Tick all that apply

A needs assessment	<input type="checkbox"/>	1
A survey	<input type="checkbox"/>	2
An evaluation.....	<input type="checkbox"/>	3
A literature review.....	<input type="checkbox"/>	4
Other Specify:		
.....	<input type="checkbox"/>	5

IF YOU TICKED ANY OF THE OPTIONS IN Q.1

2. Would you be willing to let us see a copy of your assessment documentation?

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

3. Is there **any other evaluation or research evidence** upon which this project, initiative or service is based?

Tick one box only

Yes	<input type="checkbox"/>	1	→ please go to Q.4
No	<input type="checkbox"/>	2	→ please go to Q.5

4. Please provide the **most important / relevant sources or references** below (up to a maximum of five).
Please write in boxes below.

1.
2.
3.
4.
5.

Tick all that apply

5. Which method(s), if any, do you use to obtain feedback from service users or target groups about the mental health promotion and emotional wellbeing services you provide?

- Structured survey 1
- Semi-structured interview..... 2
- Regular meetings 3
- Written feedback 4
- Verbal feedback 5
- Other *Specify:*
..... 6
- Don't know..... 7
- None 8

6. Will the project, initiative or service be **formally evaluated** or **has it already been evaluated?**

Tick one box only

- Will be evaluated in future 1 → please go to Q.7
- Has already been evaluated 2 → please go to Q.7
- No evaluation planned 2 → please go to Section D

7. How has it been evaluated or how will it be evaluated? *Please fill in details in box below.*

Tick one box only

8. Has or will the evaluation be or been undertaken **in-house** or **independently?**

- In-house 1
- Independently 2
- Don't know 3

SECTION D: OTHER ISSUES

Tick all that apply

1. How is your project, initiative or service funded?

HSS Board	<input type="checkbox"/>	1
HSS Trust.....	<input type="checkbox"/>	2
Hospital Trust.....	<input type="checkbox"/>	3
Housing Executive.....	<input type="checkbox"/>	4
Charitable Organisation	<input type="checkbox"/>	5
Education and Library Board.....	<input type="checkbox"/>	6
Government Department	<input type="checkbox"/>	7
Big Lottery / New Opportunities Fund	<input type="checkbox"/>	8
National Lottery	<input type="checkbox"/>	9
Other <i>Specify:</i>	<input type="checkbox"/>	1
None of these	<input type="checkbox"/>	2

2. Which of the following **best describes** the project?

Tick one box only

Pilot	<input type="checkbox"/>	1
On-going.....	<input type="checkbox"/>	2
Short Term	<input type="checkbox"/>	3
Long Term	<input type="checkbox"/>	4

3. If appropriate, **please list the start and end dates** for the project? *Please write in*

Start Date/...../.....

End Date/...../200...
--

4. Are you aware of any other groups, agencies or organisations currently providing mental health promotion and emotional wellbeing activities in North and West Belfast to whom this questionnaire could be sent? *Please fill in contact details in box below.*

5. Have you ever heard of the Wellnet website?

Yes..... 1 → please go to Q.6
No..... 2 → survey complete
Don't know..... 3 → survey complete

6. Have you ever accessed the Wellnet website?

Yes..... 1 → survey complete
No..... 2 → please go to Q.7
Don't know..... 3 → survey complete

7. Why have you not accessed the Wellnet website?

No Internet access..... 1
Not of relevance to me 2
Never thought of it 3
Other *Specify*:
..... 4

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

PLEASE ENCLOSE IT IN THE **FREEPOST ENVELOPE**
PROVIDED AND RETURN IT TO:

**Millward Brown Ulster
115 University Street
BELFAST
BT7 1HP**

**PLEASE FEEL FREE TO SEND A BLANK COPY OF THIS
QUESTIONNAIRE TO COLLEAGUES OR CONTACTS**

QUESTION 1

DUMMY QUESTION

POSTCODE

- 1 BT11
- 2 BT12
- 3 BT13
- 4 BT14
- 5 BT15

*PUT Q8003FROM TELEPHONE FILE IN Q1***INFO**

M1671 Population survey - North and West Belfast

Good morning/ afternoon/ evening. I am _____ from Millward Brown Ulster and we are conducting a short survey about mental health promotion and emotional wellbeing services and support in North and West Belfast. This will only take 5 minutes of your time.

QUESTION 100

Q1. Do you currently live in North or West Belfast?

- 1 Yes
- 2 No
- ↳ CONTINUE AT QUESTION 9001
- 3 Refused
- ↳ CONTINUE AT QUESTION 9001

QUESTION 101

PLEASE RECORD SEX FROM VOICE

- 1 Male
- 2 Female

*IF STRATIFICATION REACHED, CONTINUE AT QUESTION 9002***QUESTION 102**

Q3. What age were you on your last birthday?

- 1 16-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55+
- 6 Refused
- ↳ CONTINUE AT QUESTION 9001

QUESTION 103

DUMMY QUESTION

Q3. What age were you on your last birthday?

- 1 16-34
- 2 35-54
- 3 55+

*IF [Q102 , 1] ADD TO Q103 [1]**IF [Q102 , 2] ADD TO Q103 [1]**IF [Q102 , 3] ADD TO Q103 [2]**IF [Q102 , 4] ADD TO Q103 [2]**IF [Q102 , 5] ADD TO Q103 [3]**IF STRATIFICATION REACHED, CONTINUE AT QUESTION 9002***QUESTION 200**

Q2. For how long have you lived in North or West Belfast?

- 1 All my life
- 2 For more than 20 years
- 3 Between 10 years and 20 years
- 4 Between 5 years and 9 years
- 5 Between 2 and 4 years
- 6 Less than 2 years
- 7 Don't know

QUESTION 300

READ OUT

I am going to read out a short explanation of what we mean by mental health and mental health promotion.

'Mental Health is emotional and spiritual resilience which enables us to enjoy life and survive pain, disappointment and sadness. It is a positive sense of well-being and an underlying belief in our own and others dignity and worth. Related to this is the understanding that mental health promotion includes any activity which actively fosters good mental health and enables individuals to develop skills which can assist them in reaching their full potential.'

QUESTION 301**OPEN**

Q3. What, if anything, can people do to look after their mental health and emotional wellbeing?

PROBE FULLY AND RECORD VERBATIM

QUESTION 400

Q4. On a scale of 1 to 10, where 1 is Very poor and 10 is Excellent, how would you rate the support and services available for mental health promotion and emotional wellbeing in your area?

INTERVIEWER- IF THE RESPONDENT NEEDS FURTHER CLARIFICATION ADD - These are support and services you could make use of if you felt stressed, distressed or mentally unwell.

- 1 Very poor
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 Excellent
- 11 Don't know

QUESTION 500

Q5. Have you or any member of your immediate family ever experienced mental ill health, for example, stress related illness, depression, anxiety and so on?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

QUESTION 600

MULTIPLE

IF [Q500 , 1]

Q6. Who among yourself and immediate family has experienced mental health problems?

- 1 Myself
- 2 Brother or sister
- 3 Mother or Father
- 4 Spouse or partner
- 5 Son or daughter
- 6 Grandparent
- 7 Grandchild
- 8 Other, please specify
- 9 Refused
- 10 Don't know

QUESTION 700

OPEN

Q7. If someone you knew experienced mental ill health, who would you advise them to seek support from in your area that might be helpful?

PROBE FULLY AND RECORD VERBATIM

QUESTION 800

Q8. If you had a mental health problem, how likely or unlikely would you be to tell friends and family about this?

- 1 Very likely
- 2 Fairly likely
- 3 Neither likely nor unlikely
- 4 Fairly unlikely
- 5 Very unlikely
- 6 Don't know

QUESTION 900

Q9. If you had a physical ailment, how likely or unlikely would you be to tell friends and family about this?

- 1 Very likely
- 2 Fairly likely
- 3 Neither likely nor unlikely
- 4 Fairly unlikely
- 5 Very unlikely
- 6 Don't know

QUESTION 1000

OPEN

Q10. What, if any, are the mental health promotion and emotional wellbeing issues that need to be addressed in your area?

PROBE FULLY AND RECORD VERBATIM

QUESTION 1100

OPEN

Q11. What other support and services for mental health promotion and emotional wellbeing, if any, would you like to be provided in your area?

PROBE FULLY AND RECORD VERBATIM

QUESTION 1200

OPEN

Q12. Have you anything else that you would like to add?

PROBE FULLY AND RECORD VERBATIM

QUESTION 1300

To ensure we have spoken to a good cross section of people, I would like to ask a few details about you:

Q13. Are you the chief income Earner in your household?

READ OUT

- 1 Chief Income Earner
- 2 Not chief Income Earner
- 3 Refused

IF [Q1300 , 1] PUT IN chief "What is your occupation?"

IF [Q1300 , 2] PUT IN chief "What is the occupation of the chief income earner?"

QUESTION 1302

OPEN

SAVE IN class

<?>

PROBE FULLY

QUESTION 1303

SOCIAL CLASS

Interviewer, Respondent said that occupation of chief income earner was....

<Question 1302>

Please code

- 1 A
- 2 B
- 3 C1
- 4 C2
- 5 D
- 6 E
- 7 Refused

QUESTION 1304*DUMMY QUESTION*

CLASS

- 1 AB
- 2 C1
- 3 C2
- 4 DE
- 5 Refused

*IF [Q1303 , 1] ADD TO Q1304 [1]**IF [Q1303 , 2] ADD TO Q1304 [1]**IF [Q1303 , 3] ADD TO Q1304 [2]**IF [Q1303 , 4] ADD TO Q1304 [3]**IF [Q1303 , 5] ADD TO Q1304 [4]**IF [Q1303 , 6] ADD TO Q1304 [4]**IF [Q1303 , 7] ADD TO Q1304 [5]***QUESTION 1400**

Q14. In order to ensure we have a representative sample, can I ask in which of the following groups do you belong?

- 1 Protestant
- 2 Catholic
- 3 Other, please specify
- 4 Refused

QUESTION 1500**FORM QUESTION****QUESTION 9000**

This was my last question.

Thank you very much for your co-operation.

I would like to assure you that all the reponses you have given are totally confidential.

And that this interview has been carried out under the guidance of the Market Research Society.

You have been speaking tocalling From Millward Brown Ulster.

If respondent needs

You can verify our company by dialing 100 and asking for FREEPHONE Market Research Society.

Or call my supervisor on 028 90324222

QUESTION 9001

This was my last question.
Thank you very much for your co-operation.
I would like to assure you that all the reponses you have given are totally confidential.
And that this interview has been carried out under the guidance of the Market Research Society.
You have been speaking tocalling From Millward Brown Ulster.
If respondent needs
You can verify our company by dialing 100 and asking for FREEPHONE Market Research Society.
Or call my supervisor on 028 90 324222.

END OF INTERVIEW, NOT SUCCESFULL, DATA WILL NOT BE WRITTEN

QUESTION 9002

=====
== RESPONDENT REFUSED/OUT OF AGE/SEX/CLASS QUOTA ==
=====

This was my last question.
Thank you very much for your co-operation.
I would like to assure you that all the reponses you have given are totally confidential.
And that this interview has been carried out under the guidance of the Market Research Society.
You have been speaking tocalling from Millward Brown Ulster.
If respondent needs
You can verify our company by dialing 100 and asking for FREEPHONE Market Research Society.
Or call my supervisor on 028 90 324222.

END OF INTERVIEW, WRITE STATUSCODE "21"