

# About Self injury Support

Self Injury Support aims to support anyone affected by self-injury. We provide multi-channel remote support to women of any age, digital and paper self-help resources for all and information and training about self-injury for those in contact with people who self-injure. We were set up in 1986, to support women in emotional distress.

## Organisational Aims:

- To offer support to women in emotional distress, and particularly to those who self-injure
- To reach out to vulnerable children and young adults to offer support to help prevent long term mental health issues and continued harm through future generations.
- To develop services, and raise awareness of self-injury and mental health issues, through training and providing information.
- To provide support and training to schools and universities to increase understanding among teachers, tutors and pastoral staff

## Beneficiaries:

Our beneficiaries are people, mainly women and girls, who self-harm; who we support directly, and by supporting their carers, and workers in frontline services. Clients often need support with a range of complex issues. These include:

- sexual violence,
- abuse, domestic abuse,
- mental health conditions.

## Our Services:

All our services are open access and self-referral, and include a free-phone helpline and normal rate text service, as well as email and live webchat support. All services are run using the person centred counselling model, offering a non-judgmental, non-directive listening space for clients to work out the best course of action for them. We also offer extensive specialist information and training, as well as online self-help tools and a resource hub.

## Service Impact & Client Feedback:

Annual evaluations from 2015-2017 show that the main reason women get in touch is because Self Injury Support has the expertise in supporting women who self-harm. 65% of respondents in our survey said they contacted our services to try and reduce the urges to self-harm in the moment. We also have contact from women who have stopped self-harming but are having urges to go back to it. In the 2017 analysis of our text service, we found that 28% of clients returned to the text service as a strategy to deal with strong urges to self-harm.

We are proud of many aspects of our services, but we are most proud of the support that we have given to women affected by self-harm who need a space to talk. Our feedback consistently refers to the power of being listened to and how our services give that opportunity. Many clients contact our services to be able to talk about their feelings, saying *"Just having the support is tremendous"* and *"it helps knowing someone cares and understands"*. Our services are run by 5 part time staff comprising a director, administrator and three support service managers and supported by 25 regular specially trained volunteers.

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