



# Crisis Response Policy

## Document history

Process	Date
Author: Karin Read	27 October 2025
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**Policy statement:** This policy is for volunteers and staff who may be interacting with participants who are experiencing mental health crises and/or expressing thoughts of suicide - to guide them to safety, and towards more appropriate support. See **Appendix 1 - Resources for support**

### What does mental health crisis mean?

People’s mental or emotional health deteriorates and becomes significantly worse, and they may feel unable to cope with everyday life. They may express feelings of having lost control. There can be a risk of harm to themselves or others.

### What does expressing thoughts of suicide look like?

This can be a straightforward expression that they want to end their life, or can be phrases such as “I don’t want to be here anymore” or “everything would be better off without me”.

### What to do

Has the person alluded to, or outright stated they are contemplating suicide? Ask the Chief Executive Officer (CEO) to get involved as soon as possible. If for some reason they are not available, the following chart will help guide you through what to do.

IF YES	IF NO
It is important to recognise this and be direct in asking about it. “I am worried about what you have said. Are you considering suicide?”  Do not use unclear phrasing such as “you won’t do anything silly, will you?”.	But still experiencing mental health distress, direct them to appropriate support [see <b>Appendix 1 - Resources for support</b> ] Do show concern and ask them about how they are feeling e.g. how long have they felt like this? Why do they feel this way? Is there someone they want you to call, for example their GP, or a family member?



**IF YES**  
**If you feel the person is at immediate risk, call 999.** Advise the person you are doing so.

It is also important that you take care of yourself. This type of discussion can be draining, shocking and stressful. Do not underestimate the impact it can have on your own wellbeing. Find someone you can talk to about your experience, for example the Sew Positive CEO. Volunteers are not expected to be mental health professionals - this is why it is important to direct participants to trained support.

### **Suggestions for debrief questions:**

- Do you both feel the client is currently safe?
- Have they been directed to appropriate support?
- Are you ok? Do you need to talk to someone else about the situation? Are there any training needs or systems changes needed?

If Sew Positive CEO is not aware of the incident, report to them as soon as possible. The incident will be logged as 'Cause for Concern', these are reviewed at trustee board meetings where they are addressed and/or labelled as 'No further action' with any record of action taken.

## **APPENDIX 1 - Resources for support**

### **Mental Health crisis**

**If there is a risk of harm to the participant or anyone else always call 999 immediately**

<b>What is it called?</b>	<b>What does it do?</b>	<b>How do I contact them?</b>	<b>Where and when does it support?</b>
111 Option 2	A 24-hour service for people in a mental health crisis - trained mental health staff will speak to you and discuss with you your mental health care needs	Call 111 and select the mental health option (option 2)	Cambridgeshire 24/7 x 365 days a year
Lifecraft - Cambridgeshire Mental Health Helpline	Lifeline provides listening support and information to adults experiencing mental distress, including those with issues like low mood, anxiety, bereavement, or those caring for others	0808 808 21 21	Cambridgeshire 11am – 11pm Monday – Friday and 2pm – 11pm Saturday – Sunday
Samaritans	A safe place for you to talk any time you like, in your own way – about whatever's getting to you	116 123	Nationwide 24/7 x 365 days a year
Shout	Confidential and 24/7 text messaging service for anyone in the UK who needs support	Text SHOUT to 85258	Nationwide 24/7 x 365 days a year
Hub of Hope	A mental health support directory	<a href="https://hubofhope.co.uk/">https://hubofhope.co.uk/</a>	24/7 x 365 days a year

## Domestic violence

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Cambridge Women's Aid	Refuge and support for women and children experiencing abuse	<a href="https://cambridgewa.org.uk/">https://cambridgewa.org.uk/</a> Refuge: 01223 460947	Cambridge, any time
Cambridge Rape Crisis Centre	Confidential emotional, legal, and therapeutic support	<a href="https://cambridgerapecrisis.org.uk/">https://cambridgerapecrisis.org.uk/</a> Helpline: 01223 245 888	Cambridge Phoneline: Wednesdays 7pm – 9:30pm, Sundays 10am – 12.30pm

## Housing

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Cambridge City Council	Support to avoid homelessness, social housing	<a href="https://www.cambridge.gov.uk/housing-advice">https://www.cambridge.gov.uk/housing-advice</a> 01223 457000 Housing advice service 0330 053 8109 Out-of-hours emergencies	Cambridge city district
CHS	Advise in managing money, financial crisis for CHS tenants, and some wider Cambs	<a href="https://www.chsgroup.org.uk/support-advice/">https://www.chsgroup.org.uk/support-advice/</a> 0300 1113555	Cambridgeshire Mon-Fri, 9-5
Cambridge Women's Resource Centre	Advice on housing, finances, finding work, domestic violence, and more	<a href="https://www.cwrc.org.uk/">https://www.cwrc.org.uk/</a> 01223 321148	Cambridge, phones open 11am-2pm

P3	Support for people at risk of losing their tenancy	<a href="https://www.p3charity.org/services/cambridgeshire-floating-support-service">https://www.p3charity.org/services/cambridgeshire-floating-support-service</a> 0808 169 8099	Cambridgeshire No info
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### Carer support

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Caring Together	Support unpaid carers, carer services	<a href="https://www.caringtogether.org/">https://www.caringtogether.org/</a> 0345 241 0954	Cambridgeshire Mon-Fri, 9-5
Making Space Carer Support	Supporting unpaid carers of people with mental health conditions	01480 211006	Cambridgeshire Mon-Fri, 9-5

### Welfare benefits/finances/debt

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Turn2Us	Benefits calculator, grants search, PIP helper	<a href="https://www.turn2us.org.uk/">https://www.turn2us.org.uk/</a>	Anytime
Cambridge Money Advice Centre	Debt support and advice	<a href="https://www.cambridgemoneyadvicecentre.org.uk/">https://www.cambridgemoneyadvicecentre.org.uk/</a> 01223 727455	Cambridge No opening times stated

StepChange	Debt support and advice	<a href="https://www.stepchange.org/">https://www.stepchange.org/</a> 0800 138 1111	Nationwide Monday to Friday 8am to 8pm and Saturday 9am to 2pm
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## Food

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Cambridge Sustainable Food	Emergency food directory, sustainable food networks	<a href="https://cambridgesustainablefood.org/">https://cambridgesustainablefood.org/</a>	Cambridge
Fairbite	Affordable food, community cafes	<a href="https://cambridgecity.foodbank.org.uk/about-us/fairbite-food-clubs">https://cambridgecity.foodbank.org.uk/about-us/fairbite-food-clubs</a>	Cambridge

## Families & Children

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Centre 33	Emotional and practical support for young people (up to 25 y/o)	<a href="https://www.centre33.org.uk/">https://www.centre33.org.uk/</a> 0333 4141809	Cambridgeshire 12-5 Mon-Fri 10-1 Sat
Red Hen	1-2-1 support for families of children of primary school age, experiencing challenges in the CB4 area of Cambridge	<a href="https://redhenproject.org/">https://redhenproject.org/</a> 07966 839 635	Cambridge Mon-Fri, 9-5

Cambridge Acorn Project	Therapeutic services for families and children in Cambridgeshire . Cambridge Acorn Project has been supporting local children and families affected by trauma, abuse and financial hardship for the last decade. Also offer Trauma Informed care training	<a href="https://www.cambridgeacornproject.org.uk/">https://www.cambridgeacornproject.org.uk/</a>	Cambridgeshire
Romsey Mill	<p>Romsey Mill is a charity committed to overcoming disadvantage, challenging injustice and promoting social inclusion with young people, children and families.</p> <ul style="list-style-type: none"> <li>● young mothers and fathers</li> <li>● young people on the margins of society who may be involved in risky or anti-social behaviour</li> <li>● young people struggling to engage fully with education</li> <li>● families with pre-school children</li> <li>● young people with an autistic spectrum condition.</li> </ul>	<a href="https://www.romseymill.org/">https://www.romseymill.org/</a>	Primarily Cambridge city, plus some areas of Cambs and Pboro.

## Social/Community

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
HAY	Directory of activities and support	<a href="https://haycambridge.co.uk/">https://haycambridge.co.uk/</a>	Cambridge
Community Navigators	Information and signposting on what's available in your community, to help you live well (practical support, transport, financial support etc)	<a href="https://www.makingspace.co.uk/support-for-carers/community-navigators-1">https://www.makingspace.co.uk/support-for-carers/community-navigators-1</a> See website for district phone numbers	Cambridgeshire Mon-Fri, 9-5

## Sensory

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Camsight	Support, befriending, equipment, groups, and more	<a href="https://www.camsight.org.uk/">https://www.camsight.org.uk/</a> 01223 420033	Cambridgeshire
Cambs Deaf Association	Deaf community befriending, hearing aid support, advocacy	<a href="https://cambsdeaf.org/">https://cambsdeaf.org/</a> 01223 246237	Cambridgeshire

## Neurodiversity

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
TEOM	Coaching for neurodiverse community (CIC not free)	<a href="https://www.theexpertonmyself.org.uk/">https://www.theexpertonmyself.org.uk/</a>	Cambridgeshire
Safe Soulmates	Safe Soulmates creates safe, inclusive spaces where neurodivergent and disabled adults can connect, build friendships, and explore new opportunities.	<a href="https://safesoulmates.org/">https://safesoulmates.org/</a>	Cambridgeshire

## Addiction and substance use

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
CGL/The Edge Cafe	Drug and alcohol service. From 1:1 in person support, chat support and peer support groups, plus activities at The Edge Cafe on Mill Road	<a href="https://www.changegrowlive.org/service/cambridgeshire-drug-alcohol">https://www.changegrowlive.org/service/cambridgeshire-drug-alcohol</a>	Cambridgeshire

## Travel

What is it called?	What does it do?	How do I contact them?	Where and when does it support?
Dial a Ride	Cambridge Dial-a-Ride is a non-profit organisation which provides local transport services via a Membership Scheme that are safe, affordable, and accessible to community groups and to individuals who have difficulty in accessing public transport.	<a href="https://cambridgedialaride.org.uk/">https://cambridgedialaride.org.uk/</a> 01223 506335 Email: <a href="mailto:memberssupport@cambridgedialaride.org.uk">memberssupport@cambridgedialaride.org.uk</a>	Cambridge City plus Girton, Milton and Sawston, we can now take members from Bar Hill, Cottenham, Histon and Impington in South Cambridgeshire and Bottisham, Quy, Lode and Long Meadow in East Cambridgeshire,
Taxicard	The Taxicard scheme helps disabled people who live in Cambridge and have a low income to pay for taxi journeys.	<a href="https://www.cambridge.gov.uk/taxicard">https://www.cambridge.gov.uk/taxicard</a>  If you are a <a href="#">Dial-a-Ride</a> member you can use your Taxicard vouchers on the community transport bus.  Vouchers worth up to £165 a year.	Cambridge City only
Tiger on Demand	TIGER on Demand is a new, flexible concept for delivering public transport services. Rather than being restricted to travelling along specific routes and at specific times, you can book a journey to and from anywhere within the TIGER on Demand travel zones using any of the virtual bus stops.	<a href="https://transport.cambridgeshirepeterborough-ca.gov.uk/buses/tiger-on-demand/">https://transport.cambridgeshirepeterborough-ca.gov.uk/buses/tiger-on-demand/</a>  <a href="http://www.tigerondemand.co.uk">www.tigerondemand.co.uk</a>	South Cambs and East Cambs

	<p>Costs per journey::</p> <ul style="list-style-type: none"> <li>• Adults £2 per journey</li> <li>• Under 5s travel for FREE</li> <li>• Children aged 5-16 £1 per journey</li> <li>• Concessionary Bus Pass Holders and Disability Bus Pass holders travel for FREE</li> <li>• Tiger Pass Holders £1 per journey – Please ask for the ‘Reduced’ fare option when booking and show your pass to the driver when you board.</li> </ul>	<p>If you prefer to book over the phone, you can call 01480 595 440. The call centre is open Monday to Saturday from 06:00 – 19:30.</p>	
Community transport	<p>Transport schemes for people who find driving or using public transport difficult</p>	<p><a href="#">HAY directory of Cambridge city community transport</a></p> <p><a href="#">South Cambs community transport directory</a></p>	<p>Community transport provision differs between Cambridge city and South Cambs - see links for details.</p>