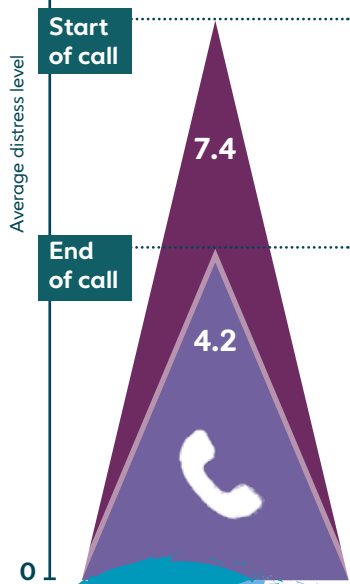


People report a significant **reduction in distress** after calling Samaritans*



Most callers say calling Samaritans helped them manage their own levels of distress and suicidal thoughts or feelings.

“The whole tone of the voice and the way they relate to a caller – there’s a kind of compassion and sensitivity to how they treat you, and how they speak to you.” Samaritans caller

Most callers use Samaritans alongside **other sources of support**, such as:

- their GP
- mental health services
- other charities
- social services
- websites
- and social media.



In **what ways** do people feel better after calling?

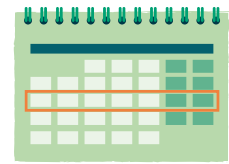


- 74% Feel listened to
- 74% Have options for dealing with difficult situations
- 70% More hopeful about the future
- 67% Better able to cope with everyday life
- 62% Feel more understood
- 62% Calmer
- 53% Feel less lonely or isolated

Impact of Samaritans' helpline

“With Samaritans, they make you feel like just at that moment, you’re the most important thing they’re dealing with.”

Samaritans caller



7 out of 10 callers still felt better one week after calling Samaritans.

What do callers **value most** about Samaritans' listening service?



For **1 in 10** callers, Samaritans is their only source of support.



*Findings are based on the average of all callers' self-reported level out of 10 during the call. Source: Markham, T., Forshaw, A. and Sutcliffe, R. (2020). Samaritans Caller Outcomes Study. Birmingham: MEL Research Ltd.