Who are Samaritans?

Samaritans is a confidential emotional support service for anyone in the UK and Ireland. The service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

If you live outside of the UK and ROI, visit www.befrienders.org to find your nearest helpline.

Volunteers offer support by responding to phone calls, emails and letters. Alternatively people can drop in to a branch to have a face to face meeting.

Across the UK you can call Samaritans on 08457 90 90 90 for the price of a local call. In the Republic of Ireland call 1850 60 90 90.

You can also email Samaritans at jo@samaritans.org, write to Chris, PO Box 9090, Stirling, FK8 2SA or if you are deaf or hard of hearing use the single national minicom number 08457 90 91 92.

The service is offered by 17,000 trained volunteers and is entirely dependent on voluntary support. There are 202 branches of Samaritans in the UK and Republic of Ireland.

We don’t know when you might need us.

That’s why we’re open 24 hours a day.

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Whatever you’re going through, whether it’s big or small, don’t bottle it up. We are here for you if you’re worried about something, feel upset or confused, or just want to talk to someone.

We offer our service by telephone, email, letter and face to face in most of our branches.

Samaritans is available to anyone in the UK and Ireland. If you live outside of the UK and Ireland, visit www.befrienders.org to find your nearest helpline.

Our Services

“I didn’t know where else to turn tonight, and was afraid that I would either harm myself again, or worse. Talking to someone there has calmed me down and I don’t feel so alone now.”

Samaritans caller

Samaritans aims to benefit society by improving people’s emotional health in order to create a greater sense of well being. Apart from being a 24-hour source of support on the telephone, by email, by letter or face to face, we also work in the local community, visiting:

WORKPLACES

Samaritans provide a wide number of courses to businesses, helping staff deal with customer conflicts and internal issues. Courses include our award-winning WorkLife programme tackling stress in the workplace, and teaching effective communication via email.

SCHOOLS

Schools are an ideal setting to reach large numbers of young people from a range of backgrounds. Samaritans DEAL programme is a flexible series of resources for teachers to use in a number of different subjects.

PRISONS

Samaritans offers a number of ways for prisoners to get the support they need, from volunteers visiting prisons to the Listener scheme, which trains prisoners to offer confidential emotional support to their fellow inmates.

Vision Mission and Values

THE VISION

Samaritans Vision is that fewer people die by suicide.

THE MISSION

We work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicide feelings and suicidal behaviour.

We do this by:

- Being available 24 hours a day to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide
- Reaching out to high risk groups and communities to reduce the risk of suicide
- Working in partnership with other organisations, agencies and experts

THE VALUES

We are committed to the following values:

- Listening, because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them
- Confidentiality, because if people feel safe, they are more likely to be open about their feelings
- People making their own decisions wherever possible, because we believe that people have the right to find their own solution and tell people what to do takes responsibility away from them
- Being non-judgemental, because we want people to be able to talk to us without fear of prejudice or rejection
- Human contact, because giving people time, undivided attention and empathy means a fundamental emotional need and reduces distress and despair