

Crisis information sheet

EMERGENCY INFORMATION

You should call **999** immediately if:

- Someone's life is at risk.
- A person is **seriously injured** or **bleeding heavily**.
- Someone is having **chest pain, difficulty breathing**, or a suspected heart attack/stroke.
- There is a fire, explosion, or serious accident.
- A crime is in progress or you feel **threatened**.
- There is a **danger** to yourself or others that needs urgent help.

If you are in danger and cannot speak to an operator, press **55** or tap when prompted and your call will be transferred to the police.

If it's not an emergency, but you still need help:

- Call **111** for urgent medical advice
- Call **101** for non-emergency crimes

CRISIS HELPLINES

Suicide prevention:

- If you are having suicidal thoughts, please call Samaritans on **116 123** or visit their [website](#)
- Alternatively, text 'SHOUT' to **85258** or visit their [website](#)
 - Both services are available 24/7

Childline:

If you are a child or young person and wish for free, confidential support available 24/7, call Childline on **0800 1111**

You can discuss

- Anything that's worrying you, however big or small
- Feeling scared, alone, or unsafe
- Support with bullying, abuse, family problems, mental health, or relationships
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Alternatively, you can visit their [website](#) for 1-2-1 chat, email, and resources.

Domestic violence & abuse helplines:

- Visit this government [website](#) which outlines how to recognise domestic abuse and provides useful phone numbers / email addresses
- Women can call the [Refuge](#) helpline on **0808 2000 247** for free at any time for confidential, non-judgemental information and support

- Men can call Respect Men's Advice Line on **0808 8010 327** (Monday to Friday 10am to 8pm), or visit the webchat at [Men's Advice Line](#) (Wednesday 10am to 11:30am and 2pm to 4pm) for non-judgemental information and support
- If you identify as LGBTQ+, you can call Galop on **0800 999 5428** for emotional and practical support
- Additionally, you can speak to a doctor, health visitor, or midwife

LOCAL SUPPORT SERVICES

Adult Autism support in Cambridgeshire - visit the County Council [website](#) for information or the H.A.Y [website](#)

Aspire - delivers youth clubs and support for autistic children and young people in Cambridgeshire/Peterborough (visit their [website](#) for information)

Pinpoint - a parent-run service for parents carers of children and young people with additional needs or Special Educational Needs and Disabilities (SEND) in Cambridgeshire (visit their [website](#) for information)

Centre 33 - offers free and confidential counselling for young people aged 13-25 in Cambridgeshire/Peterborough with a wide range of issues such as housing & homelessness, sexual health, employment support and more (visit their [website](#) for information)

Cogwheel Counselling - Cambridge-based registered charity that provides counselling services to individuals of all ages; the service includes supported affordable provision for those on lower and limited incomes (visit their [website](#) for information)

NATIONAL SUPPORT SERVICES

Relate - largest provider of relationship counselling support in England and Wales; offers a wide variety of services including relationship counselling, sex therapy, family counselling, and counselling for children & young people (visit their [website](#) for information)

BEAT - UK eating disorder charity which provides support to people affected by anorexia, bulimia, binge eating disorder and other eating disorders through their helpline, online support services and information (see [website](#))

ADDITIONAL INFORMATION

Confidential debt help and advice:

- Get debt help [website](#) (paid)
- Debt Advisory Services [website](#) (paid)
- Step Change Debt Charity [website](#) (free)