

1	Stop all other activities	Take all declarations seriously.
2	Summon a Support Partner If remote working follow your local "RED FLAG" process	Your Support Partner is there to help you as you help the caller. They are also a witness and should take their own notes.
3	Do not put the caller on hold	
4	Avoid:	Arguing, problem solving, giving advice.
5	Listen & gather information (below)	Check understanding of what the caller is telling you – ask question (e) only if you are comfortable to. These are prompts to help you manage call you may want to adapt the language as appropriate.
a	Confirm your understanding that the customer wishes to self-harm or end their life.	
b	What is their current location?	
c	Have they told anyone about it?	
d	Is there support available from family, friends or carers?	
e	Do they have any plans, or have they already taken any steps (i.e. taken pills or poison)?	

After the call summarise the steps you took here and send to your line manager along with the caller's case reference, if known. Note any details of the conversation before the caller made their declaration, if relevant. Your support partner can assist you with this.

Situation urgent - the customer is at serious risk or in immediate danger

I should...	My Support Partner should...
Keep the caller talking	Call the emergency services immediately
You do not need the caller's consent to contact the emergency services - but you should tell them what is happening and why	Tell the emergency services the caller's location and any other relevant details you have uncovered

Situation NOT urgent - the caller is distressed but has no immediate plans or the means at hand

I should...	My Support Partner should...
Encourage the caller to speak to someone who can help them.	Stay with you. Look at the links below.

Some useful contacts are:

- [Samaritans](#) – 116 123 Free phone
- email: jo@samaritans.org For a reply within 24 hours
- [MIND](#) – 0300 123 3393 Free phone
- Text "SHOUT" to **85258** to contact the [Shout Crisis Text Line](#)
- Text "YM" to **85258** if the caller is under 19
- Ask for an URGENT GP appointment
- Call NHS 111 to speak to a mental health nurse
- Use NHS 111 [online](#) 111.nhs.uk
- [Mental health support services finder](#) (by postcode or town)

Extract from nhs.UK website:

Call 999 or go to A&E now if:

Someone's life is at risk – for example, they have seriously injured themselves or taken an overdose

You do not feel you can keep yourself or someone else safe

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

When to Call: [999](#) (← Link to nhs.UK website)

Find the caller's nearest A&E (← Link to nhs.UK website)