**Mental health crisis support services-**

**phone, email or text external services.**

* **NHS 111** , select OPTION 2 for local First Response Service/Crisis Team
* **Samaritans.**To talk about anything that is upsetting you, you can contact [Samaritans](http://www.samaritans.org/) 24 hours a day, 365 days a year. You can call 116 123 (free from any phone) or email [jo@samaritans.org](mailto:jo@samaritans.org)
* **Big White Wall** an anonymous online service you can sign up under ‘organisation’ with your academic *@cam* email address  <https://www.bigwhitewall.com/>
* **SANEline.**If you're experiencing a mental health problem or supporting someone else, you can call [SANEline](http://www.sane.org.uk/what_we_do/support/helpline) on 0300 304 7000 (4.30pm–10.30pm every day).
* **The Mix.** If you're **under 25**, you can call The Mix on 0808 808 4994 (Sunday-Friday 2pm–11pm), request support by email [using this form on The Mix website](https://www.themix.org.uk/get-support/speak-to-our-team/email-us) or [use their crisis text messenger service](https://www.themix.org.uk/get-support/speak-to-our-team/crisis-messenger).
* **Papyrus HOPELINEUK.**If you're **under 35** and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call [Papyrus HOPELINEUK](https://www.papyrus-uk.org/) on 0800 068 4141 (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm), email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or text 07786 209 697.
* **Campaign Against Living Miserably (CALM).** If you identify as **male**, you can call the [Campaign Against Living Miserably (CALM)](https://www.thecalmzone.net/) on 0800 58 58 58 (5pm–midnight every day) or use their [webchat service](https://www.thecalmzone.net/help/webchat/).
* **Nightline.** [email@cambridge.nightline.ac.uk](mailto:email@cambridge.nightline.ac.uk)

We are open every day from Monday 27th April to Thursday 18th June.We will answer your email within 48 hours.

Our email service automatically strips your email address from the email, so we cannot see your email address. However, please be aware that the service will not remove any footers or signatures at the bottom of your email.

* **Switchboard.** If you identify as **gay, lesbian, bisexual or transgender**, you can call [Switchboard](https://switchboard.lgbt/) on 0300 330 0630 (10am–10pm every day), email [chris@switchboard.lgbt](mailto:mailto%22chris@switchboard.lgbt) or use their webchat service. Phone operators all identify as LGBT+.
* **C.A.L.L.**If you live in **Wales,** you can call [the Community Advice and Listening Line (C.A.L.L.)](http://www.callhelpline.org.uk/) on 0800 132 737 (open 24/7) or you can text 'help' followed by a question to 81066.
* **Helplines Partnership.**For more options, visit [the Helplines Partnership](https://helplines.org/helplines/) website for a directory of UK helplines. [Mind's Infoline](https://www.mind.org.uk/information-support/helplines/) can also help you find services that can support you. If you're outside the UK, the [Befrienders Worldwide](https://www.befrienders.org/) website has a tool to search by country for emotional support helplines around the world.

**How could they help me?**

Listening line staff will let you talk through your feelings and experiences without judging you or telling you what to do. Many listening services let you talk for as long as you need.

**Before calling a helpline**, you might want to consider:

* What times are they open?
* Is it free to call or is there a cost involved?
* Is what you say confidential? For example, many services have policies on what to do if someone says they have attempted suicide or are actively planning to.
* What will you do if the line is busy? It's often worth trying several times, or you might plan to call back later or try a different service.

<https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/#.XK21DqBKiCo>