

# LIFELINE

Cambridgeshire & Peterborough  
Crisis and Support Helpline

**Freephone**  
**0808 808 2121**  
**11am - 11pm**  
**365 days a year**

## Need someone to talk to?

We're here to support you



We care  
We listen  
We don't judge

**We could be your Lifeline**



Scan to add Lifeline  
to your contacts

## Need medical help?

If you need medical help for a mental health crisis call the First Response Service on 111 (Select the mental health option) or dial 999 if you are in immediate danger.

## Feedback

Feedback helps us to improve our service. Please help us by letting us know what you like or dislike about Lifeline. Visit our website to submit your feedback. Your views matter.

## Volunteers

If you are interested in becoming a Lifeline volunteer please call Lifecraft on 01223 566957. We provide full training, ongoing support and supervision.

## About Us

Lifecraft is a registered charity in England and Wales Number 1195632

Lifeline is funded by:  
Cambridgeshire County Council  
Cambridgeshire and Peterborough  
Integrated Care Board

[www.lifecraft.org.uk](http://www.lifecraft.org.uk)

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CAMBRIDGESHIRE &  
PETERBOROUGH

A Lifecraft Service  
[www.lifecraft.org.uk](http://www.lifecraft.org.uk)

## About Lifeline

We provide confidential listening support every day of the year.

### How Can We Help You

Our trained staff and volunteers can:

- listen to you
- give emotional support
- be non-judgemental
- help you decide what to do
- develop a plan to keep you safe
- provide information
- liaise with other organisations

### Who Can Call Us

Lifeline is for anyone aged 17 or over who lives in Cambridgeshire or Peterborough.

### About Your Call

You can call Lifeline 11am to 11pm daily.

Calls to Lifeline are free from mobile phones, landlines and phone boxes.

## Information Available

- Different kinds of mental health problems e.g. depression, bipolar disorder, schizophrenia, anxiety
- Types of treatments and therapies, including counselling, psychiatric drugs and alternative therapies
- Stress-avoidance techniques
- Self-help resources
- Local mental health services
- Local and national services for carers



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## Confidentiality

We recognise your right to a confidential service. All calls remain confidential within the service unless you give us permission to talk to others. Other Lifeline staff may listen in during your call for training or quality assurance purposes.

We do not have caller ID, so you can choose to remain anonymous.

If you express the intention of seriously harming yourself or others, we might be legally bound to involve other organisations if you identify yourself.

### Further Information

Lifeline is operated by Lifecraft. Our Privacy Policy is available at [www.lifecraft.org.uk](http://www.lifecraft.org.uk)



Contact Lifecraft on:

T: 01223 566957 (admin)

E: [info@lifecraft.org.uk](mailto:info@lifecraft.org.uk)