



JIGSAW Young people's
health in mind
Annual Report 2025 (Summary Edition)

Executive Summary

There is a moment, familiar to anyone working in youth mental health, when a young person finally asks for help. It may follow months of silence or come in a sudden call from a worried parent. What happens next matters.

In 2025, Jigsaw met that moment more often, more quickly, and more effectively than ever before. This report shows what that means for young people, families, and communities across Ireland.

1. More young people are reaching out, and Jigsaw is keeping pace

Demand for youth mental health support continues to grow. In 2025, Jigsaw responded at its highest level to date.

11,064! Referrals, a 23% increase year on year and the **highest on record**

310,000 + Visits to [jigsaw.ie](https://www.jigsaw.ie)

* **What this tells us: more young people are seeking help, and Jigsaw is becoming a trusted and accessible first point of contact.**

2. Young people are being seen sooner

Timely support is critical. In 2025, Jigsaw improved access despite rising demand.

4WKS! Wait times significantly reduced from 8 weeks to 4 weeks nationwide

NEW Introduction of **Single Session First Therapy**, providing support at first contact

62,235 Clinical contacts delivered, including 49,335 with young people

* **What this tells us: Jigsaw is responding faster, ensuring young people get help earlier, before problems escalate.**

“ Jigsaw has helped me in ways I didn't know were possible. **I feel like a new, stronger person.** ”

A quote from a young person who attended Jigsaw for support with their mental health



3. When young people get support, it works

Maintaining outcomes while demand grows is a core challenge. In 2025, Jigsaw sustained strong results at increased scale.

62% Showed measurable improvement, exceeding targets

66% Achieved progress in therapy goals

89%+ Satisfaction among young people and families

These outcomes were delivered while **referrals increased by 23%**, showing that quality has been maintained.

* **What this tells us: early intervention works. Jigsaw is delivering effective support at scale, helping young people make real progress.**

4. Support is reaching young people earlier

Jigsaw works beyond clinical settings, helping to support young people in schools and communities.

623! Post primary schools engaged, over 80% nationwide

2,458 School staff connected through Neart

6,238 Participants in workshops and training

* **What this tells us: early intervention is happening at national scale, building awareness and resilience before crisis point.**

5. Public trust supports continued impact

Jigsaw's work is underpinned by public trust and investment.

76% Public trust
and **60%** awareness

€17.3M Income, with **€17.25m**
invested in services

€4+ Raised for every **€1** spent

€1.3M Additional funding secured
through advocacy



“ I would like to truly thank you for your service... it changed my life. ”

A quote from a young person who attended Jigsaw for support with their mental health

* **What this tells us: Jigsaw is a trusted national service delivering strong value, with continued support needed as demand grows.**

Looking Ahead

Demand for youth mental health support is increasing.

The progress made in 2025, including faster access, wider reach, and strong outcomes, provides a solid foundation.

Jigsaw's focus now is to sustain and build on this progress, ensuring every young person who asks for help receives a timely and effective response.



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Our charity (revenue) number is CHY 17439. Our Registered Charity number is 20064846.

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