

Adult Social Care and Public Health Cabinet Committee – 21 January 2026

Extension of Support Service for People Bereaved by Suicide (SC20060 – Lot 2)

Appendix B – Summary of review findings

The Amparo service was commissioned by Kent County Council (KCC) on behalf of the Integrated Care Board (ICB) and began operating in August 2021. For 2025/26, the Amparo service cost is £127,616, fully funded by the ICB.

The service aligns with the Kent and Medway Suicide Prevention Strategy.

Outcomes for the beneficiaries of the service include:

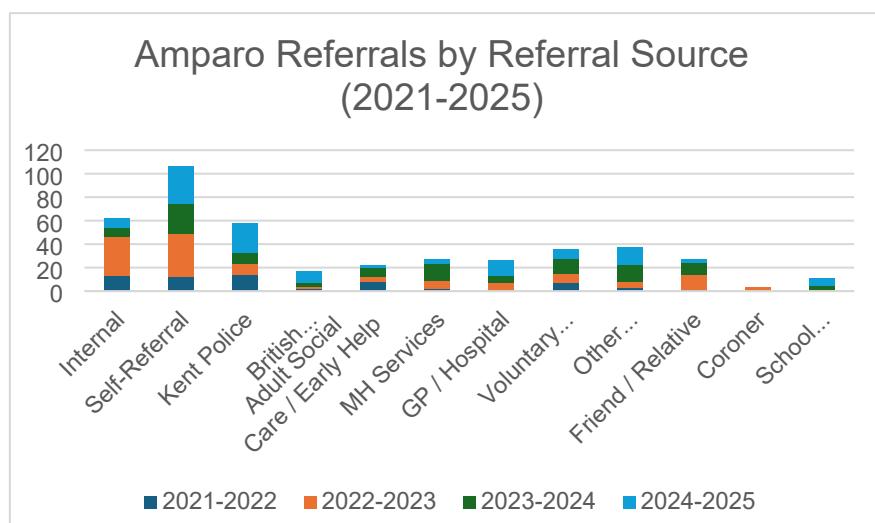
- Feel supported during Police and Coroner investigations.
- Feel less lonely and isolated.
- Improve day to day social functioning and ability to function in work, education or care giving role.
- Improve psychological health.

A comprehensive review of the service has been undertaken to shape options for delivery beyond July 2026.

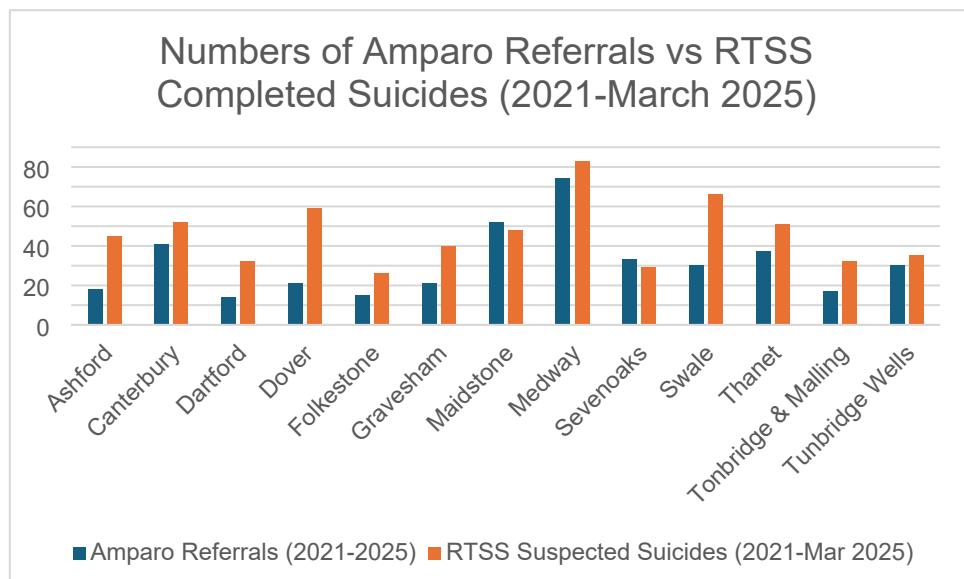
From April 2022 until March 2025 a total of 370 individuals were referred and 339 individuals (beneficiaries) received support.

| Contractual Year (full) | Referrals | Beneficiaries |
|-------------------------|------------|---------------|
| 2022/23 | 129 | 126 |
| 2023/24 | 115 | 106 |
| 2024/25 | 126 | 107 |
| TOTAL | 370 | 339 |

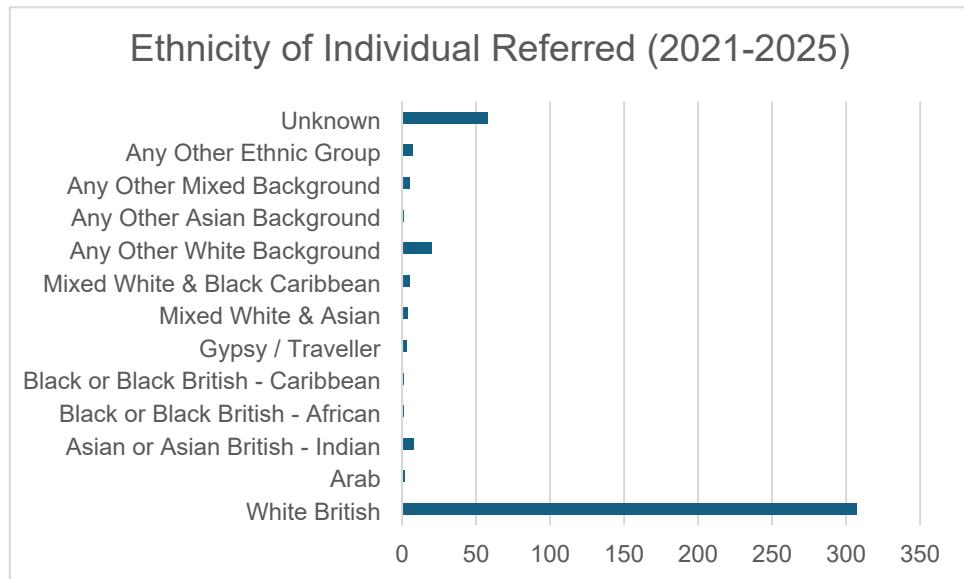
The most common source of referrals were ‘self-referrals’ followed by ‘internal referrals. These typically occur when the Suicide Liaison Worker identifies additional beneficiaries during contact with existing service users, such as wider relatives or friends of the deceased.



The area where referred individuals reside was spread across all Kent districts and Medway (Chart 1). The districts with the highest and lowest number of referrals aligned to RTSS area data between 2021-March 2025.



The majority of Amparo service users were female and White British. This may reflect the fact that approximately 75% of suspected suicides in Kent and Medway involve men. The data also however demonstrates that there was a wide range in ethnicities among those accessing.



Data shows that the service is responsive with an average waiting time in 2024-25 of 0.5 days from referral to first contact.

Amparo uses the Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS) to collect paired outcomes among beneficiaries. These assessments are conducted at the start and end of support - provided the final session is meaningful - or at any other point when the SLW identifies that there has been a significant change to mental wellbeing.

Analysis of paired outcomes since 2022 shows consistently high volumes of positive outcomes, with the lowest recorded rate at 67% during the initial phase of contract delivery. Since then, positive outcome rates have ranged between 80% and 100%, with 7 out of 12 quarters showing rates above 90%.

Service user feedback includes;

- *“I truly don’t know where I would’ve ended up without the support, I received it helped both myself and my family.”*
- *“I have signposted other bereaved friends and family as I cannot fault my experience with them.”*
- *“Extremely valuable service, helped at an extremely difficult time. Felt very supported at a very scary time.”*
- *“Amparo have been a lifeline for me during the most difficult time in my life.”*

The review identified that between April 2022 and March 2025 the cost of delivering Suicide Bereavement Support equated £1,105 per person and the cost per beneficiary per week was approximately £33. This demonstrates that Amparo provides sustained, specialist support at a relatively low weekly cost. Each suicide is estimated to cost £1.46 million, rising to £2.85 million for children aged 10–14 (Samaritans, 2022). By supporting those bereaved by suicide, who are at higher risk of suicidal behaviour, Amparo helps prevent future suicides and their associated economic and social costs.

A 2025 report by the Support Against Suicide Partnership (SASP) indicates that the average specialist suicide bereavement service costs the NHS around £85,000 per year. Given Kent’s position as the 7th largest population in England (ONS Census 2021), its higher overall cost is proportionate.

Listening Ear (Amparo) have provided added value through:

- The delivery of multiple Community Response Plans where required. These are bespoke group support sessions aimed at particular communities where there has been a death by suicide.
- Delivery of specialist workshops and provision of emotional support to attendees at the annual K&M Suicide Prevention & Self-Harm conferences.
- Delivering in-person training to staff at the Coroner’s Office - ensuring all staff have sufficient awareness of the service to pass on to affected next of kin during contact.
- Key partner in delivering the visit of the Baton of Hope to Kent and Medway in September 2025 including providing emotional support on the day.