



Case study with AWARE

AWARE is the depression charity for Northern Ireland - and the only charity working exclusively for people with depression and bipolar disorder. Treating people equally and with respect is one of our key ways of working. We deliver mental health and well-being programmes for a variety of providers. Section 75 information has been captured for services provided through statutory funding. We look forward to reflecting on the information we have compiled to help identify current and future needs, possible inequalities and checking that a cross-section of people have been reached.

Organisation	AWARE
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Type of service(s) provided	Mental Health First Aid Training (MHFA)
Templates used	We use the S75 adult questionnaire provided by the PHA in June 2020 which incorporates all S75 questions.
How/when information is collected:	<p>1) <u>Face-to-face training</u> - No face-to-face MHFA during 2021/22. When face-to-face resumes in Oct 2022 hard copy S75 forms will be completed by the participant at the start of the training programme. This will be optional for participants. Completed S75 forms will be sealed in an envelope by the trainer and returned promptly to the AWARE monitoring officer after day one of the programme.</p> <p>2) <u>MHFA training delivered via zoom</u>. To capture Section 75 (S75) data we utilise the polls function within zoom. The trainer launches an anonymous pre-set poll during session one of the training programme. The poll has all necessary S75 data included within it. The trainer will outline to participants that they can choose to complete/not complete this poll. Once participants have indicated via the 'thumbs up' emoji within zoom that they are finished (either completed or chosen not to complete) the trainer will close the poll. S75 data from this poll is extracted within 24hrs of the session by the monitoring team within AWARE.</p>

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	<p>Internal Information Collation: Since June 2021 AWARE have utilised Salesforce as a Customer Relationship Management (CRM) system. Once S75 data is collated from hard copies/zoom polls it is then entered into the CRM system and reports can be extracted as and when required. The CLEAR Project receive S75 reports via Excel after the completion of each mental health first aid training programme.</p>
Return rate	<p>100% between Sep 2020-Mar 2022</p> <p>April 2022- March 2023: As we continue online delivery via zoom and resume face to face delivery in Oct 2022 the return rate may decrease.</p>
Reporting S75 information	<p>All S75 information is sent to the Clear Project by AWARE after the completion of each training programme.</p>
Additional reflection / learning	<p>We look forward to reflecting on the information we have compiled to help identify current and future needs, possible inequalities and checking that a cross-section of people have been reached.</p>