

# Evaluation of a partnership between Samaritans and Anglia Ruskin University

<b>Submission date</b> 09/11/2022	<b>Recruitment status</b> No longer recruiting	<input type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
<b>Registration date</b> 13/01/2023	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
<b>Last Edited</b> 30/12/2025	<b>Condition category</b> Other	<input type="checkbox"/> Individual participant data <input checked="" type="checkbox"/> Record updated in last year

## Plain English summary of protocol

### Background and study aims

Samaritans and Anglia Ruskin University (ARU) have formed a new partnership to pilot on-campus duty rooms in Cambridge and Chelmsford, the first of their kind in the United Kingdom. People from across the University can undertake the seven-week training course to become a Samaritans volunteer, which enables them to provide emotional support to callers through their online chat service. Samaritans are also offering a virtual placement to students on courses including Mental Health Nursing, Paramedic Science, and Social Work. The study aims are to explore: the views of student nurses, paramedics and social workers in relation to the value of a virtual placement with Samaritans, and how this could be improved; the views of ARU lecturing and management staff around the value of Samaritans one-week virtual placement as a clinical placement; the impact of undertaking volunteer training on individuals; the extent to which the volunteer training and placements help to raise awareness of Samaritan's service; and, the views of Samaritans staff in relation to their partnership with ARU.

### Who can participate?

There will be four groups who will be approached to participate: 1. ARU students who have completed a virtual placement with Samaritans as part of their pre-registration degree course, 2. ARU lecturers who teach a course on which pre-registration students have been allocated a placement with the Samaritans or management staff who have been involved with the development of the partnership between ARU and Samaritans, 3. ARU students and staff undertaking Samaritans volunteer training, and 4. Samaritans staff who have been involved with the development of the partnership between ARU and Samaritans.

### What does the study involve?

The study is made up of two distinct parts:

1. An online survey will be used to gather views on the value of the clinical placement experience for students, in addition to the views of Samaritans staff, and ARU students and staff, in relation to the impact of this innovative programme
2. Semi-structured interviews (2-3 participants per group) will be conducted via Microsoft Teams. The interviews will not be video or audio recorded; however, notes will be taken using the live transcription function on Microsoft Teams. Data will be analysed using thematic analysis.

What are the possible benefits and risks of participating?

It is unlikely that there will be any direct benefits to participants because of taking part in the study. The result of this study will be used to inform the placement of future learning opportunities to promote knowledge, skills and confidence for students. The surveys will take approximately 15 minutes to complete and the qualitative interviews will take approximately 30 minutes. There is a small risk of participants being identified from quotes taken from the free text response options in the survey, however, we will endeavour to minimise this through careful selection of wording in our reports.

Where is the study run from?

Anglia Ruskin University, Chelmsford Campus (UK)

When is the study starting and how long is it expected to run for?

April 2022 to June 2023

Who is funding the study?

Health Education England (HEE), East of England (UK)

Who is the main contact?

Prof Fiona Nolan (Principal investigator) (UK), [Fiona.nolan3@nhs.net](mailto:Fiona.nolan3@nhs.net)

## Contact information

### Type(s)

Principal investigator

### Contact name

Prof Fiona Nolan

### ORCID ID

<https://orcid.org/0000-0002-6633-341X>

### Contact details

North London NHS Foundation Trust  
Room 208, 2nd Floor, East Wing  
St Pancras Hospital, 4 St Pancras Way  
Chelmsford  
United Kingdom  
NW1 0PE  
+44 (0)7557 863875  
[Fiona.nolan3@nhs.net](mailto:Fiona.nolan3@nhs.net)

## Additional identifiers

### Clinical Trials Information System (CTIS)

Nil known

### ClinicalTrials.gov (NCT)

Nil known

**Protocol serial number**

Nil known

## **Study information**

**Scientific Title**

A multistakeholder evaluation of a partnership between Samaritans and Anglia Ruskin University

**Study objectives**

Current study hypothesis as of 11/10/2023:

We will explore the following areas within this evaluation:

1. The views of student nurses, paramedics and social workers in relation to the value of a virtual placement with Samaritans, and how this could be improved
2. Views of Anglia Ruskin University (ARU) lecturing and management staff around the value of Samaritans virtual placement as a clinical placement
3. The impact of undertaking volunteer training on individuals
4. The extent to which the volunteer training and placements help to raise awareness of Samaritan's service
5. Views of Samaritans staff in relation to their partnership with ARU

Previous study hypothesis:

We will explore the following areas within this evaluation:

1. The views of student nurses, paramedics and social workers in relation to the value of a one-week virtual placement with Samaritans, and how this could be improved
2. Views of Anglia Ruskin University (ARU) lecturing and management staff around the value of Samaritans one-week virtual placement as a clinical placement
3. The impact of undertaking volunteer training on individuals
4. The extent to which the volunteer training and placements help to raise awareness of Samaritan's service
5. Views of Samaritans staff in relation to their partnership with ARU

**Ethics approval required**

Old ethics approval format

**Ethics approval(s)**

1. Approved 07/11/2022, Anglia Ruskin University (Faculty of Health, Education, Medicine and Social Care, Bishop Hall Lane, Chelmsford, CM1 1SQ, UK; +44 (0)1245 493 131; research.ethics@aru.ac.uk), ref: ETH2223-1115
2. Approved 25/04/2023, Anglia Ruskin University (Faculty of Health, Education, Medicine and Social Care) School Research Ethics Panel (Faculty of Health, Education, Medicine and Social Care, Bishop Hall Lane, Chelmsford, CM1 1SQ, UK; +44 (0)1245 493 131; research.ethics@aru.ac.uk), ref: ETH2223-7540 (Significant Amendment)

**Study design**

Observational cross-sectional study

**Primary study design**

Observational

**Study type(s)**

Other

### **Health condition(s) or problem(s) studied**

The value of Samaritans clinical placement experience for ARU health and social care students.

### **Interventions**

The four stakeholder groups are 1. Samaritans staff involved in the development of the partnership, 2. Anglia Ruskin University staff involved in the development of the partnership, 3. Anglia Ruskin University placement students and 4. Anglia Ruskin University staff and students who have completed the 7-week Samaritans volunteer training course. This study has two modules. Module one involves an online survey which will be used to gather views on the value of the clinical placement experience and Module two involves semi-structured interviews which will be conducted online via Microsoft Teams. The online survey will be distributed as a link within an e-mail with a participant information sheet attached. Samaritans staff and Anglia Ruskin University staff will be approached to participate in the online survey directly. The survey will be distributed to placement students by the Anglia Ruskin University Placements Team. Volunteers will be sent the online survey via e-mail by a member of the Samaritans staff. Only the volunteer stakeholder group will be asked to complete the survey twice, once before and once after the 7-week training course. The end of each of the surveys provides the contact details of the researcher, should participants wish to take part in the semi-structured interview also. A convenience sample of 2-3 participants will be interviewed for each of the four stakeholder groups. Interview schedules will be informed by the interim findings of the survey study.

### **Intervention Type**

Other

### **Primary outcome(s)**

Current primary outcome measure as of 11/10/2023:

The value of a virtual placement with Samaritans measured using a survey developed specifically for the study by the research team completed by students following the virtual placement

Previous primary outcome measure:

The value of a one-week virtual placement with Samaritans measured using a survey developed specifically for the study by the research team completed by students following the one-week virtual placement

### **Key secondary outcome(s)**

1. The impact of undertaking volunteer training on individuals measured using a survey comprised of one questionnaire developed by the study team and five validated measures, the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS), the Brief Resilience Scale (BRS), the Interpersonal Reactivity Index (IRI), the General Health Questionnaire (GHQ-12) and the Role Clarity (RCL) Scale, before and after the 7-week volunteer training
2. The extent to which the volunteer training and placements help to raise awareness of the Samaritan's service measured using Likert scale questions at one timepoint following the one-week virtual placement
3. Views of Samaritans staff in relation to their partnership with ARU measured using eight Likert scale questions and four free-text questions at one timepoint. These were developed specifically for the study by the research team.

### **Completion date**

30/06/2023

# Eligibility

## Key inclusion criteria

Current inclusion criteria as of 11/10/2023:

Placement students:

1. Anglia Ruskin University (ARU) students
2. Completed a virtual placement with Samaritans as part of their pre-registration degree course between June 2021 and June 2023

ARU lecturing and management staff:

1. ARU staff
2. Lecturers who teach a course on which pre-registration students have been allocated a placement with the Samaritans, or management staff who have been involved with the development of the partnership between ARU and Samaritans

Student and staff volunteers:

1. ARU students and staff
2. Completed the 7-week Samaritans volunteer training course between June 2021 and January 2023

Samaritans staff:

1. Samaritans staff
2. Involved with the development of the partnership between Samaritans and ARU

Previous inclusion criteria:

Placement students:

1. Anglia Ruskin University (ARU) students
2. Completed a one-week virtual placement with Samaritans as part of their pre-registration degree course between June 2021 and January 2023

ARU lecturing and management staff:

1. ARU staff
2. Lecturers who teach a course on which pre-registration students have been allocated a placement with the Samaritans, or management staff who have been involved with the development of the partnership between ARU and Samaritans

Student and staff volunteers:

1. ARU students and staff
2. Completed the 7-week Samaritans volunteer training course between June 2021 and January 2023

Samaritans staff:

1. Samaritans staff
2. Involved with the development of the partnership between Samaritans and ARU

## Participant type(s)

Learner/student, Mixed

## Healthy volunteers allowed

No

**Age group**

All

**Sex**

All

**Total final enrolment**

102

**Key exclusion criteria**

Current exclusion criteria as of 11/10/2023:

Placement students:

1. Non-completion of one-week virtual placement with Samaritans
2. Completion of a placement prior to June 2021
3. Completion of a placement post June 2023

ARU lecturing and management staff:

1. Lecturers who teach a course on which pre-registration students have not been allocated a placement with the Samaritans
2. Management staff who have not been involved with the development of the partnership between ARU and Samaritans

Student and staff volunteers:

1. Non-ARU students and staff
2. Non-completion of the 7-week Samaritans volunteer training course
3. Completion of the 7-week volunteer training course prior to June 2021
3. Completion of the 7-week volunteer training course following January 2023

Samaritans staff:

1. Samaritans staff who have not been involved with the development of the partnership between Samaritans and ARU

Previous exclusion criteria:

Placement students:

1. Non-completion of one-week virtual placement with Samaritans
2. Completion of a placement prior to June 2021
3. Completion of a placement post January 2023

ARU lecturing and management staff:

1. Lecturers who teach a course on which pre-registration students have not been allocated a placement with the Samaritans
2. Management staff who have not been involved with the development of the partnership between ARU and Samaritans

Student and staff volunteers:

1. Non-ARU students and staff
2. Non-completion of the 7-week Samaritans volunteer training course
3. Completion of the 7-week volunteer training course prior to June 2021
3. Completion of the 7-week volunteer training course following January 2023

Samaritans staff:

1. Samaritans staff who have not been involved with the development of the partnership between Samaritans and ARU

**Date of first enrolment**

01/08/2022

**Date of final enrolment**

30/06/2023

## **Locations**

**Countries of recruitment**

United Kingdom

England

**Study participating centre**

**Anglia Ruskin University**

Bishop Hall Lane

Chelmsford

England

CM1 1SQ

**Study participating centre**

**Samaritans**

The Upper Mill

Kingston Road

Ewell

Surrey

England

KT17 2AF

## **Sponsor information**

**Organisation**

Anglia Ruskin University

**ROR**

<https://ror.org/0009t4v78>

# Funder(s)

## Funder type

Government

## Funder Name

Health Education England, East of England

# Results and Publications

## Individual participant data (IPD) sharing plan

The datasets generated during the current study will be available upon request from Professor Fiona Nolan (Principal Investigator), [fiona.nolan@aru.ac.uk](mailto:fiona.nolan@aru.ac.uk). Types of data that will be shared include summaries of the quantitative data from the online surveys. These will be available following 31st March 2023. Free-text responses from the online surveys and interview transcripts will not be available due to the small sample size of the four stakeholder groups, and the risk of identification.

## IPD sharing plan summary

Available on request

## Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
<a href="#">Participant information sheet</a>	Participant information sheet	11/11/2025	11/11/2025	No	Yes