



HOPE Point

— dundee —

Two Year Review

There is always **help**
There is always **hope**

Penumbra
Mental Health

Dundee
Health & Social Care
Partnership



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Foreword

Emma Wilson

**Senior Operations Manager
Penumbra Mental Health**



**The team have
delivered above
and beyond
expectations.**

I am delighted to share Hope Point's two-year impact report with you. Conversations surrounding such a provision had been on-going for some years so when Penumbra was awarded the tender to create Hope Point and deliver the support, it felt like a significant achievement, alongside some pressure to ensure it met the high hopes of local people, particularly by those who had been through the trauma of losing a loved one to suicide.

From my perspective, the team have delivered above and beyond those expectations, ensuring the 'no wrong door' ethos has been implemented, with kindness and compassion at the forefront of everything we do. For me, this report really highlights the relationships we have worked hard to build over the past two years, alongside the value placed on collaboration in Dundee.

Lived experience has been integral to the successful implementation of Dundee's Community Wellbeing Centre. From the environment and the support being co-produced, to 100% of our frontline staff being employed in Peer Practitioner roles, all activities have been enhanced by the voice of those who have a true understanding of what quality support should look like.

I would like to take this opportunity to express huge gratitude to our fantastic team, who go above and beyond each day, alongside our partner organisations who have shown us incredible support. Most importantly, recognition goes to those who have reached out, and put their trust in Penumbra to provide them with support during their most difficult moments.



Arlene Mitchell
Locality Manager,
Dundee Health &
Social Care Partnership



**People feel
heard and
understood**

It had been recognised for some time that people experiencing emotional distress needed somewhere to seek help, a place where they could feel safe, valued and supported. A place that they could access quickly and easily, being able to drop in at any time.

In the 2 years that the team at Hope Point have been welcoming people, around 2000 local citizens have sought support. People from the surrounding areas have also sought support at times. A range of different challenges may have brought people to Hope Point but their views of the support received have been very similar. Each month we see feedback that people feel heard and understood and are helped by their contact.

Hope Point has become a well known and important part of the city's response for people who are experiencing a difficult, distressing time in their lives. The team, alongside a range of other organisations and supports in the city, have excelled in providing a genuine compassionate and caring response to people who access the support available.

Often we hear from people how proud they were to be involved in developing Hope Point for the people of Dundee, such is the importance of the support on offer. The way that Hope Point was planned for and developed, has provided an exemplary approach which continues to be taken for other new local developments.

Hope Point will continue to be a valued and crucial resource for the people of Dundee.

About Penumbra

At **Penumbra Mental Health**, we are a pioneering charity walking alongside people on their mental health. Founded in 1985, we were one of the very first organisations in Scotland to offer community-based mental health support - a bold step at a time when such services were rare. Since then, we've grown into a trusted community presence across the country, providing dedicated support for people experiencing mild to serious and enduring mental ill health.

Our work is rooted in a simple but powerful belief: everyone has the right to good mental health and a fulfilling life, no matter their starting point. We promote mental wellbeing for all, work to prevent mental ill health in those most at risk, and provide compassionate, person-centred care that honours the individuality of every recovery journey.

Today, we operate **59 diverse services across Scotland**, delivering specialist support where it's needed most. From supported accommodation and supported living, to crisis interventions, self-harm support, and suicide prevention services, we're there at life's most challenging moments. We also offer vital assistance for carers and families, as well as dedicated programmes for people living with alcohol-related brain damage.

Behind this breadth of support are national and local teams of **remarkable colleagues** across Scotland, whose dedication and empathy have touched thousands of lives. These are not just numbers - they are individual recovery journeys, stories of resilience, hope, and change. They are people who have found their voice again, rebuilt their confidence, and taken steps toward a brighter future with Penumbra's support.

Our organisation has evolved with the times and we're never static; we grow, innovate and adapt to meet the changing needs of the people and communities we serve.

Your journey. Your way.

Penumbra
Mental Health

Our work is guided by Penumbra's **four key values**

Courage

We will do the right thing. Standing up for people, their rights, wellbeing and recovery.

Compassion

We listen and respond with hope, kindness and respect.

Curiosity

We explore, reflect, learn and adapt to create solutions that are best for people's wellbeing.

Collaboration

We will work with those who will share our vision and values.

In Penumbra we have a clear vision that mental health recovery can and should be available to everyone. We also have a clear vision of what it is that we do that supports people on their recovery journey - our theory of change.

We believe passionately that working in the recovery focused ways described in this report, is a model which has direct and tangible impact for people's individual recovery, their families and loved ones and for our communities and society.

Background

Hope Point originated from local context and National policy highlighting the need for safe, accessible alternatives to Emergency Departments, police involvement, or no option of support being available for those experiencing distress.

In 2018, Dundee's fairness Commission recommended accessible support for people in the city experiencing emotional distress. Improved responses to emotional distress was also highlighted in Strang's 2020 Report Trust Listen Learn and formed a large part of the work undertaken by Tayside Crisis and Urgent Care Workstream. Alongside these reports, families who had faced the profound loss of suicide campaigned for a local 'crisis centre' where people could access timely support as an addition, or alternative to the statutory service provision.

In June 2022, as plans for a Community Wellbeing Centre in Dundee were well underway, the Scottish Government launched its Mental Health and Wellbeing Strategy, setting out a vision to improve unscheduled and crisis care. A key concept introduced in the accompanying **Safe Spaces Scoping Report** was establishing peer-led, trauma-informed community hubs as an alternative to Emergency Departments for individuals in emotional distress.

The refreshed suicide prevention strategy, **Creating Hope Together 2022-32** was published with a new approach utilising Outcome Leads to deliver on each of the four outcomes of the strategy. Penumbra Mental Health has been leading on Outcome 3, "Everyone affected by suicide is able to access high quality, compassionate, appropriate and timely support". At the heart of this strategy is the focus on the Time, Space and Compassion model as the foundation of quality support for everyone affected by distress and suicidality.

The co-design process ensured that the centre would be psychologically informed, welcoming, trauma-sensitive, and built around lived experience. An important insight from consultations was that local people strongly endorsed a peer-support model, staffed by those with lived experience with strong multi-agency collaboration. Key design goals were an accessible, welcoming environment available 24/7, with multiple access channels—drop-in, phone, text—and no referral required.

Support launched on 31st July 2023 in the heart of Dundee city centre, commissioned by Dundee Health and Social Care Partnership. Hope Point is free, confidential, and open 24/7 for anyone in Dundee. People can self-refer and access support via phone, text, or face-to-face in a non-clinical setting. Immediate, compassionate support is available for anyone experiencing emotional distress. Where compassion means having a sensitivity to distress, together with the commitment, courage, and wisdom to respond effectively.

This is then followed by direct and/or indirect emotional and practical support grounded in lived and living experience, to support people to problem solve the issues they are facing and become more anchored in community-based wellbeing resources and supports.

The message of Hope Point is clear:

There is always **help**
There is always **hope**

Journey to Launch

2018

November

Dundee Fighting For Fairness Report 2018 recommends "The Dundee Health and Social Care Partnership develops a 24/7 drop-in (self-referral) service in collaboration with beneficiaries and offering clinical, non-clinical, therapeutic and peer support".

Local families bereaved by suicide campaign for a crisis centre.

2020

February

February 2020 'Trust and Respect' - Final Report of the Independent Inquiry into Mental Health Services in Tayside is published. Recommendations include improving responses for individuals experiencing emotional distress.

Living Life Well/workstreams/
Crisis & Urgent Care Workstream
progresses.

Steering & Stakeholder Groups
established, including sub-groups
for building; commissioning;
environment; pathways.

**Penumbra is awarded
the tender.**

November 2022

2022

2023

January – July

Recruitment with lived experience is
integral and included in all interviews.

February – August

Planning, set up, systems
& building relationships.

August

Agreed pathway with
Crisis Resolution and
Home Treatment Team
(CRHTT) in place.

**August 2023
Launch!**



We supported

108

People in the
first month

August 2024

**ONE
YEAR**

Anniversary event

We supported

1030

People in the
first year

October 2024

Hope Point cited
in The Scottish Government's report:

Safe Spaces Scoping Report:
'Right Care, Right Place, Right Time'

October 2024

**Police
Pathway**

Goes live

April 2025

**Building
Signage
Updated**

June 2025

**Improved
Support**

for families bereaved
by suicide progresses

We supported

2061

People in the
first two years

Overwhelmingly
POSITIVE
feedback



Throughout two years of operation
Hope Point is seen as an example of

Good Practice

- with -

local & national interest

Feedback

"24hr drop in **suits me** better than a scheduled appointment. The team are very **respectful** and great. The team has been very **helpful** in my hour of need".

"**Lovely** empathetic individuals who are always **there to talk** to over the phone or in person if you choose".

"Is **comforting** to have a drop in centre to come to as I'm not good on the phone, I know where to come in the future when I'm having a difficult day".

"The ability to drop in felt **essential** to me being able to get the help".

"The support **kept me going** when I was feeling suicidal, until I was able to receive NHS help. The fact that the **staff are peers** helps with **trust**. The environment was lovely".

Power of Peer

Peer support works by creating a safe, supportive relationship between individuals who share lived experience of mental health challenges. It is built on mutual respect, empathy, and a belief in recovery.

There are key elements that Peer Work consistently demonstrates:

Shared Experience as a Foundation



- Our team have personal experience of mental health challenges and recovery.
- They openly share parts of their story when appropriate to build trust and show that recovery is possible.
- This creates a sense of connection, particularly important during a short-term intervention, reduces stigma, and breaks down feelings of isolation.

Non-Hierarchical Relationship



- Peer support is equal and mutual.
- The relationship is based on partnership, not authority or diagnosis. Our Practitioners come alongside people at times of distress to walk the journey with them.
- Both people can learn and grow through interaction.

Support Through Conversations and Activities



- One to one meetings provide emotional support, problem-solving, encouragement, and practical help.
- Knowledge of the local landscape is vital so people can be connected with the resources they require for on-going support and sustained wellbeing.
- Assistance with navigating services can reduce the barrier people often face in getting the support they need, and Peer Practitioners can advocate for people when needed.

Encouraging Self-Directed Recovery



- Peer workers don't give advice or tell others what to do. Instead, they listen, reflect, and empower people to make their own choices.
- They model coping strategies, share recovery tools, and celebrate progress, often holding the hope for those that are finding it difficult to hold it themselves.

Training and Professional Standards



- All of our Practitioners receive formal training including confidentiality, boundaries, trauma informed care, de-escalation and Applied Suicide Intervention Skills Training (ASIST).
- Our team often work alongside multi-disciplinary teams and offer a professional input.

“Thank you, this conversation has been very helpful to me, especially speaking with someone who has a very similar way of thinking”.

“I think the peer model is **remarkable** and I profusely thank you for your honesty. The call tonight has **really helped** me to understand things”.

“It’s been **great** to speak to someone who knows what it’s like to have anxiety”.

“It was good to speak to someone who has been through the same experiences, more **personal** instead of medical. The person I talked to was **brilliant**, so good to know I can come in anytime too. Thank you”.

“It’s good to be able to talk about what’s going on with people who **understand**, in an environment doesn’t have a clinical feeling”.



Linda Graham

**Clinical Lead for Mental Health & Learning Disabilities
Dundee Health & Social Care Partnership**

Linda has been involved with Hope Point since the initial planning stages. An advocate for models of Peer Support, Linda reflected the following when looking back over the last two years:

When discussing the support that people experiencing emotional distress need, the headline messages from our Stakeholder group were clear: it needs to be immediate, it needs to be compassionate and it needs to foster hope. For me, that chimed with the key features of peer support. Two years ago, it seemed quite brave to place people with lived experience at the absolute heart of the model of support; now its hard to believe we might have considered anything else.

When people are feeling at their worst, struggling to problem solve or believe that things can be different they need to be able to make an instant connection with someone. With that connection made, the relationship and the hope it brings is a foundation for people to feel empowered again. An empowered person is ideally placed to define and pursue their own recovery.

Our Peer Support workers draw on their own personal journeys of recovery to offer support, encouragement and understanding to others facing similar issues. That instantly normalises distress and takes the stigma out of asking for help. People connect in a way that's fundamentally different than speaking with someone like me (a clinician) and we need to see the value in all the approaches we provide.

Given the bravery displayed by every single person who reaches out for support, who acknowledges that they are not okay, it's only right that we try and be brave in planning services.

Access & Trends

**Total Number
of Contacts**

10,455

**Total Number of
Supported People**

2061

Day of access is reasonably evenly split across seven days and people tend to access support out of hours. Overall, 58% of contacts were out of hours and 42% between the hours of 8:00am - 6:30pm, with the period of April - June showing 62% of contacts out of hours. This shows an increasing number of people are accessing contact outside of standard working hours.

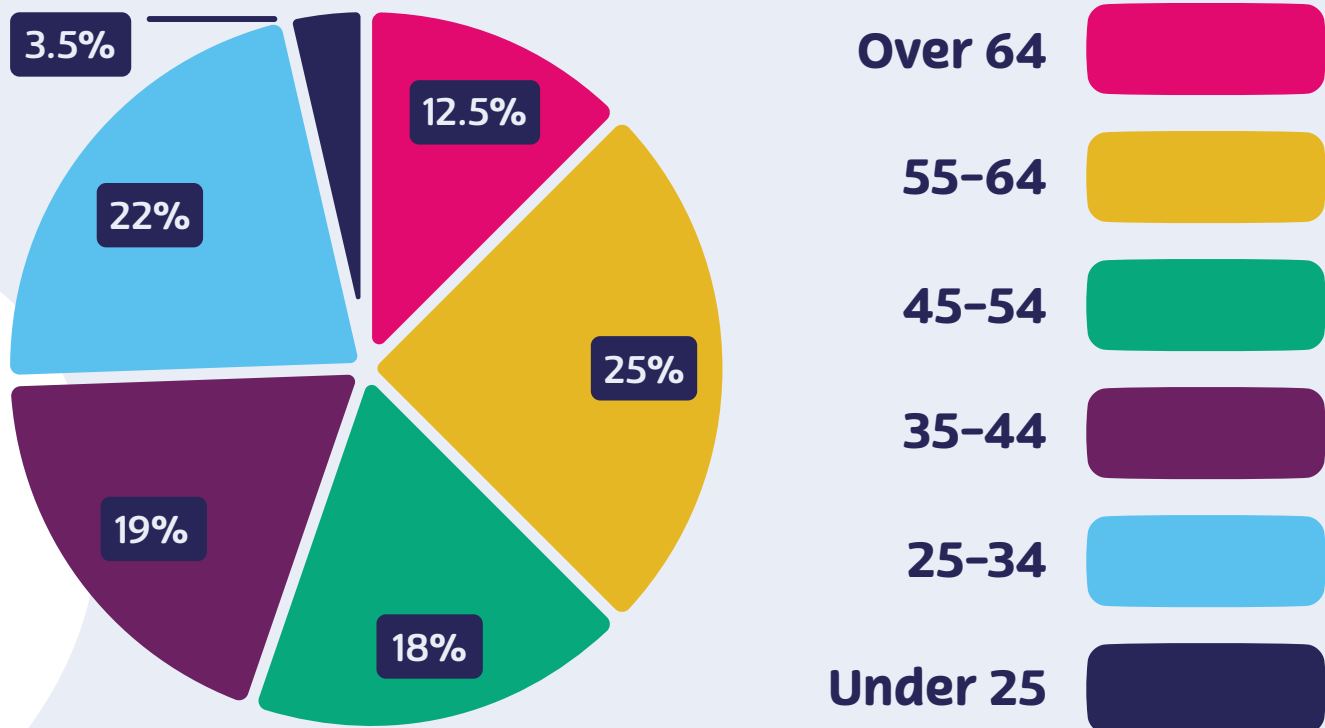
Gender Identities of people supported by Hope Point

Male – 40%

Female – 56%

Other/Undisclosed – 4%

Ages of people supported by Hope Point



HOPE Framework

HOME

72% mentioned issues with **HOME** - including low mood, distress, anxiety; and suicidal thoughts

OPPORTUNITIES

28% mentioned issues with **OPPORTUNITIES** - including basic needs, electricity, clothes, fuel and drug and alcohol use

EMPOWERMENT

27% mentioned issues with **EMPOWERMENT** - including hopelessness, unemployment and changes at college

PEOPLE

37% mentioned issues with **PEOPLE** - including relationship issues, abuse, bereavement and loneliness/isolation

Carer Involvement

The Contact Records show that on 53 occasions, a friend or relative reached out to Hope Point on behalf of someone else.

In some cases, they accompanied the individual or participated in phone calls, while in others, they acted on the person's behalf. This highlights the key role friends and family play in recovery and support. These contacts were provided with resources and information to assist the individual in distress, with guidance that the person could reach out to the centre anytime.

Occasionally, the friend or relative needed and received support from Hope Point themselves. One example of this being relatives who were going through similar family difficulties. These examples show how negative circumstances can affect multiple people. Feedback has demonstrated how Hope Point can help strengthen support networks.





While feedback is given anonymously, some comments are noticeably from family members on behalf of a supported person. For example:

“Absolutely fantastic! Staff has made us feel **valued and comfortable** at all times! Has efficiently helped myself and son immensely, provided full attention and care. Staff have made the referrals to **meet our family needs**. So much empathy provided. We are so grateful to you guys, you came into our lives at the right time and we feel shift in [my son’s] situation and mine so quickly. **Thank you forever**”.





Relationships

Hope Point has established excellent working relationships with services providing mental health care and treatment to ensure that people truly experience the principle of “no wrong door,” receiving support at the point of greatest need whilst being actively helped to navigate to the resources that will best meet their needs.

Stakeholder Feedback

In 2024, a survey was sent to the group of stakeholders who were involved in the development of Hope Point.

26 stakeholders responded constituting a response rate of 17%. Respondents came from a variety of backgrounds (statutory, third sector and people with lived experience) and provided extensive responses on their experiences with Hope Point since it opened.



Overall, the stakeholders who completed the survey had great confidence in Hope Point, its approach to support and how it complimented other services in Dundee.

Stakeholder Feedback



“Patients report feeling **understood** and that support from workers is relational and ‘down to earth’. Hope Point provides a **safety net** for people at what is often their lowest point, and helps them to think forward and to resolve some of their difficulties”.

“So many people are now recognising Hope Point as a **place of support** without us [...] mentioning it. That speaks volumes. [...] Hope Point is **winning on all levels**. The staff having ‘learned experiences’ is an absolute bonus. It is evident they **love their job**. I am overjoyed that we have this resource available for the people of Tayside”.


“Having the ability to confidently tell people if they call there will be someone there no matter when not only provides staff with **peace in mind** but also the supported individuals”.

Collaboration

A dedicated pathway for Police Scotland colleagues is in place to ensure that people who require a compassionate and supportive response to distress as opposed to Police intervention, can be directed to receive immediate help.

In March 2025, Hope Point and Distress Brief Intervention partners were awarded 'Policing Partner of the Year' at the Tayside Division, Divisional Commander's Annual Awards & Recognition ceremony for "delivering an outstanding level of performance in support of individuals in distress and experiencing mental health concerns".

CI Grace Ewing



A growing and demanding area of modern-day policing is responding to 999 and 101 calls to attend incidents which may involve a vulnerable person suffering mental health distress, however we are not the best agency to provide people living with poor mental health with all the care and support they need and deserve. For this very reason, the benefit of having a 24/7 community wellbeing resource, such as Hope Point has been **invaluable** to us as a service.

Officer's now have a **welcoming safe space** to take some of the most vulnerable in society suffering mental health distress. This person centred, collaborate approach has **improved outcomes** for service users and has reduced the time officers spend dealing with these incidents. Local officers have **confidence** to better support individuals and ensure they are given the right support, by the right people at the right time.

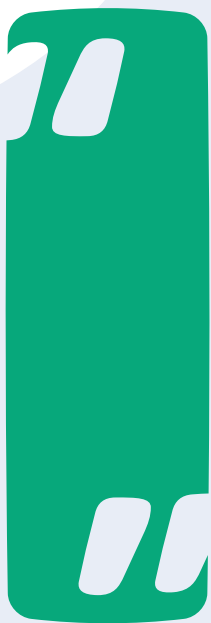
Crisis Resolution Home Treatment Team (CRHTT) pathway

An agreed pathway with CRHTT is also in place which allows for lower intensity support to be easily accessible, and the ability to seek clinical advice if this is necessary.

The pathway assists with implementing the no wrong door ethos allowing people to access the right support at the right time, in a supportive way. Our colleagues at CRHTT also refer people to Hope Point, or make them aware of the support should they wish to reach out independently in the future.

Sara Vaughan

Team Leader – Crisis Resolution home Treatment Team



Over the past two years, the partnership between the Dundee Crisis Resolution Home Treatment Team (CRHTT) and Hope Point, Community Wellbeing Centre, has developed into a **strong, collaborative pathway** that enhances compassionate, person-centred care for individuals in crisis.

Together, we have created a **responsive, community-based approach** that supports early assessment and intervention, and promotes recovery through shared values, mutual respect, and effective joint working.



**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA



**Scottish
Ambulance
Service**
Taking Care to the Patient

Scottish Ambulance Service

Hope Point has established referral pathways with the Scottish Ambulance Service, allowing ambulance teams—especially the Mental Health Paramedic Unit—to make referrals to the centre when someone is experiencing emotional distress but does not require hospital-level care.

Clare McCulloch

Mental Health Paramedic Team Leader



The agreed pathway between Hope Point and the Scottish Ambulance service represents a **valuable collaboration**, it strengthens the network of care available in the area. It's a **fantastic addition** to Dundee and a testament to the power of working together to deliver compassionate, personalised support.





We are proud of the relationships we have built with colleagues in our blue light services and crisis and urgent care teams.

Legend on the Bench

The collaboration and willingness to work in partnership to achieve the best outcomes for people being supported is evident across teams and ultimately provides an improved experience for individuals in distress.




Supporting Substance Use

A vital element of Hope Point is the fact it is inclusive of all with an approach underpinned by trauma informed practice.

People often cite experiences of not being able to access mental health and wellbeing support if they are actively using substances. Unlike some supports who operate a zero tolerance policy, the team at Hope Point will offer support if someone is under the influence of substances (whether drugs and/or alcohol), providing it is deemed safe to do so.

This approach is in line with the National Medication Assisted Treatment (MAT) Standards, which aims to ensure the use of psychological and social support, alongside medication for those experiencing challenges with substance use. These standards aim to reduce substance related harms and risk of death.



“We often support individuals with dual diagnosis and for years it has been incredibly hard to get individuals who use substances support with mental health. This has certainly not been the case with Hope Point and regardless of substances being used they have supported the clients”.

The Dundee Multi Agency Consultation Hub (MACH)

The Dundee Multi Agency Consultation Hub (MACH) launched in April 2024. MACH is a mental health and substance use integrated response to meet the recommendations made by The Dundee Drugs Commission, Independent Inquiry into Mental Health services in Tayside, and The Medication Assisted Treatment (MAT) Standards. Individuals presenting with co-occurring substance use and mental health challenges and who require additional support or specialist care and treatment for their mental health and wellbeing, self-harm and/or substance use will be discussed at MACH. Weekly meetings are attended by representatives from a wide variety of agencies across NHS, Dundee Health and Social Care Partnership and the third sector, including Penumbra.



MACH Outcomes

Supported people can expect a whole system, safe, person-centred, and evidence-based care plan at all stages of their recovery journey. Discussion at MACH will seek to agree assessment, formulation, and care plan, and nominate a named professional/service. Cases discussed at MACH will always come away with at least one recommendation – there is always proactive planning and support offered to people whose cases are brought to the MACH.

MACH was shortlisted for a NHS Tayside STAR award, for the 2024/25 'Tayside Together Award' category, within the first year of being operational.



Joint Working

Joint working with Dundee Drug and Alcohol Recovery Service (DDARS), as well with colleagues at Hillcrest Futures (co-located in the same building), has further enhanced the support available for people experiencing distress, mental health challenges and issues with substance use.

Dr Jennifer Breen

Consultant Counselling Psychologist &
Lead Clinician NHS Tayside Drug and Alcohol
Recovery Psychology (Dundee) Service



“Penumbra has played an **integral** part in the collaboration and consultation of the development of mental health and substance use integration in Tayside as part of MAT standard 9. Their **expertise and dedication** have helped shape a more holistic approach to care, ensuring that individuals receive the support they need in all aspects of their well-being.

Their continued **commitment to innovation** has strengthened multi agency learning, relationships and communication. This has been evident in their weekly presence at the mental health and substance use Multi Agency Consultation Hub (MACH) and via consultation in workshops focusing on improved referral pathways between voluntary and statutory services into CRHTT”.

Social Media



The team have been pro-active in marketing the support available through local networks, media campaigns and social media.

Our local Facebook page is a platform to engage with the public in an informal and welcoming manner, with top posts amassing over 24, 000 views and 12, 900 impressions. Members of the public, and people who have accessed support also utilise the page to leave feedback.

Social Media Feedback

“I second this. I was suicidal last November & I spent over 5hrs on phn over 2 days spking with 2 colleagues and they were **amazing!** They let me speak & just supported me. Amazing team”.

“Brilliant testament for a **brilliant team**”.

“Well deserved. You do an absolutely amazing job and **we are all so grateful** for everything you do”.



Ross' Journey

I first accessed Hope Point after a really difficult break up with my girlfriend. It left me feeling worthless and Police involvement added to my distress.

I feel like I've had quite a journey and have had on-going challenges with mental health. I had my first experience of what I would call a breakdown in 2016 at the age of 19. Difficult relationships led me to have really dark thoughts, thoughts of harming myself and thoughts of suicide. I was struggling with the pressure of exams and work.

In 2018 I was diagnosed with Asperger's and was told people with this diagnosis can experience periods of depression which gave me some answers.

I started Abertay University in 2019 studying business management and economics. I had good support at university and weekly contact with a support worker. I really enjoyed my first year and making new friends.

The second year was really hard as the Covid pandemic hit the country and we were all locked down. It was a real challenge going from being sociable to being at home every day. I was also a key-worker in my job at Tesco so it was difficult trying to juggle the balance of remote learning and work.

Throughout the course of 2020 I lost four friends to suicide. Because of the restrictions I couldn't even go to their funerals. I was left feeling really numb and felt I didn't get to process their deaths properly only seeing their funerals via an online link. It felt in-humane and was really challenging. I seemed like I just had to get on with life when the video was over.

In 2021, at the start of our last semester at University, a classmate also died by suicide. We'd had a group chat to support each other, and I felt some guilt that I hadn't picked up on this, or offered enough support.

Later that year I had another bereavement when a family member was involved in an accident and that was really hard to process and deal with. Shortly after a work colleague became terminally ill and I supported her through this difficult time, visiting in the hospice before she passed.

It was hard not to wonder why this kept happening to me. I moved on to a job at a Consultancy Company working from home. It felt like things were starting to get better and into March 2022 I moved on to another position, in a sales-based role with a financial services company.

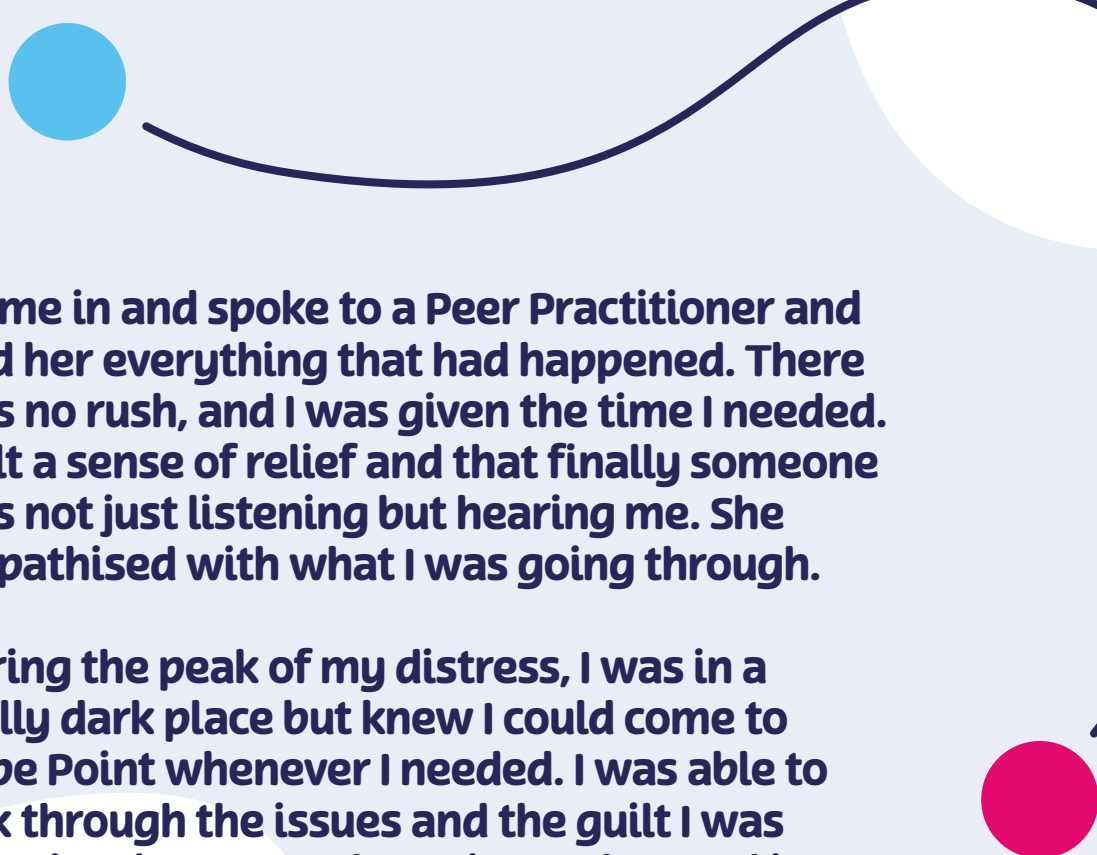
That was a really difficult time. I felt singled out by some people there and did not feel supported.



I had a mental breakdown and was signed off work. The dark thoughts came back again, thoughts of harming myself and of suicide. I came close a couple of times of completing suicide and had a plan in place. I was in that much mental and emotional pain but I somehow managed to stop myself.

I sought support through my GP and was able to return to work, then just before Christmas 2022 I was made redundant due to the financial climate.

It was August 2023 when things became really difficult for me and the break-down of the relationship I was in had a massive impact on my mental health. I had an emotional breakdown and I reached out to Hope Point for support. I'd heard about it through a friend who recommended I give them a call. I'd had experience of Penumbra before which had been a positive experience. I reached out on the phone to start with and was then invited into the Centre for support. I hated my life, how much I was struggling and didn't know what to do. I was so emotional and felt so lost and alone.



I came in and spoke to a Peer Practitioner and told her everything that had happened. There was no rush, and I was given the time I needed. I felt a sense of relief and that finally someone was not just listening but hearing me. She empathised with what I was going through.

During the peak of my distress, I was in a really dark place but knew I could come to Hope Point whenever I needed. I was able to talk through the issues and the guilt I was experiencing. For a short time, I dropped in daily as I needed the support.

Hope Point felt like a safe space for me to be.

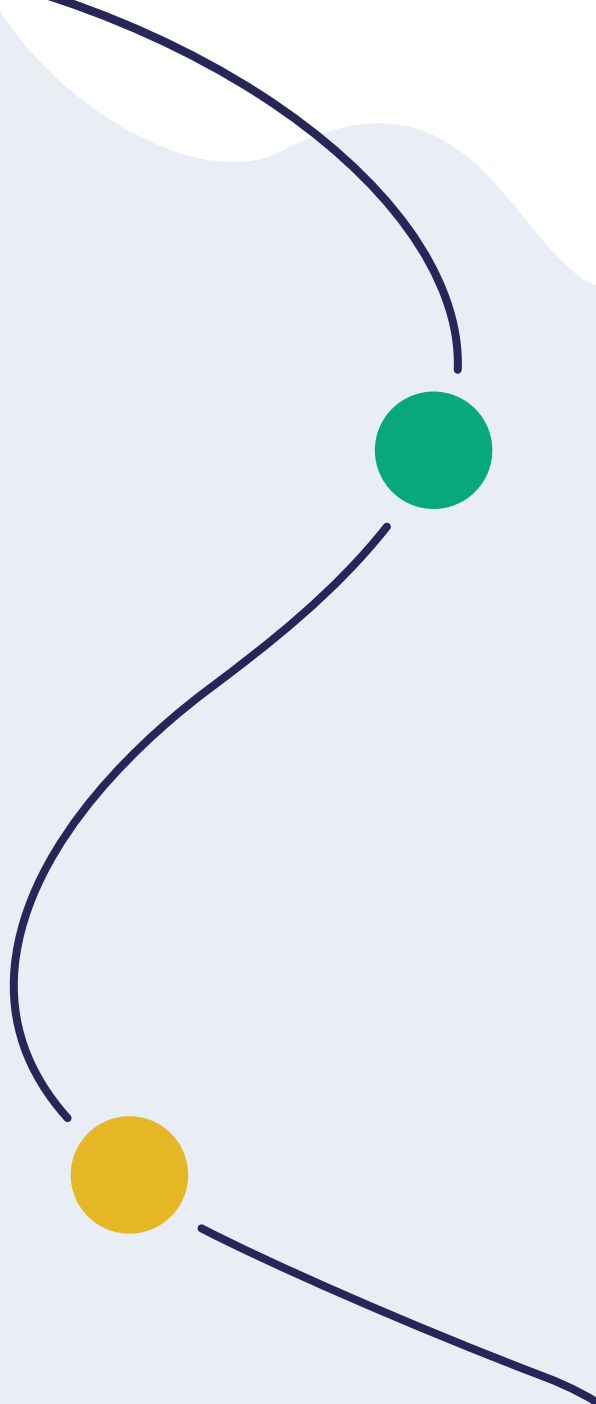
The only place I could honestly talk about how I was feeling and the deep pain and how much I was struggling with daily life. I felt I received guidance. The whole team were outstanding and saved my life. Knowing it was 24/7 gave me reassurance I needed if having a dark moment, regardless of the time.

The team made me aware of support I could access on a more regular basis and made a referral to Penumbra's Dundee Nova Service. I started support with them and was allocated a key-worker who I see on a weekly basis.

I still have difficult days but I have now managed to find employment and working full time for an energy and technology company based in Fife. I can now look forward to the future.

“Without the people at Hope Point I honestly don't think I would be here to this day”

Ross



Future Developments

● Peer Practitioner Roles to Support People Bereaved by Suicide

Informed by lived experience, support is being developed for people in Dundee who have been bereaved by suicide. An initial test of change for one year, the support will be embedded within Hope Point but have its own remit for scheduled care. Self-referrals will be welcomed as well as referrals from organisations across the sector.

Following recruitment and a period of induction, we would envisage this support beginning to be available by the end of the year. This work supports the Scottish Government's Creating Hope Together - suicide prevention strategy and action plan, in particular Outcome 3: Everyone affected by suicide is able to access high quality, compassionate, appropriate and timely support – which promotes wellbeing and recovery.



● Promotion in community venues

The team continue to influence wherever possible by having presence at a range of forums across Dundee. This allows for information to be shared on the support available, and ensure this is filtered to those who could benefit from accessing Hope Point. Future plans include website development and awareness raising in community locations such as public spaces, supermarkets and pharmacies.

● Enhance inclusiveness

We are keen to collaborate further with more marginalised communities across Dundee including the Deaf community, BME communities, and the LGBTQ+ community. It is important to us that we are considered accessible to anyone in the city at their greatest point of need. A multi-agency approach is key to ensuring a range of needs are met and we will work closely with partners to enhance the support on offer.



We would like to acknowledge the families who have been affected by the loss of a loved one through suicide. Their tireless effort and ability to speak up for others in similar positions, has been a constant throughout local processes and developments. Your courage and drive is inspirational and your efforts have paved the way to make a difference for others.

We truly appreciate all your support.



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